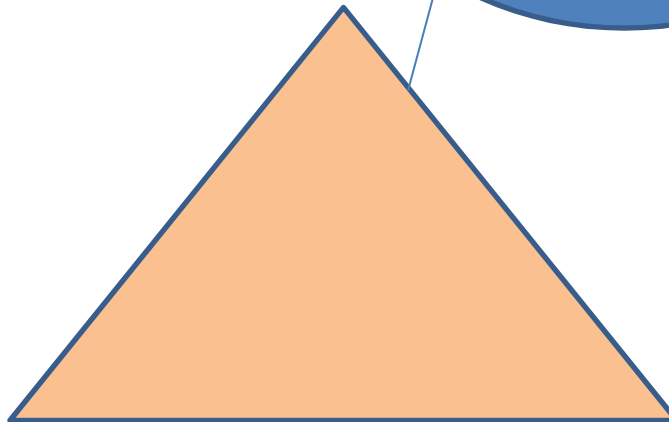
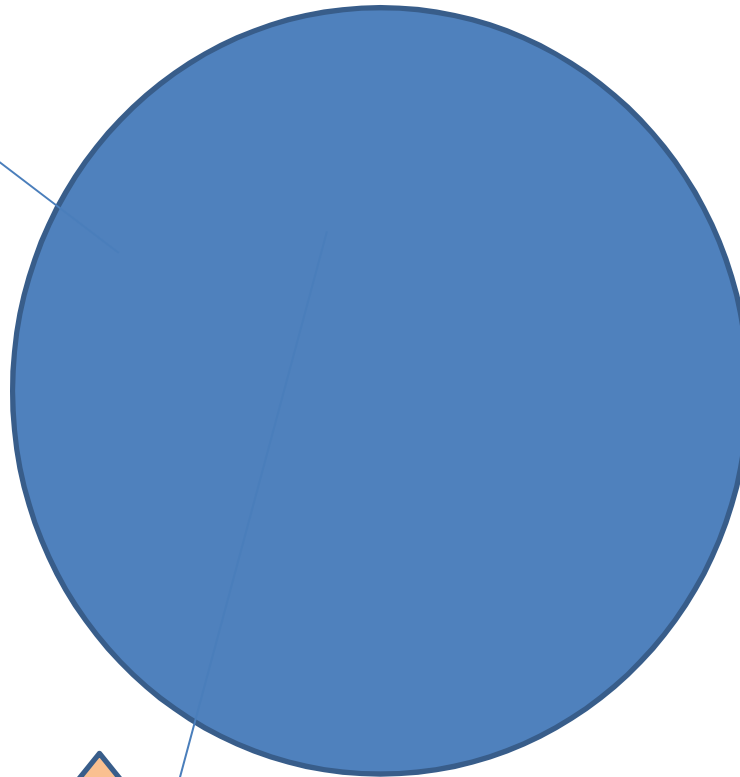




EDEN ROC
SUNSTAINABILITY REPORT
2017





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ABOUT EDEN ROC

At Eden Roc Resort Hotel & Bungalows we blend serenity and understated elegance with exceptional service, to create an oasis of tranquility. The cutting edge of luxury on the banks of a beautiful bay between Rhodes Town and Kalithea.

As one of the best resort hotels in Rhodes, Eden Roc is known for its legacy. With our quietly luxurious rooms, suites and beautiful bungalows, our cherished location on the beach and our innate dedication to our guests, we invite you to immerse yourself in the experience.

Ideally situated, the Eden Roc seems at first like an island on its own and offers an exceptional tropical paradise locale with unrivalled beachfront sophistication and authentic Greek hospitality. The visual delight of the Aegean Sea and the uninterrupted stretch of pristine golden sandy beach complement the collage of lush gardens and sparkling waters.

VISION

At the EDEN ROC we are committed to continuously working on promoting alternative tourism, such as agricultural and marine. It is our belief that this can only be obtained with continuous effort from all the Owners and the personnel which includes employs and suppliers in collaboration with the local community.

One of the goals of our business is to obtain a high level of sustainability as well as a low level of environmental affects; therefore we try our best to reduce all the possible negative operational impacts on the environment.

