

Sustainability Report 2024



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02 Hoteles Santos in 2024

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04 Sustainability and CSR





Our Commitment to Sustainability

At Hoteles Santos, we support and believe in the implementation of **sustainable models** (ESG) with the **aim** of strengthening our relationship with the **community** and conserving and protecting our **environment**, all based on corporate **ethical values** focused on ensuring the satisfaction not only of our guests, but also of our employees, suppliers and owners.

“Our commitment is to raise awareness among employees, customers and suppliers about the importance of being more effective and responsible in our daily lives, thereby ensuring a better and more committed planet in the future”

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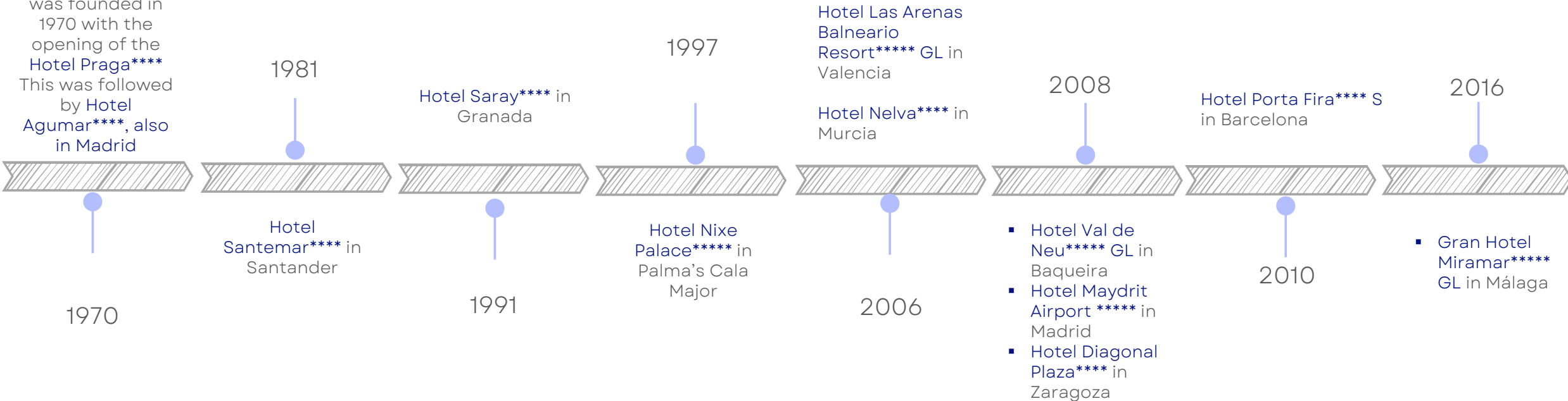
History

Over the years, Hoteles Santos has become a 4- and 5-star hotel chain that is renowned nationwide for its quality, service and distinction.

We are a company that has managed to grow and adapt successfully to the changing world of hospitality, accepting the challenges of innovation and constantly adjusting our establishments to market demands.

As a family business, we are committed to growing together with our guests and employees. This allows us to ensure exquisite service both for them and their colleagues, reflecting the welcoming and personal spirit that characterises Hoteles Santos.

HOTELES SANTOS
was founded in 1970 with the opening of the Hotel Praga****. This was followed by Hotel Agumar****, also in Madrid



At Hoteles Santos, we are working on new projects for 2025 in major cities in Spain.



Government

Hotels Destinations

14 **10**

Management model

Ownership & Lease model

Since:

1970



Business

Hotel Accommodation

2.016.699

Average occupancy rate

75 %

Satisfaction Index

88% - Excellent



People

Average staff

1.020 Employees

Diversity

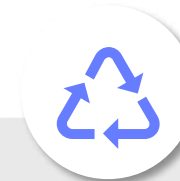
49% Women / 51% Men

Hiring

78% Indefinite contracts

Training

996 h



Environment

Co2e emissions
(Scope 1 and 2)

