

2016

CACTUS BEACH

Sustainability
Report



Message from the CEO, Nikolaos Chalkiadakis



The majority of businesses, even in modern times, have the belief that for reaching the success the only which is needed is an innovative idea and hard work. In the context of contemporary reality with such intense competitiveness the existence of an action plan with guidelines and operating lines to become sustainable business is required.

Cactus Hotels, having as main target the sustainable operation and development drafted the following sustainability report in which you can see some of our activities and actions to support the local community, creating better working conditions, the provision of quality services etc. Generally we manage to strengthen more and more the economic, social and environmental nature of the enterprise through faithful implementation of a series of policies.

All these achievements are due to the big help of our external partners who bring the essentials to achieve all these through a criteria list and I refer, of course, to the sustainable management certification programs but primarily is an achievement of all the employees of Cactus Hotels.

Nikos Chalkiadakis

CEO of Cactus Hotels

SUSTAINABILITY REPORT

ABOUT

Combining the deep blue sea and the glistening white sand beach, Cactus Beach offers a variety of services to all its guests. Impressive green gardens with colorful flowers and majestic cacti are the surroundings of the hotel that each visitor can enjoy. The experienced, polite and impeccably trained staff guarantees that the hotel stay will be transformed in a delight. The number of staff is about 150 people and the majority of our visitors are German. The Cactus Beach is mainly an all-inclusive hotel, is particularly preferred by families as it provides a range of entertainment services for adults and children. The number of restaurants and bars will satisfy every preference and will fill you with tastes and smells.

OUR MISSION

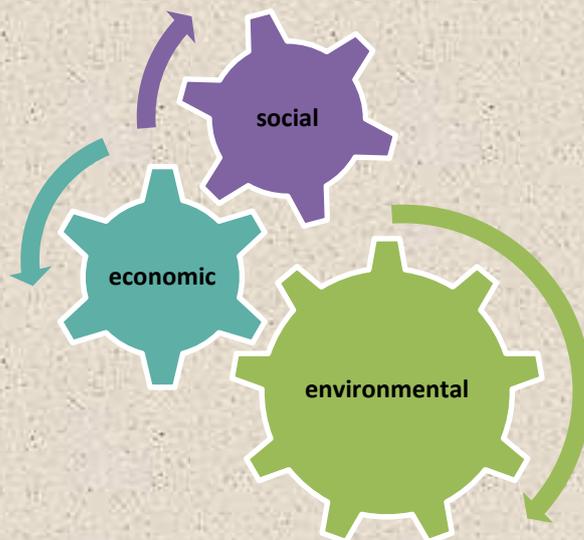
The overriding aim of Cactus Beach is providing value for money services to its guests, always respecting the environment and his associates.

Minimizing environmental impact is a major concern of enterprise so designed and applied every year steps leading in that direction.

The cooperation of the hotel with tour operators, suppliers and the local community determines the right and upward course of business so take care to align our policies and priorities with those of our partners.

We care every year for actions relating:

- The reduction of waste
- The reduction of plastic use
- Prompt and efficient recycling program
- The reduction of chemical use
- The environmental control of the supply chain
- Ensuring staff and customer
- The use and promotion of local and Greek products
- The continuous training and education of the personnel on issues concerning:
 - ✓ The environment
 - ✓ The human rights
 - ✓ The children protection
 - ✓ Water and energy savings
 - ✓ The waste management
 - ✓ Health and Safety
 - ✓ And a range of other issues relevant to the subject of engaging.



MAIN POLICIES OF CACTUS BEACH



ENVIRONMENTAL POLICY

The management of **CACTUS BEACH**, 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 Beach 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.

The above objectives of our policy are achieved through the definition of specific and measurable goals, regular monitoring of environmental parameters, the inspection of the efficiency of the actions, the inspection and reviewing of the objectives in order to improve them.

HUMAN RIGHTS AND EMPLOYEE POLICY

CACTUS BEACH 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 Beach'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 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 Beach 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

Cactus Beach hotel 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 Beach 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.

Our purchasing personnel do not permit personal interest to influence relationships with existing or prospective vendors.

QUALITY ASSURANCE POLICY

Cactus Beach was established to provide accommodation and leisure services to our guests. We are based in Stalis and employ almost 150 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.

