



Sustainability Report 2023

Presentation of main policies, actions
and KPI's (2021-2023)

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

A holistic approach to luxury

- A resort with its own soul, Gennadi Grand Resort has a unique approach to what defines exceptional 21st-century luxury.
- Gennadi Grand Resort offers luxury five-star accommodation with the privilege of a private, idyllic beach on the south-eastern coast of Rhodes, where the sun kisses the sand in perfect harmony. The state-of-the art facilities are surrounded by beautiful gardens and combine luxurious eco-living with a sense of well-being and soul-quenching tranquility.
- Gennadi Grand Resort offers a holistic approach to the contemporary hospitality concept, introducing the notion of “infinite lifestyle”, blending the natural scenery with the upscale services enjoyed by the guests in a healing, self-invigorating journey of body and soul.
- The facilities combine outstanding design elements in accordance with the natural environment offering personal pampering and relaxation in a balanced scenery.
- Enjoy authentic Greek hospitality combined with contemporary amenities and breathe in the traditional atmosphere of the island, its agricultural wealth and gastronomic heritage. Discover local gourmet products and let the warm feeling of the Mediterranean wash over you like a charm.

Our value chain



Our stakeholders



Lindos Hotels Group Corporate Policies



Corporate Environmental Policy highlights



Corporate Food safety policy highlights



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

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

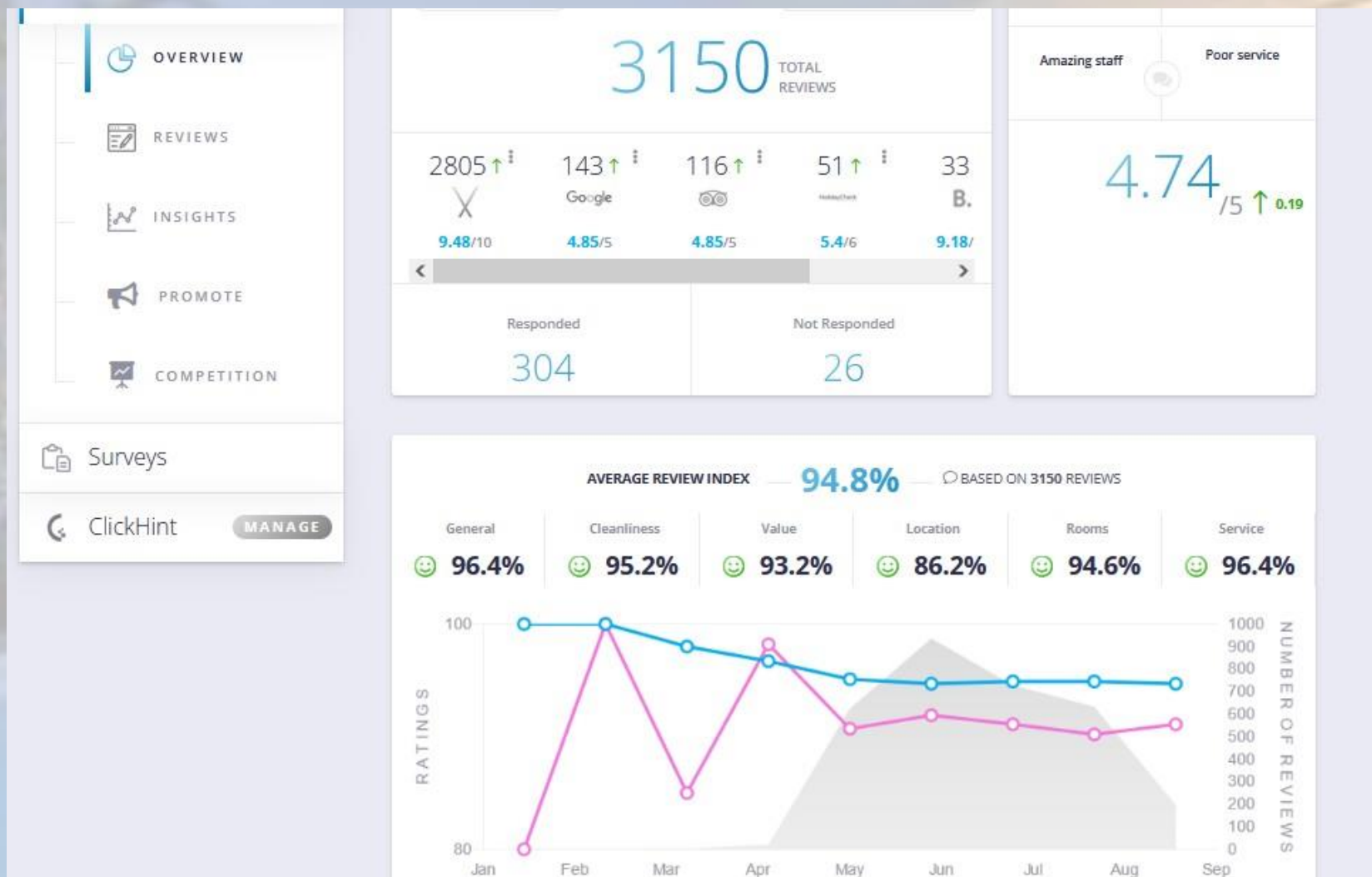
Responsible
sourcing

Sustainability management

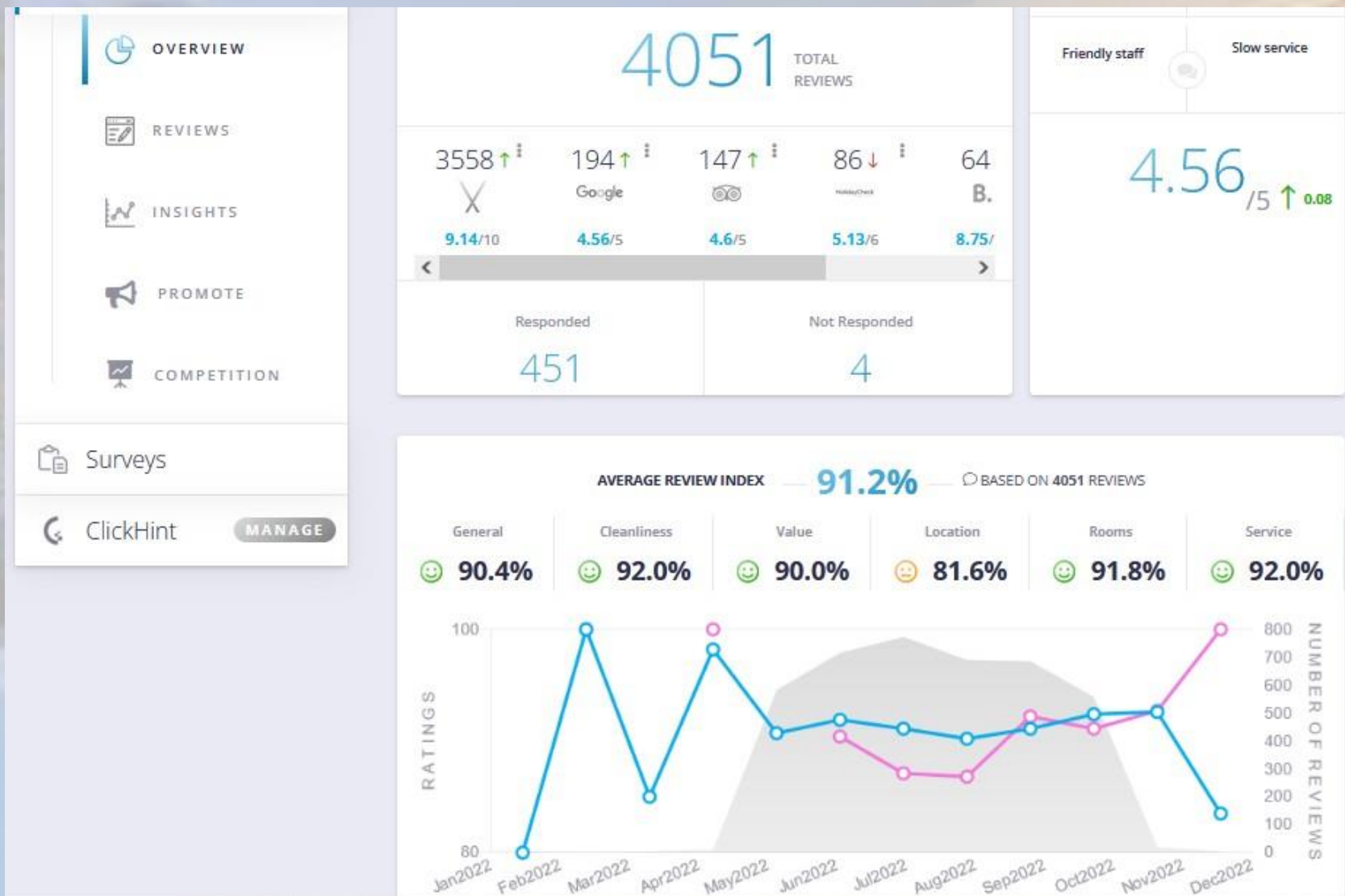
Law compliance

Implementation of