16,9 M kgCO2eq

Electricity consumption
100% renewable

22,855 M Kwh

Renewable Energy
Projects

479 kWp

Water consumption

20.225 m3/hotel



Society

Fundación SEUR

Collection of bottle caps for
the treatment of childhood
diseases

Fundación Prodis

Integration of persons with
disabilities into the world of
work

Fundación Rastro Solidario

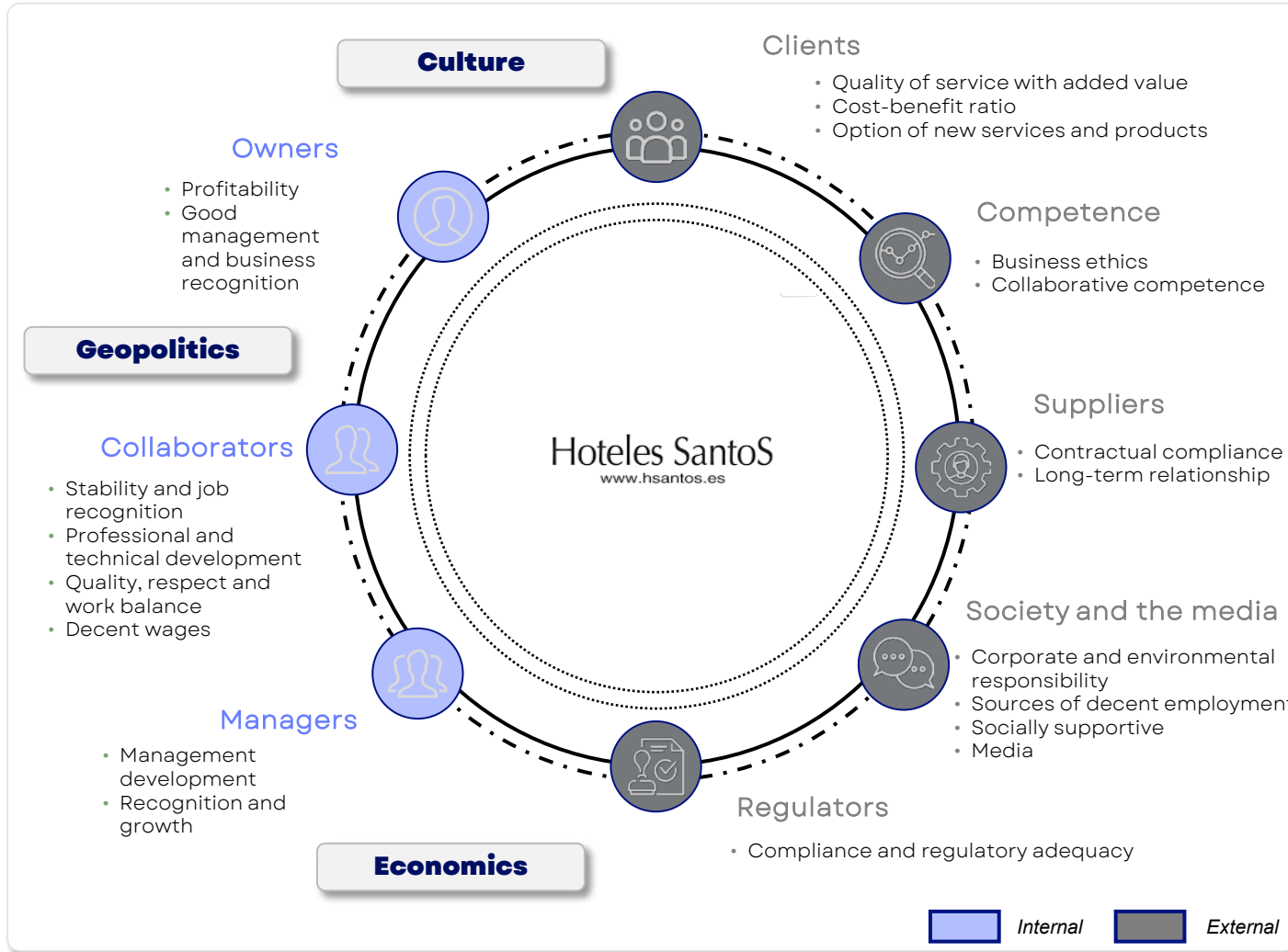
Collection of vegetable oil
used for Mental Disability care

ASSIDO

Association for people with
Down Syndrome

Interest groups

The hallmarks of Hoteles Santos are transparency and responsibility towards all our stakeholders. This is done with a sustainable vision and based on our values and principles:



Matrix of materiality

Interest groups have been consulted to determine what the most relevant issues are for them. These are then considered in the definition of the strategy of Hoteles Santos and in its main initiatives:

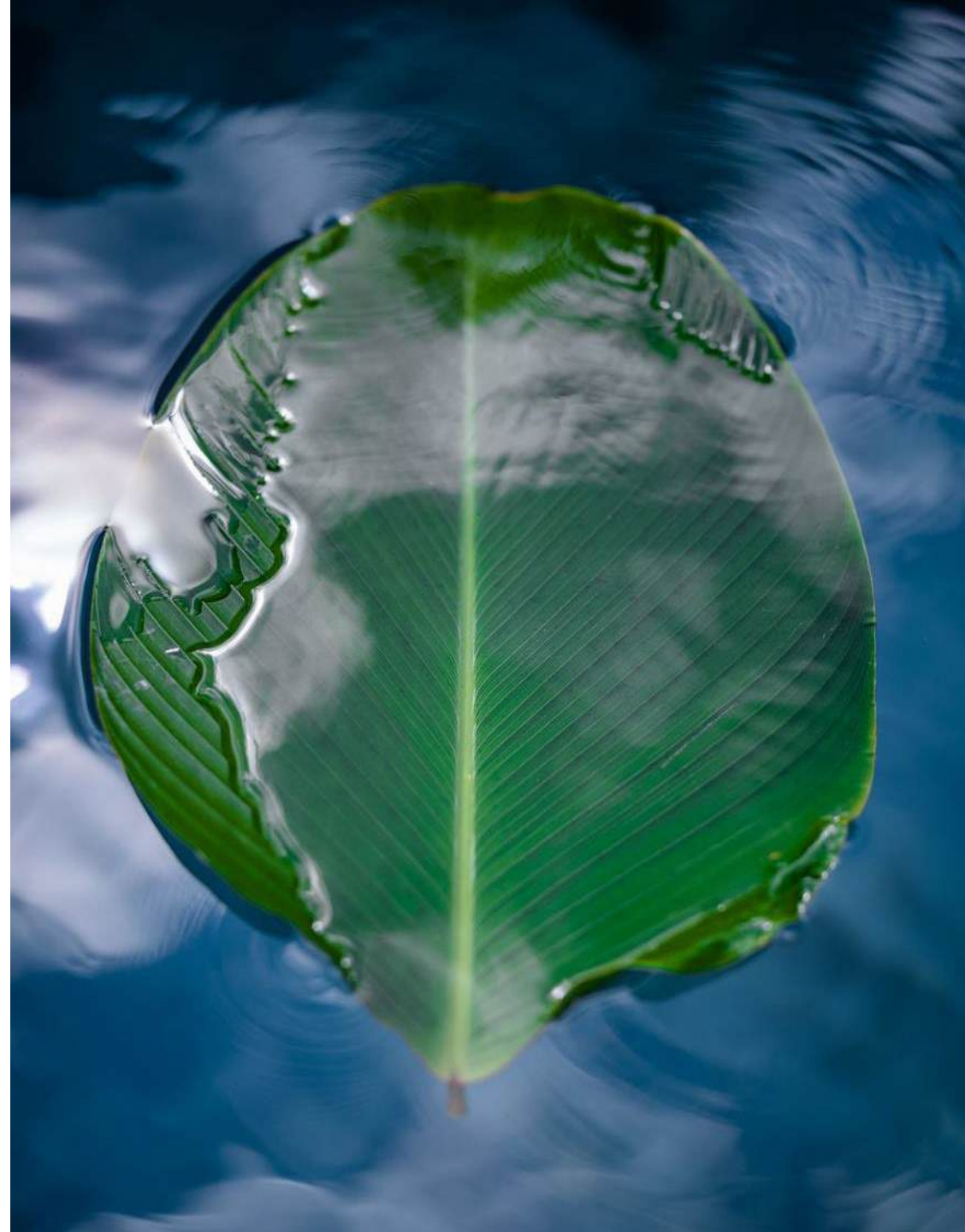


01 Hoteles Santos Commitment

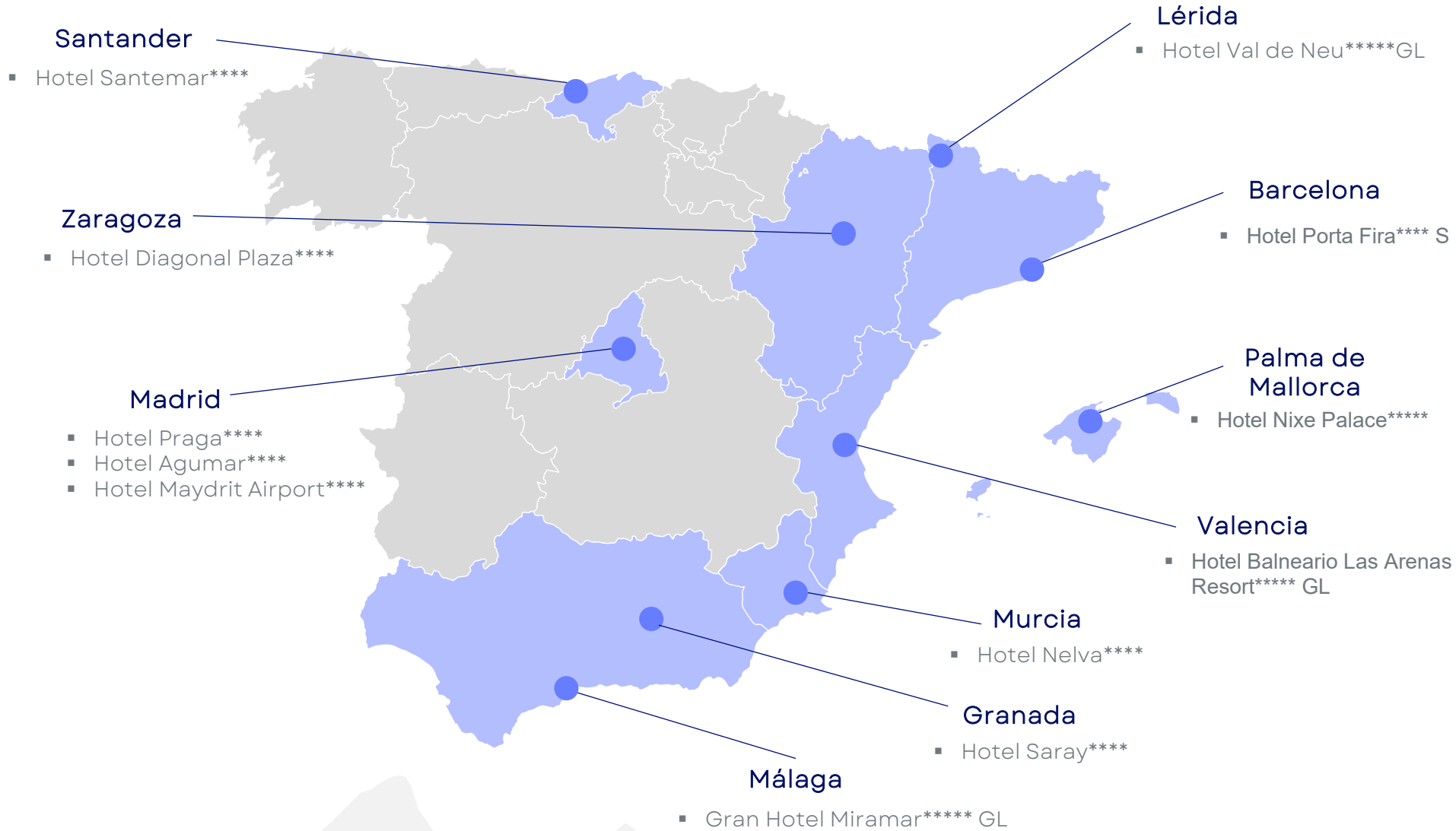
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Hoteles Santos Destinations



