



# Advanced Sustainability Questionnaire

## Hotel Details

Hotel Name	HOTELES SANTOS
Contact Name	SOFIA ALONSO NAVA
Telephone Number	
Email Address	sofia.alonso@hsantos.es



## Reporting

<p><b>Have you measured your carbon footprint (Scope 1-3)?</b></p> <p>Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators.</p> <p>Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations.</p> <p>Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue.</p>	<p>Yes</p>
<p><b>Do you have clear roles and regular reviews for sustainability?</b></p>	<p>Yes, we effectively carry out continuous monitoring of the sustainable actions implemented to track and control their impact on the hotel. Depending on the action implemented, the head of each department will be responsible for conducting the monitoring, followed by the sustainability department</p>
<p><b>Do you report performance publicly or to guests with numbers or examples?</b></p>	<p>Yes, we prepare sustainability reports annually</p>
<p><b>Supporting Documents</b></p>	<p>Corporative-Sustainability-Report-Hoteles-Santos-2024-1-compressed.pdf</p>



Additional Comments

## Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?

Our goal is to optimize our energy resources without losing excellence in service

Do you use on-site renewable energy or other low-impact technologies?

Yes, extensively

Do you check that guests and staff follow energy/water saving actions?

Yes, regularly

## Waste

Do you have advanced recycling or composting systems?

Recycling only

Do you measure food waste and report outcomes?

Planning / In Progress



Do guests understand and take part in waste reduction programmes?

After the different studies carried out in the chain's hotels regarding the waste plan, we can confirm that food is managed very well, from its purchase to the final stage of consumption by the customer, every process has room for improvement, and that is why we are currently working on proposals to optimize this type of waste.

## Guests

Do guests have clear instructions for participating in sustainability actions?

Yes, clear and accessible

Do you measure guest participation and get feedback?

Planning / In Progress

Do you offer activities that benefit the local community or environment?

Yes, regularly

Do guests receive reports or summaries about the hotel's sustainability performance?

Yes, regularly

Do you inform guests about your sustainability actions (digital, in-room, signage)?

yes, we present our sustainability reports annually

Are guests invited to participate (towel reuse, recycling, water refills)?

Yes, actively encouraged



Do you provide any incentives for guest participation?

NO

## Staff

Do you measure staff wellbeing and satisfaction?

Planning / In Progress

Do you track inclusion, diversity, and fair opportunities?

Yes, comprehensively

Do staff lead or take part in community projects?

Planning / In Progress

Do staff understand and can they explain your sustainability practices to guests?

we have trained our staff in sustainable practices and we communicate our actions internally so that employees are aware of what we do and can convey it to our guests

## Accessibility

Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?

No



This submission has been sent via the Sustainability Questionnaire form.

## More Information & Support

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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](mailto:inspired@from-now.com)

## References

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- <sup>1</sup> SDG <https://sdgs.un.org/goals>
- <sup>2</sup> SBTi <https://sciencebasedtargets.org/>
- <sup>3</sup> GRI <https://www.globalreporting.org/>
- <sup>4</sup> ISO 14001 <https://www.iso.org/standard/60857.html>