



CACTUS HOTELS

# SUSTAINABILITY REPORT 2021

[WWW.CACTUSHOTELS.GR](http://WWW.CACTUSHOTELS.GR)



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CHALKIADAKIS NIKOS  
CEO



KRASANAKIS VASILIS  
GENERAL MANAGER

## MESSAGE FROM THE ADMINISTRATION

The years that have passed have undoubtedly been very difficult for all of us. The social, economic and health difficulties have been several and that is why we have made it a key priority for the operation of our hotels to ensure the health and safety of our people, employees and guests.

At the same time, our contribution to the protection of the environment and the support of the local community was enhanced through practical actions and partnerships.

Our basic principle is that in order for a company to be healthy, it should not only be judged by its financial results but also by its social contribution and its performance on sustainable development issues.

**“Our main aim is to  
make the destination  
safe and sustainable.”**



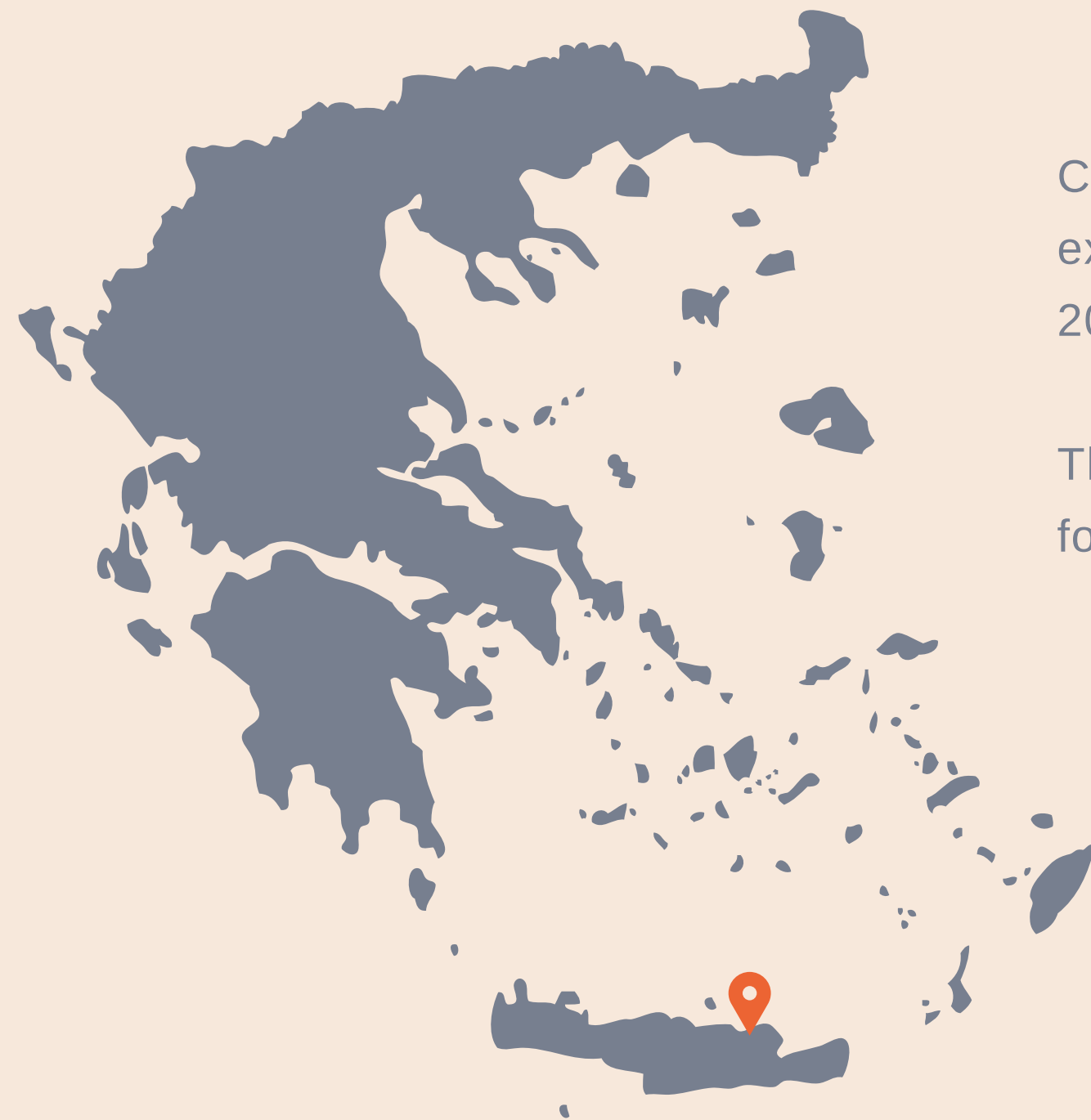
THE CACTUS HOTELS TODAY

## 42 YEARS OF OPERATION

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

The 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 hotels of 4 and 5 star category.





Cactus Beach is the first hotel which is now fully renovated, Cactus Village which extends on the hill of Stalis welcomed its first guests in 2006, Cactus Bay opened in 2018 and Cactus Mare in 2019.

The intense investment activity of the Chalkiadakis family has a time horizon for the following years as the expansion of Cactus Mare has already started.





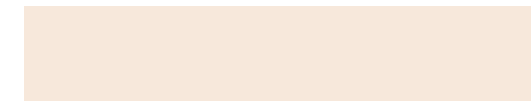


Cactus Beach is the largest, in terms of capacity, hotel of the Cactus Hotels. Due to its infrastructure, it is ideal for family holidays. It has 380 rooms, a water park, 2 swimming pools, 1 children's pool, main restaurant, 3 a la carte restaurants, a playground, beach volley, a mini golf, an amphitheatre,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



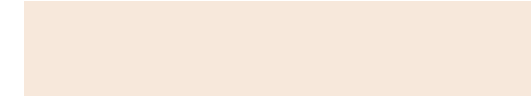
Cactus Village extends on the hill of Stalis and is essentially an extension of Cactus Beach. It has 50 rooms, 1 swimming pool, 1 children's pool, 1 a la carte restaurant, 1 pool bar and of course all the facilities of Cactus Beach.





Cactus 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.

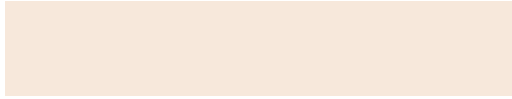




Cactus Bay is located in a privileged position with spectacular sea views. It has 36 rooms, 1 swimming pool, 1 pool bar and sunbeds. All guests can make use of the facilities at Cactus Beach.



CACTUS BAY



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.



