Annual Sustainability Report

CACTUS HOTELS
Spa & Resorts Crete

SDG Progress
Report 2023

Communication & CSR Coordinator
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April 2024

Report Outline

Executive Summary

The year 2023 marked another milestone for Cactus Hotels in our journey toward sustainability and responsible hospitality. As we continue to face global challenges such as climate change, resource scarcity, and shifting guest expectations, our commitment to environmentally responsible operations and social contribution remains unwavering.

Through continuous innovation, collaboration with local communities, and implementation of sustainable practices, we have made significant progress in reducing our environmental footprint. We are proud to share the accomplishments of the past year and outline our sustainability roadmap for 2024 and beyond.

Message from CEO

At Cactus Hotels, we believe that true hospitality goes hand in hand with sustainability. Since 1980, we have been dedicated to creating a 'home away from home' experience while protecting the natural beauty of Crete.

Our commitment to eco-friendly hospitality is reflected in every aspect of our operations, from energy conservation to waste reduction and community engagement.

By integrating sustainability into our core values, we ensure that future generations will continue to enjoy the breathtaking landscapes and warm hospitality that define Cactus Hotels.

"Together, we can create memorable vacations while respecting and preserving our planet."

- Nikos Chalkiadakis

About Cactus Hotels

Cactus Hotels has been a key player in the hospitality industry since 1980, embodying a tradition of excellence and continuous growth. As a family-owned business led by Mr. Nikos Chalkiadakis, the company consistently invests in new hotel units and the renovation of existing infrastructure, ensuring high-quality hospitality services.

With a total capacity of 700 rooms, all located in the scenic area of Stalis, Cactus Hotels employs approximately 450 staff members, 97% of whom come from the local community. The company takes pride in its commitment to supporting the local economy, prioritizing local suppliers and producers as a key competitive advantage.

For the past 16 years, Cactus Hotels has embraced a sustainable approach to operations, holding ISO 14001, ISO 9001 and ISO 22000 certifications, as well as Travelife certification since 2011. Since 2015, its social and environmental initiatives have been systematically organized under a unified framework, with the introduction of its first sustainability report. The company remains dedicated to setting and achieving annual qualitative and quantitative sustainability goals, reinforcing its commitment to responsible tourism and long-term environmental stewardship.

Sustainability Strategy

Building upon the insights from our 2022 Sustainability Report, Cactus Hotels is pleased to present our Sustainability Strategy for 2023. This strategy outlines our continued commitment to environmental stewardship, social responsibility, and sustainable governance. Through these initiatives, we aim to enhance our positive impact on the environment and society, ensuring a sustainable future for our guests, employees, and the broader community.

ENVIRONMENTAL RESPONSIBILITY	SOCIAL RESPONSIBILITY AND COMMUNITY ENGAGEMENT	GOVERNANCE AND ETHICAL BUSINESS PRACTICES

Energy Efficiency and Carbon Footprint Reduction

- Renewable Energy Integration: Expand the use of solar panels across our properties to increase renewable energy consumption.
- Energy Management Systems: Implement advanced energy management systems to monitor and reduce energy usage.

Water Conservation

- Efficient Irrigation: Utilize drip irrigation systems and cultivate native plant species to reduce water consumption in landscaping.
- Guest Engagement: Promote towel and linen reuse programs to encourage water-saving practices among guests.

Waste Management and Recycling

- Comprehensive Recycling: Enhance waste segregation processes to increase recycling rates for paper, glass, plastic, and organic waste.
- Plastic Reduction: Eliminate single-use plastics by introducing refillable dispensers and biodegradable alternatives.

Employee Development and Well-being

- Training Programs: Offer continuous education on sustainability practices, energy conservation, and waste management to all staff members.
- Health and Safety: Maintain rigorous health and safety standards to ensure a secure working environment.

Community Support

- Local Partnerships: Collaborate with local suppliers and artisans to promote regional products and support the local economy.
- Environmental Initiatives: Participate in community-driven environmental projects, such as tree planting and beach clean-up activities.

Sustainability Reporting and Transparency

- Annual Reporting: Publish detailed sustainability reports outlining our environmental impact, achievements, and areas for improvement.
- Stakeholder Engagement: Maintain open communication channels with guests, employees, and partners regarding our sustainability efforts.

Certifications and Standards

- ISO Certifications: Maintain and seek new certifications, such as ISO 9001 for quality management, ISO 14001 for environmental management and ISO 22000 for food safety management, to ensure adherence to international standards.
- Sustainable Tourism Labels: Pursue recognized eco-labels to validate our commitment to sustainable tourism practices.

The 17 Sustainable Development Goals

THE GLOBAL GOALS

1 NO POVERTY	**2 ZERO HUNGER**
3 GOOD HEALTH AND WELL-BEING	**4 QUALITY EDUCATION**
5 GENDER EQUALITY	**6 CLEAN WATER AND SANITATION**
7 AFFORDABLE AND CLEAN ENERGY	**8 DECENT WORK AND ECONOMIC GROWTH**
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	**10 REDUCED INEQUALITIES**
11 SUSTAINABLE CITIES AND COMMUNITIES	**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**
13 CLIMATE ACTION	**14 LIFE BELOW WATER**
15 LIFE ON LAND	**16 PEACE, JUSTICE AND STRONG INSTITUTIONS**
17 PARTNERSHIPS FOR THE GOALS	

At Cactus Hotels, our commitment to sustainability aligns closely with the United Nations Sustainable Development Goals (SDGs), a global framework aimed at ending poverty, protecting the planet, and ensuring prosperity for all by 2030.

As a responsible hospitality brand, we recognize the importance of integrating these 17 interrelated goals into our operations, addressing key areas such as climate action, responsible consumption, water conservation, and social inclusivity.

By reporting on our contributions to the SDGs, we demonstrate accountability and transparency to our stakeholders—guests, employees, partners, and the wider community.

This ensures that our sustainability initiatives are impact-driven and measurable, reflecting our ongoing efforts to reduce environmental impact, promote ethical business practices, and foster community well-being.

Through structured performance tracking, we continuously evaluate our progress, reaffirming our commitment to playing an active role in achieving the Global Goals while delivering exceptional hospitality experiences.

Environmental Performance

GREENHOUSE GAS EMISSIONS REDUCTION

- Cactus Hotels is committed to lowering its carbon footprint by implementing energy-efficient technologies, including LED lighting, smart thermostats, and motion-sensor lighting systems to reduce electricity consumption.
- We continue to invest in renewable energy sources, such as solar power, to replace conventional energy consumption. Our goal is to significantly increase the percentage of energy derived from renewable sources over the next five years.
- Regular energy audits are conducted to assess and optimize energy use, identifying areas for improvement and implementing corrective actions to enhance efficiency.
- In parallel, our staff is trained on environmental performance best practices to ensure these efforts are effectively implemented at all operational levels, and guests are encouraged to actively participate in our sustainability initiatives during their stay.
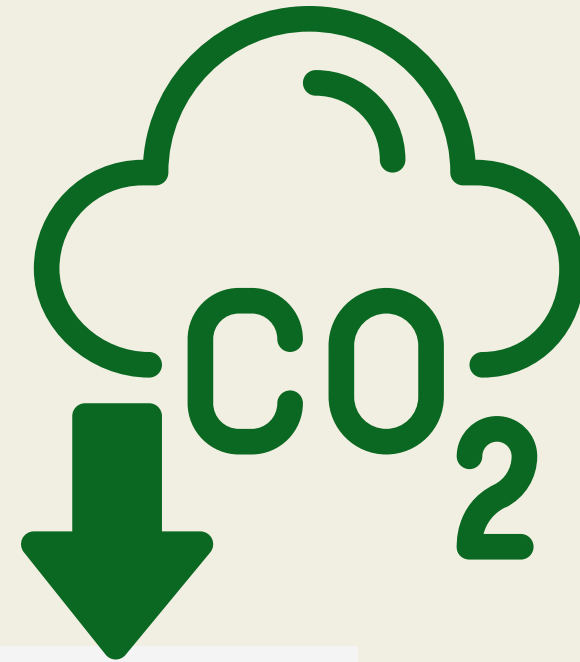
SUSTAINABLE WATER USAGE

- Our hotels actively monitor water consumption through smart metering and water-saving devices to optimize usage and reduce waste.
- While we do not currently have a greywater recycling system in place, we are actively exploring the implementation of such a program to treat and reuse wastewater for irrigation and other non-potable applications, with the aim of significantly reducing our fresh water demand.
- Our staff is trained on water conservation best practices, and guests are encouraged to participate in water-saving initiatives, including opting into towel and linen reuse programs.

