



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	NIXE PALACE HOTEL
Hotel Website	
Contact Name	SOFIA ALONSO
Telephone Number	+34 915 984 752
Email Address	sofia.alonso@hsantos.es

General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes
Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	Yes, all areas



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	Yes, on website
Who is responsible for sustainability?	Francisco Serrano - General Manager
Please list any green certifications, labels, or recognition achieved.	We are part of the Ecostars agreement for the certification that grants eco-stars according to the environmental impact, recognised by international organisations such as the World Tourism Organisation (UNWTO) or the Global Sustainable Tourism Council (GSTC), as well as national organisations such as the Tourist Board of Spain.
Supporting Documents	EUES-000.069_Nixe_Palace_Bronze_20260319.pdf
Additional Comments	

Energy & Water

Do you measure energy and water use?	Yes, both energy and water
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	At Nixe Palace Hotel, we apply similar energy saving practices, such as LED lighting and presence activated lighting controls. In addition, we have installed vacuum tube systems to supply energy for domestic hot water and climate control. Beyond these operational improvements, we maintain an agreement with our electricity provider ensuring that all energy consumed is certified as having a green origin. These actions are further reinforced through internal training programmes and awareness materials aimed at motivating our teams to engage with our sustainability commitments.



Do you use renewable energy or a green energy tariff?	Yes, green energy tariff
Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	At Nixe Palace Hotel, we operate a reverse-osmosis plant that purifies water, and we use aerators across our facilities to further optimise consumption. Our digital monitoring system enables real-time detection of leaks or irregularities, ensuring efficient management of resources.
Do you have refillable water stations for guests and staff? How are guests informed?	We also provide internal water-dispensing stations for our employees.
Do you have a policy on energy and water conservation?	No, but have informal practices
Do you have Electric Vehicle charging spaces at your property?	Yes, 1 - 5
How does your organisation approach AI (Artificial Intelligence) usage?	AI is used to improve efficiency and reduce resource use
Supporting Documents	Corporative-Sustainability-Report-Hoteles-Santos-2024-compressed.pdf

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?	Yes
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Are bins clearly labelled?	Yes
Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?	Yes
Do you manage food waste (e.g., donation, composting, or special disposal)?	In addition to complying with current national and European regulations, we have developed a Food Waste Plan that helps us manage our ingredients more efficiently. Furthermore, we collaborate with specialised organisations to give a second life to surplus food that remains suitable for consumption.
Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes
Supporting Documents	Corporative-Sustainability-Report-Hoteles-Santos-2024-compressed.pdf

Food & Beverage

Do you buy local or seasonal food where possible?	Yes
If yes, within how many miles is food sourced?	62
Do you offer vegetarian or plant-based options and highlight them?	Yes, but not highlighted



Is seafood responsibly sourced (MSC², ASC³, or similar)?

Yes, Always

Do you communicate sourcing choices to guests (menus, signage, digital)?

Yes, menus

Supporting Documents

Corporative-Sustainability-Report-Hoteles-Santos-2024-compressed.pdf

Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?

Yes, all guest products

Are environmentally responsible cleaning products used (e.g., Green Seal⁴, EcoLabel⁵)?

Yes, all cleaning products

Supporting Documents

Corporative-Sustainability-Report-Hoteles-Santos-2024-compressed.pdf

Staff, Wellbeing & Inclusion



Do you follow fair employment practices? (Living wage employer ⁶ , B Corp ⁷ , Shine ⁸ , etc.)	Yes, informal practices
Do you have policies on equal treatment, diversity, and inclusion?	In accordance with current national and European regulations, Hoteles Santos complies fully with all requirements related to equality, diversity and inclusion policies. It is worth highlighting that 78% of our workforce holds permanent contracts. Within the organisation, no form of discrimination is tolerated on the basis of age, gender, religion or any other characteristic; performance and professional competence are the criteria that guide our evaluation processes.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	We promote a supportive work environment through internal policies that ensure compliance with health and safety regulations, regular risk assessments, and continuous training for employees. In addition, we encourage open communication, work life balance, and access to support when needed.
Supporting Documents	Corporative-Sustainability-Report-Hoteles-Santos-2024-compressed.pdf

Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Yes, detailed information
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Yes, fully accessible



Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?

No

Are staff trained to assist guests with a wide range of access needs (not just mobility)?

Some staff trained

Supporting Documents

Corporative-Sustainability-Report-Hoteles-Santos-2024-compressed.pdf

Measurement & Reporting

Do you measure how well your sustainability practices are working?

Occasionally

Do you report on sustainability performance?

Yes, publicly

This submission has been sent via the Sustainability Questionnaire form.

More Information & Support

If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

From Now is a sustainability consultancy supporting organisations across environmental



impact, accessibility, DEI, wellbeing, and community engagement.

Contact: inspired@from-now.com

References

¹ FSC-certified <https://uk.fsc.org/>

² MSC <https://www.msc.org/uk>

³ ASC <https://asc-aqua.org/>

⁴ Green Seal <https://greenseal.org/>

⁵ Ecolabel <https://eu-ecolabel.de/en>

⁶ Living Wage Employer <https://www.livingwage.org.uk/accredited-living-wage-employers>

⁷ B Corp <https://bcorporation.uk/>

⁸ Shine <https://shine.northeast-ca.gov.uk/>