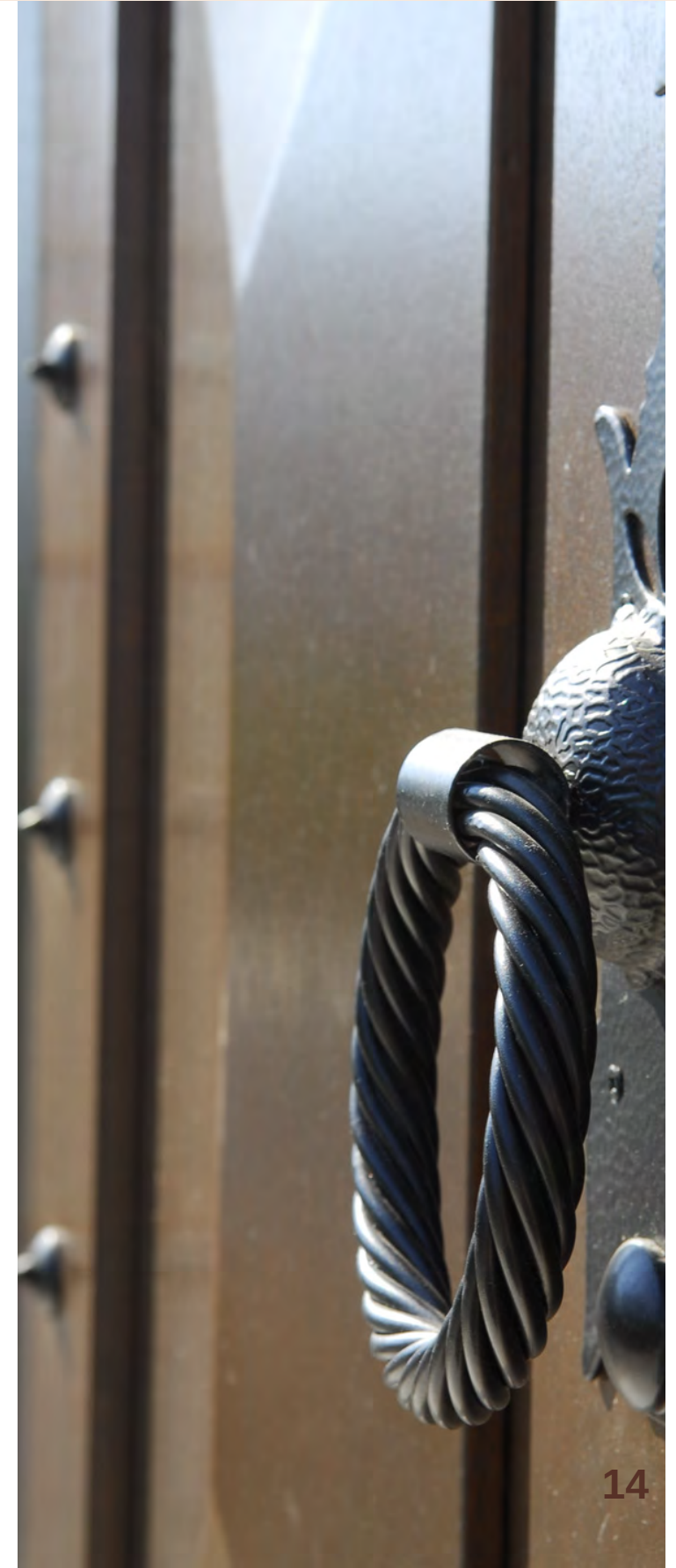
## MANAGEMENT MODEL & MODE OF OPERATION

Business resolutions are determined on the basis of corporate responsibility.

The ambition of the Cactus Hotels chain is to satisfy its guests to the maximum extent and at the same time to adhere to the basic principles of respect towards the employee and all stakeholders as well as respect towards the environment.

In terms of health and safety standards, Cactus Hotels have been practising HACCP and ISO systems for over 15 years in all its hotels.

Certified with ISO 22000 food safety standard and ISO 9001 and HACCP. This provides an effective framework for the development and continuous improvement of a documented Food Safety Management System, within the context of the overall business risks of the organisation



# GUESTS' SATISFACTION

Guest satisfaction is a process that starts before arrival at the hotel, is ensured during the stay and is completed after the guest's departure.

All Cactus Hotels take care of the following:



## BEFORE ARRIVAL

- Employment of staff 12 months a year for continuous and timely communication with tour operators and guests in order to respond to requests
- Update website, social media 12 months a year.



## LENGTH OF STAY

- Guest relation service for direct, interpersonal contact with guests
- Questionnaires for immediate resolution of complaints that may arise and questionnaires for rating of services provided
- Meetings with representatives of partner tour operators
- Recording of opinions via Mobile app, info kiosk.



## AFTER DEPARTURE

- Immediate and timely response to issues that may arise such as forgotten items
- 12 months of staff employment for immediate service and response to questions, queries, comments.

# CERTIFICATIONS & DISTINCTIONS



Schauinsland Partner of Excellence 2021



Schauinsland Top Hotel Partner 2021



Booking 8.2/10 Traveller Review Award



Booking 8.3/10 Traveller Review Award



Best Greek Sustainable Hotel Silver Award



Business Excellence Award



Certified for sustainable operation practises



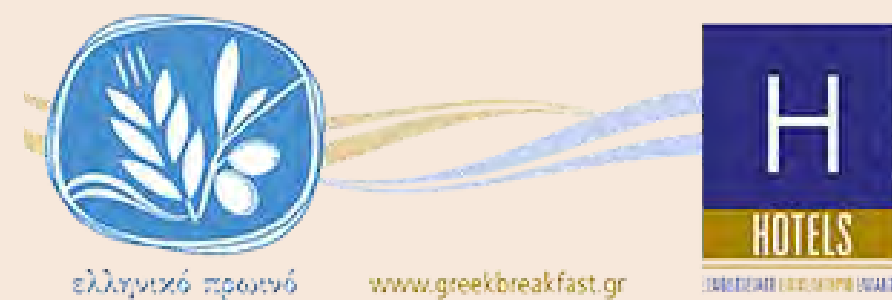
Certified for local contribution and environmental protection



Certified for local cuisine



Certified with ISO 9001, ISO 14001 & ISO 22000



Certified for offering Greek products and regional breakfast delicacies.



Certified for safely operation during Covid 19





## COOPERATION- COMMUNICATION 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

# STAKEHOLDERS

# COMMUNICATION CHANNELS

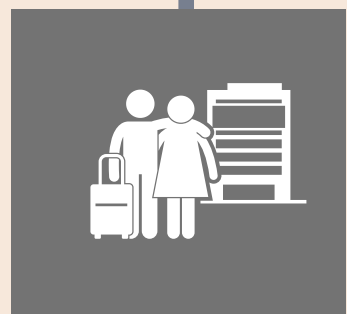
# COMMON TARGETS



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

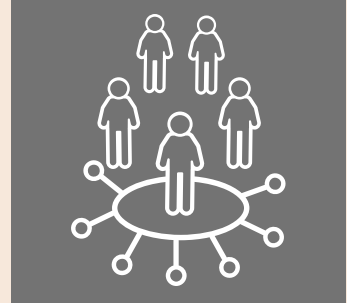
# COMMON TARGETS



Suppliers &  
External partners

- Communication via email and telephone from the procurement department - warehouse
- Sending emails for information on CSR actions & issue of a sustainable development report by the communication department
- Interpersonal meetings with the CEO & F&B Manager
- Assessment based on ISO 22000

- Creating win win relationships
- Effective communication



Local community

- Sustainability Development Report
- Communication with social authorities - bodies

- Selection of local suppliers
- Selection of employees from the local community
- Corporate Social Responsibility
- Social Contribution

# 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

Cactus Hotels, through the selection of local suppliers and producers, have contributed once more to the strengthening of the local economy and employment.

