



# Sustainability Report 2022



**We work  
respecting the  
environment  
around us.**

Letter from  
our CEO

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Letter from  
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0102





# Letter from our CEO



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**Sustainability is the journey, not the destination.**

**Environmental conservation is a practice and a hallmark of how we relate to the world, defines us as people and illustrates our commitment to the environment in which we live. Every step we take must follow a clear path, in which the stones must be chiseled by responsible decisions, pursuing a common goal: making Earth a better place and leaving as little trace as possible of our existence.**

On the path along which we walk at Lopesan Hotel Group, we can see fewer and fewer footprints, and this gradual invisibility is based on the principle that sustainability is the journey and not the destination. Proof of this is the implementation of, in 2022, **a strategic plan**, structured on the basis of a demanding calendar and including ambitious projects that highlight the long journey we still have ahead of us.

The **carbon footprint reduction**, as well as the supply of energy with guaranteed origin, the installation of opening alarms in cold storage rooms, the acquisition of new and more efficient machinery, informing personnel with targeted messages and the increased use of renewable energies are just some of the strategic projects that we have recently implemented.

All these actions have coexisted, logically, with the **calculation of the direct water footprint** in our hotels. A milestone that will allow us to draw up a roadmap that will favor the sustainable exploitation of water and is oriented towards the responsible consumption of water resources.

One of the important focuses included in this strategic plan is on the **circular economy**, a system rooted in the use of resources based on reduction, reuse and recycling. In nature, there is no such thing as waste; all elements have a function and are used at some stage.

With this objective as a premise, we have implemented a **program of sustainability and protection of biodiversity**, in which we have incorporated the use of organic compost in our crops at Finca de Veneguera, promoting agriculture that respects the soil and its environment.

In this exciting sustainability journey, on which we have embarked for years, each person is much more than just a passenger. At Lopesan Hotel Group we are a family **committed to sustainability**, in which the singular responsibility of each of our members is the basis on which the collective success of the innovative projects implemented over the last few months was built.

The path we must follow as a society is clear and we know the reward that awaits us at the end. Therefore, I **encourage all our stakeholders** to continue on this path together, in a committed manner, and to continue working so that our destiny remains tinged by the green of nature, the ochre tones of the sun and the luminous blue of our oceans.

**Francisco López**  
Lopesan Hotel Group CEO



Get to  
know us

0203





## 2. Get to know us

### 2.1. We are Lopesan Hotel Group

We were established as a company in 1972, in Gran Canaria. At first, we were dedicated to the sectors of construction, infrastructure and promotion of urbanizations and real estate land.

Subsequently, we expanded our scope of action which transformed us today into an **international group**, with a presence in five countries on three different continents. We are also one of the leading companies in production diversification in the Canary Islands.

A major contribution to this expansion has been our entry into the **tourism sector**, which began in 1991 with the purchase of the Altamarena hotel complex in Fuerteventura, and was completed in 1995 with the creation of the Lopesan Hotels & Resorts brand.

Our hotel division, both owned and managed, is today the **main business area** of the Lopesan Group.



“

**At Lopesan, we are a family company, firmly established in the Canary Islands with an exemplary international calling focused on tourism, as well as construction, real estate development, leisure and services.**



Thus, we are leaders in this sector in the Canary Islands, with 22 hotels, 14 owned and 8 managed, totaling more than 8,000 rooms in our region, the Dominican Republic, Germany, Austria and Thailand.

In addition, we have a **division of non-hotel tourist activities**, with which we seek to enrich the experience of our customers through alternative activities, such as restaurants, laundry, swimming pool and parking. In addition, we can highlight the celebration of international events at the Palacio de Congresos, one of our non-hotel centers. In

2022, some relevant events have taken place, such as the “**European Tourist Islands Convention. European Green Islands in the face of Climate Change**”, in which we also participated.

The Group also has an **agricultural division** and an **industrial division**, the latter focused on the construction and real estate development sectors. These divisions are not communicated in this Report, since they are no longer managed jointly with the previous.



22

hotels



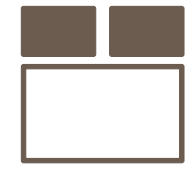
14

owned hotels



8

in management



8,000

rooms



In 2022, we opened a new five-star hotel in Thailand, making us the first Canary Island chain in the Asian country. It is the Eden Beach Resort & Spa, a Lopesan Collection Hotel, with more than 30,000 m<sup>2</sup> and luxury accommodation for 208 guests.







 **+4,400**

**people make it possible for Lopesan to continue to be one of the leading hotel groups in Spain.**

We develop a **business model that respects the environment**, focused on innovation, the generation of shared values with our stakeholders and caring for our people, the company's greatest asset.

We work continuously to reinforce the integration of sustainability at the heart of our way of doing things, positioning it as an element of excellence and differentiation, as well as a source of efficiency, well-being and generation of positive impacts. In short, we want care and well-being for future generations to continue to be at the heart of the Group's leadership position.





## Our company's historical evolution

1972

Foundation of the company Hijos de Francisco López Sánchez, parent company of the current Lopesan Group

1995

Creation of Lopesan Hotels & Resorts

1996

Acquisition of Hotel Buenaventura and Hotel Catarina

1999

Acquisition of a majority stake in the German group IFA Hotels & Touristik

2000

Opening of the first self-built hotel: Hotel Lopesan Costa Meloneras

2003

Acquisition of Hotel Garonda Jandía in Fuerteventura, which was rebranded Hotel Altamarena

2004

Start-up of the second self-built hotel: Hotel Lopesan Villa del Conde

2009

Opening of the third hotel of our own construction: Lopesan Baobab Hotel

2017

Stake increase in LS Invest AG from 51% to 75%

2018

Creation of a new portfolio of brands in the group: Abora by Lopesan Hotels and Corallium by Lopesan Hotels

2019

Opening of the fourth self-built hotel: Lopesan Costa Bávaro Resort, Spa & Casino

2020

Renovation of Hotel Faro under the new brand The Lopesan Collection Hotels and creation of the group's sixth brand, Kumara by Lopesan Hotels

2022

Incorporation of the first hotel in Asia: Eden Beach Resort & Spa, a Lopesan Collection Hotel, in Khao Lak (Phang Nga, Thailand)



## Our mission, vision and values

### Mission



To achieve customer satisfaction, profitability of the production units and sustainability of the facilities.

### Values



- **Professional rigor.**
- **Honesty.**
- **Sincerity** and **clarity.**
- **Commitment to quality**, respect for the **environment** and **preventive culture.**
- **Internal promotion.**

### Vision



- To be the **reference company** in the tourism activities management sector.
- To achieve **customer satisfaction** through continuous improvement models as a path to excellence.
- To consolidate our position as an **innovative organization** with a participatory spirit.
- To be a benchmark for **corporate culture** based on respect and care for the environment and the protection of the health and safety of our employees, guaranteeing respect for human and labor rights.
- To contribute to the economic, social and cultural progress of the **Canary Islands.**



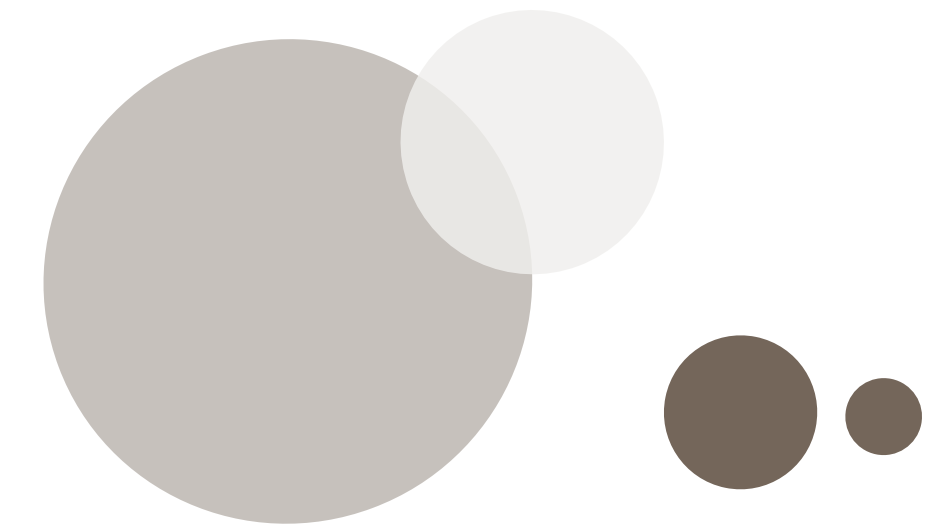
**At Lopesan, we are firmly committed to fostering a culture of global social responsibility, committing ourselves to environmental sustainability and making our customers' concerns our own.**



## Our brands' value

The only way to be a leader is to anticipate the wishes of the thousands of tourists who visit Lopesan hotels every year. For this, **innovation** is essential, as it allows us to improve our services, respond to the needs of our customers and meet their expectations with excellence.

We have a **broad portfolio of 6 brands**, in which our 22 owned and managed hotels are grouped. Each one of them responds to **hotel concepts and themes** with completely different personalities and purposes for our **establishments** in Fuerteventura, Gran Canaria, Germany, Austria, Dominican Republic and Thailand, in order to cover the tastes and needs of different types of **guests**:



### The Lopesan Collection Hotels

Through this brand, of which our 5-star hotels are part, we offer our clients an avant-garde and innovative concept to enjoy unforgettable vacations in **privileged enclaves** where they can find a haven of peace and disconnection. It also stands out for its careful and innovative decoration, with a differential aesthetic that provides warmth and harmony, exclusivity and excellence through numerous completely personalized experiences.



### Lopesan Hotels & Resorts

The commitment to quality, technology and a wide range of services are the hallmarks of this brand, characterized by unique architecture and luxurious and spectacular facilities. As a differentiating value, we are committed to a careful treatment and closeness on the part of our staff, which is complemented by the comfort and quality offered by these first-class hotels in iconic destinations.



### Abora by Lopesan Hotels

It is a new concept of hotel in which light, color and **fun** prevail in renovated and casual spaces that offer the best features, with a contemporary architecture and careful aesthetics. We have a wide range of entertainment, as well as a unique 24/7 gastronomic proposal designed for all types of guests.





## IFA BY LOPESAN HOTELS

Our most **international** brand, and one of the Group's flagships, has a variety of hotels, resorts and tourist complexes that adapt to the needs of our guests, offering a unique experience in privileged tourist areas with unbeatable locations. Excellence in service and customer satisfaction are our main objectives in order to offer an unforgettable stay.



## Corallium by Lopesan Hotels

The tranquility, comfort and well-being offered by these hotels, located in the Canary Islands, allow the guest to enjoy an unforgettable vacation in an environment of relaxation and peace. These hotels are located on the **beachfront** and are completely renovated, offering high quality equipment and privileged views.



## Kumara by Lopesan Hotels

These hotels are characterized by their own identity, originality, modernity and functionality, creating cozy environments adapted to the needs of the guests. Each establishment has peculiarities that differentiate them from each other, transforming them into **unique and surprising hotels** that offer a perfect balance between price and quality.



We work to provide our clients with the greatest satisfaction and well-being in our accommodations, helping them to create unique and unforgettable experiences.





## Hotel portfolio and number of rooms

### Gran Canaria

Number of rooms

LOPESAN COSTA MELONERAS RESORT & SPA	1,138
ABORA BUENAVENTURA BY LOPESAN HOTELS	724
LOPESAN BAOBAB RESORT	677
LOPESAN VILLA DEL CONDE RESORT & THALASSO	561
ABORA INTERCLUB ATLANTIC BY LOPESAN HOTELS	397
ABORA CATARINA BY LOPESAN HOTELS	410
ABORA CONTINENTAL BY LOPESAN HOTELS	404
CORALLIUM DUNAMAR BY LOPESAN HOTELS	273
CORALLIUM BEACH BY LOPESAN HOTELS	210
FARO LOPESAN COLLECTION HOTEL	182
KUMARA SERENOA BY LOPESAN HOTELS	174

### Fuerteventura

Number of rooms

IFA ALTAMARENA HOTEL	238
VILLAS ALTAMARENA	12

### Austria

Number of rooms

IFA ALPENROSE HOTEL	100
IFA ALPENHOF WILDENTAL HOTEL	57
IFA BREITACH APARTMENTS	31

### Germany

Number of rooms

IFA RÜGEN HOTEL & FERIENPARK	386
IFA FEHMARN HOTEL & FERIEN-CENTRUM	376
IFA SCHÖNECK HOTEL & FERIENPARK	265
IFA GRAAL-MÜRITZ HOTEL, SPA & TAGUNGEN	101

### Dominican Republic

Number of rooms

LOPESAN COSTA BÁVARO	1,042
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### Thailand

Number of rooms

EDEN BEACH RESORT & SPA LOPESAN COLLECTION HOTEL	208
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## 2.2. Responsible business strategy

After the global impact caused by the pandemic, the tourism sector has returned to normality, with figures that are in line with the previous ones. At Lopesan, we have tried to act responsibly, protecting our people and making the best decisions to adapt to the new normal.

In addition, we have identified **sustainability as a guide** to follow this new path and achieve better results in order to make our activities sustainable, both economically, socially and environmentally.

In order to direct our efforts towards achieving increasingly ambitious goals, in 2022 we have launched a new ESG Strategic Plan. With this new Plan, we are focusing on **making sustainability a competitive advantage** for Lopesan and meeting the expectations of our key stakeholders.





## Our ESG Strategic Plan

With this Plan, we seek to establish **medium- and long-term objectives** within our organization, articulated around demanding strategic pillars of sustainability.

## Our sustainability road map

In short, we want to establish sustainability in order to achieve our goal of **moving towards a responsible and sustainable tourism and business model**.

### Environmental



Initiatives focused on mitigating our environmental impact, addressing climate change mitigation and adaptation, responsible water management, optimization of material use and minimization of food waste, and preservation of biodiversity and ecosystems.

### Social



Initiatives defined to enhance the social impact we can generate through our activity, both on our employees and customers and the communities in which we operate.

### Governance



Initiatives developed to guarantee the quality of decision making, reinforcing management based on responsible, ethical, honest and transparent governance.





## Guarantees of our strategy compliance

In order to strive for excellence in responsible management, we have an **Integrated Quality, Environment, Occupational Risk Prevention and Energy Management System**. This tool encourages us to develop a sustainable management model that promotes internal synergies, optimizes the resources used in our activity and increases the satisfaction of our stakeholders.

Lopesan's Integrated Management System **is endorsed by various certifications**, which attest to our efforts to achieve sustainable management of the Group.

## ISO Standards



9001

Quality Management System



14001

Environmental Management System



45001

Occupational Health and Safety Management Systems



50001

Energy Management System

## Travelife

Guarantees that our centers around the world meet the environmental, social and ethical standards recognized internationally by this entity, to the point that we have obtained the highest rating in the world, the **Travelife Gold Certification**.

# Gold





## 2.3. Sustainable management approach

Sustainability is an essential principle for Lopesan, key to promoting the protection and care of the natural and social environment to which we owe our condition as a tourism company. Therefore, we incorporate this way of acting in all our processes.

In its integration, it is necessary to establish a **fluid dialogue with our stakeholders**, in order to make them participants in the commitments we assume and to be aligned to achieve more ambitious objectives. For this reason, we build direct and lasting relationships based on mutual trust, with whom we try to identify their needs and anticipate their demands.

As a service company, our hotel division's main purpose is to **maximize quality, well-being and customer satisfaction**. To make this a reality, for years we have been working on aspects such as environmental protection, the achievement of a safe and healthy working environment, and the promotion of the development of the region where we were born more than fifty years ago, the Canary Islands.



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We work to make sustainability the center of our activity, as a guide to achieve our purpose, making it a driver of change in a transversal way in everything we do at Lopesan.

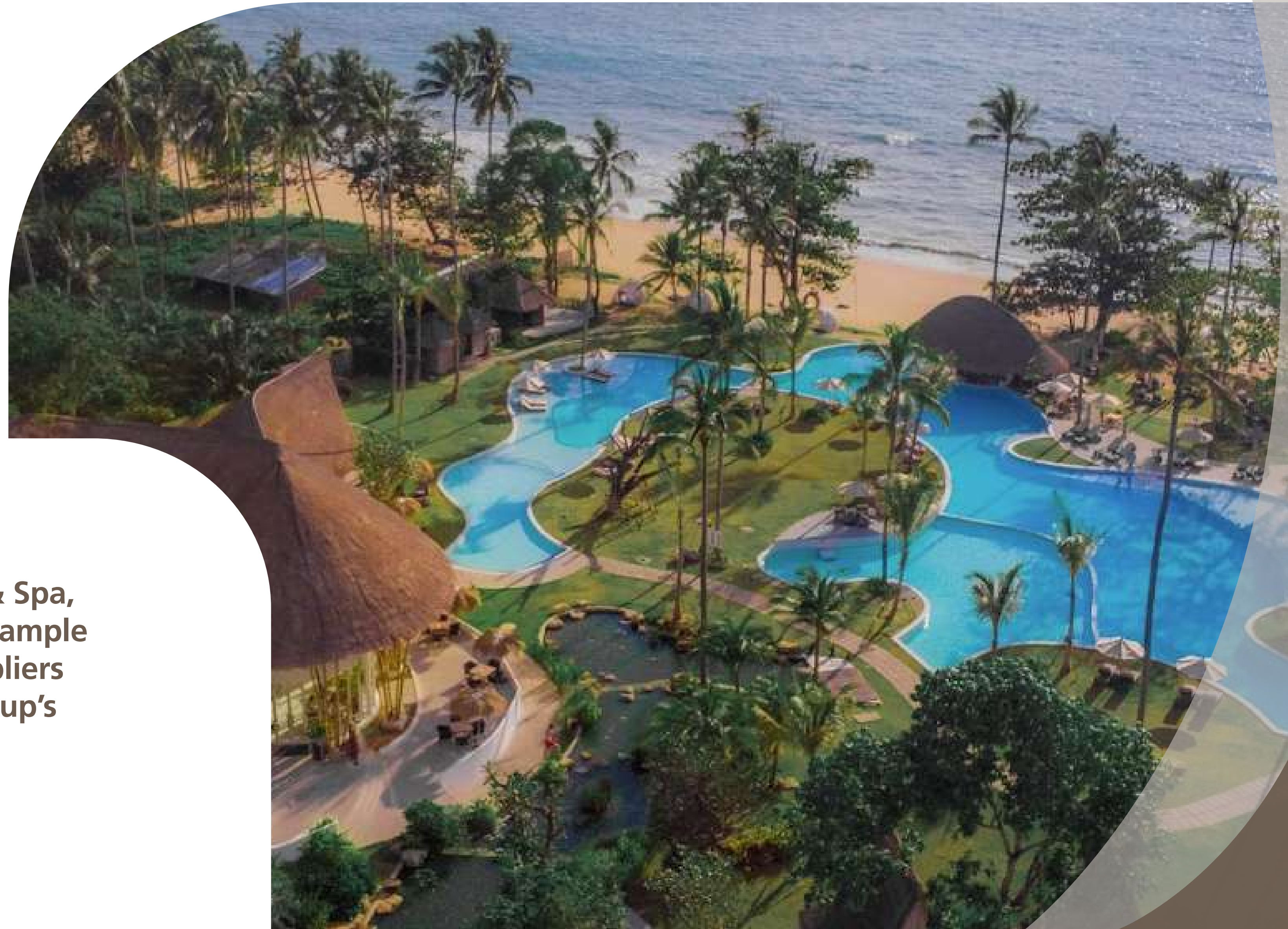


To integrate the opinions, demands and expectations of our stakeholders in the definition of our corporate sustainability strategy, in order to enrich it and be able to respond to them, in 2022 we conducted a **materiality analysis**. These results have enabled us to identify the company's priority issues in environmental, social and governance matters.

