

HOTEL INTRODUCTION

The King Jason Paphos is a 4 LUX-star, adults only hotel and is situated in a quiet residential area of the coastal tourist area of Kato Paphos, Cyprus. The hotel's location, 950 meters from the seafront and only a short walk from the picturesque harbour, ancient fort and archaeological sites, makes it a perfect place to stay and to savour all that the area has to offer.

From 1994 when The King Jason first opened its doors, the changes have been many faceted and continuous. From a total number of 78 rooms and one swimming pool the unit now offers 127 rooms, 4 swimming pools, some of which are heated in winter. New executive suites have been added to our portfolio enabling us to now offer four different room types to our valued client base.

The Public areas have been extended, refurbished, and upgraded every year.

Our restaurants and bars have been again revamped with the menus continually extended and improved to take into consideration all of the various needs of the guest, should they be simply vegetarian or vegan, or more specific requirements such as gluten and or dairy free. We pride ourselves on the personal and efficient service extended to all of our guests and the fact that 40% to 45% become repeaters is the reward attained.

The King Jason strives to continually improve its products and services.

The quality attained, offered, and expected by our valued guests must always be at the highest possible levels.

The elements required throughout this ongoing process involve the continued development of our services to ensure complete satisfaction of our guests, always within the relevant legislation, and the correct development of our employees.

During its 28 years of operation, The King Jason Hotel has built a reputation of personal service and cultured a family atmosphere throughout.

Redefining genuine hospitality is our primary and ongoing concern, and this is to be found in every aspect of our operation.

The King Jason has evolved and changed, the ethos has been, and will always be, the individual.

Human & Financial Resources

Overseeing and directing the hotel is Mr Thomas Tsatsoulis, who is the General Manager of the King Jason Hotel Paphos. Mr Tsatsoulis has delegated responsibilities to his team in order to coordinate and follow sustainability practices.

In the King Jason Hotel, Mr Sergios Sergiou Operations Manager and Mrs Pitsa Panagide (Quality Coordinator) are responsible on maintaining all the sustainability practices the hotel should follow to ensure the protection and well being on the local and general environment.

With the directions of the General Manager Mr Thomas Tsatsoulis, for the managing of the welfare and labour standards of the King Jason Hotel is Mr Kostas Paraskeva (Accountant) to ensure all employees' human rights are met responsibly.

In addition, Mr Thomas Tsatsoulis directs the team to communicate effectively and to support the local community. To add, the delegated employees to achieve that are the Front Office Staff, whom some of them have worked in the hotel for over 20 years. In addition, all staff of the hotel are responsible to maintain a respectable relationship with the local community.

OUR SUSTAINABILITY MANAGEMENT SYSTEM & POLICIES

At the King Jason Paphos our aim is to offer our guests a memorable experience. At the same time, we are all aware of the significant environmental issues that have arisen globally in the last few decades, and it is of major importance to us to offer these memorable experiences to our guests by integrating sustainable practices and principals with intent to reduce, minimize and manage our impact on the environment.

The King Jason Paphos, strives to ensure that all its staff members are informed, trained, and encouraged to participate in the Sustainability Policy programme.

Listed below are our policies and actions with regards to the environmental issues as well as the human rights, community integrations and health and safety as well as our results for the years 2019, 2020, 2021. Your questions are always welcome.

The basic principle and commitment of the hotel and each of its executives is to provide its customers with high quality services and products, to bear responsibility for the health and safety of employees and third parties and is committed to take all those actions required for the safekeeping and improvement of health and safety conditions as defined by the requirements of Cypriot and European legislation and the provisions of ISO standards, ISO 9001:2015, ISO 22000:2108, ISO 45001:2018, ISO 14001:2015 that fully meet their requirements and expectations. It is our commitment that we will be certified with the ISO certifications in the year 2022.

In order to achieve the above, the Hotel Management:

It has adopted the Quality Management Systems and Food Safety Management System in accordance with ISO 9001:2015 and ISO 22000:2018, which it applies to all activities and functions of the hotel that have an impact on the quality of products / services and the satisfaction of customers that have an impact on the health and safety of employees and the environment as well as on food hygiene and safety.

