



Sustainability Report 2024

Presentation of main policies, actions
and KPI's (2018-2024)



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Facilities of the hotel

- Free Wi-Fi in public areas
- 4 outdoor fresh water swimming pools (not heated)
- 1 indoor fresh water swimming pool (not heated) - (this facility is temporarily unavailable)
- 2 children's pools
- Activity pool (6 waterslides & 1 octopus-shaped multi-slide)
- Beach (small pebbles)
- Sun beds & umbrellas by the pools & beach (free of charge)
- 1 main Restaurant "Belvedere". Theme nights with tastes from around the world are organized on our restaurants weekly
- 6 free themed restaurants, Mexican, Italian, Greek, Asian, Beach & Steak House/ Grill (reservation is required).
- 3 Snack Bars
- Main Lobby Bar | Main Pool Bar | Activity Pool Bar | Relax Pool Bar | Beach Bar
- Boutique – Souvenir shop*
- 24h reception. Greek | English | French | Italian | German | Russian | Polish speaking staff
- Sport activity areas
- Comfortable reception and lobby area
- Lounge - library area
- Conference room. Capacity: 200 persons in theatre type. Audiovisual equipment upon request
- Parking area (public)
- Luggage room
- ATM
- 8 Lifts / Elevators
- Amphitheatre (500 seats)
- Fitness Center
- Mini Market
- Mini club (4-12 years old) - (outdoor activities only)
- Disco Club (this outlet is temporarily unavailable)
- Hairdresser's salon



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Services of the hotel

- Concierge
- Room Service 24/7 on specific meal selections*
- Porterage and Luggage storage
- Express Check-out service
- Beach & Pool towels
- Tablets for use in the resort's premises* (TBA)
- Wake up call
- Pillow menu
- Baby cots and high chairs available upon request
- Mini Bar*(on request)
- Currency Exchange
- Babysitting (on request, at least 1 day in advance)* - (this facility is temporarily unavailable)
- Laundry Services and dry cleaning (express or next day delivery)*
- Doctor on call (24h)*
- Car/Moto/Bicycle rentals*
- Taxi service/airport transfer*
- Multilanguage Animation program for all ages
- Night shows (Greek, Jazz, Rock night etc.)
- Wedding packages*
- Personal trainer*
- Scuba diving lessons (PADI certified instructor)*



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Our value chain





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Our stakeholders



Lindos Hotels Group Policies



Corporate Environmental Policy highlights





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Corporate Food safety policy highlights

Meet all
statutory and
regulatory
requirements

Continually
review
quality and
food safety
policies

Apply a risk
assessment
methodology

Frequent
internal and
external
audits

Corporate Health and safety policy highlights

Occupational health and safety

continually
identify, assess
and check the
health and
safety risks

set and review
health and
safety
objectives

Building safety

hotels are
designed to
comply with the
strictest safety
rules

regular and
ongoing
maintenance
procedures

Fire safety

Solid building
construction

Regular
maintenance of
fire fighting
equipment

Regular fire
drills

Water safety

Legionella
prevention
measures

Integrated water
management

Pool safety

Infectious diseases (COVID-19) safety measures

Health first
implementation

Compliance
with PosiCheck

Corporate Labour standards & human rights Policy highlights



**Large number of benefits
are offered to employees**

**We comply
with all
applicable
employee
laws and
regulations**

**We value our
staff**

**We take staff development
seriously**

**we employ
staff from
local
community**

**We support the protection
of children**

Corporate Local community policy highlights

Sustainable and inclusive Growth for Rhodes

local sourcing of products and services

Promoting local products and services
to guests

Providing customers with guidance on
local culture

Encouraging customers to explore the
destination

Active citizenship

Support the local community through
charitable or in-kind donations

Make partnership with local tourism
schools

Organize volunteer clean-up frequently

Launch a Blood Bank



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Corporate Quality policy highlights



