
HIPOTELS NATURA PALACE SUSTAINABILITY REPORT 2015-2021



Hipotels Natura Palace

MARCH 2022

MANAGEMENT STATEMENT



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

PRESENTACIÓN, OBJETIVOS Y ALCANCE



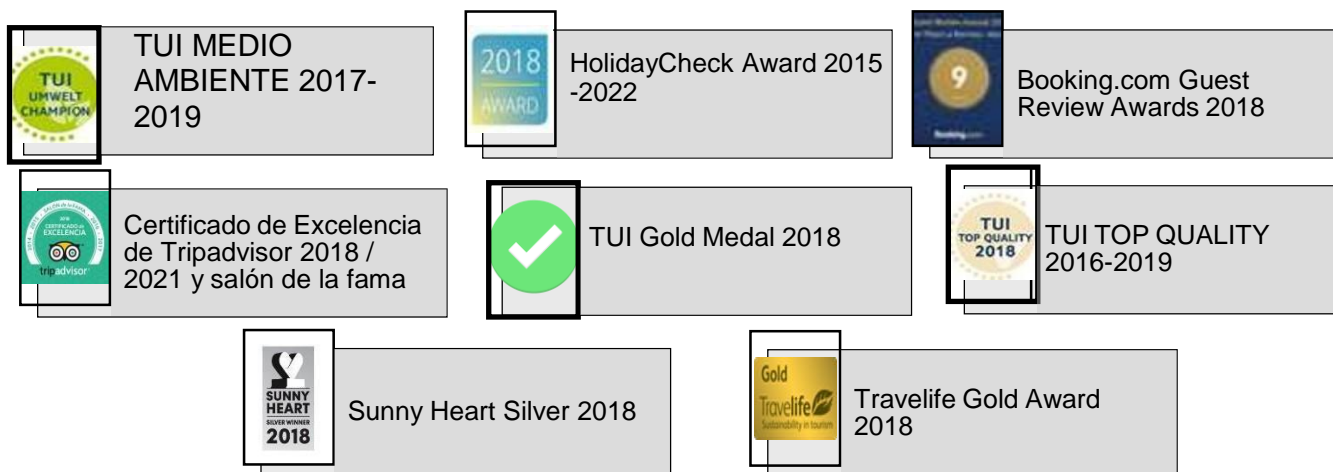
We present the 2015-2021 sustainability report of Hotel Hipotels La Geria which reports on social and environmental performance. The objectives of this report are:

- 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.naturapalace@hipotels.com

PREMIOS DE CALIDAD Y SOSTENIBILIDAD



ENVIRONMENTAL PERFORMANCE

2015-2021 GOALS



Programa de Ahorro y consumo de agua



- Instalación sistema de riego por goteo en 2015
- Mayor concienciación a los clientes mediante prácticas como cambio de toallas de piscina según necesidad, etc.
- Formación de buenas prácticas y sensibilizar al personal en materia medioambiental.
- Mayor control del consumo diario mediante la instalación de contadores específicos de las zonas de mayor consumo del hotel.
- Aviso inmediato de averías por parte de los SSTT y Pisos. Se entregarán Pda's y Tablets de gestión.
- Cambio de bañera por plato ducha en las habitaciones.

Programa de Ahorro de Energía



- Formación de buenas prácticas y sensibilizar al personal en materia medioambiental.
- Instalación Sensores Presencia" en Baños comunes
- Instalación progresiva de iluminación LED y bajo consumo
- Cambio de sistema de climatización más eficiente
- Controlar el consumo diario.
- Revisar y modificar horarios de alumbrado del hotel mediante temporizadores, según necesidad según hoja de gestión 2022 mostrada
- Instalación de Placas Fotovoltaicas 2022

