



LINDOS ROYAL

Sustainability Report 2025

Presentation of main policies, actions
and KPI's (2018-2025)



Facilities of the hotel

- Free Wi-Fi in public areas
- 7 outdoor fresh water swimming pools (not heated)
- 2 children's pools
- Activity pool (6 waterslides & 1 octopus-shaped multi-slide)
- 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
- 3 free themed restaurants, Italian, Greek, Asian.
- 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
- Conference room. Capacity: 200 persons in theatre type. Audiovisual equipment upon request
- Parking area (public)
- Luggage room
- ATM
- 8 Lifts / Elevators
- Fitness Center
- Mini Market
- Mini club (4-12 years old) - (outdoor activities only)
- SPA
- Hairdresser's salon



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Services of the hotel

- **Concierge**
- **Porterage and Luggage storage**
- **Express Check-out service**
- **Beach & Pool towels**
- **Wake up call**
- **Baby cots and high chairs available upon request**
- **Mini Bar*(on request)**
- **Currency Exchange**
- **Babysitting & Pets (on request, at least 1 day in advance)***
- **Laundry Services and dry cleaning (express or next day delivery)***
- **Doctor on call (24h)***
- **Car/Moto/Bicycle rentals***
- **Taxi service/airport transfer***
- **Multilingual Animation program for all ages**
- **Night shows (Greek, Jazz, Rock night etc.)**
- **Wedding packages***
- **Personal trainer***



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Our value chain





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



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

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

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

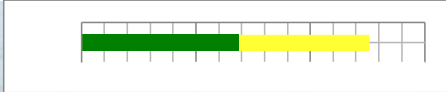
Responsible
sourcing

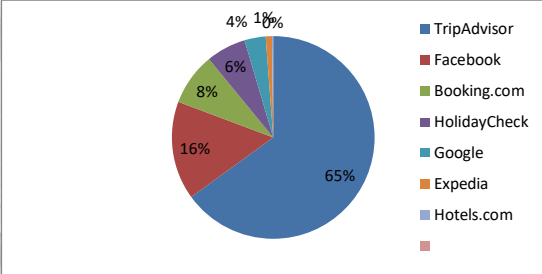
Sustainability management

Law compliance

Implementation of
sustainable
initiatives

Κριτικές πελατών Guest Flip

Overall	Number of reviews		Average Rating		Response Rate		Positive	Negative	TripAdvisor Ranking		Breakdown
	503	4942	3,52	3,99	30,90%	25,93%	276	227	#19	#19	

Per Source	Source	Number of reviews		Average Rating		Response Rate		Positive	Negative	Breakdown
	TripAdvisor	327	293	3,54	3,36	32,11%	26,48%	178	149	 <ul style="list-style-type: none"> TripAdvisor Facebook Booking.com HolidayCheck Google Expedia Hotels.com
	Facebook	79	70	3,43	3,57			48	31	
	Booking.com	42	35	6,76	6,57	44,44%	28,57%	17	25	
	HolidayChec	32	19	4,34	3,86	84,38%	100,00%	20	12	
	Google	17	17	3,82	3,82	29,41%	29,41%	11	6	
	Expedia	5	4	7,2	6,5	40,00%	50,00%	2	3	
	Hotels.com	1	1	6	6	100,00%	100,00%	0	1	



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Rating Categories Guest Flip

Rating Categories	Category	Average Rating	Difference	
	Overall	3,5	3,37	4,00%
	Checkin Process	4,25	4,2	1,20%
	Cleanliness	3,8	3,77	0,80%
	Cleanliness	3,03	3	1,00%
	Food	3,95	3,7	7,00%
	Hotel Drinks Quality	3,42	3,41	0,30%
	Hotel Food Quality	3,92	3,92	
	hotel_general	3,36	2,83	19,00%
	Location	4,18	4,16	0,50%
	Location	3,91	3,77	4,00%
	Overall Stay	3,96	3,93	0,80%
	Pool	4,04	4,02	0,50%
	Room (Overall)	3,29	2,97	11,00%
	Rooms	3,73	3,7	0,80%
	Service	3,65	3,45	6,00%
	Sleep	3,84	3,81	0,80%
	Sleep Quality	3,72	3,63	2,00%
	sport_general	3,28	2,94	12,00%
	Sports And Activities	3,38	3,34	1,20%
	Staff Service	4,17	4,16	0,20%
	Value	3,83	3,78	1,30%
	Value	3,31	2,79	19,00%

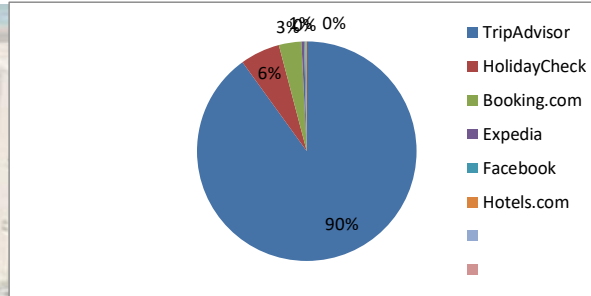


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Guest flip 2022-2024

Overall	Number of reviews		Average Rating		Response Rate		Positive	Negative	TripAdvisor Ranking		Breakdown
	512	4942	4,16	3,99	99,80%	25,93%	373	139	#6	#19	

Per Source	Source	Number of reviews	Average Rating		Response Rate		Positive	Negative	Breakdown
	TripAdvisor	461	4,14	3,36	100,00%	26,48%	332	129	
	HolidayChec	30	5,42	3,86	100,00%	100,00%	25	5	
	Booking.com	17	8,59	6,57	100,00%	28,57%	13	4	
	Expedia	2	8	6,5	100,00%	50,00%	2	0	
	Facebook	1	5	3,57			1	0	
	Hotels.com	1	2	6	100,00%	100,00%	0	1	





