

SUSTAINABILITY REPORT 2022

www.cactushotels.gr





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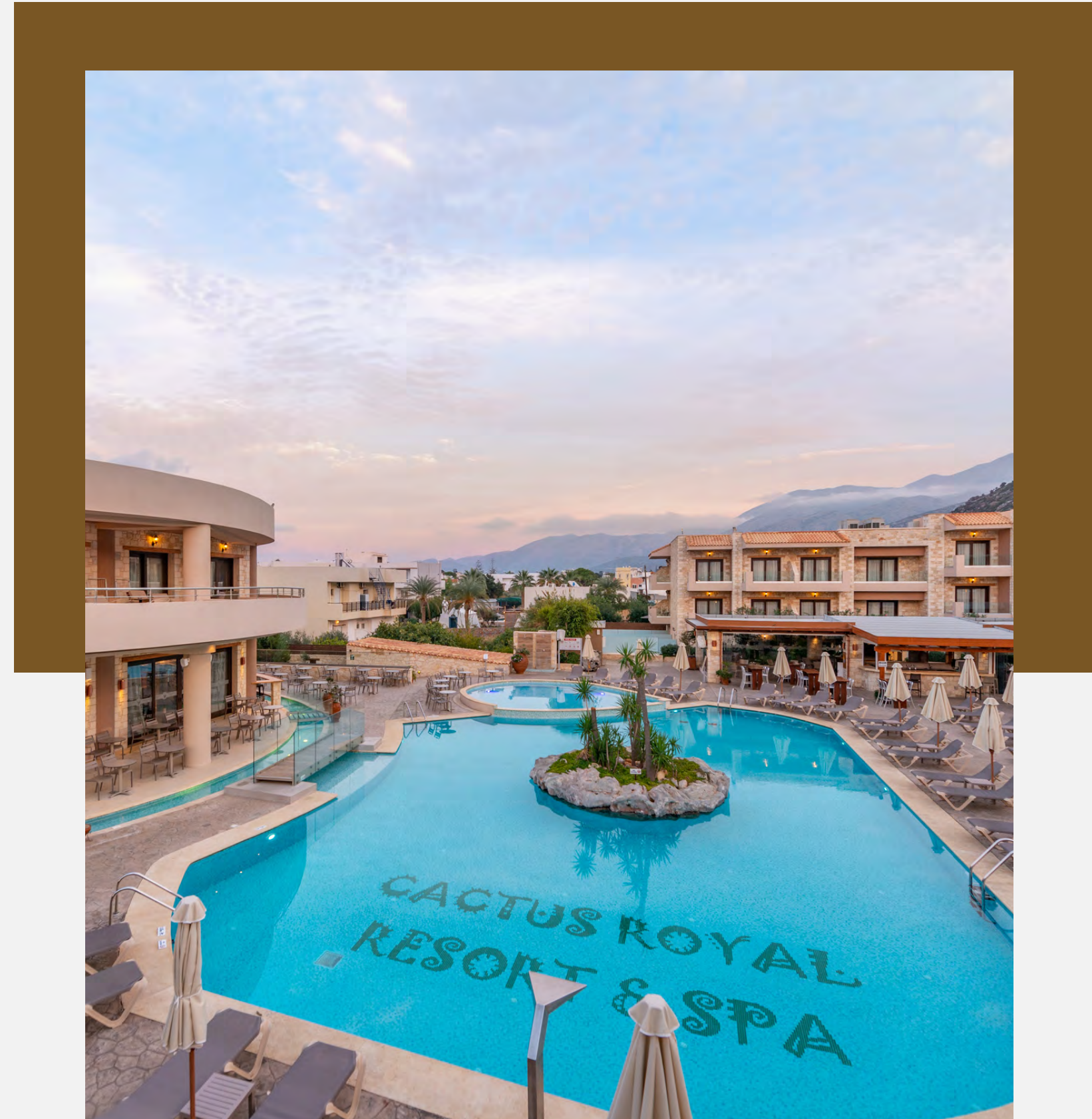
THE HISTORY OF CACTUS HOTELS

Cactus Hotels has been active in the hospitality industry since 1980. It is a family business, owned by Mr. Nikos Chalkiadakis, with many investments in new hotel units and renovations of existing infrastructure on an annual basis.

The total capacity of the hotels that are all located in the area of Stalis is 700 rooms. The number of employees it employs is approximately 420, 97% of whom come from the local community. Also, the choice of local suppliers and producers is a well-known competitive advantage of the company, thus contributing more to the economic support of the local community.

Cactus Hotels has been supporting a sustainable way of operating for 15 years ISO 14001 & ISO 9000 certified and Travelife certified since 2011.

Since 2015, social and environmental actions are more organized and unified, the company issues the first sustainable development report and sets qualitative and quantitative goals to be achieved on an annual basis.







MESSAGE FROM THE ADMINISTRATION

The difficult years of the pandemic are over and we are facing new challenges regarding energy costs, the cost of raw materials and climate change.

The biggest trends in modern tourism that will affect and are already affecting the way we operate are sustainability and digitization.

The profile of the traveler has now changed, especially in the post-Covid era, and we are now called upon to create a complete digital travel experience for the visitor that will be harmoniously combined with the human presence. This digital experience will begin to take shape from the stage of organizing the trip and will be completed upon his return.

Additionally destinations and businesses will need to adapt their operations and work together to offer complete sustainable experiences to travelers. Faithful compliance with the regulatory framework, reduction of the environmental footprint, sustainable practices, strengthening of local communities and protection of the environment.

43 YEARS OF OPERATION

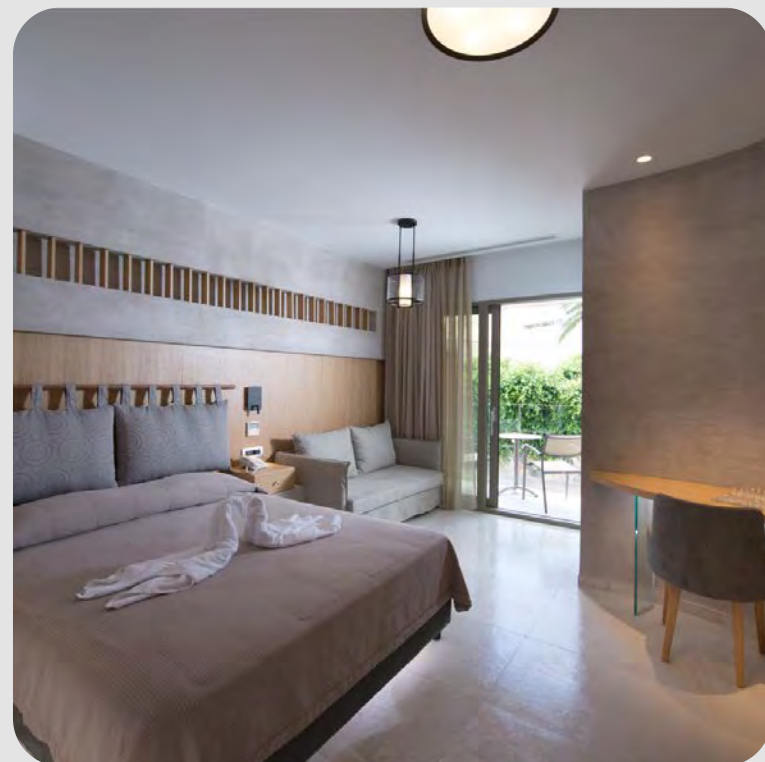


Cactus Hotels is a growing chain of hotels with the goal of sustainable development and guest satisfaction through the provision of quality hospitality and wellness services.