HEALTH AND SAFETY POLICIES

Cactus Beach hotel 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 Beach hotel 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.

Telling the manager immediately of any health and safety concerns.

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

CHILDREN PROTECTION POLICY

All staff employed by Cactus Beach 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 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.

BASIC DEVELOPMENT AXES FOR A SUSTAINABILITY DEVELOPMENT





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**



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**

Adopting a towel reuse program in a 100-bed hotel could:

- Reduce the amount of towels washed at 12.300kg per year
- Reduce by 7.5% the amount of detergent and other laundry chemicals
- Reduce water and energy costs by EUR 1650 per year.

In addition, the towel reuse program will increase the life and reduce the maintenance requirements of the laundry equipment, will reduce the wear of the towel and the requirements for labor in the laundry section.



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

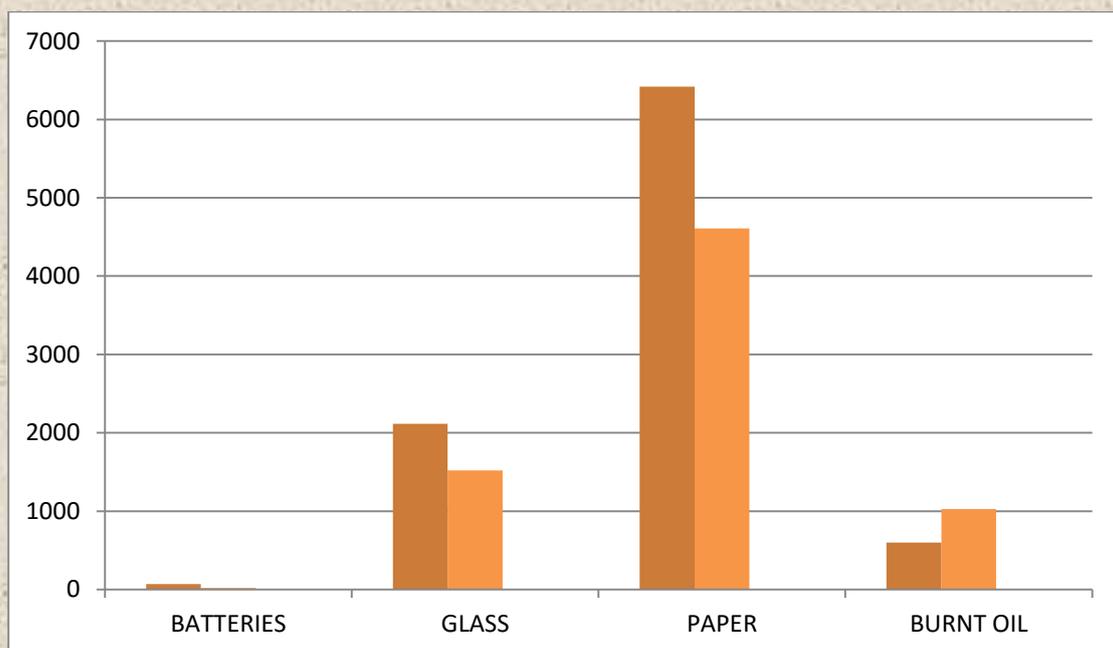
In this direction should contribute to all of us, staff and customers as the rational management of these both an integral part of sustainable development, to minimize

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.**

The intensive staff training combined with increased recycling infrastructure in workplaces and public areas were some of our actions.

RECYCLING PROGRAM		
	2014	2015
BATTERIES	20 Kg	69 Kg
GLASS	1520 Kg	2115 Kg
PAPER	4610 Kg	6420 Kg
TONER	-	29 pieces
BURNT OIL	1028 Kg	599 kg





*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”**



*Our policy on **corporate social responsibility** is a key parameter 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 employing local manpower.

