

SUSTAINABILITY MANUAL

HOTELS LINDOS BLU & LINDOS MARE

ENVIRONMENTAL POLICY

The managers and owners of hotel Lindos Blu & Lindos Mare share the commitment to achieve optimal environmental management in its daily operations.

Recognizing the impact that tourism places on natural resource availability and climate change, we will work to ensure Hotel Lindos Blu responsibly manages waste, avoids pollution, incorporates energy efficient equipment wherever possible, and encourages customers to respect and participate in efforts to minimize the environmental impacts of the hotel.

The primary goals related to environmental management are as follows:

1. Environmental and Energy saving initiatives:

- Finalize the implementation of energy monitoring systems to capture, evaluate and analyze significant energy uses of the hotel
- Ensure all staff are trained as appropriate in energy conservation
- Monitor and minimize electric energy consumption
- Ensure all heavy and light equipment purchased in the future is rated as energy-efficient (grade A)
- All new equipment and projects will be evaluated partially on the

basis of life cycle energy cost

- Comply with related legal requirements and exemplarily operate towards future legal and other requirements related to energy management

2. Water management

Hotels Lindos Blu, & Lindos Mare recognize the scarcity of the source, the effect of climate change and the increased demand for water. Therefore without compromising guest comfort or health and safety policies, further incorporates water saving devices and procedures to minimize overall water consumption.

3. Waste management

On average, each guest produces over 1 kilo of waste each night, mostly composed of beverage and paper products, accounting for 65% of all hotel waste. The hotel minimizes its solid waste production in all areas of the hotel, and encourages guests to join the recycling program.

4. Chemical use

The hotel will avoid the use of chemicals known on the United Nations Food and Agricultural Organization's Prior informed consent list. It also ensures safe disposal of all chemicals that are in use.

5. Certification

In order to satisfy broader sustainability criteria including the socio-economic impacts and staff welfare, we will achieve certification in recognized sustainability protocols

This policy statement will be reviewed annually to ensure that it remains applicable to the activities of the Hotel and any agreements made between the Hotel and its stakeholders.

COMMUNITY POLICY

The managers and owners of hotel Lindos Blu & Lindos Mare share the commitment to ensure positive relationships between hotel Lindos Blu & Lindos Mare and the local community and businesses.

Hotel Lindos Blu & Lindos Mare have positive social and economic impacts wherever possible and minimises and eliminates instances of negative impacts.

Our Community Policy and primary goals are as follows:

1. Certification

In order to satisfy broader sustainability criteria including the socio-economic impacts and staff welfare, recognized sustainability awards will be achieved

The Hotel also works with local schools and colleges upon request to provide accommodation and where possible, work experience opportunities.

2. Purchasing

Hotels Lindos Blu & Lindos Mare purchase and promote produce from the local area, whilst ensuring that quality of food does not compromise the comfort of our guests. This will help reduce CO2 emissions from transportation of products from international destinations. Wherever possible, we pay our suppliers within the credit terms they request. Additionally, local service providers are used in preference to multinational companies wherever practicable.

3. Employment

The hotel recognizes the importance of recruiting local people as preferred employees. This increases the likelihood of monies being spent in the local community. Additionally, it encourages local residents to stay within the community, rather than seeking employment outside of the community. The policy preserves our destination which is the bases for prospective and repeat guests.

4. Donations and Charity

Hotel Lindos Blu & Lindos Mare donate items such as furniture or linen that are no longer suitable for use within the hotel, to local organisations that may benefit from them (e.g. schools, local hospitals, community groups, etc). The hotel also carefully considers how it may help the local community by the provision of in-kind support, meal donations for local events, etc.

HUMAN CAPITAL POLICY

Human Rights

- (1) We respect fundamental human rights. We do not tolerate any violation of human rights.
- (2) We take steps to prevent and eliminate any harassment such as sexual harassment, abuse of power in the workplace.
- (3) We respect individual privacy.

Discrimination

- (1) We are committed to prevent and eliminate any discrimination on the basis of race, nationality, ethnic origin, creed, sex, gender, age, religion, disability and any other basis protected by the applicable law.
- (2) In respect of employment and occupation, we will not damage the equality of opportunity on the basis of any irrational reason that is not directly linked to legitimate business needs.

Employment, Labor Condition and Child Protection

- (1) We will not engage in child labor or forced labor. We will never take a child as a laborer who is under the legal employment age as defined in Greek law.
- (2) We will not dismiss employees based on irrational reasons without a direct relationship to legitimate business needs.
- (3) We respect children's rights and we are committed to protect children both from general and sexual exploitation according to Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse CETS No.: 201.
- (4) Every suspicious behavior regarding exploitation or violation of child protection guidelines and policies will be reported to management and to relevant stakeholders (tour operators, child protection organizations, law enforcement agencies etc.)