Corporate Sustainability Policy highlights

Social impact

Sustainable and
inclusive Growth for
Rhodes

People is our biggest
investment

Active citizenship

Environmental impact

Build and operate
sustainable hotels

Minimize our
environmental
impact

Responsible
sourcing

Sustainability management

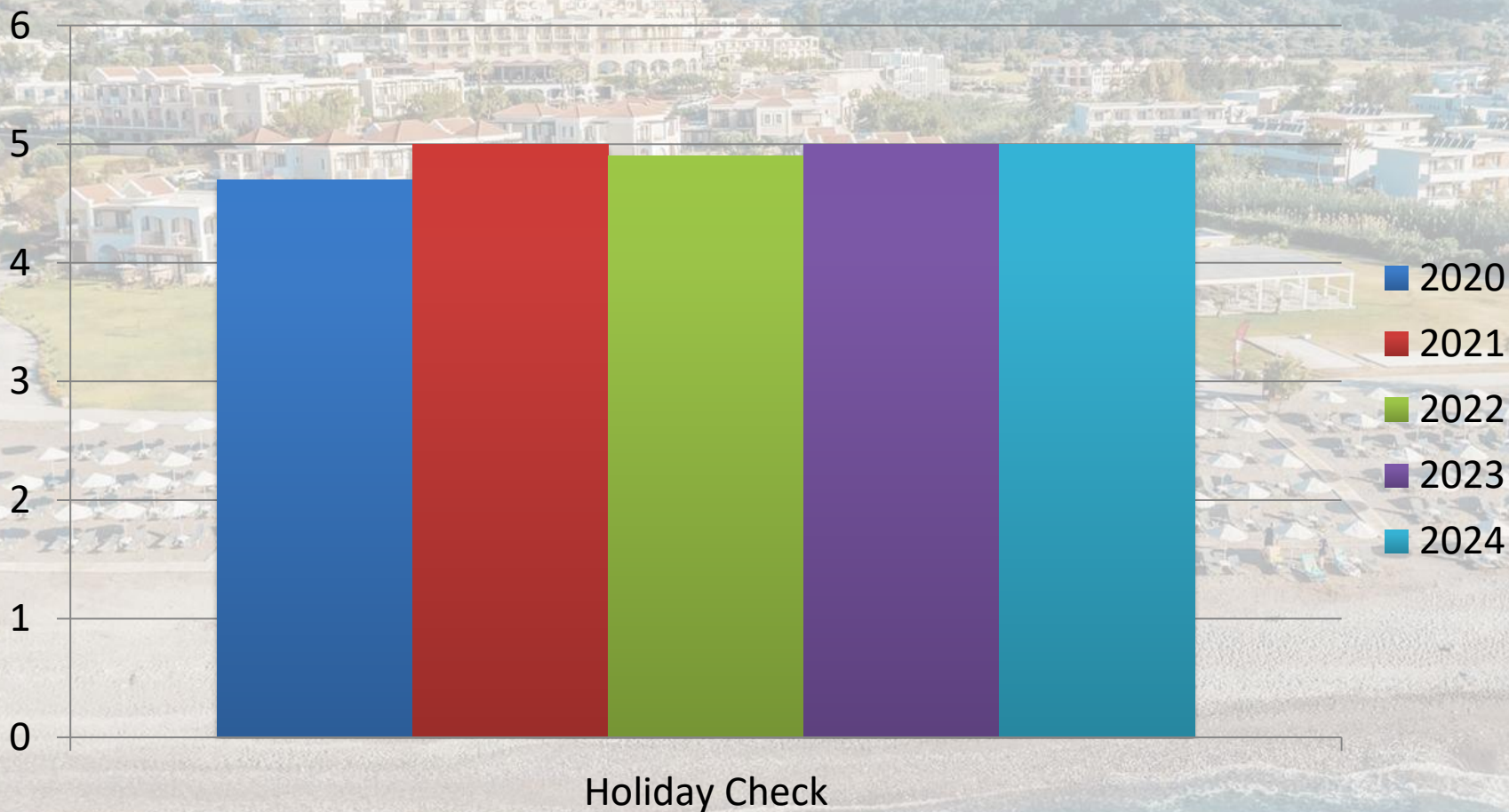
Law compliance

Implementation of
sustainable
initiatives

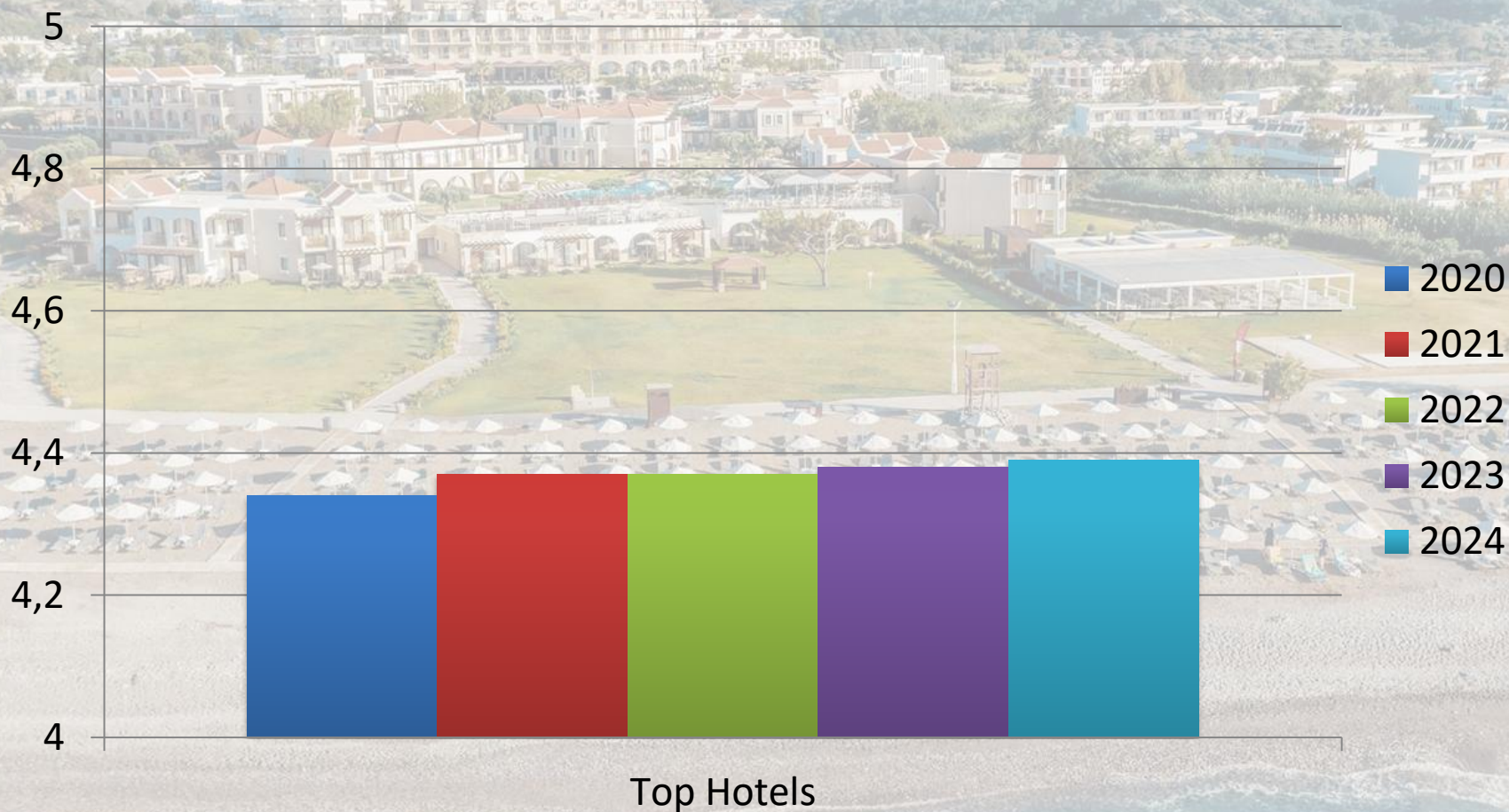


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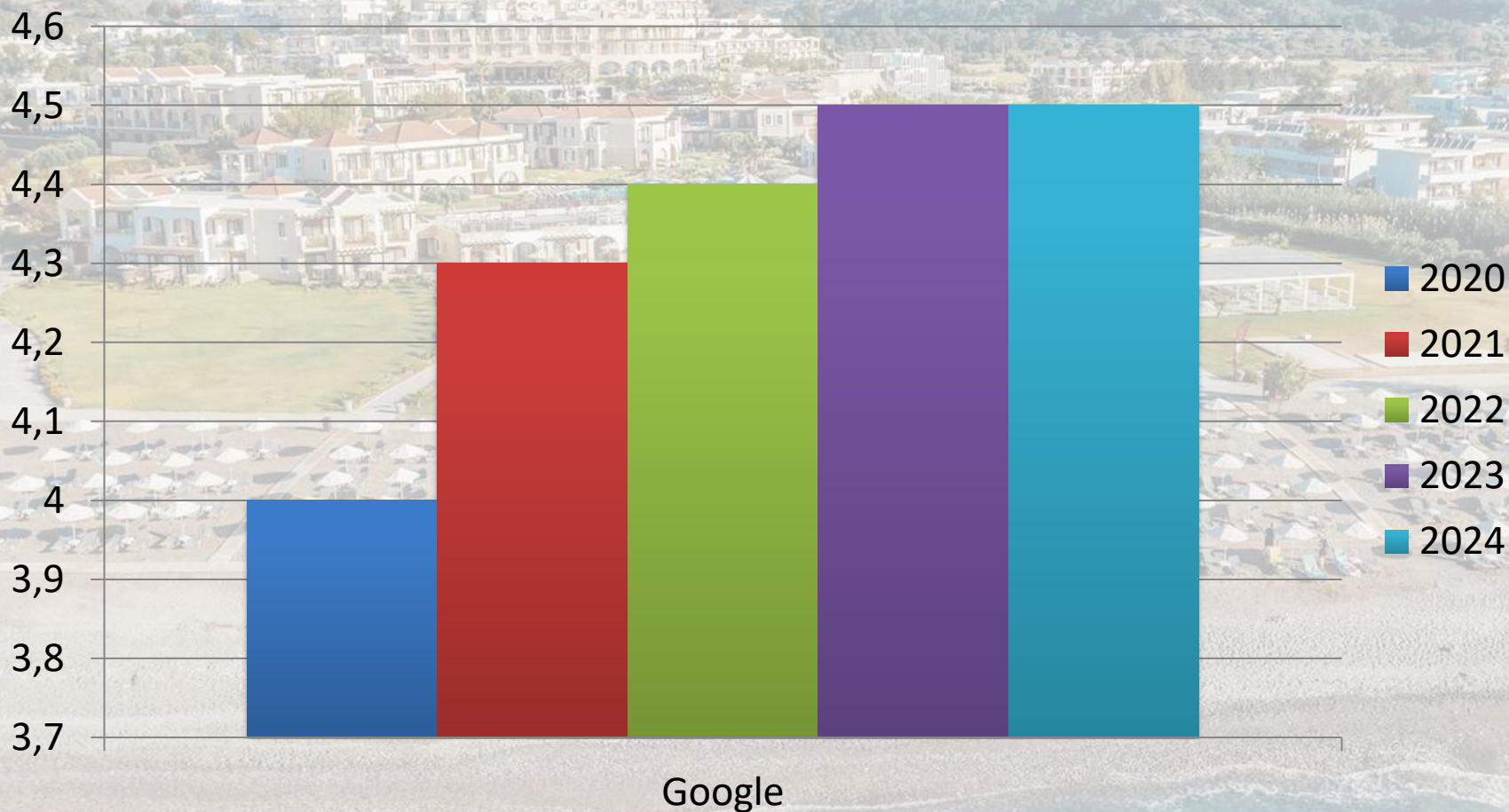
Κριτικές πελατών HolidayCheck



