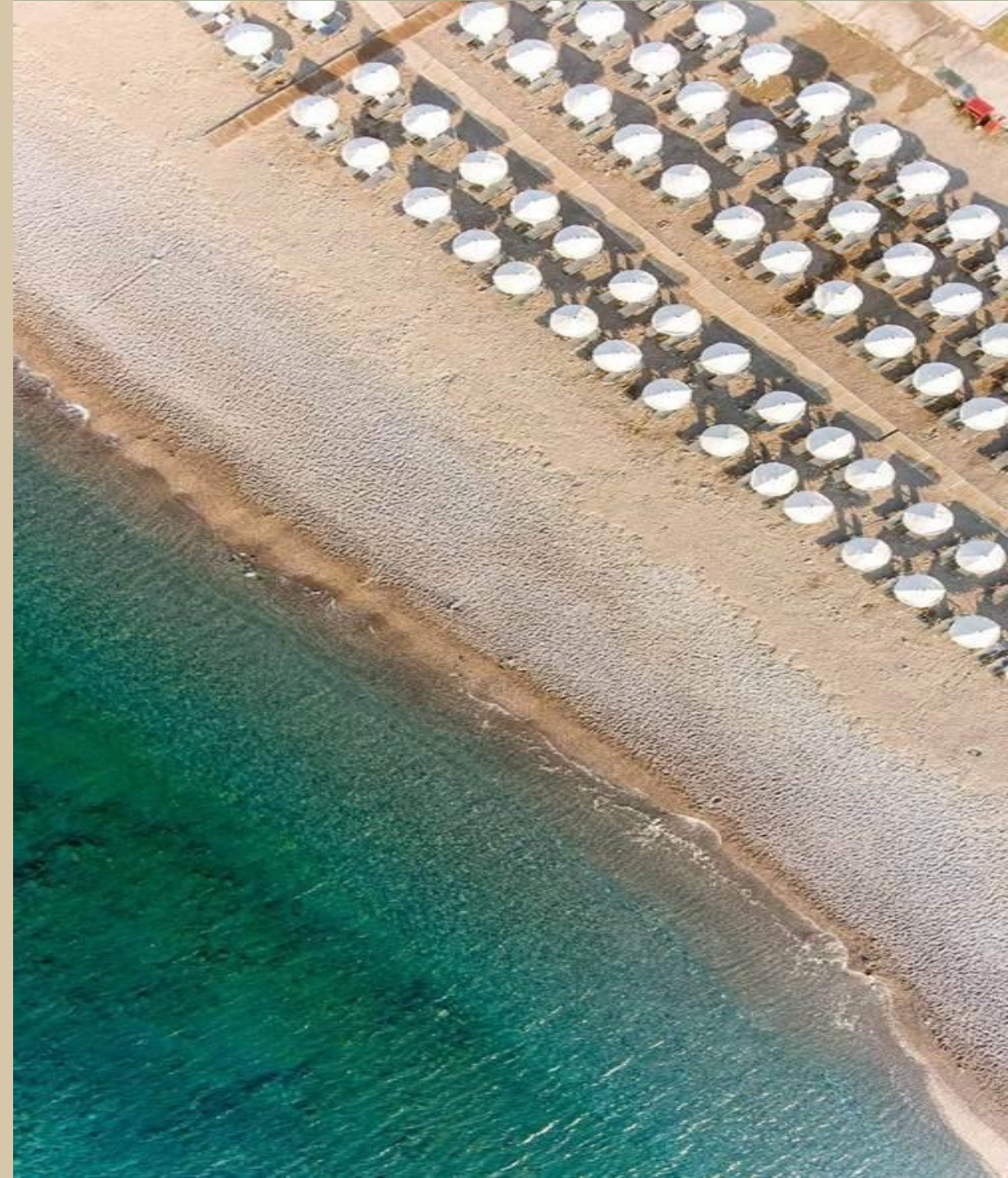


SUSTAINABILITY REPORT

2026

Lindos Imperial Resort & Spa

Data presented refer to the reporting period August 2025 – August 2026.



Sustainability Statement

At Lindos Imperial Resort & Spa, sustainability is an integral part of the way we operate and grow.

We recognize the environmental, social and economic impacts of our operations and our responsibility to manage them with care. We are committed to protecting the natural environment of Rhodes, supporting our local community and continuously improving the sustainability performance of our resort.

Sustainability is embedded across our operations and decision-making, from the responsible use of energy and water to waste reduction, responsible sourcing, biodiversity protection, employee wellbeing and community engagement.

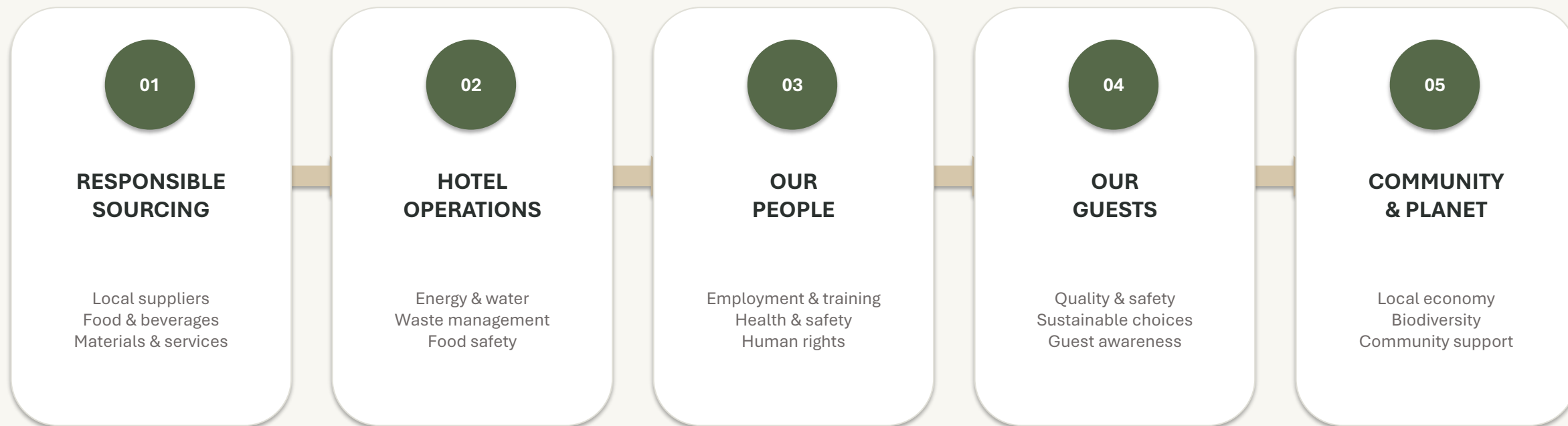
Through measurable objectives, responsible practices and continuous improvement, we aim to reduce our environmental footprint while creating positive value for our guests, employees, partners and the local community.

Our ambition is to contribute to a more resilient and sustainable Rhodes, preserving its natural and cultural heritage for generations to come.



OUR VALUE CHAIN

Creating value through responsible hospitality



Our Stakeholders

EMPLOYEES

Engagement · Wellbeing · Development

OWNERSHIP & MANAGEMENT

Strategy · Governance · Investment

GUESTS

Experience · Safety · Feedback

TOUR OPERATORS & PARTNERS

Collaboration · Standards · Sustainability

SUPPLIERS

Quality · Local sourcing · Responsibility

LOCAL COMMUNITY

Employment · Culture · Social impact



We invite all our stakeholders to actively support our sustainability goals — from saving water and energy and reducing waste, to protecting biodiversity, supporting our local community and promoting responsible sourcing. Together, we turn commitments into action.

Our Policies

A RESPONSIBLE HOSPITALITY FRAMEWORK FOR PEOPLE, PLANET & GUEST EXPERIENCE

Our policy framework translates our sustainability commitments into clear standards for environmental stewardship, safe operations, responsible sourcing, human rights, guest protection and positive local impact.

HEALTH & SAFETY

Safe workplaces, facilities
& guest environments

PROCUREMENT

Responsible sourcing,
local & sustainable choices

ENVIRONMENTAL

Resources, climate,
waste & biodiversity

FOOD SAFETY

ISO 22000, HACCP &
food safety culture

LONE TRAVELLERS

Safety, privacy &
additional guest support

LABOUR STANDARDS & HUMAN RIGHTS

Fair work, dignity,
equality & inclusion

SUSTAINABILITY

Environmental, social &
responsible economic growth

QUALITY

Guest satisfaction,
standards & improvement

LOCAL COMMUNITY

Local economy, culture,
skills & social contribution

ANIMAL WELFARE

Humane treatment,
wildlife & responsible tourism

CHILD PROTECTION

Safeguarding, prevention
& zero tolerance for abuse



Environmental & Sustainability Policies

Our policies translate our sustainability commitments into practical principles for environmental protection, responsible resource use and continual improvement.

Environmental Policy

Pollution prevention • legal compliance • resource efficiency • ISO 14001 continual improvement

Sustainability Policy

Environmental responsibility • people & community • responsible procurement • long-term value

KEY HIGHLIGHTS

ENERGY & WATER

Efficient use, monitoring and reduction of consumption.

WASTE & POLLUTION

Prevention, reuse, recycling and responsible disposal.

CLIMATE ACTION

Monitoring emissions and reducing our environmental footprint.

BIODIVERSITY

Protecting local ecosystems, natural resources and wildlife.

RESPONSIBLE SOURCING

Environmental and sustainability criteria in procurement.

PEOPLE & COMMUNITY

Employee wellbeing, local engagement and shared value.

