







The 5* Royal Blue lies on the northern coast of the island, next to the small traditional village of Panormo. Its distant location ensures the peace and serenity everyone needs for their holidays, while its close proximity to main points of interest (cities, archaeological sites, traditional villages etc) makes it an excellent holiday choice.

- 22 km away from the picturesque & historical town of Rethymnon (20' drive)

- 50 km from the island capital city, Heraklion (45' drive)
 - 85 km from Chania Airport (60' drive)
 - 122 km from Agios Nikolaos city (90' drive)
- 3 km from the traditional village of Panormo (5' drive)
- 19 km from the important archaeological site of Eleftherna (20' drive)
 - 19 km from the historical monastery of Arkadi (20' drive)



HOTEL INFORMATION

Hotel Name: THE ROYAL BLUE resort

Category: 5 stars

Address: Panormo Rethymnon

74057 Crete Greece

Telephone: +30 28340 55000

Fax: +30 28340 55055

Internet page: www.royalblueresort.com

Email: info@rovalblueresort.com

Building year: 2009 Opening year: 2009

Board: BB/HB/FB Hotel owner: Troulis Bros Company name: AFOI TROULI AEXTE Languages: Multi: English, German,

French, Russian, Italian

Size (total): 75 a. (Acre)

Latitude: 35° 25' 9.2316"N Longitude: 24° 39' 36.1872'E





MAIN HOTEL FACILITIES

Rooms (total): 187 Beds (total): 462

Main Building: 1 **Individual Buildings**

(Rooms' areas): 48

Lifts: 5

SPA- Center: Size: 700 m²

Gym: Size: 450 m²

Pools and equipment: Sun beds, sunshades, pool & beach

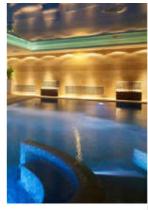
towels, showers, toilets, Beach and Pool bar, 38 pools in total - 2 main pools, 1 Spa pool, Kid's pool & special Kid's area,

Sharing pools & independent pools

Smokeless: At all public facilities

Beach: Private beach - sandy and rocky

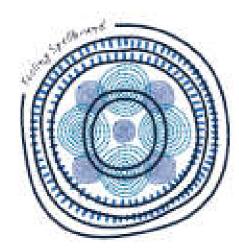
A "Royal Blue" man-made Marina





PURE SENSES SPA

Centrally located at "The Royal Blue", the Pure Senses Spa is the place where all guests can live the most incredible, unique sensations, and let their mind, body and spirit relax, unwind and feel unforgettable experiences.



The Pure Senses Spa premises include:

- 4 massage rooms
- 1 Rasul room
- 1 face treatment room
- 1 hydrotherapy room
- 1 body therapies room
- 1 hammam
- 2 saunas (1 exclusively for women and 1 unisex)
- Indoor swimming pool with sea water (additional charges apply)
- Hairdressers' studio
- Manicure & Pedicure
- Gym (the state-of-the-art gym operates daily from 07:30 - 21:30 on a complimentary basis for all quests)
- Exclusive outdoor fitness area





