
SUSTAINABILITY REPORT

Hotel Rural Las Tirajanas

2017

“PARADISE H&R”

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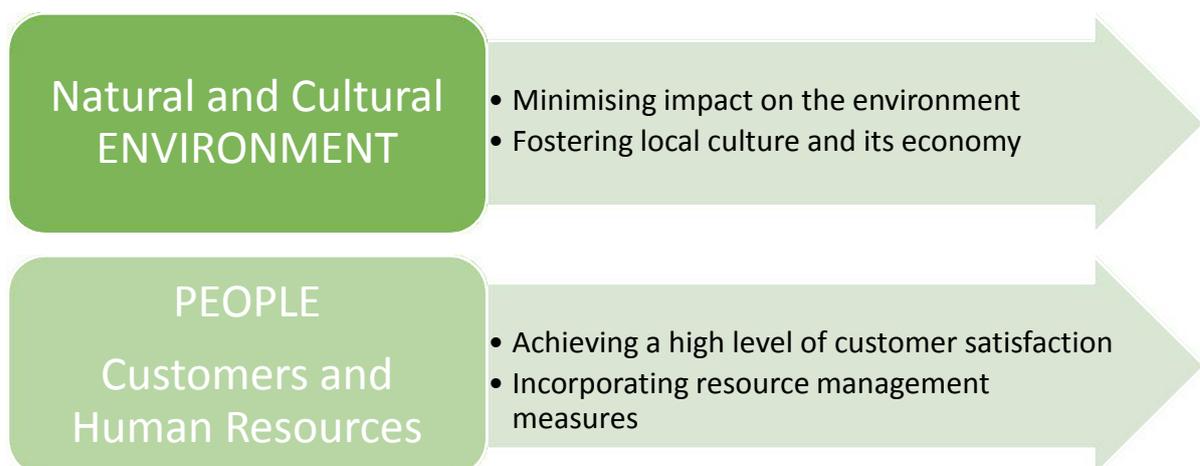
1. Index

Paradise Hotels & Resorts is a young hotel chain, backed by the experience of the Hermanos Santana Cazorla Business Group, which belongs to the company Mar Abierto S.L., based in San Bartolomé de Tirajana, Gran Canaria.

The company's management is fully aware that customer satisfaction is intrinsically related to respect for and commitment to the environment. For this reason, our concept of sustainability and the protection and conservation of the environment are key elements of the strategic horizon of Paradise Hotels & Resorts. All this without forgetting our commitment to the dissemination of local culture and the contribution to cultural integration and society, which have always been part of the core values of Paradise Hotels & Resorts. As part of a strategy to start moving forward in this direction, the following manuals were integrated as milestones of 2013:

- a) Manual for Good Environmental Practices;
- b) Manual for Fair Employment and Local Community Practices;
- c) Manual for Control and Purchasing Management.

For us, a responsible hotel is one that cares about the ENVIRONMENT as well as the PEOPLE in the following way:



The company's objective in environmental matters is to reduce as much as possible the negative impacts that the execution of its own activity generates on the environment. In order to promote the development of our activity within a framework of strict respect for the environment and ecological sustainability, a series of actions have been established and were aimed at:

- 1) The optimization of efficiency and energy saving and consequently the minimization of CO2 emissions into the atmosphere;
- 2) The use of renewable energy;
- 3) The optimization of water consumption;
- 4) Adequate management of the generated waste;
- 5) The reduction of raw material consumption.

The general objective of this sustainability report developed by Paradise Hotels & Resorts is to provide the results achieved in our environmental management in order to establish the strategic objectives to be pursued during 2017. The scope of this report is for the following hotels under the brand name PARADISE HOTELS & RESORTS:

- Hotel Paradise Valle Taurito.
- Hotel Paradise Costa Taurito.
- Hotel Paradise Lago Taurito.
- Hotel Rural Las Tirajanas.

2. Measures implemented in each of the fields of action

The environmental protection and conservation measures are divided into four fields of action: water, energy, waste management and gas consumption.

