

Sunprime Protaras Beach Hotel Sustainability Performance Report 1st January 2021 to 30th September 2021

This report was produced by Antonis Frangeskou Quality Manager on 16th October 2021.

Outcome

Comparative Energy Use Register

Month	Guest Nights				Total Consumption (Electricity, LPG)**				Energy Consumption per Guest nights			
	Base Year 2018	2019	2020	2021	2018 kWh	2019 kWh	2020 kWh	2021 kWh	2018 kWh/gn	2019 kWh/gn	2020 kWh/gn	2021 kWh/gn
April	0	1.885	0	0	0	39.221	0	0	0,00	20,81		
May	0	6.376	0	0	0	73.196	0	0	0,00	11,48		
June	5.909	6.582	0	1.236	101.132	81.906	0	32.614	17,11	12,44		26,39
July	6.485	6.768	1.186	5.575	109.388	90.817	38.809	72.552	16,87	13,42	32,72	13,01
August	6.561	6.955	3.943	6.671	105.961	94.889	64.560	80.299	16,15	13,64	16,37	12,04
September	6.473	6.077	4.189	5.649	90.130	81.063	62.311	62.772	13,92	13,34	14,87	11,11
October	4.852		2.739		74.153	0	44.280		15,28		16,17	
Total	30.280	34.643	12.057	19.131	480.764	461.092	209.960	248.237	15,88	13,31	17,41	12,98

Comparative WaterUse Register

Month	Guest Nights				Total Water Consumption				Water Consumption per Guest nights			
	Base Year 2018	2019	2020	2021	2018 m ³	2019 m ³	2020 m ³	2021 m ³	2018 m ³ /gn	2019 m ³ /gn	2020 m ³ /gn	2021 m ³ /gn
April	0	1.885	0	0	0	288	0	0		0,153		
May	0	6.376	0	0	0	1.131	0	0	#DIV/0!	0,177		
June	5.909	6.582	0	1.236	1.490	1.171	0	306	0,252	0,178		0,25
July	6.485	6.768	1.186	5.575	1.740	1.277	237	1.143	0,268	0,189	0,20	0,21
August	6.561	6.955	3.943	6.671	1.680	1.371	820	1.347	0,256	0,197	0,21	0,20
September	6.473	6.077	4.189	5.649	1.217	943	839	1.289	0,188	0,155	0,20	0,23
October	4.852		2.739		924		433		0,190		0,16	
Total	30.280	34.643	12.057	19.131	7.051	6.181	2.329	4.085	0,233	0,178	0,19	0,21

Kitchen Cleaning chemicals

Chemical	Guest Nights (gn)				Quantity (lt)				Quantity per guest night			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
WASHING UP LIQUID	34.643	12.057	19.131		1220	585	345		0,035	0,05	0,02	#DIV/0!
RINSE AID	34.643	12.057	19.131		245	55	120		0,007	0,00	0,01	#DIV/0!
KORDA	34.643	12.057	19.131		85	85	60		0,002	0,01	0,00	#DIV/0!
IMICHLOR	34.643	12.057	19.131		210	125	55		0,006	0,01	0,00	#DIV/0!
OVEN CLEANER	34.643	12.057	19.131		100	135	205		0,003	0,01	0,01	#DIV/0!
INDUR XL FRESH	34.643	12.057	19.131		150	25	40		0,004	0,00	0,00	#DIV/0!
Total	207.858	72.342	114.786		2.010	1.010	825	0	0,01	0,01	0,01	#DIV/0!

Housekeeping cleaning chemicals

Chemical	Guest Nights (gn)				Quantity (Kg)				Quantity per guest night			
	2019	2020	2021	2022	2019	2020	2021	2022	2019	2020	2021	2022
OASIS ALL BATH 2L	34.643	12.057	19.131		26	24	13		0,001	0,00	0,00	#DIV/0!
OASIS TOILET 2L	34.643	12.057	19.131		44	36	29		0,001	0,00	0,00	#DIV/0!
OASIS PRO GLASS 2L	34.643	12.057	19.131		20	6	5		0,001	0,00	0,00	#DIV/0!
KORDA 5L	34.643	12.057	19.131		305	100	65		0,009	0,01	0,00	#DIV/0!
INDUR XL FRESH 5L	34.643	12.057	19.131		70	65	20		0,002	0,01	0,00	#DIV/0!
OXIPUR POWDER 20KG	34.643	12.057	19.131		124	104	75		0,004	0,01	0,00	#DIV/0!
GENEVA HAND SOAP 3L	34.643	12.057	19.131		2.880	117	114		0,083	0,01	0,01	#DIV/0!
GENEVA SHAMPOO 3L	34.643	12.057	19.131		2.200	117	123		0,06	0,01	0,01	#DIV/0!
Total	277.144	96.456	153.048		5.669	569	444	0	0,020	0,01	0,00	#DIV/0!