Hoteles Santos Destinations



Hotel Gran Hotel Miramar*** GL** in Málaga is a benchmark of quality, elegance, luxury and comfort with services such as the Botanic Spa or the restaurant Príncipe de Asturias, where you can enjoy exquisite Mediterranean cuisine.



Hotel Porta Fira*** S**, designed by Pritzker Award-winning Toyo Ito, is a 100m-tall, 24-story skyscraper with a strategic location opposite Barcelona's Fira Gran Via.



Hotel Val de Neu*** GL** in Baqueira is the perfect accommodation to enjoy winter sports. It has a spa and a wide and careful gastronomic offer with avant-garde touches.



Hotel Balneario Las Arenas Resort*** GL** in Valencia, successor to the old Balneario Las Arenas, offers a unique experience that is rounded off with an exceptional gastronomic offer from Brasserie Sorolla.



Hotel Nelva**** in Murcia has 250 rooms and an unbeatable location in a quiet area close to the city's main attractions. It offers good accessibility and exquisite comfort.



Hotel Nixe Palace*****, located in Mallorca's Cala Mayor, offers an unparalleled experience with different types of rooms, the Nixe Herbal Spa, the Bistró 269 restaurant and, in the summer, the exclusive A Popa Sea Club.

Hoteles Santos Destinations



Hotel Diagonal Plaza**** in Zaragoza, besides offering the best amenities, is the perfect place to organise events or conventions thanks to its lounges and location near the city.



Hotel Maydrit Airport**** in Madrid has exceptional facilities and quality service for a comfortable stay whether for business or pleasure.



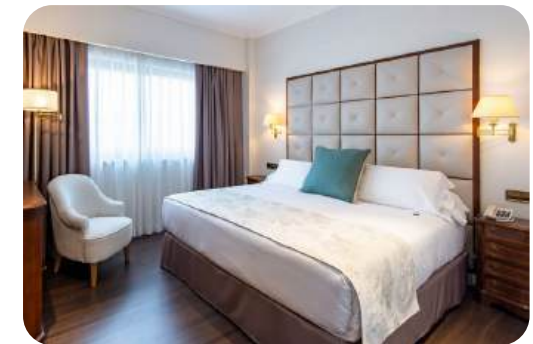
Hotel Saray**** in Granada captures the essence of the city with its Nasrid-style fountains and gardens, recreating the luxury of the 21st century with all its comforts.



Hotel Santemar**** in Santander, the largest in northern Spain, on the shores of the Sardinero beach and a few metres from the Casino de Santander, offers every comfort in its 348 rooms.



Hotel Agumar**** in Madrid, located in the heart of the capital, provides 245 comfortable rooms with the best facilities, close to the city's main attractions.



Hotel Madrid Praga**** has 420 rooms and 12 lounges with a capacity for 200 people. Its location, in Madrid Rio, offers access to local attractions and commercial services.

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ECO-FRIENDLY LEAFLET

During 2024, we have implemented a **customer-oriented awareness policy** concerning the replacement of bed linens and towels, encouraging guests to actively contribute to environmental preservation.

This initiative aims to reduce the environmental impact associated with the frequent laundering of these items, particularly in terms of water consumption and related CO₂ emissions."

PAPER FREE

At Hoteles Santos, we remain committed to fostering a paperless culture.

Throughout 2024, we have continued to advance in this direction by replacing printed informational materials in guest rooms with wooden displays featuring QR codes.

Internally, we have not only promoted awareness of the importance of reducing paper consumption but have also ensured that any paper used is recycled.



AMENITIES

To minimise the generation of plastic waste, we are **installing dispensers** in the rooms, **removing single-use products** containing plastic from all amenities. We have exceptional suppliers who help us maintain their quality.

In 2024, we have introduced new initiatives to reduce the volume of amenities in our rooms, with the aim of fostering a more conscious and sustainable stay.

ECOLOGICAL CHEMICALS

We strive to use the most environmentally friendly cleaning products available, selecting substances that are significantly less harmful to both the environment and human health.

Additionally, we incorporate ozone-based cleaning methods, which serve as a powerful and effective disinfectant."



