



Sustainability Report

Hoteles SantoS
www.hsantos.es

2023

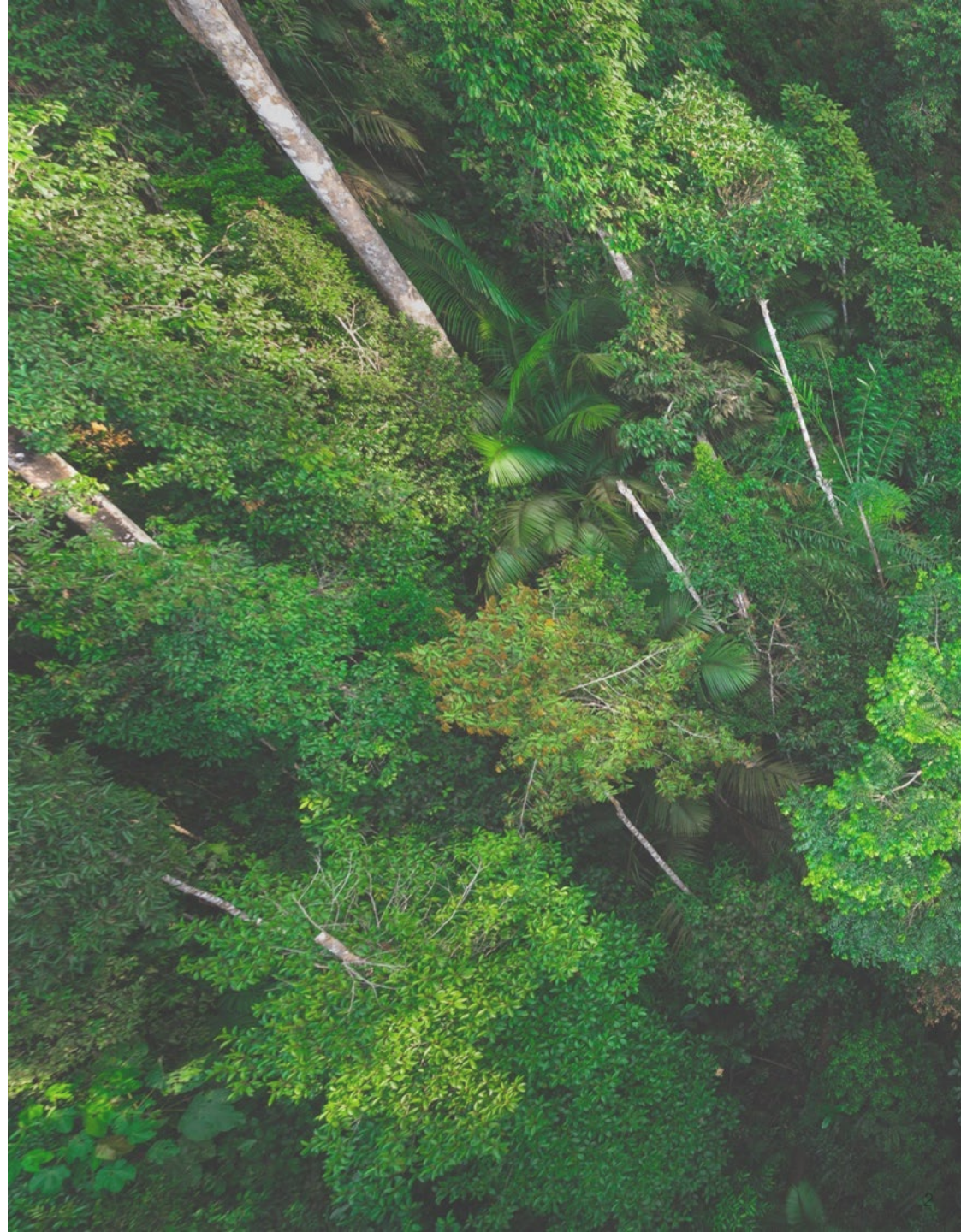
01 Hoteles Santos Commitment

02 Hoteles Santos in 2023

03 Hoteles Santos Destinations

04 Sustainability and CSR

05 Hotel Porta Fira **** S



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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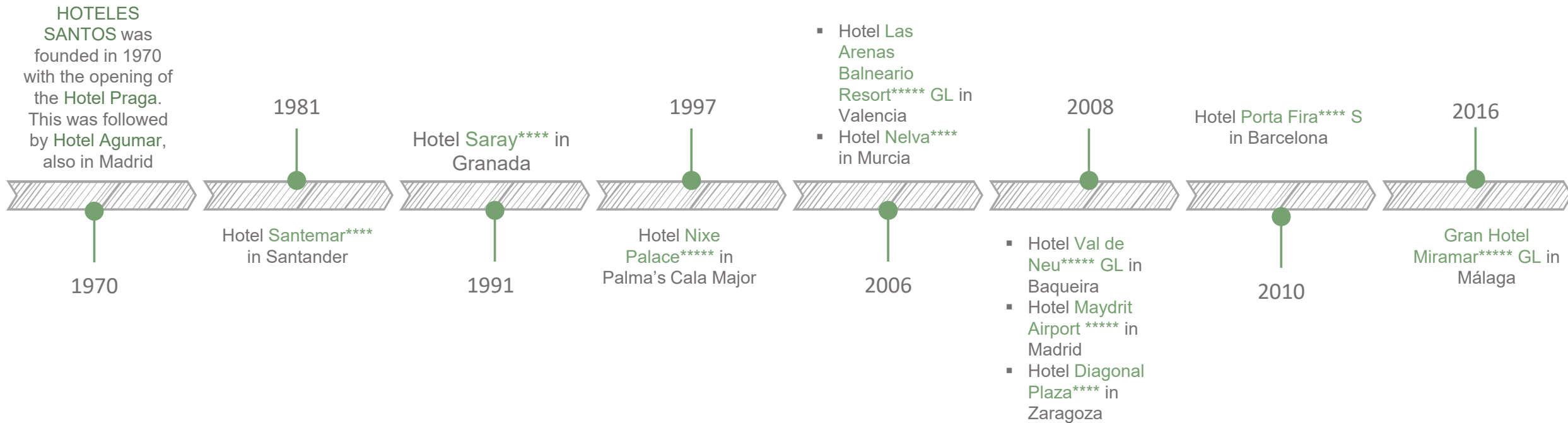
Historia

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.



At Hoteles Santos, we are working on new projects for 2024 in major cities in Spain.



Government

Hotels

14

Destinations

10

Management model

Ownership & Lease model

From:

1970



Business

Hotel accommodation

2,016,699

Average occupancy rate

78 %

Satisfaction Index

88% – Excellent



People

Average staff

1,100 employees

Diversity

51% women / 49% men

Hiring

86% Indefinite contracts

Training

2,565 h



Environment

Co2e emissions (Scope 1 and 2)