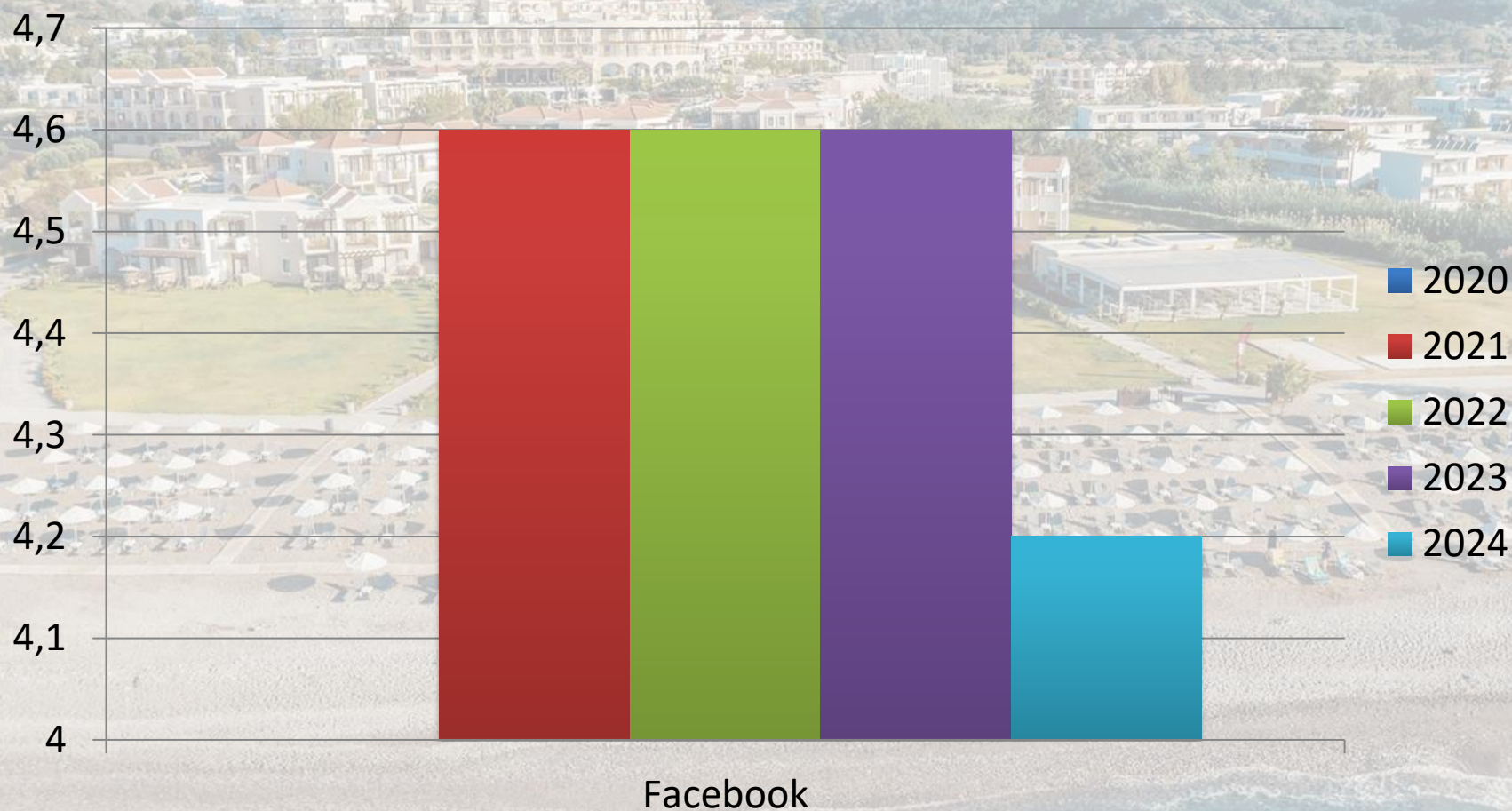
Κριτικές πελατών Top Hotels



Κριτικές πελατών Google



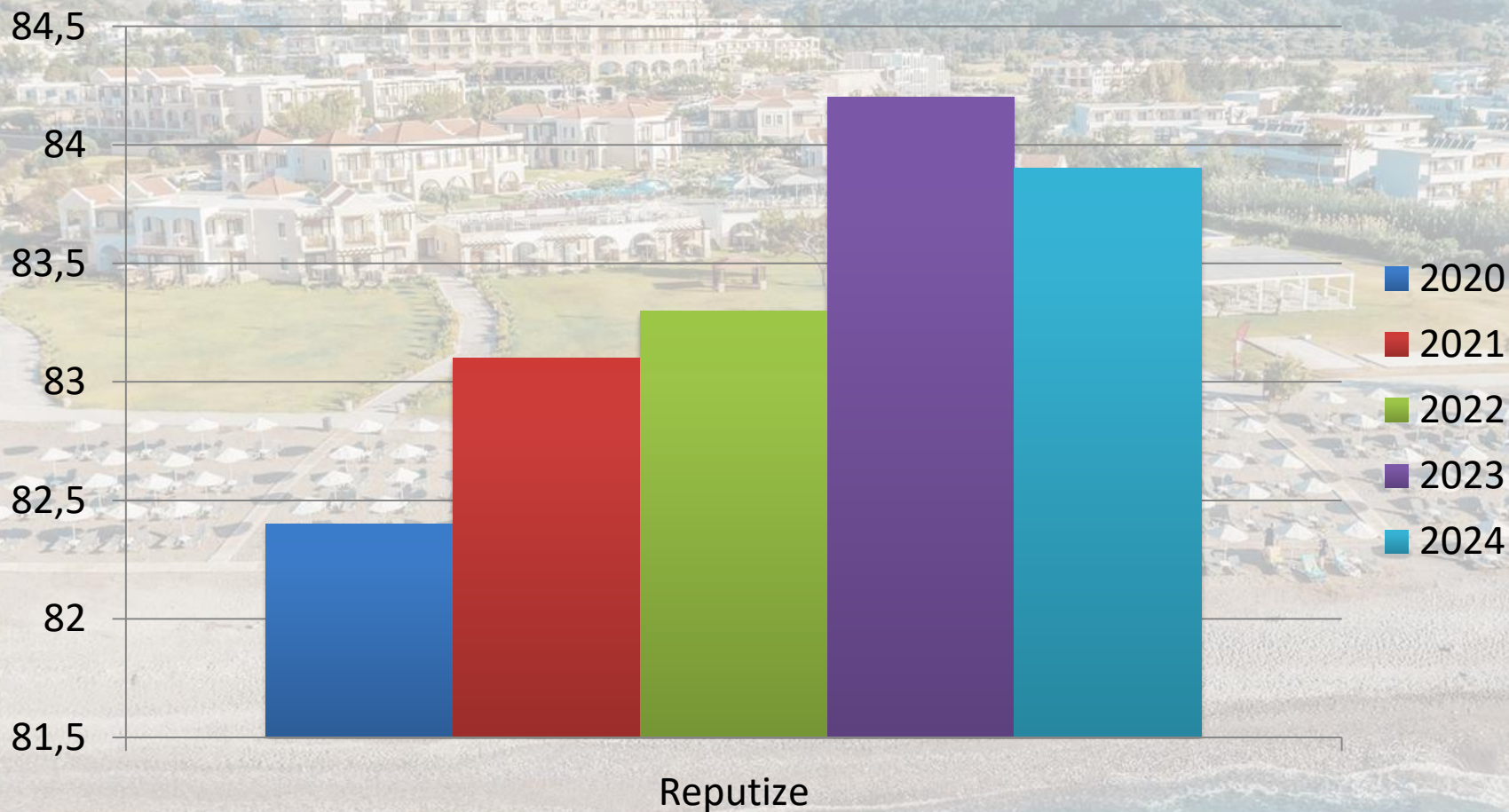
Κριτικές πελατών Facebook





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Κριτικές πελατών Reputize





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Certificates





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Environmental aspects