Food Safety Policy

KEY COMMITMENTS

Protecting our guests through a preventive, risk-based food safety management system and a strong culture of accountability.

SAFE FOOD. EVERY DAY.

Our approach combines compliance, HACCP-based risk control, monitoring, verification and continual improvement across all food operations.

ISO 22000:2018

HACCP • CODEX

01

Legal & Regulatory Compliance

Meet applicable statutory, regulatory and food safety requirements.

02

Risk-Based Food Safety Management

Apply HACCP principles and systematic risk assessment throughout food operations.

03

Monitoring & Verification

Use routine controls, inspections, audits and laboratory testing to verify performance.

04

Continual Improvement

Review procedures, objectives and results to strengthen the food safety management system.

05

Food Safety Culture

Build employee awareness, competence and responsibility through training and engagement.

Health & Safety Policy

KEY COMMITMENTS

A preventive approach to protecting our employees and guests through risk management, safe operations, preparedness and continual improvement.

SAFETY FIRST. EVERY DAY.

Our approach combines prevention, legal compliance, risk assessment, training, maintenance and emergency readiness across hotel operations.

PREVENT • PROTECT

PREPARE • IMPROVE

01

Occupational Health & Safety

Identify, assess and control workplace risks while strengthening employee awareness and safe working practices.

02

Building & Fire Safety

Maintain safe facilities through preventive maintenance, inspections, fire protection measures and emergency drills.

03

Water Safety

Manage water-related risks through Legionella prevention, water quality monitoring and pool safety controls.

04

Guest Health & Safety

Protect guests through safe facilities, operational controls, incident prevention and effective follow-up.

05

Emergency Preparedness & Response

Maintain clear emergency procedures, trained teams, first-aid readiness and coordinated response arrangements.

OUR POLICIES

Local Community Policy

We are committed to supporting the local community, contributing to the sustainable development of Rhodes and creating positive, long-term value for our destination.

KEY COMMITMENTS

01

Local Sourcing

Prioritising local products and services and supporting local businesses and producers.

02

Local Culture

Promoting Rhodes' cultural heritage, traditions and authentic local identity.

03

Responsible Tourism

Encouraging guests to explore the destination responsibly and respectfully.

04

Community Support

Supporting local needs through social initiatives, charitable actions and in-kind contributions.

05

Partnerships

Collaborating with local schools, organisations and stakeholders to create shared value.

06

Active Participation

Encouraging volunteer actions, community initiatives and meaningful local engagement.

OUR POLICIES

Quality Policy

KEY COMMITMENTS

Our quality approach focuses on consistent standards, guest satisfaction, effective monitoring and continual improvement across the resort.

QUALITY. CONSISTENTLY

Our commitment is to deliver reliable, high-quality hospitality through clear standards, engaged teams, guest feedback and continual improvement.

GUEST FOCUS • STANDARDS

MONITOR • IMPROVE

01

Guest Satisfaction

Deliver consistent service quality and experiences that meet or exceed guest expectations.

02

Standards & Compliance

Apply defined quality standards, procedures and applicable legal and operational requirements.

03

Monitoring & Feedback

Use inspections, guest feedback, performance indicators and reviews to identify improvement needs.

04

Corrective Action

Address deviations systematically, verify effectiveness and prevent recurrence.

05

Continual Improvement

Strengthen processes, employee awareness and service performance through measurable objectives.

OUR POLICIES

Animal Welfare Policy

KEY COMMITMENTS

We are committed to respecting animal welfare, protecting wildlife and supporting responsible tourism practices across our operations.

RESPECT. PROTECT.

Our approach supports humane treatment, wildlife protection, responsible guest behaviour and collaboration when animal welfare concerns arise.

ANIMAL WELFARE • WILDLIFE

AWARENESS • RESPONSIBILITY

01

Respect for Animal Welfare

Promote humane treatment and responsible interaction with animals in line with recognised welfare principles.

02

Wildlife Protection

Protect local wildlife and natural habitats and discourage feeding, disturbance or harmful interaction.

03

Responsible Tourism

Do not promote animal entertainment or activities that compromise animal welfare.

04

Responsible Suppliers

Consider animal welfare principles when selecting products, services and tourism-related partners.

05

Awareness & Response

Raise staff and guest awareness and report animal welfare concerns to appropriate local organisations.



OUR POLICIES

Human Rights & Labour Standards

DIGNITY • EQUALITY • FAIRNESS • RESPECT

We are committed to respecting human rights and promoting fair, safe and inclusive working practices across our operations and business relationships.

01

Equal Opportunities

Fair treatment and non-discrimination in recruitment, employment, development and promotion.

02

Fair Employment

Compliance with applicable labour requirements for wages, working hours, leave and overtime.

03

Safe & Respectful Workplace

Protection of health, safety, dignity and wellbeing, with zero tolerance for harassment or abuse.

04

No Exploitation

No forced labour, child labour, human trafficking or other forms of human exploitation.

05

Responsible Partnerships

Expect suppliers and partners to respect human and labour rights and responsible business standards.



**PEOPLE AT THE HEART
OF RESPONSIBLE HOSPITALITY**



Environmental Aspects

Understanding our environmental impact is the first step towards reducing it. We continuously monitor our key environmental aspects, promoting efficient resource use, pollution prevention and responsible operations.

Certifications & Environmental Partnerships



BLUE FLAG



HELLENIC SOCIETY FOR THE
PROTECTION OF NATURE

ENVIRONMENTAL PARTNERSHIP

Cooperation for tree-planting initiatives
and local nature conservation.

Environmental Programs 2026

Turning our environmental commitments into practical action across hotel operations.

01

WATER EFFICIENCY

Monitoring consumption, leak control and improved irrigation practices.

02

ENERGY & GHG

Energy performance monitoring and measurement of our greenhouse gas footprint.

03

WASTE & RECYCLING

Waste reduction, improved separation at source and responsible recycling streams.

04

FOOD WASTE

Monitoring organic waste and strengthening prevention through better operational practices.

05

SAFE CHEMICAL MANAGEMENT

Improved storage areas, controlled dosing and measures to prevent environmental contamination.

06

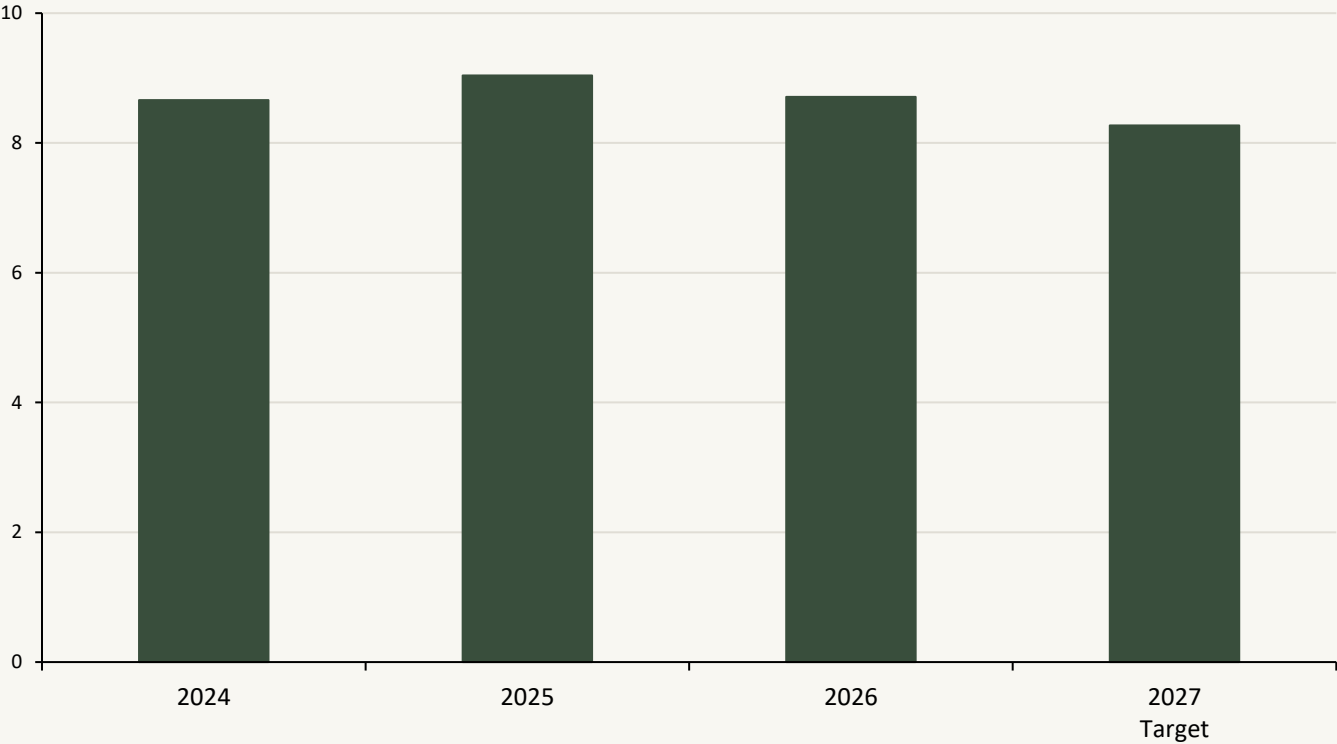
BIODIVERSITY & LOCAL ACTION

Tree-planting initiatives, nature protection and actions supporting the local environment.

