



SDG Progress  
Report 2024

# Annual Sustainability Report

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# Executive Summary

The year 2024 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 2025 and beyond.

# Message from CEO



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

**- Nikos Chalkiadakis**

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.

# 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 470 staff members, 87% 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 17 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

## Environmental Responsibility

### 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.

## Social Responsibility and Community Engagement

### 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.

## Governance and Ethical Business Practices

### 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



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.

# 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 – 2024

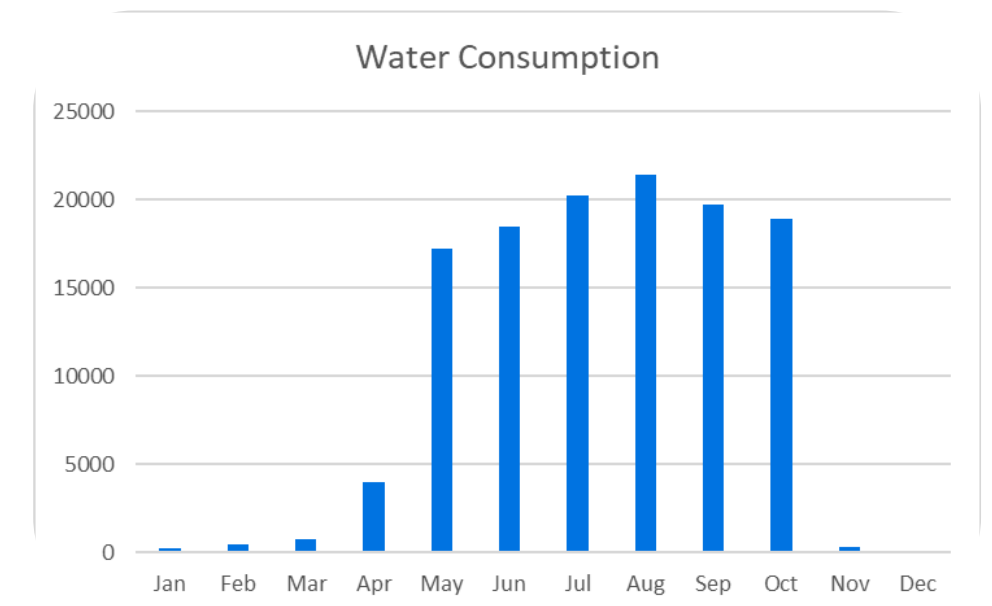
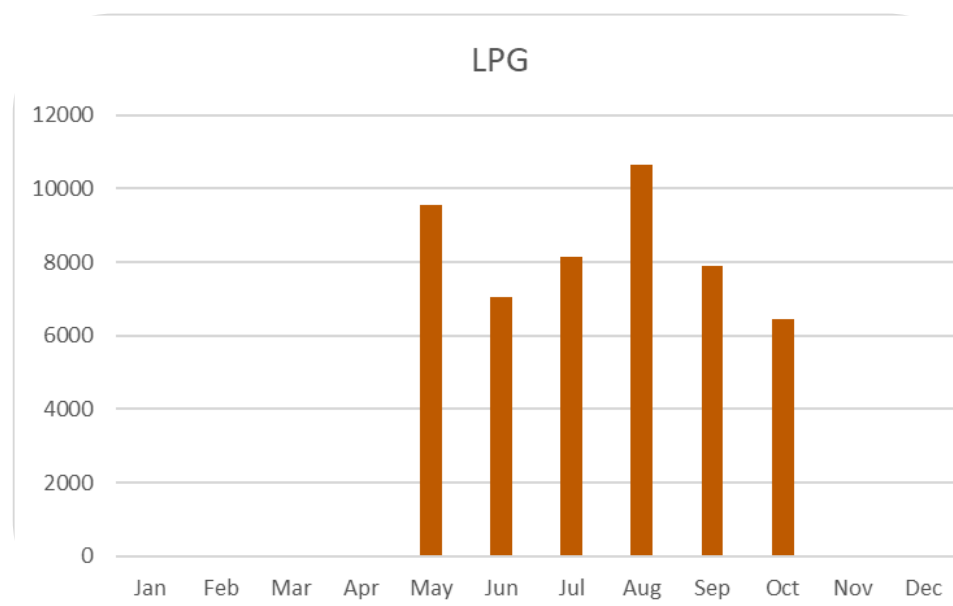
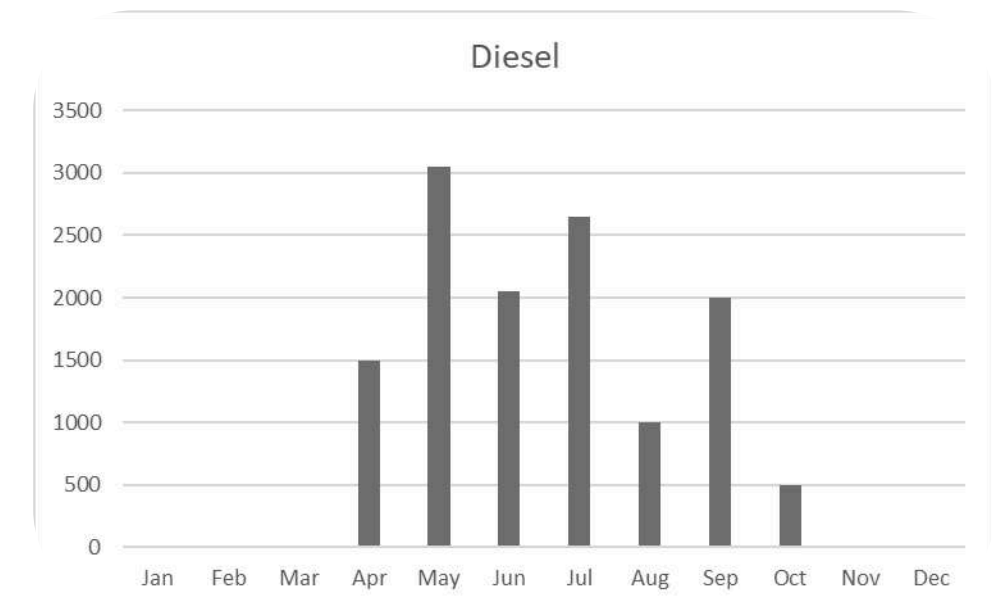
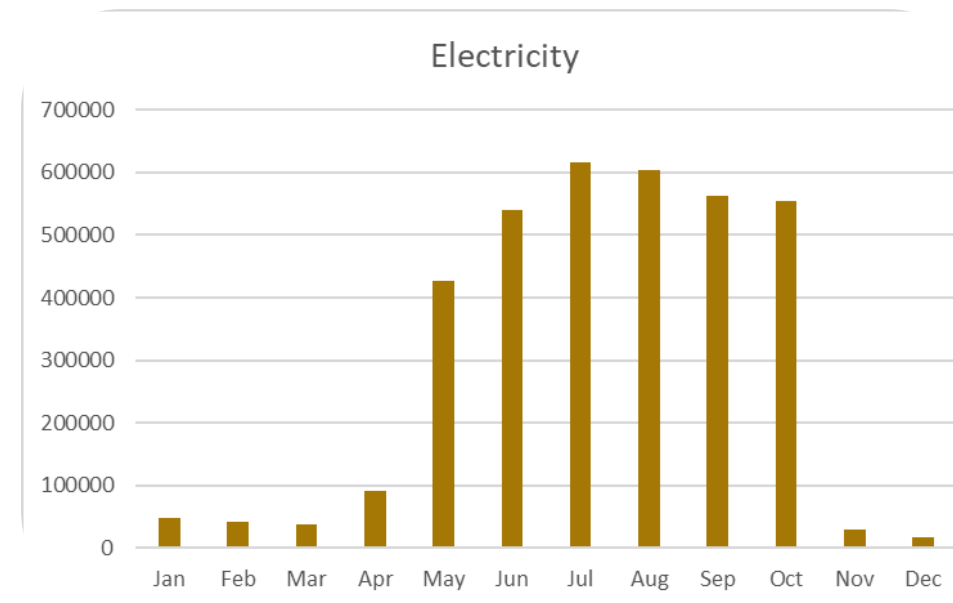
The 2024 consumption data across electricity, LPG, diesel, and water highlights the seasonal nature of all hotels operations, directly reflecting guest occupancy levels and service demands.

