



LOPESAN FOR GOOD

2023 SUSTAINABILITY REPORT



COMMITTING TO SUSTAINABLE TOURISM.

Message from
our CEO

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Message from our CEO



Invisible tourism

The idyllic postcard depicting a person lying on a hammock, at the edge of a spectacular pool, while sipping on a colourful cocktail, has an undeniable environmental impact. It ranges from the consumption implicit in the traveller's journey to their vacation spot, to the energy and water costs necessary to the labour used to make the drink and the origin of the products used.

Any activity that takes place on the planet produces a prominent footprint, regardless of the service to which each task is aimed or the resulting product, therefore we can conclude that this impact on our habitat is not exclusive to tourism. Precisely, in recent years there has been a change in trend in consumer routines **and aspects related to sustainability have become a differential element** when planning a trip.

For this reason, it is not only a matter of assuming, as a company, specific environmental responsibility, but we must be able to promote initiatives of a strong sustainable nature, with which **we help to strengthen the involvement of the tourism** sector and lead green projects that guarantee a more resilient and prosperous future.

In response to the need to provide answers to the challenges posed by the sustainable development model launched, in recent years, by the Lopesan Group, we have designed a corporate identity seal that confirms the company's comprehensive commitment to caring for our environment, the

promotion of renewable energy and the consumption of local or Km 0 products. This is how **Lopesan for Good was born**, a brand with its own ecological personality that addresses environmental, social, and economic aspects.

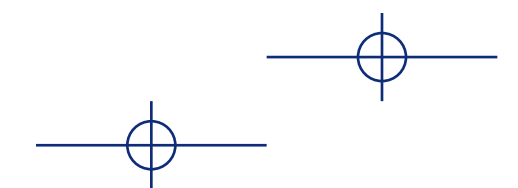
The values that define this new project are especially important in each and every one of the initiatives we work on at the company, maintaining a road map that includes the start-up of wind farms and photovoltaic allotments, as well as the development of Finca de Veneguera, in the southwest of Gran Canaria. Lopesan for Good is not just a graphic identifier or an original imago type, but it defines the aspirational direction the company is pursuing, under the claim: **Inspiring the sustainable journey**.

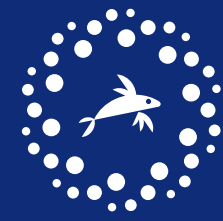
At the Lopesan Group, we try to reduce the impact caused by tourism on the environment, through a **strategic sustainability plan**, which will address important issues such as climate change, the circular economy, water, biodiversity, employee management, the value chain or ESG risks.

The tourism industry is essential for the economic development of our society, but we must be aware of the implicit responsibilities of our activity. For this reason, the prouder we are of our ecological legacy, **the smaller the impact of the footprint we are leaving on the planet**. In other words, we will be making tourism invisible to the environment.

Francisco López

CEO Lopesan Hotel Group





LOPESAN, MOVING TOWARDS SUSTAINABLE TOURISM

ONE OF OUR MOST EXCLUSIVE FEATURES IS OUR COMMITMENT TO USER SATISFACTION AND PERMANENT INNOVATION. FOR THIS REASON, WE ARE COMMITTED TO THE CREATION OF HOTELS AND LEISURE SPACES WITH LARGE STRUCTURES, ORIGINAL AND VERY DIFFERENT THEMES, WHICH CREATE A SPECIAL AND UNMISTAKABLE ATMOSPHERE FOR THE THOUSANDS OF TRAVELLERS WHO VISIT US EVERY YEAR.



CHAPTER 1



CONTINUE



Lopesan, moving towards sustainable tourism

We are a consolidated group

At Lopesan Hotel Group, we are a family business with more than 50 years of history and 3,500 professionals, who, from the Canary Islands, export a business model focused on sustainable tourism that respects our environment.

Our activity began in 1972, when the parent company of the group, Hijos de Francisco López Sánchez, S.L., was founded in Gran Canaria. Initially dedicated to construction, infrastructure, and real estate. Later, in 1991, we began **our journey in the tourism sector** when we purchased the Altamarena apartments in Fuerteventura.

This turning point pushed us to **create a tourism division in 1995** and, a year later, to set up the subsidiary Lopesan Hotels & Resorts after acquiring two hotels located in Playa del Inglés



(Gran Canaria). Later, with the purchase of the majority of the share capital of the German group IFA Hotels & Touristik in 1999, we made the provision of tourist services the main business area of the Lopesan Group.

Our hotel division has 22 hotels (14 owned and 8 under management), totalling more than 8,000 rooms in five countries on three different continents: Spain, Dominican Republic, Germany, Austria and Thailand.



22 hotels



14 owned



8 under management



8,000 rooms



Consistent with our **history of growth and productive diversification**, at Grupo Lopesan we carry out other business activities that are of great importance for the present and future of our organization:



Non-hotel tourism division

We enrich the experience of our clients with alternative and complementary activities to the hotel business, such as restaurants, laundry, swimming pools or parking, as well as the organization of events and congresses.



Industrial division

At the heart of the Lopesan Group, and today it focuses on the construction and real estate development sectors, as well as on others with a great impact on the Canary Islands, such as infrastructure.



Agricultural division

Related to the sustainable exploitation of Finca Veneguera, located in Mogán (Gran Canaria), whose "zero kilometre" production we use entirely to supply our hotels.

The vocation for diversification of activities is in our DNA and consolidates us as one of the most modern and innovative business groups in the Canary Islands.

In this report, we focus on the reporting of the non-hotel tourism and tourism divisions, since the industrial and agricultural divisions are not managed jointly with the tourism divisions, which are the main ones.



This strategic commitment has made us the **leading tourism** firm in the Canary Islands and one of the top ten in all of Spain, which we have achieved through a business model characterized by being:

Settled

In our region and anchored in our origins.

Respectful

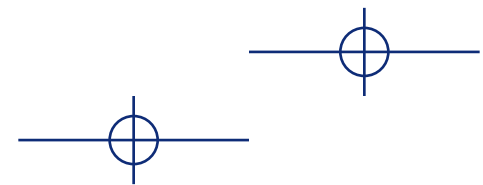
With the natural limitations of our environment.

Conscious

Increasingly, of the need to carry out a tourism activity based on sustainability.



The search for innovation for sustained development, the promotion of excellence in our daily work, the generation of shared value with our stakeholders and the care of our people are inseparable characteristics of the success of the Lopesan Group.





Historical evolution of our company



1972

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



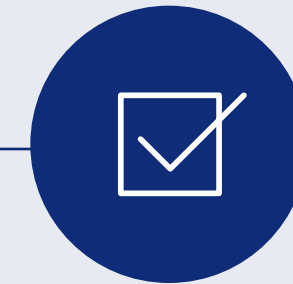
1995

Creation of Lopesan Hotels & Resorts.



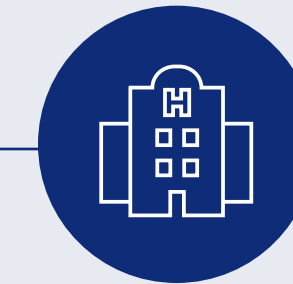
1996

Acquisition of the Buenaventura Hotel and the Catarina Hotel.



1999

Acquisition of a majority stake in the capital of the German group IFA Hotels & Touristik, then LS Invest AG.



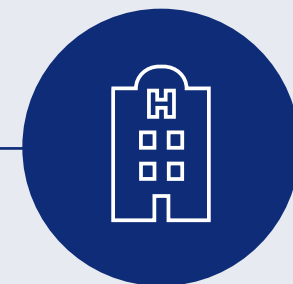
2000

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



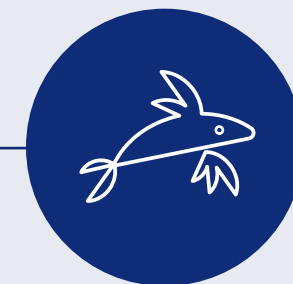
2023

Birth of Lopesan Hotel Management (LHM).



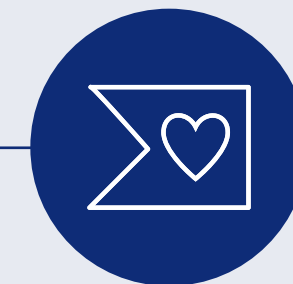
2022

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



2020

Launch of the brands The Lopesan Collection Hotels and Kumara by Lopesan Hotels.



2018

Creation of the Abora by Lopesan Hotels and Corallium by Lopesan Hotels brands.



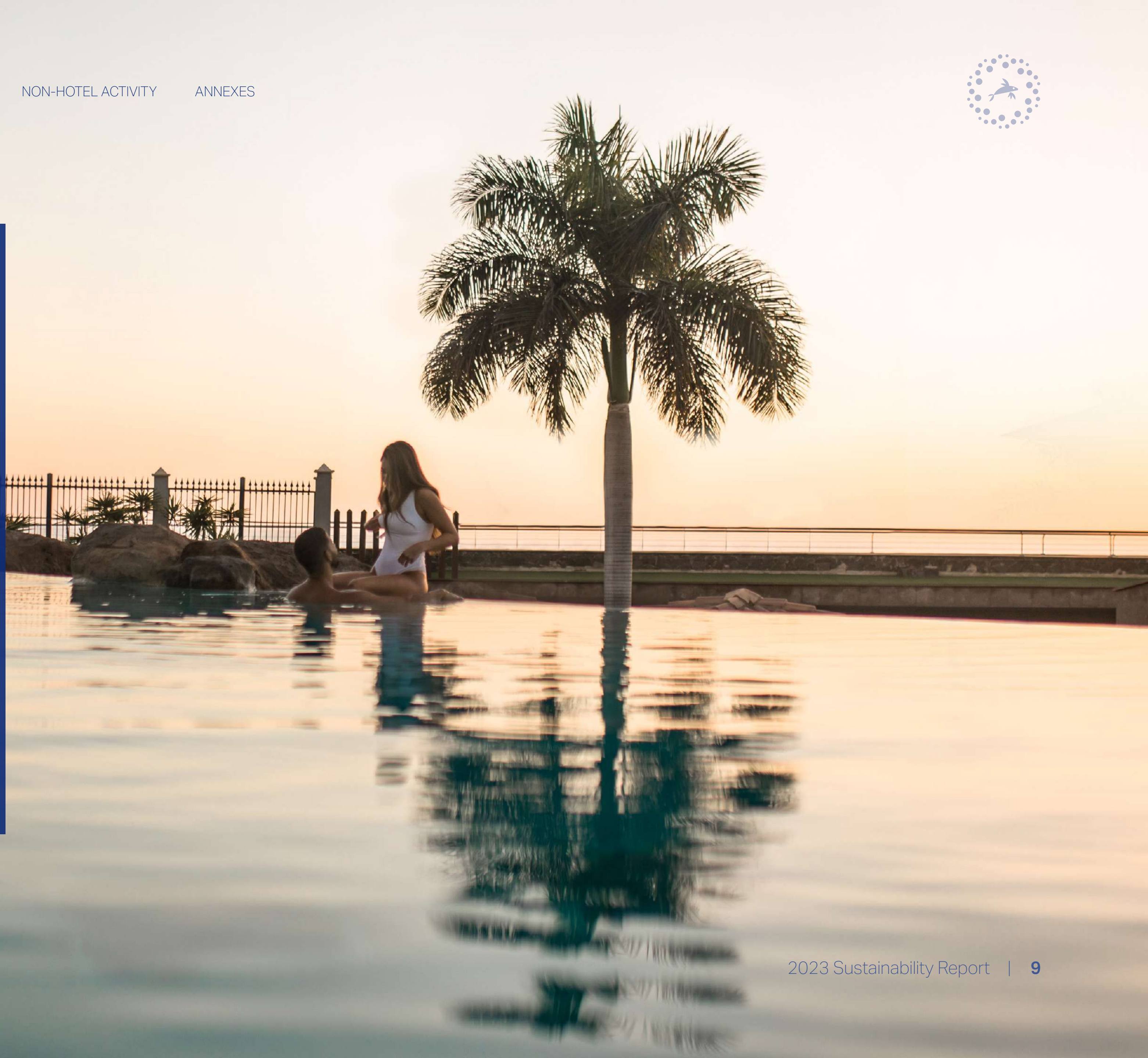
2017

Increase of shareholding from 51% to 75% in LS Invest AG.



Lopesan Hotel Management (LHM)

With LHM, we seek to reinvent hotel management with the help of three strategic partners and thanks to the expertise of the Lopesan Hotel Group. Under the claim "Check-in to a new world," we aim to transform every problem into an opportunity, optimizing our resources to the maximum and presenting innovative formulas that serve to empower talent in our organization and in the entire tourism sector.





Our Mission, Vision, and Values

At Grupo Lopesan, we rely on **solid principles**, through which we promote a global culture of social responsibility with local impact. We are committed to contributing to a more sustainable development of the Canary Islands and the planet, both through our own activities and through the company's stakeholders.

MISSION

Develop activities in the tourism sector so that our customers can enjoy high quality products and services, trying to generate shared value for both the company and society.

VISION

- Consolidate our status as a **leading company** in the tourism sector.
- Achieve **customer satisfaction** by empathizing with their wants and needs.
- To promote **excellence, continuous improvement, innovation, and collective responsibility** towards the achievement of common goals.
- Promote an approach of **respect and care for the environment** in all our activities, as well as a policy of protecting our people, guaranteeing their human and labour rights as well as their health and safety rights.
- Contribute to the **economic, social, and cultural progress** of the Canary Islands.

VALUES

Our behaviours, attitudes, beliefs, and styles are based on five key corporate values:

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

Our mission, vision and values show that sustainability is the backbone of our business strategy, as well as the only way to face with certainty the new challenges ahead.

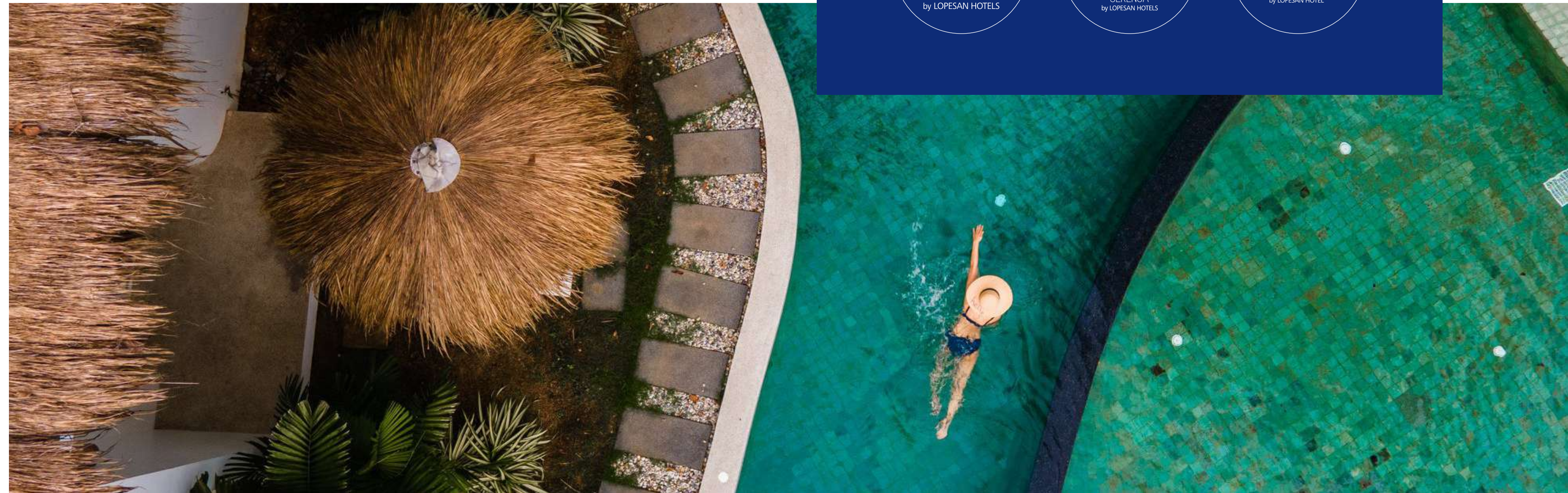


The effort to reach all people

The essence of the Lopesan Group lies in our commitment **to offering the highest quality service and seeking excellence** in each of the proposals we send to our customers, which we constantly refresh under the premise of permanent innovation, betting on user satisfaction at all times.

To this end, we have **six brands** that are completely different in terms of their concepts, target audience, themes, spaces, and purposes, with which we cover the tastes, desires and needs of the different types of guests who choose any of the 22 hotels of the Lopesan Group to enjoy their holidays.

We aim to be a company dedicated in body and soul to making happy memories for our customers, providing them with unique and unforgettable experiences, full of well-being.





Our brands



This is an avant-garde and original concept with which we are committed to offering fully personalized services based on the needs of each client. This brand, to which in 2023 we incorporated the new hotel in Thailand, Eden Beach Resort & Spa, is part of our 5-star hotels, with privileged locations where you can enjoy a vacation of peace and disconnection through establishments with a careful and innovative, warm, and harmonious decoration.



The diligence, the commitment to quality and technology, the personalised attention, the closeness of our staff and a wide range of services are distinctive signs of this brand, characterized by unique architecture and luxurious and spectacular facilities located in first-class coastal areas in iconic destinations.



With this brand, we place contemporary architecture and careful aesthetics at the centre of our offer, offering customers spaces full of light, colour, and fun, renovated and relaxed, with a gastronomic and entertainment proposal ready to surprise different types of customers.





Our brands



Quality, well-being, and care are the characteristic features of this brand's hotels, located in the Canary Islands and completely renovated, equipped with high quality equipment, and privileged views of the beachfront overlooking the Atlantic Ocean.



These unique and surprising hotels are characterized by their own identity, originality, modernity, and functionality, creating welcoming environments adapted to the needs of every customer looking for an unbeatable balance between price and quality.



It is our most international brand, with which we adapt the Group's offer to the most varied markets. These hotels, which are grouped under one of the most representative brands of the Lopesan Group, are in privileged tourist areas, with unbeatable locations, and offer a spectacular stay for a family audience.





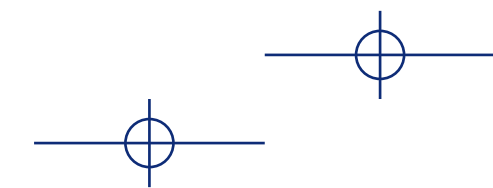
We develop our business in a responsible way

At Grupo Lopesan, we have been promoting a business proposal for years based on the sustainability of the tourism sector and our other productive activities, integrating ESG (*Environmental, Social and Governance*) criteria as key parts of our business model.

This is a **long-term goal** that permeates the strategic vision of the company, but which has immediate implications that affect the actions of each of our people in their daily performance.

In our sector, this commitment is reflected in the **care and respect of the privileged environment** in which we operate, in order to preserve its natural and cultural wealth. This is what increased customers demand from us, who practice a new way of doing tourism and who demand responsible companies, with economically, socially, and environmentally sustainable accommodation and services.

We try to maximize quality, well-being and customer satisfaction while protecting the environment and achieving a safe and healthy work environment, as well as promoting the development and preservation of the Canary Islands.



The objective of the Plan is to make the Lopesan Group a company at the forefront of progress towards a responsible and sustainable tourism and business model.

We define a strategy

In 2022, we promoted the implementation of our **ESG Strategic Plan**, with which we want to enshrine sustainability as a competitive advantage of the Lopesan Group. Through a demanding schedule, we intend not only to contribute to the Group's present and future growth, but to go beyond the expectations of our stakeholders.

In our commitment to responsibility, we integrate ESG criteria with the objective of minimizing the impact generated by tourism, addressing it from environmental, social, and economic aspects:

Environmental

We place special emphasis on adaptation to climate change, responsible water management, optimization of resource use and minimization of food waste, as well as the preservation of biodiversity and ecosystems.



Social

We promote the personal and collective development of both our employees and the customers and communities in which we operate, especially in our region of origin, the Canary Islands.



Governance

We reinforce the excellence of decision-making mechanisms in the company through responsible, ethical, honest, and transparent management.





Results of projects developed in 2023

In 2023, this commitment to sustainability has yielded incredibly positive results, which we will delve into throughout these pages, among which we can highlight the following advances compared to last year:

Minimizing food waste

We have implemented the Buffet Waste tool, to control the food waste generated by overexposure of buffets, managing to reduce food waste in our restaurants by 15% in the kg/service ratio. In addition, our agreement with Too Good To Go has allowed us to save 1,010 packs of food, equivalent to avoiding the emission of 2.53 tons of CO₂.

Promotion of circularity projects at Finca Veneguera

We minimize the organic waste we send to landfill by 14% through its use as compost for organic farming.

Disposal of single-use plastics

The implementation of "kilometre 0 water" dispensers has saved 116,000 litres of water and more than 38,000 plastic bottles.

Reducing material use

We have managed to reduce the volume of plastic containers by 5%, and the use of paper and cardboard by 12%.

In addition, during 2023 we worked on the definition of the new seal of guarantee and commitment for the Group, "**Lopesan for Good**", to be presented at FITUR 2024. This is an ambitious project to consolidate an identity linked to sustainable development, which defines the attributes of our roadmap through the maxim "*Inspiring sustainable travel*," and with which we intend to decarbonize our activity in 2030.





