

Care  
And  
Conserve  
The  
Ultimate  
Sustainability...

CACTUS  HOTELS  
Spa & Resorts Crete



Green Key





# SUSTAINABILITY REPORT

2016



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*Our Company*





## Letter from the Managing Director

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I am very proud of every achievement of Th. Halkiadakis S.A. and the feedback of all this. I am really happy and satisfied to see that the concept and the philosophy of sustainability has already been adopted by every member in each department of the company.

The company's commitment to assuring and maintaining sustainability is absolute and grown - strengthened year by year, day by day. All the investments made in the last

two years testify the seriousness with which Cactus Hotels face this challenge. A challenge that requires careful planning for the best implementation and achievement of the desired objectives.

This report focuses on the sustainability policies adopted from the company and also presents all those to whom the company brings value for a more responsible operation!!!

**Nikos Th. Halkiadakis**  
Managing Director of Cactus Hotels



The **CACTUS ROYAL RESORT 5** \* spans a shapely area of 15,000m<sup>2</sup> and is the epitome of luxury, relaxation and impeccable services to its customers.

Just 30 km distance from the international airport, 9 km from the traditional village Mochos, 9 km from Hersonissos popular tourist destination, 34 km from Agios Nikolaos and 41km from Elounda internationally renowned tourist resort definitely considered an appropriate location that favors excursions to the most beautiful corners of our island.

The complex consists of 177 rooms, of which 16 are suites, fully equipped aiming in turn to bring guests seeking a balance between rest and comfort without sparingly offers the **Cactus Royal Spa & Resort**.



Senses are taking off when our guests indulge themselves into a unique experience while dining in our 2 exquisite restaurants “**Philoxenia**” & “**Elia**”. Flirt with taste while our culinary assemble the finest in food to ensure a delightful gastronomic journey that is restrained and tasteful and it reflects the vibrancy of the Hotel’s elegance.

Offering a wide range of delectable assortments, a phenomenal presentation of regional (traditional – local) and international flavored dishes, our culinary will make your dining options abundance, peppered with a great selection of winery.

Main Bar “**Notos**”, Pool Bar “**Eros**” and Kafeneio “**Petrino**” offering an affluent variety of drinks and cocktails partake to foster a sense of extraordinary presence of the hotel that every connoisseur would envy.





The apotheosis to satisfy your desire for relaxation and serenity climax in our modern, luxurious, full service **Spa Center** where you can spoil yourselves in the splendor and tranquility. You can choose any of our facial and body treatments or any beauty services.

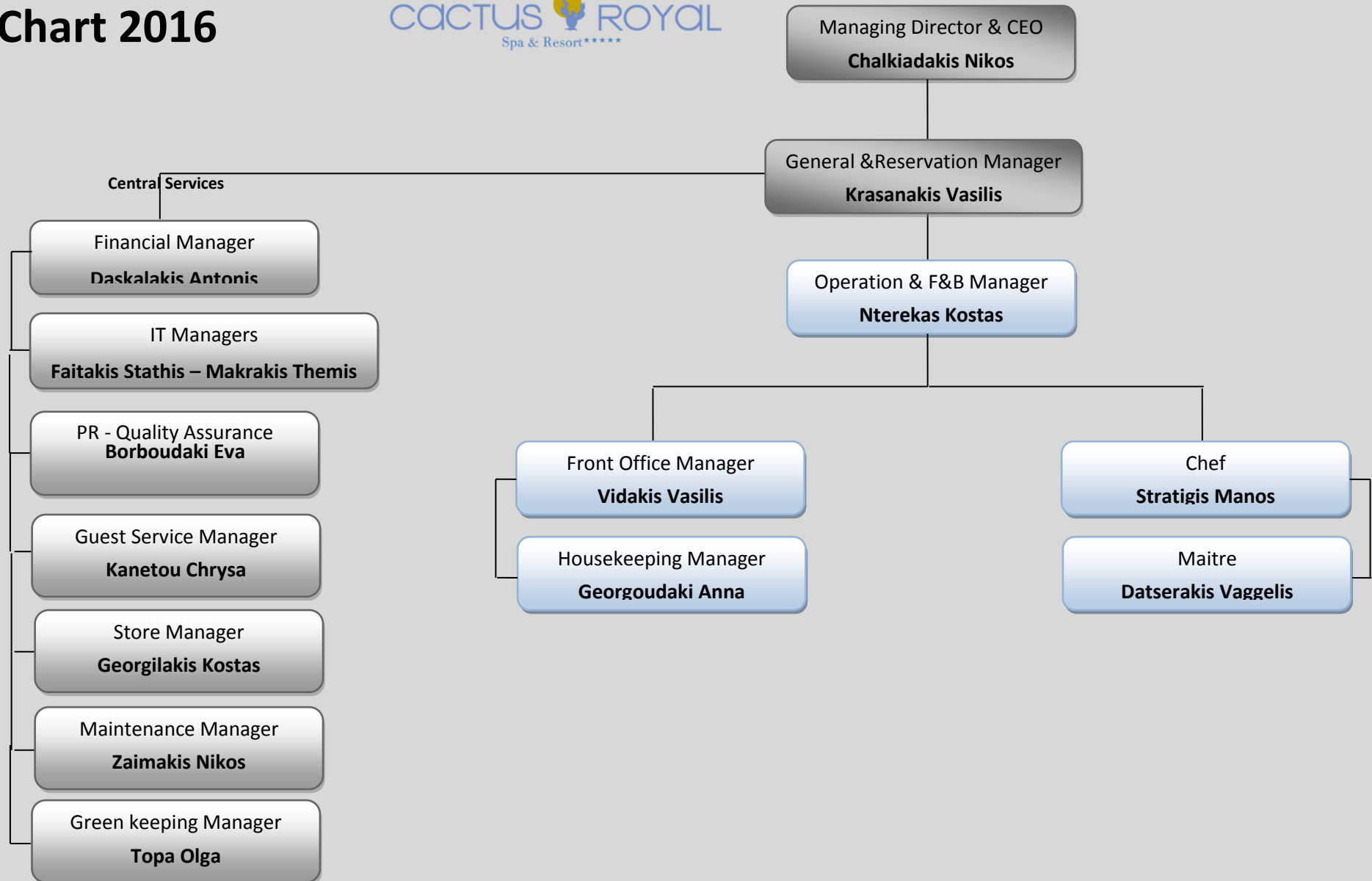
Our care is extended in our completely equipped gym where our guests benefit reinforcement and well being.

