

A photograph of a hotel lobby. In the foreground, a white vase with white orchids sits on a dark wooden table. In the background, a wooden bicycle is parked near a dark wood pillar. The ceiling features recessed lighting and ornate chandeliers. The floor is made of light-colored tiles.

ANNUAL SUSTAINABILITY REPORT 2018

CACTUS ROYAL
SPA & RESORT

BUSINESS PROFILE

Offering a wide variety of accommodation types, Cactus Hotels have a right option for the even the most demanding of travelers. Cactus Hotels consist the ideal choice for you to spend your holidays with your partner, family or friends. Choose the ideal resort, beachfront, mountain view or sea view, enjoy the personalised services, entertain y ourself at our waterpark or choose another activity and experience the tranquility by undertaking unique Spa & Fitness services. Whatever you choose, experience the unique hospitality!!!!

MISSION

Our mission is to provide high quality services always in accordance with our policies stated which refer to the environment, the local community, the human rights and the national heritage. The company's commitment to assuring and maintaining sustainability is absolute and grows strengthened.

VISION

It is worth noting that the company has invested in the construction of two new hotel complexes in the last two years, with Cactus Bay welcoming its guests during the summer season of 2018 and continuing with Cactus Mare during the summer season of 2019 while at the same time the company's investments renovations and the creation of additional infrastructure in the well known Cactus Royal 5 * & Cactus Beach 4 * continue. The strong investment activity of the family business makes a strong contribution to further employment growth as Cactus Hotels is estimated to employ around 300 employees in 2019. Also, the choice of local suppliers and producers is a well-known competitive advantage of the business and will thus contribute more strongly to the economic empowerment of the local community.



MESSAGE FROM

"An integral part of our corporate identity and philosophy is social responsibility, so we approach entrepreneurship with a sense of social responsibility. We adopt values and principles of responsible entrepreneurship always in cooperation with stakeholders and always with a view to providing quality services to our visitors."

Nikos Chalkiadakis
CEO of Cactus Hotels



"Through this sustainability report we will present our actions and the company's performance both in social, environmental and economic terms. We aim and at the same time assume that we are committed to a viable business that will be a good practice for future supporters of sustainable development."

Vasilis Krasanakis
General Manager
Cactus Hotels



A close-up photograph of a green, segmented cactus in a terracotta pot. The cactus has several segments, with one prominent one extending upwards and to the left. The pot is filled with dark soil and some small white pebbles. The background is a solid blue color, which transitions into a white background at the bottom right corner.

THE REPORT INTO SIX SECTIONS



OUR APPROACH TO CSR



BUSINESS POLICIES



WORKFORCE



STAKEHOLDERS



COMMUNITY ENGAGEMENT



ENVIRONMENTAL STEWARDSHIP

OUR APPROACH TO CSR

Our strategy is formed in accordance with the responsible entrepreneurship and sustainability.

Cactus Hotels operation under the corporate social responsibility supports communicates and collaborates with local businesses and the local community to protect local culture and traditions. The social responsibility is structured through a set of activities, events, benefits and general activities.

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.

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.



Corporate Social Responsibility (CSR) ... was born in the 1990s, for the benefit of ... employees

Don't ask what your country can do for you,

Ask what your company can do for your country

M. Hopkins, 2003

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 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.

OPERATION, COMMITMENT, & SUSTAINABILITY

Local businesses in consultation with management can freely communicate their business but also made known to visitors events by local bodies through information material

Provide training to staff on the protection policy for human rights and children

Conduct meeting on a regular basis

Child protection policy Existence

Infokiosk, Mobile App, Interactive Tv for guests in order to be informed about the hotel facilities and the outdoor experience that they can enjoy

Provision of free medical services

We select local suppliers for the supply of our business and encourage our customers to purchase products and services from local suppliers

Support of voluntary non-profit organizations

Conduct a series of events to promote the local element

The management of CACTUS HOTELS, 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.

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

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.



