

2021 ANNUAL REPORT SUSTAINABILITY REPORT



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Introduction

THB hotels is committed to the 2030 Agenda, approved by the UN in September 2016, and its 17 associated Sustainable Development Goals, as we are convinced that they will lever progress and social transformation.

The SDGs provide a roadmap towards sustainable development in which common action and innovation are vital, not just for public administrations but also for companies and civil society that, in the current context, all play an essential role.

THB hotels' Sustainability Report provides an insight into the actions we carry out to ensure that our activity and the improvements implemented contribute to **social, economic and environmental balance** in order to ensure sustainable development in all three areas.



This report describes the actions undertaken in 2021 that comprise our “commitment to society”, “commitment to people” and “commitment to the environment”. It ends with a brief description of the challenges that lie ahead in the coming years in relation to each of these areas.



THB hotels in numbers

2021 data

16 hotels – 3 destinations

- 2,780 rooms
- 5,440 beds
- 796,806 stays
- 161 nationalities

Mallorca



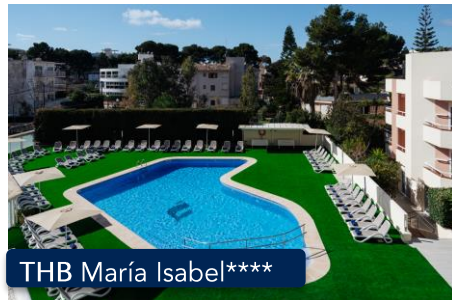
THB hotels in numbers

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- 161 nationalities

Mallorca



Ibiza

Lanzarote



Our mission

As a family business, teamwork is a priority in order to make our guests happy, whilst guaranteeing the highest standards of quality, efficiency and competitiveness, as well as maximum profitability and sustainable growth.

We focus on offering customers the very best holiday experience, paying maximum attention to even the smallest details.

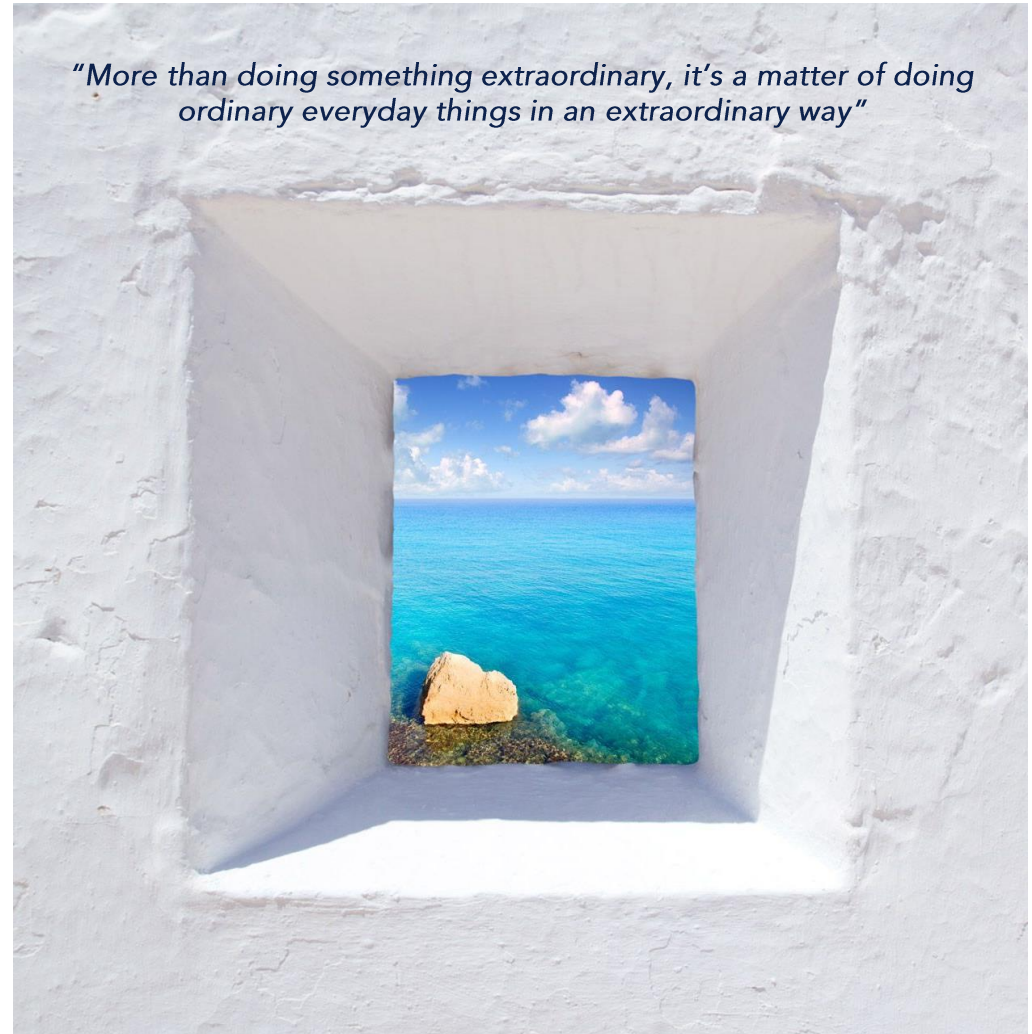
We maximise the value and health of our hotels' infrastructures, driving **"clean generation"** and moving towards **sustainable development** through our commitment to society and the planet.

Vision

Our aim is to **make our guests happy** and provide our collaborators with value. We constantly seek to improve our satisfaction rates, working to identify our customers' wishes and applying action plans that will turn them into a reality.

We also work to **drive a responsible value chain** in the destinations we operate in, applying a locally-centre philosophy but that has a global impact.

"More than doing something extraordinary, it's a matter of doing ordinary everyday things in an extraordinary way"



Values

Upholding the strictest standards of **ethical behaviour** is an essential part of THB hotels' culture. Regardless of our level or degree of responsibility, we must all adhere to and enhance the principles and values that underpin our code of ethics.

Innovation

To contribute added value for our customers, generate wealth and promote stable quality employment for our workers.

Sustainable commitment

To identify best practices in the provision of services and protection for the environment.

Equal opportunities

To guarantee that everyone, regardless of their degree of responsibility, has the same career development opportunities.

Flexibility

To adapt to constantly changing situations and thereby guarantee the durability of our business.

Integrity and civic responsibility

To carry out our tasks with maximum respect for the legislation in force.

Teamwork

To promote cooperation at work.

Participation

To permanently encourage stakeholder participation in the launch of new initiatives.



Major milestones

THB hotels, an independent, first generation family business, was founded by Francisco Miralles on **2nd January 1987**. In those early days, the hotel chain managed two hotels located on Mallorca.

Thanks to ongoing evolution and the professionalism of its human capital, the company successfully penetrated Spain's finest tourism destinations: **Mallorca, Ibiza, the Costa del Sol and Lanzarote**, with 3 and 4-star hotels characterised by their prime locations and the high standard of their services and facilities.

