



LINDOS VILLAGE

# Sustainability Report 2024

Presentation of main policies, actions  
and KPI's (2022-2024)



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# Facilities of the hotel

- Free Wi-Fi in public areas
- 1 outdoor freshwater swimming pools (not heated)
- 1 indoor freshwater swimming pool (not heated) - (this facility is temporarily unavailable)
- Beach (small pebbles)
- Sun beds & umbrellas by the pools & beach (free of charge)
- 1 main Restaurant. Theme nights with tastes from around the world are organized on our restaurants weekly
- 2 free themed restaurants (reservation is required).
- 1 Snack Bar
- Main Lobby Bar | Main Pool 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
- Parking area (public)
- Luggage room
- ATM
- 2 Lifts / Elevators
- Amphitheatre (500 seats)
- Fitness Center
- Mini Market





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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**
- **Wake up call**
- **Mini Bar\*( on request)**
- **Laundry Services and dry cleaning (express or next day delivery)\***
- **Doctor on call (24h)\***
- **Car/Moto/Bicycle rentals\***
- **Taxi service/airport transfer\***
- **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





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# 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

We have set KPI's to monitor our performance

We have documented our Standard operating Procedures

We review our performance and take all necessary actions at frequent intervals

We undertake planned internal audits to ensure that all Group's procedures and instructions operate effectively





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# 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

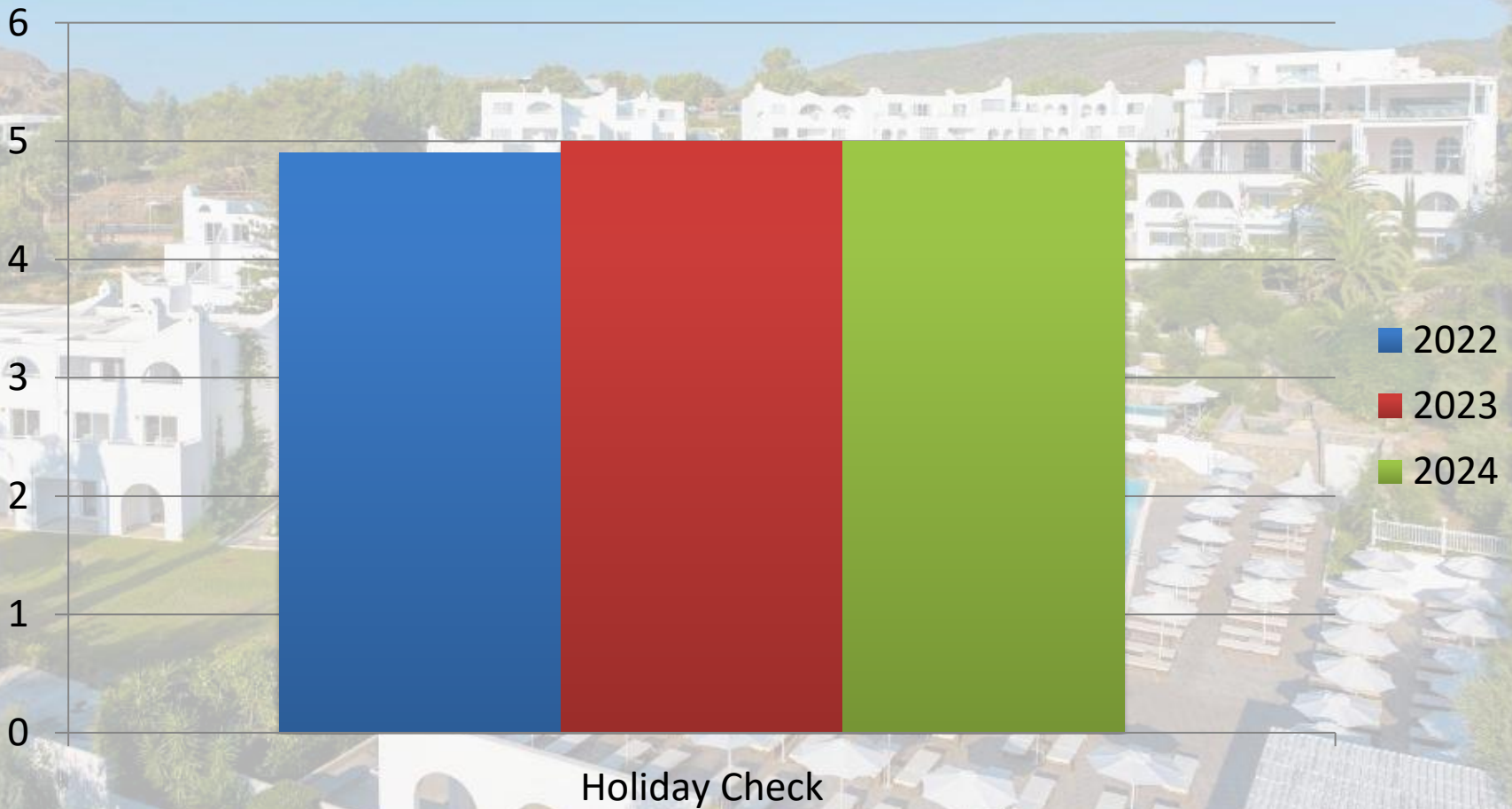
Law compliance

Implementation of  
sustainable  
initiatives



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# Κριτικές πελατών Holiday Check

