

# LINDOS MARE, an Elegant Hotel

## ANNUAL SUSTAINABILITY REPORT



**REPORTING PERIOD**

**SEASON 2018**

**31.01.2019**



## WASTE MANAGEMENT

### ➤ Waste Streams Recycled in 2017

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

### ➤ Waste water treated by the Municipal plant

### ➤ E waste register submitted annually as per legal demand

### ➤ Waste Streams Recycled in 2018

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

### ➤ Waste water treated by the Municipal plant

### ➤ E waste register submitted annually as per legal demand



### Targets for 2018 were:

- Retain Recycling streams  
Target Met
- Staff training on recycling  
Target met
- Increase guest awareness through bins and signs  
Target met

### Targets for 2019:

- ✓ Thoroughly monitor possible food wastage (FIFO, Food Wastage prior production monitoring)
- ✓ Staff training on recycling
- ✓ Increase recycling stream ratio
- ✓ Increase guest awareness through bins and signs
- ✓ Examine possibilities of reducing single use plastics in targeted products ( Straws, Bottles )



## WATER MANAGEMENT

### 2017

- ✓ **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

*Wastewater:*

Based on monitoring plan as defined in legal permit

*Legionella Spp:*

Rotation monitoring plan based on risk analysis

*Sea Water:*

Microbiologically on a monthly basis

### Consumption

- ✓ Total Consumption: 22,757 m<sup>3</sup>
- ✓ Consumption/guest night: 0.43 m<sup>3</sup>/gn
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry

### 2018

- ✓ **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

*Wastewater:*

Based on monitoring plan as defined in legal permit

*Legionella Spp:*

Rotation monitoring plan based on risk analysis

## Consumption

- ✓ Total Consumption: 22837 m3
- ✓ Consumption/guest night: 0.43 m3/gn
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry



## Targets for 2018 were

- Reduction in total consumption/guest-night  
Target Not Met, evaluation whether baseline is set with following years data
- Staff training  
Target Met
- Watering gardens exclusively at night with automated system  
Target Met
- Monitoring for leaks on a daily basis  
Target Met
- Guest awareness increase through signs, guidelines, towel & linen policy application and notes in rooms  
Target Met
- Staff awareness increase with signs in staff areas and water consuming facilities (maintenance, laundry)  
Target Met

## Targets for 2019:

- ✓ Reduction in total consumption/guest-night
- ✓ Staff training
- ✓ Watering gardens exclusively at night with automated system
- ✓ Monitoring for leaks on a daily basis
- ✓ Guest awareness increase through signs, guidelines, towel & linen policy application and notes in rooms
- ✓ Staff awareness increase with signs in staff areas and water consuming facilities (laundry)



## ENERGY MANAGEMENT

### 2017

#### Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Heat Pump

#### Consumption

- ✓ Total Consumption: 1350711kwh
- ✓ Total LPG Consumption: 169354 kwh
- ✓ Total Diesel Consumption: 12132 kwh
- ✓ Total Electricity Consumption: 1169225 kwh
- ✓ Average Total Consumption/guest night: 26.45 kwh/gn
- ✓ Monitoring on a month to month basis

### 2018

#### Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Heat Pump

#### Consumption

- ✓ Total Consumption: 1403135 kwh
- ✓ Total LPG Consumption: 172743 kwh
- ✓ Total Diesel Consumption: 5964 kwh
- ✓ Total Electricity Consumption: 1224428 kwh
- ✓ Average Total Consumption/guest night: 26.43 kwh/gn
- ✓ Monitoring on a month to month basis



## Targets for 2018 were

- Reduction in total consumption/guestnight  
Target Met
- Staff Training  
Target Met
- Guest awareness increase through info in rooms and common areas  
Target Met
- Staff awareness increase with signs in staff areas and energy consuming facilities (maintenance, laundry)  
Target Met
- Preventive equipment maintenance on an annual basis  
Target Met

## Targets for 2019

- ✓ Reduction in total consumption/guestnight
- ✓ Staff training, signs in staff areas
- ✓ Guest awareness increase through signs & guidelines
- ✓ Monitoring of consumption on a month to month basis
- ✓ Preventive repairs in equipment
- ✓ Energy efficient equipment for all new installations

## HUMAN CAPITAL



### 2017

- ✓ Men/Women Ratio: 53%/47%
- ✓ Staff ethnicities: Greek, English, Albanian, Bulgarian, Slovakian, Ukrainian, Hungarian,
- ✓ Local/Non Local Ratio: 72%/28%
- ✓ No of complaints to management: 0
- ✓ No of people Dismissed: 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: 100%

### 2018

- ✓ Men/Women Ratio: 52%/48%
- ✓ Staff ethnicities: Greek, English, Albanian, Bulgarian, Slovakian, Ukrainian, Hungarian,
- ✓ Local/Non Local Ratio: 71%/29%
- ✓ Staff turnover 40%
- ✓ No of complaints to management: 0
- ✓ No of people Dismissed: 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: 100%



## Targets for 2018 were

- 100% 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 staff complaints  
Target Met
- Monitoring of staff turnover  
Target Met

## Targets for 2019

- ✓ 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





## COMMUNITY INTERGRATION

### 2017

- ✓ Blueflag award achievement for Vliha beach
- ✓ 72% of staff is 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 local festivals and NGOs
- ✓ Donation of electronic equipment to local NGO for people with mobility disabilities

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- ✓ Blueflag award achievement for Vliha beach
- ✓ 72% of staff is 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 local festivals and NGOs



### Targets for 2018 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
- Include promotion of local community in annual staff training  
Target Met

### Targets for 2019

- ✓ 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