



**SUSTAINABILITY  
POLICIES**

## **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.

## **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.

The company does not hire minors.

Domes Noruz Chania follows check in procedure to ensure that minors (16–18 years old) are accompanied by their legal guardians according to personal data on the passports.

All our employees receive each year, anti human trafficking trainings in order to protect minors and people in need.

## **Environmental Policy & Food Safety Management System**

Maintaining strong child protection systems and procedures for staff.

We always provide adequate and appropriate resources to implement this policy and will ensure it is communicated.

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**, **ISO 22000:2018** & Travelife Certification. 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:**

Ensuring 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 & 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 GDPR, 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 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 Privacy Policy Statement, which is also available at the Front Desk and on our website.

## **Human Rights & Employee Policy Statement**

Domes Noruz Chania 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 value and culture embody a commitment to ethical business practices and good corporate citizenship.

### **Workplace 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 Labor.** We do not recruit child labor and condemn all forms of exploitation of children
- **Ethical Recruitment.** We do not ask for money or charge fees to 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.
- **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**

Social responsibility is an essential pillar of Domes Noruz Chania overall modus operandi. From sustainable practices to humanitarian support, a wide range of initiatives and procedures regarding social, cultural or environmental issues prove that CSR for us is not just a requirement for a flawless corporate profile. It is a constant and solid proof that we consider ourselves a part of a wider, coexisting environment. While we grow, we want the local community to grow and prosper along. For that reason, Domes Noruz Chania 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**

Domes Noruz Chania 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 guest rooms before departure. These can also be completed anonymously or by name with the GDPR reference and are collected at 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.

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 guests' 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.

### **Inspections Feedback**

Domes Noruz Chania, Autograph Collection is inspected yearly by the consultant company of ETAM, Marriott Inspectors, Travelife Inspectors (every two years) 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**

Domes Noruz Chania, Autograph Collection, as a member of Marriott Autograph Collection, supports the following 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.

## Awards & Partnerships



Certification ISO 14001:2015  
Environmental Management System



Certification ISO 22000:2005  
Food & Safety Management System



Certified with Travelife Gold  
for Accommodation Sustainability



Trip Advisor Awards  
Certificate of Excellence



Partnership with  
Desmos for Schools



Collaboration with  
Recycling Companies



DOMES  
RESORTS  
EGYPT • CHANIA • COFU

Member of Domes Resorts



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