- **Low Season (Jan–Mar, Nov–Dec):** Resource consumption was minimal, with electricity usage below 50,000 kWh per month and water consumption under 1,000 m<sup>3</sup>, reflecting limited operations. LPG and diesel were not used during this period.
- **Ramp-Up (Apr–May):** A sharp increase was recorded as hotels prepared for summer. Electricity rose to over 90,000 kWh in April and 426,783 kWh in May, while water demand exceeded 17,000 m<sup>3</sup>. Diesel and LPG usage also peaked during this phase, supporting kitchen and facility operations.
- **Peak Season (Jun–Sep):** The highest consumption levels were observed, with electricity exceeding 600,000 kWh per month and water usage peaking at 21,427 m<sup>3</sup> in August. LPG consumption also peaked in August (10,641 kg), linked to increased restaurant activity.
- **Wind-Down (Oct):** Resource use remained high but began to taper off, with electricity at 554,313 kWh and water at 18,931 m<sup>3</sup>, before returning to minimal levels in November and December.

**Annual Totals:**

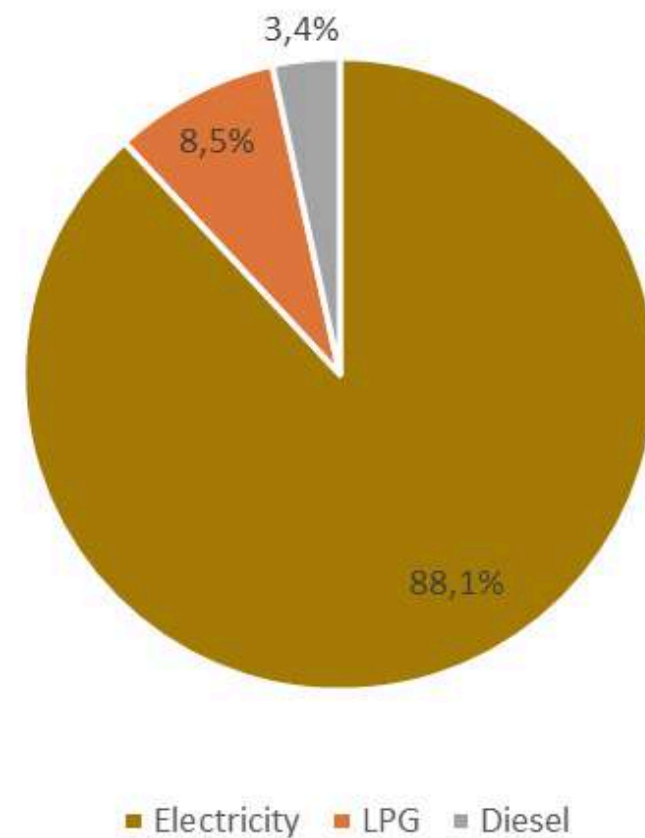
- Electricity: 3,570,193 kWh (85% consumed May–Oct)
- LPG: 49,773 kg (entirely May–Oct)
- Diesel: 12,750 L (mainly Apr–Jul)
- Water: 121,890 m<sup>3</sup> (90% consumed May–Oct)

Overall, the data underscores the strong link between operational cycles and resource demand. Efficiency measures targeting July–August, when consumption peaks, would deliver the greatest sustainability impact. Meanwhile, the low season offers a window for maintenance, upgrades, and system improvements to prepare for the next operational cycle.



# Energy Consumption Breakdown — 2024

Energy Mix Pie Chart - 2024



The energy mix of Cactus Hotels in 2024 was dominated by electricity, which accounted for 88.1% of total energy consumption. This reflects the critical role of electricity in supporting hotel operations, including air conditioning, lighting, refrigeration, laundry services, and guest-related amenities. Given its overwhelming share, electricity represents the largest opportunity for efficiency gains and renewable energy integration.

LPG represented 8.5% of the total consumption, primarily linked to kitchen operations and hot water generation. Its usage is concentrated in the summer months, aligning with peak guest volumes and restaurant activity. This segment of the energy mix highlights the importance of exploring alternative heating technologies and energy-efficient cooking solutions to reduce reliance on LPG. Diesel accounted for only 3.4% of total energy consumption, with irregular use tied to backup generators, auxiliary systems, and maintenance needs. While its share is relatively small, reducing diesel reliance can further improve sustainability performance and lower emissions, especially by investing in renewable backup systems or battery storage solutions.