THB hotels offers **properties specialised in family and adult-only tourism**, as well as for those guests seeking **active tourism or relaxation and wellness**. The facilities at the hotels cater for all types of **events** and all boast excellent locations **with magnificent sea views**.

2014 saw the launch of our **THB College** project, a revolutionary tool designed to manage THB hotels' talent. We channel all our efforts and creativity into driving the development of all our work teams, addressing their training and skills needs. We focus on their interests and dreams, accompanying them on the road to success.

In 2017, we created the **Ecofriendly** brand in order to work on various sustainability programmes designed to promote environmentally responsibly practices, centred on the sustainable development goals included in the 2030 Agenda.



Recognition

Management system certifications

Since 2007, THB hotels has based its quality and environmental management systems on **ISO 9001** and **ISO 14001** standards. In 2021, the SGS certified body conducted the corresponding monitoring audits.



Sustainability certificates

In 2021, we continued with our commitment to sustainability through the programme run by **Travelife**, which in 2018 certified the THB Tropical Island, THB Gran Playa, THB Royal and THB Flora properties.



National Carbon Footprint Register

Since 2017, we have **calculated and registered the carbon footprint** at all our properties. In 2021, we renewed the 'calculo' quality seal for all our hotels and also received the additional "reduzco" seal awarded by the Ministry of Ecological Transition for our THB María Isabel, THB Gran Playa, THB Flora and THB Royal hotels.



SICTED Commitment to Tourism Quality

We are continuing with SETUR's project to improve the quality of tourism destinations in order to improve travellers' experiences and increase their satisfaction levels.





THB hotels

WITH SOCIETY



Responsible procurement

THB hotels maintains a policy of respect for the environment and the use of locally sourced products. In this sense, we work to identify suppliers that are aligned with this philosophy. We therefore prioritise the purchase of locally sourced produce, products with recyclable packaging or products that allow us to reduce the amount of single-use packaging.

In 2021, we carried out a study to improve our procurement of fruit and vegetables within our food and beverage area. We reached an **agreement with producers who are committed to the local economy and the interests of small-scale farmers.**

The criteria we used to carry out this strategy include the following:

- Top quality products.
- Fresh produce.
- New packaging formats.
- Reduction in the number of accidents suffered by our staff during the cutting process.
- Commitment to the THB College training project
- Locally sourced produce



Responsible procurement

Our menu engineering is based on the NAOS STRATEGY (Nutrition, Physical Activity and the Prevention of Obesity), monitoring and improving the nutritional quality of our dishes and food and beverage composition.

THB hotels Inicio COMERCIAL PRODUCCIONES PERSONAS SUMINISTROS SSTT PROVEEDORES PRODUCTOS ENCUESTAS CURRÍCULUMS GRÁFICOS APPCC GESTIÓN DE ALERTAS SISTEMAS DE GESTIÓN

Sistema 0 Ismael Arevalo v2.6.43 Orange Juice

Productos Alimentación Productos Otros Crear Receta Recetas Ver Menú Product Mix Compras/Consumos

Inicio / Extranet / Productos / Productos Alimentación / Producto

Producto Alimentación - 3050041: BAGUETTE CON SALVADO CONGELADO

Ficha Técnica
 BAGUETTE CON SALVADO-20210217-...
 17-02-2021 - 09:22:35
 Pascal Libert
 BORRAR

Ficha Seguridad
 Examinar... No se ha seleccionado ningún archivo. SUBIR

Otro Tipo Información
 Examinar... No se ha seleccionado ningún archivo. SUBIR

Código	Descripción	Familia	Proveedores
3050041	BAGUETTE CON SALVADO CONGELADO	PRODUCTOS COCINA	- EUROPASTRY, S.A. - ALIMENTACION IBIZA, S.A. - PRODUCTOS IBICENCOS, S.L.

Criterios Medioambientales

	Producto Ecológico	<input type="checkbox"/>	No <input checked="" type="checkbox"/>
	Producto con Envase de Plástico	<input type="checkbox"/>	No <input checked="" type="checkbox"/>

Huella Carbono Producto

	KMO	<input type="checkbox"/>	
	Producto Nacional	<input checked="" type="checkbox"/>	
	Producto Internacional	<input type="checkbox"/>	
	Item de Producto de Análisis y Seguimiento Temporal	<input type="checkbox"/>	

Criterios Nutricionales
 K/Cal x 100g 253,00

Producto Verificado ☒



Responsible procurement

Further key factors include raising workers' awareness of the need to use fresh local produce, train kitchen staff in identifying and selecting foods in line with our corporate nutrition strategy. "In situ" knowledge of autochthonous and seasonal produce, which forms the essence of the gastronomy in the various destinations. We place particular value on foods obtained from organic sources and encourage agreements with suppliers that will improve and optimise the supply chain, driving and collaborating with sustainable innovation in our distribution processes.



We choose suppliers who:

- reduce the carbon footprint generated by transport and also allow the activation of the local economy.
- have certified their processes in accordance with a sustainability strategy or the principles of fair trade.

In other words, suppliers whose mission, vision and values are in line with those of THB hotels, rooted in the foundations of human rights and a commitment to society and the environment.



Collaboration with social entities

We believe firmly in forging alliances with entities in order to bring in line tertiary sector needs and THB hotels' corporate social responsibility strategy. We work on these synergies in order to be useful and forge relationships based on trust that will guarantee long-lasting bonds. This enables us to plan long-term goals and strengthen the ties between participants in the various initiatives in order to make the actions programmed even more effective.



THB hotels collaborates with the **Aproscm Foundation**. In 2021, two students from the Restaurant Assistants programme carried out their work placements at the THB Sur Mallorca and THB Felip.



We collaborate with the **Red Cross Employment Plan**, which provides access to the job market for those experiencing difficulties in this area, improving their employability by strengthening their professional skills, promoting equal opportunities and treatment at work.



For several years now, our corporate offices have been a collection point for donations of toys. In 2021, we joined the Red Cross campaign **"their rights at play"**, and also organised collections for **Aldeas Infantiles** and the **Nazaret Foundation**.



THB hotels promotes the insertion of vulnerable groups through its **INCORPORA PROGRAMME**

An alliance to promote the integration onto the job market of groups at risk of exclusion, included in THB hotels Business Development Plan, which is based on **plurality and training** as the means to achieve excellence.



Conservation and protection of species



THB Tropical Island collaborates with donations to the scientific organisation **CEAMAR**, which carries out important work for the protection and conservation of our seas and species.



Donation of sheets and textiles for the **RESPUESTA SOCIAL S.XXI FOUNDATION** (DeMena La Santa centre for minors on Lanzarote).



Donation of sheets and textiles for **"SARA"** an animal and plant protection centre on Lanzarote.

Culture and sport



Sponsorship of the film *Es gegant d'Es Vedrà*, on Ibiza, as part of our support for local film production.



Participation in the Spartan Race Mallorca.



Collaboration with the Voyeur Palma Jazz Festival.

THB HOTELS INCLUIDA EN LA RED "EMPRESAS COMPROMETIDAS, EMPRESAS CON VALORES" A TRAVÉS DEL PROGRAMA "EMPRESAS QUE AYUDAN".



