



Lindos Sun Hotel

A decorative graphic on the left side of the page features several green leaves of varying sizes and shades of green, along with solid green circles, arranged in a stylized, organic pattern.

# Lindos Sun Hotel Sustainability Report 2020-21



Lindos Sun Hotel



Welcome

The Lindos Sun Hotel is the first hotel built in Lindos back in 1986.  
It features 75 Rooms and Suites and is surrounded by spectacular views of the  
Mediterranean Sea and the wild cliffs of Navarone bay.

# Corporate Social Responsibility

## Lindos Sun Hotel – key objectives

We are committed to:

- Continuously improve our Corporate and Social Responsibility strategy
- Encourage our business partners to reach our Company's standards
- Meeting all relevant legislation

**Our Policy is to conduct our business in a manner which ensures:**

- Fair treatment to all employees and clients
- Transparency of our business policies and practices
- High standards of all matters relating to Health & Safety in the working environment
- Ethical business practices throughout our operations





# Sustainability & Quality

Our Accomplishments  
throughout the years





Lindos Sun Hotel

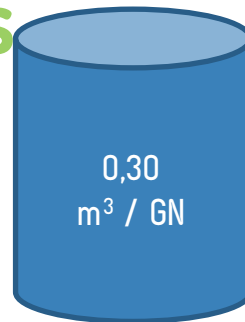
## Hotel Operations

SUSTAINABLE PROCEDURES

Lindos Sun Hotel implements Environmental Management procedures in order to control and mitigate its environmental impact. By developing Environmental Management procedures, the hotel defines all the environmental aspects of its operations and has established policies and programs that aim to continuously improve its environmental performance and results.

# Hotel Operations

## water management



### Water Consumption

0,30 cubic meter per guest night

We have managed to decrease water consumption per guest night by 22,47% since 2020, by monitoring and changing the water pressure in our water network and by having the appropriate signs in our guest rooms. We have also installed more efficient dish washing procedures in the main kitchen.



### Waste Water Management

We have connected our grey water system with the public sewage network ensuring the best possible management of waste water.

### Water Quality Management

Water quality has improved considerably due to the installation of reverse osmosis system.

### Actions Planned

To reduce further the water consumption per guest night.

To continue training all our staff members in order to achieve better results every year.

Our goal for 2022 is to reach a further -5% reduction in water consumption.

# Hotel Operations

## energy management

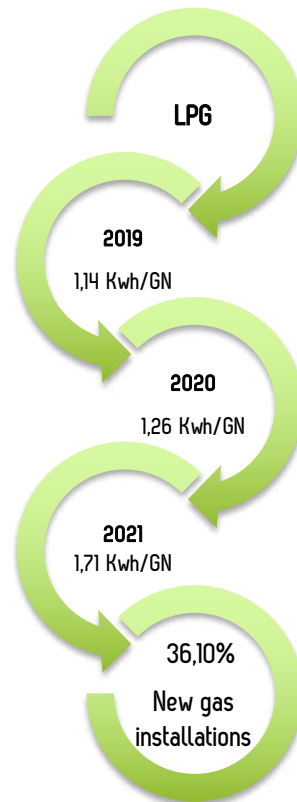
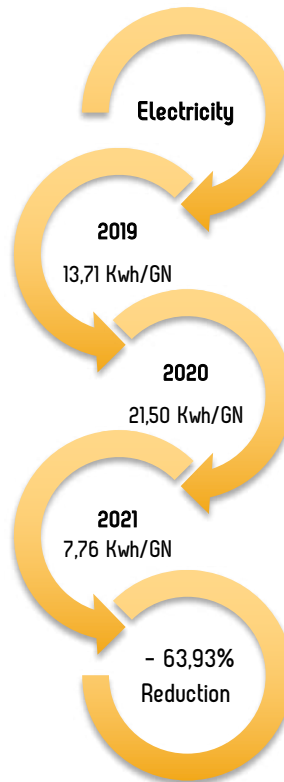
### Energy Consumption Decreased

We have managed to decrease energy consumption per guest night by 5,81% since 2020, by:

- Installing A+ consumption electrical and gas state of art appliances in the entire kitchen, preparation and storeroom areas
- Continue replacing light bulbs to LED lights
- Using solar energy in water heating procedures in the Laundry department
- Use of movement actioned lights in public bathrooms

### Actions Planned

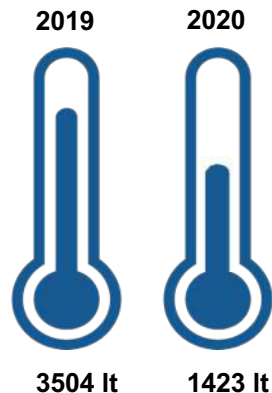
To reduce further energy consumption per guest night. To continue training all our staff members in order to achieve better results every year. Use of solar energy to recharge electrical golf car. Our goal for 2022 is to reach a further -5% reduction in energy consumption.