In the framework of providing quality services, the management's concern is to give the visitor the opportunity to experience the Cretan Diet and taste the nutritional treasures of the place.

That is why it chooses local suppliers and producers, which means strengthening the local economy, boosting local employment, reducing emissions from further distances and strengthening our gastronomic identity.

The total costs to local suppliers represent approximately 39% of the total costs for 2021 and correspond to 808.086€ shared to 92 local companies and 455.843€ shared to 13 Greek companies with 22% of the total costs.



## LOGISTIC CHAIN & SUPPLIERS' DETAILS

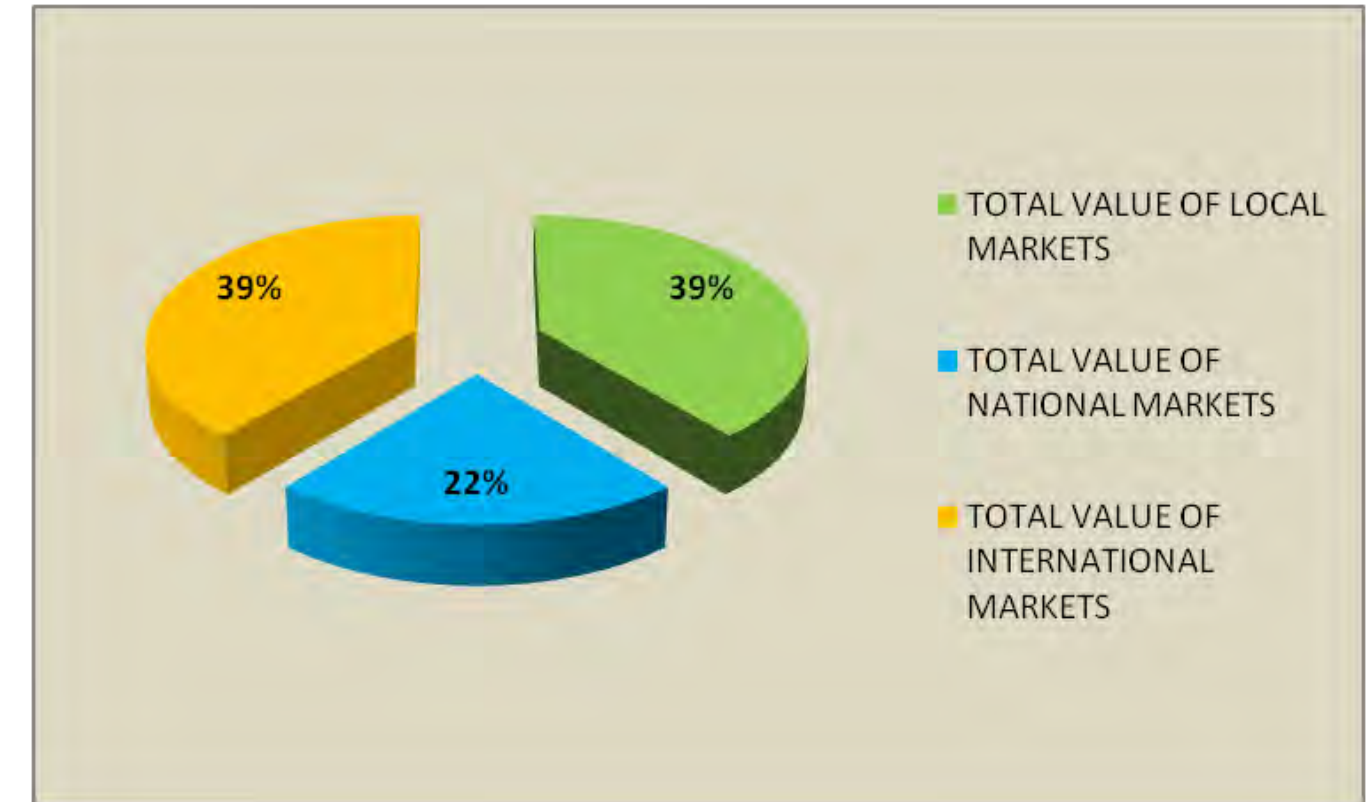
All Cactus Hotels are ISO 22000 and HACCP certified, demonstrating high safety standards for food control.

Frequent internal and external audits are also carried out to ensure that proper food safety assurance methods are in place.

ISO 22000:2018

61% of the value of products is Greek and local

100% of suppliers are assessed against HACCP and other sustainability standards



The company selects its suppliers on the basis of quality-price ratio. It also monitors closely its supplies aiming to continuously improve the percentage of local products and further support the local economy.

There is constant communication with suppliers, informing them of the necessity of avoiding multiple packaging in order to prevent waste production as well as of the proper management of order delivery to avoid fuel and therefore air pollutants.



In this way, it supports in a practical and measurable way, the production, the economy and the workforce of our country. That is why Cactus Hotels are certified with the We Do Local label.

The local businesses with the highest market value and the main suppliers are:

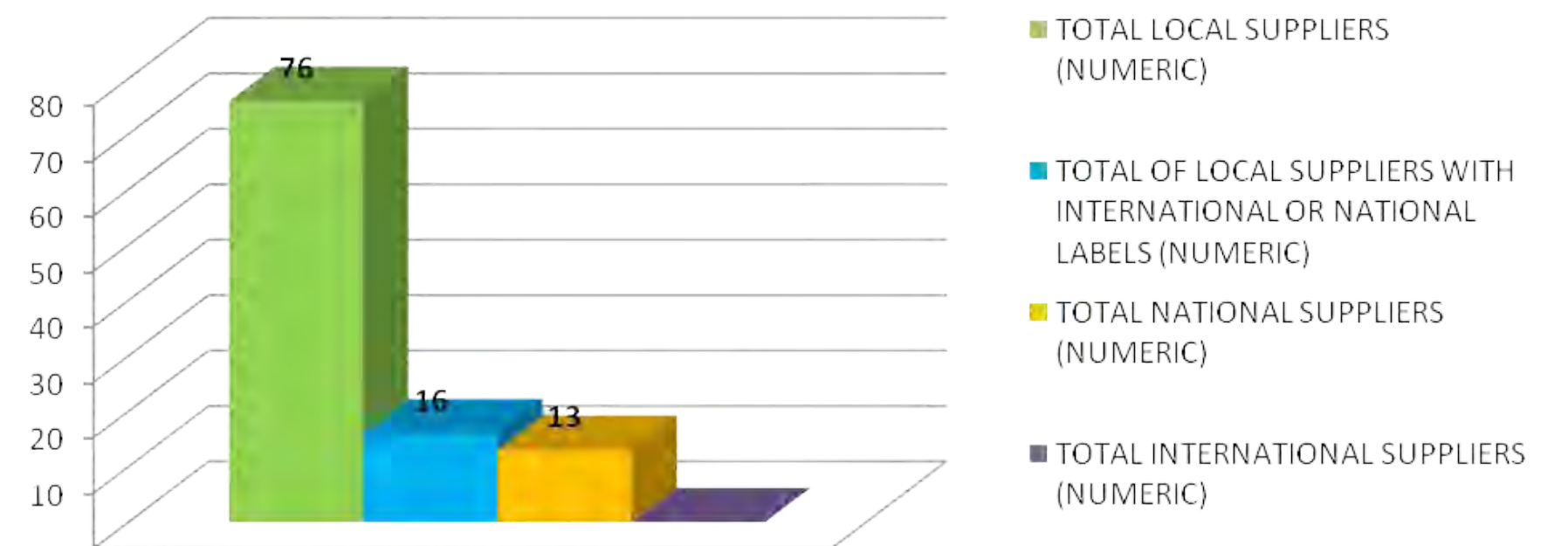
IOSIF MAKRIDAKIS S.A.
ZIDIANAKIS S.A.
ZERVAKIS MILTOS
ECOLINE
VELIVASAKIS S.A.
ARXONTAKI ISIDORA
AIKATERINI PAVLOU ANDROULAKI
KRIVEK
ASSOS FOOD SOLUTION IKE
NIK. SYNTIXAKIS