In 2021, we joined the "Companies that help" a programme run by the CAEB Foundation for the coordination of solidarity initiatives aimed at tackling the COVID-19 crisis.



Our stories. Social values and talent

We are firm believers in creating alliances that will connect the needs of the tertiary sector and THB hotels' corporate social responsibility strategy. We foment these synergies to make a real contribution and build relationships based on trust that will become long-lasting connections. This enables us to programme our long-term objectives and strengthen the ties between participants in the various initiatives to make the actions we programme even more effective.



As a tutor for the inclusion programme that was possible thanks to our collaboration with Aproscm and its specific initial skills programme for food and beverage service assistants, I have to say that it has proved to be an extremely gratifying and enriching experience for everyone involved.

*At THB hotels, **we believe that everyone has potential**, and for that reason we are committed to supporting inclusion projects such as those run by the Aproscm Foundation. Just like Neus, there are hundreds of young people eager to learn and become part of a real working environment, and at THB hotels they will always be welcome.*

Cati Martínez Roig.

Head of Restaurant Services at the THB Sur Mallorca





WITH PEOPLE



The team

We believe in people and their talent, enabling them to make the most of their abilities and competences, and providing ongoing training and updating their skills. We have a **talent plan** designed to develop the full potential of the working teams, boosting their motivation, as well as a **human development programme** that will enable them to improve their professional skills. However, we also work to ensure their wellbeing. These are our core values in terms of talent, although we have also introduced a humanising factor into the company, as this is one of the major challenges we face regarding our teams. We work to detect needs and deal with each situation of personal development individually, adapting to the characteristics and motivation of each person, mentoring them throughout the process until their dream comes true.



THB College

THB COLLEGE, AT THE HEART OF THB hotels' EDUCATIONAL SOCIAL RESPONSIBILITY STRATEGY.

A FACTORY FOR RESPONSIBLE PROJECTS DESIGNED FOR DEDICATED PEOPLE

THB College came about from the desire to effectively communicate and transmit the company's corporate values and philosophy; it was the result of the need for a lever that would help us to disseminate and raise awareness, as well as eventually to transform the company and introduce organisational changes.

Our idea was to offer something that would make a real impact and reach all areas of THB hotels.

Adhering strictly to our values – the core concepts that underpin the THB College project, namely **EDUCATION, INNOVATION AND FUTURE VISION**, we started to visualise, devise and strategically plan our education project.

We believe in the power of education as a means of transforming societies, and there could be no better way of demonstrating this than founding a School that reflected this conviction.



THB College

THB College is not a school in the traditional sense: it is a **school for social innovation** where everyone has a part to play: the hotel managers are “guides”; the department heads are “ambassadors”; and the project heads are “mentors”. Between us, we work to make the organisation just that little bit better. Working for a better world...our slogan.

What goes on in the classrooms and workshops, what these people contribute...is all based on drive, enthusiasm, the desire to progress...which always makes all the hard work and effort that goes into these ambitious projects truly worthwhile, almost magically making for a great ATMOSPHERE.

We help them plan their dreams, and, if they allow us, accompany them on the road to making them come true.

THB College

THB College nace como una herramienta para gestionar la formación y el talento de las personas que forman parte de THB hotels. Es un proyecto en el que ponemos nuestro empeño y creatividad para favorecer el desarrollo de todos los equipos de trabajo, atendiendo a las necesidades de formación y capacitación de cada uno.

THB College ha desarrollado unos completos programas de formación que combinan aprendizaje teórico, mentoring, desarrollo de habilidades y posibilidad de reconocimiento individual a través de objetivos reales.

Programa Formación Dual

El Programa de Formación Dual tiene el objetivo de fomentar la empleabilidad y las oportunidades laborales de los jóvenes.

Se trata de un proyecto pionero para crear una red de talentos “trabajadores - alumnos”, que alternen formación académica impartida por THB College, además de hacer esfuerzos en su trabajo en los hoteles de THB hotels.

Programa Talents

Apostamos por una formación que asegure el desarrollo y crecimiento profesional de todas las personas que quieran crecer con nuestro proyecto. El Programa Talents te permitirá ganar experiencia en el mundo hotelero a través de talleres, formación, mentorías según tu especialidad. Ofrecemos una visión global de la empresa y las funciones de los diferentes áreas, que te ayudarán a ser un mejor colaborador y favorecerá para tu desarrollo profesional.



THB hotels

THB hotels cuenta con hoteles ubicados en los mejores destinos turísticos de España: Mallorca, Ibiza y Lanzarote.

Hoteles dedicados al turismo familiar o al ocio adulto, enfocados en turismo activo, de bienestar o wellness, ecoturismo, MICE o eventos especiales. Todos ellos con impresionantes vistas al mar.

Trabaja con nosotros

FORMA PARTE DE NUESTRO EQUIPO DE PROFESIONALES

En THB hotels estamos en la búsqueda constante de profesionales prácticos, con ganas de trabajar, que se responsabilicen de su trabajo, que sean la superación continua y calidad en su desempeño. Pensamos orientados al cliente y a la obtención de resultados, que se comprometan y formen parte de la organización y, sobre todo, que sepan y quieran trabajar en un gran equipo.

Te ofrecemos la oportunidad de formar parte de una compañía hotelera en evolución, donde nuestro objetivo es que puedas crecer con nosotros y llegar los lejos como deseas.

Si quieres formar parte de THB hotels envía tu currículum a formacion.cad@thbhotels.com.

DESARROLLO HUMANO Y EXCELENCIA



THB College

THB COLLEGE, Special mention for the DUAL PROJECT

A pioneering 'in Company' programme where the students learn in real scenarios. We replace the classrooms for actual hotels, where they can put all knowledge and skills acquired into practice. What's more, the students receive a vocational training certificate and a commitment to their future development in the company's hotels.

"The added value is being able to carry out our work in a responsible and humanised context.

As a result, the future challenges stem from a team that is fully aware and can generate know-how based on a sense of conviction and authenticity."

Ana Zorita-Viota
THB College Management Team

"The advisory team at THB College, helps the students to adapt and make the most of their talents, whilst working on their transversal competencies and skills to ensure their personal and professional success and development."