At EDEN ROC, sustainable, responsible behavior is a priority. By finding innovative ways to do more with less, we aim to drive sustainability efforts and build resilience into our properties in order to continue positively impacting the communities in which we operate.

EMPLOYEES

Here, at the EDEN ROC hotel, we take pride in our personal relationship with the hotels personnel. This leads to an increase of staff performance and happiness and this shows in our guest reviews were they constantly felicitate us on our employees.

In order to ensure safe and equal working conditions, we have written a Human resource policy as well as a Health and Safety policy for the Hotel, but also we make sure that employees are paid above the National minimum wage.



In 2016 & 2017, EDEN ROC made an employ handbook that has been handed out to all employees which explains all their rights and responsibilities towards the hotel and its guests.

Also, in an effort to protect guests and employees of the company, a quality assurance procedure handbook has been written in 2016.

Also, to ensure good working relations between our personnel, as well as contributing to the local community we have made sure that a large amount of locals are working in the hotel.

GOALS REACHED: In the last sustainability report (2016) there were some goals set for 2016 witch have all been reached. These goals were to write an employ handbook, as well as a quality assurance procedure handbook.

GOALS BY THE END OF 2017: The Company needs to continue its efforts in making the EDEN ROC a safe and secure working place for its employees. For this reason the company will ensure that all employs get more training to ensure quality and safety procedures are kept.

ENVIRONMENTAL IMPACTS

A leading goal here at the EDEN ROC is a constant effort to reduce the environmental impact of operating the hotel. In order to do so, at the end of 2015, management started working on the reduction of energy and water usage at the hotel as well as waste management. The company started monitoring monthly use of each energy source, therefore calculating the consumption per guest for each month as well as per year.

This effort has continued through the following years, enhancing and better organizing the procedures in order to get a better outcome of the monitoring process.

In order to minimize the environmental impact of the hotels operation, the Company has introduced a Sustainability policy. Also, signs have been put in all areas of the hotel to inform and remind guests and staff to be environmentally responsible.

During the first eight months of the year 2016 EDEN ROC hotel hosted 100.170 guest compared with 85.935 during the same period of 2015.

Electricity

During the first eight months of 2016 the energy consumption was **4.182,60 kwh** , while **4.400,20 kwh** in 2015. This comes to a total of 0,309 kwh in 2016 per person regarding ,0386 kwh per person in 2015. This comes to a decrease of **20.00 %**.

Electricity

In order to reduce consumption, management has started the following:

1. Uses of solar energy for water heating purposes and reduce energy loss with full insulation of the transfer pipes.
2. Monitor and adjust the temperature of the central air conditioning system, according to the external weather conditions.
3. Wholly replaced our lamps with new ones, providing reduced energy consumption
4. Use the magnetic key cards as in-room power enablers, so as to stop the operation of all electrical facilities, except the refrigerator and the red charger plug.
5. Staff and guests' consciousness (place notices suggesting ways that staff and guests can minimize electricity consumption around the complex).
6. Electricity consumption monitoring
7. Switch off computers
8. Limited usage of electronic appliances
9. Lower cooling when there are no guests
10. Lower cooling/heating temperature

Propane

During the first eight months of 2016 propane consumption was 26200 lit while in the same period of 2015 consumption was 20500 lit. This comes to an increase in consumption that is close to **39%**.

In order to continue reducing consumption we will go through with the following:

1. Staff training to minimize usage

Propane

2. Better maintenance of our machines
3. Change of menu in order to use less propane
4. Raise guest awareness
5. Propane consumption monitoring

Water

During the first eight months of 2016 water consumption was 31.962 m³ while in 2015 consumption was 31.265 m³. This comes to a consumption of 0.33m³ per person in 2016, while the consumption in 2015 was 0.36, therefore obtaining a reduction of **8.33%**.

In order to further reduce consumption the management is going forward with the following.