2026 FOCUS • Reduce impacts | Protect resources | Prevent pollution | Support biodiversity

GHG Emissions | 2024–2026

Travelife annual performance • GHG intensity per guest night



8.66 2024 ACTUAL
kg CO₂e / guest night

9.04 2025 BASELINE
+4.4% vs 2024

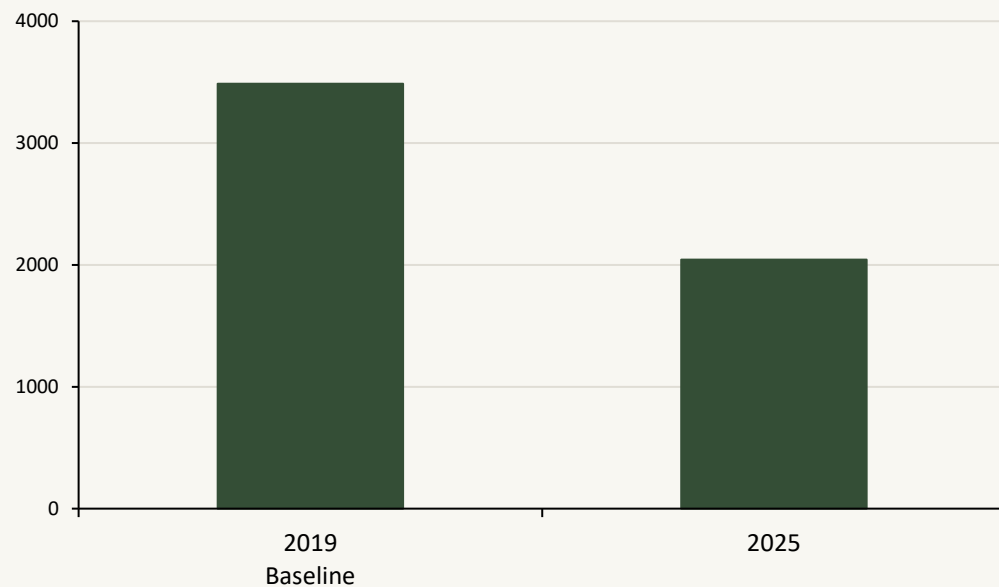
8.71 2026 ACTUAL
-3.7% vs 2025

2027 TARGET • ≤ 8.27 kg CO₂e / guest night
5% reduction vs 2026 actual

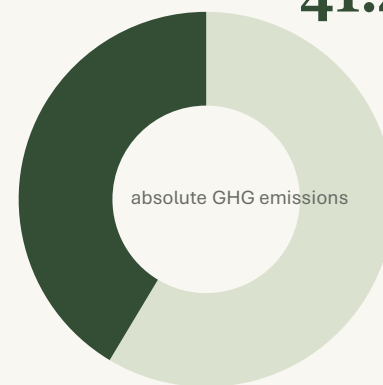
GHG Emissions | 2019 Baseline vs 2025

Lindos Imperial • Climate

Total GHG emissions (t CO₂e)



Share
-41.4%

1,443 t CO₂e avoided vs 2019**3,487**

2019 BASELINE

t CO₂e total emissions**2,044**

2025 ACTUAL

t CO₂e total emissions**1,900**

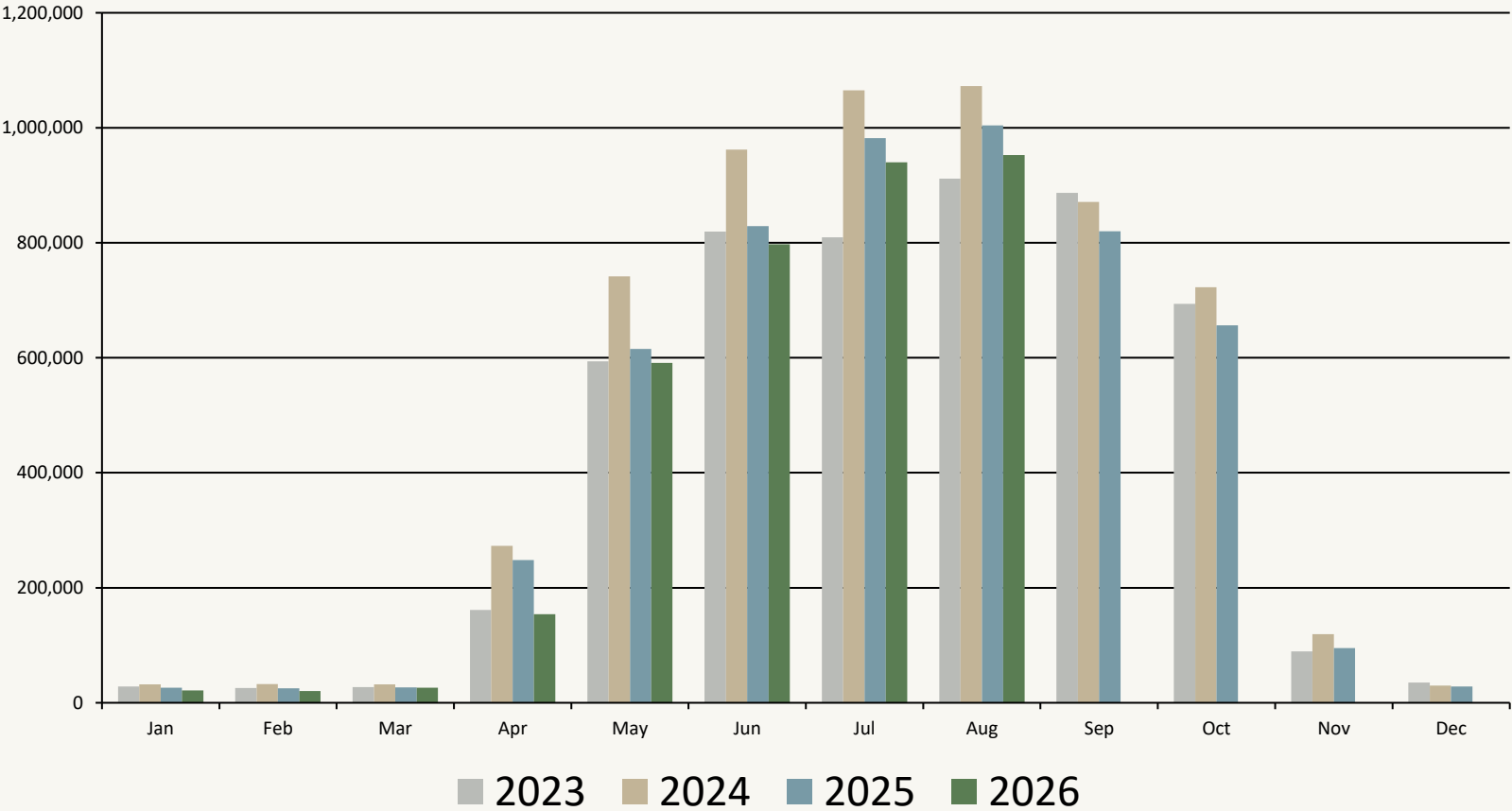
2026 TARGET

kg CO₂e / overnight

Absolute emissions fell by 41.4%.

Energy Management

Monthly electricity consumption • 2023–2026



-5.1%

VS AUGUST 2025

Lower monthly consumption

-6.8%

JAN–AUG 2026

Change vs same period 2025

23 kWh

2026 TARGET

Electricity per bednight

2027: TARGET ≤ 22 kWh / pp bednight

2025 includes full-year electricity consumption through December. 2026 data available through August.

Energy Management Actions | 2026

Actions implemented during 2026 to strengthen energy efficiency, monitoring and greenhouse-gas management.

1

Performance monitoring

Monthly monitoring of electricity consumption and energy indicators, including comparison with previous periods.

2

Energy efficiency

Operational review of energy-consuming equipment and preventive maintenance to support efficient performance.

3

Awareness & communication

Sustainability information and practical energy-saving guidance for employees and guests.

4

GHG monitoring

Energy data incorporated into the 2026 greenhouse-gas footprint and annual sustainability assessment.

5

Management follow-up

Energy performance and improvement opportunities reviewed through QHSE monitoring and management processes.

6

Continuous improvement

Identification of further opportunities to reduce unnecessary consumption and improve energy performance per guest overnight.

Energy Management Actions | 2027

Priority actions for the next operating period, supporting the target of ≤ 22 kWh per guest overnight.

1

22 kWh target

Monitor progress toward the 2027 electricity target of ≤ 22 kWh per guest overnight.

2

Monthly KPI review

Track total kWh and kWh/guest overnight monthly, with trend analysis against 2026 and previous years.

3

Maintenance optimisation

Strengthen preventive maintenance and timely follow-up of energy-related technical issues.

4

Operational controls

Review operating schedules and practices for major energy-consuming equipment to minimise unnecessary use.

5

Staff engagement

Continue targeted awareness and practical energy-saving guidance for departments and employees.