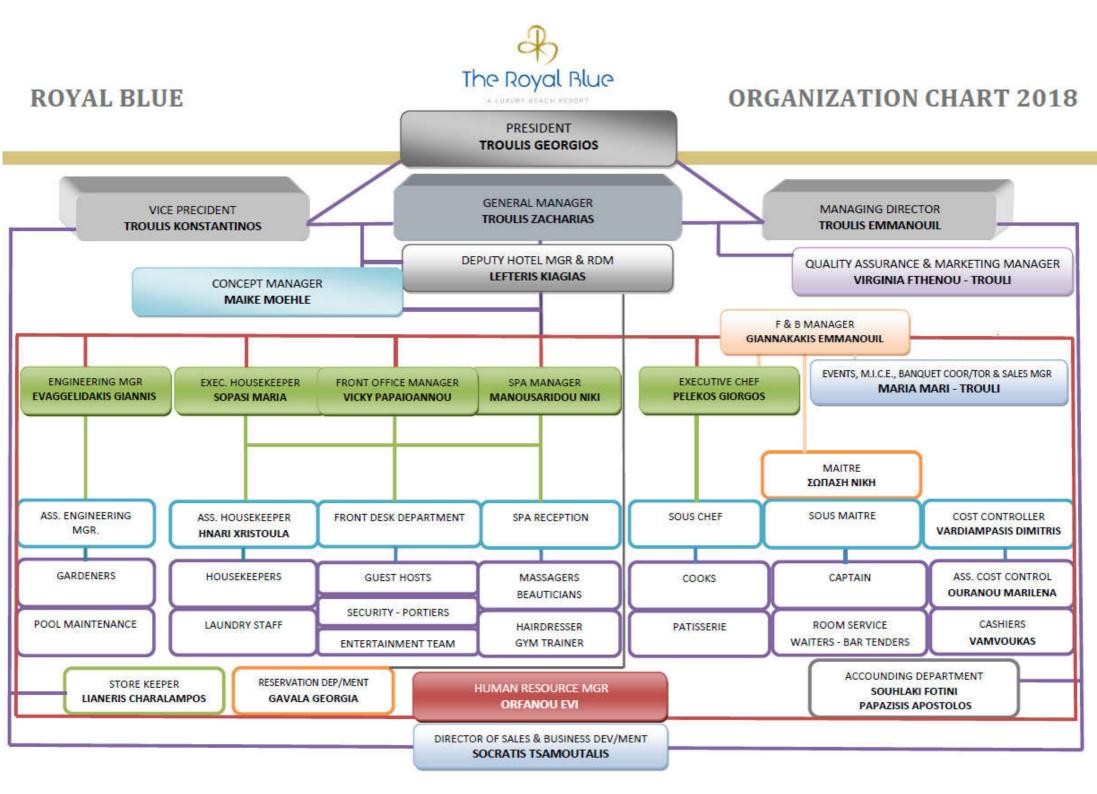
THE ROYAL BLUE is a member of



CORPORATE PROFILE

Owned by Troulis George Family, Father & Bros, Troulis Group for over three decades is consistently investing in Tourism Hospitality, Jewelry Shops, trusting that this economy segment consists of a driving force of the country's development.

Troulis Group invests and focuses in innovation that adds dynamic and quality to destinations in Crete.





SUSTAINABILITY ORGANIZATIONAL TEAM





THE ROLE OF THE SUSTAINABILITY ORGANIZATIONAL 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 The Royal Blue 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
- 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 The Royal blue 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





"We at The Royal Blue are fully aware of our responsibility towards the local community and environmental issues. We are totally committed to improve a sustainable development that includes "reduce – reuse – recycle". This are crucial cornerstones of our corporate philosophy and provide major contributions to your overall holiday experience."

The Management



ABOUT THIS REPORT

This is a sustainability report of The Royal Blue for the season 2018. Most of the policies, data and targets are produced from the above property management team of the Troulis group. The performance information gathered are in line with the hospitality industry standards.

This report is indented to provide an accurate representation of The Royal Blue sustainability performance, aiming to the preservation of the environment, the continuous support of the local community, the best interests of it's associates and the highest quality level of service for its guests, always within the international health and safety standards.

OUR 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

We at The Royal Blue are fully aware of what sustainable hotel management is and are totally committed to:

- conserve natural resources
- ·use environmental friendly technology
- •adapt our operatio to regional characteristics & conditions
- minimize negative impacts of our activity
- reduce reuse recycle



HOTEL OPERATIONS | 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 all new building and renovation plans.
- ✓ To balance financial benefits from waste management and energy saving against increased initial costs of other improvements.



HOTEL OPERATIONS | ENVIRONMENT

WATER

- ✓ careful use of water reserves
- ✓ An automated irrigation system is used in the gardens.
- ✓ Dripping Procedures in the garden (60%).
- ✓ 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.
- Regular chemical and microbiological analyses of water (drinking water, sea & pool water) are conducted by a certified laboratory
 - TARGET 2019:
- ✓ Place more automates systems in the gardens and dripping procedures at 80%.
- ✓ Timers in common area sinks.

WASTFWATER

- ✓ Backwash procedures.
- \checkmark 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.
 - **TARGET 2019:**
- ✓ Decrease the water flow per guest night.
- ✓ Increase the burnt oils for recycling.



HOTEL OPERATIONS | ENVIRONMENT

SOLID WASTE

- ✓ Reuse
- ✓ Reduce waste at source
- ✓ Recycle
- ✓ Glass, paper, plastic, batteries, light bulbs, metals and electronic devices.
- ✓ Use of recycling bags
- ✓ Separation of solid waste in rooms by the housekeeping during cleaning.