It examines, evaluates, monitors and reviews the external business environment and the internal operating environment, the needs, expectations of customers, employees and all stakeholders in order to consistently provide products and services that meet them.

It identifies threats and opportunities, plans, actions and prepares an action plan as part of the hotel's strategy and goals.

It sets measurable and objective goals in relation to quality, safety, sales at an operational level as well as regarding the improvement of profitability. These goals are reviewed and evaluated as to the extent to which they are achieved by the Hotel's Top Management.

- It provides fast, efficient, and friendly service to its customers and partners.
- It is committed to the production and distribution of safe and high-quality food products that meet the needs and expectations of users, in a way that fully ensures their hygiene and quality.
- It has installed a Food Safety Management System which is in line with the broader objectives of the hotel as a Tourist Services Provider and with which it analyzes the risks on the basis of a risk study which evaluates the risks based on their likelihood of occurrence and their severity and identifies the Critical Control Points(CCP's)and OPRPs where these potential risks can be controlled, taking into account sensitive consumers (consumers of special foods), legislation, the advice of the competent authorities as well as new scientific data on the risks from food.
- It is responsible for the operation and maintenance of the Food Safety Management System, as well as its continuous improvement in order to respond in the best way to the present Food Safety Policy, assigned to the Food Safety Team to which the corresponding responsibilities are provided.
- It is committed to supporting the Food Safety and Safety Committee Team with all the necessary means and resources so that the Food Safety and Safety & Health Management Systems at work can operate efficiently and meet the purposes of their creation.
- It periodically checks to confirm the effectiveness of food quality and safety systems, in order to take the necessary corrective actions.
- It is committed to ensuring that this policy is understood, implemented and respected at all levels of the organization.
- It maintains the hotel's facilities, facilities, and equipment according to the highest possible levels of maintenance, cleanliness, disinfection, comfort, functionality, and efficiency.

- It provides all the means to train staff on health and safety issues, to allocate responsibilities within the hotel, and to encourage everyone to participate in the improvement of working conditions.
- It provides health and safety to employees, subcontractors, suppliers, visitors and other third parties in the Hotel's facilities and protection to the environment and takes all appropriate measures to control these factors.
- Creates a work culture of sensitivity to safety and health issues
- It continuously monitors the reduction of incidents that harm human health and/or the environment.
- It uses the best available quality of products, materials, and external services according to the quality levels of the hotel and their expected value from the customer.
- It provides staff with continuous development through training, protection, and well-being in the workplace.
- The policies and procedures listed in this Manual are an integral part of the way the hotel is run and operated, of which we are proud and ensure that they are always effectively implemented.
- The management system will be continuously monitored, maintained, and improved through a program of inspections and reviews. It invests in the continuous training, information, and education of its executives in order to promote Quality in their every activity.
- It develops long-term mutually beneficial relationships with reliable, technologically upgraded and qualitatively conscientious suppliers.
- It sets measurable objectives for quality, food safety, occupational safety & Health at the operational level, at the operational level of departments and / or processes as well as regarding products. These goals are established and evaluated as to the extent to which they are achieved by the hotel management.
- Monitors, measures and evaluates critical parameters and processes to ensure food quality, health and safety, and hygiene

The policies are implemented by all employees at all levels of the company and to recognize the individual hazards of their workplaces, to contribute to the improvement of the performance of the Quality Management System, Food Safety and Health & Safety.

The management and staff of the hotel are committed to the immediate service of the customer, the identification and satisfaction of the requirements of interested parties, the implementation of legislative obligations, the proper execution of the company's processes and the faithful implementation of the management systems. The implementation of the above policy presupposes the continuous upgrading of the organization's services and functions, as well as the establishment of measurable objectives that will be controlled, reviewed, and reviewed at regular intervals.