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Environmental Performance

WASTE AND RESOURCE MANAGEMENT

- Cactus Hotels has expanded its recycling programs, aiming to divert a larger portion of waste away from landfills through improved waste segregation at source points and dedicated recycling stations. While composting is not yet part of our waste management practices, we are actively exploring ways to introduce composting on-site, with the goal of further minimizing organic waste and enhancing our sustainability efforts.
- We continue to adopt circular economy principles by reducing, reusing, and repurposing materials wherever possible. By partnering with local suppliers, we prioritize sustainable procurement and packaging alternatives that minimize environmental impact.
- The elimination of single-use plastics remains a priority, with initiatives such as the introduction of biodegradable or reusable alternatives and in-room refillable dispensers for toiletries.
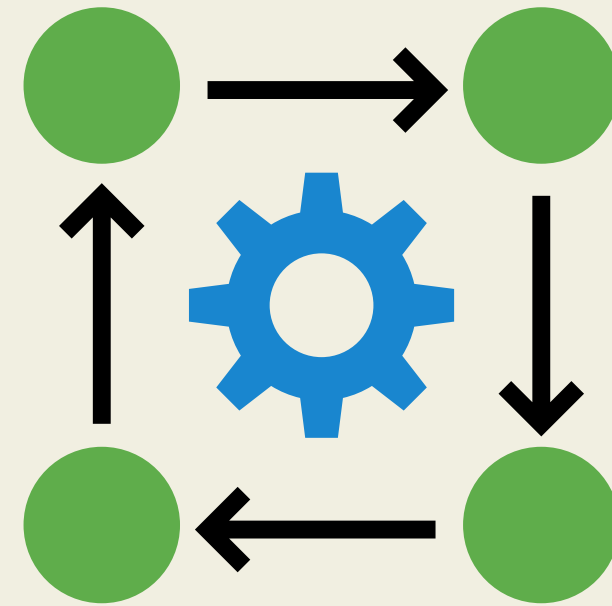
BIODIVERSITY AND ECOSYSTEM PROTECTION

- Our hotels are situated in ecologically sensitive areas, and we take active measures to protect and preserve local biodiversity by following responsible landscaping practices and avoiding chemical-based pesticides.
- We work closely with conservation organizations to support habitat restoration projects and marine life protection initiatives, ensuring minimal disruption to local ecosystems.
- Environmental awareness campaigns are conducted for both staff and guests, encouraging participation in conservation activities such as beach clean-ups, wildlife protection efforts, and sustainable tourism workshops.

Monthly Consumption Trends — 2023

The monthly trend analysis for 2023 provides a clear illustration of how resource consumption aligns with the hotel's operational calendar and seasonal activity peaks. During the low season months—from January to March and November to December—electricity, water, and fuel usage remained minimal, reflecting limited occupancy and reduced operations. For example, electricity usage hovered between 42,000 and 46,000 kWh, while water consumption stayed well below 1,000 m³ in the early months.

As operations ramped up in April, a sharp increase is observed across all categories, with significant jumps in LPG (5,080 liters) and diesel (906 liters), aligning with facility preparations and reopening activities.

The peak summer months—from May through September—account for the highest levels of resource demand. Electricity consumption reached its annual highs, peaking at over 637,000 kWh in August, closely followed by July. Water usage also surged, exceeding 22,000 m³ in August, consistent with high guest volumes and full-service delivery. LPG usage was particularly notable in August, reaching 15,508 liters, indicative of increased kitchen and hot water usage. Diesel consumption was moderate and irregular, likely tied to auxiliary systems or maintenance activities.

In October, a gradual decrease marked the beginning of the wind-down phase, with consumption figures gently tapering before returning to off-season levels in November and December.

This monthly consumption breakdown not only highlights the seasonal nature of hospitality operations but also offers valuable insights into opportunities for efficiency improvements and resource optimization during high-demand periods.

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Report 2023
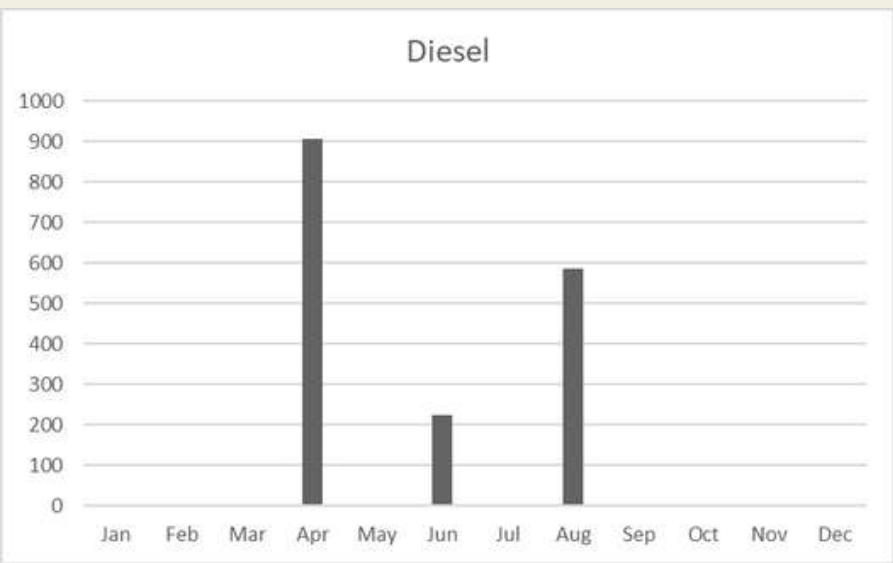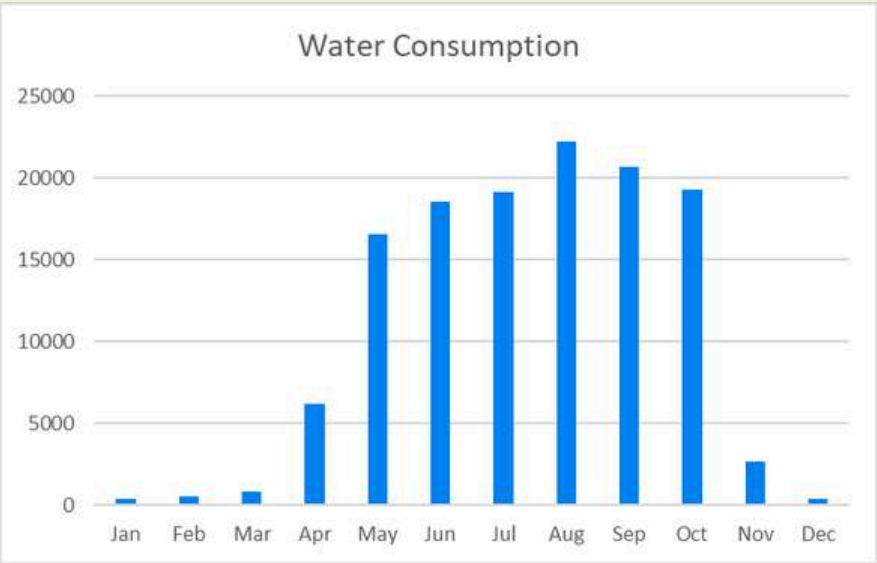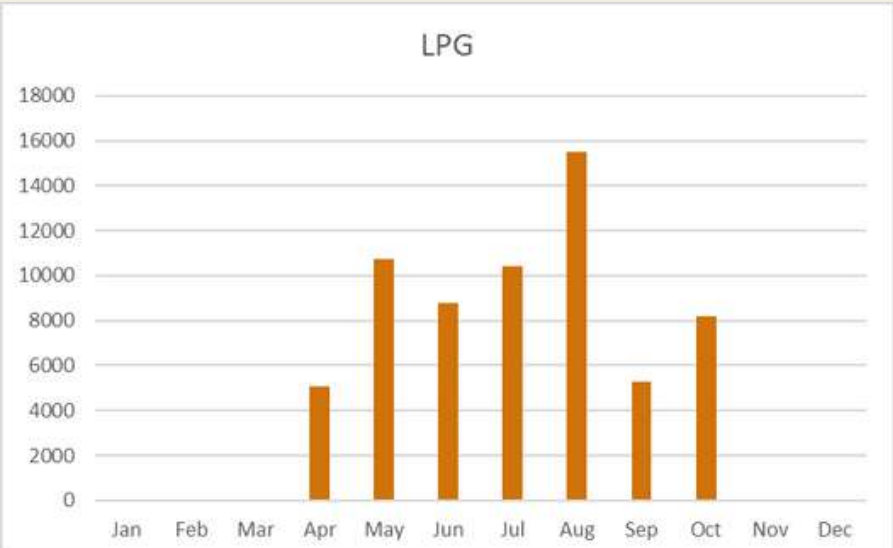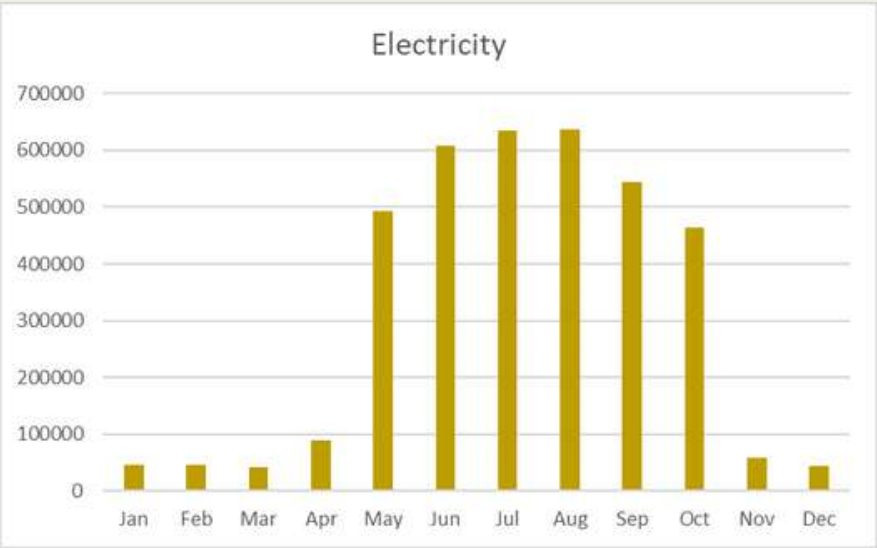
Energy Consumption Breakdown — 2023

