

SUSTAINABILITY

CORPORATE | 2022
BIENNIAL REPORT | 2023





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INTRODUCTION

We are entering a new era in which **innovation, sustainability and talent** drive the company's strategy towards **sustainable development**.

New thinking and creative ideas call for greater **awareness and engagement** from both our teams and our guests. We seek their **full commitment** to boldly tackling the new challenges of the future.

As we **transition towards a circular economy**, we approach all our projects with the aim of **preserving** products and materials, **eliminating** waste at the design stage and **regenerating** the natural systems within our reach.

Resource efficiency and climate neutrality, approached and monitored from a fully innovative perspective, are central to our commitment to limiting the global temperature rise.

People development **is the cornerstone of the humanisation** of THB hotels and our pursuit of **excellence**. We aim to be a place to grow – a place to believe.

We are witnessing a **shift in priorities**, aligned with the 2030 Agenda: a time to unleash all our creativity to create a new way of hosting, operating and delivering sustainable experiences. And we firmly believe we must rise to the occasion – for the planet and for society.

The THB hotels biennial report compiles the initiatives we implement to ensure that the evolution of our business and its improvements support social, economic and environmental balance, in pursuit of sustainable development across these areas.

SUSTAINABLE DEVELOPMENT GOALS



THB hotels

THB hotels offers **hotels specialising in family and adults-only tourism**, as well as options for travellers seeking **active holidays** or **rest and wellness**, along with hotels featuring facilities suitable for hosting all kinds of **events** – all located in prime settings with stunning sea views.

Key milestones in 2022 and 2023 include the **addition of THB San Fermín** (Benalmádena – Costa del Sol), **THB Niágara** (Playa de Palma – Mallorca) and **THB Bamboo Alcudia** (Alcudia – Mallorca).

Certifications and recognition



Since 2007, **THB hotels** has adhered to **ISO 9001** and **ISO 14001** standards for quality and environmental management across its properties. Annual follow-up audits are conducted by an accredited organisation.



Since 2017, we have **calculated and recorded the carbon footprint** of all our establishments. We have renewed the “calculo” (calculate) label for each of them and have also obtained the additional “reduzco” (reduce) label awarded by the Spanish Ministry for Ecological Transition.



We currently verify the greenhouse gas emissions report, prepared in accordance with the **GHG Protocol**, through an accredited entity.

Key figures

Data as at 31/12/2023

✈ 18 hotels | 4 destinations

✈ 3.254 rooms

✈ 6.397 beds

✈ 1.411.954 stays in 2022
161 nationalities

✈ 1.542.883 stays in 2023
194 nationalities

Mallorca



THB Gran Playa****



THB Gran Bahía****



THB Goya Playa****



THB Cala Lliteras****



THB Dos Playas***



THB Felip****



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THB Sa Coma Platja****



THB María Isabel****



THB El Cid****

Costa del Sol



THB Niágara****



THB Bamboo Alcudia****



THB San Fermín***



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Ibiza



THB Los Molinos****

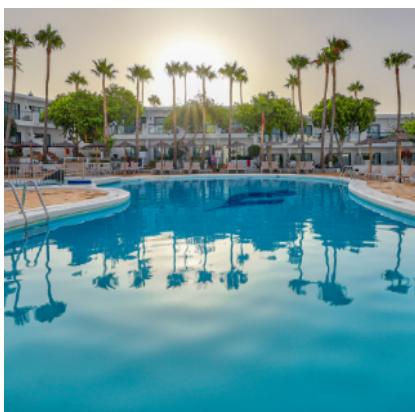


THB Ocean Beach****



THB Naeco Ibiza****

Lanzarote



THB Flora***



THB Royal****



THB Tropical Island****





COMMITTED TO THE ENVIRONMENT

With the planet

Since its foundation, THB hotels has been mindful that our tourism activity takes place in exceptional surroundings and revolves around daily, personalised interaction with our guests. That is why we work every day on a sustainability programme that promotes environmentally respectful practices and reduces our negative impact on the environment.



Circularity plans

In line with Law 3/2022 of 15 June on urgent measures for the sustainability and circularity of tourism in the Balearic Islands, we developed circularity plans in 2023 for our hotels in the Balearics.

