



# Our Policies

# ENVIRONMENTAL POLICY

## *Our vision*

For Minoa Palace Resort growth is only meaningful when it can be in perfect harmony with the natural environment. Our environmental policy is directly connected with our desire to provide to all of our clients, qualitative holidays and excellent services that embrace and not burden our habitat.

## *Our goals*

Through our environmental policy we will:

- Ensure we comply with all applicable environmental laws and regulations
- Measure our environmental performance against our objectives and targets
- Train our staff on our environmental commitments, so that they understand the role they play in delivering our objectives and targets
- Make environmental considerations an important aspect of decision-making
- Work diligently to minimize our waste stream and conserve natural resources, particularly through energy and water conservation
- Value the natural and cultural heritage of our properties, allowing us to give our guests an authentically local experience and
- Invite our guests to support our efforts to reduce our environmental impact

## *Our objectives*

To achieve our environmental goals in 2018, we will:

- . achieve and maintain our Travelife for Hotels & Accommodations award
- . maintaining and possibly reduce our energy consumption compared to 2016 by installing energy-efficient lighting where not applicable yet
- . reduce our water consumption by **15%** compared to 2017 by implementing new method of cleaning using mops and by installing water flow restrictors in the taps and showers in the rooms and in the public WCs
- . reduce the waste we send to landfill by 10% compared to 2017 by separating all our waste streams including glass, paper, cardboard etc. and identifying opportunities to reuse or recycle these materials
- . We will continue cooperating with Archelon in order to protect and conserve the nesting sites of Caretta Caretta turtles located near to the hotel and encourage our guests to take an interest
- . ensure that at least 30% of non-consumable products are made from recycled content

## *Our initiatives*

- We have replaced 90% of our conventional bulbs with energy saving bulbs.
- A central cooling system with a temperature regulator has been installed, that adapts to the temperature of the environment. The full insulation of the pipes limits the energy losses.
- We use solar energy for the heating of 80% of the water, during the summer months.
- We use gas for cooking, in all of our kitchens.
- We use new-technology washing machines, specially designed to save energy.
- We use automated watering for our gardens that works only during the night, in order to minimize the losses of water, due to heat.
- We installed flow reducers in all room taps and in the taps of the Public WCs
- Every month, we proceed to chemical analysis of the pool water, as well as of the potable water, carried out by a credited laboratory.
- We use environmentally friendly cleansers & detergents.
- We have initiated a new method for room cleaning, by using mops, reducing water wastes by 1/20
- We are connected with the waste water treatment of the local municipality.
- We prefer using when possible returnable packaging, as glass bottles, barrels etc. for beer, water, soft drink, fruit & vegetables
- We buy all necessary products in big packages to reduce waste
- WE RECYCLE: Kitchen oils, Plastic, paper & glass packaging, in co-operation with the municipal company of recycling in Chania, "DEDISA", batteries, in cooperation with "AFI", ink cartridges, electronic & electrical waste in co-operation with the municipal company of recycling in Chania, "DEDISA"

- We use the pioneering **geothermal energy** that covers up to 100% of the air-conditioning, hot water and pool heating needs of our Imperial beach wing. More specifically, in 7 months of function of the hotel, we save up to 68% of electricity (equivalent to 41ton of oil or 224.348 Kwh of electrical power). In contrast to the conventional energy systems, it is three to five times more efficient, while at the same time, heat is produced without using up fossil fuel. The energy is simply transferred to and from the earth, to provide effective, low-cost and eco-friendly heating and cooling.

### **We Encourage Our Visitors To Support Our Environmental Measures:**

**In all rooms** an automated electronical system with key cards, disconnects all devices (except televisions & fridges) when the key cards are removed from their base. Room air-conditioning is disabled when the balcony door opens.

**We inform** our guests about the endangered sea turtle "Caretta Caretta" and what you can do regarding their protection, through a weekly seminar done by the Greek protection society "Archelon".

**We ask our guests to** demand change of towels and sheets only when necessary.

# EMPLOYEE POLICY

We comprehend that our staff is one of the most important factors that makes us number one destination in Platania and in Chania region in total. That is the reason we ensure that we have good working conditions & all rights are respected and protected.

In detail:

- Working hours, as well as the staff's salaries comply with the national law
- Terms and conditions of employment are clearly stated in written contracts, signed by all parties.
- Disciplinary & grievance policies are stated in the Staff regulation, handed in all members of the staff.
- Personal documents of employees are not retained in any way.
- Their personal files are kept in secure place as agreed with the GDP Regulation from the 25<sup>th</sup> of May of 2018
- Staff is free to enter and exit employment through their own choice and without any penalty.
- Staff receives all benefits according to Greek law, such as maternity or sick leave, free meals and accommodation (for staff living inside the premises), transport from and to work.
- Staff is free and encouraged to contact senior management when issues occur and they are free to join a trade union.
- The welfare of any staff younger than 18 years of age is protected according to law.
- Staff regularly receives training in health and safety issues, environmental training as well as educational training and seminars.

In general all staff members are treated fairly and with respect, irrespective of their sexuality, gender, age, ethnicity, religion or disability. Also, in the majority our hotel tries to employ local people to work in the property, supporting its bond with the local community.

# LOCALITY



From 2014 and on our hotel Minoa Palace Resort & Spa is a certified member of **We do local** Standard. We do local is a business certification standard, that where applicable one is assured about the business's support of the production, economy and human resources of the place they are situated in, as they

- promote their uniqueness and the responsibility of hospitality
- offer services which promote the local culture and gastronomy
- respect the environment and the sustainability of their homeland

Seeing the **We do local** logo you know that this company respects its people, its cuisine, its sustainability, and its customs & traditions!

In detail, our hotel relies on locality in the following factors:

- Staff – The majority of the staff is from the region of Chania.
- Suppliers – More than 70% of our suppliers are local (Cretan & Greek).
- Greek food – In most of our restaurants, buffet & a la carte, Greek cuisine is the protagonist.
- Greek evenings - various theme nights, with traditional music & dances.
- Cooking lessons - Classes of Greek and especially of Cretan cuisine and many other traditional activities such as Honey nights and others.

# QUALITY ASSURANCE POLICY

Quality is important to our business because we value our customers. We strive to provide them with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback, through e-questionnaires upon their departure, as well as contact throughout their stay, through our Guest Relations Department. Communication is enhanced in general, through suggestions to review in official Facebook page of our hotel, as well as travel sites as Tripadvisor.
- Selection and performance monitoring of suppliers against set criteria
- Constant training and development for our employees
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a weekly Quality Management Meeting and are forwarded to the staff through the Staff Handbook, prepared and distributed to all members of the Minoa Palace family, as well as regular staff meetings.