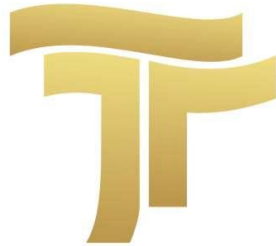


HOTEL



GRAND
TEGUISE
PLAYA

Sustainability Report

2019

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 Turismo Responsible**, **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:

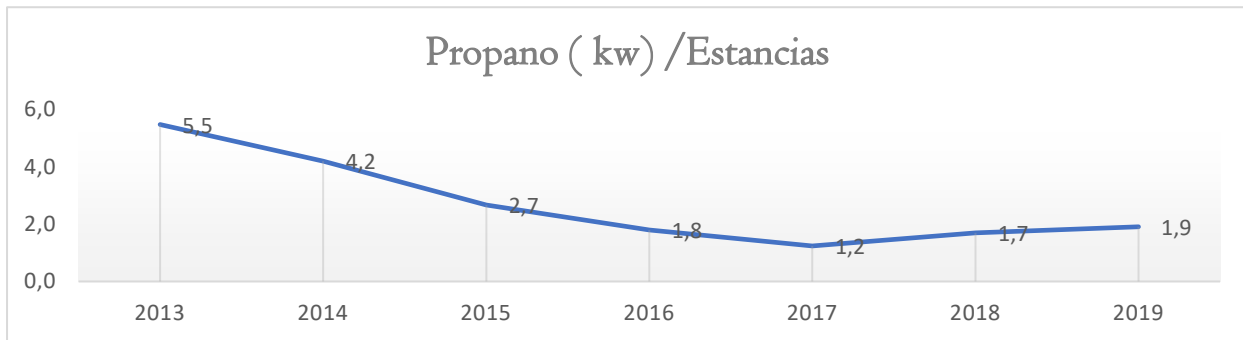
Sustainability and Social Co-responsibility Policy:

- We comply with international, national and regional legislation; and 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 involving them in order to obtain 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 through recycling, reduction and reuse of products, enabling specific areas, 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, measure 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, information panels, etc.).

Environmental Performance

Our work for years to date shows clear successes in our goal of reducing energy consumption that ultimately lead to a clear reduction of carbon footprint (kg CO₂) per customer from 6.11 kg in 2013 to 5.84 kg in 2019.

Gas:



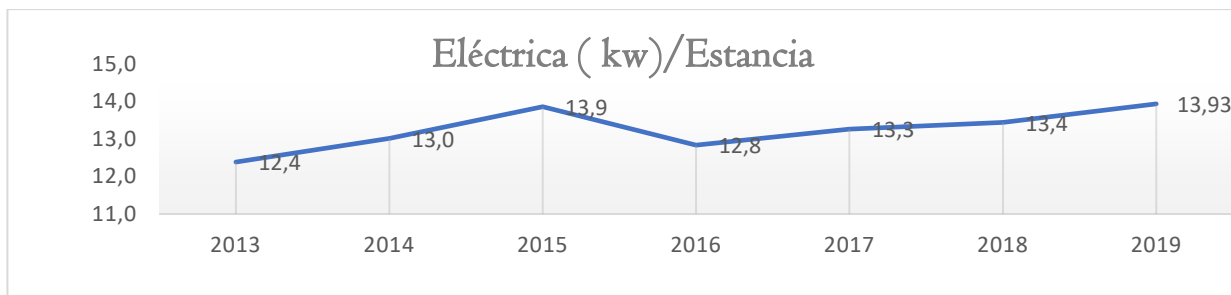
Gas consumption has remained within the marked efficiency level. We have maintained the values achieved, slightly increasing consumption.

The increase in propane consumption is explained by failures in the electrical machinery installed to produce hot water, failures caused by problems in design.

In order to keep the Service it was necessary to buy gas. This process took months as the spare parts needed to repair the machinery were slow to arrive.

Electric Power:

Despite continuous investments in efficiency equipment, low-consumption lighting and improvements in the thermal insulation of the rooms, in addition to continuous information to customers on energy savings, total energy consumption resulted in an increase.



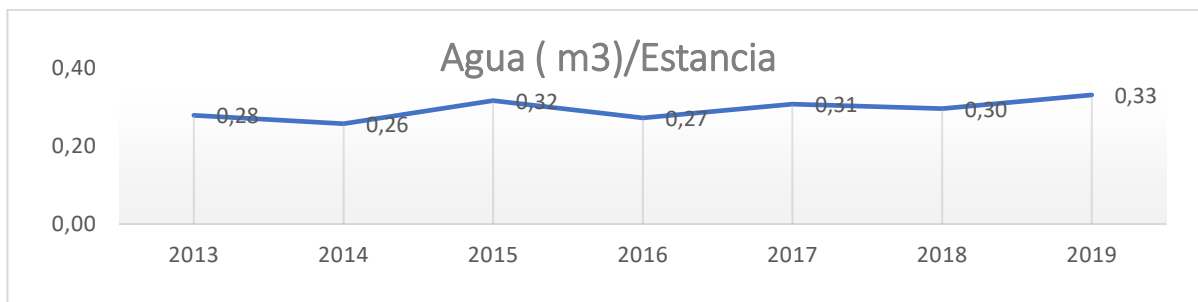
Factors related to climate change such as the more frequent heat waves and higher average temperatures, caused a more extensive use in time and frequency of the Air Conditioning machinery.