Environmental Sustainability:

Energy

- Use of flow energy light bulbs
- Use of sensor lights in bathrooms
- Outdoor lighting controlled through automatic timer systems
- Special window surfaces to block sun radiation (lobby)
- Electricity activation through magnetic keys (guestrooms)
- Air-conditioning / Heating in guestrooms automatically switches off when balcony doors are open
- Old electric equipment has been replaced with new of better energy efficiency
- Monitoring and adjusting temperatures of air-condition of the public areas
- Preventive maintenance of all machinery as per the annual maintenance program
- Staff training to report any faulty equipment

Water

- Lower water flow at all water outlets
- Toilets are equipped with low flush buttons

- Public area showers work with push buttons for up to 15 seconds
- Pool towels and bedroom linen are changed every 2 days
- Guests are encouraged to reuse their bath towels with a informative label in the rooms
- Grey water is disposed to the public sewage treatment lagoon system
- Hot water constantly circulates in the hotel

Waste

- Recycle glass, paper, cardboard, plastic, metal, batteries, used cooked oil, lamps and electric devices
- Use reusable polycarbonate cups instead of disposable plastic cups
- Water is served by glass rather than in bottle
- We purchase in bulk for staff
- Print only, when necessary, on a double-sided paper and in black and white whenever possible
- Reuse destroyed linen as cleaning rags
- Prepare food in small quantities so to avoid waste, any food items not consumed at the buffet are taken to the staff cafeteria for consumption
- Avoid using extra plastic straw i.e. decoration

Chemical

The hotel has adopted a policy of purchasing environmentally friendly cleaning supplies biodegradable (90%) and the members of staff are trained in their appropriate use. Also, a system is in place to record yearly consumptions for annual analysis in order to help the hotel management minimize unnecessary consumption.

PURCHASING

Whilst ensuring a wide range of high-quality products, The King Jason Paphos, purchases and promotes solely from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad. Additionally, prior to every purchase of electrical equipment we make sure that they are energy efficient.

COMMUNITY

- We try to recruit local people to help money circulate within the community and discourage locals to seek for jobs abroad
- When possible, we participate in fundraising or/and donate food at lunch, as well as organize Cyprus breakfast and Cyprus meze nights
- We promote local drinks
- Local events and business are permitted to promote their services and products for free (flyers, brochures)
- Give local products (i.e. jam or olive oil) as present to guests
- Donation and sell products for supporting Europa Donna – awareness of breast cancer
- Donation to Cancer patients, Make a wish – children with leukaemia
- Members of our staff have been registered as potential bone marrow donors at Karaiskakio Foundation

HEALTH & SAFETY

We provide all our employees with the necessary health & safety tools (i.e training seminars and equipment). These include the hotel's emergency plan (handbook, annual seminar from head office and fire evacuation

drill) and training for the proper use of chemicals. Furthermore, we apply rules on personal appearance and hygiene, provide our staff with fresh food as well as changing rooms / shower rooms. With regards to accidents involving guests or / and employees, we record all of them and take corrective actions, as well as analysing them in the end of each year in order to study the frequency, cause, place etc. to take preventive actions.

GRIEVANCE & DISCIPLINE

All members of staff may discuss their complaints with their Department Heads and if they are not satisfied, they may ask for an appointment with the Hotel Manager. Disciplinary actions and observations are to be done through the Department Head whenever possible. In case of minor wrongdoing, a verbal warning is given. Repeated incidents will lead to a written warning. After the 3rd written warning, employees are dismissed from the hotel. In case of serious wrongdoing (i.e. stealing, abusing of colleagues or guests e.t.c.) the employee will be dismissed immediately without any warnings.

CHILDREN PROTECTION

Our hotel fully supports the protection of children, including child labour under-aged, physical and/or sexual abuse. Even though our hotel is adults only now our employees received training to distinguish basic child abuse incidents and are encouraged to report all suspicions to the hotel's management. The management in turn will report such incidents to the local child protection authorities whether they originate from guests or employees immediately.

