



2021 ANNUAL REPORT SUSTAINABILITY REPORT



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#thbhotels



WITH THE ENVIRONMENT





Our commitment

Improvements that will benefit the environment is an ongoing task that is a particular priority at THB hotels. Under our **ECOfriendly** brand, we work constantly on a sustainability programme that drives actions that care for our environment.



 ECO friendly



 ECO friendly



 ECO friendly





Our stories. Our ECOfriendly commitment



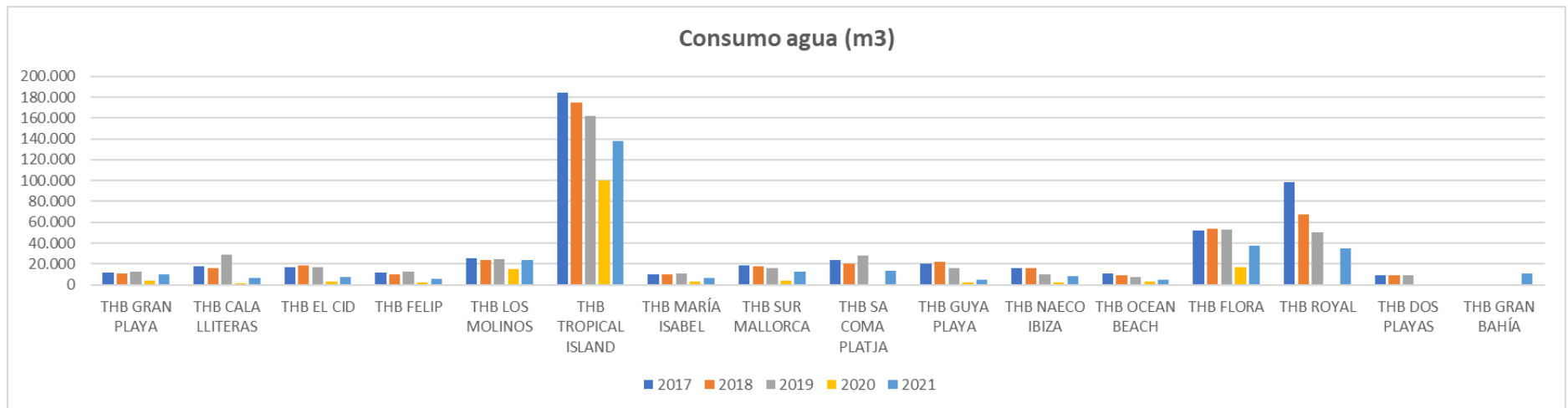
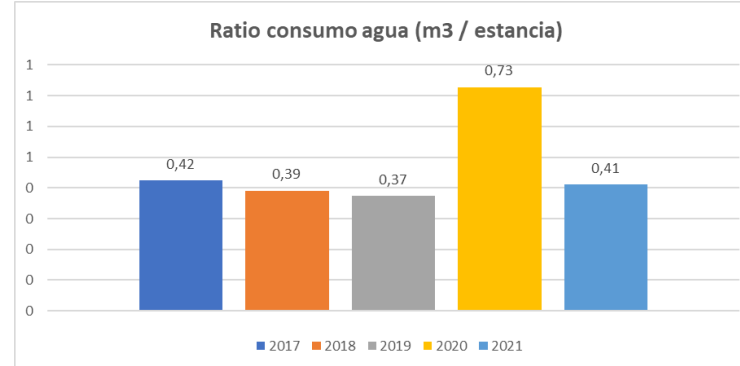
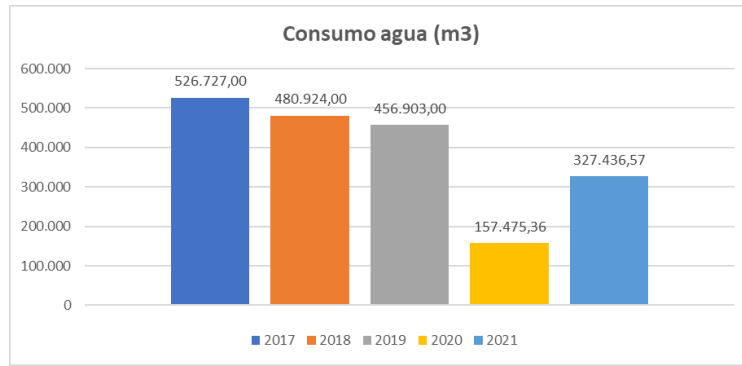
*"When I first came to Lanzarote some years ago, I was immediately struck by the island's energy and breathtaking beauty. I also became aware of just how important it is to **conserve** and guarantee the **sustainable use** of its wealth of natural and cultural heritage. THB hotels' commitment to sustainability and its active involvement in the conservation of this unique location is our way of contributing to conserving the character of Lanzarote, which was declared a UNESCO **Biosphere Reserve** in 1993. We are fully aware of its many areas of outstanding natural, environmental and ethnographic value that our visitors find so attractive and encourage them to join our ECOfriendly sustainability programme.*

