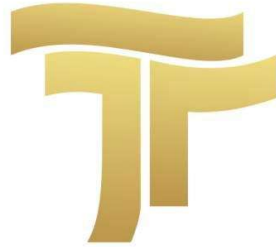


HOTEL



GRAND  
**TEGUISE**  
PLAYA

Sustainability Report  
2023

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 year 2022 has been the definitive proof of the success of the Comprehensive Reform plan carried out in 2021, 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 the generation of a greater comfort and improvement of the experience of our clients while maintaining the protection and enhancement of the environment as an added strategic value.

Taking into account the disruption of two years (2020 and 2021) with a scope until March 2022, which has produced the Covid -19 pandemic, without the data being valid for statistical purposes due to the drastic reduction in the number of clients, a comparison of the year 2022 with the year 2019. The technical solutions for energy and water efficiency have had the expected impact on consumption, complying with our commitment to limit or reduce the contribution of non-renewable energies whose impact allows us to reduce the consumption of Co2 and carbon footprint.

As a summary, it can be evidenced by the following statistical analysis:

Gas:

Implemented improvements:

- 2 new CARRIER 30XWH-0402B (R-134<sup>a</sup> low GWP refrigerant that does not damage the ozone layer, sealed refrigerant circuit, higher energy efficiency, guarantees maximum temperatures without the need for complementary systems)
- Replacement of the CARRIER The newest 61WG090 constitute our commitment to continue reducing propane, both with a water outlet temperature of up to 65 °C, which is permitted by law, does not need a support system (propane) favoring the reduction in consumption.
- Installation of Presence Sensors in the Gym Bathrooms and Kitchen Chambers



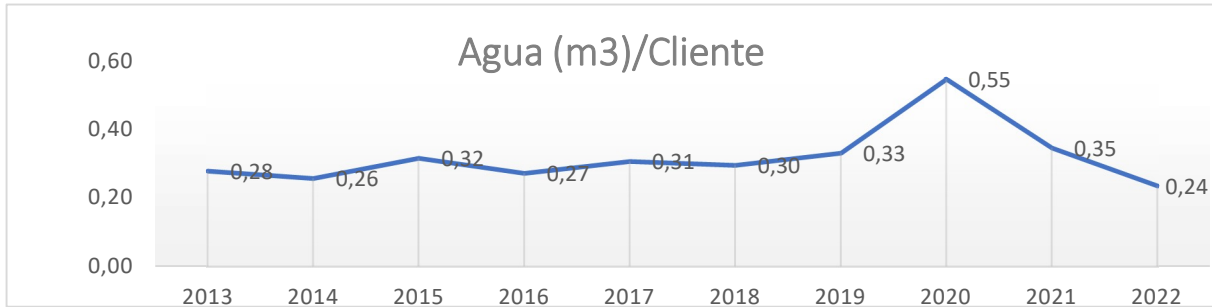
Water:

Improvements implemented: Irrigation system with 22 zones and 20 controllers that control the inlet and outlet of water by means of solenoid valves and regulate the pressure, minimizing breakdowns. Different types of drippers with different flow rates were also placed, according to the needs of the plants to avoid adding more water than necessary.

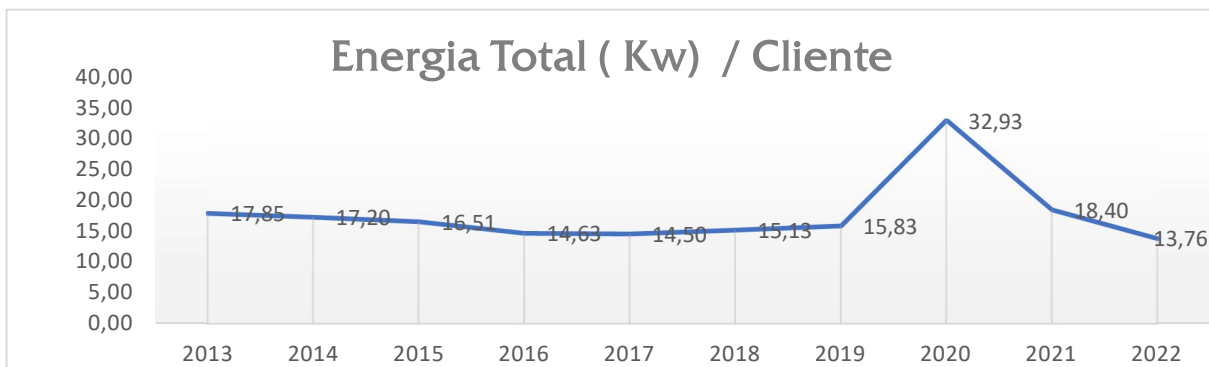
Replacement of elements of the hydraulic system throughout the hotel:

- PPR 8 pipes with lower transmission coefficient, does not generate sediments and reduces leaks)

- Special thermofusion pumps (Pumps with a variable speed drive that allow the flow rate to be adjusted by operating point, low influx of users, allows them to be adjusted on demand, minimizing the fictitious load and therefore unnecessary consumption of water and electricity.
- Installation of sensors in the reception and restaurant taps
- Review and repair of Significant Water Leaks



### Energía Eléctrica:

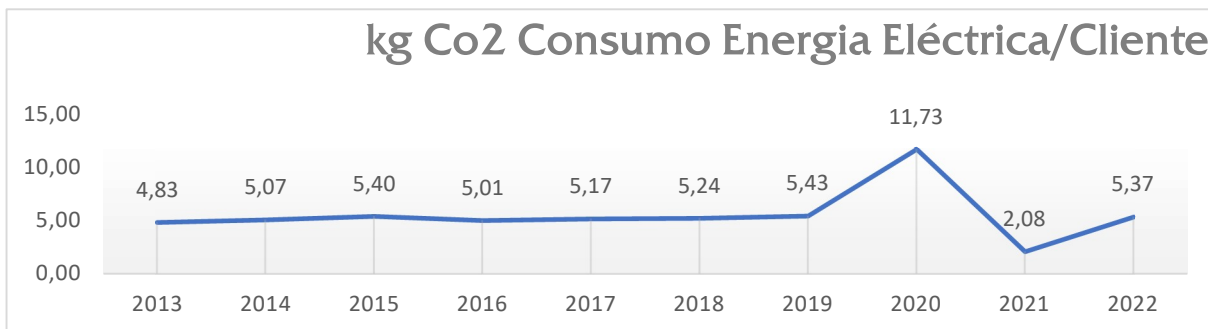
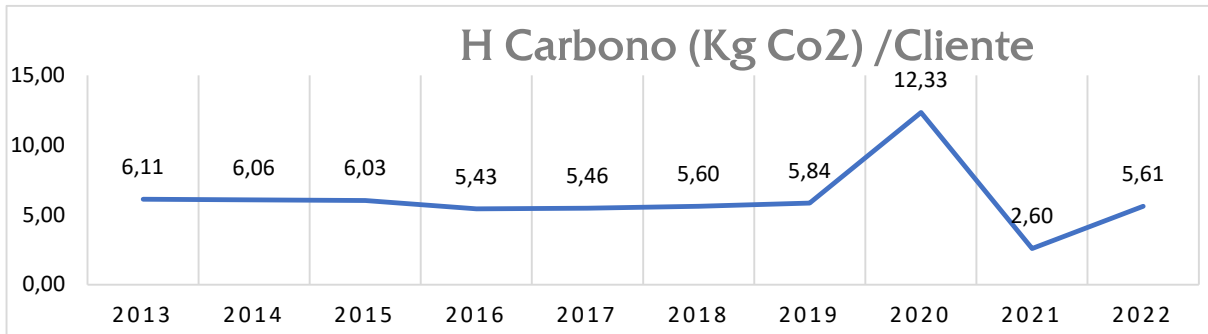


### Implemented improvements:

- 1,722 energy efficient LED bulbs were installed as part of the project, covering 90% of the installed capacity.
- Installation of A/C Shutdown system to control the closing/opening of the terrace window.
- Replacement of all the fan-coils in the rooms EC Motors (electronic speed variator that allows adjusting the quality on demand) and which complies with the European energy efficiency regulations.
- Improvements in the heat recovery system
- Pool heat / cold collector that recovers heat / cold from the A / C
- The system works with some Aerocoolers with EC motors (variable flow) that allows to control the system on demand.
- EC motors have an efficiency of up to 92% while AC motors in the best of cases will 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 complementary systems (propane).