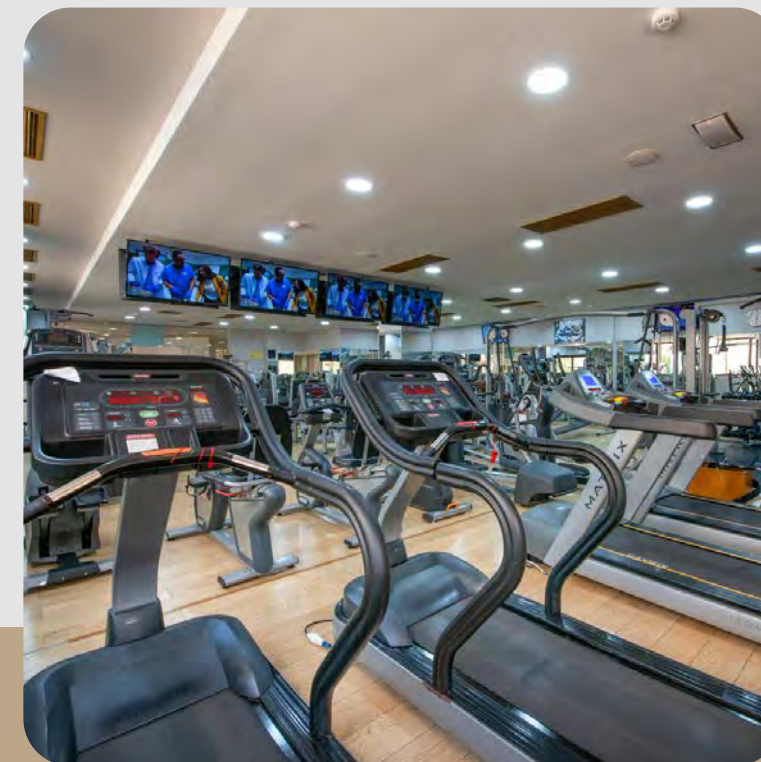
Location of Cactus Hotels is the tourist resort of Stalis in the Municipality of Hersonissos. It was founded in 1980 by Theofilos Chalkiadakis and today operates five privately owned 4 and 5 star category hotels.

Cactus Beach is the largest, in terms of capacity, hotel of the Cactus Hotels. Due to its infrastructure, it is ideal for family holidays. It has 380 rooms, a water park, 2 swimming pools, 1 children's pool, main restaurant, 3 a la carte restaurants, a playground, beach volley, a mini golf, an amphitheatre, 2 pool bars, 1 main bar and 1 beach bar, it is by the sea and has its own beach.

CACTUS  BEACH
Hotel & Bungalows *****

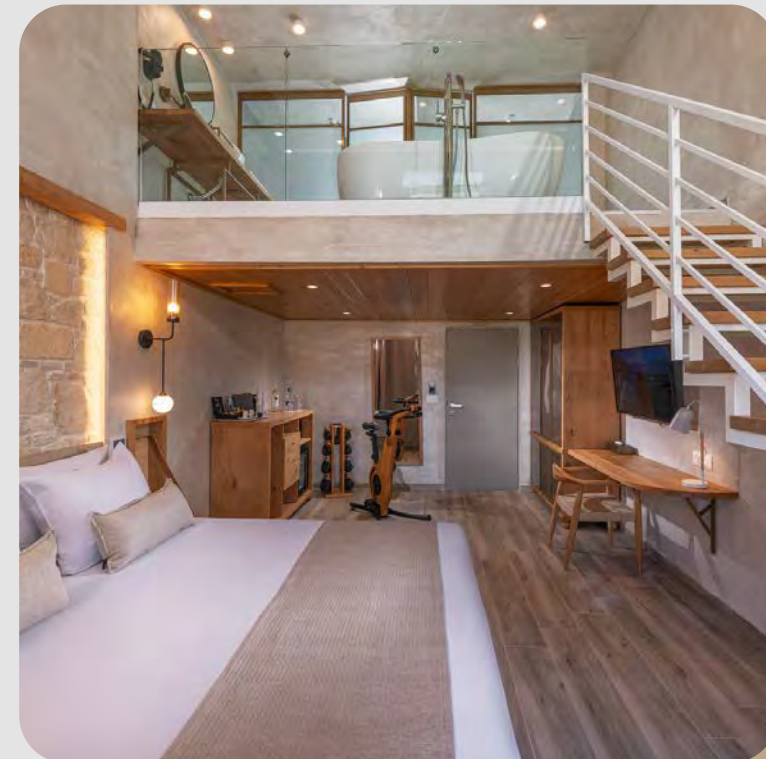


Cactus Royal is the ideal choice for couples as it is an adults only hotel. It offers hospitality and wellness services as it has a modern fitness centre and a spa that has been awarded worldwide for the quality of its services. It has 177 rooms, 3 swimming pools, 1 indoor swimming pool, 1 a la carte restaurant, 1 main restaurant, 1 traditional café, 1 pool bar and has a beach.




Cactus Mare is the newest hotel of the company. It is located on the sea and is the ideal choice for couples and groups of friends. It is an adults only hotel and has 90 rooms, rooms with jacuzzi and rooms with private pool, 1 swimming pool, 1 main restaurant, 1 pool bar, 1 beach bar and sun beds. It also offers a wellness and fitness service.

CACTUS  MARE



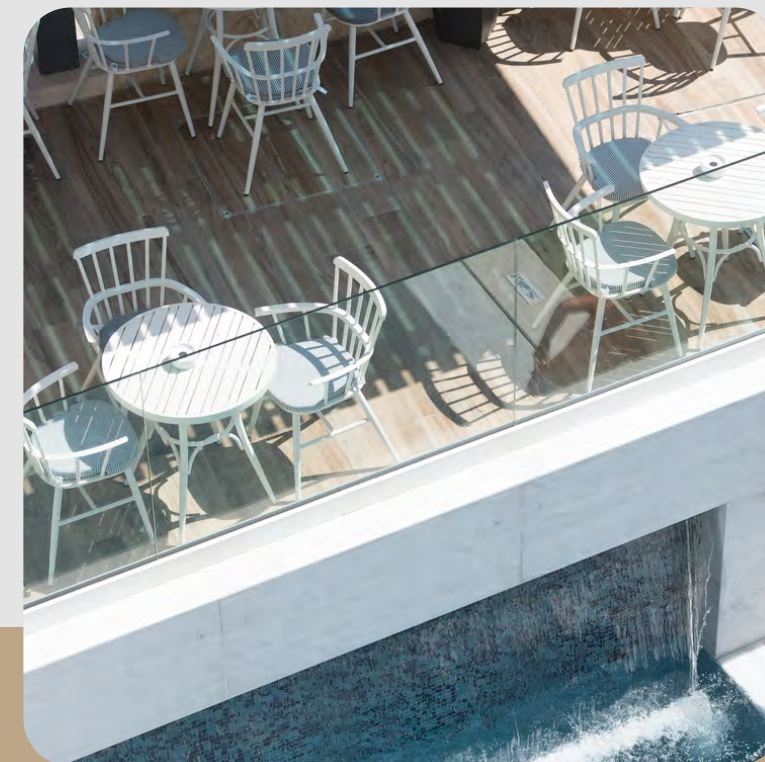
Cactus Village extends on the hill of Stalis and is essentially an extension of Cactus Beach. It has 50 rooms, 1 swimming pool, 1 children's pool, 1 a la carte restaurant, 1 pool bar and of course all the facilities of Cactus Beach.

