

KISSOS HOTEL

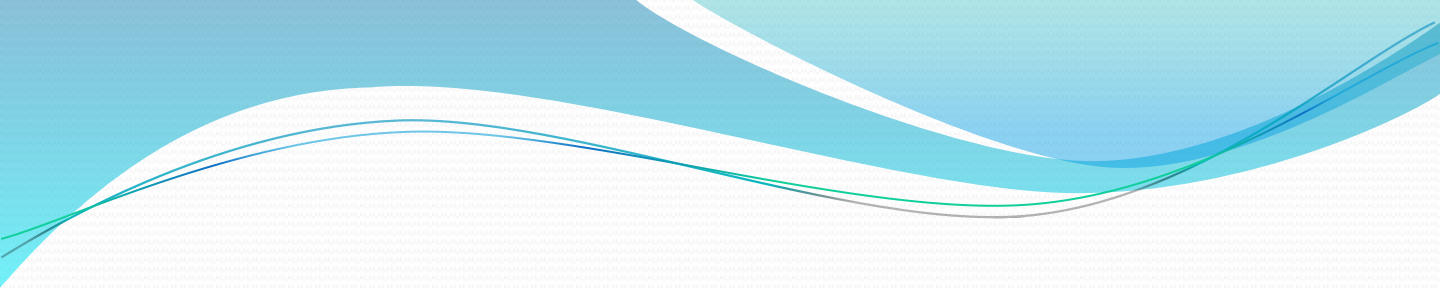
Sustainability Report

1/04/2023





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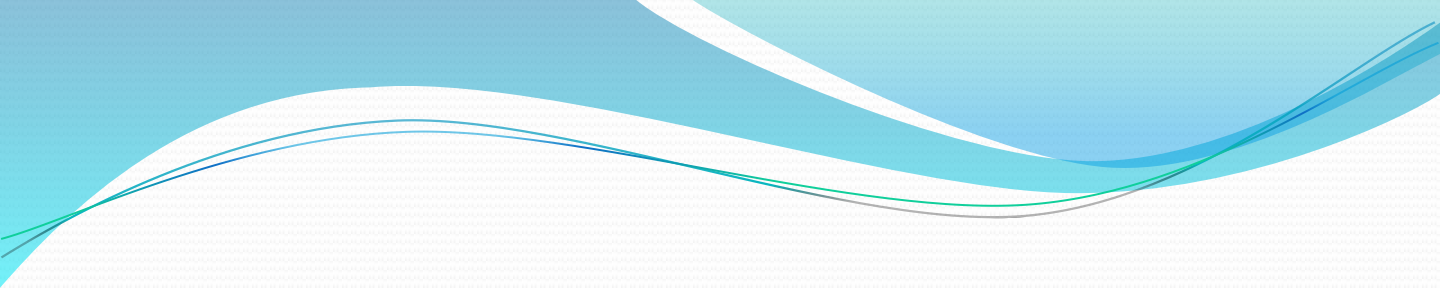


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INTRODUCTION

The Hotel

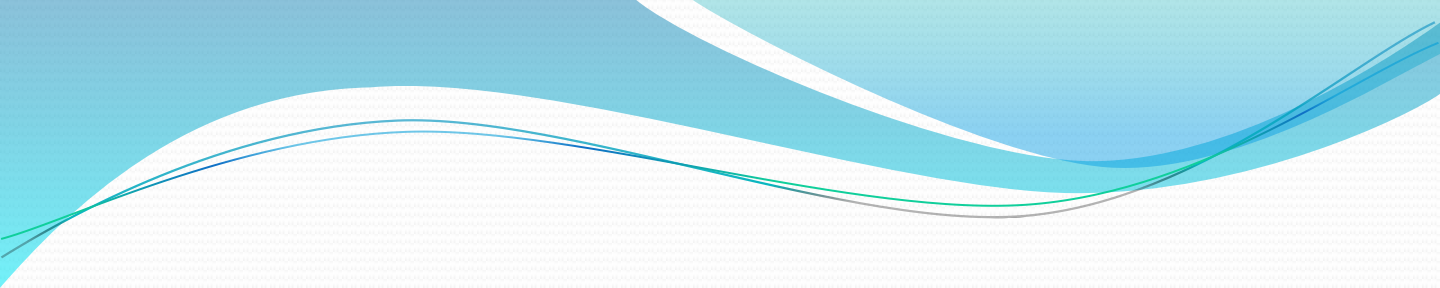


Hotel Presentation

Hotel KISSOS started its operation in 1984 as a three star hotel. The hotel belongs to the company "P. Kissonergis Hotels Ltd and is located in the "Tombs of Kings" area in Kato Paphos just a few meters from the sea. The hotel is managed by the Managing Director Mr. Kissonergis, who is the owner of the Hotel, and by the Management Team.

The hotel has:

- 144 comfortable rooms, all with private bathroom, direct telephone service, color TV with satellite program, radio, fridge, hairdryer and balcony.
- 32 of them are Superior Rooms with all the services and equipment listed above.
 - Central Air Conditioning System.
 - Restaurant
 - Coffee Shop
 - Two Bars (Inside Cocktail Bar and outside Pool Bar).
- Four swimming pools (One Semi-Olympic, one Lagoon, one baby pool and one indoor heated).
 - Outdoor Jacuzzi
 - Luxurious lounges, shop, hair salon.
- Tennis court, Mini-golf, Giant Chess, Beach Volley, French Bowles and Bowls Green
 - Health Club with Gym, Sauna, Massage, Steam Bath and Aerobics Room
 - Conference Room with modern equipment
 - T.V. Room
 - Kids Play Area



Sustainable Development Policy

Sustainability Policy,

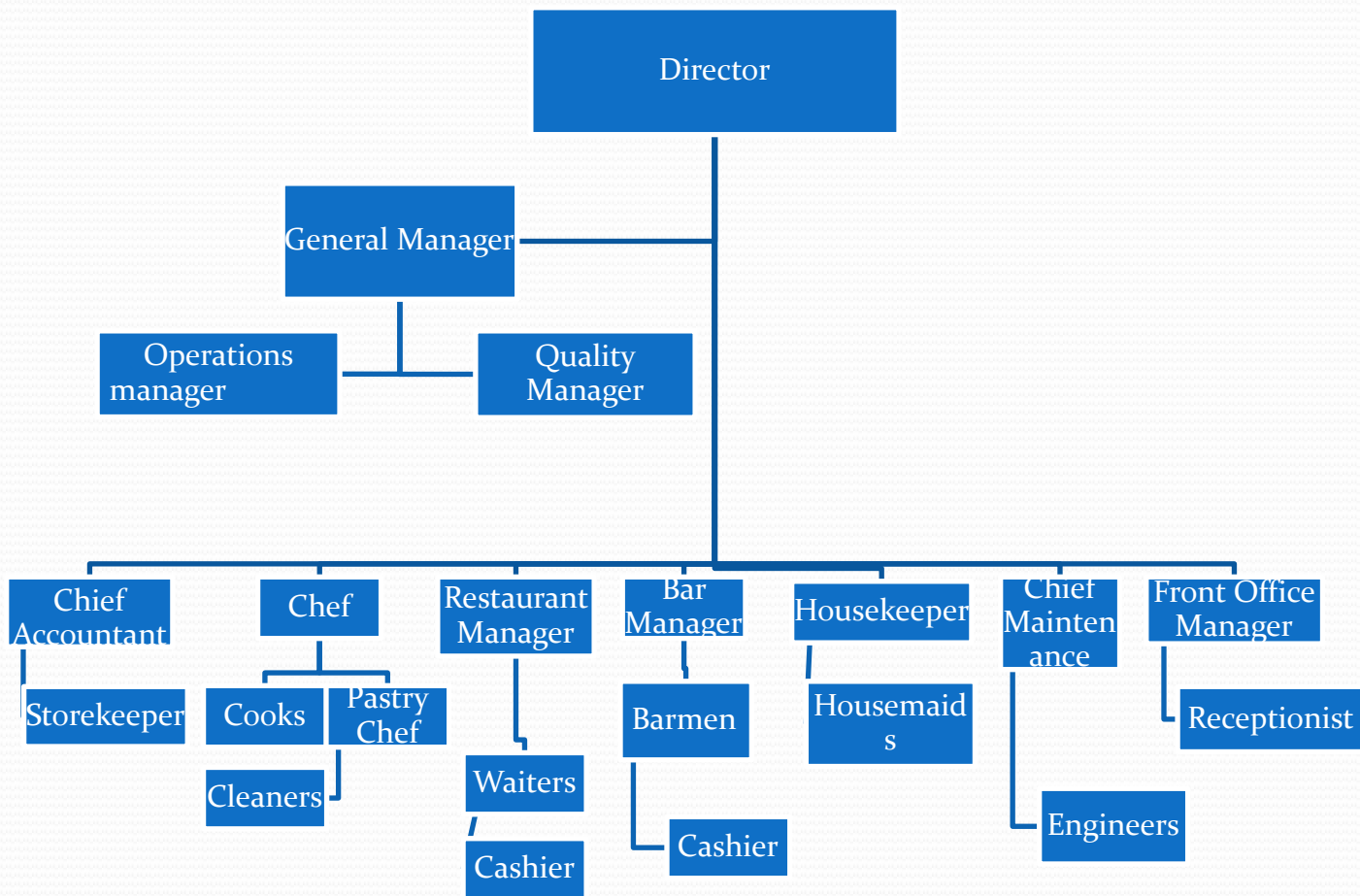
The basic principle and commitment of the management and staff of KISSOS HOTEL, is to provide its customers with high quality services and products that fully meet requirements and expectations and comply with the relevant laws and regulations. In this context, the management of the hotel ensures the safety and health of employees and customers the protection of the environment as well as the local community.