### Key Insights

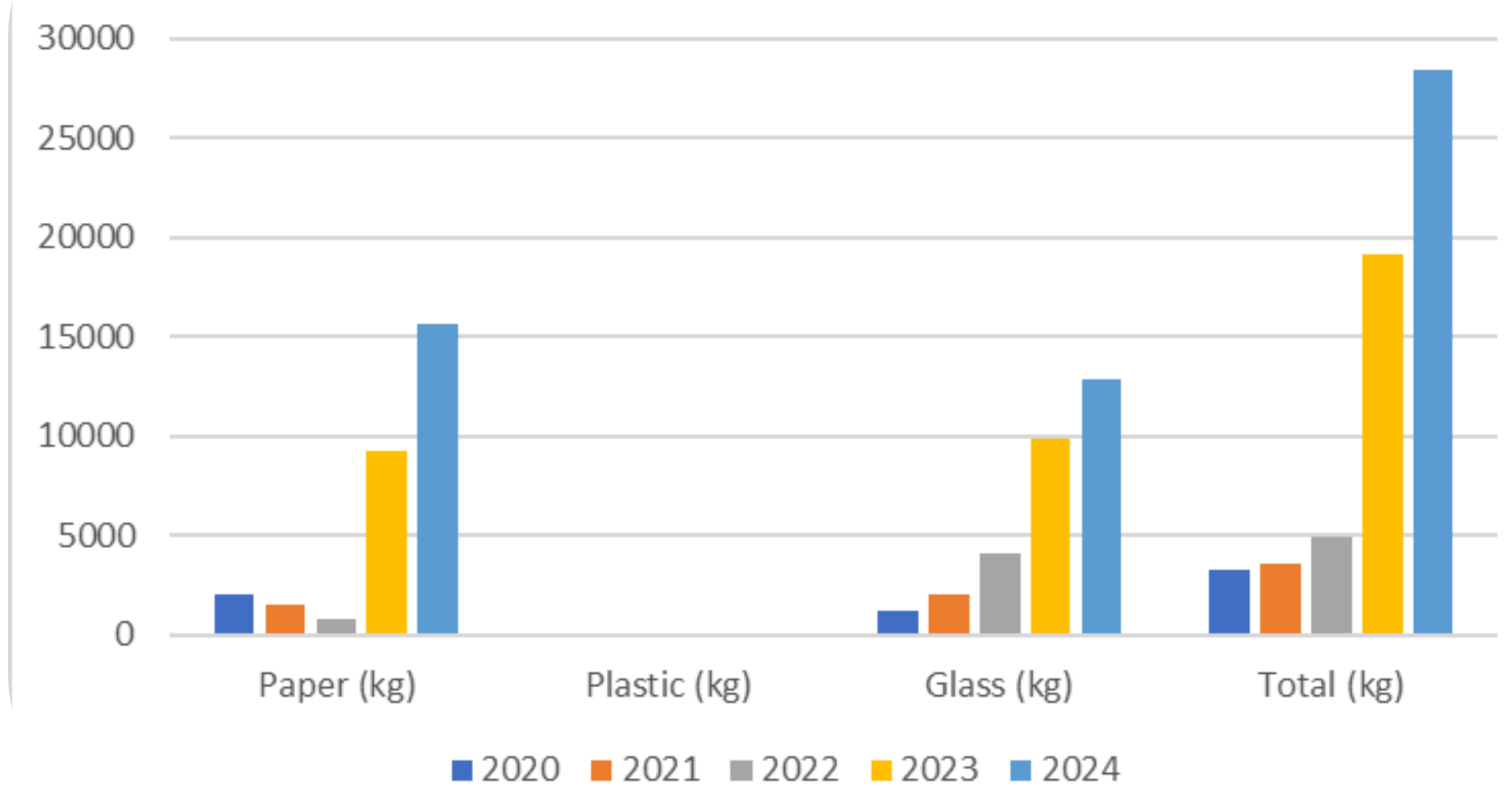
- Electricity is by far the dominant energy source, shaping both the environmental footprint and cost structure.
- LPG, though secondary, remains an important contributor to total consumption, strongly linked to food & beverage operations.
- Diesel plays a minimal but strategic role, largely for backup and operational support, and represents an opportunity for gradual phase-out.

### Conclusion

The 2024 energy profile demonstrates a heavy dependency on electricity (nearly nine-tenths of the total), underscoring the importance of energy efficiency measures and renewable energy adoption. At the same time, targeted strategies to optimize LPG use and phase down diesel reliance can further support the group’s sustainability commitments.

# Recycling Performance from 2020–2024

Recycling Progress



Recycling performance at Cactus Hotels has shown remarkable progress over the past five years, with total recycled materials increasing from 3,240 kg in 2020 to 28,432 kg in 2024—an almost eightfold growth.

- 2020–2022: Recycling volumes remained modest, averaging around 4,000 kg annually, with gradual gains in glass but limited paper recovery and no recorded plastic recycling.
- 2023: A major shift occurred, with recycling totals rising sharply to 19,130 kg, driven by significant increases in both paper and glass.
- 2024: The upward momentum continued, reaching the highest volume yet at 28,432 kg, led by paper (15,608 kg) and glass (12,824 kg).

**Key Insight:** Paper now represents the largest share of recycling (55%), followed by glass (45%), while plastic remains an untapped opportunity.

**Conclusion:** The results reflect a maturing recycling program, with the most substantial progress achieved in the last two years. Going forward, the priority will be to expand recycling streams to include plastics and sustain momentum through staff engagement, guest participation, and supplier partnerships.

# Energy & Water Consumption per Guest

From 2020 to 2024, Cactus Hotels achieved steady improvements in resource efficiency per guest, despite growth in visitor numbers and overall consumption levels.

- **Energy Efficiency:**

- Energy use per guest decreased consistently from 23.48 kWh in 2020 to 14.39 kWh in 2024, marking a 39% reduction over five years.
- This improvement reflects investments in energy-efficient technologies, optimized operations, and more sustainable practices.