2.1. Water consumption

At Paradise Hotels & Resorts we are committed to saving water according to the following brief description of the implemented measures:

- **Water economizers.** Recently, pressure regulators have been installed in the taps of our facilities to reduce the cost of both the water used and the associated energy, achieving a more rational consumption of water resources.
- **Measures to save on washing of towels and bedding.** Every day, when our guests' rooms are cleaned, they have the option to reuse their bedding and/or towels or to order new ones. If they wish, they will be changed, but we encourage all our guests to reuse it, because this will help to save between 20% and 30% of water and help us protect the environment.
- **Xeroscaping.** In our gardens you can find, among others, species of native plants, adapted to the climate of the area, which do not require as much watering or care as the species of other climatic zones.
- **Drip or micro-spray systems.** For watering green areas and gardens instead of hoses.
- **Cleaning products.** Most of the detergents and cleaning products that we use in the cleaning and maintenance operations of our facilities are environmentally friendly.
- **Water quality control.** In our facilities we ensure that the water is suitable for all uses by way of daily control of the physical and chemical quality parameters, certifying the welfare of our guests.

- The average water consumption has increased minimally in 2017 with respect to 2016. Consumption in the 2016, 0.45 m³/client and in the 2017, 0.46 m³/client. This has meant maintaining the savings, although less than the previous year, of approximately 500 m³. This has been possible thanks to the water economizers (pressure regulators) installed in the 2014.
- Assuming a consumption of about 9 litres per minute that would be consumed by a device with no flow limit, **the amount of water saved in 2017 is equivalent to the cost of a tap that is constantly running for about 926 hours (39 days). Likewise, it represents an average total reduction in CO₂ emissions of 5% per guest (avoided CO₂ emissions), which means a total of 0.55 t eq/CO₂ in 2017¹. In total, 9 t eq/ CO₂ were emitted in 2017.**

¹Emission factor (Kg of CO₂ eq/m³) of water = 0,788

2.2. Power consumption

In addition to the savings in water consumption, we have implemented a series of measures to make our customers' comfort compatible with the saving of electrical energy:

- **Energy awareness stickers.**

In our commitment to reducing energy consumption, we have placed these stickers in the rooms to inform guests that they should close the windows and doors of the room in order to reduce the energy consumption of heating or air conditioning.



- **Purchases of efficient equipment.** When acquiring equipment for our facilities both the sustainability characteristics of the suppliers and the product's energy efficiency are always taken into account.

- **Energy-saving luminaires:** We are replacing conventional bulbs with LED type and energy-saving bulbs, which have a longer lifetime and use much less energy.
- **Renewable energies:** One of our hotels has solar panels that allow us to heat the sanitary hot water in the rooms and in the outdoor pool.
- **Control of energy consumption:** On a monthly basis we monitor the energy consumption of the hotels, mainly electricity based energy and fuel consumption (propane). This allows us to come up with an Energy Saving Plan and to optimize consumption in each case, making us more efficient.

Saving on energy consumption would not be possible without constant monitoring through internal control and the involvement of our hotel management and technical service staff.

The average consumption of electricity in the Hotel Viverde Las Tirajanas has increased slightly with respect to the year 2016, increase of the 26.79 kwh/client to about 27.5 kwh/client, during the 2017. This implies a slight average increase in CO2 emissions to the atmosphere of 2.5% per customer equivalent to a total of 11.5 t CO2 eq. In 2017. In total 2017, 283 t eq/ CO2² was issued.

2.3. Waste management

At Hotel Rural Las Tirajanas we have been working to reduce the generation of certain types of waste through recycling (using authorized service providers), measurement and control.

- **Selective waste collection.** Each year we recycle an average of more than 1,000 kg of paper and cardboard, more than 1097 kg of glass and approximately 600 kg of packaging and plastics. In addition, we recycle an average of more than 380 liters of cooking oil that will be converted into biodiesel. The ferrous material and mineral residues derived from construction and demolition are sent to companies dedicated to the recycling of ferrous materials and debris.

- **Bulk purchases and packaging.** Applying our ecological purchasing criteria established in the Manual of Good Practices, we try to acquire products with biodegradable and returnable packaging or more easily recyclable and that do not have double packaging. For our restaurant we do our shopping in bulk and not in portions and we always use non-disposable tableware items.
- **Controlled use of phytosanitary products.** When taking care of our green areas and gardens, we try to avoid, whenever possible, the use of chemical fertilizers, pesticides and herbicides. Our intention is to take care of our plants in a natural way, so the use of phytosanitary products will only be used when absolutely necessary.
- In 2017, some 380 L of the oil used in Hotel Rural Las Tirajanas was converted into biodiesel thanks to the collaboration agreement with the company CanBio Recicla S.L. Likewise, more than 1000 kg of cardboard were recycled by way of selective collection and delivery to the company Martínez Cano.