The Energy Consumption Breakdown for 2023 highlights the distribution of energy sources used by the hotel throughout the year.

Electricity stands as the dominant energy source, accounting for a substantial 88.9% of total consumption.

This reflects the hotel's reliance on electrical power for essential services such as lighting, HVAC systems, and kitchen operations.

LPG follows with 10.6%, primarily used for heating and cooking purposes, reflecting its role in maintaining guest comfort.

In contrast, diesel consumption is minimal, contributing just 0.5% to total energy use, likely tied to backup generators or other auxiliary systems.

This energy mix illustrates the hotel's heavy dependence on electricity, with significant opportunities to explore renewable or more sustainable alternatives, especially in non-electric energy categories.


0,5%

10,6%

88,9%

■ Electricity   ■ LPG   ■ Diesel

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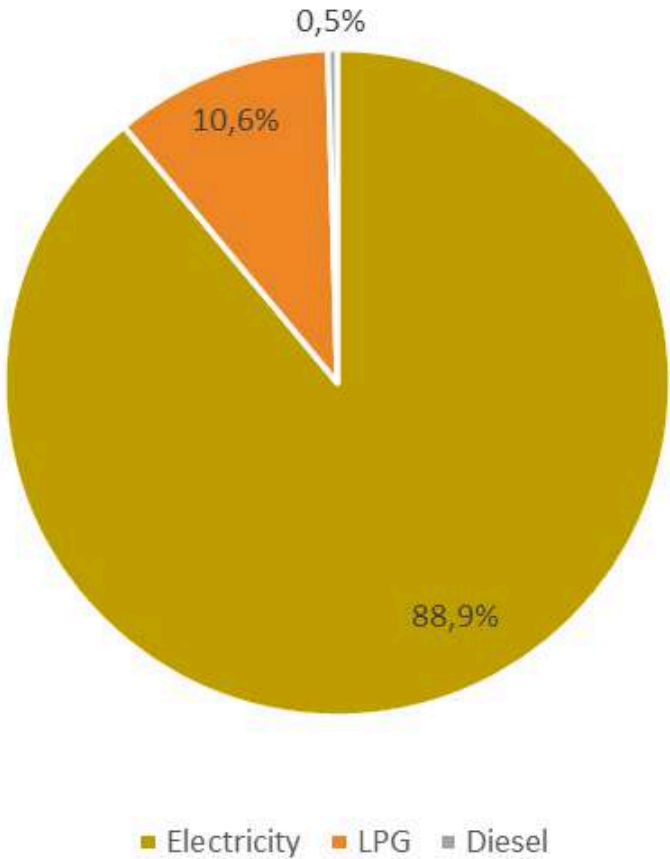
Recycling Performance — 2020-2023

The Recycling Performance from 2020 to 2023 demonstrates a remarkable growth in the hotel's recycling efforts, particularly in glass and paper categories. In 2020, the hotel recycled 3,240 kg of materials, with paper and glass being the only recyclable categories, reflecting the early stages of the recycling program. In 2021, total recycling increased to 3,590 kg, with glass recycling nearly doubling to 2,060 kg, but the plastic category remained unaddressed at that time.

The year 2022 marked further progress, as glass recycling reached 4,080 kg, representing a key focus on glass waste management, while paper recycling dropped to 800 kg. By 2023, the hotel achieved a significant leap in recycling totals, processing 19,130 kg of material—9,220 kg of paper and 9,910 kg of glass—while plastic recycling was still not a major focus area.

This data highlights the hotel's commitment to increasing recycling efficiency, particularly in paper and glass, which show continuous improvement over the years. The overall increase in recycling volume from 3,240 kg in 2020 to 19,130 kg in 2023 indicates a successful shift towards more robust waste management practices and a commitment to sustainability.
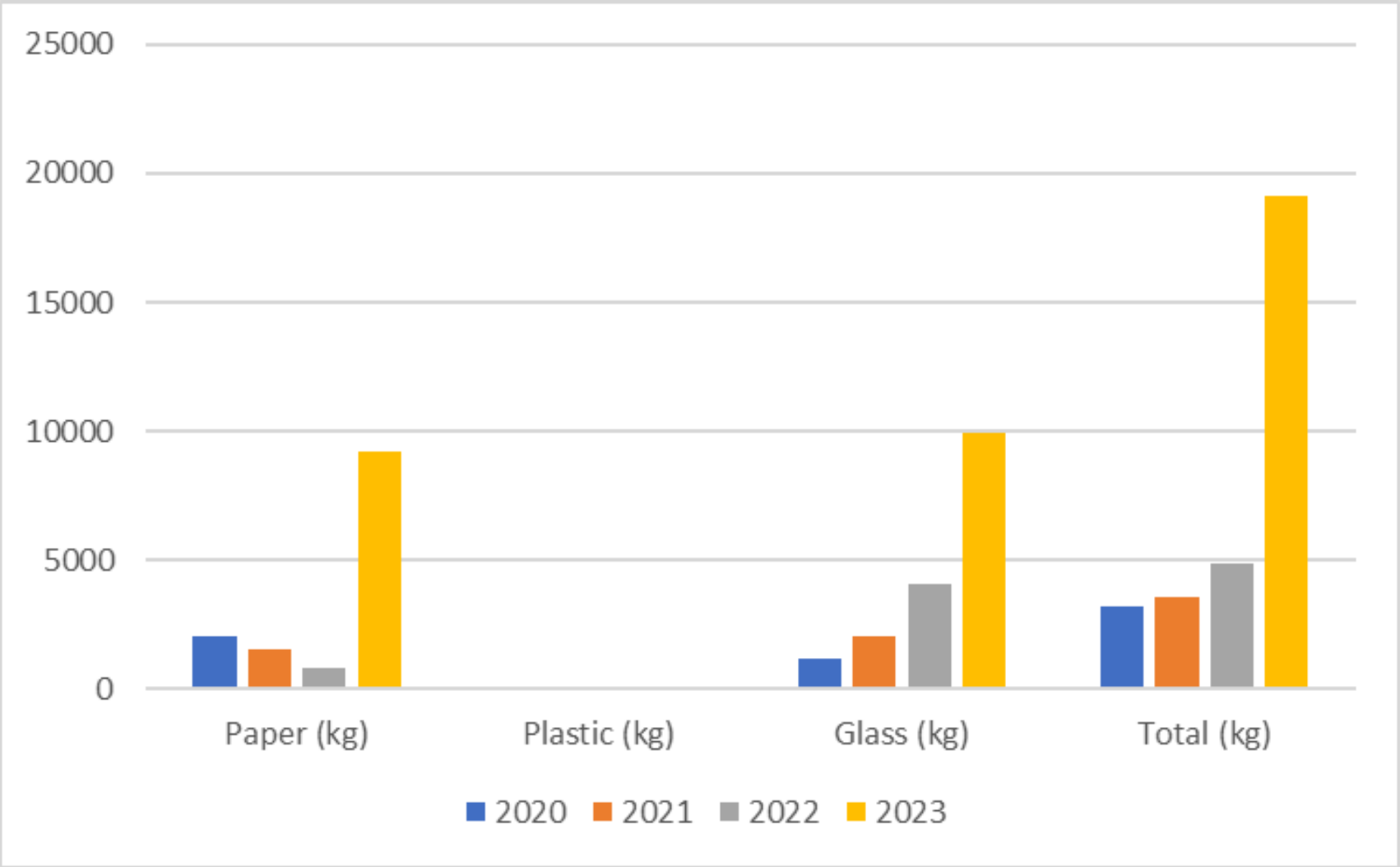
# Energy & Water Consumption per Guest — 2023