sustainable
initiatives

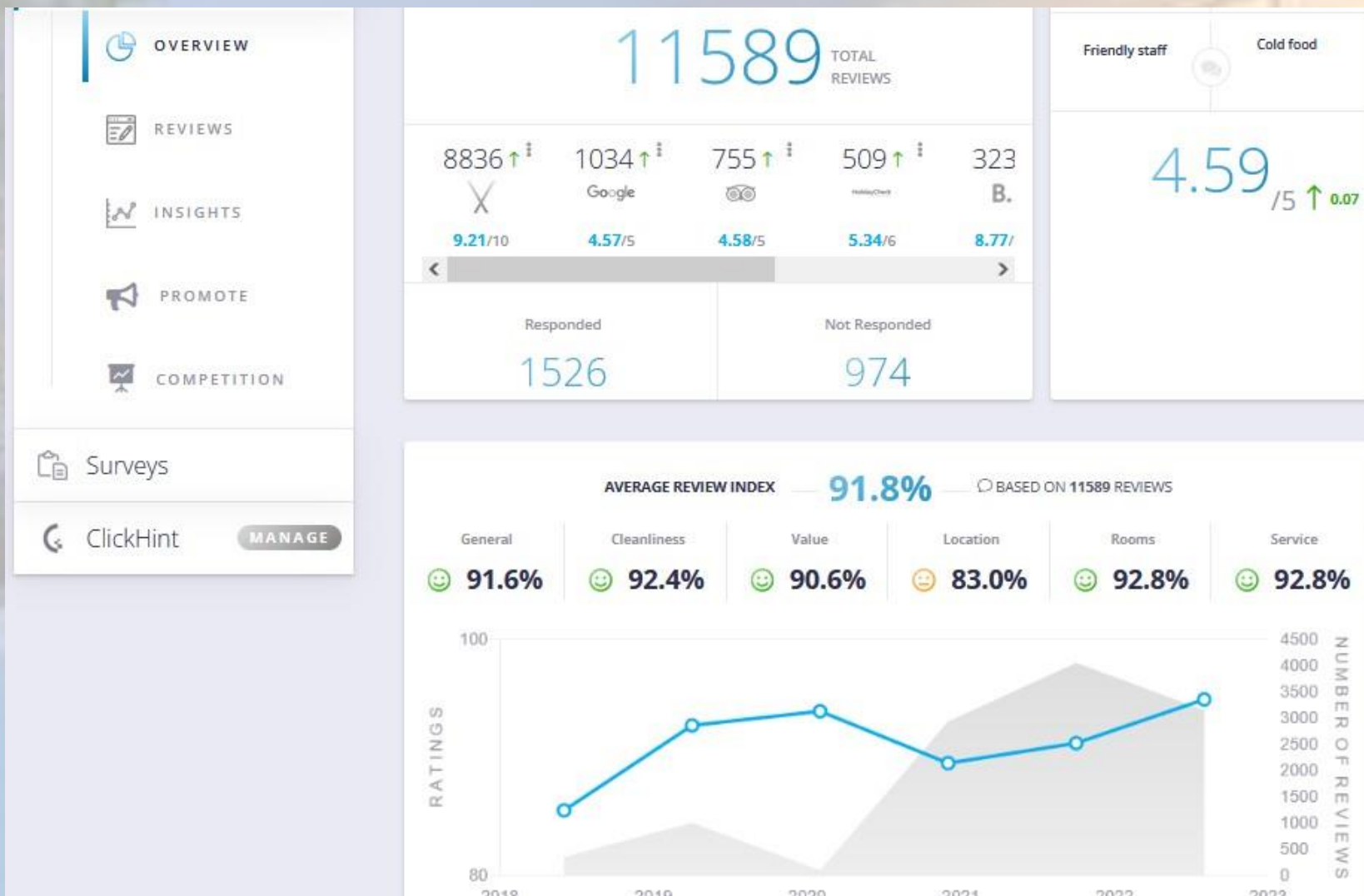
Guest flip Average review index



Guest flip Average review index



Guest flip Average review index



Certificates



Environmental aspects

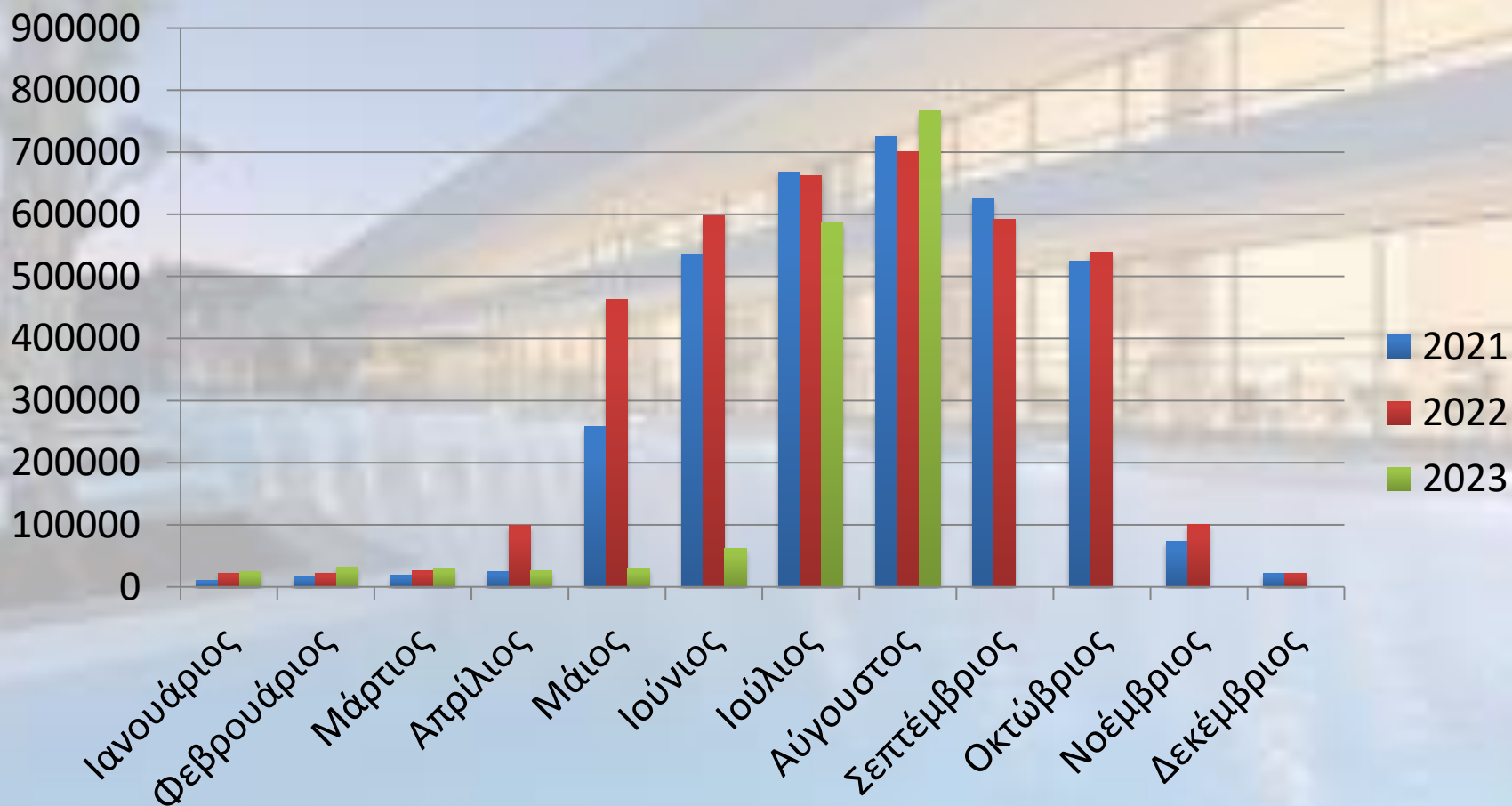


Environmental programs 2023

- 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

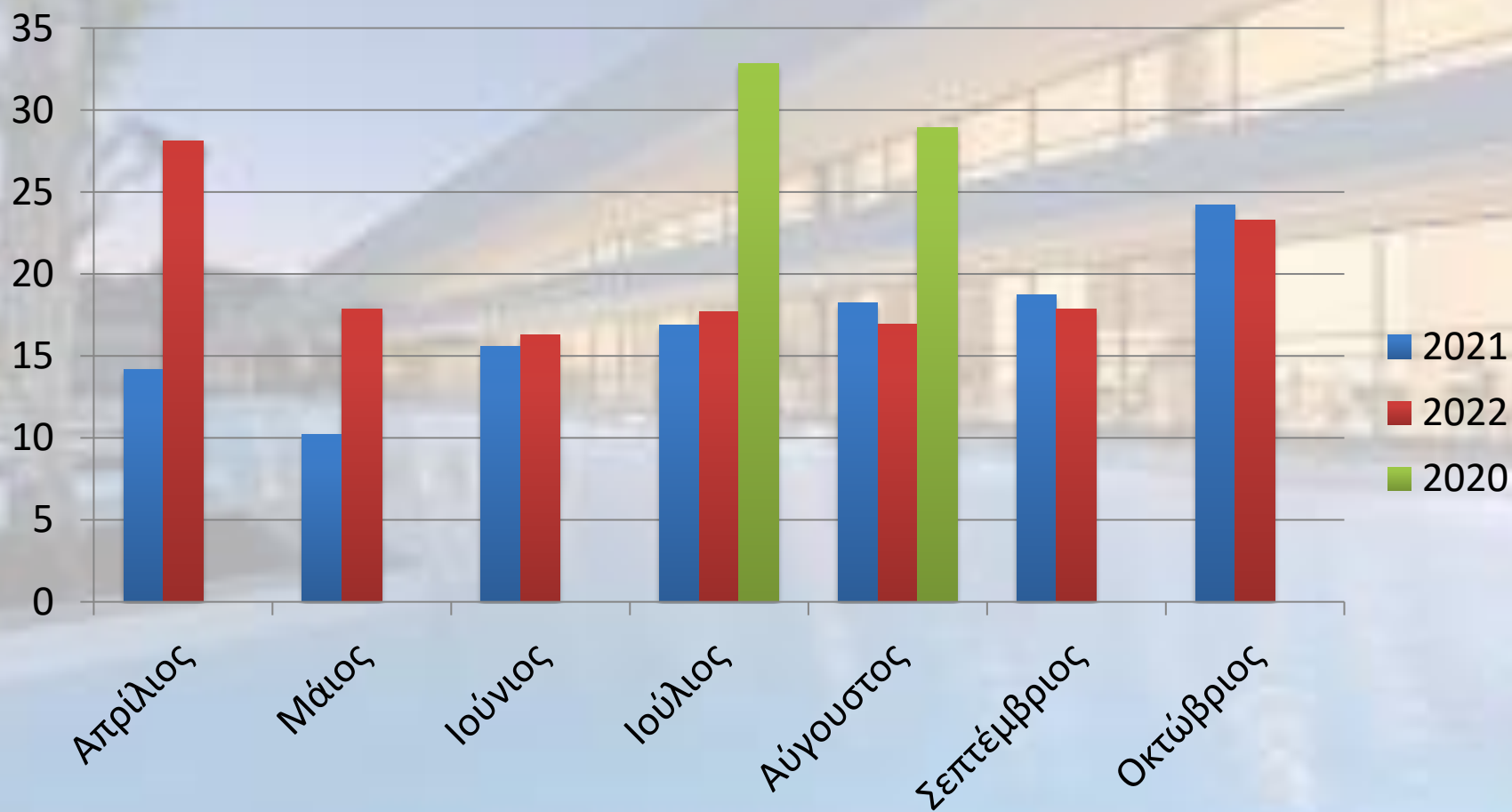
Energy management

(Total Kwh)



Energy management

(Total Kwh / bednight)



Evolve of Kwh/bednight

2021	40,76
2022	37,11
2023	29,69

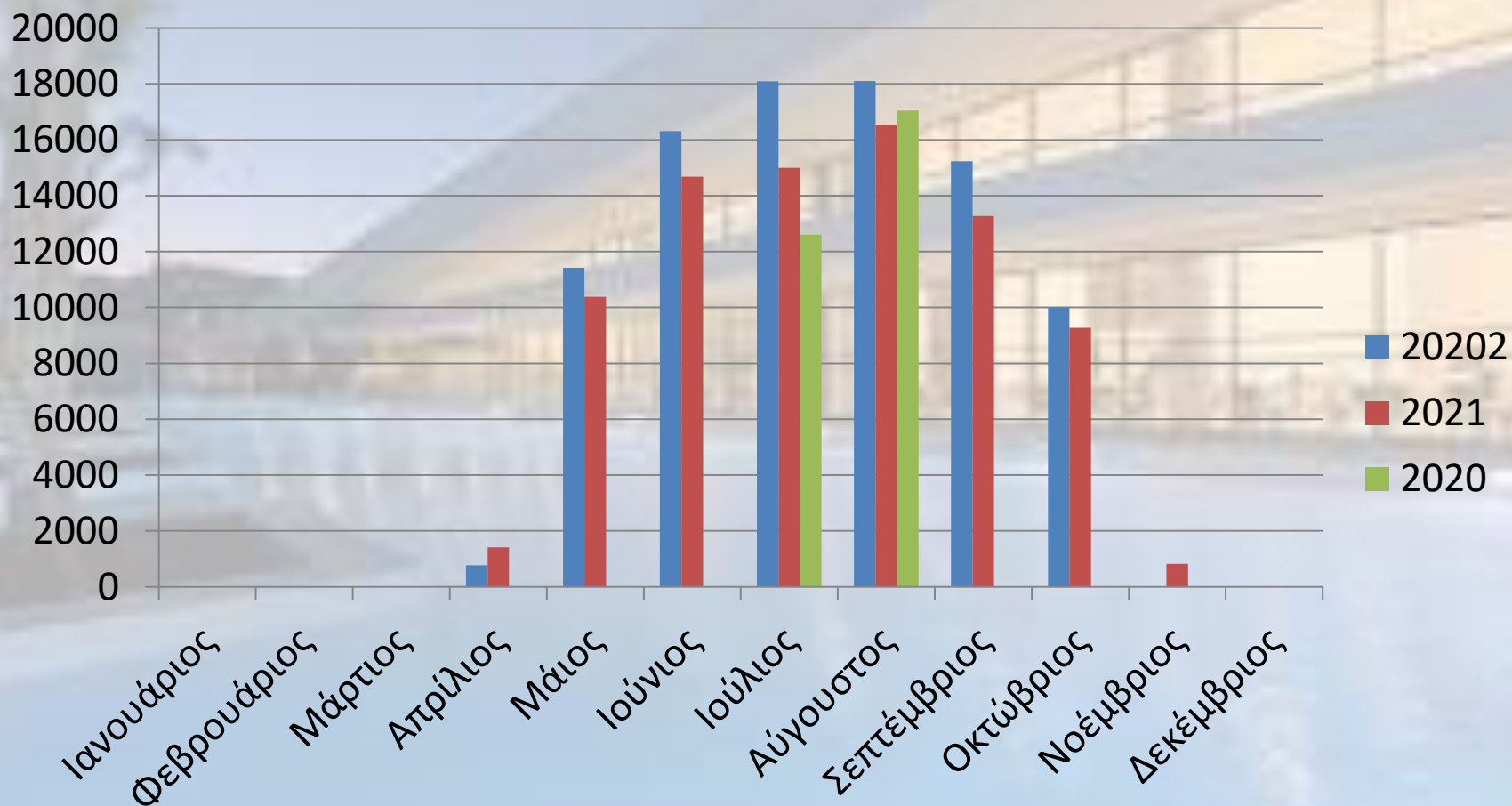
Energy management actions in 2023 (1/2)