Mirian García Camarero
Quality Coordinator for the Canary Islands

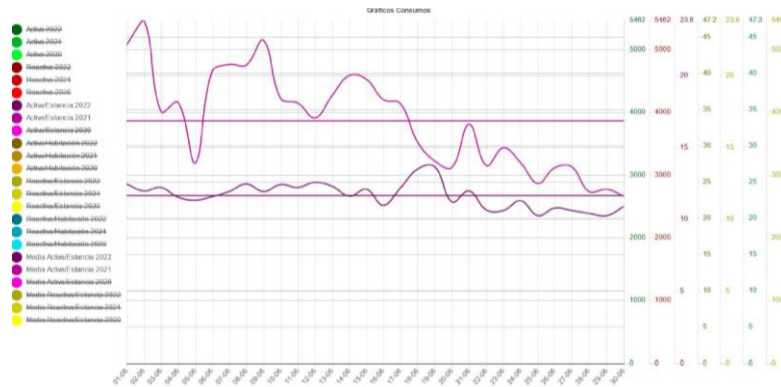


Efficient use of water

38% REDUCTION IN WATER CONSUMPTION BETWEEN 2017 AND 2021



Efficient use of water



Meter sectorisation to monitor data and detect possible leaks in all hotels.



Automated irrigation systems.



The hotel teams have taken part in "efficient use of water" workshops organised by water supply management company EMAYA.

Awareness raising workshops have also been held on Lanzarote, organised by the Inter-island Council.



AHORRA AGUA

REUTILIZA LAS TOALLAS DE BAÑO Y PISCINA.
CIERRA EL GRIFO MIENTRAS TE ENJABONAS, CEPILLAS LOS DIENTES O AFEITAS.

SAVE WATER

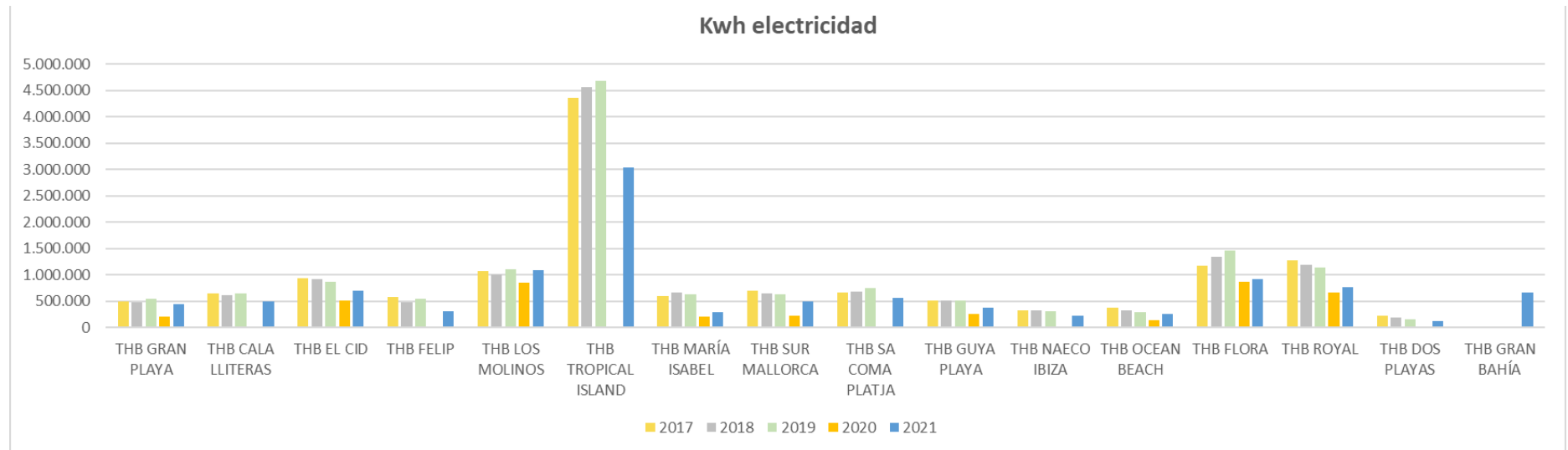
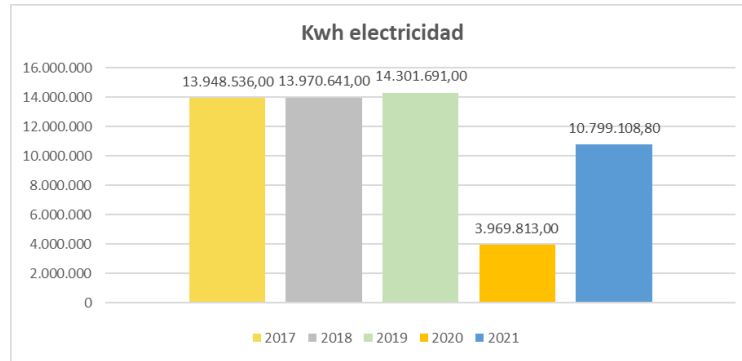
REUSE BATHROOM AND POOL TOWELS. TURN THE TAP OFF WHILE YOU SOAP UP, BRUSH YOUR TEETH OR SHAVE.