Thus, among the issues assessed in the study, we have identified **seven highly relevant and seven relevant aspects**, both internally for the company and for our stakeholders. Therefore, these are the aspects on which we place the greatest focus in order to generate a greater impact.

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**Our new hotel Eden Beach Resort & Spa, a Lopesan Collection Hotel, is an example of how collaboration with our suppliers is essential to contribute to the Group's international expansion.**







## Our main stakeholders



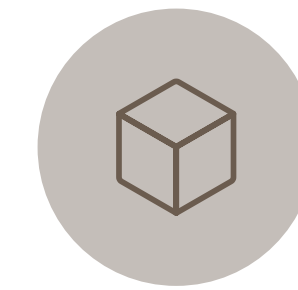
Customers



Employees



Local Community



Suppliers



Third sector organizations



Public Administrations



The new sustainability roadmap we have defined is aligned with the SDGs, to contribute with our local action to the achievement of these global ambitions.



In accordance with this same purpose, our **Sustainability Policy** contains the set of principles that we must follow in our actions in these matters:

- Achieve maximum quality, in order to provide the highest **customer satisfaction**, with objective mechanisms for measurement and improvement.
- To adapt processes to **customer needs** and respect legal requirements.
- To ensure **continuous improvement**, in close collaboration with our stakeholders, and focusing on innovation and competitiveness.

## Sustainability vectors



Service excellence



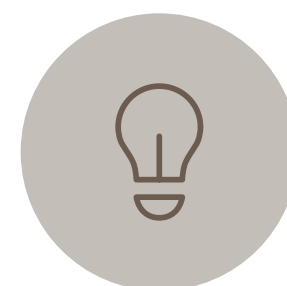
Caring for the planet



Employee protection and risk prevention



Development and support for society



Promoting innovation



Information security

## Our risk management system



Risk identification



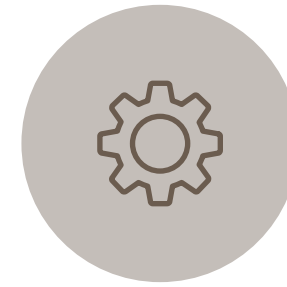
Risk assessment



Risk response



Communication



Monitoring and control

Our Sustainability Policy is imbued with the inspiring principles of the 2030 Agenda and its **Sustainable Development Goals (SDGs)**, defined by the United Nations and already adopted by most public and private institutions. These propose a new paradigm to address the social, economic and environmental challenges of our world.

Finally, we ensure compliance with our strategic objectives, particularly those related to sustainability, with a risk **management and control system** that is transversal to the organization and through which we can detect, assess and manage the main threats we face in the short and medium term, in order to mitigate them correctly.





Our impact  
in 2022

0304





## In our owned and managed hotels in Spain



### Activity

**314** million euros in revenues 2021 ↗ +143.4%

**99** million euros of EBITDA 2021 ↗ +191.2%

**3,155,317** rooms hotel rooms sold 2021 ↗ +115.3%



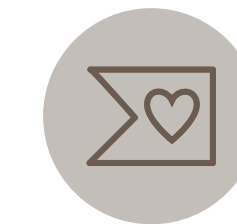
### Human resources

**2,611** employees 2021 ↗ +66.5%

**54%** female representation 2021 ↗ +10%

**1,042** new hires

**8,876** hours of employee training 2021 ↗ +131.4%



### Social commitment

**100%** of approved suppliers

**82%** of spending on local suppliers 2021 ↗ +1%

**1,224.34** t of local fruits and vegetables delivered 2021 ↗ +13.4%

**55,254** euros of donations made 2021 ↘ -17%



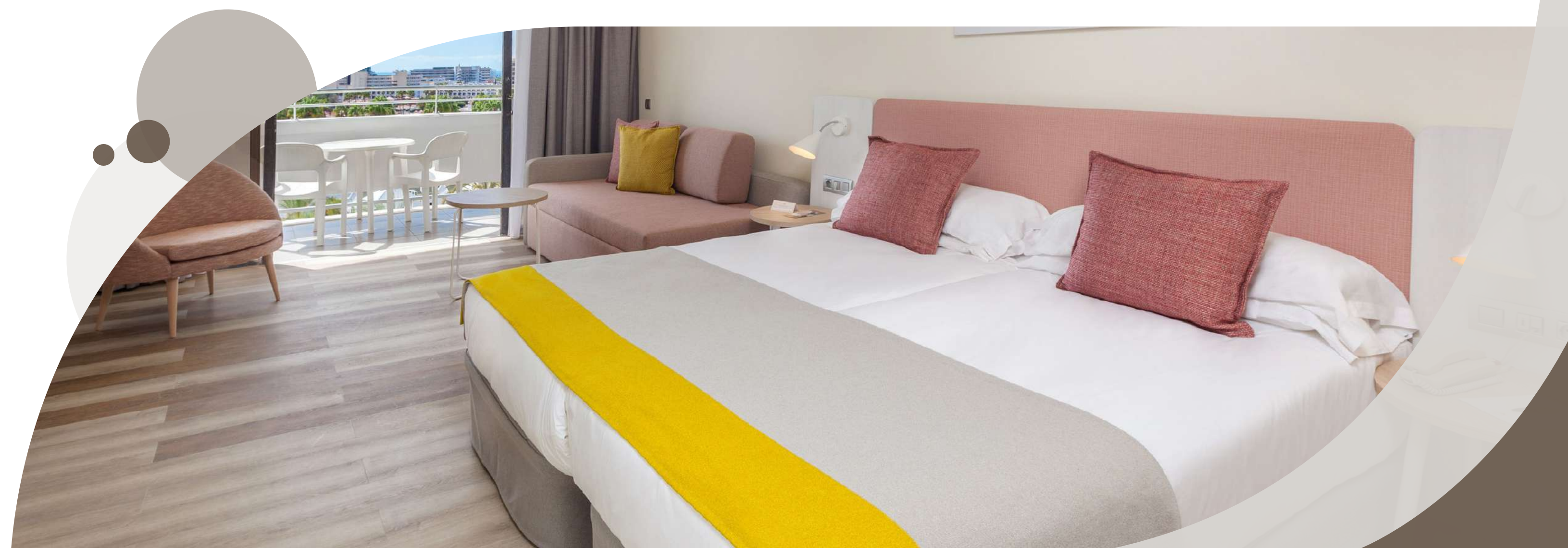
### Environmental impact

**4.3** million euros spent on environmental investments 2021 ↗ +18.1%

**38,279,996** kWh of electricity consumed with a ratio of 19.11 kWh/stance 2021 ↘ -8.7%

**2,828,977** kWh of renewable energy generated 2021 ↗ +145.5%

**4,711** t of CO<sub>2</sub> generated in Spain 2021 ↘ -60%





# In our international hotel properties Germany and Austria



## Activity

**59.4** million euros  
in revenue

**18.2** million euros  
of EBITDA

**40,175** hotel rooms  
sold



## Human resources

**481** employees

**40%** female  
representation

**5** employees  
with functional diversity

**85%** permanent contracts

**345** hours of training for 68 employees  
(5.11 hours on average per employee)



## Environmental impact

**181.5** thousand euros  
spent on environmental investments

**35,146,354** kWh of electricity consumed  
with a ratio of 53.32 kWh/stance

**23.77** kg  
of CO<sub>2</sub>/stance





# In our international hotel properties

## Dominican Republic



### Activity

**55.5** million euros  
in revenue

**9.1** million euros  
of EBITDA

**434,553** hotel rooms  
sold



### Environmental impact

**10.8** million euros  
spent on environmental investments

**29,507,963** kWh de electricidad consumida  
with a ratio of 53.32 kWh/stance 2021 ↘ -25.9%

**21.65** kg  
of CO<sub>2</sub>/stance 2021 ↘ -17.8%



### Human resources

**1,309** employees

**37%** female  
representation

**12** employees  
with functional diversity

**100%** permanent contracts

**577** hours of training to 1,368 employees  
(0.42 hours per employee on average)





Environmental  
responsibility

0405





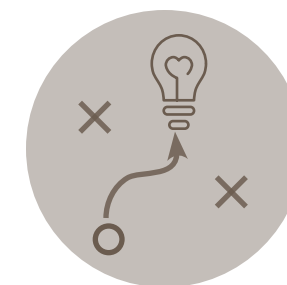
# 4. Environmental responsibility

## 4.1. Responsible environmental management

The only possible way forward for the future of the tourism industry is for us to be aware of our environmental impact and to adopt the necessary measures to reduce said impact, achieving fully sustainable tourism that is fully integrated with the environment.

Companies such as Lopesan, which are leaders in the sector, must play a leading role in involving our stakeholders and society as a whole in environmental protection.

### Tools for responsible management



#### Strategic Plan

Through our new plan, we defined the roadmap to continue integrating sustainability at the core of our business activities.



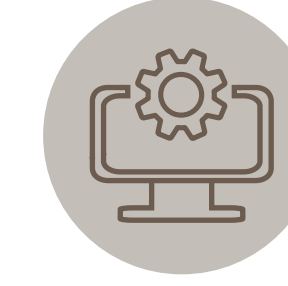
#### Sustainability Policy

In line with the previous plan, it is based on the enormous importance we attach to caring for our environment, protecting people and strengthening good governance.



#### Sustainability Committee

It designs and leads our responsible management initiatives, acting as an agent and driver of change.



#### Integrated Quality, Environment, Occupational Health and Safety and Energy Management System

It ensures the implementation of the concept of sustainable culture throughout the organization and has been recognized by the most demanding certification standards, such as **ISO 14001:2015** (environmental management) or **ISO 50001:2018** (energy management).





This is a **central commitment**, which manifests itself in the creation of spaces that are friendly to their natural surroundings, in the search for solutions that save resources in our hotels, or in the protection of biodiversity. In many cases, this is the reason why our clients come to visit us.

This purpose is also reflected in the configuration of our corporate management, which incorporates sustainability as a **transversal element** in its standards and policies.

## Our environmental investment (€)

	2019	2020	2021	2022
Waste management expenses	327,411	270,708	95,179	109,329
Investment in energy efficiency systems	4,077,642	2,500,248	3,423,977	3,863,054
Other environmental improvement investments	260,932	19,800	-	110,937
Maintenance of the Environmental Management System	72,970	29,427	46,573	49,175
Sanitation fees	317,838	113,231	86,476	182,556
<b>Total environmental expenses and investments</b>	<b>5,056,792</b>	<b>2,933,415</b>	<b>3,652,207</b>	<b>4,315,051</b>

This commitment to the integration of sustainability has been recognized with the **Travelife Gold** distinction, an award that endorses the sustainability performance of tourism companies. Therefore, obtaining this award motivates us to continue advancing towards an increasingly sustainable business model.

To achieve our goals in these areas, each year we dedicate part of our efforts to the development of various initiatives. Thus, we **make environmental investments** with which we intend to place Lopesan at the forefront of environmental performance in the sector.

“

**In 2022, we increased environmental investment by 18.1% compared to 2021, as a result of our commitment to continue improving our environmental performance.**





## 4.2. Climate action

Fighting climate change is everyone’s job. At Lopesan, we consider it our responsibility to detect, reduce, prevent and mitigate our emissions to help address this challenge.

### Carbon footprint

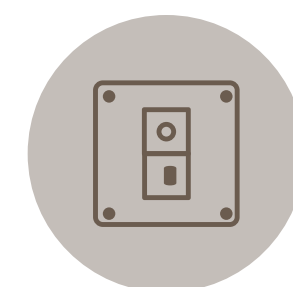
We measure the effectiveness of our actions to reduce CO<sub>2</sub> emissions by **calculating our carbon footprint**. This is the most important measure that we must take into account in order to work effectively towards the transition to decarbonization of our activity.

Their results allow us to monitor the impact of our activity, identify strengths and weaknesses related to climate action, and implement measures to increase efficiency in reduction and mitigation.

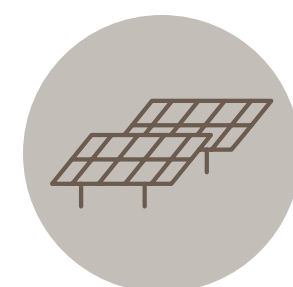
### Our greenhouse gas emissions

2022 Carbon footprint		
	2021 (year base)	2022
<b>Direct emissions of greenhouse gases CO<sub>2</sub> (Scope 1)</b>		
Gas, oil, propane and refrigerant gases	2,871.9	4,178.63
<b>Indirect greenhouse gas emissions and CO<sub>2</sub> (Scope 2)</b>		
Electricity	8,327.20	302.12
<b>Total Carbon Footprint (t CO<sub>2</sub>)</b>		
TOTAL direct and indirect emissions (Scopes 1 and 2)	11,199.09	4,480.75
<b>Intensity of greenhouse gas emissions (CO<sub>2</sub>/stance)</b>		
Intensity of greenhouse gas emissions (CO <sub>2</sub> /stance)	7.6	1.4

### Keys to our decarbonization strategy



Investment in more efficient systems



Increased use of renewable energies



Commitment to the circular economy



Process efficiency, cost optimization and consumption monitoring



Raising awareness among stakeholders, particularly our customers





It is worth noting that by 2022 we have managed to **eliminate Scope 2 emissions** at all our sites, except for the Kumara Serona Hotel, thanks to the fact that 100% of the electricity consumed is certified as renewable energy (GoO), a target set in our Emissions Reduction Plan for 2022, which has been achieved.

To continue reducing our carbon footprint, we have established an **Emissions Reduction Plan**, with the objective of achieving a 13% reduction in CO<sub>2</sub> emissions by 2025 compared to 2021, the base year in this new decarbonization road map.

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**In 2022, we reduced our carbon footprint by 60% compared to the previous year, which motivates us to continue efforts to continue further progress towards the decarbonization of our business.**

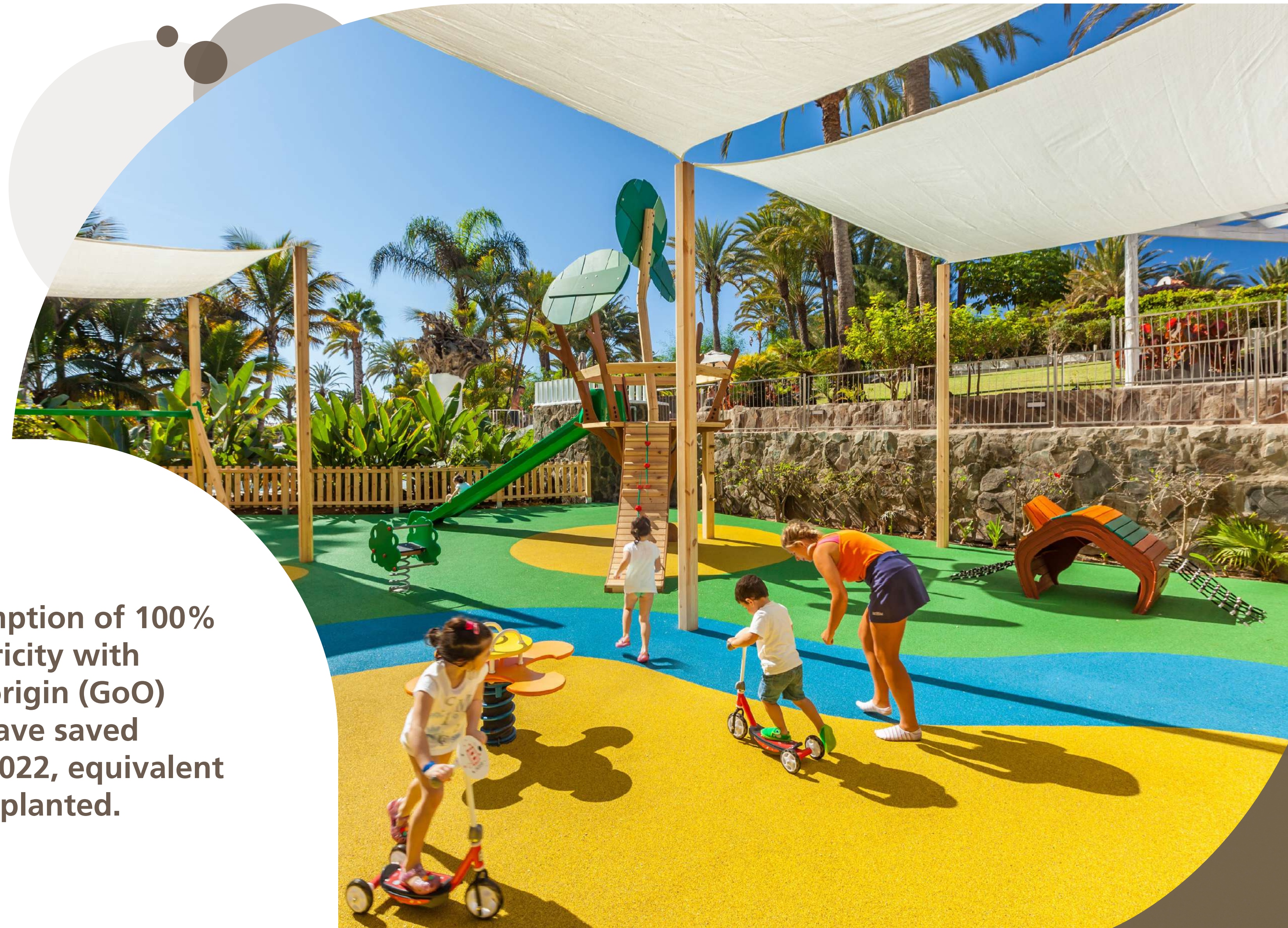


The measures defined to achieve the emissions reduction target set for 2025 are as follows:

- **To make our teams aware** of the concepts associated with the calculation of the carbon footprint, as well as the results obtained, in order to raise awareness of the importance of increasingly responsible consumption of energy and other resources.
- **Continue to measure our carbon footprint** to identify those measures that are proving effective and those areas where we must continue to increase our efforts to obtain better results.
- **Electrification of thermal generation** sources or other more sustainable alternatives.

“

With the consumption of 100% renewable electricity with a guarantee of origin (GoO) certificate, we have saved 12,309 t CO<sub>2</sub> in 2022, equivalent to 492,378 trees planted.





## Commitment to renewable energy and own production

Many of our efforts are aimed at offsetting our carbon footprint in order to decarbonize our activity, one of the keys being the use of **energy generated from renewable sources**, thus reducing the use of fossil fuels.

This is reflected in the significant investment made in the installation of three wind farms for the production of renewable energy, the installation of photovoltaic installations for self-consumption, the creation of solar thermal installations and the implementation of waste minimization plans.

Therefore, nine of our hotels located in the Canary Islands have facilities for the **generation of renewable energy**, both solar thermal, which we consume in our own facilities, and solar photovoltaic, which we feed into the grid.

