

HOTEL



GRAND  
**TEGUISE**  
PLAYA

Sustainability Report  
2021

The **GRAND TEGUISE PLAYA HOTEL**, at the initiative of its senior management, maintains the highest commitment to protect the Global environment. As evidenced by the permanent implementation of environmental seals such as **Biosphere Sustainable Lifestyle**, **Travelife Gold** or **ISO 14001:2015** and our adherence to the **Lanzarote Sustainable Accommodation Group (GAS)**, following the regulations and actions marked and audited by sustainability specialists:

#### **Sustainability and Social Co-responsibility Policy:**

- We comply with international, national and regional legislation; as well as other requirements.
- We maintain an EMS, which guarantees continuous improvement and provides a framework for establishing and reviewing the planned environmental objectives and the established goals.
- We involve all our stakeholders (shareholders, customers, employees, suppliers, subcontractors, and the local community) by engaging them in order to gain their recognition and support.
- Risk management will be a common practice in the organization focused on the treatment of risks associated with any of the adverse (threats) or beneficial environmental impacts and with the significant environmental impacts (opportunities). Wherever it is aware of the existence of a risk not covered by legislation, it will establish its own environmental standards and practices to adequately protect public health and the environment.
- We efficiently manage water and energy by guaranteeing the sustainable use of resources, mitigation and adaptation to climate change and the protection of biodiversity and ecosystems.
- We minimize the generation of waste by recycling, reducing and reusing products, enabling specific areas for them, so that everyone can recycle the waste they generate, as well as clean points to efficiently manage hazardous and special waste with training for staff and authorized managers.
- We prevent pollution through the identification, characterization and minimization of the negative environmental impact derived from rendering of services taking into account the life cycle approach, trying as far as possible, not to produce polluting emissions, and in the if they are unavoidable, measuring them to reduce them as much as possible.
- We select suppliers according to their commitment to the environment, and the reduction of carbon emissions caused by the transport of goods.
- We value the environment in which our establishments are located, from native species of flora and fauna to their local community, actively collaborating in their conservation and economic growth.
- We train staff and encourage the development of good environmental practices in their daily work.
- We keep updated this policy for its continuous adaptation to the purpose of the organization, the nature, magnitude and environmental impacts of its activities products and services guaranteeing its dissemination to stakeholders through all channels (our website, given information)

#### **Environmental Performance**

The disruption in the two years 2020 and 2021 caused by the Covid -19 pandemic is evident, although our commitment to environmental protection and sustainability remains as one of our key objectives. With this in mind, we have focused on a significant comprehensive refurbishment project, which has been seen as an opportunity to expand and improve the reduction of environmental impacts and the future energy efficiency of the facilities, as well as generating greater comfort and improving the experience of our customers while maintaining the protection and enhancement of the environment as a strategic added value.

## Refurbishment Project of the facilities of the Grand Teguisse Playa Hotel 2021

### Facilities improvements:

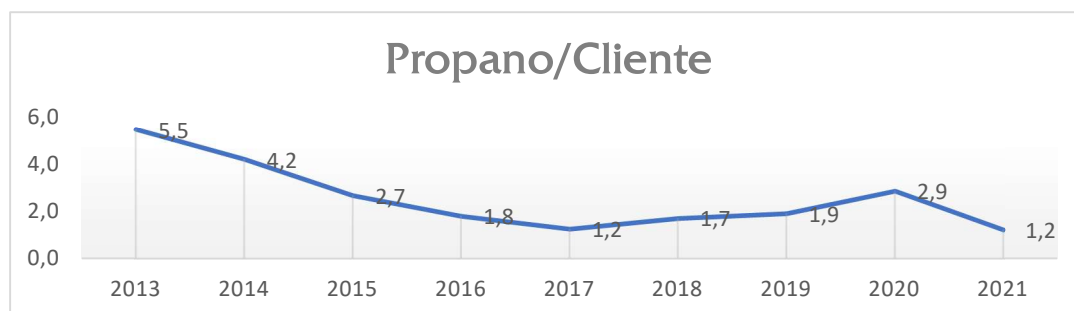
- Complete renovation of 202 rooms.
- Renovation of bathrooms and A/C systems in 115 rooms.
- Conversion of 32 standard rooms into 16 luxury suites.
- Remodelling of the swimming pool solarium with continuous floor, and renovation of the pool's impulsion and return installations.
- Conversion of unused spaces into bar areas, building a new VIP lounge area for a new service.
- 5 adapted rooms
- 3 adapted bathrooms in common areas.
- Renovation of installations (air conditioning, plumbing and sanitation in 300 rooms).

