

# LINDOS VIEW HOTEL



HOTEL  
LINDOS VIEW  
Lindos

## SUSTAINABILITY REPORT 2023

# **POLICIES**

## **CHILD PROTECTION POLICY**

Lindos View Hotel is committed to providing a safe environment for children (all individuals under 18 years old) and to protect them from any possible abuse from customers and employees.

- Lindos View Hotel holds a viewpoint that all children despite their age, culture, gender, disability, language, ethnic origin or religious beliefs have the right to protection from abuse.
- Lindos View Hotel does not recruit child labour and prevents from all forms of exploitation of children.
- Lindos View Hotel follows the laws regarding the prevention of children abuse and is committed to react promptly and appropriately in case of abuse towards children.
- Staff of the Hotel is being trained to notice and to react appropriately in cases of sexual exploitation or suspicion of sexual exploitation towards children.
  - Staff members are committed to report any suspicious behaviour (physical, sexual abuse, neglect) exhibited by the employees or customers to the management of the hotel.

## COMMUNITY POLICY

Lindos View hotel is committed to act in a socially responsible manner and take part in a range of activities, regarding local community, such as environmental best practise, supporting local charities and support groups, providing opportunity to school and college students to carry out work placements and getting involved in local community projects and initiatives.

In order to achieve our goal we will

- Provide information to all the guests about the local customs, places worth to be visited and the appropriate behaviour and apparel at the particular places and situations.
- Try to purchase locally when possible. The locally/Nationally purchased products are following: meat olives, olive oil, feta, manouri, graviera, haloumi, anthotiro cheeses, other milk products produced in Greece, eggs, honey, fruits, vegetables, herbs. Alcoholic drinks, such as Ouzo, Metaxa and Mastiha liquor that Lindos View purchases are all made in Greece.
- Lindos View hotel always tries to contribute financially and helps while organizing and participating in events initiated by local community such as festivals (Annual 'Medieval Night Festival' organised by Lindos women club, concerts, school events).
- Lindos View hotel always contributes to local charities financially (Lindos Women Club) and by giving away furniture that is not used by the hotel anymore.

## EMPLOYEE POLICY

**Equal employment opportunity.** Lindos View Hotel provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with local laws.

**Discriminatory Harassment.** Lindos View 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.

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should discuss their concerns with any member of management.

Harassment or intimidation of a staff person or guest because of that person's race, age, color, sex, national origin, physical or mental disability, or religion is specifically prohibited and may be grounds for termination. Harassment and intimidation includes abusive, foul or threatening language or behavior. Lindos View Hotel is committed to maintaining a workplace that is free of any such harassment and will not tolerate discrimination against staff members or guests.

Issues of discriminatory treatment, harassment, or intimidation on any of these bases should immediately be reported to the Management and, if substantiated, prompt action will be taken.

**Progressive Discipline.** Lindos View Hotel supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues.

**Drug Use.** Lindos View hotel has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, Lindos View Hotel is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

### **The following work rules apply to all employees:**

- Whenever employees are working, are operating any company vehicle, are present on company premises, or are conducting related work off-site, they are prohibited from:
  - Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).

- Being under the influence of alcohol or an illegal drug as defined in this policy.
- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing company business or while in a company facility is prohibited.

**Workplace Bullying and Violence.** Lindos View Hotel defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates the company's position stating that all employees will be treated with dignity and respect.

Indirect or direct threats of violence, incidents of actual violence and suspicious individuals or activities should be reported as soon as possible to any member of the management. When reporting a threat or incident of violence, the employee should be as specific and detailed as possible. Employees should not place themselves in peril, nor should they attempt to intercede during an incident.

**Confidentiality.** Our clients and other parties with whom we do business entrust the company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a “need to know.” If an employee questions whether certain information is considered confidential, he/she should first check with his/her immediate supervisor.

