**LINDIAN COLLECTION**

**HOTELS MATINA PEFKOS APARTHOTELS & PEFKOS VILLAGE RESORT**

**ANNUAL SUSTAINABILITY REPORT**

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**REPORTING PERIOD:**

**SEASON 2016**

**DATE 31.01.2017**

**WASTE MANAGEMENT**

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* **Waste Streams Recycled in 2015**
* 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
* **Waste Streams Recycled in 2016**
* 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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**Targets for 2016 were:**

* Retain Recycling streams ✔

Target Met

* Staff training on recycling ✔

Target met

* Increase guest awareness through bins and signs ✔

Target met

**Targets for 2017:**

* 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**

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**2015**

**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: 2255m3
* PVR Consumption: 6555m3
* Total Consumption: 8810m3
* Matina Consumption/guest night: 0.039 m3/gn
* PVR Consumption/guest night: 0.45 m3/gn
* Monitoring on a month to month basis
* Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry

**2016**

* ***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: 4455m3
* PVR Consumption: 7025
* Total Consumption: 11480 m3
* Matina Consumption/guest night: 0.075 m3/gn
* PVR Consumption/guest night: 0.81
* Monitoring on a month to month basis
* Uses: Gardens, Rooms, Pools, Housekeeping, Kitchen, Laundry

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**Targets for 2016 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 2017:**

* 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 (2015-2017)

**ENERGY MANAGEMENT**

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**2015**

**Sources**

* LPG
* Diesel
* Electricity
* Solar Panels

**Consumption**

* Matina Consumption: 566891kwh
* PVR Consumption: 125848kwh
* Total Consumption: 692739kwh
* Matina Consumption/guest night: 10.87 kwh/gn
* PVR Consumption/guest night; 8.25 kwh/gn
* Monitoring on a month to month basis

**2016**

**Sources**

* LPG
* Diesel
* Electricity
* Solar Panels

**Consumption**

* Matina Consumption: 643025kwh
* PVR Consumption: 104827kwh
* Total Consumption: 747852kwh
* Matina Consumption/guest night: 10.61 kwh/gn
* PVR Consumption/guest night; 8.36 kwh/gn
* Monitoring on a month to month basis

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**Targets for 2016 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 2017**

* 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 (2015-2017)

**HUMAN CAPITAL**

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**2015**

* 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%

**2016**

* 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%

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**Targets for 2016 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 2017**

* 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 (2014-2016)

**COMMUNITY INTERGRATION**

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**2015**

* 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

**2016**

* 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

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**Targets for 2016 were**

* Retain the high percentage of people and services aquired by the Local Community ✔

Target Met

* Increase donations and expand charity work ✔

Target Met

* Retain Blueflag award for Li Beach ✔

Target Met

**Targets for 2017**

* 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 aquired by the Local Community
* Increase donations and expand charity work
* Retain Blueflag award for Li Beach