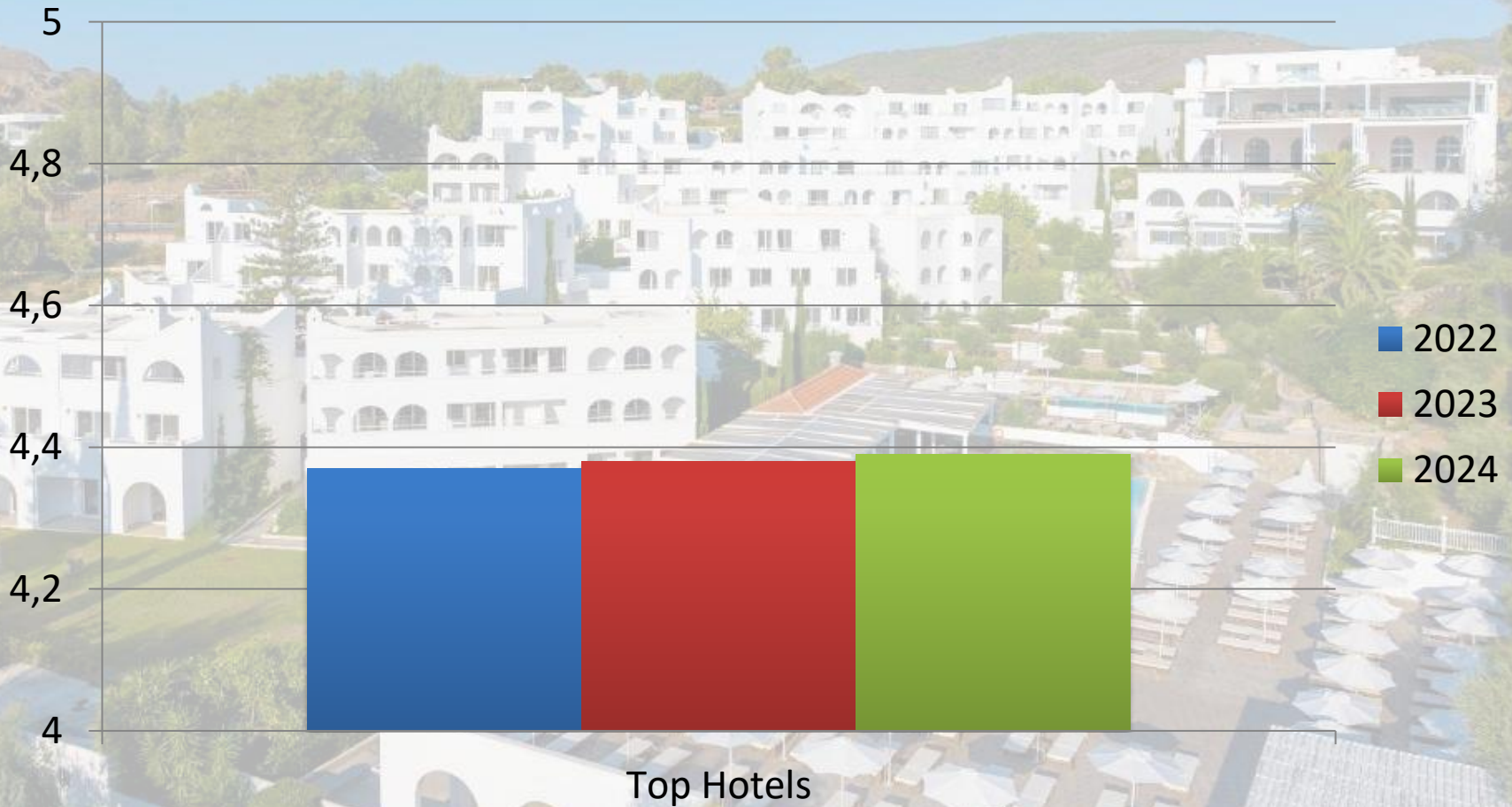






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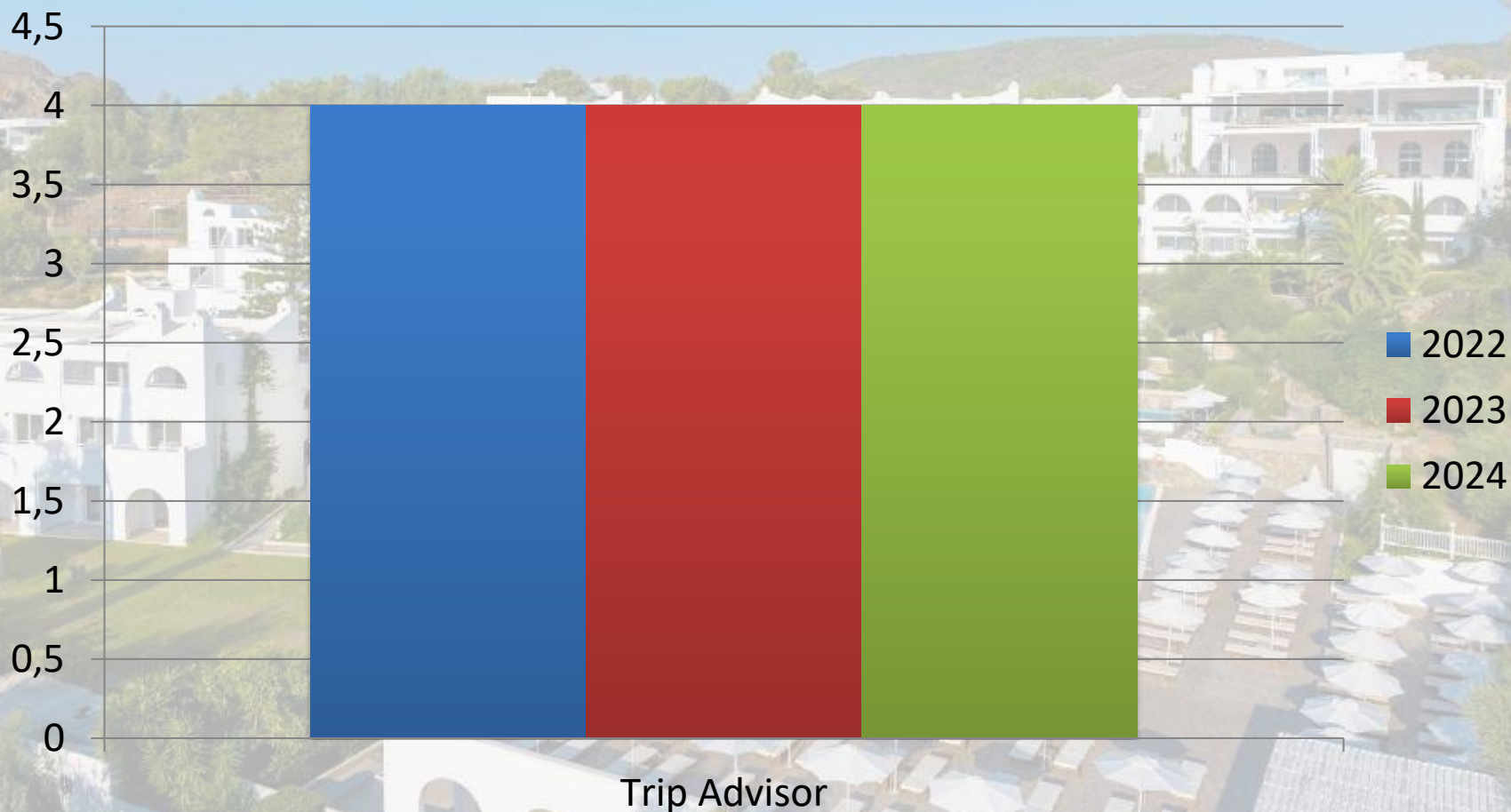
# Κριτικές πελατών Top Hotels





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# Κριτικές πελατών TripAdvisor