\* 1 lt Gas = 11.187 Kwh

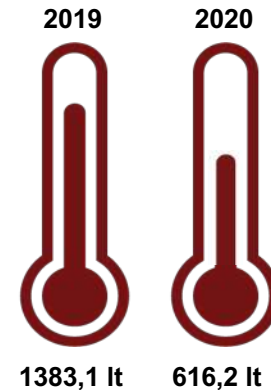
# Hotel Operations

## cleaning products management



Water Chemicals Use ( Lt )

Chemical use (lt/GN) for swimming pools water maintenance increased due to new COVID-19 health protocols. Although we managed to keep chemical use (lt) low through staff training on better and more efficient use



Cleaning Chemicals Use ( Lt / GN )

Chemical use (lt/GN) for cleaning and sterilizing increased due to new advanced health protocols for COVID-19 prevention. Staff training and purchase of concentrated products with an automatic dilution system helped us keep the total amount of chemicals low.



# Hotel Operations

## waste management & new technologies

We have managed to recycle :

- 100% glass waste
- 100% batteries
- 100% light bulbs
- 100% used cooking oil
- 100% ink cartridges
- 60% plastic
- 65% paper

### New technologies implementation

Since 2020 we encourage guests to use paperless invoicing, web check in, QR code menus , guest directory and hotel information



### Our target

To improve total recycled quantity of plastic and paper by ordering more dedicated bins for plastic and paper collection

# Hotel Operations

## sustainable procurement

1. Every purchase must cover a real need of the hotel whilst taking into account the hotel category.

2. In any negotiation with the supplying company, we will inform them about our company's environmentally – friendly policy and we will ask the supplier to inform us about the various environmentally – friendly products on offer. In addition, we will inform the suppliers about the environmentally – friendly specifications that are of interest to us and we will inquire whether the company in question has a similar policy.

In order for the purchase of any product to be realized, three conditions should apply: the above mentioned specifications should be complied with as far as possible; there should be no alternatives available; the price should be identical or slightly above the price of the respective “conventional” product.

3. Priority will be given to products from the local markets (on a regional, area and state level) provided that they meet the requirements and basic needs of the company. As far as the final decision on any purchase is concerned, the important factor of product transportation should always be considered, from the point of view of both air pollution and fuel consumption (non-renewable sources of energy) during transportation.

4. Priority should be given to recyclable and returnable products as well as those from recycled materials (mostly paper, aluminum, glass, plastic) without excessive multiple packaging (the more complex a product is, the more materials are used in its production and the more waste is disposed of into the environment).



# Hotel Operations

## sustainable procurement

5. In general, preference is given, wherever possible, to the purchase of products in bulk and re-useable or returnable packages. This practice reduces both the cost and the useless packaging that ends up as waste.
6. The purchase of items such as disposable cocktail decorations, breakfast portions, glasses, etc. is to be avoided and, wherever their use is necessary, biodegradable products are preferred.
7. Among the artificial and chemical products of everyday use, preference is given to those with the least damaging effects on the environment and human health.
8. The purchase of fresh fruit and vegetables and the promotion, wherever possible, of Greek, local, traditional products and organic cultivation products should be applied.
9. Regarding the purchase of equipment, priority is given to the products that consume less water, energy and fuel and do not contain CFC's.







Lindos Sun Hotel

## Environment


SUSTAINABLE DEVELOPMENT

Lindos Sun Hotel recognizes the importance of protecting the environment. The hotel works towards sustainability by setting environmental goals, implementing programs, evaluating its performance and revising its measures, aims and objectives





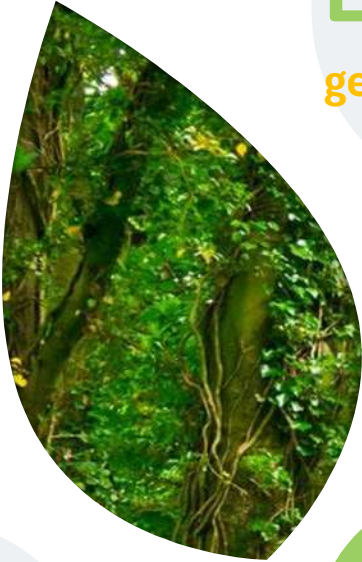
# Environment



We preserve and nurture our Hotel Environment. We don't use Pesticides in our Garden. Our garden has controlled watering system sending water to certain places at decided times and the necessary quantity. In that way we save water. All our drain water is guided to the local biological Recycling Plant.