THE 2030 SUSTAINABLE DEVELOPMENT GOALS (SDGS) APPROACH IS AN OPPORTUNITY AND A CHALLENGE FOR BUSINESS. THE POINT TODAY IS TO MOVE FROM THEORY TO PRACTICE. THE PHILOSOPHY OF CACTUS IS THE CONCEPT OF SUSTAINABLE DEVELOPMENT AND, OF COURSE, IT CONTRIBUTES TO COOPERATION AND SOCIAL DIALOGUE.

For Sustainable Development





BUSINESS POLICIES

The core of the Cactus Hotels philosophy is the concept of sustainable development. The business recognizes the competitive advantage stemming from sustainable strategies and thus balances the success between profit, the preservation of the environment and the well-being of society. The company has set up a series of policies that communicate on a regular basis with staff and visitors, on health and safety, the environmental element, the workplace, human rights, and the protection of the child from all forms of abuse .

Our mission is our obligation to live in harmony with all our partners, to understand sustainability goals and to align our priorities (customers, suppliers, local community). Our goal is to minimize environmental impacts, optimize business processes, and maximize safety, quality and performance.

Environment

- Energy saving
- Water saving
- Waste minimization
- Reduction of carbon footprint
- Preservation of the natural beauty of the area
- Training of staff on environmental issues
- Raising awareness and informing visitors about participation in environmental actions

Market

- Priority in working with local suppliers
- Creating opportunities for new entrants

Community

- Support socially vulnerable
- Sponsoring, donations
- Voluntary actions
- Local workforce partners

Workforce

- Equal opportunities
- Fair and respectful treatment
- Staff training
- Hygiene and safety standards

GUESTS ORIGIN





WORKFORCE

"Taking care for our workforce's wellbeing is important to us due to the fact that, when people live well, they can work well."





WORKFORCE DATA

CACTUS ROYAL respects all human beings and its operation is based on the principle that all humans – irrespective of religion, gender, nationality, skin, colour, 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 take staff development seriously and provide training to support our employees in their roles in the team and throughout their careers at our hotel.

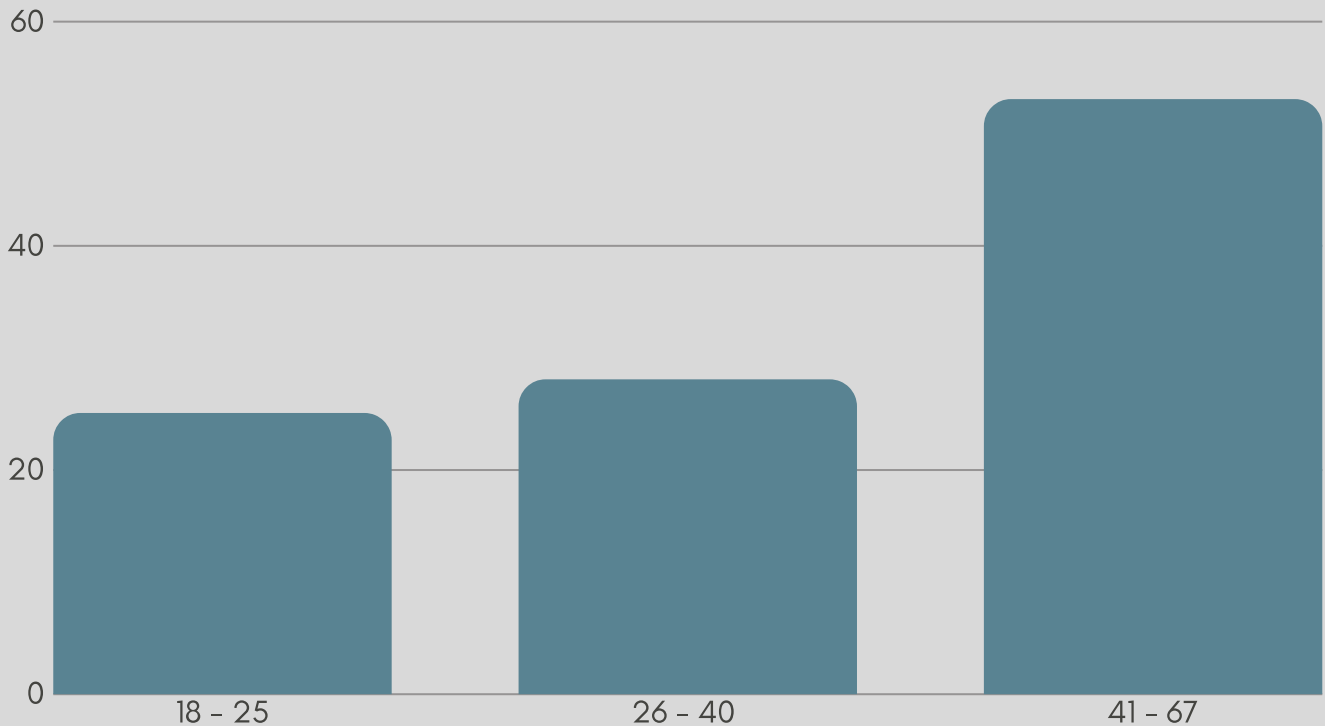
We comply with all applicable employee laws and regulations in our country.

