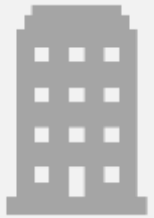


SUSTAINABILITY REPORT

Domes Noruz Chania

2022

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Domes Noruz Chania

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DOMES NORUZ CHANIA





DOMES NORUZ CHANIA

AUTOGRAPH COLLECTION®
HOTELS

Corporate Profile



Domes Noruz Chania is a member of Ledra Hotels & Villas Group



Part of Marriott Autograph Collection Brand



Owned by Spanos family, Ledra Hospitality Corporation for over two decades is consistently investing in Tourism Hospitality, trusting that this economy segment consists of a driving force of the country's development.



Ledra Hotels & Villas is a multi awarded group of luxurious hotels and residences that invests and focuses in innovation that adds dynamic and quality to destinations in Crete and Corfu.

Particularly Ledra Hotels and Villas group owns:

- Domes of Elounda, Autograph Collection
- Domes Noruz Chania, Autograph Collection
- Domes of Corfu, Autograph Collection
- Domes Miramare Corfu, Luxury Collection Resort
- Domes Zeen Chania, Luxury Collection Resort
- Domes Aulus Zante Resort, Autograph Collection
- Domes Aulus Elounda, Curio by Hilton Collection
- Pleiades, Luxurious Villas
- Domes Noruz Kassandra
- Domes Noruz Mykonos
- Domes White Coast
- Domes Lake Algavre

Basic elements that distinguish all hotels of the group is their **unique style**, their **architecture and design** and of course their **exceptional authentic hospitality services**.

The combination of the above principals mixed with accommodation comfort, the beautiful natural landscape, the embracement of diversity and culture of every place and the haute gastronomy allure the eclectic guests of the brand so they wish to visit again and again.

Resorts Profile

Domes Noruz Chania is a lifestyle Resort of 83 rooms and suites with unique architecture, inspired by the cultural heritage of the area. Its privileged position, on the coast of Agioi Apostoloi, offers a unique experience of accommodation and recreation.

Location

Chania, Crete

Opening Period

April- November

Hotel Facilities

Adults Only, Lifestyle Resort

83 Rooms & Suites

2 Main Pools

1 Indoor Heated Pool

Topos Main Restaurant

Lobby 'N' Bar

Raw Bar

Beach Bar

Soma Spa εγκαταστάσεις

Fitness Center & Outdoor Gym

Beach

1 Boutique



Awards

OUR AWARDS |

Certification ISO 14001:2015 | Environmental Management System

Certification ISO 22000: 2018 Food and Safety Management System

Travelife Gold Certification

Green Key Certificate

Trip Advisor Awards | Certificate of Excellence







MANAGING SUSTAINABILITY



About this Report

This is a sustainability report of Domes Noruz Chania for the season 2022 (1st of January till 1st of December). Most of the policies, data and targets are produced from the above property management team of the Ledra group.

The sustainability team of the resort cooperates with 3rd party experts and the performance information gathered are in line with the hospitality industry standards.

This report is intended to provide an accurate representation of Domes Noruz Chania sustainability performance, aiming to the preservation of the environment, the continuous support of the local community, the best interests of its associates and the highest quality level of service for its guests, always within the international health and safety standards.

Sustainability Policy

Our policy is to conduct our business in a manner which ensures:

The implementation of all necessary actions for the protection of the environment