These plans include an initial assessment, which involved calculating indicators related to water and energy management, waste generation and other data concerning investment and training in circularity and sustainability.

Based on the results of this assessment, we have outlined improvements for the coming years:

- ✦ Commitment to renewable energy
- ✦ Waste quantification to identify areas where it can be minimised
- ✦ Material optimisation
- ✦ Use of locally sourced products

3rd October 2023

THB hotels: moving towards a circular economy



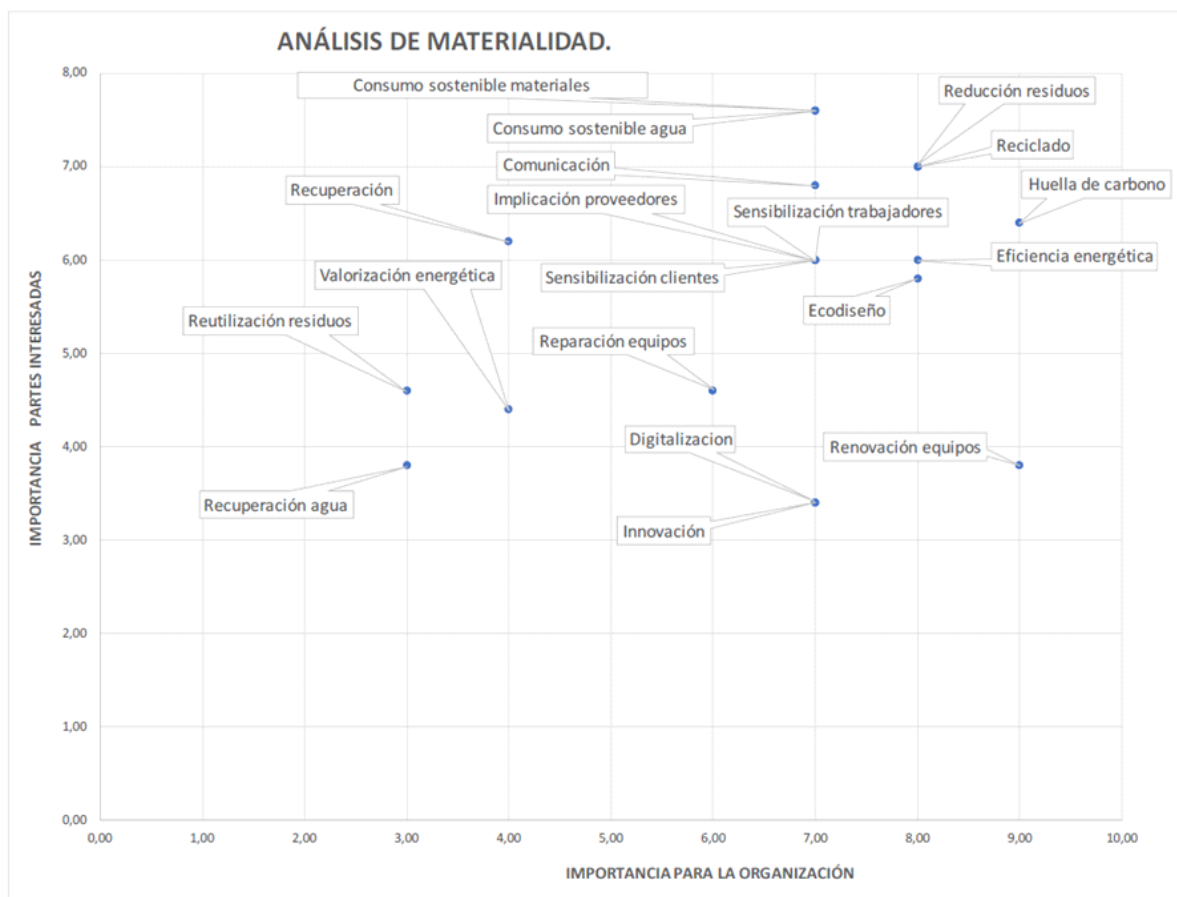
At THB hotels we believe that fighting climate change is a task for us all, which is why we are working together with our employees, partners, suppliers and customers on cutting our carbon emissions at each stage of our guests' stay.