Guest flip 2022-2024

Rating Categories	Category	Average Rating	Difference	
	Overall	4,15	3,37	23,00%
	Checkin Process	4,15	4,2	-1,20%
	Cleanliness	3,82	3,77	1,30%
	Food	4,79	3,7	29,00%
	Hotel Drinks Quality	3,56	3,41	4,00%
	Hotel Food Quality	3,98	3,92	1,50%
	hotel_general	4,55	2,83	61,00%
	Location	4,18	4,16	0,50%
	Location	4,35	3,77	15,00%
	Overall Stay	3,99	3,93	1,50%
	Pool	4,12	4,02	2,00%
	Room (Overall)	4,64	2,97	56,00%
	Rooms	3,69	3,7	-0,30%
	Service	4,26	3,45	23,00%
	Sleep	3,84	3,81	0,80%
	sport_general	4,29	2,94	46,00%
	Sports And Activities	3,61	3,34	8,00%
	Staff Service	4,15	4,16	-0,20%
	Value	3,87	3,78	2,00%
	Value	3,88	2,79	39,00%

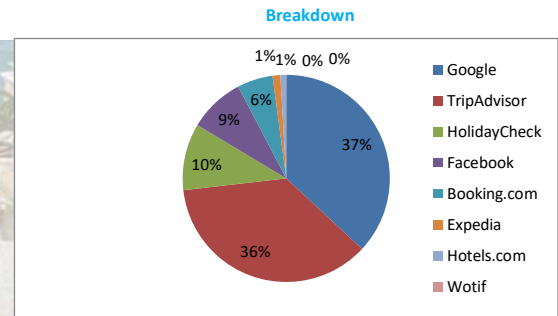


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Guest flip all time

Overall	Number of reviews		Average Rating		Response Rate		Positive	Negative	TripAdvisor Ranking		Breakdown
	5716	19354	4,01	4,07	20,67%	20,67%	4048	1668	#6	#6	

Per Source	Source	Number of reviews	Average Rating		Response Rate		Positive	Negative	
	Google	2111	17	4,25	3,82	4,17%	29,41%	1722	389
	TripAdvisor	2072	253	3,85	3,36	42,13%	26,48%	1330	742
	HolidayChec	596	19	4,59	3,86	17,11%	100,00%	361	235
	Facebook	498	70	4,12	3,57			388	110
	Booking.cor	318	35	7,42	6,57	16,26%	28,57%	167	151
	Expedia	69	4	7,57	6,5	59,42%	50,00%	43	26
	Hotels.com	50	1	7,44	6	40,00%	100,00%	36	14
	Wotif	1		5		100,00%		1	0
	Orbitz	1		1,6				0	1





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Certificates



Certified for
Accommodation Sustainability



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Environmental aspects





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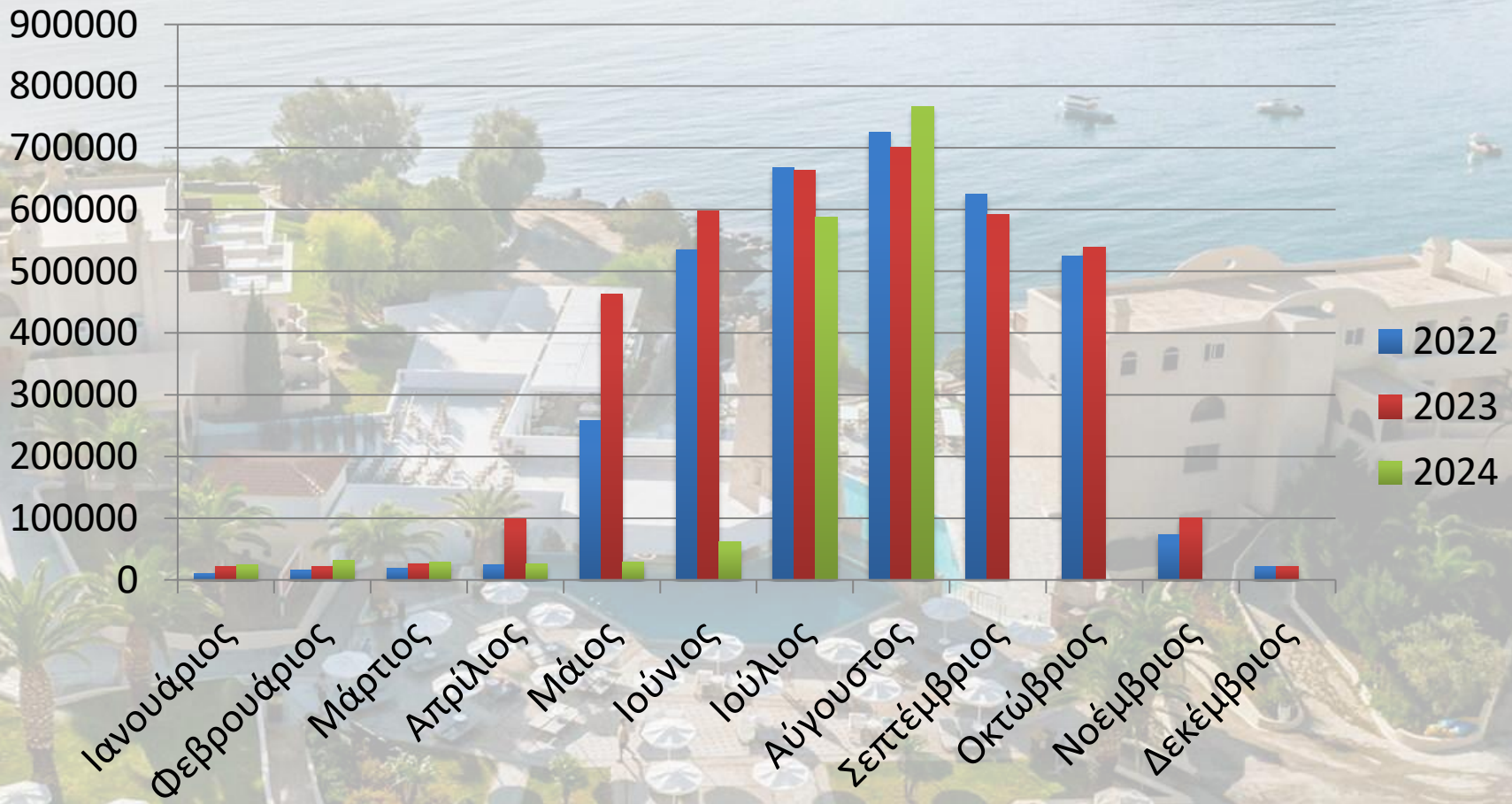
Environmental programs 2025