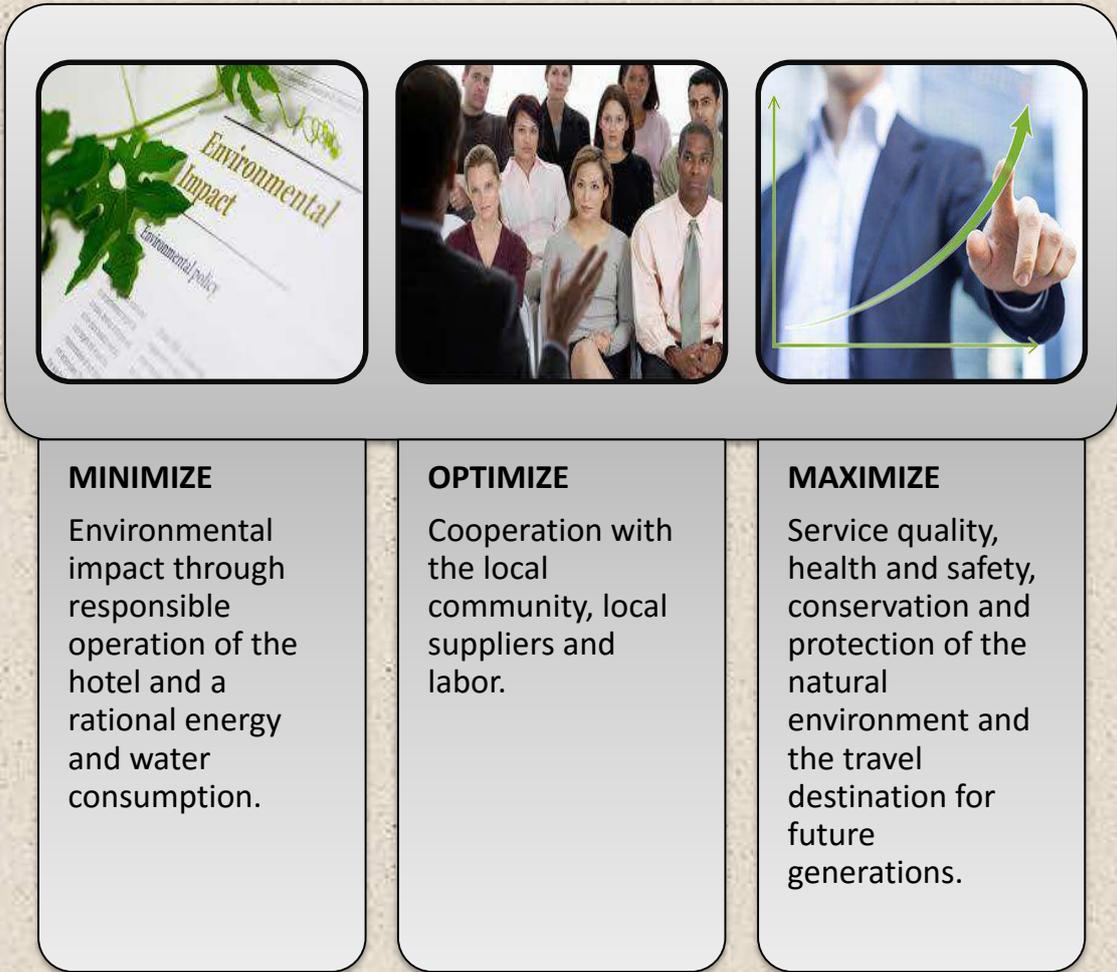
- ✓ **Promotion of local products through conducting a series of events**
- ✓ **Policy for encouraging the local purchasing**
- ✓ **Promoting local businesses and points of interest**
- ✓ **Support and enhance environmental agenda:**
 - **Organization planting - offer in the municipality**
 - **Visit 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**



*To support and implement the policy of protection of **human and labor rights**, the hotel caters and ensures that conditions guarantee a safe, fair and positive working environment for all employees. Respecting the relevant declarations on human rights, the*

company is committed to the protection and safeguarding not only labor but also all rights.