Customer communication actions to encourage water savings, reducing consumption and reusing towels.



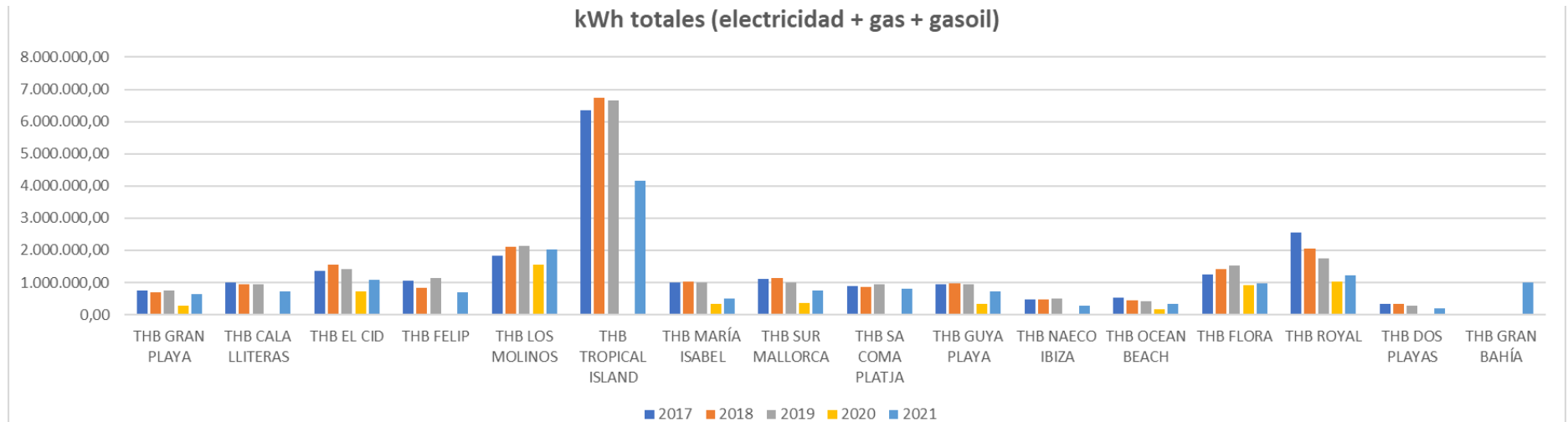
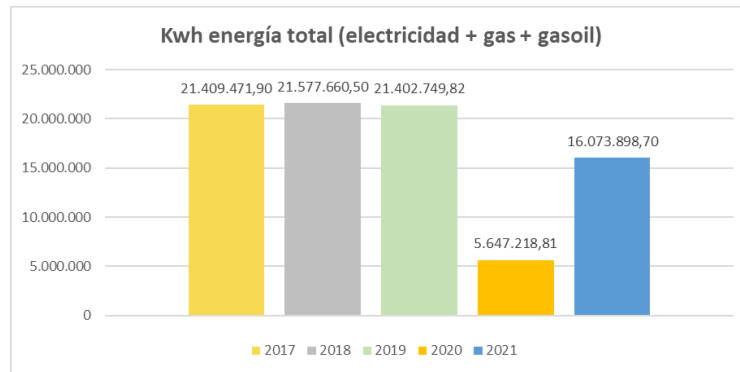
Efficient use of energy

