

# RELAXIA

THE PLEASANT HOTELS & RESORTS

## SUSTAINIBILITY REPORT

### 2023

## RELAXIA RESORTS

# RELAXIA

THE PLEASANT HOTELS & RESORTS

## Informe de Sostenibilidad 2023 Relaxia Resorts

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## 1. Responsible Relaxia

Conscious of the importance of maintaining sustainable tourism development and embracing the principles specifically adopted in the World Charter for Sustainable Tourism, Relaxia Resorts is committed to implementing sustainable management of its activities.

This commitment involves adopting measures aimed at preventing, eliminating, or reducing the impact of our facilities and activities, both internally and externally, while optimizing the sustainability of our establishment by improving the interaction with the environment.

In the same vein, our establishment has embraced this Responsible Tourism Policy, committing to comply with the legal requirements that regulate the effects generated by tourist activity. We also pledge to motivate and train our staff through educational and awareness initiatives regarding Responsible Tourism principles, promote environment best practices in the surroundings, participate in external activities, and communicate both internally and externally about the progress and environmental actions of the company.

One of our main objectives is to enhance sustainable management by undertaking commitments to continuous improvement in all areas of sustainability: social, economic, and environmental, as well as in customer satisfaction. To achieve this, future expansion projects of facilities or activities will be subject to sustainability and resource efficiency criteria.

## 2. Our Pillars

### 2.1. Pillar 1: Our involvement with the local community

At *Relaxia Resorts*, we are committed to our community, the Canary Islands. We carry out various actions that allow us to engage at different levels, including economic, social, and environmental aspects. We understand the importance of prioritizing locally sourced products to boost the economy of the islands. We instill in our customers and employees the necessity to care for our unique resources, heritage, and environment. Additionally, we collaborate with various social entities, contributing our part through different aid initiatives.

#### 2.1.1. Boosting the local economy. Prioritizing the purchase of local products

From our standpoint as a hotel belonging to a Canary Islands-based company, we believe that promoting the local economy is a crucial factor in fostering the growth of our region. Therefore, to the extent possible, we always strive to prioritize local

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suppliers. Moreover, we require these suppliers to meet certain minimum standards in terms of quality and sustainability, in line with our values and policies.

### 2.1.2. Culture, heritage, and environment conservation

The promotion of culture, heritage, and the importance of and recommendations for preserving the natural environment are fundamental concepts that we make known to our clients to ensure they enjoy a complete stay on the island where we are present (Gran Canaria and Lanzarote). We provide information through various channels, such as the Relaxia Resorts website ([www.relaxia.net](http://www.relaxia.net)), a directory available at Reception, and through the information and suggestions provided by our employees.

### 2.1.3. Cooperation with Social Entities: Donation, Sponsorships, Environmental Actions

One of our fundamental commitments is to assist and collaborate in the well-being of the less fortunate, as well as to engage in the development of our community. That is why we organize initiatives such as collaborations with social entities, donation campaigns, sponsorships, etc. Our goal for 2023 is to maintain this commitment, and we aspire to increase our involvement in the community.

## 2.2. Pilar 2: Our Responsibility to workers

Our employees are the most valuable resource we have for achieving goals of any nature. They represent the visible face of Relaxia Resorts, conveying our philosophy and establishing the customer relationship that fosters loyalty. Therefore, we are committed to providing and ensuring our employees with the stability and security necessary for the proper performance of their duties.

We are guided by promoting values of non-discrimination of any kind, ensuring equal opportunities for all employees, providing fair hiring conditions within the framework of applicable laws, offering the necessary training for their role development, and prioritizing internal promotion over external recruitment.

## 2.3. Our Responsibility to Environment

In Relaxia Resorts, we are aware of the importance of conducting our activities responsibly and sustainably. The care and preservation of the environment are significant factors in our management. Our actions are diverse and range from measuring and recording our consumption and waste, implementing measures to reduce them, increasing the level of recycled waste, raising awareness among our employees, and providing them with the means to make their daily work procedures and practices more sustainable. This includes making significant investments in renewable energy facilities such as solar panels, geothermal and aerothermal systems,

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as well as upgrading equipment for greater energy efficiency, implementing LED lighting, and other initiatives.

Just as we raise awareness among our employees about the need to contribute to the conservation of our surroundings, at Relaxia Resorts, we also make an effort to convey these values to the rest of our partners: customers and suppliers. We encourage them to participate and collaborate in achieving our sustainability objectives and apply these same criteria in their own areas of operation.

### 3. Our Corporate Philosophy

At *Relaxia Resorts*, we have a qualified team, a fundamental pillar with which we achieve, day by day, continued recognition and acceptance from our customers. With a high degree of loyalty, they choose to revisit our establishment.

For us, people are our most valuable resource, and we are committed daily to their personal and professional development. The philosophy and culture of our organization focus on constant work, austerity, learning, and the development of our employees, making this a vital and differentiating element.

#### 3.1. Our Mission

Our mission as a hotel belonging to the Relaxia group is to be a leading Canarian hotel chain in quality, offering highly recognized and certified products while respecting the environment. We are committed to a sustainable approach to the hotel business, maintaining a strategic position in the Canary Islands, and primarily catering to the family vacation tourism segment.

#### 3.2. Our Vision

Our vision as a group revolves around constant evolution, understanding that there is no room for improvisation in our industry. The smallest detail can mean the loss of a customer who might be easily attracted by the competition. Therefore, infrastructure, location, environmental respect, services, attention, and security in the broadest sense are highly considered concepts in the development of our activities as a hotel company. This approach is aimed at meeting the demands of increasingly discerning customers and a more prepared competition.

We can summarize our vision as: "To be recognized as a leading chain in the community and contribute to the sustainable development of the sector."

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## 4. Our History

Relaxia Resorts, the hotel chain, is part of the Pérez Moreno Group, a family-owned construction company based in the Canary Islands, with a history dating back to the early 1970s. Their journey in the hospitality sector began with the construction and operation of their first bungalow establishment, Relaxia Lanzasur, located in Playa del Inglés, Gran Canaria.

What initially started as a real estate venture in the south of Gran Canaria gradually transformed over the years into a thriving tourism business. It became a cornerstone of the group's activities, further solidifying with the construction of three additional hotel complexes. In 1984, Relaxia Lanzaplaya opened its doors in Puerto del Carmen, Lanzarote. Four years later, in 1988, Relaxia Jandialuz in Pájara, Fuerteventura, was inaugurated (sold in May 2018). In 1995, Relaxia Lanzasur Club, located in the municipality of Yaiza, Lanzarote, was built. Adjacent to this complex, the Aqualava Water Park was constructed in 2012, currently a prominent leisure facility on the island of Lanzarote. This park is a pioneer in integrating water fun with the nature and traditions of Lanzarote, utilizing predominantly clean energies for its operation, such as geothermal, solar thermal, and photovoltaic.

In 2017, the Relaxia Resorts portfolio expanded with the acquisition of Relaxia Olivina, purchased in January of that year. This move positioned Relaxia Resorts among the most influential companies in the tourism sector in the Canary Islands. In 2022, another hotel complex was acquired, once again located in Gran Canaria. This acquisition, completed in February of the mentioned year, is situated in Playa del Inglés and is named Relaxia Beverly Park. This latest addition represents a significant step in the chain's efforts to establish itself as a leading tourist destination for visitors to Gran Canaria.

### **Our Hotels**

Currently, Relaxia Resorts boasts five hotel establishments: Relaxia Lanzasur, Relaxia Lanzaplaya, Relaxia Lanzasur Club, Relaxia Olivina, and Relaxia Beverly Park.