Fair treatment of all our employees and guests

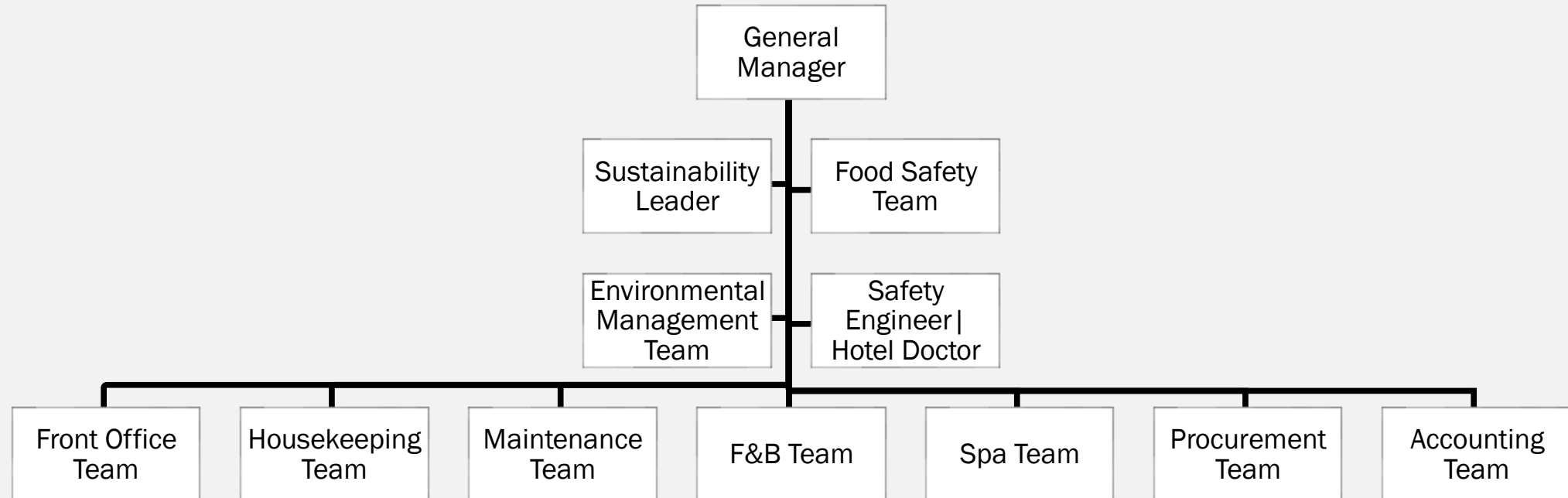
The maintenance of high standards in all matters relating to Health & Safety in the working environment

The transparency of our business policies and practices by meeting all relevant legislation and by keeping ethical best business practices throughout our operations

The encouragement of our business partners to reach our company's standards

The continuous improvement of our corporate and social responsibility strategy

Sustainability Organizational Team



The role of Sustainability Team

- The team follows the environmental program and all the commitments of the above mentioned general policies. It focus on three main areas: Environment, Society and Human Resources.
- Therefore the sustainability organizational team of Domes Noruz Chania is committed to:
- To seek continuous improvement by setting goals
- Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities
- Select the appropriate personnel and put effort in their continuous training and assessment
- To assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts
- Be active in every possible way to protect the environment and prevent pollution

The role of Sustainability Team

- Establish strong relations with the local suppliers & community promoting best procurement practices
- Set as an operational priority the Health & Safety of both employees and guests
- Based on these commitments, the sustainability organizational team of SENTIDO Elounda Blu aims at:
- Ensuring all necessary resources to maintain and update the system and infrastructure improvements
- Achieving a high level of customer satisfaction
- Implementing actions to save energy, reduce water consumption, reduce and properly manage waste
- Updating all stakeholders involved in social and environmental activities in order to raise the appropriate awareness and participation

Sustainability







IMPLEMENTING & REPORTING SUSTAINABILITY



Why & How we Implement the Eco Policy

- As a priority we set realistic goals, according to local considerations and development, so that environmental measures and actions will not undermine the quality of the existing product.
- Environmental measures will feature in order of priority: a) the use of local recycled, recyclable materials b) energy and water saving, c) minimizing and re-using waste and d) controlling air / soil / water pollution.
- We support the conservation and protection of the landscape, wildlife and historical resources near the property will have priority over other regional or general projects.
- Increase level of awareness of environmental issues within own organization, to local residents, hotel guests and business partners.
- Have included improved environmental considerations in our buildings and renovation plans.
- To balance financial benefits from waste management and energy saving against increased initial costs of other improvements.