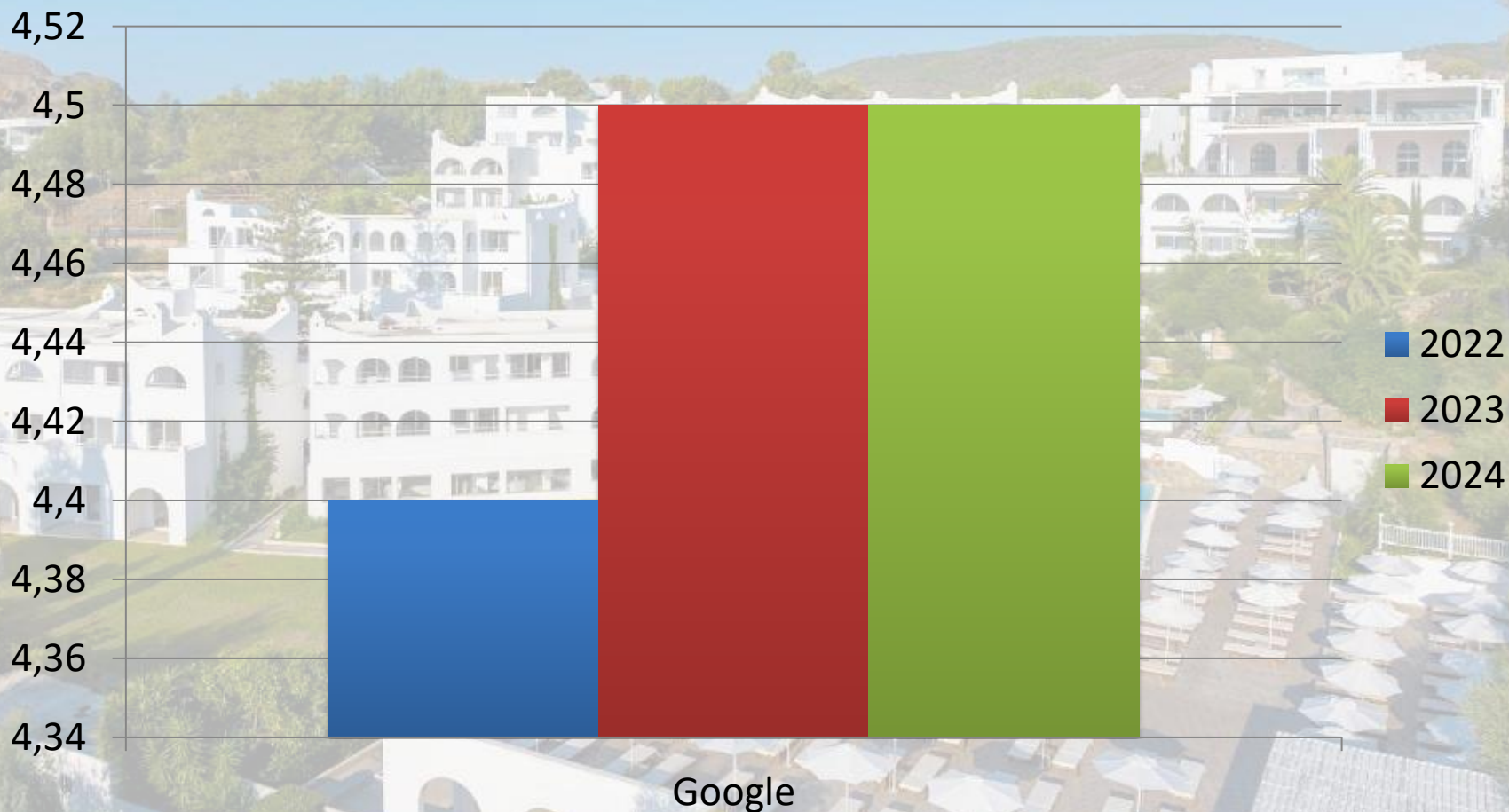






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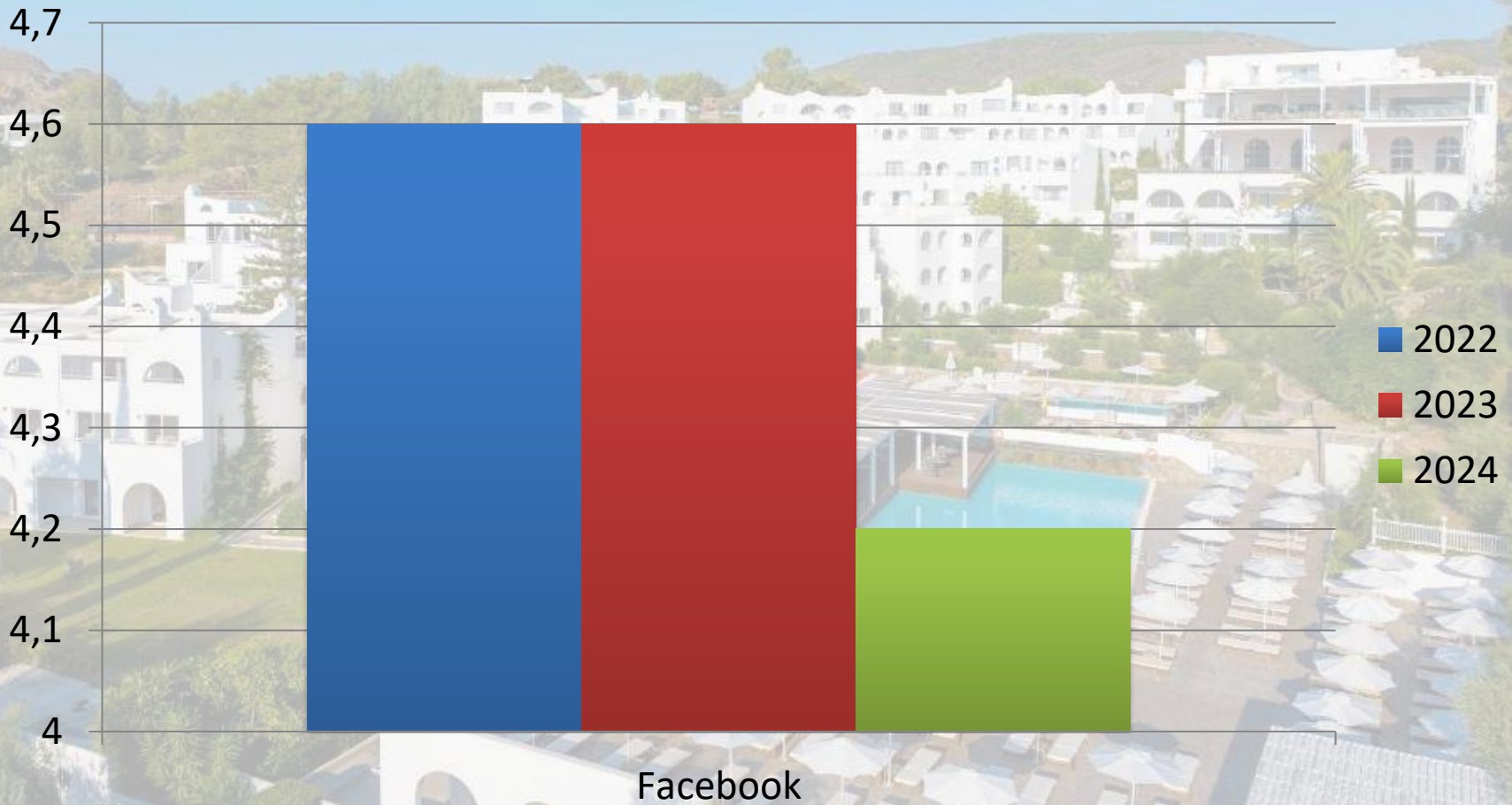
# Κριτικές πελατών Google





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# Κριτικές πελατών Facebook







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# Certificates





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# Environmental aspects







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# Environmental programs 2024