ZERO PLASTIC

We continue to reduce all single-use plastic portion products from our food and beverage outlets, with **the goal of eliminating them entirely by 2027.**

In addition, we have implemented a **policy to eliminate single-use plastics** across all our hotels. Examples include the use of sustainable cardboard water containers, filtered water dispensers located throughout the hotel, and polycarbonate glasses in pool and beach areas.



FOOD RESOURCE OPTIMIZATION

At our hotels, we recognize the importance of **responsible purchasing and production practices for our food products.** Accordingly, we have implemented a policy focused on minimizing food waste.

We optimize consumption and manage surplus by transforming it into secondary products or by distributing it through food surplus management platforms and companies

SUSTAINABLE CORNER

Customers have a **“Sustainable Corner”** at the buffet breakfasts where Km 0 and seasonal products are offered in **optimised packaging formats.**

RENEWABLE ENERGY

In 2023, a strategic 10-year agreement was signed to source **100% renewable energy**, covering the electricity needs of all our hotels.

As a result, in 2024 we continue to **fully offset our Scope 2 emissions**.

At the same time, we are progressing with the renovation of our facilities to optimize both energy consumption and emissions.



ENERGY EFFICIENCY

We continue to work on **improving the energy efficiency** of our facilities, through the installation of next-generation lighting systems, the replacement of boilers with more efficient models, the upgrade of air conditioning systems in several of our hotels, and **by raising awareness** among the Hoteles Santos **team**.

ELECTRIC MOBILITY

The sale of electric cars has grown of late and will continue to do so in the coming years, so all our **hotels** have **charging points** for these vehicles, oriented to **reduce CO2 emissions**.



CORPORATE SOCIAL RESPONSIBILITY

As part of our Corporate Social Responsibility policy, **we work with numerous organisations, associations and NGOs** that provide solutions, improvements and support in multiple areas of society, with the ultimate goal of achieving a better world.

CERTIFICATIONS

Multiple **certificates** that support our **commitment to the environment and society**.

Among them, **Ecostars**, which grants eco-stars according to the environmental impact per stay; as well as other certifications that help us **meet international requirements**.



INNOVATIVE PROJECTS

Moreover, at Hoteles Santos we support innovative and entrepreneurial projects by helping young people develop their business ideas

CIRCULARITY POLICY

As part of our company philosophy, we are **committed to using durable, high-quality materials**.

Over time, and in response to changing trends, Hoteles Santos has implemented an **internal circularity policy** across our various properties.

We prioritize transformation over disposal, extending the **useful life** of much of our furniture, as well as our **technological and audiovisual equipment**



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

Sustainability and CSR | Sustainability and CSR Committee



At Hoteles Santos, we feel a great **commitment to the environment and society**, which is reflected through the initiatives of our Sustainability and Corporate Social Responsibility Committee.

Commitment

To our customers

We aim to offer a great experience, customising your stay and exceeding your expectations with the quality of our service and the excellence of our facilities.

1

To society

We ensure that our hotel destinations will be meeting places for attracting and generating business in a sustainable and responsible manner.

2

To the environment

We contribute to preserving the environment so as not to compromise the quality of life of future generations, reducing the impact of our activity and promoting awareness regarding sustainability.

3

To our suppliers

We bring our know-how to establish lasting relationships based on trust, respect and mutual benefit.

4

To our employees

Our stable family business has created an environment that offers the best opportunities for professional development, providing both facilities for additional training and participation in social actions that generate a team spirit and recognition of achievement.

5

To our owners and partners

We do our very best to make the company's investment profitable and ensure its growth.

6



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



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Fostering Talent



Society

Sustainability and CSR | SDG

As per the **Sustainable Development Goals (SDGs)** established in the 2030 United Nations Agenda, Hoteles Santos is **committed** to fulfilling the following SDGs as a priority to create a **responsible tourism model** and contribute to global challenges

Priority SDGs for Hoteles Santos



Ensuring **healthy living** and promoting **well-being** for all.



Supporting **university education** for the children of employees, subject to compliance with corporate requirements.



Achieving **gender equality and opportunities** by eliminating the pay gap.



Ensuring the availability of **water** and its sustainable management.



Ensuring access to affordable, safe and **sustainable** energy.



Promoting **inclusive and sustainable economic growth, employment and decent work.**



Ensuring **sustainable consumption and production** patterns.



Taking urgent action to combat **climate change and its effects.**

Relevant SDGs



Ending poverty



Zero hunger



Industry, innovation and infrastructure



Reducing inequality



Sustainable cities and communities



Underwater life



Life of terrestrial ecosystems



Peace, justice and strong institutions



Partnerships to achieve goals



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



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Society

Sustainability and CSR | Certifications



✓ 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**.



✓ Important environmental projects have been developed in Valencia, which has been recognised by the **Carbon Proof Organisation** as a conscious and environmentally responsible organisation **in terms of the emission of greenhouse gases**, as well as implementing measures to offset emissions.