Cactus Hotels in 2021 entered into partnerships with a total of 105 food and beverage suppliers.

76 local suppliers, 16 local suppliers with Greek and international label products and 13 national suppliers.

### TOTAL OF SUPPLIERS



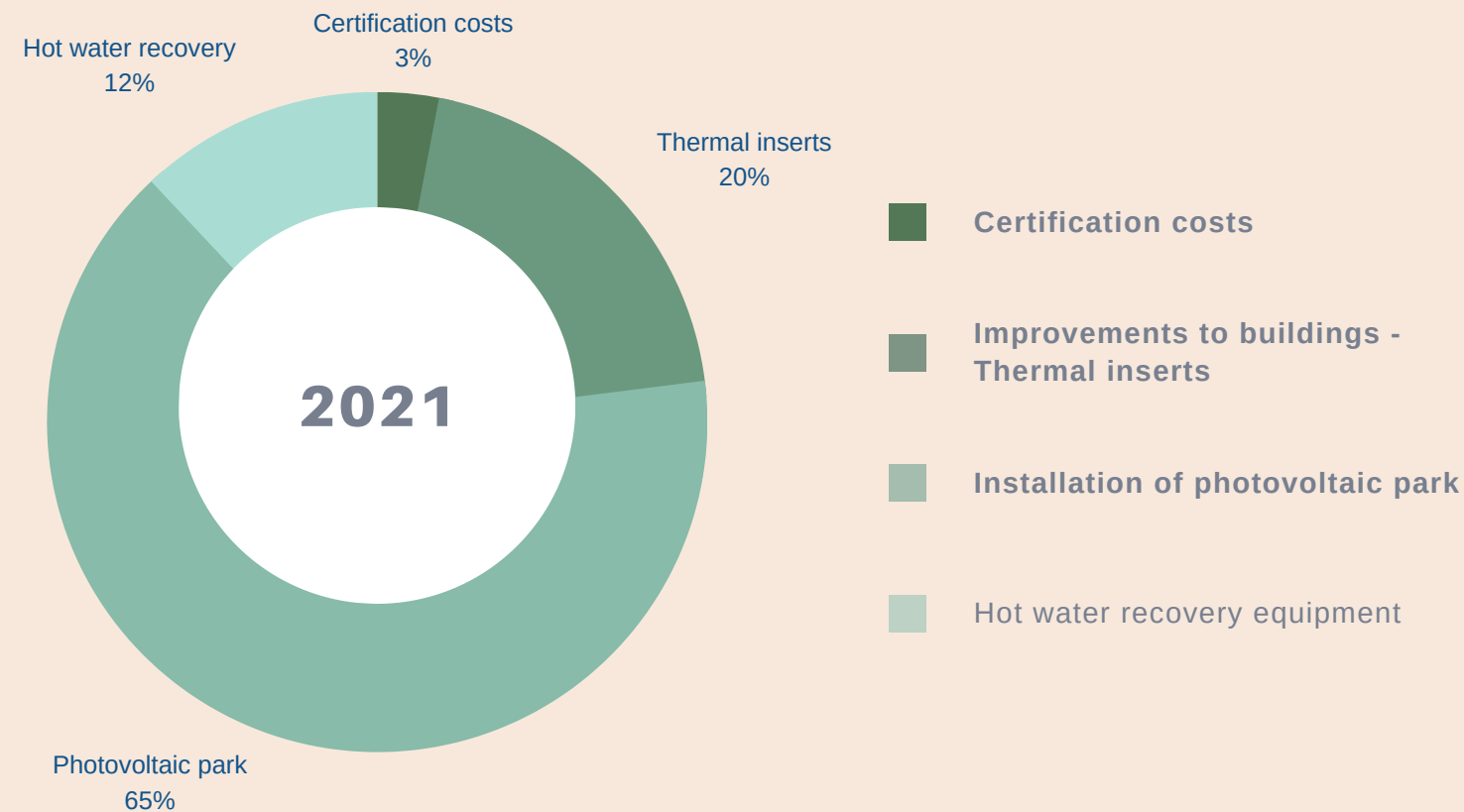


## ENVIRONMENT



# ENVIRONMENTAL RESPONSIBILITY

**€129.858,83**  
Environmental management investments 2021



At Cactus Hotels, environmental responsibility is a key concern and for this reason, we are committed to implementing sustainable practices in our operations to avoid adverse impacts on our environment.

Responsible environmental management, ISO 14001, Travelife, Green Key, We Do Local certifications and especially the measurable results of each season prove the effort we make and ultimately our contribution to sustainable environmental development.

Based on these commitments, Cactus Hotels aim to:

- implement actions to save energy, reduce water consumption, properly manage wastewater and reduce and manage solid waste generated
- protect water quality
- train and raise awareness of hotel staff to actively participate in environmental actions
- minimize the use of chemicals with hazardous substances
- implement an integrated recycling system for paper, glass, batteries, oil, ink, electrical devices, aluminium, electric bulbs in cooperation with certified suppliers
- implementation of circular economy.



REFUSE



ROT



REDUCE



REUSE



RECYCLE

The company's waste is weighed and recorded with a legal requirement in the EWR (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 be implemented in 2022 with the main objective of minimising plastic use by 80% and communicating more effectively with stakeholders the sustainable practices that Cactus Hotels implement.

- Cooking oils are collected by partner EFS.
- Cardboard is compacted in a press at the company and then picked up for weighing and recycling by the partner Cretan Recycling.
- Batteries are collected in columns and received for weighing and handling by AFH.
- Glass as well as light bulbs are collected in special bells and received by the partner Creta Eco Phoenix.
- Iron, aluminium and structures are picked up for further management by Cretan Recycling.