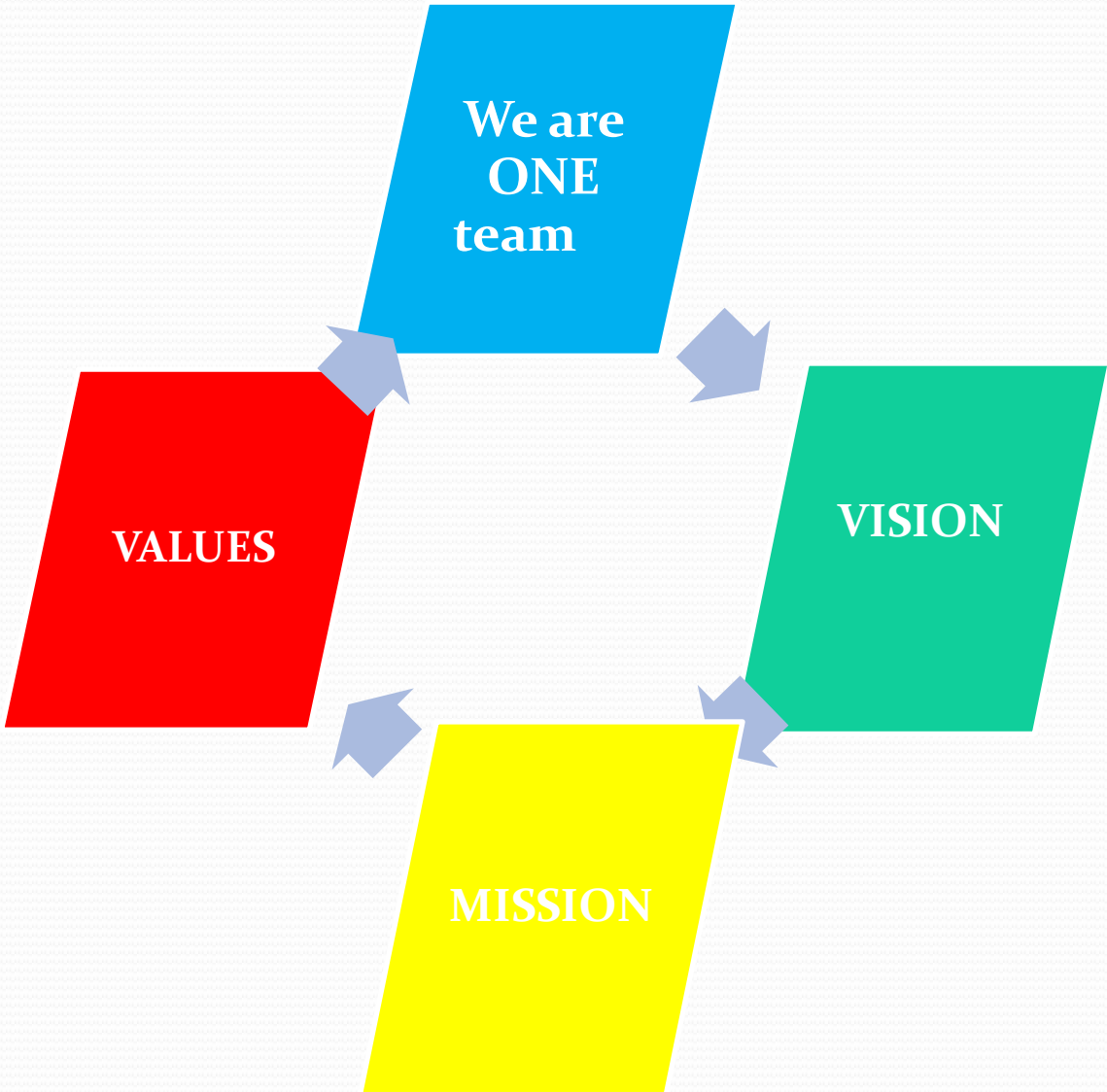
To achieve the above:

- We have adopted Management System that complies with the standards ISO 9001:2008, OHSAS 18001:2007 / ELOT 1801:2008 and European Regulation 1221/2009 (EMAS) which also improves on an ongoing basis
- Satisfy the law relating to all activities of our hotel including quality issues, food security, health and safety at work and environmental management.
- We continuously monitor our operations and continuously adopt measures ensuring the prevention of occupational incidents and illnesses in our hotel for our staff, our customers, as well as third parties.
- Recognize and evaluate on an ongoing basis the environmental aspects and impacts resulting from the activities of our hotel with the ultimate objective and aim of preventing pollution and protecting the environment.
- We must carefully consider and understand the specific requirements and needs of its customer and to adopt policies and procedures that fulfill them with certainty.
- We provide fast, efficient and friendly service to our customers and partners.
- Recognize, evaluate and control the risks associated with food safety.
- We provide our customers with "the best value for their money", the best quality, safety and value in products and services for the money they pay.

- 
- We use the best available quality products, materials and external services according to quality levels of the hotel and the expected value of the customer.
 - We maintain the premises, facilities and equipment of the hotel according to the highest possible levels of maintenance, cleaning, disinfecting, comfort, functionality and efficiency.
 - Adopt and implement policies and procedures to systematically and effectively the highest levels of hygiene, safety and protection of the internal and external environment of the hotel.
 - Provide staff with our continued growth through education, protection and well-being in the workplace.
 - Develop long-term mutually beneficial relationships with reliable, technologically advanced and quality conscious suppliers.
 - Monitor, measure and evaluate the critical parameters and processes, set targets in order to ensure constant quality improvement and review during yearly meetings.

Nathalie Kissonerghi
Quality Manager





Vision, Mission & Values

KISSOS Vision

Kissos Hotel will be a leading player in the hospitality industry that attracts valued owners. Passionate employees, and loyal guests. We will exceed expectations!

KISSOS Mission

- Be the best three-star, full service hotel in Paphos.
- Drive our growth in new and innovative ways.
- Exceed expectations!
 - a. Dedicate ourselves to create loyal Guests in every segment in which we serve.
 - b. Strive to provide the Owners with an industry leading return on their investment.
 - C .Promote an engaged workplace that inspires our Talent.
- Operate a well governed enterprise that is socially responsible to our communities and environment.

KISSOS Values

We are one team.
We respect each other.
We always act with integrity.
We are passionate about what we do.
We are active leaders in our local communities.

Customers Satisfaction:

Guests,

are the most important people for our organization.
They are the resource upon which the success of our business depends. ..

We are dependent upon our guests and our aim is to develop customer loyalty and satisfaction. Customer satisfaction is the best indicator of how likely a guest is to become a repeater.

Our main objectives are:

- To treat our guests like they are our boss.
- To focus on measuring guests satisfaction, though our questionnaires
- To build guest loyalty and to increase their satisfaction and
- To set customer expectations early.

We are proud to welcome repeat guests since 1985.
Managers Cocktail for repeat guests is organized regularly