**Carbon footprint:**

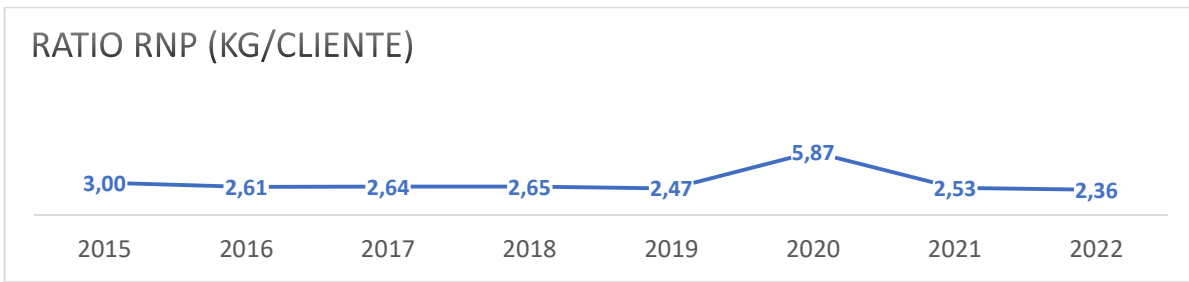


**Interannual rates:**

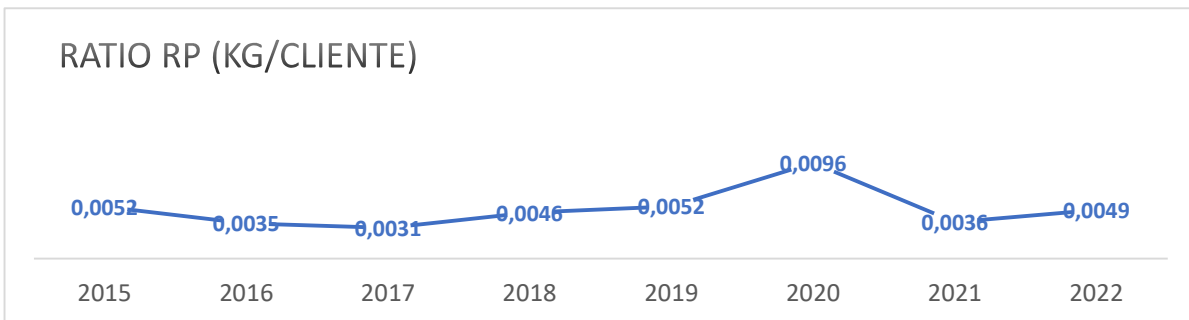
Carbono	GLP	Energía	Agua
2022 vs 2019	2022 vs 2019	2022 vs 2019	2022 vs 2019
-1,2%	-40,1%	-13,1%	-28,9%

**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 municipal service of the Teguse City Council



**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 has decreased due to causes attributable to the end of the pandemic, better purchasing management, application of environmental criteria to purchases, awareness of all interest groups and the reduction of maintenance waste due to comprehensive reform.



Como resultado hemos logrado una reducción de la tasa interanual este año comparando con el último año útil con fines estadísticos y similar número de clientes 2019.

TASA VARIACION	RNP	RP	Total
2022 vs 2019	-5%	-7%	-5%

## 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.



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

## ACTIVITIES CARRIED OUT 2023

- Weekly contribution of prepared food for the Lunch service offered by the association "Flora Acoge" from the Social Inclusion Program, Homeless People.
- Collaboration XII Solidarity Toy Campaign 'No child without a toy' convened by Asolan in collaboration with Caritas Lanzarote.



- Collaboration in the World Environment Day Drawing Contest and visits to Asolan's Sustainable companies / COURSE 2022-2023
- Presentation of the Sustainability project of the Grand Teguisse Playa Hotel at the II Lanzarote Tourism Sustainability Conference. Special focus modernization of the accommodation plant.
- Open Doors Day within the Costa Teguisse 2022 Tourism and Youth program.

## TURISMO Y JUVENTUD COSTA TEGUISE 2022

*TOURISM AND YOUTH 2022*

<u>Actividades Formativas y de Conocimiento del Sector Turístico</u>	
6 de Octubre	7 de Octubre
16:00 JORNADA DE PUERTAS ABIERTAS Hotel Meliá Salinas	17:00 JORNADA DE PUERTAS ABIERTAS Hotel Grand Teguisse Playa



- Celebration of Grand Teguise Playa Simultaneous Chess” ((Students of CEIP Virgen de los Volcanes) who learn chess at the Tinajo Chess School, simultaneously with the current Canary Islands children's champion Julius Pleschke, also a student at the school.