- **Water Efficiency:**

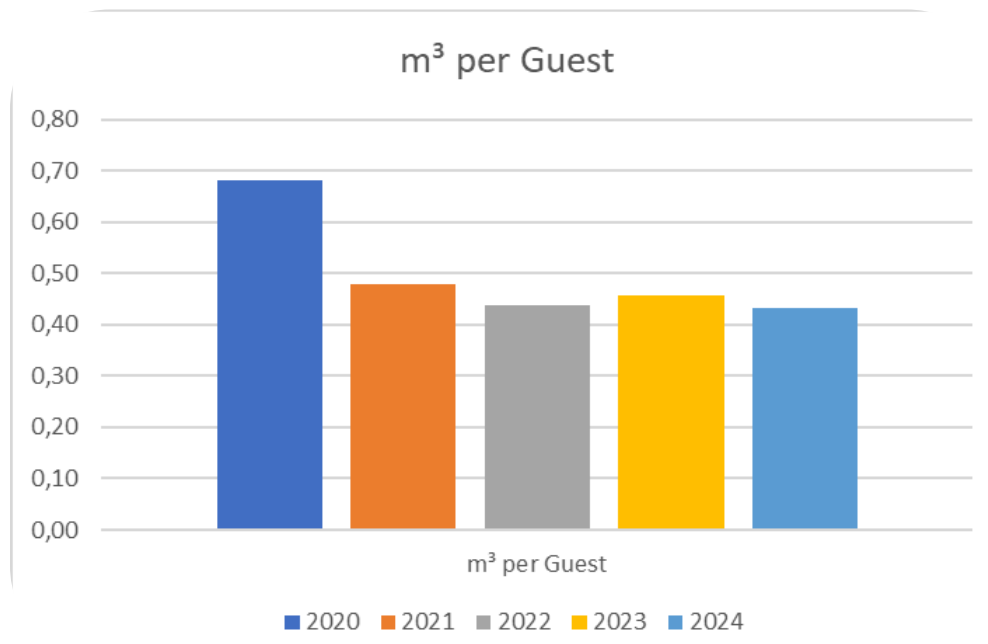
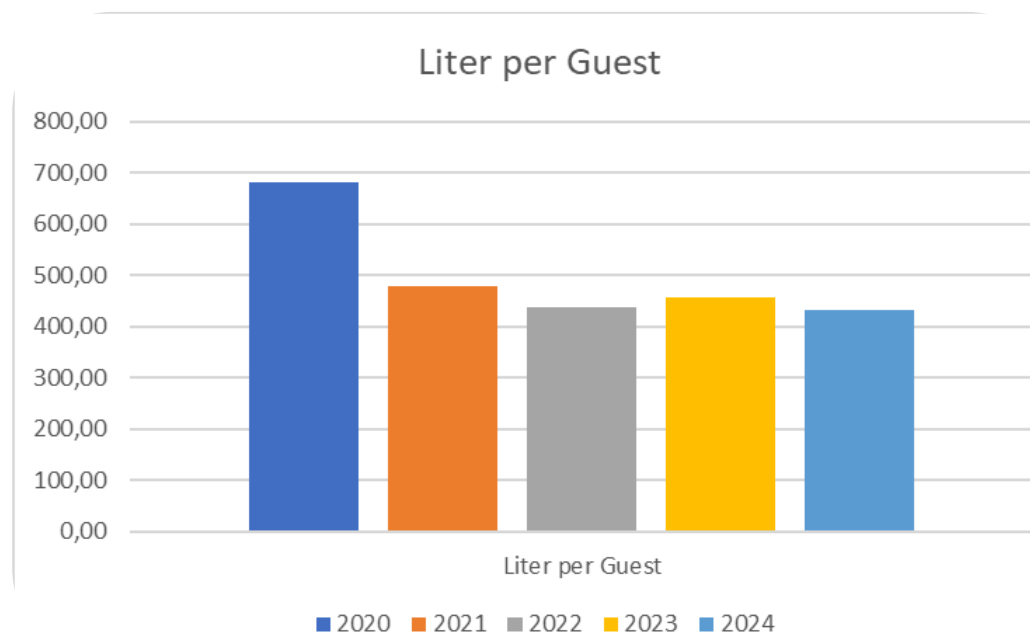
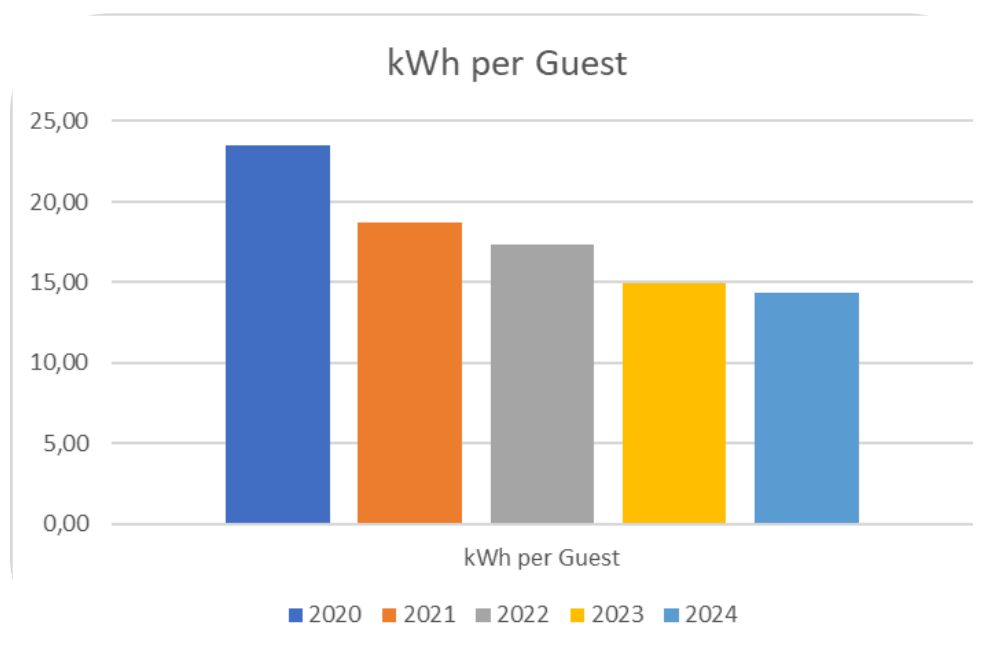
- Water consumption per guest declined from 0.68 m<sup>3</sup> (682 liters) in 2020 to 0.43 m<sup>3</sup> (433 liters) in 2024, a 37% reduction.
- The lowest per-guest water consumption was achieved in 2022 (0.44 m<sup>3</sup>), with efficiency maintained at similar levels thereafter.

- **Guest Growth vs. Resource Use:**

- Total guest numbers more than tripled between 2020 (80,098) and 2024 (281,553).
- Despite this growth, per-guest consumption trends moved steadily downward, underscoring the effectiveness of efficiency measures.

**Key Insight**

The data demonstrates that resource efficiency has significantly improved, even as the hotels accommodated more guests. These results highlight the success of sustainability initiatives in reducing the environmental footprint per overnight stay, positioning Cactus Hotels as a leader in responsible hospitality.



# Social Responsibility



## 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.

## 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.

## 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.

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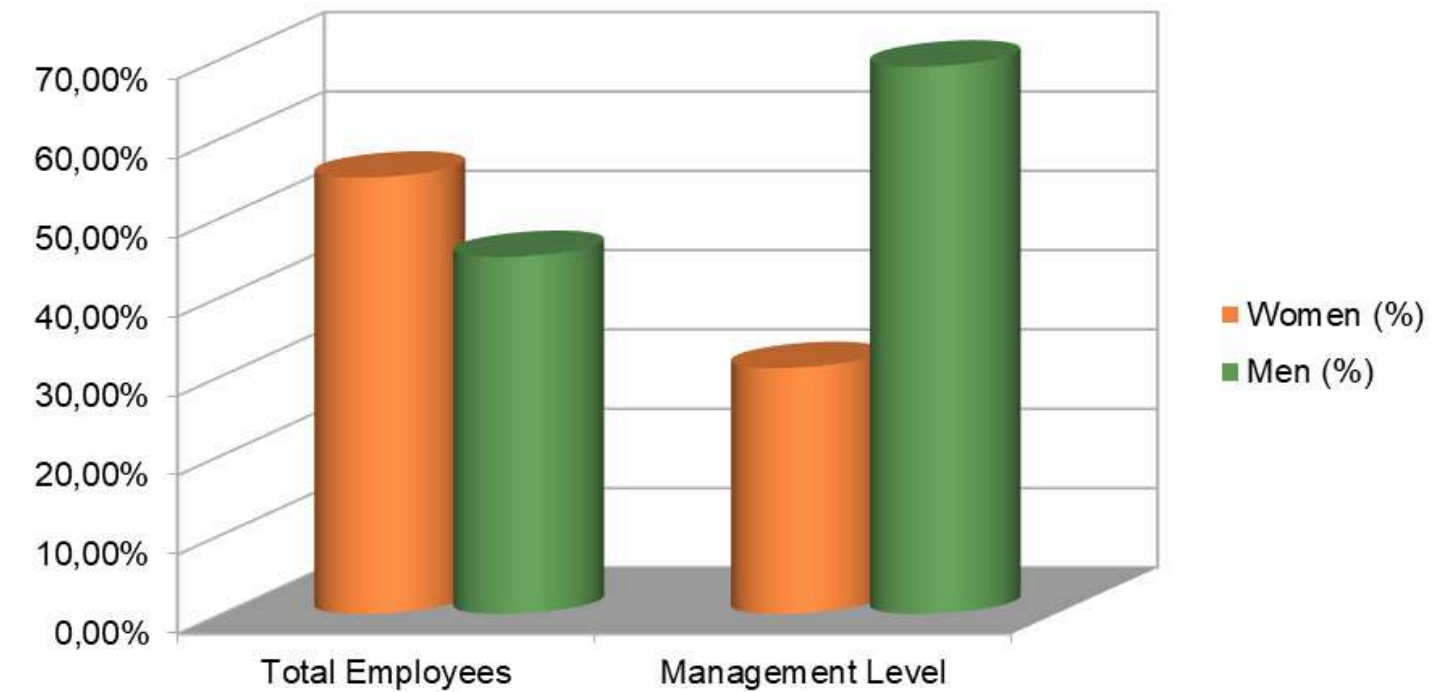
# Gender Distribution