On the other hand, the hotel has had an increase in Customer services that has caused an increase in consumption:

- New “a la carte” restaurant.
- Hot Snacks Service in the BBQ area
- Installation of kettles for tea Service in superior rooms.
- Redecoration in common areas with new lighting.
- Reuse of new areas with installation of new machinery.

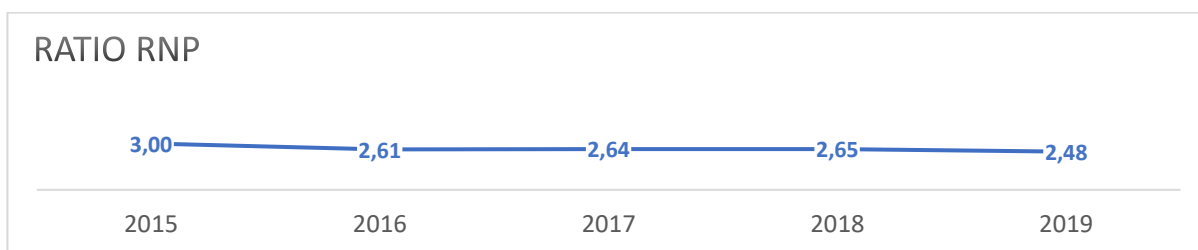
Water:

Water consumption has increased due to the rehabilitation of new garden areas. The installation of new counters and a water efficiency measurement plan by areas that enables us a better monitoring and planning of corrective actions.



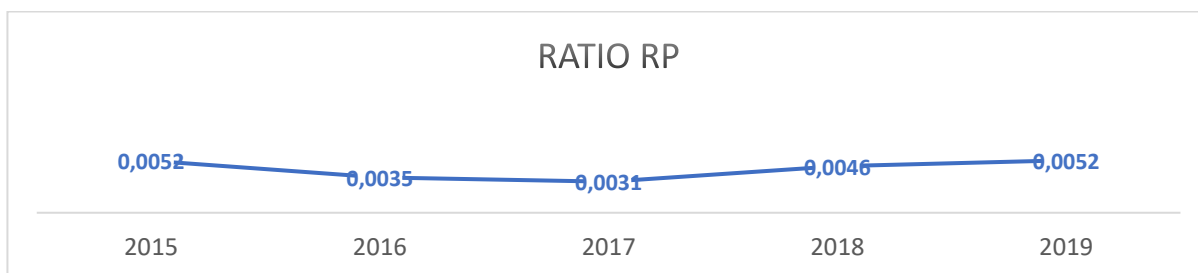
Non-hazardous waste:

By sensitizing all interest groups, the aim has been to increase the volume of correctly classified waste.



Dangerous Residues:

As part of the seal ISO14001:2015 implementation process, the control and periodicity of the collection of hazardous waste according to regulations was significantly improved. This resulted in an increase in the separation and control of these residues.



Total volume of waste:

The total volume of waste decreased. By raising awareness among all stakeholders, the aim has been to reduce the generation of waste through the choice of products that contain the highest possible percentage of post-consumer recycled content.



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 CARREID OUT 2019

- Contribution of Food in the Christmas Campaing “Flora acoge”
- Collaboration at the Ecotur Meeting + Cocktail Amigos de Costa Teguisse
- IV Christmas Toy Collection Campaign Collaboration



- Contribution of prizes to the XII School Drawing Contest held on the occasion of World Environment Day. This activity has had the collaboration of the Ministry of Education of the Government of the Canary Islands, though the Insular Director of Education, represented by Mr Mario Perez. For her side, the president of ASOLAN, Susana Perez, highlighted the

participation of all students and educational centers in the contest, and congratulated the winners, encouraging them to continue working from their schools and homes in favor of sustainability and the respect to the environment.

- Celebration in our Hotel of the “I Festival Internacional de Ajedrez” where national and international players meet and promote the sport of Chess.



- Sponsors of the "I Carrera de Empresas Lanzarote 2019"



- Delivery of boxes of clothes to Caritas, Humanitarian Organization of the Catholic Church, to help the development of the poorest and most excluded people (Collaboration)



- Weekly contribution of cooked food for the lunch Service offered by the association “**Flora Acoge**” from the Social Inclusion Program, Homeless People.
- Textile contributions to the “**Calor y Café**” Charitable Association, the Caritas Lanzarote Association and “**Sara**” Animal protection.



- **Grand Teguisse Playa Charity Golf Tournament**, ninth edition in favor of the Asociación de Familiares de Enfermos de Alzheimer de Lanzarote y Fuerteventura **AFALF**



CERTIFICATIONS

- *Sicted (Calidad en Destino)*



Compromiso
de **Calidad Turística**
Commitment
to **Tourism Quality**



- *Biosphere Turismo Responsable*
- *ISO - 14001: 2015 (Normativa Medioambiental)*
- *Biosphere Turismo Responsable, Travelife Gold. sostenibilidad para el turismo*



Awards:

- **Top Hotel Partner** Schauinsland 2019
- **Hotels.com Award** 2019
- **Booking Award** 2019
- **Holiday Check Award** 2019
- **Certificado de Excelencia Trip Advisor** 2019

Associations:

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