- **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).**

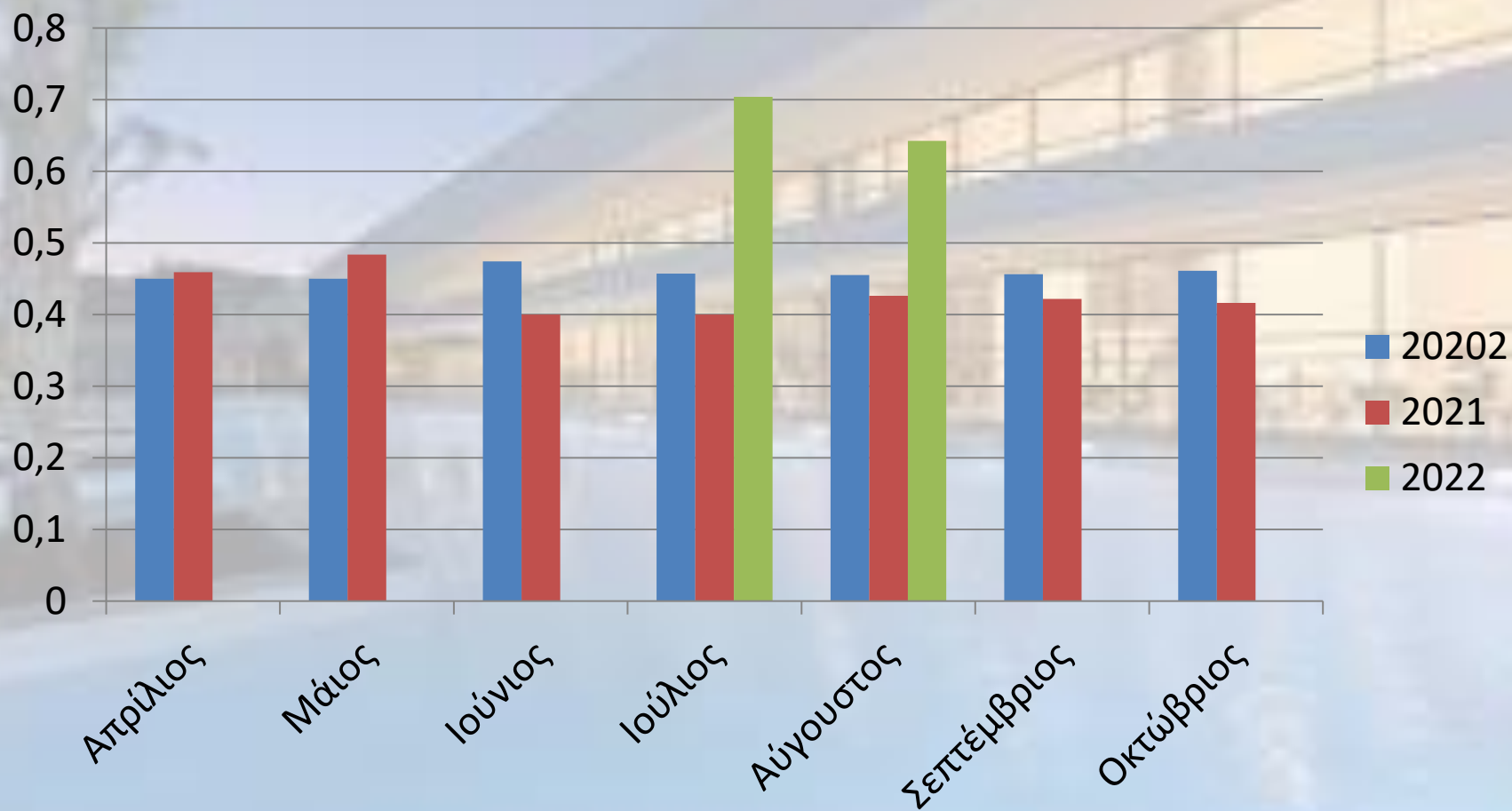
Energy management actions in 2023 (2/2)