Hotel Operations | Environment

WATER

- An automated irrigation system is used in the gardens.
- Dripping Procedures in the garden (100%).
- Monitoring Water consumption with water meters.
- Use flow-reducing filters on taps.
- Double flow flushers.
- Leakages are monitored by Maintenance Department.
- Sheets and towels are changed either upon request or in accordance with the frequency determined by the environmental policy of the hotel.
- Monthly chemical and microbiological analyses of water (drinking water, & pool water) are conducted by a certified laboratory, to ensure that it meets local and national regulatory standards

Hotel Operations | Environment

WATER

- Train staff regularly including induction for new staff
- We have placed back of house signs reminding employees how to manage and save water
- We advise guests how they can play a part in saving water
- We conduct regular reviews of the property's consumptions to ensure that we are meeting our targets for reduction.
- Backwash procedures
- The average flow in the rooms (taps & shower heads) is no more than 5L/min

Water Source

- Municipality main pipe line

Hotel Operations | Environment

WASTEWATER

- Backwash procedures.
- The average water flow in the rooms (taps and shower heads) is no more than 5 L / min.
- Burnt kitchen oils are collected with a final destination a biofuels plant.
- Controlled water flow per guest night

Wastewater Assessment

- Housekeeping chemicals
- Maintenance chemicals
- Average flow
- Backwash procedures

Hotel Operations | Environment

SOLID WASTE

- Reuse
- Reduce waste at source
- Recycle glass, paper, plastic, batteries, light bulbs, scrap metals and electronic devices.
- Recycling bins in common areas and back of the house departments
- Separation of solid waste in rooms by the housekeeping during cleaning.
- The hotel uses wherever possible returned bottles, soft drinks, water-nitrogen, gas water to reduce the consumption of solid waste.
- Provide training to our employees regarding recycling and protecting environment.
- Dispenser mechanism in kitchen paper, aluminum foil , napkins.

Hotel Operations | Environment

ENERGY/ FUELS

- Employee Trainings and raise guests awareness on saving energy.
- Led energy efficiency lamps 100%.
- A energy class equipment
- In the rooms magnetic cards are used to reduce energy consumption.
- Electricity pause with magnets on windows and balcony doors in new buildings.
- Regular equipment maintenance for optimal performance.
- Timers are used for external lightning.
- Cost= 0,911

Hotel Operations | Environment

Energy Segmentation

■ Lighting control (segmentation)

Occupancy Sensors 7%

Daylight Sensors 27%

Photocells 10%

Dimming Controls 10%

Timers 8%

■ High efficiency Bulbs (segmentation)

Exterior 50%

Public Areas 10%

Guest Room 30%

Back of the house 20%

Hotel Operations | Environment

ENERGY

- Guest Rooms Automated mechanisms

Turn off lights, Turn off electronics, Open/close blinds, Return Heating/cooling Temperatures to original set –points

- Energy Resources

Electricity

Diesel (for emergency generator)

Hotel Operations | Environment

CONTROL OF POLLUTION OF NATURAL RESOURCES

- Regular chemical and microbiological analyses of water (drinking water, sea & pool water) are conducted by a certified laboratory.
- All cleaning agents and detergents are selected according to environmentally friendly standards, regarding their composition, packaging and usage.
- The refrigerant substances used in the hotel are ozone friendly (compliant with the international legislation).

Environmental Results 2021, 2022 | Targets 2023

Environmental Results	2021	2022	Targets 2023
Recycled Glass	12211 τμχ	17371 τμχ	18500 τμχ
Recycled Plastic, Aluminum, Paper	4.872 bottles & cans	5682	5700
Recycled Burnt Oils	1050kg	1110kg	1120kg
Energy Management kwh Low Consumption< 165Kwh/m2/year	646230,50 kWh/per year	547677,29 kWh/per year	547500 kWh/per year
Recycled Batteries	1stand	1 stand	1 stand
Water Consumption m3/guest night	557.85lt	413.47lt	550lt

Environmental Results 2022



Impact on Society

The hotel effectively supports the needs of the local community & implement initiatives accordingly

- The Impact on wider community is understood and nurtured
- Dialogue with local communities is encouraged for mutual benefit of the local and the hotel

LOCAL SOCIETY

- Support of local suppliers
- Support and promotion of local businesses
- Promote local history & culture by organizing weekly special themes.
- Promotion of Cretan & Greek Nutrition with informational leaflets during Breakfast, Greek and Cretan delicacies and plates on Breakfast and on Menus

Impact on Society

The hotel effectively supports the needs of the local community & implement initiatives accordingly

- Providing walks that introduce the local culture & landscape .
- Beach cleaning workshop in coordination with the local authorities and people from the area
- Bus Time schedules for promoting the local villages and towns.
- Support to the non-profit organization of “Desmos for schools”.
- Thematic Environmental Day

Internal Reporting Procedure

Internal reporting is an open dialogue with our shareholders, team members, guests, suppliers and constructors, local communities, local government and the owners.