**Outside Employment.** Activities and conduct away from the job must not compete with, conflict with or compromise the company interests or adversely affect job performance and the ability to fulfill all job responsibilities. Employees are prohibited from performing any services for customers on nonworking time that are normally performed by Lindos View Hotel. This prohibition also extends to the unauthorized use of any company tools or equipment and the unauthorized use or application of any confidential information. In addition, employees are not to solicit or conduct any outside business during paid working time.

**Safety.** It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all local, state safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client.

Although most safety regulations are consistent throughout each department and program, each employee has the responsibility to identify and familiarize her/himself with the emergency plan for his/her working area. Each facility shall have posted an emergency plan detailing procedures in handling emergencies such as fire, weather-related events and medical crises.

It is the responsibility of the employee to complete an Accident and Incident Report for each safety and health infraction that occurs by an employee or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, including termination.

Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow company's safety and health guidelines or engaging in conduct that places the employee, client or company property at risk can lead to employee disciplinary action and/or termination.

**Compensation.** Salary payment is made monthly for base salary due up to the pay date. Paydays are usually the last day of the month. Overtime payment is also paid monthly.

It is the company's policy that employee salary will be transferred to employee's bank account.

**Environmental Policy.** Lindos View Hotel is committed to striving to achieve environmental and social sustainability and meet the highest international standards in regards to the environment, conservation and corporate responsibility. The hotel's daily operation is geared towards ecological preservation of the surrounding environment.

Employees are requested to follow the rules stated at the general meetings regarding the environmental sustainability (waste management, water and energy consumption).

## **ENVIRONMENTAL POLICY**

Lindos View Hotel accommodating around 200 guests per night realizes the property's impact on the environment and is committed to put the greatest effort in diminishing it. The Hotel identifies the areas where the improvement towards saving environment can be made and strives to reach the following goals:

- Make sure that environmental practices of Lindos View Hotel are in line with national and European legislations.
- Continue searching for the ways to recycle, save energy and water as well as contribute in nourishing the environment in other possible ways.
- Make sure that all the employees working in different departments are aware of our goals regarding saving the environment and contributes by reaching these goals.
- Provide our guests with sufficient information regarding environment and the ways to save it and encourage them to join doing so.

## **HEALTH AND SAFETY POLICY**

Lindos View Hotel accommodating around two hundred people is highly aware of the possible accidents as well as undesirable situations that could occur, and puts in great effort to avoid those events. Everyday actions are being taken in order to ensure the safety of the hotel's guests as well as employees:

- An annual general Health and Safety briefing is being held by the company of the tour operators that Lindos View collaborates with. This ensures that standards are met and are in line with Greek legislation.
- Evacuation plans, fire equipment and fire alarm systems are in place and in line with Greek legislation.
- Guests of the Hotel are informed about the possible dangerous behavior and possible unpleasant outcomes via posters and stickers at the places requiring care and attention (swimming pools, elevators, balconies, etc.)
- All the employees having direct contact with food (kitchen staff, waiters and bartenders) are required to have Food and Hygiene certificates.
- The supervisor of the house keeping staff has a certificate of 'Cleanliness and Hygiene at the Hotels' and constantly trains the staff.
- Lindos View Hotel collaborates with a local doctor and uses his service in case of emergency.
- Constant observations are being done and any suspicion of possible accidents is immediately brought up for consideration to eliminate the possible incidents and undesirable outcomes.
- Two staff members have First Aid certificates and are able to use the knowledge in case of emergency until professional medical service arrives.



## **PURCHASING POLICY AND GUIDELINES**

Lindos View Hotel is aware of the importance to purchase locally and to use the services provided by local companies and the importance of choosing products that have a minimum negative impact towards the environment:

- The Hotel purchases locally when possible regarding food products, cleaning chemicals, furniture, advertisements, menus, etc.
- Lindos View Hotel trains and encourages staff members to promote local goods (offering to the guests meals from the menu that include most of the local products) to increase their demand and continue with local purchasing.
- Use services provided by local companies rather than national/multinational companies including the air conditioning repair service, electrician`s service, IT services, website creation service, overall maintenance services, etc.
- Is involved in reciprocal relationships with local suppliers by purchasing from them and supporting the events organized by these companies, such as local annual festivals of Pefkos and Lindos.
- We choose (wherever possible) eco friendly products that are made under sustainable practices.

