

KING JASON PAPHOS



TRAVELIFE SUSTAINABILITY REPORT



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SUSTAINABILITY REPORT

The King Jason Paphos is a 4 LUX-star, adults only, hotel and is situated in a quiet residential area of the coastal tourist resort of Kato Paphos, Cyprus. The hotel's location, some 950 meters from the seafront and only a short walk from the picturesque harbour, ancient fort and archaeological sites, make 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 haven 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 26 years of operation, therefore, The King Jason 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.

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 this year. Your questions are always welcome.



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ENVIRONMENTAL POLICY

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
- 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



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CHEMICALS

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.

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

HUMAN RESOURCE POLICY

- Recruit regardless of gender, age, race, nationality, religion, or/and disability
- Recruit people of the minimum age required by law
- Our new employees have an induction week (hotel policies, health & safety, job training and provided with the Codes of Conduct book
- We offer promotion opportunities to existing staff by promoting position openings from within and encourage internal hiring
- We offer ex-employees the opportunity to be rehired if they desire and if circumstance allow
- All employees are entitled to benefits (i.e social insurance, annual leave, sick leave, uniforms, meals on duty, join the Hotel Unions)



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HEALTH & SAFETY POLICY

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 POLICY

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 POLICY

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.



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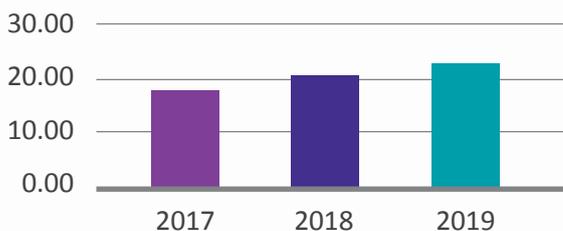
OBJECTIVE AND TARGETS

- Further promote Reducing, Reusing and Recycling
- Reduce solid waste by 10% compared to 2018 by introducing a holistic recycling program, improved planning in food preparation and the use of larger packages wherever possible
- Reduce total water consumption by 2%. This will be achieved by training our employees to save water and frequently monitoring water leaks
- Organize activities that promote our Social Corporate responsibility by involving employees, guests and the local Authority
- Increase the variety of local dishes served at the hotel
- Inform our guests about the environmental measures implemented by the hotel

ENERGY CONSUMPTION

The hotel uses Electricity for lighting, building cooling, refrigerating, mechanical and electrical equipment. Gas is used for cooking and heating of water. Diesel is used for water heating and Solar energy is used for some swimming pool pumps. Our target was to minimise it to 0.22 Kwh g/n. The fact that hotel opened in middle of February the last two years and the cold period was more than 2017 increased our consumption. Our target will remain the same as before.

ELECTRICITY & FUEL & GAS KWH (KW per hour, per guest) Kwh/g.n.



WATER CONSUMPTION

The hotel uses two sources of water.

Potable water from Municipality waterboard which is used for hygiene, drinking, cooking, cleaning facilities and swimming pools.

Water from drilling for irrigation.



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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. Next year we will try to minimise the consumption and reach our target.

YEAR	GUEST NIGHT	M ³ /g.n
2017	63484	0.36
2018	66818	0.35
2019	58493	0.43

USE OF CHEMICALS

The hotel uses Chemicals for pools and for cleaning. Our target for 2019, for the use in pools was 0.060Kg/g.n and for cleaning was 0.015Kgn/g.n. We will try next year to reach our target.

2017	<ul style="list-style-type: none">• POOL 0.062 Kg/g.n• CLEANING 0.016 Kg/g.n
2018	<ul style="list-style-type: none">• POOL 0.047 Kg/g.n• CLEANING 0.015 Kg/g.n
2019	<ul style="list-style-type: none">• POOL 0.073 Kg/g.n• CLEANING 0.016 Kg/g.n

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 average.

 PAPER	<ul style="list-style-type: none">• 2017 6196 Kg• 2018 5939 Kg• 2019 5721 Kg	 GLASS	<ul style="list-style-type: none">• 2017 3485 Kg• 2018 3340 Kg• 2019 3217 Kg
 PMD	<ul style="list-style-type: none">• 2017 4283 Kg• 2018 4105 Kg• 2019 3954 Kg		<ul style="list-style-type: none">• 2017 980 Kg• 2018 1025 Kg• 2019 670 Kg



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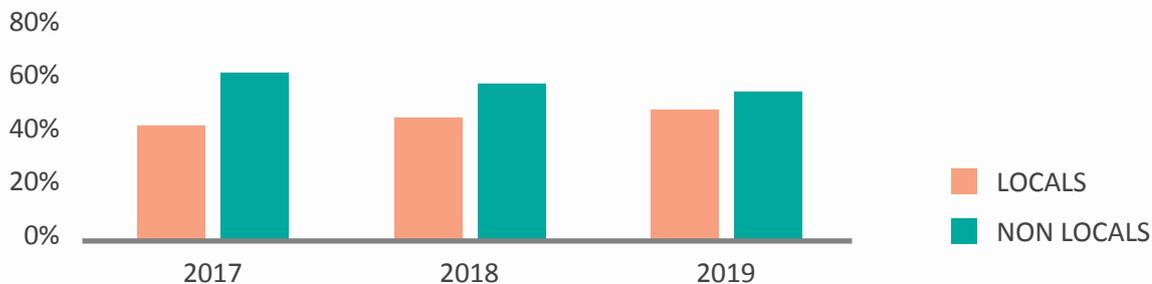
SUPPORT TO LOCAL COMMUNITY

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.



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% we will continue the next year to get our target.

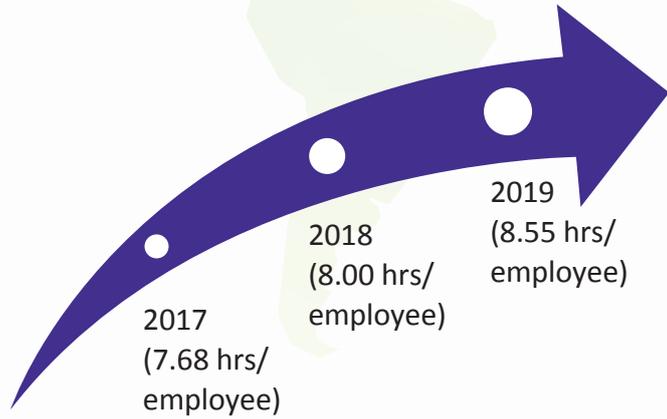


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EMPLOYEE TRAINING

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TOUR OPERATOR'S CUSTOMER SATISFACTION QUESTIONNAIRES