- 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



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Energy management (Total Kwh)

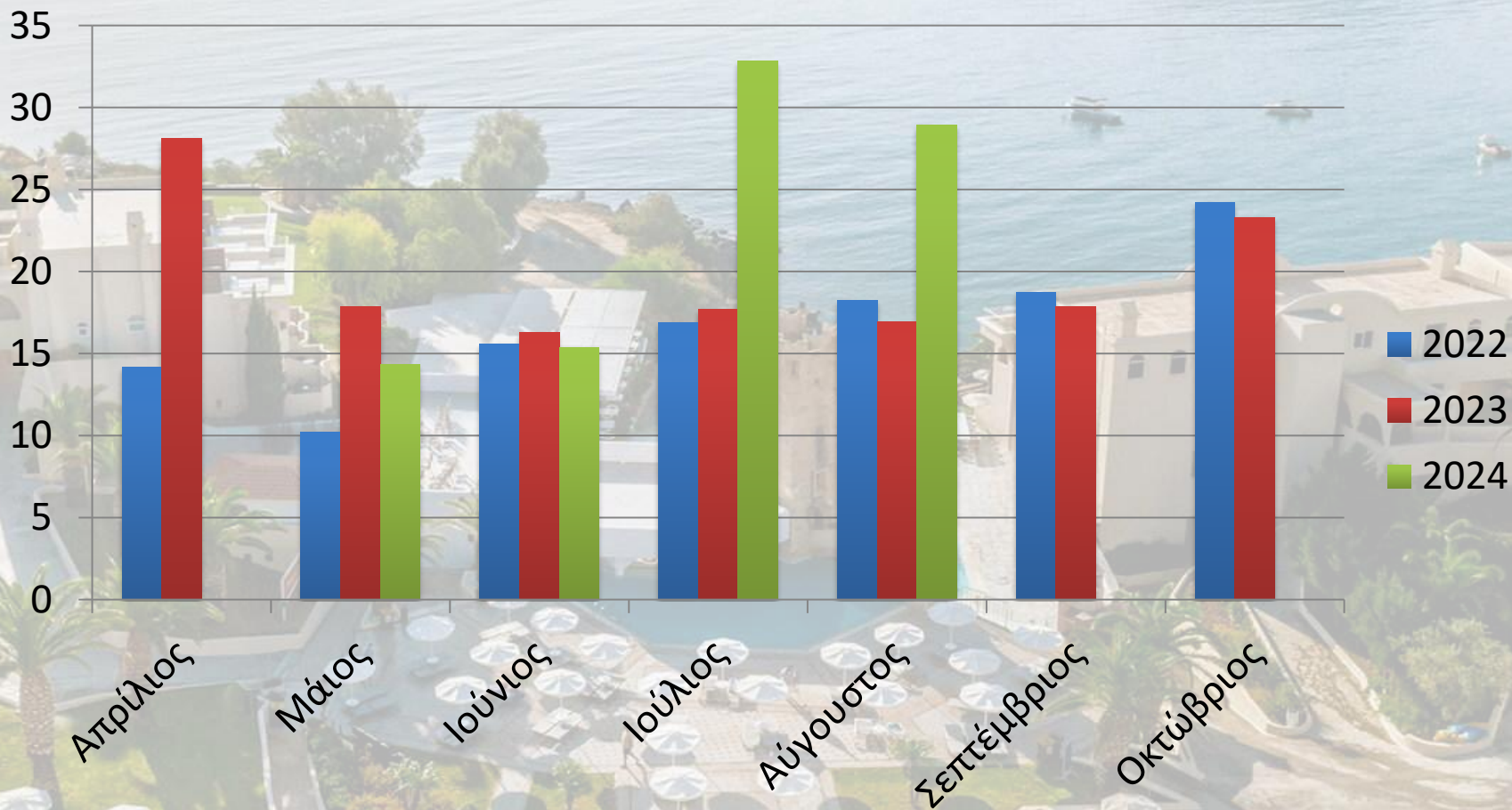




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Energy management

(Total Kwh / bednight)





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Evolve of Kwh/bednight

2018	17,87
2019	19,09
2020	-
2021	21,84
2022	24,62
2023	16,21
2024	15,35



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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.