Guests coming twice a year



Guests coming for 20 years

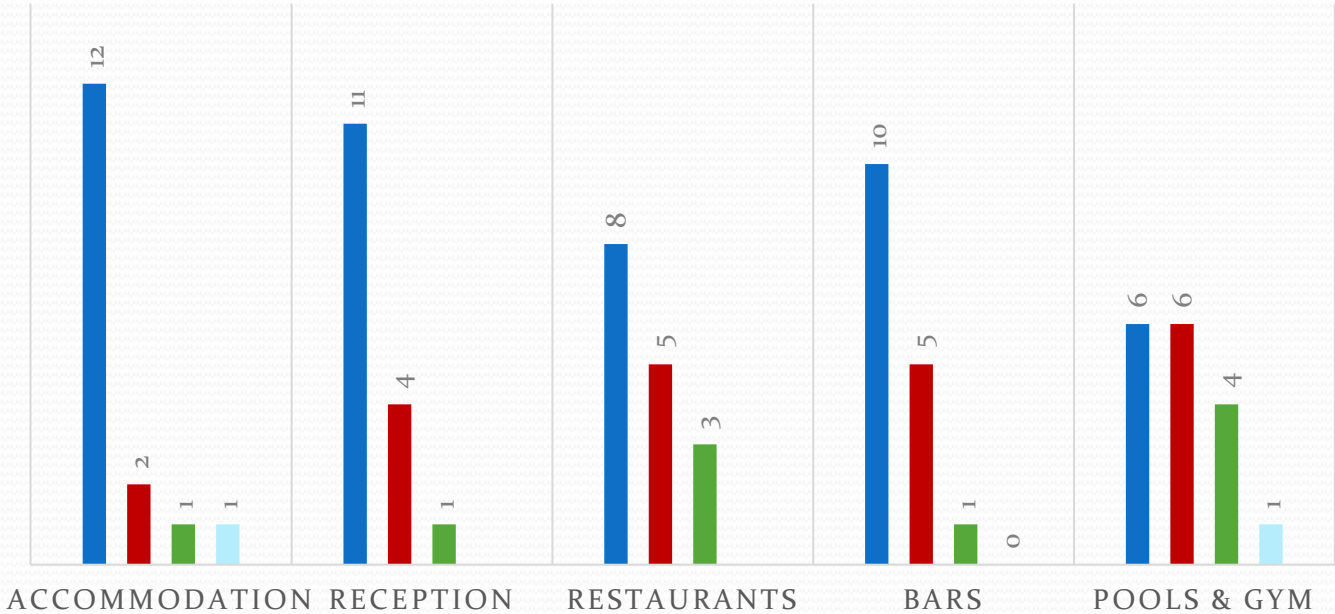


Guests coming for 25 years



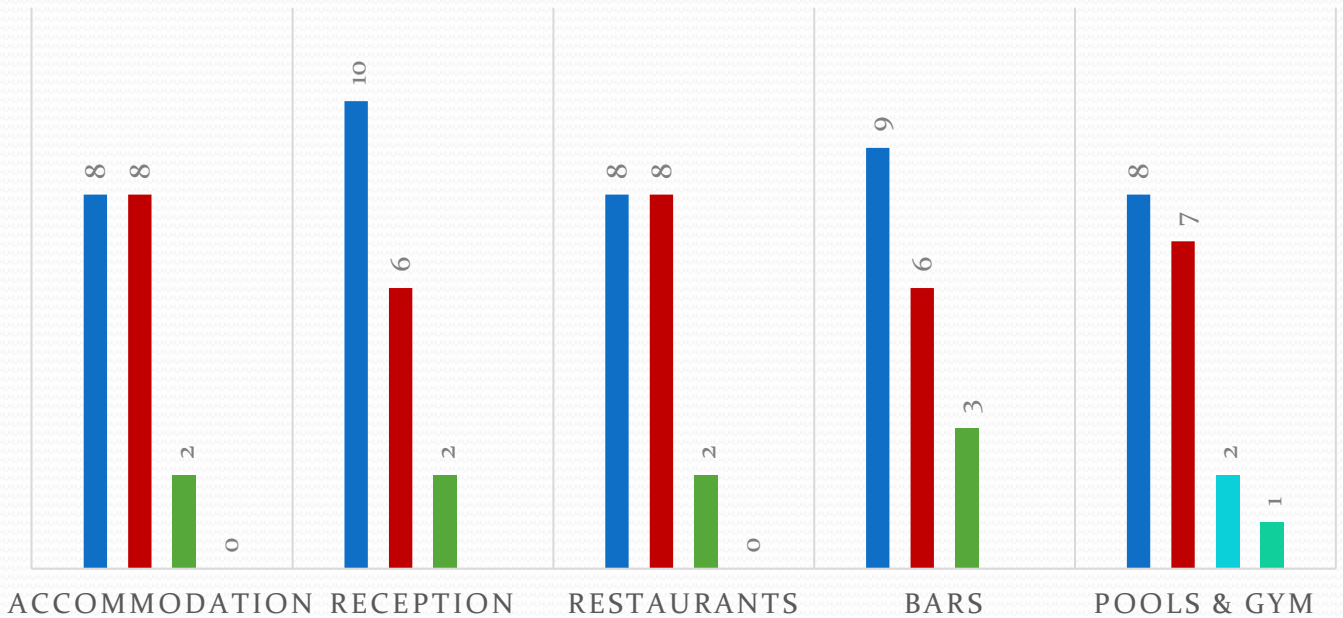
QUESTIONNAIRE ANALYSIS 2021

■ Excellent ■ Good ■ Average ■ Poor



QUESTIONNAIRE ANALYSIS 2022

■ Excellent ■ Good ■ Average ■ Poor



Looking at the questionnaire analysis for the years 2021 and 2022 you will see an increase in the guest satisfaction during these 2 years. The increasing trend in the accommodation is due to the renovations that have taken place in 2018 in most of the hotel areas.

Questionnaires are analyzed by the quality manager upon guests departures which give us the opportunity to handle any problems promptly.

Trip Advisor Comments

Thank you Kissos

Just returned from a lovely AI holiday at Kissos hotel. The hotel is very clean, we upgraded to a superior room along the lazy river. The room was spotless, spacious and comfortable bed. Air con worked perfectly. All the drinks were very good, cocktails made properly at the bar. Not usual slushy ready made stuff. The food was lovely, well cooked and plenty to eat. Only downside is could be warmer. The snacks were cooked fresh, and really nice. The lazy river and lagoon pool is ideal, problem is people hogging sunbeds all day and not using them. One woman got two sunbeds, a chair then sat whole time around bar area. [Read more](#)

Date of stay: September 2022

Nice place to stay

What can I say, we were moved here from another hotel that was well below our expectations. If you mark this against a premier lodge or travel lodge in the UK you will be very very pleased! Rooms are well equipped and in a good condition, the staff are extremely friendly and helpful, quite literally a home from home. A lovely place to stay and in an ideal location for local bars and restaurants in their hundreds. [Read more](#)

[Read more](#)

Date of stay: April 2022

Relaxing break

I stayed here with my teenage daughter for a week, I needed a relaxing week and I got it! A lovely clean hotel with friendly staff. What made it more relaxing for me was that Luke, from No Stress Entertainment, got my daughter included in daily activities, like water polo and boules and I didn't have to join in! We met some lovely people in the hotel due to the activities that were put on. So thank you Luke! We were only bed and breakfast but there are lots of fantastic local restaurants in walking distance! [Read more](#)

[Read more](#)

Date of stay: October 2019

Perfect base

Stayed here for 10 days was a perfect little hotel and close to bars and restaurants and right near tomb of the king's. We originally were staying at another hotel but was closed because of covid and got moved to here. We normally stay the other end of Paphos but this suited us much better. Breakfast was okay bit of everything staff were very friendly and helpful. The room was fab for us. Will definitely stay here again as by are favourite bar kings road. [Read more](#)

[Read more](#)

Date of stay: October 2021

Will be returning

Just back from a 11 nights stay here and it was a great hotel. We stayed in a superior room, it was very spacious and pools very nice. We went bed and breakfast and there was always plenty to choose from. Close to bars and shops too and beach only a 10 min walk. We will definitely be going back. Staff really helpful and friendly.

Read less

Date of stay: September 2021

excellent

lovely hotel, staff were so helpful. rooms were well equipped, pools were great and cleaned daily. facilities were spot on. Location: located about 20 min walk from paphos harbour. near loads of lovely restaurants. Thoroughly enjoyed our stay there and were supposed to be going back in May.... Ah well, there's always next year

Read more

Date of stay: May 2019

Hotel great, fabulous staff.

We have been going back to the Kissos each April for the last six years. We know the staff and they all make us very welcome and are very friendly, and can't do enough to help. We find the hotel very clean, and the food excellent with a great choice of food. The hotel is situated in a convenient position for all amenities, although we are out all day bird-watching. We will be back in April this year, can't wait.

David & Jackie Moreton.

Read less

Date of stay: April 2019

Nice Family Hotel

We were a party of 3 staying in two rooms. one overlooked the pool, the other the car park to the front,

The hotel is clean and bright. Rooms are average with a small balcony that just fits 2 chairs and a table. Cleaning and towel change was done every day by really nice staff.

We stay on a B+B basis

Breakfast was average. We missed it sometimes as it finished at 9.30, a bit early in my estimation, but it was ok to miss it as there are many restaurants nearby serving freshly cooked breakfast.

We didnt try any other food in the hotel, so I cannot comment on it.

Water bottles can be filled at the pool bar for free.

Date of stay: June 2021

Hotel great, fabulous staff.

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Sustainability

What sustainability means?

The original definition of sustainable development is usually considered to be: "Development that meets the needs of the present without compromising the ability of future generations to meet their own needs." Bruntland Report for the World Commission on Environment and Development (1992)

Since then, there have been many variations and extensions on this basic definition.

The quotes below will provide some ideas on what constitutes sustainable development and sustainability.

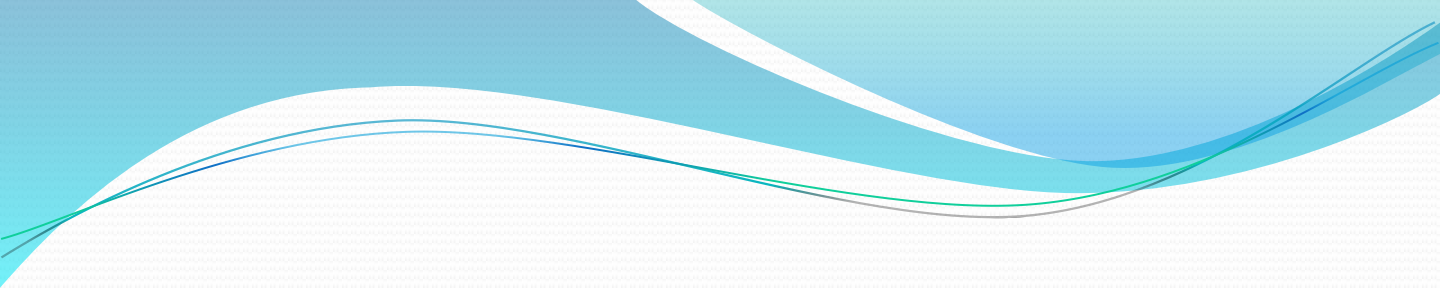
"A process of change in which the exploitation of resources, the direction of investments, the orientation of technological development and institutional change are all in harmony and enhance both current and future potential to meet human needs and aspirations" The World Commission on Environment and Development

"In essence sustainable development is about five key principles: quality of life; fairness and equity; participation and partnership; care for our environment and respect for ecological constraints - recognizing there are 'environmental limits'; and thought for the future and the precautionary principle". (From Making London Work by Forum for the Future's Sustainable Wealth London project)

"The environment must be protected... to preserve essential ecosystem functions and to provide for the wellbeing of future generations; environmental and economic policy must be integrated; the goal of policy should be an improvement in the overall quality of life, not just income growth; poverty must be ended and resources distributed more equally; and all sections of society must be involved in decision making". (The Real World Coalition 1996, a definition based on the work of the World Commission on Environment and Development).

At the Kissos Hotel we operate high standards of performance and advocate environmentally and socially sustainable business practices.

Our aim is to bring a positive benefit to the society in which we operate through high quality service, environmental protection, community involvement and employment.



New Projects



Part of the refurbishment of the Kissos Hotel has been completed by 2019.

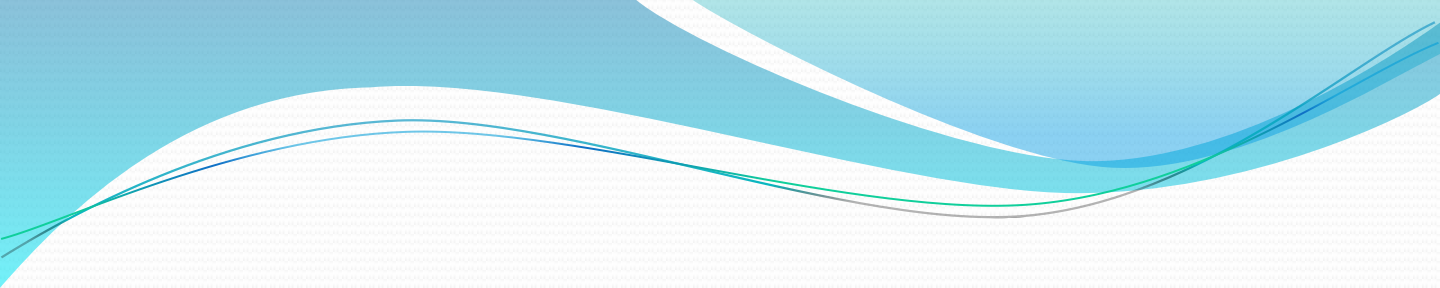
The most important investments made were in the use of solar energy. Solar panels were installed for heating the water as well as photovoltaic system for swimming pool pumps. New boilers and hot water tanks have been installed which led to a much higher energy efficiency level.