6

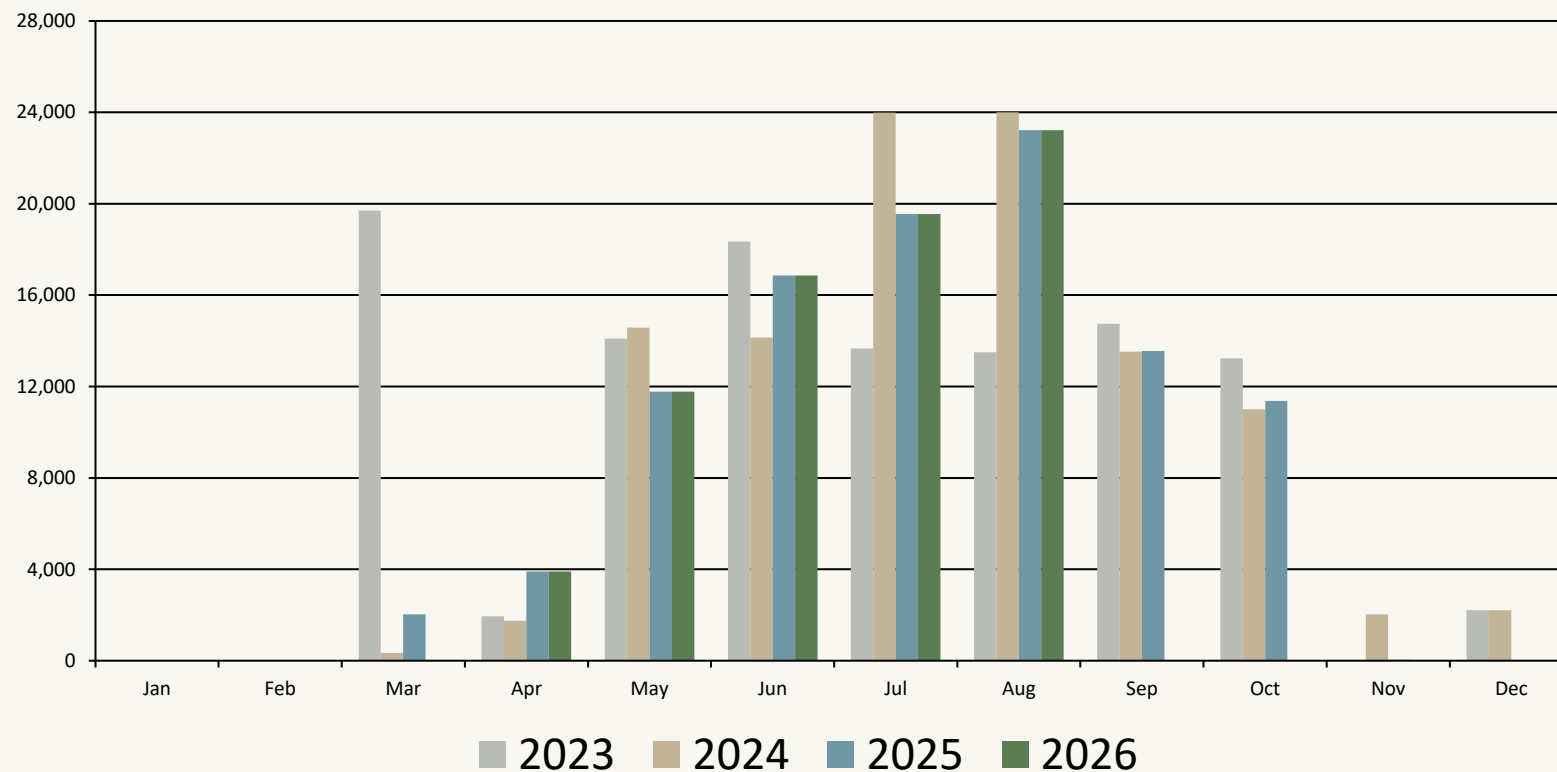
Management verification

Review progress, deviations and corrective actions through QHSE follow-up and Management Review.

2027 TARGET • ≤ 22 kWh / pp bednight

Water Management

Monthly water consumption (m³) • 2023–2026



-2.6%

JAN-AUG 2026

Change vs same period
2025

0.46 m³

2026 INDICATOR

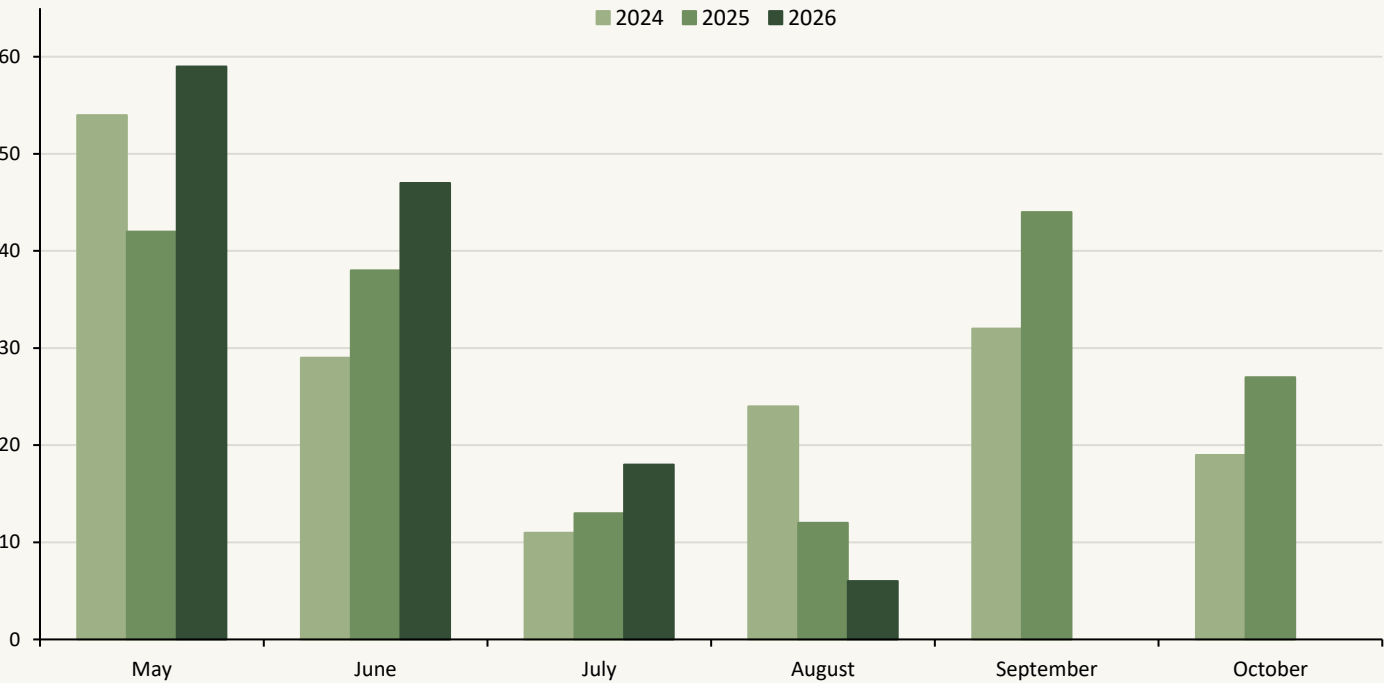
Water per bednight

2027: TARGET ≤ 0.45 m³ / pp bednight

2026 data available through August. 2023 data corrected using the monthly values supplied.

GO GREEN | Guest Participation

Rooms choosing reduced towel & linen replacement



2026 data available through August • September–October pending



2026 • MAY–AUG

130

recorded GO GREEN
room participations

+23.8%
vs May–Aug 2025

ENVIRONMENTAL BENEFIT

Reduced towel and linen replacement supports lower water use, energy demand and detergent consumption.

Guest choice → measurable operational action

Water Management Actions | 2026

Actions implemented during 2026 to strengthen water efficiency, monitoring and responsible water use.

1

Consumption monitoring

Monthly monitoring of water consumption and water-use indicators, including m³ per guest overnight.

2

Water quality controls

Routine monitoring of potable water, pools and relevant water systems through internal and external controls.

3

Leak identification

Operational checks and follow-up of identified leaks and abnormal consumption to reduce avoidable water loss.

4

Pool management

Daily pool controls, cleaning and backwash practices monitored to support safe and efficient water use.

5

Irrigation practices

Irrigation carried out during suitable hours, avoiding watering during rainfall and using separated irrigation zones.

6

Performance follow-up

Water performance and improvement opportunities reviewed through QHSE monitoring and annual sustainability assessment.

Water Management Actions | 2027

Priority actions for the next operating period, supporting the target of $\leq 0.45 \text{ m}^3$ per guest overnight.

1

0.45 m³ target

Monitor progress toward the 2027 water target of $\leq 0.45 \text{ m}^3$ per guest overnight.

2

Monthly KPI review

Track total m³ and m³/guest overnight monthly, with trend analysis against 2026 and previous years.

3

Leak reduction

Prioritise corrective actions for identified leaks and strengthen preventive checks across water systems.

4

Irrigation efficiency

Improve irrigation controls and assess timer-based operation where practical to reduce unnecessary water use.

5

Pool optimisation

Review pool cleaning and backwash practices to maintain safety while minimising avoidable water consumption.