We are committed to excellence

Our commitment to sustainable tourism in the Canary Islands and other international destinations requires as a precondition that we have designed and implemented the **necessary internal and external mechanisms** to ensure constant compliance with this quality goal, which we do at two different levels.

On the one hand, we guarantee the excellence of the activity we carry out with an **Integrated System for Quality Management, Environment, Occupational Risk Prevention and Energy Management**. Having this tool allows us to efficiently allocate the necessary resources for our activity, promote internal synergies and increase the satisfaction of customers who choose Grupo Lopesan.

On the other hand, we permanently renew our commitment to sustainability through a series of certifications based on international standards, which push us not to lose sight of the importance of achieving sustainable management across our organization.

Our twelve hotels located in the Canary Islands were recognized in 2023 with the highest award granted by Travelife: the Travelife Gold environmental certificate, which distinguishes our work in protecting the environment, supporting the local economy, and caring for our staff.

Guarantees of compliance with our strategy

ISO standards



9001

Quality Management System



14001

Environmental Management System



45001

Occupational Health and Safety Management System

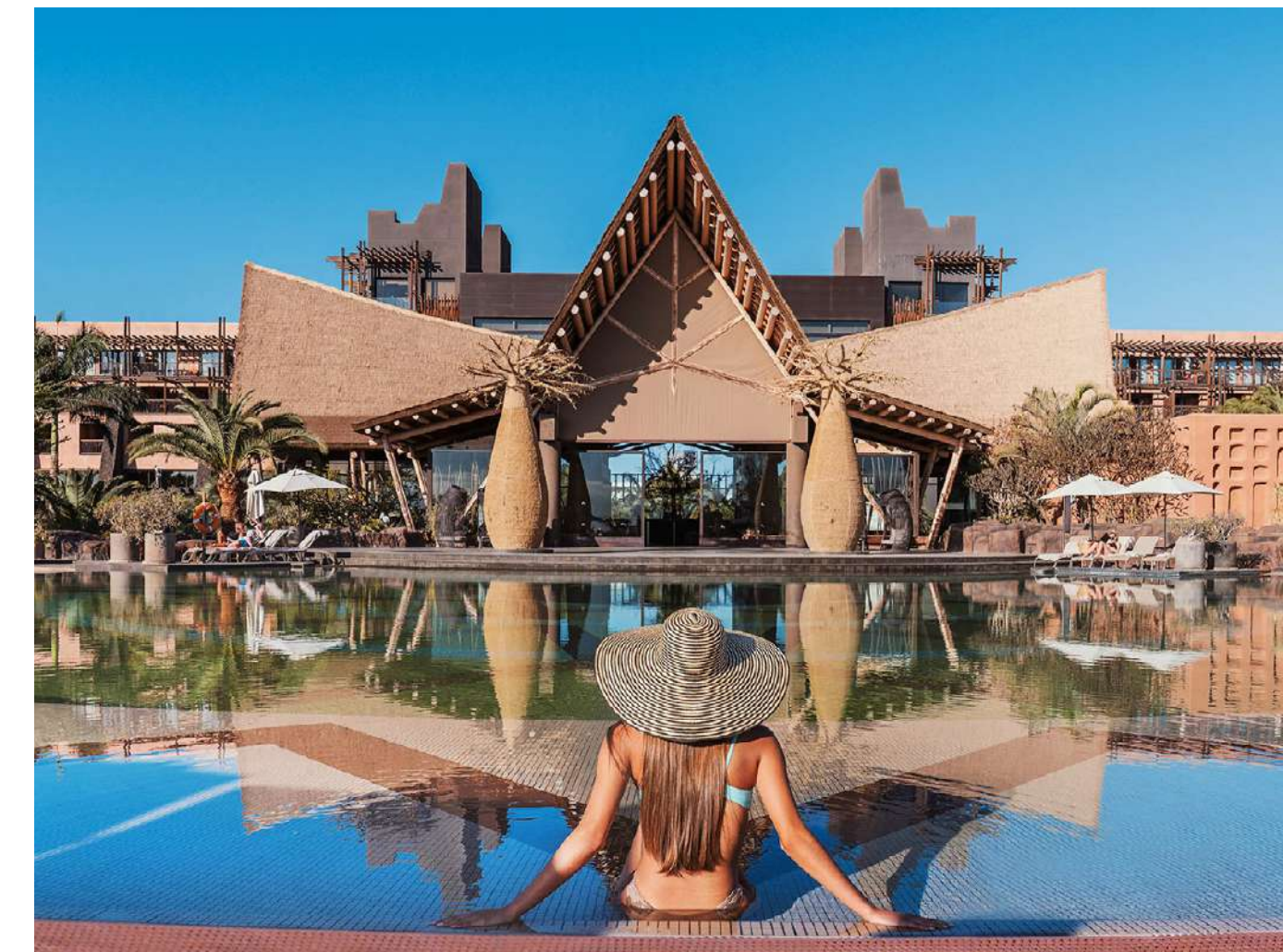


50001

Energy Management System

Travelife

In November 2023, we renewed the certification of this entity's Sustainability System, which promotes sustainable practices in the tourism sector and provides tools to minimize environmental impact.





We act in accordance with our principles

We ensure the transversality of the Group’s strategic commitments through a **Sustainability Policy** that crystallizes the principles of corporate culture that we follow to offer a sustainable and responsible approach.

These sustainability vectors incorporate the principles of global initiatives such as the 2030 Agenda, whose **Sustainable Development Goals** (SDGs) we have adopted into our strategic definition, particularly those in which we can generate a greater positive impact.

Principles of our corporate philosophy



Ensure **customer satisfaction** with the implementation of measurement and improvement mechanisms.



Promote **continuous improvement** in accordance with the impressions received from our customers and interest groups.



Adapt our processes both to **market requirements** and to legal requirements.



Protect our people to provide excellent service.



Foster **innovation and competitiveness** to ensure future growth.



Taking care of our **natural environment** as a strategic commitment.

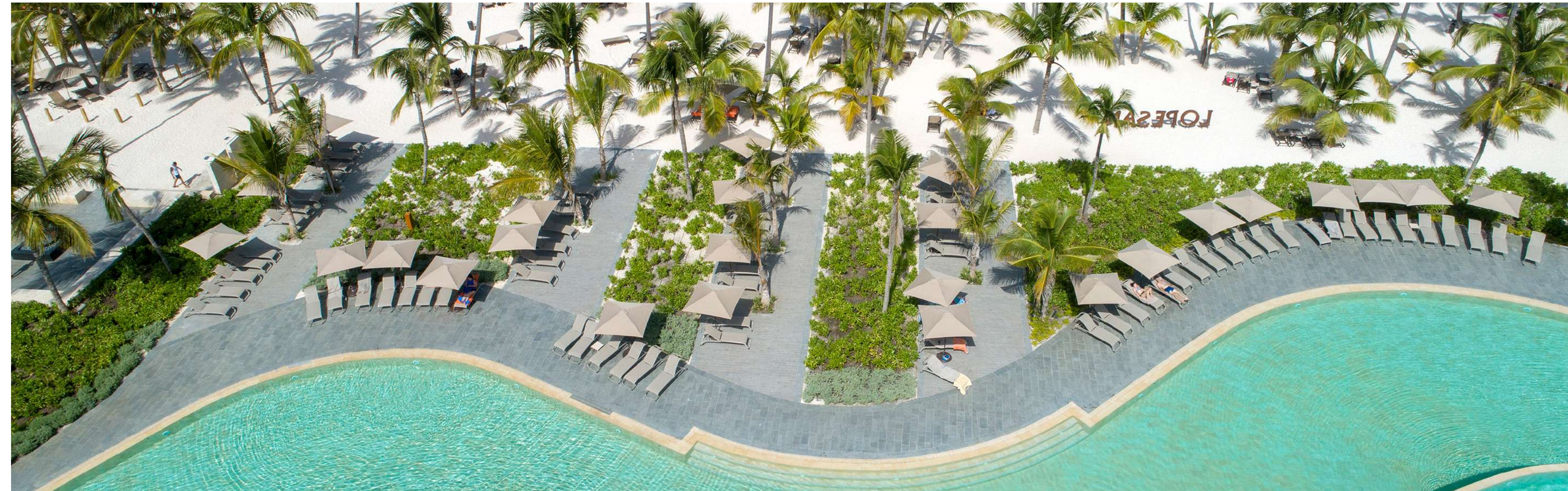




Ethics, transversal to our corporate governance

At Grupo Lopesan, we also define ourselves as carrying out **ethical management**, aware of the impact of our decisions on the society in which we operate. To this end, we promote sustainability across all our activities, from management to all levels of the company.

We strive to achieve a business model that is fair to people and respectful of our environment, for which we apply ethical principles and good governance, such as integrity, honesty, professionalism, and transparency.



Corporate Governance Structure

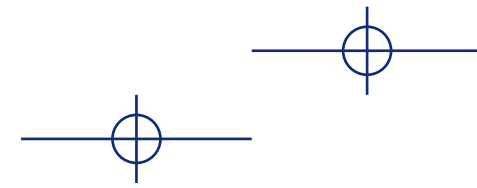
Our corporate governance system is led by **two bodies** that are responsible for joint management of the different companies and divisions of the Lopesan Group, promoting a common strategy and supervising its compliance:

- The **Management Committee**, composed of the managing directors D. Roberto López, D. Francisco López and D. Diego López, as

well as by the general director, D. José Alba, a governing and supervisory body, bringing together decision-making that affects the strategic development of the organization.

- The **Executive Committee**, led by the General Management and formed by the different corporate directorates, is the body responsible for carrying out the daily management of the Group.

We are committed to the principles of business ethics and transparency in all areas.



Governance rules and principles

In order to guide all the people in the Lopesan Group in this purpose, we have a series of **rules, policies and protocols that must be known and complied with**, and which reflect in our daily performance the values that must guide every action.

Code of Ethics

In 2021, we approved our **Code of Ethics**, with which we provide the Group's professionals with a frame of reference to ensure honest, complete, and transparent action every day and in all our activities, both within the organization and outside it.

This is a **call to action** by our people, through which we encourage and guide them to comply with, disseminate and ensure Lopesan's corporate values, as the only way to contribute to maintaining our business leadership. To do this, we provide general guidelines to help them make good decisions in complex situations.

In addition, the Code is based on a **complaints channel**, governed by a Policy and a Regulation, so that if any person observes inappropriate behaviour or breaches of the Code itself, they can report it. In addition, we have the **Compliance Officer**, responsible for resolving any doubts that may arise among our staff, as well as promoting, even with coercive measures, the monitoring of the Code.

The Code of Ethics is a fundamental element for maintaining and strengthening a solid culture of regulatory compliance in the Lopesan Group, which links us to the principles of business ethics and to transparency in all our areas of action and decision-making.





Corporate policies

This is complemented by a series of internal policies, promoted by the Management, with which we extend to different areas of the Group the promotion of the principles that must be followed in an organization such as ours.

Our corporate policies are established as the guide to follow in relation to each topic to ensure good behaviour in the company.

Policies for good governance



Sustainability Policy

Which specifies our commitment to combine maximum customer satisfaction and well-being with care for the environment and the planet, as well as our commitment to achieve a better world through the promotion of corporate values and, in particular, innovation and competitiveness.

Within this framework, we also have the **Sustainable Purchasing Policy**, with which we align the actors that are part of the value chain with our commitments to move towards sustainability and establish the criteria to be followed to make more sustainable purchases.



Criminal Risk Compliance and Prevention Policy

With which we respond to the need to contemplate a regime to prevent and mitigate possible criminal liability as a legal entity, ensuring responsible behaviour and complying with current regulations, and which is reinforced by a **Criminal Risk Compliance and Prevention Model that seeks to strengthen an ethical and compliance culture**, guaranteed by strict control mechanisms.



Corporate Policy of the Internal Whistleblower Information and Protection System

Established with the purpose of protecting people who report irregular situations or behaviour, as well as responding appropriately in the face of potential breaches.



Corporate Tax Policy

Through which we establish the Group's tax strategy and guarantee our purpose of excellence and commitment to the application of good tax practices.



Grants Policy

Which establishes the guidelines that should guide the activities of applying for, monitoring, and managing grants by all professionals in the Group.



Anti-Corruption Policy

In which we demonstrate our rejection of corrupt practices, providing our people with principles and guidelines for action to avoid the risk of corruption.



Policies for good governance



Conflict of Interest Management Policy

Which guides the impartial and objective carrying out of our people's duties when their performance is compromised by their own or personal interest.



Information Security Policy

Which lays the foundations for ensuring access, use, custody, business continuity and safeguarding of information, which we consider to be a critical, essential, and highly valuable asset for the development of our activity.



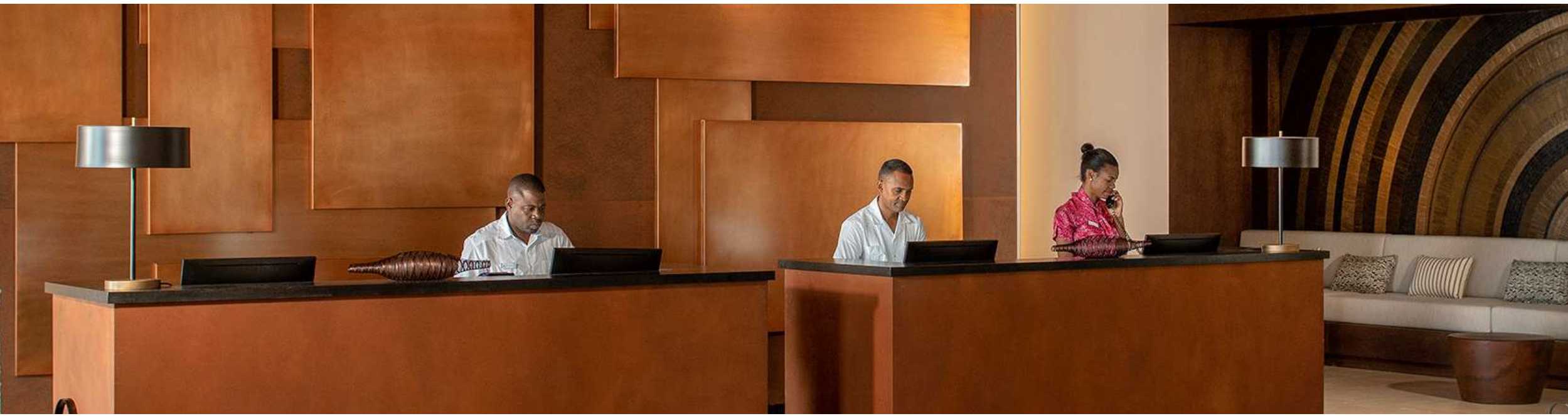
Occupational Risk Prevention Policy

With which we protect the occupational health and safety of our employees in the Group's workplaces.



Digital Disconnection Policy

Implemented to ensure that our employees rest outside the working day, in line with new trends in people management.



Respect for human rights

It is also an indispensable part of the core of our corporate strategy to promote and enforce compliance with national and international standards that set out the rights to which **each person is entitled by virtue of being a human being**, in order to ensure their real effectiveness.

For this reason, we incorporate them into our corporate governance system, both as **ethical and responsible principles** that we respect and enforce as standards within the framework of the provisions of national texts, such as the Spanish Constitution or the various national and regional, or international laws, such as the Declaration of Fundamental Principles and Rights at Work and the Conventions of the International Labour Organization (ILO), the Guidelines for multinational

companies of the Organization for Cooperation and the Economic Development (OECD) or the United Nations Global Compact.

We encourage the **application** of these principles and rules, clearly stating both the content of these rights and the actions necessary to keep them safe. We also **promote compliance and knowledge** through internal communication, such as awareness-raising days or supplier engagement strategies.

In this exercise, we received **9 complaints** of human rights violations in our hotel division, all of which were resolved. Therefore, we continue to work tirelessly in order to completely eliminate these cases.

People matter to us



Principles:



Non-discrimination



Free choice of employment



Prohibition of child labour



Obtaining fair compensation

Internal rules:

- **Protocol for the prevention and management of workplace harassment:** zero tolerance for any behaviour that threatens the physical or mental health of our employees.
- **Protocol for prevention and intervention against sexual and/or sex-based harassment:** protection of potential victims and eradication of these behaviours in the organization.
- **Protocol for the protection of children:** preservation of the innocence and rights of minors in all facilities of the Lopesan Group.

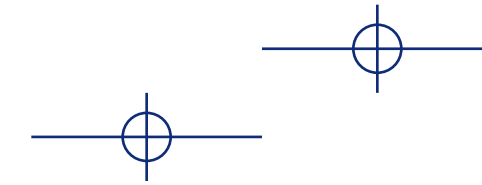


The economic results support us

2023 has been a year marked by **social, political, and economic uncertainty**, in which tourism activity has also been hampered by serious geopolitical tensions that have affected many sectors related to our business.

In 2023, we once again showed solid growth, in which we improved all economic and profitability indicators compared to the previous year.

In this regard, the new international scenario, marked by the economic crisis generated by the war in Ukraine, the general rise in inflation in Europe, the shortage of raw materials and the increase in energy costs, has posed a difficulty for our organization, as well as for the entire tourism sector, which, through our efforts, we have managed to overcome.



Our results in the hotel division

Economic performance	2020	2021	2022	2023
ADR (Average Daily Rate)	120.93	127.36	162.68	179.03
RevPAR (Revenue per Available Room)	73.77	84.49	117.64	136.20
TOR (Total Operation Revenue)	89,080,217	163,791,502	389,237,911.75	451,756,538.00
EBITDA (Pre-Tax Benefits)	12,678,027	42,033,005	117,643,485.74	153,879,402.99
Profitability (EBITDA/TOR)	3.70%	25.66%	30.22%	34.06%

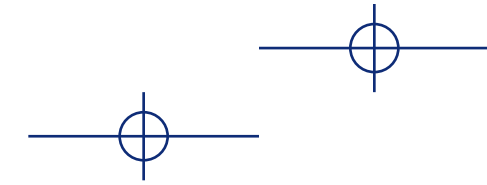
* As of 2022, the economic data reported correspond to the entire LHG hotel portfolio.



Number of hotel rooms sold

	2020	2021	2022	2023
Number of rooms	503,883	1,011,620	4,426,449	4,791,648

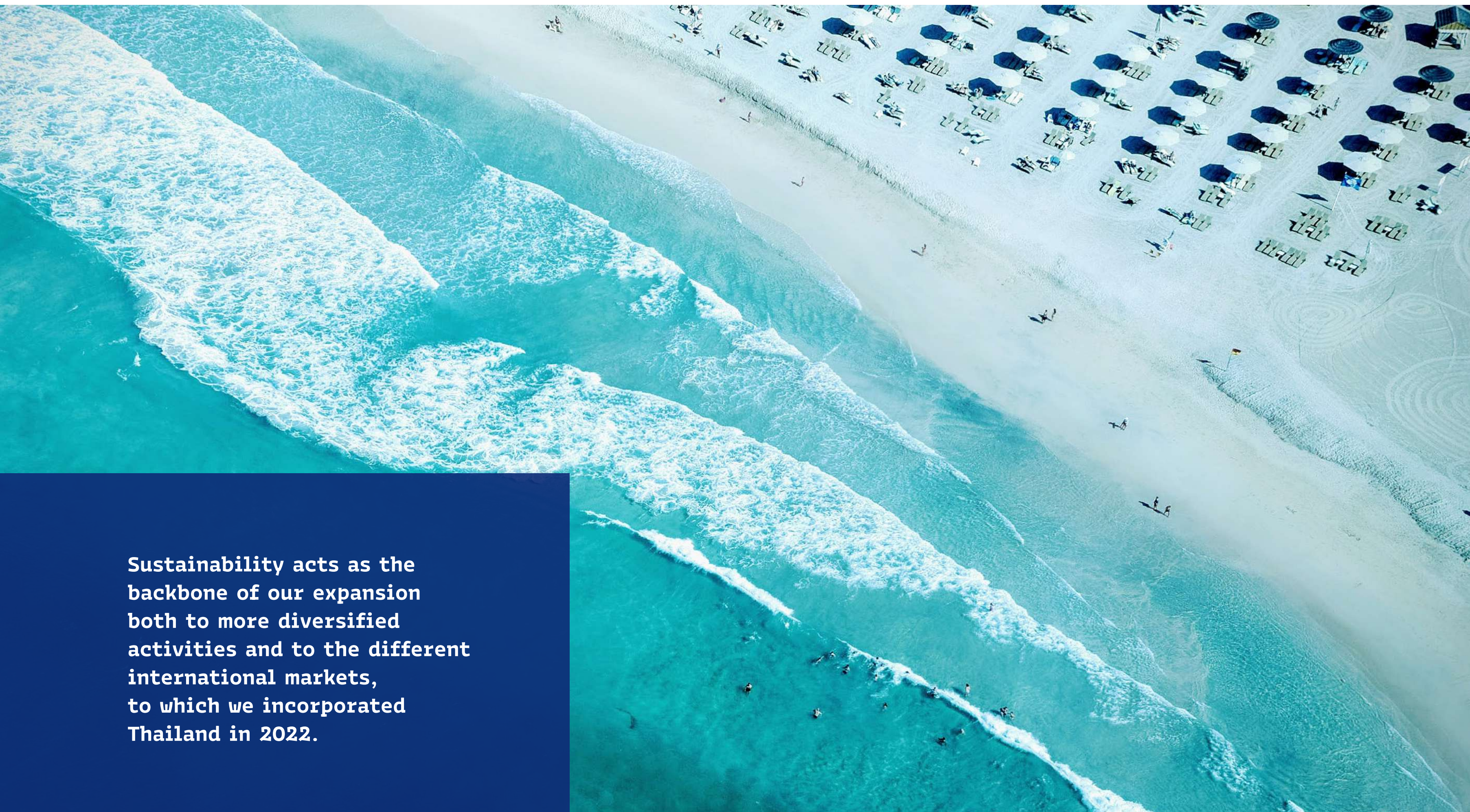
* As of 2022, the economic data reported correspond to the entire LHG hotel portfolio.