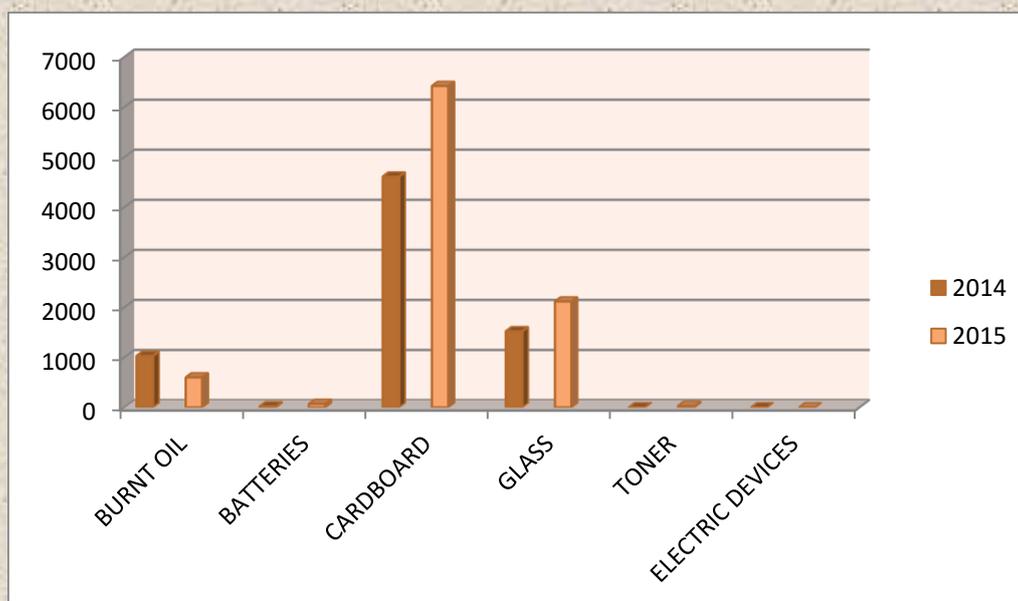
- ✓ **Written terms and conditions of employment**
- ✓ **Non-discrimination in any way**
- ✓ **Equal pay for equal work offered**
- ✓ **Ideal time keeping working and off**
- ✓ **Written protection policy for children's rights**
- ✓ **Protecting children from all forms of exploitation**
- ✓ **Staff training in protecting human rights and child protection issues**
- ✓ **Staff training in protecting human rights and child protection issues**
- ✓ **Wage above the minimum**
- ✓ **Tour Organization and celebration for staff**
- ✓ **Prize Awarding the best employees by department**



PROPER WASTE MANAGEMENT

COMPARATIVE TABLES 2014 -2015

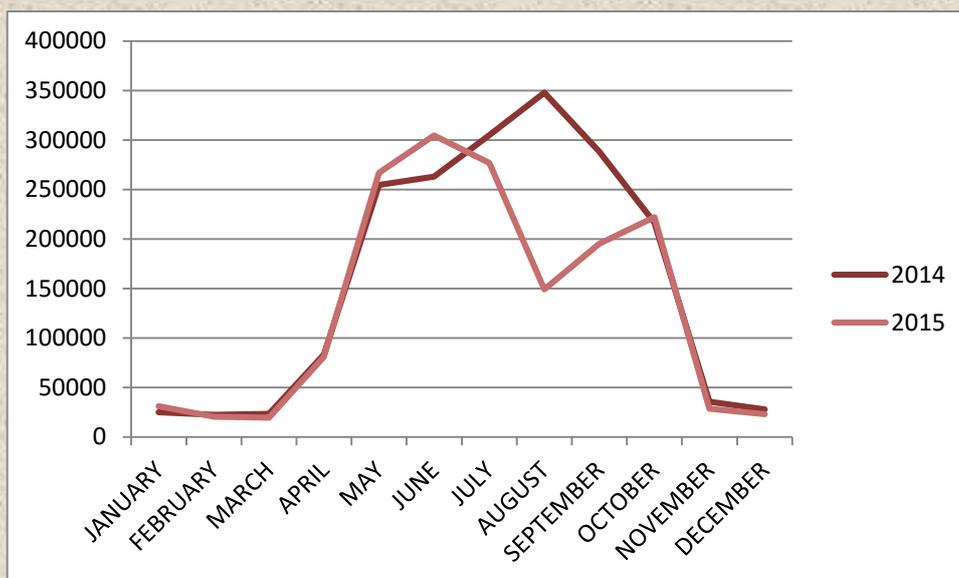
Comparison between 2014 - 2015		
	2014	2015
Burnt Oil	1028	530
Batteries	20	69
Cardboard	4610	6420
Glass	1520	2115
Toner	0	29
Electric Devices	0	0



