
HIPOTELS LA GERIA SUSTAINABILITY REPORT 2015-2021



Hipotels La Geria

MARCH 2022

MANAGER DECLARATION



Hipotels is a family hotel chain with a moderate growth, which seeks to offer the best quality in services, facilities and location.

It is a hotel management company oriented to the European medium-high tourism segment. The quality of our product and the complete range of services that we offer, accompanied by an optimum quality-price ratio, has made us consolidate our position as a reliable brand and a reference in the sector.

Our main concern is to satisfy the needs, expectations and requirements of our customers through a work system in which prevention, detection, correction and continuous improvement of our processes are a priority.

Aware of the limitation of natural resources and the environmental impacts associated with the development of our activity, and in order to contribute to sustainable development, we are committed to protecting and conserving the environment.

To this end, we have established a Management System that leads us to the achievement of our objectives aimed at improving results. Always in accordance with the following principles of action:

- ✓ To promote the training and motivation of our human team to ensure the proper functioning of the activity it carries out, as well as its participation in the protection and conservation of nature.
- ✓ To watch over the safety and health of our clients and workers, complying with the prescriptions established by the law in matters of prevention, as well as to aspire to improve the working conditions of our workers.
- ✓ To prevent pollution at its source by adopting measures such as minimising the generation of waste by facilitating its reuse and recycling, as well as adapting our facilities to reduce energy consumption and ensure the rational use of water.
- ✓ To periodically review and evaluate compliance with the principles established in our policy, the objectives, as well as the rest of the elements of the Management System.
- ✓ To inform our clients as well as any person or entity that requires it, of the environmental aspects related to the use and enjoyment of our activities, products and services.

To this end, we guarantee that our organization will comply in all areas with applicable legislation and regulations, in the social, labor, environmental and human rights fields, as well as other voluntary actions aimed at improving the lives of our employees, the communities in which we operate and society as a whole.

President,
Juan Llull

PRESENTATION, OBJECTIVES AND SCOPE



We present the 2015-2021 sustainability report of Hotel Hipotels La Geria which reports on social and environmental performance. The objectives of this report are:

- To highlight the work done in the area of social responsibility to date.
- To satisfy the expectations of information to our stakeholders.
- Incorporate improvement objectives for the period 2022-2024 by acting as a guide for continuous improvement.
- To strengthen the responsible dimension of our company by acting as a differentiating and competitive value.

The content of this report is the result of reflection and commitment to continuous improvement by the management and employees of the Hotel Hipotels La Geria, taking into account the corporate objectives and values.

For any questions regarding the interpretation of the report or for further information, please contact our organization by email at dir.lageria@hipotels.com

QUALITY AND SUSTAINABILITY AWARDS



ENVIRONMENTAL PERFORMANCE

2015-2021 GOALS



Water Consumption Saving Program

- Installation of a drip irrigation system in 2015
- Increased customer awareness through practices such as changing pool towels as needed, etc..
- Pool leakage repair.
- Training in good practices and raising staff awareness of environmental issues.
- Greater control of daily consumption by installing specific meters in the areas of greatest consumption in the hotel.
- Immediate notification of faults and their consequent resolution.
- Change of bathtub for shower in the rooms.



Energy Saving Program

- Training in good practices and raising staff awareness of environmental issues
- Installation of "Presence Sensors"; in the bathrooms of common areas
- Progressive LED lighting installation and low power consumption
- More efficient change of air conditioning system
- Control daily consumption
- Review and modify hotel lighting schedules using timers, as needed.

ENVIRONMENTAL PERFORMANCE

2015-2021 GOALS



REDUCIMOS LOS RESIDUOS



- Use mainly of Bulk Yogurts, with the consequent reduction in the use of plastic.
- Minimize the use of paper napkins in favor of cloth napkins.
- Modification of the size of Amenities (bath gel, shampoo) to a larger size and thus reduce consumption.
- We only put sticks in the drinks when it is essential and the client requests it, using paper sticks and not plastic ones.
- As far as possible, greater use of polycarbonate cups instead of plastic cups.