All the Lopesan Group's economic indicators grew in 2023. In this regard, EBITDA increased by 30.8%, profit per room by 15.8%, and turnover by 16%, with a return increase of 12.7%. For its part, the number of rooms sold has also risen by 8.25% compared to 2022, highlighting that this is the first year that we jointly report the economic performance of Lopesan Group hotels around the world.

In the coming years, we will continue to reflect on the way in which we provide our tourist activity and its impact on our environment. It is not only a matter of definitively consolidating our commitment to sustainability, but also of defining a **new paradigm of reasonable development** that allows us to combine legitimate economic and business interests with the demands of the communities in which we operate, mainly those of the Canary Islands.



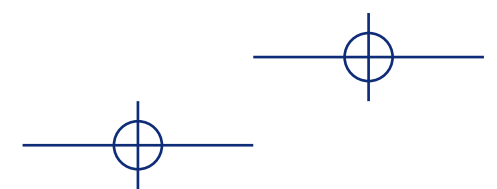


Sustainability acts as the backbone of our expansion both to more diversified activities and to the different international markets, to which we incorporated Thailand in 2022.

We integrate sustainability transversally

For years, we have been committed to placing sustainability in a priority and strategic position for the Lopesan Group, to the point that it involves the entire organization. For this reason, we work to integrate it into all the processes we carry out, as well as to incorporate it into the activities that our people carry out on a daily basis.

In our business model, this cross-cutting commitment to sustainability mainly involves preserving a **natural and social environment** that is not only the scenario in which we work, but the very foundation of our tourism activity, which must be protected.





We talk with our stakeholders

This purpose of generating a positive impact on our environment would be impossible to achieve without the **collaboration of all the actors that participate in the company's value chain.**

At Lopesan, we are aware of the importance of maintaining constant communication with our **stakeholders**, in order for them to be part of our ambition of building a better world, starting with the Canary Islands. With them, we try to join forces to go further and achieve the objectives of responsibility that we have set for ourselves.

Honest and transparent communication with interest groups seeks to establish sincere and lasting relationships, based on mutual trust, in which we are concerned about knowing their opinions, demands and expectations. All this, in order to effectively combine them with our own priorities to adequately define the strategy to be followed.

We work to protect the privacy of the data that our customers provide. To this end, we have a Data Protection Officer (DPO) who in 2023 resolved eight complaints regarding ARCO-POL* rights.

* ARCO-POL rights are those of access, rectification, cancellation, opposition, portability, deletion, and limitation.

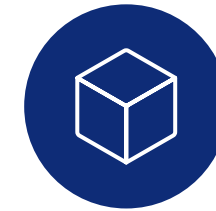
Our Main Stakeholders



Customers



Employees



Suppliers



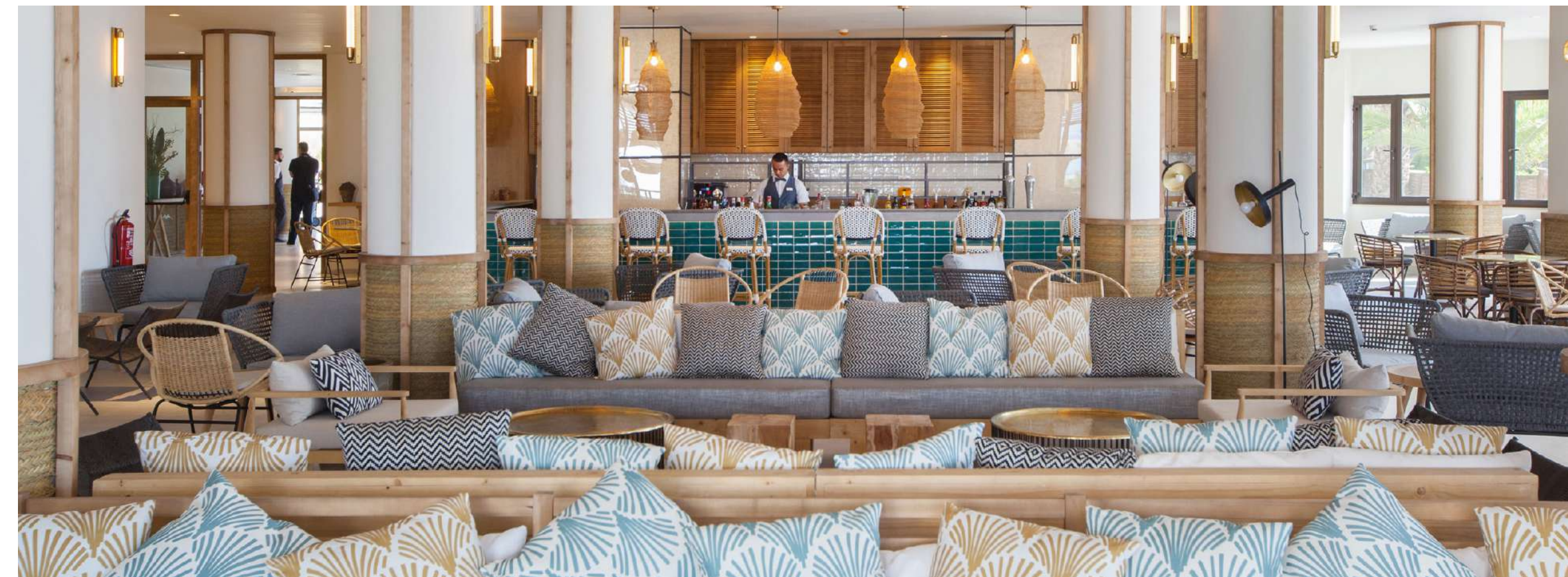
Local community



Third sector organizations



Public Administrations





We identify priority issues

For this reason, in 2022 we carried out a **materiality analysis** with which we identified the most relevant aspects of our position towards the environment that surrounds us, as well as the issues that should receive special attention due to their impact on the responsible and sustainable configuration of our business model.

We have identified seven very relevant aspects and seven relevant, both for the company itself and for our stakeholders, as well as the areas for improvement in which to continue to grow.

Our materiality matrix

Internal issues

Strategic objectives of the organization
Culture and values of the organization
Governance
Comprehensive organization policy
Organizational structure of the company
Roles within the organization
Competence and training to develop the job
Communication and information
Occupational Safety and other applicable legal requirements
Circularity
Economic solvency and investment capacity
Availability of infrastructure
Decarbonization

External issues

Relationship with customers (guests and tour operators)
Relationship with suppliers
International, national, and regional political situation
International, national, and regional economic and social situation
Technological situation and technological advances
Legal and regulatory situation. Safety and hygiene
Competitive environment in the sector
Society's perception of our organization
Relationship with groups/organizations
Relationship with training entities
Relationship with unions
Relationship with financial institutions

All these issues remain in force, as there have been no substantial changes in the review of the materiality analysis.



We anticipate possible threats

Sustainable management also implies that we must fight against the many risks we face both on a daily basis and in our strategic position, especially in terms of sustainability. To this end, we have a **risk identification, management, and control system**, common to all companies in the Lopesan Group, through which we detect, assess, manage and, where appropriate, mitigate the main threats that may affect us in the short and medium term.

Our risk management system



Identifying risks



Risk Assessment



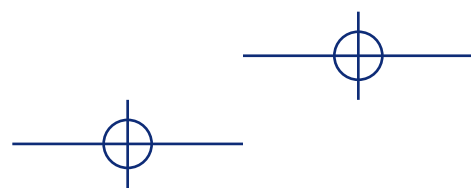
Responding to risks

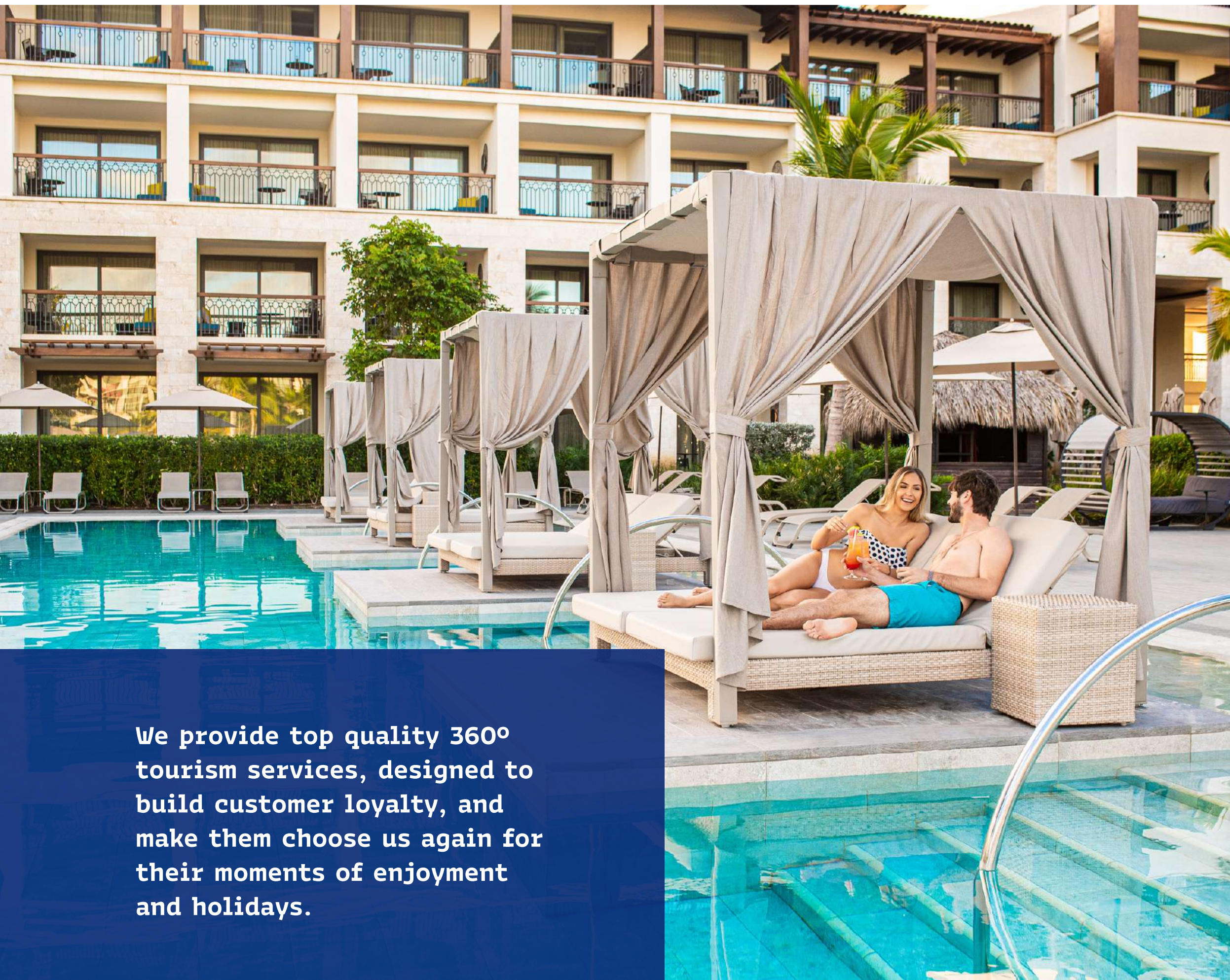


Monitoring and control



Communication





We provide top quality 360° tourism services, designed to build customer loyalty, and make them choose us again for their moments of enjoyment and holidays.

We are committed to our customers

In the hotel division, we are aware that our corporate mission is fulfilled by providing each type of customer with unbeatable tourist experiences under the company's different brands. For this reason, each of our six brands offers different value propositions adapted to our guests, anticipating their desires and needs, as well as market trends.

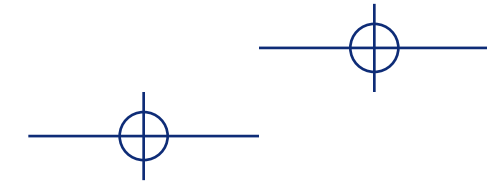
This purpose permeates the mission, vision, and values of Lopesan, as well as the work of all members of the **value chain**, especially our excellent team of professionals, who make the well-being of guests who choose any of our 22 hotels possible.

To this end, as a result of our vocation for productive diversification, we have a differentiating proposal: the non-hotel tourism **division**. With it, we complement the service we provide to our customers, to whom we link through a varied offer of quality and exclusivity.

Thus, we have a catering activity with the best professionals and the healthiest proposals; extensive facilities equipped for holding congresses and events; excellent places to practice sports in

our gym or golf courses; as well as complexes focused on the physical comfort and well-being of our guests, such as spa or thalassotherapy.

We want to “make happy memories,” so customer satisfaction is at the heart of the Group’s corporate strategy.



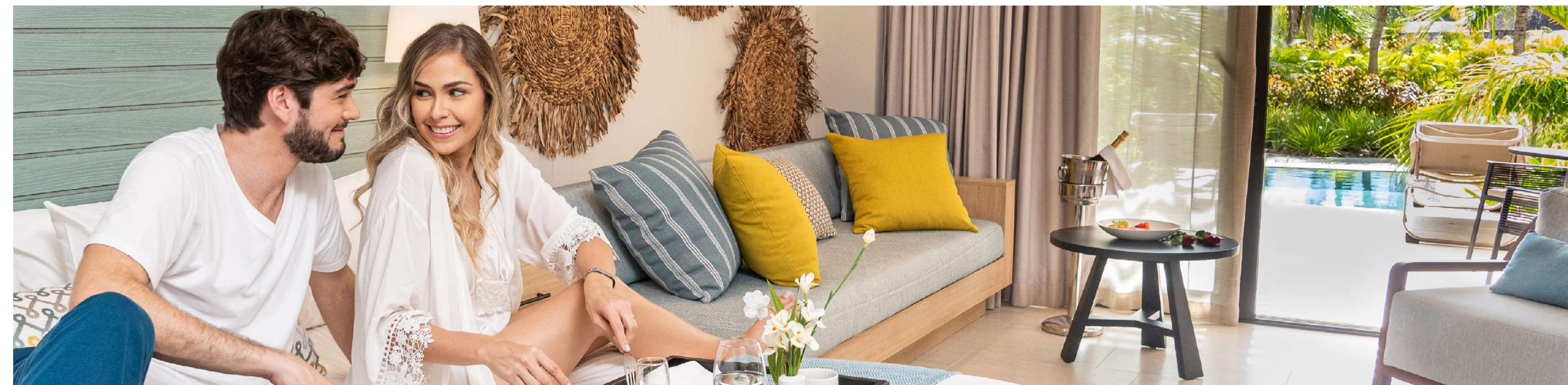
In addition, we promote the permanent search for **continuous improvement** as one of the strategic axes in our commitment to a better business model. To this end, we incorporate various tools into our operation that evaluate guest satisfaction and help us identify areas for improvement.

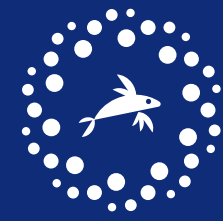
Actively listening to the demands and needs of our customers is essential to maintain the Group's leading position in the tourism business.

In 2023, the online reputation index continues its upward trend, growing by one percentage point. For its part, the GSS index declined slightly, remaining at levels similar to 2020.

Customer Satisfaction Rates

Customer Satisfaction	2020	2021	2022	2023
Reviewpro Global review Index (GRI)	83.80	84.60	86.80	87.72
Customer Satisfaction Index (GSS)	85.90	87.20	87.29	85.61





OUR IMPACT IN 2023



WE CONTINUOUSLY WORK TO IMPROVE OUR PERFORMANCE IN ALL AREAS, SEEKING TO DO OUR BEST TO ACHIEVE MAXIMUM CUSTOMER SATISFACTION, WHILE TAKING CARE OF THE ENVIRONMENT AND THE SOCIETY THAT HOSTS US.

CHAPTER 2



CONTINUE



In our hotels owned and managed in Spain



Activity

451.8 million euros
in revenues (+16.1% vs. 2022)

153.9 million euros
in EBITDA (+30.9% vs. 2022)

4,791,648 hotel rooms
sold (+8.3% vs. 2022)



Environmental impact

1.23 million euros
of expenditure on environmental investments

89,346,845 kWh of renewable energy
generated (+30% vs. 2022)

0.67 t of CO₂/thousands of rooms
(-52.1% vs. 2022)

0.22 m³/stay water consumed
(-18.6% vs. 2022)



Human team

2,698 employees
(+3.3% vs. 2022)

54.4% of female representation
(+0.7% vs. 2022)

776 new hires

27,961.5 hours of training
to employees (+315% vs. 2022)



Social commitment

12,005.36 euros of donations
made (-78.3% vs. 2022)

100% suppliers
approved

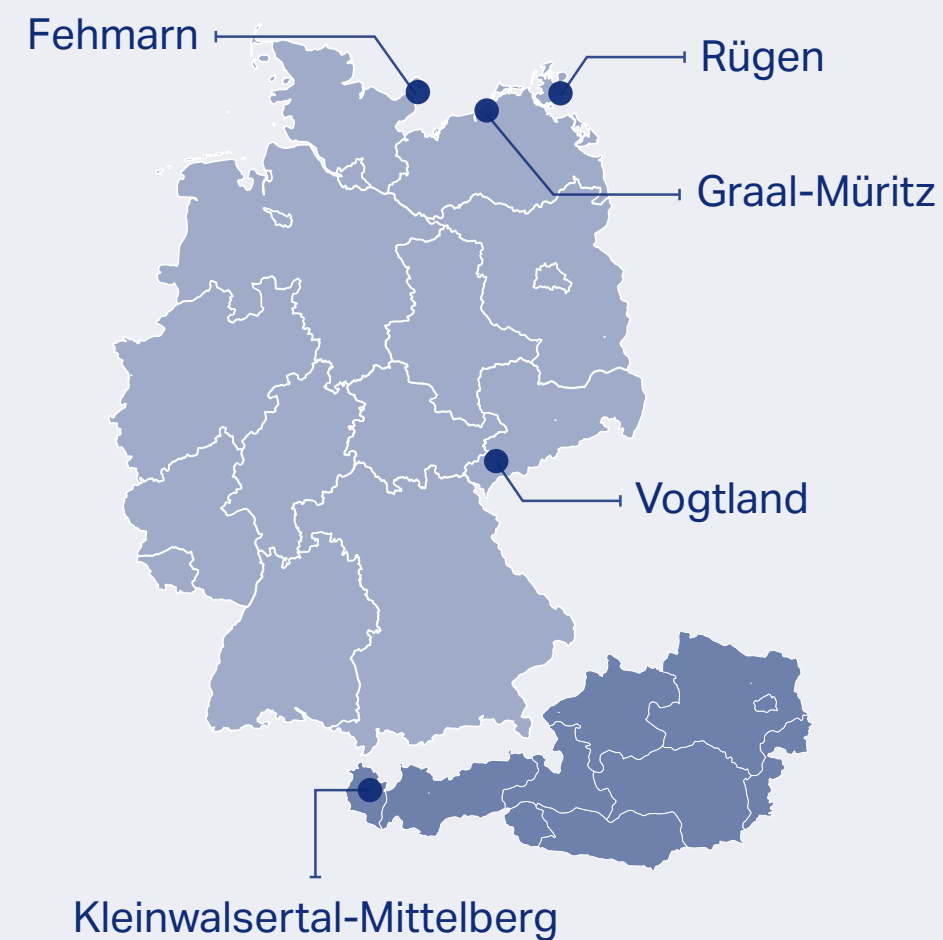
87.1% of spending on local
local (+6.2% vs. 2022)

61.25% of spending on local products
from local or regional suppliers
(+172.2% vs. 2022)



In our international hotels

Germany and Austria



Activity

32.7 million euros in revenues
5.1 million euros in EBITDA
51,788 hotel rooms sold



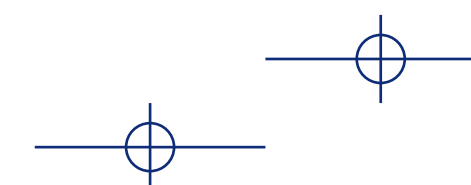
Environmental impact

151 thousand euros of expenditure on environmental investments
0.16 KWh/stay
38.3 Kg of CO₂/stay



Human team

478 employees (≈ 2022)
59% female representation (≈ 2022)
13 employees with functional diversity (+1 vs. 2022)
75.2% fixed contracts
883 hours of training for 124 employees (7.13 hours on average per employee) (vs. 345 hours for 68 employees, with an average of 5 hours per employee in 2022)





In our international hotels

Dominican Republic



Activity

66.1 million euros in revenues (+19.1% vs. 2022)

16.4 million euros in EBITDA (+80.2% vs. 2022)

516,383 hotel rooms sold (-5.5% vs. 2022)



Environmental impact

12 million euros of expenditure on environmental investments (+11.1% vs. 2022)

59.40 KWh/stay (+10% vs. 2022)

23.82 Kg of CO₂/stay (+8.6% vs. 2022)



Human team

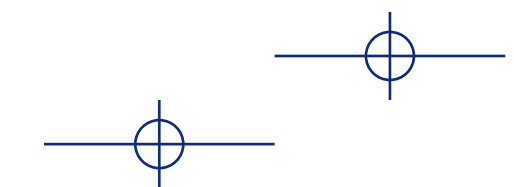
1,438 employees (+9.9% vs. 2022)

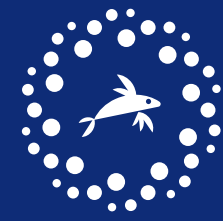
33.3% female representation (≈ 2022)

6 employees with functional diversity (+1 vs. 2022)

100% fixed contracts

627 hours of training for 1,438 employees (0.44 hours on average per employee) (≈2022)





WE ARE MAKING PROGRESS IN ENVIRONMENTAL SUSTAINABILITY

WE ARE FORTUNATE THAT OUR HOTELS ARE LOCATED IN EXCEPTIONAL PLACES, SO WE FEEL RESPONSIBLE FOR CONTRIBUTING TO THEIR PRESERVATION, IN ADDITION TO KEEPING THEM IN THE BEST POSSIBLE CONDITION SO THAT OUR CUSTOMERS CAN CONTINUE TO ENJOY THEM.