- **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

2021	0,43
2022	0,46
2023	0,57

Water Management Actions in 2023

- 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

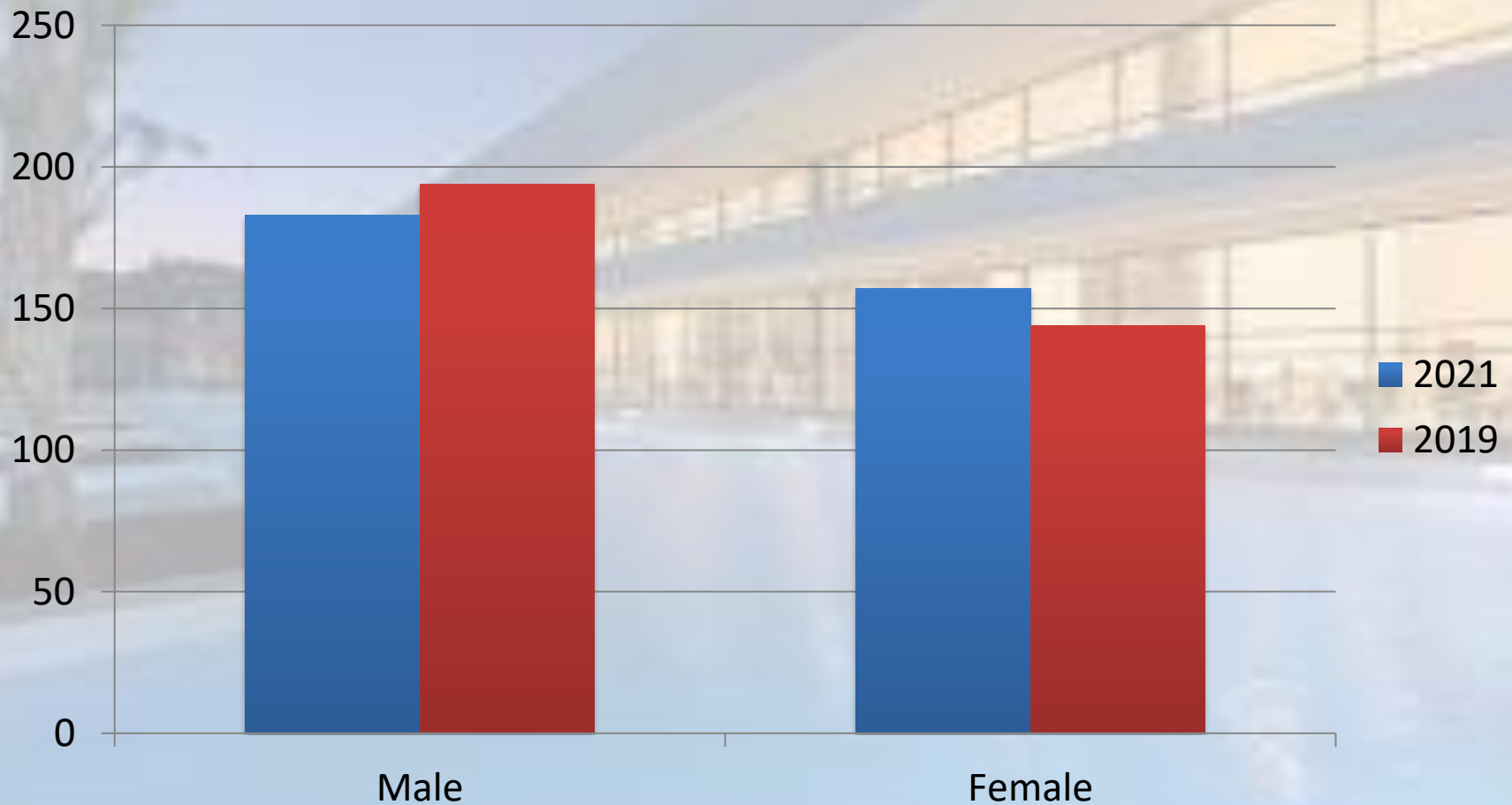
- Brown bins

Waste management actions in 2023

- 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.

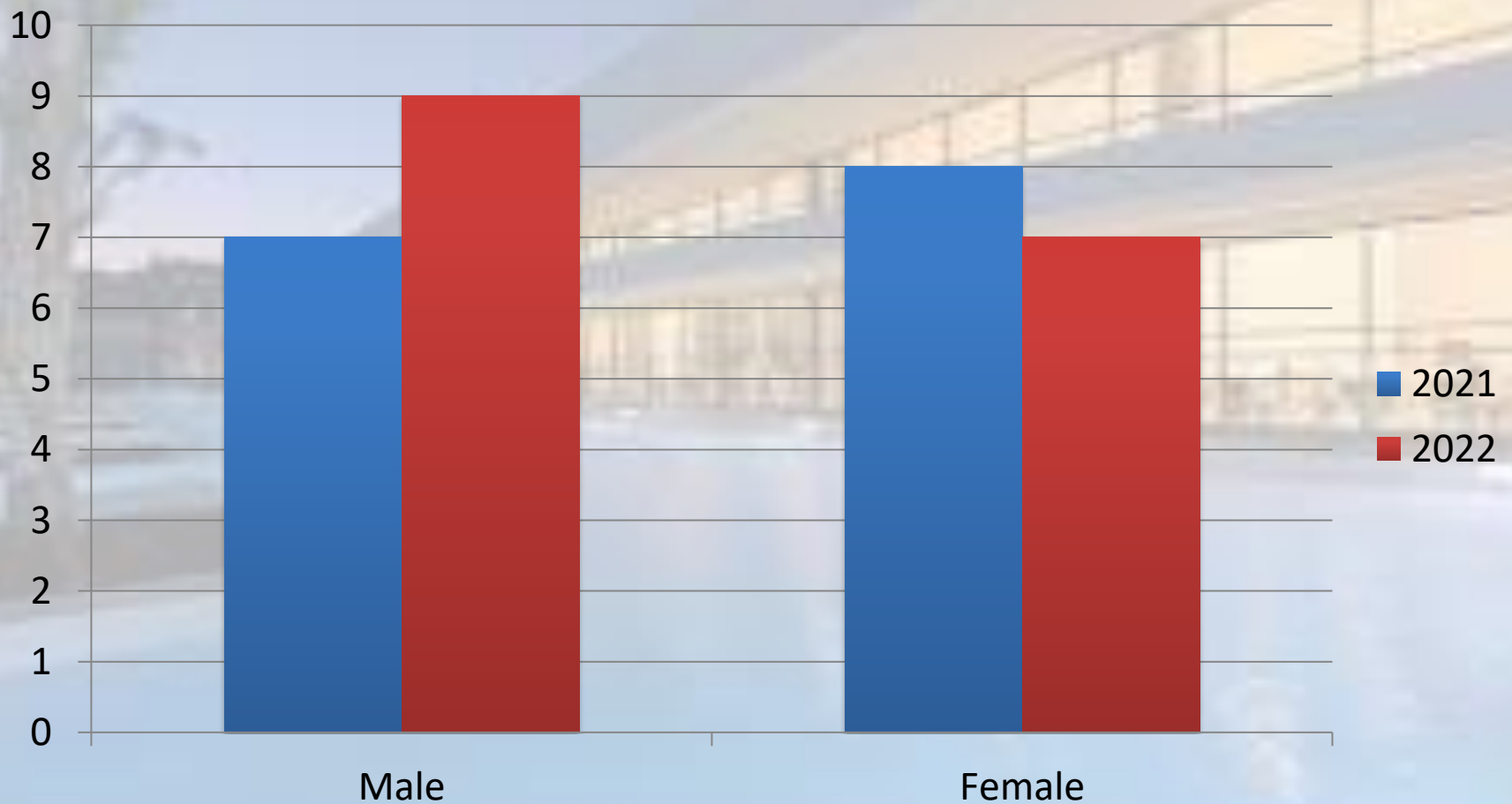
Employment

(Gender equality: Total employees)