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



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



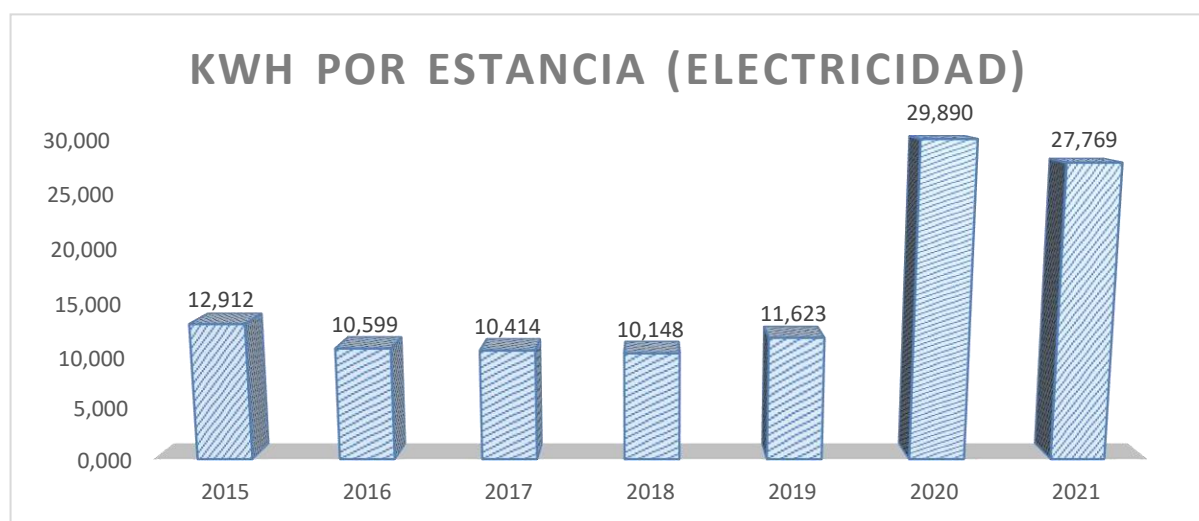
- Re-use of paper.
- Use of paper drink sticks.
- Reuse of bottles and other materials (paper, glass, etc.) for Miniclub crafts.
- Use of chemical dispensers in the cleaning department through the use of unique containers, providing a longer shelf life for the container.

ENVIRONMENTAL PERFORMANCE 2015-2021 GOALS



IMPORTANT ASPECT OF PERFORMANCE RESULTS

It is important to note that the data for 2020 and 2021 are not representative, since the opening time in 2020 was 1 month, and in 2021 6 months, with a very low occupancy given the context of COVID19. In addition, the hotel facilities, such as the pool and engines, irrigation and some machinery have been in operation all year round.



ENVIRONMENTAL PERFORMANCE 2015-2021 GOALS



REDUCE ELECTRICITY CONSUMPTION COMPARED TO 2017 BY 1%.

Value 2017: 10.41 kWh/stay

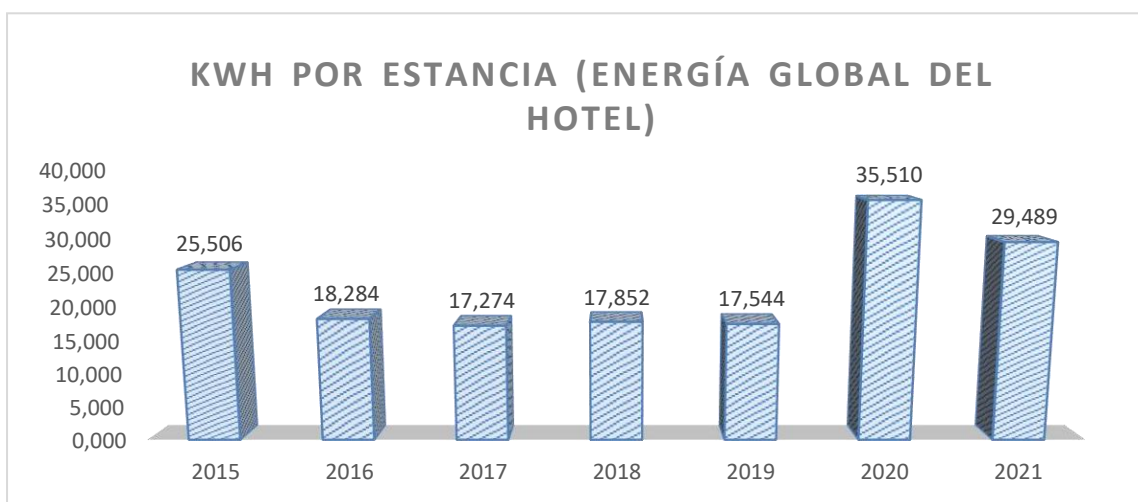
In 2018, alarms have been installed in cold rooms.