Wherever, possible, we employ staff that that live 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.

AGE GROUPS

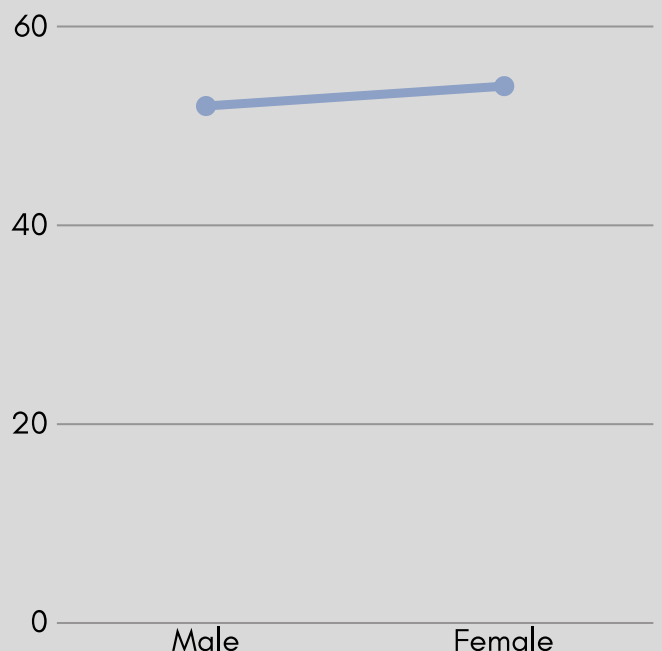


CACTUS FAMILY

In 2018 Cactus Hotels had a total of 346 employees, of whom 106 were employed in Cactus Royal. Rightly Cactus Hotels have the reputation that the whole team is a family as a large number of staff employed in the company have started their professional career from Cactus and they continue to work in our hotels.

GENDER EQUALITY

For the selection of the workforce we take into account the criterion of locality, gender equality and age distribution.





HEALTH AND SAFETY

HEALTH &
SAFETY
SEMINARS

ENVIRONMENTAL
SEMINARS

TRAINING
SEMINARS ON
F&B,
HOUSEKEEPING,
PROMOTION,
SALES

The human resources management is based on employee satisfaction, maintaining a sense of security as well as people's development both in the working environment as on a personal level.

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

STAKEHOLDERS

“

The definition of objectives and important issues takes place taking into account the expectations and demands of stakeholders.

”

Corporate strategy is the highest strategic plan of the organization, which defines the company goals and ways of the achievement within strategic management.