The Energy and Water Consumption per Guest indicator provides a valuable measure of resource efficiency relative to occupancy. The data from 2020 to 2023 reveals a positive downward trend in per-guest consumption, despite increasing guest numbers each year. In 2020, during a period of lower occupancy, the hotel recorded 23.48 kWh of electricity, 0.68 m^3 of water, and 681.69 liters of LPG/diesel per guest. As operations scaled up, targeted efficiency initiatives began to take effect.

By 2023, with a guest count exceeding 278,000, these figures dropped to 14.94 kWh of electricity, 0.46 m^3 of water, and 456.77 liters of fuel per guest—demonstrating the hotel's ongoing commitment to sustainable resource use and operational optimization. This performance reflects the success of energy-saving technologies, staff training, and refined operational procedures in reducing the environmental footprint per guest, even during high-occupancy periods.
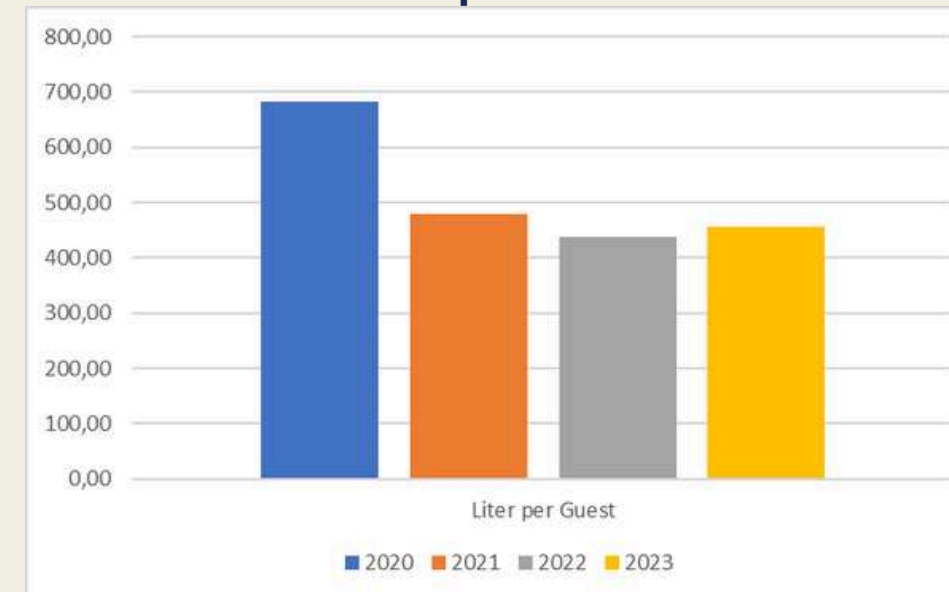

kWh per Guest
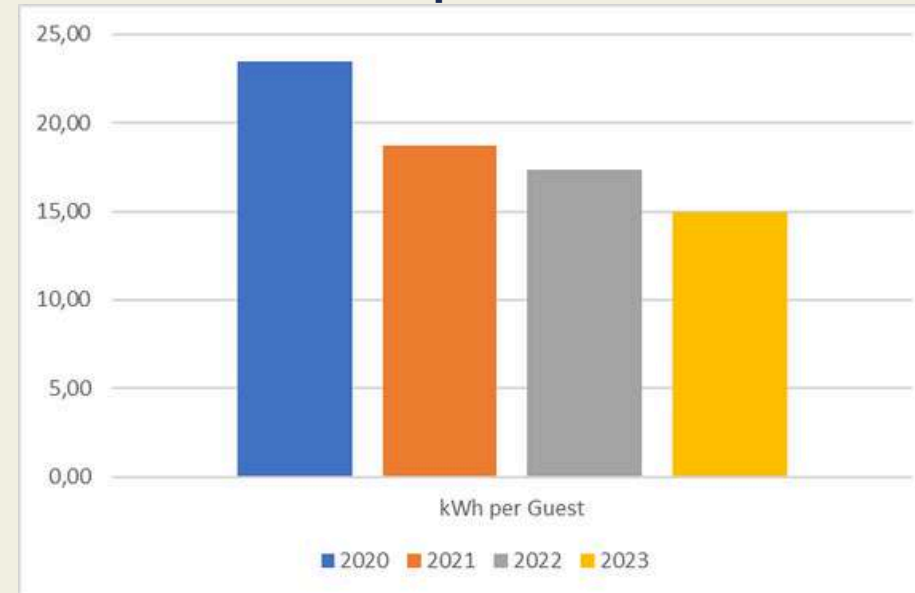
m^3 per Guest
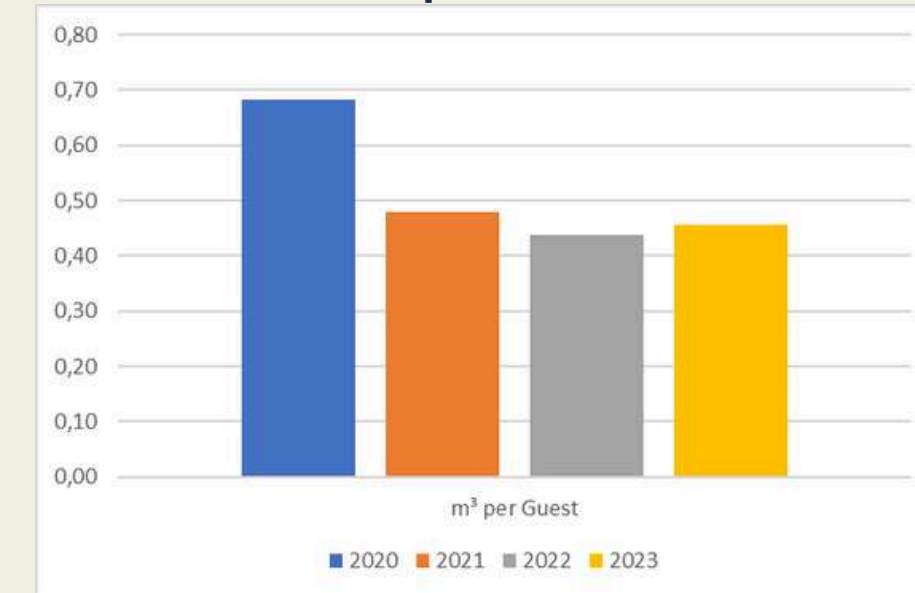
Liter per Guest

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Social Responsibility and Community Engagement

1 **EMPLOYEE DEVELOPMENT AND WELL-BEING**

- **Training Programs:** Cactus Hotels invests in continuous training and development programs to enhance employees' skills, focusing on sustainability, hospitality excellence, and ethical practices.
- **Diversity and Inclusion:** We foster a diverse and inclusive work environment, ensuring equal opportunities for all employees, regardless of gender, nationality, or background.
- **Health and Safety:** We uphold rigorous occupational health and safety standards, implementing risk assessments, wellness programs, and emergency response protocols to safeguard our employees and guests.