- Permanent banner on hotel TV with a QR for the promotion of micro-donations through the "la Caixa" Foundation for the project to help eradicate child poverty.

CAT | ESP Fundación "la Caixa" [Buscar](#)

Elige un proyecto Microdonativos Haz tu donación

## Pobreza Infantil

El término *pobreza* puede sonar como algo lejano, pero actualmente en España uno de cada tres niños y niñas vive en situación de pobreza. La crisis económica ha hecho que esta sea más extensa, intensa y crónica, y eso afecta especialmente a los más pequeños.



El programa CaixaProInfancia, junto con más de 350 entidades, promueve el **desarrollo social y educativo de más de 250.000 niños y niñas** de entornos vulnerables para que todos puedan tener las mismas oportunidades.

Lo hace **facilitando a las familias** refuerzo educativo, atención psicosocial, actividades extraescolares y de verano y ayudas en bienes de primera necesidad (como son el equipamiento escolar, las gafas y los audífonos o los productos de alimentación e higiene).

Ahora tú también puedes contribuir a esta **atención continuada y a largo plazo** para que más niños y niñas puedan ejercer su derecho a disfrutar de la infancia.

**Haz tu donación**

**1,2€**

*Desayuno saludable para un niño o niña*

**4€**

*Una sesión de refuerzo educativo para un niño o niña*

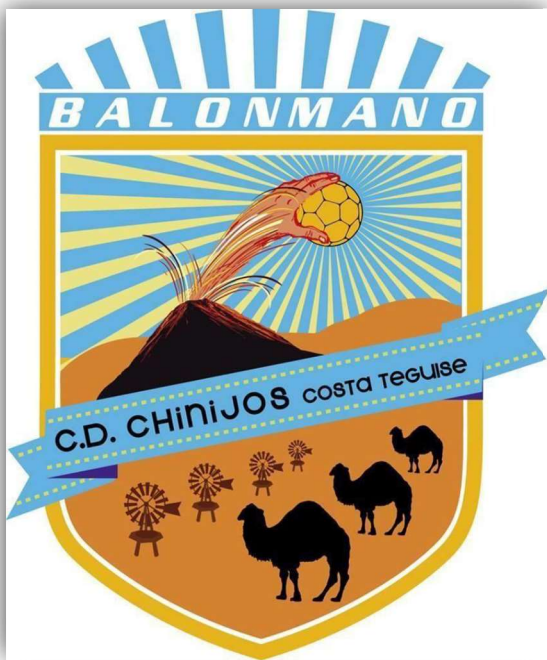
**8€**

*Material escolar para un niño o niña*

**15€**

*1 pack de higiene mensual para un niño o niña*

- Collaboration of 500 euros for sports equipment to the Chinijos Sports Club of Costa Teguse, a handball club for 170 children from 4 to 16 years of age (CEIP Coste Teguse and CEIP Teguse, in addition to the CEIP of AltaVista) + inclusive group (once a week with adults with disabilities at the ADISLAN center and with sports therapy at the Colegio Virgen de los Volcanes in Tahiche).



- X Grand Teguiise Playa Golf Tournament 2022 for the benefit of the Association of relatives of Alzheimer's patients AFALF, a leading social event on the island in the exercise of social co-responsibility. The contributions made exceeded 15,000 euros.





- Publication as a success story on the specific website for the dissemination of the SDGs in the Canary Islands (<https://www.odsempresascanarias.org/casos-de-exito/caso-de-exito-hotel-grand-teguisse-playa/>) In the Biosphere Sustainable Lifestyle 2022 certification process, the achievement of actions and objectives in the following ODS 4- Quality Education, ODS 5- Gender Equality, ODS 6- Clean water and sanitation, ODS 7- Affordable and clean energy, ODS was advanced. 8- Decent work and economic growth, SDG 9- Industrial, innovation and infrastructure, SDG 10- Reduction of inequalities, SDG 11- Sustainable cities and communities, SDG 12- Responsible consumption and production, SDG 13- Climate action, SDG 16 - Peace, Justice and Solid Institutions.

## GRAND TEGUISE PLAYA AWARDS 2022

- Trip Advisor Travelers Choice 2022
- TUI Global Hotel Awards 2022
- Kayak Travel Awards 2022
- Traveler Review Award 2023

## 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*



## Asociaciones:

- Grupo de Alojamientos Sostenibles de Lanzarote (**GAS**),
- **ASOLAN**