



LINDOS GRAND  
RESORT & SPA  
★★★★★

# Sustainability Report 2025

Presentation of main policies, actions  
and KPI's (2021-2025)

# Facilities and Services

- 24-hour reception
- Guest Relations services
- Multi-lingual Staff
- Reception/Concierge services include: Messages, Excursions, Car Rental, Taxi service, Airline information
- Porter Service & Luggage Storage
- Express check in/ check out service, upon request
- Wake-Up Call service
- Postal Services – Express Courier Service (extra charge)
- Laundry & Dry-Cleaning Service (extra charge)
- Beach/Pool towel service
- Airport Transfers on request (extra charge)
- A/C in Public Areas
- Wi-Fi internet in Public Areas
- Complimentary Satellite TV services
- Newsagent
- Money: All major credit cards are accepted at reception, ATM
- Free parking
- Baby Sitting Services, upon request (extra charge)
- Bike rental/st

# IT'S all about PASSION!

- **Lindos Grand Resort & Spa, a 5-star adults-only resort, nestled on a serene beachfront hill overlooking Vlycha Bay is for couples seeking to indulge in a luxurious romantic escape on Rhodes. Adjacent to the traditional village of Lindos, the resort features meticulous gardens, a main magnificent infinity pool and private L-shape infinity pools in most rooms and suites, a relaxed ambience, exceptional amenities and services, and endless sea views, offering modern travelers an unparalleled summer holiday immersed in the passionate Mediterranean lifestyle. Lindos Grand Resort & Spa combines the mesmerizing beachfront setting and the relaxed vibe of South Rhodes and Lindos area, complemented by a contemporary eco-friendly design and outstanding accommodations and service. Centered around personalized experiences, guests have the opportunity to tailor their stay according to their preferences and wishes. This encompasses options like Private Dining, Yoga sessions, Personal Trainer services, guided hiking tours, and Scuba Diving.**
- **Lindos Grand Resort & Spa, exclusively for adults, extends its warm welcome to guests and visitors aged sixteen and above.**