## **QUALITY ASSURANCE POLICY**

Lindos View Hotel is constantly proceeding with improvements in all areas of the Hotel and seeking the greatest satisfaction from its guests, realises the importance of the services' quality.

Being aware of the food importance for holiday makers, Lindos View Hotel purchases high quality locally produced products and follow the health and safety standards when storing food and preparing meals. We understand the increasing quality demand travellers have which includes not only the perfect preparation of meals but also the expectation of pleasant surprise and fullness of flavors when having breakfast, lunch or dinner. For that reason Lindos View Hotel confides the kitchen to the young but experienced chef. We believe that knowledge is the way to best quality and therefore put great effort into collaborating with knowledgeable staff and providing them opportunity to develop their skills.

Lindos View Hotel believes, that the great working climate, feeling of comfort and confidence at work reflects in the service that employees provide. Therefore, we try to have constant communication with our staff members to make sure that they feel secure and comfortable in their work place. General meetings and personal consultations is a way to review performance of the staff members, provide them with sufficient feedback and get ideas of how to improve the working environment.

We believe that satisfaction of our guests is a great indicator revealing the level of the quality regarding particular aspects of the hotel. Lindos View Hotel receives important feedback from its customers through the questionnaires which review the accommodation, services provided, staff behaviour and food quality. Constant improvements are being made considering the feedback of our guests.

## WASTE MANAGEMENT



### Waste Streams Recycled in 2021

- ✓ Glass
- ✓ Frying Oil
- ✓ Batteries

### Waste Streams Recycled in 2022

- ✓ Glass
  - ✓ Frying Oil
  - ✓ Batteries
  - ✓ Paper
  - ✓ Plastic
- Waste water treated by the Municipal network

### Targets for 2022 were

- Seek more Recycling streams ✓  
Target Met
- Staff training on recycling practices ✓  
Target met
- Thoroughly monitor possible food wastage (FIFO, Food Wastage prior production monitoring) Target met

### Targets for 2023:

- ✓ Reduce quantities of waste produced both on recycling and non recycling streams
- ✓ Staff training on recycling

## WATER MANAGEMENT



### 2021

#### Quality

- ✓ Source: Fully licensed municipal water usage
- ✓ Monitoring: a) pool water (daily measurement of ph & Cl), b) potable water (seasonal monitoring of microbiological and chemical quality)
- ✓ All samples within limits as per legal requirements

#### Consumption

- ✓ Total Consumption: 15137 m<sup>3</sup>
- ✓ Consumption/guest night: 0.42 m<sup>3</sup>/gn
- ✓ Monitoring on a month to month basis

### 2022

#### Quality

- ✓ Source: Fully licensed municipal water usage
- ✓ Monitoring: a) pool water (daily measurement of ph & Cl), b) potable water (seasonal monitoring of microbiological and chemical quality)
- ✓ All samples within limits as per legal requirements

#### Consumption

- ✓ Total Consumption: 16208 m<sup>3</sup>
- ✓ Consumption/guest night: 0.41 m<sup>3</sup>/gn
- ✓ Monitoring on a month to month basis

### **Targets for 2022 were**

- Reduction in total consumption/guestnight ✓  
Target Met
- Staff training ✓  
Target Met
- Watering gardens exclusively at night with automated system ✓  
Target Met
- Monitoring for leaks on a daily basis ✓  
Target Met
- Staff awareness increase with signs in staff areas and water consuming facilities (maintenance, laundry) ✓  
Target Met