In order to offset the electricity demand of our hotels in the Canary Islands, our three wind farms in Santa Lucía del Mar, Montaña de Arinaga and Espinales have a production capacity of up to **112 gigawatts**. We mobilized an investment of more than 40 million euros in their installation.

## Renewable energy production in own hotels (kWh)

	2019	2020	2021	2022
Photovoltaic energy production	443,543	485,942	430,595	449,647
Solar thermal energy production	1,854,337	*	745,500	1,583,070
Wind energy production	-	-	-	65,000,000

\*Data for 2020 not available due to a fault in the counters.

“

**In order to begin installation of the wind farms, we have received co-financing from the European General Development Fund (ERDF) for non-peninsular territories, through the Low Carbon Economy aid line, managed by the Institute for Energy Diversification and Saving (IDAE).**





Finally, in 2022 we record great progress in the procedures necessary for the installation of another **photovoltaic solar plant in San Bartolomé de Tirajana**, which will have a power of 5 megawatts. In this new project we have invested more than 5 million euros.

As can be seen, in 2022 there has been a **significant increase in the production of renewable energy** in our facilities. This increase has occurred due to an increase in the accounting for the solar thermal energy produced, since in the first half of 2021 we still had meters. Furthermore, the beginning of the production of wind energy stands out, whose production is much higher than solar energy.

## Renewable energy production in owned and managed hotels in Spain (kWh)

	2019	2020	2021	2022
<b>Photovoltaic energy production</b>	443,543	485,942	430,595	807,715
<b>Solar thermal energy production</b>	1,854,337	0*	1,180,265	2,908,145
<b>Wind energy production</b>			-	65,000,000

\*Data for 2020 not available due to a fault in the counters.





## 4.3. Sustainable use of resources

At Lopesan, we work to use the necessary resources to develop our activity in an efficient and balanced way. With this, we cover the needs to guarantee the well-being of our clients while minimizing consumption, reducing waste generation and, ultimately, ensuring responsible use of available resources.

### Optimization of energy consumption

In 2021 we installed heat pumps and recovered heat from chillers to air condition the pools, in order to reduce the propane used.

Likewise, in 2022 we have continued with the **application of improvements**, such as the replacement of all conventional lighting fixtures with LED type ones in the loading dock area of the Hotel Buenaventura. We have also installed door opening alarms in the chambers and freezers in several of our hotels.

7 AFFORDABLE AND CLEAN ENERGY



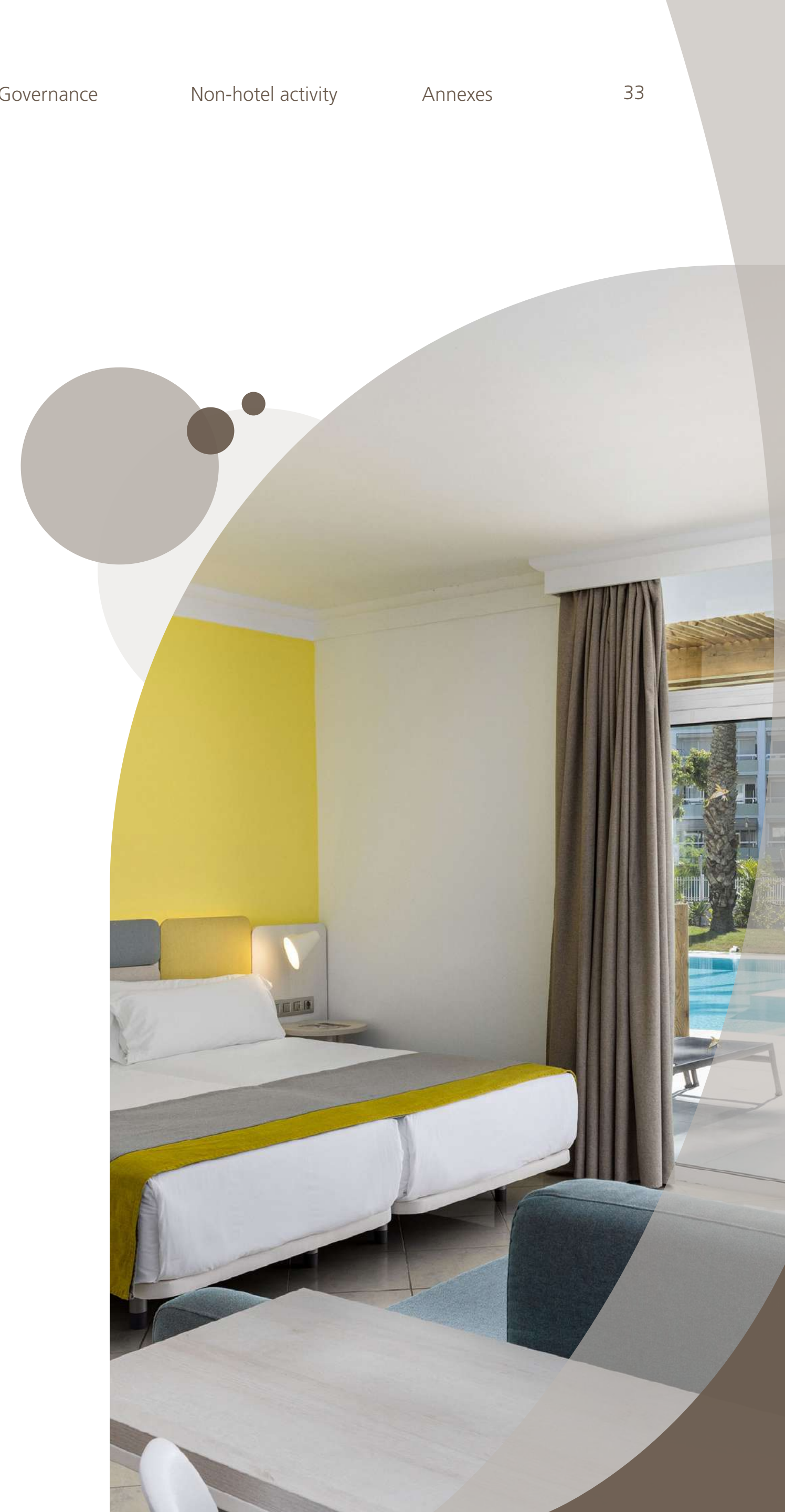
In line with our commitment to contribute to SDG 7, "Sustainable and non-polluting energy", we apply increasingly strict measures to optimize and reduce energy consumption.

## Energy consumption in own hotels

Internal energy consumption (kW/h)				
	2019	2020	2021	2022
Gasoil	1,923,059	481,224	-	-
Propane	10,519,921	7,034,017	302,700	544,249
Electricity	41,953,050	22,704,413	19,611,284	38,279,996

Number of rooms				
	2019	2020	2021	2022
Rooms	3,000,608	702,557	951,848	2,031,785

Energy intensity (kWh/room)				
	2019	2020	2021	2022
	18.75	29.99	20.92	19.11







As one can see, there is an increase in propane consumption, but mainly in electricity consumption. This is due to the increase in rooms sold, closer to that of years prior to the pandemic, as well as our commitment to the electrification of the different systems, which results in us no longer using diesel in our own centers and also the consumption of propane is lower compared to historical figures in previous years.

Despite these increases in absolute numbers, energy intensity has been reduced by 8.7% compared to the previous year, so we can say that our measures are proving effective. Therefore, we will continue working on its implementation to continue improving this ratio.

Taking into account the total number of hotels both owned and managed in Spain by the Group, we can see in 2022 an increase in absolute terms of diesel, propane and electricity compared to the previous year. Likewise, there has been a more than double increase in the number of stays compared to 2021, which translates into lower energy intensity, demonstrating the effectiveness of the measures we are applying.



**In 2022, we have achieved a significant reduction in energy intensity of 14.4% in all our hotels compared to 2021.**

## Energy consumption in owned and managed hotels in Spain

Internal energy consumption (kW/h)				
	2019	2020	2021	2022
<b>Gasoil</b>	204,852	48,069	26,624	39,886
<b>Propane</b>	754,713	565,486	424,358	630,916
<b>Electricity</b>	41,959,726	22,704,413	27,274,122	50,454,925

Number of rooms				
	2019	2020	2021	2022
<b>Rooms</b>	3,000,604	1,007,816	1,465,353	3,155,317

Energy intensity (kWh/room)				
	2019	2020	2021	2022
	14.30	23.14	18.92	16.20



## Responsible use of water

We are aware that our hotels are located in a region where there is **high water stress**, which suffer especially intensely from the effects of cyclical droughts, such as the current one. Therefore, we must do everything in our power to take care of every drop of water.

This commitment helps to preserve natural ecosystems, but also allows us to increase our resilience when it comes to the availability of this resource, which is so necessary for the activities we carry out.



Our vision is aligned with SDG 6, "Clean Water and Sanitation", to which we seek to contribute by implementing continuous actions to achieve the maximum use and optimization of water.

## Water consumption in own hotels

Water catchment (m <sup>3</sup> )				
	2019	2020	2021	2022
<b>Water supply</b>	713,580	385,090	295,118	546,678
<b>Total water withdrawn</b>	<b>734,440</b>	<b>389,460</b>	<b>295,118</b>	<b>546,678</b>

Intensity of water consumed (m <sup>3</sup> /stance)				
	2019	2020	2021	2022
	0.24	0.55	0.26	0.27



At Lopesan, we work to optimize the use of water resources in everything we do, taking advantage of every drop of water and ensuring its quality and availability.







This is a huge challenge in an activity that, like tourism, requires large amounts of this precious resource for its proper functioning. Therefore, we try not to interfere with the experience of our customers, promoting **proper water management** in rooms, fountains and pools, in order to reduce consumption, being one of the key pillars for this awareness to our customers to make responsible use of water resources during their stay.

Among the **measures we apply to optimize water use** are the application of aerators in faucets or dual flush systems in cisterns, as well as the acquisition of efficient machinery. We also implement measures for efficient use in rooms, common areas such as gardens and swimming pools, and leisure areas such as the spa and thalassotherapy.

With regard to the intensity of water consumption in the hotels themselves, it has remained along similar lines to that of 2021.

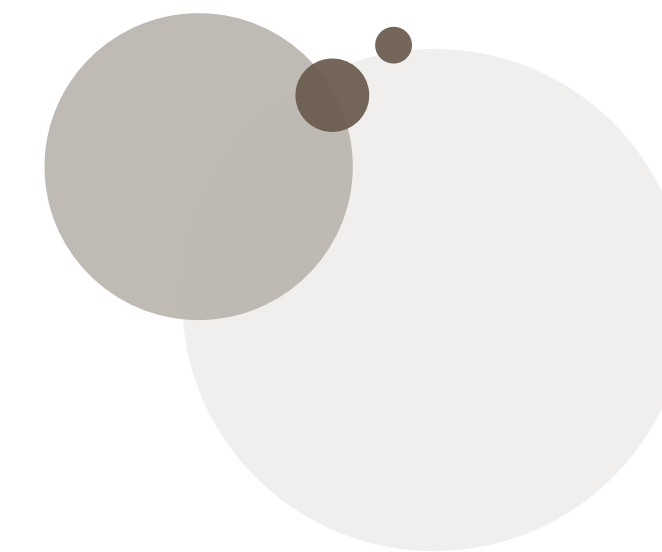


**Our water intensity consumed in 2022 has been reduced by 6.1% compared to 2021.**

## Water consumption in owned and managed hotels in Spain

	Water catchment (m <sup>3</sup> )			
	2019	2020	2021	2022
Water supply	713,575	381,868	488,855	829,799
Total water withdrawn	<b>713,575</b>	<b>381,868</b>	<b>488,855</b>	<b>965,503</b>

Intensity of water consumed (m <sup>3</sup> /stance)			
2019	2020	2021	2022
0.24	0.38	0.33	0.31





The **reduction in the volume of water captured** by our centers in 2022 was due to the effectiveness of the measures implemented to optimize consumption. In addition, as the number of stays sold increased this year, we also obtained a lower consumption ratio, since this is a resource that is always necessary for the maintenance of our facilities, even if the number of stays sold is lower.

On the other hand, in order to ensure that the water we discharge from our centers is returned with the best possible quality and thus contributes to the preservation of ecosystems, our Costa Meloneras and Villa del Conde hotels have their **own wastewater treatment systems**. This also allows us to reuse treated water for irrigating green areas. In this way, we reduce our need to collect water from the mains and, therefore, our total water consumption.

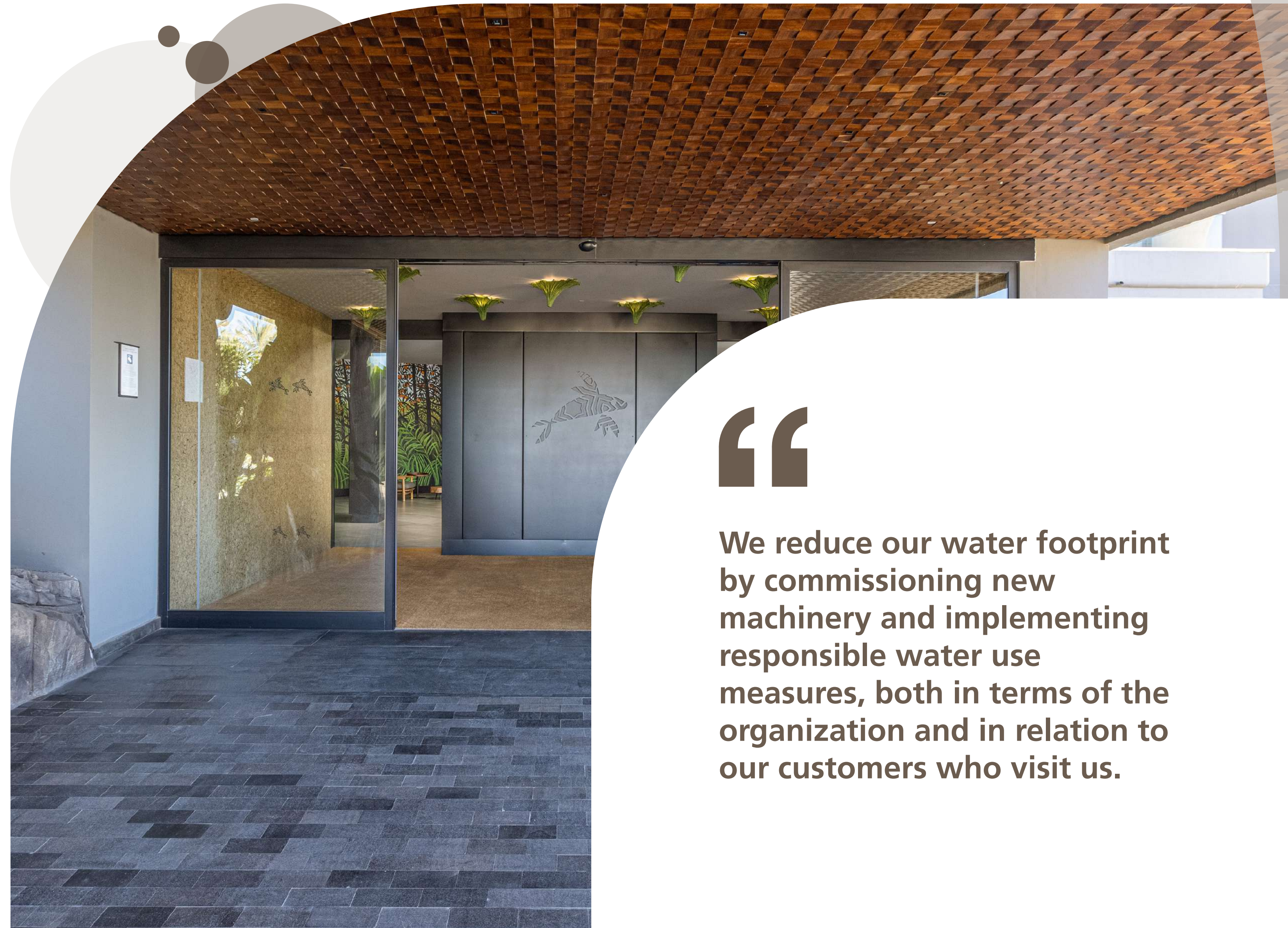
In any case, in our **wastewater disposal** processes, we make every effort to avoid the risk of contamination, recycling greywater and garden irrigation water as much as possible.

“

**In 2022, we treated 15,974 m<sup>3</sup> of water, 23% more than the previous year.**

”

**We reduce our water footprint by commissioning new machinery and implementing responsible water use measures, both in terms of the organization and in relation to our customers who visit us.**





## Moving towards a circular economy

We have to make compatible the necessary economic growth and prosperity of our company with the rational use of the resources we use for the development of the activities we carry out.

For this reason, we implement various strategies to promote the **reuse, recycling and minimization** of the waste we generate in our activities, in addition to using resources efficiently. We are committed to the application of circular economy criteria as an opportunity to contribute to sustainable development and mitigate the negative effects of climate change.



**Aligning ourselves with SDG 12, "Responsible production and consumption", at Lopesan we are aware that circularity is key to our business model.**

## Initiatives to maximize circularity



### Zero paper

We digitized our invoicing, records and communications with clients through the **"Zero Paper"** project. Its application translates into the use of Apps, SMS and WhatsApp, minimizing the use of this material.



### Sustainable Procurement

Our **Sustainable Procurement Policy** incorporates the promotion of good practices among our suppliers, to align them with the Group's sustainability commitments and increase the sustainability of our value chain.



### Ban on single-use plastics

We are working to comply with European and Spanish legislation regarding the **ban on single-use plastics**, which came into force in our country in March 2022. We have therefore implemented the use of cardboard containers, straws and plates, wooden stirrers and cutlery, as well as reusable polycarbonate and polypropylene cups in swimming pools, and water dispensers to replace plastic bottles.



### Waste separation systems at source

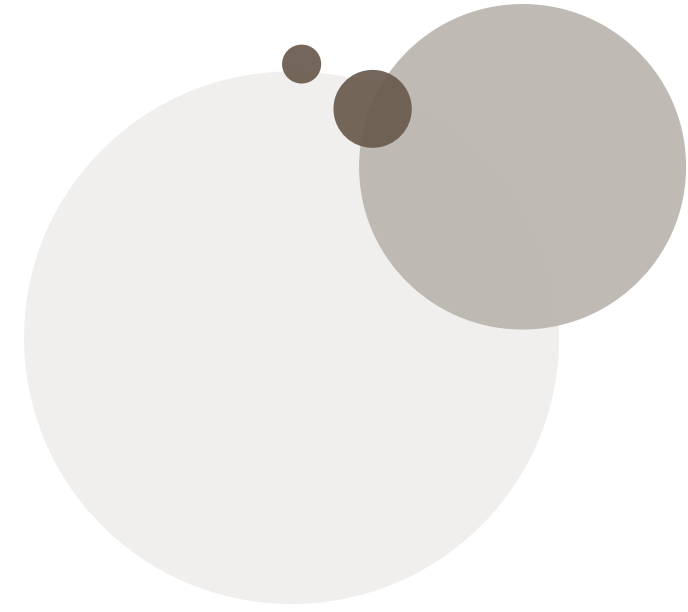
All our hotels have waste separation systems at source, in addition to containers, vertical balers and self-compactors, which enable the subsequent recycling or recovery of waste.