How we manage to maintain our internal reporting evolving all parties:

- Team Members receive employee handbook | ethical engagement
- Head of Departments meeting
- Guests are encouraged to follow feedback process | Website, Tripadvisor, Guest Voice, Questionnaires, Booking, Social Media
- Suppliers & Contractors | Suppliers audit ,Contractors training
- Local communities | Donations | Sponsorships
- Domes Noruz Chania | Monthly & Seasonal Statistics

The Internal Reporting Evaluation

THE INTERNAL REPORT & EVALUATION

Performance

- Overall Satisfaction on GSS 2022: 89%

Target for 2023: 90%

- Employee Training Hours 2022: 89.5

Target 2023: 95%

- Recommending Property on GSS 2022: 80%

Target for 2023 is 84%

- Achieved reduce of electrical consumption according to target by 2022: 25.92

Target for 2023 reduction 2%

- Achieved reduce of water consumption 2022: 578lt

Target for 2023 reduction 3%



SUSTAINABILITY PROPOSALS



Proposals for New Sustainability Investments

Increase of the employees positions.

Expand activities related to environmental actions and local community activities.

Place informative signs of the Cretan herbs within the hotel premises.

Back of the house staff improvement

Enhance awareness through environmental TV slides

Photography Exhibition

Environmental activities every year

Eco smoothies for Breakfast

Collect 20 boxes of plastic cups

Donation to Archelon non profit Organization for the protection of turtles

Blood donation

Event Night with Sustainable Cuisine

Proposals for New Sustainability Investments

Event with candles at the beach for World Environmental Day 5th of June

Green Key certification

Creation of Braille catalogs

Sponsors of local Paralympic athletes

Event for raising money against Breast Cancer

Participation in all Business Councils in Greece & Cyprus for Sustainability Actions

Compost of organic food

Placement of a second recycling bin in the rooms

Proposals Plan

QualityDepartment	April	May	June	July	August	September	October	November
	DOMES NORUZCHANIA							
Adopt a Turtle								
Appreciation Week for Employees								
Blood Donation								
Clean the Parkland of Agioi Apostoloi								
Collect 30 Boxes of plastic Cups								
Desmos for schools								
Eco Smoothies for Breakfast								
ECO-NEWS								
Enhance eco awareness through TV slides								
Environmental Walk								
Event Night Raising MoneyAgainst Breast Cancer								
Event Night with Sustainable Cuisine								
Event with Candles for World Eco Day								
ISO 14001:2015/ 22000:2005								
Photography Exhibition								
Sustainable Food Breakfast Day								
Travelife Certification								
Yoga Day 21st of June Event								
Cooperation with Clean Hands								