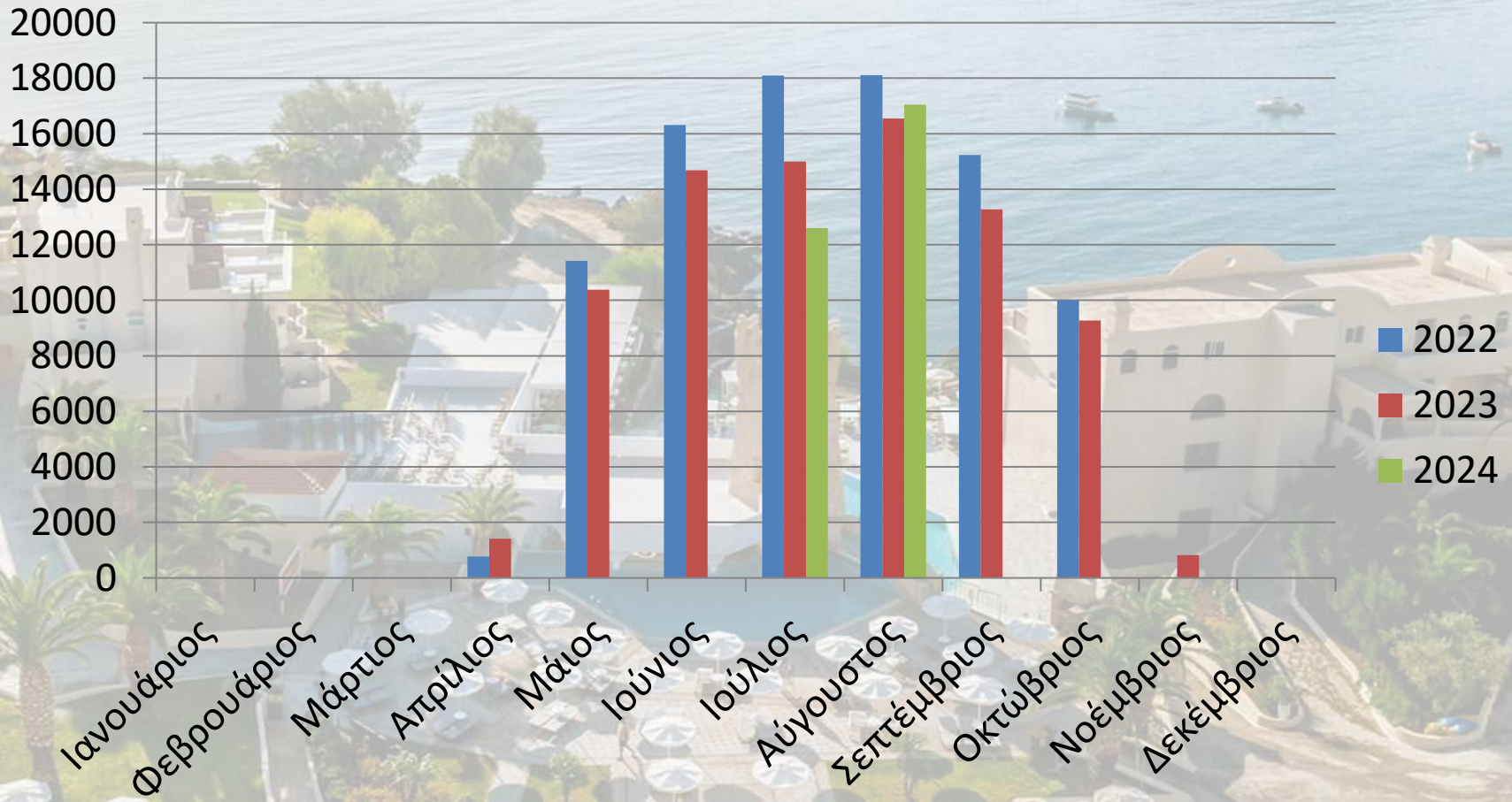


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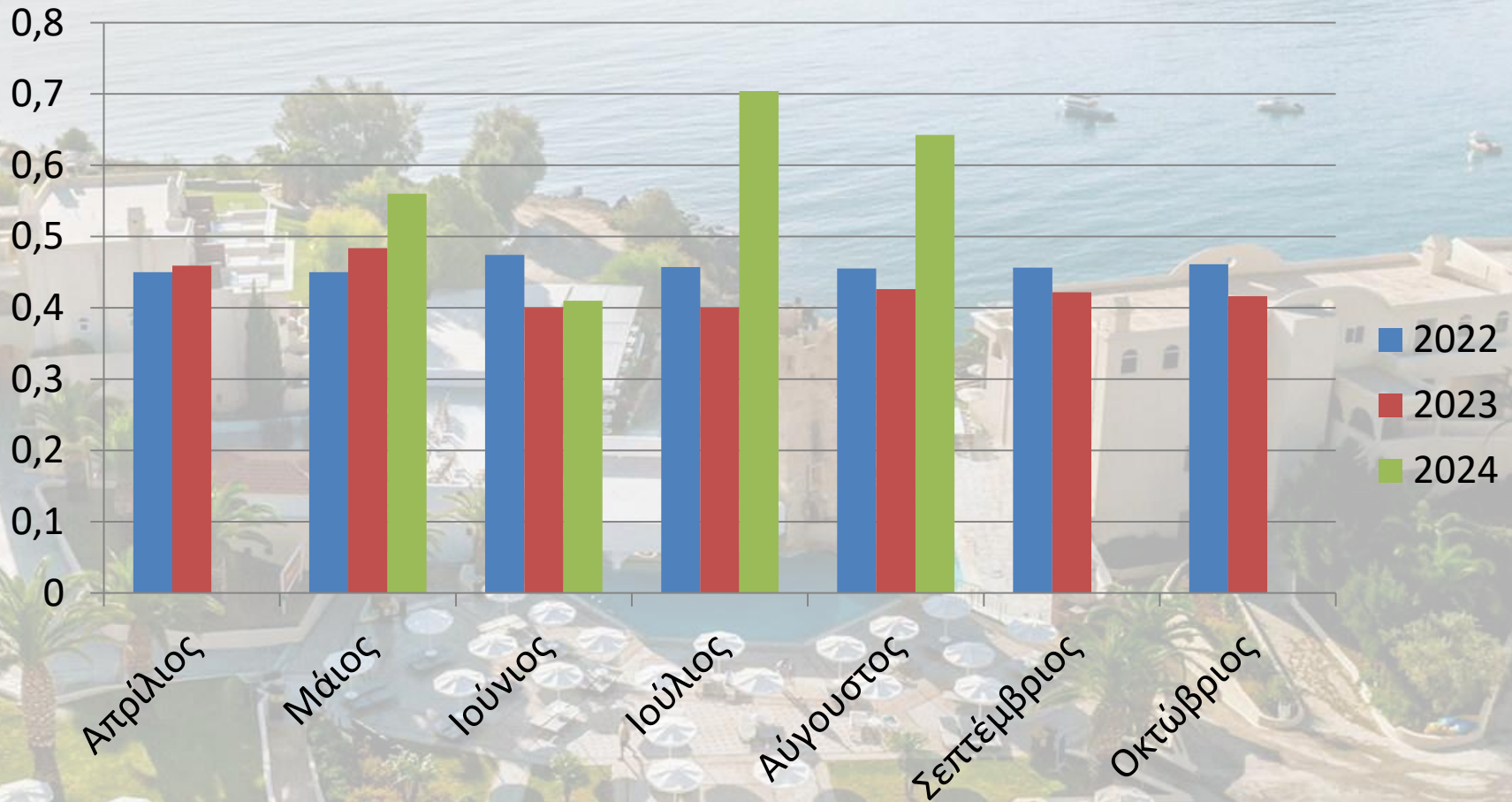
Energy management actions in 2024 (2/2)

- **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 m³/bednight)





Evolve of m3/bednight

2018	0,45
2019	0,42
2020	-
2021	0,44
2022	0,39