Circularity plans

Further on in this report, we describe in greater detail the initiatives introduced to enhance the circularity of our hotels and, in turn, of the destinations where we operate.



Materiality analysis



Waste control plan and smart weighing

We have committed to a new waste monitoring and control system that allows us to obtain real-time data from each hotel via a customised online platform. The system records the volume of each waste fraction generated and logs the contents of each bin in real time.

With QR codes used as identifiers, we can track the quantities of each type of waste and even who is handling it. This enables us to take tailored action and set realistic, data-driven reduction targets.





Waste control plan and smart weighing

"In 2023, we implemented a smart weighing system. This system allows us to monitor, track and accurately measure the waste generated across our operations, including fractions such as organic waste, paper and cardboard, glass, general waste, packaging and crockery."

The results so far have been very positive. In most of our hotels, we have seen a significant reduction in the volume of general waste – a clear sign that our teams are increasingly aware of the importance of environmental management. This progress is not only due to the smart weighing system itself, but also to the environmental awareness project we have been running across our hotels, which has helped staff to better understand the importance of correct waste separation.

Thanks to this joint effort, we are achieving more sustainable resource management and meeting our environmental targets."

Marga Negre
Quality and Sustainability



More efficient resource consumption

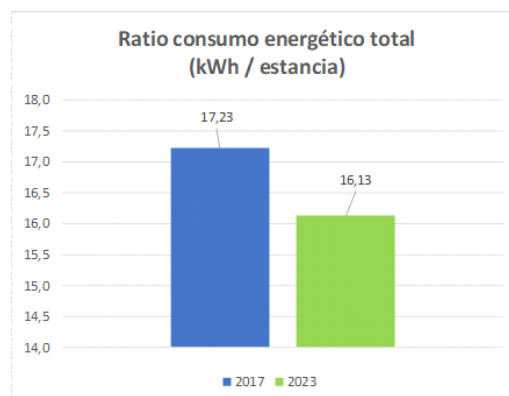
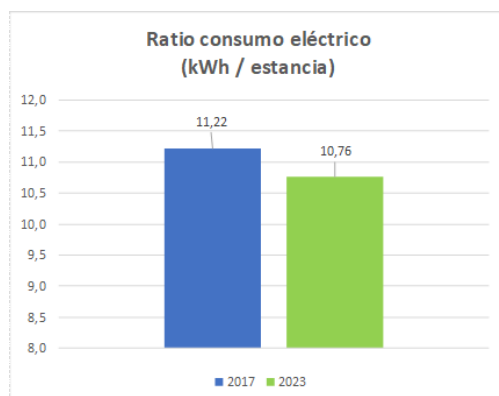
Electricity consumption

Photovoltaic panel installation

During the reporting period (2022–2023), photovoltaic panels were installed in our hotels as an innovative and sustainable solution to meet rising electricity demand and reduce environmental impact. With this strategy, we aim not only to promote the use of renewable energy but also to generate our own electricity, reducing costs and fostering energy independence. We consider this a key step in THB hotels' transition towards a cleaner and more efficient future.



We reduced overall energy consumption by 6.4% between 2017 and 2023.



