


The chain "HOVIMA Hotels" was created thanks to D.Kurt Konrad Mayer, an architect of Chilean origin who arrived in Tenerife in 1969 and shortly after settling on the island began to develop an intense professional activity as an architect, builder, promoter and tourist businessman . In 1973 he founded the company Kurt Konrad y Cía. S.A., an entity with which he undertook his ideas and projects, such as Las Flores or Villamar, which formed the embryo of what would later become the HOVIMA hotel chain.

The phenomenon of environmental responsibility has ceased to be a passing fad at HOVIMA -Hotels to become part of the chain's strategy. The origin of the environmental initiative was in mid-2014 with the purchase of the Hovima Costa Adeje complex, obtaining certification in 2015  , but it was at the end of 2017 when the 2018-2020 environmental strategic plan was established with the creation within the organisation of a sustainability and environment department.

This strategic plan has become our roadmap and helps us to improve every day. Our commitment is multi-faceted, taking into account environmental, social and cultural aspects. This requires a great deal of effort and dedication, but it rewards us more than enough to know that we are doing everything in our power to be true to our principles.

This document reflects the work of our company during 2019-2020 and 2021-2022. Each chapter of this sustainability report will describe the internal policies in this field, the actions or good practices that have been carried out throughout 2019-2022 and the resulting data. The ultimate goal is to provide all sustainability information that is useful to our stakeholders in a clear and concise manner.

The environmental objectives that we had proposed for 2019 and 2022 were as follows:

- 5% reduction in energy consumption.
- 5% reduction in water consumption.
- 5% reduction in waste generation

In both water and energy, we continuously monitor our consumption, which helps us to evaluate the indicators on which we act to progressively reduce them. In two of our complexes we have contracted electricity supply with a guarantee of green origin, thus fulfilling our sustainability commitments. In all the rooms of the different complexes the lighting is by means of Led lights and all the taps are of low consumption. The reduction of energy consumption

in the future will go through the regeneration of air conditioning installations that have not yet been renovated, which are scheduled in the medium term. It is also begin studied the use of the water that comes from the counter-washings of the pool to reuse it in the irrigation of gardens.

A logo has been created for the sustainability department within HOVIMA and a slogan "HOVI GREEN"



1. WATER MANAGEMENT

It is important to save water since it is a limited resource, mainly in the case of consumption generated by tourist activity during the summer months.

Efficient measures applied to save water:



Single-handle taps in showers that improve temperature regulation

Efficient showers and washbasins with flow reducer.



Redecoration of the landscaped areas creating a minimalist and modern atmosphere.



Irrigation in the hours of less sunlight to avoid evaporation.



Periodic inspections of the facilities to avoid water leaks

Indications to our Guests and employees through informative screens, signage or communications:



Opting for short showers



Turn off the tap while lathering, brushing teeth or shaving



Reuse bath and pool towels, instead of replacing them daily.



Consumption:

Water (Liters per night / guest)

	Agosto-Marzo	Octubre-Marzo	Julio- Febrero
	JARDIN CALETA	SANTA MARIA	PANORAMA
	Liters/Pax	Liters/Pax	Liters/Pax
2019-2020	226.05	238.33	283.19
2021-2022	160.32	171.75	259.80
%	-29.08%	-27.94%	-8.26%

2.ENERGY MANAGEMENT

This is due to a progressive change in general lighting with low energy bulbs in bedrooms and common areas. In Customer rooms we have changed to LED bulbs from 7w to 3/5 w. We have increased motion detectors in common areas.

We also parameterize the consumption data. This allows us to know the consumption and propose improvement options based on benchmarking analysis between hotels of the same characteristics. This control also serves us to verify that our hotel meets our objectives of energy savings.

Measures applied in the Hovima Costa Adeje:

LED lighting and low consumption.

Renewal of household appliances with appliances with energy label class "A".

Replacement of diesel boiler by natural gas that generates cleaner energy.

Controls on and off times according to the hours of sunlight.

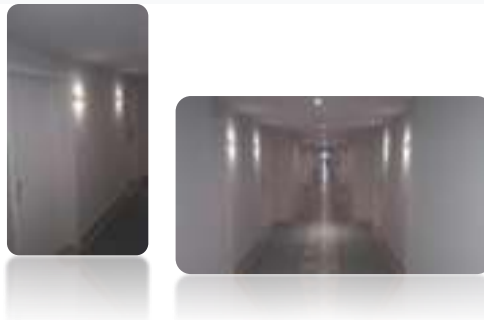
Use of solar thermal energy for sanitary hot water.

Indications to our Guests and employees through informative screens, signage or communications:

Turn off all lights when they leave the room.

Recommend the use of public transport or other means

Consumption



Light (KWh for night / guest)

	Agosto-Marzo	Octubre-Marzo	Julio- Febrero
	JARDIN CALETA	SANTA MARIA	PANORAMA
	KWh night /PAX	KWh night /PAX	KWh night /PAX
2019-2020	6.35	7.29	8.98
2021-2022	6.30	7.27	8.68
%	-0.79%	-0.27%	-3.34%

3. WASTE MANAGEMENT

Regarding waste, the three "Rs" define our waste policy. We reduce to the maximum what we generate, we also reuse with the philosophy of converting waste into resources, giving them at least a second use. Everything we no longer use as bedding, furniture, ... we derive it to social entities. And finally we recycle, both in the area of customers and in the area of employees, there are selective bins to deposit separately the fractions of paper and cardboard, packaging and plastics, and glass.