### Tecnical improvements:

- 3 new air conditioners with CLIMAPAC Technology.
- 2 new CARRIER 30XWH-0402B.
- New CARRIER 61WG090 (Heat pump).
- Replacement of the entire hydraulic system.
- Replacement of all the fan-coil units in the rooms.
- Replacement of the Bathroom Extractor system.
- Improvements in the swimming pool heat/cool collector system.
- New electrical installation in the machine room.
- Installation of 1722 energy efficient light bulbs, led type.
- Automated centralized operational control programme.
- New meters and a water efficiency measurement plan by zones.
- Installation of an A/A shutdown system to control the closing/opening of the terrace window.

Energy and water efficiency technical solutions will have an expected impact on costs. The reduction forecast for the energy and water efficiency measures implemented (2022 vs 2019) is 5.0%. Our hotel is committed to limiting or reducing the use of non-renewable energy sources, the impact of which will reduce CO2 consumption and carbon footprint.

Gas: 2 new CARRIER 30XWH-0402B (low GWP R-134<sup>a</sup> refrigerant that does not damage the ozone layer, sealed circuit and greater energy efficiency, guarantees maximum temperatures without the need for complementary systems) and the replacement of the CARRIER 61WG090 are our commitment to continue reducing propane, both with a water outlet temperature of up to 65 °C, which does not need a support system (propane) favouring a reduction in consumption.



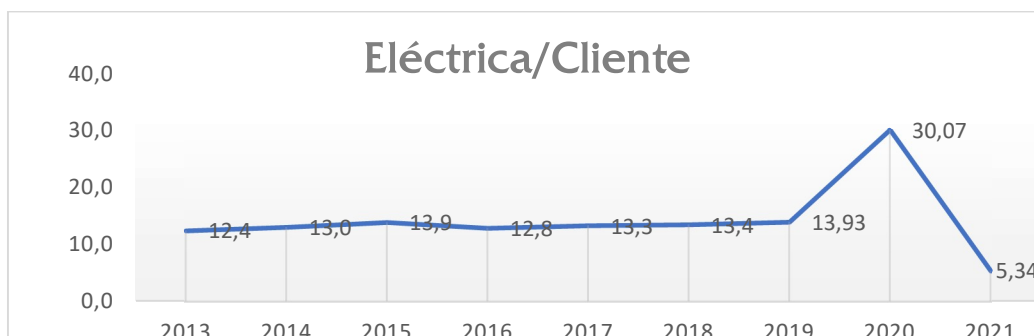
Water: A new irrigation system with 22 zones and 20 programmers that use solenoid valves to control the water inlet and outlet and regulate the pressure, minimising breakdowns. Different types of drippers were also installed with different flow rates, according to the needs of the plants to avoid pouring more water than necessary.

Replacement of the entire hydraulic system. PPR pipes (with a lower transmission coefficient, does not generate sediment and reduces leaks) special thermofusion pumps (pumps with variable speed drives that allow the flow rate to be adjusted according to operating point, low user flow, allowing them to be adjusted on demand, reducing the fictitious load to a minimum and therefore unnecessary consumption of water and electricity).

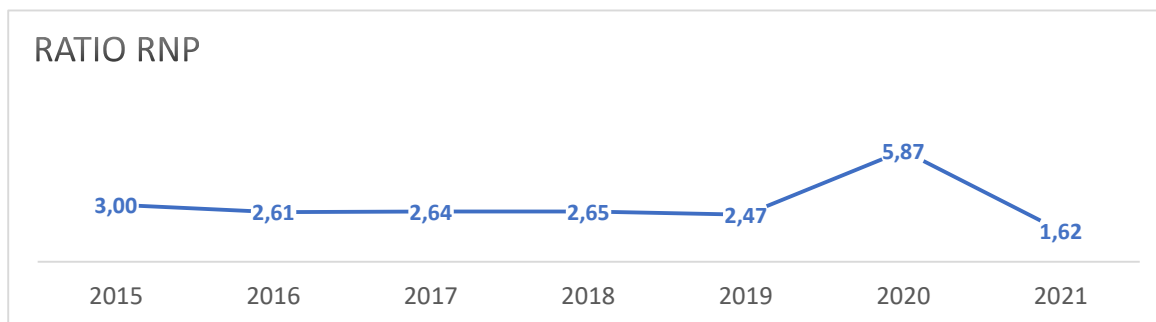


Electricity:

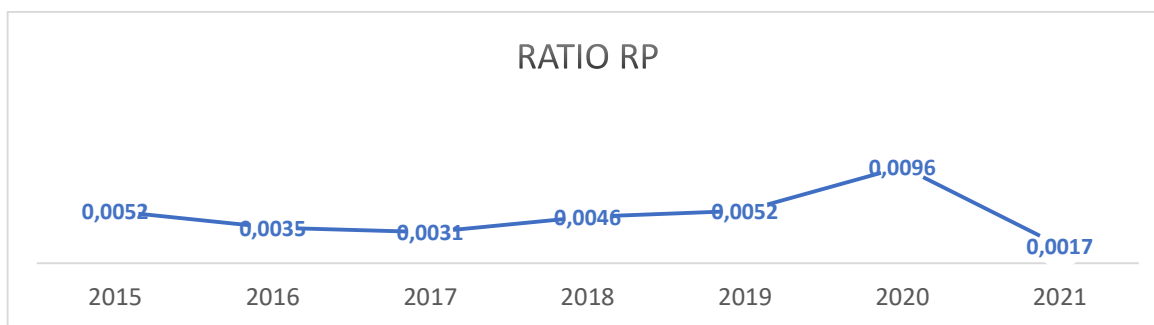
- Installation of 1722 energy efficient light bulbs, led type, covering 90% of the installed capacity.
- Installation of an A/A shutdown system to control the closing/opening of terrace windows.
- Replacement of all the fan coils in the rooms with EC motors (electronic speed variator that allows the quality to be adjusted on demand) and which comply with European energy efficiency regulations.
- Improvements to the heat recovery system
- Pool heat/cooling collector that recovers heat/cooling from the A/Cs
- The system is operated by Aero chillers with EC (variable flow) motors that allow the system to be controlled on demand.
- EC motors have an efficiency of up to 92% while AC motors will at best reach 70-80% efficiency.
- An EC motor can save up to 80% more electrical power absorbed than an AC motor.
- Installation of 2 CARRIER 30XWH-0402B with high energy efficiency and guarantees maximum temperatures without the need for supplementary systems (propane).



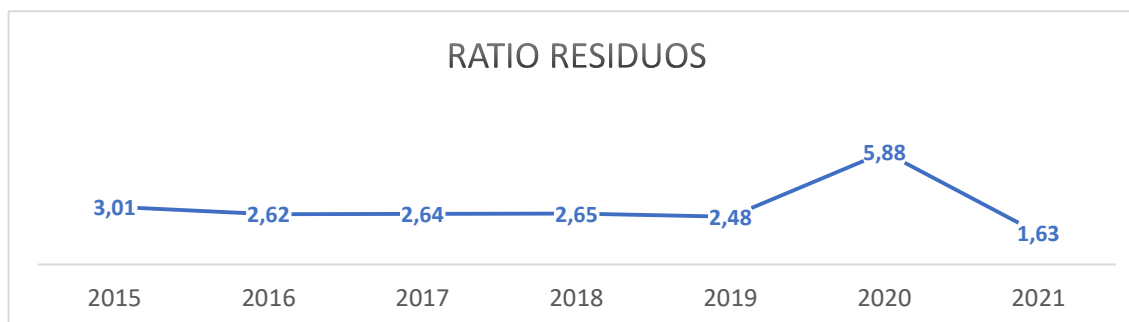
**Non-hazardous waste:** Continuing with the classification of waste, special management of COVID mask waste is introduced. The introduction of single doses to avoid contamination among customers has represented a controlled challenge, and alternatives are being sought to gradually eliminate them.



**Hazardous waste:** We continue to collect hazardous waste in accordance with regulations. The trend has been downward this year, mainly due to the serious decline in activity.



**Total volume of waste:** The total volume of waste decreased mainly due to the period in which the hotel was closed. By raising awareness among all stakeholders, the aim was to reduce the generation of waste by choosing products that contain the highest possible percentage of post-consumer recycled content.



## Social Co-responsibility:

The management of the Hotel Grand Tegui Playa has the objective of ensuring good relations between the establishment, the local community and its businesses, reducing the socioeconomic impacts and maximizing the well-being of the staff, as evidenced by our certifications of the Travelife Gold seal, ISO 14.001 and Biosphere, guarantees that we meet the sustainability criteria.

### Promotion of Responsible Tourism in the area:

The Hotel Grand Tegui Playa is committed to maintaining a close relationship with the local community, warning our clients about the importance of caring for and protecting the flora and fauna of the place, in addition to not participating in the sale of tickets to zoos or any other place in which the main attraction are the animals. Our hotel is committed to local commerce, and for this reason, local themed dinners are organized weekly in our Buffet to promote and publicize local food.