# Our value chain



# Our stakeholders



# Lindos Hotels Group Corporate Policies



# Corporate Environmental Policy highlights



# 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

# 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

# Certificates



# Environmental aspects



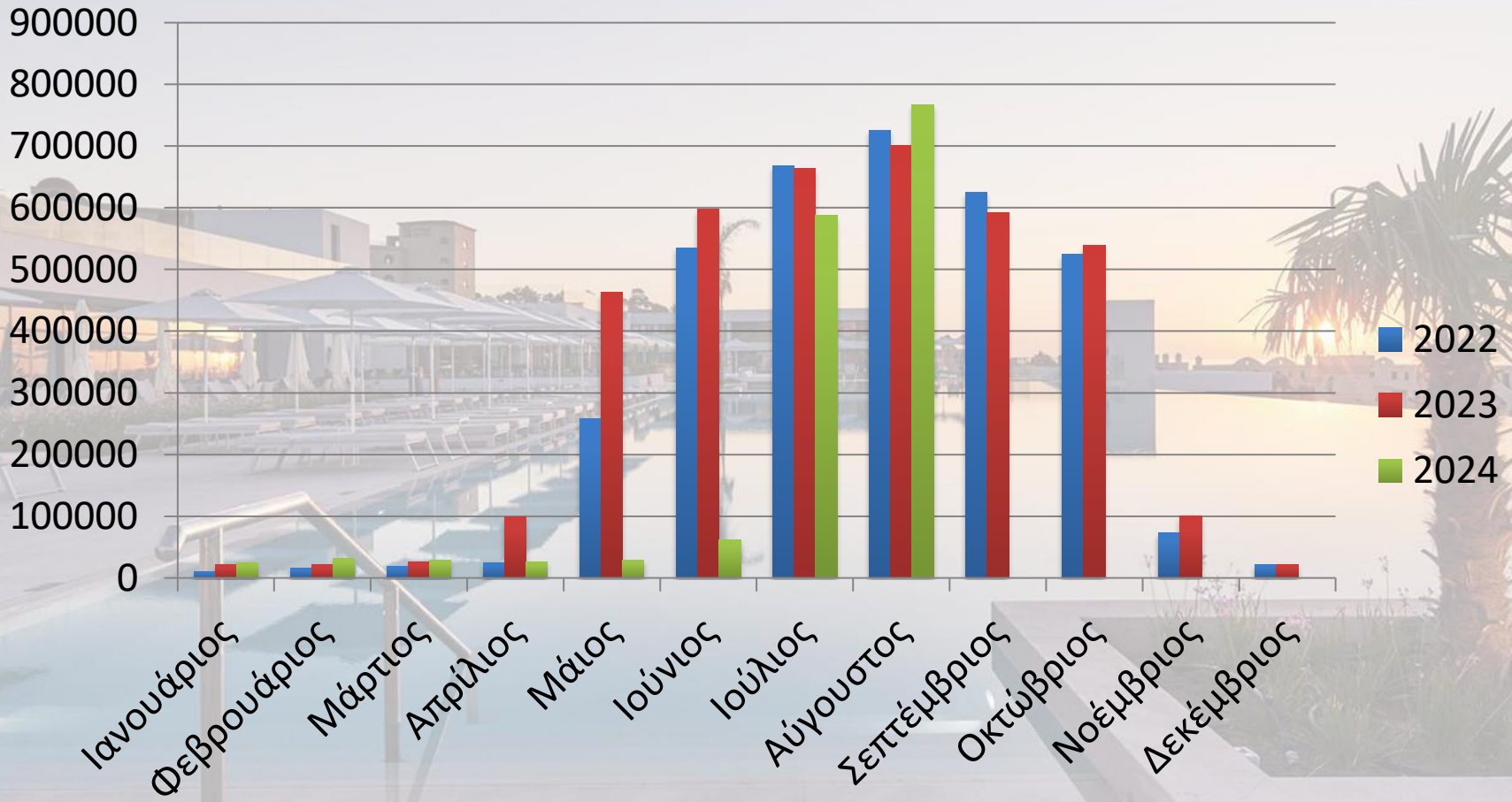
# Environmental programs 2025

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



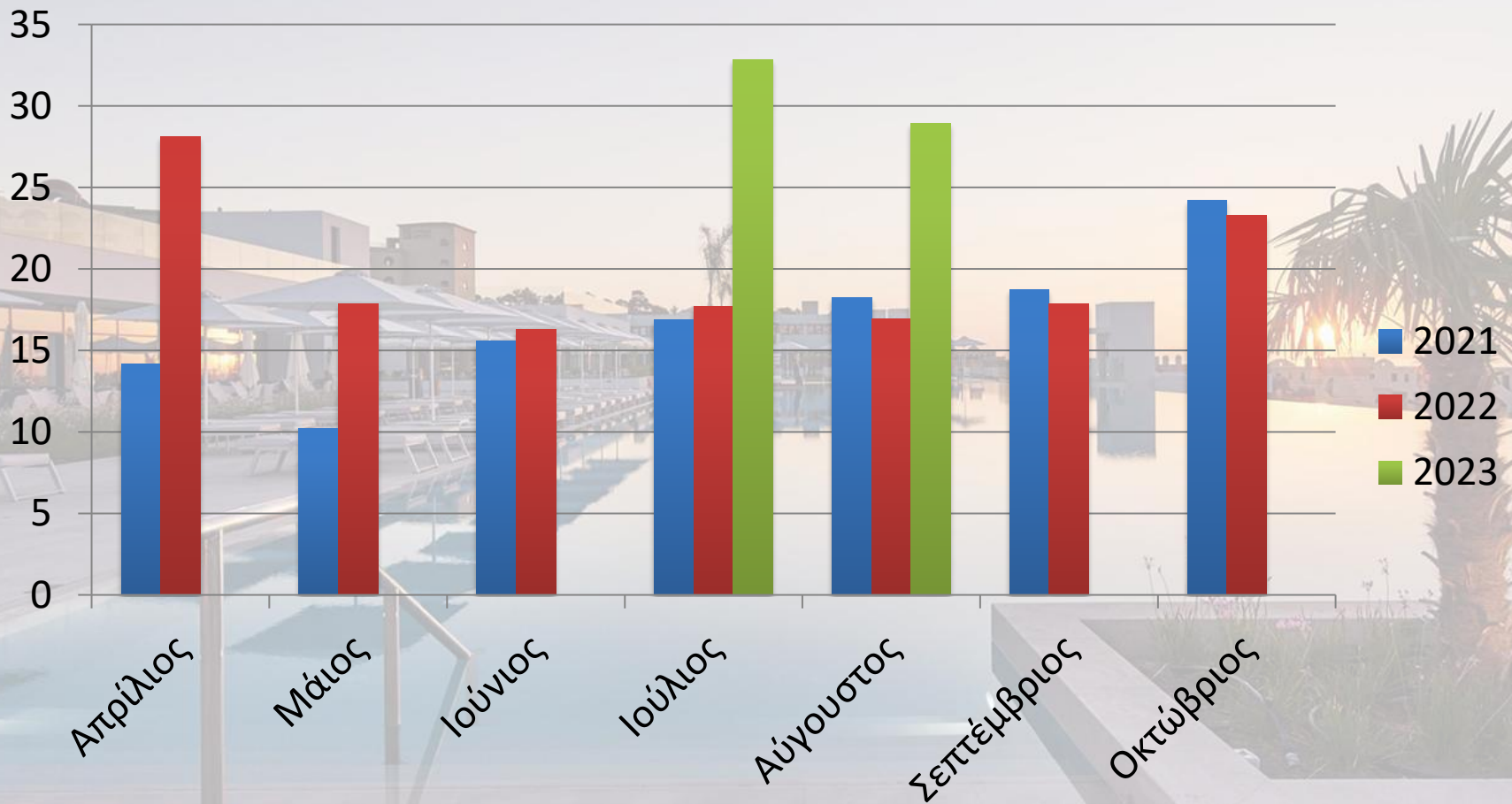
# Energy management

## (Total Kwh)



# Energy management

(Total Kwh / bednight)