Stakeholders engagement in sustainability issues

SHAREHOLDERS	<ul style="list-style-type: none">• PROFIT• INVESTMENTS• COMPETITIVENESS• SUSTAINABLE DEVELOPMENT• COMPLIANCE WITH APPLICABLE LAW	<ul style="list-style-type: none">• RISK MANAGEMENT• ANNUAL SUSTAINABILITY REPORT• ANNUAL GENERAL MEETING• INCOME STATEMENT
EMPLOYEES	<ul style="list-style-type: none">• SAFE WORKPLACE• COMPETITIVE SALARIES• TRAINING• OPPORTUNITIES FOR IMPROVEMENT• ADDITIONAL BENEFITS• EQUAL OPPORTUNITIES• FAIR AND RESPECTFUL TREATMENT	
SUPPLIERS	<ul style="list-style-type: none">• LOCAL SUPPLIERS• COMMUNICATION AND GOOD COOPERATION• OBJECTIVE ASSESSMENT OF SUPPLIERS• PAYMENTS BASED ON AGREEMENT	
GUESTS	<ul style="list-style-type: none">• GOOD QUALITY SERVICE• HEALTH & SAFETY• PROVIDE INFOS REGARDING THE TRADITIONS, THE LOCAL ELEMENT• ENVIRONMENTAL CONSCIENCE• CONTINUOUS INFORMATION ABOUT OUR SERVICES	

Via communication and evaluation, in cooperation with our stakeholders we manage to gain the competitive advantage.

Stakeholders engagement in sustainability issues

SOCIETY

- EMPLOYEES AND SUPPLIERS FROM THE LOCAL COMMUNITY
- ENVIRONMENTAL PROTECTION
- SUPPORTING LOCAL COMMUNITY
- SOCIAL CONTRIBUTION

GOVERNMENT

- COLLABORATION WITH GOVERNMENT AGENCIES
- PAYMENT OF TAXES
- SUPPORT INSTITUTIONS, MUNICIPALITIES AND PUBLIC INSTITUTIONS SERVICES THROUGH SPONSORSHIP

NGOS

- SPONSORS
- DONATIONS





**COMMUNITY
ENGAGEMENT**



We support the local community. We choose local products and suppliers, we offer help to social vulnerable groups, strengthening the social capital and cultural vitality of the regions and localities and in promoting social cohesion.





SOCIAL ACTION 2018

Theofilos Chalkiadakis SA - Cactus Hotels recognizes that a business should not be judged only on the basis of the quality of its services, its financial results but also on its contribution to society as a whole.

Our commitment to this direction creates the social profile of the company and the shaping of corporate social responsibility. Another year of social contribution has been completed with major voluntary initiatives, charitable actions and sponsorships.

A total of 12 Cactus Hotels Corporate Social Responsibility actions for the year 2018:

- We supported the new promotion and exhilarating promotion of Greek culture by E-Learning of the National and Kapodistrian University of Athens (EKE). In the direction of extrovert perception of the mission of the foundation, the action attempts to "get to know" Greece on the planet with the vehicle the distinctive characteristics that its civilization carries over time, but also the distinct identity that is formed in the cross.
- Financial contribution to Crete Relief Care Scheme. The mission of the Association is the intensive, ALLIENT support of patients with chronic, serious and progressively worsening health problems, for which there are no other radical therapies in the hospital. Care is also provided to their relatives.
- Kind courtesy to the Greek Police and more specific to DIAS group. Free offer of personal protective equipment (fifteen bicycle uniforms).



SOCIAL ACTION 2018

- Offer of clothing and essentials for their use by the Centers for the Support of Children and Family in Crete. Smile of the Child is based entirely on the donations of individuals and businesses.
- Financial support by sending a sum of money to the account of the Municipality of Marathon for our fellow human beings who were hit by the fire in Mati Attica.
- Bringing volunteer blood with the involvement of our staff to meet their needs, and their families and any other fellow human beings in case of need.
- Sponsorship to the athletic club of Mohos to support the local team.
- Financial support to Malia Choir. We are enhancing both financially and ethically the effort for the cultural contribution of the local choir to the local community.
- Donation of essentials (linen, clothing and furniture) to the Detention Center in order to meet the operational needs of the service and maintain a good standard of living for prisoners.
- Food supply to the Holy Archdiocese of Crete and Arkalohori to meet the needs of vulnerable individuals - families.
- Creation of a free nursery for the children of Cactus Hotels employees with the supervision of qualified personnel.