6

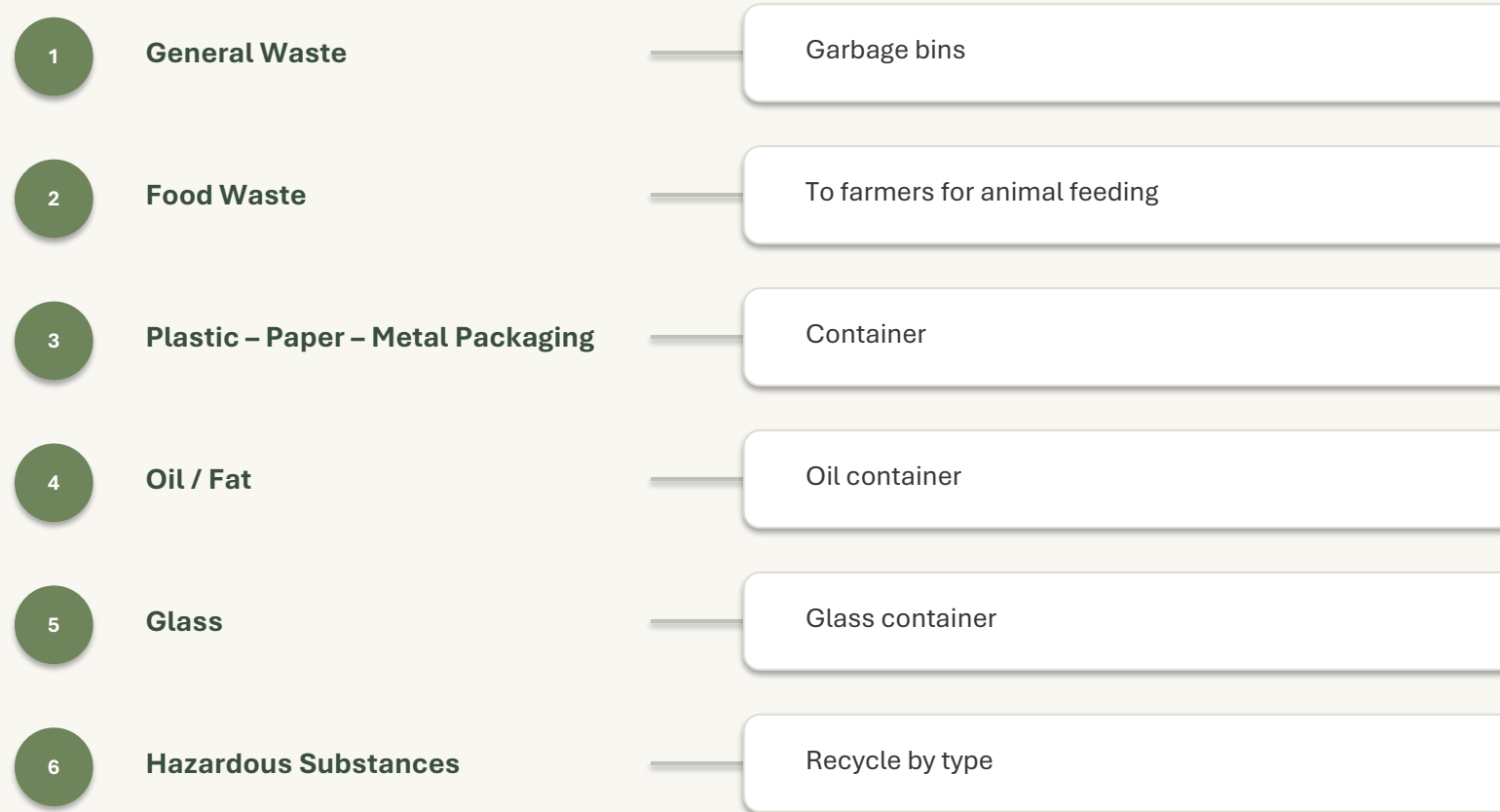
Management verification

Review progress, deviations and corrective actions through QHSE follow-up and Management Review.

2027 TARGET • $\leq 0.45 \text{ m}^3$ / pp bednight

Waste Management

Main waste flows



Waste Management Actions | 2026

Key waste streams and management practices implemented during the 2026 operating period.

1

Recyclable waste

Separate collection of paper/cardboard and glass, supporting recycling and reducing mixed municipal waste.

2

Special waste streams

Batteries, lamps, toners and WEEE are collected separately and stored safely pending appropriate collection.

3

Used oils

Used cooking oils and other applicable waste oils are kept in designated containers and managed separately.

4

Construction & bulky waste

Construction debris, scrap metal, wood, pallets and bulky items are separated and directed to the appropriate recovery or disposal route where applicable.

5

Food & organic waste

Food and organic waste generation is monitored, with focus on reducing avoidable waste and improving recovery options.

6

Traceability & records

Contracts, collection records, invoices and available waste quantities are maintained to support traceability and sustainability reporting.

RESOURCE EFFICIENCY • Reverse Osmosis soft water supports more efficient use of detergents and softeners in Kitchen, Laundry & Housekeeping.

Waste Management Actions | 2027

Priority actions to strengthen separation at source, waste reduction, traceability and circularity.

1

Plastic & aluminium separation

Introduce and strengthen separation at source for plastic and aluminium packaging across relevant hotel departments.

2

Food-waste reduction

Set and monitor a measurable food/organic waste indicator and identify actions to reduce avoidable food waste.

3

Expanded recycling points

Improve the location, labelling and accessibility of dedicated collection points for key recyclable and special waste streams.

4

Quantitative monitoring

Strengthen monthly recording of waste quantities by stream to support trend analysis and year-on-year comparison.

5

Supplier & contractor follow-up

Maintain evidence from authorised collectors and review opportunities for recovery, recycling and responsible procurement.

6

Circularity & reuse

Increase reuse and recovery of pallets, wood, furniture, equipment and other materials before disposal whenever feasible.

2027 FOCUS • Less mixed waste • Better separation • Measurable reduction • Stronger traceability

Waste Management Objectives | 2026 → 2027

Progressing from waste monitoring and separation towards measurable reduction and stronger circularity.

2026 OBJECTIVES

01

Monitor food & organic waste

Establish and monitor the organic/food-waste indicator per guest overnight.
organic/food-waste indicator to ≤ 0.45 per guest overnight through prevention and monitoring.

02

Strengthen waste separation

Maintain separate collection of key recyclable and special waste streams.

03

Improve traceability

Maintain contracts, collection records and available quantities for waste-management evidence.

2027 OBJECTIVES

01

Reduce organic waste to ≤ 0.43

Lower the organic/food-waste indicator to ≤ 0.43 per guest overnight through prevention and monitoring.

02

Expand separation at source

Introduce and strengthen dedicated separation of plastic and aluminium in relevant operational areas.

03

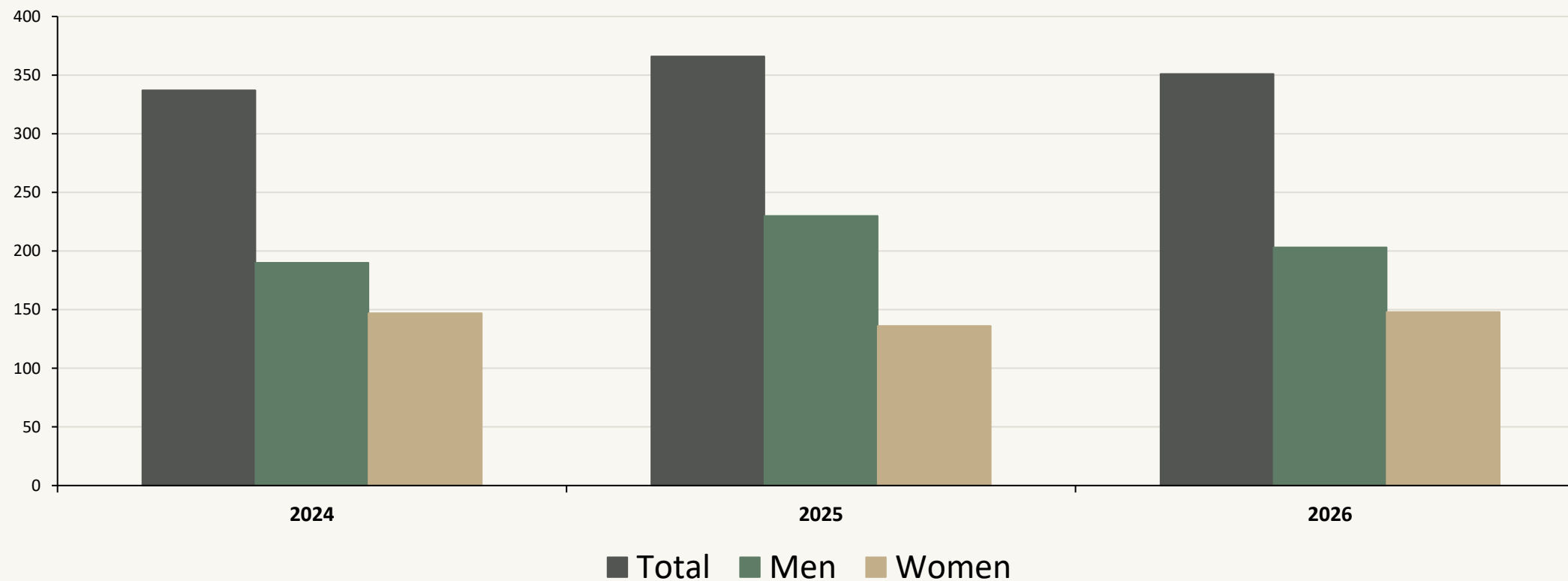
Measure & compare waste streams

Improve quantitative recording by waste stream and review performance against previous years.