# Evolve of Kwh/bednight

2022	38,22
2023	36,65
2024	33,12

# Energy management actions in 2024

## (1/2)

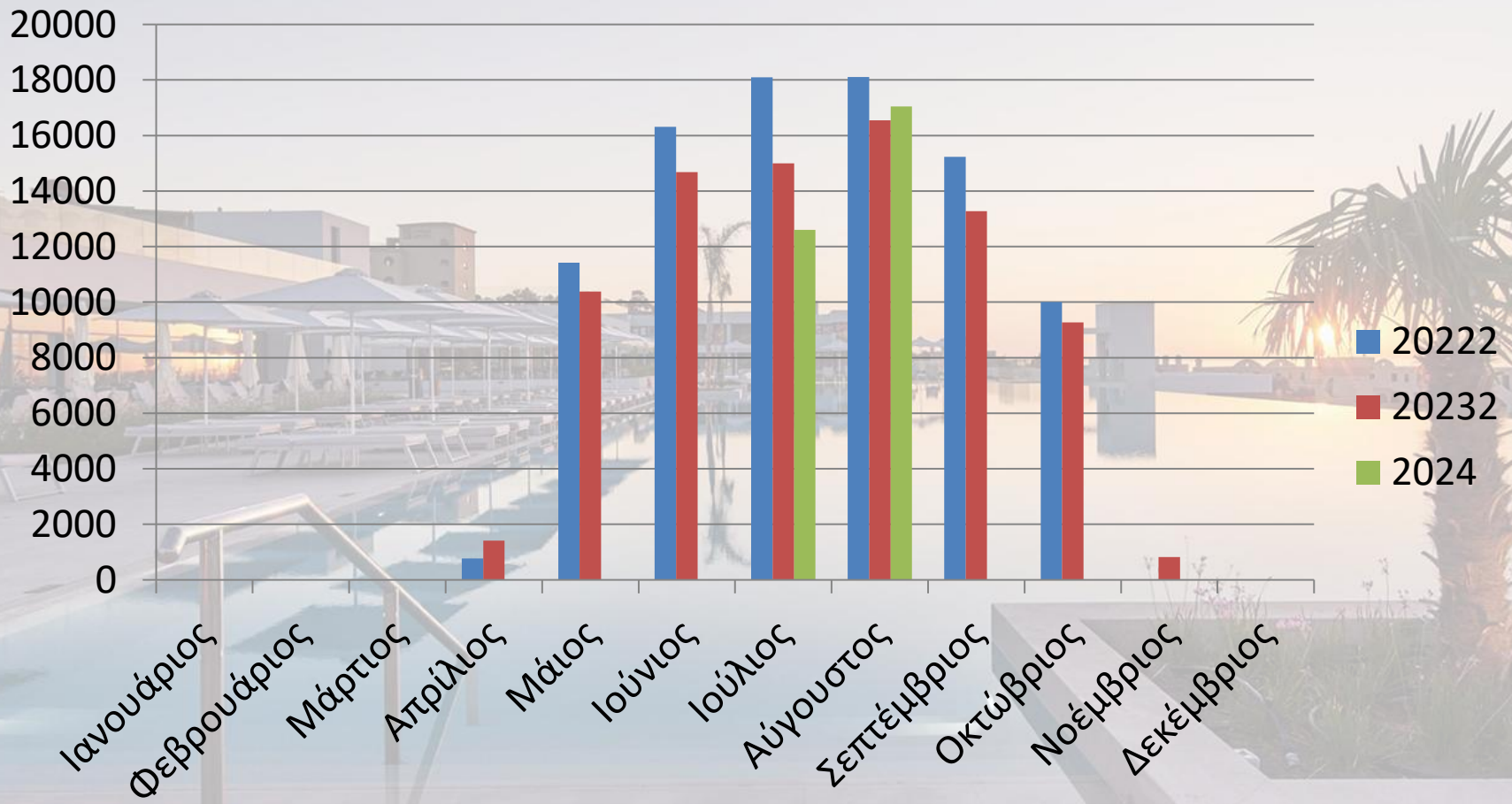
- **HOT WATER PRODUCTION - HEATPUMPS** interconnection changed, from parallel to “MASTER – SLAVE ”. This kind of connection achieves constant hot water supply up to 52 degrees, by splitting between BASE and PEAK loads. (Efficiency improvement  $\geq 20\%$ ).
- **Repair of damaged heat recovery circuits 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).**