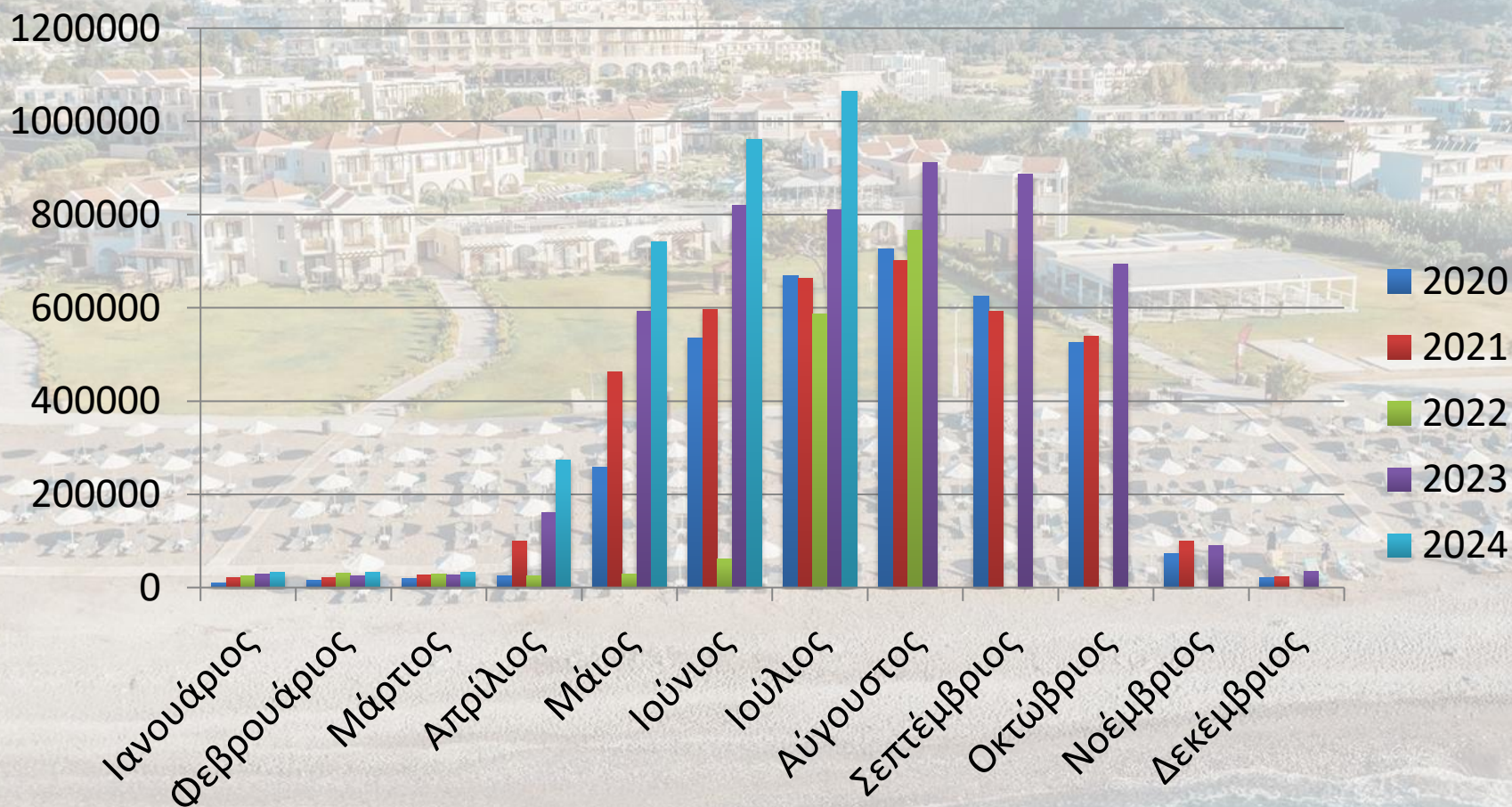


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Environmental programs 2024

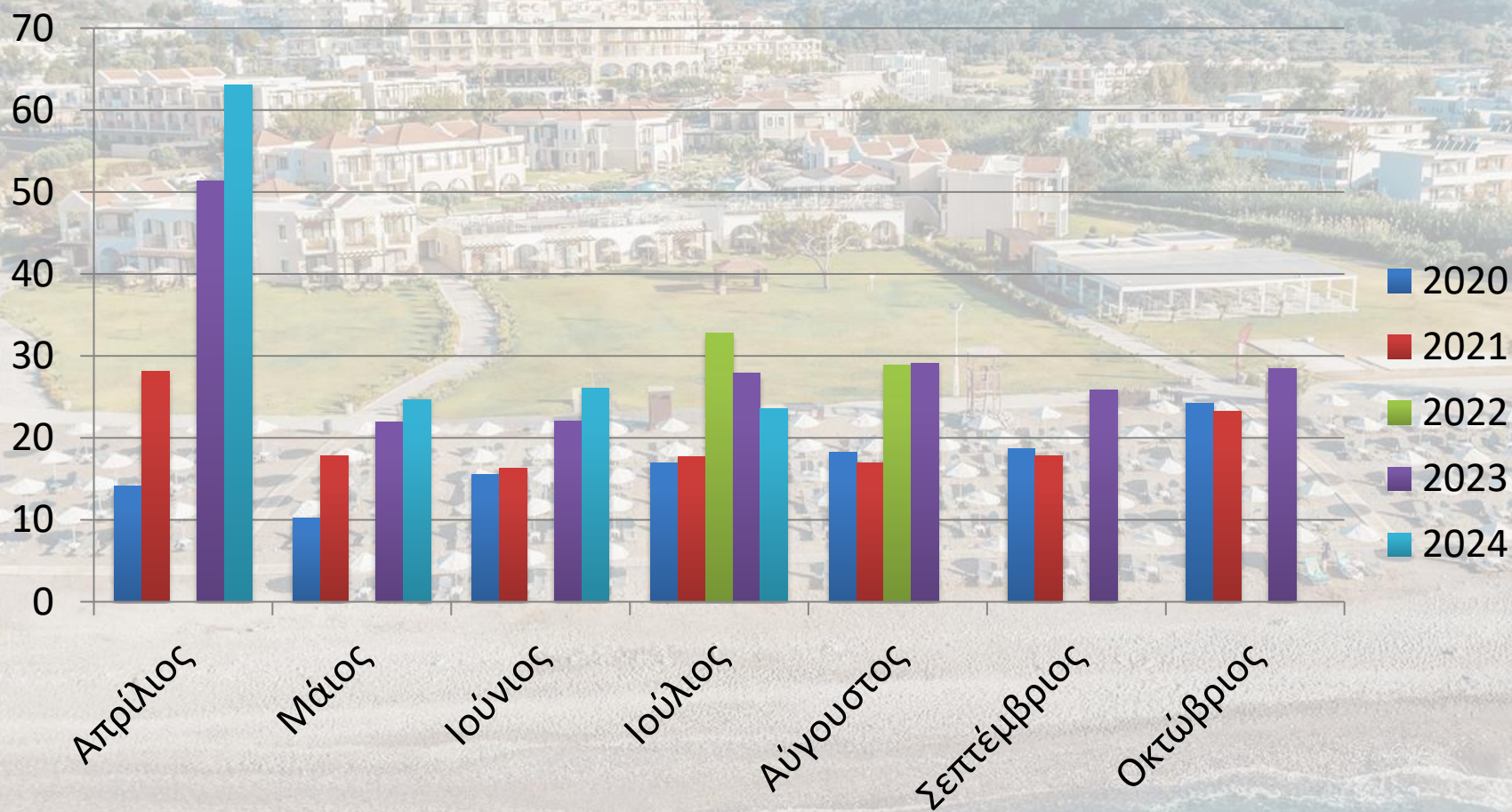
- 10% more recycling bins in extra locations
- 1 New awareness campaign through exclusivi
- Better handling of existing waste flows (10% more recycling & less general waste)
- 4 New information bulletins for guests
- 2 New energy saving actions
- 2 New water saving actions