2 **COMMUNITY SUPPORT AND LOCAL PARTNERSHIPS**

- **Collaboration with Local Businesses:** We prioritize partnerships with local suppliers, artisans, and farmers, promoting the local economy and reducing our environmental impact through shorter supply chains.
- **Social Contribution Initiatives:** Cactus Hotels actively supports local communities through charitable donations, sponsorship of cultural and educational programs, and volunteering initiatives.
- **Engagement in Educational Programs:** We collaborate with universities and hospitality schools, providing internship and apprenticeship opportunities to nurture the next generation of hospitality professionals.

3 **GUEST ENGAGEMENT IN SOCIAL RESPONSIBILITY**

- **Sustainable Tourism Awareness:** We educate our guests on responsible tourism practices, encouraging mindful travel and participation in eco-friendly activities.
- **Community-Based Tourism Initiatives:** Our hotels organize tours and experiences that highlight local culture, traditions, and heritage, creating meaningful interactions between guests and the community.
- **Charity and Fundraising Events:** Guests are invited to participate in charity-driven events such as donation campaigns, environmental clean-ups, and cultural heritage restoration projects.

Our People

Cactus Hotels has been a key player in the hospitality industry since 1980, embodying a tradition of excellence and continuous growth. As a family-owned business led by Mr. Nikos Chalkiadakis, the company consistently invests in new hotel units and the renovation of existing infrastructure, ensuring high-quality hospitality services.

With a total capacity of 700 rooms, all located in the scenic area of Stalis, Cactus Hotels employs approximately 470 staff members, 90% of whom come from the local community. The company takes pride in its commitment to supporting the local economy, prioritizing local suppliers and producers as a key competitive advantage.

For the past 16 years, Cactus Hotels has embraced a sustainable approach to operations, holding ISO 14001, ISO 9001 and ISO 22000 certifications, as well as Travelife certification since 2011. Since 2015, its social and environmental initiatives have been systematically organized under a unified framework, with the introduction of its first sustainability report. The company remains dedicated to setting and achieving annual qualitative and quantitative sustainability goals, reinforcing its commitment to responsible tourism and long-term environmental stewardship.
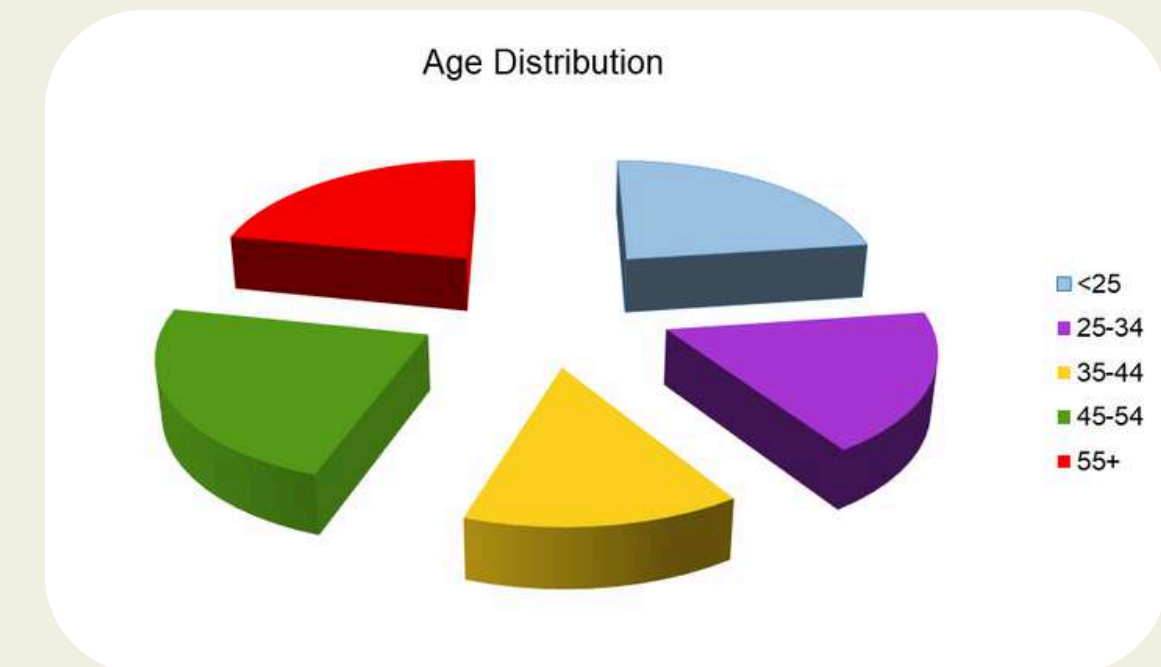
Gender Distribution

The bar chart illustrates the gender composition of the workforce. Women constitute 54% of total employees, showing a slight majority. However, in management roles, women represent only 31%, compared to 69% men. This disparity highlights an area for potential gender balance initiatives at leadership levels. It is important to note, however, that this imbalance reflects the characteristics of a traditional Cretan, family-owned business, where leadership roles have historically been passed down within the family, predominantly to male successors. As the organization continues to evolve, efforts are being made to promote more inclusive leadership opportunities.

Age Distribution

The age distribution shows a well-spread age range across the workforce. The most represented age group is 45–54 with 110 employees, followed closely by <25 with 109 employees and 55+ with 104 employees. This indicates a healthy mix of experience and emerging talent, contributing to both innovation and stability within the team.

Nationality Distribution

A significant majority of the workforce is Greek (81%), followed by Non-EU nationals (16%), and a small fraction from other EU countries (3%). This reflects the national employment focus, with a moderate level of international presence enriching the cultural diversity of the team.

Local Employment

A strong commitment to supporting the local community is evident, with 90% of employees being locals from Crete. This not only boosts the regional economy but also reinforces community relations. Only 10% of employees come from other areas, highlighting the company's rootedness in the local labor market.

Nationality Distribution

- Greek
- Other EU
- Non-EU

Local Employment

- Local Employment %
- Other Area Employment %

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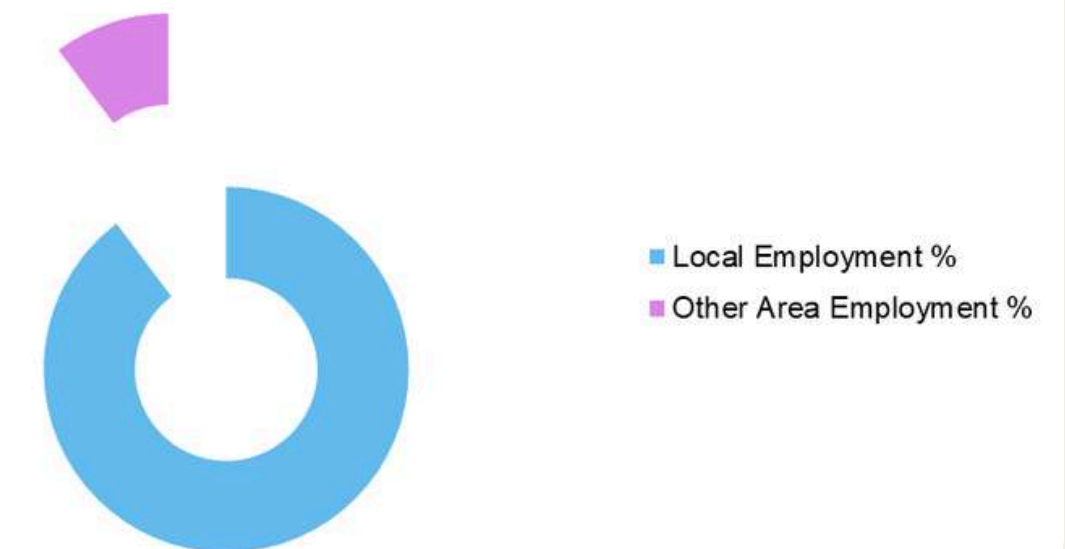
Employment Type

The employment type chart reveals that the workforce is predominantly Seasonal/Contract-based (93%), which is typical for hospitality operations with seasonal peaks. Only 7% of the staff hold permanent positions. This structure reflects the operational model of the company, a Société Anonyme (S.A.) in the hospitality sector, which operates on a seasonal basis, typically for 6 to 7 months per year, in alignment with the tourism cycle in Crete. While this seasonality necessitates a flexible workforce, there remains scope for exploring more permanent employment opportunities to support continuity and long-term talent retention.