In addition to these measures the hotel is now also equipped with intelligent LED lighting systems, Have effective energy LED lighting installed in all of hotel areas with very few exceptions. We have a policy of purchasing low energy equipment for electrical devices i.e.: fridges, cookers, other machines. Lights in certain areas are equipped with sensors. taps were installed .The water flow of all taps is limited 5 litres per minute and the showers to 8 litres per minute.

Third floor bathrooms renovations have been completed . Maintenance and painting of the hotel building has been completed. Yearly Maintenance is done.

To round up the sustainable story the garden areas were re-designed with indigenous plants and flowers and a spacious area for organic herbs and trees that will be used in the kitchen. All refurbishments are done following the sustainable guidelines, using environmentally friendly material, saving energy and water and supporting locally produced goods as much as possible.

Travelife provides a great framework to systematize, formalize and communicate the activities in in the area of social responsibility and community involvement as well as in the environmental management of the hotel.'



The Environment

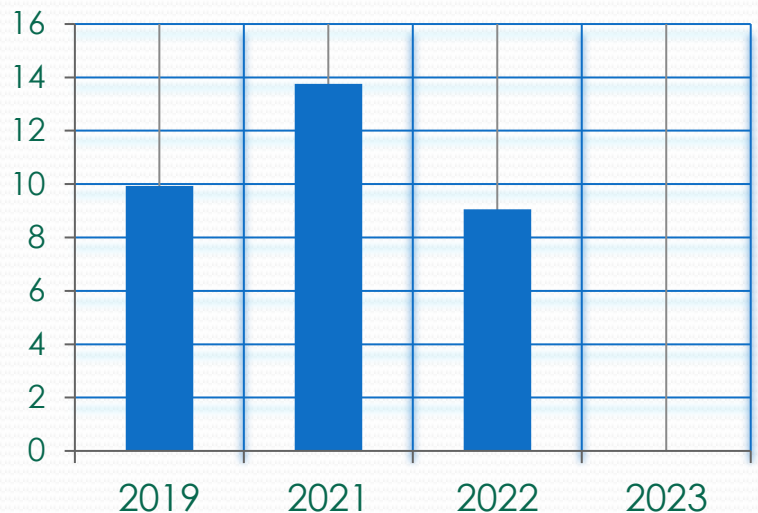
1. Energy Management and Supply

Measures and actions

- An Energy Management System is installed in all guest rooms to control lights, electrical appliances and air-conditioning.
- Have renewable sources of energy captured on site and used such as: photovoltaic system for swimming pool pumps and solar panels for heating the water.
- Train employees on the importance of energy saving and ways to achieve this
- Monitoring energy consumption on monthly basis.
- Have effective energy LED lighting installed in at least 95% of areas.
- Have a policy of purchasing low energy equipment for electrical devices i.e.: fridges, cookers, other heavy machinery.
- In periods of low occupancy some areas of the hotel are on emergency lighting
- Lights in certain areas are equipped with sensors.
- Breaker contacts have been installed on balcony doors to control air conditioning and heating use.

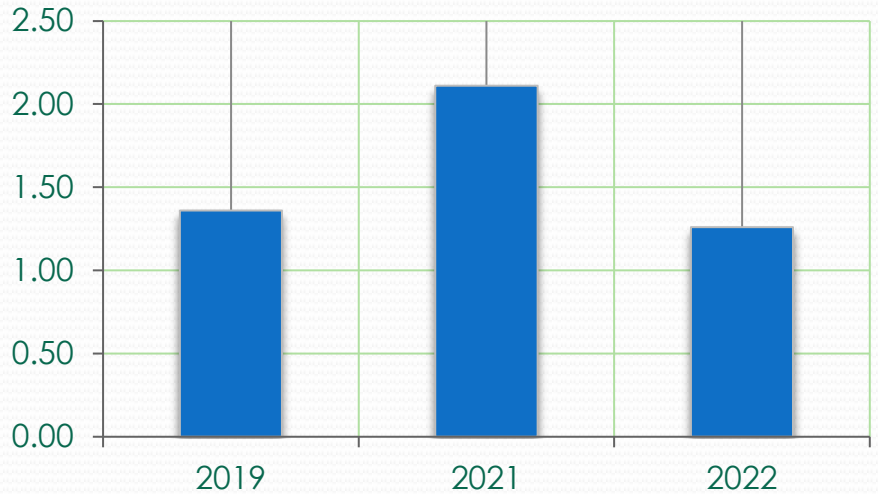
Graph of Electrical Energy Consumption
kWh per Guest Night

Year	kWh per guest
2019	9,93
2020	-
2021	13,76
2022	9,06



Graph of LPGas consumption
kWh per guest

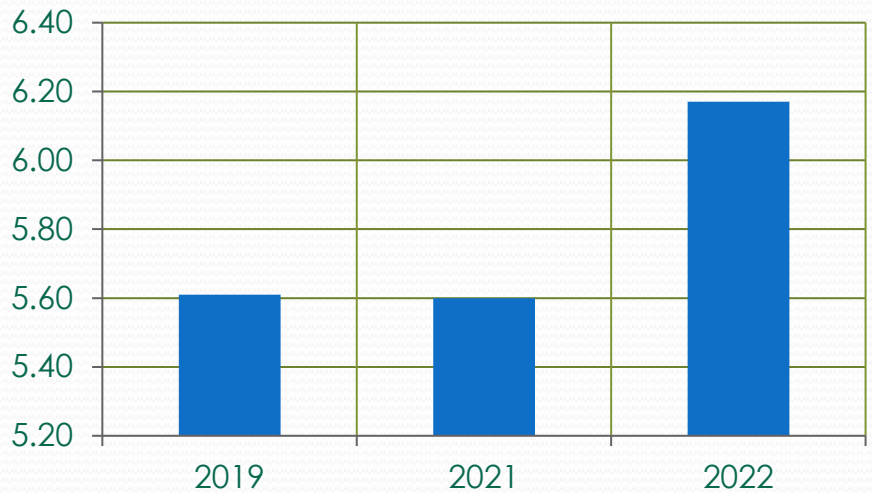
Year	kWh per guest
2019	1,36
2021	2,11
2022	1,25



The increase in the use of LPGas referred to 2021 is due to the fact that hotel was open for 5 months only. In 2022 the use has gone back to desired levels.

Graph of Diesel consumption
kWh per room

Year	kWh per guest
2019	5,61
2021	5,60
2022	6,17



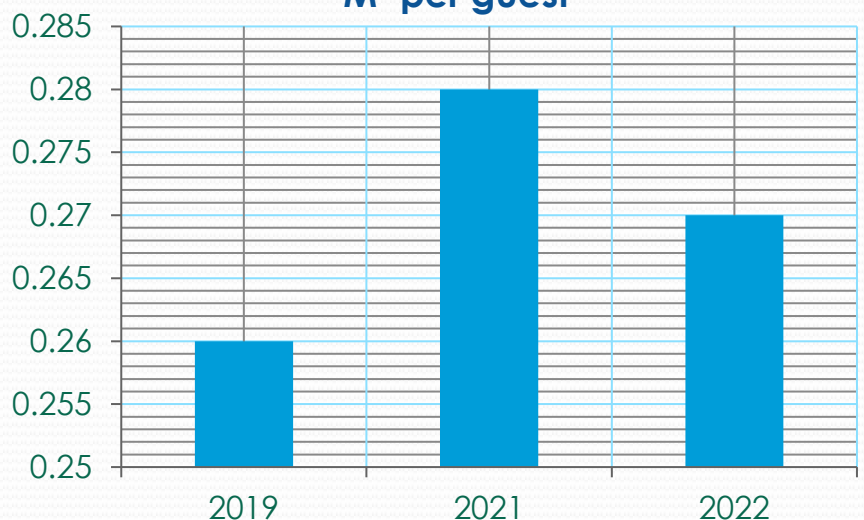
2. Water Management

Measures & actions

- Ensure all staff are trained in water saving procedures and policies related to this.
 - Have installed environmentally friendly flow restrictors, aerators on shower heads and taps.
 - Have a set procedure in towel and bed linen changed twice a week.
 - Part of the water consumption in the hotel is through a water well which is regularly monitored
 - The waste water discharged from the hotel follows the public sewage treatment lagoon system which meets the national regulatory standards.
 - Monitor water consumption monthly and take action when required
 - Ensure better water quality of drinking water by installing a reverse Osmosis regulator and also for protecting all machinery from scale
 - Installed recently new high tech softener regulators for the treatment of hard water
 - Monthly Laboratory checks are carried out to monitor water quality in all parts of the hotel. Rooms, kitchen , swimming pools etc.
- Accounting and Maintenance departments are monitoring the water consumption and quality.

Graph of water consumption
M³ per guest

Year	M ³ per guest
2019	0,26
2021	0,28
2022	0,27



Analysis of 2022:

The increase in the use of water referred to in 2021 is due to opening after Covid with increase in rates by the municipality and smaller working period. However in 2022 due to good management the water consumption has been kept at low levels even though there was a remarkable increase in guest night .