CACTUS  VILLAGE



Cactus Bay is located in a privileged position with spectacular sea views. It has 36 rooms, 1 swimming pool, 1 pool bar and sunbeds. All guests can make use of the facilities at Cactus Beach.

CACTUS  BAY



CERTIFICATIONS & AWARDS

The company's commitment to ensuring and maintaining sustainability is absolute and strengthened every year.

The company has won a series of local, national and global awards for its special contribution to environmental protection, customer service and the services provided. Examples include: Travelife, Green Key, Greek Breakfast, We Do Local, TUI Umwelt Champion, TUI Top Quality Crete Mark, Tripadvisor excellence, World Luxury Spa Award 2019, Bravo Sustainability Award, Greek Hospitality Awards, Bizz winner award, Treasures of Greek Tourism, Holidaycheck award



COOPERATION WITH STAKEHOLDERS

Cactus Hotels maintain long-lasting partnerships of trust with its stakeholders and this is mainly due to the alignment of their priorities as well as continuous and effective communication.

The groups of stakeholders of the company are:

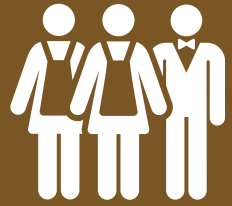
- Employees
- Guests
- Suppliers & external partners
- Local community
- State / Authorities
- Credit Institutions



STAKEHOLDERS

COMMUNICATION CHANNELS

COMMON TARGETS



Employees

- Meetings with supervisors
- Annual trainings, update via website & social media
- Notice boards in all staff areas
- Dispatch of emails

- Equal opportunities and benefits
- Health & Safety Assurance
- Respect for human rights
- Continuous update & communication



Guests

- Update via website, social media, mobile app, infochannels, kiosk
- Guest relation service and reception 24 hours a day
- Update from reps of tourist offices
- Sustainable Development Report translated into 3 languages
- Communication with the guests 365 days a year

- Provision of quality services
- Continuous update and communication
- Health & Safety Assurance
- Respect for human rights
- Protection of children from all forms of abuse
- Personal data protection

STAKEHOLDERS

COMMUNICATION CHANNELS

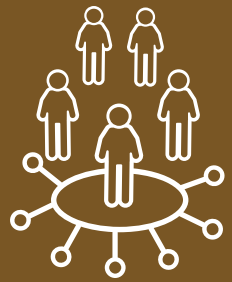
COMMON TARGETS



Suppliers &
External partners

- Επικοινωνία μέσω email και τηλεφώνου από το τμήμα προμηθειών -αποθήκης
- Αποστολή emails για ενημέρωση για δράσεις ΕΚΕ & έκδοση έκθεσης βιώσιμης ανάπτυξης από το τμήμα επικοινωνίας
- Διαπροσωπικές συναντήσεις με τον CEO & F&B Manager
- Αξιολόγηση με βάση το ISO 22000

- Δημιουργία σχέσεων win win
- Αποτελεσματική επικοινωνία



Local community

- Έκθεση Βιώσιμης Ανάπτυξης
- Επικοινωνία με κοινωνικές αρχές - φορείς

- Επιλογή τοπικών προμηθευτών
- Επιλογή εργαζομένων από την τοπική κοινωνία
- Εταιρική Κοινωνική Ευθύνη
- Κοινωνική Συνεισφορά

STAKEHOLDERS

COMMUNICATION CHANNELS

COMMON TARGETS



State / Authorities

- Monitoring and strict compliance with legislation

- Issue and renewal of operating permits
- Ranking in stars
- Issue of EPD
- Compliance with relevant legislation