# Environment

get to know our island and culture



**Greek Nights**



**Local Wine & Food  
Testing Excursions**



**Island Tour**



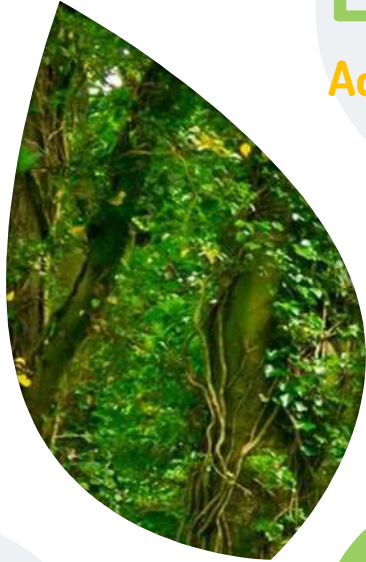
**Sailing  
Tours**





# Environment

## Actions taken by Lindos Sun Hotel



- Reforestation, Profilia Area 2019
- Cleaning of Psaltos bay 2020
- Cleaning of Psaltos area mountains 2021



# Environment

## our environmental policy



The Management is committed:

- To comply with the law, rules and regulations related to the hotel activities and have an impact on the environment.
- To evaluate the environmental implications of the hotel activities with the goal to minimize or eliminate any harmful effects.
- To take any action needed in order to prevent any form of pollution that will affect the local natural residential environment and the quality of tourism services provided.
- To aim for continuous improvement through setting new goals and continual research for improved environmental practices.

-To work closely with local government, authorities and local community in order to integrate local perspectives into environmental protection decision making.

The hotel aims through the environmental goals setting, the programs implemented, the procedures performance evaluation and through revising measures, aims and objectives:

- To protect the coastal ecosystem and the quality of water
- To apply processes and measures for energy and water saving, for waste water collection and discharge and solid waste reduction
- To maintain the good quality of atmospheric air
- To work with local government and producers with an aim to protect the natural beauty of the local area and support local economy
- To increase environmental awareness of staff, guests, hotel associates and local community
- To train and increase awareness of the staff in order to achieve active involvement in the environmental management procedures implemented
- To inform guests about the environmental actions of the hotel and encourage active involvement
- To invite local producers, NGOs, women's local cooperatives to give presentations in an effort to increase guests awareness, promote and recognize local tradition and establish a close collaboration with the local community





Lindos Sun Hotel



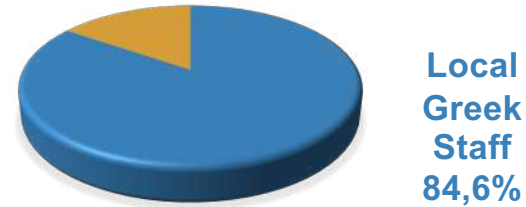
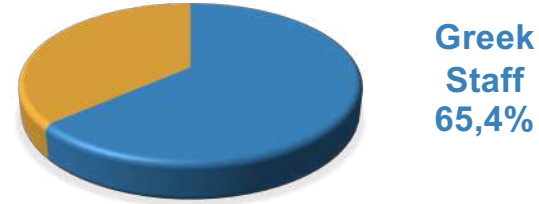
## Community & Local Capital

OUR PEOPLE AND OUR COMMUNITY ARE OUR STRENGTH

It is our company's philosophy to be dedicated to local community support and human capital development. Partnerships and support to various local organizations, equal opportunities and health and safety policies, which are in place, create a safe and positive environment with satisfied employees

# Local Community Support & Human Capital

staff analysis by nationality and residence



●—○ Our target:

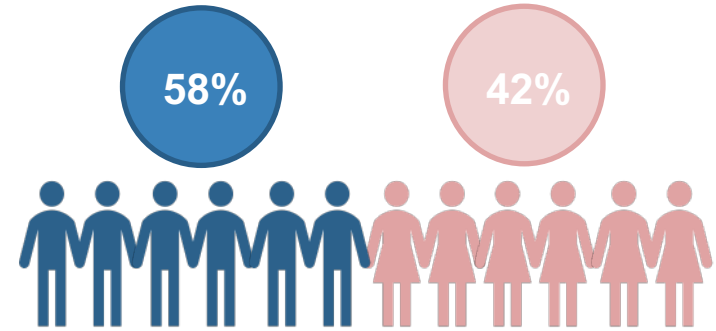
Taking in consideration that Rhodes is a multinational community we have set as our company's goal to increase our local staff also by nationality but also residents.