#### **1. Relaxia Lanzasur**

- Located in the southern part of Gran Canaria, in the central area of Playa del Inglés, close to commercial areas.
- Comprises 61 one-bedroom bungalows, fully renovated.

#### **2. Relaxia LanzaPlaya**

- Situated in a central area of Puerto del Carmen, in the second line of the beach, and very close to commercial and entertainment areas
- Features 161 fully equipped apartments with a capacity to accommodate three to four people.

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### 3. Relaxia Lanzasur Club

- Located in the southern part of Lanzarote, in Playa Blanca.
- Comprises 224 one-story semi-villas with an approximate area of 70,000 m2.

### 4. Relaxia Oliviana

- Aimed at families and couples, offering more than 5,000 m2 of outdoor leisure spaces.
- Features 102 double rooms and 188 family rooms with 1 or 2 bedrooms.

### 5. Relaxia Beverly Park

- Aimed at families and couples, this hotel offers 469 fully equipped rooms for guests to enjoy their vacations.
- Includes double rooms, family rooms, and rooms with sea views, situated 100 meters from the beach and currently rated as a 3-star hotel.

## 5. Our Stakeholders

Relaxia Resorts, considera considers the relationship with its various stakeholder groups (owners, customers, tour operators/agencies, suppliers, employees, neighbors, associations, public entities, etc.) a key element in the management of social responsibility. The relationship model of Relaxia Lanzasur with these stakeholder groups is inspired by the company's own values and culture, aiming to build long-term relationships based on trust and mutual benefit (Point 2, "Identification of stakeholders and their respective interests," from the "Relaxia Resorts Strategic Document").

## 6. Our Certifications and Recognitions in 2023

Relaxia Lanzaplaya	ISO 14001: 2015
	ISO 9001: 2015
	Travelife
Relaxia Lanzasur	ISO 14001: 2015
	ISO 9001: 2015
	Travelife
Relaxia Beverly Park	ISO 14001: 2015
	ISO 9001: 2015
Relaxia Los Girasoles	ISO 14001: 2015
	ISO 9001: 2015



## 7. Relaxia as a responsible and committed actor

The management of *Relaxia Resorts* has the primary goal of ensuring the complete satisfaction of its customers. This is achieved through the high quality of its services and a strong commitment to environmental, social, and community actions.

### 7.1. Our Community Policy

*Relaxia Resorts* ensures that its social and economic impacts are positive and beneficial for the local communities in which it operates. In line with our Community Policy, we particularly focus on the following:

- We work closely with the local community as part of our social engagement program. We provide opportunities for local artisans and artists, promoting local cultural awareness among our customers. We actively engage in community projects and ensure open communication to understand real needs and provide support accordingly.
- We prioritize sourcing local products to support the region, maintain an ethical supply chain, and contribute to sustainable development. This also helps preserve the environment by reducing CO<sub>2</sub> emissions associated with transporting goods from distant locations
- We prioritize hiring local individuals to support the socio-economic development of the region.
- We actively promote events that contribute to social support within the community. We donate goods (retired furniture, mattresses, bedding, etc.) to organizations in need and support local entities (schools, hospitals, etc.) by providing hotel facilities for free or at a subsidized rate.

We consider it our duty to act in a socially responsible manner concerning our customers, employees, as well as the local community and the environment in which we operate. Through our Community Policy, we aim to provide an engaging experience for our region, directly contributing to the quality and positive atmosphere of our complexes.

### 7.2. Our actions in 2023

Initiatives to support the community and Canarian culture in 2023:

Action taken	What is it?	Date	Hotel
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Celebration of relevant community days (Andalusia, Galicia...)	Tasting of typical food of the community for which the day is being celebrated and typical music.	According to the day highlighted	Relaxia Beverly Park
Canary Islands Day	Tasting of typical Canarian food, dress and Canarian folklore at Relaxia Beverly Park	30 May	Relaxia Beverly Park/ Relaxia Los Girasoles / Relaxia Lanzasur / Relaxia Lanzaplaya
Solidarity Piggy Bank	Obtaining donations within the reception to help children with Dawn Syndrome.	May 2023	Relaxia Los Girasoles
Promotion of Canarian culture through television.	Promotion of different places to visit, places to eat and local products of the area.	All year round	Relaxia Los Girasoles
Handbike Tour	Participation in the organisation of the 9th round of Playa Blanca by Handbike.	February 2023	Relaxia Lanzaplaya / Relaxia lanzasur
ASOLAN's "Establecimientos Sostenibles" (Sustainable Establishments)	Collection and donation of plastic lids to the ASOLAN campaign "Help for Angel" for the purchase of an adapted car.	May 2023	Relaxia Lanzaplaya / Relaxia lanzasur
Ironman	Special prices for stay for the participants of the race. Special early breakfasts	May 2023	Relaxia Lanzaplaya / Relaxia lanzasur
Growing Yaiza Association	Invitation to Aqualava day, summer welcome party, Creciendo Yaiza association (children and monitors).	summer	Relaxia Lanzaplaya / Relaxia lanzasur
AFOL	Collaboration with AFOL by donating tickets to Aqualava for their fundraising events.	summer	Relaxia Lanzaplaya / Relaxia lanzasur
Associations Creciendo Yaiza, Tiganfaya and Adislan	Day of the differently abled party at Aqualava. The associations Creciendo Yaiza, Tiganfaya and Adislan participate - medals are awarded to those who for some reason have excelled in their annual work	summer	Relaxia Lanzaplaya / Relaxia lanzasur

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AECC(Spanish Association Against Cancer) and Mararía Association	Participation with a prize for one of the winners of the charity padel tournament TriRosas 2018, consisting of an all-inclusive weekend stay for two people at Relaxia Lanzaplaya.	November 2023	Relaxia Lanzaplaya
FOOTBALL TEAM "PUERTO DEL CARMEN	The proceeds from the tournament go to fund projects of both associations.	Summer 2023	Relaxia Lanzaplaya
Liquid sounds	Collaborators of the SPORTS event	June 2023	Relaxia Lanzaplaya
Gastronomic festival "SABOREA".	Collaborators of the Enogastronomic event held in La Geria.	November 2023	Relaxia Lanzaplaya
Annual resident voucher to Aqualava for a disabled customer	Collaborators of the Gastronomic event held in Teguisse.	Annual	Relaxia Lanzaplaya / Relaxia lanzasur
"Sustainable Establishments" of ASOLAN and Cáritas	Every year the children are given to enjoy the wave pool as a mobility therapy.	December 2023	Relaxia Lanzaplaya / Relaxia lanzasur

### 7.3.Promoter of the Local Economy

At *Relaxia Resorts* the consumption of Canary Islands products is promoted, and local suppliers are prioritized. In this way, it can be stated that 80% of the fruits and vegetables consumed in their hotels are locally sourced (from the Canary Islands). Additionally, the restaurant menu includes local wines. Information is also provided on how visitors can contribute to the local economy during their tourist visits.

### 7.4.Promoter of the Canarian Culture

*Relaxia Resorts* actively contributes to the promotion of Canarian culture, both through gastronomy (utilizing Canarian cuisine catering at the reception during the celebration of Canary Islands Day) and folklore (entertainment with Canarian groups). Annually, the Canary Islands Day is celebrated at the establishment, offering a free tasting of typical Canarian products to all its customers, accompanied by music and traditional attire.