The bar chart illustrates the gender composition of the workforce. Women constitute 55% 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.

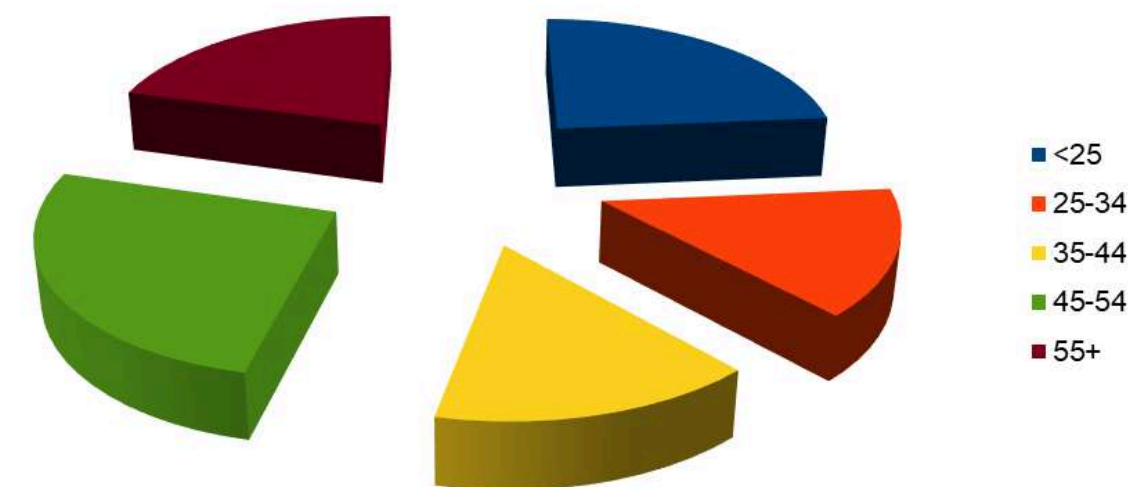
# Age Distribution

The age distribution shows a well-spread age range across the workforce. The most represented age group is 45–54 with 121 employees, followed closely by <25 with 110 employees and 55+ with 96 employees. This indicates a healthy mix of experience and emerging talent, contributing to both innovation and stability within the team.

Gender Distribution



Age Distribution





# Nationality Distribution

A significant majority of the workforce is Greek (83%), followed by Non-EU nationals (15%), and a small fraction from other EU countries (2%). This reflects the national employment focus, with a moderate level of international presence enriching the cultural diversity of the team.

Nationality Distribution



# Local Employment

A strong commitment to supporting the local community is evident, with 87% of employees being locals from Crete. This not only boosts the regional economy but also reinforces community relations. Only 13% of employees come from other areas, highlighting the company's rootedness in the local labor market.

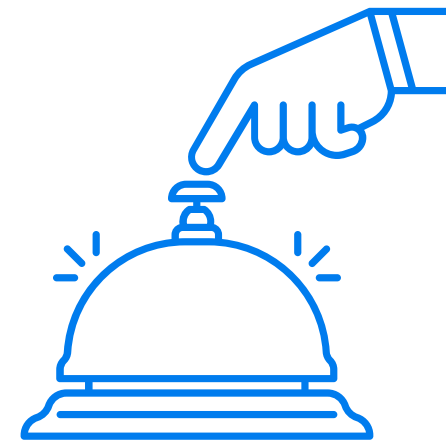
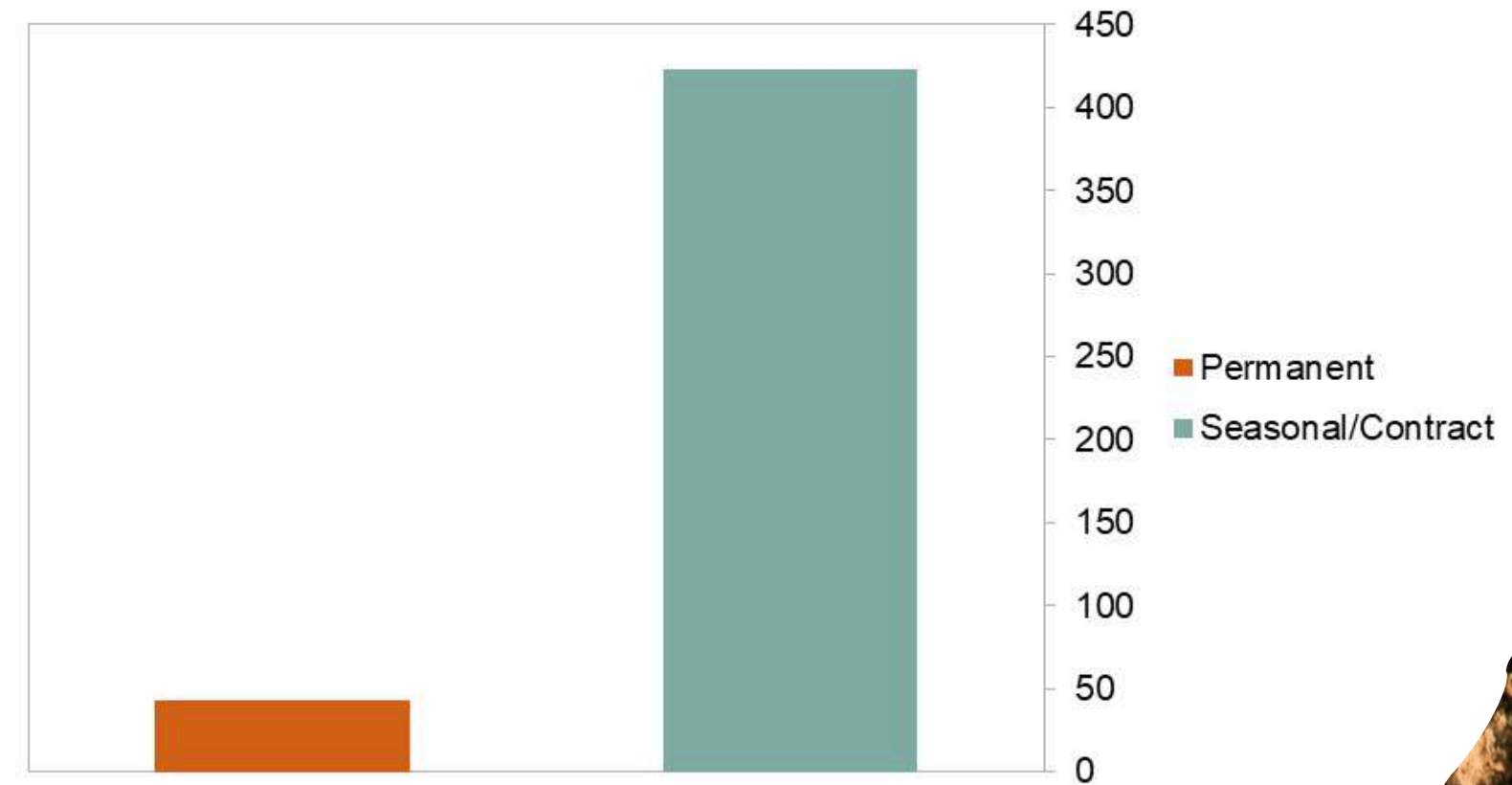
Local Employment