2027 DIRECTION • Less organic waste | Better separation | Measurable performance

Workforce Demographics | 2024–2026

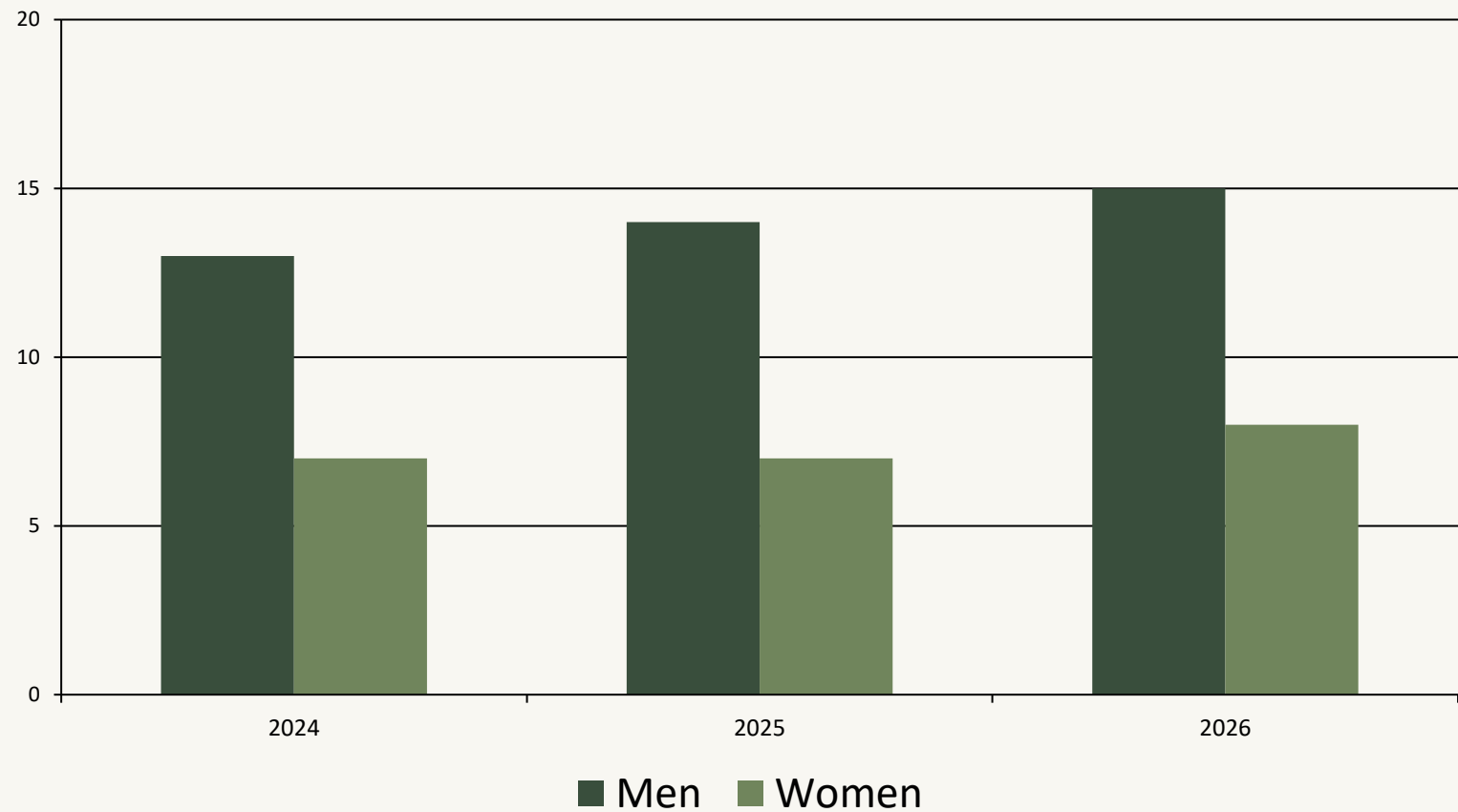
Lindos Imperial • Total employees and gender distribution



2026 workforce: 351 employees • 203 men (57.8%) • 148 women (42.2%)

Administrative Staff | Gender Distribution

Lindos Imperial • 2024–2026



Administrative staff increased.

2024

20 total

13 men • 7 women

2025

21 total

14 men • 7 women

2026

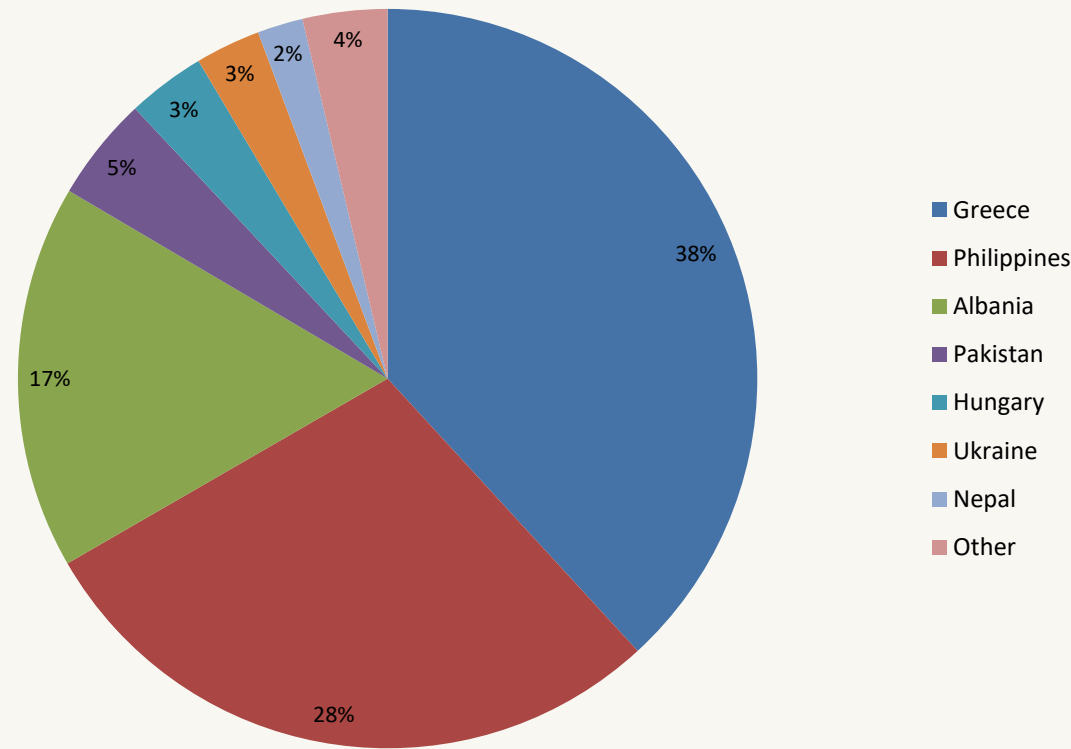
23 total

15 men • 8 women

Employment

Employee Nationalities | Lindos Imperial 2026

351 employees • diverse international workforce



38.2%

Greece • 134 employees

28.5%

Philippines • 100 employees

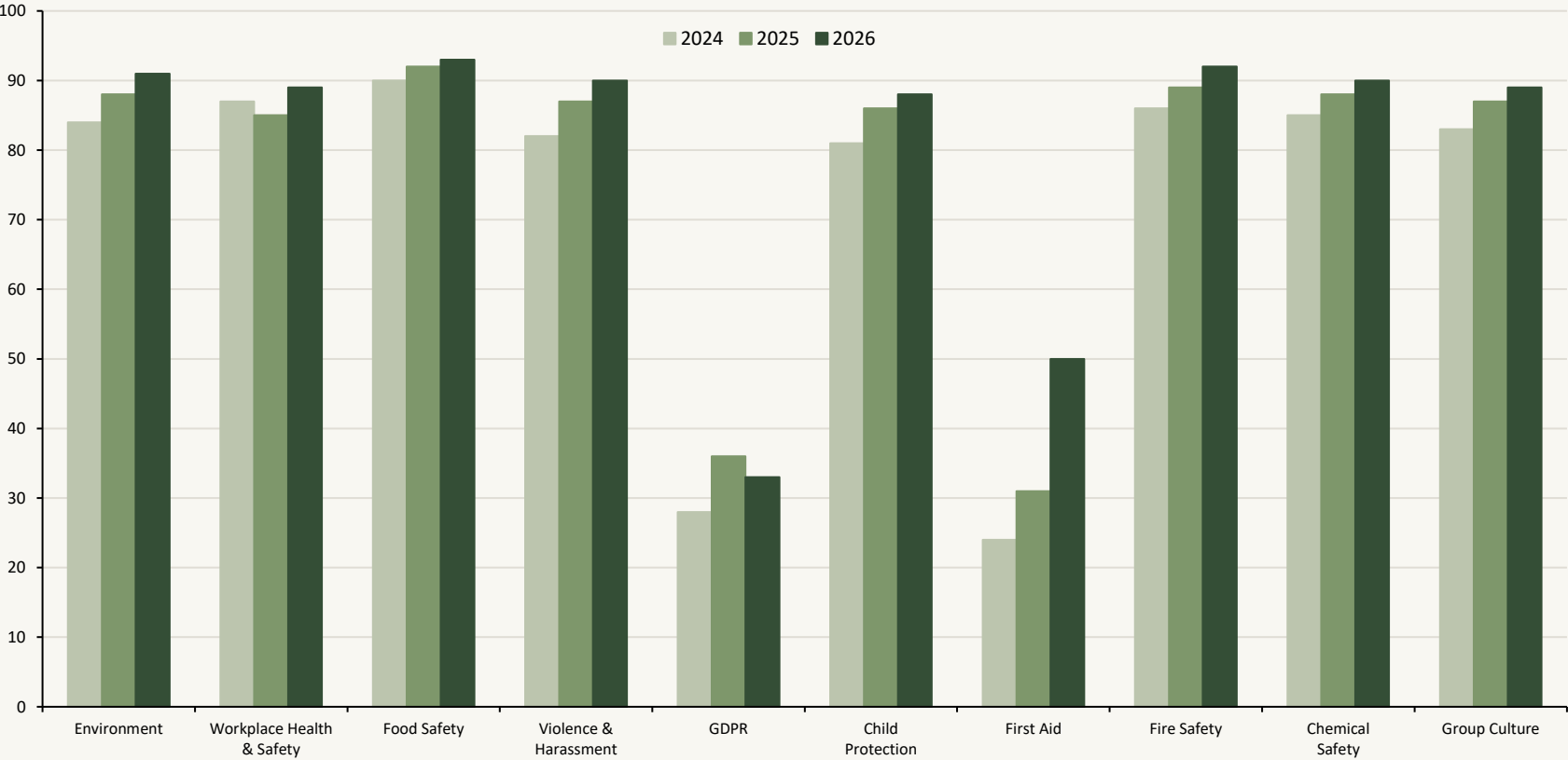
16.8%

Albania • 59 employees

Source: Lindos Hotels HR statistics, 1st half 2026. "Other" groups nationalities with fewer than 7 employees.