Credit Institutions

- Sustainability Development Report
- Financial Report
- Press release

- Financial Sustainability of the Business
- Timely information



SOCIETY

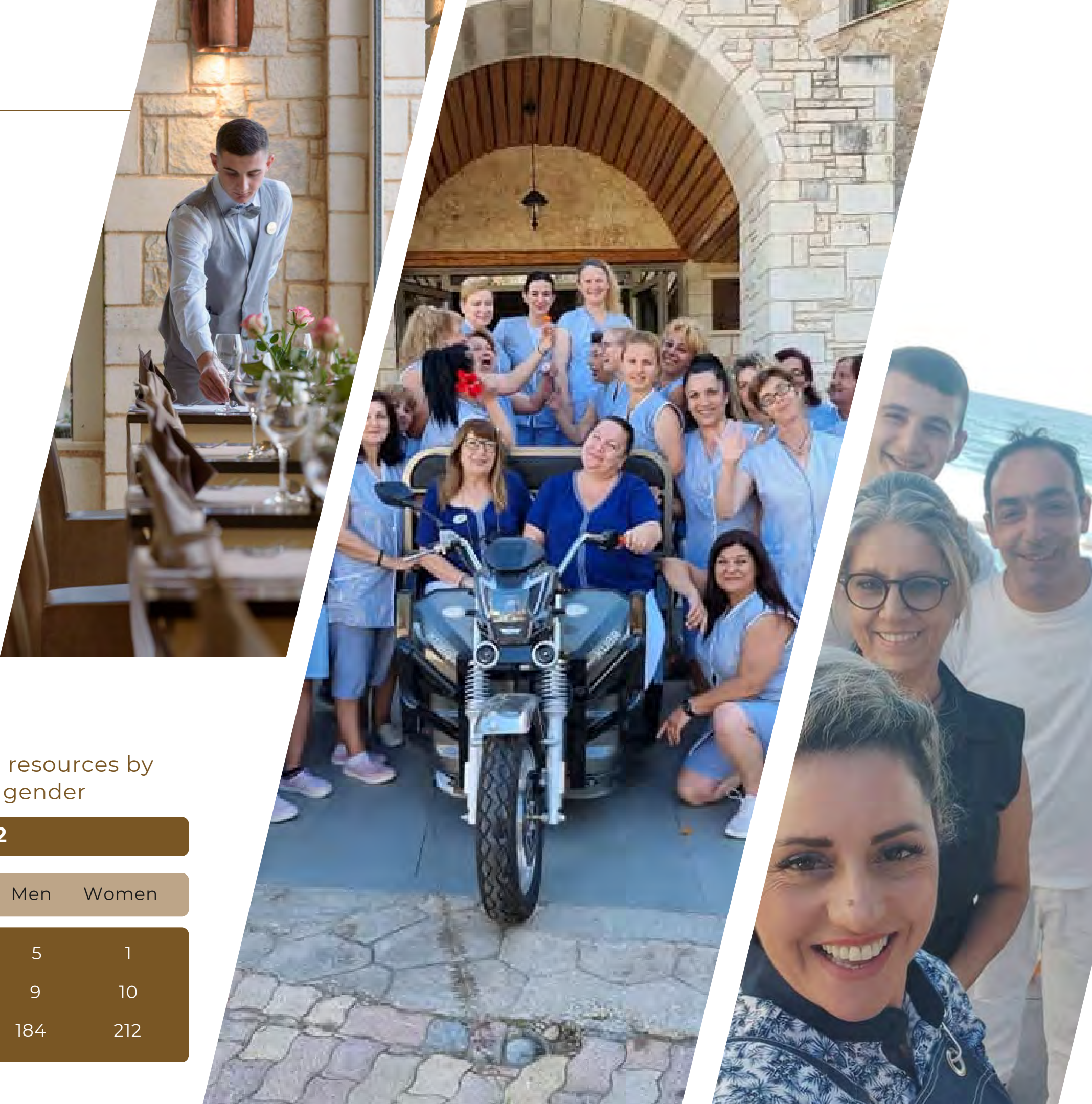
OUR PEOPLE

The people of Cactus Hotels are the main pillar of success for the hotels.

The Cactus Hotels chain in 2022 employed 421 workers throughout the tourist season. The management's main priority is to attract competent partners, with a friendly attitude to work and a love for tourism and serving our guests.



421 employees

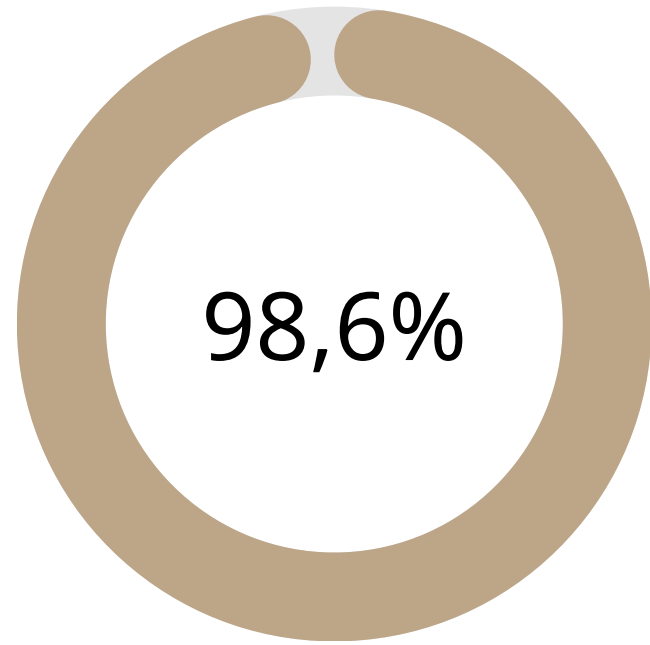


Breakdown of human resources by hierarchical level and age category

2022			
	<30	30-50	51+
Senior Executives	1	5	
Middle Manager	9	10	
Other employees	133	151	112

Breakdown of human resources by hierarchical level and gender

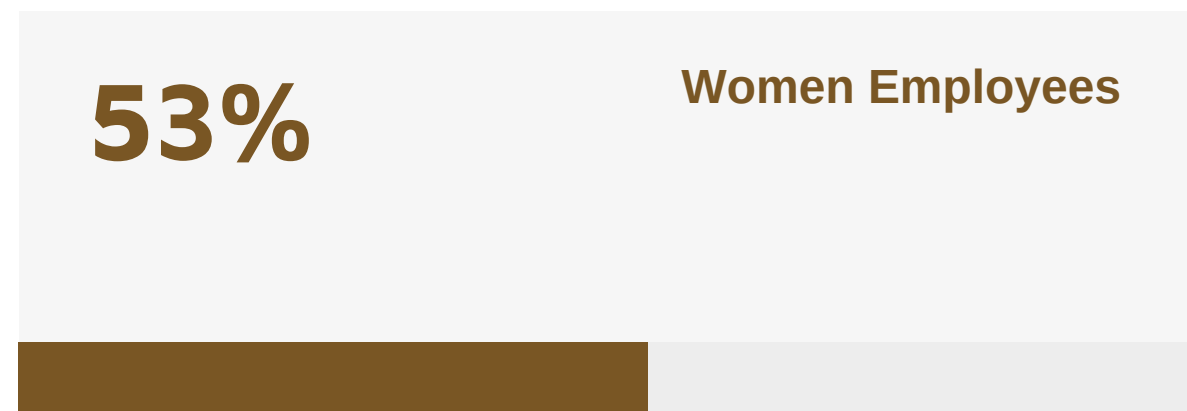
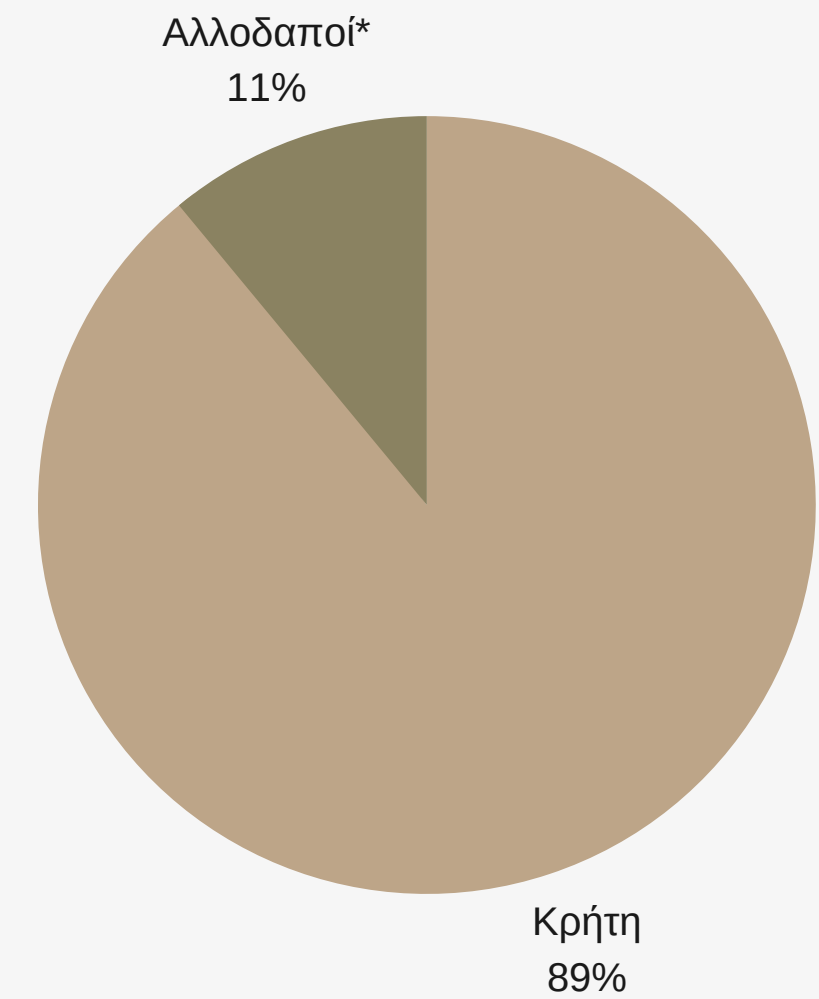
2022		
	Men	Women
Senior Executives	5	1
Middle Manager	9	10
Other employees	184	212