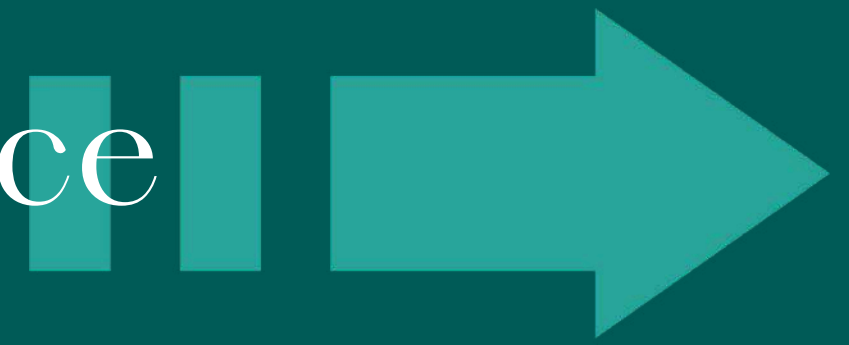
# Employment Type

The employment type chart reveals that the workforce is predominantly Seasonal/Contract-based (91%), which is typical for hospitality operations with seasonal peaks. Only 9% 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



# Governance and Compliance



## SUSTAINABILITY

### GOVERNANCE STRUCTURE

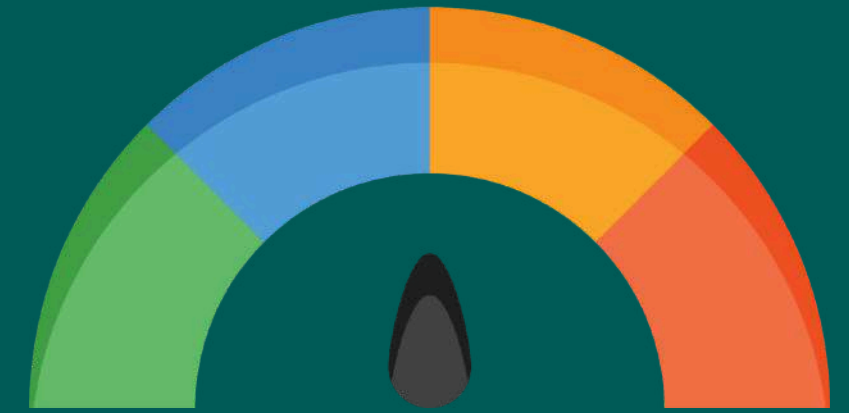
- Cactus Hotels has established a dedicated Sustainability Committee responsible for overseeing the implementation of our environmental and social responsibility initiatives.
- This committee collaborates with key stakeholders, including hotel managers, employees, and external partners, to ensure alignment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

### 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.

### 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.



### 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 2025.
- 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 2024, 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.

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.