HUMAN RESOURCES



Human Resources

EMPLOYEE BENEFITS

Continued performance management through training and development programs

Trips abroad

Residence for staff

Special rates when staying in company's hotels

Annual scholarship for a master degree in hospitality

Human Resources

EMPLOYEE TRAININGS

Health & Safety Training

Environmental Trainings

First Aid Trainings

Fire Safety

Departments' Trainings

Training in Chemical Use for Maintenance & Housekeeping Team

Food Allergens & Food Handlers Training

Induction Training

Corporate & Social Responsibility Policy

Local Community & Human Resources 2022

Total Permanent Employees & Part Time Employees 107

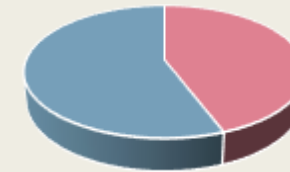
Male 58 | Female 49

Local Community & Human Resources 2023

Total Permanent Employees & Part Time 110

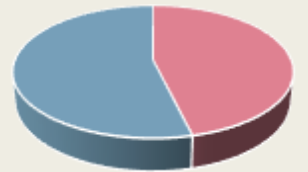
Men 60 | Women 50

Our people
2022

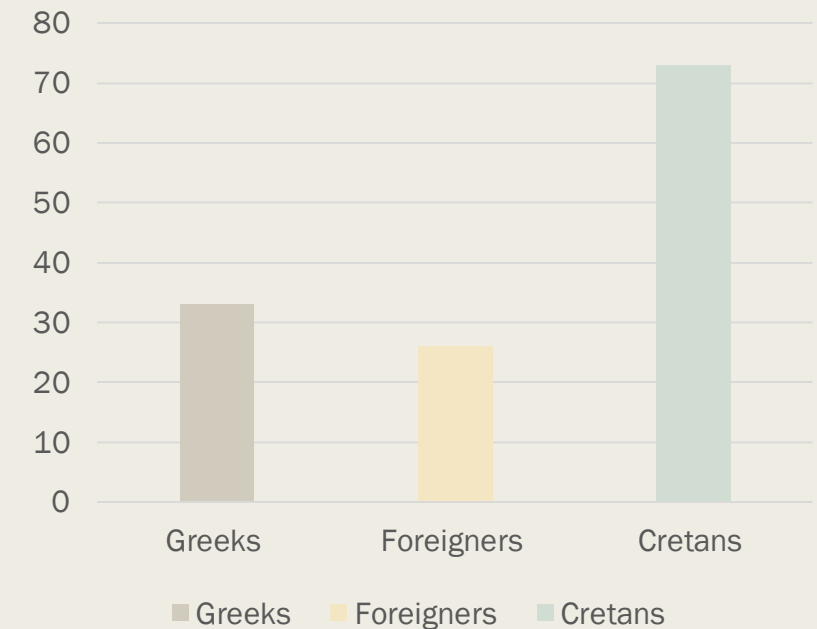


Women Men

Our people
2023



Woman Men



General Information – Employee Handbook

SHOES should conform to applicable department and safety standards. Shoes should be closed toe and heel, well-polished and businesslike appearance. Boots, platforms or sneakers are not permitted.

EYEGLASSES must be conservative in size and color. Prescription sunglasses may not be worn while in the building.

TATTOOS must be discrete or covered.

HAIR should be conservative in style and color and should not interfere with eye-to eye contact. Male team members must be clean-shaven or neatly trimmed mustache.

JEWELRY should be conservative and discreet. Nose, eyebrows, lip or tongue jewelry is not permitted.

COSMETICS should be natural in appearance. Nails must be kept clean, short and in neutral colors.

UNIFORMS will be provided according to your department requirements. Every team member must wear uniform while on duty. Uniform must be clean and neatly pressed. Individual variations or additions to the uniform are not permitted.

NON-UNIFORMED team members must wear formal, business like attire. Males should wear business suits, or pants with collared shirt. Females should wear business suits or matching jackets with dresses, skirts or pants. Dresses/skirts lengths should be within 5cm of the knee.

General Information – Employee Handbook

WORK SCHEDULES Work schedules for team members are established by Department Manager. Schedules will be posted in the departments and it is the team member's responsibility to check the schedules daily for any changes. Days off and working hours must be coordinated with Department Manager.

PAYDAY Team members are paid monthly, through bank.

POLICIES & PROCEDURES For the following and more policies & procedures training will be provided.

GROOMING STANDARDS For a professional image and to show respect to the guests, it is important that team members reveal business like appearance in both behavior and dress.

Additional guidelines will be required according to your department.

PERSONAL HYGIENE High level of personal hygiene is required by all team members, such as daily bathing/showering, shaving, usage of deodorant, and brushing teeth, etc. Colognes/perfumes should be used conservatively and tastefully applied. HATS should not be worn unless issued as part of the uniform.

NAME TAGS are required. Damaged or misplaced name tags should be immediately reported.