- New recycling bins in extra locations
- New awareness campaign
- Better handling of existing waste flows
- New information bulletins for guests
- New energy saving actions (Target -5%)
- New water saving actions (Target -5%)



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# Energy management (Total Kwh)



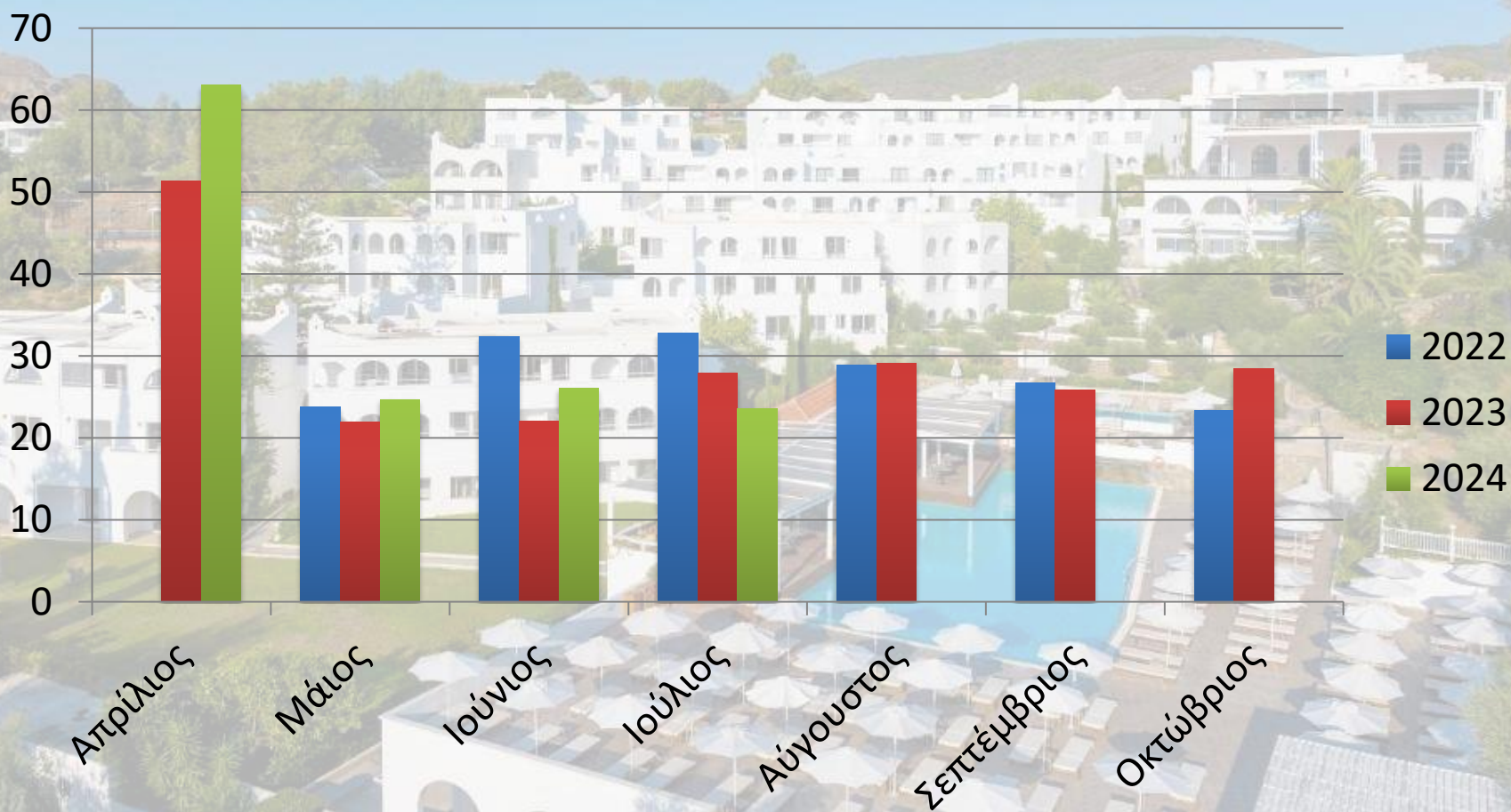




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# Energy management

(Total Kwh / bednight)





