



## Employee policy

Isida Hotel and its management are always trying to be an active member of the social life of Agia Marina and Chania. We consider it our responsibility to take care of the welfare our employees. It is our priority to create a team of people who are respectful of each other's unique personality, with full support to each other, targeting their along with our development in all fields.

### Objectives

- We treat our employees with respect to each ones' unique qualities and characteristics without any kind of discrimination.
- In our try to encourage staff development, we emphasize to constant training for the sum of our employees.
- In our try to maintain our strong relationship with the local community, we try to have a big amount of locals in our staff and keep working with them as long as possible.
- Our staff is paid more than the minimum wage.
- We fully comply with the local laws concerning employment and all our staff has agreed to the terms and hours of labor.
- In the training of our staff we emphasize in the sustainability of the hotel.

### Targets

- The training of the staff for 2019 will include all our policies which lead to sustainability and we will strongly encourage them to help us with our targets.
- We will make sure all our staff is paid over the minimum national wage, without any kind of discrimination
- All our staff will get a copy of their working agreement to make sure they know their responsibilities and agree to them.
- At least 90% of our staff for 2019 will be people who live in Chania and at least 60% are people who have worked with us before.

Signature:

Nikos Kastrinakis Isida Hotel manager



## Environmental policy

Isida Hotel, all its staff and management, understand the importance of protecting the environment, where we live and work. Always trying to get better, we try hard to always keep reducing our environmental impact.

### Goals:

With this environmental policy we target to:

- Keep track on the environmental legislation and make sure we comply with it.
- Keep track of all our possible impact to the environment and reduce it.
- Inform and encourage our guests to help us.
- The sum of our staff will be trained and help in our mission.

### Objectives:

To achieve our goals for 2019 we will:

- By December 2019 reduce by 2% our impact to the environment which contains:
  1. Electricity
  2. Water
  3. Waste
- By 30 of April 2019 we will replace some of our mattresses. We have chosen products made of natural materials, so they are fully biodegradable when going to the environment. Total number of mattresses which will be replaced: 120.
- By 30 of April 2019 we will replace the air conditions in 12 of our rooms and our gym (a sum of 19 air conditions) with the latest technology energy saving air conditions.
- All our single use plastic straws will be gradually replaced from the season 2019 and on with biodegradable straws.
- In order to reduce the use of single use plastic bags we will provide all the rooms with reusable shopping bags free of charge.
- By 20 of April 2019 we will train our staff and encourage them to protect the environment.
- Make a new environmental policy each year before the hotel's opening.

Signature:

Kastrinakis Nikolaos, Isida Hotel manager



## Health and safety policy

In Isida hotel the health and safety of our guests and staff is of the utmost importance. As far as reasonably practicable, take the required steps to protect the health, safety and wellbeing of all our employees, suppliers and visitors to our hotel. Also we recognize our legal and wider responsibilities for health and safety to our guests, staff and visitors as specified in local legislation. As a result we fully monitor this legislation and fully comply with it, in order to provide and maintain a safe and healthy hotel to visit and working environment. We are all committed to the implementation of this policy.

Guests: We understand our responsibility to work with reputable suppliers and to provide services that meet legislative requirements and safety standards.

Employees: We are working to continually improve our practices and procedures, always according to the relevant legislation, in order to maintain the safety and wellbeing for all our staff.

### Practices:

- We advise our guests, employees, suppliers and visitors to exercise reasonable care for their own health and safety and consider health and safety of other persons who may be affected by their actions.
- We advise our guests, employees and visitors to cooperate fully in all health and safety matters, and report all accidents or incidents to the reception or any staff member available.
- We comply with all applicable legislation which refers to health and safety and provide all the necessary tools and resources for its implementation.
- We make sure that if a change in this legislation occurs, we will monitor the changes needed in our facilities and if necessary this policy will be accordingly updated.
- We train and supervise our employees concerning health and safety in order to prevent any possible threats as much as possible.

Signing:

Nikolaos Kastrinakis, Isida Hotel manager



## Community Engagement Policy

The community of Agia Marina and Chania in general, where we belong, is of crucial importance for our operations. We in action try to support the local economy and protect our local culture. Our management is always active and open to our local society's needs of improvement and actively encourages voluntary action. Additionally we make sure we do not by any mean obstruct full access for nobody, to essential resources.

