



Lindian Collection
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GOgreen

SUSTAINABILITY MANUAL (1.01)




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1. ENVIRONMENTAL POLICY

At Matina Pefkos Aparthotel and Pefkos Village Resort we are committed to the implementation of proactive measures to help protect and sustain the environment for future generations. We recognize the impact of our operations on the environment and aim, by increasing the understanding in respect of these activities, to minimize any detrimental effects that may occur. By working together we can create a safer and cleaner environment and ensure that environmental issues are kept at the forefront of everyone's mind and given proper attention at all times.

Our Goals

1. Fully comply with the law, current legislation and regulations and to take a proactive approach to future legal requirements or obligations.
2. Ensure that everybody within the company has a duty of care for the environment, its habitats and biodiversity.
3. Encourage our employees to work in an environmentally responsible manner. An active Environmental Committee consisting of employees from all levels operated with the company which formalizes new ideas and working methods.
4. Seek to conserve natural resources by ensuring the responsible use of energy, water and materials whilst maintaining the quality of service expected by our guests.
5. Measure performance and set objectives that will be regularly revisited with the aim of continual improvement by reducing, re-using or recycling in areas such as: Water consumption, Waste materials produced, Energy consumption
6. Gain support from our customers and ensure they are made aware of our environmental policy.
7. Provide all of our employees with the information, instructions and training necessary to fulfil this policy.

In order to achieve our goals we will:

- a. Follow all related environmental legislation updates and alterations.
- b. Provide environmental training to our staff on an annual basis.
- c. Monitor and minimise our energy consumption.
- d. Monitor and minimise our water consumption.
- e. Communicate our efforts to our guest in every possible way (on-site, front desk, rooms, common areas, website, social media, newsletters).
- f. Achieve awards in recognised sustainable protocols.

2. COMMUNITY POLICY

The management and staff of Matina Pefkos Aparthotel and Pefkos Village Resort share the commitment to build positive relationships between the hotel, the local community and other businesses in the area. We ensure our social and economic impacts are positive and beneficial to the local area wherever possible. We strive to minimize and eliminate instances of negative impacts.

Our Community Policy and main goals are as follows:

1. Wherever possible purchase goods locally whilst maintaining a high quality. This helps to reduce CO2 emissions from transportation of goods from international destinations and supports the local economy.
2. Recruit a significant amount of people from the local area. Our organisation recognises the importance of recruiting local people as employees. From these, the monies being spent in the local community is likely to increase. It encourages residents to stay within the local area rather than seeking employment in other communities. Repeat employment of staff also increases the likelihood of repeat visitors.
3. Be involved in donations and charities beneficial to the local community.
4. Reduce the negative aspects of our operation through environmental actions.

In order to achieve our goals we will:

- a. Maximise the products and services bought from local providers.
- b. Increase the percentage of staff hired from the local community.
- c. Support local organisations such as MyPefkos*.

*a co-operative created by business owners in the local area, including the owner/manager of the Lindian Collection, to keep the local area clean and safe for both the tourists and the residents.

3. HUMAN CAPITAL POLICY

At Matina Pefkos Aparthotel and Pefkos Village Resort we are committed to employing and developing our staff based on their strengths, talents and potential, without discrimination. It is our policy to treat all employees fairly and equally regardless of their sex, marital status, sexual orientation, gender, race, colour, nationality, ethnic origin, citizenship, disability, age, religion, belief or family status. Our policy extends to all areas of operation and we expect all of our staff to work and act in a way that reflects our commitment to equality of opportunity.

It is our specific aim to ensure that:

1. We treat applicants, employees and former employees fairly and equally.
2. We provide fair opportunities for employment, training and promotion solely on merit.
3. We make decisions about recruitment, promotion and training and allow access to company benefits, facilities and services, fairly and based solely on merit.
4. All employees treat each other with dignity and respect and enjoy a working environment free from discrimination, victimisation, bullying and harassment of any kind. As an Equal Opportunities employer, we will not tolerate any form of direct or indirect discrimination:
 - Direct discrimination – where an employee is treated less favorably than others based on any of the reasons stated above.
 - Indirect discrimination – where a provision, criterion or practice is imposed by an employer on all of its employees, which has the effect of unjustifiably disadvantaging a particular group of employees on any of the above grounds.
 - Our policy applies to all conditions of work; work allocation, pensions, recruitment and selection, promotions and progression, training and development.
 - We also recognise our obligations not to discriminate for any of the above reasons against any of our customers, agency workers, self-employed persons or contract workers.