## 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.



# Performance Metrics and Data

## YEAR-ON-YEAR RESOURCE CONSUMPTION OVERVIEW (2020-2024)

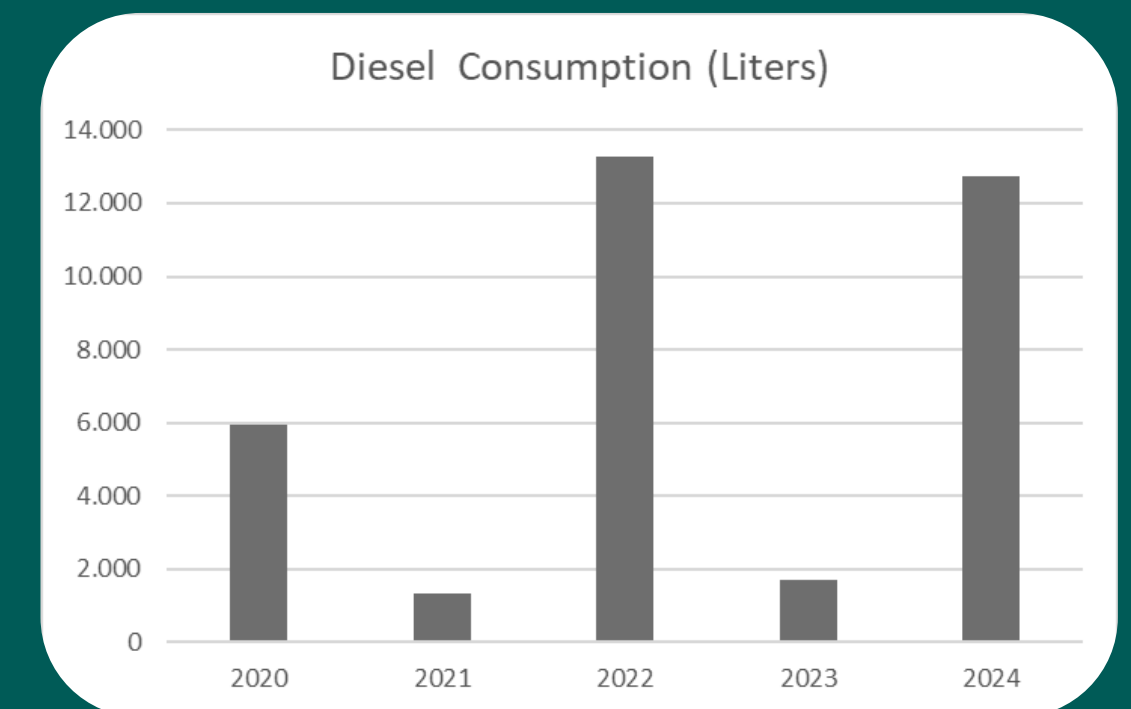
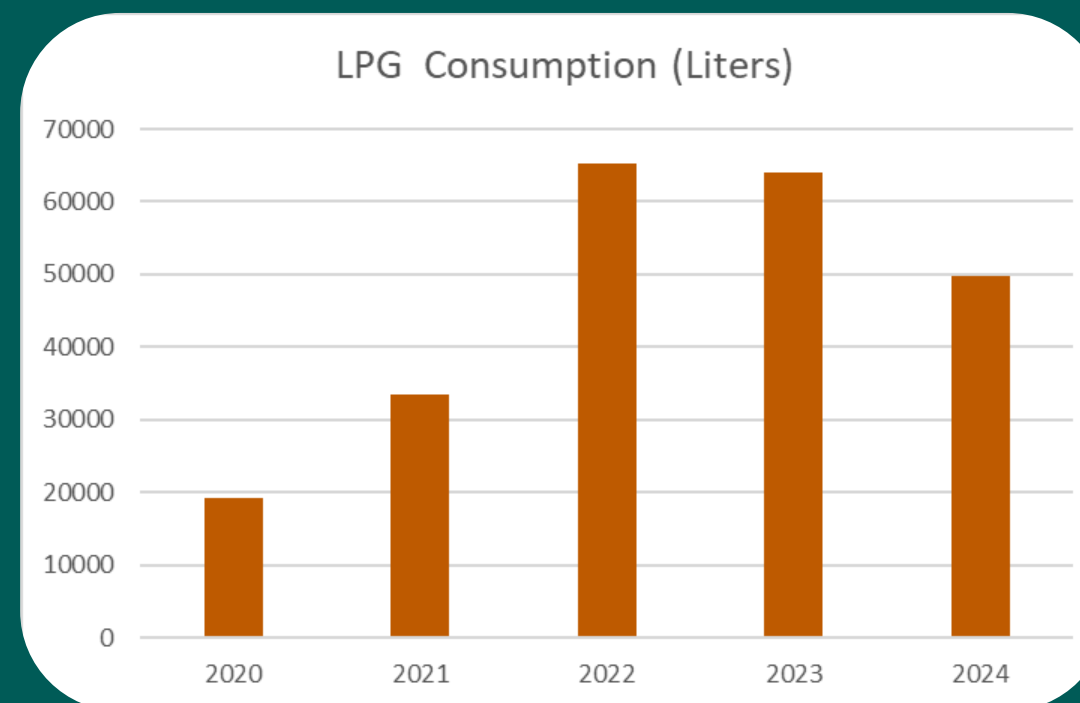
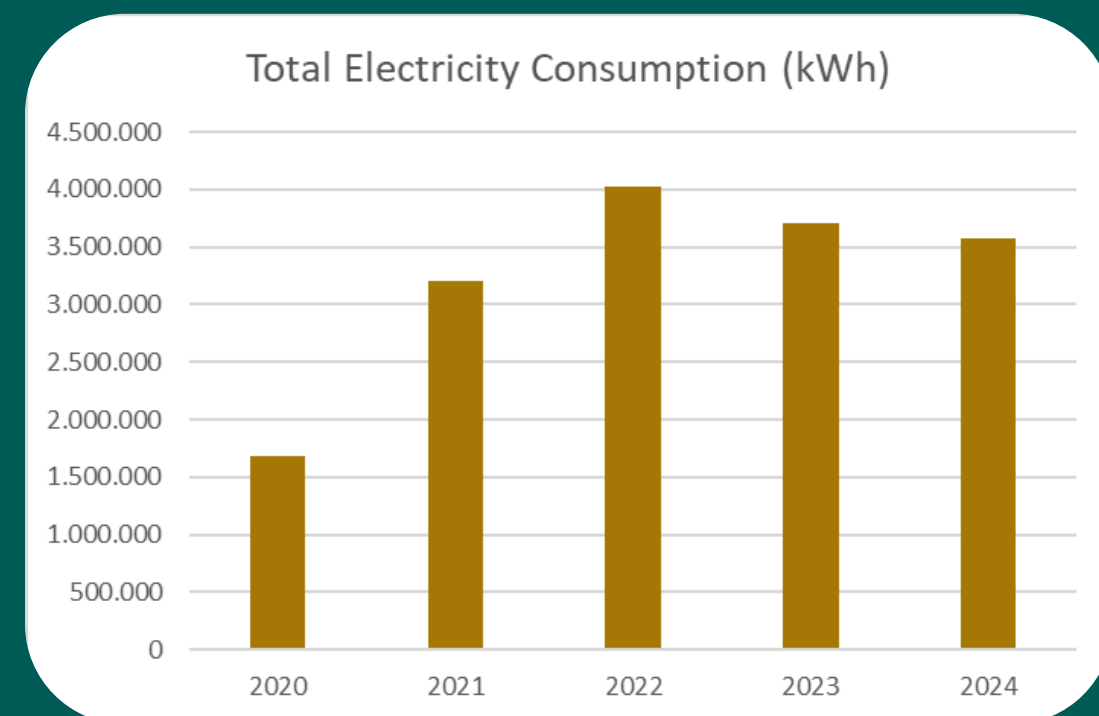
Between 2020 and 2024, Cactus Hotels achieved significant operational progress across energy, water, and recycling management, while also adapting consumption patterns to guest growth and sustainability initiatives.

- **Electricity Consumption:**

Electricity use increased from 1.68 million kWh (2020) to a peak of 4.02 million kWh (2022) before stabilizing at 3.57 million kWh in 2024. This reflects higher guest volumes and facility demand, balanced by efficiency measures that reduced consumption post-2022.

- **LPG & Diesel Consumption:**

LPG rose from 19,301 liters (2020) to 65,320 liters (2022), then declined to 49,773 liters (2024), indicating improved energy management. Diesel use, after fluctuating between 1,342 liters (2021) and 13,267 liters (2022), fell back to 12,750 liters in 2024, showing reduced reliance on fossil fuels compared to peak years.