2023	0,37
2024	0,34



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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



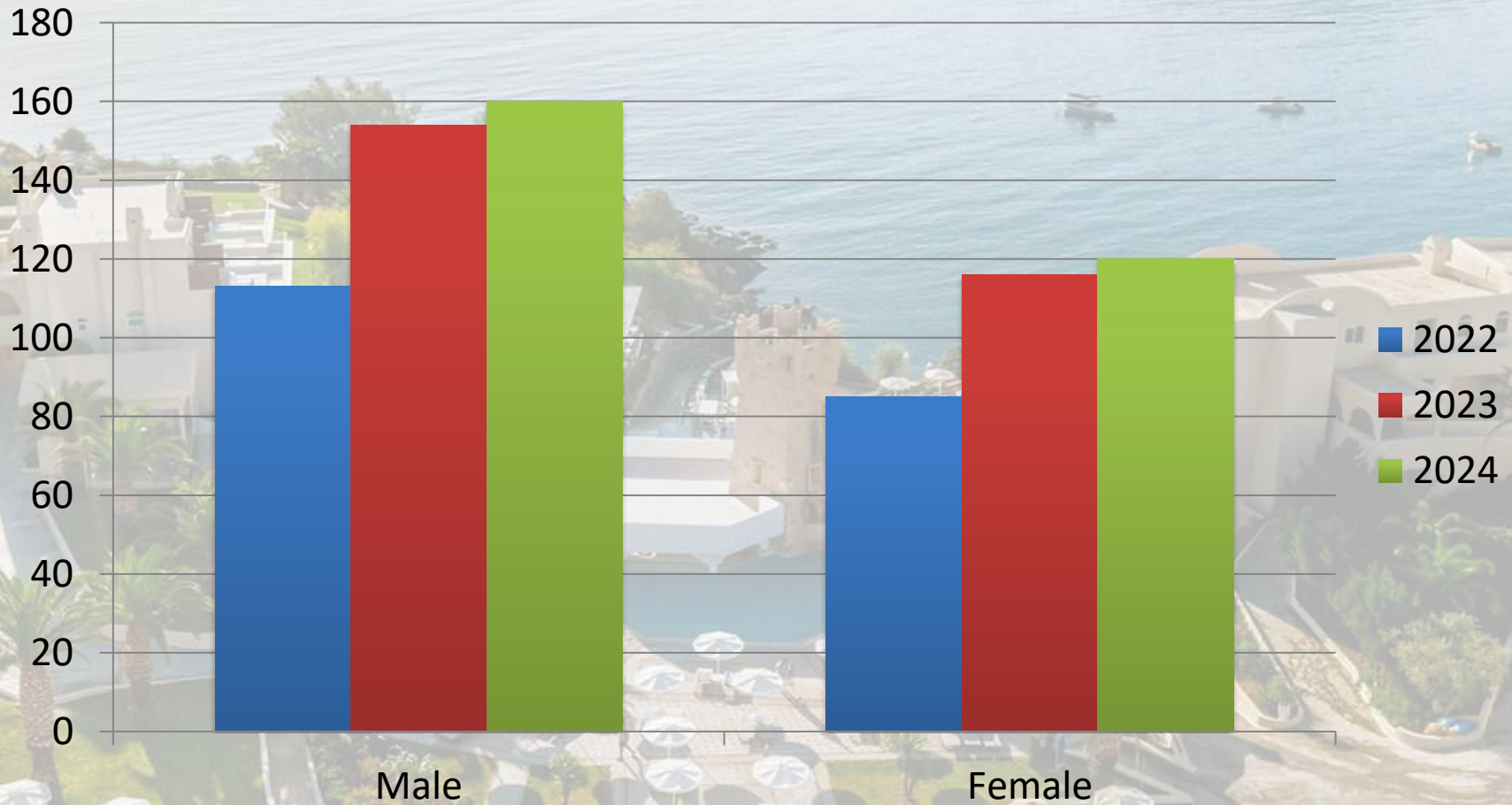
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Waste management actions in 2024

- **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.