### 7.5.Promoter of the Conservation of Our Environment

The tourism industry requires preserving destinations and maintaining the attractiveness of the places where it is located, as it also acts as a complementary element to the services it offers. Visitors are informed from our establishments about

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how their behavior should be when visiting natural landscapes, ensuring they contribute to environmental conservation.

### 7.6. Protection of Children (Child Protection Policy)

Within its Social Responsibility Policy, Relaxia Resorts commits to prevent and condemn child abuse and exploitation. According to the United Nations Convention on the Rights of the Child, 'a child means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier.

While our activity takes place in an environment where childhood is highly protected, at Relaxia Lanzasur, a company in the tourism sector, we strongly condemn all forms of child abuse and exploitation, both within and outside our organization. We commit to responding within our sphere of influence to all cases of abuse, whether proven, alleged, or attempted, according to their nature.

The four main categories of child abuse that we must recognize in order to take action are:

1. Physical Abuse
2. Sexual Abuse
3. Neglect
4. Emotional Abuse

Likewise, within this context, Relaxia Lanzasur 'respects the right of boys and girls to privacy,' always complying with the current legislation in this regard. The protection of the child's privacy refers to all private information about him or her, such as photos, texts, movies, etc.

## 8. Relaxia Resorts as a Responsible and Influential Employer

### 8.1. Our Social Policy

The human team at *Relaxia Resorts* is composed of individuals from different backgrounds and nationalities, holding positions in our corporate areas within our establishment on the island of Gran Canaria, representing a wealth of ideas, values, and culture.

We have a qualified team, a fundamental pillar that allows us to be well recognized and accepted by our customers day by day, with a high loyalty index leading to repeat stays at our establishments.

For us at Relaxia Lanzasur, people are our most valuable resource, and we commit every day to their professional development. The philosophy and culture of our organization focus on constant work as a guiding thread, austerity, learning, and the development of our workers, which is a vital and differentiating element.

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Our social commitment leads us to take the following actions to contribute to the economic and social development of the destination:

- **Responsible Attitude Toward Employees:** Offering stability and job security, avoiding discrimination, providing equal opportunities, planning training actions for professional development, offering other social benefits (free meals, discounts in our establishments, salary advances, etc.), and ensuring dignified hiring conditions according to legal requirements.
- **Contribution to Labor Integration:** Hiring individuals at risk of social exclusion, such as people with disabilities, those with mental disorders, victims of gender violence, etc.
- **Encouraging Skills Development:** Encouraging all employees to continue developing their skills and providing promotion opportunities whenever possible. It is important for us that employees continue their professional development once within our company, so individual and group training plans will be planned in collaboration with directors and supervisors for this purpose.

## 8.2. Our Health and Safety Policy

On the other hand, *Relaxia Resorts* undertakes the commitment to provide its workers with an adequate level of safety at work without compromising health as a result of that work. It also aims to preserve property and processes against potential losses.

To implement this commitment, the necessary measures will be taken to ensure that the safety conditions at workplaces comply with the standards established by legislation and accepted practices in the industry. Continuous attention will be given to the identification and elimination of hazards that may cause injuries and illnesses to employees, fires, property losses, or process disruptions.

Relaxia Resorts recognizes that the best system to support preventive efforts is to conceive prevention as something intrinsic and inherent to all types of work. Responsibilities in preventive matters will be assigned directly based on the competencies each person has in the course of their work, achieving the integration of prevention into the company's activities at all levels, from the highest management levels to all workers.

The various management levels of Relaxia Resorts will professionally manage safety and health, applying their responsibilities (planning, organizing, directing, and controlling) for the administration of established preventive activities. They will include prevention in all activities performed or ordered and in all decisions they make, integrating it into decisions about technical processes, work organization, and the conditions of their provision.

The company trusts all employees to achieve the above, for the benefit of prevention, which is a necessity for everyone.

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### 8.3. Our Human Resources

At *Relaxia Resorts* we promote the professional, personal, and family development of our workers, protecting their human and labor rights. We consider ourselves a company that advocates for inclusion and equity.

We closed the year 2022 with a total of 113 employees on average, compared to the 90 employees in 2021:

2022	
278 employees	
129 men (44,25%)	149 women (55,75%)

2021	
379 employees	
219 men (38,7%)	213 women (42,3%)

### Promoción interna

Promoting internal growth and professional development for our employees are aspects that we prioritize at *Relaxia Resorts*.

In 2022 There were the following internal promotions in Relaxia Beverly Park:

Previous Category	New Category Promotion	Nº Workers
Waitress's Helper	Waitress	1
Second governor	First governor	1
Floor Waiter	Deputy governor	1
Floor management technician	Vice principal	1

During 2022 there was no internal promotion at Relaxia Los Girasoles, but at the beginning of 2023 there was a promotion regarding the worker Pino, who became the Manager.

In 2022 There were the following internal promotions in Relaxia Lanzaplaya:

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Category	New promotion category	Nº Workers
Maintenance assistant	Maintenance Officer	1
Chef's assistant	Chef	1
Waiter	Headwaiter	1
2 Maintenance Manager	Maintenance Manager	1

In 2022 There were the following internal promotions in Relaxia Lanzasur:

Category	New promotion category	Nº Workers
Receptionist	Vice principal	1
Waitress's Helper	Waitress	1

### Training Plans

Throughout the year 2022, various training initiatives were implemented within the *Relaxia Resorts* for its employees.

Training Initiative 2022		
Training initiative	Department	Hotel
Fire fighting training	All departments	Relaxia Beverly Park
Legionella prevention training	2 PAX	Relaxia Beverly Park
Occupational risk prevention courses	All departments	Relaxia Beverly Park
First Aid	25 PAX 12 men 13 women	Relaxia Beverly Park
Labour management and accounting	1 PAX	Relaxia Beverly Park
Labour management of contracts, payroll and tax management in SMEs	1 PAX	Relaxia Beverly Park
Fire prevention training	All departments	Relaxia Los Girasoles
Legionella prevention training	All departments	Relaxia Los Girasoles
Occupational risk prevention courses	All departments	Relaxia Los Girasoles

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Continuous food handler training	All departments	Relaxia Los Girasoles
Travelife Social Responsibility requirements training	All departments	Relaxia Los Girasoles
Fire prevention training	All departments	Relaxia Lanzaplaya
Legionella prevention training	All departments	Relaxia Lanzaplaya
Occupational risk prevention courses	All departments	Relaxia Lanzaplaya
Continuous food handler training	All departments	Relaxia Lanzaplaya
Travelife Social Responsibility Requirements Training	All departments	Relaxia Lanzaplaya
Fire prevention training	All departments	Relaxia Lanzasur
Legionella prevention training	All departments	Relaxia Lanzasur
Occupational risk prevention courses	All departments	Relaxia Lanzasur
Continuous food handler training	All departments	Relaxia Lanzasur
Travelife Social Responsibility requirements training	All departments	Relaxia Lanzasur

### **Union association**

At Relaxia Resorts we respect the right to free association of employees. Given the size of the workforce, we do not have works councils within the establishment. However, we do have workers' representatives freely elected by the unions, with whom we maintain a cordial and mutually respectful relationship in a free, ethical, democratic and participatory environment.

### **Employee participation**

Proposals and suggestions from employees are very important to Relaxia Resorts. Through them we get to know the ideas, observations and concerns of our employees.



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For this reason, we have a Proposals and Suggestions Box within the establishment, located in the staff dining room, and we encourage employees to make use of it.

## 9. Responsible Relaxia with Our Customers

### 9.1. Our Quality Policy

The general guidelines and objectives that guide the company in relation to Quality are set out in the following Policy that has been defined by the Management.