Energy management (Total Kwh)



Energy management

(Total Kwh / bednight)





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Evolve of Kwh/bednight

Year	Actual	Goal
2021	17,87	19
2022	19,09	18,5
2023	27,24	19
2024	14,92	18

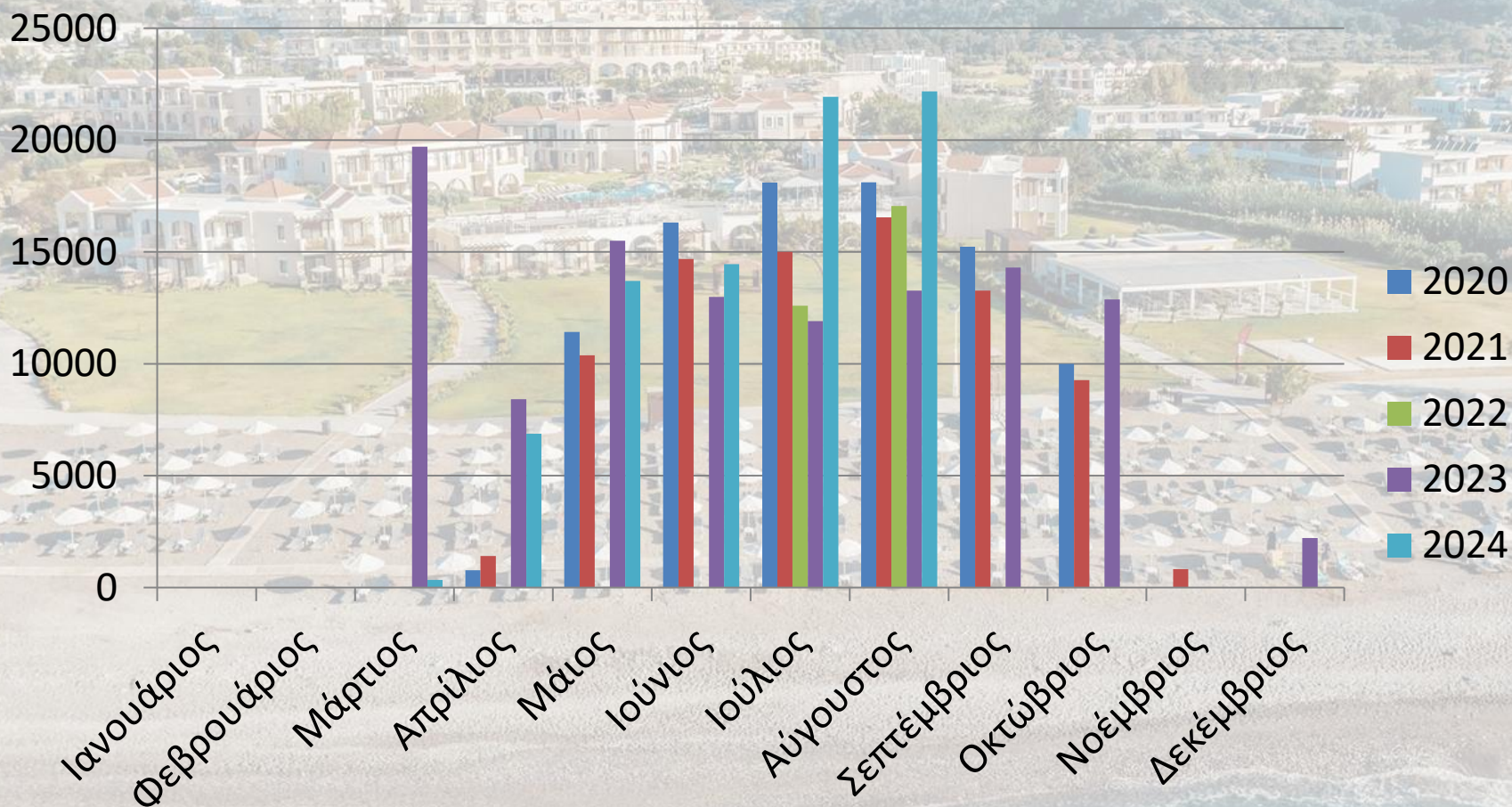
Co2 emissions reduction actions in 2024 (1/2)

- **HOT WATER PRODUCTION - HEATPUMPS** interconnection changed, from parallel to “MASTER – SLAVE ”. This kind of connection achieves constant hot water supply up to 52 degrees, by splitting between BASE and PEAK loads. (Efficiency improvement $\geq 20\%$).
- **Repair of damaged heat recovery circuits of CHILLERS** provides preheated water to the heat pumps.
- **LAUNDRY – IRONING CYLINDER** providing of manual heating mode switch, best exploitation of thermal oil inertia (up to one-hour ironing time – real consumption 18€/hour !!!).
- **Best efficiency of CLOTHE DRYERS**, by keeping filters and line ducts clean.
- **Replacement of 1000 (one thousand) FIRST GENERATION (14W) lighting BULBS through HIGH POWER LED lamps (7.5 W).**

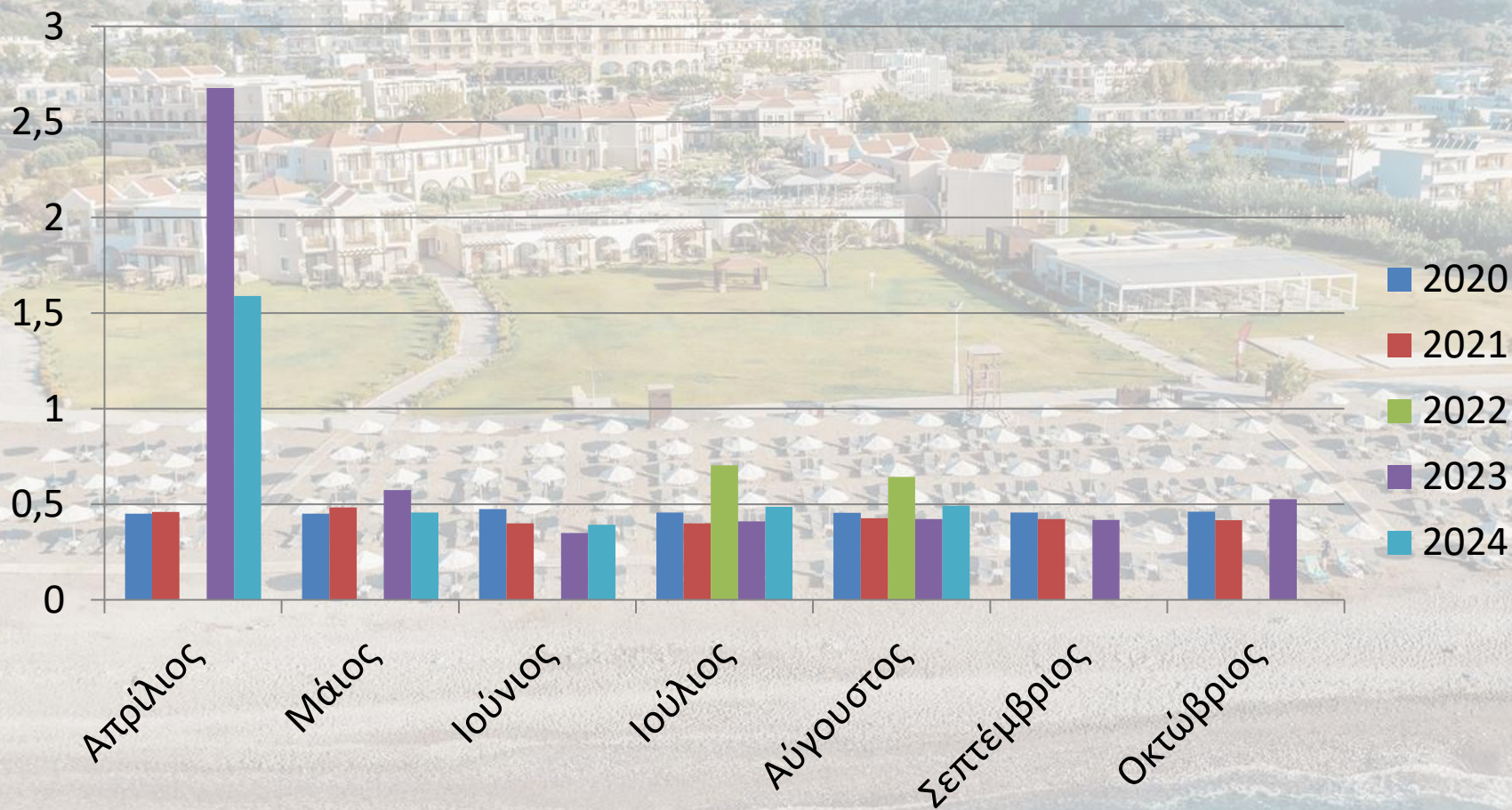
Co2 emissions reduction actions in 2024 (2/2)