Each year we collect the burnt oil from the kitchen area in partnership with the licensed collection company AFI. In cooperation with AFI we collect batteries of all types in special stand and periodically we communicate with the company for their collection by our space. In years 2014- 2015 we conducted an estimate of the volume in kilograms of boxes, cartons, etc. which are collected by the Municipality. This estimate is derived from the daily counting of filled blue bins as the contemplation of these was made from the municipality. In a specially designed bucket we carry out the collection of glass and glass bottles. The recycling of consumables of MFPs (toner) is an initiative that came into force in 2015 until now in cooperation with the recycling company.

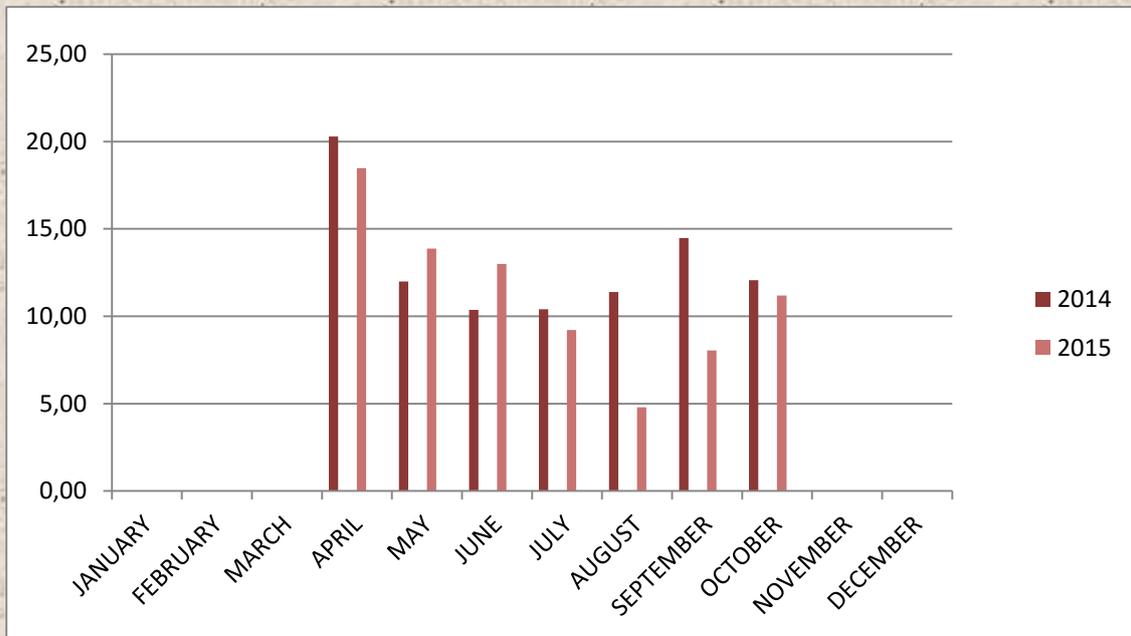
ENERGY CONSUMPTION 2014 – 2015

TOTAL CONSUMPTION 2014 - 2015		
	2014	2015
JANUARY	24991	30963
FEBRUARY	22221	20426
MARCH	23366	19564
APRIL	83440	81056
MAY	254687	266988,6
JUNE	262885	304681,5
JULY	305002	276900,1
AUGUST	347986	149144
SEPTEMBER	288287	195198
OCTOBER	216438	222025
NOVEMBER	35625	28406
DECEMBER	27832	22854