Our goal is to continue and strengthen our social work.

87.91%
LOCAL
SUPPLIERS

36%
LOCAL
PURCHASES

30%
NATIONAL
PURCHASES





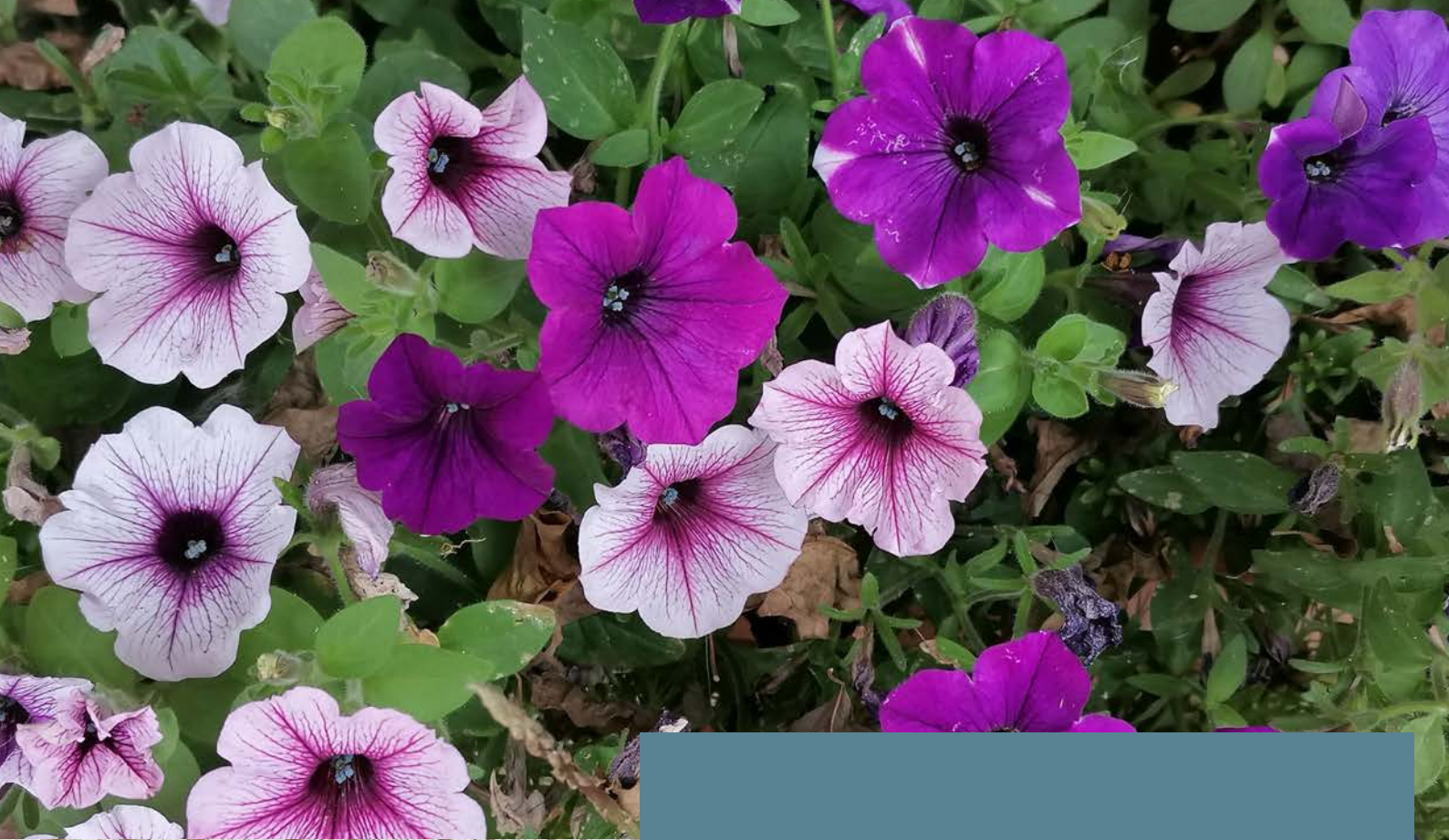
ENVIRONMENTAL ENGAGEMENT

The integrated program of action that the quality assurance team has established and is faithfully respected by all staff as well as environmental initiatives make Cactus Hotels Spa & Resorts a fair and sustainable business with strong green entrepreneurship.

Cactus Hotels' sustainability program is based on a set of criteria set by the certification and quality assurance standards that the hotel holds. The main concern, in a highly competitive environment of the tourism industry, is the continuous upgrading of the services provided to our customers. In every action in this direction we ensure that it is done with absolute respect and minimal impact on the environment and the local community.

The environmental status of the business is now known. Through a series of actions designed to protect the environment, with an enhanced recycling system and proper waste management and proof of a series of environmental awards that the Cactus Hotels family annually distributes, it is undoubtedly a good example for every enterprise that aims at sustainability.