## We collaborate with Nespresso in favor of circularity

**NESPRESSO** We facilitate the collection of your capsules enjoyed in our centers so that they can be **recycled and have a new life**. Its use is complete, since the aluminum is reused, which is infinitely recyclable, and the coffee grounds are converted into fertilizer.

In addition, thanks to this compost, more than 100 tons of rice are obtained from the fields of the Ebro Delta, which Nespresso donates to the Spanish Federation of Food Banks (FESBAL) as part of its **Solidarity Rice Project**.





**Non-hazardous waste**, which represents 99.84% of the total, consists basically of paper and cardboard, packaging and plastics, glass and pruning waste. **Hazardous waste**, which represents 0.16% of the aggregate figure, consists of contaminated packaging, aerosols, batteries, fluorescent bulbs, electrical waste appliances and solvents, among others.



## Waste generated in own hotels

Waste generated (Kg)				
	2019	2020	2021	2022
Non-hazardous waste	6,529,970 (99.83%)	2,174,053 (99.69%)	2,306,351 (99.76%)	4,183,732 (99.84%)
Hazardous waste	10,869 (0.17%)	6,830 (0.31%)	5,688 (0.24%)	6,551 (0.16%)
<b>Total waste</b>	<b>6,540,839</b>	<b>2,180,883</b>	<b>2,312,039</b>	<b>4,190,283</b>
Waste generated (kg/stance)				
Volume intensity of waste generated	2.18	2.16	2.43	2.06



**We have reduced the intensity in the volume of waste generated in 2022 by 15% compared to the previous year.**



In relation to the waste generated in all owned and managed centers in Spain, its intensity in terms of the volume generated was **11.1% lower** in 2022 compared to 2021.

Of the total waste generated by our activity, 95% is delivered to an **authorized waste manager** for appropriate treatment. The remaining percentage is transferred to the Juan Grande Environmental Complex

(San Bartolomé de Tirajana), where part of it is valorized for the recovery of recyclable elements and another part is deposited in the landfill.

In addition, we have implemented **waste minimization plans** that are successfully contributing to the achievement of our circularity strategy.

Finally, it is worth mentioning our initiative to use the organic compost generated at the Juan Grande plant on our Veneguera farm from organic and vegetable waste generated on the island to replace chemical fertilizer. In 2022, we used **15 tons of this organic compost at the Finca.**

## Waste generated in owned and managed hotels in Spain

Waste generated (Kg)				
	2019	2020	2021	2022
Non-hazardous waste	6,526,970 (99.83%)	2,174,053 (99.69%)	3,424,971 (99.76%)	6,553,335 (99.85%)
Hazardous waste	10,869 (0.17%)	6,830 (0.31%)	8,122 (0.24%)	9,843 (0.15%)
<b>Total waste</b>	<b>6,540,839</b>	<b>2,180,883</b>	<b>3,433,093</b>	<b>6,563,178</b>
Waste generated (kg/stance)				
Volume intensity of waste generated	2.18	2.16	2.34	2.08

“

Since September 2022, we have avoided the use of 1,087 containers by replacing them with reusable packaging, which means that we have avoided 3.8 tons of CO<sub>2</sub>.





## Minimization of food waste

This is an essential issue for us, and one in which we, as providers of tourism services including catering, have an important role to play.

Food waste has a serious social and humanitarian impact, as well as very negative consequences on the environment. That is why we use technology to optimize the efficiency of our processes and **minimize losses**.

In this sense, in our restaurants we try to **adjust the supply and demand of services as much as possible**, ensuring the quantity and quality of the offer. We also plan meals according to actual needs based on occupancy forecasts and control consumables through monthly inventories.



In relation to SDG 12, "Responsible production and consumption", another area in which we apply our efforts is in the reduction of food waste.

Our innovative nature has prompted us in 2022 to carry out a study for the implementation of a waste control system through **artificial intelligence software**. With the results of the study, in 2023 we have started a pilot project, through which we hope to be able to perform a detailed analysis of the waste generated in our catering facilities, thus carrying out a strict control of this waste.

For the time being, the results obtained in 2022 from the system used so far show the progress we have made in this field. Thus, in our owned and managed hotels in Spain, we have generated a total of 405,390 kg of food waste, which represents a **waste rate** per stay of 0.13 kg, compared to 0.19 kg/stay in the previous year.



**By 2022, we have reduced the food waste rate by 31.6% compared to 2021.**





## 4.4. Protection of biodiversity

At Lopesan, protecting biodiversity means protecting the privileged environments in which our hotels are located, endowed with enormous natural and scenic attractions.

For us, it is very important to generate a positive impact on biodiversity and ecosystems to contribute to the conservation of our environments.

Among these, the most emblematic is the **sustainable management of Finca Veneguera**, located in Mogán, in the southeast of Gran Canaria, which covers an area of more than 2,800 hectares.

The actions we carry out in this farm are focused on enhancing the rural character, preserving the landscape environment and developing a **sustainable agriculture** project. In this way, the cultivation of our banana, mango, avocado, citrus and vegetable plantations support a thriving local community, while contributing to the protection of the soil and biodiversity.



We implement various initiatives through which we contribute to SDG 15, "Life of terrestrial ecosystems".

“

Our Finca Veneguera, which we have owned since 2014, has historically been dedicated to traditional agriculture and is home to several areas cataloged as Biosphere Reserves.





The production of the 79 hectares of Finca Veneguera is entirely destined to **supply our hotels**, in a clear commitment to the local 0-kilometer product, thus reducing the associated emissions and enhancing the value of the varieties of a unique environment.

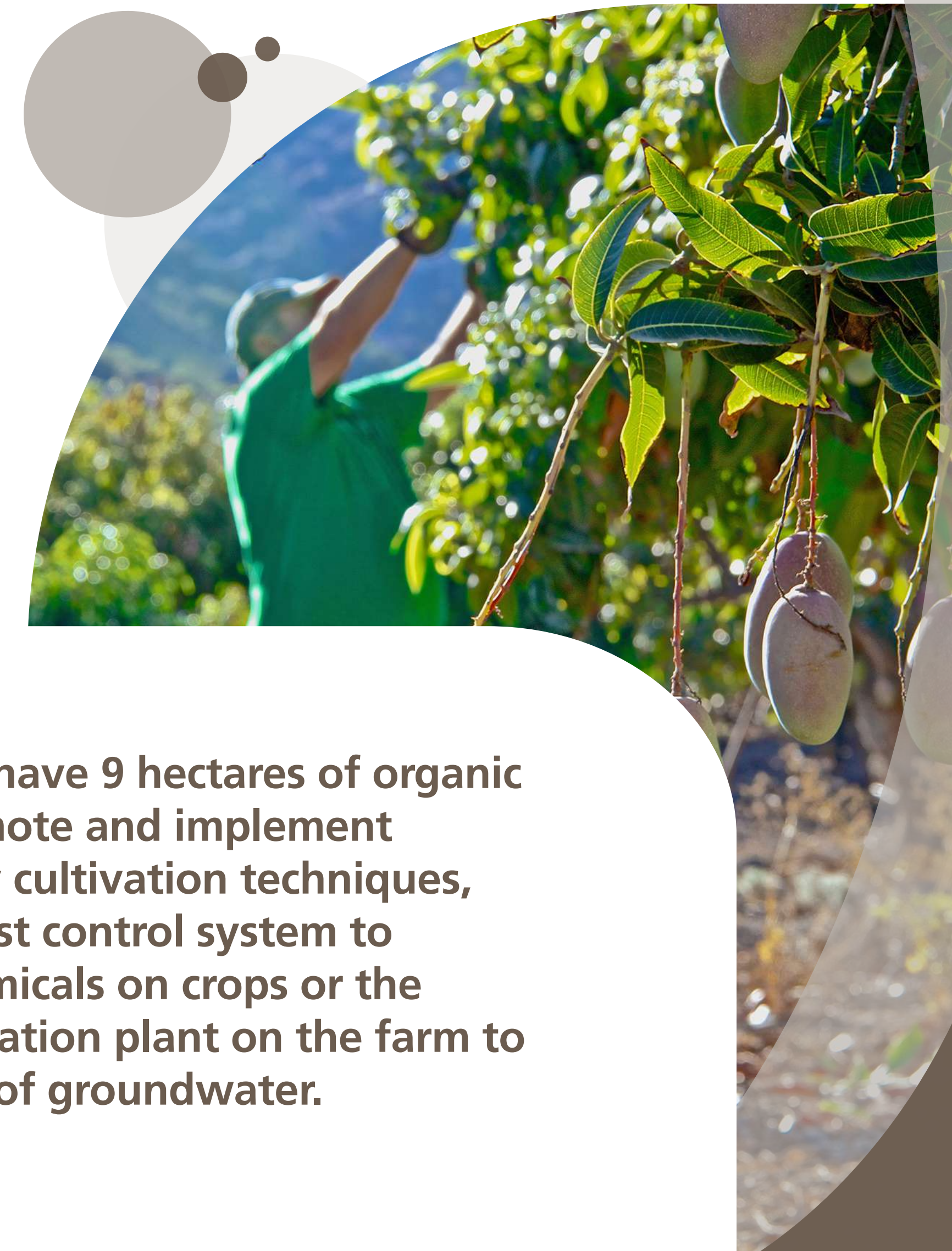
On the farm, we have crops of up to 64 varieties of **native fruits**, mainly bananas, but also mangos, oranges, lemons, pineapples, avocados, papayas and grapefruit, as well as other subtropical fruits of all kinds. With this, in 2022 we will reach a production of 460 tons, 51.3% more than in 2021.

## Production of our Finca Veneguera

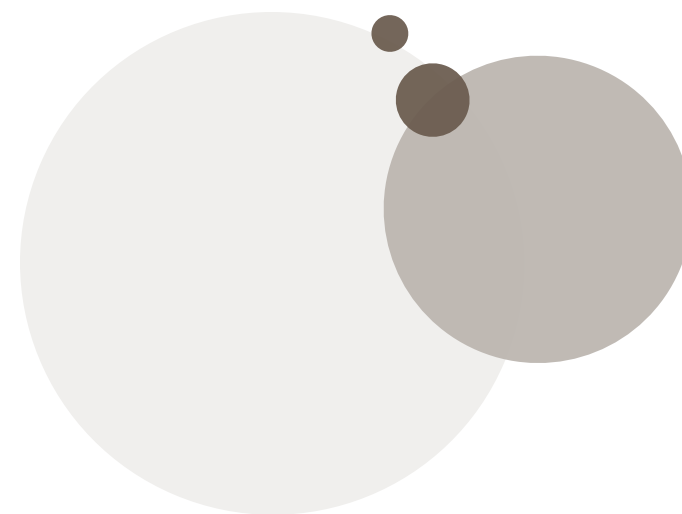
Agricultural production			
	2020	2021	2022
Production (Tn)	1,184	776	920
Organic farming area (ha)	5.50	9.00	9.00

In total, Finca Veneguera has managed to supply 2,299.5 tons of kilometer 0 products to our customers, through a **local and sustainable production** of high quality.

On the other hand, we maintain our **collaboration with the Asociación Amigos de la Pardela Cenicienta**, allowing them access to the land of our farm where this seabird species nests. This concession facilitates their study in order to take the necessary measures to protect the species that breeds in the ravines and cliffs of the area.



**At Finca Veneguera, we have 9 hectares of organic farming, where we promote and implement environmentally friendly cultivation techniques, such as the biological pest control system to minimize the use of chemicals on crops or the construction of a desalination plant on the farm to minimize the extraction of groundwater.**





Our  
team

0506



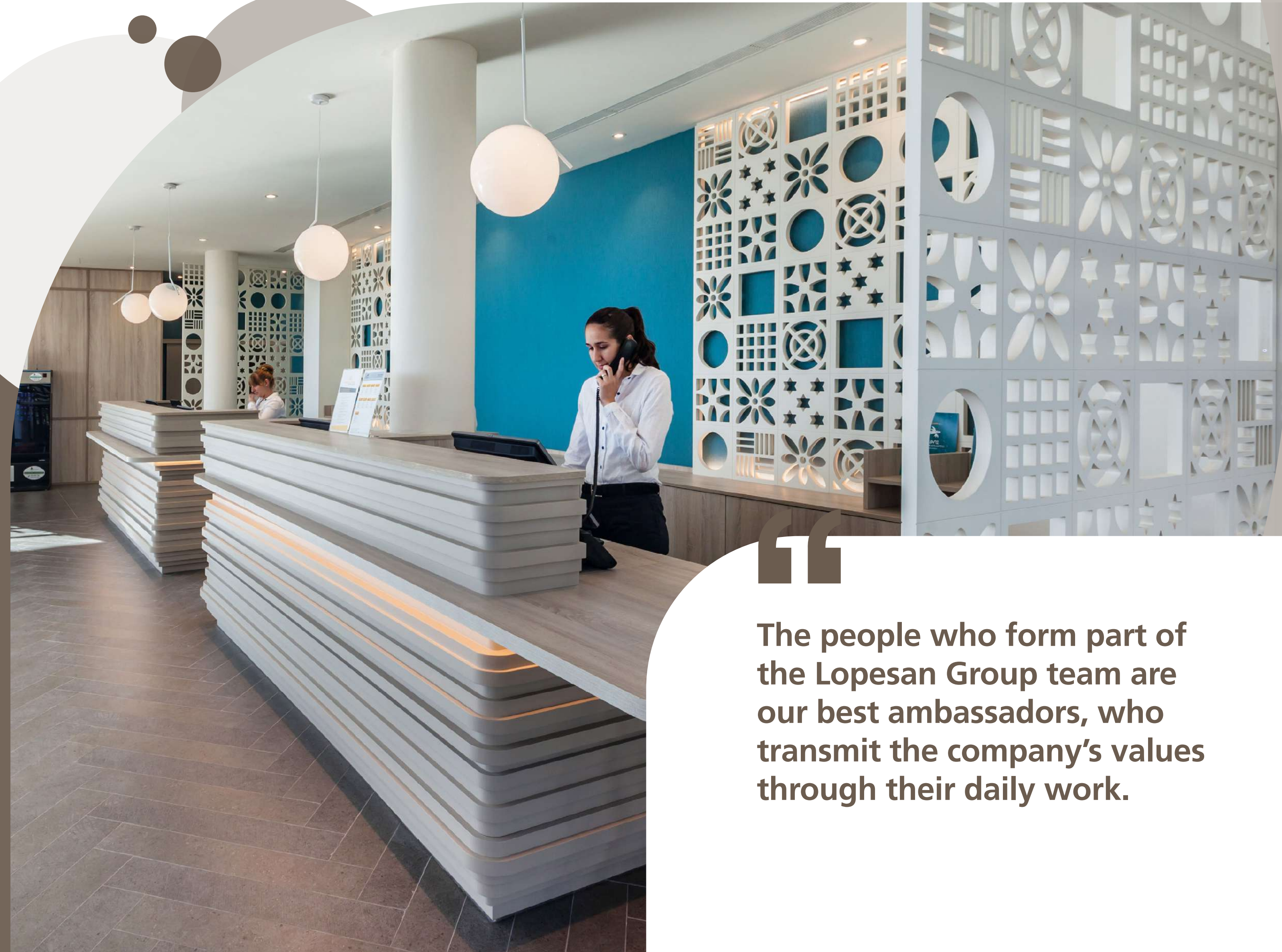


## 5. Our team

At Lopesan, we believe that our professionals are the key piece that solidifies the mission, vision and corporate values in the treatment of the thousands of customers who visit us every year. Therefore, our team is a fundamental pillar in the strategy we must follow to continue offering the best vacation experiences.

As a result, we have an employment and human resources policy focused on attracting and retaining talent, promoting the personal and professional development of our employees and fostering quality employment.

Only in this way can we instill in our teams the **motivation and pride of belonging** that we need to continue building the company based on excellence and sustainability that we want to be.



“  
The people who form part of the Lopesan Group team are our best ambassadors, who transmit the company's values through their daily work.



## 5.1. Human resources management

In our hotel division we have **5,807 employees**, of which 2,134 are women, representing 36.7% of the workforce.

The almost complete return to normality that we have experienced in 2022 has resulted in an increase in staff compared to the previous year, in order to meet the needs of our customers and the increase in bookings, driving **job creation**.

Despite the high degree of temporary employment in the tourism sector due to the seasonal nature of our activities, at Lopesan we are firmly committed to the stability of our teams. Therefore, 73.83% of the people in our teams have a **permanent contract**.

Likewise, most of them work full time, since only 7.84% of our professional's work part time.

### Our team in the hotel division

Lopesan employees		
	2021	2022
Number of male employees	1,475	2,266
Number of female employees	1,179	2,134
<b>Total employees</b>	<b>2,653</b>	<b>5,807</b>

Type of contracting broken down by gender (%)				
	2019	2020	2021	2022
Permanent staff. Men	32.61	38.99	35.19	35.43
Permanent staff. Women	30.1	36.91	33.01	38.43
<b>Total permanent staff</b>	<b>62.71</b>	<b>75.91</b>	<b>68.20</b>	<b>73.86</b>
Temporary personnel. Men	16.12	10.24	13.43	10.67
Temporary personnel. Women	21.17	13.82	18.31	15.36
<b>Total temporary</b>	<b>37.29</b>	<b>24.09</b>	<b>31.75</b>	<b>26.03</b>



“  
Our team has grown by 118.9% in 2022 compared to 2021.”



## Boosting talent through RHevolution

Following the pandemic, we have strengthened our commitment to the people who are part of Lopesan, resulting in a series of initiatives that we have carried out as part of our **RHevolution project**. Our goal is to keep improving continuously to make Lopesan a great place to work.

In order to materialize these initiatives, we have a **Human Resources Strategic Plan 2018-2022**, which is developed in four key areas:

- **Culture:** proposal of corporate values and culture through our Internal Communication Plan.
- **Organization:** assessing the capabilities of our teams through a Management by Objectives Model.
- **Processes:** progress towards digitalization and automation through our employee portal #BeLopesan.
- **People:** performance evaluation and promotion of training, reflected in performance-related pay in accordance with our remuneration policy.

## Initiatives of RHevolución



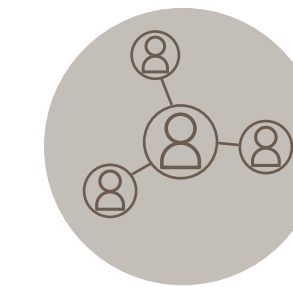
Improved talent attraction.



A warmer, closer and more informed welcome for new hires.



More complete and objective processes of assessment, information and recognition of good work and performance.



Facilitation of channels to listen to the opinions and ideas of all our professionals in order to evolve and grow together.