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# Evolve of Kwh/bednight

Year	Actual	Target
2022	18,3	19
2023	22,4	18
2024	15,9	18

2023 targets not met due to wildfires





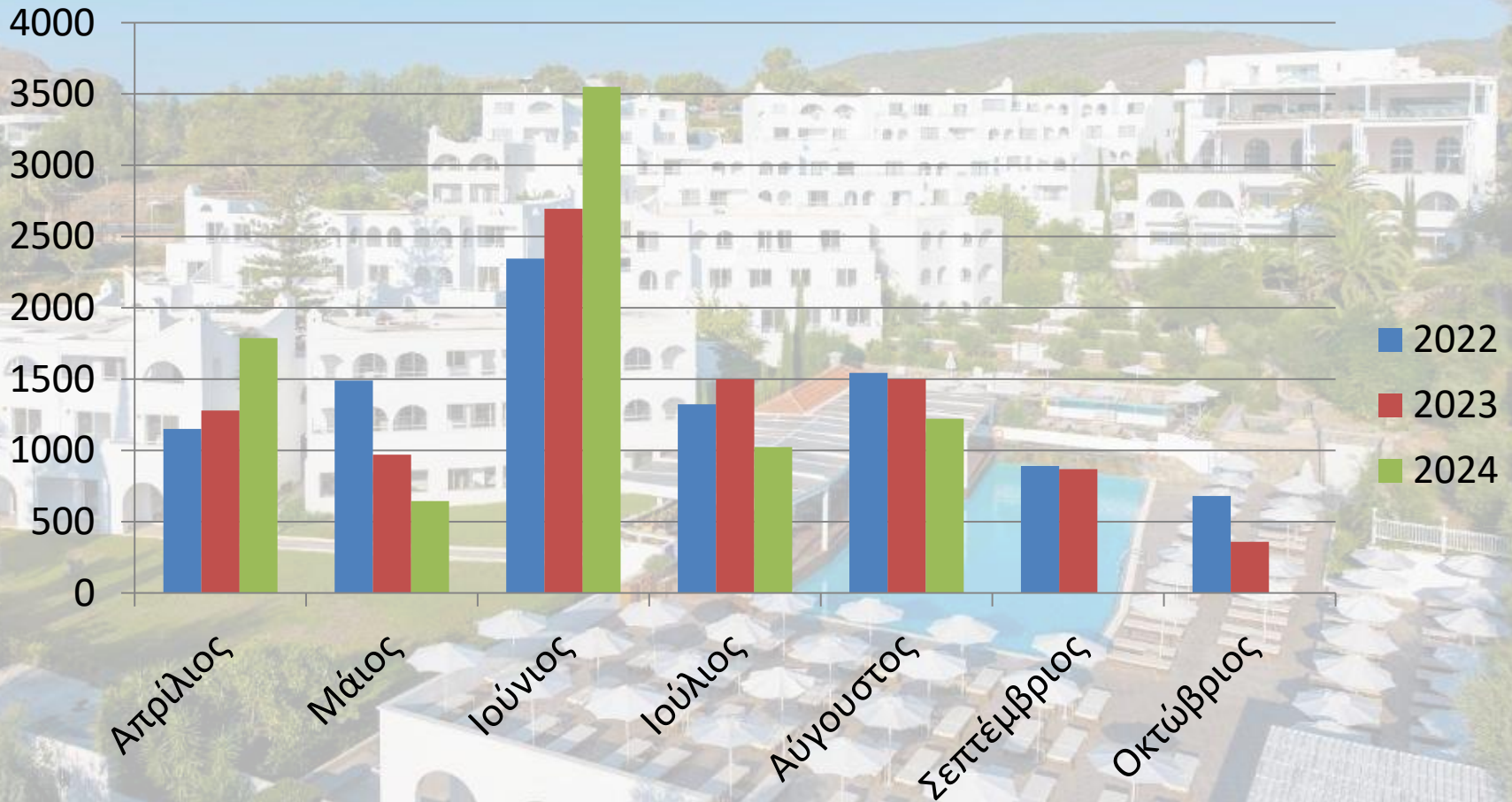
# Energy management actions in 2024

- **HOT WATER PRODUCTION - HEATPUMPS** interconnection changed, from parallel to “MASTER – SLAVE ”.
- **Use of new heatpumps**
- Precisely adjustment of all LIGHT TIMERS and adding of DAY / NIGHT SWITCHES guarantee an optimum lighting result, without energy waste.



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# Water management (Total m<sup>3</sup>)

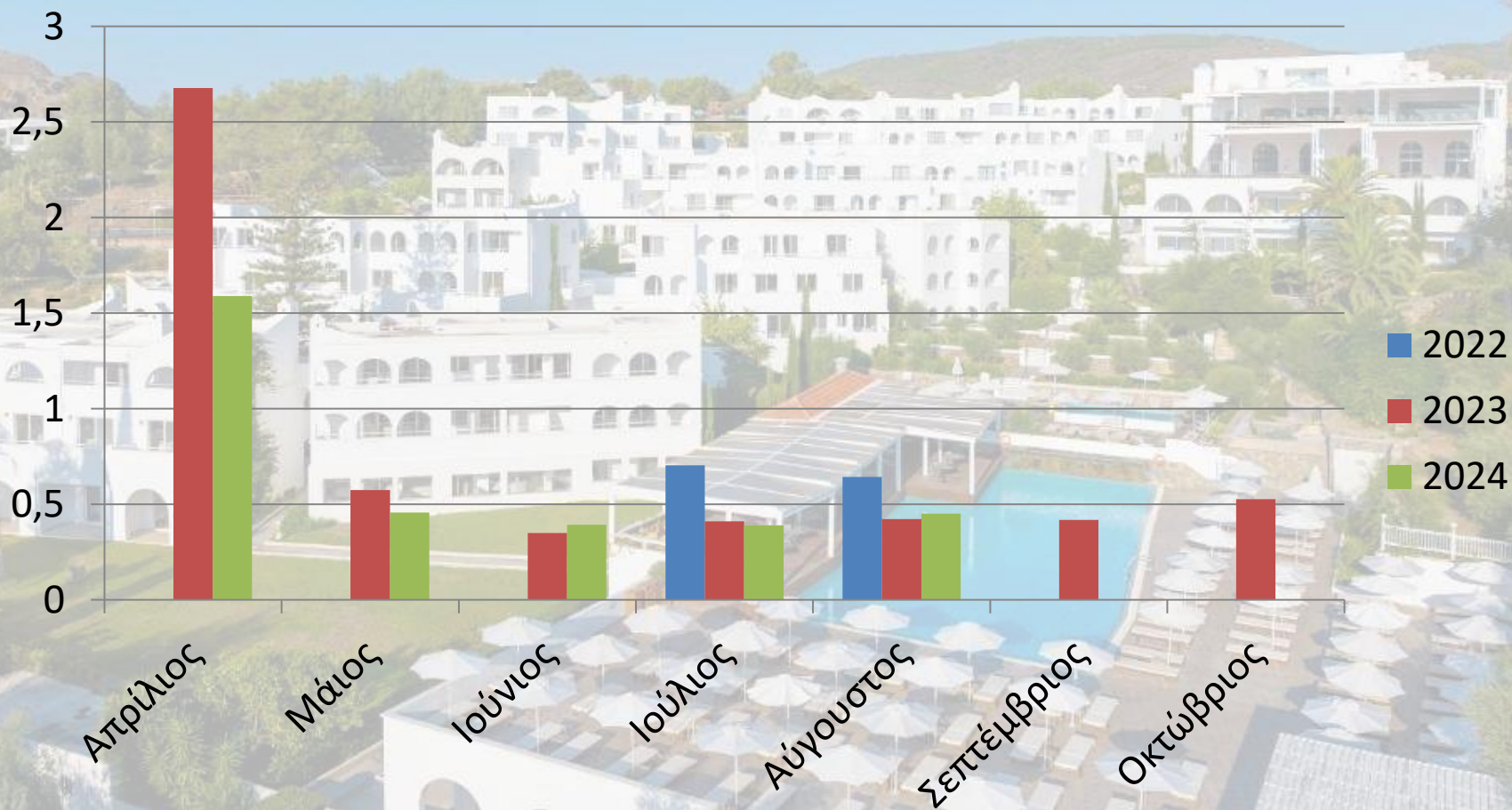






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# Water Management (Total m<sup>3</sup>/bednight)





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# Evolve of m3/bednight

Year	Actual	Target
2022	0,42	0,45
2023	0,6	0,45
2024	0,39	0,45

2023 targets not met due to wildfires





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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
- Install flow restrictors to all newly refurbished rooms