✓ A hallmark that distinguishes hotels that meet the highest standards of **cultural, social and environmental sustainability**, including the **Hotel Balneario Las Arenas Resort******* in Valencia and the **Gran Hotel Miramar** in Málaga



✓ Our two main 5-star hotels, **Hotel Balneario Las Arenas** and **Gran Hotel Miramar**, belong to the prestigious **“Leading Hotels of the World”** club.



✓ The **Integrated Tourism Quality at Destination (SICTED)** evaluates the **experience and satisfaction of tourists visiting the destination**, recognising the commitment and quality at the **Hotel Nelva****** in Murcia and **Hotel Balneario Las Arenas Resort*******



✓ The **Preferred Hotels & Resorts** certification encompasses hotels and experiences that stand out as the best in the industry. **Hotel Nixe Palace *******, located in Mallorca, has been incorporated into the "Lifestyle" collection, which brings together top-notch properties that offer an authentic, intelligent and accessible service, with a distinctive style.



Hotel Balneario Las Arenas Resort***** GL



Gran Hotel Miramar***** GL

Sustainability and CSR | Use of Sustainable Materials



Good Governance



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At Hoteles Santos, we aim to **protect the environment**, collaborating and strengthening respect for **biodiversity** and the **ecosystems** in which we develop our activity



Waste Management

As part of a new medium-term initiative, we have commenced the **optimization of waste recycling processes**. To this end, we began by training **our staff** and promoting responsible recycling practices. Simultaneously, **measurement sensors** were installed in waste containers to quantify their volume, thereby facilitating the implementation of effective waste reduction policies.

In the second phase of the project, recycling bins have been placed in common areas to raise awareness among our guests. Furthermore, we plan to implement in-room recycling systems, with **the objective of fully closing the waste management cycle across all areas of the hotel**.



Paper

Through the **renovation of printing systems** (configurations for double-sided and black-and-white printing have been established), the introduction of usage policies (increasing the use of **recycled paper**) and the **use of a double-screen** in the main work areas, with the consequent reduction of toner, paper and energy.



Water

A **sustainable water consumption plan** has been developed following the identification of locations with potentially high water usage. This plan includes the implementation of various measures such as the installation of aerators, flush valves, flow regulators, automatic taps, and pressure reducers.

Consumption in our hotel chain runs to approximately 242,700 m³, although it has been lowered in certain hotels through additional measures such as **water harvesting** and osmosis treatments to improve **purity and reuse**. **Thanks to this, consumption has been reduced by almost 4,000 m³ compared to the previous year.**



Hotel Nixe Palace ****

Sustainability and CSR | Energy Efficiency

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Employment of
100%
renewable energy

It avoids the emission into the atmosphere of 15,540 tons of CO2

Our solar panels

Solar photovoltaic and thermal energy projects have been carried out at **Hotel Nelva****** and **Hotel Balneario Las Arenas Resort***** GL**, with an installation of **34.3 kWp** and **42.7 kWp**, respectively.

This allows for a double saving in both thermal and electrical energy, with the consequent saving of CO2 emissions to the atmosphere.



In 2024, the **air conditioning system** at our Hotel Praga **** was renovated, allowing us to improve the building's energy efficiency



Project for **ventilation reduction** through the **installation of innovative equipment** with savings of +35% in ventilation and +20% in air conditioning



Improvements in **filtering facilities** for swimming pools, spas and fountains



Hotel Praga ****

Sustainability and CSR | Supplier Management

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Hotel Santemar ****

Hoteles Santos incorporates qualitative aspects related to **social and environmental commitments and values, and sustainable, transparent and equal opportunities criteria** in the selection of suppliers.

01
Selection of suppliers

One of the **most important distributors** of the company is Ilunion, a provider of hotel laundry services. At Ilunion, **40% of employees** are persons with **disabilities** and **32% of those employees** are **difficult to integrate**.

02
Social suppliers

As part of our social commitment, each hotel facility promotes the **hiring of local suppliers of goods and services**, as well as the **region's agro-food products**.

In our hotel facilities, there are events where **local gastronomy and regional products** are encouraged and valued, such as the **"Sustainable Corner"**, where the products of artisanal origin are displayed in order to publicise our culture and gastronomic quality.



Sustainability and CSR | Ethics and Commitment



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Society

Internal policies

Hoteles Santos operates under a set of internal policies that ensure fair and safe working conditions, transparency and regulatory compliance, codes of conduct, responsible purchasing practices, among others. All of these are aimed at guaranteeing high-quality products and services through efficient and sustainable processes.