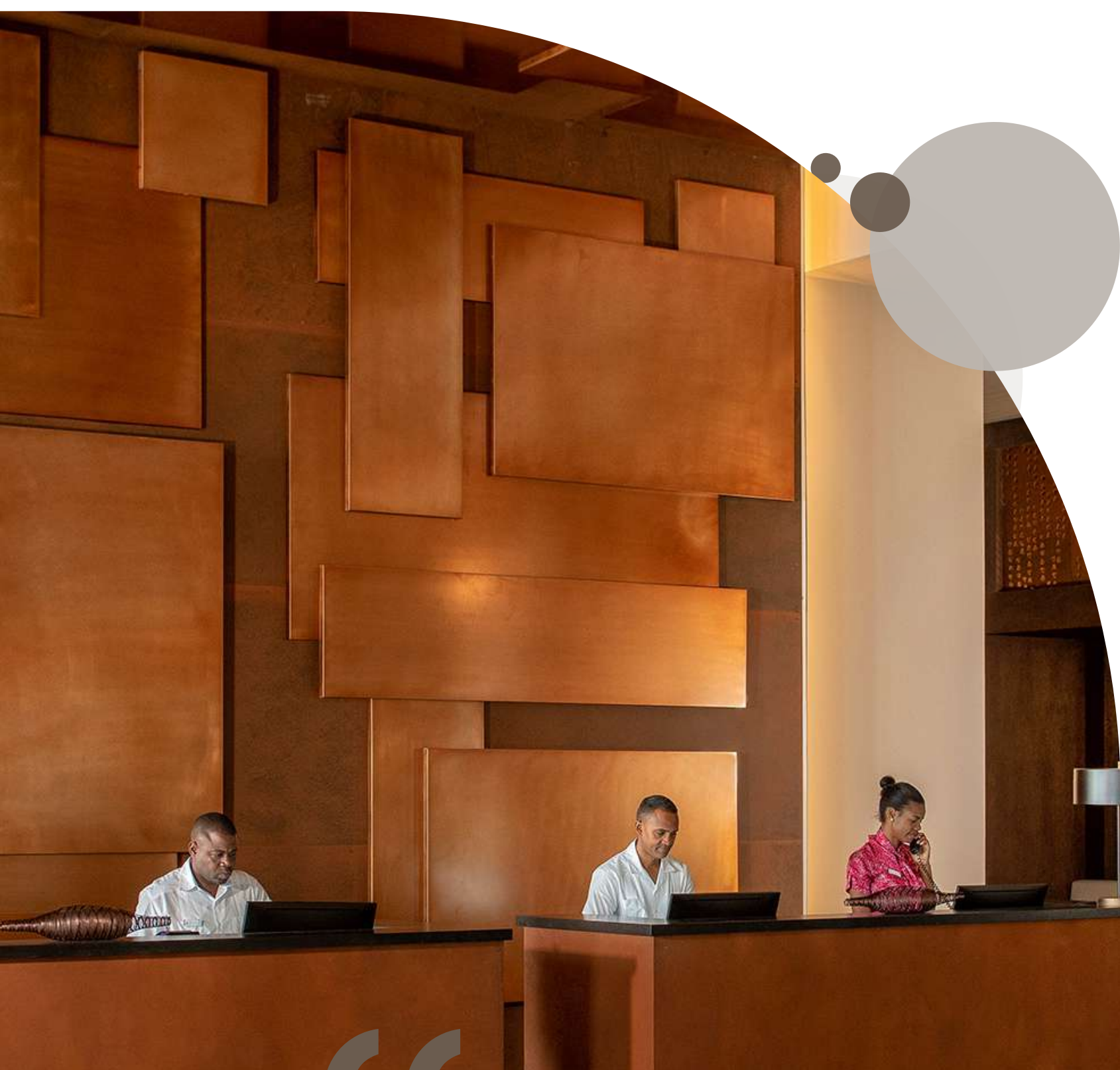
Implementation of new initiatives to reward commitment and ingenuity.



Strengthening of solidarity actions.







## We promote the equality of all people

At Lopesan, everyone is treated equally, regardless of gender, race, ability, religion or personal or social status. It is this diversity that enriches our teams and is a driving force for progress. That is why we have been incorporating **diversity and equal opportunities** among our priorities for years, in order to promote them.

Likewise, within the framework of current legislation, our **Equality Plans** propose the necessary measures to prevent, mitigate and manage possible risks associated with situations of inequality and promote equity within the organization. We have an Equality Plan for each of our centers, in order to adapt them to the characteristics of each one, although the same corporate philosophy is maintained in all of them. All of them are currently under negotiation.

One of the key actions in which it is essential to act with a focus on equality is in the recruitment and retention of talent.

## Our employees by professional category broken down by gender

Lopesan Employees		
	2021	2022
<b>Total</b>	<b>1,569</b>	<b>1,853</b>
<b>MANAGERS</b>	<b>16</b>	<b>14</b>
Men	9	11
Women	7	3
% of total women	45.8%	22.9%
<b>MIDDLE MANAGERS</b>	<b>246</b>	<b>238</b>
Men	169	152
Women	77	86
% of total women	31.3%	36.1%
<b>BASIC PERSONNEL</b>	<b>1,305</b>	<b>1,600</b>
Men	585	683
Women	720	917
% of total women	55.2%	57.3%



**Our Code of Ethics formalizes our commitment at Lopesan to avoid any conduct that could lead to unjustified differential treatment.**



To this end, we act in accordance with strict **criteria of capacity, competence and professional merit**, which are completely independent of any singular condition or circumstance that may be present in the employee or candidate for employment. In this sense, we work continuously to ensure that there are no inappropriate biases in the hiring and promotion of our people.

We also have an action **protocol in case of sexual harassment**, which establishes the procedure to be followed in such cases. In 2022, there were no cases of this type.

**We promote equal treatment between men and women, promoting equity, inclusion and respect among all the people who are part of Lopesan.**

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**54% of our total workforce in the hotel division are women, who occupy 22% of management positions.**



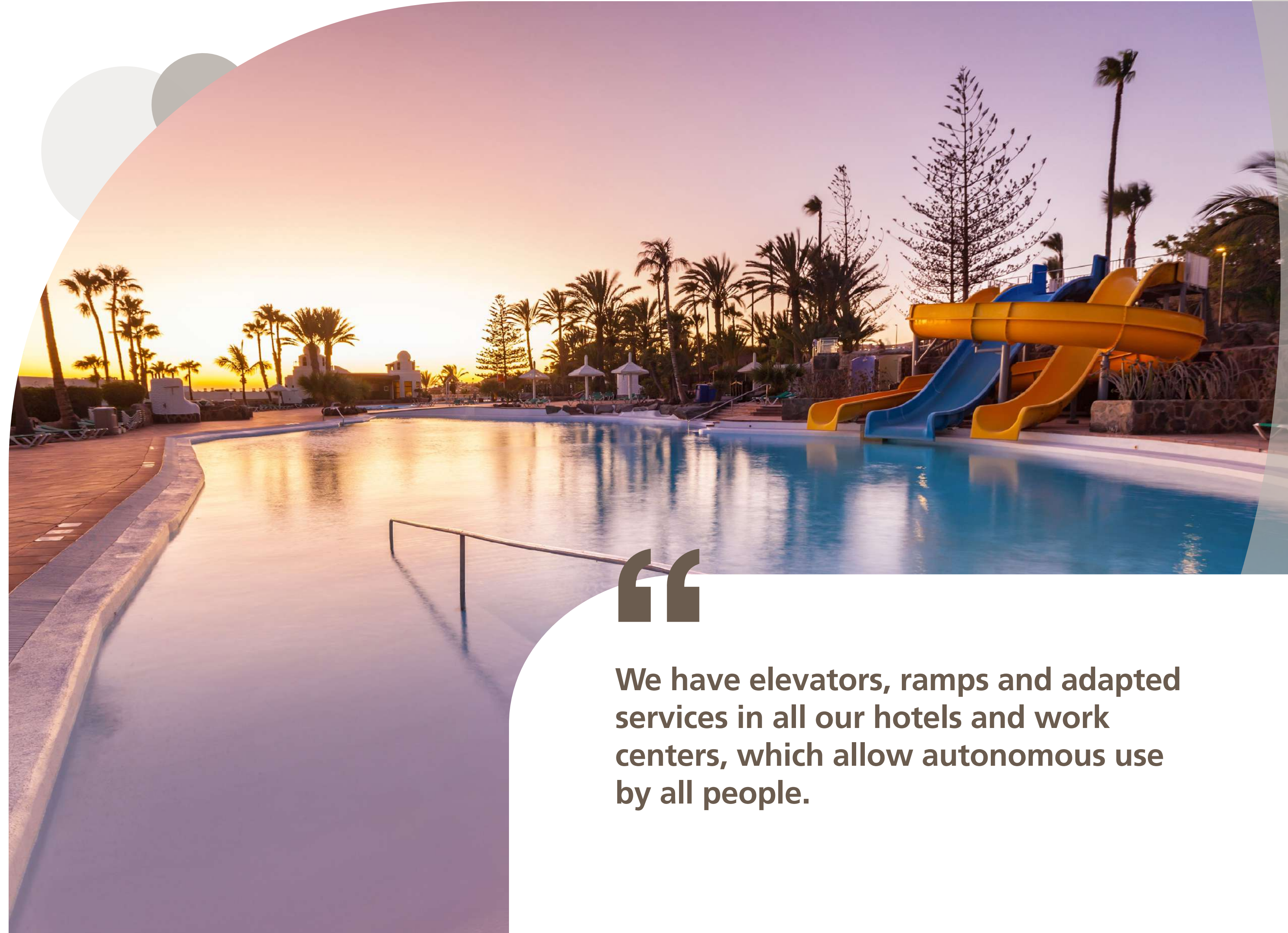


## We promote universal accessibility

Our facilities are focused on **guaranteeing accessibility** to all people, in order to avoid barriers so that, mainly all our employees and customers, can enjoy them.

In our workforce, we have 52 people with functional diversity, whom we support to achieve a complete labor integration.

In 2022, we continued our collaboration with the “**Programa Integrados Canarias**” of the Randstad Foundation. This program allows people from our teams in Gran Canaria to participate in volunteer activities, through which we seek to promote the social and labor integration of people with functional diversity.



“

**We have elevators, ramps and adapted services in all our hotels and work centers, which allow autonomous use by all people.**





## Improving the work-life balance of our people

Supporting the well-being of our professionals improves the quality of their work performance. In their day-to-day work, they spend a large part of their time with us, so it is essential that we contribute to **guaranteeing an adequate work-life balance**.

We try to ensure that **maternity or paternity leave**, as well as any other absence linked to the family, does not harm the people in our teams or in their professional lives.

“

**At Lopesan, we encourage healthy lifestyles by promoting a healthy balance between work and family life through the application of work-life balance measures and policies.**

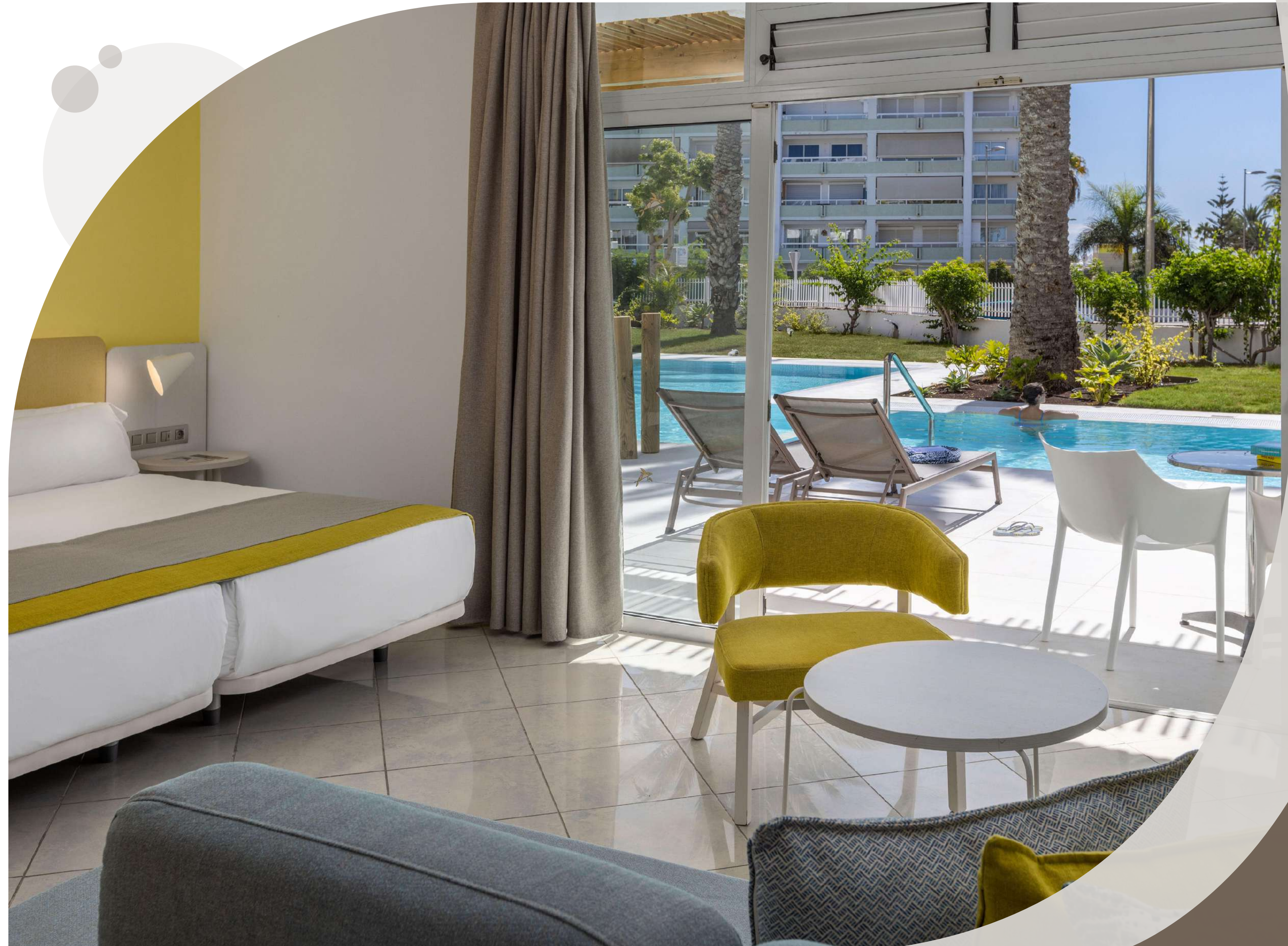


Likewise, we adapt the **work shifts** that have to cover the assumptions that require personnel in continuous schedules, in such a way that holidays and night shifts are distributed among the entire staff, as long as it does not affect employees who present some type of medical impediment.

We have tools to promote the rest of the people in our teams. To this end, we have established the **Digital Disconnection Policy**, applicable to all our employees, which aims to ensure the effective reconciliation of personal, family and work life in line with the provisions of the relevant regulations.

“

**In 2022, we granted 28 maternity leaves and 14 paternity leaves, with 97.6% of those who took them returning to work.**





## We incorporate benefits for our employees

In recognition of the effort dedicated by our teams in their daily work and in response to our desire to **continuously improve working conditions**, we offer people who are part of Lopesan a series of social benefits in addition to the remuneration received. By doing so, we contribute to improve their well-being and reinforce their feeling of belonging to the company.

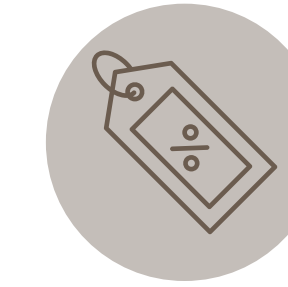
## Social benefits provided to our professionals



**Medical insurance** with full health coverage.



**Discounts** on accommodation, spa circuits, food and beverages.



**Special rates** for employees and family members at our Titan Gym Meloneras.



**“Contigo Más” Program**, through which our staff can enjoy commercial advantages in associated companies related to travel, hotels, health, textile or aesthetics, among others.

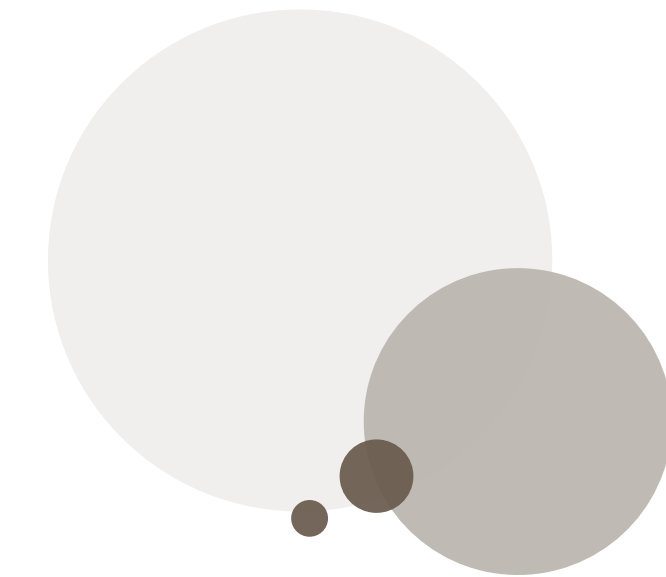


Initiatives to improve working conditions through the **“Employee Portal”**.



“

Together we manage to continue growing as a company, where the contribution of each person is essential.





## We work to eliminate the wage gap

Another of the aspects of great relevance is the offer of fair and adequate remuneration for the dedication of our professionals, in order to guarantee **quality employment**. We also pay special attention to avoiding any type of discrimination.

In this sense, we work to **minimize the salary gap** between men and women for the performance of the same work, under equal conditions in terms of their job and responsibilities.

With regard to the **wage gap** between men and women, we continue to work to reduce this. In 2022, there has been a significant reduction in the gap in the case of hotel managers, while in middle management it has increased slightly and in operators it has continued along similar lines, being slightly higher in women compared to men.

## Wage Gap

	Wage Gap*	
	2021	2022
Hotel managers	28.71%	19.02%
Middle management	3.40%	6.12%
Operators	-1.05%	-1.32%

\*Difference between men's gross base salary and women's gross base salary (%).





## 5.2. Development and promotion of talent

The **identification, recruitment and retention of talent** is one of our most important strategic policies, as it is of great relevance for the proper functioning and future viability of the organization.

At Lopesan, we pay special attention to the **process of incorporating** new people into the company. Through its application, we try not only to find the best professionals, but also to detect the potential of each one so that they can continue to develop their professional career in the company. In this way, we foster a sense of belonging and pride in being part of the company.

To make this vision a reality, our Human Resources strategy has a strong foundation in training, which **enables the professional growth, continuous improvement and resilience** of our professionals, an essential aspect in a context which is profoundly changing and volatile at present. With its application, we focus on training our employees so that they can acquire the necessary skills and knowledge to be able to adapt to the continuous changes and, therefore, have the capacity to act and adapt.

### Training for employees

Average hours of training per year by gender and professional category		
	2021	2022
<b>General/Total</b>	<b>2.54</b>	<b>3.40</b>
Men	1.06	3.81
Women	<b>0.87</b>	<b>3.39</b>
Directors	0.37	0.17
Middle management	1.12	0.56
Base personnel	<b>1.95</b>	<b>3.29</b>

“

**In 2022, we increased the average number of training hours per employee by 33.9%.**





Among the measures contained in this Plan, one of the most important is the delivery of **courses during working hours** at our headquarters. In this way, we favor their use during the working day without the need for extra effort on the part of the participants.

**The total number of training hours in 2022 was 8.876** compared to 3.835 in 2021, which is more than double. The same is true for the number of people trained, which has increased from 1.512 in 2021 to 2.611 last year.