# 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

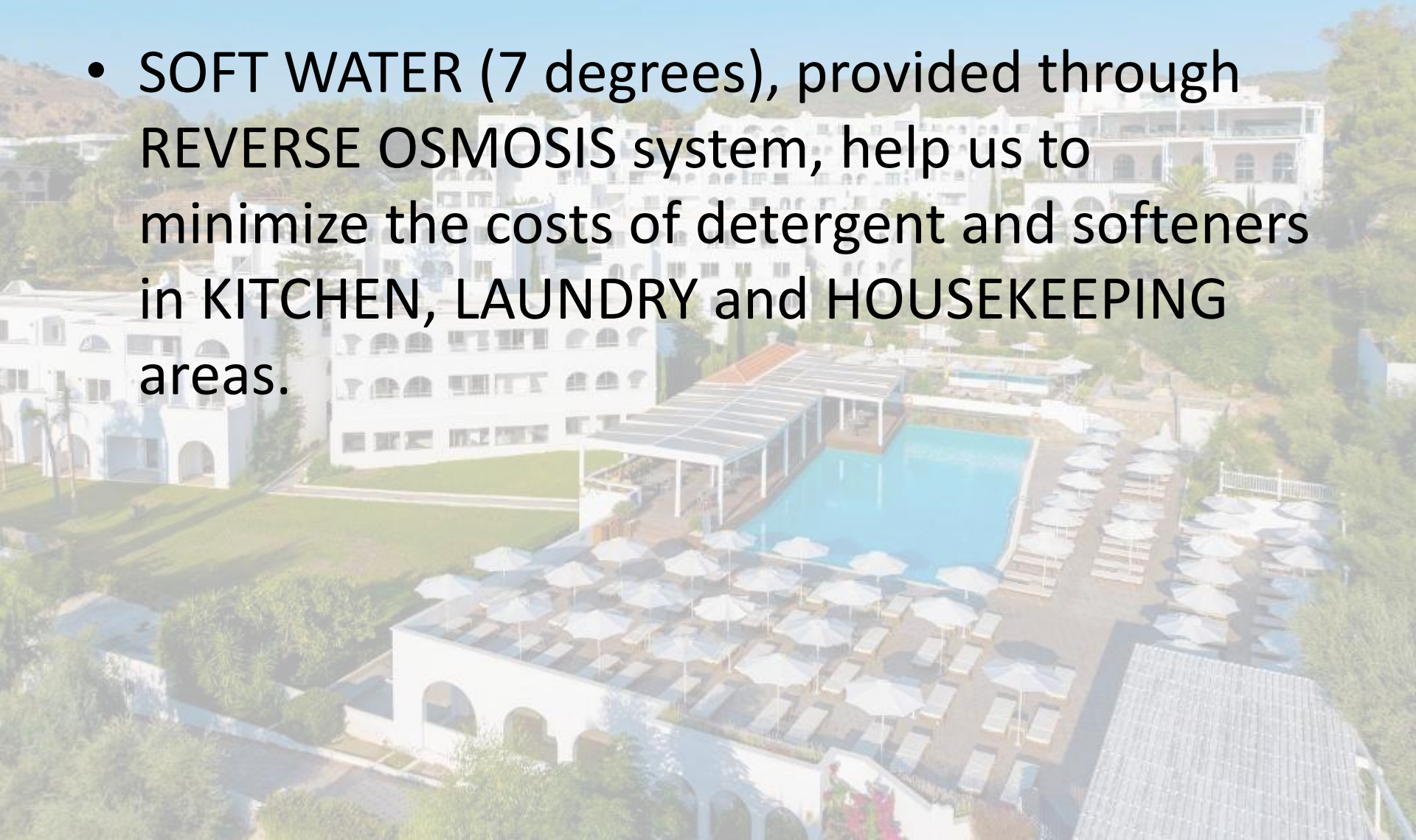




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# Waste management actions in 2024

- **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.**

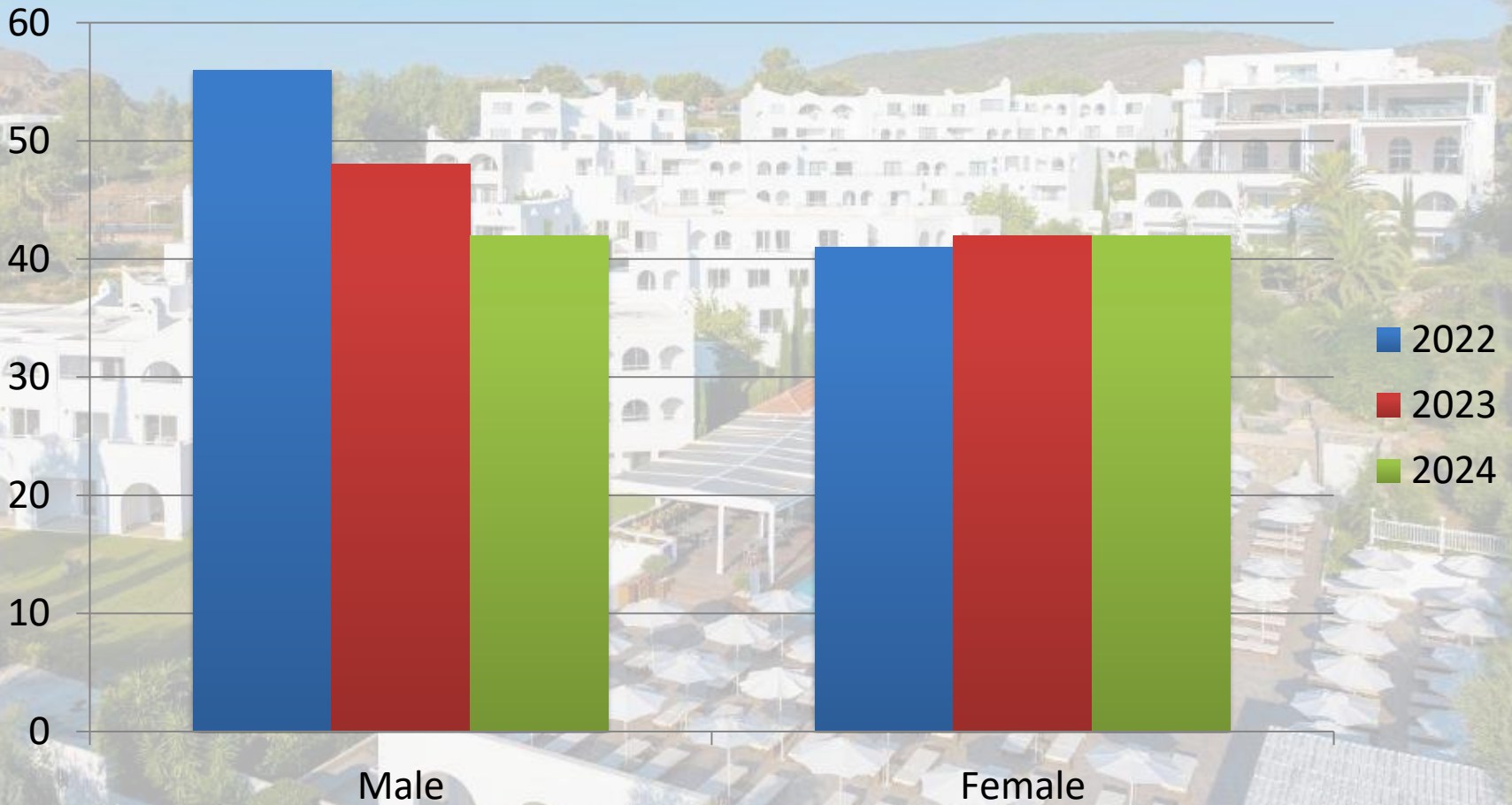




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# Employment

(Gender equality: Total employees)