### **Targets for 2023**

- ✓ Monitoring on a month to month basis plus monitoring on an hourly basis in selected dates
- ✓ Staff training, signs in staff areas and water consuming facilities
- ✓ Guest awareness increase through signs, guidelines, towel & linen policy application and notes in rooms
- ✓ Monitoring for leaks on a daily basis
- ✓ Watering gardens exclusively at night with automated system
- ✓ Baseline for consumption will be set by analyzing 5 year data

# ENERGY MANAGEMENT



## 2021

### Sources

- ✓ Gas
- ✓ Diesel
- ✓ Electricity
- ✓ Solar panels

### Consumption

- ✓ Total Consumption: 434702 kwh
- ✓ Consumption/guest night: 14.58 kwh/gn
- ✓ Monitoring on a month to month basis

## 2022

### Sources

- ✓ Gas
- ✓ Diesel
- ✓ Electricity
- ✓ Solar panels

### Consumption

- ✓ Total Consumption: 437469 kwh
- ✓ Consumption/guest night: 14.18kwh/gn
- ✓ Monitoring on a month to month basis

### **Targets for 2022 were**

- Reduction in total consumption/guestnight ✓  
Target Met
- Staff Training ✓  
Target Met
- Staff awareness increase with signs in staff areas and energy consuming facilities (maintenance, laundry) ✓  
Target Met
- Proactive equipment maintenance on an annual basis ✓  
Target Met

### **Targets for 2023**

- ✓ Reduction in total consumption/guest night
- ✓ Staff training, signs in staff areas
- ✓ Monitoring of consumption on a month to month basis
- ✓ Proactive repairs in equipment
- ✓ Energy efficient equipment for all new installations
- ✓ Baseline for consumption will be set by analyzing 5 year data

## HUMAN CAPITAL



### 2021

- ✓ Men/Women Ratio: 46%/54%
- ✓ Local/Non Local Ratio: 85%/15%
- ✓ Staff turnover 13%
- ✓ No of unresolved complaints to management: 0
- ✓ No of occupational accidents: 0
- ✓ 2 Training sessions fulfilled
  - Topics covered: Sustainable tourism, Recycling, Environmental Awareness, Food Safety, Cleaning, Use Of disinfectants, Use of Chemicals, Hygiene principles, First Aid, General Safety, Children Protection
  - Hours Completed: 18
  - Percentage of staff involved: 80%

### 2022

- ✓ Men/Women Ratio: 49%/51%
- ✓ Local/Non Local Ratio: 86%/14%
- ✓ Staff turnover 12%
- ✓ No of unresolved complaints to management: 0
- ✓ No of occupational accidents: 0
- ✓ 3 Training sessions fulfilled
  - Topics covered: Sustainable tourism, Recycling, Environmental Awareness, Food Safety, Cleaning, Use Of disinfectants, Use of Chemicals, Hygiene principles, First Aid, General Safety, Children Protection, Labor Conditions, Human Rights, Community Promotion
  - Hours Completed: 22
  - Percentage of staff involved: 90%

### Targets for 2022 were

- Increase 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
- Zero unresolved staff complaints ✓  
Target Met
- Include topics about community promotion and labor conditions and human rights in training sessions ✓  
Target Met
- Monitoring of staff turnover ✓  
Target Met

### **Targets for 2023**

- ✓ 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
- ✓ Set Baseline for percentage of sustainability related staff ratios and turnover by analyzing 5 year data

## COMMUNITY INTERGRATION



### 2021

- ✓ Promotion of local community in annual staff training

### 2022

- ✓ Proactive promotion of local community in hotel's premises (information at reception and staff training)
- ✓ All services acquired by local companies
- ✓ Most goods acquired by local suppliers

### Targets for 2022 were

- Retain the high percentage of people and services acquired by the Local Community ✓  
Target Met
- Increase donations and expand charity work ✓  
Target Met
- Include promotion of local community in annual staff training ✓  
Target Met

### Targets for 2023

- ✓ 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