Within the Quality Management System, the Management of Relaxia Resorts is committed to:

- Satisfy all applicable requirements, including legal and regulatory requirements.
- Communicate to the organisation, through this policy, the importance of meeting these requirements.
- Ensure that Quality objectives are set for each year based on the general objectives defined in this policy.
- To achieve total customer satisfaction, in terms of the quality of the services offered.
- Continuous improvement of the working methodology
- Perform work in accordance with preventive and control procedures designed to eliminate the occurrence of deficiencies.
- Reorganisation of the human and material resources needed to carry out the work properly.

The Quality Policy Guidelines are as follows:

- To orient the management of the company towards efficiency in the service it provides to its customers.
- Concern to provide staff with the knowledge and skills that together with experience will improve their competence, as well as to involve them in the organisation, always valuing their participation and support.
- Provide the facilities and equipment necessary for the correct execution of the work it carries out.
- To get the commitment of all members involved in the Quality Policy and to develop a participative quality management that takes advantage of everyone's capabilities.
- Implement in our activity a dynamic of Continuous Improvement in the development of functions and activities.
- Develop the activity taking into account social responsibility factors.
- Adapt facilities to allow accessibility.

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## 10. Relaxia Environmentally Responsible

### 10.1. Our Environmental Policy

At Relaxia Resorts we are aware of the importance of environmental conservation, therefore we have implemented mechanisms to control our environmental performance, to ensure adequate protection of the environment through continuous improvement through processes or practices that avoid, reduce and control our potential environmental impacts. Compliance with legal regulations is considered our minimum standard.

In line with our environmental policy, we focus in particular on the following:

- The use of renewable energies (solar, geothermal, aerothermal...), as much as possible.
- Minimising water consumption.
- Separate our waste and recycle as much as possible.
- Taking environmental aspects into account when purchasing any product.

We expect all our staff to be involved in environmental conservation and we provide them with ongoing training in this area.

We want to be recognised as a leading chain in our region and contribute to the sustainable development of the entire tourism sector.

### 10.2. Our environmental performance:

At Relaxia Resorts, we strive to measure, mitigate and offset the impact of our activities on the environment, in line with our Environmental Policy..

For us, knowing the consumption of resources, both energy and water, as well as the amount of waste we generate during the year is extremely important. Firstly, it allows us to make sure that our facilities are working properly, that there are no leaks and/or that our equipment is working efficiently. Secondly, we know what kind of waste we produce, as well as how much waste we generate, so that we can recycle or dispose of it. This allows us to compensate and set targets for the future to reduce our impact, reduce our ecological footprint and plan investments in cleaner, more environmentally responsible energy sources.

### 10.3. Our consumption. Comparison 2022-23

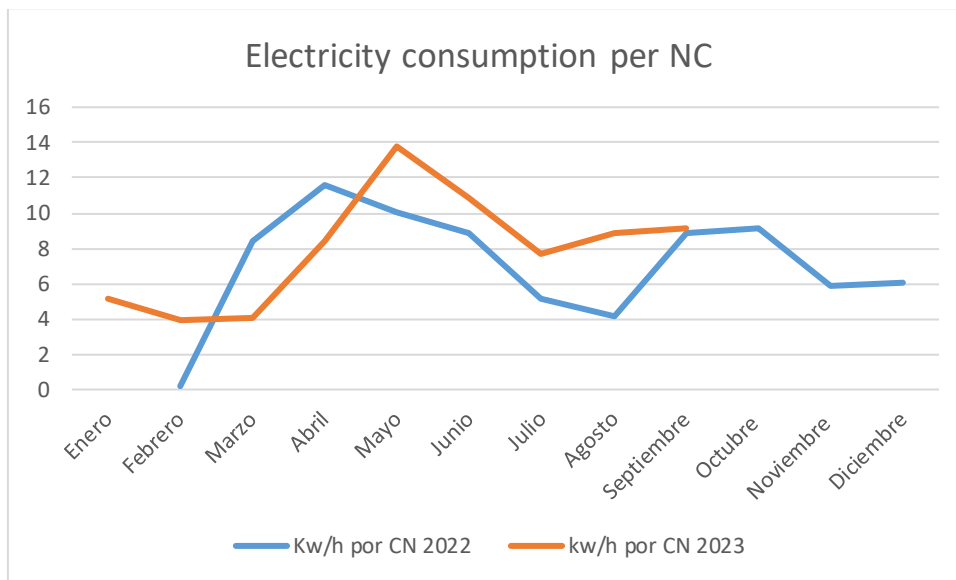
#### 10.3.1. Consumption Relaxia Beverly Park

##### Electricity consumption

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Electricity consumption	Stays 2022	KW/h per CN 2022	Stays 2023	KW/h per CN 2023
JANUARY			22321	5,14
FEBRUARY	4750	0,19	21673	3,93
MARCH	9615	8,43	22483	4,05
APRIL	6931	11,59	14808	8,42
MAY	8615	10,05	9010	13,78
JUNE	9892	8,90	12010	10,84
JULY	17339	5,19	21234	7,73
AUGUST	22293	4,15	24628	8,89
SEPTEMBER	14190	8,90	20101	9,15
OCTOBER	14313	9,16		
NOVEMBER	21290	5,84		
DECEMBER	19621	6,04		



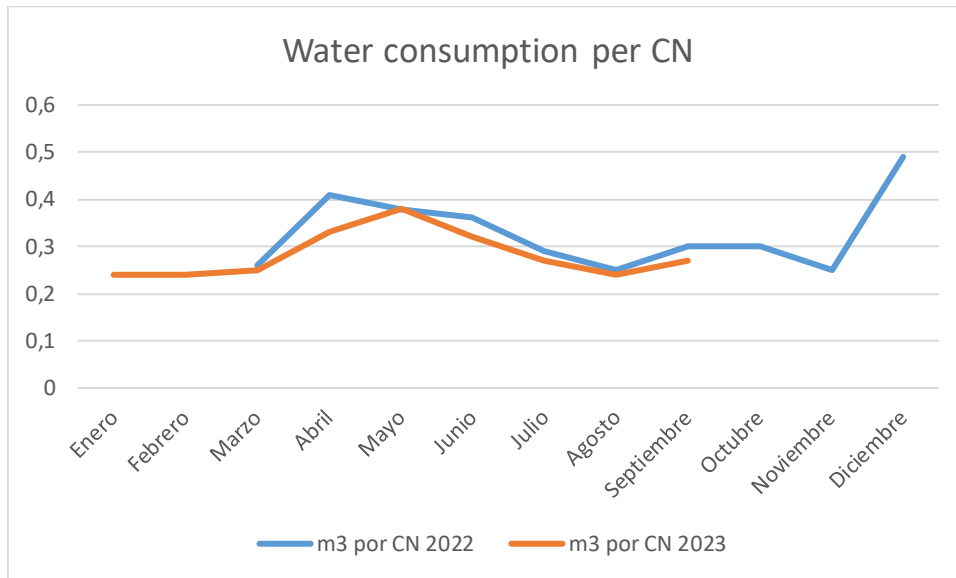
### Water consumption

Water consumption	Stays 2022	m <sup>3</sup> /CN 2022	Stays 2023	m <sup>3</sup> /CN 2023
JANUARY			22321	0,24
FEBRUARY			21673	0,24
MARCH	9615	0,26	22483	0,25
APRIL	6931	0,41	14808	0,33
MAY	8615	0,38	9010	0,38
JUNE	9892	0,36	12010	0,32