2.4. Gas consumption

On the other hand, we have implemented a series of measures to save propane gas:

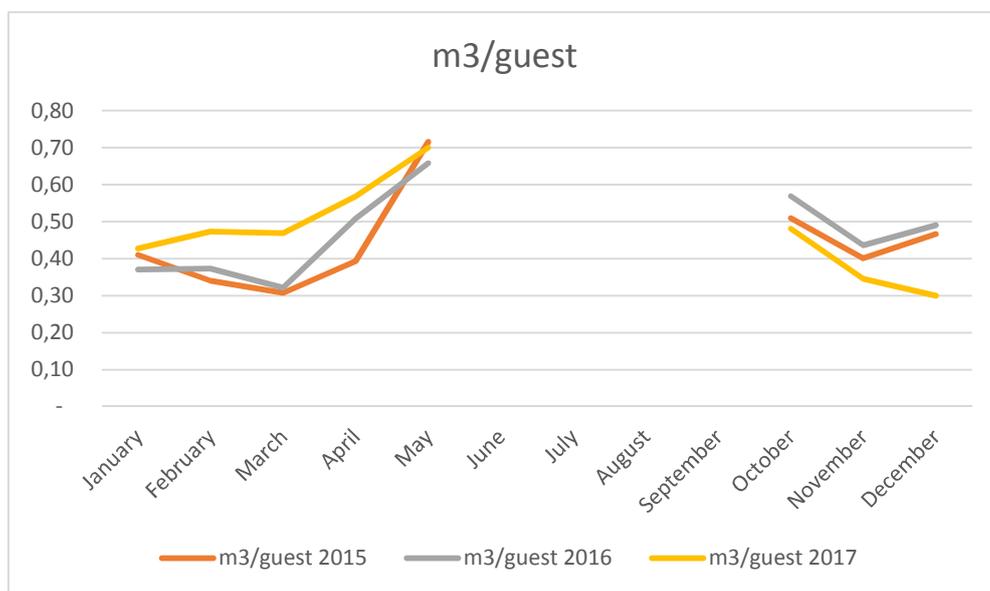
- The boilers are high performance for maximum efficiency and minimum CO2 emissions.
- By managing and optimising water consumption, we reduce the demand for domestic hot water, thus reducing gas consumption.

The results of the implementation of these measures cause a significant reduction in propane consumption and, consequently, a reduction in CO2 emissions into the atmosphere.

3. Our impact

3.1. Water consumption

Graph 1 shows the monthly evolution of water consumption in the last two years at Hotel Rural Las Tirajanas.



Graph 1. Monthly evolution of water consumption for the years 2015-2016-2017.

As shown in Graph 1, the hotel is closed for the season from June to September. The average water consumption (m3 per guest) is as follows:

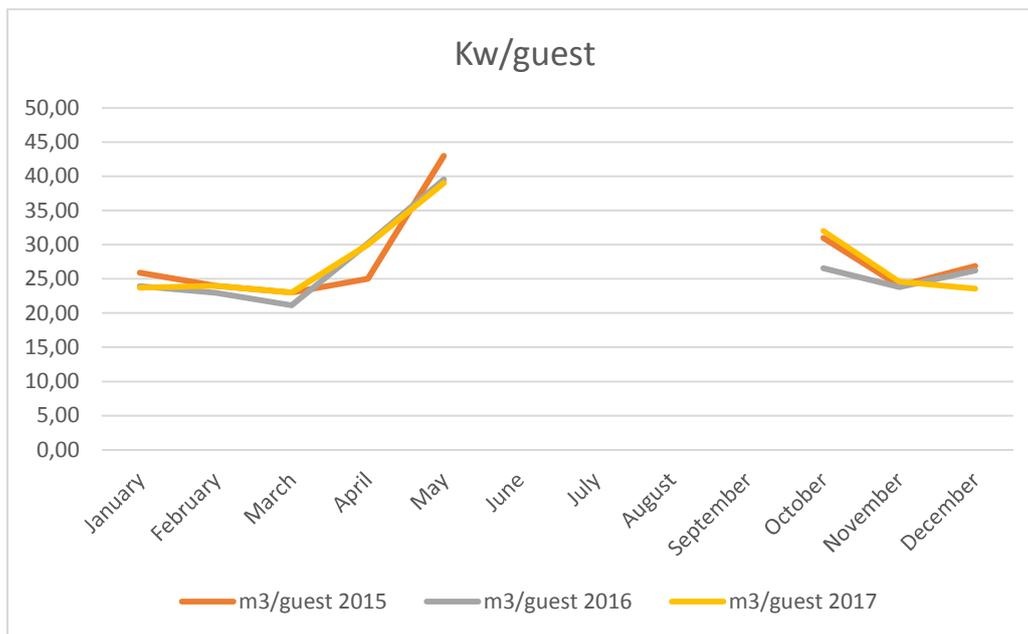


The average water consumption of Hotel Rural Las Tirajanas has decreased in 2015 by 6.4%, thanks to the incorporation of water economizers installed last September 2014. (Consumption 2014 “0.49 m3/gust”). In view of the above assessments, we can see that the strategic objectives

set for 2015 in terms of water consumption have been met satisfactorily. And in the year 2017 it was possible to maintain consumption.

3.2. Power consumption

Graph 2 shows the monthly evolution of the energy consumption of Hotel Rural Las Tirajanas for years 2015-2016-2017.



Graph 2. Monthly evolution of energy consumption for the years 2015 -2016-2017

As shown in Graph 2, during the summer season from June to September the hotel is closed.

The average electricity consumption (kWh per guest/night) is as follows:



During the period of 2017 the average energy consumption of Hotel Viverde Las Tirajanas has increased from 26.79 kwh per client to about 27.50 kwh per client, which implies a slight increase in energy consumption of 2.5% compared to 2016. In view of the previous valuations, we can see that the strategic objectives marked for the 2017 have been satisfactorily fulfilled. Since we have kept the consumption reduction in front of the 2014. (Consumption 28.56 kWh/client).

4. Environmental objectives for 2018

The commitment to continuous improvement of Hotel Rural Las Tirajanas, in terms of the prevention of environmental pollution and the efficiency of our processes, focuses on minimizing the impact of our facilities, services and activities. Therefore, at the end of 2017, a characterization and quantification of all actions taken was carried out and new goals were established to continue improving incessantly. As per the environmental objectives for 2018, the following goals were established:

- 1) Reduce total energy consumption (kWh) by 2%.
- 2) To reduce total water consumption (m3) by 2%.
- 3) Expand the use of renewable energies
- 4) Increase bulk purchases to reduce plastic packaging
- 5) Documenting
- 6) Registration with the Canary Islands Government as small producers of hazardous waste.
- 7) Awareness-raising actions. To have a dedicated sign in our bathrooms and toilets with information regarding water saving measures: to turn off the taps, to press the partial flush button on the cistern, turn off the tap while soaping up and many other details in order to make consumption more efficient.
- 8) Information on energy saving. To have labels and posters in different areas that indicate the measures and good practices that we carry out to reduce our energy consumption and be more efficient day by day.

Hotel Rural Las Tirajanas will do its utmost to achieve these goals.

5. Grants to the Local Community and to employees

During the year 2017 Paradise Hotels & Resorts has collaborated with different non-profit associations, as well as with events held with the local community of both Mogán and Tunte.

- "**Nuevo Futuro**" Association: 2 SPA vouchers, 2 free passes to Lago Oasis including a free lunch, 1 stay at Hotel Las Tirajanas
- Special rates for our employees to go see the **Moscow Ballet** performing Swan Lake
- Sponsorship of different Carnival groups, for example **Drag Vulcano**.
- Fundraising for the "**Tara**" Animal Association
- Collaboration with the patron saint festivities of Marzagán town.
- Special rates for accommodation in our hotels for **employees** and their families.
- Free passes to the Lago Oasis water park including lunch for 30 children, 30 teenagers and 10 counselors of the **Neighbour Association Los Cedros del Cortijo de Jinámar**, whose work is to help children and young people who are at risk of social exclusion.
- We are sponsors of the **Pilancones Tunte Trail, Sorteo Pequeño Valiente, Acebuche Trail, Club Veredas Atauró, GC Walking Festival**
- Collaboration with **Bingo Solidario Afesur** (Regional Association of Relatives and People with Chronic Mental Illness)
- Collaboration with the "**New Future**" snack meal.