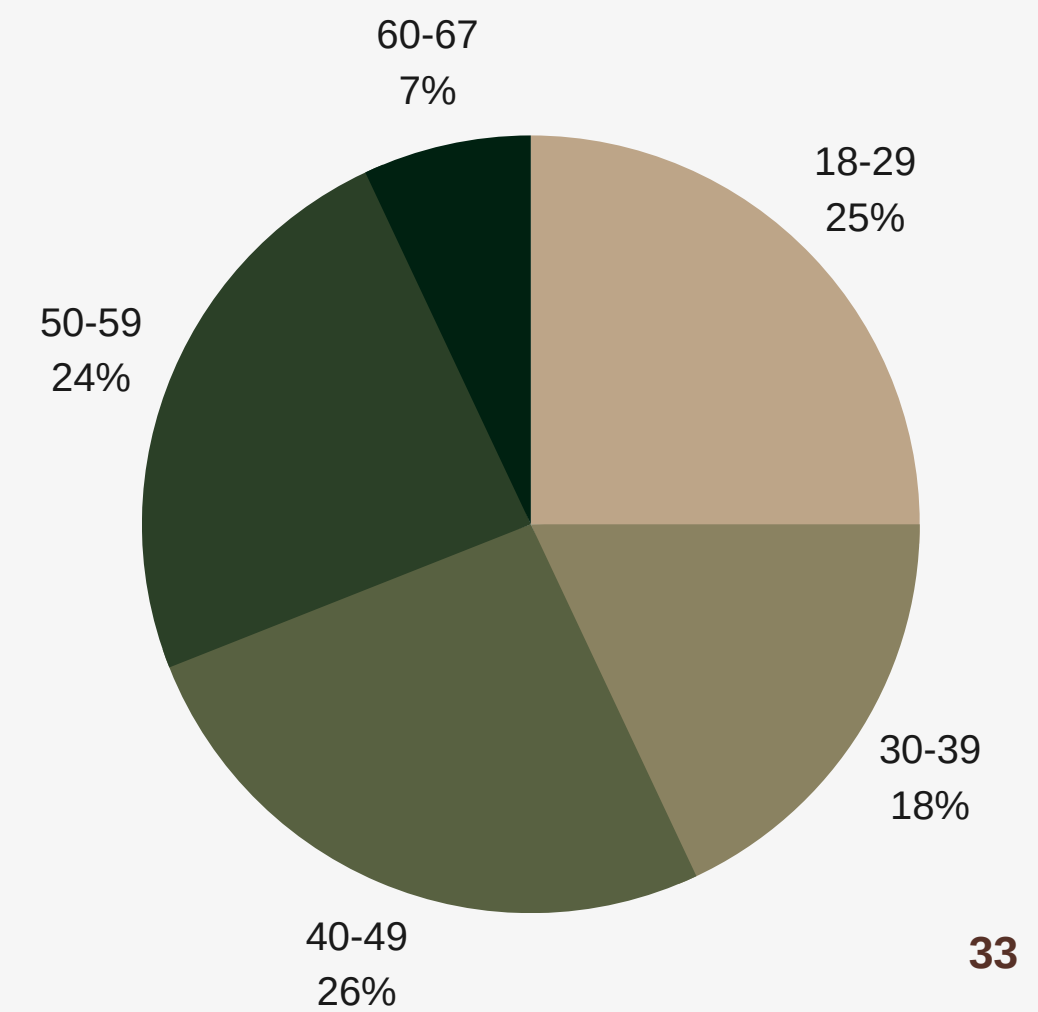
98.3% of them are middle managers and other employees while 1.7% are senior managers

Percentages by nationality

*11% of foreigners reside permanently in Crete



Percentages by age distribution



STAFF TRAINING

On an annual basis, either in the hotel's conference facilities or in cooperating educational institutions, educational seminars are held aiming to develop the knowledge and skills of the staff in the hotel industry.

The training seminars cover a wide range of topics related to:

- health and safety
- environmental and sustainability issues

first aid and specialized topics for each hotel department such as HACCP, customer service, proper use of chemicals

EMPLOYEES BENEFITS

- Transportation to/from the hotels throughout the season
- Provision of work uniforms
- Provision of all protective equipment during the pandemic
- Catering in the staff restaurant
- Monthly productivity bonus
- Educational - Training seminars on an annual basis
- Blood donation bank since 2016 to cover the blood needs of all staff and their families
- Staff party at the end of each season followed by an award for the best employee of the season
- Private insurance coverage for employees

ΘΕΜΑΤΟΛΟΓΙΑ

F&B Management

Correct use and application of detergent products

First Aid

Restaurant service culture

Basic Principles of Oenology

Health protocols and preventive measures for the operation of tourist accommodation in the midst of Covid-19, application of HACCP in the food departments

German in Tourism

Supervisor training

Organization & operation of floors department

Organization & operation of reception department

Environmental management

Occupational Health & Safety & Fire & Emergency

Management of Norovirus & Legionella

Coffee & Premium Spirits

Leadership & Customer Excellence Services

**70% of the
staff trained**

**188 training
hours**



SOCIAL CONTRIBUTION

Cactus Hotels started and remains a family business operating in the area of Stalis, home of the owner.

All these years since its establishment in 1980, the company has demonstrated in practice the support of the local community, by employing staff from the surrounding areas, by choosing local suppliers and local external partners, by supporting society through donations, sponsorships to local groups and the active participation in the effort made by the Municipality's non-profit enterprise team whenever the need arises. In addition, the awareness of health issues as well as regarding children is intense, therefore every year actions of a social nature are carried out.

The aim is to maintain a high percentage of supplies from local suppliers in order to maintain the We Do Local and Sima Crete brands. Maintaining the high employment rate of the workforce from the local community and consolidating the voluntary effort on an annual basis.

- Sponsorship to the local sports club Mochus, an action that has been done annually for the last 8 years.
- In collaboration with the Venizelio Hospital, we held for another year a voluntary blood donation with a large participation to strengthen the blood bank which, in case of need, covers blood needs for the staff and their families.
- Sponsorship to the group of volunteers against cancer Agalia-zo for information actions on skin cancer - melanoma.
- Support in the form of a sum of money to the Naval Group of Malia.
- Offer of a Beebot and 3 educational tracks at the Kokkini Hani Kindergarten, this is a method of educational robotics approved by the Ministry of Education.
- In collaboration with the Charitable Enterprise of the Municipality of Hersonissos through the Help at Home program, donation of a sum of money in the form of checks to be redeemed at a local supermarket. This donation was made to cover the basic needs of vulnerable families in the area.
- Support for the people affected by the earthquake in Arkalochori. This support was provided in the form of a donation of basic necessities as well as food portions for 1 month.