# Energy management actions in 2024

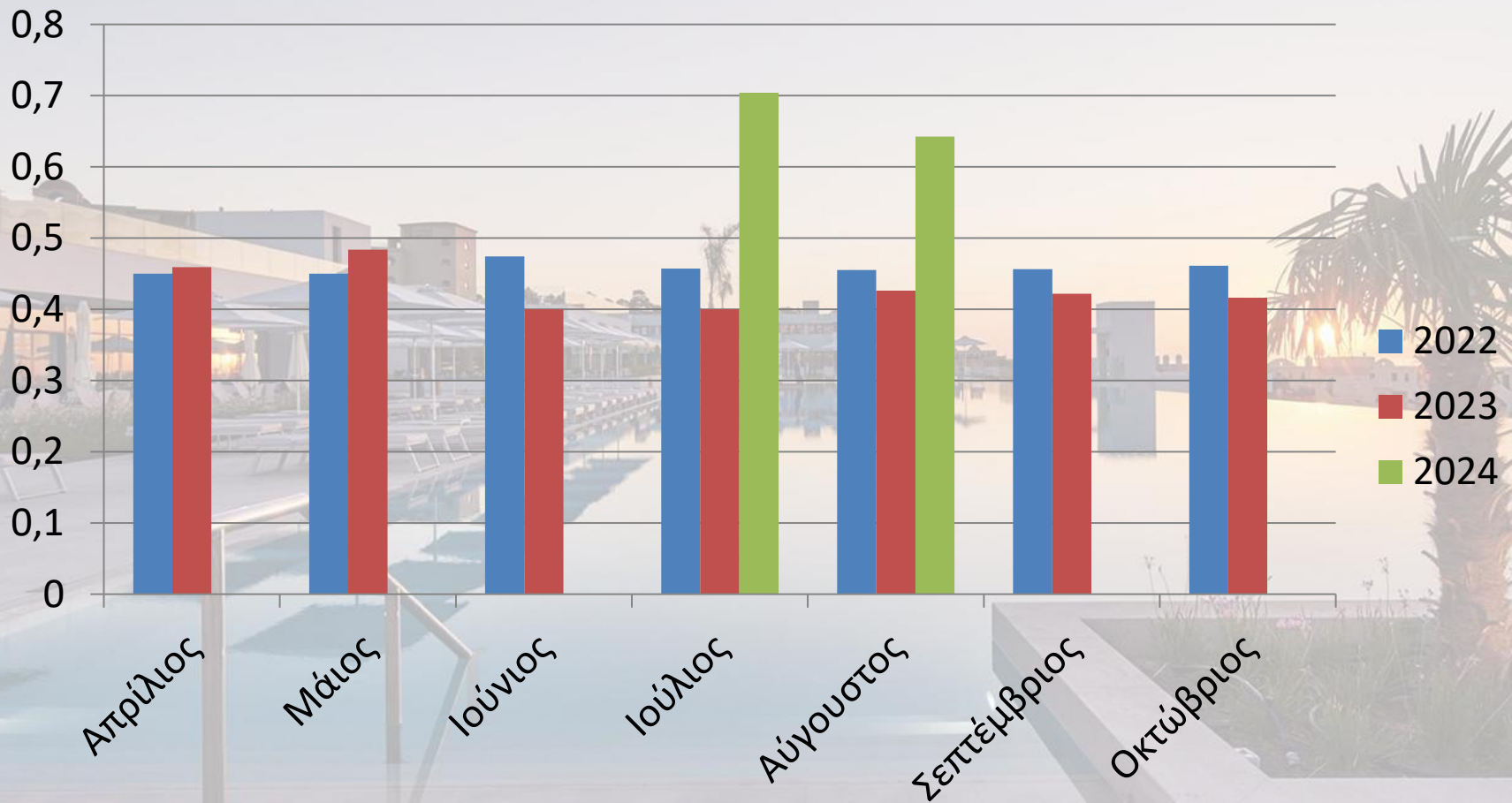
## (2/2)

- **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 m<sup>3</sup>/bednight)