REUTILIZAMOS LOS RESIDUOS



- Re-use of paper.
- Use of paper drink sticks.
- Reuse of bottles and other materials (paper, glass, etc.) for Miniclub crafts.
- Use of chemical dispensers in the cleaning department through the use of unique containers, providing a longer shelf life for the container.

ENVIRONMENTAL PERFORMANCE

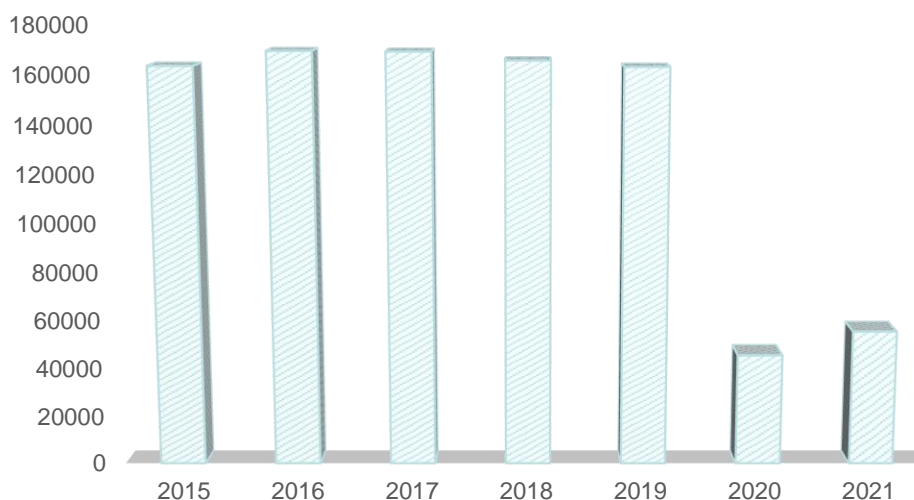
2015-2021 GOALS



IMPORTANT ASPECT OF PERFORMANCE RESULTS

It is important to highlight that the data for 2020 and 2021 are not representative, since the opening time in 2020 was 6 months, and in 2021 5.5 months, with a very low occupancy given the context of COVID19. In addition, the hotel's facilities, such as the swimming pool and engines, irrigation and some machinery have been in operation all year round, so the annual results of 2020 and 2021 are not representative.

ESTANCIAS

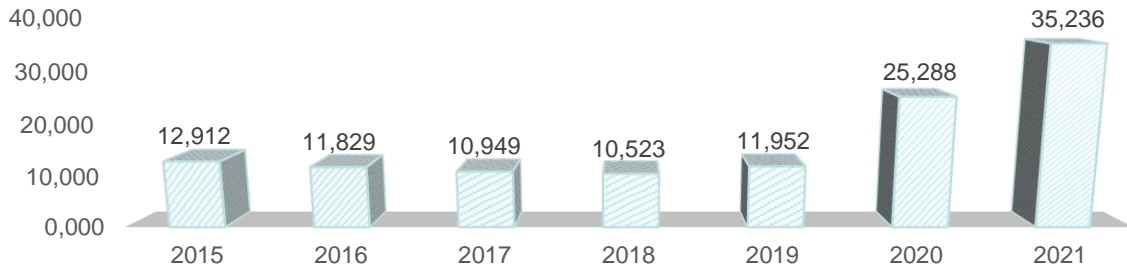


ENVIRONMENTAL PERFORMANCE

2015-2021 GOALS



KWH POR ESTANCIA (ELECTRICIDAD)



REDUCE ELECTRICITY CONSUMPTION COMPARED TO 2017 BY 1%. Value 2017: 10.95 kWh/stay and TARGET 2020 : 10.73 kWh/stay

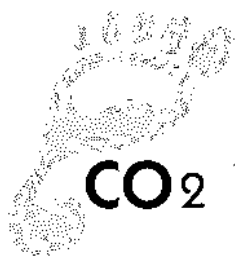
In 2019 good practices / sensitize staff has been continued, the replacement of the luminaire of the bathroom and corridor floors 3 and 4 year 2018 and 1 and 2 year 2019 has been replaced, filament lighting has been eliminated (2019). However, if we take into account the value per stay of 2019, there has been an increase, due to the implementation in September of the heat pump for domestic hot water (replacing the gas boiler) and the heat waves of 2019. However, if we take into account the overall energy consumption of the hotel, as can be seen in the following graph, even taking into account heat waves, it has been reduced by 0.1% per stay. (The results of 2020 and 2021 cannot be taken into account, as the hotel has been closed for 6 months, but the electricity consumption of equipment has continued to operate). We want to continue with the objective of reducing electricity with the photovoltaic solar energy installation.