# Local Community Support & Human Capital

dedicated to no discrimination policies & succession planning

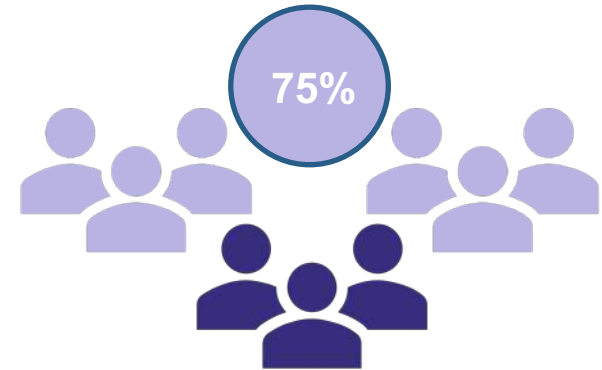
## Gender

42,3 % of our staff is female



## Head of Departments

75 % of our H.O.D. are employees (3/4) that started working in our Company and through training over the years reached their current position



# Local Community Support & Human Capital

partnerships



My Pefkos  
Local Support  
Community



We love Lindos  
Local Support  
Community



The Smile of the Child  
Donations



Doctors without  
Borders  
Donations



Rhodes for life  
Local Anti  
cancer Non  
profit Company



Animal Rescue Rhodes  
**PAWS&CLAWS**  
Rhodes Animals  
Rescue  
Donations





# Local Community Support

## partnerships

- Local wineries
- Local vegetable and fruit farmers
- Local egg industry
- Local transfer companies
- Local dairy industry
- Local extra virgin bio olive oil
- Local honey and honey products
- Local spirits
- Local pasta products

### Actions Planned

To further extend our local partnerships and provide our guests local (0 km) products from biological agriculture. To promote all these local products in the buffet, menus etc. To share with our guests local recipes.

# Human Capital

Dedicated to creating a strong Team Spirit



- Online Chat group for staff members

- Yearly excursion with dining

- Participation at educational programmes

- Providing career opportunities within company

# Human Capital

Activities throughout the years





# Local Community Support & Human Capital our principals

## HUMAN RIGHTS

- We support and respect the protection of internationally proclaimed human rights;
- Vendors are actively encouraged to observe international human rights norms within their work.

## IMPACT ON SOCIETY

- We effectively support the needs of the local community and implement initiatives accordingly;
- Our impact on the local and wider community is understood and nurtured;
- Dialogue with local communities is encouraged for mutual benefit.

## EQUAL OPPORTUNITIES EMPLOYER

Lindos Sun is committed to providing equal opportunities to all employees and job applicants. It aims to ensure that no job applicant shall receive less favorable treatment on the grounds of sex, age, marital status, sexual orientation, race, color, religion or belief, nationality, ethnic or national origin.

Furthermore, there is no discrimination relating to employees and job applicants with special needs such as disability or part time or fixed term status unless this can be justified. Lindos Sun will also take all reasonably practical steps to ensure the smooth integration of disabled employees in the work team.

All employees are responsible for complying with this policy and for ensuring that the standards of behavior required by the company are observed by:

- Treating others on their merits and disassociating themselves from any form of direct or indirect discrimination, victimization or harassment.
- Bringing to the attention of their Department Manager any suspected working practice in breach of this policy. And
- Working together to promote a harmonious working environment free from discrimination, harassment and bullying.

Lindos Sun regards direct or indirect discrimination, victimization and harassment as a serious matter.

Employees who fail to comply with this policy will be subject to the Company's disciplinary procedure. All breaches of this policy will be regarded as serious disciplinary matters and will, if there has been victimization, intentional discrimination or deliberate harassment be regarded as potential gross misconduct leading to summary dismissal.

Lindos Sun recognizes that misunderstandings can arise where people of a different sex, interests and cultures work together. Any employee who believes that he or she is being treated in a way that is contrary to this policy should raise the issue with their Department Manager. If an employee feels that it is inappropriate to approach their Department Manager he or she may contact the Human Resources Department.

