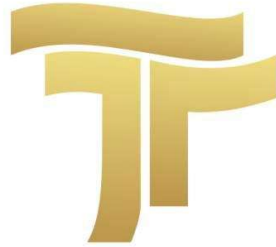


HOTEL



GRAND  
**TEGUISE**  
PLAYA

Sustainability Report  
2024

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:**

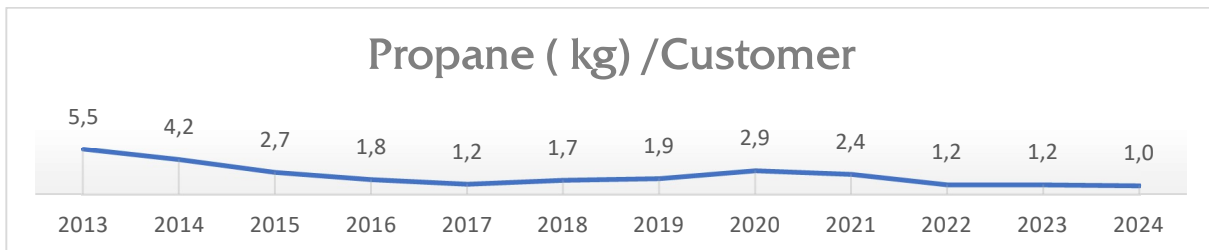
- We comply with international, national and regional legislation; as well as other requirements.
- We maintain an EMS, which guarantees continuous improvement and provides a framework for establishing and reviewing the planned environmental objectives and the established goals.
- We involve all our 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 environmental performance of the GRAND HOTEL TEGUISE PLAYA has been quite significant since its creation, because the organization does not consume significant natural resources, and for the management of the waste that is generated during the activity, there are authorized managers for this purpose. effect by the Government of the Canary Islands, or, they are managed by the municipal service of the Teguisse City Council, where the activity is carried out. There is clear evidence of compliance in waste management and consumption of the organization.

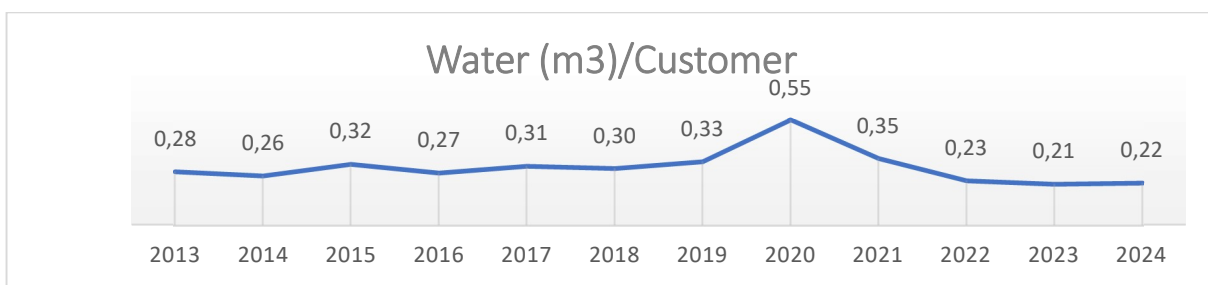
### Gas:

With a 0.3% increase in the number of stays in 2024, this corresponds to a reduction in the LPG gas consumption ratio per client of -9.3%, resulting from consumption control policies and the use of new technological solutions installed: 2 new CARRIER 30XWH-0402B (Low GWP R-134A 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 constitute our commitment to continue reducing propane, both with an outlet water temperature of up to 65 ° C, which does not require a support system (propane), favoring the reduction in its consumption.