Employment Type

- Permanent
- Seasonal/Contract
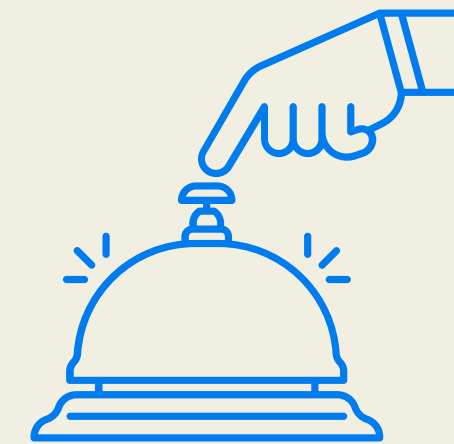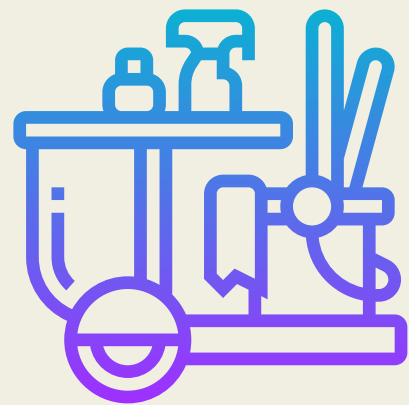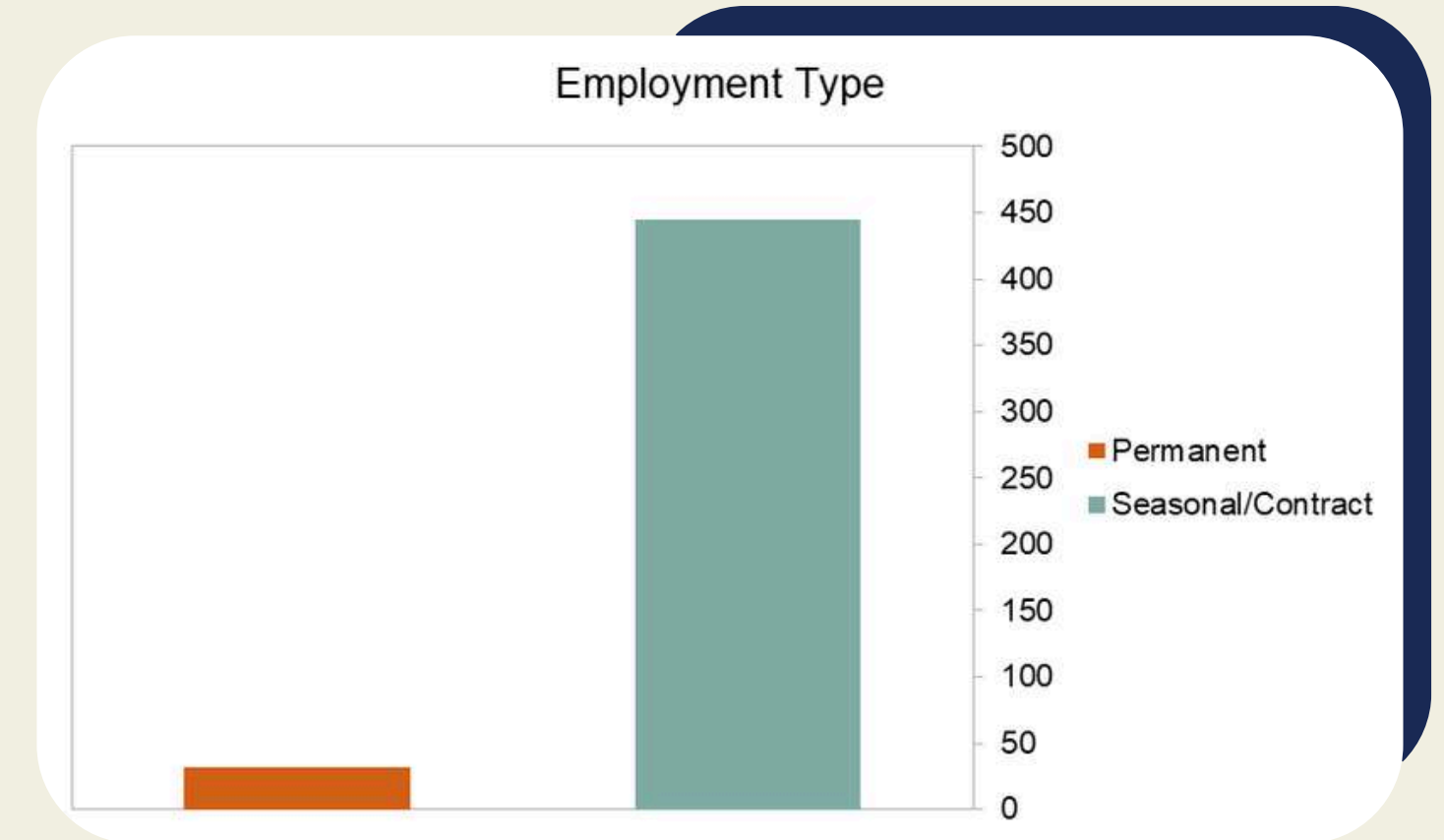
Governance and Compliance

1 SUSTAINABILITY GOVERNANCE STRUCTURE

- Cactus Hotels has established a dedicated Sustainability Committee responsible for overseeing the implementation of our environmental and social responsibility initiatives.
- This committee collaborates with key stakeholders, including hotel managers, employees, and external partners, to ensure alignment with sustainability goals.
- Regular sustainability assessments and performance reviews are conducted to measure progress and identify areas for improvement.

2 REGULATORY COMPLIANCE AND ETHICAL BUSINESS PRACTICES

- We adhere to all local, national, and international environmental regulations, ensuring compliance with sustainable tourism standards.
- Our operations follow ethical business practices, including transparent procurement processes, fair labor policies, and anti-corruption measures.
- Employees receive regular training on corporate ethics, sustainability best practices, and responsible business conduct.

3 CERTIFICATIONS AND STANDARDS

- Cactus Hotels maintains internationally recognized ISO certifications, such as **ISO 9001** for quality management, **ISO 14001** for environmental management and **ISO 22000** for food safety management.
- We actively participate in third-party sustainability audits and seek eco-certifications, such as the **Green Key** and **Travelife** certifications, to validate our commitment to sustainable tourism.
- Continuous monitoring and reporting ensure compliance with evolving sustainability standards and best practices in the hospitality industry.

4 STAKEHOLDER ENGAGEMENT AND TRANSPARENCY

- We prioritize open communication with stakeholders, including guests, employees, suppliers, and local communities, to promote a shared commitment to sustainability.
- Our annual Sustainability Report provides a comprehensive overview of our environmental and social impact, showcasing our progress and outlining future goals.
- Regular engagement with partners, government agencies, and industry organizations strengthens our sustainability initiatives and fosters collaboration on global best practices.

Key Achievements

SUSTAINABILITY MILESTONES

- Increased reliance on renewable energy, with solar panels providing a growing percentage of our total energy consumption.
- Expansion of waste diversion programs, leading to a significant reduction in landfill contributions through recycling.
- Implementation of water conservation measures, reducing overall water consumption across all properties.

CERTIFICATIONS AND RECOGNITIONS

- Attainment of new sustainability certifications, reinforcing our commitment to environmental responsibility.
- Recognition from sustainability organizations and tourism bodies for our contributions to sustainable hospitality.

COMMUNITY AND SOCIAL IMPACT

- Increased partnerships with local suppliers, enhancing support for regional businesses and reducing supply chain emissions.
- Launch of new employee training programs, fostering career development and sustainability awareness among our workforce.
- Strengthened guest engagement in eco-friendly practices through interactive sustainability programs and campaigns.

Goals and Future Plans

ENVIRONMENTAL GOALS

- Increase the share of renewable energy in our operations by 2024.
- Reduce overall water consumption through advanced conservation measures.
- Achieve a higher waste diversion rate by expanding recycling initiatives.