## CHILD PROTECTION POLICY

Lindos Sun is committed to:

- promote Human Rights, and in particular children's rights by training staff and providing information to clients;
  - reject, eradicate and condemn any form of exploitation of human beings, especially of a sexual nature, particularly when this affects minors.
- The Company does not utilize or promote forced or child labor of any kind.

We adhere strictly to country laws governing labor standards.







Lindos Sun Hotel



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*Thank you for taking  
the time to read our  
sustainability report*

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About the report:

The information and data covers Lindos Sun Hotel activities during the period April – October 2018,2019,2020. The pictures in the report are copyright of SALITEL S.A. The report or part of the report cannot be published or used without the official license of the hotel.



## Lindos Sun Hotel Policies

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### ENVIRONMENTAL POLICY

#### *VISION*

At the **LINDOS SUN HOTEL** we believe that it is our duty to work on the reduction of all the possible negative operational impacts on the environment, which may be caused by the operation of our property.

#### *GOALS*

By applying our environmental policy we will:

- Monitor specific environmental indicators and review our progress on a fixed basis in order to set realistic targets for improvement and detect potential problems at an early stage
- Make sure that we will stay updated and operate in line with all applicable environmental laws and regulations.
- Actively provide all necessary information to our guests in order to help them understand their role
- Train our staff in order to increase their awareness on environmental related issues

#### *OBJECTIVES*

For the achievement of our goals we will:

- Reduce and eventually minimize our energy consumption by gradually replacing all non-energy efficient equipment and increasing awareness among staff and guests.
- Reduce and eventually minimize our water consumption by thoroughly monitoring possible leaks and increasing awareness among staff and guests.
- Reduce and eventually minimize our waste production by working with our suppliers to reduce packaging
- Achieve and maintain a Travelife for Hotels and Accommodations award.



# HEALTH & SAFETY POLICY

## *VISION*

The management of **LINDOS SUN HOTEL** is committed to provide a safe environment for staff to work and guests to enjoy

## *GOALS*

Through the application of our policy we will:

- Always operate in accordance with all related legislation
- Make sure that our staff is always aware of all related issues
- Communicate every related detail to our guests

## *OBJECTIVES*

To achieve our goals we will:

- Carry out fire drills and control evacuation routes on a regular basis
- Keep enough and adequate fire extinguishing equipment at all hotel areas
- Train our staff in health and safety issues on an annual basis
- Keep up to date health certificates for staff working in catering departments as required by law
- Control the quality of water used in our premises (pool and potable) on a regular basis
- Control the quality of food served in our premises
- Have clearly labeled emergency instructions on display in all rooms and common areas



## HUMAN RESOURCES POLICY

### *VISION*

At the **LINDOS SUN HOTEL** we believe that our staff is the key stakeholder for our successful operation and we are committed to treat our employees fairly and with respect

### *OBJECTIVES*

In accordance to our vision we will:

- Operate in compliance with all related laws and regulations
- Increase staff awareness on their rights and obligations by providing continuous training.
- Guarantee fair treatment and show zero tolerance in any act of discrimination of age, sexuality, gender, ethnicity, religion, culture or disability.
- Wherever possible employ staff who live in the local community.
- Provide a safe and secure working environment

### *TARGETS*

In order to fulfill our objectives we will:

- Increase to a maximum the number of employees from the local community.
- Train all of our staff on their rights and roles, on environmental and health safety issues on an annual basis
- Ensure that all of our staff is paid accordingly to the updated collective agreement for people employed in the tourism industry

## LOCAL COMMUNITY POLICY

### *VISION*

At the **LINDOS SUN HOTEL** we are committed to work with respect to the society and operate in a beneficial way for our local community.

### *OBJECTIVES*

With accordance to our vision we will:

- Wherever possible buy products and use services provided from local businesses.
- Increase our guests awareness on the local history and traditions
- Train our staff on different ways and on the importance of promoting our local community
- Be a part of all related schemes that promote and protect our local community

### *TARGETS*

For the fulfillment of our objectives we will:

- Increase the percentage of products and services utilized by local businesses to a maximum
- Promote the local community throughout our operations with displays in common areas
- Utilize local customs and traditions in the hotel's design and appearance
- Train our staff in local community promotion on an annual basis





## PURCHASING POLICY

### *VISION*

At the **LINDOS SUN HOTEL** we recognize the impact of our purchases to the local economy and the environment and will work continuously on the best possible impact to all related sectors