2,3 M kgCO2eq

Electricity consumption 100% renewable

20,057,571 kWh

Renewable Energy Projects

479 kWp

Water consumption

20,500 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

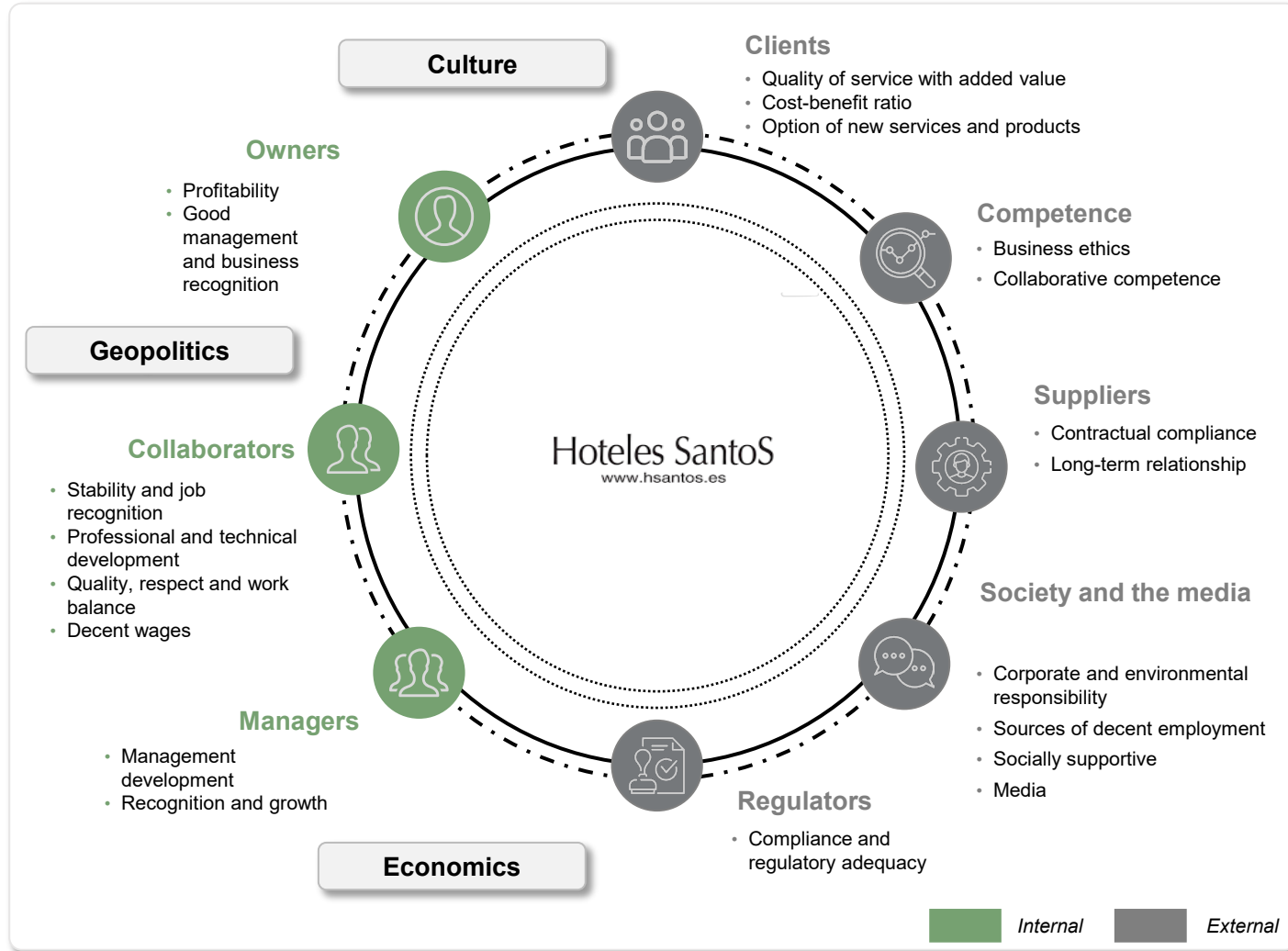
Collection of vegetable oil used for Mental Disability care

Fundación Pequeño Deseo

Helping children with serious illnesses

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:



Hotel Saray ****



Hotel Nelva ****

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Hoteles Santos Destinations

Santander

- Hotel Santemar****

Zaragoza

- Hotel Diagonal Plaza****

Madrid

- Hotel Praga****
- Hotel Agumar****
- Hotel Maydrit Airport****

Lérida

- Hotel Val de Neu*****GL

Barcelona

- Hotel Porta Fira**** S

Mallorca

- Hotel Nixe Palace*****

Valencia

- Hotel Balneario Las Arenas Resort***** GL

Murcia

- Hotel Nelva****

Granada

- Hotel Saray****

Málaga

- Gran Hotel Miramar***** GL



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 Río, offers access to local attractions and commercial services.

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ZERO PLASTIC

We are **reducing** all **single-use products with plastic** in our **gastronomic points**. We are also fighting single-use plastics with new **sustainable cardboard packaging** for **water**, **water machines** at different points in the hotel and **cardboard coffee cups**.



AMENITIES

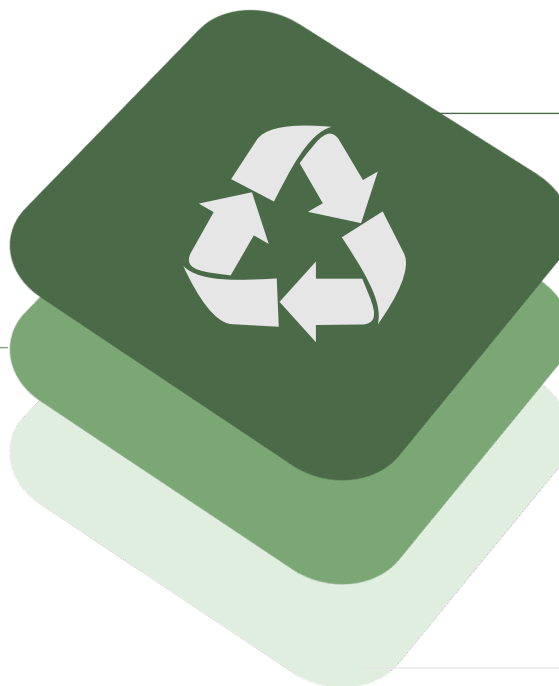
To minimise the generation of plastic waste, we are **installing dispensers** in the rooms, **removing single-use products** containing plastic from all amenities. We have exceptional suppliers who help us maintain their quality.