QUALITY

- The guest is the main focal point of our work. To fulfil their needs and expectations by providing
- quality in all aspects of the hotel is ours.
- The continued improvement and enhancement of our employee's work environment to ensure
- optimum motivation
- Regular training of our employees in all aspects of quality of service, quality of food, hygiene, and
- safety in the workplace
- All work area environments to reach the required standards in accordance with local and EU
- legislations
- Systematic examination of all measurable criteria provided either internally or by external sources,
- to ensure optimum standards are maintained throughout the operation.

<Here we put all the policies signed by the GM>

OBJECTIVE AND TARGETS

1. Further promote Reducing, Reusing and Recycling
2. Reduce solid waste by 10% compared to 2019 by introducing a holistic recycling program,
3. improved planning in food preparation and the use of larger packages wherever possible
4. Reduce total water consumption by 2%. This will be achieved by training our employees
5. to save water and frequently monitoring water leaks
6. Organize activities that promote our Social Corporate responsibility by involving
7. employees, guests
8. and the local Authority
9. Increase the variety of local dishes served at the hotel
10. Inform our guests about the environmental measures implemented by the hotel

Findings of years 2019, 2020 and 2021:

Due to the unfortunate related circumstances of COVID-19 in the years 2020 and 2021, the work load was decreased tremendously. Therefore, it has affected the energy usage, thus, less waste, water usage, electricity consumption, fuel and gas consumption, was observed.

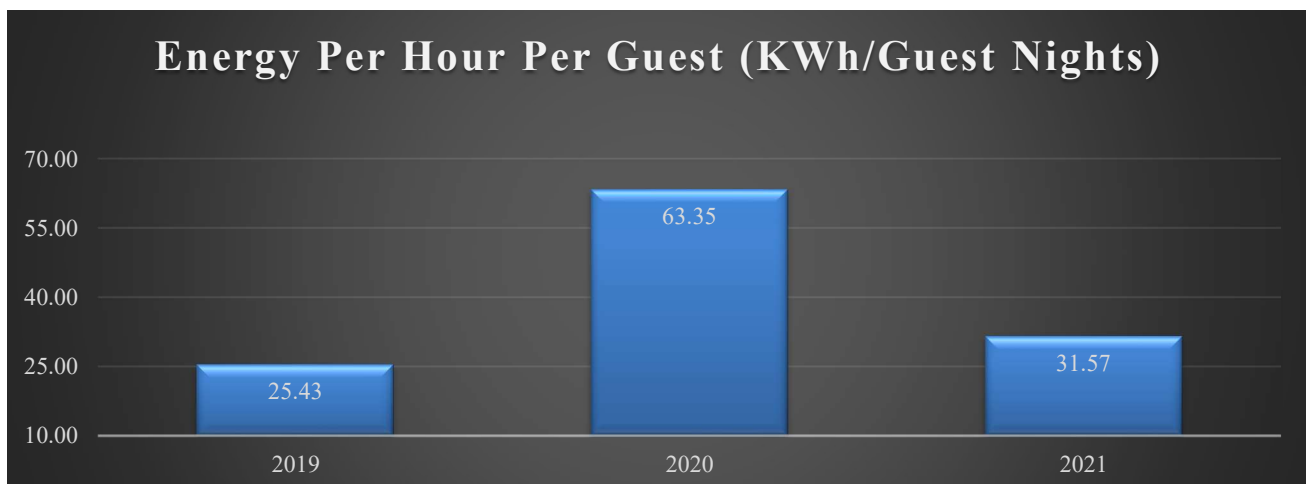
In reality our environmental targets to reduce improve our sustainability methods and results were met. However, the results were due to the lower occupancy. Further, lower occupancy will result in a higher number of energy used per guest in the hotel and energy used per room night in the hotel.

ENERGY CONSUMPTION

The hotel uses three types of energy for its operation:

- **Electricity**
The hotel uses electricity for lighting, building cooling, refrigerating, mechanical and electrical equipment.
- **Fuel (Diesel)**
Diesel is used for water heating and Solar energy is used for some swimming pool pumps.
- **Gas**
Gas is used for cooking and heating of water.