22.5% REDUCTION IN ELECTRICITY CONSUMPTION BETWEEN 2017 AND 2021



Efficient use of energy

25% REDUCTION IN OVERALL ENERGY CONSUMPTION BETWEEN 2017 AND 2021



Efficient use of energy



Automation of the daily reading of all hotel meters.



Diesel oil boilers replaced with more efficient gas condensing alternatives.



Installation of heat recovery systems for sanitary hot water at the air conditioning plant at the THB Guya Playa hotel.



Replacement of all the windows at the corporate offices to improve the building's thermal envelope.



Awareness raising actions and constant flow of information for workers and guests.





Our stories. Efficiency and innovation

"THB hotels is fully convinced of the need to implement PLC-based automation systems in order to guarantee real time information, which will enable us to tailor decisions towards improving our environmental, sanitary and economic management systems (quality and certification)."

Francisco Prado Fontán
Head of Technical Services at the THB Guya Playa



Elimination of single-use plastics and products

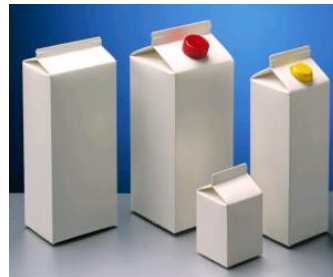
At THB hotels, we are aware of our responsibility as actors in the tourism industry regarding the impact of our activity on the environment and are committed to working towards a more sustainable planet.

In this sense, we have launched a series of projects aimed at reducing single-use plastic packaging and products in order to reduce the impact generated by both their production and disposal.

The company has set the objective of an 82% reduction in the total number of individual elements in comparison with 2019 figures.



Total elimination of coffee capsules (approx. 230,000 units in 2019), opting for a traditional system of loose coffee beans.



75% reduction in tetra Pak cartons in 2021, in comparison with 2019 consumption levels (90,000 units).



Elimination of all single-use plastic straws and cups.



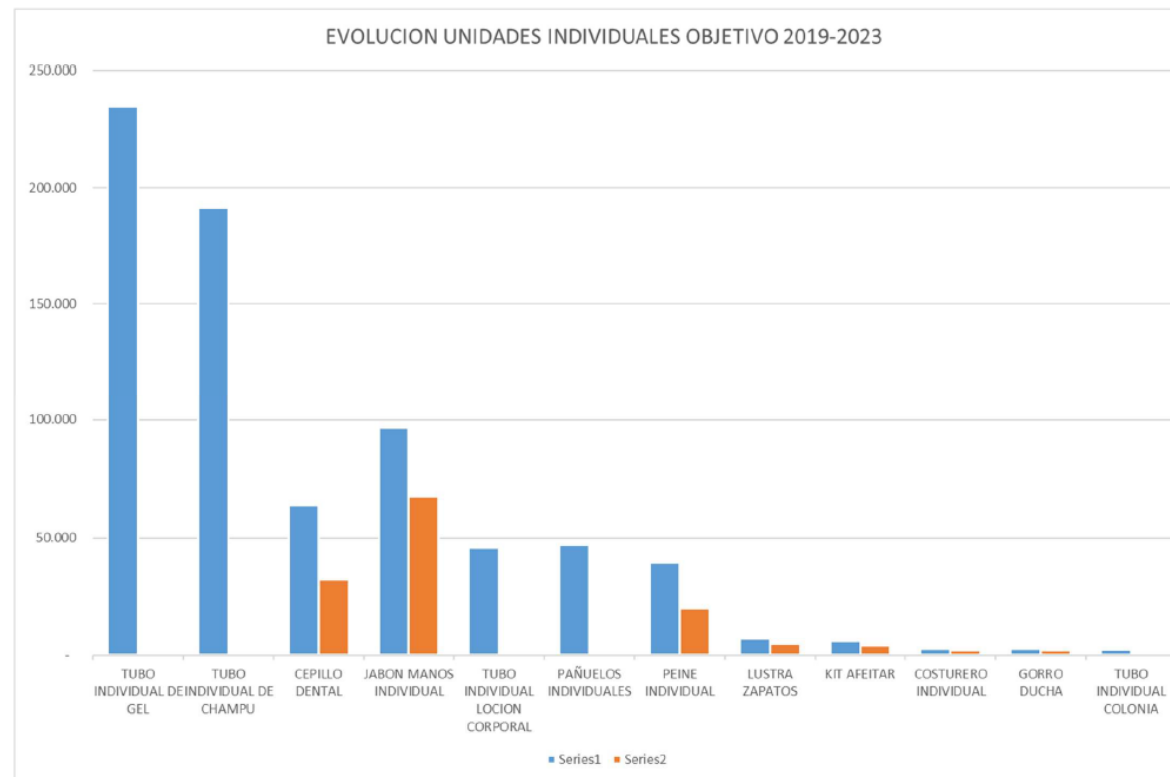
Elimination of all plastic packaging for butter, jam, yoghurt, ice cream, salt, pepper, sugar and sauces, replacing them with loose product dispensers.