Employment

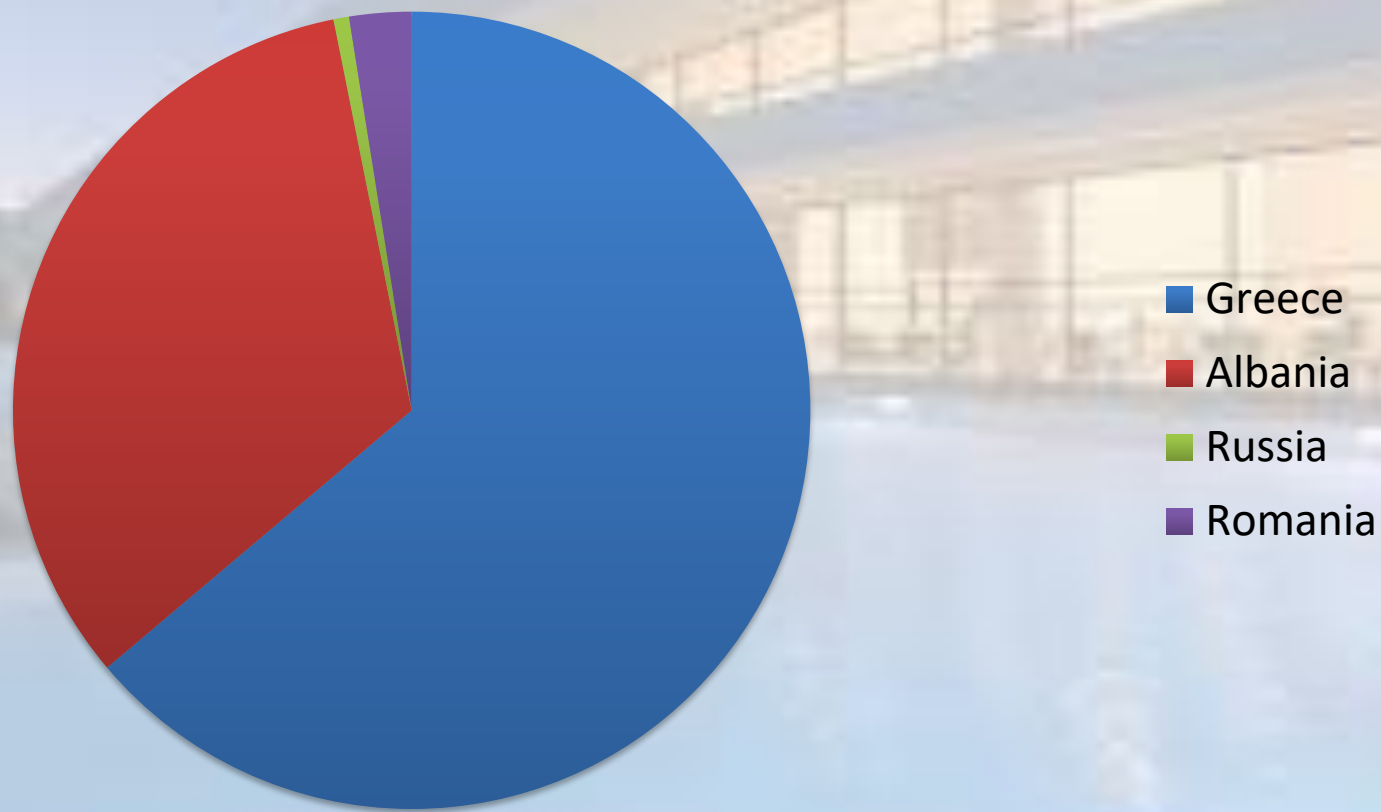
(Gender equality: Managerial positions)



Employment

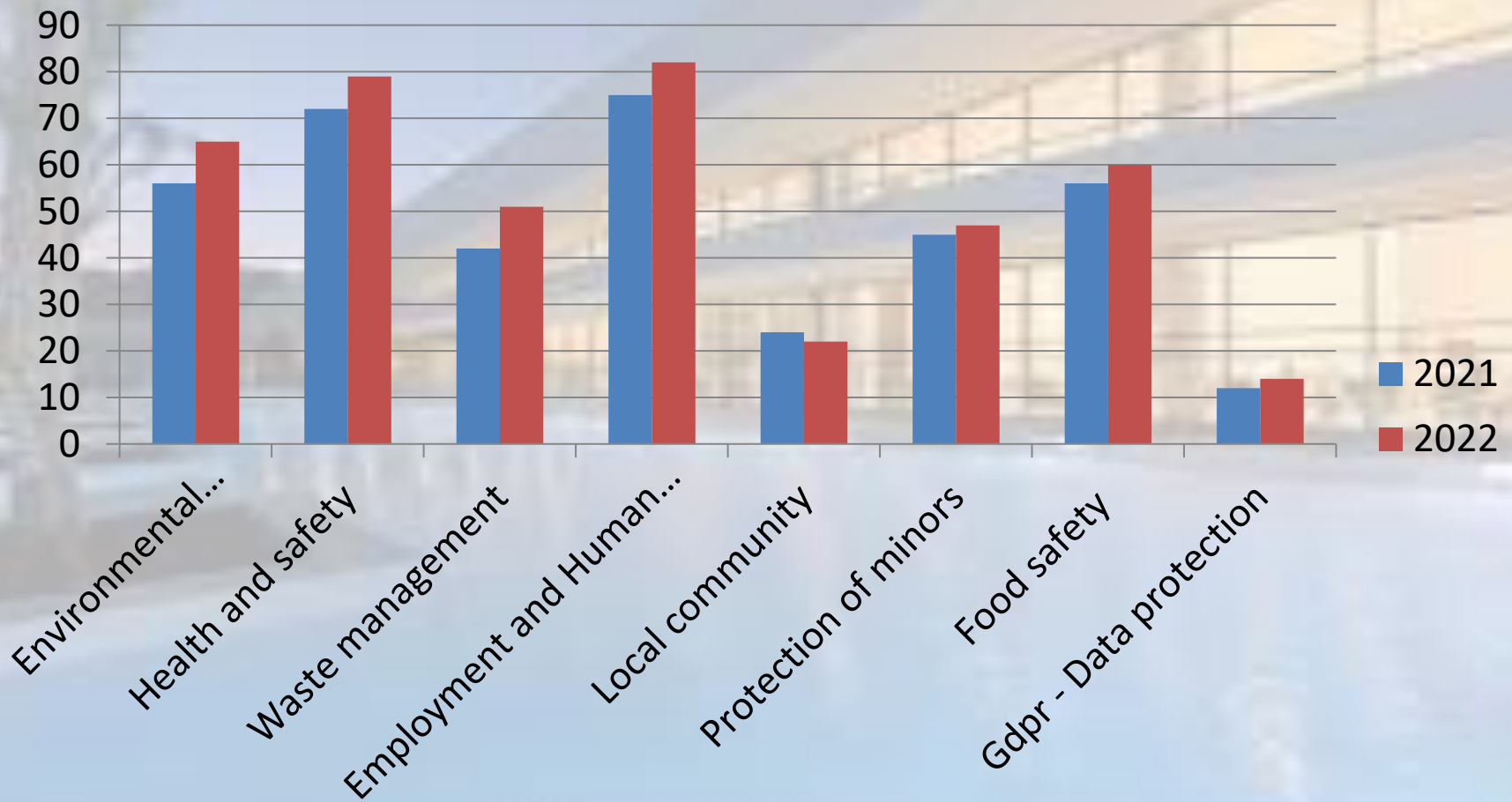
(Gender equality: Managerial positions)