KWH POR ESTANCIA (ENERGÍA GLOBAL DEL HOTEL)

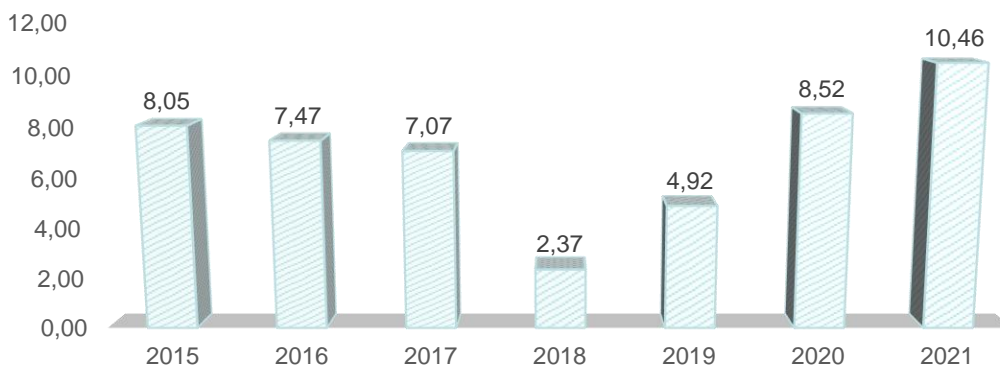


ENVIRONMENTAL PERFORMANCE

2015-2021 GOALS



KG CO2/ESTANCIAS



Our carbon footprint since 2015 has been reduced per stay (2015-2019), by 38.9%. It should be noted that in 2018 the electricity is contracted to FENIE ENERGÍA with a 100% renewable certificate of origin, and in 2019 it is no longer continued with this supplier.

It is interesting to see how emissions from refrigeration equipment have been reduced by the maintenance and leak control implemented and by the gradual replacement of gases with a lower global warming potential.

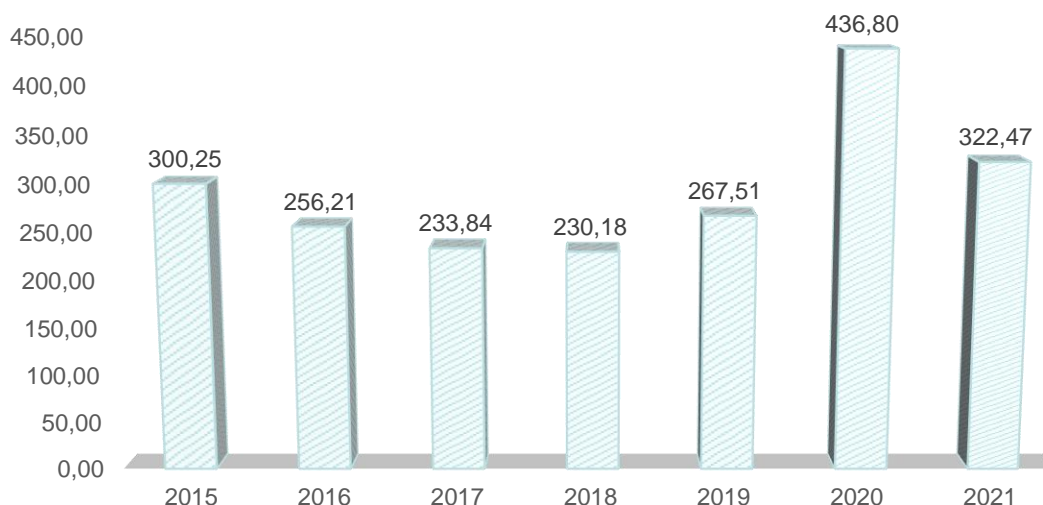
HUELLA DE CARBONO DEL HOTEL	2015	2016	2017	2018	2019	2020	2021
Emisiones en kg CO2 por consumo de gas propano	484986,06	342342,40	287349,48	311728,86	233879,34	50993,76	28515,62
Emisiones en kg CO2 por consumo de electricidad	821909,79	780320,58	721086,21	0,00	525353,04	321891,36	546588,84
Emisiones en kg CO2 por fugas de gases refrigerantes	6949,00	140803,00	186094,00	80421,00	41217,00	14580,00	4188,00
total kgCO2 emitidos	1313844,85	1263465,98	1194529,69	392149,86	800449,38	387465,12	579292,46
kgCO2/estancia	8,05	7,47	7,07	2,37	4,92	8,52	10,46