# RELAXIA

## THE PLEASANT HOTELS & RESORTS

<b>JULY</b>	17339	0,29	21234	0,27
<b>AUGUST</b>	22293	0,25	24628	0,24
<b>SEPTEMBER</b>	14190	0,30	20101	0,27
<b>OCTOBER</b>	14313	0,30		
<b>NOVEMBER</b>	21290	0,25		
<b>DECEMBER</b>	19621	0,49		

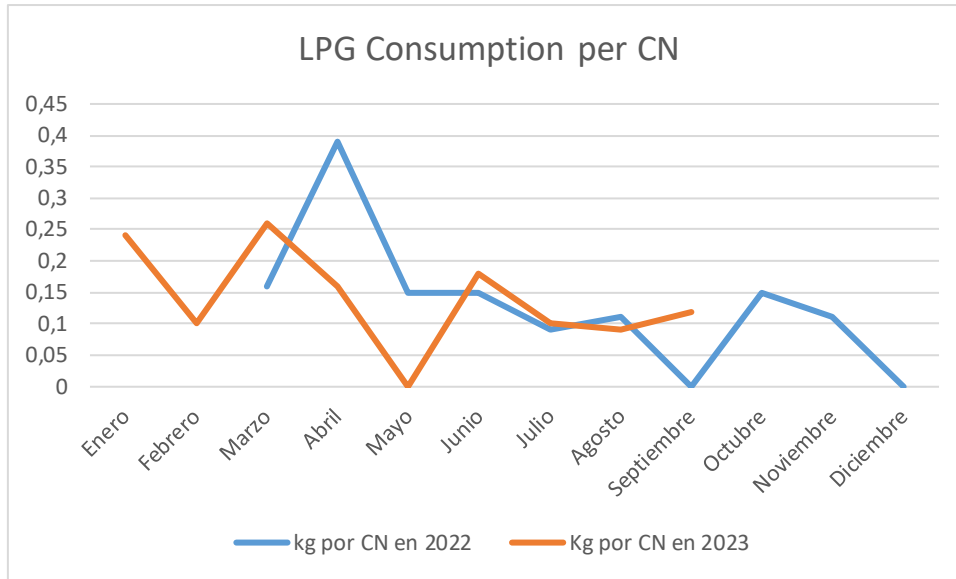


### LPG Consumption

LPG Consumption	Stays 2022	GLP IN KG/CN 2022	Stays 2023	GLP IN KG/CN 2023
<b>JANUARY</b>			22321	0,24
<b>FEBRUARY</b>			21673	0,10
<b>MARCH</b>	9615	0,16	22483	0,26
<b>APRIL</b>	6931	0,39	14808	0,16
<b>MAY</b>	8615	0,15	9010	0
<b>JUNE</b>	9892	0,15	12010	0,18
<b>JULY</b>	17339	0,09	21234	0,10
<b>AUGUST</b>	22293	0,11	24628	0,09
<b>SEPTEMBER</b>	14190	0	20101	0,12
<b>OCTOBER</b>	14313	0,15		
<b>NOVEMBER</b>	21290	0,11		
<b>DECEMBER</b>	19621	0		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS



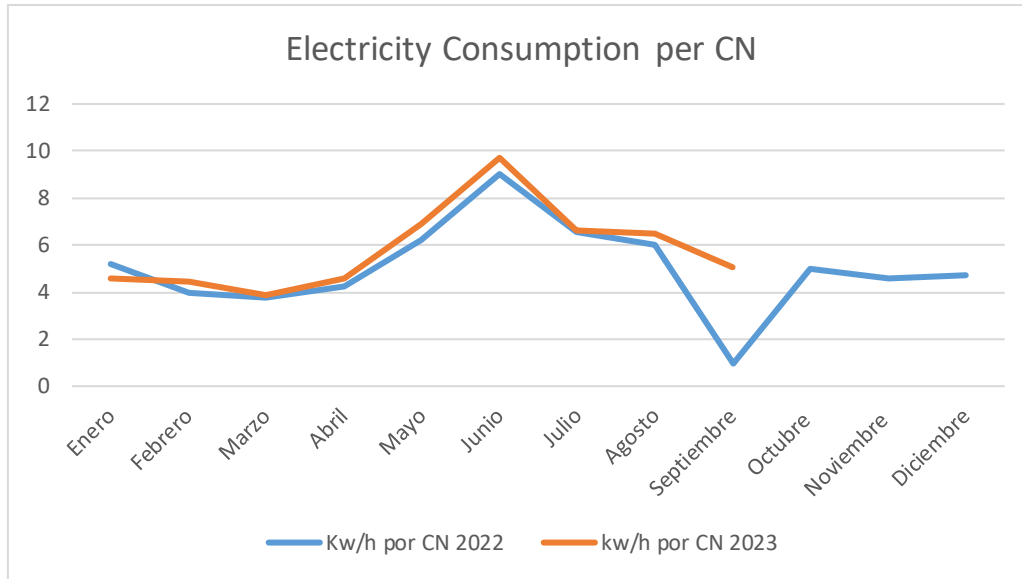
### 10.3.2. Consumption Relaxia Los Girasoles

#### Electricity Consumption

Electricity consumption	Stays 2022	KW/h per CN 2022	Stays 2023	KW/h per CN 2023
<b>JANUARY</b>	2836	5,17	3779	4,56
<b>FEBRUARY</b>	3002	3,98	3371	4,47
<b>MARCH</b>	3023	3,75	3626	3,87
<b>APRIL</b>	2178	4,24	2729	4,61
<b>MAY</b>	1325	6,24	1589	6,86
<b>JUNE</b>	844	9,02	1097	9,71
<b>JULY</b>	1690	6,58	2773	6,60
<b>AUGUST</b>	2948	5,99	3676	6,51
<b>SEPTEMBER</b>	2255	0,96	3534	5,08
<b>OCTOBER</b>	3020	4,98		
<b>NOVEMBER</b>	3488	4,61		
<b>DECEMBER</b>	3434	4,75		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS

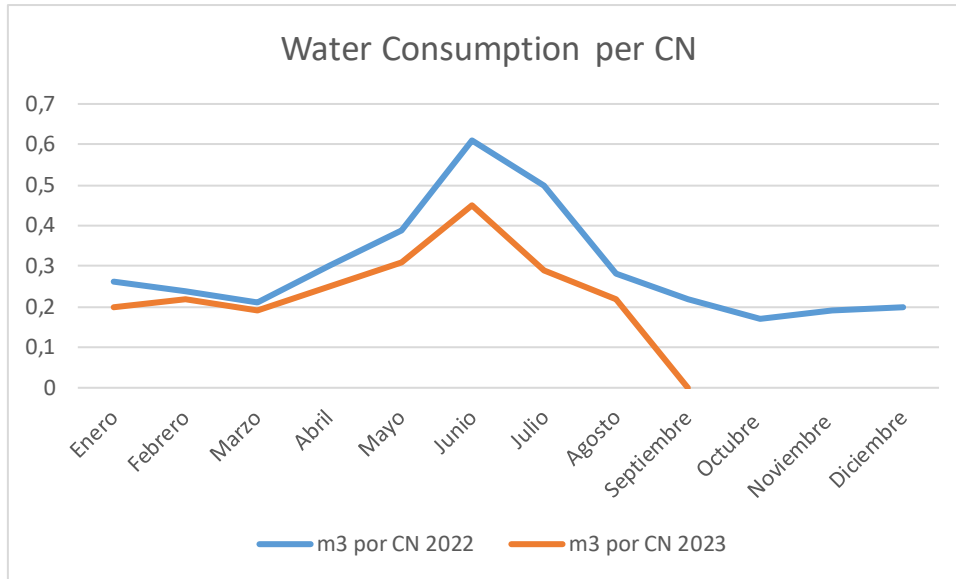


### Water Consumption

Water consumption	Stays 2022	m <sup>3</sup> /CN 2022	Stays 2023	m <sup>3</sup> /CN 2023
JANUARY	2836	0,26	3779	0,2
FEBRUARY	3002	0,24	3371	0,22
MARCH	3023	0,21	3626	0,19
APRIL	2178	0,3	2729	0,25
MAY	1325	0,39	1589	0,31
JUNE	844	0,61	1097	0,45
JULY	1690	0,5	2773	0,29
AUGUST	2948	0,28	3676	0,22
SEPTEMBER	2341	0,22	3534	0
OCTOBER	3020	0,17		
NOVEMBER	3488	0,19		
DECEMBER	3434	0,20		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS

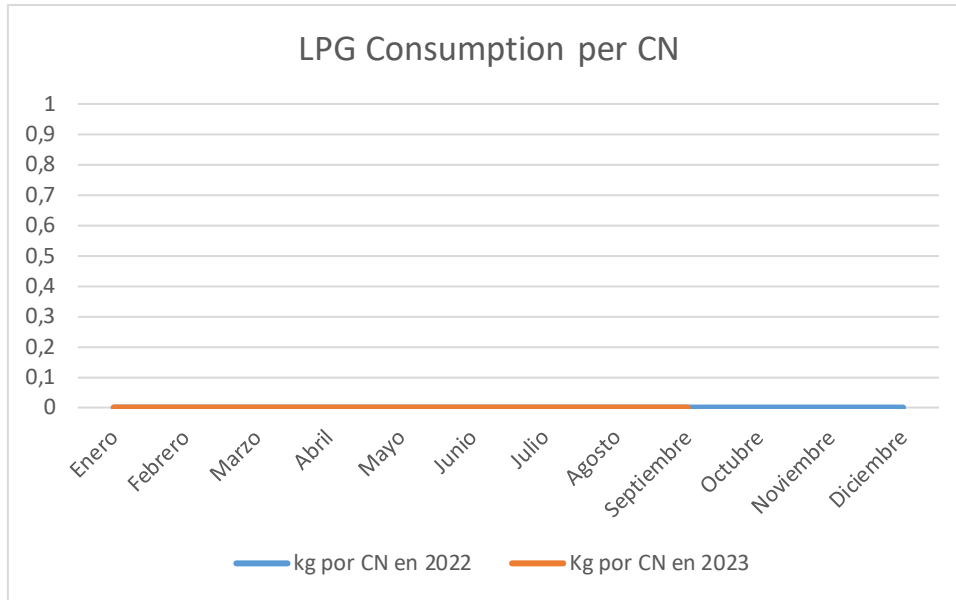


### LPG Consumption

LPG Consumption	Stays 2022	GLP IN KG/CN 2022	Stays 2023	GLP IN KG/CN 2023
JANUARY	2836	0	3779	0
FEBRUARY	3002	0	3371	0
MARCH	3023	0	3626	0
APRIL	2178	0	2729	0
MAY	1325	0	1589	0
JUNE	844	0	1097	0
JULY	1690	0	2773	0
AUGUST	2948	0	3676	0
SEPTEMBER	2341	0	3534	0
OCTOBER	3020	0		0
NOVEMBER	3488	0		
DECEMBER	3434	0		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS



### 10.3.3. Consumption Relaxia Lanzaplaya

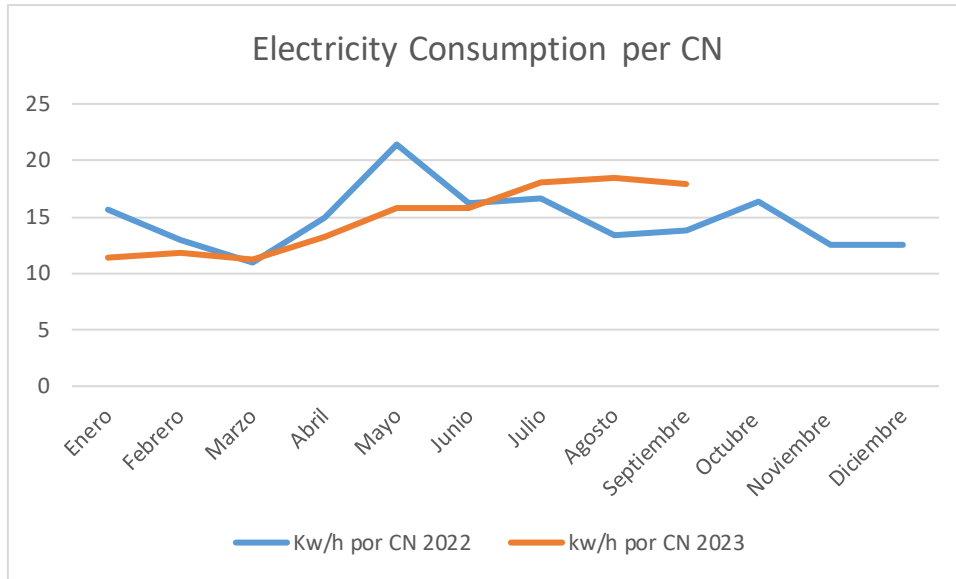
#### Electricity Consumption

Electricity consumption	Stays 2022	KW/h per CN 2022	Stays 2023	KW/h per CN 2023
<b>JANUARY</b>	6575	15,59	9047	11,35
<b>FEBRUARY</b>	7530	12,94	8472	11,77
<b>MARCH</b>	9707	10,95	9978	11,22
<b>APRIL</b>	6891	14,87	8506	13,21
<b>MAY</b>	5035	21,41	6814	15,74
<b>JUNE</b>	6907	16,16	7732	15,82
<b>JULY</b>	7988	16,62	9120	18,11
<b>AUGUST</b>	10497	13,41	9606	18,45
<b>SEPTEMBER</b>	8851	13,80	8882	17,84
<b>OCTOBER</b>	7217	16,34		
<b>NOVEMBER</b>	9067	12,46		
<b>DECEMBER</b>	8495	12,57		



