



MEANDROS

BOUTIQUE & SPA HOTEL

SOCIAL RESPONSIBILITY



Diana Group Hotels is committed to providing a sustainable business model, combining a growing and profitable business with the promotion of environmental and social awareness initiatives.

It actively supports a number of organisations and activities that contribute to society.

Undertaking social responsibilities initiatives is truly a win-win situation, as it appeals to conscious consumers and employees and can really make a difference.



Our social responsibility strategy:

Environment
Society
Employees
Costumers

Environment

By following our green policy in the hotel we make sure that our hotel takes responsibility for things such as - recycling, energy & water consumption, food waste recycling.



By publishing our green policy on our website we try to inform people about the environmental issues and what we do for them.

click on the link here to read our green policy
[texthttps://www.dianahotels.gr/_storageWeb/_n/17804163260614/MEANDROS_BOUTIQUE_SPA_GREEN_POLICY.pdf](https://www.dianahotels.gr/_storageWeb/_n/17804163260614/MEANDROS_BOUTIQUE_SPA_GREEN_POLICY.pdf)



By making an in-room marketing advertise
'7 TIPS OF HOW YOU CAN HELP THE ENVIRONMENT WHILE BEING ON HOLIDAYS'
we try to highlight of how people can help environment while being on holidays.

Society

Detailed information is provided to our guests upon their arrival & reception area in regards to the presence of the sea turtles 'Caretta Caretta', so our guests will have the needed knowledge on this vital issue.



We are proud to present all needed information about sea turtles on our website, so our guests will have the opportunity to get familiar with the subject before they arrive in Zakynthos.

click on the link to find out more about wildlife and natural habitat of turtles
<https://www.dianahotels.gr/en/wildlife-and-caretta-caretta>





Getting involved in local community projects such as 'Clean Zakynthos' providing them with a transport, garbage bags & gloves for different place clean up in Zakynthos island. Providing information to our guests about Zakynthos cleanup events, so if they are interested they can help Zakynthos community to reach a goal for cleaner Zakynthos.

click on the link to find out more information about 'Clean Zakynthos'
<https://www.facebook.com/cleanzakynthos>



With the aim to promote our local community and products, we encourage our guests to experience traditional restaurants. In this way, our guests have the chance to try local greek foods and support local market.

click on the link to find out our suggestions
<https://www.dianahotels.gr/en/experiencing-local-international-gastronomy>



We encourage our guests to experience Zakynthian museums and historical hallmarks. In this way, our guests have the chance to become more familiar with Greece and its history.

click on the link to find out more
<https://www.dianahotels.gr/en/learning-about-local-history-and-culture>



As a local business in Zakynthos, we feel responsible to help our community whenever they are in need, each year we make a donations for kids in need, dog shelter and take part in different charity events.



We prefer to buy products from local suppliers to boost the local economy and the local products of Greece and Zakynthos island.





Employees

With the aim to enforce productivity and employment in Zakynthos, we support local employment.

We always manage to treat all of our staff following Greek law guidelines and make sure they are informed about their wages and benefits.



All of our staff is paid on time, according to the contracted date on a monthly basis.



We have a policy to keep our staff in long term and built strong relationships with them.



Our success is built on our people - self-motivated and competent professionals.



Our workplace is characterised by open and direct communication, where new ideas are welcomed.



We believe in empowerment and the importance of motivating people, to enable the best performance so as to reach common goals with dedication and team effort.

Staff training

We are a Learning Organisation and we invest heavily in the training of our most valuable asset, our people.



Our staff is trained to inform our guests in regards to our environmental activities, so as to raise awareness in terms of the environment.



All of our staff is trained in regards to sustainability and sustainable development.



All of our staff is trained in communication, body language, behavior and for department expectations.



All our staff is trained to welcome LGBTQ+ people in our hotel.



All staff is trained on HACCP on a yearly basis and during the season the operation is closely monitored by the HACCP manager.



We use all HACCP practices and all staff is trained at the beginning of each season.





Customers

Meandros Boutique & Spa Hotel is well known by a high-standard customer service.



We place great emphasis on personalised service, therefore our people are trained to excel in this important part of our philosophy.



Outstanding service is our hallmark and we would like to think that your stay in our hotels will result to an enjoyable and rewarding experience.



For people who give their support for our business by booking directly through our website, we provide 'Loyalty club' with discounted prices & extra benefits free of charge.



Give credence to customer complaints - we always take action when we know our customer is unsatisfied by solving issues while our customer is still on holidays trying to do our best so they can enjoy their holidays and be satisfied.



Keep standards high and response times low - we answer to every request and email question on our email or social media accounts within 72 hours to keep people satisfied and respond to any of their questions.



We practice clear communication with customers by having our reception desk open at 24 hours a day for any of the guest needs.



Our customer wishes is our job, by allocating people in their preferences or making their special requests happen, we care for our customers as we care for our family.



We care for guest opinion that's why we have 'Guest Questionnaires' available in-rooms and at the reception area, we read them and make our statistics and take action for improvement.



Our website is up to date and always rich in information so the guests can better plan their holidays before travelling.



We personally thank them for choosing us for their holidays and we make sure their positive feedback to have a reply on the review web sites