Spa Center is one of the most prominent Spas in Crete to spend your time relaxing in an elegant ambience and stands successfully compatible to the most demanding Spas of the world.





# Organization Chart 2016



This is the second official sustainability report of **Th. Halkiadakis S.A. – Cactus Royal** and aims to provide accessible information on the company, its operation, its hosting services and all those activities which are inherent in the environmental, economic and social nature of the business.

This report is available on the company's website [www.cactusroyal.gr](http://www.cactusroyal.gr).

This report refers to the period **from 01/01/2016 to 31/12/2016** and constitutes the business commitment to external and internal partners. The sustainability report will be submitted annually. It focuses on a number of business sectors and displays comprehensively and briefly:

- **The company's profile**
- **The market needs**
- **The market share of enterprise**
- **The sustainability policies**
- **The contribution to the environment and the society**

and a number of other issues for achieving sustainable tourism and sustainable development.

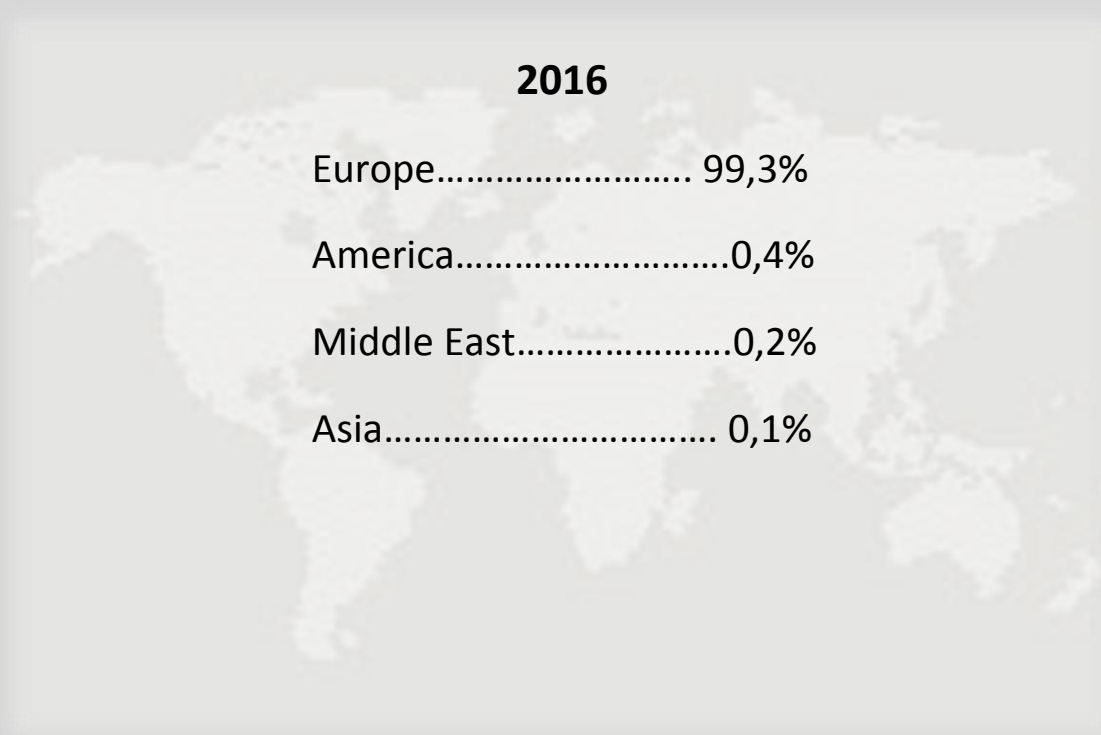


# Market Needs and Market Share

**Cactus Royal Spa & Resort** offers value and benefits to our clients, over and above the standard of our facilities and affordable rates. We provide our guest with a luxurious, relaxed environment within which to conduct their business.

Our guests need to know that they can develop a relationship with the hotel that will ensure efficiency, value for their money and reliability in supplying them with the support they need, when they need it.

The majority of our guests come from Europe and mainly from Central European countries.



# Macro-environment

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The external factors which affect the business constitute the macro – environment and refer to the political, social, economic and technological environment of the business.

- **Political:** The political environment includes the political stability, the political system and the laws. All the political scene affects the operation of the business.
- **Economic:** As with most industries, the hospitality and tourism sector is experiencing numerous challenges as a result of the global economic crisis. The industry is feeling the impact of a shrinking capital market and decreased spending by both corporate and individual consumers. In addition, tourism can be the driving force behind Greece's economic recovery. However, for its achievement the country's policy makers should take several measures towards restructuring and improving the sector. These measures include: enhancement of alternative forms of tourism, environmental protection, creation of quality infrastructure and boost of competitiveness through a tourism product that offers value for money.
- **Social:** the trend towards cost effective travel leads hotel guests to seek more value for money, which is where our added value differentiation strategy comes into play.
- **Technological:** Technology plays an important role in the hospitality and tourism industry. Both customers and businesses can benefit from advances in communication, reservations and guest services systems. Technology allows continuous communication and streamlines the guest experience, from reservation to check out.

# SWOT Analysis

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*The following analysis is a strategic designed tool which highlights the internal strengths and weaknesses of our organization, the opportunities and threats facing the company in our external environment.*







**Cactus Royal Spa & Resort** is dedicated to providing its guests with the highest quality of service and standards in order to positively engage with all our partners, to understand their sustainability targets and to align our priorities (customers, suppliers, local community). As a response we aim to minimize environment impacts, optimize business processes and maximize safety, quality and performance.