ENVIRONMENTAL PERFORMANCE

2015-2021 GOALS



LITROS POR ESTANCIA



OBJECTIVE: TO REDUCE WATER CONSUMPTION BY 1% COMPARED TO THE AVERAGE OF 2017: (VALUE 2017 : 233.84 L / TARGET STAY 229.16 L / STAY AT THE END OF 2020)

Propane consumption has been reduced with respect to 2014, with a slight increase in 2018, due to the need to use a boiler, but all of this derived from the application of good environmental practices

However, the possibility of implementing a Heat Pump (electrical operation) is assessed, to reduce gas consumption by reducing the use of the Boiler. In addition, the Heat Pump will be supported by the Solar Panels.

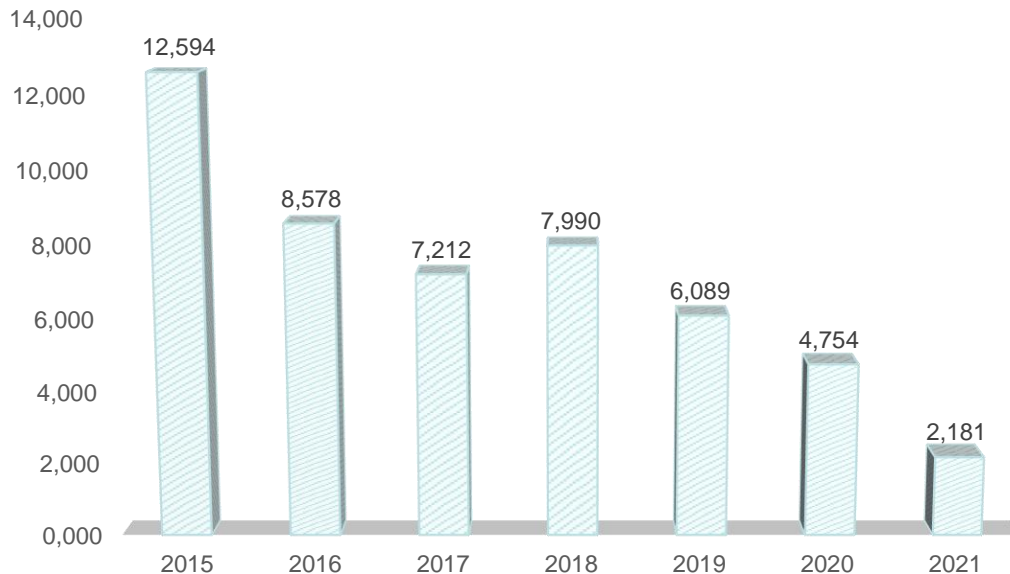
It should be noted that the objective has not been achieved in 2020, although it is true that in 2019 there is an increase in consumption, during 2019 flow reducers of taps, showers and cisterns begin to be installed and the results are expected to be seen in 2022, which will be the first full year. Note that, despite the closure, the pools and irrigation have continued with their maintenance.