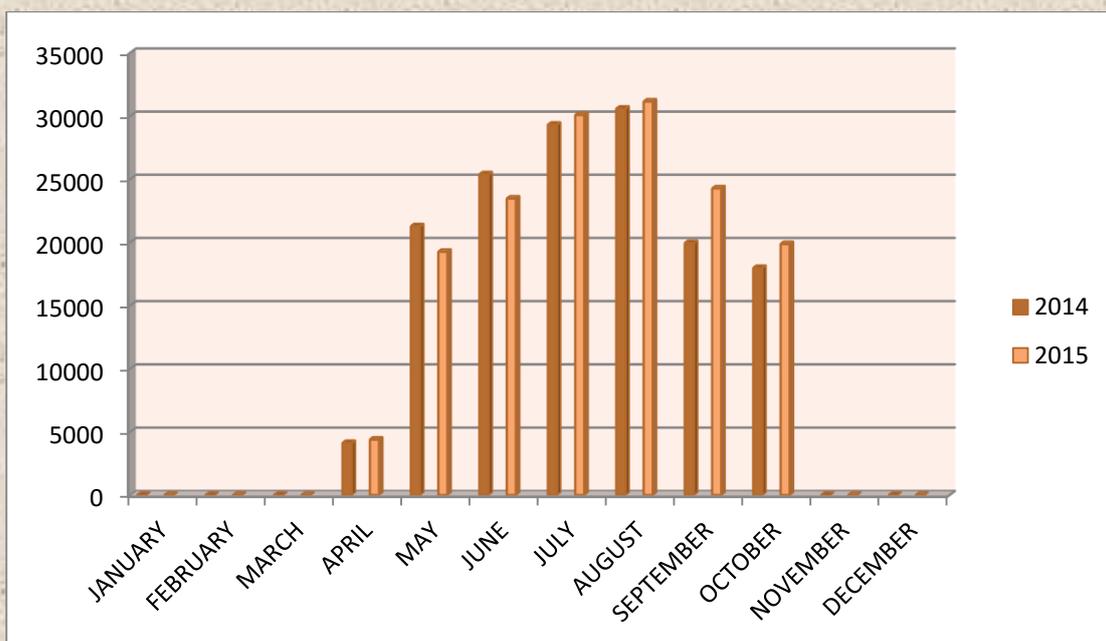


In the table above we can see the energy consumption in 2014 and 2015. The total energy recorded a sum of individual consumption of gas, electricity and pellets. An analysis of the results will lead us to the conclusion that in 2015 there is a marked reduction in energy consumption and more specifically from July to October. The energy savings took place due to the fact that in 2015 the administration of the hotel decided to make the linen laundry outsourced. Additionally a large percentage of energy savings resulting from the replacement and the purchase of Inverter type air conditioners.

TOTAL CONSUMPTION PER GUEST



NIGHTS PER PERSON OF CACTUS BEACH



The following objectives were achieved during 2015 - 2016:

❖ We reform a series of policies concerning:

- Human rights
- Children protection
- Environmental protection
- Health & safety in the workplace
- Local community support
- Quality Assurance

These policies were posted on social media, website and on different places in the property in order to be available for customers, partners, suppliers and local community.

❖ We create a sustainability report that includes the mission of **Cactus Beach**, the objectives were implemented during the current year and the targets set for the coming years and their implementation. Through sustainability report hotel displays the operational guidelines, the quantitative and qualitative targets set and how they are achieved.

❖ We carried out a series of educational seminars in all the departments of the Hotel on issues related on their work piece. The training seminars took place in the property by certified instructors who gave us the proper certification of attendance and also from Mrs. Borboudaki Eva (Quality Assurance Department) who conducted a series of trainings on general issues such as staff training seminar on the protection of human rights, protection of the environment and a number of other issues.

- ❖ We continue our effective recycling program which refers to the recycling of paper, plastic, glass, aluminum, batteries, electric devices, oil etc. Since June the recycling program of **Cactus Beach** has been further strengthened as the hotel owner approved the purchase of a paper, plastic, aluminum press in the property.



❖ During 2015 we carried out a series of actions which aimed to support the local community and the protection of the environment:

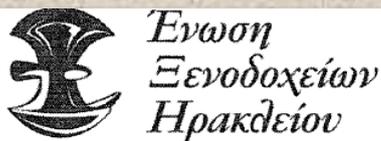
- ✓ On December 9, 2015 in cooperation with the Municipality of Hersonissos we conducted voluntary tree planting in public areas “to make our town greener”. The trees were purchased from Cactus Hotels, the owner Mr. Nikos Chalkiadakis and the planting of those made by the voluntary participation of the staff of Cactus Hotels. Then the municipality of Hersonissos contributed to our effort with the availability of suitable truck aquifer.