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**.

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 contract was signed to use **100% renewable energy** and cover the electricity demand of all our hotels.

Likewise, solar panels are **gradually being installed** in our establishments.



ECOLOGICAL CHEMICALS

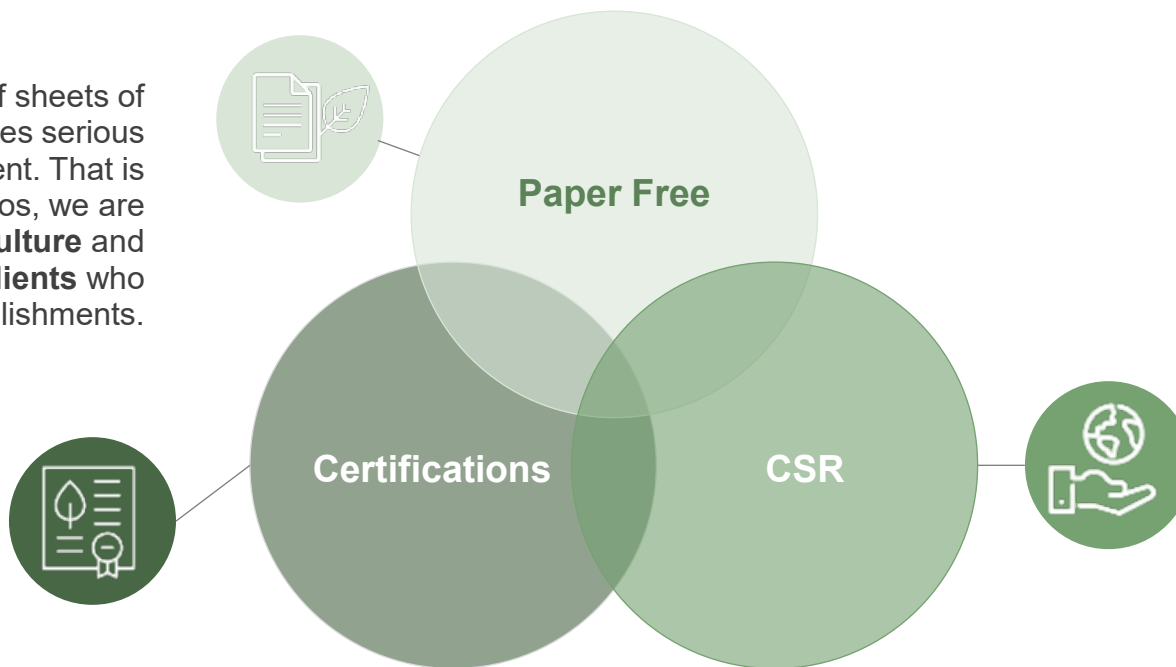
We try to use the most environmentally friendly **cleaning chemicals** possible, which include substances that are much less harmful to the environment and health, as well as **cleaning with ozone**, which acts as a **powerful disinfectant**.



The use of thousands of sheets of paper every day causes serious damage to the environment. That is why at Hoteles Santos, we are committed to a **paper-free culture** and use **recycled paper with clients** who stay in our establishments.

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**.



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.



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



Supplier Management



Ethics and Commitment



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.



Hoteles Santos offers **public university education** to the children of employees.



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



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Fostering Talent



Society

Sustainability and CSR | Certifications

Certifications

Sustainability



- ✓ 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



Hotel Balneario Las Arenas Resort***** GL



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



Gran Hotel Miramar***** GL



- ✓ 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.



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

Sustainability and CSR | Use of Sustainable Materials



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



Plastic

To mitigate the harmful effects of plastic on the environment, a project is being developed to **reduce plastic consumption**, thereby reducing single use and replacing plastic with cardboard in amenities.