ENVIRONMENTAL PERFORMANCE

2015-2021 GOALS



KWH/ ESTANCIA



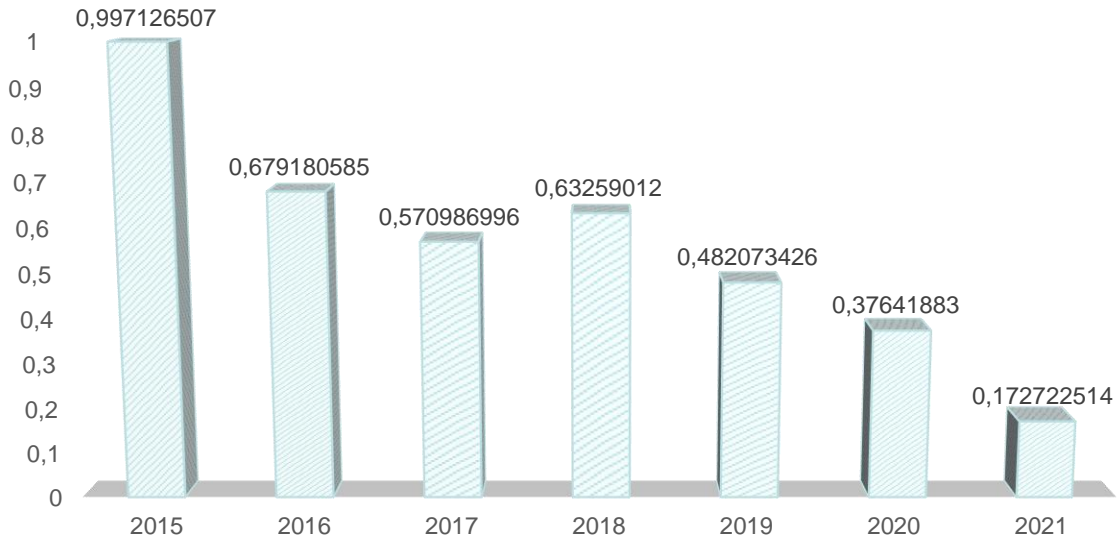
As for Propane Gas, it is used for cooking and until September 2019 to heat domestic hot water. In October 2019, a heat pump for domestic hot water is launched with the support of solar panels, being more energy efficient and with less contribution to global warming.

Anyway until 2019, you can see the reduction per stay due to the exhaustive monitoring and application of good environmental practices