TARGETS 2019:

- ✓ Provide more training hours to our employees regarding recycling and protecting environment.
- ✓ Place recycling bins in Reception.
- ✓ Dispenser mechanism in kitchen paper, aluminum foil, napkins.
- ✓ Minimize disposable waste.
- ✓ Use recycled paper in reception.
- \checkmark We are contacting research regarding composting as a target for the next four years.

ENERGY/FUELS

- ✓ Employee Trainings and raise guests awareness on saving energy.
- ✓ Led energy efficiency lamps
- ✓ In the rooms magnetic cards are used to reduce energy consumption.
- ✓ Regular equipment maintenance for optimal performance.
- Timers are used for external lightning.

TARGETS 2019

√ 5% Reduction of energy consumption.



ENVIRONMENTAL ISSUES

Environmental - friendly Technologies

- energy save lamps
- moving sensors in less frequented areas
- master switch for electricity in all rooms
- breaker contacts on doors/windows for air-conditions
- Units of reverse osmosis and filtration
- drip irrigations for gardens
- water saving buttons in all WCs

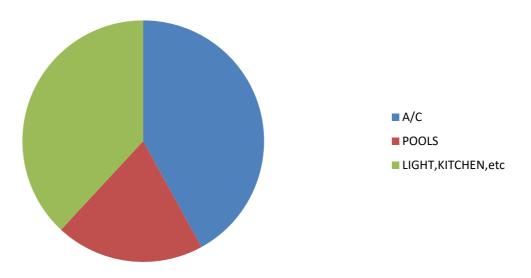
Outlets

- Restaurants:
- Local, organic products, as well as products from own gardens
- Avoidance of single packed groceries
- Waste Management
- Gardening:
- No chemical fertilizers
- Human Recourses:
- Training for the staff to reduce the energy-needs
- Paper replaced by electronically messages
- Member of staff as environmental Officer
- Housekeeping:
- Environmental friendly cleaning products

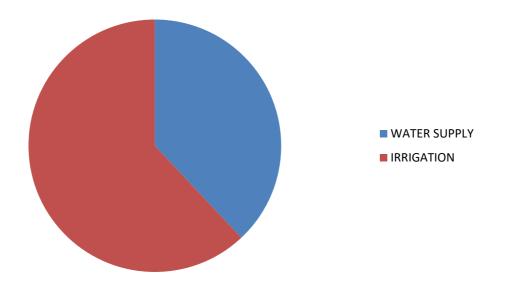
Environmental Results 2017 & 2018 Targets 2019	2017	2018	Targets 2019
Recycled Glass	14.960 ton	15.620 ton	+2%
Recycled Plastic, Aluminum, paper	121,20 ton	107,4 ton	+2%
Recycled Burned Oils	590 kg	955 kg	+5%
Total Energy Management KWh/guestnight	25	29	-10%
Chemical Use Reduction %	588	-22,78%	-10%
Chemical Water Use Reduction %	390	+15%	-10%
Recycled copper / Iron	650	644	+1%
Decreased Water Consumption m3/guest night	1,12	0,93	-1%

TYPE	UNIT	2018	2017
ENERGY	KWhr/guestnights	36,17	39,40
WATER	m3/guestnights	1,13	1,45
CHLORINE 90	gr/guestnights	2,97	2,53
LIGHT CHLORO	gr/guestnights	322	274
HYDROCHLORIC ACID	gr/guestnights	34	29,7

DISTRIBUTION OF ELECTRIC POWER



DISTRIBUTION OF WATER





CORPORATE AND SOCIAL RESPONSIBILITY POLICY - LOCAL COMMUNITY & HUMAN RESOURCES

TOTAL NUMBER OF EMPLOYEES

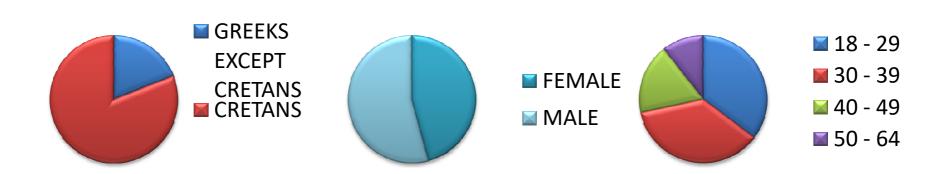
GRAND TOTAL

The Royal Blue employed (190) employees in 2018. This number is divided almost equally to male and female population, with the majority of employees have either Cretan origin or live permanently in Crete (154) and with the majority of the employees belong to the age group of 18-39 years (136).