Likewise, our hotels have changed the **proximity locks** and the **materials used to make the cards** that operate them. We now use biodegradable plastic or more sustainable and recyclable wooden cards.



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 plan for water consumption** has been developed (as some locations with possible high water usage have been identified), including measures such as the installation of spargers, flush valves, regulators, automatic taps, reducers, etc. allowing **more than 10,000 m3 to be saved**.

Consumption in our hotel chain runs to approximately 246,640 m3, although it has been lowered in certain hotels through additional measures such as **water harvesting** and osmosis treatments to improve **purity and reuse**.

The hotels are not in locations at a high risk of flooding over the next hundred years.



Hotel Nixe Palace ****



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

Sustainability and CSR | Energy Efficiency



Employment of 100% renewable energy

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

Our solar panels



*Hotel Diagonal Plaza *****

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.



Pioneering installation of **electric vehicle chargers** in our hotels. In 2023, 88 smart chargers for electric vehicles are available. For 2024, 42 additional ultra-fast charging points are scheduled.



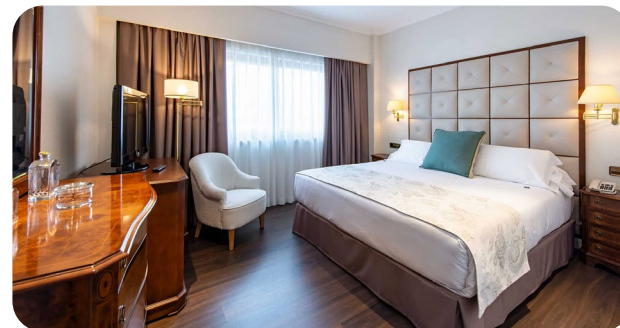
During 2024, work will be done on the renovation of Hotel Praga using *Next Generation* subsidy funds **to increase the building's energy efficiency**, improving the insulation of the hotel façade and its ventilation and windows.



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 *****



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

Sustainability and CSR | Supplier Management



Hotel Val de Neu ***** GL



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.



03

Local suppliers



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

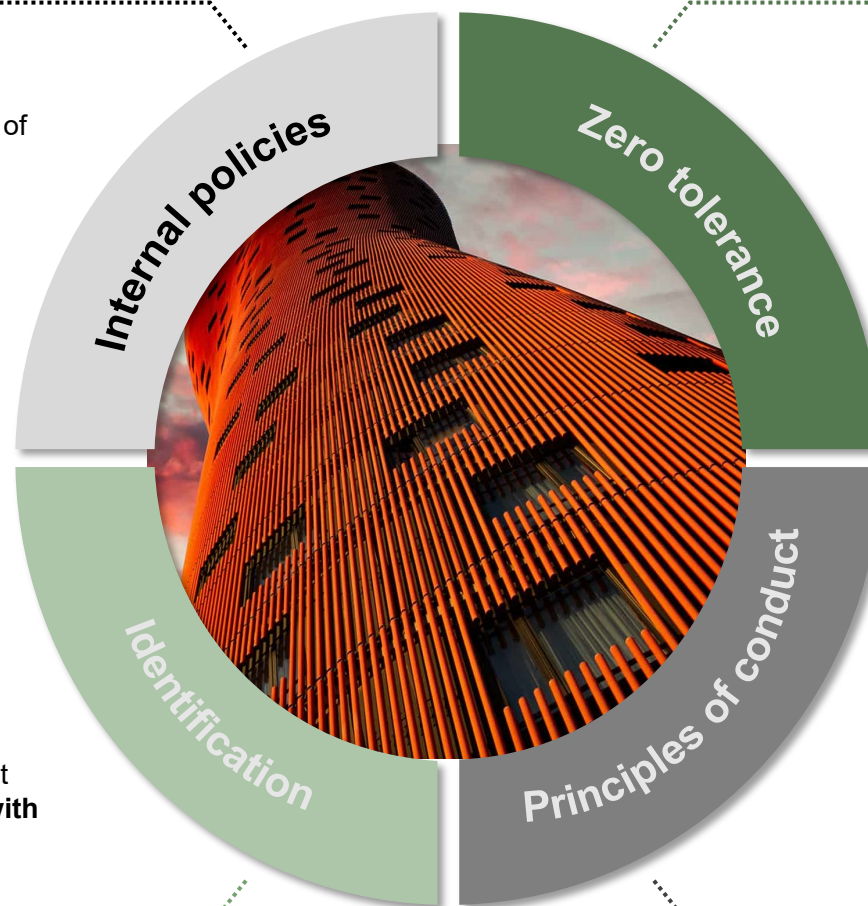
Sustainability and CSR | Ethics and Commitment

