



Up for

Planet & People

MINOR
HOTELS

MINOR HOTELS EUROPE & AMERICAS



“I may not envision Minor International to be the largest hospitality company, but we will remain a smart, pragmatic and sustainable company.”

WILLIAM E. HEINECKE
FOUNDER & CHAIRMAN, MINOR INTERNATIONAL



Up for *Planet & People*

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“All Minor hotels participate in eco-friendly and community initiatives, thereby enhancing the social and environmental surroundings of each retreat. We’ll continue to foster the socially responsible mindsets of our people, as well as ingrain sustainability into our growth strategies, day-to-day business operations, processes and culture.”

DILLIP RAJAKARIER
GROUP CEO, MINOR INTERNATIONAL
CEO, MINOR HOTELS



“At Minor Hotels, we believe that sustainability is not just an option, but an essential part of creating real and lasting value. Our strategy is based on the conviction that every decision matters, from how we operate our hotels to how we engage with our stakeholders, communities and the environment. We embrace this commitment responsibly, striving to improve every day.”

GONZALO AGUILAR
CEO, MINOR HOTELS EUROPE &
AMERICAS

Our Mission

Wherever we are, we strive to have the most positive economic, social and environmental impact.

MINOR
HOTELS

Up for
Planet & People

Minor Hotels Europe & Americas

Our Vision

Whenever we identify an opportunity to develop Up for Planet & People initiatives, we will commit to contribute meaningfully in line with our sustainable hospitality mindset.

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Our Culture

01. Our priority is to deliver memorable experiences to our guests.
02. We are proud to serve.
03. We strive to be the best, even if we are not the biggest.
04. We are all responsible for our results.
05. We care for our people.
Our people care for our guests.
06. We are active in the communities where we live.
07. We are young minded.
08. We enjoy what we do... and we do all this with a smile!

Our Guiding Principles

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Sustainable Growth

Combine company-wide best practices with careful consideration of environmental factors and the communities' interest to promote responsible tourism.



Innovation

Promote the exchange of ideas and best practices between properties to enhance the best experience and continue to demonstrate industry leadership.



Leadership

Ensure progress by building a sustainable supply chain through long-term partnerships with our key stakeholders: suppliers, business partners and customers.



Equal Opportunities

Invest in development programs designed to nurture talent and future leaders, from within the organization as well as the community at large, promoting diversity and inclusion.

Our Guiding Principles

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Responsible Governance

Practice good corporate governance by instilling a responsible business culture and focusing on ethics and integrity.



Ownership Mentality

Turn the personal commitment of our company, team members and guests into actions to capture the full potential of sustainability efforts.



Resource Efficiency

Reduce the negative impact of our operations by efficiently utilizing natural resources and minimizing waste and emissions.



Culture

Offer opportunities for local suppliers, promote local cultural awareness amongst our guests and integrate local culture into everyday experiences.



Our Brands' Decalogue and Main Pillars

OUR ENABLERS



Planet

01. Products – Hotel buildings

Battle against climate change and progress towards decarbonisation, minimising our environmental footprint while developing more sustainable hotels through building renovations.

02. Processes – Operational Standards

Manage resources carefully with a '4R' approach: Reduce - Reuse - Recycle Replace, while offsetting residual footprint.

03. Purchasing

Strengthen our sustainable value chain, prioritising key partnerships, local suppliers and responsible organisations.



Performance

07. Compliance

Leading position in industry standards (TCFD, SBT, S&P..) and actively communicate with stakeholders, disclosing information swiftly and transparently.

08. Certifications & Endorsements

Transformative ESG experiences and solutions endorsed by leading independent expert partners, relevant for our stakeholders.



People

04. Employees

Promote a responsible culture for our teams, fostering diversity, ethics and wellbeing.

05. Customers

Provide excellent service through innovative sustainable solutions, while educating and actively involving customers in our projects and commitments.

06. Communities

Support our key partners, creating positive social and environmental impact on the local communities where we are present.



Partnerships

09. Industry, Governmental & NGOs

Leading role fostering partnerships and hospitality networks.