In 2019 we have continued with good practices / sensitize staff and it has been achieved 11.62 kwh/stay. Very positive data considering the greater use of air conditioning due to the heat wave. The luminaire that consumes the most is being replaced by a more efficient one in the public areas and we will finish in 2022.

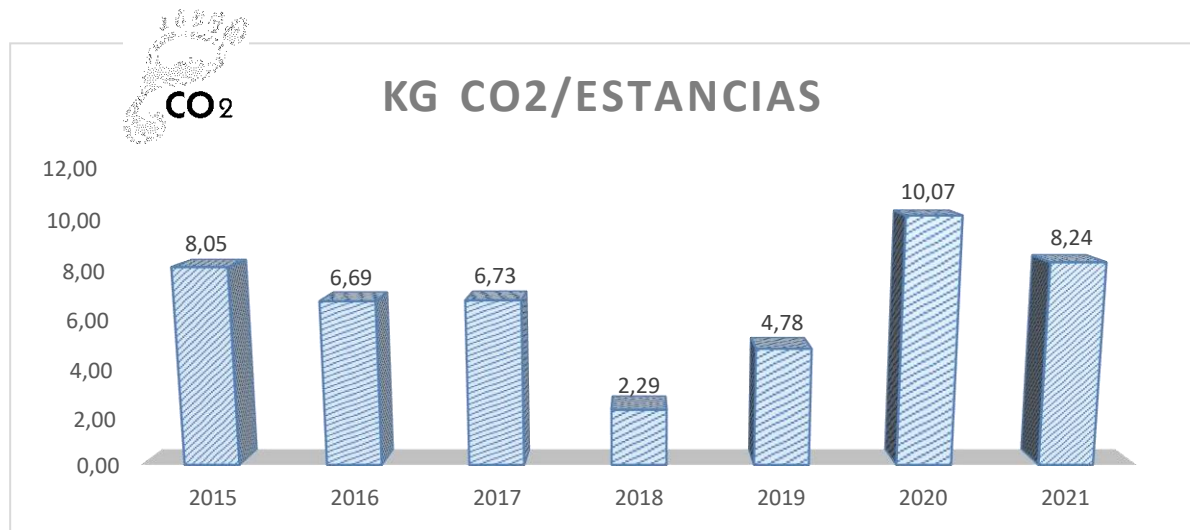
The data for 2020 and 2021: 29.89 and 27.76 are not representative due to COVID causes.

We want to continue with the objective of reducing electricity with the installation of photovoltaic solar energy.

The installation is completed on 15/03/2022 with the management program Sunny portal by ennexos. Being the data to November of a self-consumption of 87%