General Information – Employee Handbook

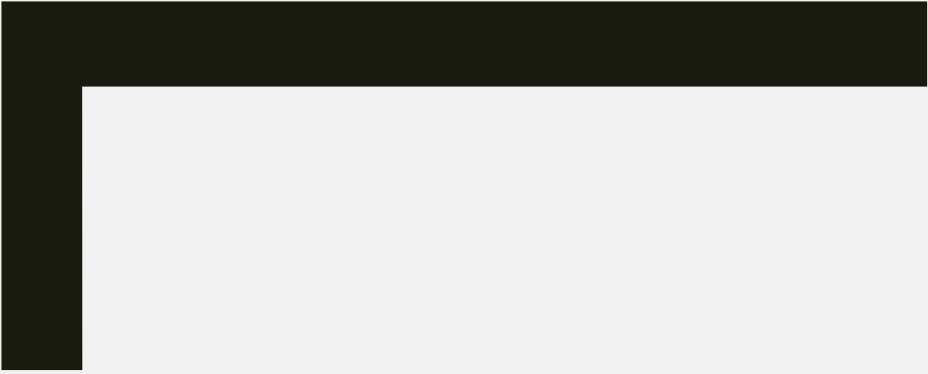
HARASSMENT FREE WORKPLACE

LAW 4808/2021. The purpose of the policy is to prevent and combat any form of discrimination based on the characteristics and choices of individuals as well as any violence and harassment that occurs during work, whether connected to it or resulting from it.

We believe in treating all people equally, with the same level of respect and dignity regardless of ethnicity, religion, gender, age, sexual orientation, origin or physical ability. Sexual harassment is defined as unwelcome sexual advances or requests for sexual favors. Some examples of sexual harassment include, but are not limited to:

Physical conduct, such as hugging, kissing, grabbing, pinching, touching. • Implicit or explicit sexual propositions, demands, requests, or other forms of pressure for sexual favors or dates. • Sexual suggestive or degrading remarks including jokes or teasing. • Unwelcome verbal or physical filtration, sexual gestures or comments, remarks about other person's body or appearance. • Vulgar or obscene language. • Display of sexually explicit or offensive visual material, including but not limited to photographs, cartoons, e-mails, drawings, or notes.





POLICIES



Child Protection Policy

Reject eradicate and condemn, any form of exploitation of human beings especially of a sexual nature particularly when this affects minors .

The company adhere strictly to country laws governing labor standards.

Lone Traveler Policy

- When allocating a single's individual a room, do not put her/him into rooms at the end of corridors or fire exits.
- Offer escort service from the hotel to the car park, if possible, especially at night.
- Provide well-lit, onsite parking, with CCTV when circumstances permit if there is CCTV service.
- Never read out a loner's traveler room number when checking in (especially female's), just point to the room number on the registration card. Provide information discreetly.
- Never give out a lone guest's name or room number.
- Bedside lighting controls as standard in all rooms.
- Same sex room service provided upon request if possible.
- Health & safety guidelines in place for staff, on non-harassment of lone females or men guests

Environmental Policy

Being aware of the importance of environmental protection for sustainable development providing high quality services and food safety management, the Management and staff of DOMES NORUZ Chania Resort developed and implemented an environmental management system in accordance with the requirements of the International Standard ISO 14001:2015 & Travelife Certification & Green Key. It covers all activities of the hotel and in particular the accommodation services, catering and entertainment.

Therefore the administration of Domes Noruz Chania is committed to:

To seek continuous improvement by setting goals.

Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities.

Select the appropriate personnel and put effort in their continuous training and assessment.

To assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts.

Be active in every possible way to protect the environment and prevent pollution.

Based on these commitments, the administration of Domes Noruz Chania aims at:

Ensure all necessary resources to maintain and update the system and infrastructure improvements.

performance and evaluating targets with the aim of increasing them.

Based on these commitments, the administration of Domes Noruz Chania aims at:

- Ensure all necessary resources to maintain and update the system and infrastructure improvements.
- Achieve a high level of customer satisfaction.
- Implementing actions to save energy, reduce water consumption, reduce and properly manage waste.
- Updating all stakeholders involved in environmental activities in order to raise environmental awareness and participation.
- Informing our guests about the hotel's environmental actions, in order to encourage their active participation.
- Implement actions for the sustainable use of resources, adjusted in climate change and protection of biodiversity and ecosystems.
- These guiding objectives are achieved by applying the Environmental Management System and Food Safety Management, the development of specific and measurable objectives, regular monitoring of environmental parameters controlling the efficiency of operations, the inspection of the System's performance and evaluating targets with the aim of increasing them.
- Be active in every possible way to protect the environment and prevent pollution.

General Data Protection Policy

Data Protection and Privacy.