<p style="text-align: center;"><b>Strengths</b></p>	<ul style="list-style-type: none"> <li>▪ A strong reputation within the local market.</li> <li>▪ Effective environmental management system.</li> <li>▪ Technical innovations to improve customer experiences.</li> <li>▪ Awarded by a series of certifications.</li> <li>▪ Specialized and experienced staff that is motivated and highly skilled.</li> <li>▪ Co operation with local suppliers.</li> </ul>
<p style="text-align: center;"><b>Weaknesses</b></p>	<ul style="list-style-type: none"> <li>▪ Differentiation strategy needs to be more clearly communicated externally, within local and national markets.</li> <li>▪ Operations are affected globally due to different Government policies and parameters.</li> <li>▪ Seasonal turnover requires ongoing training and orientation of new staff.</li> </ul>
<p style="text-align: center;"><b>Opportunities</b></p>	<ul style="list-style-type: none"> <li>▪ Strong, long-term relationships established with suppliers.</li> <li>▪ Innovation in customer services.</li> <li>▪ Positive signs of the touristic market.</li> </ul>
<p style="text-align: center;"><b>Threats</b></p>	<ul style="list-style-type: none"> <li>▪ Economic and political turbulence in most countries.</li> <li>▪ Competition on price point.</li> <li>▪ Fear of terrorist attacks in Greece which will affect the tourism negatively.</li> </ul>



## **Contact details for the Annual Sustainability Report**

For any explanation and question on the annual sustainability report, please contact Mrs. Borboudaki Eva, PR & Quality Assurance Cactus Hotels.

### **Contact details:**

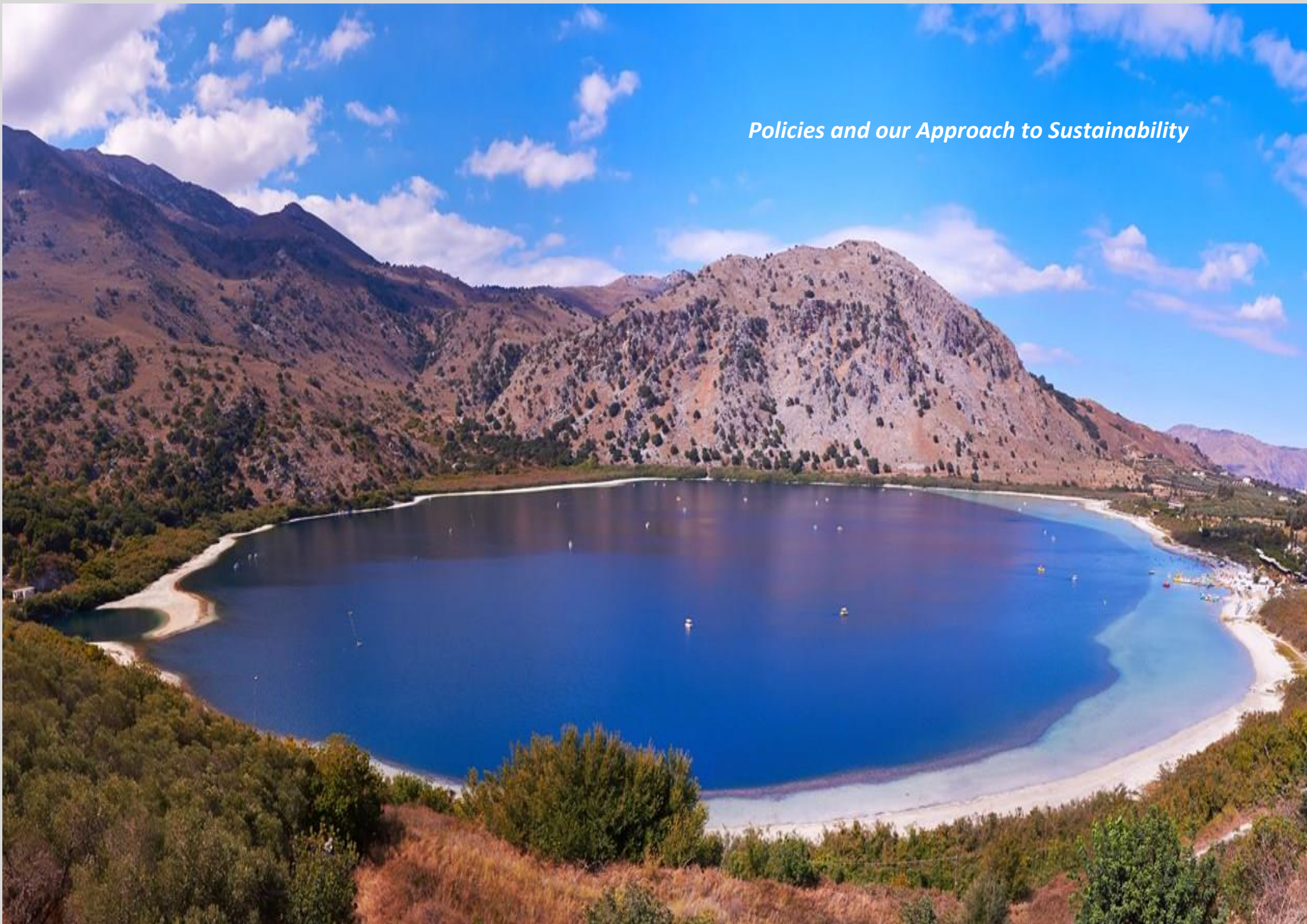
Name: Borboudaki Eva

Position: PR & Quality Assurance Cactus Hotels

Phone: +30 28970 31319, +30 6930 967 111

E-mail: [quality@cactushotels.gr](mailto:quality@cactushotels.gr)

*Policies and our Approach to Sustainability*





# Environmental Policy

The management of **Cactus Royal**, understanding the importance of environmental protection and sustainable development in tourism as well as the personal responsibility of everyone towards the environment, commits:

- To comply with any legislative or any other requirement associated with its operation and its impact on the environment.
- To evaluate the environmental impact of its activities with the aim of reducing or eliminating negative impacts.
- Take action in every possible way to protect the environment and prevent pollution and
- Through the establishment of goals to aim for continuous improvement.



Based on these commitments

**Cactus Royal** aims to:

- Perform actions to save energy, reduce water consumption, proper management of waste and proper management and reduction of produced solid waste.
- The protection of beach and water quality.
- Cooperate with the local entities in order to maintain the natural beauty of the area.
- Inform all the local entities for the environmental actions that are carried out by the hotel, in order to sensitize them and participate.
- Educate and sensitize the staff of the hotel in order to take an active role in the environmental activities.
- Inform guests about the environmental actions of the hotel in order to encourage their active participation.