10. Education & Media

Supportive role for universities & mass-media, providing educational content and nurturing key partnerships.

Pillar One: Planet

Up for
Planet

NH Ribera del Manzanares, Spain
BREEAM, ISO 14001 & ISO 50001 certified



Pillar One: Planet

Focus

11 SUSTAINABLE CITIES AND COMMUNITIES



Contribution

6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



17 PARTNERSHIPS FOR THE GOALS



Minimizing impact of our presence to the environment and the surrounding communities, from design, construction, operations, and renovation. Driving our efforts through the reduction, reuse, and recycle of natural resources such as water and energy, as well as discharges such as greenhouse gas, and replacement of existing materials with more environmental-friendly, sustainable and innovative alternatives.



Pillar One: Planet

Workline 1

PRODUCTS – HOTEL BUILDINGS

Battle against climate change and progress towards decarbonization, minimizing our environmental footprint while developing more sustainable hotels through buildings renovation.



SUSTAINABLE BUILDINGS AND INFRASTRUCTURE

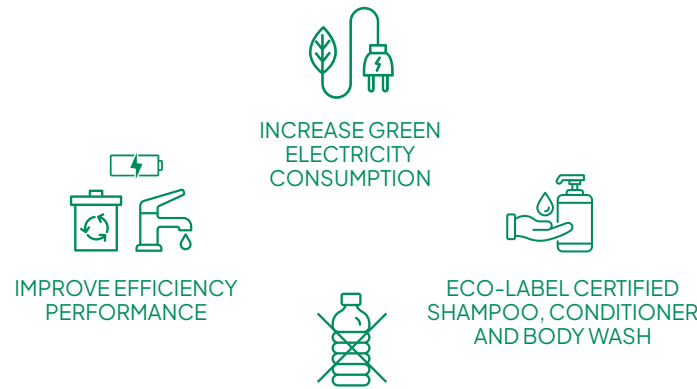


carbon emission per sqm
energy consumption per sqm
water consumption per sqm

Workline 2

PROCESSES – OPERATIONAL STANDARDS

Manage resources carefully with a ‘4R’ approach: Reduce - Reuse - Recycle – Replace, while offsetting residual footprint.



IMPROVE EFFICIENCY PERFORMANCE

INCREASE GREEN ELECTRICITY CONSUMPTION

ECO-LABEL CERTIFIED SHAMPOO, CONDITIONER AND BODY WASH

REDUCTION OF SINGLE-USE PLASTIC

ESG PARTNERSHIP WITH SUPPLIERS

IMPROVE PACKAGING

IMPROVE LOGISTIC IMPACT



LOCAL COMMUNITIES DEVELOPMENT THROUGH PURCHASES

CIRCULARITY



carbon emission per RN
energy consumption per RN
water consumption per RN
waste generation

Workline 3

SUSTAINABLE PURCHASING

Strengthen our sustainable value chain, prioritizing key partnerships, local suppliers and responsible organizations.



IMPROVE LOGISTIC IMPACT



LOCAL COMMUNITIES DEVELOPMENT THROUGH PURCHASES

CIRCULARITY



POSITIVE IMPACT [INDIRECT]
reduce carbon emissions
reduce “global” plastic consumption
local development - Local suppliers (<100 km)



Pillar One: Planet

Workline 1

PRODUCTS – HOTEL BUILDINGS

74% of portfolio with individual sustainability certificates

85% of electricity consumed comes from renewable energy sources

100+ Hotels with bicycle rental service

57 Hotels with electric car chargers



Workline 2

PROCESSES – OPERATIONAL STANDARDS

-9,6% energy consumption per room nights (vs last year)

17% Reduction of carbon footprint since 2023

Elimination of single-use plastics in rooms set up



Workline 3

SUSTAINABLE PURCHASING

61% Certified purchases (vol. of purchases from certified suppliers)

89% Local purchases



Up for
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Pillar One: Planet



Pillar Two: People

Up for
People

NH Collection Milano CityLife, Italy
BREEAM, ISO 14001 and ISO 50001 certified



Pillar Two: People

Focus

8 DECENT WORK AND ECONOMIC GROWTH



Contribution

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



17 PARTNERSHIPS FOR THE GOALS



Promoting the professional development of our people, but also to create positive impact in those locations and communities where we are present, to offer our clients the best experience involving them in our sustainable commitments.