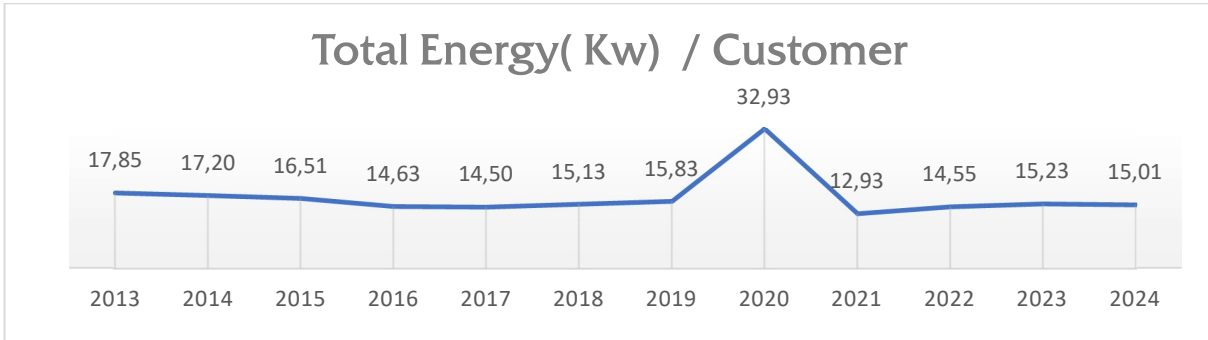
### Water:

With a 0.3% increase in the number of stays in 2024, the water consumption ratio per client increases by 2.7% due to an increase in garden irrigation and pool water replacement as a result of climate change. In January, a significant increase was detected thanks to the control system, which led to the detection of a major water leak in the gardens, which, once resolved in April, brought us closer to meeting the environmental objective set.



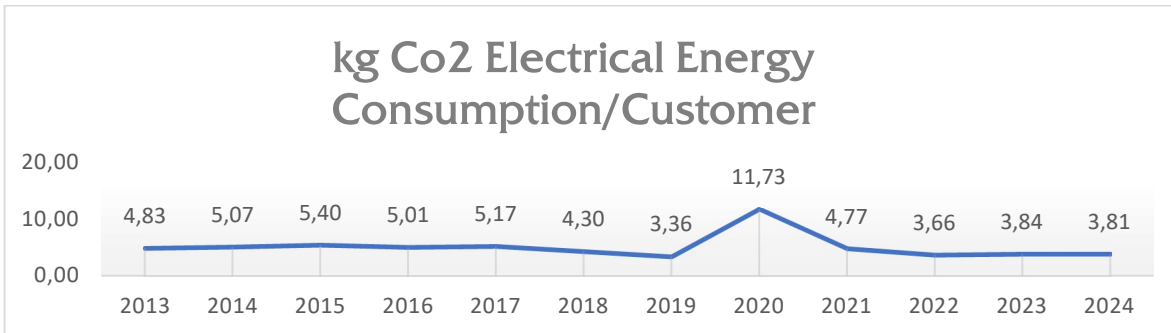
### Electric power:

Despite the challenges arising from climate change (use of air conditioning) together with the increase in customers and services, the ratio of energy consumption per customer has increased by 1.4%, which is nevertheless lower than in 2019 and for most of the historical series.



### Carbon footprint:

We continue to work tirelessly to reduce and offset our carbon footprint, seeking compensation mechanisms and clean energy sources.



### Interannual Rates:

Carbon	GLP	Energy	Water
2024 vs 2023	2024 vs 2023	2024 vs 2023	2024 vs 2023
-0,8%	-9,3%	-1,4%	2,7

## Waste:

Non-hazardous waste: Giving continuity to the reduction of waste, single doses have been eliminated and techniques for using food and reducing quantities at the end of the service have been improved to reduce organic waste, in turn favoring the purchase by volume and in bulk reducing plastics. It is necessary to highlight that the waste is classified and delivered for selective processing to the managers authorized for this purpose by the Government of the Canary Islands, or else, it is managed by the ZONZAMAS ENVIRONMENTAL COMPLEX.

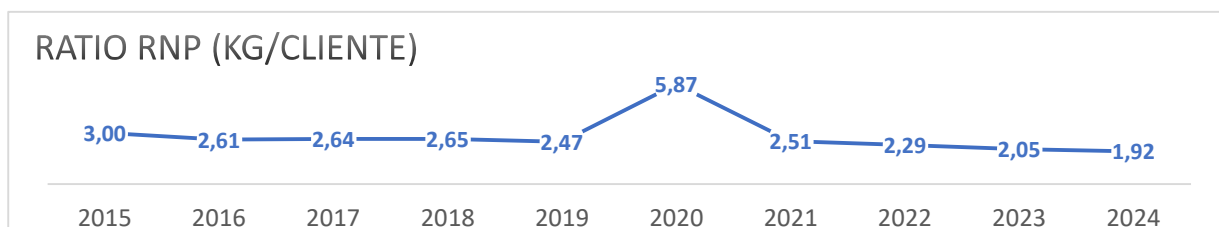
It is used at the ZONZAMAS ENVIRONMENTAL COMPLEX for the Biomethanization by bacterial fermentation producing biogas.