# Human Rights Policy

**Cactus Royal** respects all human beings and its operation is based on the principle that all humans – irrespective of religion, gender, nationality, skin, color, sexuality, age, culture or disability – have the universal right to be treated with dignity, equality and respect.

**Cactus Royal's** social commitment consists of its responsibility towards its employees and the community in which it carries out its business. Both are governed by respect and by encouraging personal, economic and professional development.

We value our staff and treat them fairly and with respect, ensuring that no-one is discriminated against, irrespective of age, sexuality, gender, ethnicity, religion, culture or disability.

We commit to provide all necessary resources so that staff can work smoothly and securely to a suitable working environment.

We commit to provide all necessary resources so that staff can work smoothly and securely to a suitable working environment.

We take staff development seriously and provide training to support our employees in their roles as a Team and throughout their careers at our hotel.

We comply with all applicable employee laws and regulations in our country.

Wherever, possible, we employ staff that lives in the local community.



We pay our staff above the national minimum wage.

We will train our staff on our sustainability commitments, so that they understand the role they play in delivering our objectives and targets.

**Cactus Royal** protects the rights of people in our local community ensuring that:

We don't restrict the local community's public rights of access.

Public access to essential natural resources, particularly water, is not restricted and local sanitation services are not compromised.

No historical or archaeological artifacts are sold on the premises and those that may be displayed are done so with the correct licenses or permission.

Protected or sensitive areas are identified and the property has a plan in place to minimize negative impacts.



# Local Community and Purchase Policy

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**Cactus Royal** commits to treat the local community fairly.

We commit to maintaining a close relationship with our local community, ensuring that their concerns about our business operations are addressed.

We encourage our guests to support the local community through choosing to buy goods and services from local suppliers.

In **Cactus Royal** wherever is possible, we purchase locally produced goods in preference to imported products, ensuring that local, traditional or fresh products are available to our guests during their stay.

Wherever possible, preference is given to buying from local suppliers, instead of national/ multinational companies, ensuring that authentic experiences are available to guests during their stay.

Quality, price, reliability, and supply stability are the main criteria upon which we base decisions on initiating new business and carrying out specific transactions.

As a rule, we compare offers from several vendors simultaneously and also the Quality for a fair supplier selection.

We purchase from multiple suppliers to avoid excessive reliance on a single vendor and to prevent vendors from depending excessively on us.

We create opportunities for newcomers by periodically reviewing our regular vendors.

We preserve the confidentiality of vendor information obtained in transactions.

We do not engage in transactions that lead to the violation of a third party's intellectual property rights.



# Health & Safety Policy

**Cactus Royal** is committed to providing and maintaining a safe and healthy workplace for all staff, and to providing the information, training and supervision needed to achieve this.

**Cactus Royal** will take responsibility for health and safety procedures, however, employees need to be aware of their responsibilities and comply with the business' health and safety policy.

Each employee is encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

Being involved in the workplace health and safety system.

Insisting on correct procedures and equipment.

Wearing protective clothing and equipment as and when required.

Reporting any pain or discomfort feels as soon as possible.

Ensuring all accidents and incidents are reported.

Helping new employees, trainees and visitors to the workplace understand the right safety procedures and why they exist.

Informing the manager immediately of any health and safety concerns.

Keeping the workplace tidy to minimize the risk of any accident or fall.





# Quality Assurance Policy

**Cactus Royal** was established to provide accommodation and leisure services to our guests. We are based in Stalis and employ almost 100 people.

Quality is important to our business because we value our guests. We strive to provide our guests with the services that meet and even exceed their expectations. We are committed to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- a) Regular gathering and monitoring of guest feedback.
- b) Customer complaints procedure.
- c) Training and development for all our employees.
- d) Regular monitoring of feedback, taking action to improve when identified.
- e) Measurable quality objectives which reflect our service level standards.
- f) Regular reporting to management of our guest feedback and complaints.

Our internal procedures are reviewed regularly and our quality objectives are communicated to all our employees through team meetings.

Though the General Manager has ultimate responsibility for quality, all employees have a responsibility in their own areas of work, helping to ensure that quality is embedded across the whole property.



**«Quality is never accidental.**

**It is the result of a smart effort»**

*John Ruskin, 1819 - 1900*

# Children Protection Policy

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All staff employed by **Cactus Royal** hotel is responsible for the care, safety and protection of children. This responsibility extends to the identification and timely response to concerns regarding the possible sexual, physical, psychological and emotional abuse or neglect of a child.

We believe in the fundamental right of children to grow up safely and enjoy a childhood that is free from exploitation and abuse.

We have the following principles:

Zero tolerance of child exploitation and abuse.

Recognition of the best interests of the child.

Sharing responsibility for child protection.

Therefore whenever you see or you suspect a child is in danger or accept any form of abuse, inform the management and it will follow the necessary procedures for the resolution of the issue.

Our responsibility is to make sure that we are doing everything we can to safeguard the rights and welfare of children wherever we are.



*Creating value for the staff*

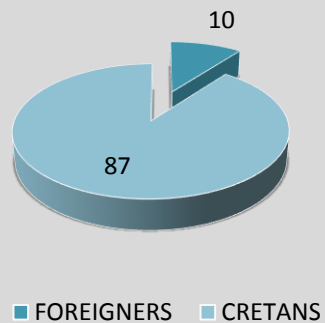


**Cactus Royal**, in terms of its operation, concerns and cares for its staff, as we usually call it 'our family'. Through a series of actions and initiatives we aim to provide skills, training and first of all satisfaction for our employees.

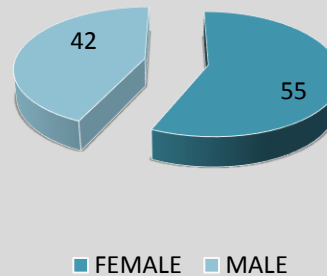
Our staff consists of approximately 100 employees who are mostly come from the local community.