- **Precisely adjustment of all LIGHT TIMERS** and adding of DAY / NIGHT SWITCHES guarantee an optimum lighting result, without energy waste.
- **SWITCH OFF, most of the head lights (400 W /point)**, minimizes power consumption and highlights the architectural structure of the hotel.
- **Supply of COLDER WATER to the ice machines** (improvement of pipe insulation !!!) reduces the ice cubes production time (cycle under 20 min instead of 30 min)
- **IMPROVEMENT of POWER FACTOR** discharges cables and saves reactive energy.

Water management (Total m3)



Water Management (Total m³/bednight)





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Evolve of m3/bednight

Year	Actual	Target
2021	0,45	0,44
2022	0,42	0,44
2023	0,6	0,40
2024	0,49	0,40



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Water Management Actions in 2024

- New communication campaign for staff and guests
- New signage to all water taps
- Fix the leaks in all water installations

Waste management (Main waste flows)

General Waste

- Garbage bins

Food waste

- To farmers for animal feeding

Plastic – paper – metal
packaging

- Container

Oil-fat

- Oil container

Glass

- Glass container

Hazardous substances

- Recycle by type



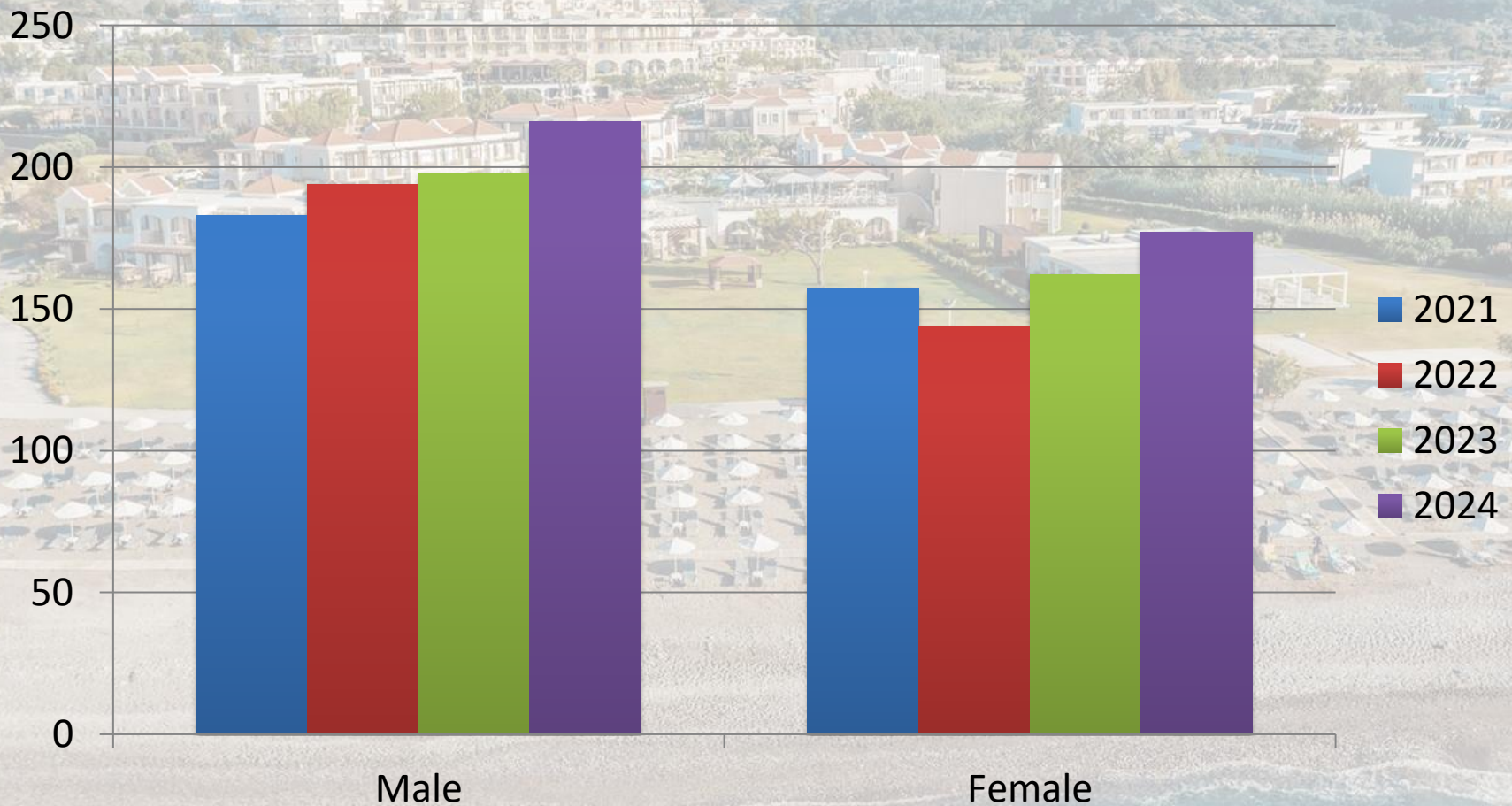
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Waste management actions in 2024

- SOFT WATER (7 degrees), provided through REVERSE OSMOSIS system, help us to minimize the costs of detergent and softeners in KITCHEN, LAUNDRY and HOUSEKEEPING areas.