## WASTE MANAGEMENT

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

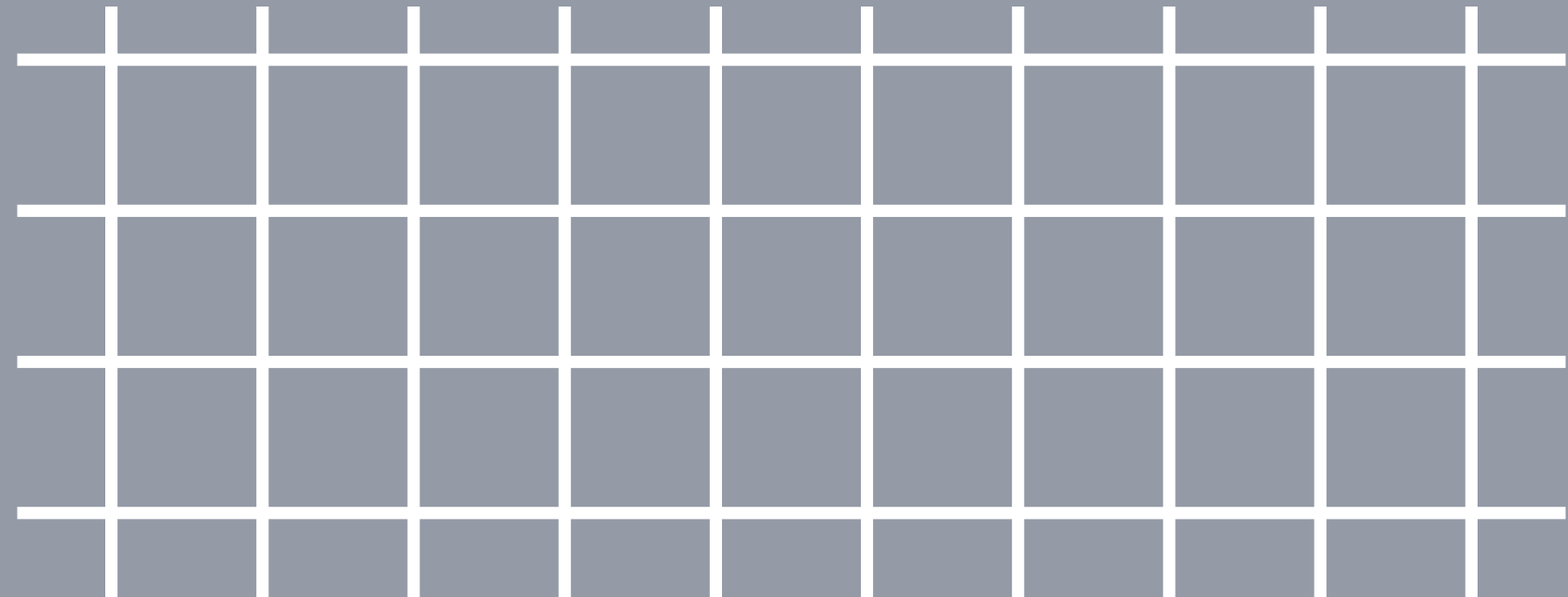
The aim is to achieve zero waste diversion to landfills and, above all, to implement a circular economy model with effective disposal, management, recycling and reusal practices.

### Total Waste Production Cactus Hotels

2021

Cactus Hotels*	
Oils	1805
Paper & Cardboard	6662
Recyclable glass	5900
Iron	4360
Batteries	34
Toner	17 pcs
Aluminium	1320

**26**  
\*all measurements in kilograms



- Limiting packaging materials by purchasing less packaged products
- Waste management - recycling (paper, glass, plastic, toner, burnt oil, etc.)
- Correct management of the quantity of food according to the number of guests
- Use of electronic systems instead of paper for business purposes
- Staff training for proper waste management and recycling
- Application in restaurant and kitchen of F.I.F.O.
- Minimisation of disposable products
- Limiting the use of single-use plastic bags
- Informing guests about environmental issues and the hotel's recycling program through digital devices (mobile app, information kiosk, information channel)
- Implementation of electronic systems for the information of guests in order to avoid the use of paper
- Universal use in all departments and paper rooms (roll, toilet, hand towels) of eco natural certified by FSC

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

- Replacement of energy saving bulbs with LED bulbs in all areas.
- All A/C units are A+++ energy efficient and use refrigerants for the ozone which are environmentally friendly.
- Installation of a photovoltaic park, which supplies 13% of the consumed energy.
- The energy consumed for the HSW is produced by a recovery pump at 100%.
- Signage to all staff and training on energy saving.
- In all rooms there is a contact on the balcony doors so that when opening the main door of the room and the balcony door the indoor air conditioning unit is isolated.
- Magnetic card in all rooms, ensuring that all electrical appliances (except the refrigerator) are switched off when guests leave the room
- Open circuit exchanger system where hot water is no longer stored but is heated on the spot through the exchanger and transferred for use in all areas of the hotel
- Electricity supplies all hotel systems while the energy provided by the combustion of LPG is used in the kitchen ovens
- BMS system (Building Management System): machinery and lighting monitoring system for rational performance and operation
- Machinery is inverter, we have saving technologies in common areas such as motion sensors
- Implementation of bed linen and towel change policy according to customer's request
- Monitoring of electrical appliances in empty rooms
- Proper and regular maintenance of the machinery.
- Energy consumption 2021 (KWh)

## ENERGY & GREENHOUSE GAS EMISSIONS



**Energy consumption/  
guest night 15,8**



### Energy Consumption 2021 (KWh)

Cactus Beach	2.080.831
Cactus Royal	514.061,95
Cactus Mare	516.156,45



# WATER

water consumption/  
guestnight 0,38



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

The water sources used by the hotel are:

1. Municipal water supply and sewerage company of Hersonisos the common water supply network of the municipality in the area
  2. Private source of the hotel which is divided into two subcategories:
    - Reverse osmosis for the treatment of the water that ends up in the hotel rooms and areas as drinking water from a separate storage tank
    - Raw disinfected water used for watering the gardens, cleaning the yards and outdoor works
- 
- Installation of flow control devices in bathtubs, showers and kitchen filters for the rational use of water
  - Staff training on proper water management
  - Signage to kitchen staff for water saving
  - Irrigation of the green areas with the drip method
  - Linen and towels are washed by a certified external partner
  - Installation of sanitary appliances with permitted water consumption (toilets, showers, low-flow taps)
  - Proper control and maintenance of the swimming pools
  - Frequent control of the water quality based on ISO





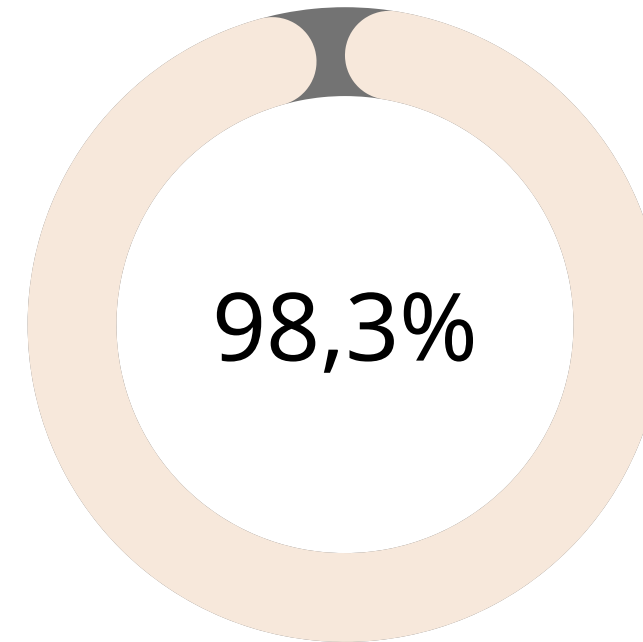
SOCIETY

A vertical bar with a color gradient from light orange at the top to a slightly darker orange at the bottom. It is positioned to the left of the word 'SOCIETY'.