More specific:

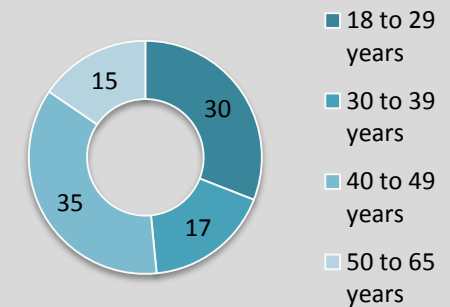
EMPLOYEES ORIGIN	
FOREIGNERS	10
CRETANS	87
<b>TOTAL</b>	<b>97</b>



EMPLOYEES GENDER	
FEMALE	55
MALE	42
<b>TOTAL</b>	<b>97</b>



EMPLOYEES AGE	
18 to 29 years	30
30 to 39 years	17
40 to 49 years	35
50 to 65 years	15
<b>TOTAL</b>	<b>97</b>



## Staff Training

Posing the human factor as our main concern, we care every year for the staff training. The staff training is done through external and internal partners with main objective to familiarize employees with the values and the code of conduct of the company in order to develop their skills and to enhance their career opportunities.

During 2016 as every year, a series of training seminars on a wide range of modules took place for the acquisition of important knowledge useful for the workplace and beyond.

Seminar Title	Institution
Get familiar with the certifications	Quality Assistant
Proper use of Ecolab detergents	Ecolab
Fire training	Koukakis Manolis
Risk Management	TUV Austria
Education inspectors for the classification of tourist accommodation	TUV Austria
Introduction to food safety	Mountoufaris Ioannis & Samson Dimitrios
Micro-organisms and their characteristics	Mountoufaris Ioannis & Samson Dimitrios
Food poisoning and its prevention	Mountoufaris Ioannis & Samson Dimitrios
Personal hygiene and behavior of food handler	Mountoufaris Ioannis & Samson Dimitrios
Cleaning practices	Mountoufaris Ioannis & Samson Dimitrios
Common contaminants and control of these	Mountoufaris Ioannis & Samson Dimitrios
Food hygiene legislation	Mountoufaris Ioannis & Samson Dimitrios
Basic lifeguard knowledge for swimming pools' supervisors	Eurodiapistefsi





The emergency team of **Cactus Royal** briefed and trained in the prevention and suppression in emergency conditions such as fire, earthquake and fire protection measures which are available to the company.



# Blood donation

**Cactus Royal** in cooperation with Venizelio Hospital of Heraklion organized voluntary donation at the hotel property. The purpose of this excellent initiative is to create a blood bank that can serve the blood needs of our staff and their families. Our target and wish is to organize blood donations on an annual basis.



***Cactus Royal*** knows how important is the competitive advantage of human factor and for this reason is next to them ensuring their satisfaction.

- The transport of staff to and from their workplace on a daily basis is made by the company means of transport.
- The company cares for the staff nutrition with meals (breakfast, lunch and dinner) in specially designed rooms on site.
- The clothing of personnel with appropriate uniforms is company's responsibility.
- There is a clear and written opinion drafting process – employee's complaints procedure.
- The company cares for the staff training.
- Also the company has ensured the existence of doctor when necessary.
- On annual basis a staff celebration is organized during which the best employees of the season are awarded with prize money.
- On annual basis the staff excursion, also, takes place.







*Creating value for the social community*



# Supporting the local community

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Our policy on corporate social responsibility is a key factor for the sustainable development of the business. The good corporate citizenship involves a series of initiatives and actions. Particular emphasis is given to strengthening our supply chain through the selection of local, national products, working with our suppliers to reduce waste and recruiting local manpower.

- ✓ **Promotion of local products through conducting a series of events**
- ✓ **Policy for encouraging the local purchasing**
- ✓ **Promoting local businesses and points of interest**
- ✓ **Support and enhance environmental agenda:**
  - **Organization planting - offer in the municipality**
  - **Visit a school with main target to promote environmental issues through a variety of activities**
  - **Donations to local actors of protection and animal care**
  - **Work to supply food and drinks from local suppliers in more than 60%**
  - **Employment of mainly local workforce**
  - **Organizing environmental events to enhance the environmental awareness of residents**
  - **Beach Cleaning, an initiative which is performed annually at the hotel**



The policy of **Cactus Royal** is to support the local community, the local suppliers fully complied with and encourage their clients in this direction. The hotel is certified with the standard "**We Do Local**" which recognizes and rewards companies that:

- ✓ support the local manpower
- ✓ support the local producers
- ✓ maintain and disseminate the customs and traditions
- ✓ promote the local cuisine
- ✓ respect the environment

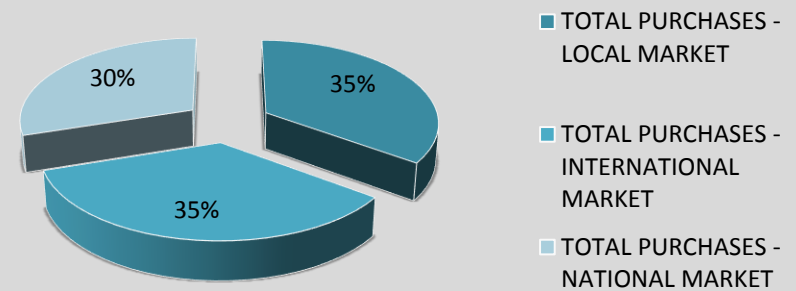
Also the **a la carte restaurant** of Cactus Royal "**Elia**" is certified with the label '**Crete**'. This label is awarded to companies that through their operation shall promote and support local products contributing to strengthening the local economy and the primary sector.

Additionally on the occasion of the International Day of the Olive Oil **Cactus Royal** won honors and awards and more specific was awarded with the "**Green Minoan Olive**" for its contribution to the offer and promotion of local olive oil.



The orientation of **Cactus Royal** to the local market is the proportion of 35%, to the international market 35% and to the national market 30%. Of all the suppliers the highest proportion exceeding 85% are local suppliers.

## RATES FROM PURCHASES





The **Cactus Royal kafeneio** welcomes guests who wish to taste traditional Cretan snacks and drinks from unique flavors. Stone and wood are the characteristics that dominate at the area and remind traditional café in the square of the village, ready to welcome visitors and travel through local tastes!!!