Employee Training Development | 2024–2026

Indicative trend in employee training activity across key compliance and sustainability topics



2026 vs 2025

≈ +8%

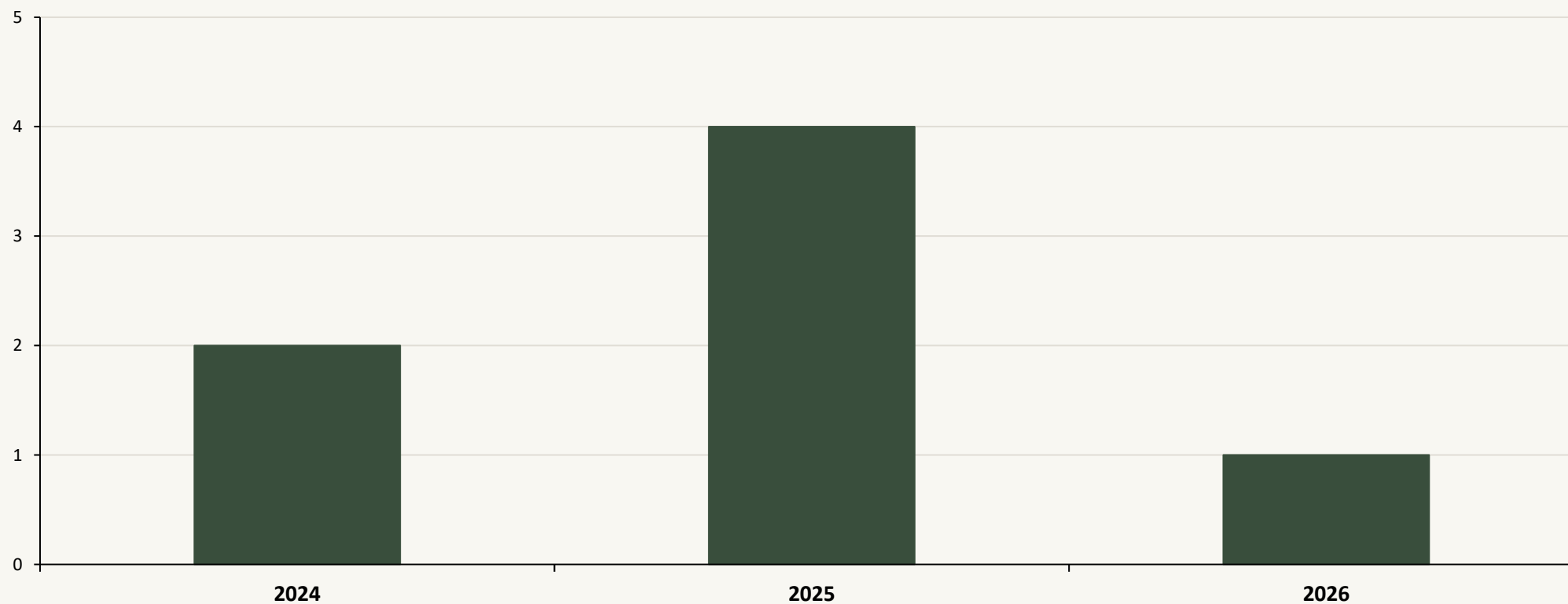
overall training activity

FIRST AID • 2026

50%

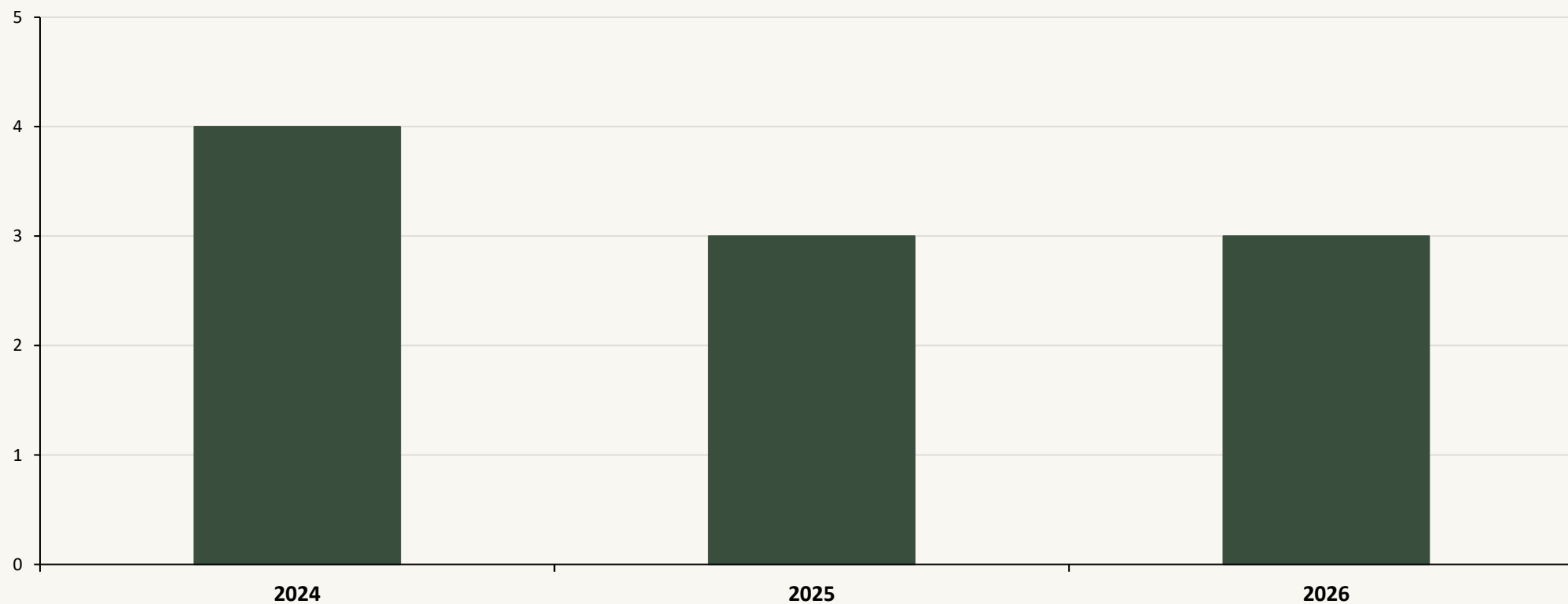
of personnel targeted / trained
CPR & Heimlich

Workplace Accidents | 2024–2026



2026 • 1 recorded workplace accident

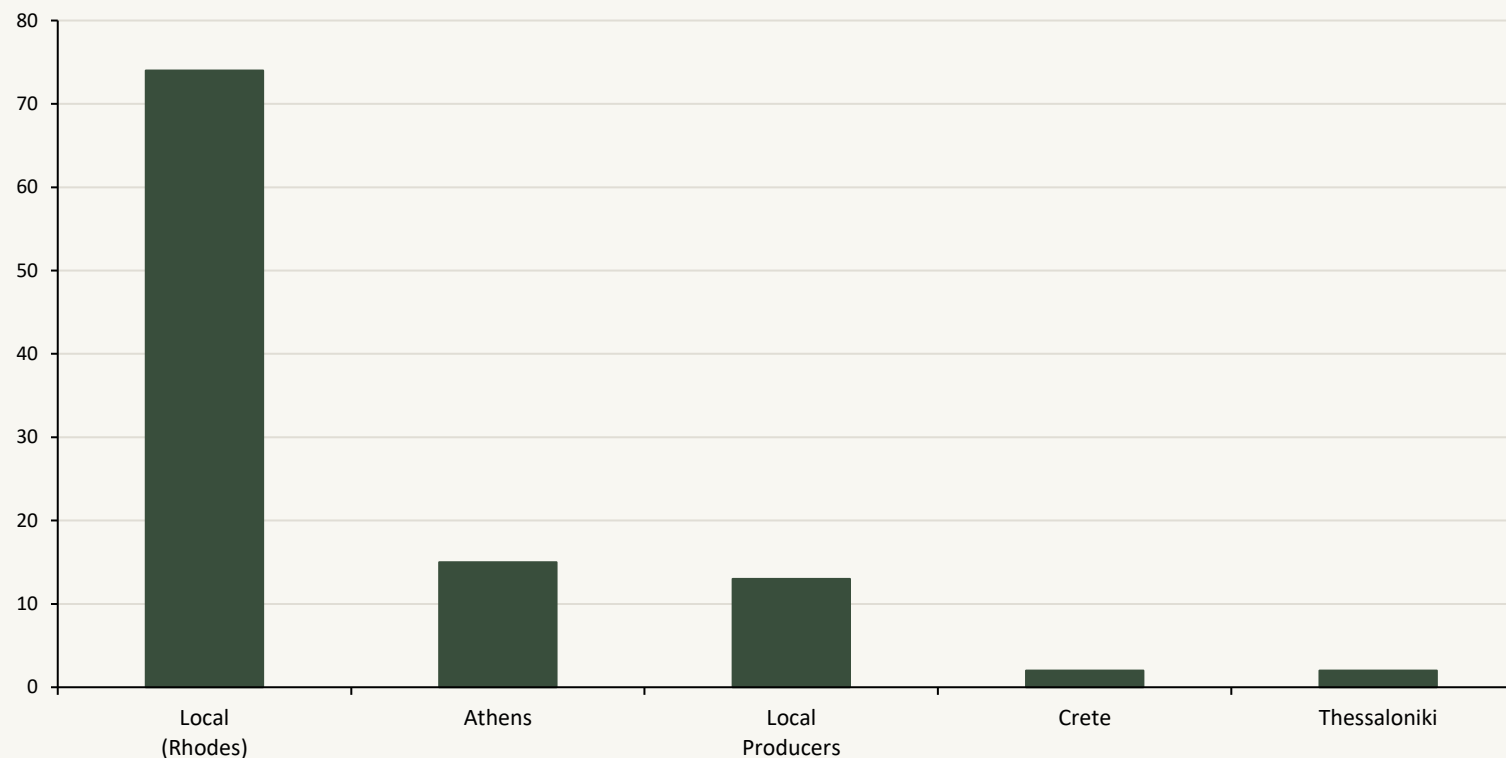
Formal Staff Complaints | 2024–2026



2026 • 3 formally recorded staff complaints

Responsible Sourcing | Supplier Network

Lindos Imperial • Local purchasing and supplier distribution



Strong local network

74 suppliers are classified as local, reinforcing the hotel's connection with the Rhodes economy.