Fernanda Almazán Teaching Coordinator



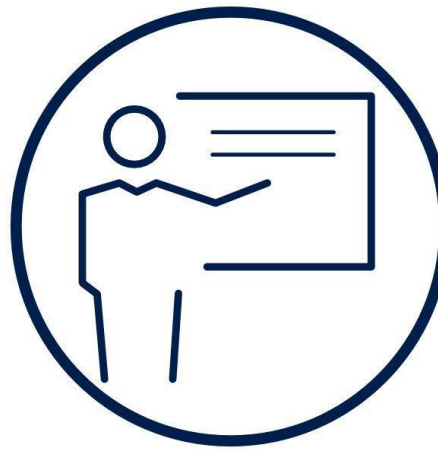


IN 2021:



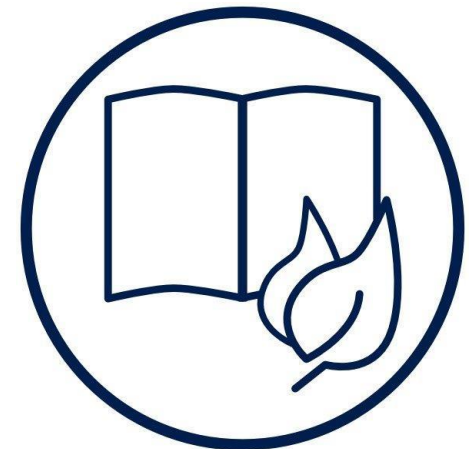
1053

PEOPLE TRAINED



327

COURSES TAUGHT



165

TRANSVERSAL
MODULES
(IN SUSTAINABILITY)



Customer satisfaction



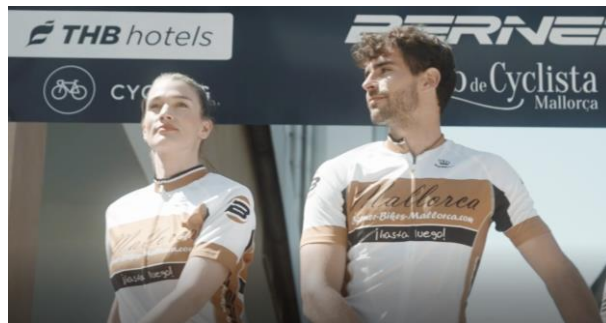
In 2021, the **THB Royal Hotel** was awarded four-star status, due mainly to the renovation of its facilities and the introduction of additional services.



Safe hotels within the framework of our **COVID-19** prevention programme, transmitting to our customers our efforts to offer them safe spaces in which to enjoy their stay.



Monitoring **customers' opinions** in real time during their stay.



Development and **launch of the Active Tourism Project**.



Customers voted the THB Royal hotel on Lanzarote the **best Club Mármara** of the 2021-2022 winter season.



New outdoor **Children's play area** at the THB Cala Lliteras to offer little ones fun and games in a natural setting.



Healthy workplace

In 2019, THB hotels, within the framework of its **CUIDA-T strategic project**, focused on SDG3 to **defend and guarantee a healthy lifestyle**, promoting wellbeing for all ages, in order to build up a **prosperous human team and sustainable development**. Aware of our responsibility as a company, we planned the strategy we will be following in the coming years and identified the resources we will assign to achieving these goals.

Although it was unexpectedly interrupted by the pandemic, far from abandoning the project, we tailored it to meet the new needs and global circumstances, converting it into one of our **management priorities for corporate progress**.



Physical activity and injury prevention workshops



First aid workshops



"Changing habits" workshops



Healthy workplace

THB hotels' **CUIDA-T** project aims to ensure occupational health and safety. The question of gender is a fundamental aspect, and one that we have included as a core element of our project.



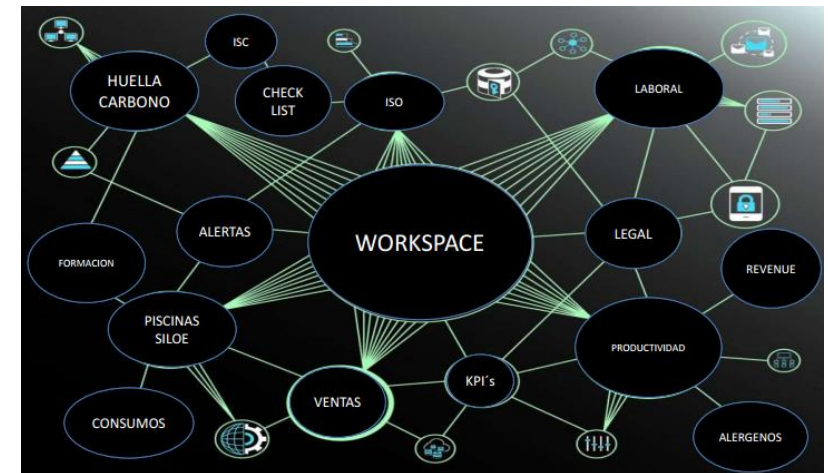
Improvements to processes. Workspace

Workspace is the tool designed by THB hotels for the integral management of the information generated at its properties. The project, which was launched in 2015, undergoes constant updates.

Workspace can be used to optimise decision-making times, save resources and carry out exhaustive controls on our processes; in short, improve operations at our properties and the monitoring procedures conducted by the company's executive managers.

Functions available in 2021

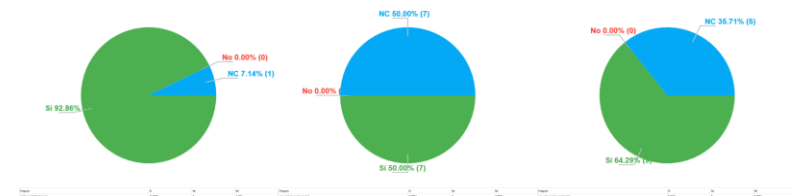
- Correlation of all stakeholder information.
- Incident and non-conformity management, as well as the monitoring of ENVIRONMENTAL ALERTS.
- Management of NAOS STRATEGY products and suppliers.
- Energy and water consumption management, incorporating all counter and meter data records.
- People management.
- Real time integrated management of guest satisfaction.
- Analysis of production information.
- Incorporation of the environmental management module.



Ver Partes Interesadas - Proveedores

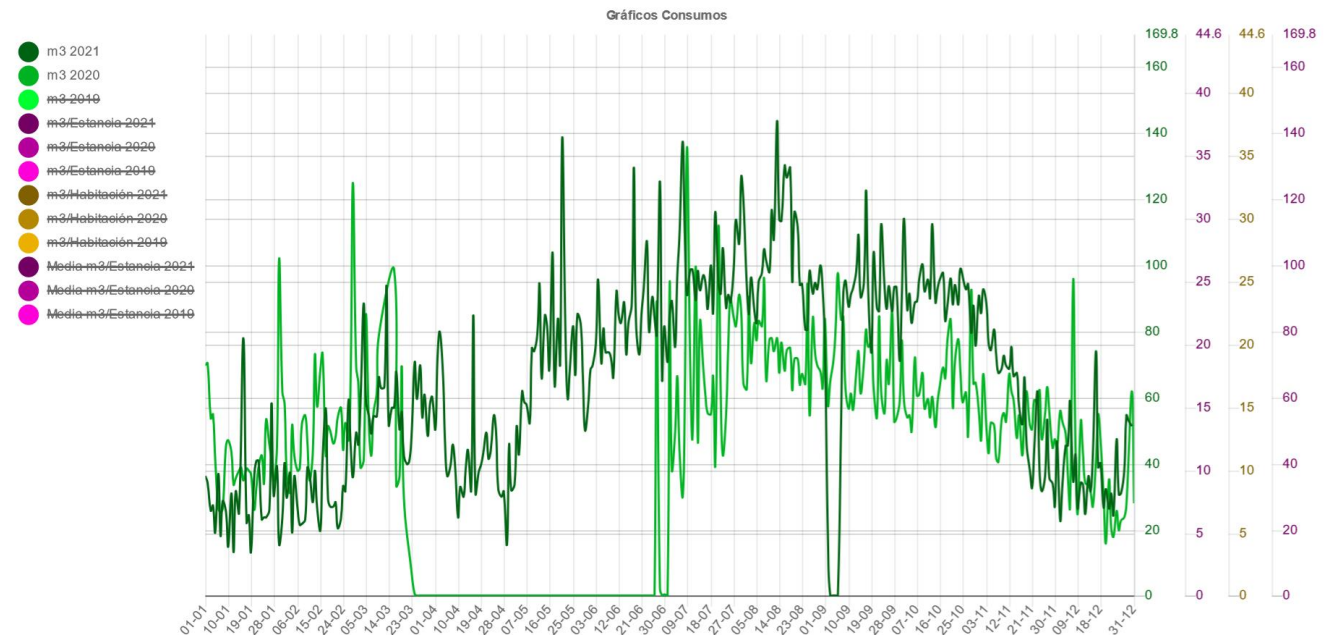
Resúmenes controlados de proveedores.