CHAPTER 3



CONTINUE



We are making progress in environmental sustainability



For years, at Lopesan, we have been committed to offering a proposal based on sustainable development, which crystallizes our defence of a model that combines economic growth with respect for the environment, in addition to ensuring optimal conditions for our employees and promoting social development.

Our vision of sustainability is also aligned with the choice of guests who are increasingly aware of sustainable and environmentally conscious tourism.

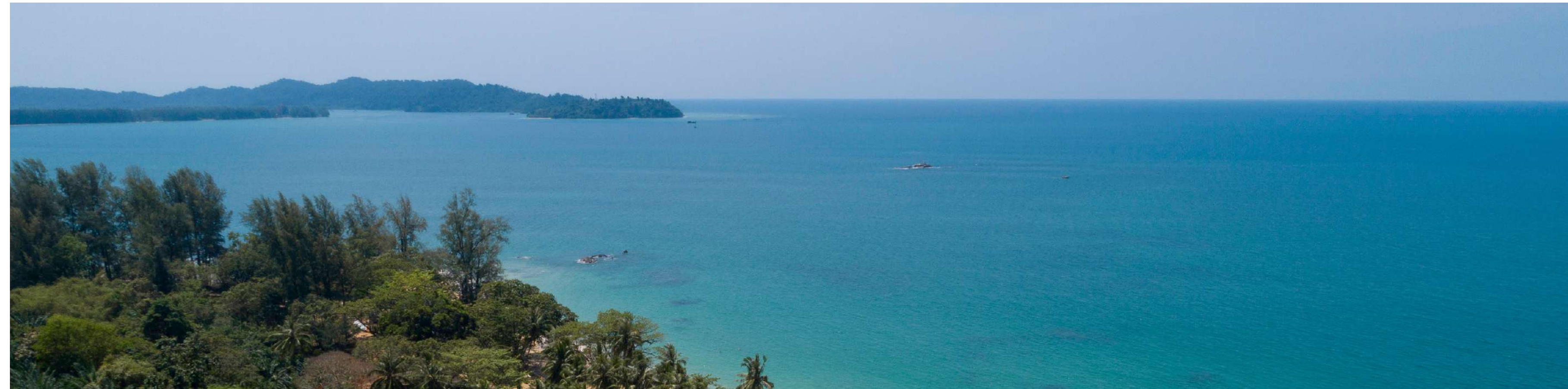


We are committed to responsible environmental management

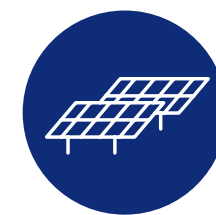
For the Lopesan Group, minimizing environmental impact means working closely with our stakeholders, involving them in the transformation of the tourism sector towards a model in which sustainability is the transversal axis.

To this end, we have defined a **strategy based on responsibility**, in accordance with which we develop a series of projects with which we intend to influence those axes in which we have the greatest capacity to generate a positive impact in the medium-long term.

To this end, in our corporate governance system, we have equipped ourselves with a set of tools to implement the principles that allow us **to be at the forefront of environmental performance** in the tourism business, aspiring to be a leading company also in terms of sustainability.



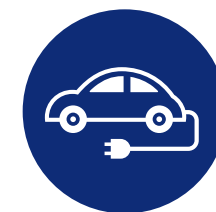
Projects for responsible environmental management



EcoLopesan, with the creation of wind farms and photovoltaic parks.



Decarbonization, having achieved that 100% of the electricity consumed is certified as energy of renewable origin (GdO).



Sustainable mobility, through the installation of charging points for electric vehicles in our centres.



Minimization of food waste, with the Buffet Waste tool.



Circular economy, using biodegradable waste and the reuse of coffee capsules.



Local products, with our Finca Veneguera project.



Our environmental investment

Environmental investment (€)	2020	2021	2022	2023
Waste management expenses	270,708	95,179	109,329	169,637
Investment in energy efficiency systems	2,500,248	3,423,977	3,863,054	407,609
Other environmental improvement investments	19,800	-	110,937	438,112
Maintenance of the Environmental Management System	29,427	46,573	49,175	117,135
Sanitation rates	113,231	86,476	182,556	98,723
Total environmental expenditures and investments	2,933,415	3,652,207	4,315,051	1,231,216

To this end, we dedicate part of our efforts to the implementation of **environmental investments** to support this commitment, which is necessary for the planet.

In 2023, we reduced the level of environmental investment compared to previous years, mainly because we reduced the need for investment in energy efficiency systems, installed during previous years. Among the investments made this year is the **installation of chargers for electric**

cars in our Abora Buenaventura hotel, to also reduce the carbon footprint by contributing to the electrification of the car fleet.

This environmental investment policy has earned us numerous awards in 2023, including the prestigious **Travelife Gold** distinction in all our hotels in the Canary Islands.

In addition, we have been working on the application of the necessary requirements to achieve

the **Biosphere Sustainable Certification**, which rewards the way in which we define, organize, and make visible our sustainability objectives and priorities in the light of the United Nations SDGs.

Also, in 2023, we joined the **Green & Human Consortium** as a Great Promoter, a non-profit organization created with the objective of boosting the transformation of tourist destinations towards more competitive and sustainable environmental, social, and economic (ESG) models.



We strive to protect the climate

The fight against climate change is a global project, to which we at Lopesan contribute with the ambition of being a “Net Zero” company in the next 4 years.

Measuring our carbon footprint means evaluating the effectiveness of our actions in reducing CO₂e, and, thus mitigating our impact on the environment.

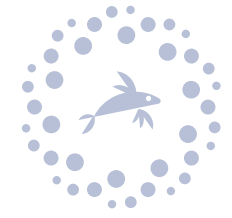
We measure the carbon footprint

To move towards this decarbonization ambition, we focus on **detecting, reducing, preventing, and mitigating** the CO₂e that we release into the atmosphere.

To this end, we carry out a strict **calculation of the carbon footprint** we generate, since it is the most relevant tool to control that we faithfully comply with the Group’s purpose of decarbonizing our activity. To this end, we use the MITECO 2023 emission factors and the guarantee certificate from the National Commission on Markets and Competition (CNMC).

It should also be noted that we are one of the few companies in the tourism sector that have been able **to certify the calculation of scopes 1 and 2** with the MITECO “Calculation” seal, which gives credibility to this calculation, as verified by an external and independent entity.





With the objective of achieving an 80% reduction in our carbon footprint in 2025 compared to 2021, the base year of this decarbonization roadmap, in 2022 we

established an **Emissions Reduction Plan**, through which we are implementing the established measures and achieving the defined goals.



Measures in our Emissions Reduction Plan



Analysis of the evolution of the calculation of the carbon footprint annually to evaluate the effectiveness of the measures applied.



Internal communication and staff awareness of the concepts associated with the calculation of the carbon footprint, as well as its results, in order to promote a more conscious use of energy and resources.



Accession to **the United Nations Global Compact**.



Electrification of thermal generation sources or use of more efficient alternatives.





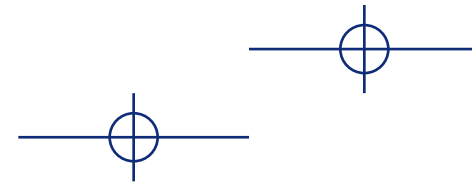
Our greenhouse gas emissions

2023 Carbon Footprint	2021 (year base)	2022	2023
Direct greenhouse gas emissions and CO₂ (Scope 1)			
Diesel, propane, and refrigerant gases	2,871.9	4,178.63	2,012.12
Indirect greenhouse gas emissions and CO₂ (Scope 1)			
Electricity	8,327.20	302.12	318.28
Total carbon footprint (t CO₂)			
Total direct and indirect emissions (Scopes 1 and 2)	11,199.09	4,480.75	2,330.40
Intensity of greenhouse gas emissions (t CO₂/thousands of rooms)			
Intensity of greenhouse gas emissions (t CO ₂ /thousands of rooms)	7.6	1.42	0.67

In 2023, we managed to reduce our total carbon footprint by 79.2% compared to the base year, despite the higher number of registered stays. At the same time, the intensity of emissions over total stays has fallen by 91.2%.

With 100% renewable electricity with a certificate of guarantee of origin (GdO), we have saved 13,603 t CO₂e in 2023, equivalent to 544,124 trees planted.

Compared to the previous year, our carbon footprint decreased by 48%, while the intensity of emissions in relation to total stays has fallen by 52%. All of this shows that our commitment to decarbonization is yielding positive results, and we are progressing as planned, in line with the demanding requirements that we imposed on ourselves in the Emissions Reduction Plan.



Thanks to our Road to Next 0 strategy, since 2019 we have invested more than 50 million euros in the creation of wind farms and photovoltaic gardens, going from 1% of renewable energy in 2019 to 210% in 2024.

We are committed to our own production of renewable energy

Our strategy to continue reducing our carbon footprint in the immediate future involves continuing to advocate for the installation and use of **renewable energy**, both solar, thermal, or photovoltaic, and wind energy.

In our ambition to be a "Net Zero" company, part of our strategy focuses on **offsetting** the CO₂e emissions that we cannot avoid in order to decarbonize our business. We materialize this purpose through a double direction:

1. We decided to go for **renewable energy generation facilities in our own hotels.**
2. We are aware that, currently, it is not possible to fully cover the energy demand of an establishment with the energy we produce through the renewable installations on its roof, so in our strategy we have established the objective of investing **in deferred, not localized, renewable energies.**

In this way, we can match production and demand curves, to stop depending on fossil fuels and, therefore, achieve the decarbonization of the destination.

On the roofs of nine of our hotels in the Canary Islands, we produce 0.6 MW of solar energy, both thermal, for self-consumption, and photovoltaic, to be discharged to the grid.





Along these lines is the powerful commitment we have made over the years to set up the wind farms of **Santa Lucía del Mar, Espinales and Montaña de Arinaga**, with a generation capacity of up to 112 gigawatts per year, and the latter being the fourth with the highest installed power in the entire island of Gran Canaria.

These projects have been co-financed by the **European Regional Development Fund (ERDF) for non-peninsular territories**, through the Low Carbon Economy line of grants, managed by the Institute for Diversification and Energy Saving (IDAE), with the objective of achieving a cleaner and more sustainable economy.

Our wind farms have an installed capacity of 31.5 MW, which in 2023 allowed us to generate a total of 85.7 gigawatts, thus compensating for the electricity demand of all our hotel facilities, which amounts to 77.83 GW, including the eleven hotels located in the south of Gran Canaria.

At Lopesan, we believe that the future development of clean energy is linked to its storage capacity, so we will continue to make investments that allow us to meet the real energy demand of our facilities.

In addition, in 2023 we completed the installation of the **photovoltaic solar plant in San Bartolomé de Tirajana**, with a power of 5 megawatts and the investment of more than 5 million euros.

Once again, we have **increased our production of renewable energy**, with an almost absolute weight of the wind energy generated in the three parks.

Renewable energy production in own hotels (kWh)

	2021	2022	2023
Photovoltaic energy production	430,595	449,647	488,321
Solar thermal energy production	745,500	1,583,070	1,660,220
Wind energy production	-	65,000,000	85,700,000

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

	2021	2022	2023
Photovoltaic energy production	430,595	807,715	901,794
Solar thermal energy production	1,180,265	2,908,145	2,656,051
Wind energy production	-	65,000,000	85,789,000



We optimize the use of resources

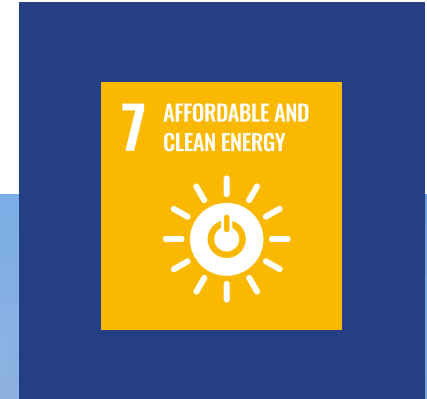
We are aware that it is essential to find the middle ground between the necessary economic growth and the preservation of the environment surrounding our hotel facilities.

For this reason, we seek to make **rational use of the resources** we use to carry out our activities, involving customers in the competitive need of balancing well-being and responsibility to protect the environment that hosts their happy moments.

Energy consumption

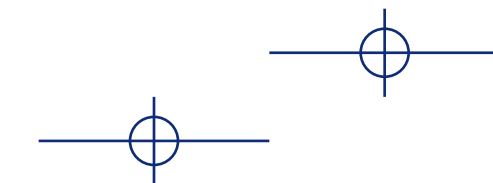
In tourism, significant energy consumption is necessary to meet the needs and demands of customers. Therefore, we have the responsibility to detect those opportunities that allow us to incur lower consumption.

To this end, we design and implement measures in various areas to minimize spending as much as possible, being aware that good management in this area also has an immediate positive economic impact.



In 2023, we have continued to focus on **improving our energy efficiency systems**, for which we have made a strong commitment to acquiring electricity with certificates of guarantee of origin in 100% of the contracts. In addition, we have automated the schedules of the air conditioning equipment and installed sound alarms in cold rooms, as well as lighting with LED technology. We have also renewed the thermal insulation of the valves.

In addition, we have continued to implement **maintenance improvements** in hotels, such as the installation of heat or filtration pumps for swimming pools, accumulators, air conditioning systems or compressors in kitchen facilities, among others.





Energy consumption in own hotels

Internal energy consumption (kWh)	2020	2021	2022	2023
Gasoil	481,224	-	-	-
Propane	7,034,017	302,700	544,249	981,882
Electricity	22,704,413	19,611,284	38,279,996	37,948,745

No. of rooms	2020	2021	2022	2023
No. of rooms	702,557	951,848	2,031,785	2,219,810

Energy intensity (kWh/stay)	2020	2021	2022	2023
Energy intensity	29.99	20.92	19.11	20.88

In 2023, we can see an **increase in propane consumption**, although it will continue to be much lower than historically. This increase has been due to the growth in consumption of close to 40% at our Costa Meloneras hotel, as we cannot cover energy needs with electricity alone in order to reach the minimum temperatures required in domestic hot water accumulators.

On the other hand, electricity consumption has fallen slightly, thanks to the energy efficiency measures we have put in place and despite the almost total electrification of our systems.

As a result, **energy intensity has increased by 4.8%** compared to 2022, which encourages us to continue working to improve these variables.





Looking at the total number of Group hotels, both owned and managed in Spain, compared to 2022, we see a decrease in the use of diesel, as well as an increase in the use of electricity (1%) and propane (80.3%), the latter being so high due to the needs of the Costa Meloneras hotel mentioned above.

Energy consumption in owned and managed hotels in Spain

Internal energy consumption	2020	2021	2022	2023
Gasoil	48,069	26,624	39,886	26,868
Propane	565,486	424,358	630,916	1,137,872
Electricity	22,704,413	27,274,122	50,454,925	51,131,988
No. of rooms	2020	2021	2022	2023
No. of rooms	1,007,816	1,465,353	3,155,317	3,496,336
Energy intensity (kWh/estancia)	2020	2021	2022	2023
Energy intensity	23.14	18.92	16.20	17.95

We continue to work every day to ensure that our spaces have the best equipment and the lowest possible environmental impact.



Responsible use of water

As with energy, a significant volume of water is required in hotels. In addition, most of our hotels are in the region where we were born, the Canary Islands, which suffers from more severe water stress than other parts of Spain and the world.

For this reason, at Grupo Lopesan, we are constantly working on developing strategies focused on reducing the use of this asset, as well as on achieving its **maximum use and optimization**. We are fully aware that its availability is decreasing in our environment, so proper management of the water cycle is essential to achieve responsible and sustainable tourism.

To this end, on the one hand, we work to raise the awareness of our customers and staff in the **responsible use** of this precious resource, installing signs in rooms and in common areas such as fountains or swimming pools, always taking care of the user experience while reducing water consumption.

On the other hand, we implement **measures to rationalize use** to minimize waste, such as the application of aerators in faucets or double flush

systems in tanks, the purchase of efficient machinery or special care in rooms or leisure areas such as swimming pools, the spa or thalassotherapy.




We attach increasing importance to raising awareness of our water footprint, as a fundamental tool for identifying improvement points and raising awareness of the responsible use of water for our guests and professionals.







This year, we have managed to reduce the intensity of water consumption in our hotels by 26%.

Water consumption in own hotels

Water collection (m ³)	2020	2021	2022	2023
 Water Supply	385,090	295,118	546,678	448,742
 Total water collected	389,460	295,118	546,678	448,742
Intensity of water consumed (m ³ /stay)	2020	2021	2022	2023
 Intensity of water consumed	0.55	0.26	0.27	0.20

Water consumption in owned and managed hotels in Spain

Water collection (m ³)	2020	2021	2022	2023
Water Supply	381,868	488,855	829,799	786,419
 Total water collected	381,868	488,855	965,503	786,419
Intensity of water consumed (m ³ /stay)	2020	2021	2022	2023
 Intensity of water consumed	0.38	0.33	0.31	0.22



In 2023, once again, we managed to reduce both the total consumption of water in our hotels and the intensity of the water consumed, with extraordinary results.

In this regard, the **decrease in the volume of water captured** by all our centres in Spain, whether owned or managed, reached 18.6%, while the **reduction in intensity**, which relates stays sold to consumption, was 29%. All this, thanks to the optimization measures we have implemented in recent years to achieve savings in the expenditure

of this essential resource and, of course, for our activity, highlighting the installation of flow restrictors on the taps of showers and sinks in all rooms that we have carried out in 2023.

We also try to ensure the highest quality of the water we dispose of from our hotels with the **wastewater treatment systems** that we have installed in centres such as Lopesan Villa del Conde Resort & Thalasso and Lopesan Costa Meloneras

In 2023, we treated 14,371 m³ of water, which is 10% less than the previous year.

Resort & Spa, as well as with grease and oil separators to mitigate spills from our kitchens. With this, we are able to give a second life to purified water for different purposes, such as the irrigation of green areas.

In any case, in our **wastewater disposal** processes, we use every means to avoid the risk of contamination, recycling grey water and garden irrigation as far as possible.





Circular economy

At the Group, we incorporate the principles of the circular economy into all our processes, in accordance with the maxim that **the best waste is the one that is not generated.**

Through the development of our activity, we have the capacity to make a difference in terms of the **reuse, recycling and minimization** of waste, as well as in the rational use of the resources we use in our daily lives.

At Lopesan, we are aware that circularity is key to our business model, as well as an opportunity to contribute to sustainable development and to the mitigation of the negative effects of climate change.



12 RESPONSIBLE CONSUMPTION AND PRODUCTION





Our Decalogue for Reducing Waste

1. We have a **Sustainable Purchasing Policy**, with which we involve our suppliers in our commitment to sustainability in the Group.
2. We have **waste separation systems** in all our centres, with which we facilitate its recycling or recovery. In addition,

We are aware that we must continue to dedicate our efforts to minimizing waste through greater integration of the circular economy.

the Group's hotels located in Spain have containers, vertical presses and self-compactors that make it possible to manage and reduce the volume of waste on site.