1. The hotel has its own water well in order to reduce consumption of water
2. We install water flow restrictors in the taps and showers, lower water level in toilet flushes and monitor possible leaks.
3. Raise environmental awareness of our guests through room leaflets and reminders in the bathrooms and WC's.
4. Staff training to minimize usage
5. Water consumption monitoring
6. Using of a highly rated water-efficient showerhead (10 lit/min) rather than older models (20 to 30 lit/min). Using water efficient showers reduces the volume of hot water needed as well as the energy required to heat the water.
7. Using only full loads in the kitchen and laundry washing machines unless they have the option of a smaller load setting.
8. Operate dishwashers and washing machines on the Economy cycle.
9. Watering plants and garden in the early evening or later .
10. Automatic watering systems are turned off in rainy periods.



Waste

The consumption of waste in cartons, glass bottle the monitoring started this year and kitchen oil for the first seven months of 2016 has been reduced for the same period of 2015.

Kitchen oil: same waste consumption for the two periods

In order to reduce consumption we have done the following:

1. Recycle all used cooking oil.
2. Prefer packaging that doesn't make waste.
3. Use technology (e-mails) to send report within the company in order to reduce paper use.
4. Communicate with guests in order to discourage the use of any packages that produce waste.

MISCELLANEOUS

Regarding environmental procedures, management of EDEN ROC do as much as possible to ensure a safe environment for their guests, reducing as much as possible their ecological footprint.

Some of the procedures used are the following

1. Return all used batteries and we recycle all electrical & electronic equipment.
2. Use LPG in the kitchen & at other public areas.
3. Only select detergents that are eco-friendly for housekeeping as well as the swimming pools.
4. Follow all necessary regulations according the law towards sustainability.



GOALS REACHED: The following table shows the progress the hotel has made regarding the goals that were set in 2015.

TYPE	GOALS	REACHED
ELECTRICITY	2,00%	-20.07%
PROPANE	6,00%	+39,00%
WATER	6,00%	-8.33%

We can see that the goals have been reached in a very high degree in electricity, water and waste usage, while there is still work to be done in saving Propane as the percentage increase +39% of a goal of 6% .

GOALS BY THE END OF 2017: By following the above, EDEN ROC has set a goal of reducing energy consumption in 2017 by:

1. Propane consumption will be reduced by 2% .

The following tables show the monthly consumption of electricity, water, oil and propane.

HOTEL "EDEN ROC"																				
ENERGY MANAGEMENT (ELECTRIC ENERGY)																				
	Occupancy				Totals				Energy Consumption per Guest											
	2013	2014	2015	2016	2013		2014		2015		2016		2013		2014		2015		2016	
					kWh	€	kWh	€	kWh	€	kWh	€	kWh	€	kWh	€	kWh	€	kWh	€
January										8.792,79		10.081,24								
February										8.428,38		9.782,21								
March										11.001,40		10.373,16								
April			0	3.721						35.778,71		93.519,92						#DIV/0!		25,13
May			13.593	17.545						172.765,46		210.923,35						12,71		12,02
June			21.464	23.164						240.259,43		305.796,40						11,19		13,20
July			26.160	27.845						307.610,32		360.134,89						11,76		12,93
August			24.718	27.895						327.217,41		356.475,28						13,24		12,78
September			19.437							290.124,15								14,93		#DIV/0!
October			8.546							169.680,47								19,85		#DIV/0!
November										10.914,46								#DIV/0!		#DIV/0!
December										10.312,61										#DIV/0!
TOTAL		0	113.918	100.170			0	0	1.592.885,59	0	1.357.086,45	0						13,98		13,55

GOALS

Reduce our energy consumption for the tourist season of 2016 by 2% by gradually replacing conventional light bulbs and electronic equipment to energy class A* equipment
 Communicate to our staff the importance of reduction of energy consumption through environmental training in the year 2016
 Communicate our efforts to our costumers for the reduction of energy consumption through room leaflets and reminders

HOTEL "EDEN ROC"										
WATER MANAGEMENT										
	Occupancy		2015		2016		2015		2016	
	2015	2016	m3	€	m3	€	m3	€	m3	€
	January			0		0		#DIV/0!	#DIV/0!	#DIV/0!
February			0		0		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
March			0		0		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
April	0	3.721	0		0		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
May	13.593	17.545	5709		5614		0,42	0,00	0,32	0,00
June	21.464	23.164	7950		7180		0,37	0,00	0,31	0,00
July	26.160	27.845	9156		9188		0,35	0,00	0,33	0,00
August	24.718	27.895	8450		9980		0,34	0,00	0,36	0,00
September	19.437		2840		0		0,15	0,00	#DIV/0!	0,00
October	8.546		2183		0		0,26	0,00	#DIV/0!	#DIV/0!
November			0		0		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
December			36288		37288		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
TOTAL	85.935	100.170	31265		31962		0,36		0,32	0,00