# Performance Metrics and Data

## YEAR-ON-YEAR RESOURCE CONSUMPTION OVERVIEW (2020-2024)

- **Water Consumption:**

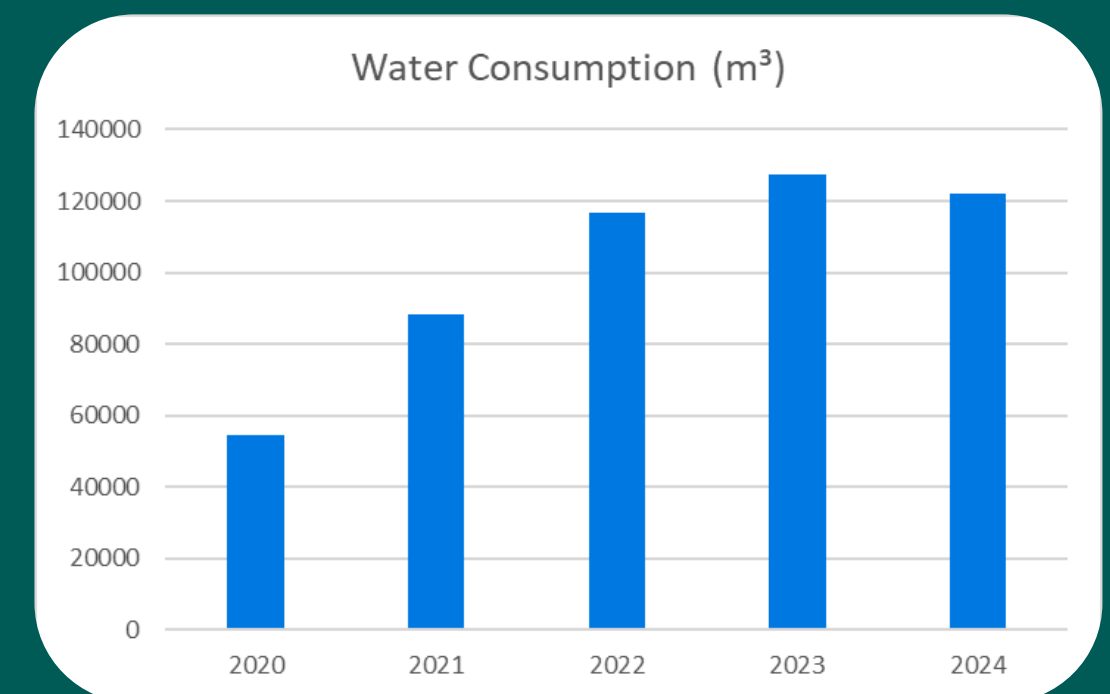
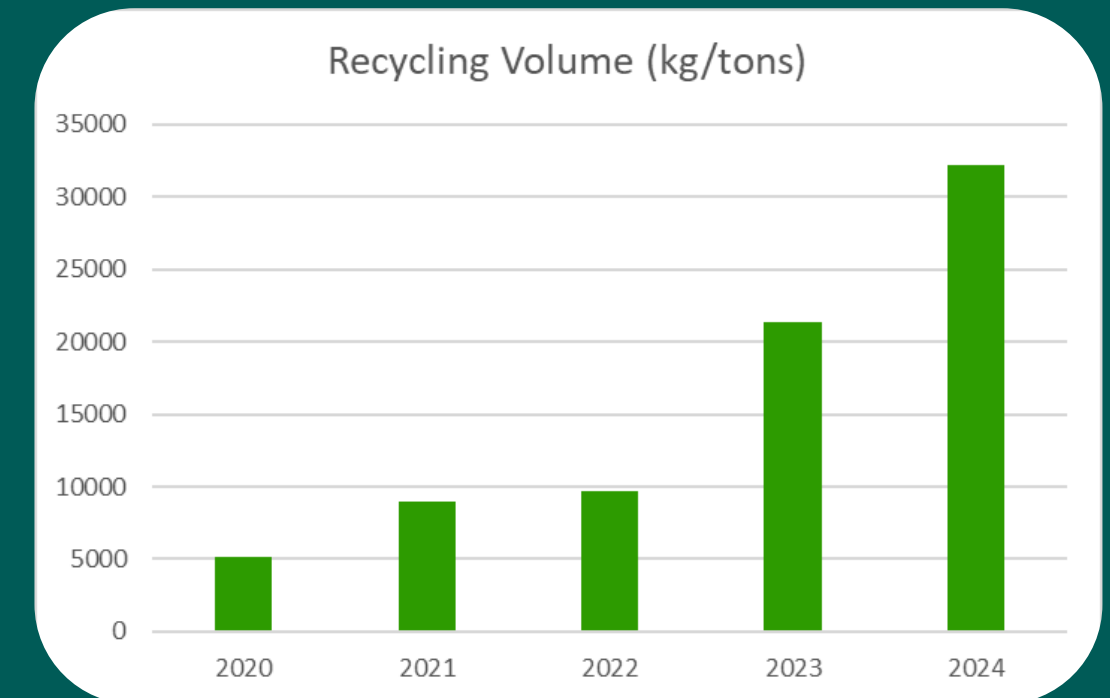
Water demand rose in line with guest growth, increasing from 54,602 m<sup>3</sup> (2020) to 127,319 m<sup>3</sup> (2023), then slightly adjusting to 121,890 m<sup>3</sup> in 2024. Despite the rise, per-guest efficiency improvements helped mitigate overall consumption impact.

- **Recycling Performance:**

Recycling demonstrated the strongest year-on-year progress, climbing steadily from 5,099 kg in 2020 to over 32,227 kg in 2024. This six-fold increase underscores a robust commitment to circular economy practices and waste reduction.

### Key Insight

While absolute energy and water consumption rose due to operational scale and guest volume, efficiency initiatives and recycling efforts delivered measurable sustainability gains. The data highlights strong momentum in waste diversion and resource efficiency, positioning Cactus Hotels as a leader in sustainable hospitality.



# 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.



# Conclusions

As we conclude our 2024 Sustainability Report, Cactus Hotels reaffirms its unwavering commitment to embedding sustainability at the heart of our operations. This year, we continued to make tangible progress in reducing our environmental footprint, promoting social responsibility, and upholding the highest ethical and operational standards. Our initiatives in energy efficiency, water conservation, waste reduction, and community engagement have delivered measurable results, strengthening our role as a responsible leader in hospitality.

A highlight of 2024 was the recognition of our efforts with the **Golden Award at the Environmental Awards in the category of Sustainable Leisure & Tourism**, a distinction that celebrates our dedication to innovation, responsible management, and meaningful environmental impact.

Looking ahead, we will further accelerate our sustainability initiatives, harness innovation, and deepen collaborations with local communities and partners. By consistently monitoring and refining our practices, we remain dedicated to achieving long-term resilience while creating value for both our guests and the environment. We extend our heartfelt appreciation to our employees, guests, and stakeholders for their support and contributions throughout this journey. Together, we continue to shape a more sustainable and responsible future—leaving a legacy of positive change for generations to come.

## Together we can recycle much more





# CACTUS HOTELS

## Spa & Resorts Crete

Our hotels are committed to the continuous improvement of their sustainability practices. We kindly invite your contribution with suggestions to reduce our environmental footprint and enhance our responsible operations.

# Contact



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