Reduction and gradual elimination of room amenities, replacing them with loose product dispensers.

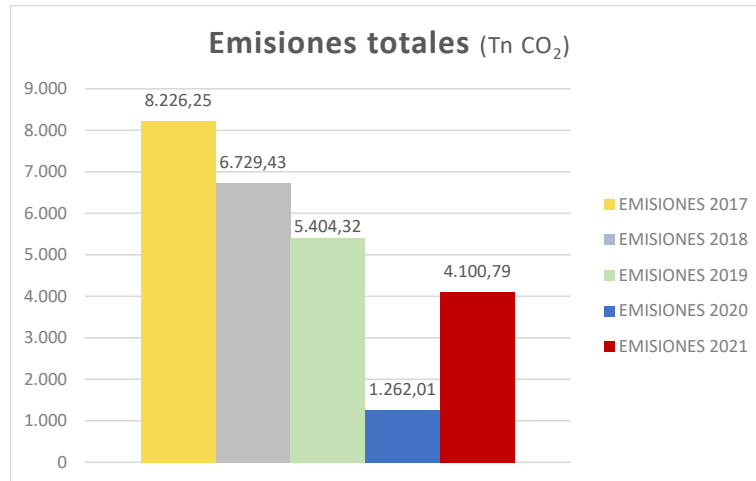
Elimination of single-use plastics and products

TREND IN AMENITIES



Emission reduction

Since 2017, we have calculated the annual carbon footprint our activities generate in order to gradually reduce emission levels.



In 2021, emissions fell by 48.37% in comparison with the figures for 2017.

Although the reduction was even greater in 2020, this figure cannot be considered representative due to the fall in operations as a result of the pandemic.



Solar panels at the THB Gran Playa and THB Flora.



Geothermal installation at the THB El Cid.



Aerothermal installation at the THB Guya Playa.



Biodiversity

At THB hotels, we take special care of the spaces around our properties. We tend the gardens to ensure that our customers can enjoy nature, generating added value to the services we provide.



Creation of a fruit orchard and aromatic herb garden at the THB María Isabel.