Identification

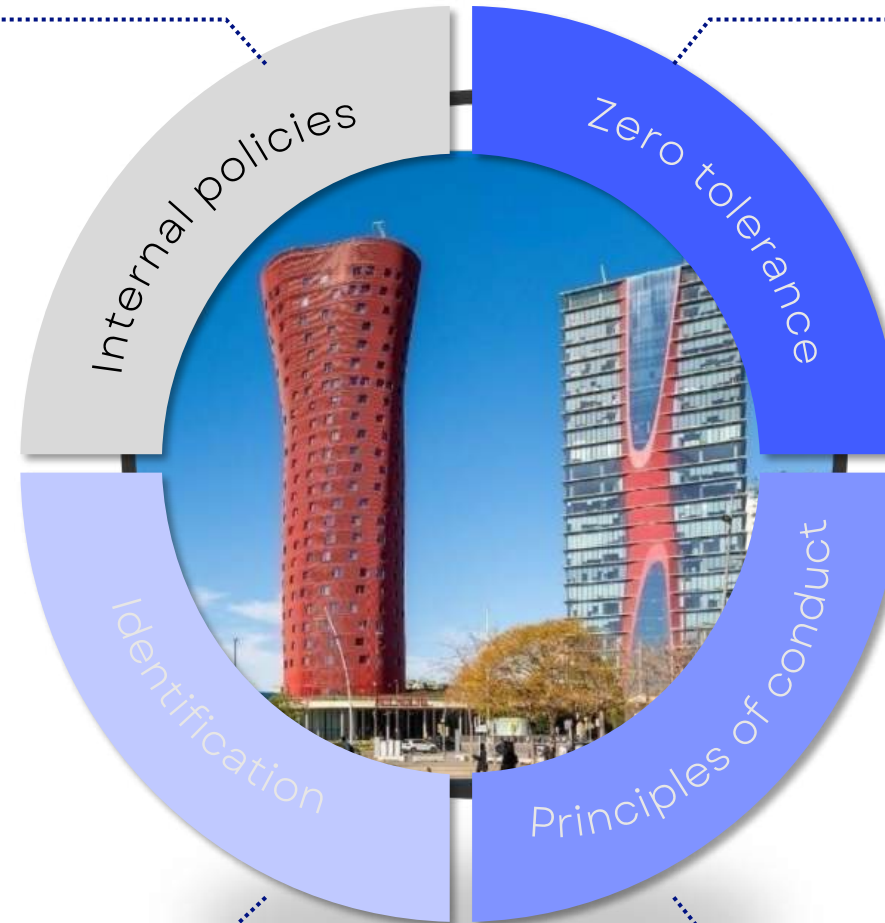
Every guest must check in with a national **identification** document that validates their data **in accordance with established regulations**

Zero tolerance policies

Zero tolerance policies are one of the fundamental pillars of our organisation. We have implemented a reporting channel and a protocol of action so that all our employees can report any action or omission that may go against our internal policies

Principles of conduct and moral and ethical integrity

In our dealings and relationships with suppliers, our staff eliminate and prevent **actions** that may be considered **discriminatory or abusive** in our business relationships



Hotel Porta Fira**** S

Sustainability and CSR | Employment



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



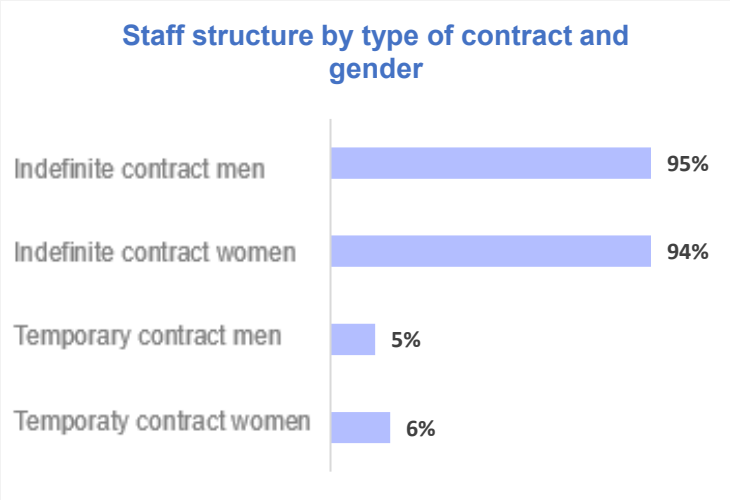
Fostering Talent



Society

For **Hoteles Santos**, it is a priority that our **staff** feel and transmit the satisfaction of working for an **organisation that respects their rights and culture**. This is why all our facilities ensure that people are **treated in a dignified and considerate manner**, not only by our staff, but also by our customers and suppliers.

- Our staff consists primarily of **78% permanent staff on indefinite contracts**, followed by staff on temporary contracts and a small part-time group.
- Temporary staff use is directly related to seasonal periods, holidays and events.
- **Salaries** are adapted to the hospitality agreement of each region in the case of own management and, in the case of outsourcing, are adapted to agreements within each sector.
- **Work-life balance** measures have been implemented, including flexible hours for holiday periods, allowances for annual leave, special prices and discounts, internal social events, agreements with event organisers, etc.



Staffing table by type of contract in 2024

Sustainability and CSR | Health and Safety, and Diversity

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Health and Safety

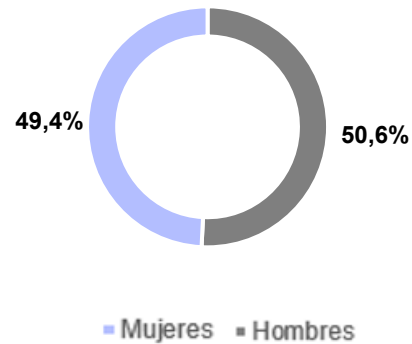
Our employees' healthcare plans are processed through an **Accident and Illness Mutual**, which manages any incident or accident within our facilities. This aims to determine if the incident or accident was due to unsuitable equipment, a lack of training, or error or recklessness on the part of the employee, in order for the necessary corrective actions to be taken.