In order to achieve our aims, we will:

- a. Ensure that working conditions and payment is in full compliance with current Law.
- b. Decrease our staff turnover.
- c. Provide regular Health and Safety training to our staff.
- d. Communicate our policy to our staff as part of our recruitment process.

4. HEALTH & SAFETY POLICY

Our main target is that our hotels are a safe place for all our guests and employees. To us, safety means preparation and prevention. At Matina Pefkos Aparthotel and Pefkos Village Resort we work hard to provide guests with a relaxed and safe environment. Safety considerations form part of our daily duties.

Through our Health & Safety Policy we will obtain the following goals:

1. Operate in compliance with all related Health and Safety Law.
2. Ensure that our staff work in a safe environment.
3. Provide a safe place to our guests in order to fully enjoy their holidays and experience Greek hospitality.

We do not compromise on the safety of our guests and employees and the following are the measures currently in place at Matina Pefkos ApartHotel and Pefkos Village Resort:

- We carry out controls of the evacuation routes, fire equipment, fire alarm system as per our system requirements and the current Law.
- All our employees are trained for fire safety.
- The hotels have their own trained emergency team for various emergency situations that may appear in any place.
- There is at least 1 trained first aider per shift in the hotel who is able to provide assistance in any basic health emergency until the arrival of the ambulance.
- All our employees are trained for basic Health and Safety in the work place and training is repeated annually.
- We carry out preventative maintenance of our buildings and equipment for a continually safe environment.

5. PURCHASING POLICY

Matina Pefkos Aparthotel and Pefkos Village Resort recognise that purchasing impacts our local economy, environment, and community, including the environmental, social, and economic factors associated with it.

Through our purchasing policy we wish to:

1. Maintain a high level of obtained goods and acquired services.
2. Provide incentives to our suppliers for continuous improvement.
3. Have a beneficial impact to the local community.
4. Encourage green and eco friendly practices.

In order to achieve our goal we will:

- a. Monitor and evaluate the performance of all our suppliers.
- b. Support small and mid-sized operations within the local area or region by increasing the percentage of goods and services acquired by them.
- c. Increase the number of suppliers who prefer to work in an eco friendly manner.

Our staff, guests and local community all benefit from local and traditional foods being used throughout our hotel.

6. QUALITY ASSURANCE POLICY

Part of our philosophy at Matina Pefkos Aparthotel and Pefkos Village Resort is to ensure that our guests experience is of a high quality. Guest satisfaction, quality service, quality assurance and the product safety policy of our hotel, has been defined and is based on the following principles:

1. Orientation towards the guests is the most important strategic policy and a continuing commitment by the hotel management. The basic standard of quality is the service that will fully meet the requirements and surpass guests expectations.
2. Responsibility of the hotel's management that all employees should actively participate in all of the operations, learn about the importance of these operations and understand, implement and continuously improve upon them.
3. The hotel's aim is that all management and employees are able to provide a personal contribution to creating a cooperative environment. This will enable them to be motivated to use their knowledge, expertise and innovation in order to improve business operations and service quality.
4. The effectiveness and efficiency of business operation have continuously been improved by application of the integrated system of quality management and safety of products and services.

In order to achieve our goal we will:

- a. Communicate our business goals to staff by providing high quality services-oriented training (CSQ).
- b. Keep records, follow, evaluate and set targets in all our guest satisfaction questionnaires (CSQ).
- c. Detect problems highlighted in guest satisfaction questionnaires (CSQ) and take appropriate action where necessary.
- d. Detect problems highlighted in guests reviews and take appropriate action where necessary.

7. SAFE GUARDING CHILDREN POLICY

Matina Pefkos Aparthotel and Pefkos Village Resort recognise the importance of safeguarding children and protecting them from forms of abuse including, physical, sexual, emotional harm and neglect.

Our staff are aware of the importance and details of the policy to ensure they can identify when abuse occurs and know how to react in each individual situation.

Physical abuse of a child is when a parent or caregiver causes any non-accidental physical injury to a child including striking, kicking, burning, biting, throwing or any other action that injures a child.

Sexual abuse occurs when an adult and/or a child who is older or more powerful uses a child for sexual purposes or involves a child in sexual acts. It also includes non-contact activities such as involving children in looking at printed images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

When a parent or caregiver harms a child's mental and social development, or causes severe emotional harm, it is considered emotional abuse. While a single incident may be abuse, most often emotional abuse is a pattern of behavior that causes damage over time.

Child neglect is when a parent or caregiver does not give the care, supervision, affection and support needed for a child's health, safety and well being. Child neglect includes physical neglect, inadequate supervision, emotional neglect and medical neglect.




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