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- 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 at:

- o Implementing actions to save energy, to reduce water consumption, to manage wastewater properly and to reduce and manage solid waste produced.
- o Protection of beach and water quality.
- o Collaboration with neighboring bodies in order to preserve the natural beauty of the area.
- o To inform all the actors in the area about the environmental actions carried out by the hotel in order to raise awareness and participation.
- o Educate and raise awareness of hotel staff in order to actively participate in environmental actions.
- o Informing the customers about the hotel's environmental actions in order to encourage their active participation.



ENERGY CONSUMPTION

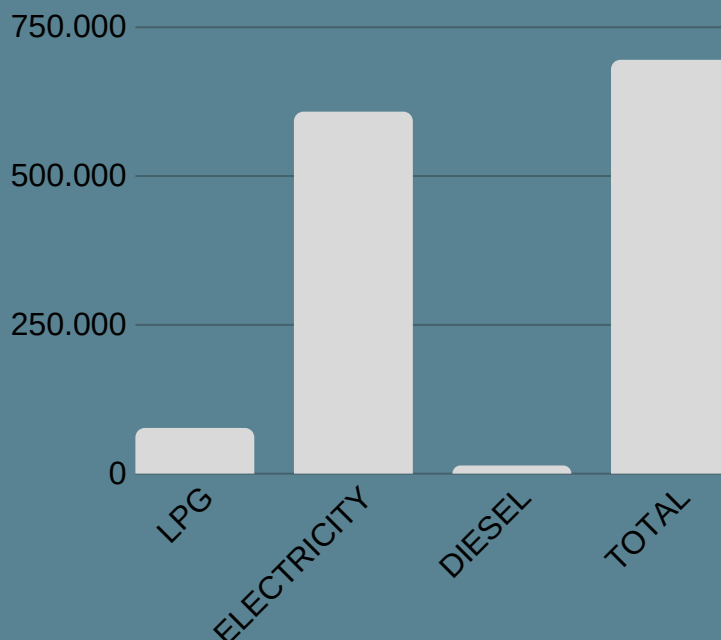
Systematic monitoring, Use of new technologies,
Reduction of electric energy.

Energy savings are undoubtedly the fastest, most cost-effective and effective way to reduce dependence on fossil fuels and to reduce greenhouse gas emissions from their use.

