



Sustainability Policy

(untill 08/07/2019)

All of us in Isida Hotel understand the importance of sustainability. We make it our responsibility to work in harmony with the environment, the local community and our employees. Committed to those responsibilities we make it our target to keep track on the impacts to them and try to eliminate them where possible. This policy aims to show our progress in all the above fields until now.

Environment

Initiative → Status

Replacement of mattresses: 120 mattresses replaced with coco-mat mattresses made of 100% natural ingredients. In the same time the satisfaction of clients has increased as they are sleeping on a well-known mattress brand, which has a great sustainability marketing.

Replacement of air conditions: 19 air conditions in our rooms and common areas of the hotel were replaced with latest technology energy efficient machines.

Single use straws: we have already started using paper straws in our restaurant bars.

Single use bags: in our try to reduce the use of single use bags which are harmful for the environment we provide all our rooms with reusable bags free of charge.

Staff training: all our staff is properly trained to recycle, reuse as much as possible and save water and energy. All our staff has given much attention to this training and daily uses the knowledge in their work.

Conclusions: most objectives are being met, thought given the fact that for the first time we have all inclusive bookings, most of our energy sources (the ones we already have files about their previous consumption) are increasing instead of decreasing, as we are serving more than double the people we served last year. Actions will be taken for next years for a reduction as we do not expect so big differences, concerning the people served in our premises. Also due to the bigger number of guests for the year 2019 the kw per guest has decreased for May: 5,44 went 4,59 and for June 7,30 went 6,49.

Employees

Initiative → Status

Staff training: One training session has taken place in the hotel. It was in the start of the season, at the 19th of April. Both those trainings have as e central axis our policies concerning:



- environment,
- children safeguarding,
- health and safety,
- quality assurance,
- employee rights and feedback,
- Community

Both sessions were attended by all our staff- 100% attendance- and have raised interest about proper operation of the hotel in harmony with the environment and local community. Special attention was given in the safeguarding of children due to the sensitivity of the matter and at the labor rights due to the new group agreements signed this year for the hotels' staff.

Discrimination: we cultivate a business culture against discrimination between employees and everybody are always welcome to exchange ideas with the manager. Such a culture raises the good relations and trust between the colleagues and of course from the staff to the management in our hotel.

Conclusions: This training will be conducted to all our new staff and refresher training will be done every start of the season.

Local Community

Our staff is in a big part consisted of people who live and consume in Chania.

We keep being active members of LITOA always trying our best for the area of Agia Marina and its business. Also, our manager was elected in the local council of Agia Marina in the last elections, giving us the chance to communicate even better with the local needs and actions.

We kept using local companies and also added more this year such us AVEA which is a well-known and many times awarded local company and also uses natural products for its final product.

We not only keep a donation box for "orizontas" but also for the doctors of the world.

Recommendations: to be communicate more all of the above so our guests will know the benefits the local community has from our operations.

Guest satisfaction

Guest satisfaction continues to be in high levels, with some better communication of our sustainability practices it could become even better.



I Have read all of the above and have Knowledge of them,

The manager, Kastrinakis Nikolaos