“

**We have an Annual Training Plan, with both classroom and virtual initiatives, which contains a wide selection of relevant subjects in our work, in order to develop the professional skills of our teams.**





## 5.3. Safety, health and well-being

At Lopesan, we are firmly committed to promoting the health, safety and well-being of the people who form part of our teams. For this reason, we work continuously to offer them a **safe and healthy working environment**, focusing our efforts on the different stages of the management of this process.

In this way, we carry out **health and safety awareness and training actions**, in addition to identifying the risks associated with each job and designing mitigation measures to achieve an effective reduction of possible accidents and incidents at work.

To effectively channel our actions in this area, we have a **health and safety management system**. It is constituted as part of the Integrated Management System and its application allows us to minimize the accident rate in our work centers, promote a culture of prevention and ensure the existence of an adequate level of occupational health and safety, among other objectives.

To meet these occupational health and safety goals, we have two key instruments at our disposal:

- **Occupational Risk Prevention Policy (ORP):** this sets the basis for all occupational health and safety actions we carry out at our sites to reinforce the culture of prevention.

Occupational accidents		
	2021	2022
<b>Men</b>		
Number of occupational accidents with sick leave	36	63
No. of days lost due to work-related accidents with sick leave	853	1,258
No. of employees with occupational diseases	1,014,848	1,549,872
<b>Frequency rate*</b>	<b>27.59</b>	<b>29.03</b>
<b>Severity rate**</b>	<b>0.73</b>	<b>0.61</b>
<b>Women</b>		
No. of occupational accidents with sick leave	35	68
No. of days lost due to occupational accidents with sick leave	857	1,205
No. of employees with occupational diseases	1,050,015	1,844,824
<b>Frequency rate*</b>	<b>24.76</b>	<b>30.90</b>
<b>Severity rate**</b>	<b>0.66</b>	<b>0.51</b>
<b>TOTALS</b>		
No. of occupational accidents with sick leave	71	131
No. of days lost due to occupational accidents with sick leave	1,710	2,463
No. of employees with occupational diseases	2,064,863	3,394,696

\*Frequency index: No. of accidents with sick leave/no. of actual hours worked by employees.

\*\*Severity index: (no. of days lost due to work accidents with sick leave/no. of actual hours worked by employees)-1000.

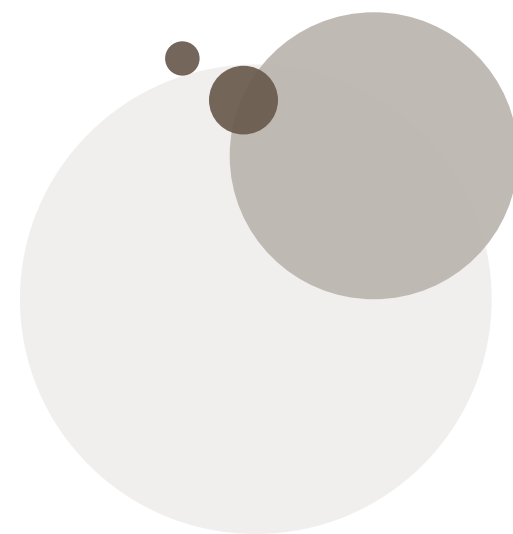


- **Training and awareness plans:** with which we inform the entire workforce about occupational health and safety instructions, standards and procedures.
- **Health and Safety Committee:** meets every two months to monitor the state of health and safety in our centers, as well as the implementation of the measures established, their effectiveness and risk control.

In 2022, all injuries that occurred were of a minor nature, and there was a **reduction in the severity rate** in that year compared to the previous, in both men and women. However, due to a higher number of employees and workload, the frequency rate has increased.

On the other hand, as in previous years, no illness categorized as occupational has been identified among our professionals.

Regarding absenteeism, we have identified a **decrease of 23% in the rate of absenteeism with respect to 2021**, which may be a favorable indicator of a correct performance in terms of safety risk prevention and health promotion.

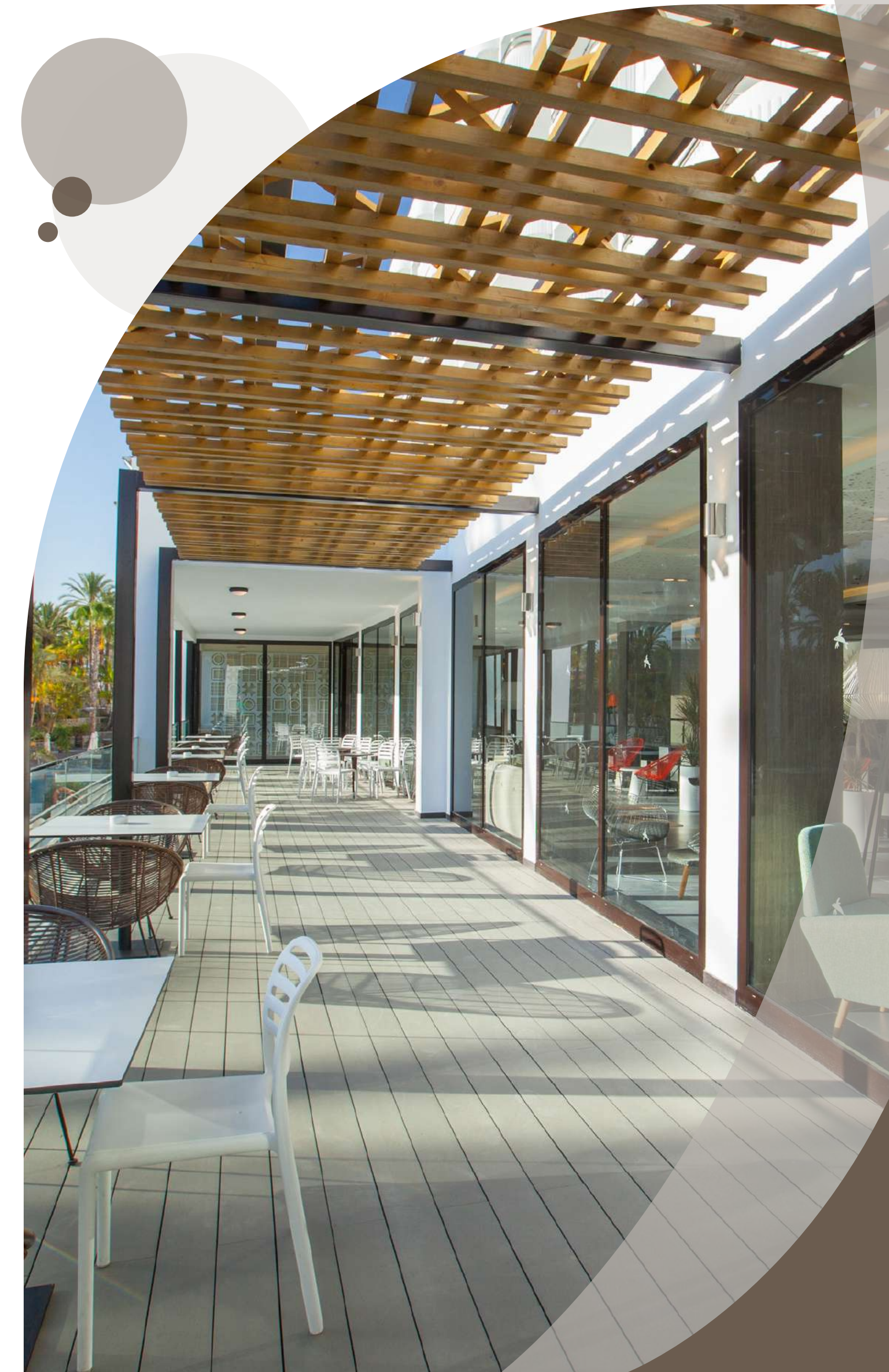


Absenteeism by gender			
		2021	2022
<b>Men</b>	Number of days of absenteeism	16,496.38	12,160.61
	Total number of working days	231.00	231.00
	Absenteeism rate*	7,141.29	5,264.33
<b>Women</b>	No. of days absent from work	22,633.00	17,957.89
	Total number of working days	231.00	231.00
	Absenteeism rate*	9,797.84	7,773.98
<b>Total</b>	<b>No. of days absent from work</b>	<b>39,129.38</b>	<b>30,118.50</b>
	<b>Absenteeism rate*</b>	<b>16,939.13</b>	<b>13,038.31</b>

\*Absenteeism rate: (no. of days absent from work-1000)/total no. of working days.



**Our occupational health and safety management system is certified by the international standard ISO 45001:2018.**





**Social**  
commitment

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## 6. Social commitment

### 6.1. Support for local development

One of the essential elements of our corporate vision is to contribute to the **economic, social and cultural progress** of the Canary Islands, where we were born more than half a century ago. Our company has opened up to the world from this Spanish region, so we consider it our duty to work to give back part of what has been given to us.

We also work to **support the communities** in which we operate, helping to strengthen employment and the well-being of the citizens of our region, as well as promoting their social and cultural progress through the company's involvement in social projects that improve the quality of life for everyone in this unique environment.



“  
Promoting the development of the Canary Islands is one of the commitments we have assumed at Lopesan since our beginnings.”



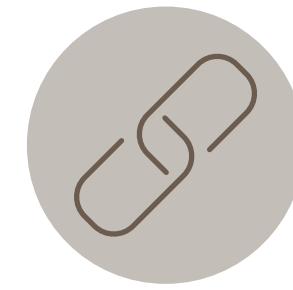
Thanks to our international nature, this commitment to our community also extends to the rest of the areas in which we operate. Thus, our Sustainability Policy sets the following objectives to achieve a **positive impact on society**:

- Base relations with society on the **principles of reciprocity, responsibility and mutual benefit**, establishing channels of dialogue with stakeholders.
- Prioritizing the **purchase of local products** to strengthen the economic and social development of the community.
- **Actively participate** in the development of the local community, through sponsorship agreements and agreements with universities or foundations.
- Contribute through agricultural activities to achieve **levels of food sovereignty** close to those dictated by the Food and Agriculture Organization of the United Nations (FAO).

“

**By 2022, 82% of our procurement spending has been allocated to local suppliers.**

## Our commitments to the local community



**To build strong ties**, generate trust and forging an identity as a committed and sustainable company.



**Strengthen relationships of trust** with the communities with which we interact through communication, collaboration and support.



**Harmonize the group's activities** in the different countries in which we operate with the different social and cultural realities.





## We buy from local producers

As a service company, one of our main contributions to the economy of the places where we operate is the promotion of a **fully sustainable value chain**.

For this reason, we have a **Purchasing Policy** through which we share with our suppliers the organization's sustainability objectives and commitments. In this way, we also apply support initiatives to help them achieve those objectives.

We seek to establish lasting relationships based on trust, in order to work closely to ensure that they join us in our commitments to continue moving towards increasingly sustainable development.

In the same vein, our commitment to local and sustainable produce is showcased at the country estate **Finca Veneguera**. Through the crops we grow on this property, we produce hundreds of thousands of kilos of fruit and vegetables every year, which can be enjoyed in our hotel centers as part of the Kilometer Zero Project (from the field to the buffet).



In line with SDG 12, "Responsible consumption and production", we are committed to local production by contracting local suppliers.



We audit 100% of our suppliers to ensure that they meet our quality and sustainability requirements.



## We participate in the development of the local community

We work to **identify local needs** in order to contribute to their development through specific actions and initiatives in the social, environmental and economic fields.

### Social initiatives developed in 2022



#### **Villa de Ingenio International Folklore Festival:**

We collaborated in the development of this event aimed at promoting the municipality. It consists of a raffle for a double massage voucher at the Om Thalasso, located in our hotel Lopesan Villa del Conde Resort & Thalasso.



#### **Refurbishment of the facilities of the María Auxiliadora-Salesianas School (Las Palmas de Gran Canaria):**

We helped this educational center raise funds by raffling a double voucher for the Om Thalasso and another for the Om Spa at the Lopesan Costa Meloneras Resort & Spa.



#### **Classroom-auditorium project at Secondary School La Rocha:**

Directed by the architect Santiago Cirugeda, to the financing of which we contributed to the raffle a double voucher for massages and another for a spa at our facilities.



#### **Veneguera Festivities:**

We collaborated with the Mogán Town Hall through the raffle of a double massage and spa voucher.



#### **UNifest Santa María de la Guía:**

We helped organize this cultural festival for young people, together with the Fernando Pessoa University and the Town Hall of Guía, by giving away a voucher for our spa in Costa Melonera.





## 6.2. Impact on society

At Lopesan, we collaborate with numerous initiatives aimed at promoting the development and progress of society in general, helping to **reduce inequalities** and injustices, as well as achieving the full integration of the most disadvantaged people in society.

To this end, we have participated in **solidarity actions** with which we try to make our contribution to the progress of those most in need:

- **Down Syndrome Association of Las Palmas de Gran Canaria:** we renewed the agreement signed in 2018 with this non-profit organization focused on addressing the needs and concerns of people with Down Syndrome. Through this agreement, we offer discounts to all members of the association.
- **XV Model Pass for women with breast and gynecological cancer:** to benefit the Canary Islands Breast Cancer Association, we raffled two double vouchers for our spa facilities, in order to obtain funds earmarked for the development of the work of this association.
- **III Solidarity Raffle for Autism:** in favor of the APNALP Association, we raffled two double vouchers for our spa in order to raise funds for this association.

- **Solidarity Summer Campus:** organized by the Felices Con Narices Association, we helped this organization to raise funds by raffling two double vouchers for the massage and spa facilities of our hotels Villa del Conde and Meloneras, respectively.
- **I Paddle Tennis Charity Tournament:** in favor of the Gran Canaria Diabetes Association (ADIGRAN), through which we support their cause, which is also based on the values of sport. Our contribution has been through the delivery of a spa voucher and a massage voucher in our hotels, destined to defray the cost of the celebration of this first tournament in the facilities of La Calzada (Tafira).

- **II Bingo Solidario Paz, Amor y Huellas en mi corazón:** organized by the associations Libertad Felina and Refugio Corazón Gatuño, we supported the celebration of this event with the raffle of a spa voucher and a massage voucher in our hotels.
- **"A day of respite":** promoted by the Pequeño Valiente Foundation, this is an initiative that was created with the intention of offering a relaxed and familiar environment, in which mothers of a minor with cancer can have the opportunity to disconnect from the complex routine they have to face daily. To this end, we have granted these mothers 15 day passes for our hotel Lopesan Villa del Conde.





We also promote the celebration of numerous **sporting events** that take place in our region, as well as typical sports disciplines of the Canary Islands:

- **Santander Golf Tour:** organized by Banco Santander, we participated in the development of this golf tournament circuit with the delivery of a voucher for two weekend stays at our hotel Villa del Conde.
- **Gran Canaria PRO AM SUP Race European Tour:** we sponsored this surfing sporting event by providing space for the press conference at the Lopesan Costa Meloneras, as well as generating a promo code for all participants.
- **El Castillo Wrestling Club (San Bartolomé de Tirajana):** in the 22/23 season, we sponsored this Canarian wrestling club, a representative sport of our region, and sponsored its lower categories.
- **Canary Islands Golf Circuit 2022:** we sponsored this circuit through the delivery of 18 double vouchers: 16 for the winners of each tournament and 2 for the first and second place finishers of the Grand Final.





Governance

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# 7. Governance

## 7.1. Governance management

At Lopesan, we are committed to a responsible governance model, based on **ethics and commitment to people and the planet**. Thus, we promote compliance with criteria of good governance, professionalism and integrity, seeking to establish a culture of social responsibility in each of our actions.





## Our Code of Ethics

Thus, after years of hard work, in 2021 we approved our **Code of Ethics**. With this document we aim to provide our stakeholders, especially employees and suppliers, with a framework of honesty, integrity and transparency that enables appropriate conduct both within and outside the organization.

This corporate standard is based on the premise that any inappropriate or improper conduct by our managers, employees or suppliers could compromise our ethical culture, seriously damage our corporate reputation or lead to sanctions.

For this reason, we inform our employees of the existence of a Channel of Complaints in case they observe inappropriate conduct or breaches of the Code. In addition, we have a **Compliance Officer**, who resolves any doubts that may arise and assesses, together with a specialized external company, the application of sanctioning measures if necessary.

“

**With the Code of Ethics, we promote compliance with corporate values and reinforce our already strong commitment to transparency and business ethics.**

## Corporate governance structure

The management and ethical direction of our company is centered on the Executive Board, our highest governing body. Its task is to make decisions that affect the daily management of the Lopesan Group, including the hotel division, and which corresponds to the Chief Executive Officers Mr. Roberto López, Mr. Francisco López and Mr. Diego López.

## Corporate policies

The aforementioned bodies are guided in their actions by a series of **corporate policies**, approved by our management and available to all employees, as well as to the general public. With these documents, we seek to promote a **culture of care, good governance, compliance and business ethics** that reflects Lopesan's mission, vision and values in our daily performance.





## Corporate policies



**Sustainability Policy** is the key to concretize our strategies and actions aimed at respecting the planet and achieving a better world through care for the environment and people, innovation and competitiveness.



**Sustainable Procurement Policy**, we emphasize promoting total alignment of our suppliers with our commitments to move towards sustainability.



**Occupational Risk Prevention Policy**, through which we promote the health and safety of our employees in the Lopesan centers.