The containers from the yellow container are separated at the Sorting Plant at the Zonzamas Environmental Complex into 7 different materials (PET plastic, HDPE plastic, FILM plastic, MIX plastic, BRIK, ferrous cans and aluminum cans), recovering more than 90% of the packaging. All recovered and sorted materials are compacted and sent for recycling in ship containers outside Lanzarote.

Paper and cardboard is currently managed directly through the Martínez Cano plant in Arrecife. 100% of the paper and cardboard in the blue container is compacted and packaged and sent for recycling in ship containers outside Lanzarote.

The glass is managed in the specific glass area of the Zonzamas Environmental Complex, from where it is loaded into ship containers and sent for recycling. 100% of the glass in the green igloo is sent to be recycled outside of Lanzarote.

50% recuperated at the Waste classification plant, whose mission is to recover, separate and classify waste from mixed garbage



### Hazardous waste:

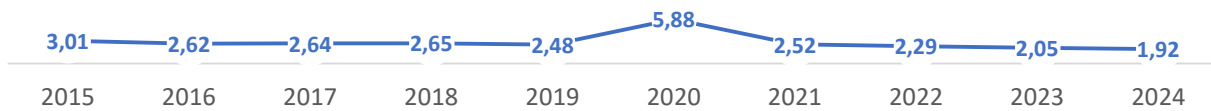
We continue to collect hazardous waste according to regulations. The trend has been downward due to the comprehensive reform carried out that has reduced the obsolescence of equipment and maintenance work, which are the main emitters of this waste.



### Total volume of waste:

The total volume of waste continues to decrease for reasons attributable to continuity in purchasing management, the application of environmental criteria to purchases, the awareness of all interest groups and the search for recycling and reuse solutions. of products.

## RATIO RESIDUOS (KG/CLIENTE)



As a result, we have achieved a reduction in the interannual rate this year compared to 2023.

VARIATION RATE	RNP	RP	Total
2024 vs 2023	-6%	-2%	-6%

## The Grand Teguse Playa hotel has been featured in the edition of the Dossier of Good Sustainable Practices "Discovering success stories of sustainability in Lanzarote and La Graciosa

Holding the Biosphere certification in sustainability since 1998, the Grand Teguse Playa Hotel project, as part of the Occidental Hotels group, has aimed from the outset to implement a comprehensive management system for a "Sustainable Hotel."

For this establishment, aligning corporate management with the Sustainable Development Goals is key and brings undeniable competitive advantages, including:

- Improving the hotel's image and reputation.
- Enhancing the perception of quality and identifying new business opportunities and differentiation.
- Strengthening relationships with stakeholders and local communities.
- Promoting innovation.
- Improving the energy efficiency of facilities and work processes.
- Reducing operating costs.
- Contributing to the conservation of the destination, with the protection and enhancement of the environment being a strategic added value.

From an environmental perspective, and to address the effects of climate change, the Grand Teguse Playa Hotel has been measuring

the carbon footprint of its activities since 2013. This measurement allows the hotel to assess the energy efficiency of its facilities and plan measures to reduce operational energy costs, resulting in significant economic returns.

As the hotel team itself states:



It does not require an additional investment but rather uses the same meters and data employed for energy and fuel billing. However, it has been vital in identifying efficiency opportunities.

The energy efficiency improvement measures adopted by the accommodation have helped maintain desired levels despite the increase in hotel occupancy.

These measures focus directly on upgrading equipment and facilities with efficiency and automation systems, such as CLIMAPAC multimedia technology devices that enable remote control of heating and air conditioning systems.

25%

reduction in gas consumption after 5 years of applying these efficiency measures.

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# Hotel **Grand Teguisse Playa**



**“We want to encourage the sale of local products and the promotion of traditional gastronomy, nutritional values, and responsible consumption models”.**



To contribute to this Sustainable Development Goal, the Grand Teguisse Playa Hotel standardizes its menus with precise recipes, adjusting quantities, and:

- 30 minutes before the restaurant closes, food display is reduced to 50% of the buffet's capacity.
- They adopt traditional preservation techniques such as marinating and pickling, as well as innovative pre-preparation techniques (low-temperature pre-cooking, vacuum packaging, etc.).
- They carry out subsequent regeneration processes using an oven designed for steam cooking, which reduces waste and allows dishes to be finalized for consumption according to real-time demand.
- They apply methanization processes and local renewable energy production using the waste and leftovers generated.