# OUR PEOPLE

The people of Cactus Hotels are the main pillar of the hotels' success. In 2021 Cactus Hotels employed 364 people throughout the tourist season.

The management's main priority is to attract competent employees with a friendly attitude to work and a love for tourism and the service of our guests.



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

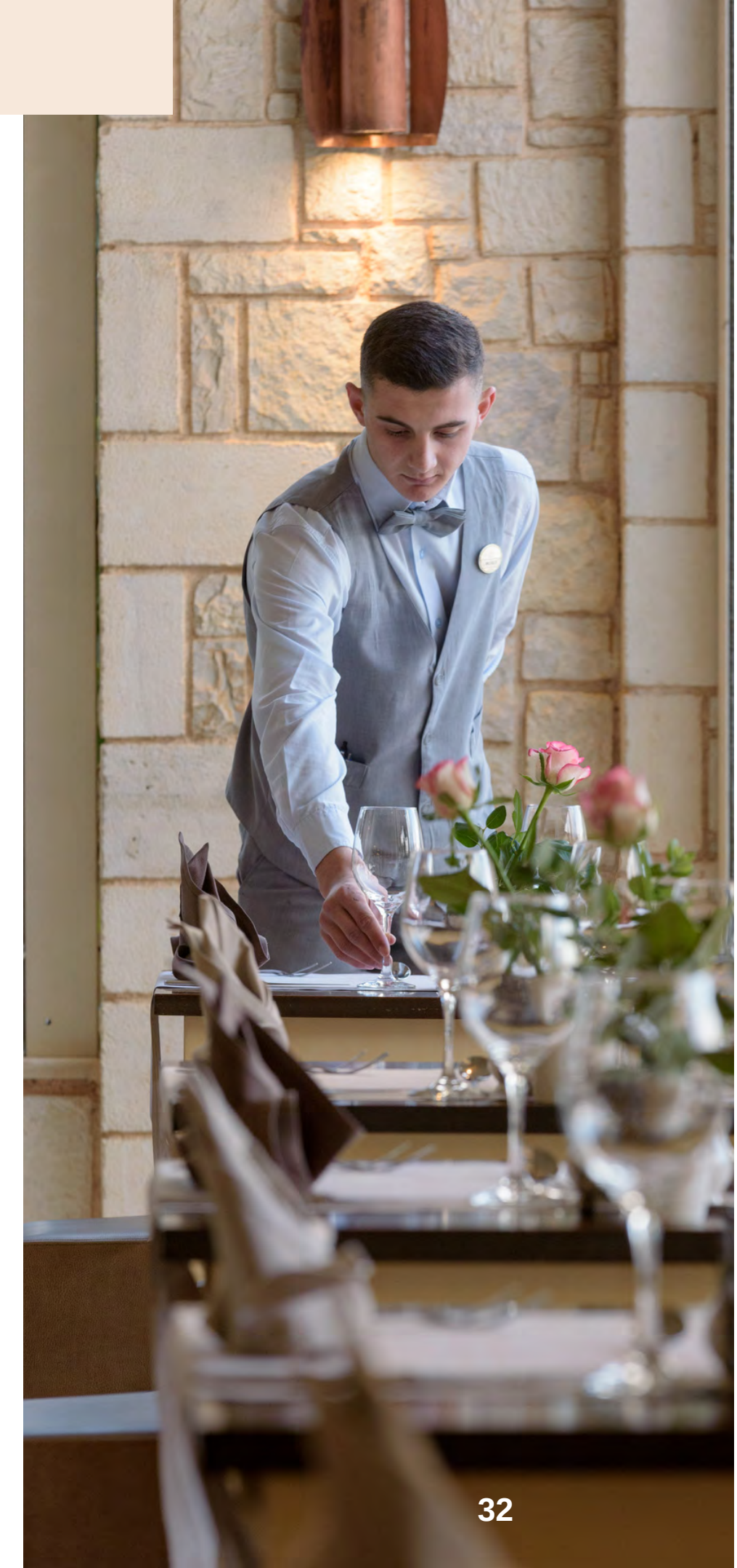
 364 employees

Breakdown of human resources by hierarchical level and age category

2021			
	<30	30-50	51+
Senior Executives	1	1	4
Middle Manager	1	14	13
Other employees	95	154	81