On annual basis **Cactus Hotels** care and consider about the community. In 2016 **Cactus Hotels** supports the local football team and the primary school of Mohos village making donations. The offer to the primary school concluded a training seminar of recycling from qualified employee of our company as well as the offer of money for the participation of the pupils in an event concerning **The Olympic Games** which was held at the Pancretan Stadium.





A Cretan bazaar is organized at the property with a variety of local produce offered to the guests once a week. The guests can walk around the kiosks on the stone pathways tasting the essence of local products.





Theme nights with the Greek and the local element to be dominant are organized at the property at a regular basis. A great celebration with local and Greek dishes, local liqueurs, Greek music, traditional dance and endless fun..!!!





*Creating value for the environment*



# ***Basic Axes for a Sustainability Development***

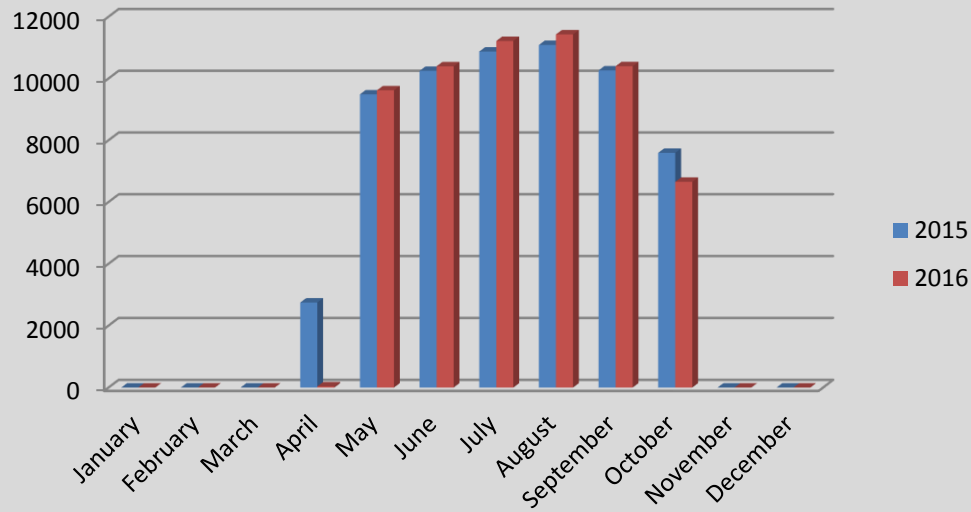
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**Energy saving** is, without doubt, the quickest, cheapest and most effective way to reduce dependence on fossil fuels and to reduce greenhouse gas emissions caused by their use. Our goal is to reduce energy consumption without affecting comfort conditions of visitors aiming saving financial resources combined with environmental protection.

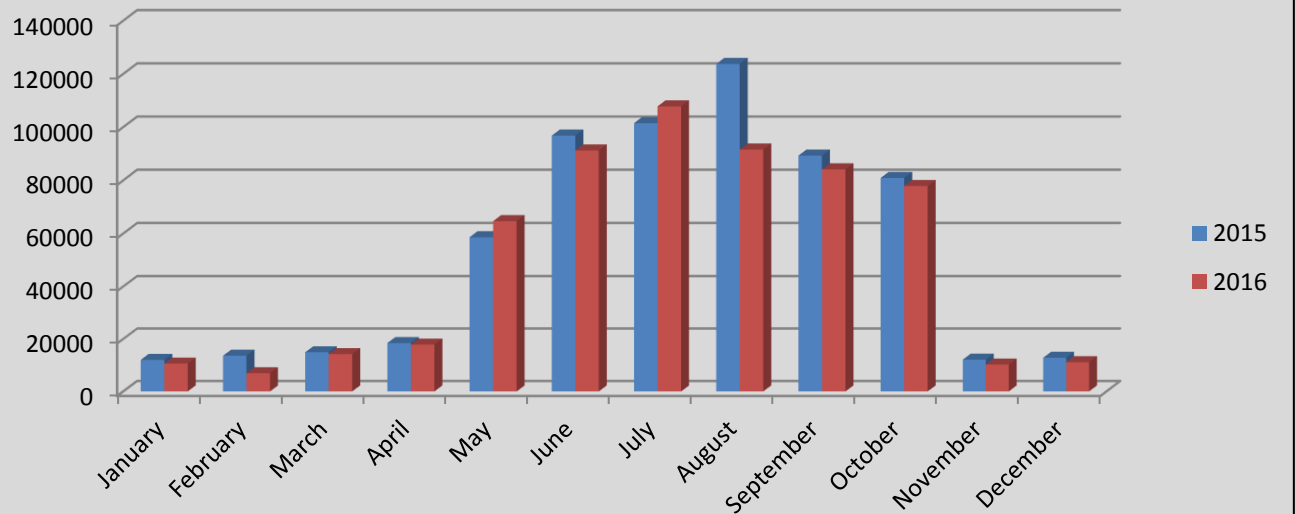
- ✓ **We investigate and evaluate alternatives for saving energy**
- ✓ **Use of low energy technology (led lamps)**
- ✓ **Old equipment replacement plan**
- ✓ **Staff training in the proper use of electricity issues**
- ✓ **Implement policy “wash on demand”**
- ✓ **Change of linen when demanded**
- ✓ **Use of energy management system in order to have control of heating systems - air conditioning and lighting in guest rooms**
- ✓ **Check for electrical appliances in empty rooms**

### Roomnights 2015 - 2016



The reduction of energy consumption (electricity) rate of **7,35%** is a result of the replacement of part of the light bulbs with led type bulbs in all areas of the hotel. Also the regular training of the staff on environmental and energy saving sectors contribute to this direction.