Supporting local producers helps strengthen the island's supply chain and local economic value.

Local Community | 2026

Community engagement & environmental volunteering



Tree Planting

Participation in local tree-planting initiatives and environmental restoration actions.



Beach Clean-ups

Volunteer beach-cleaning actions supporting a cleaner coastal environment and local destination.



Staff Blood Donation

Employee participation in voluntary blood donation, supporting social solidarity and community needs.

2026 focus • Active participation of employees in initiatives that strengthen environmental awareness, social contribution and connection with the local community.

Local Community | Active Citizenship

Community support & participation initiatives



Community Support

Collaboration with the Rhodes Hairdressers' Association to support the creation of wigs for people undergoing cancer treatment.



Rhodes Marathon

Participation of Lindos Hotels employees in the Rhodes Marathon, promoting wellbeing and active engagement with the local community.



World Tourism Day

Participation in World Tourism Day activities, highlighting local hospitality, culture and the value of tourism to the destination.



Food Donations

Donation of food supplies to local social-support organisations, including the Social Grocery of Rhodes, supporting people and families in need.

Active citizenship strengthens the hotel's connection with Rhodes through social contribution, volunteering and participation in local initiatives.

Protecting Rhodes' Biodiversity

Awareness • protection • responsible interaction with local flora and fauna



Guests and employees are informed about the local flora and fauna of Rhodes, the importance of protecting natural habitats and responsible behaviour towards wildlife.

2026 ACTIONS

- Awareness on local flora, fauna and protected species
- Protection of coastal and marine habitats
- Beach clean-ups and tree-planting activities
- Responsible wildlife interaction and animal-welfare practices

2027 TARGET

Biodiversity Action Plan

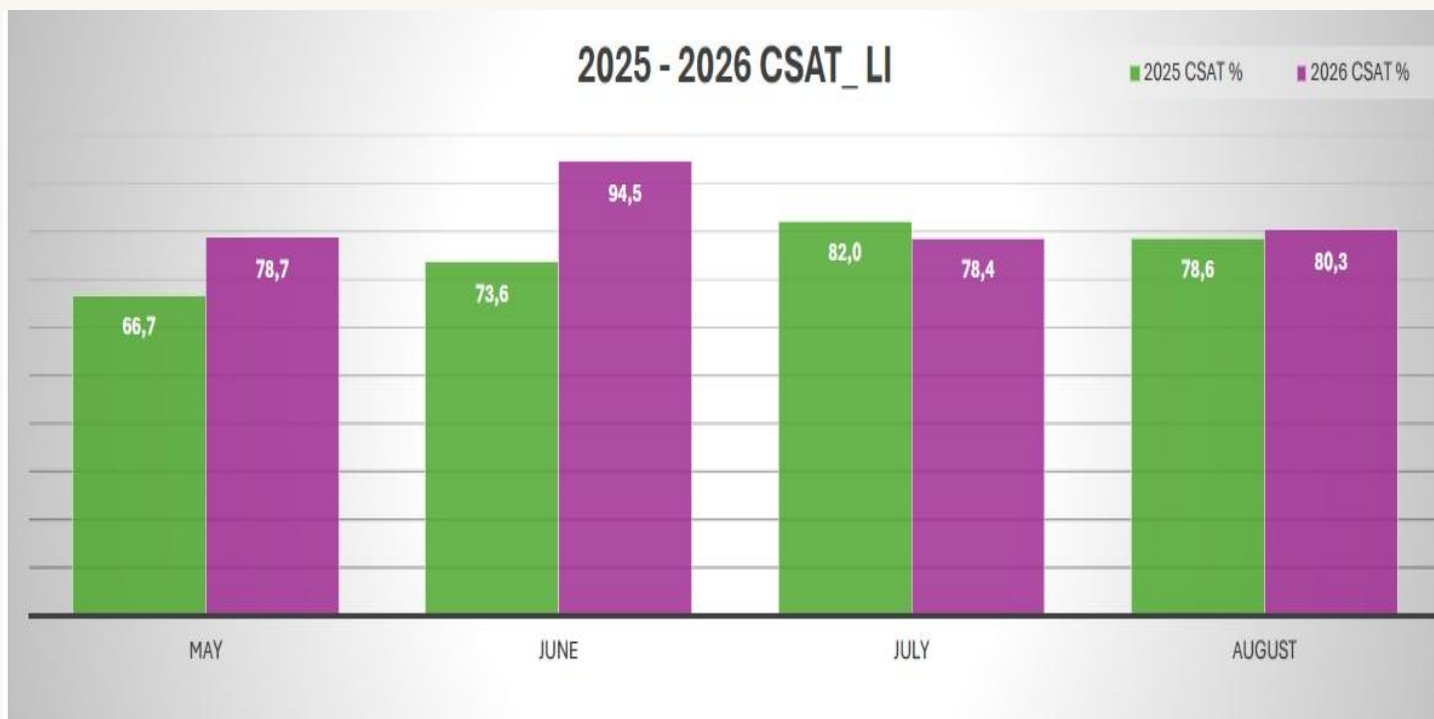
Structured monitoring and protection of local biodiversity, coastal ecosystems, awareness/signage and continued environmental actions, with QHSE follow-up.

OUR GOAL • Protect the unique biodiversity of Rhodes and minimise our impact on local ecosystems.

Guest Satisfaction

2025–2026 CSAT PERFORMANCE

Guest satisfaction strengthened overall during the 2026 season, with particularly strong performance in June.


78.7%

MAY 2026

+12.0 pp vs 2025

94.5%

JUNE 2026

+20.9 pp vs 2025

80.3%

AUGUST 2026

+1.7 pp vs 2025

Overall 2026 trend: positive

Guest Information | 2026

Accessible guest information through digital, personal and on-site communication

1

HotelToolbox

Digital Guest Information

Central digital platform for hotel information, services, facilities, restaurants & bars, sustainability information and useful guest guidance.

2

Reception

In-person Information

Direct assistance and information for guests regarding hotel services, facilities, requests and operational guidance.

3

Guest Relations

Guest Support

Personal communication and support throughout the stay, including enquiries, feedback and assistance with guest needs.

4

Information Boards

On-site Communication

Key hotel, operational and sustainability information displayed in accessible public areas for guests.

2026 Objectives → Progress → 2027 Priorities

Lindos Imperial • consolidated sustainability objectives and next steps

AREA	2026 OBJECTIVE	WHERE WE ARE NOW		2027 TARGET / NEXT STEP
ENERGY	Reduce energy intensity	ON TRACK	2026 performance improving; consumption monitored against 2025	≤ 22 kWh / bednight Continue optimisation & monthly KPI review
GHG	Reduce GHG intensity vs 2025 baseline	ACHIEVED	2026 indicator: 8.71 kg CO ₂ e / guest night	≤ 8.27 kg CO ₂ e / guest night Further reduction in emissions intensity
WATER	Reduce water use per bednight	ON TRACK	2026 indicator: 0.46 m ³ / bednight	≤ 0.5 m ³ / bednight Leak control & improved irrigation efficiency
WASTE	Reduce food waste & improve separation	IN PROGRESS	Organic-waste monitoring strengthened; recycling streams maintained	Further reduce organic waste Separate plastics & aluminium at source
BIODIVERSITY	Protect local flora, fauna & natural habitats	ON TRACK	Guest/staff awareness • beach clean-ups • tree planting	Formal Biodiversity Action Plan Monitoring & invasive-species screening
LOCAL COMMUNITY	Strengthen positive local contribution	ON TRACK	Community support • environmental actions • local sourcing / donations	Annual Local Community Action Plan Measurable activities, participation & impact
RESPONSIBLE SOURCING	Strengthen local & sustainable purchasing	IN PROGRESS	Local sourcing monitored; supplier sustainability criteria strengthened	Increase measurable local / certified sourcing Continue supplier ESG criteria

OUR SHARED COMMITMENT

Together for a Sustainable Future

Small choices during every stay can help protect the environment and preserve Rhodes for the future.

-
- **Save energy** Switch off lights and air-conditioning when not needed.
 - **Save water** Reuse towels and linen whenever possible.
 - **Reduce waste** Use recycling points and avoid unnecessary single-use materials.
 - **Respect our environment** Help us protect beaches, wildlife and the local community.
 - **Travel responsibly** Choose walking or public transport whenever practical.



Small actions. Shared responsibility. Lasting impact.

Thank you for being part of our sustainability journey.