Breakdown of human resources by hierarchical level and gender

2021		
	Men	Women
Senior Executives	4	2
Middle Manager	16	12
Other employees	155	175

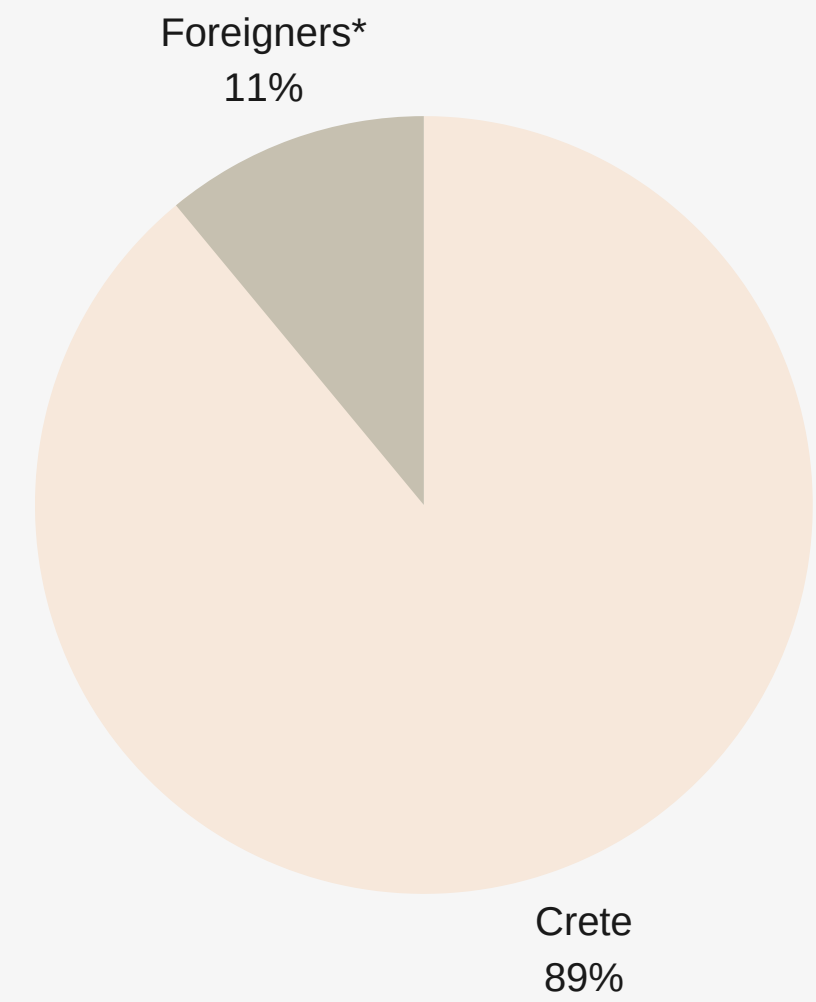




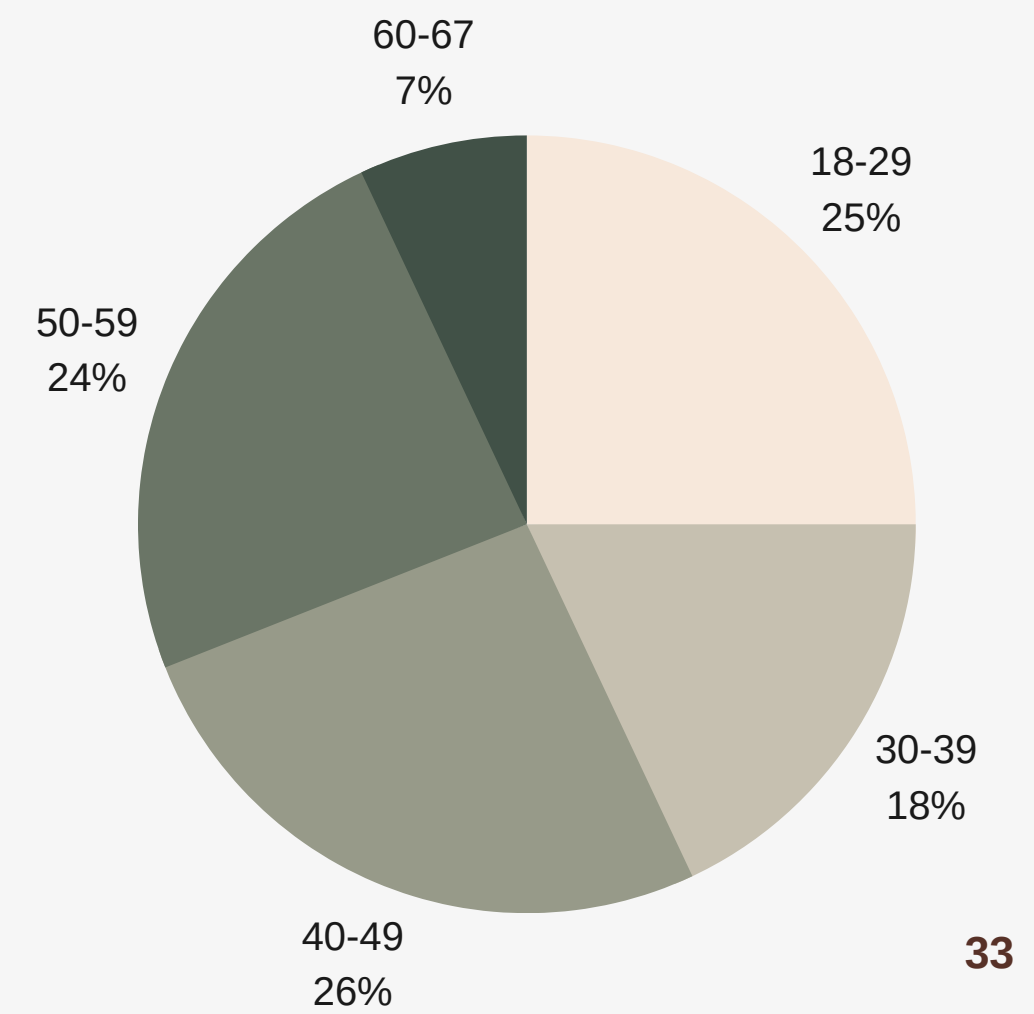


### Percentages by nationality

\*11% of foreigners reside permanently in Crete



### Percentages by age distribution



**52%**

**Women workers**

## EDUCATION

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, etc.

## 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



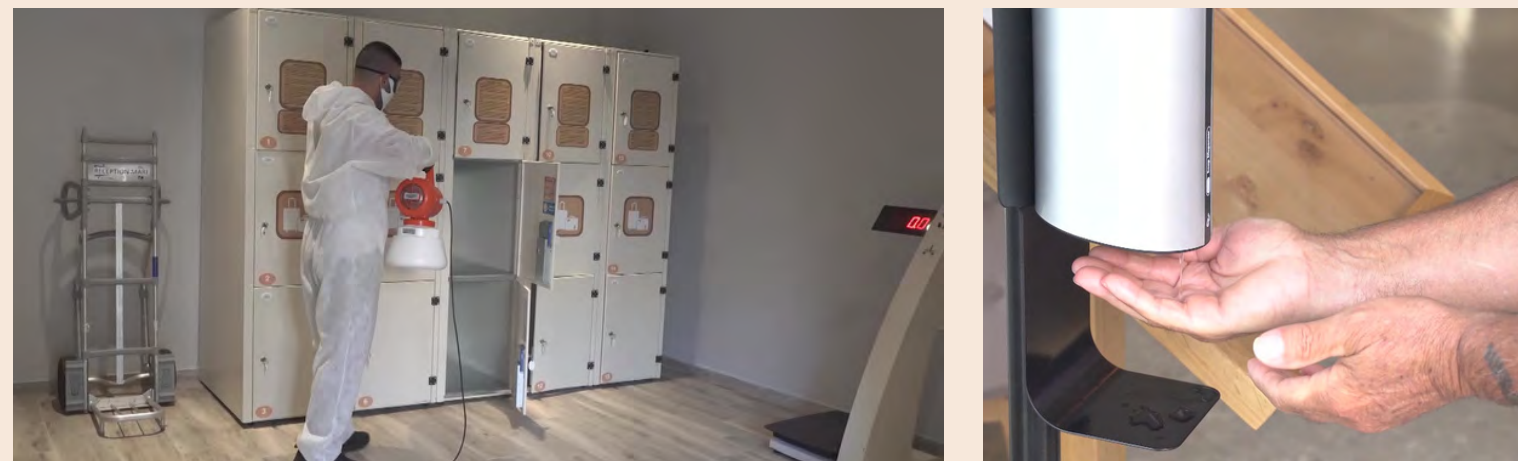
70% of the staff trained

17.000€ training cost

441 hours of training

# HEALTH & SAFETY

During the pandemic, the company's response was immediate, developing all necessary procedures to ensure the health and safety of employees and visitors.



Collaboration with an occupational physician trained for Covid cases.

02

Creation of action groups with members from all hotel departments

04

Working with a certified external partner to ensure proper disinfection methods.

06

Readiness drill: health scientists assess the effectiveness of the procedures and action plan.