ENVIRONMENTAL PERFORMANCE 2015-2021 GOALS



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

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

ESTANCIAS	163216	188781	177542	171479	167411	38461	70297
	2015	2016	2017	2018	2019	2020	2021
CONSUMO DE GAS KG	162747,000	114880,000	96426,000	104607,000	78483,000	17112,000	9569,000
kWh/estancia	12,594	7,686	6,860	7,705	5,921	5,619	1,719
kg/estancia	0,997	0,609	0,543	0,610	0,469	0,445	0,136
ENERGÍA ELETTRICA kWh	2107461,000	2000822,000	1848939,000	1740130,000	1945752,000	1149612,000	1952103,000
energía eléctrica /estancia	12,912	10,599	10,414	10,148	11,623	29,890	27,769
Consumo de agua m3	49005,000	43337,000	39490,000	38064,000	43551,000	19857,000	17865,000
estancia	300,246	229,562	222,426	221,975	260,144	516,289	254,136
Consumo de productos de limpieza					9760,400	3340,000	3684,000
litros estancia	0,000	0,000	0,000	0,000	0,058	0,087	0,052
kWh totales enegéticos en el hotel	4162955,610	3451756,400	3066799,380	3061316,410	2936992,290	1365736,560	2072959,470
kWh energía global hotel/estancia	25,506	18,284	17,274	17,852	17,544	35,510	29,489

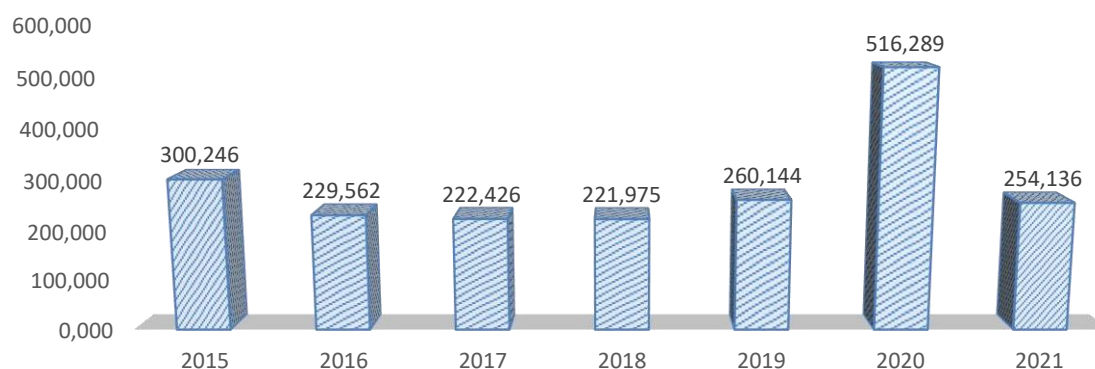
ENVIRONMENTAL PERFORMANCE 2015-2021 GOALS



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	6,69	6,73	2,29	4,78	10,07	8,24

