

HOTEL CSR & SUSTAINABILITY QUESTIONNAIRE

General

Question	Answer
Do you have a sustainability policy document?	YES
Please provide a link to where a current and regularly updated policy will be stored	<u>Presentación de PowerPoint</u>

Energy & Water Use

Question	Answer
Are you using a green energy tariff to supply energy?	Yes, all our electricity comes from 100% sustainable sources
Do you have a policy document outlining how your hotel will conserve and save water and energy?	We have carried out ongoing actions, which you can consult in our sustainability report
Please provide a link to where a current and regularly updated policy will be stored	<u>Presentación de PowerPoint</u>
Do you provide bulk water stations or fountains?	Yes, we use water fountains in the hotel's indoor areas for staff, and also in some outdoor areas whenever possible

Waste Minimisation

Question	Answer
Do you have a recycling programme to recycle glass, aluminium, plastic and paper/cardboard?	YES
Please provide evidence to show your recycling performance for the last two years	Implementation is underway at all our hotels. Should you wish to know the results for a particular property, do not hesitate to get in touch with us.

Do you have a policy outlining how your hotel is minimising all single use materials?	We have carried out ongoing actions, which you can consult in our sustainability reports
Is a policy in place to minimise paper usage across the hotel?	YES
Do you donate leftover, unserved food?	YES
Have you eliminated any polystyrene (Styrofoam) containers or cups in all banquet or take-out service?	YES
Do you use a food waste removal service that can provide facilities for anaerobic digestion or renewable energy?	Yes, we work in partnership with the organization Aceite Solidario, donating our used cooking oil to be converted into biodiesel. The proceeds are used to support the Prodis Foundation.

Food

Question	Answer
Are locally grown and organic foods and products purchased/sourced wherever possible and affordable?	YES
What is your definition of locally grown i.e. within how many miles?	20 km
Do you have a policy to promote plant based options on all your menus?	NO, but we are working on having vegan dish options on all our menus
Is seafood offered that is in accordance with responsible guidelines such as MSC or GSSI?	YES

Environmental Purchases

Question	Answer
Are environmentally responsible cleaning and fertilisation products used?	YES

Staffing and Social Responsibility

Question	Answer
Do you have a team or individual who is responsible for reviewing your CSR and sustainability strategy?	YES
Please provide the name and contact details of that person or team manager	SOFIA ALONSO NAVA Sofia.alonso@hsantos.es
Are there established policies and practices to promote inclusion, diversity and fairness among employees?	YES
Are you able to provide information about ethical purchases, including labour practices and animal welfare?	YES
Does your hotel provide support to the local community by providing volunteers or financial donations?	NO
Please provide examples of where you have made a positive impact on the local community	At Hoteles Santos, we believe in the value of supporting what's close to home. That's why we give priority to local businesses as our main suppliers of both products and services. We also actively promote local employment and encourage young entrepreneurs who are launching startups connected to our industry. Through these actions, we aim to contribute to the sustainable growth of the communities that welcome us

Measurement

Question	Answer
Do you measure the effectiveness of your sustainable policies?	Due to the recent implementation of several measures, we are currently in the process of establishing KPIs to collect, compare, and analyze the data

If you are measuring the effectiveness of your sustainable policies, please list how, and include any pertinent metrics

Local Projects

Question

Answer

Does your hotel participate in any projects that benefit the local community or environment?

Wherever we are located, Hoteles Santos collaborates with both public and private organizations with the aim of enhancing the destination and promoting sustainable growth

Do you offer guests or groups the opportunity to take part in activities that have an environmental benefit?

YES

Please use this section to provide further details of these activities

We invite our guests to take part in the sustainable practices implemented across our hotels. Among these initiatives, we highlight our "Sustainable Leaf" program, which encourages guests to opt out of daily linen and/or towel changes to help conserve water and energy. We also promote the use of electric vehicles by offering charging stations at our facilities, encourage the consumption of filtered water in our restaurants, and actively support waste recycling. In addition, we collaborate with various local and national organizations to further strengthen our commitment to sustainability.