08

Ability to telecommute, especially for administrative positions to avoid the spread of the virus

10

01

Staff training according to WHO guidelines & national protocols

03

Obtaining the Health First label

05

Specific action plan for the prevention and response to a Covid 19 incident

07

Covid Shield certification by TÜV Austria for compliance with the requirements of the Covid Shield Certification Scheme

09

Implementation of weekly Covid PCR tests to detect cases of disease timely

# SOCIAL CONTRIBUTION

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

Our commitment in this direction creates the company's social profile and the formation of corporate social responsibility.

Cactus Hotels actively support society through actions that:

- promote social solidarity
- promote sports and culture
- strengthen security forces



- Sponsor of the jersey of the Mochos Sports Club team
- Donation of essentials to the Organisation “Agaliazo”
- Sponsorship to the Malia Nautical Sports Club
- Donation of educational equipment -learning robots to the Nursery School of Kokkini Chani
- Donation of 2 air conditioners to the 3rd Fire Station of the Fire Department
- Financial support with the allocation of a sum of money to the Malia Choir
- Free allocation of room equipment for the Fire Stations of the Fire Department
- Provision of food rations on a daily basis for two months and of bare necessities to our fellow citizens that were struck by the earthquake in Arkalochori
- Free allocation of food to vulnerable social groups in cooperation with the union of hotel employees of the prefecture of Heraklion
- Offer of gift vouchers to vulnerable groups of the Municipality of Hersonissos for redemption at the Chalkiadakis supermarket, in cooperation with the Public Benefit Enterprise of the Municipality of Hersonissos

# CORPORATE GOVERNANCE

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
-------------------------------------	--------

# ORGANIZATION CHART



**CHALKIADAKIS NIKOS**  
PRESIDENT/CEO



**KRASANAKIS VASILIS**  
GENERAL MANAGER



**ROOM & RECEPTION MNG**  
KRASANAKIS VASILIS



**F&B MNG**  
CHALKIADAKIS MICHALIS



**FINANCIAL MNG**  
DASKALAKIS ANTONIS



**COMMUNICATION & CSR**  
BORMPOUDAKI EVA



**EXTERNAL PARTNERS**



**FRONT OFFICE**  
CHATZIANASTASIOU  
SOFIA



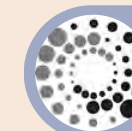
**CHEF**  
FRAROS NEKTARIOS



**ACCOUNTING - PAYMENTS**  
KOUTOUZOY SOFIA



**ISO-HACCP**  
STEFANAKI SOFIA



**HEALTH & SAFETY  
CONSULTANTS**  
BE SAFER



**RESERVATIONS**  
VOLITAKI MANUELA



**MAITRE**  
STATHORAKIS STEFANOS



**PAYROLL**  
ZERVOU MAGDA



**PUBLIC RELATIONS**  
KANETOU CHRYSA



**SAFETY TECHNICIAN**  
CHARKOUTSAKIS VAGGELIS



**HOUSEKEEPING**  
DAMOULAKI IRINI



**PURCHASES - STORAGE**  
GEORGILAKIS KOSTAS



**REGISTRATION-TARIFFS**  
SOMARAKI PELAGIA



**IT MANAGER**  
MAKRAKIS THEMIS



**MAINTENANCE**  
ZAIMAKIS NIKOS



**DPO**  
KALANTZAKIS IOANNIS

# ΟΡΓΑΝΟΓΡΑΜΜΑ



**CHALKIADAKIS NIKOS**  
PRESIDENT/CEO



**KRASANAKIS VASILIS**  
GENERAL MANAGER



**NTEREKAS KOSTAS**  
MANAGER ROYAL



**ROOM & RECEPTION MNG**  
KRASANAKIS VASILIS



**F&B MNG**  
NTEREKAS KOSTAS



**FINANCIAL MNG**  
DASKALAKIS ANTONIS



**COMMUNICATION & CSR**  
BORMPOUDAKI EVA



**EXTERNAL PARTNERS**



FRONT OFFICE -  
RESERVATIONS  
VIDAKIS VASILIS



CHEF  
STRATIGIS MANOS



ACCOUNTING - PAYMENTS  
KOUTOUZOY SOFIA



ISO-HACCP  
STEFANAKI SOFIA



HEALTH & SAFETY  
CONSULTANTS  
BE SAFER



HOUSEKEEPING  
GEORGOUDAKI ANNA



MAITRE  
DATSERAKIS VAGGELIS



PAYROLL  
ZERVOU MAGDA



PUBLIC RELATIONS  
KANETOU CHRYSA



SAFETY TECHNICIAN  
CHARKOUTSAKIS VAGGELIS



MAINTENANCE  
ZAIMAKIS NIKOS



STORAGE  
KARDASIS KOSTAS



REGISTRATION-TARIFFS  
SOMARAKI PELAGIA



IT MANAGER  
MAKRAKIS THEMIS



DPO  
KALANTZAKIS IOANNIS

# ΟΡΓΑΝΟΓΡΑΜΜΑ



**CHALKIADAKIS NIKOS**  
PRESIDENT/CEO



**KRASANAKIS VASILIS**  
GENERAL MANAGER



**NTEREKAS KOSTAS**  
MANAGER ROYAL



**ROOM & RECEPTION MNG**  
KRASANAKIS VASILIS



**F&B MNG**  
NTEREKAS KOSTAS



**FINANCIAL MNG**  
DASKALAKIS ANTONIS



**COMMUNICATION & CSR**  
BORMPOUDAKI EVA



**EXTERNAL PARTNERS**



**FRONT OFFICE -  
RESERVATIONS**  
KOUKOURITAKI DESPOINA



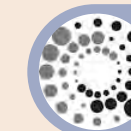
**CHEF**  
STRATIGIS MANOS



**ACCOUNTING - PAYMENTS**  
KOUTOUZOY SOFIA



**ISO-HACCP**  
STEFANAKI SOFIA



**HEALTH & SAFETY  
CONSULTANTS**  
BE SAFER



**HOUSEKEEPING**  
MANOLIKAKI PENI



**MAITRE**  
MAKRIDAKIS ANTONIS



**PAYROLL**  
ZERVOU MAGDA



**PUBLIC RELATIONS**  
KANETOU CHRYSA



**SAFETY TECHNICIAN**  
CHARKOUTSAKIS VAGGELIS



**MAINTENANCE**  
ZAIMAKIS NIKOS



**REGISTRATION-TARIFFS**  
SOMARAKI PELAGIA



**IT MANAGER**  
MAKRAKIS THEMIS



**DPO**  
KALANTZAKIS IOANNIS



## 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 Michail	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



# FINANCIAL PERFORMANCE



**Operating costs**  
**€10.484.819**



**Food & drink consumption**  
**€2.072.017**

**Operating costs**  
**€8.098.596**

**Other expenses and losses**  
**€314.206**



**Total revenue**  
**€11.285.135**

**Disposal of social product**



**Payroll & Contributions**  
**€2.887.237**

**Employer's insurance contributions**  
**€140.451**

**Public**  
**€353.986**

**Municipal fees**  
**€145.931**



## 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.

The targets set are qualitative and quantitative and each year we aim for continuous improvement by incorporating some elements of the GRI Standards of the international GRI organization.

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

CACTUS  HOTELS  
Spa & Resorts Crete