Compensation

We will pay wages that meet or exceed the legally required wages.

QUALITY, HEALTH & SAFETY POLICY

The management and the owners of Lindos Blu & Lindos Mare hotels consider quality as the most important competence of our business because only by exceeding customer expectations we can maintain our main competitive advantage of increased value to our customers. We are committed to continuous improvement and have established a Quality Management System, which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Customer feedback: Gathering and monitoring
- Feedback and complaints procedure
- Training, development and evaluation of our employees
- Quantitative quality objectives to achieve business aims

In Lindos Blu & Lindos Mare we strive to understand our client, to address every need he might have and eventually to exceed his expectations. In order to achieve this goal, we offer high quality service, in a way that every customer can feel welcome and relaxed through dedicated, unintrusive, customer oriented service in all parts of his stay with us.

Health and Safety procedures are the most important part regarding our business aims and practices; therefore, hotel Lindos Blu is committed to a strong health & safety program that protects its staff, its property and its customers from accidents or any other form of preventable unpleasant situations. In this context, these are some of the most important actions we undertake to ensure Health and Safety for our customers:

- Cooperate with licensed external Partner to perform regular Health & Safety audits
- Regular chemical analyses of food, water and ice in cooperation with licensed laboratories. Samples are collected from all departments of the hotel
- Security checks throughout the night
- Licensed Lifeguard on duty at main Pool area
- Blue Flag Beach Certification Program

Except from the above mentioned general actions we implement all the best practices regarding Health and Safety procedures for hotels with the relevant adaptation required for the specifics of our hotel.

ANNUAL SUSTAINABILITY REPORT



REPORTING PERIOD:

SEASON 2022

CERTIFICATIONS



BLUE FLAG

WASTE MANAGEMENT



➤ **Waste Streams Recycled in 2021**

- ✓ Lamps
- ✓ Paper
- ✓ Glass
- ✓ Batteries
- ✓ Frying Oils
- ✓ Plastic Chemical Containers

➤ **Waste water treated by the Municipal treatment plant**

➤ **Waste Streams Recycled in 2022**

- ✓ Lamps
- ✓ Paper
- ✓ Glass
- ✓ Batteries
- ✓ Frying Oils
- ✓ Plastic Chemical Containers

➤ **Waste water treated by the Municipal treatment plant**



Targets for 2022 were:

- Retain Recycling streams ✓
Target Met
- Staff training on recycling ✓
Target met

Targets for 2023:

- ✓ Seek recycling options for more waste streams
- ✓ Reduce quantities of waste produced for recyclable and non recyclable waste
- ✓ Thoroughly monitor possible food wastage (FIFO, Food Wastage prior production monitoring)
- ✓ Staff training on recycling

WATER MANAGEMENT



2021

Quality

- ✓ **Source:** Fully licensed municipal water usage
- ✓ **Treatment:** Softening & Chlorination
- ✓ **Monitoring:**

Pool water:

Ph & Free Chlorine on a daily basis
Microbiologically on a monthly basis

Potable water:

Ph & Free Chlorine on a daily basis
Microbiologically on a monthly basis
Chemically on an annual basis

Legionella Spp:

Rotation monitoring plan based on risk analysis

Sea Water:

Microbiologically on a monthly basis

Consumption

- ✓ Total Consumption: Blu 10208 m³, Mare 12254m³

- ✓ Consumption/guest night: Blu: 0.48 m³/gn, Mare 0.41m³/gn
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry

2022

- ✓ **Source:** Fully licensed municipal water usage

- ✓ **Treatment:** Softening & Chlorination

- ✓ **Monitoring:**

Pool water:

Ph & Free Chlorine on a daily basis
Microbiologically on a monthly basis

Potable water:

Ph & Free Chlorine on a daily basis
Microbiologically on a monthly basis
Chemically on an annual basis

Legionella Spp:

Rotation monitoring plan based on risk analysis

Consumption

- ✓ Total Consumption: Blu 11003 m³, Mare 13002m³
- ✓ Consumption/guest night: Blu: 0.47 m³/gn, Mare: 0.40m³/gn
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry



Targets for 2022 were

- Reduction in total consumption/guestnight for both hotels ✓
Target Met
- Staff training ✓
Target Met
- Watering gardens exclusively at night with automated system ✓
Target Met
- Monitoring for leaks on a daily basis ✓
Target Met

- Staff awareness increase with signs in staff areas and water consuming facilities (maintenance, laundry) ✓

Target Met

Targets for 2023:

- ✓ Further reduction in total consumption/guestnight
- ✓ Staff training
- ✓ Monitoring for leaks on a daily basis
- ✓ Baseline for consumption will be set by analyzing 5 year data