Pillar Two: People

Workline 1 EMPLOYEES

Promote a responsible culture and sustainable mindset for our teams and fostering diversity, ethics and wellbeing.



Workline 2 CUSTOMERS

Provide excellent service through innovative sustainable solutions, while educating and actively involving customers in our projects and commitments.



Workline 3 COMMUNITIES

Support our key partners, creating positive social and environmental impact on the local communities where we are present.



Equal opportunities
Healthy environment
Work-life balance

Adding value to the customer experience through a sustainable offering.
A diverse, low-impact food offering for customers.
Offsetting emissions at events to contribute to climate change mitigation.

Solidarity room programme
Beneficiaries
Volunteer team members
Local suppliers (<100 km)



Pillar Two: People

Workline 4 EMPLOYEES

- +45%** Training investment (vs last year)
- +46%** Training hours (vs last year)
- 46%** Women in management positions
- 51%** Women in the workforce

Workline 5 CUSTOMERS

- 8,6/10** Customers reviews - Online survey
- 98%** Hotels with elements adapted to special needs
- 554** Climate neutral events held

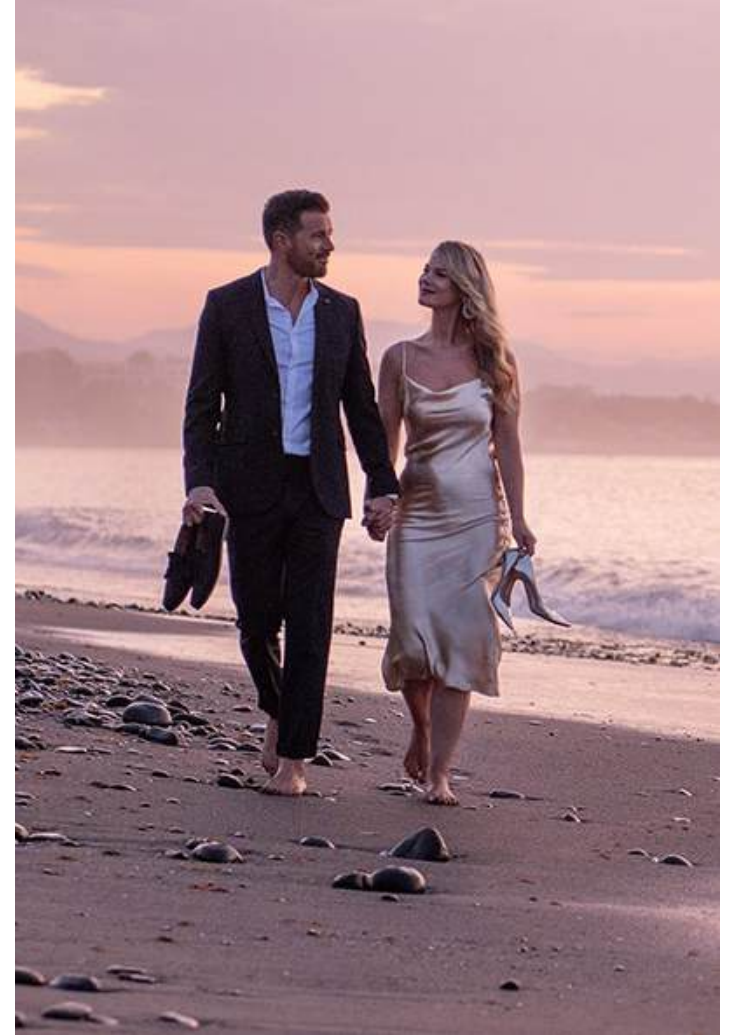
Workline 6 COMMUNITIES

- 2,183** Volunteer team members
- 17,625** Beneficiaries of solidarity programmes
- +135%** in monetary contributions to solidarity programmes (compared to past year)