3. We develop and implement **waste minimization plans**, through which we have managed to reduce the volume of plastic packaging by 5%, and the use of paper and cardboard by 12%.
4. We purchase **polycarbonate cups** to comply with the legal prohibition on the use of single-use plastics.
5. We saved 38,619 bottles and a total of 579 kilos of plastic throughout the Lopesan Group with our "**KM0 water**" project, which means reducing 3,174 kg of CO₂e released into the atmosphere thanks to the replacement of plastic bottles with water dispensers.
6. We collected 246,800 **Nespresso capsules** in 2023 (45% of those consumed) to be able to recycle and reuse both aluminium, for new uses, and coffee

grounds, to transform them into compost. With the latter, 176 tons of rice are obtained in the fields of the Ebro Delta, which Nespresso donates to the Spanish Federation of Food Banks (FESBAL) as part of its Solidarity Rice Project.

7. We reuse and rehabilitate **used furniture**, as well as other materials, to give it a second life in our hotels.
8. We reduce contaminated containers by classifying **returnable pool containers** so that they can be removed by suppliers, so we have managed to reduce their use by 49.35% compared to 2022.
9. We continue to delve into our "**Zero Paper**" project, with which we are pursuing the complete digitalization of billing, registration, and communication with customers through Apps, SMS and WhatsApp.
10. We install **signage** in our centres calling both customers and professionals

to action, urging them to behave in a way that prevents damage to the environment as far as possible.

11. Under the umbrella of our new Lopesan For Good brand, we have incorporated a **new sustainability section** in the STAY application, with which we seek to give visibility to all our initiatives in this area, incorporating a series of good practices to make them known to the entire Group.
12. We help to give a second life to **textile waste for use as cleaning rags**, sending it to a treatment plant where we manage to recycle 95% of the total volume generated.



Our policies to maximize circularity continue to bear fruit, having managed to reduce the intensity in the volume of waste generated in 2023 by 12.6% compared to the previous year.

Non-hazardous waste, which represents 99.83% of the total, is composed of paper and cardboard, packaging and plastics, glass or pruning debris. On the other hand, **hazardous waste**, which accounts for 0.17% of the aggregate figure, consists of contaminated containers, aerosols, batteries, fluorescent lamps, waste electrical appliances or solvents, among others.

Waste generated in our own hotels

Waste generated (Kg)	2020	2021	2022	2023
Non-hazardous waste	2,174,053 (99.69%)	2,306,351 (99.76%)	4,183,732 (99.84%)	3,996,201 (99.83%)
Hazardous waste	6,830 (0.31%)	5,688 (0.24%)	6,551 (0.16%)	6,605 (0.17%)
Total waste	2,180,883	2,312,039	4,190,283	4,002,807

Waste generated (kg/stay)	2020	2021	2022	2023
Intensity of volume waste generated	2.16	2.43	2.06	1.80





This year we have launched the organic fraction of the brown container, with which we have managed to reduce the organic waste deposited in landfill by 13.68%.

Waste generated in owned and managed hotels in Spain

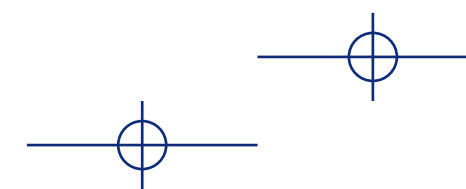
Waste generated (Kg)	2020	2021	2022	2023
Non-hazardous waste	2,174,053 (99.69%)	3,424,971 (99.76%)	6,553,335 (99.85%)	6,818,144 (99.85%)
Hazardous waste	6,830 (0.31%)	8,122 (0.24%)	9,843 (0.15%)	10,144 (0.15%)
Total waste	2,180,883	3,433,093	6,563,178	6,828,288

Waste generated (kg/stay)	2020	2021	2022	2023
Intensity of volume waste generated	2.16	2.34	2.08	1.95

Regarding waste generated at all owned and managed centres in Spain, its intensity in terms of the volume generated was 6.1% lower in 2023 compared to 2022.

In our hotels in Spain, we manage to deliver 95% of the waste we generate to **authorized managers** for treatment. The remaining 5% was transferred to the Juan Grande environmental complex (San Bartolomé de Tirajana), where part is valued to generate compost for the recovery of recyclable elements, and another part is deposited in landfill.

In our purpose of bringing circularity to all areas of our activity, we also take advantage of the organic waste generated in the Juan Grande environmental complex to produce **compost** that, later, we use in the crops of Finca Veneguera to produce the organic product that is consumed in our hotels.



96% of the waste delivered to the Juan Grande environmental complex was recovered in 2023.



Food waste

Another vector in which we can generate a positive impact in terms of sustainability is the **minimization of food waste**, in which we have a great responsibility as a tourist services company, since catering plays a decisive role.

In our daily lives, we manage very large quantities of food, in order to offer our customers an excellent product also in this field. Therefore, we must **optimize the use of food to avoid its waste**, where the use of technology allows us to improve our processes and avoid food waste.

At Lopesan, we strive to mitigate the economic, social, and humanitarian impact of food waste, as well as its negative consequences for the environment.

Measures to reduce food waste



We have a **management system** based on recipes and cost with which we not only measure unit costs through raw materials, but also adjust the supply to the number of diners and services required to produce what is just right and almost on time, ensuring quantity and quality.



We study the implementation of **internal procedures to reduce waste from a comprehensive approach**, from planning meals based on real needs based on expected occupancy to controlling consumables through monthly inventories.



We invest in **artificial intelligence tools** to control the degree of food waste, as well as measure and analyse its evolution, with the aim of reducing the volume generated.



We collaborate with our stakeholders to **prevent and raise awareness** about this problem.

Buffet Waste, our ally against food waste

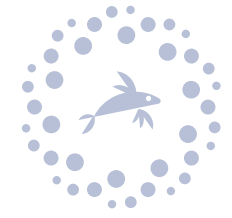
In 2023, we reaped the benefits of the investments made in previous years to implement a food waste control system in the Group through **intelligence and artificial vision software**: Buffet Waste, from Visionary Hospitality.

This powerful and innovative tool is designed to reduce the amount of waste generated at buffets by monitoring food waste by category and producing reports based on data such as ratios per service, compliance with defined targets, carbon, and water footprint. All of this, immediately and without manual intervention by our professionals.

This way, we manage to boost both the economic and environmental sustainability of the Group, detecting the type of food that is being discarded, weighing it, and processing this data to inform the hotel's kitchen team.

With the use of Buffet Waste, in the pilot projects from August to December 2023 we have achieved a 15% decrease in food waste in the kg/service ratio, reaching a higher figure for products such as meat or fish.





In addition, since February 2023, we have maintained an alliance with **Too Good To Go**, through whose app we sell daily surprise packs in our hotels with food that has not been consumed at very low prices. Thanks to this collaboration, in which the number of users is continuously increasing, we have managed to save a total of 1,010 packs in eight of the Group's hotels, avoiding the generation of 2.53 tonnes of CO₂e.

Thanks to all the measures outlined above, **in 2023 we have continued to reduce food waste** both in absolute terms and in the ratio of the amount wasted to the customers who have made use of our catering facilities.



Food waste generated in owned and managed hotels in Spain

Food waste (Kg)	2021	2022	2023
Food waste	-	405,390	351,973
Waste rate	0.19	0.13	0.10





We protect biodiversity

At Lopesan, we believe that offering quality means going beyond taking care of our accommodation, since it requires a preserved environment, where harmony flows between nature and our facilities, so we maintain a solid commitment to the conservation of the natural and cultural wealth characteristic of each area.

Our hotels are in **privileged environments**, with great natural and scenic attractions, which we have a duty to preserve. We are committed to protecting the biodiversity of our environment and the ecosystems that host it through various initiatives, through which we seek to generate a positive impact.

The main project we are carrying out in this regard is the **sustainable management of Finca Venequera**, located in Mogán, in the south-east of Gran Canaria, and acquired in 2014. This is an incredibly special farm, which has historically housed traditional agricultural work and in which several of its areas are declared as a Biosphere Reserve.





Figures from Finca Veneguera

2,500 hectares of total area

83.34 hectares cultivated

9 hectares of organic farming

500,000 kg of fruit produced per year

In addition:

800,000 kg of bananas

120,000 kg of mangoes

50,000 kg of pineapples

150,000 kg of citrus

50,000 kg of avocados

85% of production destined for hotels in Lopesan within the framework of the Kilometre Zero Project (from the field to the buffet)



11 hotels on Gran Canaria supplied, in addition to the central kitchen and bakery

42 workers

64 varieties of native fruits banana, mango, oranges, lemons, pineapples, avocados, papayas, grapefruits, passion fruit or guava

Through Finca Veneguera, we provide key raw materials to our business, while promoting environmental sustainability by protecting the soils and biodiversity of this privileged area of the island of Gran Canaria.



In this regard, we work in line with a strategy focused on a **sustainable agriculture project**, respectful of the environment and based on traditional knowledge, with high quality production. To this end, we generalise practices such as the following:

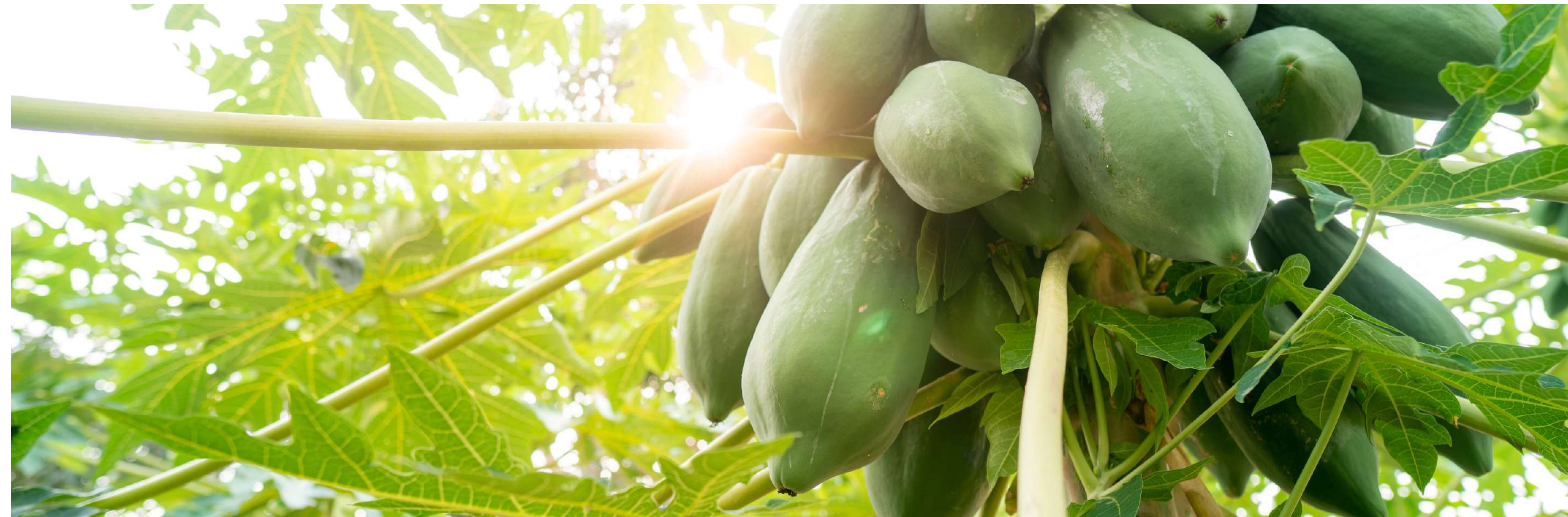
- **Vermiculture**, with which we take advantage of organic waste and obtain worm humus to complement the farm's organic fertilizer.
- **Use of responsible consumption techniques**, such as the use of solar energy with photovoltaic panels, drip irrigation, energy efficiency of wells or integrated pest control.
- **Use of the mulching technique**, adding a layer of crushed plant material to the soil to maintain its moisture by reusing waste.
- **Direct sales to the group's hotels**, avoiding intermediaries, favouring the consumption of km0, waste-free and seasonal products.
- **Use of compost** from the Juan Grande environmental complex.

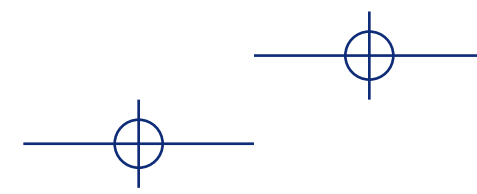
From the surface of the farm, we allocate **9 hectares to organic farming**. In them, we reduce the use of plant protection products through

biological pest control, with integrated control techniques and zero-waste treatments; we increase the consumption of organic fertilizers to the detriment of chemicals, adding more organic matter and generating more life in the soil; and we minimize the extraction of groundwater by investing in a desalination plant.

Production of our Finca Veneguera

Agricultural production	2021	2022	2023
Production (Tn)	776	920	-
Area of organic farming (ha)	9	9	9





Looking to the immediate future, we set ourselves several **challenges to continue multiplying the leverage effect of Finca Veneguera** in the Group's responsible and sustainable management approach through high-quality production:

Continue to enhance the **rural character of the farm** and preserve its landscape environment through sustainable agriculture techniques that contribute to the local development of the community, the increase of biodiversity and the protection of the soil.

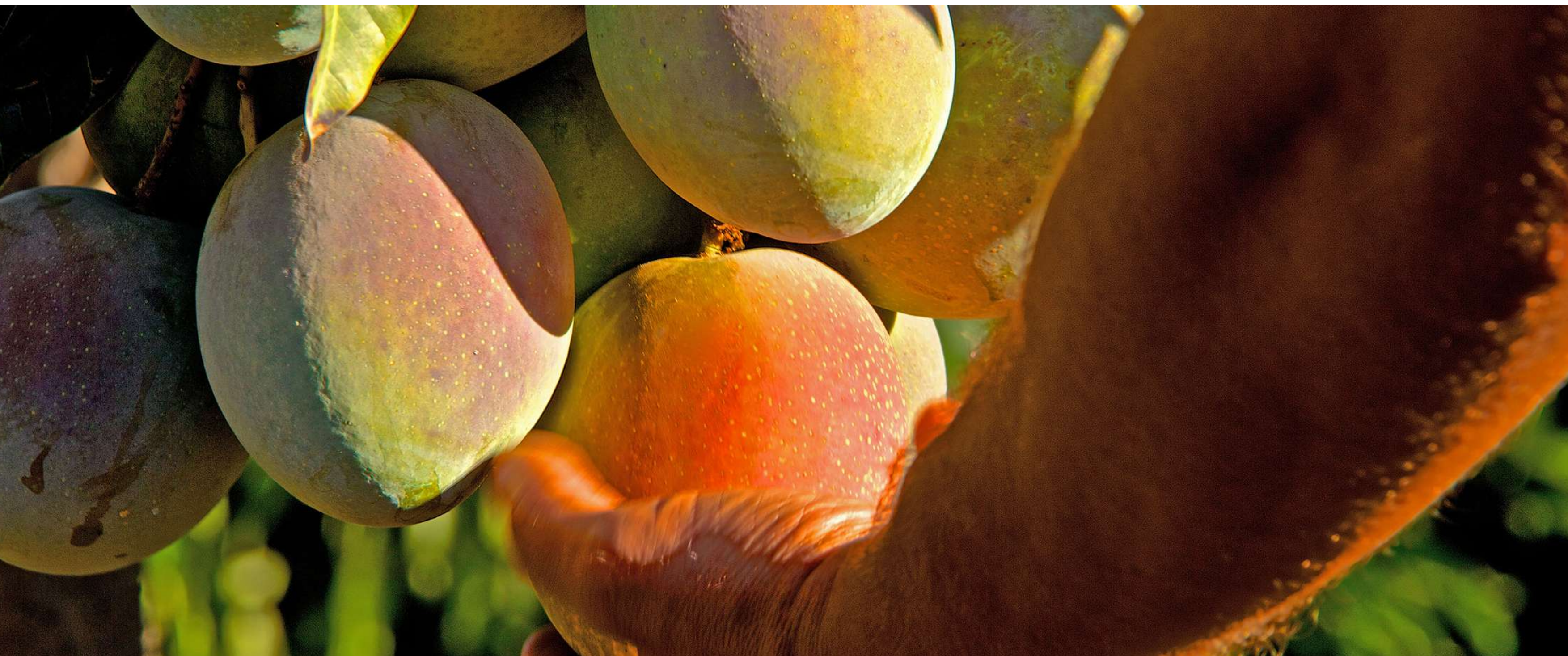
We want **to improve the quality and quantity of the water** that irrigates this farm, in addition to cultivating new areas and reforesting others.

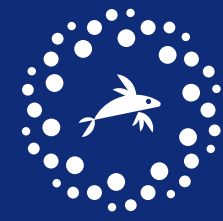
We plan **to mechanize and professionalize packaging**, with a tendency towards taking advantage of the entire production, even betting on the niche of the fourth range, that is, raw food packaged under vacuum or in a controlled atmosphere, with a short expiration date, produced on the farm.

We propose strategies to give visibility to the living testimony of the application of sustainability that is carried out on the farm, through **tourist and professional visits**, with a special focus on their traditional and ecological practices.

We intend to continue organizing **reforestation activities** with the participation of our professionals and their families, to strengthen ties in the team and promote awareness.

On the other hand, we maintain our **collaboration with the 'Asociación Amigos de la Pardela Cenicienta,'** allowing them access to the land on our farm where this species of seabird nests. This grant makes it easier for them to study to take the necessary measures to protect the species that breeds in the ravines and cliffs of the area.





WE HAVE A GREAT TEAM



ONE OF THE MAIN ASPECTS THAT MAKE OUR GUESTS ENJOY THE BEST POSSIBLE STAY IS THE TREATMENT THEY RECEIVE FROM OUR TEAM, SO WE TAKE CARE THAT THEY HAVE THE BEST POSSIBLE CONDITIONS TO BOOST THEIR MOTIVATION AND COMMITMENT.

CHAPTER 4



CONTINUE



We have a great team

With Lopesan's people management, we have one goal: to make every professional feel that they are a key part of the mechanism that we set in place to "make happy memories" among the thousands of guests who visit us every year.

Caring for our people is one of the essential principles of the Lopesan Group, because it is the indispensable condition for continuing to build the future we want to achieve.

We are proud to be a **family business**, made up of great professionals who, working in and for the Group in an excellent way, are our best ambassadors and interact daily with guests to give them the best image of the Lopesan that we are today and of what we will be tomorrow.

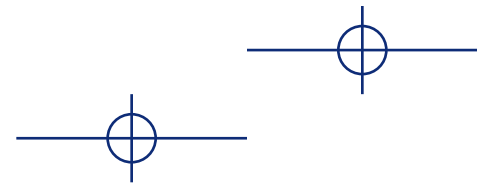
This ethos makes us aware of **the importance of our teams** in achieving lasting success, as well as in conveying the Group's mission, vision, and values. Even more so, when we are determined to lead the transformation of the tourism sector towards a model integrated into the environment and in which sustainability is a competitive need.

For this reason, we strive every day to guarantee the **best working conditions**, promote quality employment, attract, retain, and grow talent, and ensure a risk-free work environment for our human team.





We create a good place to work



 **4,783**
professionals

 **3**
markets

 **2,336**
women

In our hotel division, we have **4,783 professionals** spread over three markets: Spain, Dominican Republic, and Germany-Austria. Of this total, 2,336 are women, representing 48.8% of the workforce.

In our own hotels, we have a total of **1,873 professionals**, with a female representation of 54.5%.

For its part, our human team in Spain, both in our own hotels and under management, reaches **2,715 professionals**, 54.1% of whom are women.