- Participation in the effort of the Hotel Employees Association to donate food to vulnerable groups during the Christmas season.
- Financial support to the Choir of Malia. We financially and morally support the effort for the cultural contribution of the local choir to the local community.
- Free availability of rooms for accommodation for employees of local businesses and travel agencies in the framework of the Christmas celebration.
- Free availability of rooms in the form of vouchers for accommodation for employees of the Hellenic Police, in educational units (private and public), at Smile of the Child for actions it organizes, in Cretan clubs.
- Financial support and coverage of need which concerns the 1st home of the "Smile of the Child" Organization in Crete where it will host 25 children victims of violence or neglect.
- Sponsorship to the Association Ev Zo with Cancer in the form of a sum of money for the organization "7th Walk for the Prevention of Cancer".
- Allocating a sum of money for the purchase of helmets for Malia High School students, in the context of raising students' awareness and informing them on safety issues.
- Donation of two air conditioning units for the facilities of the 3rd Fire Department of Heraklion Port.

CORPORATE GOVERNANCE

A photograph of a long, arched stone walkway, possibly a covered walkway or a tunnel, with a diagonal brown overlay on the right side. The walkway is made of stone and has a series of arches supported by columns. There are black lanterns hanging from the ceiling. The floor is paved with stone tiles. The background shows a doorway at the end of the walkway.



As Cactus Hotels is a family business and more specifically owned and controlled by a group of relatives, the concept of governance takes on another dimension.

Governance in family businesses is important because it sets rules, procedures and an organised framework for communication and decision-making for both the family and the business.

All family businesses have a governance framework and in the case of Cactus Hotels, its form is ownership governance.

The long-term goal is to maximise company value and all issues that arise are usually discussed in ownership boards.

Composition of the Board of Directors

Chalkiadakis Nikos

President & CEO

Chalkiadakis Emmanouel

Vice President

Chalkiadakis Theofilos - Fragkiskos

Member

AUDIT COMMITTEE

The audit committee is composed of employees and external partners of the company and does not have executive powers in the sense of making corporate decisions but is limited to advising the board of directors.

Each member of the committee is responsible for monitoring a specific internal audit system.

The main responsibilities of the committee are:

- Managing and ensuring avoidance of financial risks e.g. liquidity, credit
- Assuring health and safety
- Infrastructure safety
- Protection of personal data
- Pandemic and Covid incident management
- Assuring and managing sustainable development issues

Audit Committee

Krasanakis Vasilis

General Manager
Cactus Hotels

Nterekas Kostas

Manager
Cactus Royal - Castus Mare

Chalkiadakis Michalis

F&B Manager
Cactus Beach, Bay, Village

Borboudaki Eva

Head of Communication &
CSR Cactus Hotels

Charkoutsakis Vaggelis

Safety Technician
Cactus Hotels

Daskalakis Antonis

Financial Manager
Cactus Hotels

Makrakis Themis

IT Manager

Kalantzakis Ioannis

DPO Cactus Hotels

ENVIRONMENT



Care And Conserve The Ultimate Sustainability...

CACTUS  HOTELS
Spa & Resorts Crete

The responsible environmental management, the certifications with **ISO 14001, Travelife, Green Key, We Do Local** and above all the measurable results at the end of each season prove the effort we make and ultimately our contribution to sustainable environmental development.

Based on these commitments, Cactus Hotels aims to:

- implementation of actions to save energy, to reduce water consumption, to properly manage wastewater and to reduce and manage solid waste produced.
- the protection of water quality.
- training and raising awareness of hotel staff in order to actively participate in environmental actions.
- minimizing the use of chemicals with hazardous substances.
- implementation of an integrated recycling system for paper, glass, batteries, oils, inks and graphite, electrical appliances, aluminium, lamps in collaboration with certified suppliers.
- implementation of a circular economy.

ENERGY MANAGEMENT

The energy sources used for the operation of the hotel are as follows:

- Electricity from a private external provider at a rate of 72%
- Energy from LPG from a private external provider at a rate of 12%
- Photovoltaic park, installed in the winter of 2019-2020 and commissioned in June 2021, at a rate of 16%

The electricity supplies all the hotel's systems, while the energy given to us by the combustion of LPG is used in the kitchen ovens.

BMS (Building Management System): The machinery and lighting supervision system for rational performance and operation. It was installed in 2020 and the hotel will be fully coded by the end of 2023.

The energy consumed for the DHW is produced by a recovery pump at 100%.

The electricity is recorded monthly in a table (electricity, gas, diesel, park) at the end of the season we take the total which is divided by the overnight stays and we have the total as well as the monthly consumption per overnight stay. The equivalents of the conversions are shown in the tables and finally there is the annual comparison for increasing, decreasing or stabilizing consumption and finally we set the goals for the following year where the annual internal sustainable performance report is prepared.

General lighting

All lights are led by the same manufacturer (Philips). Throughout the hotel, the machines are inverters, we have energy saving technologies in the common areas such as e.g. motion sensors. All old equipment has been replaced with new technology equipment.

General temperature control

We monitor hot water temperatures to ensure they are at the correct level for guest health and safety (eg prevention of Legionnaires' disease) but no higher than necessary. We have a system with an open exchanger circuit where the hot water is no longer stored but passing through the rapid exchanger is heated and transferred for use in all areas of the hotel.

In all rooms there is contact on the balcony doors so that when the central door of the room and the balcony door is opened, the indoor air conditioning unit is isolated.

Equipment maintenance

All equipment and machinery (refrigerators, air conditioners, lawnmowers, vacuum cleaners, etc.) are properly and regularly maintained. (Maintenance List)

Kitchens

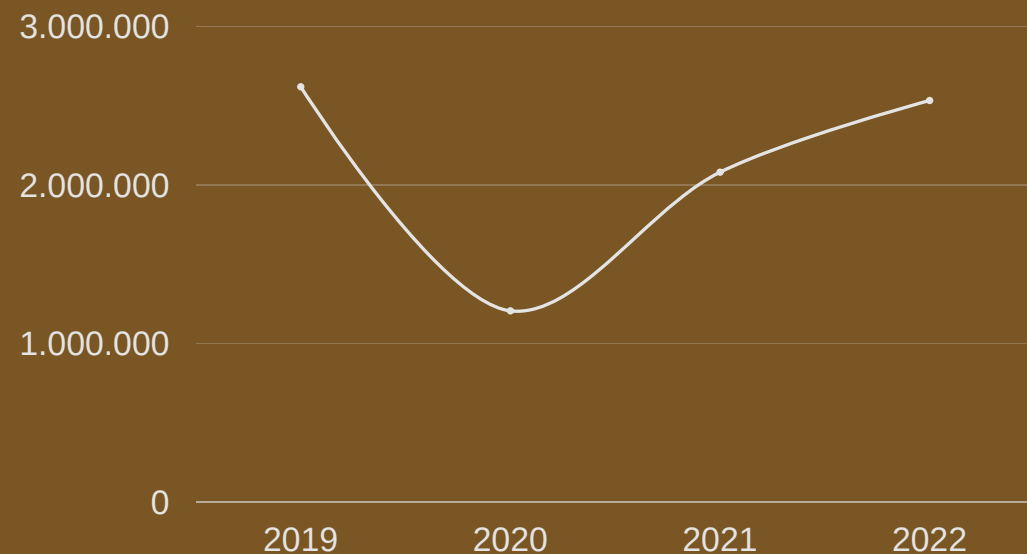
Storage and freezer compartments are cleaned and defrosted regularly.