ID	Model	Fecha Alerta	Origen	Tipo	Detalles	Estado	Temperatura	Problemas	Estado
1095	Hotel THB Las Tablas	21-10-2021	Proveedores	No Ambiental	INCIDENTO	INCIDENTO	INCIDENTO	INCIDENTO	INCIDENTO
1102	Hotel THB Las Tablas	20-11-2021	Proveedores	No Ambiental	INCIDENTO	SANCHOZ ALABASTRO S.A.	SANCHOZ ALABASTRO S.A.	INCIDENTO	INCIDENTO
1108	Hotel THB Las Tablas	19-11-2021	Proveedores	No Ambiental	INCIDENTO	REPERTE PRODUCTOS SANITARIOS	REPERTE PRODUCTOS SANITARIOS	INCIDENTO	INCIDENTO
1143	Hotel THB Las Tablas	20-11-2021	Proveedores	No Ambiental	INCIDENTO	SI 402187	INCIDENTO	INCIDENTO	INCIDENTO
1140	Hotel THB Las Tablas	20-11-2021	Proveedores	No Ambiental	INCIDENTO	SI 402178	INCIDENTO	INCIDENTO	INCIDENTO
1174	Hotel THB Las Tablas	19-10-2021	Proveedores	No Ambiental	INCIDENTO	SI 402175	INCIDENTO	INCIDENTO	INCIDENTO
1115	Hotel THB Las Tablas	20-10-2021	Proveedores	No Ambiental	INCIDENTO	SI 402176	INCIDENTO	INCIDENTO	INCIDENTO
1114	Hotel THB Las Tablas	20-10-2021	Proveedores	No Ambiental	INCIDENTO	SI 402177	INCIDENTO	INCIDENTO	INCIDENTO



Digitalisation and automation

The development of analytical and transversal **technology** that provides integral assistance in adopting corporate decisions is essential in order to keep up with the rapid pace and constant changes in the business ecosystem. Today, we can safely say that it is a reality and we have presented our **environmental management module** to our work teams. We are particularly proud of this module due to the positive impact it will have on our management system, guaranteeing precise measurements, exhaustive analyses and enhanced improvement decisions.



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.



The logo features a stylized leaf icon to the left of the text "ECO friendly" in a bold, sans-serif font.



The logo features a stylized leaf icon to the left of the text "ECO friendly" in a bold, sans-serif font.



The logo features a stylized leaf icon to the left of the text "ECO friendly" in a bold, sans-serif font.





Our stories. Our ECOfriendly commitment



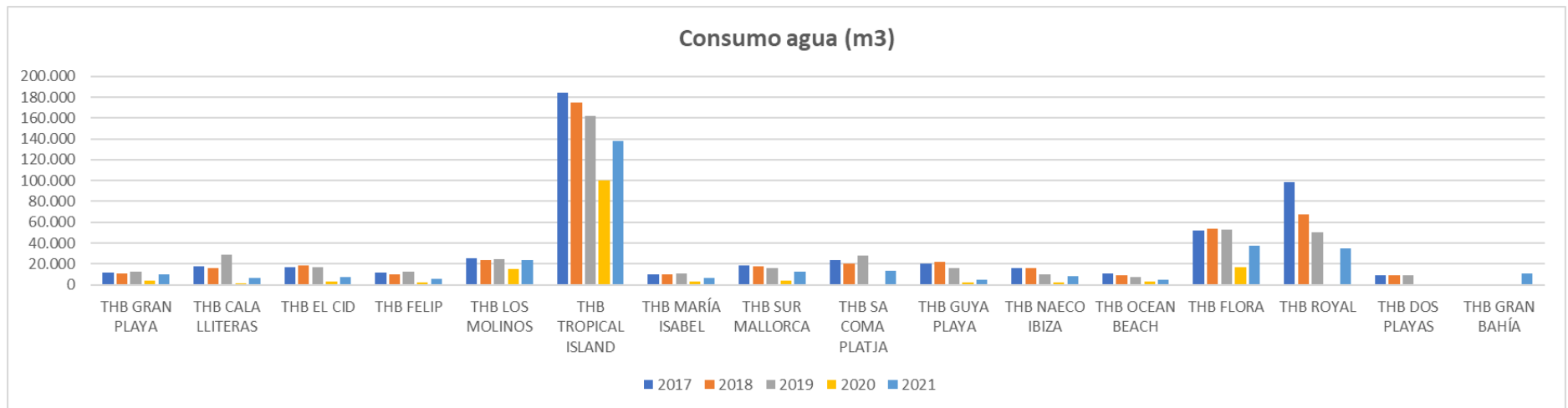
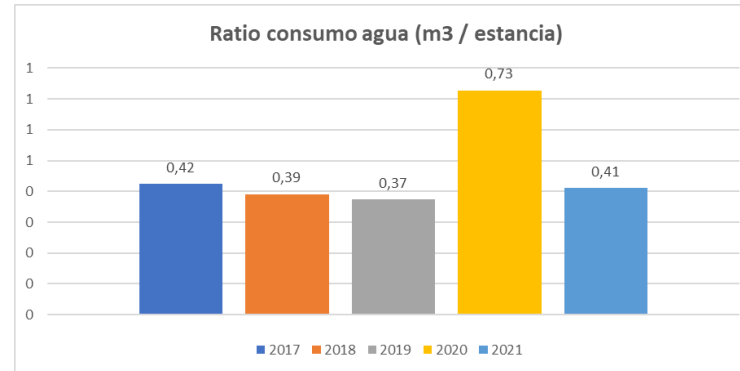
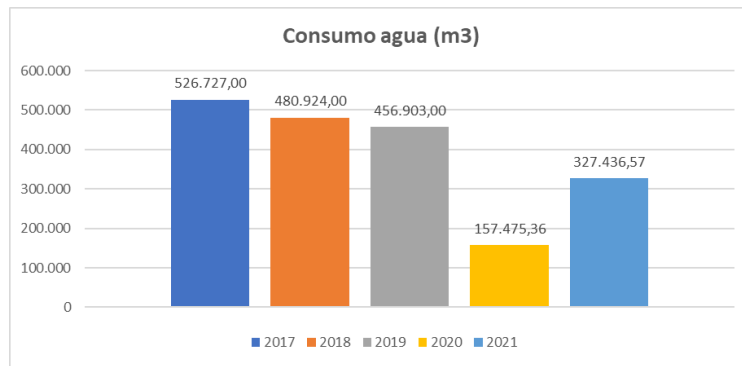
*"When I first came to Lanzarote some years ago, I was immediately struck by the island's energy and breathtaking beauty. I also became aware of just how important it is to **conserve** and guarantee the **sustainable use** of its wealth of natural and cultural heritage. THB hotels' commitment to sustainability 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