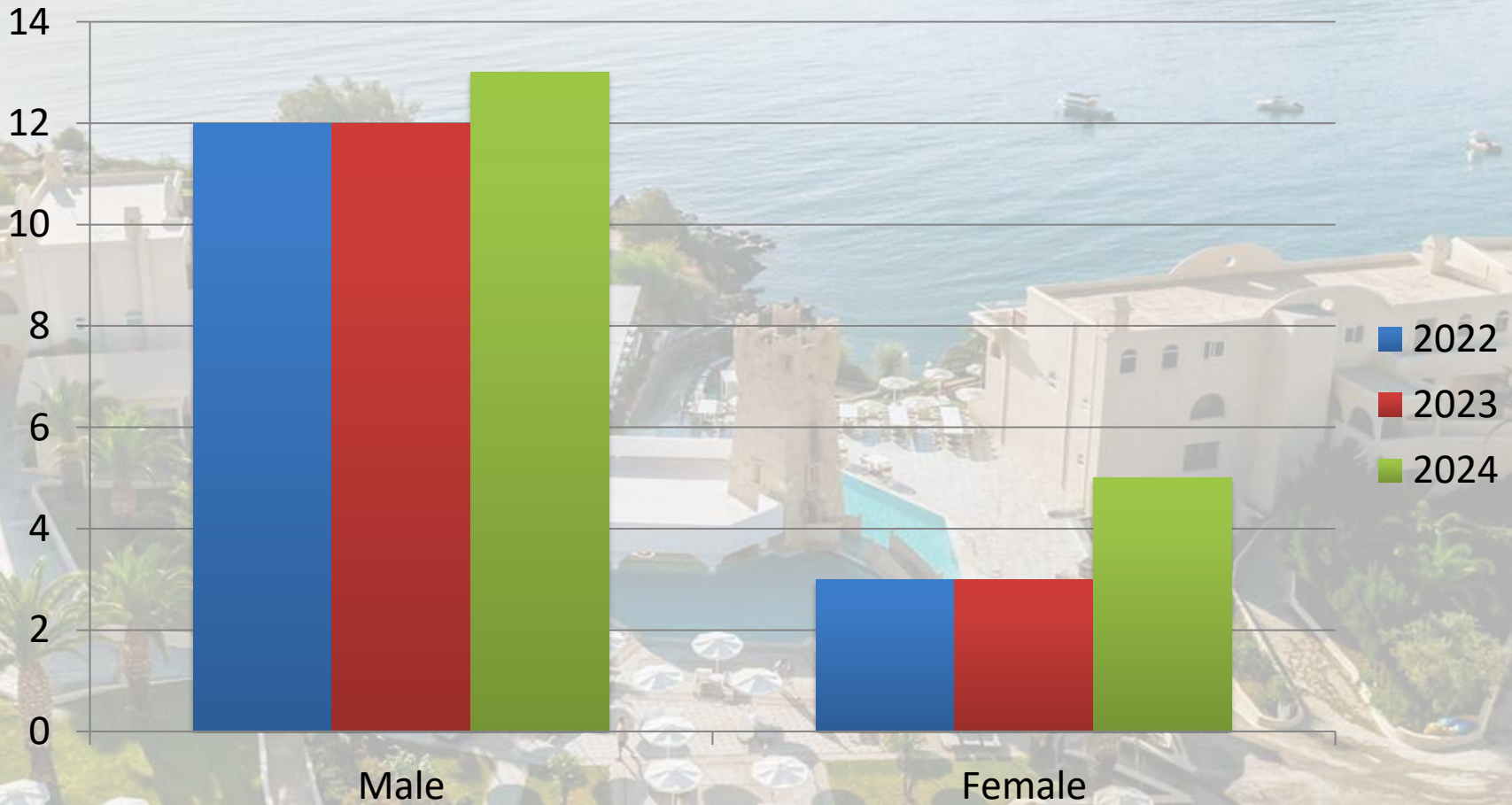
Employment

(Gender equality: Total employees)



Employment

(Gender equality: Managerial positions)