Our initial target for 2019 was 22 KWh g/n, which was not met however, was not far behind resulting at 25.4 KWh g/n. Unfortunately, in the year 2020, due to the Covid-19 pandemic, the results have been negative standing at 63.35 KWh g/n. Inevitably the results were high due to the low number of room occupancy. In the year 2021, the hotel operated fewer months than the year 2019 and had a lower overall occupancy which resulted in a higher energy expenditure per guest at 31.57 KWh g/n.



Details of all the figures in regards the energy usage are shown below in this report

Targets 2022 & 2023:

Target for 2022 is the initial 2019 target of 22 Kwh g/n and 2023 at 20 Kwh g/n

Achievement methods:

- Continue and follow our environmental policy & Travelife Certificate
- Introduce periodically in-house seminars for the hotel employees in regards environmental practices
- Continuous reminder to employees to minimize energy usage where possible
- Continue to use LED lighting within the entire hotel
- Continue to monitor the monthly energy expenditure

WATER CONSUMPTION

The hotel uses two sources of water:

1. **Potable water from Municipality waterboard which is used for hygiene, drinking, cooking, cleaning facilities and swimming pools.**
2. **Water from drilling for irrigation.**

Our target for 2019 for potable water was 0.34 M³/g.n. Due to the renovation we had, the consumption was more than we expected. For 2020 the target was 0.34 M³/g.n also, however, it was not met due to the Covid-19 pandemic. Nevertheless, in 2021 the target of 0.34 M³/g.n was and surpassed it reaching 0.33 M³/g.n.

Targets 2022 & 2023:

Target for 2022 is 0.30 M³/g.n and target for 2023 will be 0.28 M³/g.n

Achievement methods:

- Continue and follow our environmental policy & Travelife Certificate
- Introduce periodically in-house seminars for the hotel employees in regards environmental practices
- Continuous reminder to employees to minimize water usage where possible
- Creation of a monthly check list for pipe leakages (maintenance department to be responsible on following it and filling it)

YEAR	GUEST NIGHT	M ³ /g.n
2019	58493	0.44
2020	7943	1.41
2021	24583	0.33

Details of all the figures in regards the water usage are shown below in this report

USE OF CHEMICALS

The use of chemicals in our establishment are used with sensibility and according to our needs. Our target for 2019, for the use in pools was 0.060Kg/g.n and for cleaning was 0.015Kg/g.n, instead it reached 0.073 Kg/g.n for Pool Chemical and 0.027 Kg/g.n for Housekeeping.

As noticed in the table below, 2020 chemical usage per guest is a lot higher, however, this can be explained by two main reasons: **1) Very low operating period and low occupancy. 2) Covid-19 was at its early stages, thus, the use of extensive amount of disinfecting chemicals were used to avoid any corona virus contaminations**

Target for 2022 & 2023

In 2022, we aim to achieve a target of 0.25 Kg/g.n and in 2023 0.23 Kg/g.n.

It is very difficult to avoid the use of chemicals, however there are methods to minimize them

Achievement methods:

- Continue and follow our environmental policy & Travelife Certificate
- Research to find chemical products that are less harmful to the environment
- Research to find chemical products that are more effective in smaller doses (meaning less total consumption)
- Special training will be scheduled from the management team and local chemical supplier to remind and teach the appropriate usage of chemical instructions and quantities.

YEAR	GUEST NIGHT	KG per Guest
2019	58493	0.10
2020	7943	0.321
2021	24583	0.283

Details of all the figures in regards the chemical usage are shown below in this report

WASTE MANAGEMENT

Paper, PMD and Glass are collected from Green Dot, but they are not able to give us actual numbers. The numbers we have are calculated approximately by the weight a recycle bin can carry.

However, as you can see the lowest numbers belong to the year 2020 due to the extreme low occupancies and the pandemic of Covid-19.