ENVIRONMENTAL PERFORMANCE 2015-2021 GOALS



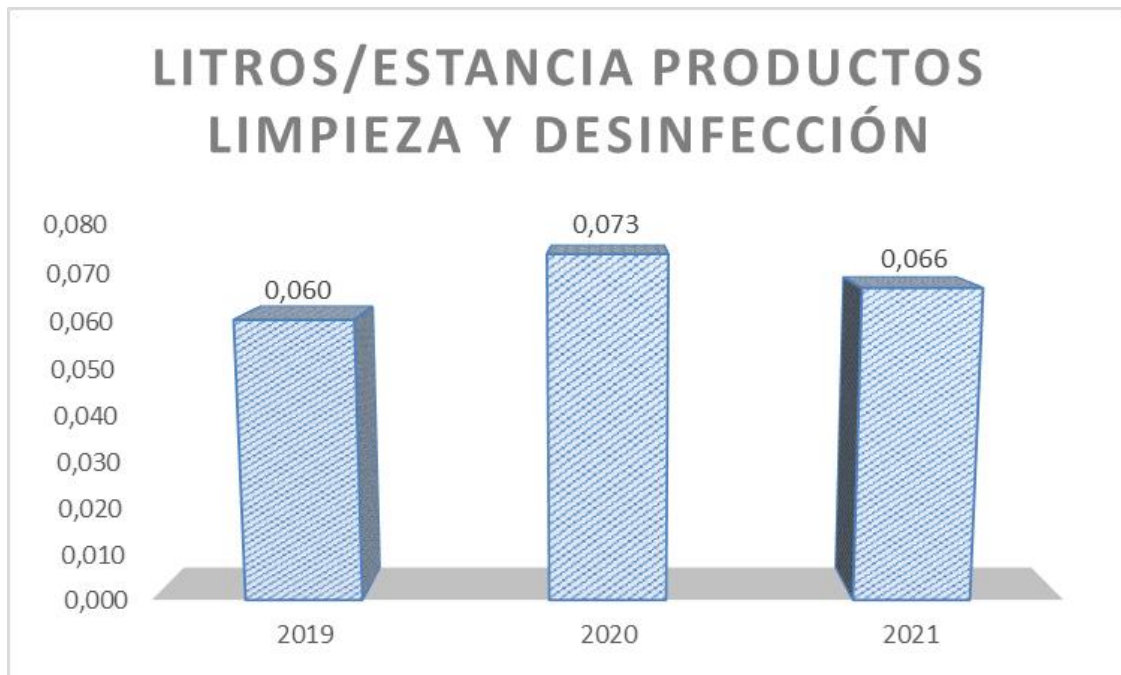
KG POR ESTANCIA



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ENVIRONMENTAL PERFORMANCE 2019-2021 GOALS



As for the consumption of cleaning product, excluding pool maintenance products, you can see the increase in products per stay, it is understood by the low occupancy, and the increase in product for disinfection facilities by coronavirus. Even so, concentrated products and dissolution plants are used to minimize consumption.

ENVIRONMENTAL PERFORMANCE

2019-2021 GOALS



TONELADAS	2019	2020	2021
Envases vacíos contaminados	0,431	0,453	0,488
<u>Toners</u>	0,019	0,006	0,004
Aerosoles	0,011	0,008	0,008
Fluorescentes y bombillas	0,065	0,022	0,05
Luminarias	0,36	0	0,162
Pilas	0,21	0,008	0,049
RAEE	0,227	0,167	0,73
Resto de pinturas	0,032	0,018	0,136
Residuo industrial voluminoso	0	0	2,793
Neumáticos	0	0	0,026
Chatarra	0,48	0	0,015
Cartón	15,269	7,789	7,277
Poda	20,22	18,96	14,3
Escombro	3,54	4,4	0
Residuo asimilable a urbano	3,6	3,1	1,04
Total residuos toneladas	44,464	34,931	27,078
Total kg/estancia	0,272	0,214	0,166

As for waste, in 2019 44 tons of waste have been managed. As you can see, in terms of plastic and metal containers green dots and urban waste (rest) are collected by the city council and no data is available. In 2022, internal weighing will be implemented to determine what percentage of waste goes to recycling and which goes to landfill.

The hotel follows the policy of the Hipotels Chain, of reducing plastic, which is why single-use plastic has been eliminated. This 2022 the use of dispensers is implemented instead of individual amenities.

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2022-2024



REDUCE CONSUMPTION COMPARED TO AVERAGE (233.L/STAY) BY WATER 1% TO THE 2017

- Continue with good practices / sensitize staff
- Swap bathtubs for showers
- Do leak control with an external company
- Put push buttons on pool showers
- Public baths with push buttons

REDUCE ELECTRICITY CONSUMPTION BY 1% WITH RESPECT TO THE AVERAGE OF 2017 (10.95 Kw/h STAY)

- Continue with good practices / sensitize staff
- Installation of photovoltaic panels
- Install sensor for automatic air conditioning shutdown
- Adjust and control schedules of ignition of machinery and lighting in restoration

STAFF OBJECTIVES

- Semi-annual meetings with all the staff of each department to know needs, present proposals and assess the results at the end of the year
- Prepare a work environment survey, and establish a plan of improvement actions based on the basis of the results
- Christmas baskets for employees
- Agreement with the ULPGC/EUTL for study internships
- Gas group participation
- Sustainable Accommodation Group
- Integration of people with disabilities
- Collection of money for the animal protection
- Promotion of local culture and gastronomy (Canarian night)
- Spanish Classes

