

Sustainability Policy

Hoteles Santos 
SOSTENIBILIDAD Y RSC

1. Introduction

At Hoteles Santos, we understand sustainability as a comprehensive commitment to the environment, society, and good governance.

As a family owned hotel chain with a presence in Spain's main destinations, our objective is to strengthen our relationship with the **community** and to preserve and protect the **environment** in the destinations where we operate. This commitment is based on strong corporate **ethical values** focused on ensuring the satisfaction not only of our guests, but also of our employees, suppliers, and owners.

2. Area of Application

This policy applies to all Hoteles Santos properties and operations, including collaborators, suppliers, and strategic partners.

3. Guiding Principles

- Responsibility and ethics in all our decisions.
- Transparency with our stakeholders.
- Continuous improvement in environmental, social, and economic sustainability.
- Regulatory compliance and alignment with the Sustainable Development Goals.

4. Environmental Commitments

- Use of 100% renewable energy in all hotels, with on site solar installations.
- Reduction of CO2 emissions through energy efficiency, electric mobility, and upgrading of air conditioning systems.
- Efficient water management through saving and reuse technologies.
- Progressive elimination of single use plastics and promotion of reusable products.
- Minimisation of food waste and promotion of local products through the Sustainable Corner initiative.
- Circularity policy to extend the life cycle of furniture and equipment.

5. Social Commitments

- Promotion of equal opportunities, diversity, and inclusion.
- Majority of staff employed under permanent contracts, 78%, and gender balance, 49% women and 51% men.
- Support for work life balance and employee wellbeing.

- Collaboration with NGOs and foundations such as Prodis, SEUR, Ronald McDonald, and Rastro Solidario, among others.
- Workplace integration of people with disabilities through suppliers such as Ilunion.
- Ongoing staff training, 996 hours in 2024, and internal promotion.

6. Economic Commitments

- Support for local development through the hiring of regional suppliers and sourcing of local products.
- Participation in certifications such as Ecostars and SICTED, among others.
- Promotion of innovation and youth entrepreneurship by supporting start ups.
- Responsible and efficient management of financial and material resources.

7. Governance and Ethics

- Whistleblowing channel and zero tolerance policies for discriminatory or abusive behaviour.
- Codes of conduct and internal policies ensuring fair and safe working conditions.
- Continuous evaluation of sustainable performance through indicators and audits.

8. Training and Awareness

- Awareness programmes for guests, for example voluntary change of bed linen and towels.
- Paper free culture through the use of digital media and recycled paper.
- Internal training on sustainability, recycling, and energy efficiency.

9. Review and Monitoring

This policy will be reviewed annually by the Sustainability and CSR Committee of Hoteles Santos in order to adapt it to technological, regulatory, and social developments.

Sofía Alonso

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HOTELES SANTOS