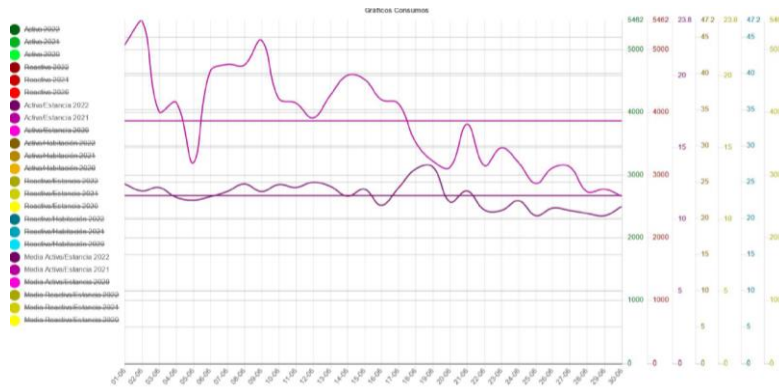


Efficient use of water

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

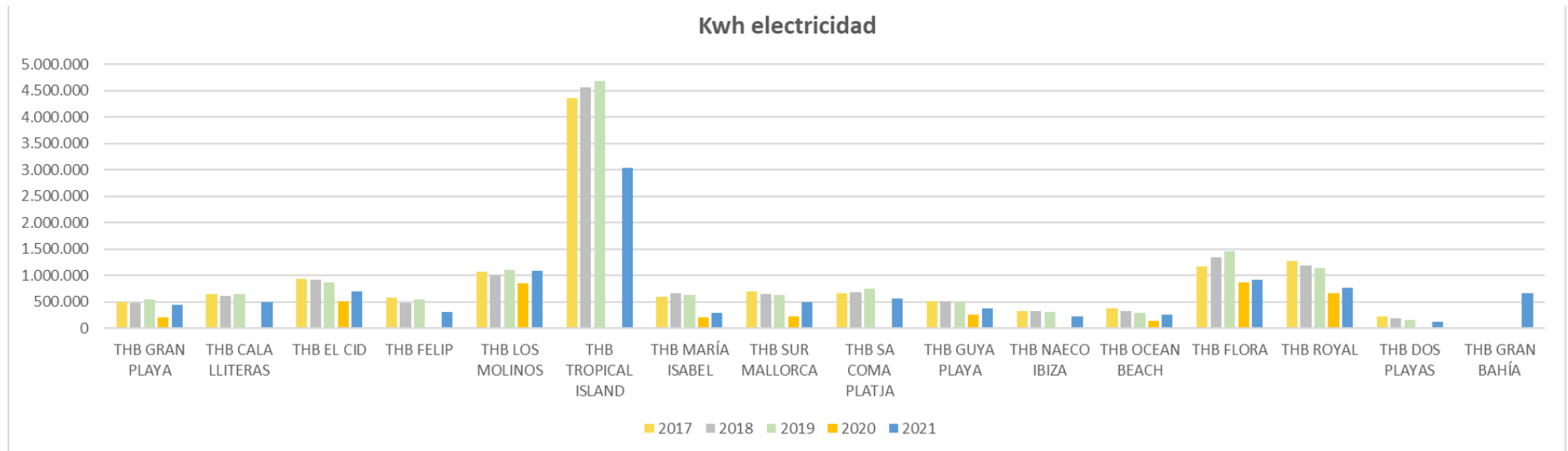
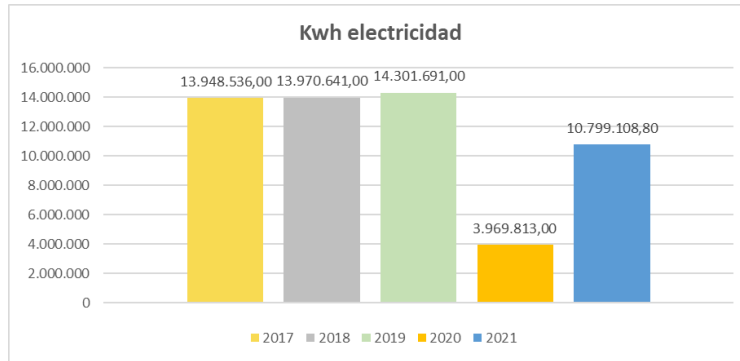
REUSE BATHROOM AND POOL TOWELS. TURN THE TAP OFF WHILE YOU SOAP UP, BRUSH YOUR TEETH OR SHAVE.

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



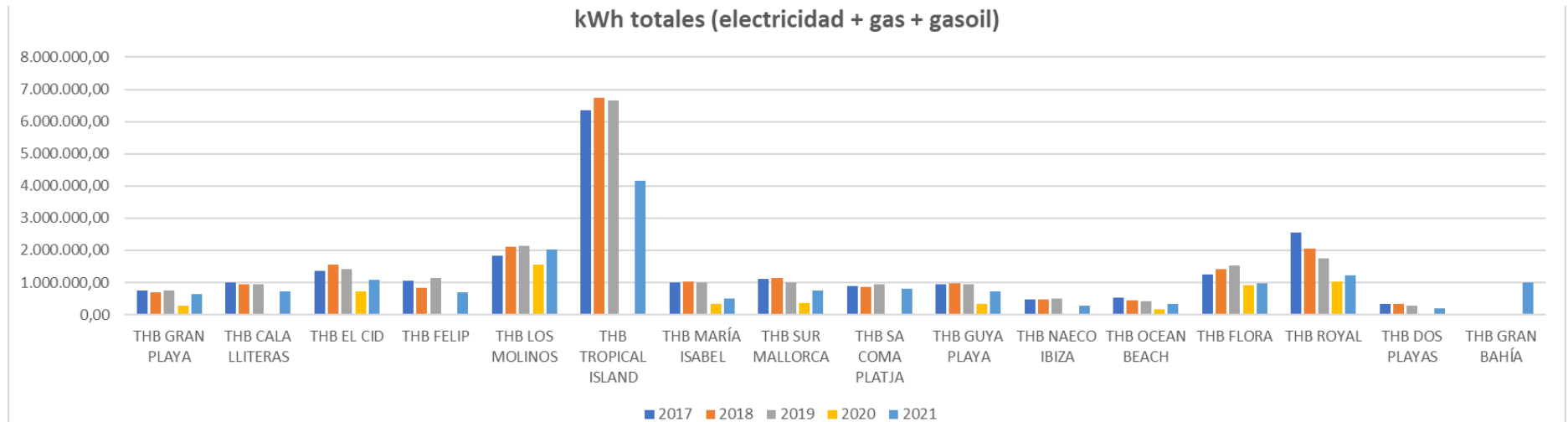
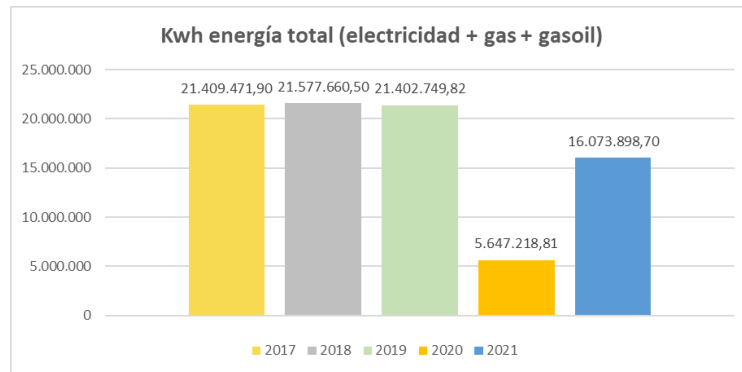
Efficient use of energy