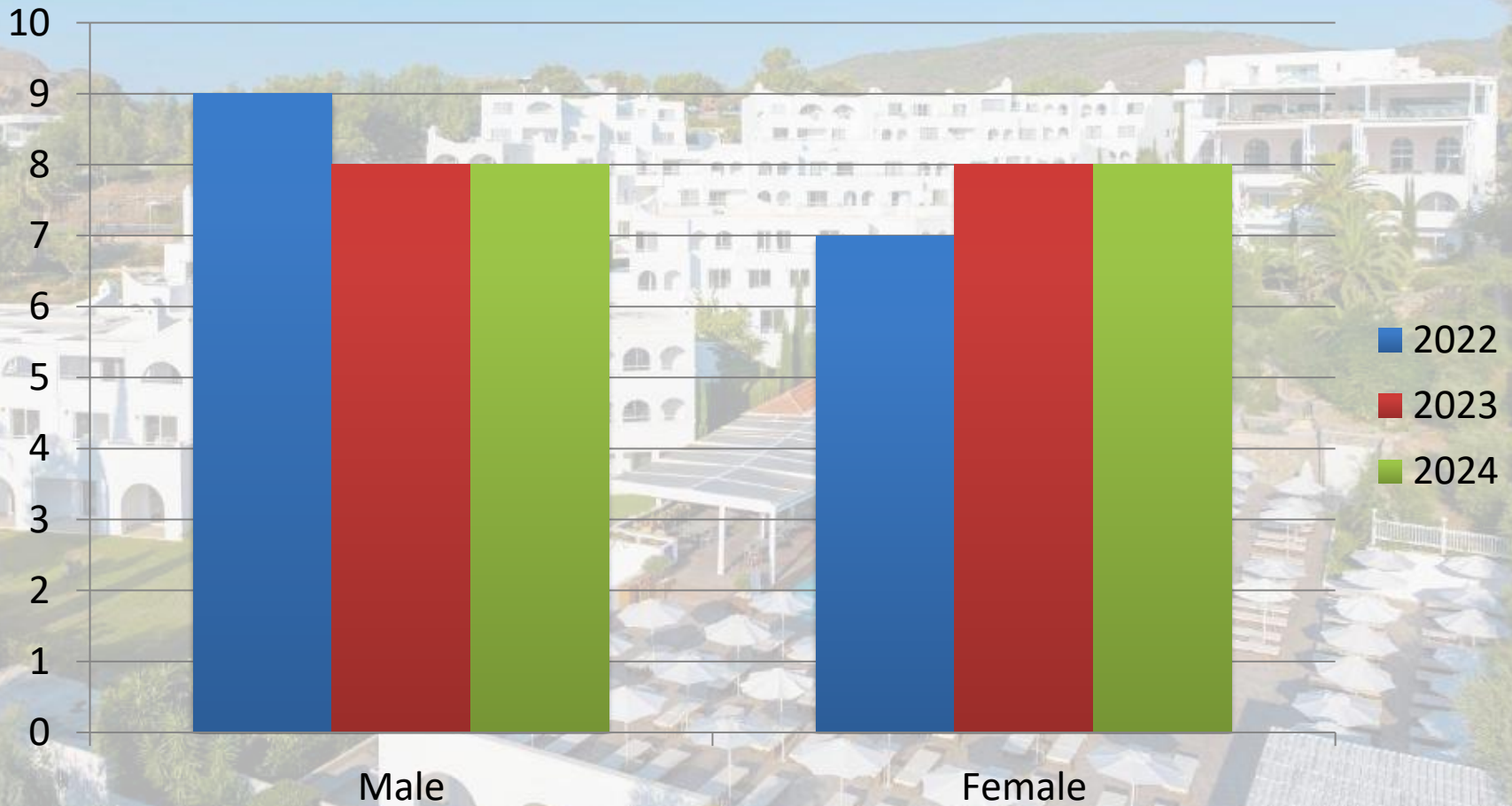




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# Employment

(Gender equality: Managerial positions)



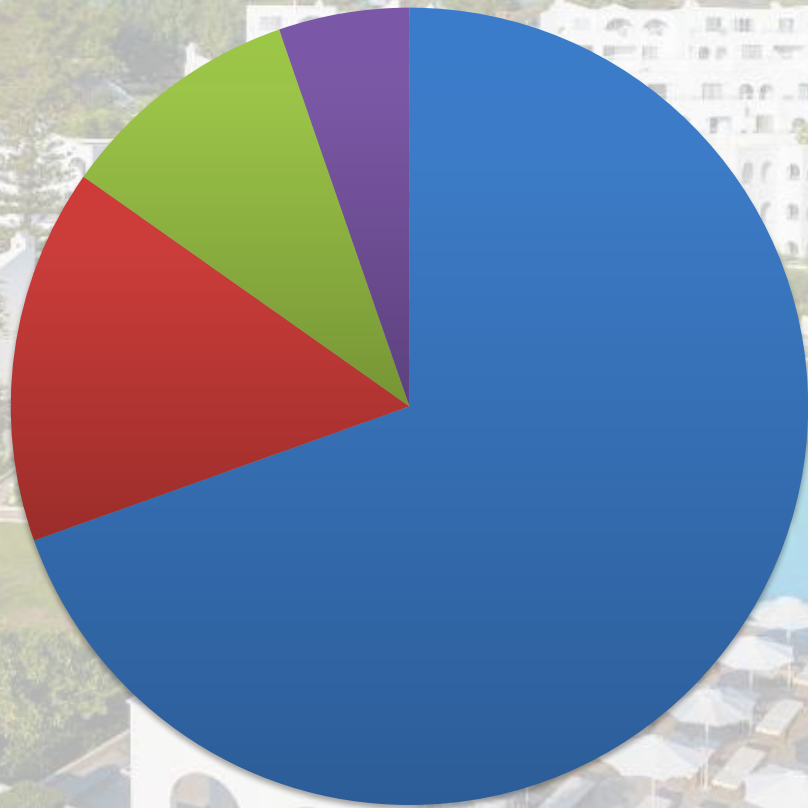


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# Employment

(Gender equality: Managerial positions)