All damage is checked through a damage detection system.

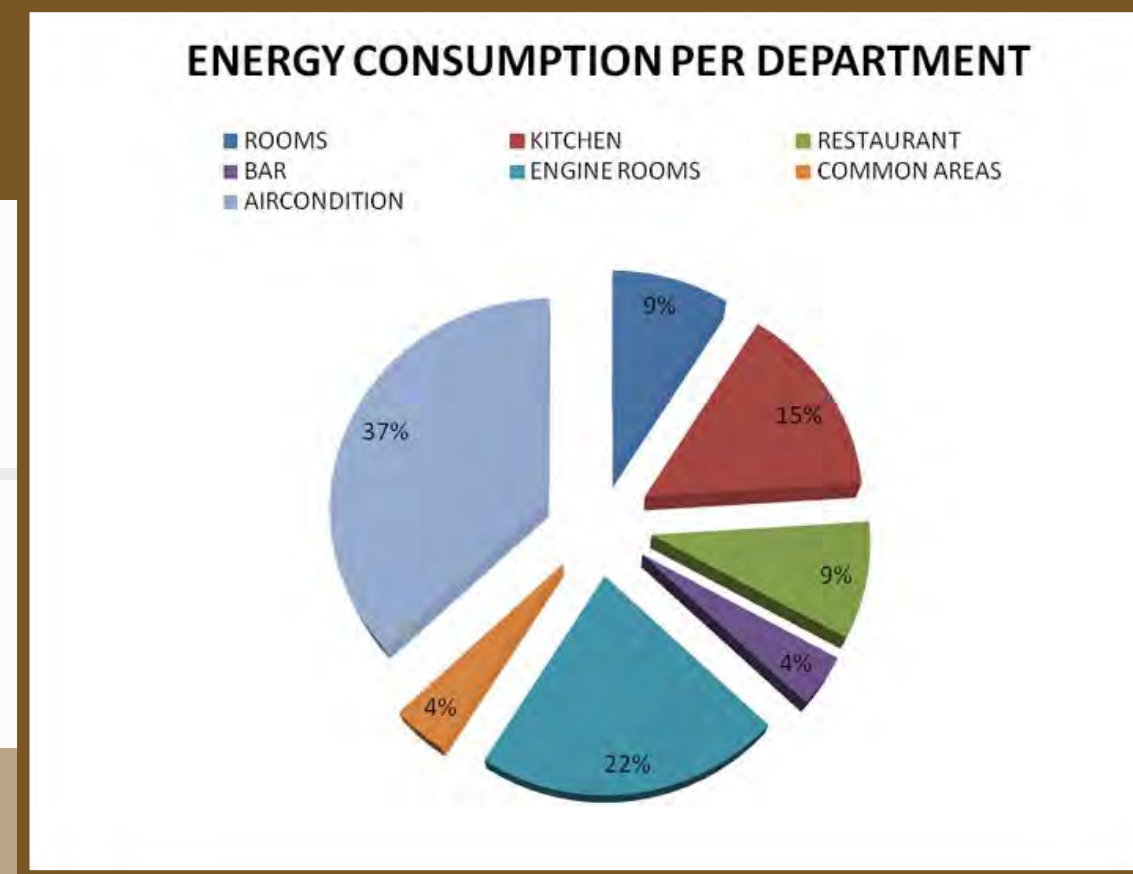


Energy consumption/guestnight
15 Kwh/guestnight

CACTUS BEACH



For the year 2022, the comparison year is 2019, since in 2020 Cactus Beach started its operation in July and in 2021 in June. Total energy consumption decreased by 3.3%. Consumption per guest night decreased from 16.8 to 15.9 kwh/guestnight. This is due to the expansion of BMS (machine start and stop automation) to more areas of the hotel.



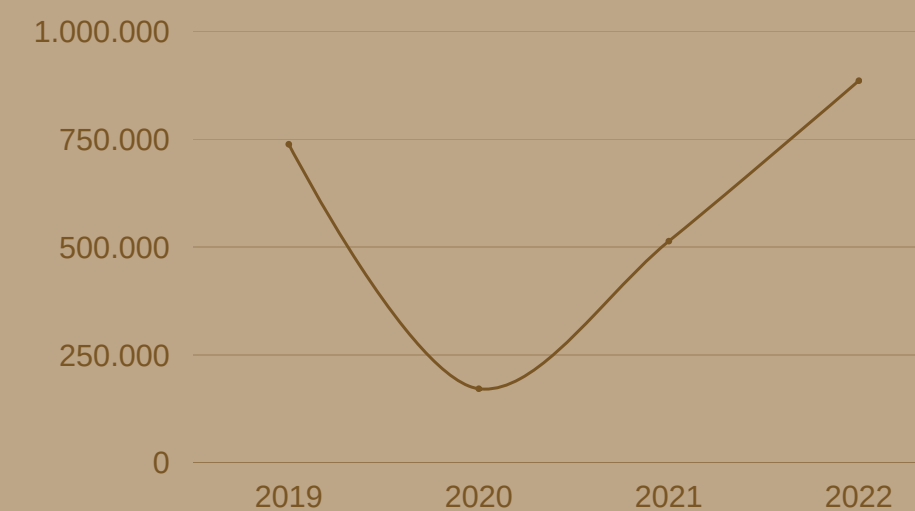
CACTUS ROYAL

For the year 2022, the comparison year is 2019, as in 2020 Cactus Royal remained closed due to Covid and only some facilities were opened so that we could serve Cactus Beach guests based on the protocols due to the distances that had to be maintained. Also 2021 is not a normal season as Cactus Royal opened in June and not April.

The total energy consumption has increased by 20% compared to the year 2019.

Also the consumption per guest night shows the same increase of approximately 21.5% from 11.17 kwh /guest night to 13.5 kwh /guest night.

This increase is due to a new small kitchen installation to meet the decongestion needs of the main restaurant with absorbed power from the existing grid of approximately 35kwh per hour.