SOCIAL RESPONSIBILITY GOALS

- Enhance employee training programs to ensure sustainability awareness is embedded in daily operations.
- Strengthen collaborations with local communities through new social and cultural projects.
- Increase guest participation in sustainable tourism initiatives by introducing new eco-friendly travel experiences.
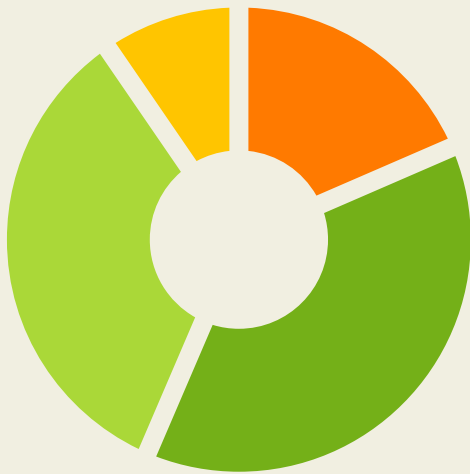
GOVERNANCE AND COMPLIANCE GOALS

- Attain additional sustainability certifications to reinforce our industry leadership.
- Implement a comprehensive supply chain sustainability program to ensure ethical sourcing and responsible procurement.
- Improve transparency through enhanced sustainability reporting and stakeholder engagement.

Performance Metrics and Data

To effectively measure and track our sustainability progress, Cactus Hotels relies on comprehensive performance metrics and data across key areas, enabling us to assess our impact and identify opportunities for improvement.
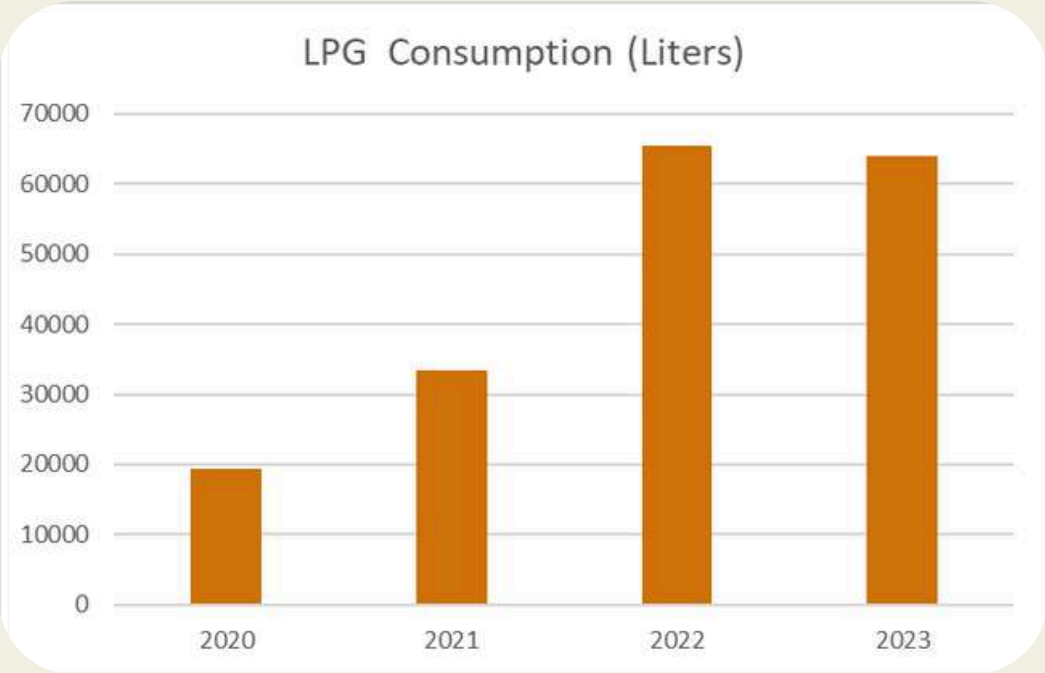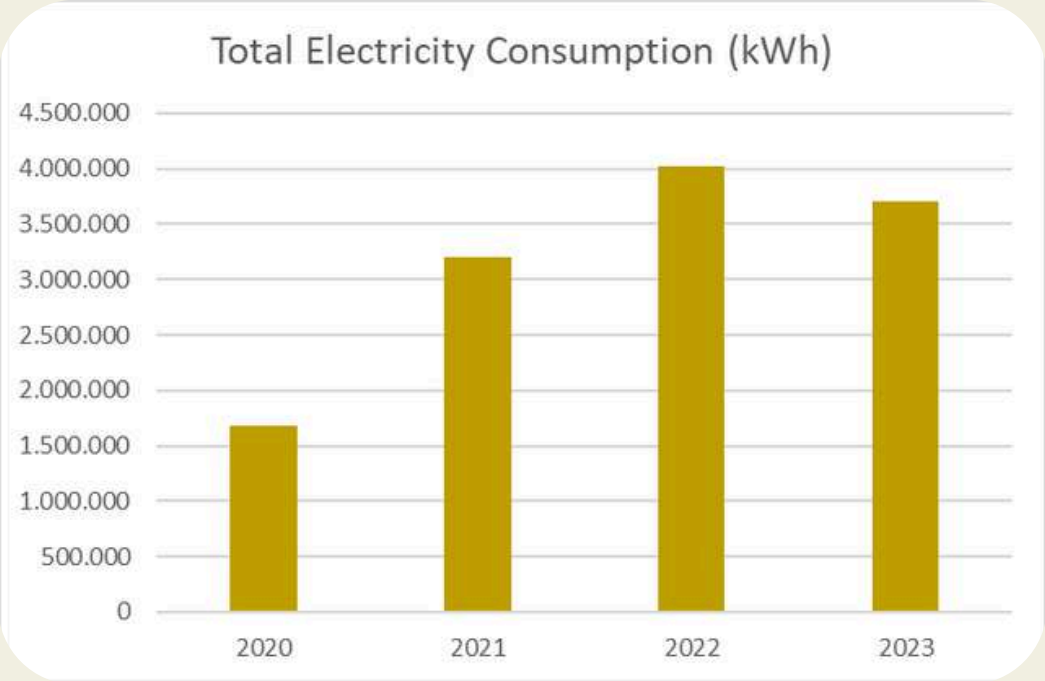
ENERGY PERFORMANCE

- **Total Energy Consumption:** In 2023, total energy consumption across all properties showed a decrease compared to the previous year. This was achieved through improved energy management systems and an increased reliance on solar power—both from our own installed solar panels and from the national electricity provider, which integrates solar energy into the grid.
- **Renewable Energy Share:** The share of energy derived from renewable sources increased, reflecting our commitment to clean energy solutions. The combined effect of our solar infrastructure and the solar-based grid supply supported this positive shift.
- **Energy Efficiency Improvements:** The implementation of LED lighting systems and energy-efficient appliances resulted in a notable improvement in electricity use per guest night, even with a higher number of visitors compared to the previous year.

WATER PERFORMANCE

- **Water Consumption:**
While overall water consumption increased due to the rise in occupancy, efficient operational practices helped manage the increased demand.

WASTE MANAGEMENT

- **Waste Diversion Rate:** The expansion of our recycling programs contributed to a higher waste diversion rate, effectively reducing the volume of waste sent to landfill across all properties.

- **Single-Use Plastic Reduction:** The adoption of refillable dispensers and biodegradable alternatives led to a significant reduction in the use of single-use plastic products.

CARBON FOOTPRINT AND EMISSIONS

- **Total Greenhouse Gas Emissions:** Overall greenhouse gas emissions were reduced, supported by ongoing energy efficiency initiatives and the growing use of renewable energy sources.

- **Carbon Intensity:** Emissions per guest night decreased, highlighting our capacity to accommodate more guests while continuing to reduce our environmental impact.

These performance metrics and data reflect our ongoing commitment to sustainability, providing measurable outcomes to guide our future initiatives and ensure we continue making a positive environmental and social impact.

Performance Metrics and Data

YEAR-ON-YEAR RESOURCE CONSUMPTION OVERVIEW (2020-2023)

The year-on-year comparison chart highlights the hotel's performance in key resource consumption and waste management categories from 2020 to 2023, offering valuable insights into operational trends and sustainability progress.

- **Electricity consumption** saw a steady increase from 1.68 million kWh in 2020—a year marked by pandemic-related restrictions—to a peak of 4.02 million kWh in 2022, followed by a moderate decline to 3.7 million kWh in 2023, indicating improved efficiency despite increased occupancy.