Ethnicities

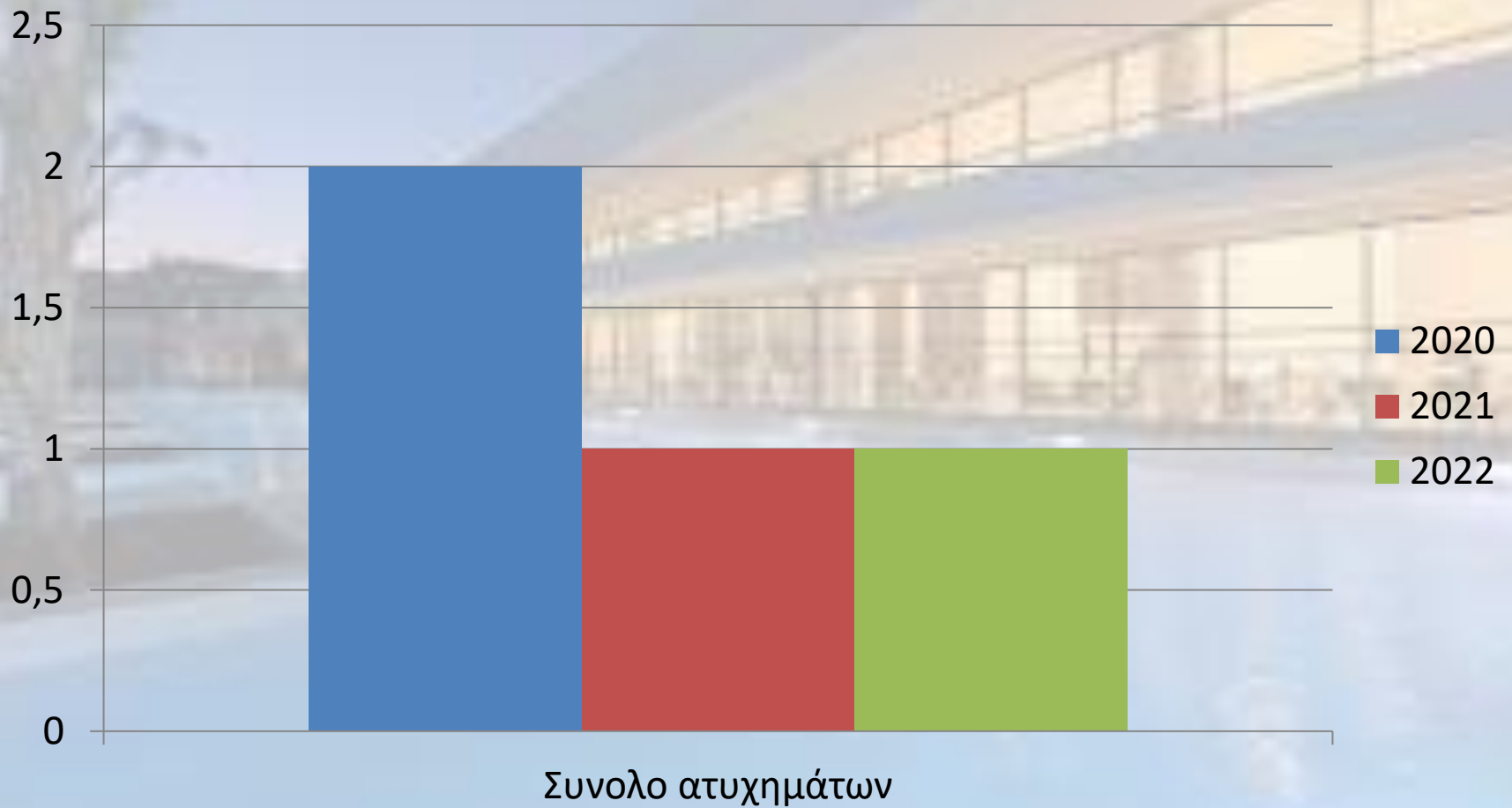


Employment:

Percentage of employees trained



Work accidents



Employee complaints



Local Community

(Community and environmental actions 2023)



Αιμοδοσία
προσωπικού



Καθαρισμός
δάσους



Καθαρισμός
παραλίας

Local Community

(Active citizenship 2022)



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

Responsible sourcing highlights

New sustainable unified sourcing policy 2023

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

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!