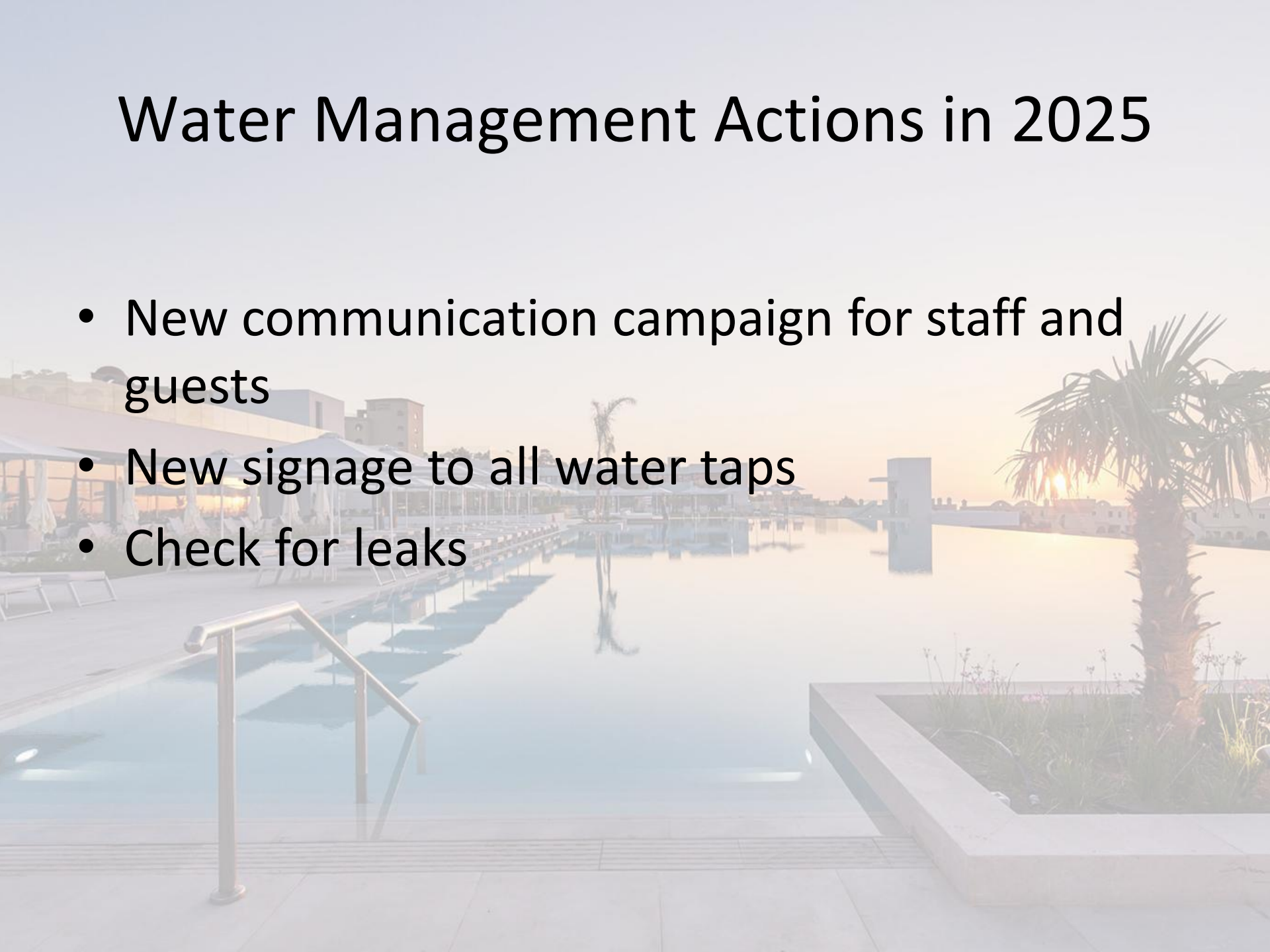


# Evolve of m<sup>3</sup>/bednight

2022	0,46
2023	0,51
2024	0,58

# Water Management Actions in 2025

- New communication campaign for staff and guests
- New signage to all water taps
- Check for leaks