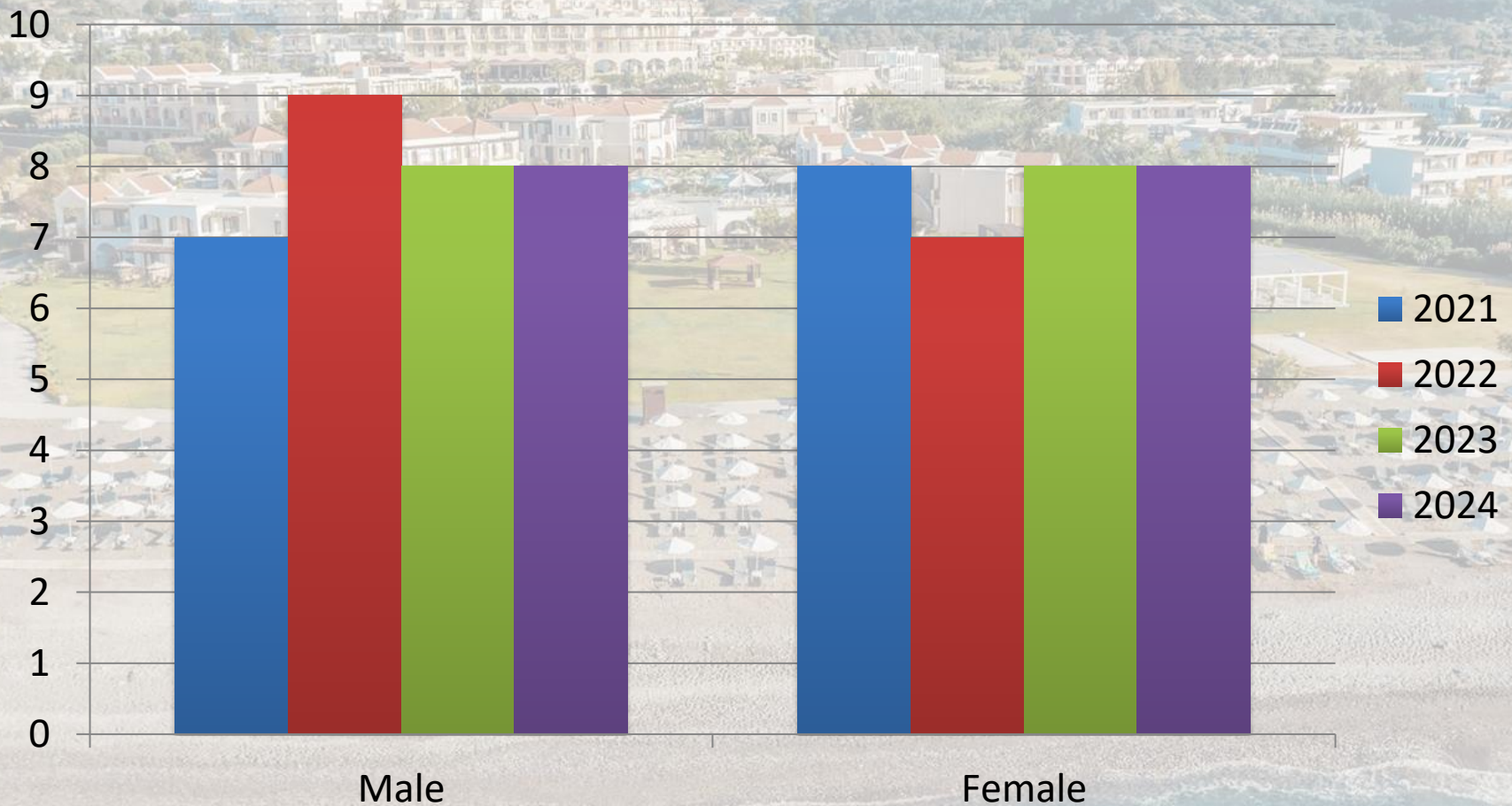
Employment

(Gender equality: Total employees)



Employment

(Gender equality: Managerial positions)