**Digital Disconnection Policy**, implemented in order to ensure the rest of our employees outside the working day.



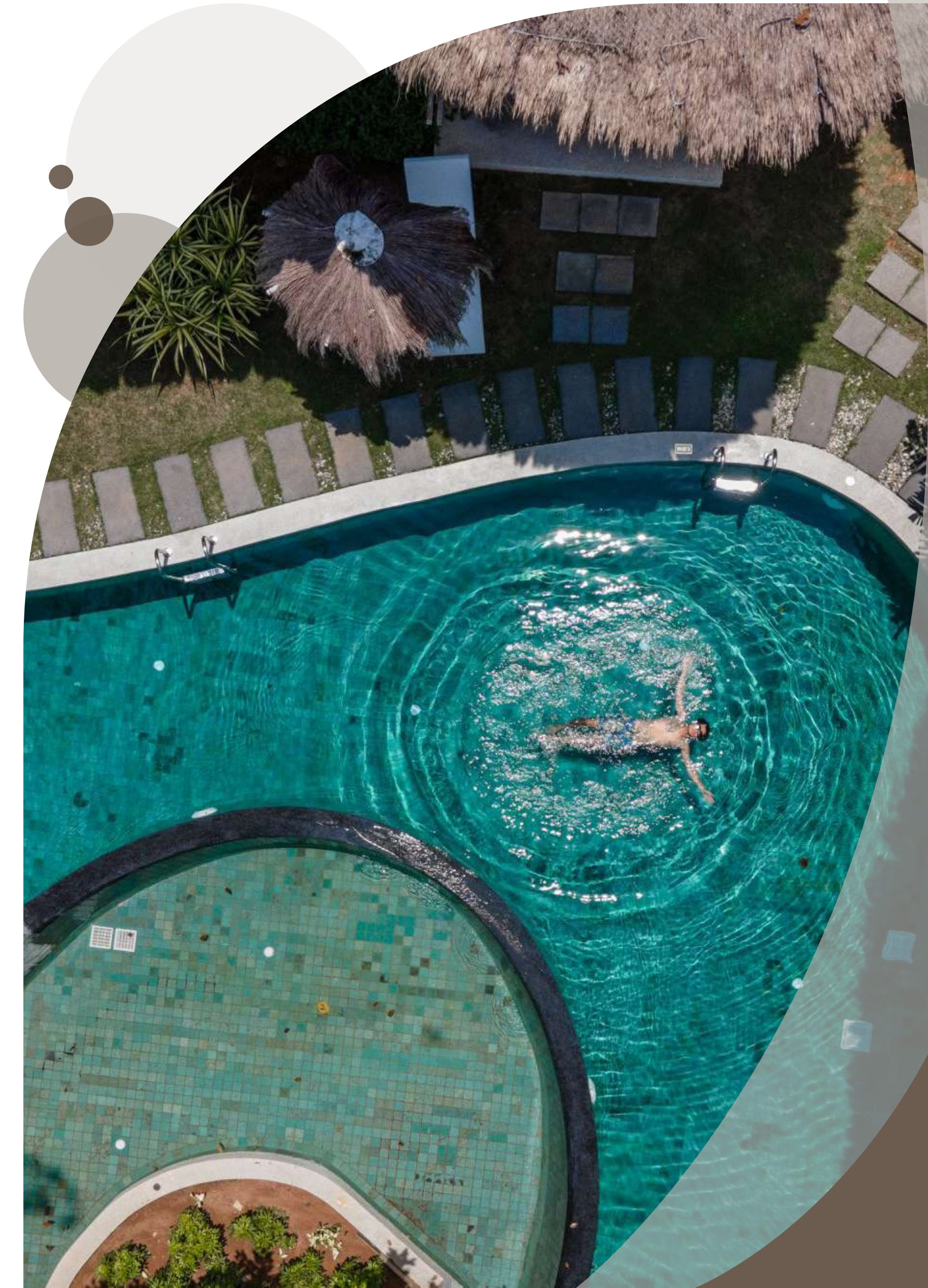
**Compliance and Criminal Risk Prevention Policy**, approved in 2021 with the aim of preventing and mitigating the commission of criminal acts in the organization and which is reinforced with the implementation of a Compliance and Criminal Risk Prevention Model that seeks to strengthen an ethical-business culture, settle the control mechanisms and reduce the possibility of criminal acts being committed.



**Anti-Corruption Policy**, through which we express our culture of compliance and zero tolerance for corrupt practices, for which it establishes and makes known the essential principles and guidelines to act in certain situations in order to avoid the risk of corruption.



**Information Security Policy**, which lays the foundations to guarantee access, use, custody, business continuity and safeguarding of information, which we consider a critical, essential and highly valuable asset for the development of our activity.





## Respect for human rights

At Lopesan, we adhere to the rules established by the most diverse national and international norms with which we try to guarantee, within our organization, **full respect for the human rights and public liberties** of our people.

In this sense, the Spanish Constitution, the Declaration of Fundamental Principles and Rights at Work and the ILO Conventions, the OECD Guidelines for Multinational Enterprises or the United Nations Global Compact clearly establish the content of these rights and the necessary actions to keep them safe.

We comply with these commitments, thus ensuring **real compliance with these rights**. To this end, we carry out actions such as information campaigns for employees on the corresponding protocols and policies, awareness-raising sessions to promote appropriate and upright behavior, and communication of anti-harassment policies to suppliers.





## Protocols to achieve full respect for human rights

- **Protocol for the prevention and management of workplace harassment**, with which we reaffirm our respect for people's dignity and zero tolerance for any conduct that threatens the physical or psychological health of our employees. To this end, we identify the cases that may be subject to complaint, the scope of application and the channels for reporting, as well as the corresponding procedure for resolution and processing.

- **Protocol for the protection of children**, with the aim of guaranteeing the protection of children's rights in all the Group's facilities, in addition to promoting among staff and collaborators an adequate response to any possible violation of these rights.

We have also received **six complaints** of human rights violations in our hotel division, all of which have been resolved except for one. This is one less than the previous year, which motivates us to continue working tirelessly to completely eliminate these cases.





## 7.2. Commitment to our clients

**Our business purpose is to add value for our customers by providing them with unforgettable tourism experiences in unique and privileged environments.**

Achieving **customer satisfaction** is at the core of our corporate strategy. It is also reflected in the Group's mission and vision, as well as in the company's values. Therefore, all the people who are part of our teams transmit their know-how and professionalism through their daily performance in order to make this ambition a reality.

One of the keys to this is to **know our customers and their needs**, so that we can anticipate them, meet their expectations and adapt to their changing needs. This is what has motivated us to have several brands focused on adapting to different groups.

In this field, our **catering activity** has a special relevance, which is of particular importance in the hotel management we carry out. For this reason, we work with the best professionals and we set the highest quality standards in the provision of food and beverages in our hotels, which are offered in accordance with a respectful, healthy, responsible and nutritious proposal.

In this sense, knowing the **opinion of our customers** is essential to identify areas for improvement. To this end, we apply various initiatives, such as the use of different opinion platforms or satisfaction

surveys, which have been showing extraordinary results to maintain our leadership position in the sector.

### Customer satisfaction rates

	2019	2020	2021	2022
<b>Online Reputation Index (Reviewpro GRI)</b>	87.10	83.80	84.60	86.80
<b>Customer Satisfaction Index (GSS)</b>	84.70	85.90	87.20	87.29

“

**The seven hotel brands of the Lopesan Group have in common the commitment to the highest quality in the provision of our services, as well as the desire for continuous improvement focused on achieving maximum customer satisfaction.**





## Recognitions that endorse our efforts

In 2022, our commitment to excellence in everything we do and the way we take care of the tens of thousands of customers who visit us every year have earned us several awards from the most renowned organizations in the tourism sector.

### Awards in 2022

- **Mencey Futurista de Honor Award 2022**, which recognizes the excellence of our hotel group and highlights our capacity for the generation of economic and social well-being. The award is given by Futurismo, within the framework of the IX International Forum for Entrepreneurs and Tourism Professionals in Spain.
- **Canarias 2022 HR Excellence Awards**, which awarded us in the “Large Companies” category for our “RHevolution” project, with which we have strengthened employer branding, boosted internal communication, created bidirectional and participative channels, and provided diverse and useful benefits to all the people in our teams, responding to different needs.
- **Agripina Awards**, Advertising, Marketing and Communication Festival, have recognized us in its XII edition as advertiser of the year, highlighting our promotional pieces released during 2022, the consistency of our brand and the added value we bring to the advertising world for the set of campaigns developed in collaboration with 22GRADOS.

- **AAA Travel Service**, a prestigious program that has recognized the Lopesan Costa Bávaro Resort Spa & Casino with the category of 4 diamonds, positioning it with the status of AAA Four Diamond hotel, which guarantees its guests compliance with high standards of quality, cleanliness and excellence.
- **Central American Company of the Year Award 2022**, has awarded Lopesan Costa Bávaro Resort Spa & Casino for our management and application of innovative business guidelines. In addition, the regional manager has been recognized as Hotel Executive Manager 2022, for his career, performance and contributions to the tourism sector in his more than 20 years of professional practice.
- **Traveler Review Awards 2022**, whose recognition, granted by the Booking platform, is based on real customer reviews, rewarding those hotel centers with a satisfaction index above 8 points.
- **Loved by Guests Awards**, granted by Hotels.com and based on genuine guest opinions and experiences, reflecting the high satisfaction rate of our customers.

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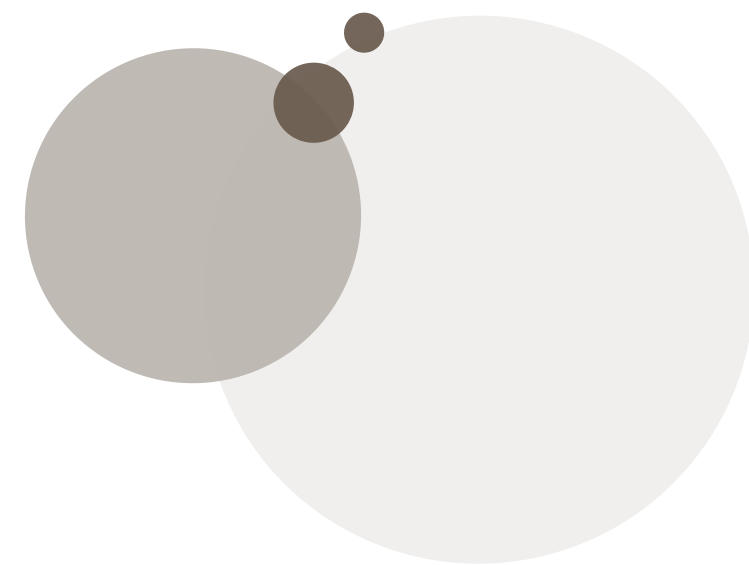
**In 2022, we continued with the growing trend in satisfaction indices, with a 2.2% increase in the online reputation index.**





## 7.3. Economic performance

2022 has been the year of **recovery and a return to normality** in the tourism sector and at the company, after the enormous economic impact of the restrictions caused by the COVID-19 pandemic. This is reflected in all indicators, such as those relating to bookings, staff recruitment, and energy consumption or purchases of supplies, which have in some cases exceeded the records of 2019.



### Our economic performance in the hotel division

Economic performance				
	2019	2020	2021	2022*
ADR (Average Daily Rate)	134.12	120.93	127.36	162.68
RevPAR (Revenue per Available Room)	104.27	73.77	84.49	117.64
TOR (Total Operations Revenue)	242,671,249	89,080,217	163,791,502	389,237,911.75
EBITDA (Earnings Before Taxes)	79,440,796	12,678,027	42,033,005	117,643,485.74
Profitability (EBITDA/TOR)	30.83%	3.70%	25.66%	30.22%

\*Note: Starting in 2022, the economic data reported corresponds to the entire LHG hotel portfolio.





As can be seen, all economic indicators have far exceeded those achieved in the previous year, but also those of 2019, which is the last comparable year. **Lopesan’s economic growth is resounding**, with turnover, EBITDA and the number of rooms increasing almost threefold compared to 2021, as well as profitability and profit per room.

With this, we can affirm that we have **overcome the slump caused by the COVID-19 restrictions**, and that the efforts to adapt our business to this situation, reducing costs and increasing efficiency, have borne fruit and are today the starting point to continue growing with guarantees.

In short, **the full reactivation of the tourism sector** has been an enormous boost for Lopesan, but it must also help us to establish the sustainable economic development model we are committed to, which is the only guarantee to continue generating prosperity and employment in the Canary Islands and in all our communities.

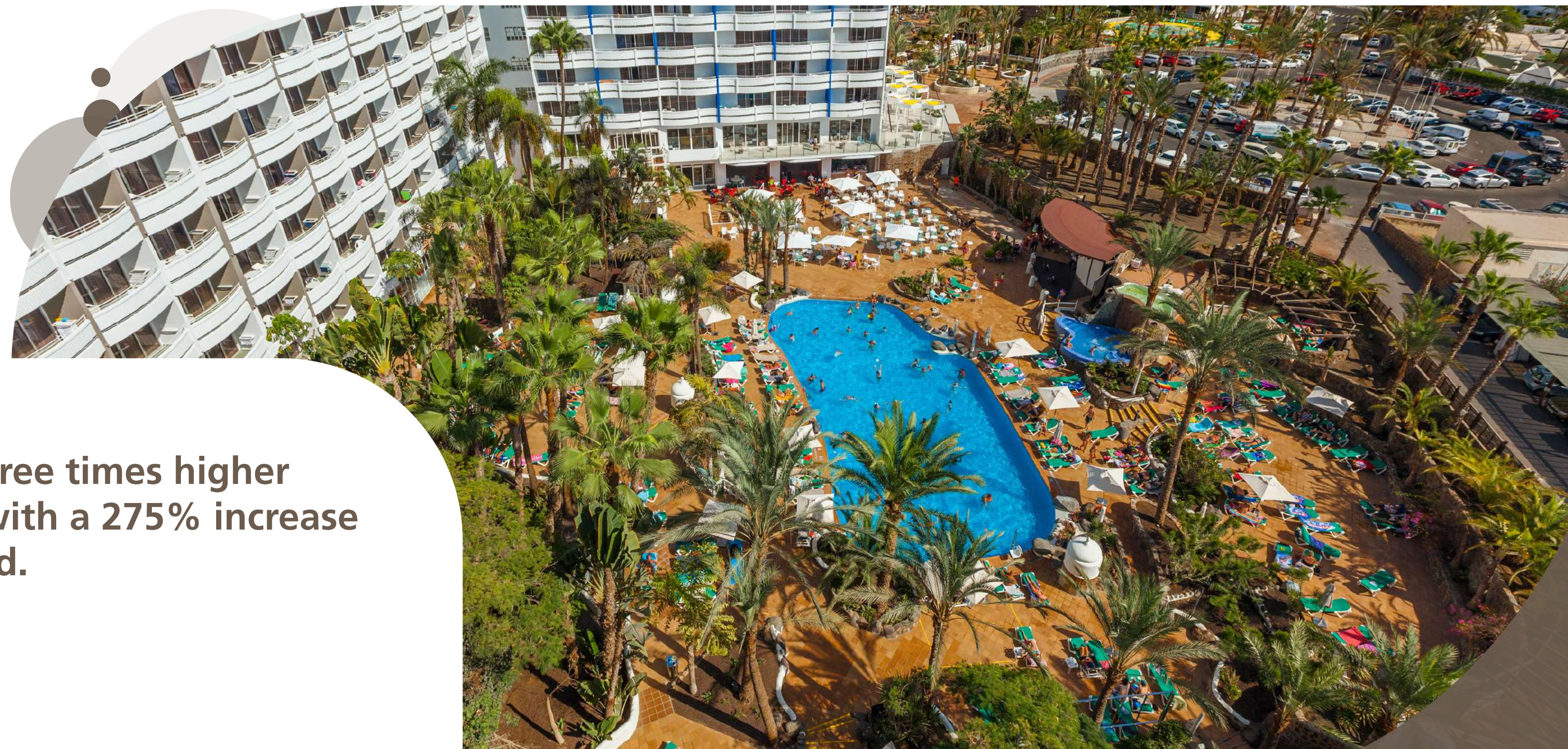


**In 2022, our profits were three times higher than in the previous year, with a 275% increase in the number of rooms sold.**

## Number of hotel rooms sold

Number of rooms sold				
	2019	2020	2021	2022*
<b>Number of rooms</b>	1,486,259	5,038,833	1,011,620	4,426,449

\*Note: Starting in 2022, the economic data reported corresponds to the entire LHG hotel portfolio.





Our **non-hotel**  
**tourism activity**



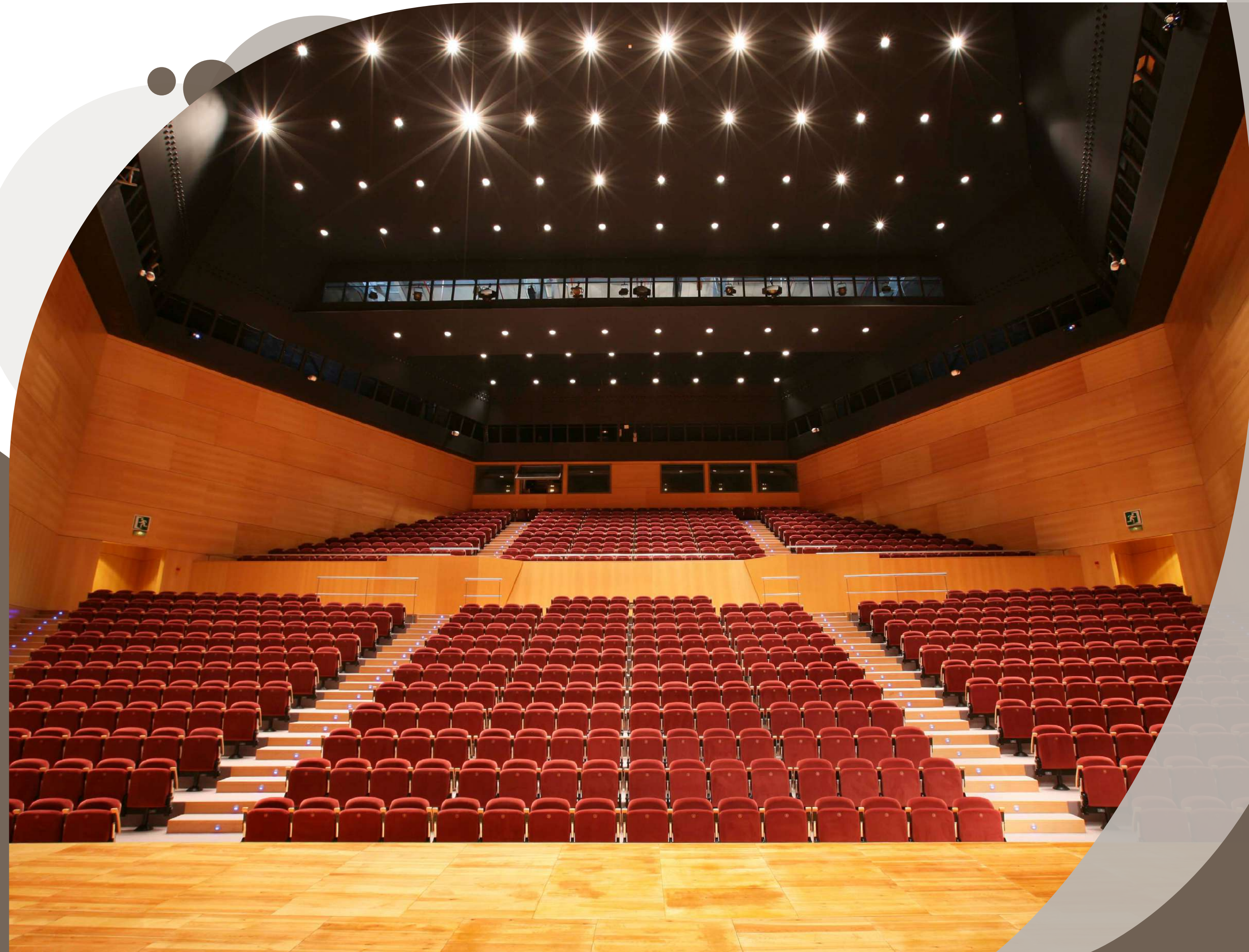
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## 8. Our non-hotel tourism activity

In this division, we develop a complementary activity to hotel management, focused on providing an innovative offer to our customers to allow them to enjoy unforgettable experiences at their destination thanks to a wide range of **quality complementary tourism activities**.

The services offered by our non-hotel tourism division include catering and industrial laundry, conference center and event organization, golf courses, spa and thalassotherapy, swimming pool and parking, among others.