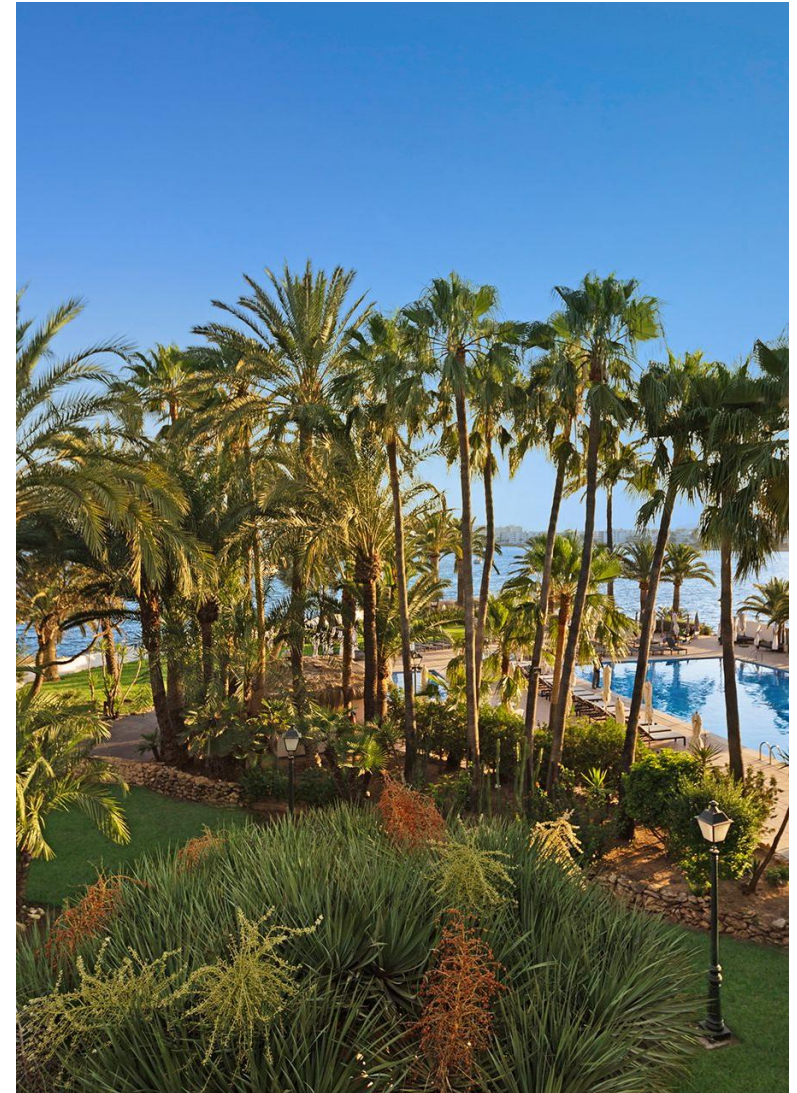
At the THB Royal there are signs identifying all the trees in the gardens, including details of each species, converting the natural setting into a museum for endemic species.



Autochthonous gardens on Lanzarote.



Eco-friendly kitchen gardens.



Raising awareness

We encourage the involvement of children in the environmental management of our hotels, organising group activities designed to protect our natural surroundings: handicrafts, goals and holiday resolutions – we use fieldnotes to plan a better world, featuring illustrations and photos...we record favourite outdoor spots and promote Ecofriendly workshops to raise environmental awareness among the “little ones”, placing them at the centre of their own story, our story.



Raising awareness

We are committed to highlighting plastics as a pollutant for our ecosystems, although we are aware the problem is not limited to this waste product. In this sense, changing our work processes, applying best practices that will minimise consumption and the amount of waste generated, as well as sorting the waste generated for recycling are all priority actions.



In September, we took part in **World Clean Up Day** on Na Patana beach in Can Picafort (Mallorca).



Visit to the Zonzamas Environmental Complex (Lanzarote).



Visit to recycling facilities. TIRME (Mallorca).



Awareness raising seminars and workshops in all our destinations.



Raising awareness

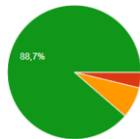
We assess the efficiency of our awareness raising actions in order to monitor our workers' degree of commitment and to introduce specific improvement action plans.

EVALUACIÓN EFICACIA

El índice de respuesta ha sido del 100%, es decir todos los asistentes han realizado el cuestionario a través del código QR que se les ha proporcionado al finalizar el curso

El test consta de 8 preguntas sobre los contenidos desarrollados en la sesión.

En la política de gestión de THB Hotels se describe nuestra filosofía de actuación incluyendo los siguientes compromisos:
53 respuestas



- Cumplir todos los requisitos y aumentar la satisfacción de nuestros clientes
- Desarrollar nuestro trabajo garantizando la mejora continua respetando en todo momento...
- Promover un ambiente seguro y agradable, implicados en la p...
- Todas las anteriores son correctas

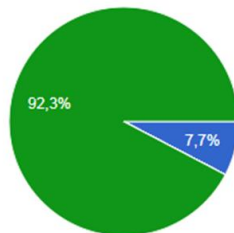


A la primera pregunta sobre la Política de Gestión, el 88,7% de los encuestados ha contestado correctamente.



Nuestro sistema de gestión sostenible, ECOFRIENDLY, ¿para quién va orientado?