Below are listed in detail data of our employees

190

		<u>EMPLOYEES GEN</u>	<u>IDER</u>	<u>EMPLOYEES AGE</u>		
EMPLOYEES		FEMALE	87	18 TO 29 YEARS	67	
GREEKS EXCEPT CRETANS	36	MALE	103	30 TO 39 YEARS	69	
CRETANS	154	1V1/ \LL	100	40 TO 49 YEARS	34	
CRETAINS	134			50 TO 64 YEARS	20	
		GRAND TOTAL	190			





CSR - CORPORATE SOCIAL RESPONSIBILITY

- Staff and regional Development
- Engagement of local people and business to support the economy, community and protect local traditions
- Mix of local employees and students around the world
- Trainings for employees in professional development and additional knowledge (lifeguard, first aid, communication etc.)
- Local distributors for food and beverages
- Information and Events
- Blood donation once per season in cooperation with the public hospital of Rethymnon
- Information of local habits and traditions via social media & Exclusivi APP and
- Support of local artists (dance, music, art)
- Member of Staff as CSR Officer



EMPLOYEE BENEFITS

- o Continued performance management through training and development programs
- o Employee Handbook (Information about the trade unions, rights, obligations).
- Best Employee of the month, year (recognition, present)

EMPLOYEE TRAININGS

- HACCP Procedures
- o Environmental policy and actions
- First Aid
- Fire Safety
- o F&B Training
- Housekeeping Training
- o Guest Relations Training
- Managing Hotel Reviews Training

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.



IMPACT ON SOCIETY

- The hotel effectively supports the needs of the local community & implement initiatives accordingly
- The Impact on the local and wider community is understood and nurtured

LOCAL SOCIETY

- o Efforts to help people in Panormo by supporting the local church with food supplies, clothes and blankets
- o Money donation to the football team.
- o Food weekly "Cooking Lessons" to promote local cuisine & local organic products with "Wine Tasting"
- Promote local culture by organizing local markets
 Promotion of Cretan & Greek Nutrition with Greek Corner during dinner, Cretan Breakfast and Greek –
 Buffet Theme Night.
- o Promotion of Cretan Traditional Music and Dancing through Cretan Thematic Day.
- Beach cleaning
- Road Cleaning
- Bicycle ride to Panormo to talk about the benefits of riding to body and soul
- o Adapt turtle caretta caretta nest

Targets 2019

- o Support to the non-profit organization "The Child's Smile".
- o Thematic Environment Day.



ENVIRONMENTAL DAY 2018

Let's celebrate the great nature of crete together – participate in the program of our Environmental Day!

24. & 25.07.2018

24. July		
19:00	Small Pool	Traditional Market: Try the cretan tastes
20:00	ELIA	Traditional cretan menu (35,00 € p.P. excl. drinks)
21:15	All hotel	We symbolically switch off the lights for 1 minute
21:20	SUNSETBAR	Announcement of the winner of our Photo Contest 2018
		1. place: A Dinner for 2 in the CAVE Restaurant
		2: place: A Relaxing massage in the SPA
		3 place: A Bottle of Bottega Prosecco
25, July		
10:00	GATE	We meet to clean the road together
11:30	Bluetopia	Tree Planting- A lifetime gift! Plant your own tree at our premises.
12:30	Eora Restaurant	Let's clean the beach together
13:00	Ammos	The Volunteers of Archelon are presenting: Caretta Caretta on Crete
		and we want to talk about the Royal Blues Environmental Policy.
18:30	Joy Ride	Take part in a guided Bycicle Ride to the close fishermans village
		Panormos.







TAKE PART AND WIN...

Photo Contest

Dedicated to The Royal Blue Environmental Day 2018:

Here is how you participate:

√ Take a beautiful picture of the nature or surrounding of The Royal Blue

✓ Post it in social media with Hashtags #TheRoyalBlue #RoyalBlueResort #RBPhotoContest

√Win:

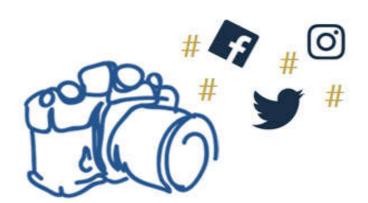
A Dinner at the Cave Restaurant for 2

A Massage in the SPA

A bottle of Bottega Prosecco!