Diversity

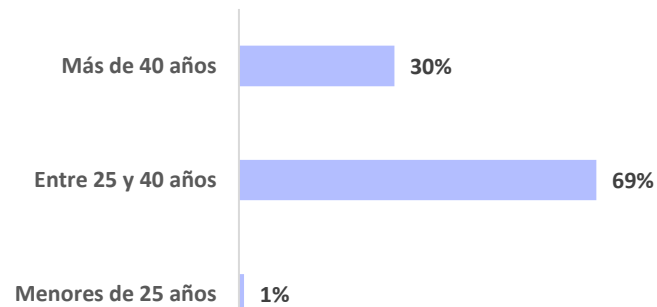
There is no discrimination in our organisation, and direct or indirect references to culture, religion, sexual orientation, age or ethnicity have been eliminated from our selection processes.

Our staffing is maintained according to the **standards of parity and equal opportunities between men and women.**

Employees by gender 2024



Employees by age 2024



Gran Hotel Miramar *****GL

Sustainability and CSR | Training

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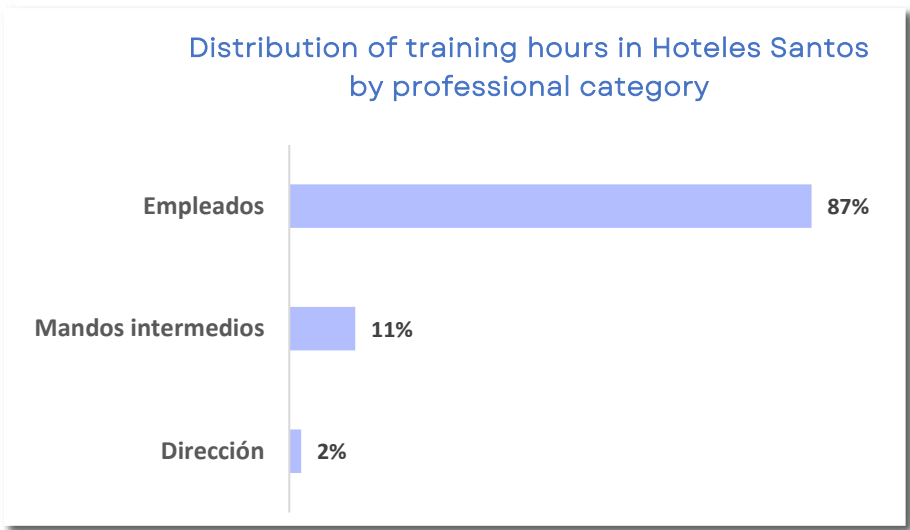
Since one of our main goals is to encourage the growth and professional development of our staff, we promote practices that allow us to internally evaluate and promote our employees to fill indefinite or temporary vacancies at the highest level and responsibility. This forces us to be in a constant process of monitoring the development and fulfilment of the goals of our employees.



Hotel Nelva****



In recent years, we have invested a total of **996 hours of training** distributed as follows by professional category



Investment in training by professional category

Sustainability and CSR | Society

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 Society

At Hoteles Santos, we are committed to Corporate Social Responsibility (CSR), actively participating with various **NGOs and organisations** and carrying out a series of **social actions**:

Collaborating NGOs



Association for people with Down Syndrome.



Rastro solidario

Collecting vegetable oil used for the “Rastro Solidario” social program to care for people with Mental Disabilities.



Fundación SEUR

Collecting used bottle caps and raising money to treat childhood diseases.



Fundación Ronald McDonald

Fostering the families of hospitalised children and children with illnesses.



Fundación Prodis

Integrating people with mental disabilities into the world of work.

Social actions



Generating **quality employment for persons with disabilities**; specifically with reference to laundry and textile services.



An application that makes **food surplus profitable**, leading to savings of 8.2 tons of CO2eq and more than 3,285 packs since April 2023.



Hotel Porta Fira ****S

Hotel Diagonal Plaza ****



Sustainability and CSR | Society

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At Hoteles Santos, we are committed to Corporate Social Responsibility (CSR), actively participating with different **NGOs and organisations** and carrying out a series of **social actions**:

Collaborating NGOs

 Fundación Esther Koplowitz

Fundación Esther Koplowitz

Providing care in residences for adults and children with special needs.



Fundación Kassumay

Providing assistance and cooperation in Senegal.



Fundación DasyC

Implementing social and cultural initiatives aimed at promoting human, educational and cultural progress.



Fundación Oceanográfica

Foundation for the Conservation of the Marine Environment.



ALPAN Program

Providing food once a week to different social assistance organisations.

Social actions



Purchasing supplies from **local suppliers**, thereby boosting the development of local communities.



The “**Sustainable Corner**” program, which uses fresh products from producers in the area (less than 100 km).



Hotel Saray ****



Hotel Maydrit Airport **** 28

“Building a Better
World Together”

Hoteles SantoS 
SOSTENIBILIDAD Y RSC



Contact Sustainability: sostenibilidad@hsantos.es