- ✓ On February 1, 2016 Mrs. Borboudaki Eva (Quality Assurance Department) visit the Primary School of Mohos, a traditional village just 9km away from the hotel. The purpose of the visit was to organize a meeting with training character and information among students with basic purpose to enhance the environmental awareness of children. After the meeting with the director of the primary school, Mr. Kalogeraki George approved the initiative of Cactus Hotels and we appointed date of the further training day (February 11, 2015). Additionally Cactus Hotels represented from Mr. Nikos Chalkiadakis donated a projector machine for the school needs and paid a large sum amount covered the participation of all children of primary school Mohos in Olympic contest held in Cretan Stadium.



- ✓ During the Christmas holidays, Mr. Nikos Chalkiadakis representing the Cactus Hotels offered long lasting products – food to the Social Grocery Municipality of Heraklion for the needs of our disadvantaged citizens. This initiative was carried out by all members of the Hoteliers Union of Heraklion.



ΒΕΒΑΙΩΣΗ

Η Ένωση Ξενοδοχείων Ηρακλείου βεβαιώνει ότι κατά την περίοδο των εορτών Χριστουγέννων και Πρωτοχρονιάς 2015-2016 η Εταιρία CACTUS HOTELS εκπροσωπούμενη από τον Πρόεδρο της κων Νίκο Χαλκιαδάκη ,μας προσέφερε διατροφικά προϊόντα μακράς διάρκειας, τα οποία και παραδώσαμε στο Κοινωνικό Παντοπωλείο του Δήμου Ηρακλείου, για τις ανάγκες αναξιοπαθούντων πολιτών μας .

Ένωση Ξενοδοχείων Ηρακλείου



- ✓ In March Mr. Nick Chalkiadakis representing the Cactus Hotels has provided a substantial amount of money to support local football team demonstrating once again the faithful implementation of social policy which is set.
- ✓ For consecutive year we organized a beach cleaning in which participated a large part of the hotel staff. The will and the great contribution of our staff has made possible to consider the beach cleaning as an institution for **Cactus Beach**.

2014



2015



2016



- ✓ Once a week, more specific on Wednesday we organize Cretan bargain. Our guests have the opportunity to wander the stalls of local suppliers to become acquainted with the local traditions and buy local products from a wide range. A sense from the local tradition is offered from **Cactus Beach!!!**

Cretan Products' Evening

*On Wednesday from 18:30
At Cactus Beach hotel*



*Cactus Hotels invite you
to a special evening dedicated to
the unique Cretan Products.*



- ✓ In collaboration with the Ministry of public order FIRE CORPS HEADQUARTERS, Cactus Beach offered training to staff on proper handling in an emergency situation.

2015



2016



- ✓ In collaboration with the General Hospital of Heraklion "Venizelio - Pananneio" we organize a blood donation for the needs of our employees and their families. It is the first time which the blood donation takes place and this action will become, through the years, a basic principle for our hotels.



REVIEW ACTION PLAN 2016

As a part of the energy saving policy, Cactus Beach, during 2015, raised a number of objectives for the year 2016 to achieve energy savings at a rate of 8% compared to the previous year. Achieving the goal set will be clarified at the end of the year by comparing the changes in energy consumption in all parts of the hotel.

At this stage we can see in detail whether the actions were implemented that had been set as an action plan last year.

More specific:

- **Main restaurant**: In the area of the main restaurant common light bulbs were replaced with similar type LED.
- **Building Complex 500**: In this building 60 refrigerators from 60 rooms were replaced.
- **Building Complex 300**: In this building A/C type ON/OFF were replaced with A/C type inverter. The benefits of the inverter air conditioners are known and concern the less power consumption, the stable temperature and the less noise.
- **Building Complex 100-200**: In this building pressings were installed with inverter pressings.

About our aim to save water and reduce the consumption to 5%. In this case we will see whether the objective has been achieved at the end of the year. In particular the steps taken to achieve this goal are:

- **Building Complex 200-300**: in this building we replace the old new floats with new for better regulation.
- **Building Complex 100-200-400**: we put water reducers in taps washbasins.

Contact for the annual Sustainability Report

For any explanation and questions on the annual sustainability report, please contact **Mrs. Borboudaki Eva**.

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