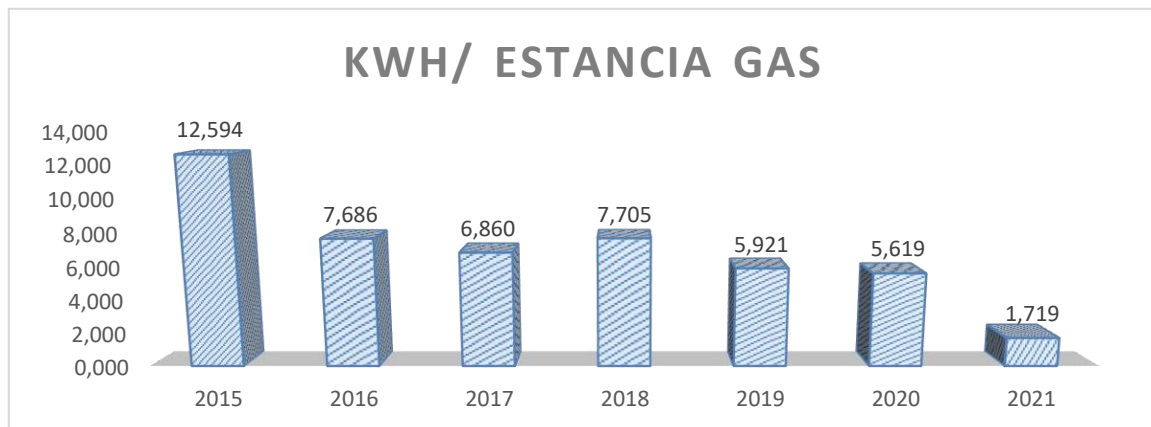
LITROS POR ESTANCIA



OBJECTIVE: TO REDUCE WATER CONSUMPTION
. 1% COMPARED TO THE AVERAGE FOR 2019

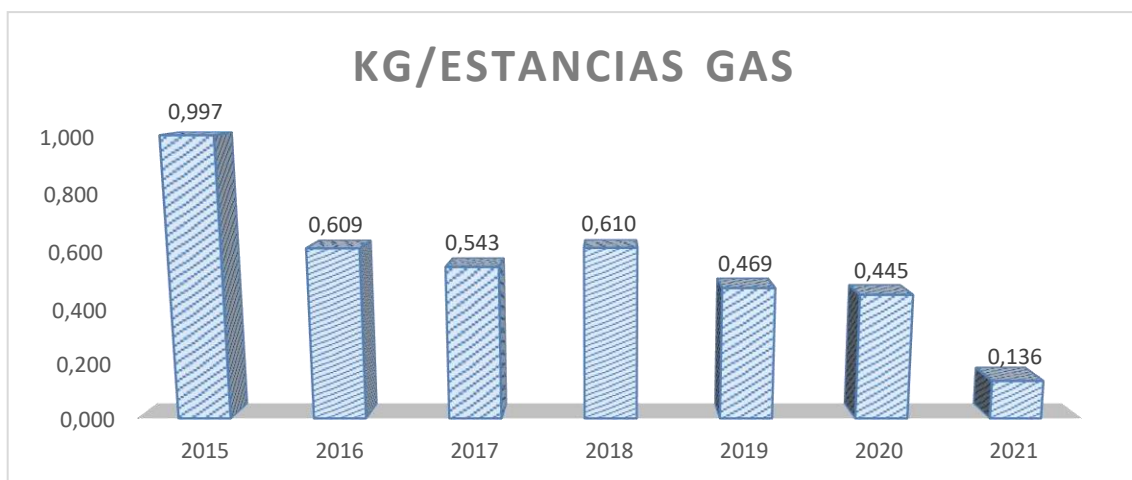
We continue with the daily consumption controls. We continue with the replacement of flow reducers. In 2020 and 2021 the hotel was closed and almost closed (see stays), but the maintenance of swimming pools and gardens continued.

ENVIRONMENTAL PERFORMANCE 2015-2021 GOALS



As for Propane Gas, it is used for cooking and support for heating domestic hot water.

From 2015 to 2019 you can see the reduction per stay due to the exhaustive monitoring and application of good environmental practices.



We will continue along these lines.

SOCIAL PERFORMANCE ACTIONS



As for the consumption of cleaning products, excluding pool maintenance products, the trend is positive and the data have been progressively declining.

Concentrated products and dissolving plants are used to minimize consumption. The following waste data table details the manager, description and annual values.

SOCIAL PERFORMANCE ACTIONS



	2019	2020	2021
estancias	167411,0000	38461,0000	70297,0000
papel/cartón toneladas	19.634,00	1.544,00	10.857,00
envases plásticos y metálicos	11.579,00	954,00	5.848,00
envases de vidrio		10,66	13,10
LOZA+ Cristales	4.500,00	1.241,00	1.253,00
RSU	19.460,00		
metales			610,00
MADERA	6.140,00	2.580,00	
PODA	36.280,00	27,78	62.240,00
aceite vegetal kg	1.330,00	220,00	465,00
aerosoles kg	20,00	222,00	29,00
envases contaminados kg	844,00	14,00	1.152,00
toner kg	47,00	6,00	14,00
fluorescentes y luces	26,00	7,00	23,00
residuos eléctricos	37,00	19,00	14,00
TTL KG	99.897,00	6.845,44	82.518,10
total KG/estancia	0,60	0,18	1,17

As for plastic and metal containers, green points and urban waste (rest) are collected by the city council and no data is available.

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.