## Ethnicities



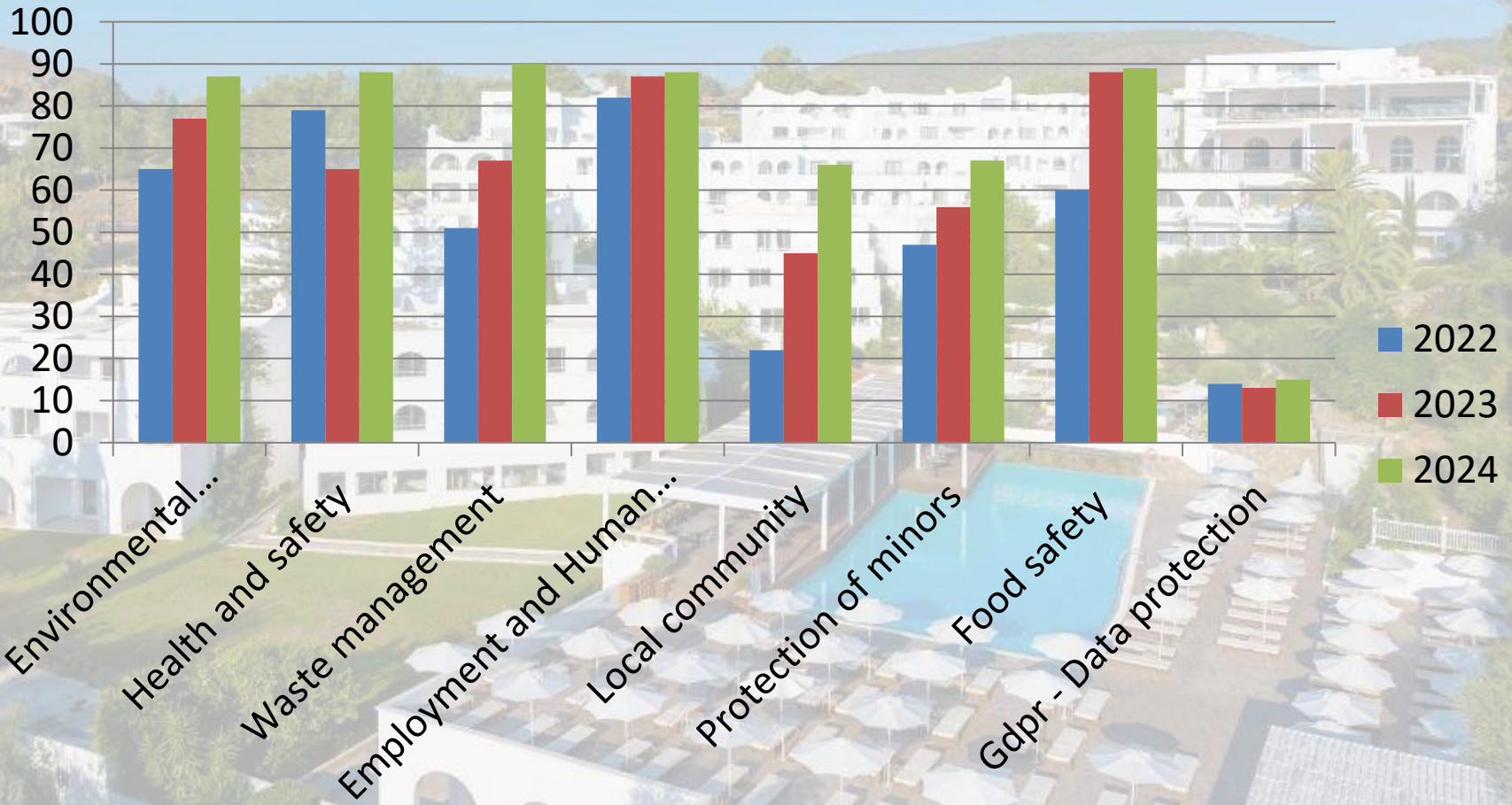
- Greece
- Albania
- Russia
- Philippines





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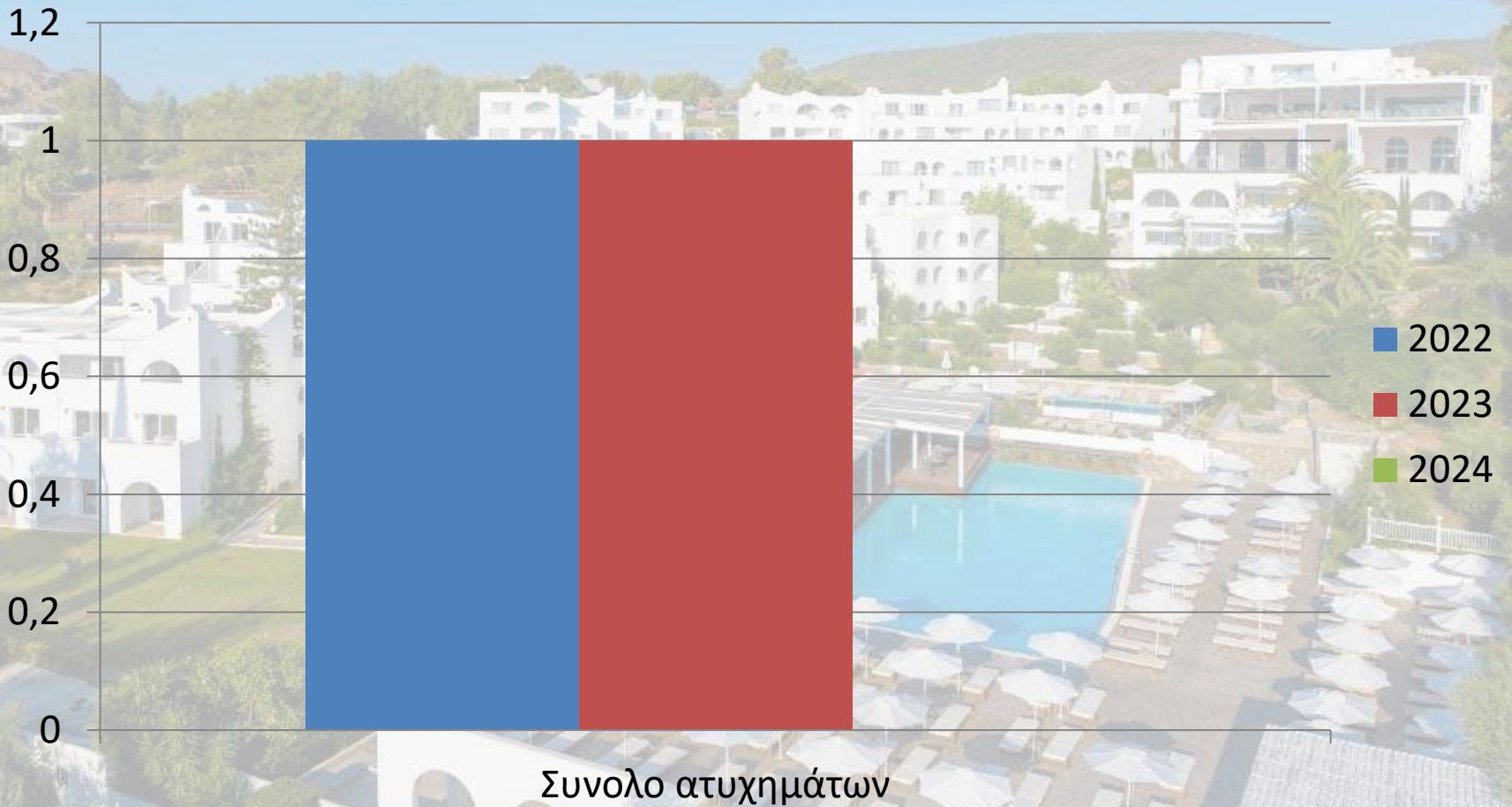
# Employment: Percentage of employees trained





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# Work accidents







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# Employee complaints



Employee complaints



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# Local Community

(Community and environmental actions 2022-2024)



Ετήσια  
Αιμοδοσία  
προσωπικού

Καθαρισμός  
δάσους &  
Δενδροφυτεύσεις

Καθαρισμός  
παραλιών





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# Local Community

(Active citizenship 2022-2024)



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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# Responsible sourcing highlights

## New sustainable sourcing policy 2024

ESG  
supplier  
criteria

Sustainable  
product  
criteria

Dangerous  
chemicals  
criteria

Local  
sourcing





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# 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!