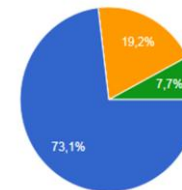
26 respuestas



- Para todo el personal de THB Hotels
- Para nuestros huéspedes
- Para nuestros colaboradores
- Todas las opciones son correctas

El orden para seguir "la regla de las 3 erres" del medio ambiente es:

26 respuestas



- Reducir - Reutilizar - Reciclar
- Reciclar - Reducir - Reutilizar
- Reducir - Reciclar - Reutilizar
- Reutilizar - Reducir - Reciclar



Raising awareness

We have created Eco-stages at our hotels and communicate to all members of our team and guests THB hotels' environmental commitment to environmental conservation, providing details of responsible practices and reporting the introduction of new actions in our "THB Ecofriendly News".



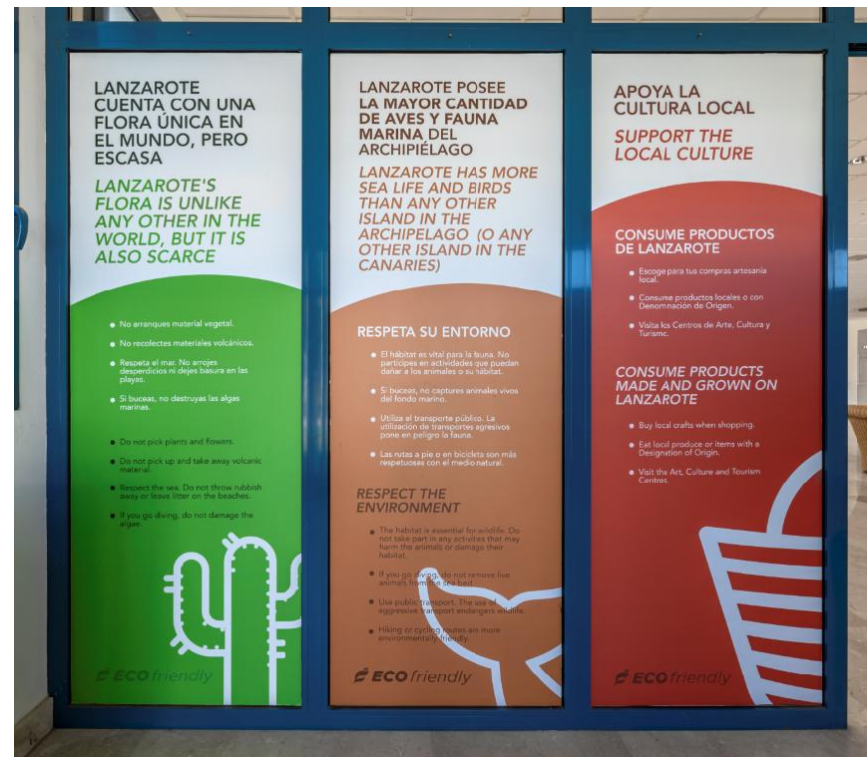
Raising awareness

An ongoing quest to find the correct balance between our guests' needs and wishes and the long-term conservation of the environment and resources: in short, **SUSTAINABLE TOURISM**.



Raising awareness ECO FRIENDLY CORNER

This space is used to provide details of our management policy for energy and water savings and waste management. It also encourages visitors to practice responsible tourism in the destination, particularly given Lanzarote's status as a UNESCO Biosphere Reserve.



Our stories. Respect and care for the planet



"Training and awareness raising action play a vital role in changing the consumption habits of our staff and customers, generating a responsible approach to the environment. I am therefore grateful to THB hotels for their work in this area and the information they provide. I am convinced that taking small actions in our everyday activities is essential for ensuring results in the long term."

Magdalena Miralles Comas
Front Desk Manager. THB Sur Mallorca



"At the THB Tropical Island we hold daily briefings to raise our team's awareness of the need to conserve the environmental balance and guarantee sustainability. We provide advice and contribute to encouraging daily routines to guarantee guests' awareness of the importance of our fragile and vulnerable surroundings."