# RELAXIA

## THE PLEASANT HOTELS & RESORTS

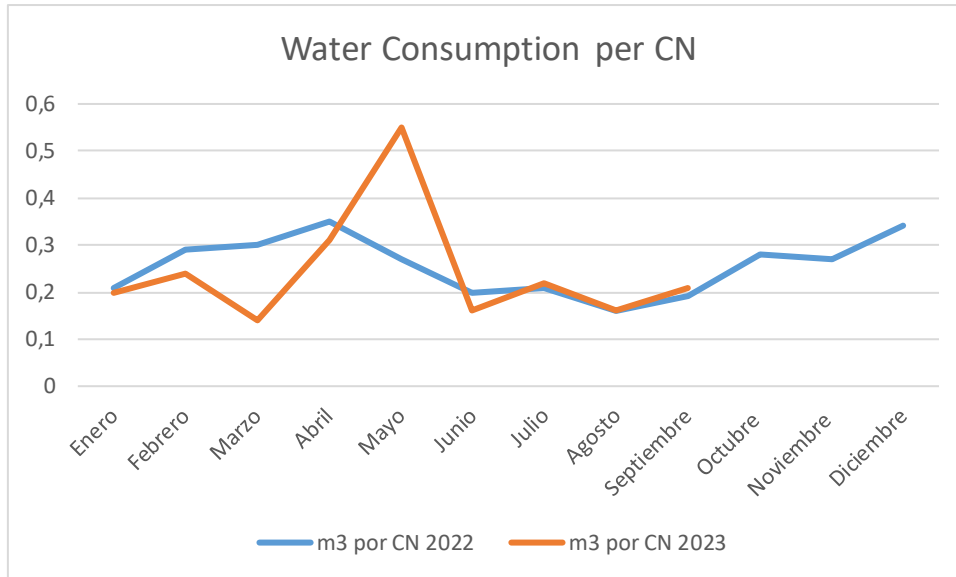


### Water Consumption

Water consumption	Stays 2022	m <sup>3</sup> /CN 2022	Stays 2023	m <sup>3</sup> /CN 2023
JANUARY	6575	0,21	9407	0,2
FEBRUARY	7530	0,29	8472	0,24
MARCH	9707	0,30	9978	0,14
APRIL	6891	0,35	8506	0,31
MAY	5035	0,27	6814	0,55
JUNE	6907	0,20	7732	0,16
JULY	7988	0,21	9120	0,22
AUGUST	10497	0,16	9606	0,16
SEPTEMBER	8851	0,19	8882	0,21
OCTOBER	7217	0,28		
NOVEMBER	9067	0,27		
DECEMBER	8495	0,34		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS

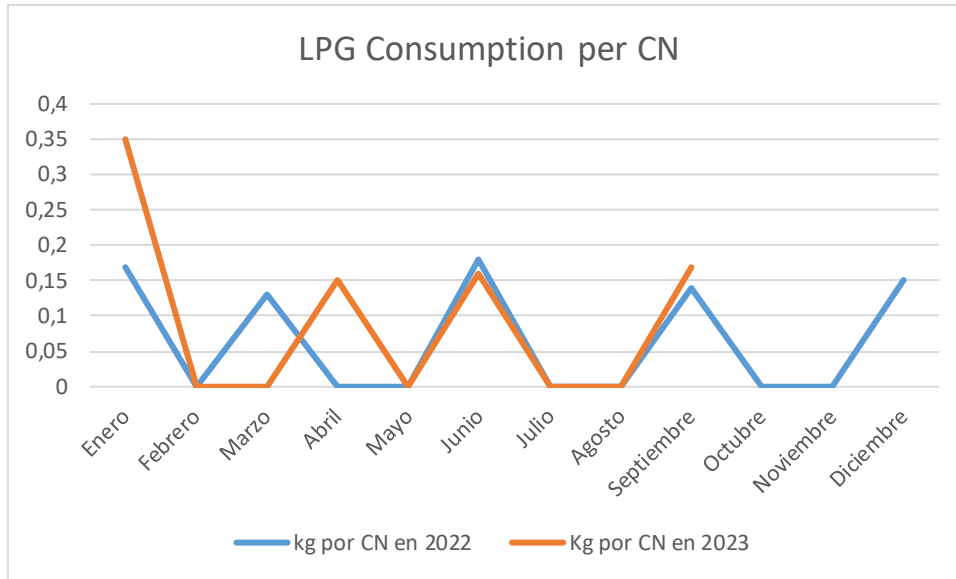


### LPG Consumption

LPG Consumption	Stays 2022	GLP IN KG/CN 2022	Stays 2023	GLP IN KG/CN 2023
JANUARY	6575	0,17	9407	0,35
FEBRUARY	7530	0	8472	0
MARCH	9707	0,13	9978	0
APRIL	6891	0	8506	0,15
MAY	5035	0	6814	0
JUNE	6907	0,18	7732	0,16
JULY	7988	0	9120	0
AUGUST	10497	0	9606	0
SEPTEMBER	8851	0,14	8882	0,17
OCTOBER	7217	0		
NOVEMBER	9067	0		
DECEMBER	8495	0,15		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS



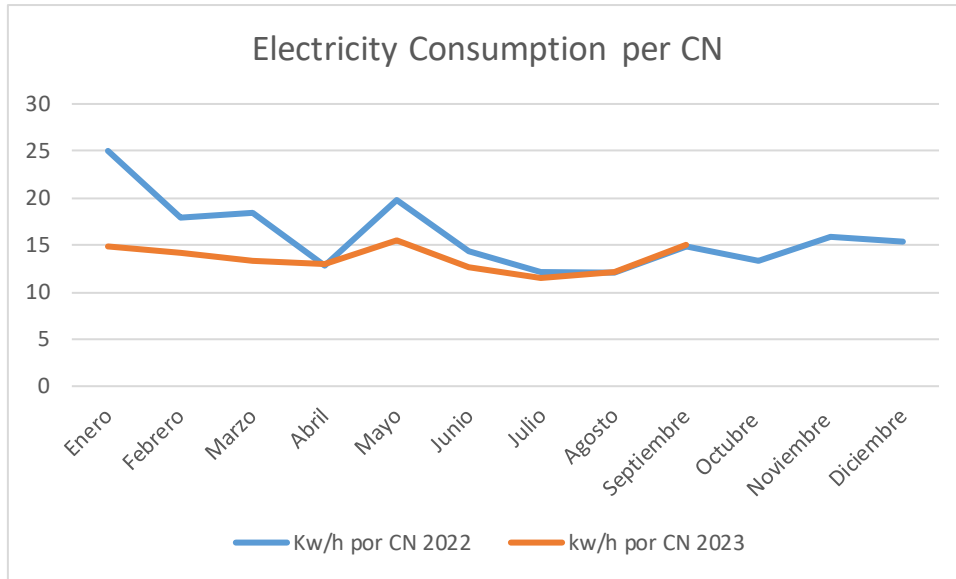
### 10.3.4.Consumos Relaxia Lanzasur

#### Electricity consumption

Electricity consumption	Stays 2022	KW/h per CN 2022	Stays 2023	KW/h per CN 2023
JANUARY	9570	25,01	15393	14,79
FEBRUARY	12954	17,95	15431	14,18
MARCH	12762	18,47	16963	13,31
APRIL	18274	12,85	16927	13,01
MAY	10929	19,73	14071	15,50
JUNE	15987	14,30	16403	12,64
JULY	21004	12,15	21496	11,50
AUGUST	21539	12,07	22381	12,10
SEPTEMBER	15638	14,92	15886	15,03
OCTOBER	17293	13,36		
NOVEMBER	14006	15,88		
DECEMBER	14697	15,42		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS

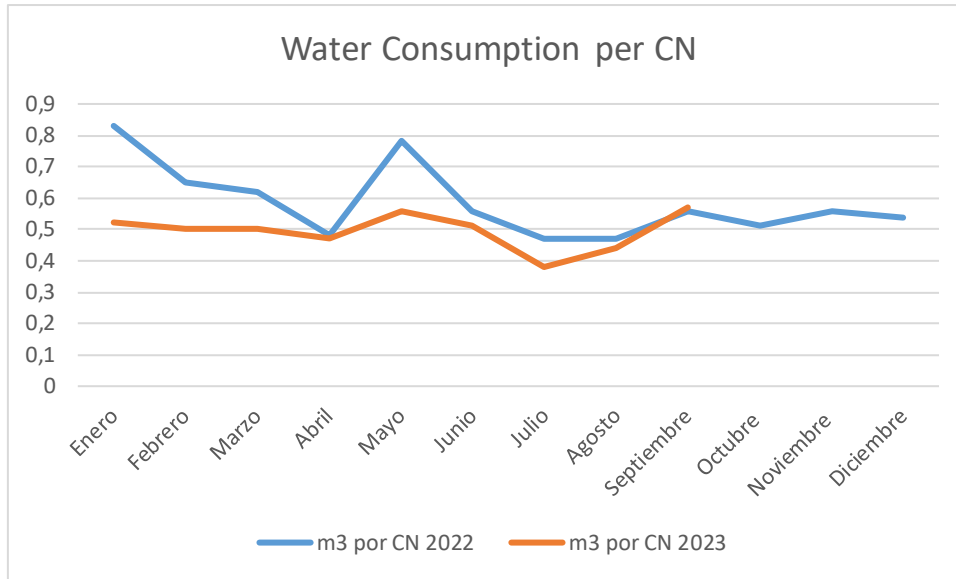


### Water Consumption

Water consumption	Stays 2022	m <sup>3</sup> /CN 2022	Stays 2023	m <sup>3</sup> /CN 2023
JANUARY	9570	0,83	15393	0,52
FEBRUARY	12954	0,65	15431	0,5
MARCH	12762	0,62	16963	0,5
APRIL	18274	0,48	16927	0,47
MAY	10929	0,78	14071	0,56
JUNE	15987	0,56	16403	0,51
JULY	21004	0,47	21496	0,38
AUGUST	21539	0,47	22381	0,44
SEPTEMBER	15638	0,56	15886	0,57
OCTOBER	17293	0,51		
NOVEMBER	14006	0,56		
DECEMBER	14697	0,54		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS

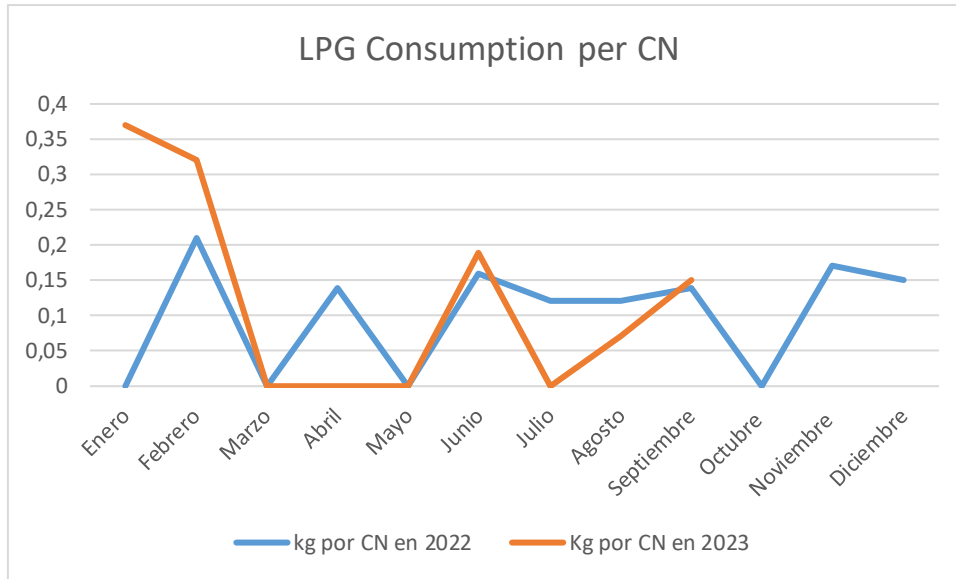


### LPG Consumption

LPG Consumption	Stays 2022	GLP IN KG/CN 2022	Stays 2023	GLP IN KG/CN 2023
JANUARY	9570	0	15393	0,37
FEBRUARY	12954	0,21	15431	0,32
MARCH	12762	0	16963	0
APRIL	18274	0,14	16927	0
MAY	10929	0	14701	0
JUNE	15987	0,16	16403	0,19
JULY	21004	0,12	21496	0
AUGUST	21539	0,12	22381	0,07
SEPTEMBER	15638	0,14	15886	0,15
OCTOBER	17293	0		
NOVEMBER	14006	0,17		
DECEMBER	14697	0,15		

# RELAXIA

## THE PLEASANT HOTELS & RESORTS



### 12.4 Our waste

#### Non-hazardous waste 2022:

	RELAXIA Beverly Park	RELAXIA Los Girasoles	RELAXIA Lanzaplaya	RELAXIA Lanzasur
Nº total pax/año	43548 kg	98172 kg	16,765 kg	20,860 kg
Solid Waste	0	91950 kg	1,020 kg	0
Light Packaging (plastic)	13286 kg	1392 kg	0	0
Glass	0	3210 kg	0	0
Cardboard	10800 kg	1620 kg	6,145 kg	20,860 kg
Pruning	0	0	9,6 kg	0

# RELAXIA

## THE PLEASANT HOTELS & RESORTS

Debris	12710 kg	0	0	0
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### Hazardous waste 2022:

	RELAXIA Beverly Park	RELAXIA Los Girasoles	RELAXIA Lanzaplaya	RELAXIA Lanzasur
Nº total pax/año	135489 kg	458 kg	1,864 kg	3,189 kg
Contaminated empty packaging	0	197,8 kg	0,354 kg	1,08 kg
Aerosols	0	5 kg	0,009 kg	0,007 kg
Bulky waste	25160 kg	0	0	0
Batteries	0	21	0,019 kg	0,014 kg
RAEE	0	11 kg	0,158 kg	0,223 kg
Toners	0	0	0,009 kg	0,002 kg
Other paints and varnishes	0	0	0	0
Fluorescent lamps and bulbs	0	0	0,02 kg	0,086 kg
Luminaires	0	1	0	0
Absorbent rags and materials	0	1 kg	0,08 kg	0,001 kg
Used cooking oil	0	0	1,215 kg	1,47 kg

# RELAXIA

## THE PLEASANT HOTELS & RESORTS

### 12.5 Our achievement of goals and objectives by 2023

Once we have all the data referring to the year 2023, in terms of the consumption that has occurred and the number of stays we have had, we will evaluate the results to take into account the measures that are most effective and that generate the greatest profitability to try to reduce consumption as far as possible, whether it be electricity, water or LPG.

We must bear in mind that, even if the results are favourable, if it is possible for us to carry out some action to further improve these aspects, we will try to implement them.

### 12.6 Our commitments for 2023

The following consumption targets per customer per night have been set for the year 2023 year-end:

#### Relaxia Beverly Park

Electricidad (Kwh/CN)	7
Agua (m3/CN)	0,3
GLP (Kwh/CN)	0,12

#### Relaxia Los Girasoles

Electricidad (Kwh/CN)	5
Agua (m3/CN)	0,3
GLP (Kwh/CN)	0

#### Relaxia Lanzaplaya

Electricidad (Kwh/CN)	14,5
Agua (m3/CN)	0,25
GLP (Kwh/CN)	0,07

#### Relaxia Lanzasur

Electricidad (Kwh/CN)	16
Agua (m3/CN)	0,55
GLP (Kwh/CN)	0,1



# RELAXIA

## THE PLEASANT HOTELS & RESORTS

### 12.7 Our actions to achieve this

In order to achieve these supply consumption targets, a programme of actions aimed at achieving them is established in our establishment (see "Environmental objectives and programme" for each of them), which is periodically reviewed by those responsible (head of the Integrated Management System, directors and heads of SSTT) to analyse the level of performance and keep them updated.

The general management is also informed of these objectives and programmes, which defines and decides on the strategic investments to be made for this purpose.