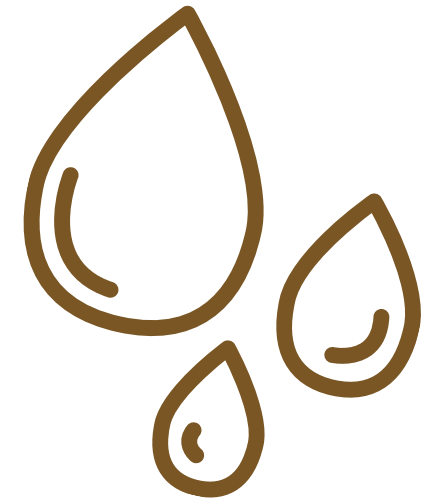


WATER MANAGEMENT

To save water and rationally manage water resources, above all, it is necessary to cultivate a new culture in terms of water management.

The water sources used by the hotel are:

- DEYAX common water supply network of the municipality of the region
- Private source of the hotel divided into two subcategories:
 - Reverse osmosis to treat the water that ends up in the rooms and hotel areas as potable water from a separate storage tank
 - Raw disinfected water used for watering gardens, cleaning yards and outdoor work
- Installation of flow control devices in bathtubs, showers and kitchen filters for the rational use of water
- Staff training on proper water management
- Marking to kitchen staff to save water
- Irrigation of the green with the drip method
- Linens and towels are washed by a certified external partner
- Installation of sanitary devices with a permitted amount of water consumption (toilets, showers, low water flow taps)
- Proper inspection and maintenance of pools
- Frequent testing of water quality based on ISO



Water consumption/guestnight
15 m³/guestnight

WASTE MANAGEMENT

Proper waste management is a basic prerequisite for the rational operation of the business and requires training and proper partnerships for the proper management of all our waste.

The aim is to achieve zero movement of waste to landfills and primarily to implement a circular economy model with effective disposal, management, recycling and reuse practices.

The company's waste is weighed and recorded by legal requirement in the EMA (Electronic Waste Register) on the National Waste Management Platform.

In 2021, the Cactus Hotels audit committee focused on better understanding waste streams and proposing new ideas to implement for 2022 with the main goal of minimizing plastic use by 80% and communicating more effectively with sustainable stakeholders practices applied by Cactus Hotels.

This goal was achieved and the results of this effort are reflected in the link below which is also an original and more interesting way of communicating these actions with our visitor.

https://drive.google.com/file/d/1kZ6rd0O92cAc-tSKHlpsAn7_BRTmYNrk/view?pli=1

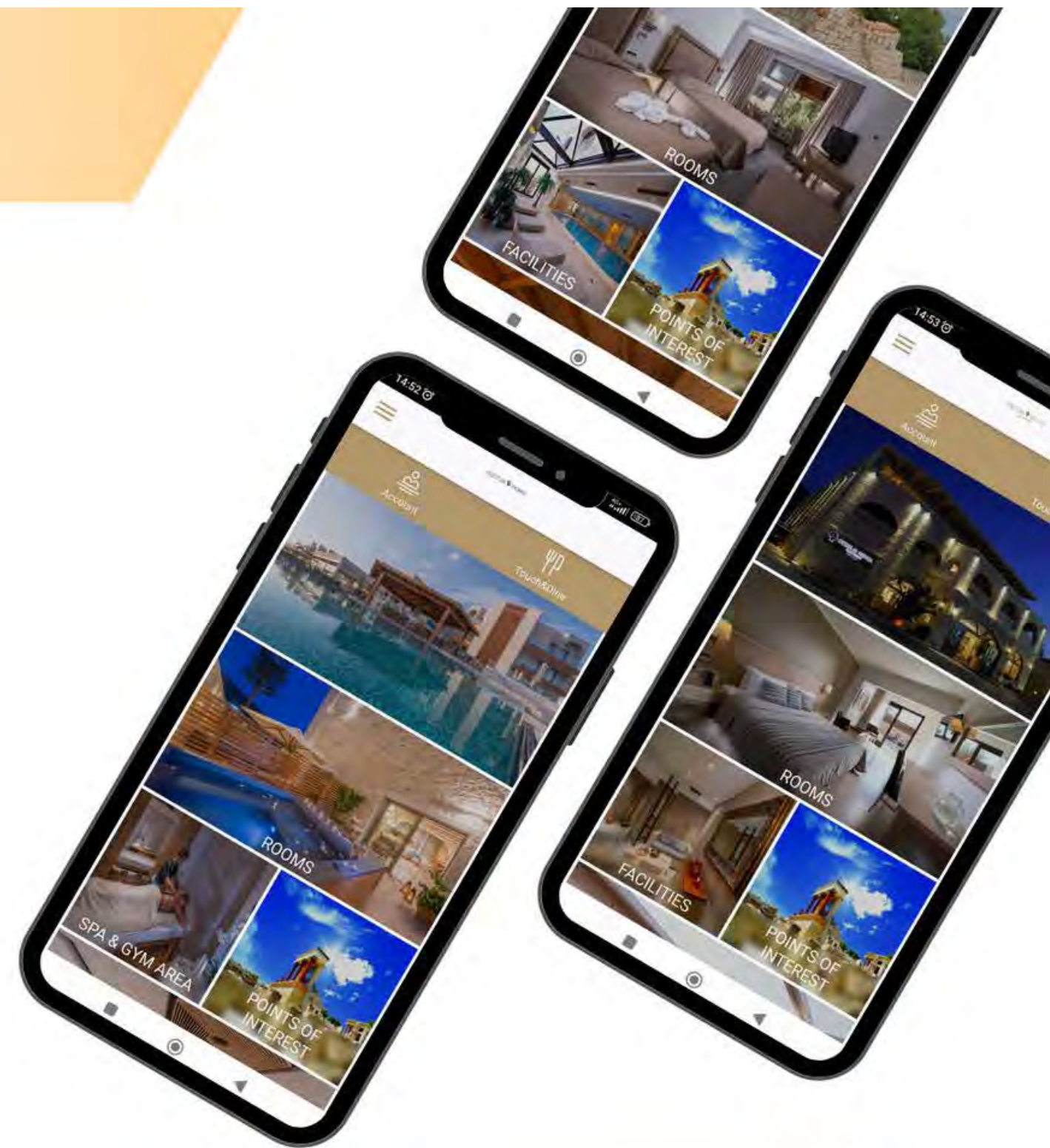
**Quantitative indicators regarding energy, water and waste management, the degree of achievement of the goals set in previous years as well as the new goals set with a horizon of achievement in the next three years are detailed in the Internal Performance Report. This Report is prepared internally, approved and signed by management and supervisors and is available for reading by all our stakeholders.*





Download Our new App

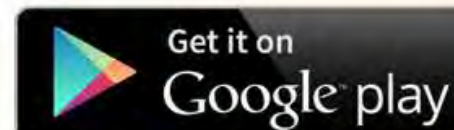
Download our App and be able to access our services quickly and efficiently from the convenience of your mobile device.



Download our iOS app



Download our android app



REPORT INFORMATION & CONTACT

This Sustainability Report presents the company's progress in achieving the objectives set on an annual basis regarding social contribution, environmental management within the operation of Cactus Hotels.

This sustainable development report is for the year 2021 and a presentation is made in the Environment, Society and Corporate Governance sections and how Cactus Hotels operate.

Please, for any clarifications, remarks and comments please contact:

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