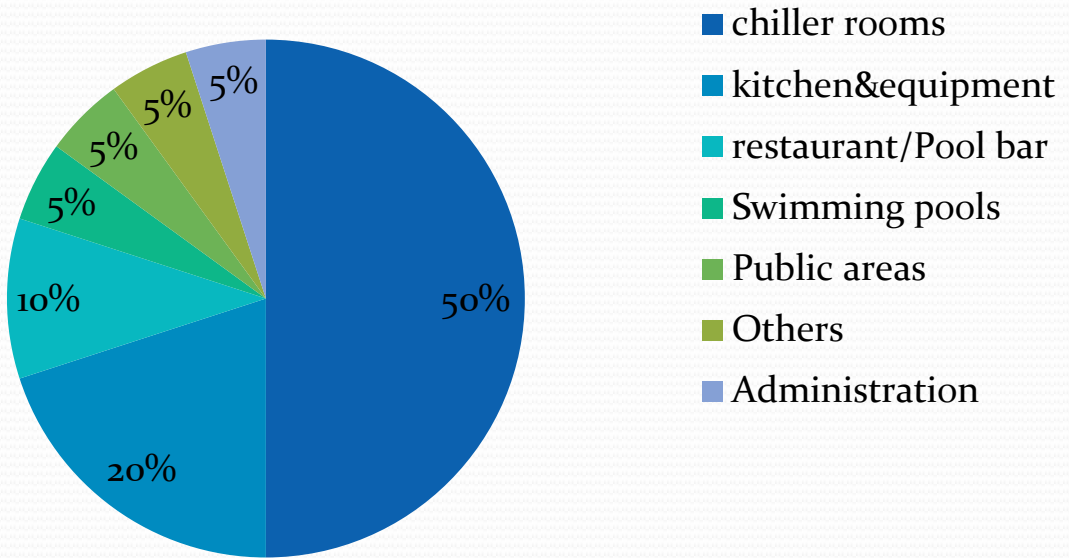


Total Energy Per Year in KWH

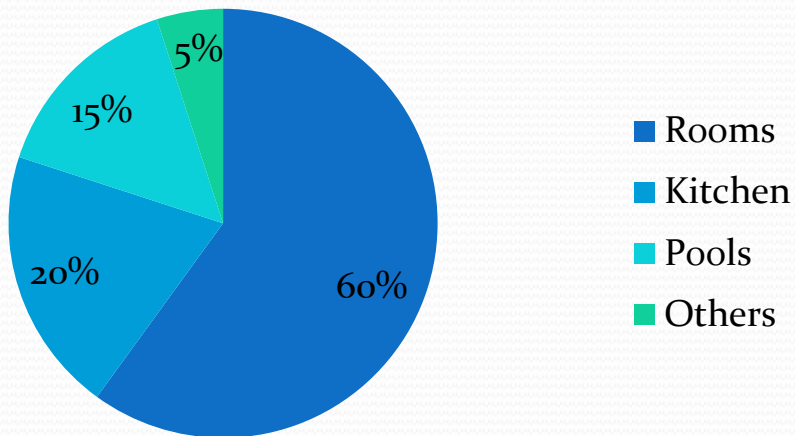
2019	16,90 per guest
2021	21,47 per guest
2022	16,48 per guest

ENERGY	SUPPLIERS
GAS	Hellenic Petroleum Cyprus
Petrol	Petrolina Holdings Ltd
Electricity	Electricity Authority Cyprus

Electricity Use



Water Usage



Looking at the progress of the Energy and Water consumption since our last report, one can distinguish the saving that has been accomplished. The previous report represented the years 2017/2018 and 2019. There is a constant reduction in the Electricity usage per person which shows that all departments have helped . Even though the price element was strong. The same is valid for the Gas usage which shows a drop in the last three years. Concerning the Petrol consumption we can see a slight increase compared to the previous report Water consumption is slightly higher . In general it is noticeable that during 2022 the KWH used where slightly higher and this is due to the higher occupancies compared to the previous year. You may also see the total Energy Chart for the previous report here below for your reference

TOTAL ENERGY PER GUEST	KWH
2019	16,90
2021	21,47
2022	16,48

3. Chemical Disposal

In case of chemical waste, they are safely disposed according to national and international regulations.

Waste Oils:

This is collected by a certified collection company. We dispose all oils in special containers that are collected every 2 to 3 months by these companies.

Waste Paints:

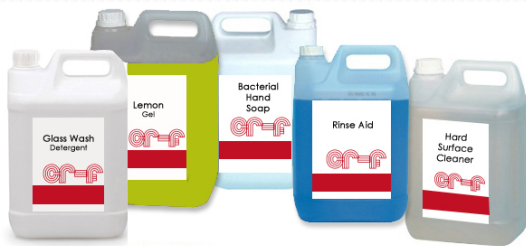
Generally there is no waste paint in our establishment. The building is painted in one/same color and by planning our paint usage waste is avoided.

We buy small quantities of the necessary paint and if a small quantity is left then it is used for touch up jobs.

Waste Solvents:

Generally there is no waste.

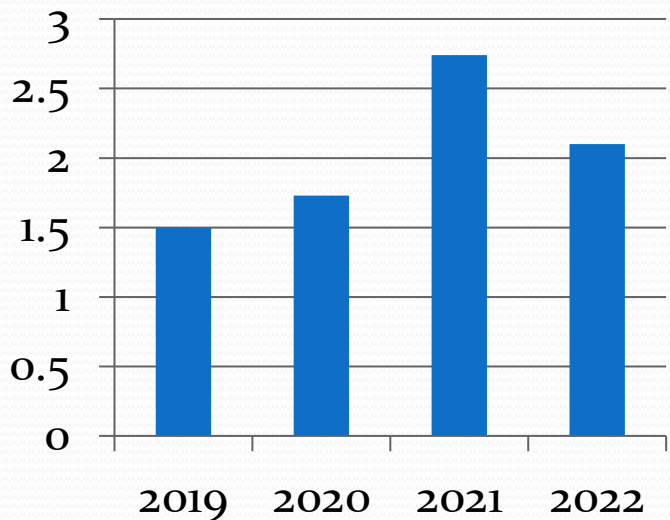
We plan our usage to buy small quantities. We save and left over for future use.



Cleaning Chemicals

YEAR	CHL/KG PER M ₃
2019	1,50
2020	1,73
2021	0,76
2022	2,10

CHLORINE CONSUMPTION



5. Waste Management

Measures & Actions

- Separating our waste plastic, glass, paper, returning batteries and cartridge back to suppliers
 - Avoid using single use packaging in favor of reusable containers e.g.: jam, cereals.
 - Maximize the way of communications through electronics systems, in order to save the paper.
 - Minimize waste by buying in bulk
 - Maintain, fix and repair appliances, equipment's and furniture so they last longer and are efficient
 - Reuse storage containers, old rags
 - Refill storage containers whenever possible
 - Donate old furniture, but reusable in good condition to charity
 - Buy products with recycled content and work with licensed waste contractors
 - Donate food waste to local farmers, animal shelter
 - Giving packages back to suppliers eg. Batteries, cartridge
 - Staff trained continuously on importance of recycling
- Responsible for Waste Management are the Chef and Restaurant manager

Year	Waste	Glass	Paper	Plastic	TOTAL
KG per guest					
2019	0.42	0.05	0.03	0.03	0.53
2021	0.43	0.05	0.02	0.02	0.53
2022	0.42	0.05	0.03	0.03	0.54

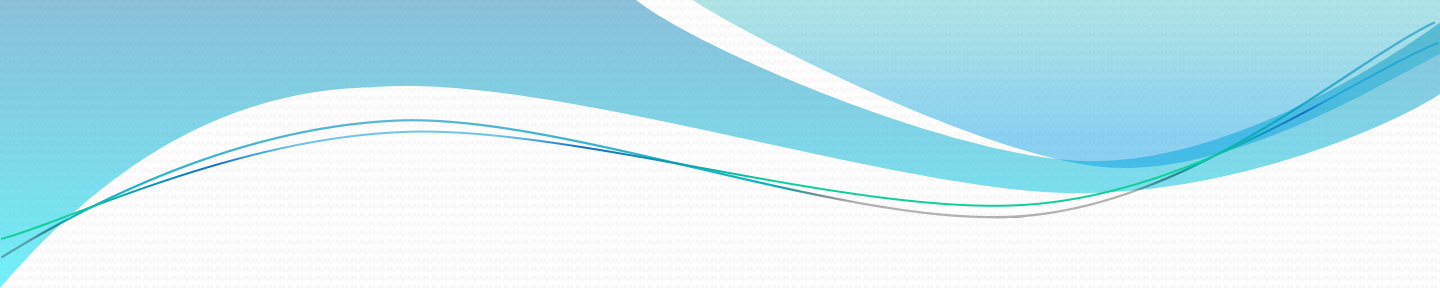
The set target 2017-2019 of -a waste reduction has not been met but have managed to keep the waste to the same level over the last 3 years. As of 2022 plastic waste will be minimized.

TARGETS ANALYSYS for 2022

Field	PER ROOM	Results
Energy Target	18.00 KWH	17.57
Water reduction	-5%	Accomplished
Waste reduction	-2%	Accomplished

NEW TARGETS (2023 & 24)

Field	Reduction planned % Per Room	Start	Finnish	Results
Energy Target	17.00 KWH			
Water reduction	-5%			
Waste reduction	-2%			



The People

Employment of Local People

Kissos Hotel is committed to employing Staff members , local people of Cypriot and Greek Nationality, depending on the professional skills required.

The percentage of "local" Staff (from Pafos area) for year 2021 is over 85% from total employee number.

Training

Another key to the success in our Hotel is the excellence of our people: for this reason our Staff receives regular trainings. Some additional trainings are in-house giving them the opportunity to comply with hotels rules and regulations.

They receive:

- ✓ Introductory Course: a three -day introductory course so that they can discover the operational standards expected in their department.
- ✓ Professional Training Courses: during the year each member of Staff also attends special training courses as required (eg. First Aid Course, Energy Saving Seminars, Handling Customers Complains, Health and Safety, HACCC, waste management , prevention of serious infections).





Internal communication

The Hotel communicates with Regularly with its Staff in a constant and transparent manner .

The tools used for it are as follows:

- ✓ Special Notice board: placed in the canteen room . All Policies and regulations are included.
- ✓ Internal communication: communicated to the heads of department and then shared with all Staff by Memos/Function lists etc
- ✓ Periodic meetings, usually taking place once every two weeks. These meetings are held in order to discuss news, events and the running of the resort.
- ✓ Institutional communication: the Management issues prompt announcements to let Staff know about any successes (awards or acknowledgements achieved), promotions, etc.

STAFF HANDBOOK

HOUSE RULES AND INSTRUCTIONS

Your employment at the KISSOS HOTEL is under the provision of the Hotel Employees (Conditions Of Service) Regulations, the Cyprus Hotel Association, (PA.SI.XE), personal contract and by the House Rules of this Hotel.

CHANGE OF PERSONAL INFORMATION

The Account's office must have all the correct information about you that is necessary. Therefore, we request that you let us know as soon as you change your home address, telephone number, marital status, birth of a child, etc.

ABSENCE

If for any serious reason you are unable to come to work you must inform immediately your Head of Department. If you are ill, ask a relative or a friend to call and explain to us. You must bare in mind that if the Management has any doubts as to whether an employee is really sick, it has the right to ask the employee to be examined by its own doctor. In case the doctors do not agree then they are in consultation regarding the diagnosis.