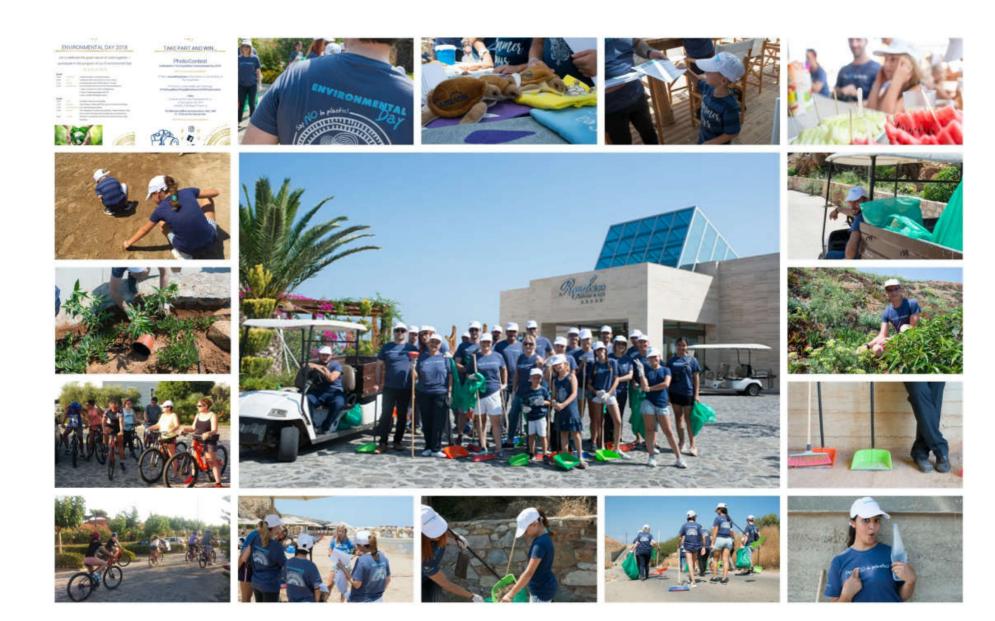
The Winners will be announced on July, 24th 21.15 hrs in the Sunset Bar.

We'd love to see your pictures!











SAY "NO" TO PLASTIC



The Royal Blue participates for many years in "Make Holidays Greener", an ABTA's annual campaign in partnership with Travelife for Hotels & Accommodations to encourage us all to take positive social and environmental actions whilst on holiday, which will not only contribute to you having a great holiday, but also help to ensure your chosen destination is preserved for years to come.

This year, the Slogan of the Campagin is "Say no to plastic" - and here is why:



ΜΑΖΕΥΩ ΚΑΠΑΚΙΑ ΜΑΖΕΥΩ ΧΑΜΟΓΕΛΑ

Ένα παιδί περιμένει την βοήθεια μας.

Ας του προσφέρουμε λοιπόν απλόχερα χαμόγελα, μετατρέποντας τα καπάκια σε αναπηρικά αμαβδια.

Τόσο απλό μα τόσο σημαντικό!









ΑΝΑΓΚΗ ΓΙΑ ΑΙΜΑ

Αγαπητοί συνάδερφοι,

Με το παρόν θα θέλαμε να σας ανακοινώσουμε ότι φέτος δεν θα πραγματοποιηθεί Ημέρα Αιμοδοσίας στο χώρο του ξενοδοχείου μας. Εξαιτίας ενός κρούσματος του Ιού του Δυτικού Νείλου που παρουσιάστηκε στην ευρύτερη περιοχή του Ρεθύμνου, εδώ και κάποιους μήνες έχει τεθεί σε καραντίνα όλος ο Δήμος Μυλοποτάμου, με αποτέλεσμα να απαγορευτούν προσωρινά όλες οι αιμοληψίες από το Νοσοκομείο Ρεθύμνης.

Ωστόσο υπάρχει άμεση ανάγκη για αίμα

Όποιος επιθυμεί να δώσει αίμα για τον συνάνθρωπο μας και να ενισχύσει την Τράπεζα Αίματος του ROYAL BLUE, έχει την δυνατότητα να το κάνει στο ΠΑΓΝΗ, Νοσοκομείο Ηρακλείου. Εκεί θα σας ζητηθεί να συμπληρώσετε μια φόρμα, στην οποία θα δηλώσετε ότι κατάγεστε και δραστηριοποιείστε στο Ρέθυμνο. Το αίμα σας θα εξεταστεί άμεσα και θα καταχωρηθεί στην τράπεζα μας την οποία και θα δηλώσετε, ώστε και εμείς στη συνέχεια να το δωρίσουμε εκεί που υπάρχει ανάγκη... Παρακαλούμε βάλτε το στο πρόγραμμα σας... Μην το αμελήσετε... Με την πρώτη ευκαιρία που βρεθείτε στο Ηράκλειο, σταματήστε στο Νοσοκομείο στο Υπόγειο, και στο τμήμα Αιμοδοσίας...