Pillar Two: People



Our Enablers: Performance Endorsers & Partnerships

nhow Rotterdam, The Netherlands
Green Key certified

Our Enablers: Performance Endorsers & Partnerships

Up for
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We Support:



Endorsed By:

S&P Global



FTSE4Good



Our Commitment with Planet & People

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Our Commitment with Planet & People

“Sustainability is about creating a positive impact on our environment, our community and our stakeholders, while sustaining business growth. They’re all interconnected and it’s our responsibility to make the world a better place with our presence.”

CHOMPAN KULNIDES
CHIEF SUSTAINABILITY OFFICER,
MINOR INTERNATIONAL

“Sustainability has become a strategic element which, if well managed and integrated into the company culture, generates added value and increases commitment from all stakeholders”

MARTA PEREZ-LEIRÓS
CHIEF PEOPLE AND SUSTAINABLE
BUSINESS OFFICER, MINOR HOTELS
EUROPE & AMERICAS

“Sustainability is a transversal enabler of value in Minor Hotels Europe & Americas, with three fundamental commitments: care for customers, the destinations where the company’s hotels are located and the planet. And to achieve these commitments, it is crucial working in partnership with all our stakeholders and all together develop creative and innovative solutions.”

ELENA RUIZ
VP SUSTAINABLE BUSINESS,
MINOR HOTELS EUROPE &
AMERICAS

Flagship Projects Highlights

The Forest Project

El Valle de los Sueños
Sierra Norte Madrid, Spain

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4,013 native trees planted since the start of the project

Absortion of emissions equivalent to 501,625 overnight stays

30,100 m² of regenerated surface

1, 203 hours of contracted local employment

Flagship Projects Highlights

HOTELS WITH A HEART

It is a solidarity initiative which enables children and young people suffering serious illnesses and having to be hospitalized far from home to be accompanied by their loved ones, by making rooms available to families in hotels near the hospital centers.

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1,839 solidarity rooms provided in 2024

More than 100 team members each year have become real hosts to the families

Make a Wish Foundation, Menudos Corazones, Josep Carreras Foundation, Corall Family, Lovaas Foundation, Asociación Española Contra el Cáncer, St. Jude Children's Research Hospital, Asociación ASPANION, Fundación Pequeño Deseo, Club de Leones de Antofagasta.

Awards & Recognitions



S&P Yearbook

For yet another year, Minor Hotels Europe & Americas has been recognized as a leading company in the field of sustainability thanks to its publication in the S&P Global 2024 Sustainability Yearbook.



Carbon Disclosure Project

The Carbon Disclosure Project recognizes the work of leading global companies in the fight against climate change. In their most recent report, published in 2024, Minor Hotels Europe & Americas was given a B grade in its annual Climate Change ranking and in Water Security.



Gender Equality Awards 2024

Minor Hotels is a finalist in the Gender Equality Awards from the Equality in Tourism organization.



EcoVadis Silver medal

Minor Hotels Europe & Americas has been awarded the EcoVadis Silver Medal, placing it among the top 15% of companies rated by the organization. This recognition reflects its ongoing efforts in the areas of environment, human and labor rights, ethics, and sustainable procurement, as well as its commitment to promoting transparency throughout the value chain.



FTSE4GOOD

Since 2013, Minor Hotels Europe & Americas has been part of the FTSE4GOOD index and renews its presence year after year, thanks to the responsible management of the business and the improvements made. The index was created by the London Stock Exchange to help investors integrate environmental, social and governance (ESG) factors into their decision making.



Responsible and Sustainable Tourism Awards

Our corporate volunteer programme 'Together with Love' recognised by the Intermundial Foundation at the 8th Responsible and Sustainable Tourism Awards held at 2025 Fitur.

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NH Collection Buenos Aires Centro Histórico, Argentina
Bioscore A+ certified

Up for
Planet & People

nhow Frankfurt, Germany
Part of The One Tower, ISO 14.001 certified



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