LOCKERS

Each employee who should wear a uniform will have a locker in the staff changing room free of charge. When a locker has been allocated to you, you should never change it with another member of staff. You are responsible for its cleanliness and tidiness and you should always keep it locked. Food, beverages, or dangerous items are not allowed to be kept in the locker. The Hotel undertakes no responsibility whatsoever in case of loss or theft of your belongings.

Management reserves the right to open and search these lockers at any time in presence of the employee.

In the event of an employee leaving this service of the Hotel, he/she must empty the locker and return the key to the Linen Department.

UNIFORMS

If your position requires a uniform, this uniform will be given to you by the Linen Keeper who will ask you to sign a receipt. You are requested to keep your uniform clean and in good condition pointing out to the Linen Keeper any alteration for mending required. In no case you are allowed to wear your uniform when you are not on duty.

Your uniform is the property of the Hotel and you must return it in good condition in the case that you leave the service of the Hotel.

MEALS

You are allowed to have your meals at the Hotel, when you are on duty, during the usual meal times, (breakfast, lunch, dinner) and your Head of Department will tell you when you will go to the Staff Restaurant for your meals. No employee is allowed to eat anywhere else but in the Staff Restaurant for your meals except those who have been given special permission by the General Manager. The week menu must be placed in the staff restaurant.

ACCIDENTS AND INJURIES

If you have an accident or if you are injured, even slightly, while you are on duty you should report this immediately to your Head of Department who will arrange for first aid or your transport to the Hospital if necessary.

PACKAGES AND PARCELS

You are not allowed to bring with you into the Hotel any packages, parcels, handbags, paper bags, etc., (except personal items) unless a written permission for their existence is given by your Head of Department. Management reserves the right to search you and to open and inspect such packages, parcels, handbags, etc., at any time.

LOST PROPERTY

Any money or property found by you on the Hotel's premises must be handed immediately to the Duty Manager or your Head of Department.

WASH ROOMS

The wash rooms are provided to satisfy reasonable personal needs of the staff and to maintain proper standards of personal cleanliness and hygiene. Management endeavors to ensure that the wash rooms and toilets are kept in a clean and hygienic condition. Your co-operation is expected in helping to maintain high standards of cleanliness for the benefit of all members of staff.

- **APPEARANCE AND HYGIENE**

Always keep yourself spotlessly clean and tidy when you are on or off duty, taking a bath at least once a day.

Men should shave every day and have short and clean nails, shining shoes, tidy and clean hair and always wear a clean uniform.

Women should not wear strong perfumes, have heavy make-up, be loaded with jewelry. They should have clean nails not very long, clean shoes matching with the color scheme of their uniforms, tidy and clean hair.

Take great care over your personal hygiene. Body odor is not only unpleasant and embarrassing but also creates the worst impression.

GRIEVANCES

If you have a complaint about the Hotel, your conditions of service, another member of staff, etc., you have the right to discuss the matter with your Supervisor or Head of Department. If your complaint is connected with an allegation that the Collective Agreement has been contravened, you can apply to your Trade Union. If your complaint is against your Head of Department you can raise the matter with the General Manager. Employees can always use the comments, complaints, ideas box which is placed in the Staff Restaurant.

- **BEHAVIIOUR AND ADDITUDE**

For the smooth operation of the Hotel, it is necessary that we have several reasonable rules and regulations, which every member of staff must comply with. These rules are set out below and you should make sure that you understand them so that you can abide by them.

Failure in complying with these rules and regulations will lead to disciplinary measures.

- Always be respectable towards all Hotel guests and members of the public and be courteous and co-operative with your fellow workers and obedient to your Head of Department, Management and Directors.
- Always carry out your duties cheerfully and intelligently.
- Never become too friendly with the guests. On the other hand, polite social conversation in the line of duty is not discouraged.
- Never enter or use any public or guest area unless you have a duty there.
- When coming to and leaving work you should always use the staff entrance and never the main hotel entrance unless you are directed to do so.
- You should always keep the Staff Restaurant, Changing Room and Toilets in a clean and tidy condition.
- Telephone calls of a private nature are forbidden unless in serious cases where the Head of Department will have to give his/her permission. It is also forbidden to bring you mobiles and use them during working hours.
- You should never talk aloud or shout or do anything, which could insult or disturb the guests.
- Never come to the Hotel or around the premises when off duty unless by special permission or request by Management.
- It is strictly forbidden for all staff to be employed in other work outside the Hotel.
- Never spit or chew gum on the Hotel premises.
- Never eat or drink anything except in the Staff Restaurant and only during the usual meal times.
- Never leave your assigned work area or visit another department or area of the Hotel when you are on duty, unless your duties requires so or you are specifically instructed to do so by your supervisor.
- Never use lifts, bath, toilets, telephones, television or anything which is not assigned for the use of employees unless you have had a special permission from the management.

DISCIPLINARY ACTION

All members of staff must follow the Conditions of Service and the House Rules. However, in the interests of promoting good labor relations and of ensuring the highest standards of service to our guests, any employee of the Hotel who commits any of the following serious acts, will be subject to strict disciplinary measures including dismissal without notice or compensation, depending upon the case.

Theft of property belonging to guests, staff or the Hotel.

Insult or assault on any guest, member of the public, fellow worker, Supervisor or member of the Management.

Be in possession or use a weapon or any other dangerous article.

Be in possession or use any illegal drugs.

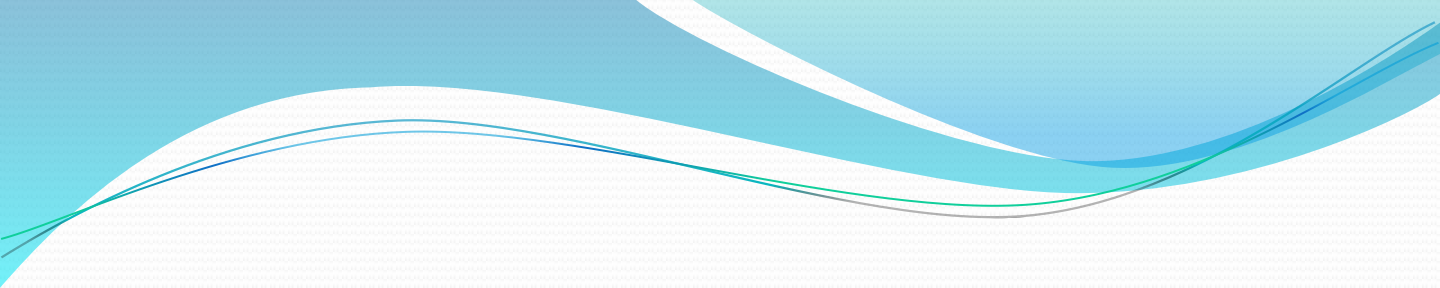
- Being found in possession of, or drinking alcoholic beverages during working hours or reporting for duty under the influence of alcohol.
- Deliberate disobedience of instructions given by your Supervisor or member of the Management.
- Participating in any gathering or meeting within the Hotel's without the prior approval of the Management.
- Rioting or provoke employees to disorder.
- Gambling or conducting any form of gambling within the Hotel premises
- Intentionally causing damage to the Hotel's property.
- Absence from work without any leave or reasonable excuse.
- Forgery.
- Sleeping on duty.
- Repeatedly coming to work late.
- Using Hotel equipment or machinery without permission.

- All staff members receive a copy of Kissos House Rules.

10 Tips for your Sustainable stay

1. **Recycling while on vacation can create some new challenges, but the extra effort is worth it. Plus if you are having a family vacation, it is a good way to show the kids that recycling and caring for the environment is important all the time, and that you can't take a vacation from recycling.**
2. **Save water. Making simple choices in daily life routine can help save our island a lot of water. Towels and linen are changed twice weekly unless otherwise specified.**
3. **Sustainable Preservation Initiative. Any archaeological site needs to be treated with care. They are fragile and irreplaceable. They represent our nation's past, our heritage. And, for some, are one of the main reasons to travel to Cyprus.**
4. **Bike, walk and use public transit. Bicycling, walking, carpooling or riding the bus are the best ways to commute sustainably. As an example, every Thursday, Pafos Municipality offers to all visitors the unique experience of a stroll in Pafos Town Centre, Ktima and a peek into the local everyday life.**
5. **Join sustainable excursions. Our reception staff will be more than happy to assist and recommend.**
6. **Research indigenous crafts and support keeping the tradition alive. We highly recommend "The Place" which offers to all visitors the opportunity to watch, and admire the skills of the potter, the icon painter, the wood carver, the art of the fused glass and glass painter, the chair maker, the art of wood burning, basketry, or to taste local homemade sweets and delicacies, wines, spirits and beer.**
7. **Eat Smart. Eat Local, Organic Foods. With food being a huge part of our existence, this is one of the most important ways to go green. Our local supermarkets offers a variety of organic and local food. Our Hotel Restaurant applies the buy locally policy and it is one of the first hotels to participate in the Cyprus Breakfast scheme.**
8. **Visit Markets where the locals go. The Old Town – Pano Pafos is the reference point of the city, within 3 kilometers up the hill from tourist-dominated Kato Paphos, Ktima Paphos presents itself as a pleasant Mediterranean town going about the everyday occupations of business, civic administration, shopping, schooling and, of course, sitting around in cafes.**
9. **Sun dry. Instead of running the dryer and wasting energy, take advantage of the warm weather, sunny skies and summer breeze by air drying your clothes outside on a line.**
10. **Unplug. Relax and find time to detach from all electronic devices. Make sure to unplug your power cords when you're not using them to conserve energy. A little bit of energy savings can go a long way!**

Go Green with Us!



The Local Area

The Local Area



The charming west coast town of Paphos with its attractive little harbor, and its 13th century castle where open-air fish restaurants line a quayside of bright fishing boats and pleasure crafts, is ideal for your Cyprus Holidays.

As the capital of Cyprus for 600 years in antiquity, the archaeological legacy of Pafos (Paphos) is such that UNESCO put the whole city on its World Cultural Heritage List.

One of the top Cyprus Attractions is in Paphos, The World Heritage Site, and is home to many marvelous and world class historical sites and treasures. Ancient legend tells us that this is the birthplace and home of Aphrodite, Goddess of Love and Beauty. Paphos (or Pafos) is one of the most beautiful and ancient towns in Cyprus, an island blessed with history.