SOCIAL PERFORMANCE ACTIONS INDICATORS



COMMITMENT ON HUMAN RIGHTS AND LOCAL COMMUNITIES OF HIPOTELS

- ✓ To create working environments where trust and respect for people's dignity, cordiality and teamwork prevail.
- ✓ HIPOTELS does not tolerate any form of harassment based on any feature protected by law. Hipotels seeks to guarantee equal opportunities and is committed to providing the means to assist all staff in their professional and personal development. Likewise, no discrimination is permitted on the grounds of race, colour, nationality, religious, political or trade union ideas, sex, marital status, age, disability or family responsibilities. Working towards the integration of the diversity and complexity of its human resources, while ensuring the collective application of the same internal regulations.
- ✓ To contribute positively to the development of the local communities where it operates, carrying out social actions to improve the quality of life, and to make respect the value of the culture and local traditions, acting as transmitters towards the customers of HIPOTELS.
- ✓ Relate to suppliers of goods and services in an ethical and legal manner; Every supplier must comply with the regulations in force.
- ✓ Ensure the protection and safety of minors in all activities and facilities.

SOCIAL PERFORMANCE ACTIONS INDICATORS



Programa Social Externo



- We carry out actions in annual programming within the GAS group - Sustainable Accommodation Group-, Collaboration with charitable associations, activities in environmental education through the Biosphere Reserve Group, as well as activities with the teaching community - University of Las Palmas de Gran Canaria and Lanzarote and Professional Training Centre Zonzamas in Lanzarote-.
- Participation in Rethink hotel and Habitat Futura as speakers. Collection of solidarity caps.
- Participation in the collection of toys in the Christmas campaign in favour of Cáritas.

Programa Social con el Personal



- Staff meetings and work climate surveys are conducted.
- CHRISTMAS BASKETS: These are given to all workers. a basket of Christmas products.
- Joint Christmas dinners in the two hotels of the chain on Lanzarote (Hipotels La Geria and Hipotels Natura Palace) and a minimum of two meals a year for the heads of department and management of the hotel.

DESEMPEÑO SOCIAL

ACCIONES

INDICADORES



Staff Ratios:

	Mujer	Varón	SUMA
2015	47	52	99
2016	47	58	105
2017	50	60	110
2018	49	59	108
2019	53	59	112
2020	46	48	94
2021	45	45	89

Types of contract:

			EVENTUALES		FIJOS	
	Mujer	Varón	Mujer	Varón		
2015	19	20	39	28	32	60
2016	19	25	44	28	33	61
2017	25	27	52	25	33	58
2018	23	26	49	27	33	60
2019	26	27	52	28	32	60
2020	18	16	34	28	32	60
2021	18	14	31	27	31	58

Internal Promotions:

INTERNAL PROMOTIONS				
YEAR	Mujer	Varón	Suma	
	2015	1		1
	2016	1	1	2
	2017		1	1
2015	2018	1	1	2
2016	2019	1	4	5
2017	2020	1		1
2018	2021	1		1

Nationalities:

	ESPAÑOLA	EXTRANJEROS
2015	73,64%	26,36%
2016	71,18%	28,82%
2017	73,19%	26,81%
2018	75,67%	24,33%
2019	75,01%	24,99%
2020	72,99%	27,01%
2021	72,27%	27,73%

- There is no discrimination based on sex, staff are promoted according to training and permanent employment is encouraged.

DESEMPEÑO SOCIAL ACCIONES INDICADORES



Premio
Holidaychack
2015

The successes are celebrated jointly with the staff and they are made participants, since it is the result of everyone's work



Working
Women's Day
2019

We value and take into account the daily effort



Retirement of
Governor

Joint celebration of the retirement of Governor Maria Lasso after 30 years of dedication



Children's
Drawing
Contest

Organized by "Sustainable Accommodation Group"



School Visit
Colegio de
Tías

Organization of cultural visit to the hotel, in which the main topic was the protection of the environment, as well as the measures carried out in the hotel



2000 Likes

Celebración conjunta con el personal del hotel de 2000 Likes en Facebook, a los que todos son partícipes del resultado