Internal policies

Hoteles Santos is governed by a set of **internal policies** where any act of discrimination towards employees is prohibited and punished

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



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



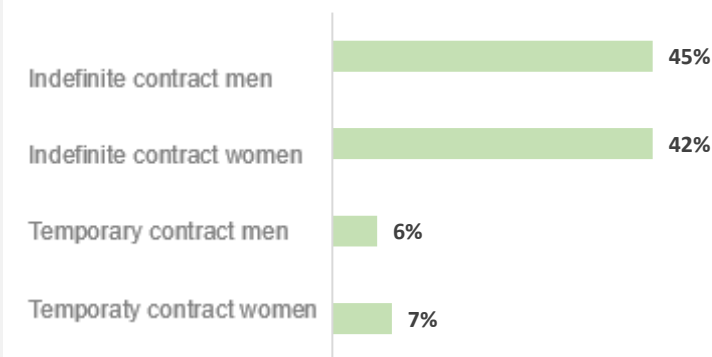
Society

Sustainability and CSR | Employment

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 **86% permanent staff on indefinite contracts**, followed by staff on temporary contracts and a small part-time group.
- Each year, we have **gradually increased** the number of **fixed contracts** for both genders. 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.

La plantilla de personal por tipo de contrato y género es igualitaria en HS



Staffing table by type of contract in 2023



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

Sustainability and CSR | Health and Safety, and Diversity

Health and Safety

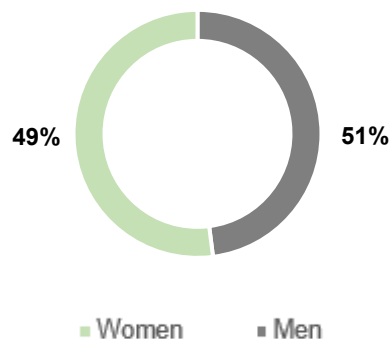
Our employees' healthcare plans are processed through an **Accident and Illness Mutual**, which manages any incident or accident within our facilities. This aims to determine if the incident or accident was due to unsuitable equipment, a lack of training, or error or recklessness on the part of the employee,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

Diversity

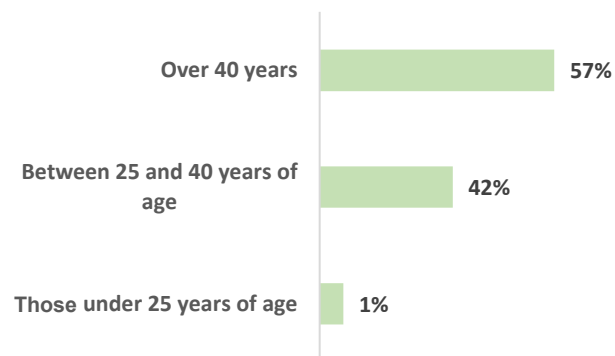
There is no discrimination in our organisation, and direct or indirect references to culture, religion, sexual orientation, age or ethnicity have been eliminated from our selection processes.

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

Employees by gender 2023



Employees by age 2023



Hotel Saray****



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

Sustainability and CSR I Training



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**.



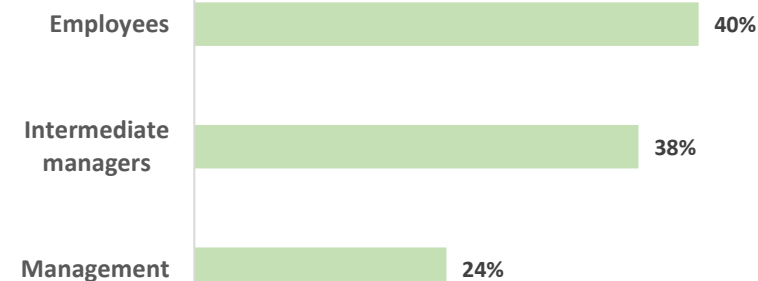
Hotel Nelva****



In recent years, we have invested a total of **2,565 hours of training** distributed as follows by professional category



Distribution of training hours in Hoteles Santos by professional category



Investment in training by professional category



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

Sustainability and CSR | 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



Fundación Pequeño Deseo

Helping children with serious diseases.