	2019	5721 Kg
	2020	777Kg
	2021	2220Kg
	2019	3954 Kg
	2020	537Kg
	2021	1534Kg
	2019	3217 Kg
	2020	437Kg
	2021	1248Kg
	2019	670 Kg
	2020	360 Kg
	2021	340 Kg

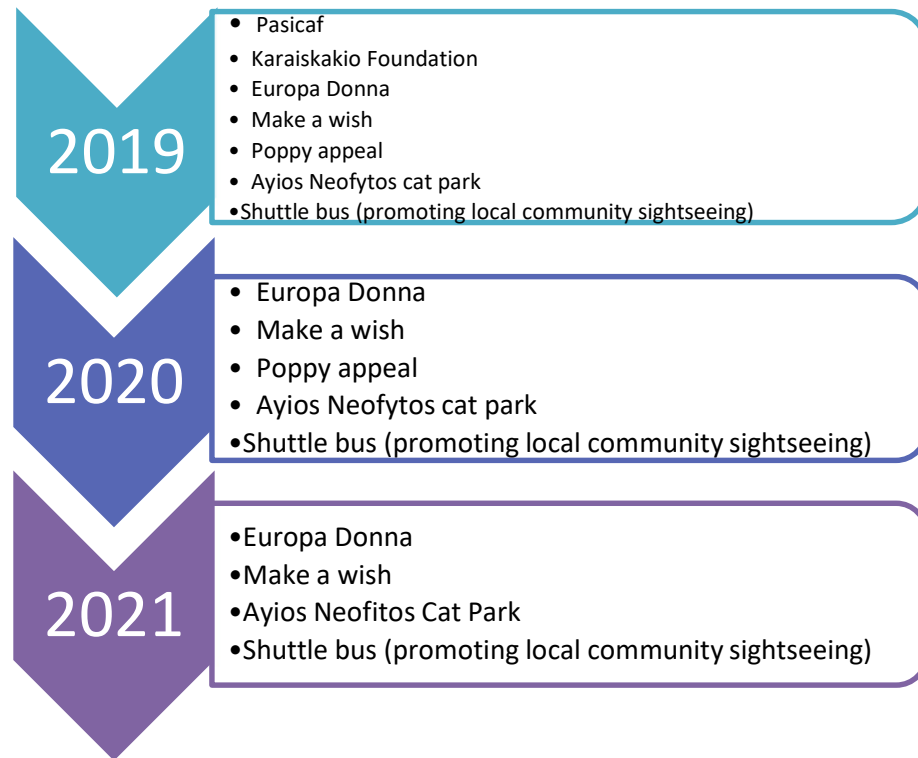
TARGETS 2022 & 2023

Our target for the year **2022 & 2023** is to surpass the amount of recycling that has been done in the year 2019

	2022	2023
Paper	6000kg	6200kg
PMD	4000kg	4200kg
Glass	3500kg	3700kg
Cooking Oil	700kg	730kg

SUPPORT TO LOCAL COMMUNITY

Our target for 2019 was 6 donations which was achieved, and we also we promoted local products by offering gifts to loyal guests i.e jam or olive oil. Our target is to continue the below six donations as well as to increase the promotion of local events and local products.