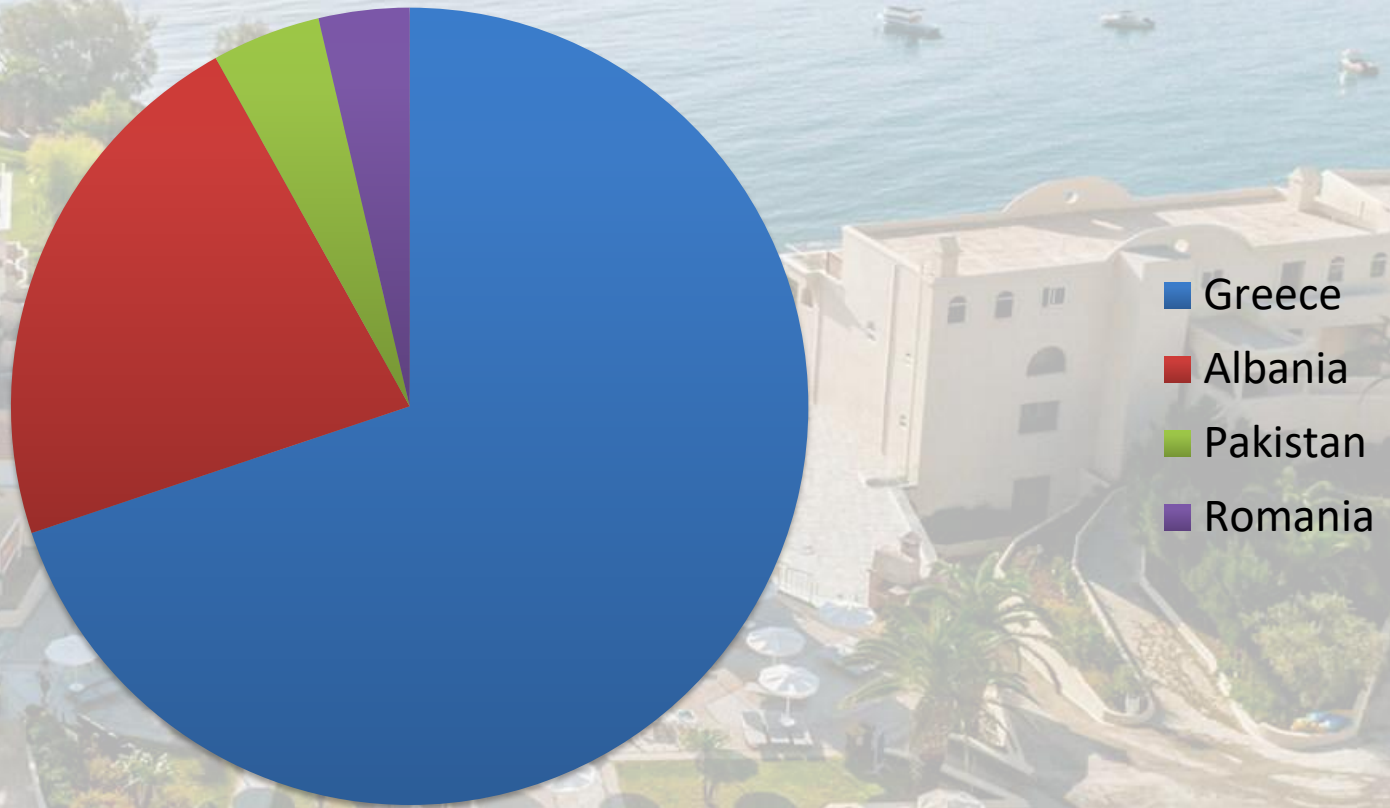




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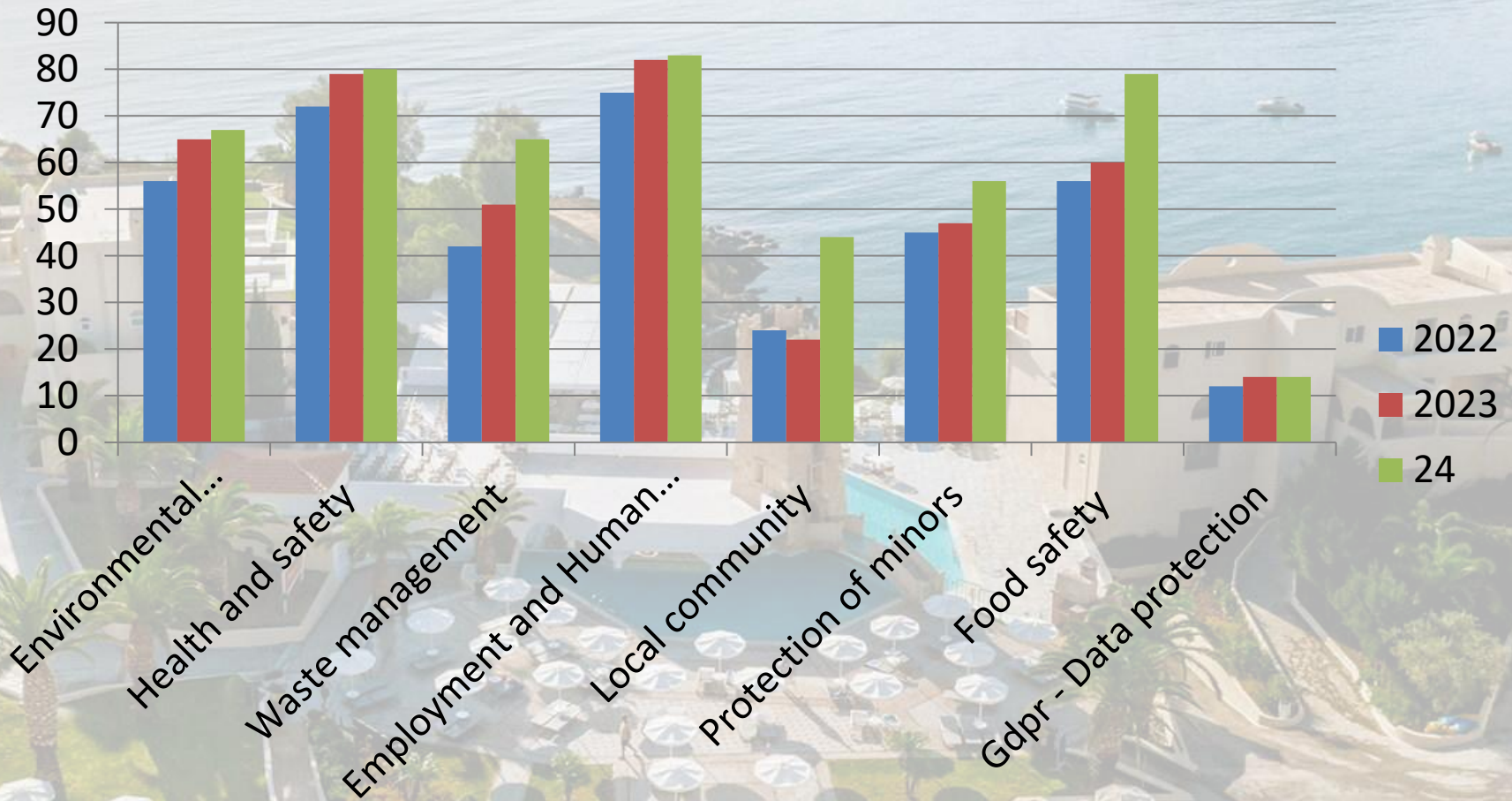
Employment (Equality: Nationalities)