**These measures also help the hotel maximize the profitability of staff working hours by advancing tasks through pre-preparation and food packaging. Additionally, these techniques improve the perceived quality of the finished food and allow for the utilization of bulk purchase opportunities.**

**≈ 5%**

**reduction in the hotel's usual food waste by applying these measures.**

## **Social Co-responsibility:**

The management of the Hotel Grand Teguisse 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 Teguisse 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 Teguisse 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.

## ACTIVITIES CARRIED OUT 2024

- Collaboration with the 14th Solidarity Toy Campaign 'No child without a toy' organised by Asolan in support of the Parish Caritas of Lanzarote and Valencia.



- Contribution of forgotten customers to the Caritas social project store.



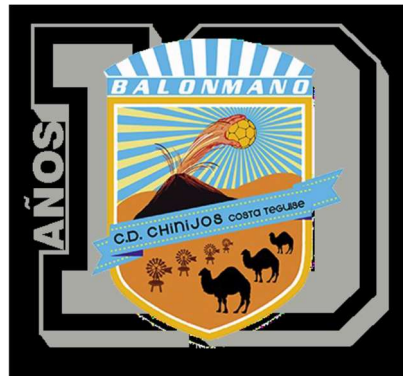
- Collaboration with the Rotary Club of Lanzarote, providing blankets for Adislan.







- Donation of 500 euros as a collaboration for the shirts of the Chinijos Sports Club of Costa Teguisse - Handball club that promotes this sport among children from CEIP Coste Teguisse and CEIP Teguisse, CEIP de Altavista) + inclusive group.



XII Grand Teguse Playa Golf Tournament 2024 to benefit the Association for Social Inclusion: Flora Acoge, a leading social event on the island in the exercise of social co-responsibility. The contributions made exceeded 13,000 euros.

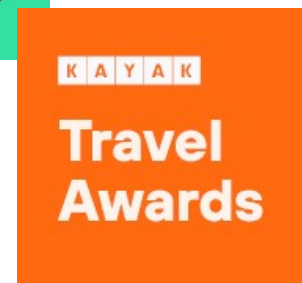




- Publication as a success story on a specific website the SDGs in the Canary Islands (<https://www.youtube.com/watch?v=Z6k6j73MmSM>)
- In the Biosphere Sustainable Lifestyle 2024 certification process, the achievement of actions and objectives in the following SDGs was advanced:
  - o SDG 1 End Poverty,
  - o SDG 3- Health and Wellbeing,
  - o SDG 4- Quality Education,
  - o SDG 5- Gender Equality,
  - o SDG 6- Clean water and sanitation,
  - o SDG 7- Affordable and non-polluting energy,
  - o SDG 8- Decent work and economic growth,
  - o SDG 9- Industrial, innovation and infrastructure,
  - o SDG 11- Sustainable cities and communities,
  - o SDG 16- Peace, Justice and Solid institutions.
- Weekly contribution of prepared food for the Lunch service offered by the “Flora Acoge” association from the Social Inclusion Program, Homeless People.

**GRAND TEGUISE PLAYA AWARDS 2024**

- Travellers Choice de Trip Advisor 2024
- Booking Traveller Review Award 2025
- Kayak Traveller Award 2024
- Holiday Check Recommended 2024



## CERTIFICATIONS



- Sicted (*Quality at Destination*)
- *Biosphere Sustainable Lifestyle*
- *ISO – 14001: 2015 (Environmental Regulations)*
- *Biosphere Responsible Tourism,*
- *Travelife Gold. sustainability for tourism*
- *Safe Establishment Program 2022 Safe*

### Associations:

- Lanzarote Sustainable Accommodation Group (GAS),
- ASOLAN

### SUSTAINABILITY GOALS 2025/2026

- Reduction in energy consumption by 3%
- Reduction in water consumption by 3%
- Reduction in single-use plastic by 5%
- Support for the most disadvantaged groups and collaboration with social inclusion programs