### Objectives

- We keep supporting the local economy by making most of our needed purchases and co operations with local businesses when possible.
- We will continue getting actively involved with the local department of the chamber of commerce. Also with the Agia Marina commerce association (LITOA) and the Hania hotels association.
- We make sure we encourage our guests to visit locally owned attractions and consume around the area.
- We provide information about our culture in our guests in order to get to know us better.
- We constantly operate in a way which is harmonical to our traditional way of life.

### Targets

- 90% of our staff for the season of 2019 will be people who leave in the area of Chania.
- Our hotel manager will participate in most of the meetings possible of the Agia Marina commerce association (LITOA) and the Chania hotels association.
- Our bigger suppliers on all hotel services will keep being local companies such as Baladinos and sons, Fimi S.A., Mediterranean Microbrewery Crete, Viap S.A. and when possible We will keep choosing local companies.
- We try to use when possible local goods such as eggs, locally produced olive oil etc.
- We keep in our reception area a donation box for the local charity organization "Orizontas" which helps local people with cancer and other serious diseases in order to complete their treatment.
- We will protect children in our property or area, from all kinds of abuse, by training our whole staff to keep an eye for any signs of it and act immediately.

Sign,

Kastrinakis Nikolaos Isida Hotel manager



## Quality Assurance Policy

In Isida Hotel we are always devoted to provide high quality services for our guests. We take into serious account the feedback our guests and employees are providing us and constantly work to keep getting better. We have a record system where we monitor any action needed to keep providing the best services possible.

### Guests

Our guests are able to contact us for feedback with different kinds of ways:

- Verbally by contacting a staff member, the reception or the manager.
- On paper by completing the questionnaires we provide them in all the rooms or writing an email or review for us in tripadvisor, google or our social media (facebook and instagram).

### Staff

Our staff is trained accordingly in order to give us the guests' feedback and their own propositions as well.

- For any matter concerning technical damage they are advised to notify the reception or for something very urgent the technician of the hotel.
- For any matter concerning other suggestions they are advised to contact the manager of the hotel.

### Managing feedback

- The reception staff keeps track on the technical issues by writing them in a special book and then communicating our technician to take care of them.
- The management keeps track on the answers we have in the questionnaires and creates statistics about them.
- The management also keeps track on the online feedbacks and adds the suggestions to our statistics.
- The management keeps track on the staff and guests improvement proposals and takes any possible action given the budget we every year have. If no action is taken within a month we add those proposals to the statistics as well.

### Aims

- We daily take care of the technical issues and make notes when they are resolved.
- We monthly inform our staff of the actions-changes which are about to be made taking into account the feedback we had.
- We yearly keep track of our statistics and take action to improve them.
- We try to keep having a rate of at least four out of five stars to all online feedback.

Signature: Kastrinakis Nikolaos, Isida hotel manager



## Children safeguarding policy

Being a family hotel all those years many of our guests are visiting with their children. We even host families who kept coming year after year and we watched their kids growing with us. Understanding the sensitivity of childhood we try to make sure than no abuse will be experienced by any of the children visiting our property or children interacting with our guests. This policy statement applies to the sum of the staff of Isida Hotel and all our partners. Our policy complies with all the children's rights legislation with witch Greece in committed to follow.

### Objectives

- We will make sure to respect and take actions to protect the right of welfare of the children.
- Every person in our property and interacting with our guests, aged under 18, has equal rights of welfare and protection against abuse, neglect and exploitation. Those rights apply to all children and young people irrespective of age, disability, gender, race, religious belief, sexual orientation or sexuality.
- Taking immediate actions in collaboration with law enforcement and local child protection organizations is our first target, in order to be effective.

### Actions

We will try to keep the children and young people safe taking the following actions:

- Treat them with special care, respect and listen to them, in order to able to monitor immediately any harmful incident affecting them.
- Training our staff for the meaning of protecting children and advise them to always to keep watch on any signs of exploitation, neglect or abuse
- In case we detect something of the above contact the reception to take action and call the local authorities.
- In case of some sign of the above we make immediate contact with local law enforcement authorities in order to act in the children's best interest.
- Giving access to this policy to all the people involved to Isida hotel in order to increase awareness

Signature:

Kastrinakis Nikolaos, Isida hotel manager