

LINDIAN COLLECTION
HOTELS MATINA PEFKOS APARTHOTELS & PEFKOS
VILLAGE RESORT
ANNUAL SUSTAINABILITY REPORT



REPORTING PERIOD:
SEASON 2018



DATE 31.01.2019

WASTE MANAGEMENT



➤ **Waste Streams Recycled in 2017**

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

➤ **Organic Waste treated in house by biological treatment plant**

- ✓ Waste water monitored on a fixed basis as per legal demand
- ✓ All results within limits

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➤ **Organic Waste treated in house by biological treatment plant**

- ✓ Waste water monitored on a fixed basis as per legal demand
- ✓ All results within limits



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:

- ✓ Seek recycling options for more waste streams
- ✓ Thoroughly monitor possible food wastage (FIFO, Food Wastage prior production monitoring)
- ✓ Staff training on recycling
- ✓ Increase guest awareness through bins and signs

WATER MANAGEMENT



2017

Quality

- ✓ **Source:** Fully licensed municipal water usage
- ✓ **Monitoring:**

Pool water:

Ph & Free Chlorine on a daily basis

Microbiologically on a monthly basis

Wastewater:

Based on monitoring plan as defined in legal permit

Consumption

- ✓ Matina Consumption: 9258 m³
- ✓ PVR Consumption: 6578 m³
- ✓ Total Consumption: 15836 m³
- ✓ Matina Consumption/guest night: 0.44 m³/gn
- ✓ PVR Consumption/guest night: 0.45 m³/gn
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry

2018

- ✓ **Source:** Fully licensed municipal water usage
- ✓ **Monitoring:**
 - Pool water:*
 - Ph & Free Chlorine on a daily basis
 - Microbiologically on a monthly basis
 - Wastewater:*
 - Based on monitoring plan as defined in legal permit

Consumption

- ✓ Matina Consumption: 9340 m³
- ✓ PVR Consumption: 6560
- ✓ Total Consumption: 15900 m³
- ✓ Matina Consumption/guest night: 0.45 m³/gn
- ✓ PVR Consumption/guest night: 0.45
- ✓ Monitoring on a month to month basis
- ✓ Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry



Targets for 2018 were

- 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/guestnight
- ✓ 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)
- ✓ Baseline for consumption will be set by analyzing 3 year data (2017-2019)

ENERGY MANAGEMENT



2017

Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Solar Panels

Consumption

- ✓ Matina Consumption: 576783kwh
- ✓ PVR Consumption: 122584kwh
- ✓ Total Consumption: 699367kwh
- ✓ Matina Consumption/guest night: 10.63 kwh/gn
- ✓ PVR Consumption/guest night; 8.12 kwh/gn
- ✓ Monitoring on a month to month basis

2018

Sources

- ✓ LPG
- ✓ Diesel
- ✓ Electricity
- ✓ Solar Panels

Consumption

- ✓ Matina Consumption: 652219kwh
- ✓ PVR Consumption: 104528kwh
- ✓ Total Consumption: 756747kwh
- ✓ Matina Consumption/guest night: 10.61 kwh/gn
- ✓ PVR Consumption/guest night; 8.36 kwh/gn
- ✓ Monitoring on a month to month basis



Targets for 2018 were

- 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
- Proactive 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
- ✓ Proactive repairs in equipment
- ✓ Energy efficient equipment for all new installations
- ✓ Baseline for consumption will be set by analyzing 3 year data (2017-2019)

HUMAN CAPITAL



2017

- ✓ Men/Women Ratio: 54%/46%
- ✓ Staff ethnicities: Greek, Polish, English, Albanian, Bulgarian
- ✓ Local/Non Local Ratio: 70%/30%
- ✓ 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
 - Hours Completed: 15
 - Percentage of staff involved: 80%

2018

- ✓ Men/Women Ratio: 57%/43%
- ✓ Staff ethnicities: Greek, Polish, English, Albanian, Bulgarian
- ✓ Local/Non Local Ratio: 71%/29%
- ✓ Staff turnover 30%
- ✓ 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

- 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
- Receive zero 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 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
- ✓ Set Baseline for percentage of sustainability related staff ratios and turnover by analyzing 3 year data (2017-2019)

COMMUNITY INTERGRATION



2017

- ✓ Blueflag award achievement for Li beach
- ✓ 70% of staff is hired by the local community
- ✓ Financial Contribution to the Local NGO MyPefkos for the promotion of Pefkos region
- ✓ Most services acquired by local companies

2018

- ✓ Blueflag award achievement for Vliha beach
- ✓ 71% 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
- ✓ Financial Contribution to the Local NGO MyPefkos for the promotion of Pefkos region



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 Li Beach ✓
Target Met

Targets for 2019

- ✓ Include promotion of local community in annual staff training
- ✓ 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