Ethnicities



Employment:

Percentage of employees trained





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Work accidents

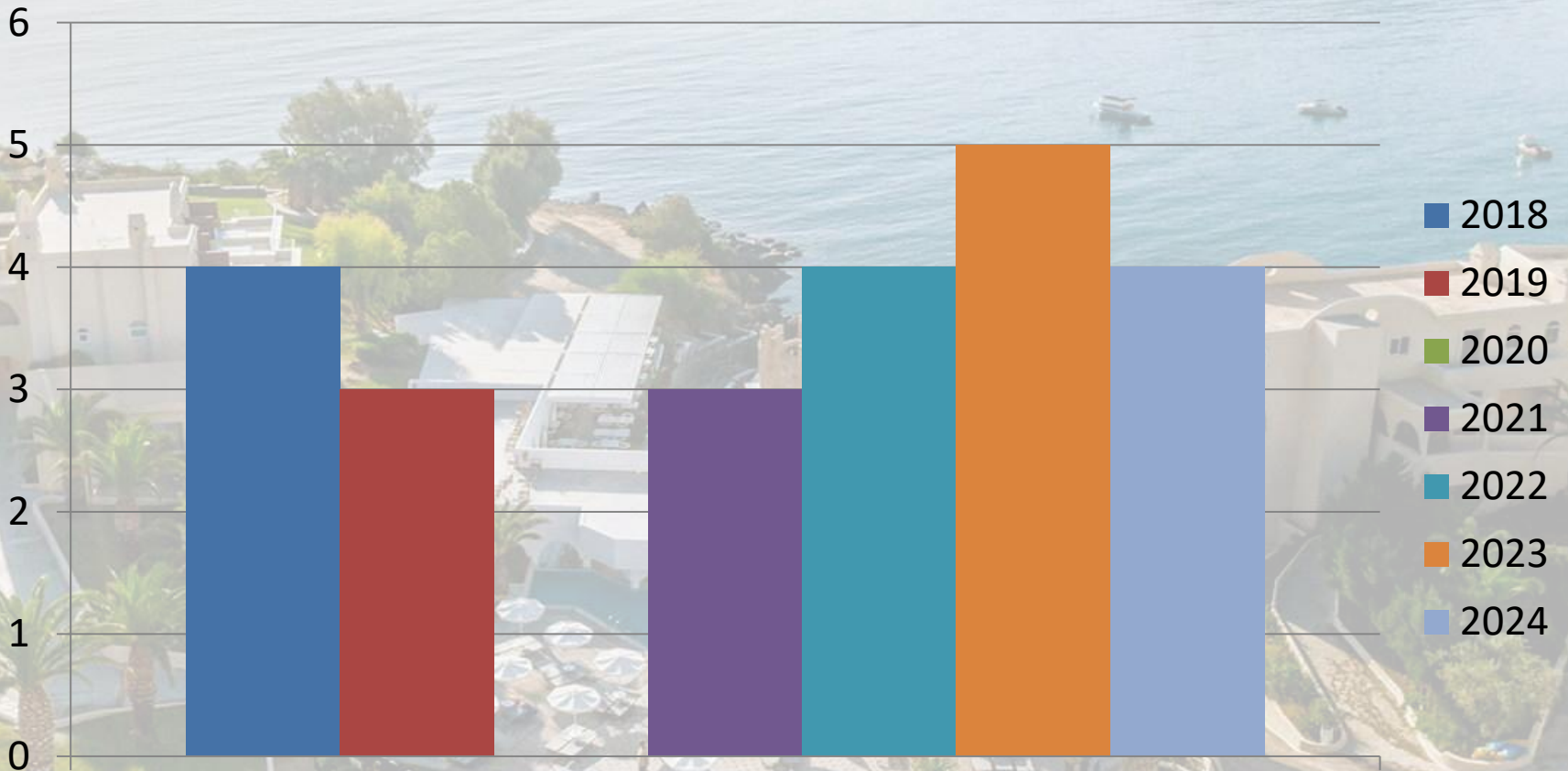


Συνολο ατυχημάτων



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Employee complaints



Employee complaints

Local Community

(Community and environmental actions 2024)



Αιμοδοσία
προσωπικού



Καθαρισμός
δάσους



Καθαρισμός
παραλίας



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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^ο μαραθώνιο Ρόδου



Συμμετοχή στο World Tourism day



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Responsible sourcing highlights

New sustainable 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



LINDOS ROYAL

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.



LINDOS ROYAL

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.



LINDOS ROYAL

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!