SOCIAL PERFORMANCE ACTIONS



ENVIRONMENTAL PERFORMANCE OBJECTIVES 2022-2024

REDUCE WATER CONSUMPTION TO 250 L / STAY by 2023

Continue with good practices / sensitize staff
Do leak control with external company
Put pushbuttons in pool showers
Public bathrooms with double discharge buttons

REDUCE ELECTRICAL ENERGY CONSUMPTION

Target value: 10.73 kWh/stay by 2023

- Continue with good practices / sensitize staff
- Installation of photovoltaic panels.
- Completed in m3 2022
- Adjust and control schedules of ignition of machinery and lighting in restoration
- System shown to the auditor.

OBJECTIVES SCOPE

- Biannual meetings with all the staff of each department to learn about needs, present proposals and evaluate the results at the end of the year
- Prepare a survey of work environment, and establish a plan of improvement actions based on the bases of the results
- Christmas baskets for Employees
- Agreement with the ULPGC/EUTL for student internships
- Agreement with schools
- Dual Training
- Integration of people with disabilities
- Raising money for animals
- The protection of animals
- Promotion of local culture and gastronomy (Canarian night)
- Spanish classes

SOCIAL PERFORMANCE ACTIONS



COMMITMENT TO HUMAN RIGHTS AND LOCAL COMMUNITIES OF HIPOTELS

- ✓ Create work environments where trust and respect for the dignity of people, cordiality and teamwork effort prevail. HIPOTELS does not tolerate any form of harassment based on any characteristic protected by current laws.
- ✓ Hipotels tries to guarantee equal opportunities and is committed to putting the means to help the entire workforce to their professional and personal development; Likewise, no discrimination based on race, color, nationality, religious, political or trade union ideas, sex, marital status, age, disability or family responsibilities is allowed.
- ✓ Work for the integration of the diversity and complexity of their human resources, while ensuring the collective application of the same internal regulations.
- ✓ Contribute positively to the development of the local communities where it operates, carrying out social actions to improve the quality of life, and ensure respect for the value of local culture and traditions, acting as transmitters to HIPOTELS customers.
- ✓ Interact with suppliers of goods and services in an ethical and lawful manner; All suppliers must comply with current regulations.
- ✓ Ensure the protection and safety of minors in all activities and facilities.

SOCIAL PERFORMANCE ACTIONS



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 Vocational Training Zonzamas Centre 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 favor of Caritas.



Programa Social con el Personal

- Meetings with staff and work climate surveys are held.
- CHRISTMAS BASKETS: They are given to all workers. A basket with Christmas products.
- Joint Christmas dinners of the 2 hotels that the Chain has in Lanzarote (Hipotels La Geria and Hipotels Natura Palace) and a minimum of 2 meals a year for the heads of department and management of the hotel.

DESEMPEÑO SOCIAL ACCIONES INDICADORES



Nombre Centro Trabajo										
HOTEL NATURA PALACE										
			EVENTUALES			EVENTUALES	FIJOS		FIJOS	SUMA
	Mujer	Varón	SUMA	Mujer	Varón		Mujer	Varón		
2019	65	70	135	30	39	69	35	31	66	135
2020	56	51	107	24	21	45	32	30	62	107
2021	51	47	99	20	16	36	31	31	62	99

There is no discrimination on the basis of sex, staff are promoted according to training and permanent work is encouraged.

	ESPAÑOLA	EXTRANJEROS	Suma:	
2019	85	54	139	
Porcentaje:	60,86%	39,14%		100,00%
2019				
2020	64	46	110	
Porcentaje:	58,33%	41,67%		100,00%
2020				
2021	60	40	100	
Porcentaje:	60,09%	39,91%		100,00%
2021				
			349	