### Purchasing policy:

The Grand Tegui Playa hotel promotes the purchase of locally produced products, ensuring that they comply with preventive health and safety measures, as well as the quality demanded by our customers. This fact helps to reduce CO2 emissions resulting from the transport of products produced outside the hotel's territory.

### Employment:

The establishment recognizes the importance of hiring local staff as a preference, to collaborate the local economy. The policy preserves the destination, which is the basis for future clients and for those who repeat destination.

### Donations and social collaborations:

Our hotel donates objects such as furniture and bedding that cannot be used more in business to local organizations that will be able to take advantage of them (Caritas, schools, hospitals, other NGOs ...). The Hotel actively collaborates with foundations for the benefit of children with serious illnesses and other groups at risk of exclusion, with local festivals and sporting and cultural events in the town.



FUNDACIÓN  
CANARIA  
**Flora**  
**Acoge**

Despite operational closures from 14 March 2020 to 1 June 2020 and from 7 January 2021 to 6 August 2021, due to the Covid -19 pandemic, we have maintained our commitment to society and our environment, aligning ourselves with the 17 SDGs.

## ACTIVITIES CARRIED OUT 2020-2021-2022

- Collaboration of the Cabildo de Lanzarote, Turismo de Lanzarote and ASOLAN in the campaign "Lanzarote Sostenible"



- Participation in the webinar "Lanzarote Biosphere Destination - Companies aligned with the 17 SDGs" on 22-Sep at 10:00.

Lanzarote presenta las primeras empresas turísticas alineadas con los 17 Objetivos de Desarrollo Sostenible

El webinar celebrado muestra la importancia el compromiso empresarial para alcanzar la sostenibilidad turística que impulse la recuperación del sector y su contribución con la Agenda 2030 a nivel mundial Lanzarote a 22 de septiembre Dando continuidad a la estrategia que impulsa a Lanzarote como destino sostenible y aprovechando la situación actual como una oportunidad para incorporar la sostenibilidad como un valor fundamental en todos los destinos, este miércoles, 22 de septiembre,

En Noticias de ASOLAN [Leer Más](#)

- Publication of an article for the ASOLAN News Blog/ Grand Teguse Playa "Lanzarote Biosphere Destination" explaining all our actions on the sustainable labor, with the main objective of encouraging other hotels and enterprises at destination to join us at the environmental and sustainable project.



#LanzaroteSostenible



**Grand Teguse Playa,  
sus acciones para el  
desarrollo sostenible**

#EmpresasSostenibles

**Hotel Grand Teguse Playa, sus acciones en términos  
de desarrollo sostenible**

**Empresa alineada con la Agenda 2030 y 17ODS**

Como establecimiento hotelero desempeñando su actividad en una isla con una clara conciencia sostenible, ¿cómo se puede contribuir al desarrollo sostenido y a la consecución de los 17ODS?. Hoy exponemos el caso del **Hotel Grand Teguse Playa**.

- Collaboration in the IV Christmas Toy Collection Campaign 2021.
- Weekly contribution of prepared food for the lunch service offered by the association "Flora Acoge" through the Social Inclusion Programme, Homeless People.
- Contributions to the "Calor y Café" Charity Association, "Sara" Animal Protection Society.

## Awards Hotel Grand Teguisse Playa 2020

- *Hotels.com Award 2020*
- *Travellers Choice de Trip Advisor 2020*
- *Booking Review Award 2020*

## Awards Hotel Grand Teguisse Playa 2021

- *Travellers Choice de Trip Advisor 2021*
- *TUI Global Hotel Awards 2022*

## Re Think Hotel Awards sustainability and Hotel Rehabilitation Award

We are very proud to announce that we have been awarded with two rewards, one being the Rethink Hotel prize as one of the 10 best and most sustainable reforms in Spain with the support of the World Tourism Organization, the office of climate change and the state secretary of tourism.

And on the other hand, with a recognition (unique in Spain) from Carrier for our advance in the elimination of the CO2 footprint.



These awards are the result of our implication with the environment and our small contribution against climate change.

With this announcement we would like to share with you our advances and improvements and make you participants of them, as they lead to the securing of a quality product for our clients, which at the same time is committed to our planet.

## CERTIFICATIONS

- *Sicted (Quality in Destination)*
- *Biosphere Sustainable Lifestyle*
- *ISO - 14001: 2015 (Environmental Standard)*
- *Biosphere Responsible Tourism, Travelife Gold. sustainability for tourism*
- *Safe Establishment 2020 Safe Programme*



Asociaciones:

- *Lanzarote Sustainable Accommodation Group (GAS)*
- *ASOLAN*