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

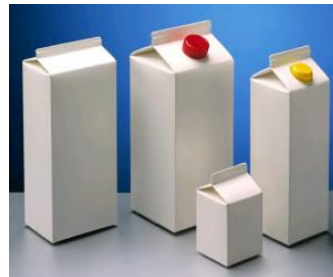
At THB hotels, we are aware of our responsibility as actors in the tourism industry regarding the impact of our activity on the environment and are committed to working towards a more sustainable planet.

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.

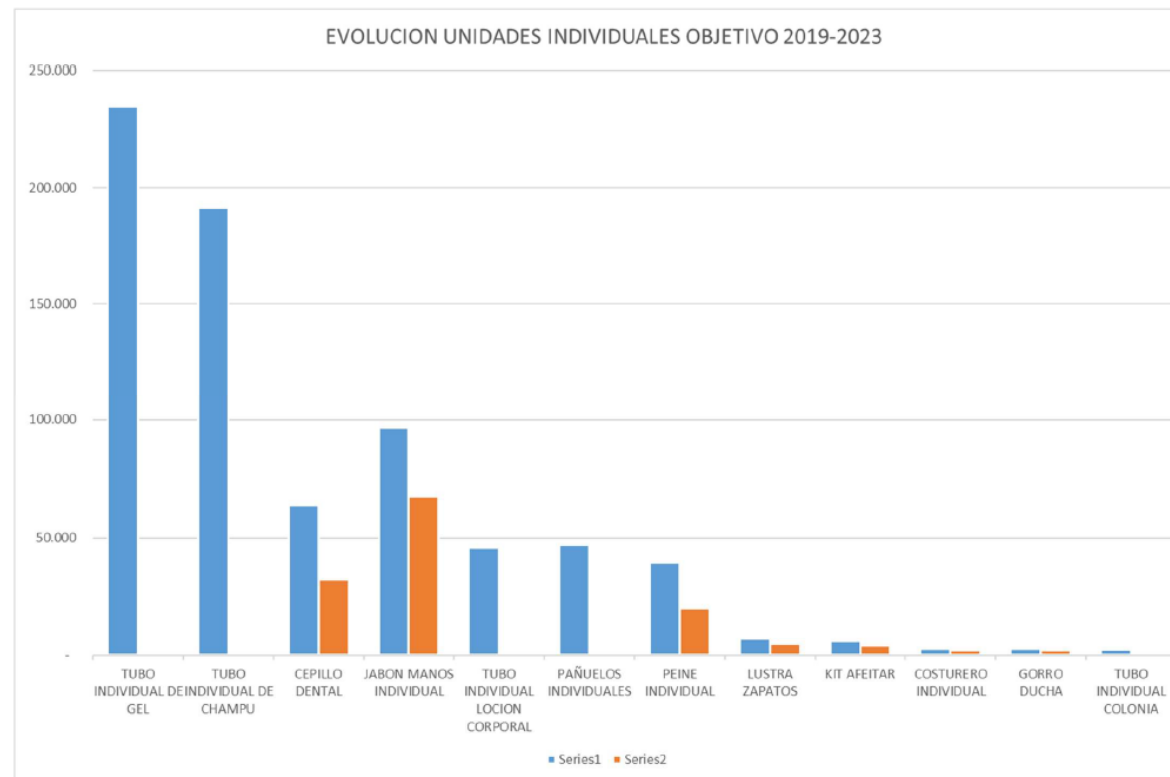


Reduction and gradual elimination of room amenities, replacing them with loose product dispensers.



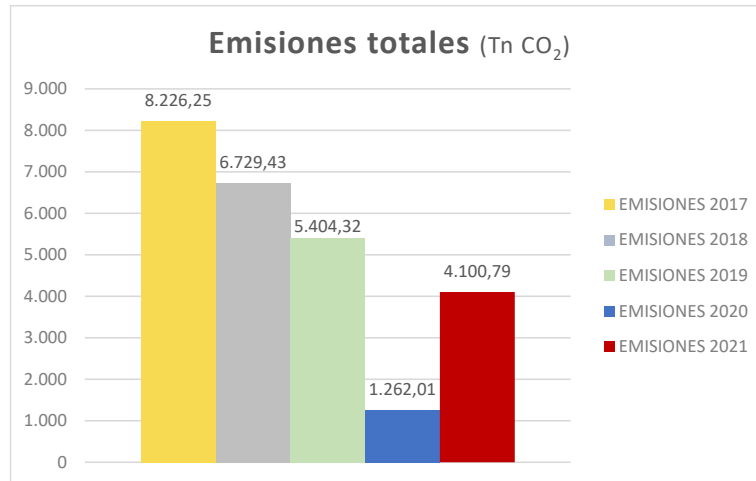
Elimination of single-use plastics and products

TREND IN AMENITIES



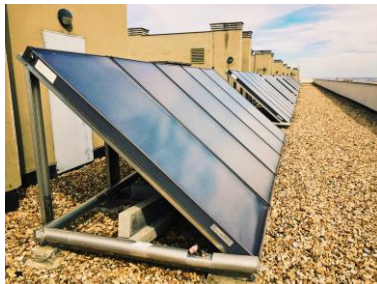
Emission reduction

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.