# 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

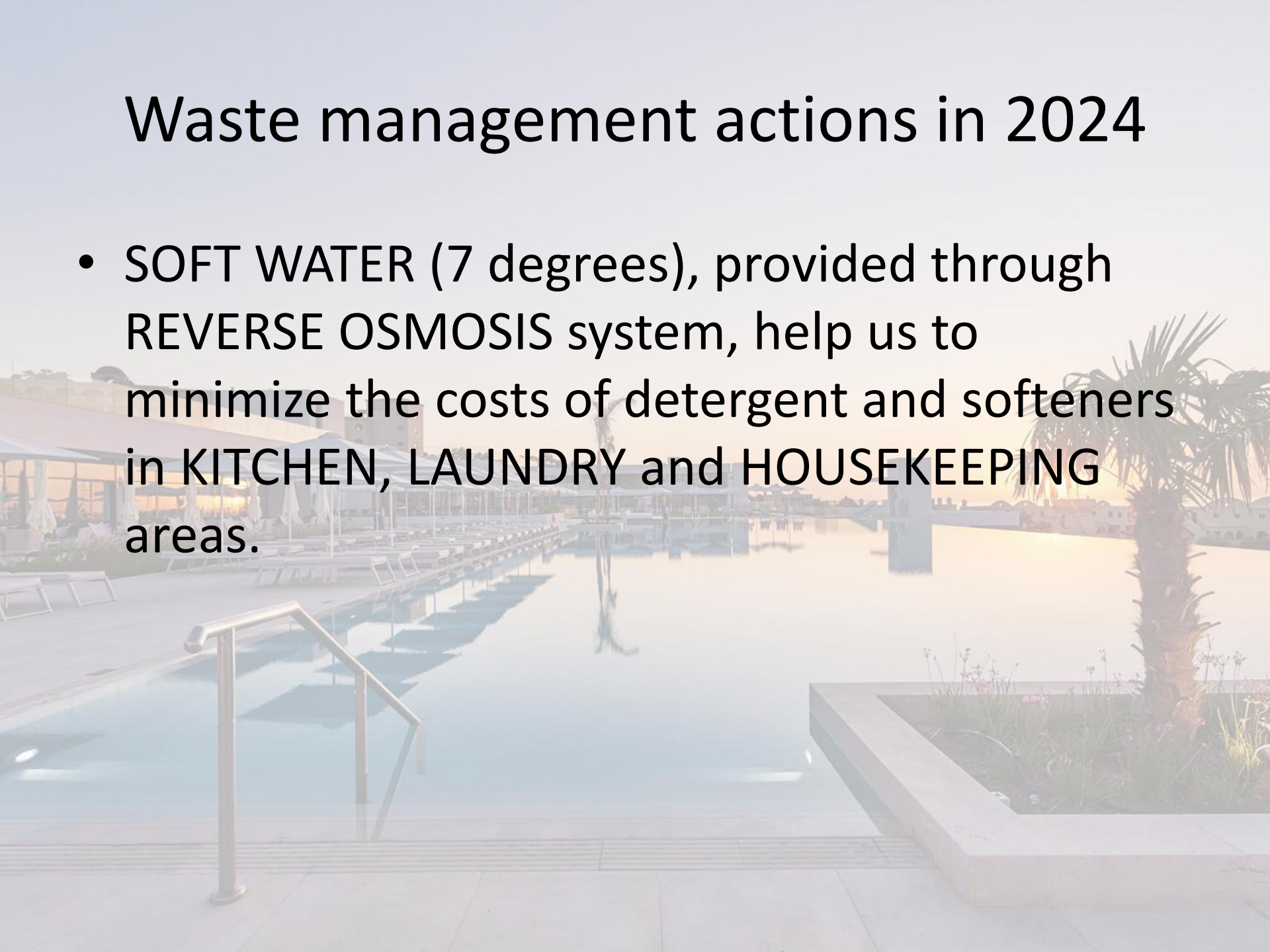
- Recycle by type

Organic waste

- Brown bins

# 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

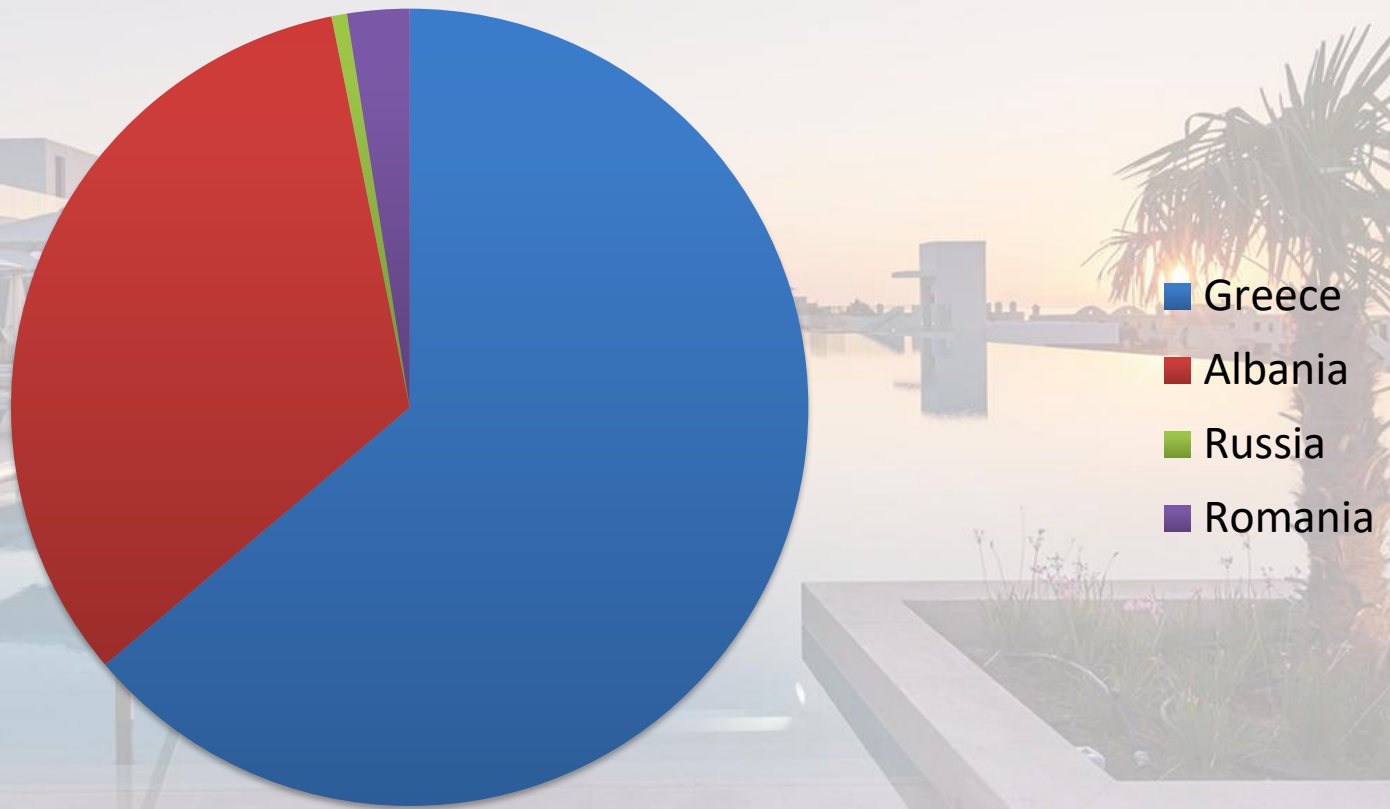
(Gender equality: Managerial positions)