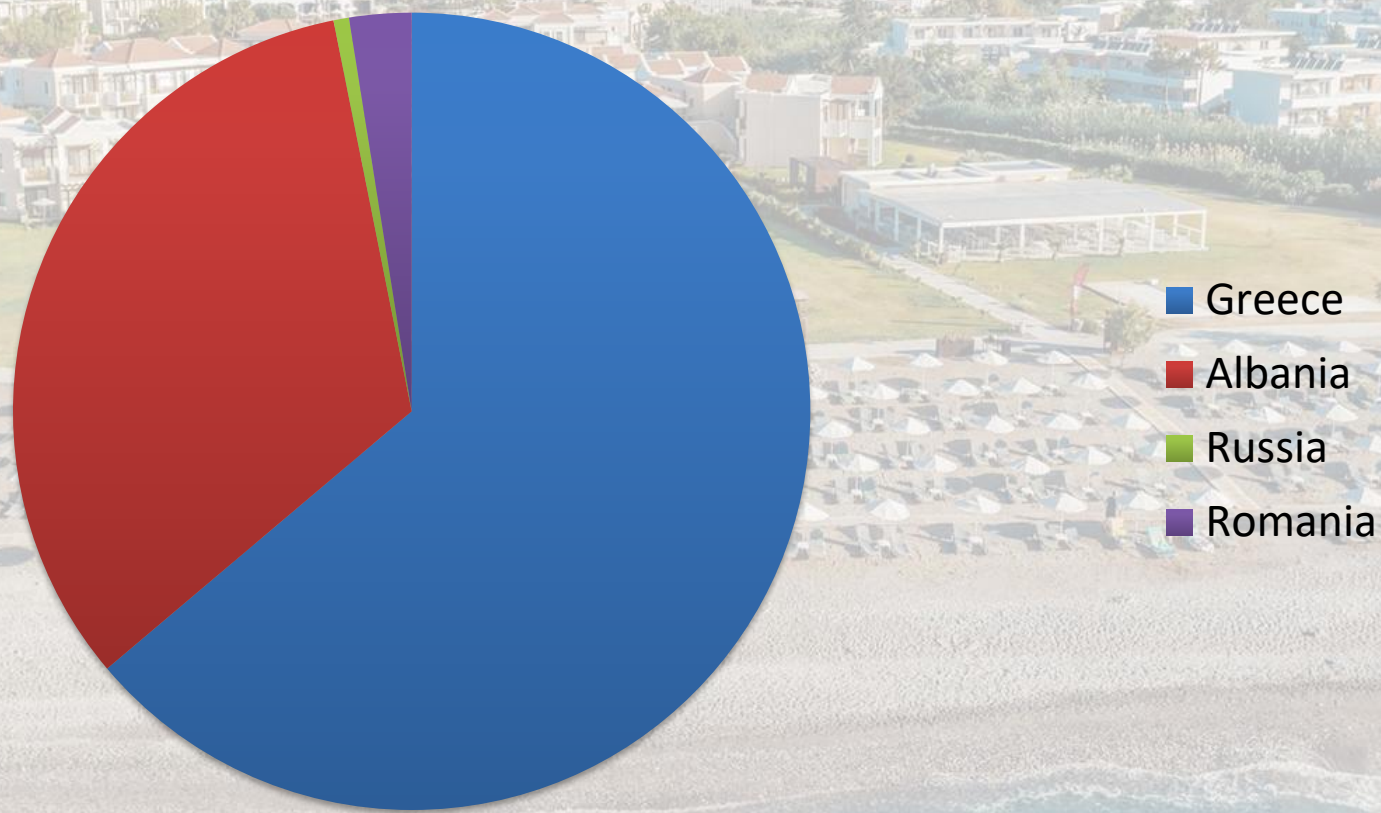


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Employment

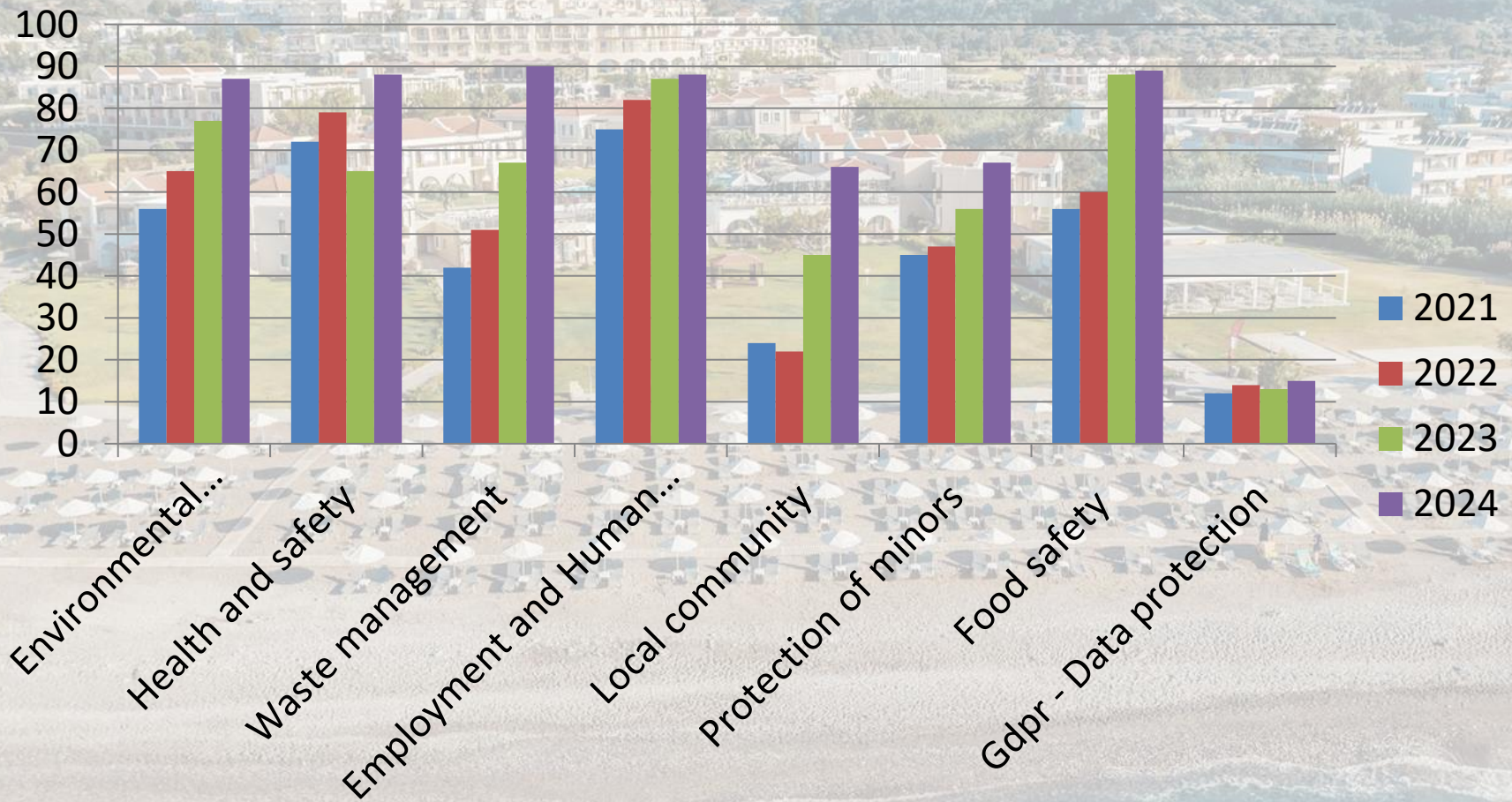
(Gender equality: Managerial positions)

Ethnicities



Employment:

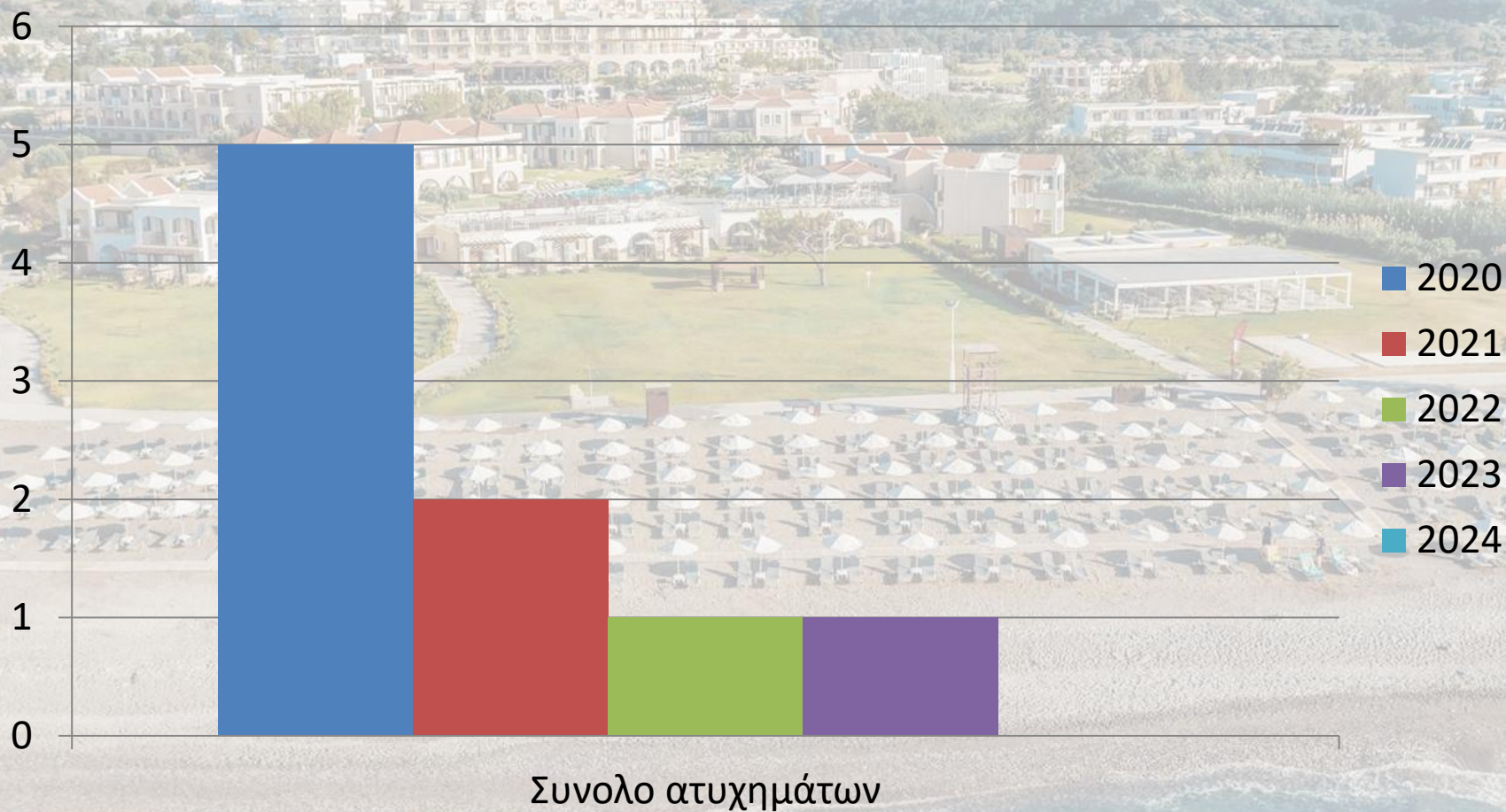
Percentage of employees trained





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Work accidents



Employee complaints





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Local Community & Biodiversity Protection

(Community and environmental actions 2019-2024)



Ετήσια
Αιμοδοσία
προσωπικού



Καθαρισμός
δάσους &
Δενδροφυτεύσεις



Καθαρισμός
παραλιών

Local Community

(Active citizenship 2019-2024)



Συνεργασία Ομίλου Lindos Hotels & Συλλόγου Κομμωτών Ρόδου με σκοπό την κατασκευή περουκών για συμπολίτες μας που πάσχουν από καρκίνο.



Συμμετοχή Ομίλου Lindos Hotels στον μαραθώνιο Ρόδου



Συμμετοχή στο World Tourism day



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Actions for biodiversity protection



Reforestation actions (2 actions)



Information about Mediterranean sea mammals (1 action)



Beach cleaning (2 actions)



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Responsible sourcing highlights

New sustainable sourcing policy 2024

ESG
supplier
criteria

Sustainable
product
criteria

Dangerous
chemicals
criteria

Local
sourcing

Suppliers

(Percentage (%) of local suppliers)





Guests information

App

Exclusivi

Whatsapp
instant
messaging

In person

Reception

Guest
relations

TV's

Hotel info
board

TO info
boards

Public Tv's



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Join our effort for a sustainable future!

- Save energy!
- Save water!
- Use our recycle bins!
- Re-use your towels!
- Avoid using plastic during your stay!
- Join us in cleaning Kiotari beach!
- Use public transport!