ENERGY MANAGEMENT



2021

Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Heat Pumps
- ✓ Solar Panels

Consumption

- ✓ Total Mare Consumption: 1293672 kwh
- ✓ Total Blu Consumption: 891668 kwh
- ✓ Average Total Consumption/guest night: Blu: 24.67 kwh/gn, Mare: 16.42kwh/gn
- ✓ Monitoring on a month to month basis

2022

Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Heat Pumps
- ✓ Solar Panels

Consumption

- ✓ Total Consumption: 1631052 kwh
- ✓ Total Mare Consumption: 1313543 kwh
- ✓ Total Blu Consumption: 897543 kwh
- ✓ Average Total Consumption/guest night: Blu: 24.33 kwh/gn, Mare: 16.32 kwh/gn
- ✓ Monitoring on a month to month basis



Targets for 2022 were

- Reduction in total consumption/guestnight ✓
Target Met for both hotels
- Staff Training ✓
Target Met for both hotels
- Proactive equipment maintenance on an annual basis ✓
Target Met

Targets for 2023

- ✓ Reduction in total consumption/guestnight
- ✓ Staff training, signs in staff areas
- ✓ Monitoring of consumption on a month to month basis
- ✓ Proactive repairs in equipment
- ✓ Energy efficient equipment for all new installations
- ✓ Baseline for consumption will be set by analyzing 5 year data

HUMAN CAPITAL



2021

- ✓ Men/Women Ratio: 59%/41%
- ✓ Greek/Non Greeks Ratio: 72%/28%
- ✓ Local/Non Local Ratio: 77%/23%
- ✓ No of unresolved complaints to management: 0
- ✓ No of people occupational accidents: 0
- ✓ Sustainability related training sessions fulfilled
 - Topics covered: Sustainable tourism, Recycling, Environmental Awareness, Food Safety, Cleaning, Use Of disinfectants, Use of Hazardous Chemicals, Hygiene principles, First Aid, General Safety, Children Protection
 - Hours Completed: 18
 - Percentage of staff involved: 75%

2022

- ✓ Men/Women Ratio: 55%/45%
- ✓ Greek/Non Greeks Ratio: 70%/30%
- ✓ Local/Non Local Ratio: 79%/21%
- ✓ Staff turnover 32%
- ✓ No of unresolved complaints to management: 0
- ✓ No of people occupational accidents: 0
- ✓ Sustainability related training sessions fulfilled
 - Topics covered: Sustainable tourism, Recycling, Environmental Awareness, Food Safety, Cleaning, Use Of disinfectants, Use of Hazardous Chemicals, Hygiene principles, First Aid, General Safety, Children Protection, Community promotion, Labor Conditions & Human Rights
 - Hours Completed: 20
 - Percentage of staff involved: 80%



Targets for 2022 were

- Increase in staff training percentage ✓
Target Met
- Retain high local employment ratio ✓
Target Met
- Retain diversity of employment ethnicities ✓
Target Met
- Retain fair men/women employment ratio ✓
Target Met
- Receive zero unresolved staff complaints ✓
Target Met
- Include topics about community promotion and labor conditions and human rights in training sessions ✓
Target Met
- Monitoring of staff turnover ✓
Target Met

Targets for 2023

- ✓ Train all staff in sustainability related topics according to annual training program
- ✓ Retain high local employment ratio
- ✓ Retain diversity of employment ethnicities
- ✓ Retain fair men/women employment ratio
- ✓ Receive zero staff complaints
- ✓ Set Baseline for percentage of sustainability related staff ratios and turnover by analyzing 5 year data

COMMUNITY INTERGRATION



2021

- ✓ Blueflag award achievement for Vliha beach
- ✓ 77% of staff hired by the local community
- ✓ Most services acquired by local companies

2022

- ✓ Blueflag award achievement for Vliha beach
- ✓ 79% of staff hired by the local community
- ✓ Active promotion of local community in hotel's premises (information at reception)
- ✓ Most services acquired by local companies
- ✓ Donation to Micro-μ festival
- ✓ Donation of electronic equipment to local NGO for people with mobility disabilities



Targets for 2022 were

- Retain the high percentage of people and services acquired by the Local Community ✓
Target Met
- Increase donations and expand charity work ✓
Target Met
- Retain Blueflag award for Vliha Beach ✓
Target Met

Targets for 2023

- ✓ Include promotion of local community in annual staff training
- ✓ Provision of written info on display about local community/sites/code of conduct/gastronomy to guests
- ✓ Retain the high percentage of people and services acquired by the Local Community
- ✓ Increase donations and expand charity work
- ✓ Retain Blueflag award for Vliha Beach