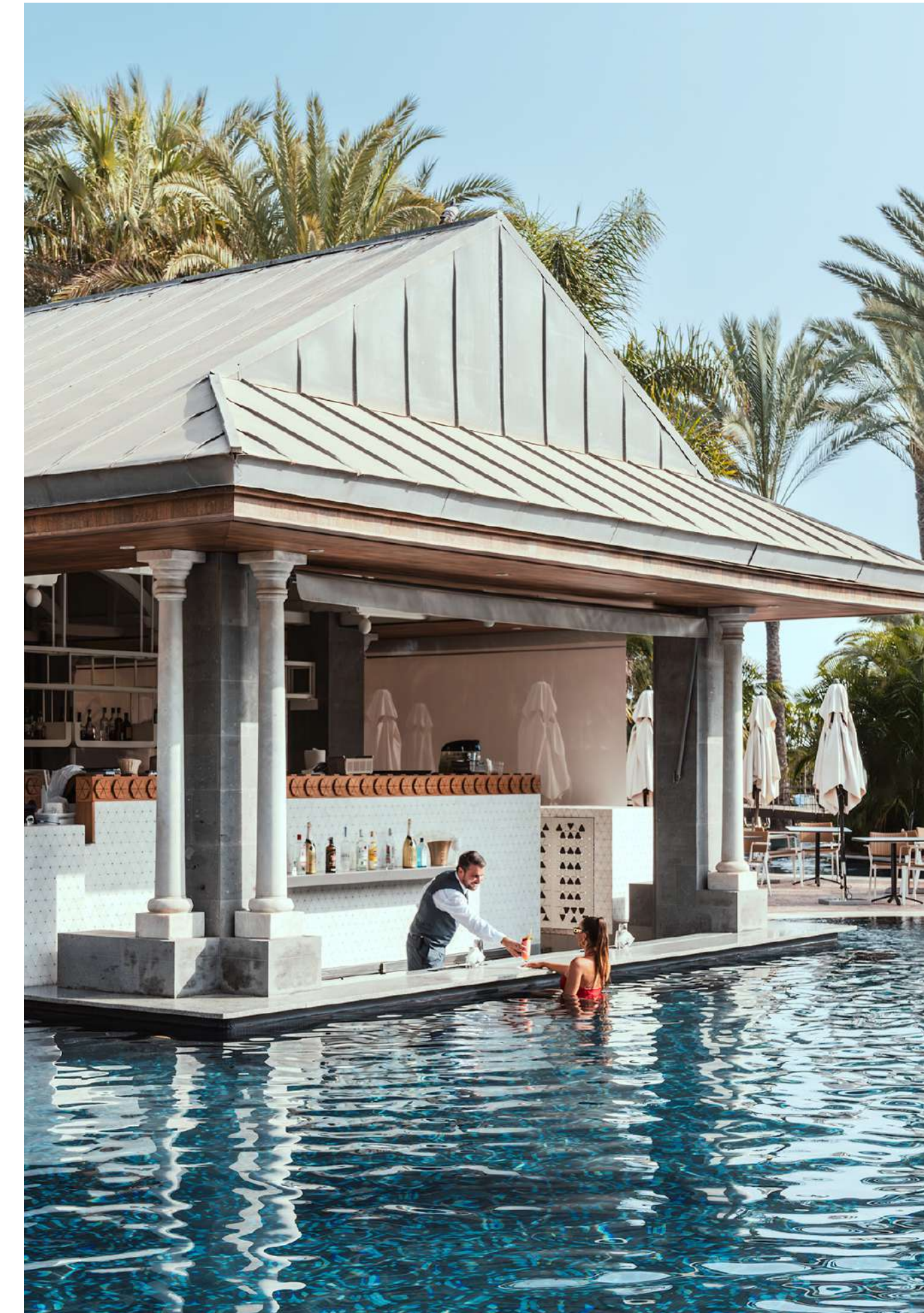


Our team in the hotel division

Employees	2021	2022	2023
No. of male employees	1,475	2,266	2,447
No. of female employees	1,179	2,134	2,336
Total employees	2,653	4,400	4,783

Our human team in our own hotels in Spain

Employees	2021	2022	2023
No. of male employees	964	846	853
No. of female employees	778	1,007	1,020
Total employees	1,742	1,853	1,873





Consistent with our purpose of promoting the best possible working conditions, we are increasing the percentage of professionals who have a **permanent contract** on a sustained basis in recent years. The proportion of part-time contracts is also decreasing.

Type of hiring broken down by sex (%) in own hotels

Employees	2021	2022	2023
Permanent staff. Men	40.82	35.47	37.24
Permanent staff. Women	32.69	40.07	43.14
Total Permanent staff	73.52	75.54	80.38
Temporary staff. Men	14.50	10.18	7.60
Temporary staff. Women	11.93	14.23	10.34
Total temporary	26.43	24.41	17.94

In 2023, the percentage of people in the hotel division in Spain with an indefinite contract amounted to 80.4%, while 17.9% had temporary contracts and only 5.23% provided part-time services.





A New Approach to Managing People

In recent years, at Grupo Lopesan we have been working intensively to promote the management of our human team with new methods, tools, and proposals. This approach, a pioneering one in our organization, is the result of the **Strategic Human Resources Plan 2018-2022**, which after the pandemic we extended to a second phase, version 2.0, to complete the planned projects that we had to stop due to restrictions. This plan is developed in four key areas:



Culture

Proposal of corporate values and culture promoted through our Internal Communication Plan.

Organization

Evaluation of the capabilities of our teams through an Objective Management Model.

Processes

Move towards digitalization and automation through our employee portal #BeLopesan.

People

Performance evaluation and promotion of training, reflected in a payment for performance as established in our remuneration policy.



From this framework, the **RHevolution project** was born, which materializes our ambition to place people at the centre of the decisions we make, in accordance with the axes established in the Strategic Plan for Human Resources. With this initiative, we aim to be an ever better place to develop a professional career.

Currently, from the Human Resources area, we are working on the development of a new strategy to **give continuity to RHevolution**.

We continue to evolve our way of managing the people in the team to continue to grow in every way as a company.

RHevolution Initiatives



Culture

- Web "Tu Lopesan," an internal space for our employees, through which we provide all the relevant information and facilitate management and access to everything related to the company.
- Employee Portal #BeLopesan.
- Promoting employee participation through the "Así Vives Lopesan" initiatives and the "Social Interests Survey."
- Preparation of a new newsletter focused on people management "Talent and Lopesan."
- Promoting a new way of communicating through the initiatives "Más cerca de ti" ("Closer to you") and "Lopesan te informa" ("Lopesan informs you.").



People

- Conducting performance evaluations.
- "Lopesan Impulsa," to encourage internal promotions.
- Increased benefits for employees and collaborators.
- "Lopesan en Forma," a free online training portal with which we want to promote the personal and professional development of our team.
- "Concilia con Lopesan," providing resources to facilitate work-life balance.
- Lopesan Stories, which are individual or collective awards, in the format of videos hosted on Tu Lopesan and on platforms such as YouTube, to people from any of our divisions, through emotional, motivational, and talented stories.



Organization

- Generalization of Management by Objectives (MBO), with which we try to link and align the company's strategic objectives with those of our professionals.
- *Mid Year Review*, with evaluations of the majority of the workforce.



Processes

- A warmer and closer welcome to the new additions, with an improvement in the onboarding process.
- Renewed employer branding strategy.



We are committed to equal rights and duties

At Lopesan, we believe in the **equality of all people**, regardless of any circumstance that may befall them temporarily or permanently. This is a basic commitment, which is transversal throughout our organization.

In 2023, we managed to subscribe to the Equality Plans for our Aora Continental, Corallium Dunamar and Lopesan Baobab Resort hotels, as well as the Oasis Parking and the Titán Gym Meloneras sports centre.

The general framework for materialising this commitment is our **Code of Ethics**, which also establishes the guidelines to be followed to guarantee honest and transparent action in this field, avoiding discriminatory treatment between men and women.

Another basic tool is the **Equality Plans** of the various Group Companies, which are fully integrated into our way of managing Corporate Social Responsibility and people in the company.

Through them, we strive to go beyond the provisions of current legislation, trying to achieve a real improvement in the working environment, boosting the potential of the entire workforce, depending on their abilities and desires, as well as an increase in productivity through a higher quality of life and work for our people.

We believe that Lopesan's commitment to equality must be especially evident in areas such as the selection of people, internal promotion, wage policies, training, or reconciliation, as well as in the protection of female workers who suffer gender-based violence. Therefore, we are guided by strict **criteria of capacity, competence, and professional merits**, improving our processes to

mitigate inadequate biases in the hiring and promotion of our people.

Finally, we are against any inappropriate sexual behaviour, and we prosecute it by all means at our disposal. Thus, we encourage our professionals to contribute to its eradication through the **Protocol for Action in the Case of Sexual Harassment**, which also establishes the procedure to be followed in these cases.



In 2023, there were no cases of sexual harassment in the Group.





Our employees by professional category broken down by gender

In our own hotels in Spain	2021	2022	2023
TOTAL	1,569	1,853	1,873
Managers	16	14	11
Men	9	11	8
Women	7	3	3
% women out of total	45.8%	22.9%	27.4%
Middle managers	246	238	236
Men	169	152	147
Women	77	86	89
% women out of total	31.3%	36.1%	37.8%
Personal base	1,305	1,600	1,260
Men	585	683	543
Women	720	917	716
% women out of total	55.2%	57.3%	56.8%

54.5% of our total workforce in the hotel division are women, who hold more than 27% of management positions.





We support the integration of people with functional diversity

At Lopesan, we are convinced that people with disabilities should enjoy the same opportunities, through which they can value their talent, commitment, and drive. For this reason, we set ourselves the goal of contributing to **the normalization of functional diversity in the world of work**, to improve our society, creating inclusive work environments, promoting equality, and taking into account that people have different capacities.

This year, our team from the recruitment and development department attended a training day given by the **Randstad Foundation**. With this, we materialize our commitment to remain open to improving processes in terms of raising awareness and standardization of people with disabilities, as another strategy to contribute to improving society through the inclusion of all people.

In addition, **we continue to collaborate with the 'Proyecto Integrados Canarias'** of this foundation, providing a donation for the founding

purpose of this entity, consisting of promoting the training and labour integration of people with disabilities and other disadvantaged groups.

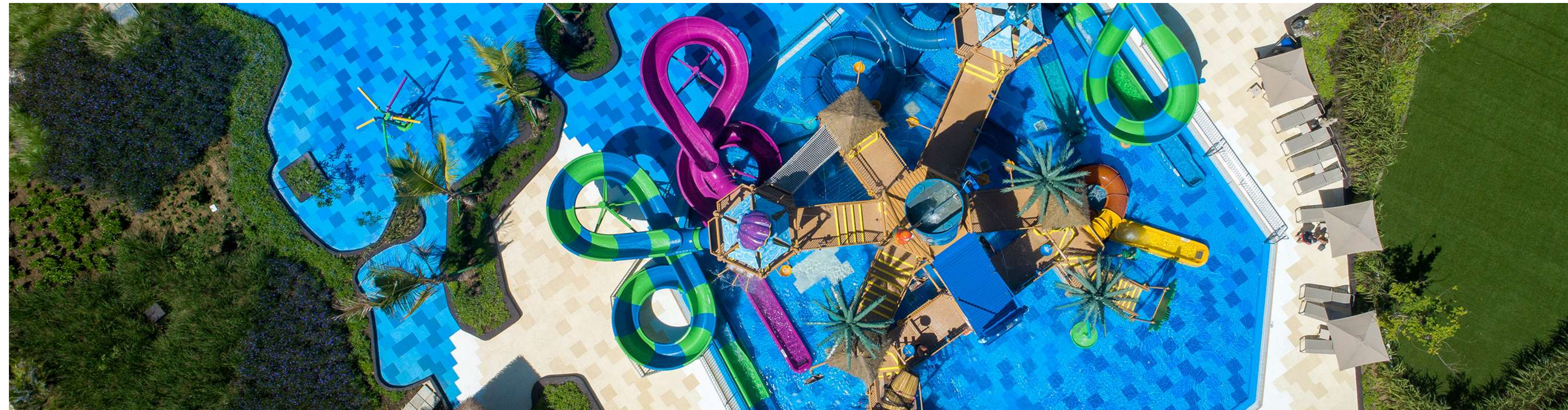
On the other hand, we guarantee **universal accessibility in our facilities**, in which we have invested to eliminate barriers, including elevators, ramps and adapted services in hotels and workplaces, with which we facilitate their autonomous use by both guests and our professionals.

In 2023, we had 53 people with functional diversity in our workforce, whom we support to achieve full employment integration.



We design benefits adapted to our individuals and their families

Maintaining a **united and motivated team** is key to developing a sense of belonging to our company and to the project we represent since 1972. This is why we try to reward our team's efforts by offering them a series of benefits in addition to their salary, either in our own facilities, or through agreements with third parties, with the goal of making Lopesan a great place to work.



At Lopesan, we know that people contribute more and better when we guarantee their well-being and satisfaction, helping them to seek excellence in their daily lives.

Social benefits provided to our professionals



Health insurance with full health coverage.



Lopesan Family & Friends, with which our professionals can give their loved ones a 20% discount on their bookings at any Lopesan hotel in the Canary Islands.



Special rates for employees and families at our Titán Gym Meloneras.



"Contigo Más" program, through which our staff can enjoy commercial advantages in partner companies related to travel, hotels, health, textiles, or aesthetics, among others.



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



Initiatives to improve working conditions through the **"Employee Portal."**



We promote work-family balance

At Lopesan, we are aware that companies play a fundamental role in promoting healthy lifestyles among our employees, one of the fundamental areas being the **preservation of personal and family life**. In a context of cultural change, especially in the new generations, balance between work, personal and family life is essential for real well-being among our staff.

In 2023, we granted 35 maternity leave and 17 parental leave, and 46 of these people were subsequently reinstated in their jobs.

Therefore, we are committed to ensuring that the application of legally established work-life balance policies do not harm the professional careers of our employees. This way, we ensure **maternity or paternity leave**, as well as leave for the care of family members, whilst enjoying peace of mind.

We also advocate adapting the **work shifts** to cover the assumptions that require staff on continuous schedules, in such a way that holidays and nights are distributed among the entire workforce, provided that there are no cases justified by accredited medical or family reasons.

In addition, we are constantly looking for **nurseries, camps, and extracurricular activities** for the children of our professionals, trying to ensure good service and an interesting discount in order to help them with their work-life balance and co-responsibility.

Lastly, we have tools to promote rest for the people in our teams, such as the **Digital Disconnection Policy**, through which we seek to ensure the effective balance of personal, family and work life in line with legal requirements, facilitating the necessary disconnection once the working day is over.



Our commitment to sustainability also implies having professionals prepared to provide a better service to our guests, improving the well-being of the human team and encouraging them to perform quality work in a healthy work environment.



We're working to eliminate the wage gap

Our Sustainability Policy establishes the responsibility to provide fair compensation and within the legal framework. Therefore, given the special characteristics of the tourism business, we have a great responsibility to **reduce the wage gap** between our professionals when they carry out the same work, under equal conditions in terms of their jobs and responsibilities.

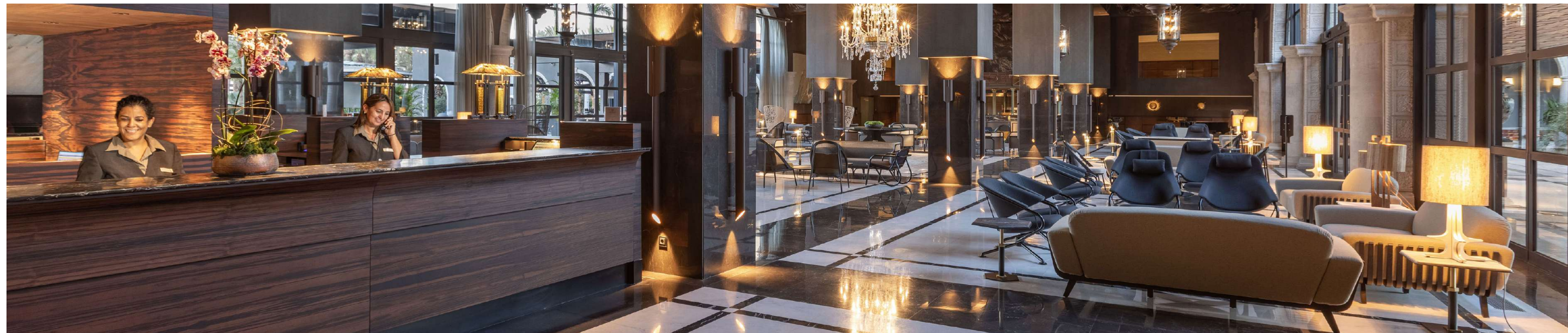
In 2023, as in previous years, we continued the **path of reducing the wage gap** in a positive way, which in the case of middle managers is almost zero. In terms of workers, the trend is similar to previous years, with slightly more women than men.



Wage gap

	2021	2022	2023
Hotel managers	28.71%	19.02%	14.04%
Middle managers	3.40%	6.12%	0.55%
Operators	-1.05%	-1.32%	-1.94%

*Difference between the basic gross wage of men and that of women (%).





We promote the potential of our talent

Internal promotion is one of Lopesan’s corporate values, through which we reward the experience, trajectory and new knowledge of our professionals and encourage them to apply for vacancies of interest to them, accompanying them in their growth.

As every year, in 2023 we celebrated the “Summer Job by Lopesan”, our job fair aimed at professionals who wish to join the Lopesan family.

At Grupo Lopesan, we promote an environment of personal and professional growth that rewards effort and commitment to corporate values. In a context of increasing scarcity of professionals in the tourism sector, it is increasingly important to articulate an effective policy of **attracting, retaining and growing talent** from all areas of our organization.

We have made the Group’s Human Resources work, within the framework of the RHevolution project, one of our **most important strategic policies** for the present viability and future growth of Lopesan. We focus particularly on both the people and the processes surrounding their arrival and stay in the company.

For this reason, we take special care of the **onboarding process** of new people in the company, trying to detect the best human capital and identify their needs and potential so that, growing personally and professionally, they also make the Lopesan Group grow.

We also have the figure of the **Human Resources Business Partner (HRBP)**, whose objective is to bring the Human Resources department



closer to the business, through three vectors: adaptation to the needs of each centre, the implementation of processes and the improvement of the interrelationship between each centre and this department.

At the same time, we make a great effort to empower our people, betting on an **annual Training Plan** focused on areas of strategic interest to the company, such as customer

orientation, safety at work, languages or social and people management skills, in accordance with an approach to continuous improvement of the team. Among the initiatives developed is the provision of courses during working hours at the company’s own headquarters, with the aim of allowing professionals to take advantage of their hours spent at the centre to train and thus also contribute to facilitating reconciliation with personal life.



In 2023, we provided 27,966 hours of training, compared to 8,876 in 2022, an increase of 315% compared to the previous year.

In recent years, we have identified a greater demand for training for the **acquisition of new skills**, as well as the development of competencies. We have therefore turned this need into a virtue, investing heavily in building a highly adaptable and resilient human capital that welcomes the challenge of transforming the tourism sector.

As for the number of people trained, we went from 2,611 in 2022 to 2,715 last year.

In addition, in 2023, we carried out **performance evaluations** on 41.43% of the men and 47.20% of the women in our workforce. Of all of them, 80.94% were core staff, 6.94% were middle managers and 0.85% were managers.

In 2023, we more than doubled (204.7%) the average number of training hours per worker.

Employee training

Average number of hours of training per year by sex and professional category

	2021	2022	2023
General/Total	2.54	3.40	10.30
Men	1.06	3.81	12.59
Women	0.87	3.39	8.35
Directors	0.37	0.17	0.42
Middle managers	1.12	0.56	1.01
Base personnel	1.95	3.29	9.54



2,715
people trained



We ensure the safety, health, and well-being of our people

At Lopesan, we empower all our professionals to raise awareness about the importance of good health care in the workplace.

Another essential element of our corporate culture is the protection of the health, safety and well-being of the people who make up Lopesan's human capital. Every day we work to provide all our professionals with a safe and healthy work environment, in accordance with the most demanding national and international standards.

We have an Occupational Health and Safety Management System that is certified in accordance with the international standard ISO 45001:2018.

The Occupational Health and Safety Management System is part of the Integrated Management System, and its application allows us to minimise the accident rate in our work centres, 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:

- **Occupational Risk Prevention Policy (ORP)**, which guarantees the uniform application at the Group level of a culture of prevention and care.
- **Training and awareness plans**, aimed at the entire workforce with instructions, rules and procedures for occupational health and safety.

Our policies in this area are supervised by the **Health and safety Committee** within each centre, which monitors the degree of implementation and effectiveness of the established measures, in addition to controlling the possible risks that may arise.





Work accidents	2021	2022	2023
Men			
Number of work accidents with sick leave	36	63	81
Number of days lost due to work accidents with sick leave	853	1,285	1,658
Number of actual hours worked by employees	1,014,848	1,549,872	1,541,410
Frequency Rate*	27.59	29.03	32.44
Gravity Rating**	0.73	0.61	0.79
Women			
Number of work accidents with sick leave	35	68	77
Number of days lost due to work accidents with sick leave	857	1,205	1,758
Number of actual hours worked by employees	1,050,015	1,844,824	1,845,064
Frequency Rate*	24.76	30.90	24.39
Gravity Rating**	0.66	0.51	0.44
Total			
Number of work accidents with sick leave	71	131	158
Number of days lost due to work accidents with sick leave	1,710	2,463	3,416
Number of actual hours worked by employees	2,064,863	3,394,696	3,386,474

In 2023, as in the previous year, **all the injuries that occurred were minor in nature**. However, in this exercise, an increase in both the frequency index and the severity index has been detected for men, while in the case of women both have been lower than in 2022. As a result, these rates were higher than those of the previous year, mainly due to a higher number of accidents at work and, consequently, a greater number of lost days.

These results encourage us to continue reinforcing the measures put in place in order to minimize accidents in the company, working at all times to **achieve the zero-accident ambition**.

In this exercise, there have been four casualties related to occupational diseases among our team, all of them related to the upper limbs.



* Frequency index: number of accidents at work with low/number of actual hours worked by employees.

** Severity Index: (number of days lost due to accidents at work with sick leave/number of actual hours worked by employees) ·1,000.



Regarding **absenteeism from work**, in 2023 we experienced an increase **of 26.8% compared to 2022**. This is a challenge that is becoming increasingly evident in the tourism sector, so we are designing measures to address it, as well as to work on identifying areas for improvement in our initiatives in terms of preventing safety risks and promoting health.