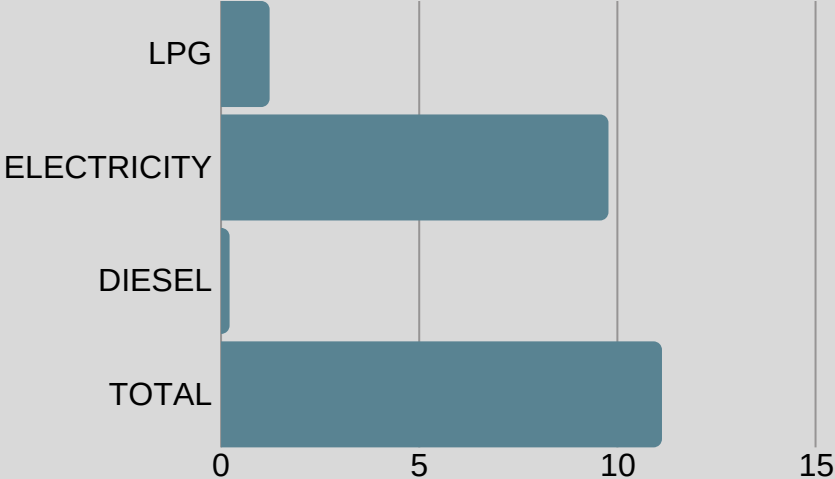
Our goal is to reduce energy consumption without affecting the comfort conditions of visitors with the ultimate goal of saving money and protecting the environment.

- We investigate and evaluate alternatives to energy savings
- Use of low energy technology
- Replacement plan for old equipment
- Staff training on the proper use of electricity
- Implement a wash on demand policy
- Change bed linen when required
- Using an energy management system to control the heating, air conditioning and lighting systems in guest rooms
- Check for electrical appliances in empty rooms

Total Energy Consumption
(Electricity, LPG, Diesel) - (Kwh)



Average Energy Consumption (Electricity, LPG, Diesel) - (Kwh)







WATER CONSUMPTION

Water saving and the rational management of water resources, above all, the cultivation of a new culture with regard to water management is imperative. Water use is a very important environmental aspect and that is why we are trying every year to be consistent with our commitment to the environment.

- ☐ Installation of flow control devices for the rational use of water
- ☐ Training staff on proper water management
- ☐ Cultivation of specific plant species that are in harmony with local climate change
- ☐ Irrigation of the green using the drip method

Systematic Recording - Preventive maintenance - Safe disposal

- ☐ Placement and presence of sanitary items with allowed amounts of water consumption (toilets, showers, low water flow taps)
- ☐ Reuse policy for towels and bed linen in the rooms
- ☐ Washing linen from an outside partner
- ☐ Proper control and maintenance of the swimming pool
- ☐ Continuous control for leakage repair

WASTE MANAGEMENT

CACTUS  HOTELS
Spa & Resorts Crete



Proper waste management in an environmentally friendly manner is vital to the business. In this direction, we should all contribute, staff and clients, as their rational management is an integral part of sustainable development and, on the other hand, minimizes the adverse impact on society and the environment. Recycling is a process that is applied to the hotel in all its departments and forms part of its philosophy.

- Restriction of packaging materials by buying more packaged products
- Purchase of presses for compressing recyclables
- Waste management - recycling (paper, glass, plastic, toner, burned oil, etc.)
- Proper management of quantity of food in proportion to the number of customers
- Use of electronic systems instead of paper for business purposes
- Training staff for proper waste management and recycling
- Application in a restaurant and kitchen of the F.I.F.O.
- Minimize disposable products
- Use of soap dispensers in the bathrooms
- Limiting the use of disposable plastic bags
- Inform visitors about environmental issues and the recycling program applied to the hotel through a series of events.





2018

*in
numbers*

**1.105 kg
Cooking oil**

**15 kg
Batteries**

**8.530 kg
Cardboard**

**4.570 kg
Glass**

**205 kg
Electrical
devices**



To limit the environmental impact of our report, we did not produce a hard copy. This report is available for download on our website www.cactushotels.gr

If you need further information on our CR programme, please feel free to contact:

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CACTUS HOTELS

Spa & Resorts Crete