## Our non-hotel tourism activities

- Corallium Thalasso Lopesan Villa del Conde/SVC
- Corallium Spa Lopesan Costa Meloneras/SCM
- Casino and Party Room
- Catering
- Boulevard Faro
- Titan Gym Lopesan Baobab
- Parking Oasis Meloneras
- Central-Lopesan Hotel Management/LHM
- UTE San Bartolomé
- Meloneras Golf/GME
- Anfi Tauro Golf/ATAU
- Palacio de Congresos/PCM
- IFA Canarias Swimming Pool
- Bitumex Jardines/BIJ
- Bitumex Cleaning/BIL
- Interhotel Laundry
- Sewing Center
- Cook and Event
- SPA Costa Bávaro/BSP
- Costa Bávaro Boulevard
- Central Services Costa Bávaro

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**Thanks to our presence in different productive sectors, we are able to generate synergies and take better advantage of available resources, as well as reduce risks, favor business growth and enhance Lopesan's image as a reliable, sustainable and healthy brand.**







In 2022, our environmental investments were lower than in 2021, as in that year we made a significant investment to optimize the energy efficiency of our facilities. However, in the remaining indicators we have increased investment.

## Environmental performance

In our non-hotel tourism division, we also employ an **environmental sustainability** approach. Therefore, our actions in the complementary offer are also aimed at being efficient in the allocation of resources, reducing emissions and ensuring proper management of waste and discharges.

## Our environmental investment

Environmental investment (€)				
	2019	2020	2021	2022
Expenditures on waste management	83,727.36	40,302.13	61,082.54	65,560.44
Investment in energy efficiency systems	281,487	-	60,935.38	16,037.00
Other environmental improvement investments	-	-	-	4,666.00
Maintenance of the Environmental Management System	82,092.92	91,689.28	56,004.90	71,654.79
<b>TOTAL ENVIRONMENTAL EXPENSES AND INVESTMENTS</b>	<b>450,188.53</b>	<b>135,867.89</b>	<b>178,022.82</b>	<b>157,918.23</b>



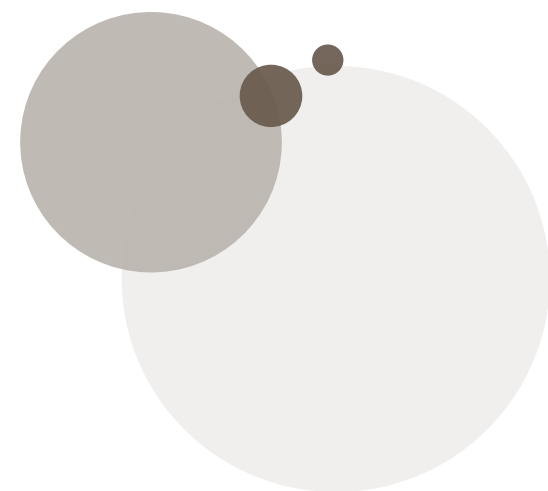
The recovery of activity in the tourism sector is clearly reflected in the main indicators, which show values close to those recorded in 2019, prior to the pandemic.

**Internal energy consumption** is an indicator that we calculate from the consumption of diesel, propane, fuel oil, and the consumption of grid electricity and our own production of solar thermal energy. This consumption has increased in 2022 due to the increase in activity, also giving rise to a higher volume of CO<sub>2</sub> emissions.

In terms of water consumption, a reduction has been noted thanks to the water efficiency measures we have implemented. On the other hand, the volume of waste has increased, also due to the increase in activity. Therefore, we continue to work to improve our **environmental performance**, applying measures that are more effective in the areas of improvement where necessary.

## Environmental indicators of non-hotel activity

Indicadores ambientales actividad no hotelera				
	2019	2020	2021	2022
Internal energy consumption (Megawatt/h)	17,665.17	7,406.29	12,118.96	65,560.44
GHG emissions scope 1+2 (Kg CO <sub>2</sub> )	5,093.178	2,522.61	3,054,530	3,276,878.04
Water consumed (m <sup>3</sup> )	896,939	838,293	842,544	579,229
Waste generated (Kg)	269,833	139,650	350,695	388,107.65





## Our team

This year, the number of Lopesan professionals in the non-hotel tourism division rose to **473 people**, of whom 216 (46%) are women. This is 71 more employees than last year, representing a net growth of 18%.

In this division we are committed to **stable, quality employment**, enabling our employees to develop their future projects with confidence. Therefore, in 2022, 83% of our people in this division had a permanent contract, and only 6.49% worked part-time.

We also encourage the professional growth of our team, for which we have provided a total of 2,528 hours of training to the people who are part of this division in 2022.

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**In 2022, each employee in our non-hotel tourism business has completed an average of five hours of training and education.**





For its part, the **salary gap** in this division is 2.38% in favor of men in the Executives category, as well as 7.14% in favor of women in the Middle Management category and 6.41% in favor of men in the Operations division.

Finally, in this business we also promote **equal opportunities, plurality and diversity in the workplace** as fundamental principles of our performance. For this reason, we facilitate access to employment for everyone. Thus, in 2022 we had 12 people with functional diversity.

## Our human team

Non-hotel tourism division workforce				
	2019	2020	2021	2022
No. of employees	547	498	402	473
Men	252	259	214	257
Women	295	239	188	216
% permanent staff	67.46%	82.13%	83.75%	82.88%
% temporary staff	32.54%	17.67%	16.26%	17.23%
Average annual training hours per employee	4.5	4.0	3.5	5



**The entire workforce of the non-hotel tourism division is represented on the Health and Safety Committees.**



Annexes



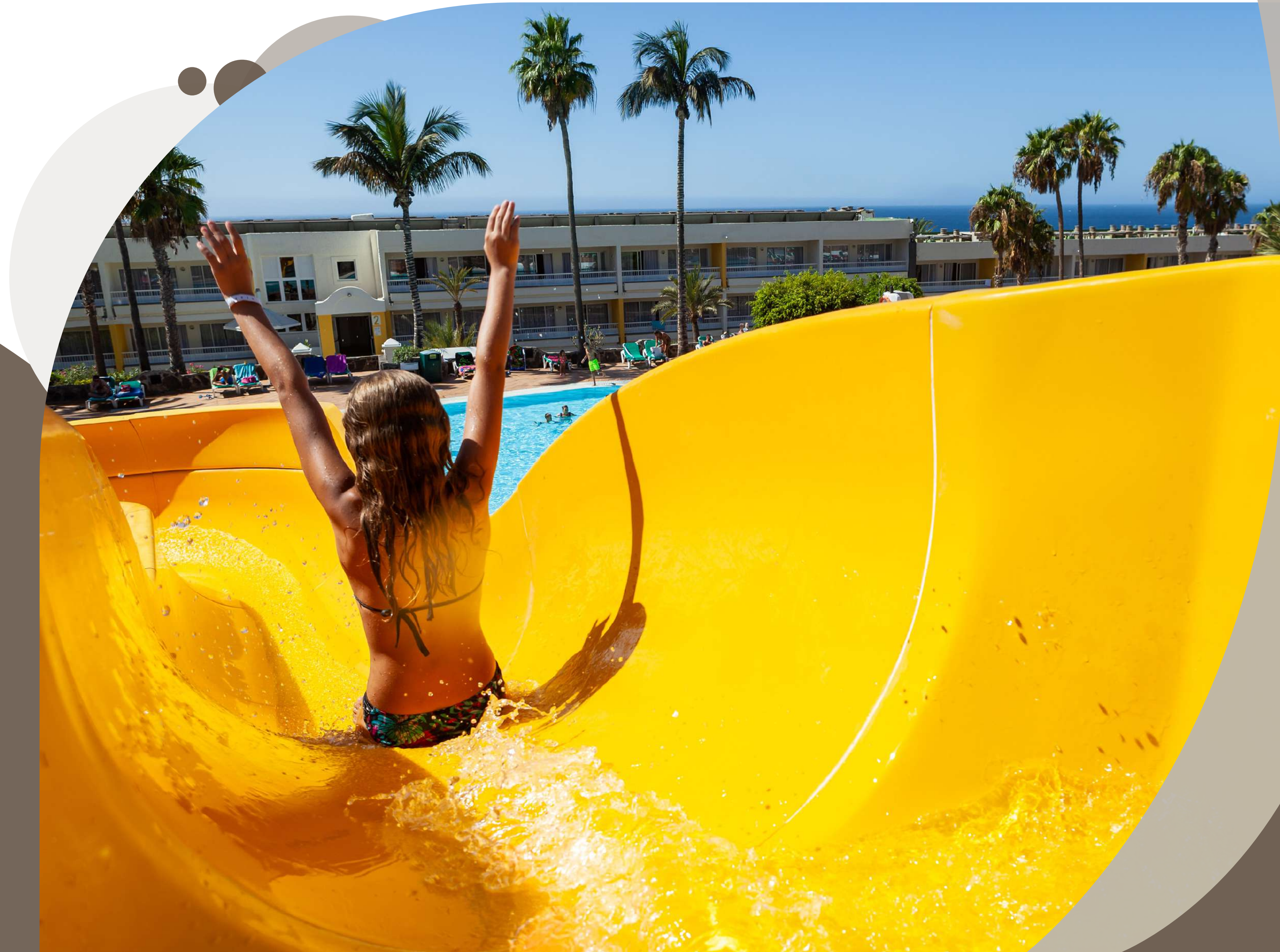
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# 9. Annexes

## 9.1. About this report

For the seventh consecutive year, we are publishing our **Sustainability Report** through which we intend to inform Lopesan Hotel Group's stakeholders of all the efforts we are making in the area of sustainability. Therefore, in this document we review our main milestones and challenges related to the preservation of the environment, the promotion of corporate social responsibility and the responsibility to develop an ethical, honest and transparent governance.





In this document, we share the **actions and strategies** we have followed in 2022 to contribute to building a healthier planet through respectful economic activity. The aim is to underline how sustainability is a central purpose in the Group's activity, which permeates transversally to all departments of our company.

In this way, we provide detailed information on matters of **enormous relevance** for Lopesan this year, such as those related to our commitment to the fight against climate change, people management, the generation of positive impacts on the environment or the development of good governance, always in close collaboration with our stakeholders.

This document also sets out **new challenges** that, in addition to what has already been achieved, will push us to continue to be leaders in responsible and sustainable tourism. To this end, the involvement and commitment of our stakeholders, especially our customers, will continue to be fundamental to Lopesan's business strategy.

In the pages of this Report, therefore, we give an account **of the social, environmental and good governance aspects of our hotel division** in the 2022 financial year, dedicating the last chapter to report on the non-hotel tourism activities division, as well as on the hotels we manage in the Dominican Republic, Austria and Germany, without ownership of those properties.

Specifically, the Lopesan Group hotels for which the main indicators and initiatives are reported in this Report are:

## In ownership



## Under management





This list is complemented by nine other owned hotels outside Spain, whose indicators related to human resources are presented in Chapter 2:



Also, in 2022 we opened a new hotel in Thailand, so we do not yet have indicators and it is only mentioned. It is:



Finally, for the preparation of this Report we have followed the guidelines of the international reporting standard **Global Reporting Initiative (GRI)**, in its GRI Standards version with the latest update in 2021.

We have also taken into account the roadmap set by the **Sustainable Development Goals (SDGs)** of the United Nations, with which we align ourselves to improve our society and make the pursuit of the common good the axis of Lopesan's operation.



**We strive to guarantee a quality report, based on transparency and honesty.**





## 8.2. GRI Table

<b>Statement of Use</b>	At Lopesan, we have presented the information cited in this GRI content index for the period from 01/01/2022 to 31/12/2022 using the GRI Standards as a reference
<b>GRI 1 used</b>	GRI 2021: 2021 Fundamentals
<b>Applicable GRI sectoral standards</b>	Not applicable

Indicator GRI Standards	Description	Location / Direct Response
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### GRI 2 GENERAL CONTENTS (2021)

1. The organization and its reporting practices		
2-1	Organizational details	8.1. About this report
2-2	Entities covered by sustainability reporting	8.1. About this report
2-3	Reporting period, frequency, and point of contact	8.1. About this report
2-4	Information update	8.1. About this report
2-5	External verification	This report has not been verified by an external party
2. Activities and employees		
2-6	Activities, value chain and other business relationships	1.1. We are Lopesan Hotel Group
2-7	Employees	4.1 Management of our human resources
2-8	Non-employees	We have no non-employee workers in our teams



Indicator GRI Standards	Description	Location / Direct Response
<b>3. Governance</b>		
2-9	Governance structure and composition	6.1. Governance management
2-10	Appointment and selection of the highest governance body	6.1. Governance management
2-11	Chair of the highest governance body	6.1. Governance management
2-12	Role of the highest governance body in overseeing management of impacts	6.1. Governance management
2-13	Delegation of responsibility for impacts management	6.1. Governance management
2-14	Role of the highest governance body in sustainability reporting	6.1. Governance management
2-15	Conflicts of Interest	The conflict of interest shall be communicated in writing to the superior for evaluation and analysis, the superior will make a written decision on the existence or not of the conflict-of-interest situation. If doubts arise as to whether the facts are likely to give rise to a conflict of interest, the supervisor in question shall immediately inform the Compliance Officer so that he/she can be informed, so that the latter may decide on his or her final assessment
2-16	Communication of critical concerns	6.1. Governance management
2-17	Collective wisdom of the highest governance body	6.1. Governance management
2-18	Performance evaluation of the highest governance body	6.1. Governance management
2-19	Remuneration policies	4.1. Management of our human resources
2-20	Processes for determining compensation	4.1. Management of our human resources
2-21	Annual total compensation ratio	Information not available



Indicator GRI Standards	Description	Location / Direct Response
<b>4. Strategy, policies and practices</b>		
2-22	Sustainable Development Strategy Statement	1.3. Sustainable management approach
2-23	Commitments and policies	1.3. Sustainable management approach
2-24	Incorporation of commitments and policies	1.3. Sustainable management approach
2-25	Processes for remediating negative impacts	1.3. Sustainable management approach
2-26	Mechanisms for seeking advice and raising concerns	6.1. Governance management
2-27	Compliance with laws and regulations	6.1. Governance management
2-28	Membership in associations	5.2. Impact on society
<b>5. Stakeholder engagement</b>		
2-29	Approach to Stakeholder Engagement	1.3. Sustainable management approach
2-30	Collective bargaining agreements	6.1. Governance management
<b>GRI 3 MATERIAL TOPICS (2021)</b>		
3-1	Process of determining the material topics	1.3. Sustainable management approach
3-2	List of material topics	1.3. Sustainable management approach
3-3	Management of material topics	1.3. Sustainable management approach



Indicator GRI Standards	Description	Location / Direct Response
<b>201 ECONOMIC PERFORMANCE (2016)</b>		
201-1	Direct economic value generated and distributed	6.4. Economic performance
<b>203 INDIRECT ECONOMIC IMPACTS (2016)</b>		
203-1	Investments in infrastructure and services supported	3.1. Responsible environmental management
203-2	Significant indirect economic impacts	6.4. Economic performance
<b>204 PROCUREMENT PRACTICES (2016)</b>		
204-1	Proportion of spending on local suppliers	5.1. Support for local development
<b>205 ANTI-CORRUPTION (2016)</b>		
205-3	Confirmed corruption incidents and actions taken	In 2022, there have been no corruption-related incidents
<b>302 ENERGY (2016)</b>		
302-1	Energy consumption within the organization	3.3. Sustainable use of resources
302-3	Energy intensity	3.3. Sustainable use of resources
302-4	Reduction of energy consumption	3.3. Sustainable use of resources
302-5	Reduction of energy requirements of products and services	3.3. Sustainable use of resources
<b>303 WATER AND EFFLUENTS (2018)</b>		
303-3	Water extraction	3.3. Sustainable use of resources



Indicator GRI Standards	Description	Location / Direct Response
303-4	Water discharge	3.3. Sustainable use of resources
303-5	Water consumption	3.3. Sustainable use of resources
<b>304 BIODIVERSITY (2016)</b>		
304-1	Operations owned, leased or managed sites located within or adjacent to protected areas or areas of high biodiversity value outside of protected areas	3.4. Biodiversity protection
304-3	Protected or restored habitats	3.4. Biodiversity protection
<b>305 EMISSIONS (2016)</b>		
305-1	Direct GHG emissions (Scope 1)	3.2. Climate action
305-2	Indirect GHG emissions (Scope 2)	3.2. Climate action
305-4	Intensity of GHG emissions	3.2. Climate action
305-5	Reduction of GHG emissions	3.2. Climate action
<b>306 WASTE (2020)</b>		
306-1	Waste generation and significant waste-related impacts	3.3. Sustainable use of resources
306-2	Management of significant waste-related impacts	3.3. Sustainable use of resources
306-3	Waste generated	3.3. Sustainable use of resources
<b>308 ENVIRONMENTAL ASSESSMENT OF SUPPLIERS (2016)</b>		
308-1	New suppliers that have passed evaluation and selection filters in accordance with environmental criteria	5.1. Support for local development



Indicator GRI Standards	Description	Location / Direct Response
<b>401 EMPLOYMENT (2016)</b>		
401-2	Benefits for full-time employees not provided to part-time or temporary employees	4.2. Talent development and promotion
401-3	Parental leave	4.1. Management of our human resources
<b>403 HEALTH AND SAFETY AT WORK (2018)</b>		
403-2	Types of accidents and accident frequency rates, occupational diseases, lost days, absenteeism and number of deaths due to occupational accidents or diseases	4.3. Safety, health and well-being
<b>404 TRAINING AND EDUCATION (2016)</b>		
404-1	Average hours of training per year per employee	4.2. Talent development and promotion
404-3	Percentage of employees receiving regular performance and professional development evaluations	100%
<b>405 DIVERSITY AND EQUAL OPPORTUNITY (2016)</b>		
405-1	Diversity in governing bodies and employees	4.1. Management of our human resources
<b>406 NON-DISCRIMINATION (2016)</b>		
406-1	Cases of discrimination and corrective actions taken	No such case has occurred in 2022
<b>408 CHILD LABOR (2016)</b>		
408-1	Operations and suppliers with significant risk of child labor cases	No such risk has been identified in 2022. In addition, Lopesan has taken the necessary measures to prevent this type of work
<b>409 FORCED OR COMPULSORY LABOR (2016)</b>		
409-1	Operations and suppliers with significant risk of cases of forced or compulsory labor	No such risk has been identified in 2022. In addition, Lopesan has taken the necessary measures to prevent this type of work



Indicator GRI Standards	Description	Location / Direct Response
<b>413 LOCAL COMMUNITIES (2016)</b>		
413-1	Operations with local community participation, impact assessments and development programs	5.2. Impact on society
<b>414 SOCIAL EVALUATION OF SUPPLIERS (2016)</b>		
414-1	New suppliers who have passed selection filters in accordance with social criteria	100%
<b>416 CUSTOMER HEALTH AND SAFETY</b>		
416-1	Assessment of health and safety impacts of product or service categories	1.2. Responsible business strategy
416-2	Non-compliance cases related to health and safety impacts of product and service categories	No non-compliance of this type has occurred in 2022
<b>417 MARKETING AND LABELING</b>		
417-2	Cases of non-compliance related to product and service information and labeling	No non-compliance in 2022
417-3	Non-compliance cases related to marketing communications	No material noncompliance in 2022
<b>418 CUSTOMER PRIVACY</b>		
418-1	Substantiated complaints regarding violations of customer privacy and loss of customer data	None in 2022
<b>419 SOCIOECONOMIC COMPLIANCE</b>		
419-1	Non-compliance with laws and regulations in the social and economic fields	No material noncompliance has occurred in 2022





Designed by:  ecoavantis