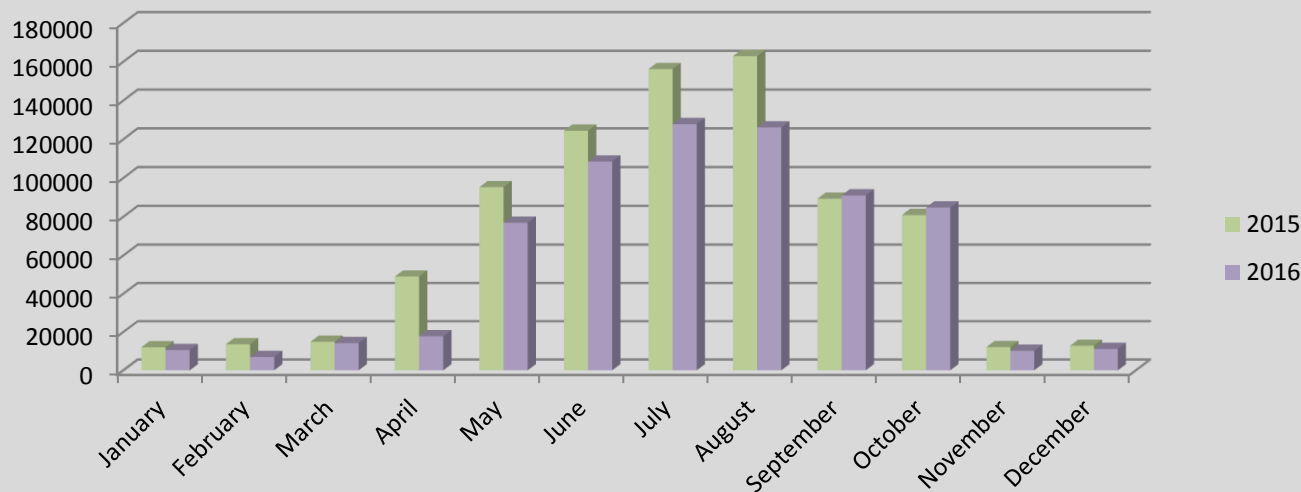
### Energy consumption in Kwh Cactus Royal





	2015			2016			TOTAL CONSUMPTION	
	PELLET	ELECTRICITY	GAS	PELLET	ELECTRICITY	GAS	2015	2016
January	0	12036	0	0	10589	0	12036	10589
February	0	13620	0	0	6960	0	13620	6960
March	0	14940	0	0	14230	0	14940	14230
April	15750	18440	14835	0	17835	0	49025	17835
May	18350	58623	18305,7	0	64670	12254,4	95278,7	76924,4
June	13100	96824	14490	0	91232	17250	124414	108482
July	12800	101530	41876,1	0	107808	20010	156206,1	127818
August	0	123784	39123	0	91605	34500	162907	126105
September	0	89310	0	0	84131	6900	89310	91031
October	0	80913	0	0	77882	6900	80913	84782
November	0	12136	0	0	10234	0	12136	10234
December	0	12839	0	0	11168	0	12839	11168
	<b>60000</b>	<b>634995</b>	<b>128629,8</b>	<b>0</b>	<b>588344</b>	<b>97814,4</b>	<b>823624,8</b>	<b>686158,4</b>

**Total Energy Consumption in Kwh  
(gas & pellet & electricity)  
Cactus Royal**



The remarkable reduction of the energy consumption is a result of the additional replacement of pellet by water cooler at the end of the summer season. With this method we recover hot water ready for use. In this way we managed a saving of **17%**.









**Water saving** and rational management of water resources but primarily the cultivation of a new culture regarding water management is imperative. The use of water is an important environmental aspect and that is why we try every year to be consistent towards our commitment to the environment.

- ✓ **Installation flow control devices for the rational use of water**
- ✓ **Staff training on proper water management**
- ✓ **Growing specific species of plants which are based on local weather changes**
- ✓ **Irrigation of green with the drip method**
- ✓ **Installation and existence of sanitary ware with authorized amounts of water consumption (toilets, showers, faucets with low water flow)**
- ✓ **Re use policy of towels and bedding in the rooms**
- ✓ **Wash linen outsourced**
- ✓ **Proper inspection and maintenance of the pool**
- ✓ **Always check for leaks repaired**

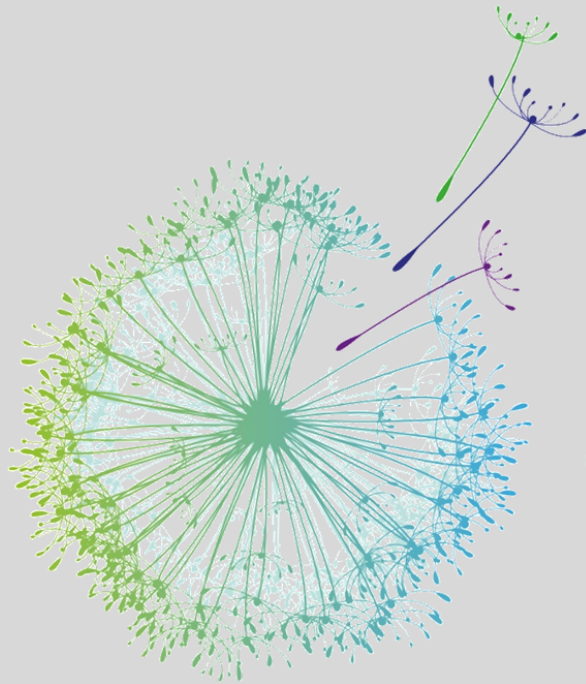




*The proper **management of waste** in an environmentally friendly way is crucial for the business.*

*In this direction should contribute to all of us, staff and customers as the rational management of these both an integral part of sustainable development, to minimize disturbance to society and the environment. Recycling is a process applied to the hotel in all departments and this is part of his philosophy.*

- ✓ **Reduction of packaging materials with greater market packaging products**
- ✓ **Waste management - recycling (paper, glass, plastic, toner, burnt oil, etc.)**
- ✓ **Proper management of food quantity proportional to the number of customers**
- ✓ **Use of electronic systems instead of paper for business purpose**
- ✓ **Training of personnel for the proper management of waste and recycling**
- ✓ **Implement a restaurant and cuisine F.I.F.O. method**
- ✓ **Minimize disposable products**
- ✓ **Use of soap dispensers in bathrooms**
- ✓ **Reduce the use of plastic bags for single use**
- ✓ **Informing visitors about environmental issues and recycling program that is applied to the hotel through a series of events.**



**2017**  
**INTERNATIONAL YEAR  
OF SUSTAINABLE TOURISM  
FOR DEVELOPMENT**

## ***Recycling***

	<b>2015</b>	<b>2016</b>
Cooked Oil	885 Lt	1.360Lt
Batteries	16Kg	11Kg
Cardboard*	-	10.500Kg
Glass*	7.220Kg	6.880Kg
Ink - Toner	57items	11items
Others	-	315Kg

***\*The quantities referred to glass and cardboard are the recycling quantities for both hotels (Cactus Beach & Cactus Royal).***

The difference in the quantity of recyclable cardboard the last two years is due to an environmental investment of the hotel and more specific is due to the purchase of a paper press at the beginning of the summer season 2016. With this method since 2016 the collection of the cardboard and the bulk procedure is made from trained personnel and from this time the measurement of the recyclable cardboard in Kgs is now affordable. All the previous years the collection of the cardboard was made from the municipality in the special blue bins.