- Your Personal Data is of the utmost importance for us. We care deeply for providing you with the highest possible level of security and confidentiality, for a pleasant, care-free and secure stay. We take all adequate measures to ensure your trust at our services by complying to the GPDR, which enables you with additional protection provisions. A well trained team is at your disposal at any time so that you can fully exercise your GDPR rights, and in particular the right of access, the right to rectification, to erasure, to restriction of processing, to data portability and the right to object. Furthermore, in case you deem the processing unlawful, you can lodge a complaint addressed either to the designated Data Protection Officer (DPO) or the Hellenic Data Protection Authority. Rights exercise forms are at your disposal, both at the Front Desk and on our website. We reevaluate our privacy impact assessment and we have set technical alerts for data breach notification.
- Domes Noruz Chania of Ledra Hotels and Resorts is the GDPR «Controller» and protects any information relating or potentially relating to you, undergoing «processing» by automated or not automated means. You indicate your agreement to the processing in a clear affirmative action or statement, signifying your freely given, specific, informed and unambiguous wish to processing. Otherwise every processing is based on the ground of our legitimate interests, the impositions of the law or for providing you the best of hospitality. We implement appropriate technical and organizational measures such as pseudonymization or encryption and minimization.
- Any processing shall be lawful, fair and transparent, limited to specific, explicit and legitimate purposes, along with the principles of minimization, integrity, confidentiality and storage limitation of accurate data on the accountability of the controller.
- For further information you can consult the attached Privacy Policy Statement, which is also available at the Front Desk and on our website.

Anti-Human Trafficking Policy

SOME INDICATORS OF SEX OR LABOR TRAFFICKING

HOW TO SPOT A VICTIM

- Seems disoriented, lacking sleep, and shows signs of abuse.
- Has little or no luggage.
- Wears the same clothes repeatedly.
- Cannot speak freely and is never left alone.
- Dressed inappropriately for weather or age.
- Avoids eye contact and is fearful of authority.
- Often seen with other young women and men exhibiting signs of abuse.
- Unable to provide identity documents.
- Malnourished, injuries at different stages of healing, and/or lack of medical care.

Anti-Human Trafficking

HOW TO SPOT A TRAFFICKER

- Pays for the room in cash one day at a time.
- Controls money or identification of victim.
- Controls victim's ability to move and speak freely.
- Insists on little or no housekeeping.
- Frequently requests towels and sheets.
- Escorts various men (or women) into hotel room; waits and watches door.
- Seen with many young persons or children exhibiting signs of tracking.
- Requests isolated, private rooms, close to exits.
- Alcohol is ordered for guests who appear to be underage.
- Continually makes and receives cell phone calls.
- Unusual number of cell phones/smartphones, cameras, laptops, used gift cards and credit card readers.
- Avoids hotel cameras and hides under hats & sunglasses.

Human Rights Policy Statement

Ledra Hotel& Villas acknowledges and respects the principles contained in Global Declaration of Human Rights. This policy reflects the company's commitment to conduct its business in a manner consistent with these principles and to respect human rights within the company's sphere of influence. The company's core values and culture embody a commitment to ethical business practices and good corporate citizenship.

Work Place Policies

- Non –Discrimination. We support and uphold the elimination of discriminatory practices with respect to all aspects of employment, and promote an embrace diversity and inclusion within our business operations.
- Child Labour. We do not recruit child labor and condemn all forms of exploitation of children.
- Ethical Recruitment. We do not ask for money or charge feesto the applicant as part of their application process.
- Freedom of Association. We support the freedom of association and the right to choose a collective bargaining representative, if desired.
- Forced Labor and Human Trafficking. We support the elimination of all forms of forced, bonded or compulsory labor and provide to our associates trainings on human trafficking awareness and prevention.

Human Rights Policy Statement

- Ethical Conduct. Our policies reflect honesty and integrity and are in full compliance with all applicable laws. Company policies establish clear ethical standards and guidelines for how we do business and establish accountability. All our employees are required to obey the law and comply with the specific standards relating to legal obligations, ethics and business conduct. We have clear mechanisms in place to monitor and report compliance with these directives.
- Partners. We expect that our business partners and suppliers will be consistent to our policies and standards on diversity, social responsibility and community engagement. Failure to do so jeopardize the ability to do business with us.

Social Responsibility Policy

- We believe that we all have an impact on society and a great responsibility towards both the environment and the local communities. We coexist and grow together. For that reason, Ledra Hotels and Villas has a strong Corporate Social Responsibility (CSR) philosophy and active commitment to socially responsible hospitality services, applying a series of certified procedures that focus on the social, environmental and cultural heritage and supporting various relevant initiatives.
- We continuously work in conjunction with all departments to implement sustainable practices and we repeatedly collaborate with and support humanitarian Non-Governmental Organizations, demonstrating our ethic. Often, we hold special activities in which our guests can actively participate and be a part of the contribution.