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.



Ronald McDonald Foundation

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 2022.



Hotel Porta Fira****S

Hotel Nixe Palace*****





Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



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Collaborating NGOs



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 Oceanogràfic

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 Nelva****



Hotel Santemar**** 27

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PORTA FIRA



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.

Characteristics

★	Category	★ ★ ★ ★ Sup
📍	Location	Barcelona
📐	Area	36.550 m ²
🛏	Number of rooms	321

Sustainability at Hoteles Santos



Strategic 10 year contract with **100% renewable energy**.



Use of **eco-friendly products** by replacing plastic cards with **biodegradable materials**.



Environmental impact reduction through a **paper free policy** based on dual monitor, recycled paper and duplex printing.



Use of **paper-based packaging** and installation of **filtered water fountains for re-filling**.



Electric car charging stations, promoting sustainable mobility.



Implementation of measures aimed at **reducing** the amount and variety of **chemicals** in use.



Plastic reductions, from single use to replacing plastic amenities for more sustainable options.







Design of a sustainable plan for water consumption aimed at use-reduction.

PORTA FIRA



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Energy efficiency and renewable energy

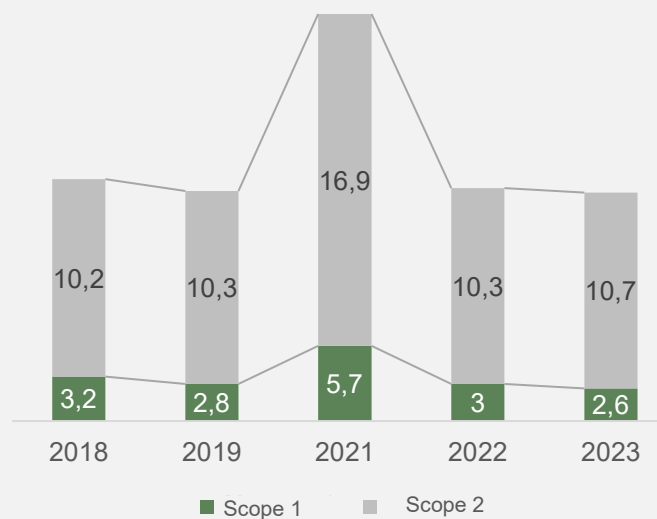


Vaccum Tube Collectors for energetic support to ACs and thermal regulation.

Ecostars Sustainability Metrics



Equivalent CO2 Emissions (Kg / RN)



Industry Average: 20 Kg/RN

Water Consumption 2023

553 L / RN

Industry Average : 390 L /RN

Energy Consumption 2023

53,5 Kw/h / RN

Industry Average : 52 Kw /RN

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Charity Collaborations



Fundación Prodis

The Prodis Foundation, created in Madrid in 2000 by parents and staff at the Special Needs School María Corredentora, provides **post-school opportunities for children with disabilities**. With time, it has become a reference in the integral education and supervision for labor and social inclusion of people with intellectual disabilities.

Foundation dedicated to the collection of **used plastic caps** for fund-raising towards treatment of childhood illnesses, promoting environmental awareness and contributing to a noble cause. It's a remarkable activity in its positive impact on the health and well-being of children affected.



Fundación SEUR



RastroSolidario.org
la economía de los valores

Rastro solidario





RastroSolidario is an NGO that launched in July 2011 as a collective #Fundraising platform with a goal to **provide all NGOs with the necessary supplies** for their charity programs.

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Charity Collaborations

Acciones Sociales



Purchase of supplies from **local providers**, promoting the development of local communities.



“**Sustainable Corner**” program that uses fresh produce from local providers (within a 100km radius).



Application that **fights food waste** saving up to 710 packs of food in 2023.



Generating **quality employment for people with disabilities**; specifically within the Dry Cleaning and Textile industries.

Certificaciones



Agreement with “**Ecstars**” that awards stars on the basis of environmental impact per stay.

***“Building a
Better World
Together”***

Hoteles SantoS 
SOSTENIBILIDAD Y RSC



Contact Sustainability: sostenibilidad@hsantos.es