Εθελοντική αιμοδοσία

Η αιμοδοσία είναι πράξη αγάπης, απόδειξη κοινωνικής ευαισθησίας και συνεισφοράς στον πάσχοντα συνάνθρωπο. Τα αποτελέσματά της σώζουν ζωές, διότι το αίμα ούτε παράγεται, ούτε αντικαθίσταται. Μόνο χαρίζεται. Γι' αυτό το λόγο, η εθελοντική αιμοδοσία είναι μια χειρονομία καλής θέλησης, φροντίδας και αγάπης.

Τα οφέλη ωστόσο είναι πολλά και για τον ίδιο τον εθελοντή αιμοδότη.

Ατομα με υψηλό αιματοκρίτη, μέσω της αιμοδοσίας βοηθούν τον οργανισμό τους να επαναφέρει τον αιματοκρίτη στα φυσιολογικά του επίπεδα, ενώ παράλληλα τον ενδυναμώνουν, καθώς το σώμα αναγκάζεται να αναπαράγει το χαμένο αίμα με τα καινούρια λευκά αιμοσφαίρια και αιμοπετάλια. Επίσης, τουλάχιστον προσωρινά, η αφαίμαξη βελτιώνει την ρεολογία του αίματος, δηλαδή το αίμα κυκλοφορεί ευκολότερα με λιγότερη "κούραση" της καρδιάς και λιγότερη επιβάρυνση και φθορά των αγγείων.

Δεν πρέπει να ξεχνάμε ότι υποψήφιος αιμοδότης είναι κάθε υγιής Δέκτες είμαστε όλοι.





!!! ΑΡΣΗ ΑΠΑΓΟΡΕΥΤΙΚΟΥ ΠΡΑΓΜΑΤΟΠΟΙΗΣΗΣ ΑΙΜΟΛΗΨΙΑΣ!!!

Η Διοίκηση του The Royal Blue στηρίζοντας και φέτος τον Θεσμό του Εθελοντισμού και της Προσφοράς οργανώνει την

> Πέμπτη, 25 Οκτωβρίου 2018 από 09:30 π.μ. – 14:00 μ.μ

« ΕΘΕΛΟΝΤΙΚΗ ΑΙΜΟΔΟΣΙΑ »

Η αιμοληψία θα πραγματοποιηθεί στο χώρο του μπιλιάρδου με την συνεργασία της Κινητής Μονάδας Αιμοληψίας του Νοσοκομείου Ρεθύμνου.

Παρακαλώ, δηλώστε την συμμετοχής σας, συμπληρώνοντας τα στοιχεία σας στην λίστα που βρίσκεται έξω από το Γραφείο Προσωπικού.



Δώσε αίμα - Κάνε μια καρδιά να χτυπάει - Δώσε χαμόγελα!

Σας ενημερώνουμε ότι από φέτος, ο κάθε Εθελοντής Αιμοδότης εφόσον το επιθυμεί. θα έχει την δυνατότητα να εγγραφεί στο Εθνικό Μητρώο Αιμοδοτών (ΕΜΑ), ώστε να αιτηθεί την έκδοση της Νέας Ηλεκτρονικής Ατομικής Ταυτότητας του Εθελοντή Αιμοδότη, ανεξάρτητα αν ανήκει σε κάποιο σύλλογο ή Τράπεζα. Περισσότερες πληροφορίες θα δοθούν κατά την διάρκεια της αιμοληψίας από τον ιατρό του Νοσοκομείου:



THE INTERNAL REPORTING PROCEDURES AND TEMPLATES

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 (Job Orientation & Description)
- Guests are encouraged to follow feedback process → Website, Holiday Check, Trip Advisor, Social Media (FB, Instagram...), Exclusivi App, Questionnaires
- Suppliers & Contractors → Take our policies
- Local communities → Donations | Sponsorships
- The Royal Blue → Monthly & Seasonal Statistics

PROPOSALS FOR NEW SUSTAINABILITY INVESTMENTS

- To be certified with Travel Life.
- Enforce employee's trainings on sustainability policy of the resort
- Expand activities related to environmental actions and local community activities
- Place informative signs of the Cretan herbs within the hotel premises



THANK YOU!