Swimming Pool cleaning chemicals

Chemical	Guest Nights (gn)				Quantity (Kg)				Quantity per guest night			
	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023
CHLORLIQ D500	12.057	19.131			96	96			0,01	0,01	#DIV/0!	#DIV/0!
FLOGARD	12.057	19.131			100	100			0,01	0,01	#DIV/0!	#DIV/0!
CA-CHLOR 70%	12.057	19.131			250	265			0,02	0,01	#DIV/0!	#DIV/0!
SODIUM HYDROGEN	12.057	19.131			150	175			0,01	0,01	#DIV/0!	#DIV/0!
Total	48.228	76.524			596	636			0,01	0,01	#DIV/0!	#DIV/0!

All chemicals are concentrated

Comparative Waste Recycling Register

Waste	Recycled Quantities				Recycled quantity per guest night (Kg/gn)			
	Base Year 2019	2020	2021	2022	Base Year 2019	2020	2021	2022
General (Kg)		58.500	72.000			4,85	3,76	
Organic (Kg)	2.840	0	0		0,08	0,00	0,00	
Cooking oil (Kg)	640	480	600		0,02	0,04	0,03	
Paper (Kg)	1.002	351	432		0,03	0,03	0,02	
PMD (Kg)	2.760	520	640		0,08	0,04	0,03	
Glass (Kg)	9.900	3.250	4.000		0,29	0,27	0,21	
Batteries (Kg)	24	32	15		0,00	0,00		
Lamps (Kg)	0	0	12				0,00	
Electric & Electronic (Kg)	0	0	19				0,00	
Toners (Kg)	0							
Metal (Kg)	0							
Plastic (Kg)	0							
Wood (kg)	0							

Providing Training					
Year	# of Employees	Total training hours	Sustainability training hours*	Training hours / employee	Sustainability hours / employee
2018	70	660	0	9,43	0
2019	70	1063	121	15,19	1,73
2020	53	142	0	2,68	0
2021	71	776	84	10,93	1,18

Working with Local Suppliers			
Year	Local suppliers (% of suppliers)	Cypriot suppliers (% of suppliers)	Examples of local goods
2019	26%	53%	Fruits, vegetables, fresh meat, dairy products, pastry products
2020	35%	65%	Fruits, vegetables, fresh meat, dairy products, pastry products
2021	41%	59%	Fruits, vegetables, fresh meat, dairy products, pastry products

Working and Supporting Local Community					
Year	Actions and activities				
	Charity	Collaboration with local community	Promote local culture to guests	Environmental	Involving employees
2019		Promote local community events and attractions	Cyprus Theme Night (Every Tuesday) with local music and folkloric dances.	Beach cleaning	Social events (Dinners, yoga)
2020	Futsal tournament (supporting the efforts of center of offer and love Agios Christophoros)	Promote local community events and attractions	Cyprus Theme Night (Every Tuesday)		Social events (Dinners)
2021	The Cyprus association of cancer patients and friends (Paralimni base)	Promote local community events and attractions	Cyprus Theme Night (Every Tuesday) with local music and folkloric dances. Staff member participating on dances	Short power saving mission	Social events (Dinners, yoga)

Working with Local People									
Year	# of Employees	# of Men	# of Women	% Men	% Women	# of Locals	# of Non Locals	% Locals	% Non Locals
2018	74	32	42	43%	57%	43	31	58%	42%
2019	70	23	47	33%	67%	41	29	59%	41%
2020	53	20	33	38%	62%	36	17	68%	32%
2021	71	24	47	34%	66%	41	30	58%	42%

Conclusion

The progress of 2021 compared to 2020 was:

- Electricity consumption is less by 25% (from 17.41 in 2020 to 12.98 in 2021)
- Local suppliers were increased by 6% (from 35% to 41%)
- Training hours were increased by 75% including sustainability (from 2.68 to 10.93)
- Involved guests and employees on an environmental activity
- Involved guests and employees on a donation for charity

Water consumption was not within our target because of the very low occupancy of hotel residents compared to the very high occupancy at the “Beach Restaurant” and the swimming pool filling in 2021.

We support international labor, human rights standards, codes of practice and issues in the local area

Guest Satisfaction

Year	Hotel	Promoters%	Detractors%	NPS TY	NPS LY	Responders
2021	Sunprime Protaras Beach	61.2%	8.5%	52.68	52.63	224

Conclusion

On the NPS, which is the measurement unit for all the Sunprime Hotels, we are 3rd on ranking with the first hotel to be on 56.78, second on 54.55 and the last hotel on 10.56.

Recommendation

- Provide additional training for excellent service and guest needs.
- Daily monitoring and supervision