Admire the intricate floor mosaics in villas dating back to the Roman period depicting scenes from Greek mythology, considered among the finest in the Eastern Mediterranean. Equally impressive are the underground Tombs of the Kings carved out of solid rock and decorated with Doric pillars. Or visit St. Paul's Pillar where legend has it the Apostle was flogged before converting the Roman governor, Sergius Paulus, to Christianity, and making Cyprus the first country in the world to be governed by a Christian. Then there is the ancient Odeon Theatre, various Museums and the national park of Akamas Peninsula.

Paphos today being one of the most popular destinations of Cyprus, with its Paphos International Airport, manage to attract visitors from all over the world but also locals at the same time. Paphos Old Town, known as "Ktima" where the main residential area is with its beautiful Town Hall and Schools, and Kato Paphos , by the coastline, with its hotels spreading around the castle.

Enjoy classical opera under the stars in the romantic setting of the medieval castle overlooking Pafos harbour during the various summer festivals. Or jive to the latest dance tunes at a plethora of entertainment spots, part of the modern town's varied nightlife. Pafos won't disappoint you.

Promotion of the Local Area

The Hotel enthusiastically sustains some cultural and sporting initiatives promoted by the Local Community, by sponsoring different events. These events includes:

✓ Pafos 2017 European Capital of Culture - The Kissos Hotel is one of the sponsors, providing accommodation, gift vouchers and promoting the event by all media channels. The Hotel set up the "Pafos 2017 corner" where printed information's are available for all guests.



✓ Pafos Aphrodite Festival – a cultural initiative organized every year bringing in Pafos the most renowned Opera Houses in the world. The Hotel s promoting the event Via social media channels, offers special rates for the Locals that are attending at the event, low Rates plus free Accommodation for the Organizations to accommodate the Opera Group Such as the Cyprus Philarmonic Orchestra and soloists. This project has been going on since 2015



✓ Charity Events Team – Whilst various events Charity events are organized during the year. The Hotel offers its premises free of charge in order to Help the community raise money for the needs of Local people.



✓ Local Community – Lions club events, conferences, Dinners are organized throughout the year. Hotel offers the premises Free of charge.



Local Community Involvement of the Kissos

The Kissos hotel, management and directors are active members in the local community.

- District Committee of Cyprus Hotelier Association – Members
 - ΕΣΣΕ – Paphos Charity Council – Members
 - Paphos Red Cross Association – Members
 - Φιλόπρωχος Αδελφότητα Πάφου – President
- Attending meetings in the different committees, promoting Paphos, organizing various charity events throughout the year.
- On mother's day, yearly event organized involving mothers, kids and community people.
- Organizing tours promoting our city, producers and local made products to guests.





Cyprus Evenings Traditional Cypriot food accompanied by a local folklore dancing team.



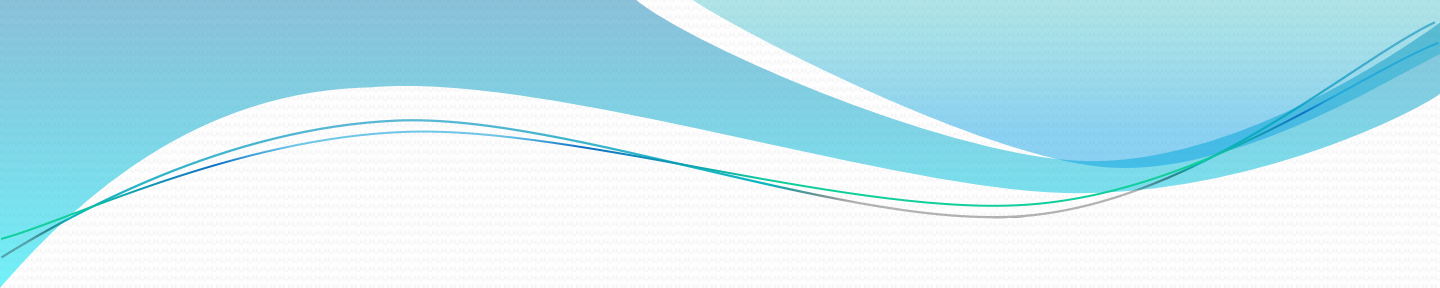
Training of the Limassol Nautical School at the Hotels Premises





Appendices & Templates

Hotel policies



Employee Policy

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Employee Policy

At the Kissos Hotel we strive to exceed our customer's expectations and believe our loyal employees are our most valuable resource in achieving this goal. Likewise, we are committed to exceeding our employee expectations in providing a rewarding and enjoyable work environment. These goals combined, define the business philosophy of the Kissos Hotel. Kissos Hotel regularly holds in-house training sessions on different areas such as: First Aid at work, Pool life guard, Fire training, Health and Hygiene, Safe use of chemicals. Also encourage the staff to participate in special interest courses for personal and business development.

A Health and Safety at work risk report has been conducted for employee's safety.

At the Kissos we prohibit discrimination against and harassment of any employee or any applicant for employment because of race, color, national or ethnic origin, age, religion, disability, sex or any other characteristic protected under the Cyprus Law.

All employee contracts of employment are in accordance with government employee legislation.

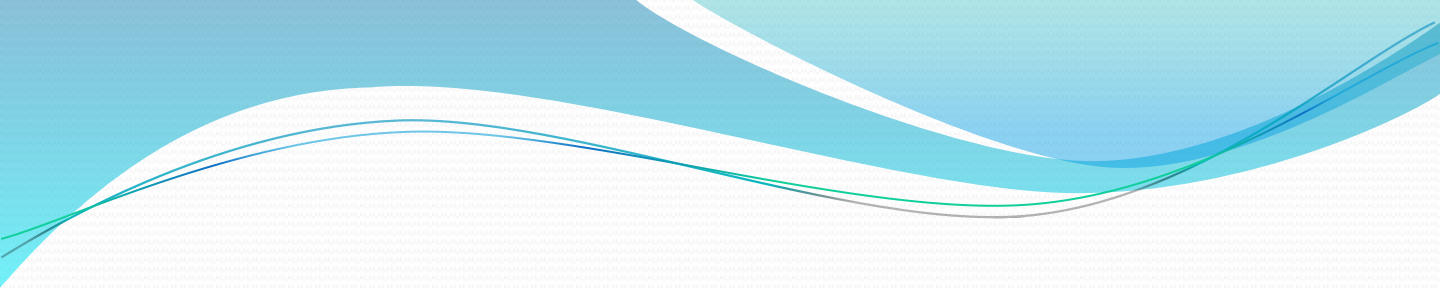
The Accounts Executive is responsible for managing the welfare and labor standards of all employees.

A complaint form is available to staff and can be found on the employees announcement board.

One member of staff is also assigned responsible for managing human rights.

Nathalie Kissonerghi

Quality Manager



Environmental Policy

Environmental Policy,

The basic principle and commitment of the management and staff of KISSOS HOTEL, is to provide its customers with high quality services and products that fully meet requirements and expectations and comply with the relevant laws and regulations. In this context, the management of the hotel ensures the safety and health of employees and customers the protection of the environment as well as the local community.

To achieve the above:

- We have adopted Management System that complies with the standards ISO 9001:2008, OHSAS 18001:2007 / ELOT 1801:2008 and European Regulation 1221/2009 (EMAS) which also improves on an ongoing basis
- Satisfy the law relating to all activities of our hotel including quality issues, food security, health and safety at work and environmental management
- We continuously monitor our operations and continuously adopt measures ensuring the prevention of occupational incidents and illnesses in our hotel for our staff, our customers, as well as third parties.
- recognize and evaluate on an ongoing basis the environmental aspects and impacts resulting from the activities of our hotel with the ultimate objective and aim of preventing pollution and protecting the environment
- We must carefully consider and understand the specific requirements and needs of its customers and to adopt policies and procedures that fulfill them with certainty.
- We provide fast, efficient, and friendly service to our customers and partners.
- recognize, evaluate and control the risks associated with food safety
- We provide our customers with "the best value for their money", the best quality, safety and value in products and services for the money they pay
- We use the best available quality products, materials and external services according to quality levels of the hotel and the expected value of the customer
- We maintain the premises, facilities and equipment of the hotel according to the highest possible levels of maintenance, cleaning, disinfecting, comfort, functionality and efficiency
- adopt and implement policies and procedures to systematically and effectively the highest levels of hygiene, safety and protection of the internal and external environment of the hotel
- provide staff with our continued growth through education, protection and well-being in the workplace
- develop long-term mutually beneficial relationships with reliable, technologically advanced and quality conscious suppliers.
- Monitor, measure and evaluate the critical parameters and processes, set targets in order to ensure constant quality improvement and review during yearly meetings.

Nathalie Kissonerghi
Quality Manager

Current procedures:

Environment

Energy Management and Supply

An Energy Management System is installed in all guest rooms to control lights, electrical appliances and air-conditioning.

Have renewable sources of energy captured on site and used such as: photovoltaic system for swimming pool pumps and solar panels for heating the water.

Train employees on the importance of energy saving and ways to achieve this

Monitoring energy consumption on monthly basis.

Have effective energy LED lighting installed in at least 80% of areas.

Have a policy of purchasing low energy equipment for electrical devices i.e.: fridges, cookers, washing machines.

In periods of low occupancy some areas of the hotel are on emergency lighting

Lights in certain areas are equipped with sensors.

Breaker contacts have been installed on balcony doors to control air conditioning and heating use.

General Manager, accounting and Maintenance are directly responsible for Energy management.

Water Management

Ensure all staff are trained in water saving procedures and policies related to this. Have installed environmentally friendly flow restrictors, aerators on shower heads and taps.

Have a set procedure in towel and bed linen changed twice a week.

Part of our water consumption used for the watering of the gardens is from our well.

The waste water discharged from the hotel follows the public sewage treatment lagoon system which meets the national regulatory standards.

Monitor water consumption monthly and take action when required

Ensure better water quality of drinking water by installing a reverse Osmosis regulator and also for protecting all machinery from scale

Installed recently new high tech softener regulators for the treatment of hard water

Monthly Laboratory checks are carried out to monitor water quality

Accounting and Maintenance departments are monitoring the water consumption and quality.