### *OBJECTIVES*

With accordance to our vision we will:

- Assure best quality of goods and services acquired
- Have a positive impact to the local/National economy
- Carefully choose our suppliers with strict sustainable criteria
- Encourage sustainable practices

### *TARGETS*

For the fulfillment of our objectives we will:

- Continuously monitor our suppliers on specific environmental criteria
- Show a preference, wherever possible, to eco friendly products
- Acquire goods in bulk packages in order to reduce related waste production
- Show a preference, wherever possible, to local goods and services

## QUALITY ASSURANCE POLICY

### *VISION*

At the **LINDOS SUN HOTEL** we do not negotiate on the quality of goods and services provided to our guests. Guest satisfaction is our main goal and one of the main factors that can assure our operational sustainability

### *OBJECTIVES*

With accordance to our vision we will:

- Fully meet our guests expectations and thoroughly examine cases where we fail to do so
- Increase staff awareness on the importance of their towards our vision
- Keep a high level of products and services provided to our guests

### *TARGETS*

For the fulfillment of our objectives we will:

- Train our staff on their specific roles in relation to guest satisfaction on an annual basis
- Monitor our guest satisfaction rate, assure that scores are always at the highest level at all sectors and immediately detect, communicate and solve potential problems
- Continuously monitor and evaluate all products and services acquired with strict quality criteria that are regularly communicated to our suppliers



## LINDOS SUN HOTEL POLICY AGAINST WORKPLACE DISCRIMINATION

Lindos Sun hotel is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Lindos Sun hotel expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Lindos Sun hotel has developed this policy to ensure that all its employees can work in an environment free from unlawful harassment, discrimination and retaliation. We will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any employee who has questions or concerns about these policies should talk with the director or the manager.

The current legislation and the policies of Lindos Sun hotel prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges and perquisites of employment.

### *Equal employment opportunity*

It is the policy of Lindos Sun hotel to ensure equal employment opportunity without discrimination or harassment on the basis of race, religion, sex, sexual orientation, age, disability, marital status, citizenship, or any other characteristic protected by law. Lindos Sun hotel prohibits any such discrimination or harassment.

### *Retaliation*

Lindos Sun hotel encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Lindos Sun to promptly and thoroughly investigate such reports. Lindos Sun prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

## CHILD PROTECTION POLICY

At the **LINDOS SUN HOTEL** we recognize the importance of protecting children (individuals under 18 years old) from all forms of abuse (physical, sexual, psychological and neglect)

### *Definitions*

The World Health Organization (WHO) defines *child abuse* and *child maltreatment* as "all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

#### *Physical Abuse:*

Intentional use of physical force against the child that results in – or has a high likelihood of resulting in – harm for the child's health, survival, development or dignity. This includes hitting, beating, kicking, shaking, biting, strangling, scalding, burning, poisoning and suffocating. Much physical violence against children in the home is inflicted with the object of punishing.

#### *Sexual Abuse:*

Child sexual abuse (CSA) is a form of child abuse in which an adult or older adolescent abuses a child for sexual stimulation. Sexual abuse refers to the participation of a child in a sexual act aimed toward the physical gratification or the financial profit of the person committing the act. Forms of CSA include asking or pressuring a child to engage in sexual activities (regardless of the outcome), indecent exposure of the genitals to a child, displaying pornography to a child, actual sexual contact with a child, physical contact with the child's genitals, viewing of the child's genitalia without physical contact, or using a child to produce child pornography. Selling the sexual services of children may be viewed and treated as child abuse with services offered to the child rather than simple incarceration.

#### *Psychological Abuse:*

Non accidental verbal or symbolic acts by a child's parent or caregiver that result, or have reasonable potential to result, in significant psychological harm to the child.

#### *Neglect:*

Child neglect is the failure of a parent or other person with responsibility for the child, to provide needed food, clothing, shelter, medical care, or supervision to the degree that the child's health, safety or well-being may be threatened with harm. Neglect is also a lack of attention from the people surrounding a child, and the non-provision of the relevant and adequate necessities for the child's survival, which would be a lacking in attention, love, and nurture.

We clearly state that we will show zero tolerance to any of the actions mentioned above.

Our staff is being trained regularly on ways to recognize and report such practices.

Any member of the staff or guest that witnesses such or relevant behaviors must communicate the front desk immediately or call anonymously National Children Protection SOS line 1056

Natasha Psarou