SOCIAL PERFORMANCE ACTIONS INDICATORS



COLLABORATION WITH ASSOCIATIONS

PLAN DE ACCIÓN 2019
<ul style="list-style-type: none"> • Divulgación Sostenibilidad: distribución de material informativo orientado a la naturaleza y sostenibilidad de la isla de Lanzarote, el Decálogo Turistas (Reserva Biosfera).
<ul style="list-style-type: none"> • Divulgación Sostenibilidad animación hotel mini club
<ul style="list-style-type: none"> • Divulgación Colegios XI Concurso 2019: se propone nuevo tema para este año, "César Manrique" coincidiendo con el Centenario del nacimiento del artista. Aprobado por unanimidad.
<ul style="list-style-type: none"> • Divulgación-educación visita de os alumnos de los CEIP e IES
<ul style="list-style-type: none"> • Responsabilidad social corporativa: Entrega de tapones solidarios (dic2018).
<ul style="list-style-type: none"> • Sostenibilidad/ sector primario: convenio con el DO de Lanzarote, en el que se incluya acciones de promoción, degustación, catas vinos DO de Lanzarote en los Alojamientos Sostenibles. También se propone incluir los Quesos.
<ul style="list-style-type: none"> • sostenibilidad y eficiencia energética: nueva plataforma del ITH iSave, es una herramienta online para el auto-diagnostico en sostenibilidad y eficiencia energética del hotel. Así mismo en las visitas CIDE, Arisalia informará de dicha herramienta.
<ul style="list-style-type: none"> • RSC/ Caritas: la campaña de juguetes.
<ul style="list-style-type: none"> • medio ambiente / residuos / plástico: puesta en común buenas prácticas y se continuará poniendo en común proveedores, y se elaborará batería de buenas prácticas y marcar un objetivo de reducción.
<ul style="list-style-type: none"> • Turismo Sostenible: en este aspecto, con el objeto de visibilizar el GAS, se ha solicitado a SPEL la inclusión del link de la web del Gas en www.turismolanzarote.com. Y nos informen de las acciones de marketing / promoción de Turismo Sostenible.
<ul style="list-style-type: none"> • Turismo Sostenible: con el objeto de fomentar sinergias con empresas de turismo sostenible, y ofrecer a los turistas/clientes nuevas experiencias sostenibles.
<ul style="list-style-type: none"> • FORMACIÓN: Además también se acuerda organizar formación futura de curso de RSC.

SOCIAL PERFORMANCE ACTIONS INDICATORS



COLLABORATION WITH THE TEACHING COMMUNITY

- ✓ COLLABORATION WITH THE UNIVERSITY. VISITS AND PRACTICES OF STUDENTS.
- ✓ COLLABORATION WITH ZONZAMAS PROFESSIONAL TRAINING CENTER. VISIT AND PRACTICES OF STUDENTS.
- ✓ ANNUAL PROGRAMMED ACTIVITIES WITHIN THE “GAS” (SUSTAINABLE ACCOMMODATIONS GROUP).
- ✓ BIOSPHERE RESERVE CLUB

PROMOTION OF OUR CULTURE AND FOLCLORE

- ✓ Gala Canaria dinner every Tuesday with live music in the dining room.
- ✓ Workshops of activities within the entertainment program (Aloe Vera and gastronomic workshop of Mojos Canarios).
- ✓ Training / participation in Club "Biosphere Reserve".
- ✓ Folklore singing group on Tuesdays during Gala Dinner.
- ✓ Photograph of clients with staff with typical Canarian costumes once a week.

SOCIAL PERFORMANCE ACTIONS INDICATORS



OBJECTIVES REGARDING THE LOCAL COMMUNITY

- ✓ Hotel La Geria is a hotel integrated in the local community in which it operates, this integration is carried out through collaborations and participations in different social actions and improvements in the well-being of its environment along with the care of the environment, thus promoting, greater opportunities for economic and social development, as well as encouraging and prioritizing the hiring of local people.
- ✓ INFORMATION is provided for customers about RESPONSIBLE TOURIST
- ✓ Training is provided to personnel, on the protocol of PROTECTION OF THE MINOR of Hipotels, and Hipotels It has an ethical code
- ✓ We carry out actions within the GAS group - Sustainable Accommodation Group -, Collaboration with charities, environmental education activities - Biosphere Reserve - activities with the teaching community - University and Vocational Training -
- ✓ Participation in Rethink hotel and Habitat Futura as speakers
- ✓ We promote our culture and folklore - Canarian Gala with music every Tuesday-.
- ✓ Cultural activities within the entertainment program.