# Employment

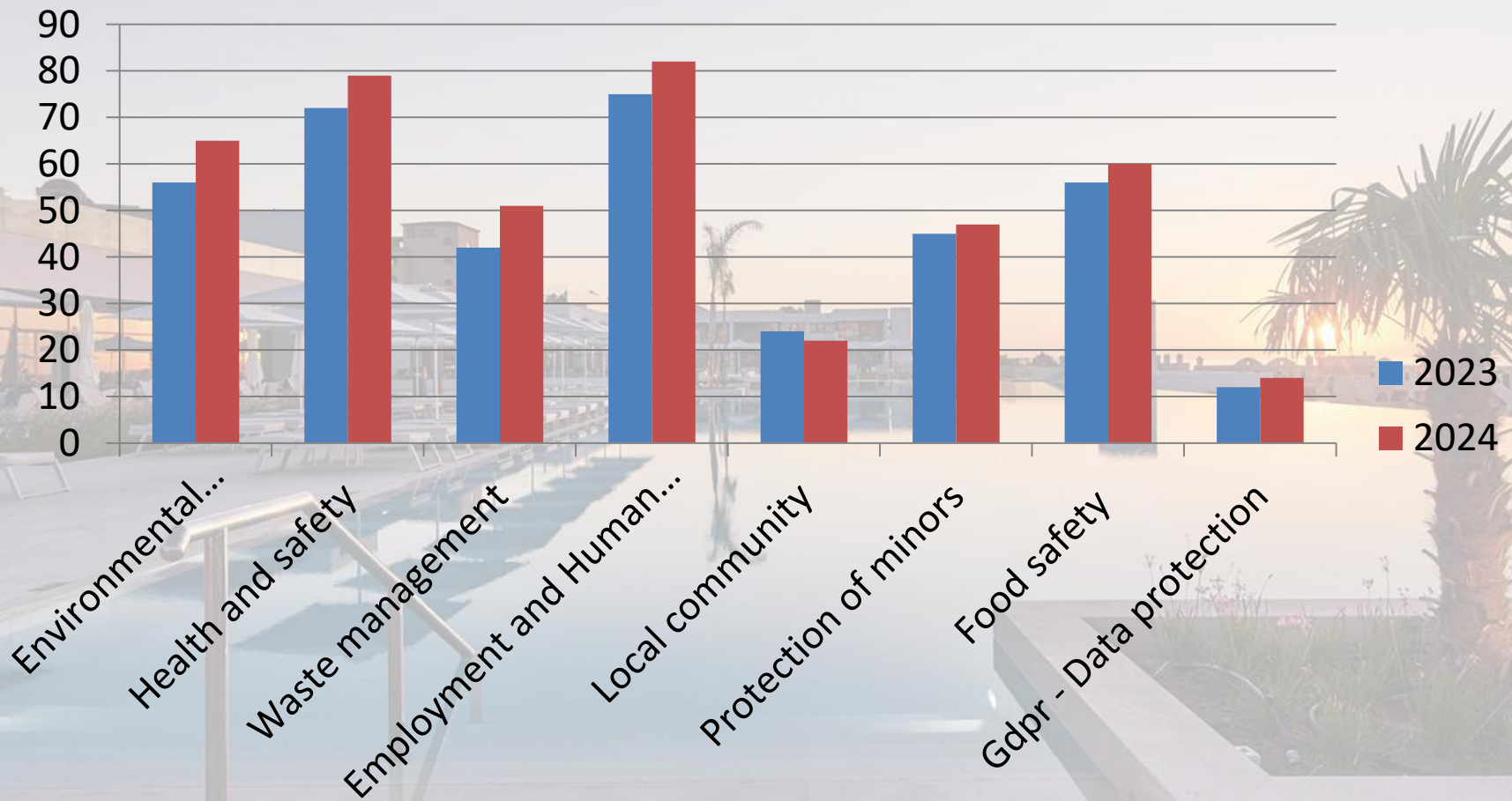
(Gender equality: Managerial positions)