DESEMPEÑO SOCIAL

ACCIONES

INDICADORES



Nombre Centro Trabajo					
HOTEL NATURA PALACE					
				Mujer	Varón
2019	12662	RODRIGUEZ MUÑOZ, ALBA SOFIA	AYUDANTE DE COCINA	1	
	13533	GOMEZ OUBIÑA, MARIA CRISTINA	AYUDANTE DE CAMARERO /A	1	
	16452	MARTINEZ FERREIRA, JUAN JOSE	AYUDANTE DE CAMARERO /A		1
	16570	ANDRADE FERNANDEZ, JOSE LUIS	JEFE /A DE SECTOR		1
	17778	CALVEIRA MEDEROS, SERGIO SANTIAGO	AYUDANTE DE CAMARERO /A		1
	18099	CAMPAÑA CALVO, JESSICA	AYUDANTE DE CAMARERO /A	1	
	8092	SUAREZ PAZOS, DIEGO	2 JEFE /A DE COMEDOR		1
	8903	MARTIN , JESSICA BARBAR	AYUDANTE DE CAMARERO /A	1	
	8903	MARTIN , JESSICA BARBAR	CAMARERO /A	1	
2019		8		4	4
2020	12662	RODRIGUEZ MUÑOZ, ALBA SOFIA	AYUDANTE DE COCINA	1	
	16570	ANDRADE FERNANDEZ, JOSE LUIS	JEFE /A DE SECTOR		1
	18099	CAMPAÑA CALVO, JESSICA	AYUDANTE DE CAMARERO /A	1	
	7205	DONG , ZUNBO	COCINERO /A		1
	8092	SUAREZ PAZOS, DIEGO	2 JEFE /A DE COMEDOR		1
2020		5		2	3
2021	12662	RODRIGUEZ MUÑOZ, ALBA SOFIA	COCINERO /A	1	
	16570	ANDRADE FERNANDEZ, JOSE LUIS	JEFE /A DE SECTOR		1
	18099	CAMPAÑA CALVO, JESSICA	AYUDANTE DE CAMARERO /A	1	
	7205	DONG , ZUNBO	COCINERO /A		1
	8092	SUAREZ PAZOS, DIEGO	2 JEFE /A DE COMEDOR		1
2021		5		2	3

DESEMPEÑO SOCIAL ACCIONES INDICADORES



Premio
Holidaycheck
2022

Celebration with the staff



Día de la

Successes are celebrated jointly with the staff and involved in them, as it is the result of everyone's work.

We value and take into account the daily effort.

mujer
trabajadora
2022



Organized by "Sustainable Accommodation Group with the two hotels"



2000 Likes

Joint celebration with the hotel staff of 2000 Likes on Facebook, to which everyone is part of the result



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 STUDENT INTERNSHIPS.**
- **COLLABORATION WITH ZONZAMAS VOCATIONAL TRAINING CENTER. VISIT AND STUDENT INTERNSHIPS. BOTH DUAL AND PRACTICAL TRAINING.**
- **ACTIVITIES PROGRAMMED ANNUALLY WITHIN THE "GAS" SUSTAINABLE ACCOMMODATION GROUP. BIOSPHERE RESERVE CLUB**
- **STUDENTS IN INTERNSHIPS OF THE ACADEMIES: AKACENTER, ESACAN.**

PROMOTION OF OUR CULTURE AND FOLKLORE

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

SOCIAL PERFORMANCE ACTIONS INDICATORS



OBJETIVOS CON RESPECTO A LA COMUNIDAD LOCAL

- ✓ Hotel Natura Palace is a hotel integrated into the local community in which it operates, this integration is carried out from 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 TOURISTRESPONSIBLE
- ✓ Training is provided to staff, on the protocol of PROTECTION OF THE MINOR of Hipotels, and Hipotels It has a code of ethics
- ✓ We carry out actions within the GAS group -Sustainable Accommodation Group-, Collaboration with charitable associations, environmental education activities -Biosphere Reserve- activities with the teaching community- University and Vocational Training-
- ✓ Participation in Rethink hotel and Habitat Futura as speakers.
- ✓ Promotion of our culture and folklore
- ✓ Cultural activities within the animation program.