Chari Sanginés Tremps
Housekeeper. THB Tropical Island



Future challenges



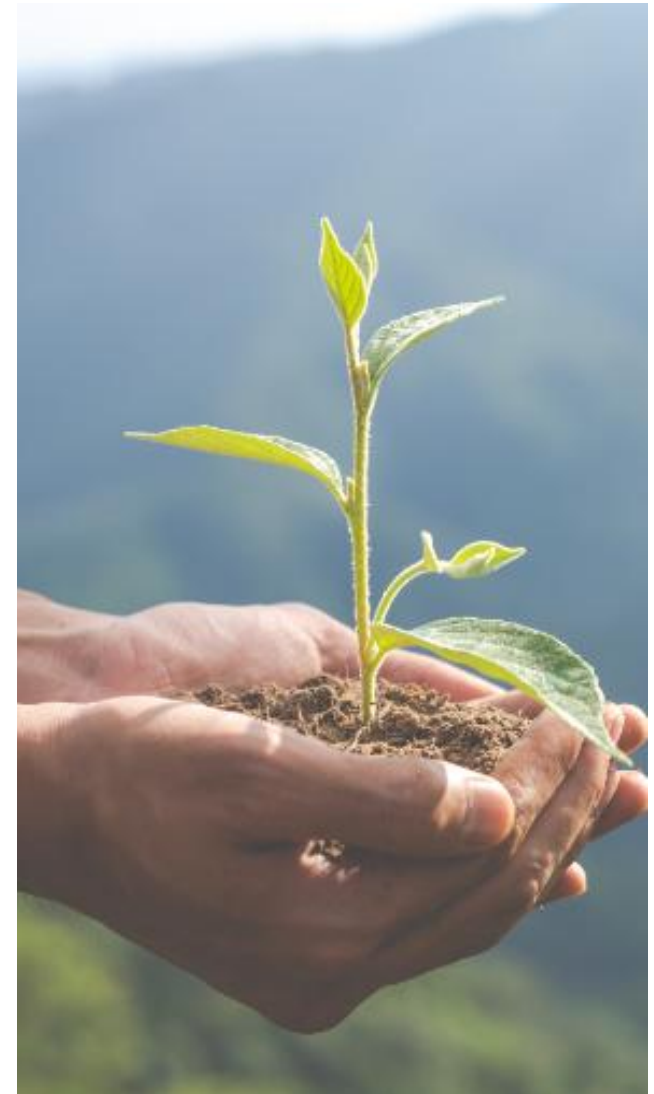
- In addition to continuing with our inclusion on the Spanish Ministry of Ecological Transition's national register, those hotels that fall within the scope of Balearic Island Degree 48/2021 will record their emissions on the Balearic Island carbon footprint register.
- Our emissions will be audited by an accredited body, in accordance with international standards.
- Continuation of our emission reduction policies, either by contracting companies with lower emission factors or improving the efficiency of our facilities.



- Identification of the plants and trees at all our properties in 2024.
- Inclusion of an "eco-friendly kitchen garden" in the company's hotels.



- Charging station for electric vehicles at the THB Los Molinos.
- Replacement of chillers at the THB Gran Playa and THB Sa Coma Platja.
- Replacement of lights in all the ensuite bathrooms at the THB Sa Coma Platja with LED lighting.
- Project for the installation of photovoltaic panels.



Future challenges



- Installation of new taps with flow restrictors and dual flush toilets at the THB Gran Playa (26 ensuite bathrooms and in communal area toilets) and at the THB Guya Playa (43 apartments).
- Continuation of actions targeting staff and workers to raise awareness of the need to save water at our facilities.



- Complete the elimination of single-use plastics at our properties.



Our stories. Vision and sustainable development

For a better world...

*"Climate change is a reality that is forcing us to take immediate action not only on an individual level, but also as a company. In this sense, it is essential to introduce **environmental policies** into our work processes that will boost productivity and that are also aligned with the protection and care of our planet. Here at **THB Ocean Beach**, we are fortunate to be able to contribute to the introduction of initiatives that will allow us to reduce the impact of our activity on the environment. This enables us to generate healthy habits that respect the workplace environment, which we can then also apply to our daily lives. **If it's good for the planet, it's good for us all.**"*

*Pedro Nogueroles Sendra
Manager. THB Ocean Beach*





MALLORCA

THB GRAN PLAYA****
THB GRAN BAHÍA ****
THB GUYA PLAYA****
THB CALA LLITERAS****
THB DOS PLAYAS***
THB SA COMA PLATJA****
THB FELIP ****
THB SUR MALLORCA****
THB MARÍA ISABEL ****
THB EL CID****
THB BAMBOO ALCUDIA****

IBIZA

THB LOS MOLINOS****
THB OCEAN BEACH****
THB NAECO IBIZA****

COSTA DEL SOL

THB SAN FERMÍN***

LANZAROTE

THB FLORA***
THB ROYAL****
THB TROPICAL ISLAND****