COMMITTED TO THE ENVIRONMENT

We optimise water consumption

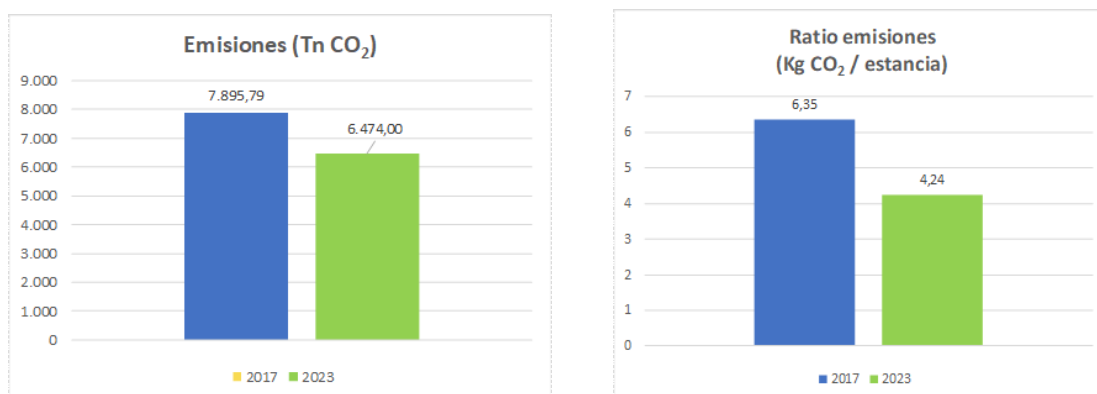


Between 2017 and 2023, **we reduced water consumption per stay by 55.6%.**

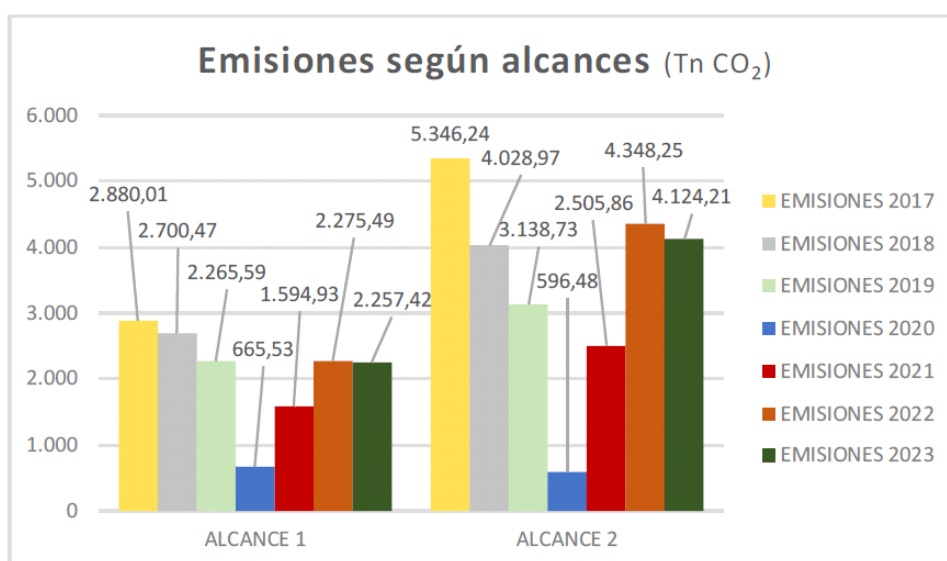


Carbon footprint. Fewer emissions

Since 2017, we have calculated the annual carbon footprint of our operations, with the aim of progressively reducing emissions.



Between 2017 and 2023, we reduced CO2 emissions per stay by 33.2%.



CHALLENGES FOR THE FUTURE

✦ **Expansion of renewable energy:** Extending the installation of photovoltaic panels across our properties to increase the use of clean energy and reduce our carbon footprint.

✦ **Sustainable water management:** Implementing the Pool Project to optimise water use and reduce consumption across our facilities, reinforcing our commitment to water efficiency.

✦ **Promoting the circular economy:** Rolling out circularity plans in all destinations, encouraging more responsible resource management and minimising waste generation.

✦ **Energy transition:** Procuring green energy across all our hotels to ensure our electricity comes from sustainable, environmentally friendly sources.

✦ **Environmental certification:** Achieving Ecostars certification as part of our commitment to the highest sustainability standards in the hospitality sector. Using Workspace to optimise operational processes.

✦ **Climate neutrality:** Developing initiatives to offset emissions, with the aim of becoming carbon-neutral hotels and actively contributing to the fight against climate change.

✦ **Awareness of responsible consumption:** Implementing targeted actions to raise guest awareness and promote more responsible water use.





MALLORCA

THB GRAN PLAYA****
THB GRAN BAHÍA****
THB GUYA PLAYA****
THB CALA LLITERAS ****
THB DOS PLAYAS***
THB SA COMA PLATJA****
THB FELIP ****
THB NIÁGARA ****
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****

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