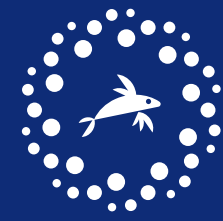
Finally, we carry out continuous **awareness-raising and training initiatives on health and safety** issues among our personnel, in addition to identifying the risks associated with each job and designing mitigation measures to achieve an effective reduction in possible accidents and incidents at work.



Absenteeism from work by sex	2021	2022	2023
Men			
Number of days of absenteeism from work	16,496.38	12,160.61	14,053.23
Total number of working days	231.00	231.00	228.00
Absenteeism rate*	7,141.29	5,264.33	6,613.70
Women			
Number of days of absenteeism from work	22,633.00	17,957.89	23,633.91
Total number of working days	231.00	231.00	228.00
Absenteeism rate*	9,797.84	7,773.98	10,365.75
Total			
Number of days of absenteeism from work	39,129.38	30,118.50	37,687.14
Absenteeism rate*	16,939.13	13,038.31	16,529.45

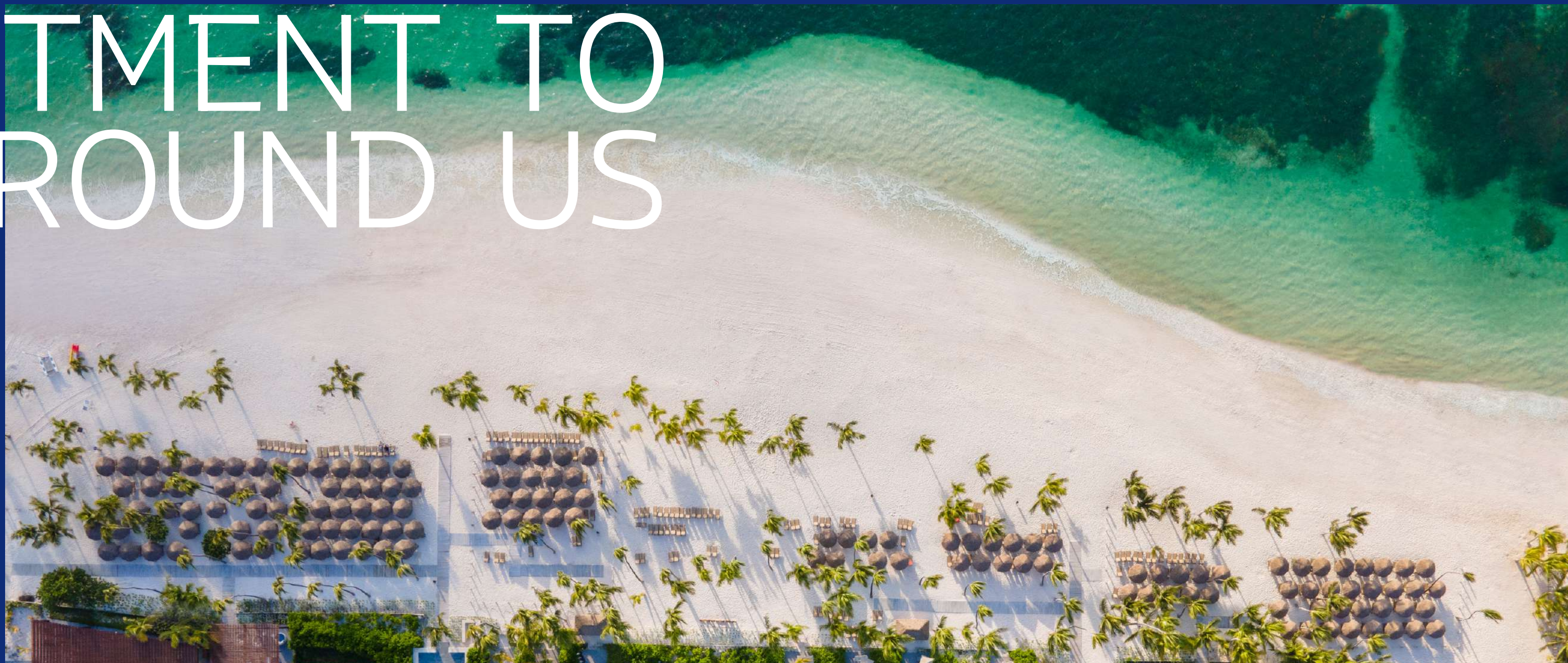
* Absenteeism rate: (number of days of absenteeism from work · 1,000) / total number of working days.





WE REINFORCE OUR COMMITMENT TO THOSE AROUND US

THE PROGRESS OF THE COMMUNITIES
THAT HOST US REPRESENTS AN IMPETUS
TO OUR ACTIVITY, WHICH IS WHY IT IS
ESSENTIAL IN ORDER TO GROW TOGETHER
AND BENEFIT THE PEOPLE OF OUR SOCIETY
SO THAT IT IS MORE BALANCED AND FAIR.



CHAPTER 5



CONTINUE

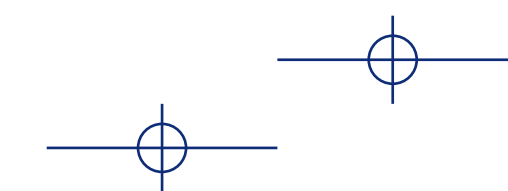


We reinforce our commitment to those around us

At Grupo Lopesan, we have been working for the past few years to strengthen our international presence, managing to have 22 hotel centres in five countries on three different continents. However, we continue to maintain a strong local and regional link with the Canary Islands, whose development and progress has been a priority since our founding.

This dual perspective makes us very aware of our responsibility to contribute to the **growth of the communities** in which we operate and to promote respect for their environment, as well as their economic improvement in accordance with principles of social justice.

For this reason, every year, **social initiatives of various kinds are part of our agenda**. Thus, we develop different solidarity projects, as well as social, sports and cultural initiatives, with which we contribute to strengthening the ties that help us build a more humane and united society. We also participate in a large number of fairs and events around the world, where we get in touch with the reality of the tourism sector and connect with our stakeholders.





We support local and regional development

Generating a positive impact on the environments in which our hotel centres are located, starting with the Canary Islands, is a continuous objective in the Group's day to day.

We start from the guidelines established by the Group's **Sustainability Policy** to guide our actions for the benefit of society.

Our proposal to build a better society



Base relations with society on the **principles of reciprocity, responsibility, and mutual benefit**, establishing channels of dialogue with interest groups.



Prioritize the **purchase of local products** to reinforce the economic and social development of the community.



Support civic organizations and institutions to promote education, training, cultural wealth, and inclusion of the most disadvantaged groups through **social investment**.



Contribute through agricultural activities to achieve **levels of food sovereignty** close to the dictates of the Food and Agriculture Organization of the United Nations (FAO).



Implement measures to prevent any form of repression, discrimination, or exploitation of **minors** anywhere in which we operate.





We focus on sustainable products

In our organisation, we need a wide range of goods of the **highest quality**, with which we can provide services that are in line with the responsibility of our customers choosing us for their holidays.

As in the past year, all our suppliers have been audited, strictly complying with the quality requirements that we demand at the Lopesan Group.



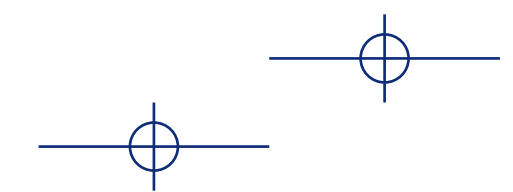
In 2023, 91% of our hotel division's spending on purchases went to local and regional suppliers.

As a result, we collaborate with many different suppliers, with whom we are aligned to achieve a **sustainable value chain**, based on an ecological and local purchasing strategy, in which seasonal and zero-kilometre products prevail in the case of food.

Thanks to the Lopesan Group's Sustainable Purchasing Policy, we can give shape to our aim of adding value to the economies of the communities in which we operate, through our commitment to **contracting local suppliers**.

In order to involve the company's strategic partners in our ambition to achieve a sustainable and respectful tourism activity, one of the most important tools we use is to **carry out audits**. With them, we guarantee the correct approval of suppliers, ensuring that they meet the sustainability requirements that we demand from the Group, particularly those that relate to social and environmental issues. This way, we also help them to face the major challenges involved in integrating sustainability into a business strategy.

In this regard, through the **Finca Veneguera** project, we take our commitment to proximity and our contribution to the local economy to the maximum level, with traditional, ecological and local production, with which we feed our eleven hotels in Gran Canaria, as well as our central kitchen and patisserie, with fruit and vegetables of exceptional quality, made in the Canary Islands.





We generate a positive impact on society

We invest in people to contribute to building a society in which we all want to live.

At Lopesan, we collaborate with numerous initiatives that aim to protect those who have the greatest difficulties, achieve full integration for all, and promote the development and progress of society in general, as well as helping to **reduce inequalities** and injustices.

To this end, in 2023 we have supported various **solidarity projects** in the Canary Islands, with which we promoted initiatives aimed at improving the situation of those who need it most:



Solidarity initiatives developed in 2023

ADIGRAN (Gran Canaria Diabetic Association)

We collaborate with the Ill American Paddle Charity Tournament for the benefit of this entity, providing a double bonus for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde.

Social Welfare and Development Work

We help this charity with the raffle of two vouchers for weekend stays, half board, in our hotels Lopesan Baobab Resort and Lopesan Villa del Conde, to the participants of the X Golf Tournament Club de Leones de Las Palmas.

Ancor Project

We participated in the raffle to raise funds for childhood neuroblastoma research with a double bonus for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde. We also collaborated in the charity raffle for the Ill Solidarity Race for children and adults of the Memorial Project Ancor with two other double vouchers.

Asociación Gull Lasègue

We contribute to this entity's charitable bingo for the study and treatment of anorexia and bulimia in the Canary Islands with a double bonus for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde.

Educanepal

We gave away two double vouchers for the Om Spa Lopesan Costa Meloneras and for the Om Thalasso Lopesan Villa del Conde to be raffled at this organisation's charity bingo held at the Real Club Victoria in Las Palmas de Gran Canaria, aimed at preventing, through education, the trafficking of girls and child labour.

NGO Proclade Canarias

We worked with the Claret School in Las Palmas de Gran Canaria with a raffle during the solidarity day for the benefit of this entity, in which we have provided a double voucher for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde.

XV Model Pass for women with breast and gynecological cancer

For the benefit of the Canarian Breast Cancer Association, we have raffled two weekend stays at our Lopesan Baobab Resort and Abora Buenaventura hotels.

Rotary School Project in La Palma

Ayudamos al Club Rotario de Tafira (Las Palmas de Gran Canaria) a sufragar la cena de gala benéfica en favor de este proyecto con un bono doble para el Om Thalasso Villa del Conde.

Asociación Pequeño Valiente

We contribute to raising funds for this association, formed by parents of children affected by childhood cancer, by providing a voucher for a weekend stay, on a full board basis, at Lopesan Baobab Resort. We also welcome the "mother's day" of this association by giving away 20 day passes for our Lopesan Baobab Resort hotel, so that mothers can disconnect from their routine of caring for a sick child.



Asociación Felices Con Narices

We helped this entity to raise funds for the support, counselling, and entertainment of children at the Maternal and Child Hospital of Las Palmas de Gran Canaria with the raffle of a double voucher for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde.

Canarian Lung Cancer Foundation (FCCP)

We contribute financially to the solidarity walk for people with this disease organized by this association, whose objective is to promote oncological research in the Canary Islands, the improvement of the care and quality of life of patients with lung cancer and social awareness of this disease.

Randstad Foundation

At Finca de Osorio (Gran Canaria), we organized a corporate volunteer day for a large group of Lopesan professionals with members of the Down Las Palmas and APAELP (Association of Families of People with Intellectual and Developmental Disabilities) associations.

Help with school supplies for professionals with children

The staff of the Lopesan Costa Bávaro Resort hotel in Punta Cana (Dominican Republic) have organised an internal collection of school supplies in order to alleviate the back-to-school expenses for colleagues with children, collecting backpacks, pencils, pens, crayons and notebooks for more than 120 members of staff.





In the same way, we strive to promote the celebration of **positive social events**, in which the solidarity of our region is demonstrated.



Social initiatives developed in 2023

Santa María de Guía High Mountain Festival Commission

We collaborate with the municipality by providing a double voucher for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde.

Villa de Ingenio International Folklore Festival

once again this year, we are helping in the celebration of this event, aimed at promoting the municipality, with the raffle of a double voucher for the Om Thalasso Lopesan Villa del Conde.

Valsequillo festivities

We raffled a double voucher for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde to promote the festivities of this municipality in Gran Canaria.

Winter Pride 2023

We collaborated with the Progay Association in the organization of this festival with the provision of seventeen rooms in three of our hotels.

CONCIENTUR Project "Tourism With Science"

We promote this initiative of the Institute of Tourism and Sustainable Economic Development of the University of Las Palmas de Gran Canaria by raffling three weekends in our hotels and three vouchers for the Om Spa Costa Meloneras.

"Gente Maravillosa" from Radio Television Canaria

We sponsor this television program that, through hidden cameras, recognizes people who act exceptionally in the face of an unfair situation, providing accommodation and special rates to accommodate collaborators and special guests.

IV Bingo Solidario Paz, Amor y Huellas en mi corazón, organized by the associations Libertad Felina and Refugio Corazón Gatuno

We raffled a double bonus for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde to help these animal associations.

Tribute to David García Santana, former captain of the Las Palmas Sports Union

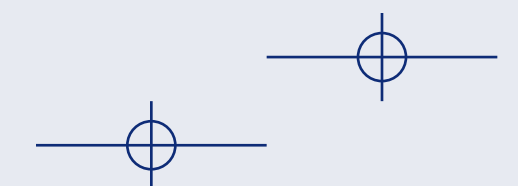
We collaborated with the City Council of San Bartolomé de Tirajana in organizing this celebration, providing two deluxe double rooms, on a half-board basis, in Lopesan Costa Meloneras.

Festivities of Mogán

Once again, we collaborated with this City Council with the raffle of a double voucher for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde.

Audi Golf Night by Mahou & Lopesan

We are sponsoring the thirteenth edition of this event, held at Maspalomas Golf and which has established itself as the benchmark for summer leisure in the Canary Islands.





We also encourage the holding of numerous **sporting events** that take place in our region, and we sponsor the most emblematic sports entities in the Canary Islands:



Sports initiatives developed in 2023

XIV Golf Tournament Fundación Canaria Forja

We collaborate with the organisation of this sporting championship by giving away a weekend voucher, with half board, for a stay at the Lopesan Baobab Resort.

Alejandro da Silva Sailing Trophy

We helped the Real Club Náutico de Las Palmas celebrate this tournament with the raffle of a double bonus for the Om Spa Lopesan Costa Meloneras and another for the Om Thalasso Lopesan Villa del Conde.

Santander Private Banking Golf Tournament

We participated in the development of this competition with the allocation of two two-night vouchers at Lopesan Villa del Conde Resort & Thalasso.

Open Internacional Pesca de Altura Gran Canaria 2023

We gave four weekend stays in our hotel Abora Buenaventura to collaborate with the Management of the Muelle Deportivo Pasito Blanco.

Gran Canaria PRO AM 2023 - Euro Tour Stand UP Paddle Race

We are sponsoring this sporting event by providing space for the press conference at the Lopesan Costa Meloneras, as well as with discounts for runners at several of our hotels.

Armed Forces and Veterans

We collaborated with the celebration of the "Romeo 18" golf tournament with the raffle of a weekend voucher, with half board, for a stay at Lopesan Baobab Resort, as well as with the 23rd edition of the Nuestra Señora de Loreto tournament (Air Force) by offering two weekends at Lopesan Baobab Resort and Abora Buenaventura Resort.

Rocasa Remudas Handball Club

We host a recovery session of the first professional women's handball team of this organization with a pass for twenty people to the Om Thalasso Lopesan Villa del Conde circuit.

Unión Deportiva Las Palmas

We are offering discounts on our spa and massage facilities for subscribers and supporters of the most emblematic football club in Gran Canaria.

CB Gran Canaria

Together with Newport, we are sponsoring the Gran Canaria basketball team so that their first team promotes the Dreamland Gran Canaria project in the Endesa League and in the Eurocup. In addition, **we collaborated with the team's pre-season** by making the facilities of the Lopesan Villa del Conde Resort hotel available to them, as well as providing a thalassotherapy session at the Om Thalasso Villa del Conde by Lopesan health and wellness centre.

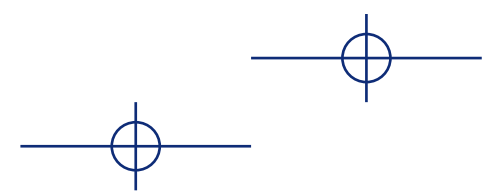
El Castillo Wrestling Club (San Bartolomé de Tirajana):

We help this Canarian wrestling club, a national sport of the Canary Islands, through economic collaboration with its lower categories.



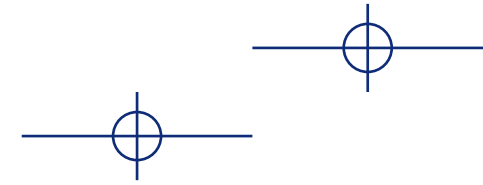
We are connected to our stakeholders

As a result of our open identity to the world, at Grupo Lopesan we enjoy extensive participation in **international fairs and events**, where we seek to forge a fluid dialogue with our clients, build synergies with other players in the tourism sector, such as tour operators, learn about good market practices and keep up to date with global and sector trends, promoting the sustainable tourism model that we develop.



Fairs where we have been present throughout 2023

- **FITUR 2023 (Madrid, Spain).**
- *Vakantiebeurs Vakdag 2023* (Utrecht, The Netherlands).
- *Foire Vakanz* (Luxembourg).
- *Avoris / Soltour / Europlayas* (Valladolid, Spain).
- *Vakantie Salon Brussels* (Brussels, Belgium).
- *Budapest Roadshow* (Budapest, Hungary).
- *Ferien Touristik* (Dusseldorf, Germany).
- **International Tourism Berlin (ITB) 2023 (Berlin, Germany).**
- *Canarias Travel*: Presentation of the initiative (Prague, Czech Republic) and annual event (Tenerife, Spain).
- *Apollo*: Presentation (Germany).
- *IEC Convention Trophy* (Marbella, Spain).
- **I Feria de Bodas Meloneras Wedding Weekend (Lopesan Baobab Resort, Gran Canaria, Spain).**
- *Gran Canaria Tourism Roadshow* (Gran Canaria, Spain).
- "Verano, dame más" Fair by Viajes El Corte Inglés (Gran Canaria, Spain).
- *Volvo Car Escandinavian Mixed 2023* (Stockholm, Sweden).
- **Great Hotel Debate, organized by Grupo Vía (Lopesan Costa Meloneras).**
- Fairs of the German tour operators Der Tour and Alltours (Germany).
- British tour operator Jet2 fair (Leeds, UK).
- Celebration of the 20^o anniversary of the tour operator Thalasso n^o1 – Ôvoyages (Paris, France).
- Fairs of the German tour operator Schauinsland-Reisen (Germany and France).
- Gran Canaria Tourism Meeting (Tel Aviv and Jerusalem, Israel).
- **IFTM Top Resa 2023 (Paris, France).**
- Meeting in Prague (Czech Republic).
- International Golf Travel Market (IGTM) 2023 (Lisbon, Portugal).
- **World Travel Market 2023 (London, United Kingdom).**
- *À La Table Belgique 2023* (Belgium).
- Visit to Apolloving and Tui Nordic (Scandinavian countries).
- El Corte Inglés Travel Holiday Fair (Madrid, Spain).
- MASTERS EXPO 2023 (Amsterdam, The Netherlands).
- **Gran Canaria Discovery Summit (New York, United States).**



Among the events we participated in in 2023 are:

II Ágora de Turismo Sostenible de Green & Human y Hosteltu

In which we gave the presentation "Success story in sustainability projects at Lopesan Hotel Group," announcing the main projects we are developing to reduce environmental impact, strengthen the circular economy and create a positive and balanced social impact.

Labour dialogue table "We are going to learn about the labour market in the service sector: needs and proposals for improvement"

Organized by the Red Cross Employment Plan and funded by different public entities, in order to analyse the causes of this challenge, which has an important impact on the tourism sector.

In 2023, we also created our profile on TikTok, with 100% original and exclusive content to reach a larger number of users, and we continue to increase followers on our LinkedIn profile, which we are constantly nurturing.



In addition, **we communicate with our stakeholders through social networks**, an informal and bidirectional communication channel that allows us to share news and interesting information about the company, as well as our extensive tourist offer through content adapted

to the different user profiles of each of these platforms. It also encourages the reception of information by users of these networks, who can send us their opinions and suggestions more directly.



We receive awards that support our efforts

In 2023, different national and international partners, as well as public and private entities in the tourism sector, recognized our efforts to make quality the central element of a value proposition based on sustainable tourism.

The tens of thousands of guests who have passed through our hotels in 2023, as well as the thousands of suppliers who give the best of themselves with their products and services contributing to our ability to offer memorable experiences, are a fundamental part of these **awards and distinctions**, which push us to continue improving in partnership towards a business model that respects both the natural and social environment.