## Ethnicities

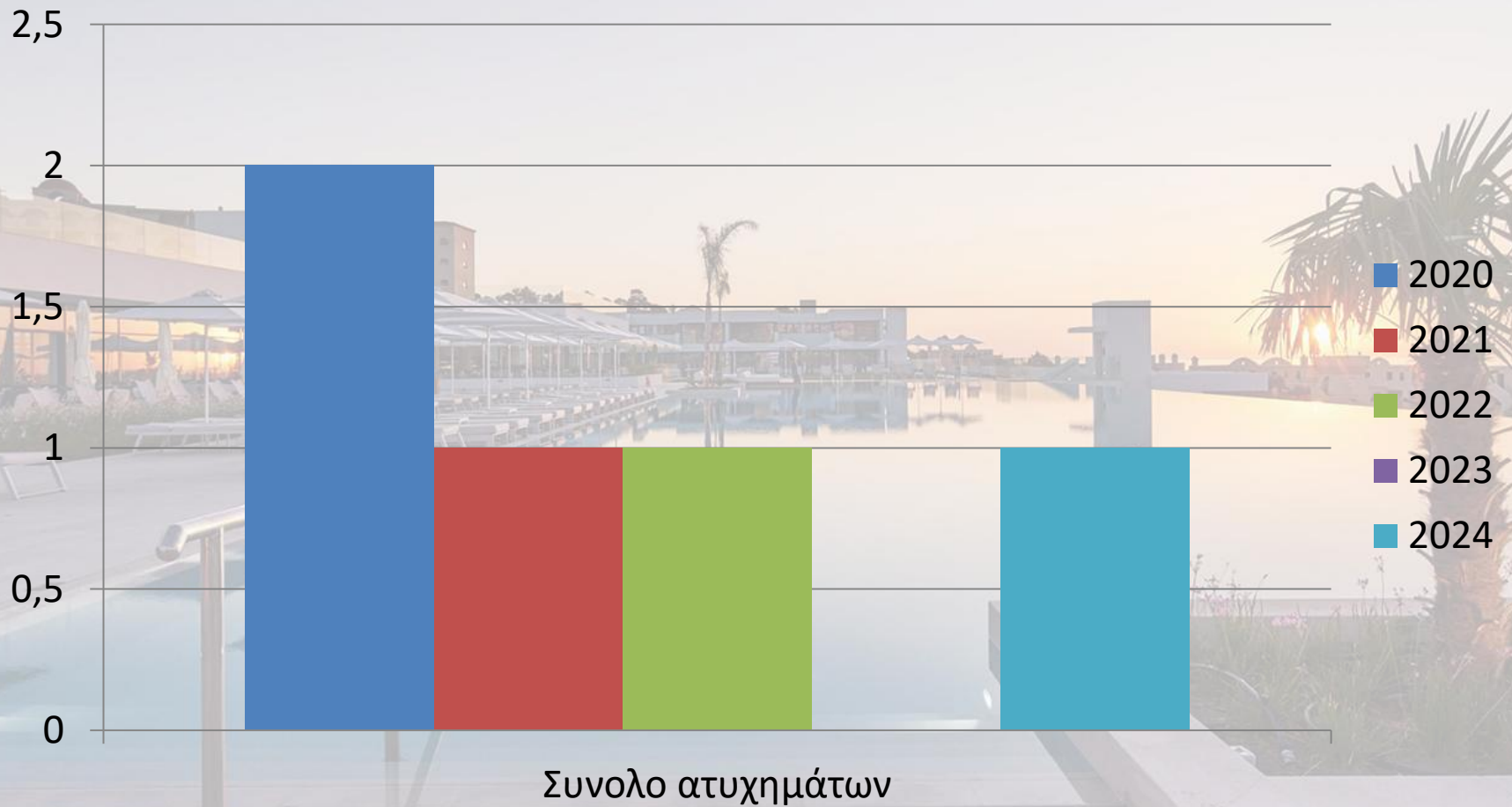


# Employment:

## Percentage of employees trained



# Work accidents



# Employee complaints



# Local Community

## (Community and environmental actions 2024)



Αιμοδοσία  
προσωπικού

Καθαρισμός  
δάσους &  
Δενδροφυτεύσεις

Καθαρισμός  
παραλίας

# Local Community

## (Active citizenship 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 7<sup>ο</sup> μαραθώνιο Ρόδου



Συμμετοχή στο World Tourism day

# Actions for biodiversity protection (Target 3)



Reforestation actions (2 actions)



Information about Mediterranean sea mammals (1 action)



Beach cleaning (2 actions)

# Responsible sourcing highlights

## New sustainable unified sourcing policy 2024

Sustainable  
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

# Statements of commitment



## **Commitment to Reducing Greenhouse Gas Emissions**

We are committed to reducing our greenhouse gas emissions by minimizing energy use, optimizing water consumption, reducing waste, and lowering the carbon footprint of the food we serve. We continuously invest in efficient technologies, adopt responsible sourcing practices, and encourage sustainable behaviors across our operations. Through measurable targets and transparent reporting, we aim to contribute meaningfully to global climate action.

# Statements of commitment

## **Commitment to Protecting and Supporting Biodiversity**

We are dedicated to protecting local ecosystems and supporting biodiversity in all areas of our operation. This includes preventing pollution, reducing harmful environmental impacts, preserving natural habitats, and respecting wildlife. We work with local partners, suppliers, and communities to promote conservation efforts and ensure that our actions contribute positively to the health of the environment.

# Statements of commitment

## **Commitment to Protecting and Respecting Human Rights**

We uphold and respect the fundamental human rights of all individuals. We do not tolerate discrimination, harassment, exploitation, or any unfair treatment. Our commitment extends to ensuring safe working conditions, equal opportunities, responsible employment practices, and fostering a culture of dignity and respect. We expect our employees, partners, and suppliers to adhere to the same high standards.

# Statements of commitment



## **Commitment to Safeguarding Children**

We are fully committed to the safety, well-being, and protection of all children. We strictly prohibit any form of exploitation, abuse, or neglect. Our staff are trained to identify and report any suspected incidents promptly and responsibly, in accordance with applicable laws and our internal procedures. We work closely with relevant authorities and organizations to help ensure that children are protected and supported at all times.

# 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!