Quality Assurance Policy

- Ledra Hotels and Villas is committed to maintaining high standards and ensuring quality for our guests, staff and other stakeholders. We regularly seek feedback from our staff, guests and external contractors about their experience with us and use this information to continually improve our operations.
- **Monitoring Quality**
- In order to maintain our quality standards, we have the following procedures in place to receive feedback and to continually improve our services:
- **Guests Feedback**
- Hotel Questionnaires are provided at the rooms before departure. These can also be completed anonymously or by name with the Gdpr reference and are collected at the reception. Any serious issues are dealt immediately and the feedback is collected and sent to senior management daily, along with any recommendations for improvements. Every month the quality department proceeds to statistical analysis through survey monkey results and GSS results and the results are shared with the departments.
- Guests can also leave their comments on a satisfaction card that is given by the guest relation team, during their stay,
- Our hotel directory booklet in each room contains information on how guests can contact the senior management or the departments.

Quality Assurance Policy

- A signage with Manager on Duty is displayed on reception in case the guests wish to make any comments.
- Every year we train our staff on how to deal with guest complaints and procedures for handling guest complaints.
- Business cards of our Guest Relation Department are offered upon arrival.
- A daily report from Guest Relation Team is sent to the management daily.
- Medallia Platform of Marriott (GSS) is another source of feedback
- Feedback sites and social media are daily checked by our Guest Relation Team regarding the feedback.
- **Staff Feedback**
- We have the following procedures in place to ensure we are monitoring staff feedback and making any necessary changes to our business as a result of that feedback:
 - The management team performs daily meetings.
 - Each Department has daily meetings.
 - A locked employee suggestion box is located in our employee corner. The employee comments are collected every Monday and the information is communicated at the morning management meeting.

Quality Assurance Policy

- Inspections Feedback
- DOMES NORUZ Chania is inspected yearly by the consultor company of ETAM, Marriott Inspectors, and TUV Hellas regarding our Standards of Operations. Internal Inspections are held regularly.
- All the reports are communicated to the senior management team and the above property team in case of need for improvements

Animal Welfare Position Statement

We expect suppliers, vendors and business partners to conduct business consistent with our statement on animal welfare, and our environmental responsibility, social responsibility and community engagement. Standards, including sourcing animal products from responsible and legal sources.

We expect our suppliers, vendors and business partners to comply with local standards and encourage them to surpass, where feasible, international standards on the ethical, humane and legal treatment of animals.

Suppliers are encouraged to follow and work progressively toward adopting humane practices and procedures for sound animal husbandry as defined by the regulations and standards listed above, to prevent the mistreatment of animals, including when they are raised, cared for, transported and processed for ingredients/materials or utilized for entertainment attractions, tourism or experiences.

Suppliers should recognize their responsibility for the ethical treatment of animals in their care and in the care of their suppliers, employees, and contractors.

We encourage suppliers of animal experiences and attractions to utilize industry best practice guidelines for the protection and welfare of all animals in the tourism industry.

In partnership with our suppliers and business partners, we are committed to raising the standard of animal welfare across our supply chain.

Responsible Seafood Position Statement

While considering quality and taste requirements, our responsible seafood program looks at the environmental and social criteria of the seafood species we serve, including but not limited to:

- Bycatch of target and non-target species (including endangered, threatened, and
- protected species)
- Ecosystem impacts
- Efficient use of resources
- Farms and fisheries management and regulation
- Illegal, unreported, and unregulated (IUU) concerns, and
- Stock status of target species

Due to critical environmental and/or social concerns, we are establishing a standard at our food and beverage venues banning the following species:

Bluefin tuna (*Thunnus maccoyii*, *T. orientalis*, *T. thynnus*), wild + farmed/ Chilean sea bass (also known as Patagonian toothfish, Antarctic toothfish)

Marine mammals, wild Orange roughy (*Hoplostethus atlanticus*), wild

Sea turtles (all), wild + farmed, and

Sharks and shark fin (all), wild

Thank you