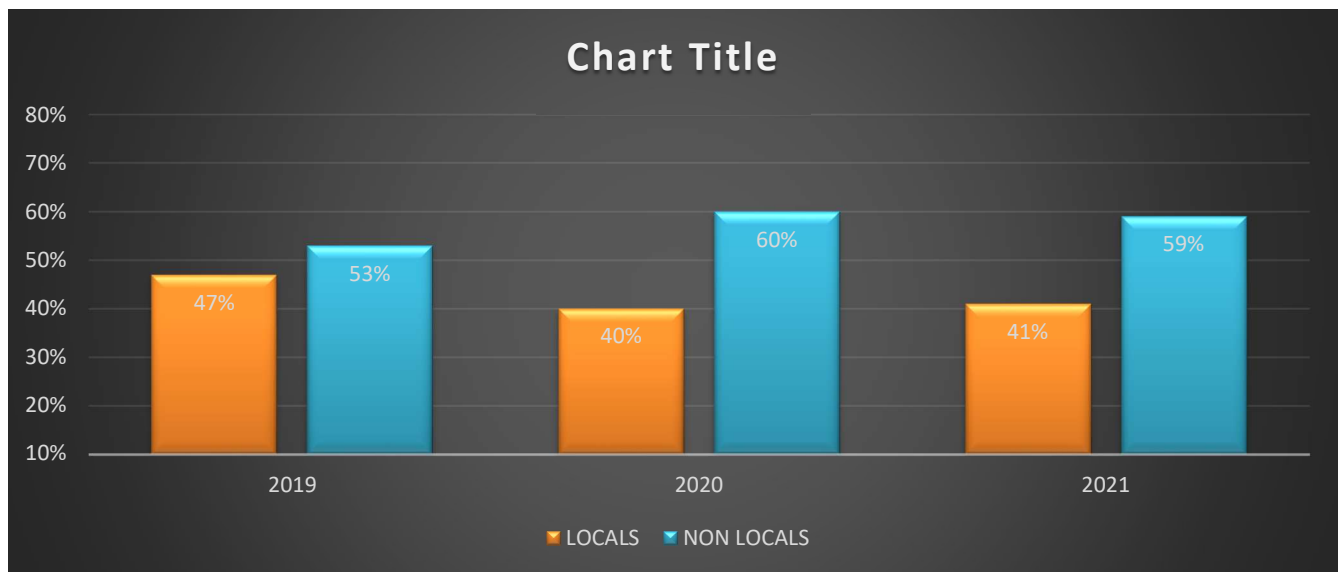
Our Sociocultural Targets for the Year 2022 & 2023:

As one of the most prestigious and well-known hotels in Paphos, we always strive to have our input to the local community. So as our set baseline targets for the next two years are:

- To help in recycling and cleaning waste around the hotel grounds which do not belong to the hotel. This means we will create a system designed to have systematic cleaning around the hotel area. This will not be entitled to the housekeeping department only but to all departments in turns.
- We will strive to add more routes to our hotels Shuttle bus to promote more sightseeing of the local community

LABOUR AND HUMAN RIGHTS

Every year we try to employ more local people in our hotel. Our target for 2019 was to increase the local employees to 50%. We were able to increase them to 47%. However, this decreased to 40% in 2020 and increased to 41% in 2021



Target:

In the coming years (2022 and 2023), we will strive to increase our local workforce, **although we feel as a hotel that we should support any nationality and race.**

EMPLOYEE TRAINING

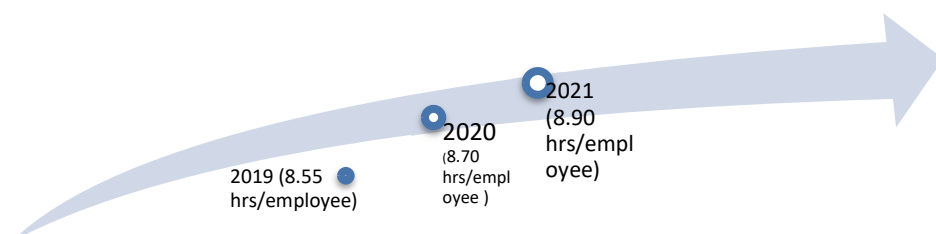
Our members of staff receive ON-THE-JOB training in regards our environmental, human rights, local community, quality assurance, and Health & Safety policies.

In addition, all members of staff receive:

- First Day Tour of the hotel
- Introduced to all the members in their department
- Informed about the hotel's targets
- ON-THE-JOB training
- Personal one-to-one training from the management

Target for Training 2022 & 2023:

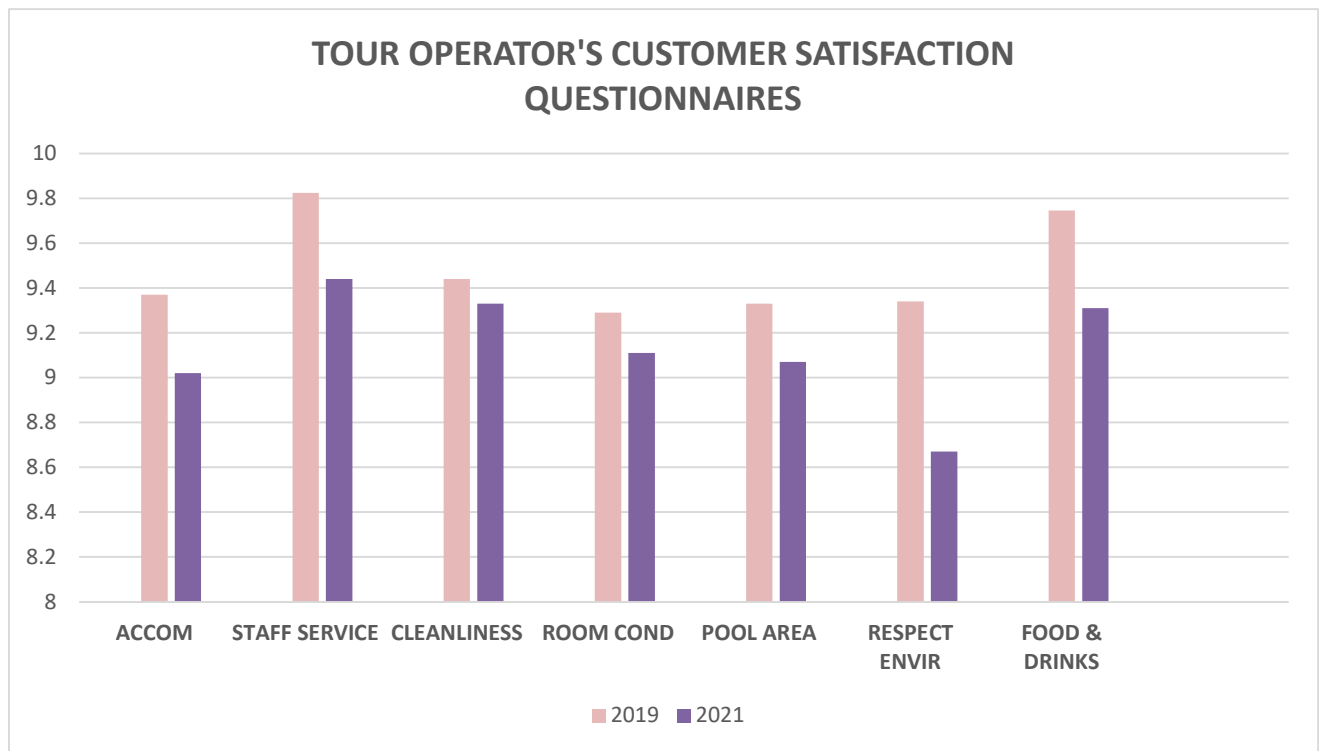
We will strive to have group meetings in the future (2022 & 2023) for general internal training and detailed explanation of our hotel practices. Unfortunately, due to Covid-19 this is dangerous and recommended that we avoid large group gatherings.



Tour Operator Satisfaction Questionnaires

This questionnaire will compare the years 2019 with 2021. The reason year 2020 will not be included is due to the covid-19 issues of occupancy and operating period. The hotel did not operate enough to have more accurate scores.

As our hotel is mostly occupied by TUI UK guests these scores are more representable.



It is noticeable that the scores are slightly lower than the year 2019. This may be due to some covid-19 restrictions. For example, the friendliness to the environment might have been affected by the fact that the hotel is using large quantities of antiseptic gels, plastic gloves for the use in the buffet and disposable masks. Unfortunately, some of the previous examples were inevitable.

In addition, the scores are lower because of the number of months of normal operation as the hotel did not operate till July in 2021.

TARGETS:

Our targets for 2022

Accommodation – 9.40
Staff Service – 9.80
Cleanliness – 9.50
Room Condition – 9.30
Pool Area – 9.50
Respect for the Environment – 9.0
Food & Drinks – 9.8



Further ways we can analyse our performance is by evaluating guests reviews on important review platforms such as booking.com and TripAdvisor. As seen, the results at the moment are excellent and the target for 2022 is to keep or increase the booking.com score to 9.4 and to go from 3rd position overall in Paphos ranking to 2nd and if possible 1st.