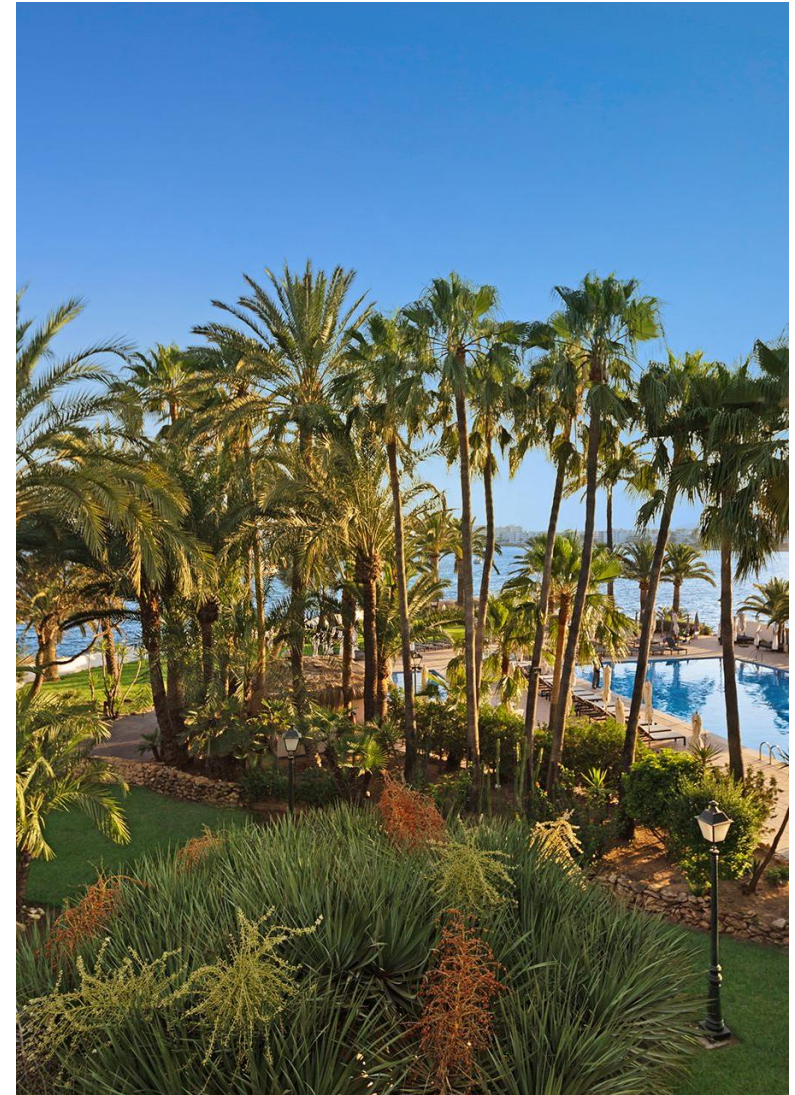
At the THB Royal there are signs identifying all the trees in the gardens, including details of each species, converting the natural setting into a museum for endemic species.



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

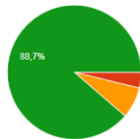
We assess the efficiency of our awareness raising actions in order to monitor our workers' degree of commitment and to introduce specific improvement action plans.

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

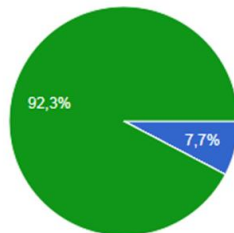


A la primera pregunta sobre la Política de Gestión, el 88,7% de los encuestados ha contestado correctamente.



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

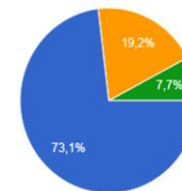
26 respuestas



- 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



- ✦ The new circularity criteria issued by the Administration mean that over the next few years, we will be increasing the proportion of locally sourced products we use at our properties.
- ✦ We will also be considering alliances with our suppliers to take advantage of their best practices in relation to the acquisition of locally sourced products and more sustainable production processes.
- ✦ Implementation of the Circularity Plan.



- ✦ Launch of the “solidarity room” in a number of our hotels.
- ✦ Sports sponsorships such as the agreement with the Endurance-THB hotels running team, Palma Futsal and the Rafa Nadal Academy padel tennis ranking.
- ✦ We will continue to run solidarity programmes, assessing the economic impact of the donations.



Future challenges



- 20% increase in the number of students trained within the framework of the CUIDA-T Project.
- 35% increase in the number of transversal training hours included in THB College's training itineraries.
- Increase the training offer and digitalisation of contents.
- Introduction of the "Coffee with Dual" student mentoring procedure.



- Implementation of the corporate equality plan to continue guaranteeing equal opportunities for men and women.
- Boost the functions of Workspace to include aspects such as legal requirement management, analytics, a library of manuals and work procedures, people management, selection processes and career development.



Future challenges



- Boost the functions of Workspace to include aspects such as legal requirement management, analytics, a library of manuals and work procedures, people management, selection processes and career development.



- 20% increase in the number of students that successfully complete the Dual Project.
- 35% increase in the number of transversal training hours included in THB College's training itineraries.
- Continuation of the certification process of the Hotel-Schools..
- Obtaining environmental management system certification for THB College.
- Consolidation of the TALENTS PROGRAMME. Management development programme and personalised career plans.



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.



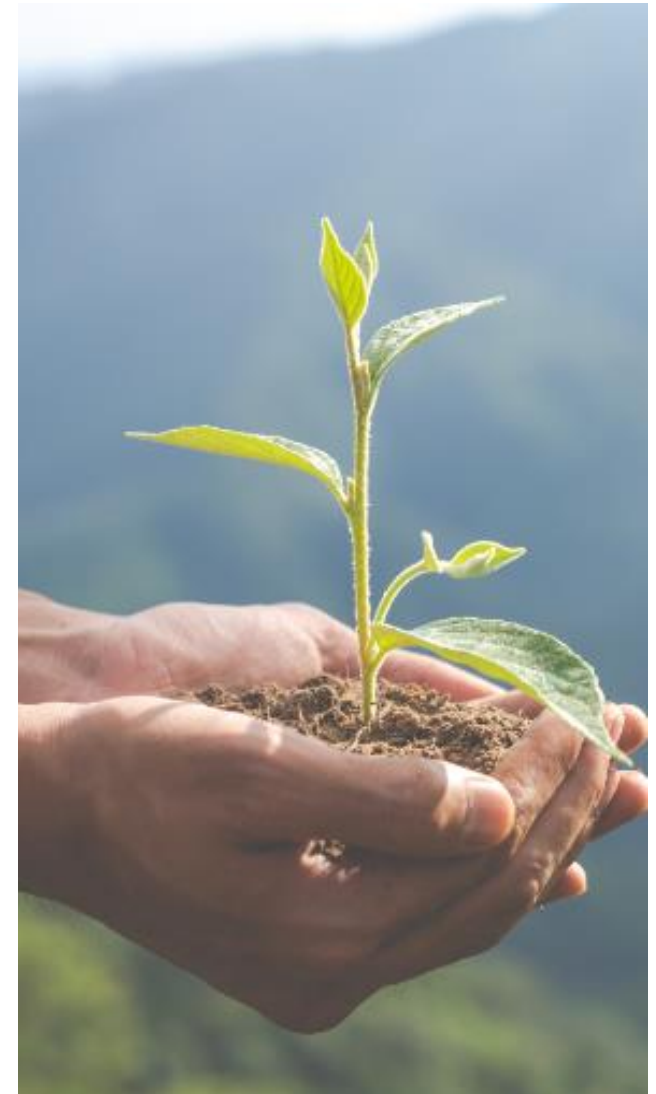
Future challenges



- 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****