The collection of the empty **batteries** is done at the property and more specific at the lobby area in a special bin. The pick up from the hotel is done from **AFI** after our intervention and telephone contact with them when a large number of recyclable batteries is collected.

The collection and the disposal of the **glass items** is made in a special bin at the property and then the pick up is made from **Creta Eco Phoenix** once a week or more often after a telephone contact with them.

The concentration of **cooked oil** made by the responsible personnel in special storage containers that are transported in a special area of the hotel and after our initiative are picked up from our partner - cooperating recycling business.

The collection of **inks and toners** of the printing machines is made on site and when the items of them is sufficient, we call the cooperating business.

Since June 2016 the recycling program has been further strengthened as the owner of the hotel approved the purchase of a paper press baler, plastic and aluminum for the compression of such materials in the site.





For two consecutive years **Cactus Royal** in cooperation with the municipality organised tree planting in public areas of the municipality in order **“to make our town greener”**. The trees were purchased from Mr. Halkiadakis, the owner of the business and the planting was made from the voluntay participation of staff of **Cactus Hotels**. The municipality contributed to our effort with the availability of a suitable lorry aquifer for watering the trees.







At the start of each touristic season **Cactus Royal** is actually involved in cleaning the public beach in front of the hotel. This action takes place every year, gets more and more supporters and has established itself over the past three years. All together we care for a clean environment and a clean beach for us and for our guests!





*Helping to protect the environment we follow environmentally friendly practices in the **use of chemicals and cleaners**. The market for cleaning comes from a certified supplier who offers products biodegradable, environmentally friendly according to the European Regulation. Additional supplier participates in a Collective System of Alternative Management of Packaging.*

- ✓ **Record the amount of chemicals collected**
- ✓ **Secure storage of these based on international and national standards**
- ✓ **Staff training on the correct use of chemicals**
- ✓ **Check the minimum incidence of those in health and environment**
- ✓ **Necessary equipment for users of these**
- ✓ **Existence of an incident record**
- ✓ **Existence and notification instructions for emergency situations**
- ✓ **A detailed service report and control of supplier**
- ✓ **Integration Hotel in program named “Development system integrated approach enemies palm with plant safe removal of insults”**

*Certifications & Awards of Cactus Royal*







The respect and love for our natural environment, our contribution to the local community, the proper treatment and evaluation of our workforce and our excellent attitude for the responsibility towards fellow human beings and environment, made possible our **Travelife** certification.



**Green Key** is an international quality program which constitutes a motivation for converting each tourism company into a “green company”. The criteria set for winning Green Key, cover sectors related to energy consumption, water consumption, waste management, eco friendly detergents, the quality of food and beverages, the conversion of open spaces into green spaces and the eco training.



After the audit conducted from **Cosmocert**, **Cactus Royal** managed to collect the required degrees and to be certified for all the actions done for the emergence of Greek Hospitality to their guests, the promotion of the local culture and gastronomy, the support of the local economy and production and its contribution to the environmental protection and the sustainable development.



The label "Crete" aims at protection and promotion of the Cretan diet and awarded to restaurants offering Cretan cuisine and use only virgin olive oil and local products. It constitutes a signal of quality of Cretan cuisine and Cactus Royal Resort & Spa is between the certified hotels.



Honors for Cactus Hotels which was awarded with «**Green Minoan Olive**» for its offer and contribution to the promotion of Cretan olive oil. The event took place on the “World Olive Day” with arranger of the event to be SEDIK.



Certified hotel with **ISO 2200**, **ISO 9001** & the environmental standard **ISO 14001**.



The trademark “**TUI Top Quality**” can be used by the most popular hotels that achieve satisfaction rating of 8.7 on a scale of 0-10. The figures are based on the assessment of the overall responses to questions related to customer satisfaction in hotels. Additional winning of this award is the result of hotel security control from TUI.



Silver prize award in the category **Best Greek Hotel & Resort Marketing Strategy** in a splendid ceremony organized by the company **Ethos Awards and Money magazine** in cooperation with the national TIF Helexpo exhibition operator.



Award of Cactus Royal with the third prize in the category **Organization & Process Innovation** -

**Environmental Leadership.** The significance of the award refers to initiatives that contribute to and support the protection of the environment and sustainability, while highlighting the contribution of businesses and organizations in the national economy and society. Sonorous names of companies from many different sectors distinguished actions and initiatives alongside brilliant representatives sized or small private enterprises.



Cactus Royal Spa and Resort won the prize «**Certificate of Excellence**» by TripAdvisor, for the year

2016 by the leading website travelers from around the world, where personal experiences are reflected in their

comments. The award is given to hotels that continuously receive excellent ratings from their customers, members of **TripAdvisor.**



The prize is awarded every year by **TUI**, the leading company in the tourism sector, the most environmentally-friendly hotels worldwide. Criteria for the award of these prizes are both public votes and the monitoring and evaluation of official auditors regarding the environmental aspects of the hotel.

The main aim of the awards "**TUI Umwelt Champion**" is the reward and recognition of hotels that meet all the requirements of sustainable and responsible management. This recognition reflects the environmental and social commitment of hotels.



# CACTUS HOTELS

Spa & Resorts Crete

 ROYAL  BEACH  VILLAGE  BAY

[www.cactushotels.gr](http://www.cactushotels.gr)



 **CACTUS ROYAL**  
Spa & Resort  
★★★★★