Waste Management

Separating our waste plastic, glass, paper, returning batteries and cartridge back to suppliers

Avoid using single use packaging in favor of reusable containers e.g.: jam, cereals.

Maximize the way of communications through electronics systems, in order to save the paper.

Minimize waste by buying in bulk

Maintain, fix and repair appliances, equipments and furniture so they last longer and are efficient

Reuse storage containers, old rags

Refill storage containers whenever possible

Donate old furniture, but reusable in good condition to charity

Buy products with recycled content and work with licensed waste contractors

Giving packages back to suppliers eg. Batteries, cartridge

Staff trained continuously on importance of recycling

Responsible for Waste Management are the Chef and Restaurant manager



Chemical Use

Purchase cleaning material with low environmental impact.

Change of Linen/towels policy reduces the use of chemicals

Our future targets are:

- Reduce energy consumption by 3%
- Reduce water consumption by 0.5% i
- Reduce waste by 1% in the next year
- Reduce the use of potentially harmful chemicals by 2% in the next 3 years

Targets for 2023

The hotel has already put its targets for 2023 which are as follows:

- To keep petrol at the same 2022 level . This is 1.20 litres per room per day
- Electricity consumption to be kept at 17.00 per room per day
- Gas consumption at the level of 0.40 litres per room per day
- Chlorine consumption at 2,10 same as 2022
- Waste to be reduced at 0.40 kilos per person.
- Water consumption to be reduced to 0.50

In order to achieve all above better management of energy is needed. Possibly new machinery need to be bought in some departments in order to better save energy. Full maintenance service to be organized for all machinery during the closing of the hotel in winter.

These goals are just the beginning of an ongoing journey toward environmental sustainability.

We are proud to have achieved the Gold Travelife Award for the years for the last nine years and hope to maintain it for many years to come.

We take all of this on, while maintaining the exceptional guest experiences we so proudly deliver and monitor through review sites and our own questionnaires.

On behalf of the environmental team,

Nathalie Kissonerghi
Quality Manager



Social Policy

Community Policy,

Kissos Hotel is committed to continually improve the relationships between them and the local community.

We feel the responsibility towards our employees, suppliers and community to work towards the development of sustainable tourism.

Our goals are the following:

Employment

Here at the Kissos we recognize the importance of helping the local industry by employing local people who will at the same time offer our customers the service as well as the knowledge of the local culture. Additionally this will encourage local residents to stay within the community

Our target is to treat all staff fairly within the government regulations and laws that apply in the hotel industry. We evaluate employees' performance yearly and we organize training courses and frequent meeting that will keep both the employees and management in a constant communication.

Purchasing

At the Kissos we evaluate our suppliers at the beginning of each season and throughout the year in order to achieve best quality results at all times. At the same time we believe that opportunities should be given to services of local origin.

All suppliers must have compatible quality standards and qualification in order to be included in our lists. The aim is to monitor the continuous improvement of their performance.

Social Work

Kissos hotel encourages every body's involvement in order to achieve our goals.

The Hotel donates items such as furniture or linen that is no longer suitable for use within the hotel, to local organizations that may benefit from them (e.g. schools, local hospitals, community groups, etc).

Additionally, the hotel organizes various charity events within the property by allowing free use of conference room, fund raising tea parties, bingo and dinner nights for elderly people etc.

Promotion of Responsible Tourism in the Area

Kissos Hotel is a member of the Cyprus Chamber of Commerce and Industry as well as the Cyprus Hotel Association through. We attend all annual we are able to promote and improve greater economic and social benefits for the residential and

The Hotel also works with colleges in order to provide work experience opportunities for trainees.

CHILDREN'S RIGHTS POLICY

Kissos Hotel condemns all forms of child exploitation.

Kissos Hotel does not recruit child labour, and we support the elimination of exploitative child labour.

We also support legislation enacted to prevent and punish the crime of sexual exploitation of children.

We will work to raise awareness concerning such exploitation and will cooperate

with law enforcement authorities to address any instances of exploitation of which

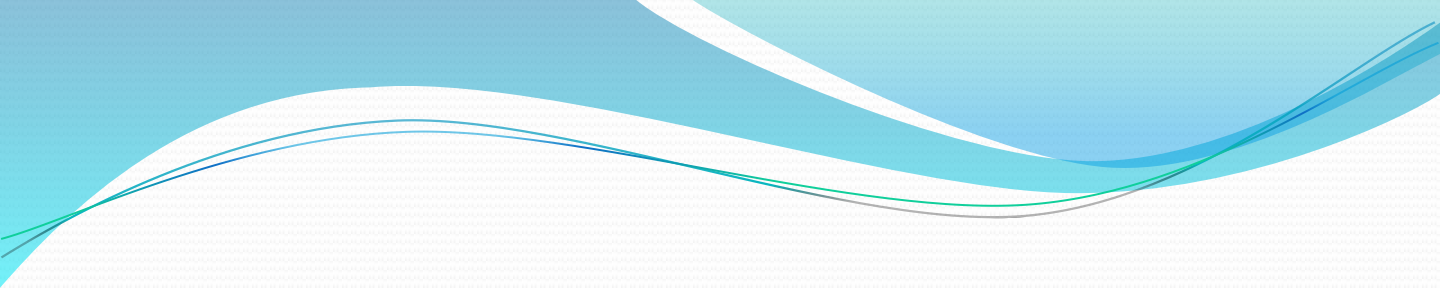
Kissos Hotel becomes aware.

Our staff are informed about the department of Domestic Violence and Child Abuse office in Cyprus, tel 22808442 and its actions.

We are dedicated to respecting fundamental human rights and to continued dialogue

on the principles set forth in this statement as we fulfil our vision as a company.

Nathalie Kissonerghi
Quality Manager



Quality Policy

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Quality Assurance Policy

Kissos Hotel was established in April 1984 to provide accommodation and leisure services to our guests. We are based in the city of Paphos Cyprus and employ 45 people.

Quality is important to our business because we value our guests. We strive to

provide our guests with the services that meet and even exceed their expectations. We are committed to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance.

We have the following systems and procedures in place to support us in our aim

of total customer satisfaction and continuous improvement throughout our business:

- a) Regular gathering and monitoring of guest feedback
- b) Customer complaints procedure
- c) Training and development for all our employees
- d) Regular monitoring of feedback, taking action to improve when identified
- e) Measurable quality objectives which reflect our service level standards
- f) Regular reporting to management of our guest feedback and complaints

Our internal procedures are reviewed regularly and our quality objectives are communicated to all our employees through our Company Notice Board, intranet, team meetings and staff handbook.

Though the General Manager has ultimate responsibility for quality, all employees have a responsibility in their own areas of work, helping to ensure that quality is embedded across the whole property.

Nathalie Kissonerghi
Quality Manager



Supplier Policy



SUPPLIER POLICY STATEMENT

Kissos Hotel is committed to providing economic opportunities for all members of the community in which we operate. We believe that the development of a community's resources benefits our company and the entire community as well. We support and encourage actions in seeking out and taking the steps necessary to assure Suppliers a fair share in the economic opportunities available.

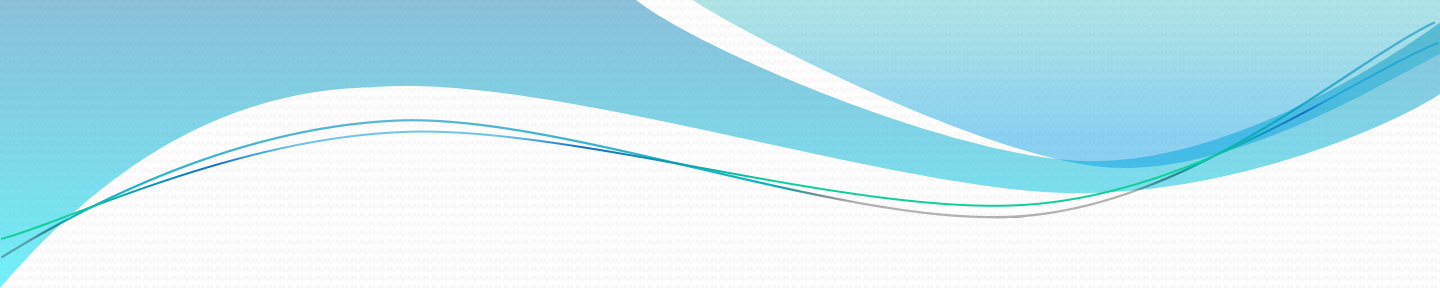
We are committed to purchase locally produced goods and cooperate with local suppliers.

We try to adapt our operation to regional characteristics and conditions
We encourage the use of only local produce items.

Our supplier policy is communicated throughout our staff and suppliers.

On Behalf of the Management

Nathalie Kissonerghi
Quality Manager



Objectives

Objective	Action	When	Status
Environmental targets			
Reduce Energy consumption for 2023/2024	Change remaining split units to inverter system for extra energy saving	2023/2024	New
	Replace remaining pumps with closed system ones for cooling and heating (ongoing process)	2023/2024	New
	Replacing all heavy duty refrigerators with new inverter systems for extra energy saving.	2024	New
	Regular staff meetings and trainings regarding the importance of Energy saving and ways to do it		Ongoing
Reduce Water for 2023	Towel policy in all rooms. Towels to be changed every 2 days or when needed. Bed sheets are to be changed twice a week	2023	Ongoing
	Regular staff meetings and trainings regarding the importance of water saving and ways to do it.		Ongoing
Reduce waste for 2023	Ongoing training on the use of the Recycling spot on each floor	2023	Ongoing
	Special Recycling spot in the lobby for used batteries.	2023	Ongoing

Objective	Action	When	Status
	Further donation of used items following winter closure such as beds, furniture etc	2024	Ongoing
	Regular staff meetings and trainings regarding the importance of waste reduction and how to do it.	2023	Ongoing
Reduce Chemical use for 2023/2024	Use only ecological chemicals where possible	2024	New
	Orders control placed	2023	Ongoing
Local community	Continue and possibly increase our purchases from the local producers. Making a point of buying only locally produced goods.	2023	Ongoing
Gather feedback from Guests on environmental aspects of the Hotel	Include questions on the environmental aspect in the questionnaires given to the guests	2023	New
Additional Seminars	Introducing more free seminars to include local community and staff	2024	New