Awards received in 2023 that support our good work

Traveller Review Awards 2023, awarded by the online platform Booking to all those hotels with a customer score higher than 8.

The Best All-Inclusive Resorts in the Caribbean 2023 and 2024, with which the Caribbean Journal (CJ) places Lopesan Costa Bávaro Resort Spa & Casino as one of the best "all inclusive" hotels in the Caribbean.

TOP Hotel Partner Award 2022, awarded by the German tour operator Schauinsland-Reisen, which recognizes the continuous commitment of 11 of our hotels to provide an exceptional experience for their guests and collaborators.

Central American Company of the Year Award in the hotel sector 2022, which awards Lopesan Costa Bávaro Resort Spa & Casino for its gradual evolution to maximum excellence in the concept of all-inclusive. In addition, this centre has renewed its membership of the **Latin American Quality Institute** (LAQI), and has also obtained its certificate of excellence.

Top Member Only Deal Growth 2023, awarded by Expedia Group, which includes Lopesan Costa

Bávaro Resort Spa & Casino in Expedia's Members Only Deal program, aimed at attracting potential premium customers.

AAA Travel Service: with which, for the second consecutive year, Lopesan Costa Bávaro Resort Spa & Casino maintains the category of 4 diamonds awarded by the prestigious AAA Diamond Award program.

The Caribbean Gold Coast Awards, the executive chef of Lopesan Costa Bávaro Resort Spa & Casino, Rubén Gómez, received special recognition at the twenty-first edition of these awards, for his quality at the head of the hotel's restoration, which is a benchmark in the Dominican Republic and throughout the Caribbean.

TUI Quality Hotel 2023, which this tour operator aimed exclusively at reservations through travel agencies has granted to four of our hotels based on satisfaction surveys carried out.

Quality Award Jet2 Holidays, awarded to the Lopesan Costa Meloneras Resort & Spa hotel, which recognizes the excellent

service and level of customer satisfaction of this British tour operator.

Corendon Hotel of the Year Awards 2022 and 2023, with which this Turkish-Dutch tourism group has recognized the Lopesan Group for two consecutive years, thanks to the ratings and reviews of our customers.

National Tourism Award of the Dominican Republic 2022, the director of Lopesan Costa Bávaro Resort Spa & Casino, Carlos Jiménez, has been recognized as hotel manager of the year in the Dominican Republic, for his career, performance, and contributions to the regional tourism sector in his more than twenty years of professional practice.

Travel Weekly Gold Magellan Awards, our Lopesan Costa Bávaro Resort Spa & Casino hotel has also been recognized with this entity's "gold" awards in the categories of best beach resort and best family resort, thanks to a jury composed of the most outstanding figures in the tourism industry.



Lopesan Costa Bávaro Resort & Spa has established itself in 2023 as one of the most attractive “all inclusive” proposals in the entire Caribbean, as well as one of the leading hotels in Punta Cana.

In short, all the solidarity, social, sporting, and cultural initiatives we carry out are the result of our desire to contribute decisively to the progress of the environments in which we operate. To leave a **lasting positive footprint**, we maintain strong commitments to the local communities that guide our actions.

Our Commitments to Building Positive Ties with the Local Community



Build strong links, building trust and forging an identity as a committed and sustainable company.

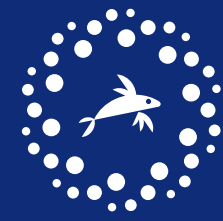


Harmonize the group’s activities in the different countries in which we operate with the different social and cultural realities.



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





OUR NON-HOTEL TOURIST ACTIVITY

OUR NON-HOTEL TOURIST ACTIVITY
WE ARE COMMITTED TO BRINGING
SUSTAINABILITY TO EVERYTHING WE DO, IN
ORDER TO CONTRIBUTE WITH EVERY ACTION
TO GIVE THE BEST OF LOPESAN IN EVERY WAY.



CHAPTER 6



CONTINUE



Our non-hotel tourist activity

Sustainability has become transversal to everything we do, so it is also integrated into the strategy of our non-hotel tourism activity, to generate synergies, mitigate risks and expand Lopesan's reputation as a reliable and sustainable brand.

In our non-hotel tourism division, we have a wide portfolio of services aimed at ensuring customer satisfaction and well-being, with the same standards of excellence, shared value, continuous improvement, innovation, responsibility, and respect for the environment that operate throughout Lopesan.

As a result of the Group's vocation for productive diversification, we have a proposal complementary to hotel management, aimed at enriching the service we provide to our guests. We try to build loyalty with an **innovative and varied offer of quality tourism activities**, with which we take advantage of the Group's resources to create unique and memorable experiences.

In this division, we have catering activities with the best professionals and the healthiest proposals; extensive facilities equipped for holding congresses and events; excellent places to practice sports in our gym or golf courses; complexes focused on the physical comfort and well-being of our guests, such as swimming pools, spa or thalassotherapy; as well as industrial laundry, sewing services and parking.





Our non-hotel tourist activity centres



Expomeloneras
Conference Centre



Cook & Events



Meloneras Golf



OM Spa
Costa Meloneras



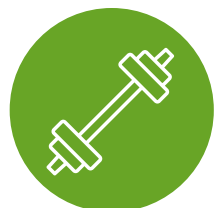
OM Thalasso
Villa del Conde



Parking Oasis
Meloneras



Velvet by Lopesan
Sewing Centre



Titán Gym
Meloneras



IFA Canarias Piscinas
(Swimming pools)



Centro Comercial
Boulevard Faro



Central-Lopesan Hotel
Management/LHM



Anfi Tauro
Golf/ATAU



Bitumex
Jardines/BIJ



Interhotel
laundry





Environmental performance

In this commitment that we have to sustainability, **the environmental dimension takes on great relevance**, as it is essential to continue protecting the environment that hosts us and which is one of the characteristics that make our offers so special.

For this reason, even in the non-hotel tourism division, we have significant **investment in environmental matters**, to be able to continue improving our performance.

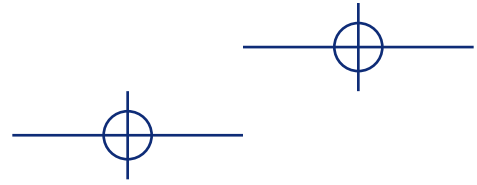
In 2023, **we increased our environmental investment by 38.8%**, mainly due to the increase in waste management expenses, in addition to a high percentage growth in other environmental improvement investments. As far as investment in energy efficiency systems is concerned, this year has been lower because in previous years it has been more important and we have, therefore, implemented the measures previously.

On the other hand, to know the evolution in our performance in this area and the effectiveness of the measures applied, we also **regularly monitor the different environmental indicators** in this division as well.

Our environmental investment

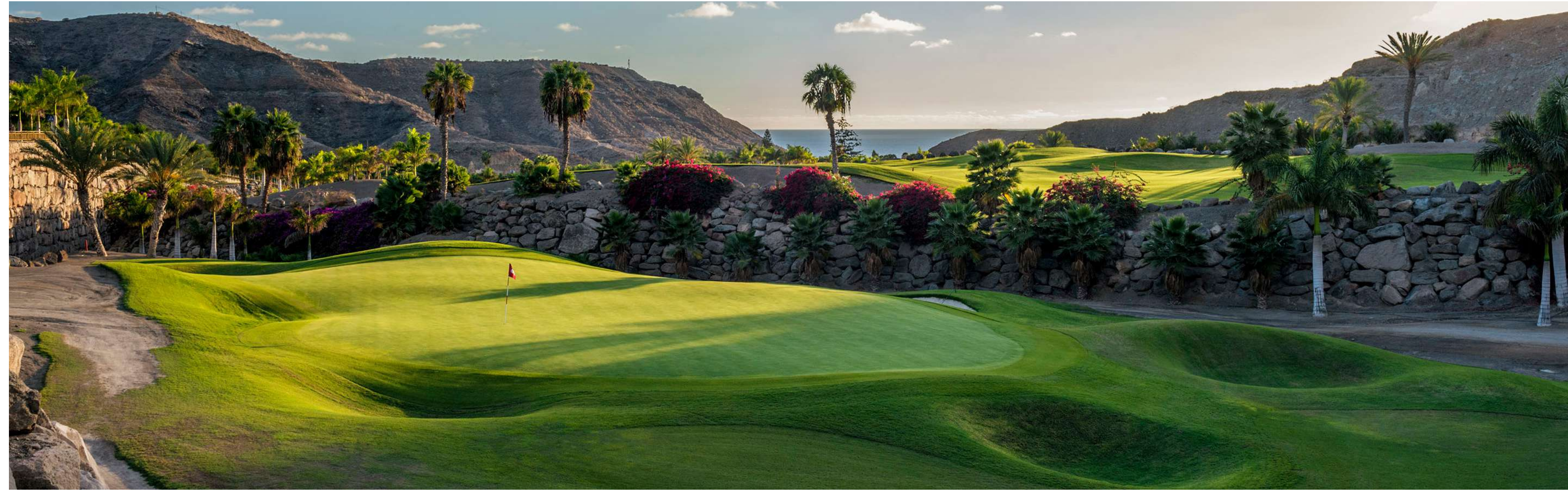
Environmental investment (€)	2020	2021	2022	2023
Waste management expenses	40,302.13	61,082.54	65,560.44	125,695.73
Investment in energy efficiency systems	-	60,935.38	16,037.00	4,834.00
Other environmental improvement investments	-	-	4,666.00	19,041.00
Maintenance of the Environmental Management System	91,689.28	56,004.90	71,654.79	69,518.55
Total environmental expenditures and investments	135,867.89	178,022.82	157,918.23	219,089.28





In 2023, there was an **increase in all environmental indicators**, because of a greater number of visitors to our hotels. In this regard, domestic energy consumption (considering the consumption of diesel, propane, fuel oil, grid electricity and own-produced electricity) has grown by 30.3%. However, for scope 1 and 2 emissions, the increase is not as pronounced, at 4.5%, thanks to the decarbonization measures we have implemented in this division.

On the other hand, water consumption has also increased by 69.6%, as has the volume of waste generated by 33%, due in both cases to increased activity. Therefore, we will continue to apply mitigation, correction and improvement measures that contribute to continuing to optimize our environmental performance in every way.



Environmental indicators of non-hotel activity

Indicators	2020	2021	2022	2023
Internal energy consumption (Megawatts/h)	7,406.29	12,118.96	16,189.81	21,100.49
GHG emissions reach 1+2 (Kg CO ₂)	2,522.61	3,054,530	3,276,878.04	3,143,897.33
Water consumed (m ³)	838,293	842,544	579,229	982,403
Waste generated (Kg)	139,650	350,695	388,107.65	516,362.00



Our Team

At the end of 2023, we had **514 professionals** in this division, of whom 259 were women, representing 50.3%. Again, in this year, our human team has grown, with 41 more people, representing an increase of 8.7%.

As in the hotel business, we promote a **policy of stability, quality, and security of employment** for the benefit of our employees, in order to respond to their needs and achieve the best possible working environment.

In 2023, we provided 3,270 hours of training, which is 29.4% more than the previous year, with an average of six hours per employee.

Our human team in the non-hotel tourism division

	2020	2021	2022	2023
Nº of employees	498	402	473	514
Men	259	214	257	255
Women	239	188	216	259
% permanent staff	82.13%	83.75%	82.88%	84.80%
% temporary staff	17.67%	16.26%	17.23%	14.68%
Average annual training hours per employee	4.0	3.5	5	6

In this regard, in 2023 the proportion of professionals with a fixed contract grew to 84.8%, while those working part-time fell to 4.8%. In addition, we have continued to **allocate resources to the professional development** of our team to ensure their adaptation to any situation and, with this, the best customer service.

On the other hand, the wage gap in this division is 2.92% in favour of women in the

management category, as well as 8.77% and 4.72% in favour of men in the middle management and workers categories, respectively. Therefore, we continue to work to achieve a better balance in all categories.

Finally, in our quest to provide real equal opportunities for all people, regardless of their conditions, and as it is our responsibility to facilitate effective integration into the labour market, in 2023 welcomed **10 people with functional diversity**.

All professionals in the non-hotel tourism division are represented on the Health and Safety Committees.



ANNEXES

WE BASE OUR MANAGEMENT ON TRANSPARENCY, SO WE STRIVE TO TELL LOPESAN'S STAKEHOLDERS ABOUT THE COMMITMENTS WE HAVE ESTABLISHED AND HOW WE ARE MAKING PROGRESS IN TERMS OF SUSTAINABILITY, BUT ALSO ABOUT THE CHALLENGES WE FACE ON THIS PATH TO SUSTAINABILITY.



CHAPTER 7



CONTINUE



Annexes

About this memory

In line with our commitment to transparency that we have been exercising for several years, we have once again published our **Sustainability Report**. Through this document, we communicate to our stakeholders, for the eighth consecutive year, the actions and strategies that we are developing at the Lopesan Group to make sustainability the backbone of all the activity within all our divisions, as well as the only way to face the new challenges that we must address in the immediate future, always in accordance with our corporate values and principles.

We therefore report on our progress throughout the 2023 financial year, as well as the challenges we have had to face, in relation to our commitment to social, environmental, and good governance. **Our aim is to “inspire sustainable travel”**, for which we are working within our new Lopesan For Good framework, through which we seek to lead the transformation of the tourism business

towards a model that is more respectful and integrated into the environment, both in the Canary Islands and beyond.

Therefore, in this document we give an account of issues in which both the entire organization and the members of the value chain are called to participate. Climate action, the decarbonization of activity, the growing scarcity and lack of basic resources, such as energy or water, the management of people, the application of ethical and honest governance, the development of a responsible business strategy or the way to generate a positive impact on our environment, starting with the Canary Islands, pose new **challenges that we must address in collaboration and with a long-term vision**, which must inspire our entire business strategy.





The Lopesan Group hotels for which we report the main indicators and initiatives in this Report are:

In property:



In management:





This list is complemented by the ten hotels we own outside of Spain and whose indicators related to human resources are presented in chapter 2, except for the hotel in Thailand, since we are not in charge of managing it. These hotels are:



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, in addition to taking into account the United Nations **Sustainable Development Goals (SDGs)**, with which our strategy is aligned and to which, therefore, we refer throughout the document.



GRI Table

Indicator GRI Standards	Description	Location / Direct Response
GRI 2 GENERAL CONTENTS (2021)		
1. The organization and its reporting practices		
2-1	Organizational details	7.1. About this memory
2-2	Entities covered by sustainability reporting	7.1. About this memory
2-3	Reporting period, frequency, and point of contact	7.1. About this memory
2-4	Information update	7.1. About this memory
2-5	External verification	This memory 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 a consolidated group
2-7	Employees	4.1. We create a good place to work
2-8	Non-employees	We have no non-employee workers in our teams
3. Governance		
2-9	Governance structure and composition	1.2. We develop our business in a responsible way
2-10	Appointment and selection of the highest governance body	1.2. We develop our business in a responsible way
2-11	Chair of the highest governance body	1.2. We develop our business in a responsible way
2-12	Role of the highest governance body in overseeing management of impacts	1.2. We develop our business in a responsible way



Indicator GRI Standards	Description	Location / Direct Response
2-13	Delegation of responsibility for impacts management	1.2. We develop our business in a responsible way
2-14	Role of the highest governance body in sustainability reporting	1.2. We develop our business in a responsible way
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	1.2. We develop our business in a responsible way
2-17	Collective wisdom of the highest governance body	1.2. We develop our business in a responsible way
2-18	Performance evaluation of the highest governance body	1.2. We develop our business in a responsible way
2-19	Remuneration policies	4.1. We create a good place to work
2-20	Processes for determining compensation	4.1. We create a good place to work
2-21	Annual total compensation ratio	Information not available
4. Strategy, policies and practices		
2-22	Sustainable Development Strategy Statement	1.3. We integrate sustainability transversally
2-23	Commitments and policies	1.3. We integrate sustainability transversally
2-24	Incorporation of commitments and policies	1.3. We integrate sustainability transversally
2-25	Processes for remediating negative impacts	1.3. We integrate sustainability transversally



Indicator GRI Standards	Description	Location / Direct Response
2-26	Mechanisms for seeking advice and raising concerns	1.2. We develop our business in a responsible way
2-27	Compliance with laws and regulations	1.2. We develop our business in a responsible way
2-28	Membership in associations	5.2. We generate a positive impact on society
5. Stakeholder engagement		
2-29	Approach to Stakeholder Engagement	1.3. We integrate sustainability transversally
2-30	Collective bargaining agreements	1.2. We develop our business in a responsible way
GRI 3 MATERIAL TOPICS (2021)		
3-1	Process of determining the material topics	1.3. We integrate sustainability transversally
3-2	List of material topics	1.3. We integrate sustainability transversally
3-3	Management of material topics	1.3. We integrate sustainability transversally
201 ECONOMIC PERFORMANCE (2016)		
201-1	Direct economic value generated and distributed	1.2. We develop our business in a responsible way
203 INDIRECT ECONOMIC IMPACTS (2016)		
203-1	Investments in infrastructure and services supported	3.1. We are committed to responsible environmental management
203-2	Significant indirect economic impacts	1.2. We develop our business in a responsible way
204 PROCUREMENT PRACTICES (2016)		
204-1	Proportion of spending on local suppliers	5.1. We support local and regional development



Indicator GRI Standards	Description	Location / Direct Response
205 ANTI-CORRUPTION (2016)		
205-3	Confirmed corruption incidents and actions taken	In 2023, there have been no corruption-related incidents
302 ENERGY (2016)		
302-1	Energy consumption within the organization	3.3. We optimize the use of resources
302-3	Energy intensity	3.3. We optimize the use of resources
302-4	Reduction of energy consumption	3.3. We optimize the use of resources
302-5	Reduction of energy requirements of products and services	3.3. We optimize the use of resources
303 WATER AND EFFLUENTS (2018)		
303-3	Water extraction	3.3. We optimize the use of resources
303-4	Water discharge	3.3. We optimize the use of resources
303-5	Water consumption	3.3. We optimize the use of resources
304 BIODIVERSITY (2016)		
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. We protect biodiversity
304-3	Protected or restored habitats	3.4. We protect biodiversity
305 EMISSIONS (2016)		
305-1	Direct GHG emissions (Scope 1)	3.2. Climate action
305-2	Indirect GHG emissions (Scope 2)	3.2. Climate action



Indicator GRI Standards	Description	Location / Direct Response
305-4	Intensity of GHG emissions	3.2. Climate action
305-5	Reduction of GHG emissions	3.2. Climate action
306 WASTE (2020)		
306-1	Waste generation and significant waste-related impacts	3.3. We strive to protect the climate
306-2	Management of significant waste-related impacts	3.3. We strive to protect the climate
306-3	Waste generated	3.3. We strive to protect the climate
308 ENVIRONMENTAL ASSESSMENT OF SUPPLIERS (2016)		
308-1	New suppliers that have passed evaluation and selection filters in accordance with environmental criteria	5.1. We support local and regional development
401 EMPLOYMENT (2016)		
401-2	Benefits for full-time employees not provided to part-time or temporary employees	4.2. We promote the potential of our talent
401-3	Parental leave	4.1. We create a good place to work
403 HEALTH AND SAFETY AT WORK (2018)		
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. We ensure the safety, health, and well-being of our people
404 TRAINING AND EDUCATION (2016)		
404-1	Average hours of training per year per employee	4.2. We promote the potential of our talent
404-3	Percentage of employees receiving regular performance and professional development evaluations	



Indicator GRI Standards	Description	Location / Direct Response
405 DIVERSITY AND EQUAL OPPORTUNITY (2016)		
405-1	Diversity in governing bodies and employees	4.1. We create a good place to work
406 NON-DISCRIMINATION (2016)		
406-1	Cases of discrimination and corrective actions taken	No such case has occurred in 2023
408 CHILD LABOR (2016)		
408-1	Operations and suppliers with significant risk of child labor cases	No such risk has been identified in 2023. In addition, Lopesan has taken the necessary measures to prevent this type of work
409 FORCED OR COMPULSORY LABOR (2016)		
409-1	Operations and suppliers with significant risk of cases of forced or compulsory labor	No such risk has been identified in 2023. In addition, Lopesan has taken the necessary measures to prevent this type of work
413 LOCAL COMMUNITIES (2016)		
413-1	Operations with local community participation, impact assessments and development programs	5.2. We generate a positive impact on society
414 SOCIAL EVALUATION OF SUPPLIERS (2016)		
414-1	New suppliers who have passed selection filters in accordance with social criteria	100%
416 CUSTOMER HEALTH AND SAFETY		
416-1	Assessment of health and safety impacts of product or service categories	1.2. We develop our business in a responsible way
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 2023



Indicator GRI Standards	Description	Location / Direct Response
417 MARKETING AND LABELING		
417-2	Cases of non-compliance related to product and service information and labeling	No non-compliance in 2023
417-3	Non-compliance cases related to marketing communications	No material non-compliance in 2023
418 CUSTOMER PRIVACY		
418-1	Substantiated complaints regarding violations of customer privacy and loss of customer data	None in 2023
419 SOCIOECONOMIC COMPLIANCES		
419-1	Non-compliance with laws and regulations in the social and economic fields	No material noncompliance has occurred in 2023





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