GOALS

Better monitoring of water consumption for the tourist season 2015 on a month to month basis in order to set realistic g
 Reduce of water consumption for the tourist season of 2016 by 2% by installing water flow restrictors in the taps and shc
 Communicate to our staff the importance of the reduction of water consumption through environmental training in the
 Communicate our efforts to our costumers for the reduction of water consumption through room leaflets and reminder:

HOTEL "EDEN ROC"																				
ENERGY MANAGEMENT (PROPANE GAS)																				
	Occupancy				Totals								Energy Consumption per Guest							
	2013	2014	2015	2016	2013		2014		2015		2016		2013		2014		2015		2016	
					LIT	€	LIT	€	LIT	€	LIT	€	LIT	€	LIT	€	LIT	€	LIT	€
January									0		0									
February									0		0									
March									0		0									
April			0	3.721					1.500		1.500						#DIV/0!		0,40	
May			13.593	17.545					3.000		5.000						0,22		0,28	
June			21.464	23.164					3.000		4.000						0,14		0,17	
July			26.160	27.845					3.000		5.700						0,11		0,20	
August			24.718	27.895					4.000		4.000						0,16		0,14	
September			19.437						3.500		6.000						0,18		#DIV/0!	
October			8.546						2.500								0,29		#DIV/0!	
November									0											
December									0											
TOTAL			113.918	100.170					20.500		26.200			#DIV/0!	#DIV/0!	0,00	0,00	0,18	0,26	0,00

GOALS

Better monitoring of propane gas consumption for the tourist season 2015 on a month to month basis in order to set realistic goals for its reduction
 Communicate to our staff the importance of the reduction of energy consumption through environmental training in the year 2016

HOTEL "EDEN ROC"																				
ENERGY MANAGEMENT (OIL)																				
	Occupancy				Totals								Energy Consumption per Guest							
	2013	2014	2015	2016	2013		2014		2015		2016		2013		2014		2015		2016	
					LIT	€	LIT	€	LIT	€	LIT	€	LIT	€	LIT	€	LIT	€	LIT	€
January									0		0									
February									0		0									
March									0		0									
April			0	3.721					2.900		4.400						#DIV/0!		1,18	
May			13.593	17.545					4.983		5.399						0,37		0,31	
June			21.464	23.164					4.883,00		6.850						0,23		0,30	
July			26.160	27.845					5.800		4.503						0,22		0,16	
August			24.718	27.895					4.503		4.000						0,18		0,14	
September			19.437						4.000		4.001						0,21		#DIV/0!	
October			8.546						2.000								0,23		#DIV/0!	
November									0											
December									0											
TOTAL			113.918	100.170					29.069,00		29.153						0,26		0,29	

GOALS

Better monitoring of propane gas consumption for the tourist season 2015 on a month to month basis in order to set realistic goals for its reduction
 Communicate to our staff the importance of the reduction of energy consumption through environmental training in the year 2016

LOCAL COMMUNITY

One of the most important parts in obtaining a highly sustainable hotel is by making a positive social affect in the local community, as well as to the guests of the hotel.

In order to obtain a positive social affect the management has gone forward with the following within 2015 and 2016:

1. Made a Local Community policy
3. Have meetings with locals to obtain the best possible relationship .
4. Organize volunteer days and clean beaches
5. Use local businesses in all aspects of the hotel
6. Has been promoting Local gastronomy through the Greek Breakfast , the Greek night and with the Greek Tavern.

GOALS REACHED: In the last sustainability report (2015) there were some goals set for 2016 witch in a large percentage have been reached. The goals reached are as followed

1. Out of the 861 suppliers of the hotel, the 656 are local businesses, which comes to a percentage of 76.27% .
2. Employ a higher percentage of locals in the business.