- **LPG usage** rose significantly from 19,301 liters in 2020 to over 65,000 liters in 2022, and slightly declined to 64,003 liters in 2023, reflecting consistent demand in food and water heating services.


Total Electricity Consumption (kWh)

LPG Consumption (Liters)

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Performance Metrics and Data

YEAR-ON-YEAR RESOURCE CONSUMPTION OVERVIEW (2020-2023)

- **Diesel consumption** fluctuated more dramatically: from 5,938 liters in 2020, it dropped sharply in 2021, spiked in 2022 likely due to increased generator or transport use, and then decreased again to 1,716 liters in 2023, suggesting optimized operations and equipment upgrades.

- **Water consumption** steadily increased from 54,602 m³ in 2020 to 127,319 m³ in 2023, correlating with higher guest volumes and longer operational seasons, underscoring the need for enhanced water-saving strategies moving forward.

- Most notably, recycling volumes surged from 5.1 tons in 2020 to 21.3 tons in 2023, reflecting the success of ongoing waste separation programs and a reinforced commitment to circular economy practices.

This four-year trend demonstrates clear strides in sustainability, while also identifying areas—particularly energy and water usage—where continuous improvements can be pursued.

Diesel Consumption (Liters)

Water Consumption (m³)

Recycling Volume (kg/tons)
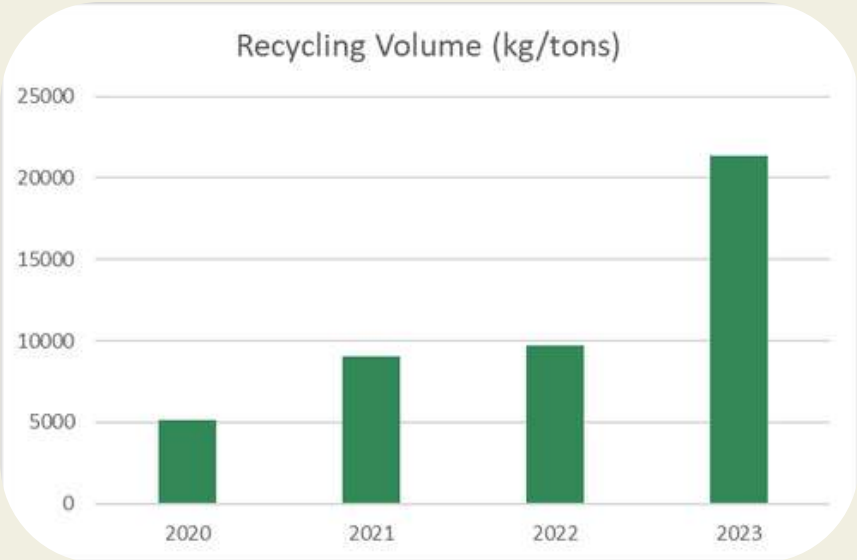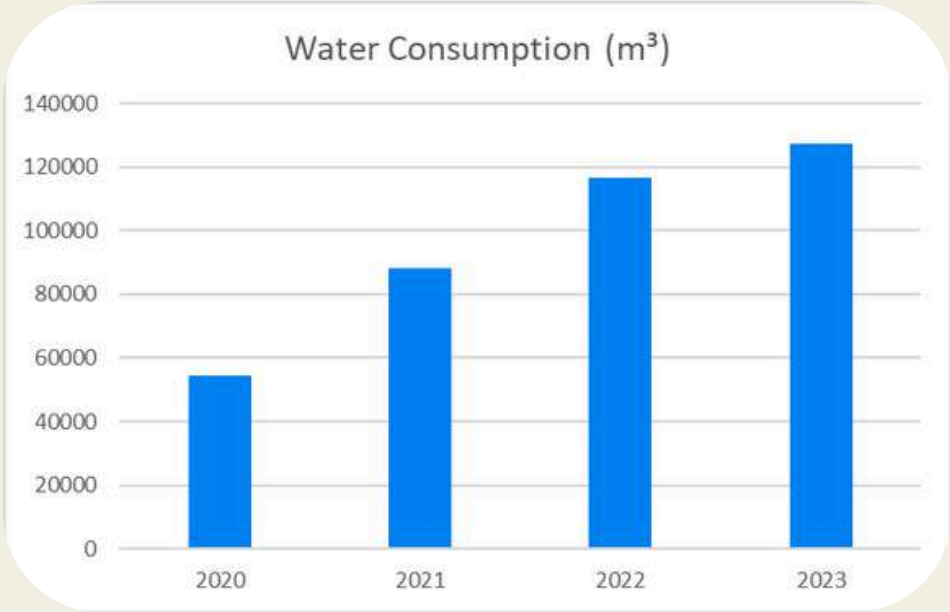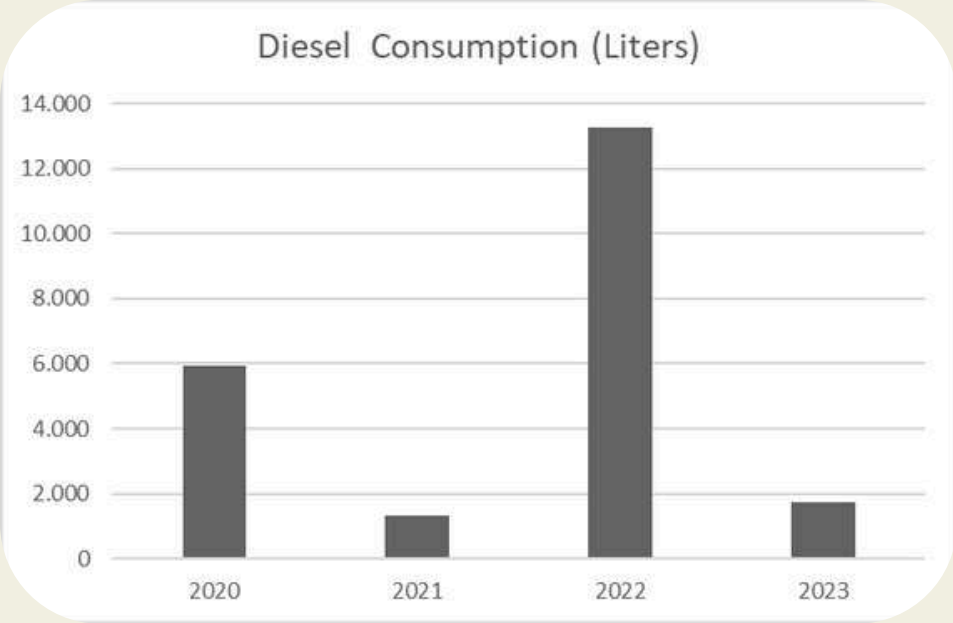
Appendix and References

APPENDIX A: LIST OF KEY SUSTAINABILITY CERTIFICATIONS

- **ISO 9001:** Quality Management System.
- **ISO 14001:** Environmental Management System.
- **ISO 22000:** Food Safety Management System.
- **Green Key Certification:** Sustainable tourism certification for environmental responsibility.
- **Travelife Certification:** International sustainability certification for the hospitality sector.

APPENDIX B: SUSTAINABILITY PARTNERS

- **Local Suppliers:** Working with local artisans, farmers, and other businesses to reduce carbon footprint and support the local economy.

REFERENCES

- **Environmental Protection Agency (EPA):** Guidelines on energy management and sustainability practices for businesses.
- **World Tourism Organization (UNWTO):** Best practices for sustainable tourism development.
- **ISO 14001:** Standards and guidelines for implementing environmental management systems.

Conclusion

As we conclude our 2023 Sustainability Report, Cactus Hotels remains committed to integrating sustainability into every aspect of our operations. Over the past year, we have made significant strides toward reducing our environmental footprint, enhancing our social responsibility programs, and ensuring compliance with the highest ethical standards. Our continued focus on energy efficiency, water conservation, waste reduction, and community engagement reflects our unwavering dedication to both our guests and the environment. Looking ahead, we aim to accelerate our efforts, expand our sustainability initiatives, and further strengthen our partnerships with local communities. By tracking and measuring our performance, we will continue to refine our strategies and ensure that sustainability is woven into the fabric of our business operations.

We extend our deepest gratitude to our employees, guests, and stakeholders who have supported and contributed to our journey toward a more sustainable future. Together, we can build a lasting legacy of positive change and environmental stewardship for future generations.

Contact

We thank you for your continued support in our efforts to contribute to the SDGs.