According to our philosophy of improving every day we are replacing the plastic material as much as possible, for other biodegradable or reusable materials through the following actions: we have eliminated the plastic bag that customers have in the rooms to send the clothes to the laundry, replacing it with a 100% non-woven polypropylene fabric bag.



We have replaced the plastic bags where the amenities come, by 100% recyclable silk paper bags.



We have changed the plates and disposable cups in the pools bars for the reusable ones



We have put lecterns in different areas of the pool to deposit glasses and reusable plates.



We have eliminated plastic straws and coffee shakers, by compostable straws and wooden shakers.



In all the restaurants, plastic bottles, water bottles, soft drinks, etc. have been replaced. by glass bottles, in the swimming pools bars as you can not use glass in the all-inclusive complexes, water taps have been placed so that the customer can pick up the water with reusable glasses.



We have replaced the plastic cups in the personal dining room with glass and ceramic. This small big change has saved the environment 54,000 glasses per year

Although it is more expensive, we know the damage that plastic straws do to the environment. That is why we have not hesitated to replace them with biodegradable straws.

We keep track of the waste we generate, this allows us to know in real time if the initiatives taken generate positive results.

4. TRAINING

In Hovima we know that it is essential to train staff.

With regard to employees, 80% have been trained in sustainability and environmental knowledge, as well as new incorporations, there is a continuous training plan.



In 2019/2022 there are many courses that have been given to our employees:

Courses on good practices for saving energy, water, paper, and recycling and waste management



Crisis management against Gastroenteritis, Norovirus and Cryptosporidium



In addition to:

- ✓ Prevention of occupational risks
- ✓ Fire protection system
- ✓ Food handling
- ✓ Sustainability
- ✓ Technical courses

Training scheduled for 2022/2023:

- ✓ Specific technical training for each department.
- ✓ Leadership course for middle managers.
-) Courses related to human resources such as: teamwork, communication, management and behavior of meetings, quality of service and customer service, sales, work and attitudinal management in the face of pressure
-) Computers.

5. RESPONSIBLE PURCHASING

In relation to our suppliers, 90% of them are local. We are looking for committed suppliers, such as Resuenas, which is the first company in the Hospitality sector to obtain the STEP certificate.



We inform suppliers of our sustainability policies. We help the local community by prioritizing procurement of local to the extent possible. All of the cleaning chemicals we use are manufactured under the ISO 9001 Quality Standard, the ISO 14001 Environmental Management Standard and the OHSAS 18001 Occupational Health and Safety Management Standard.

The ranges of concentrated products ECOCONPACK and XOP that we use, allow to optimize cleaning processes at lower cost and greater respect for the environment.

6.ALL COMMITTED BY A CAUSE
It is committed to Spanish food and local culture with local groups of typical Canarian folklore.



We do several activities of animation promoting environmental protection as it is to make recycled paper

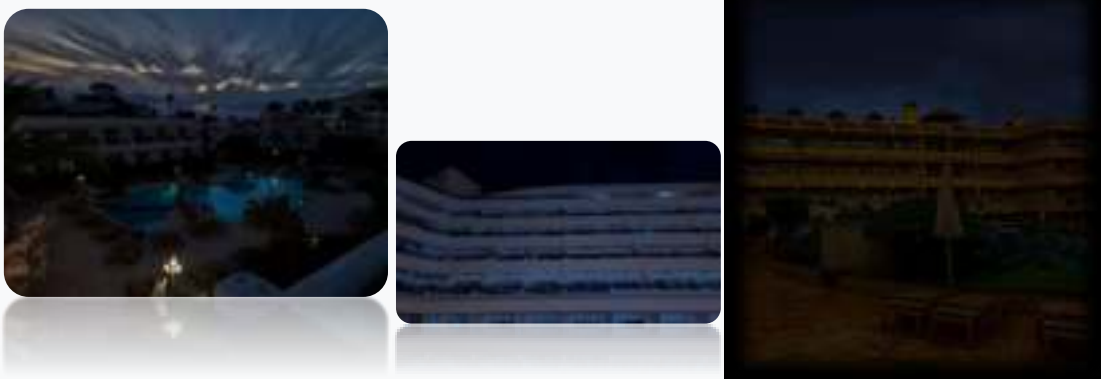
Another animation activity that takes place every week, is to explain to the clients guidelines to follow to recycle correctly.



HOVIMA HOTELES is committed to sustainability, following the 17 objectives (ODS) proposed by the UN and the care of the environment.

7.INITIATIVES

Every March 24 we join the initiative organized by WWF "Earth Hour".



On June 5 we celebrate World Environment Day, with the broadcast of informative videos we want to raise awareness among our customers. And on December 10, we remind our clients of the World Day of Human Rights.



8. COLLABORATION WITH NGO AND LOCAL COMMUNITY

In Hovima we feel the obligation to collaborate with the most disadvantaged by supporting the local community in different initiatives.

San Miguel Vida Association. It is a Youth Cooperation Association and its priority purpose is the youth problem in all its aspects, highlighting the framework of social maladjustment and drug addiction.

To Collaborate in the construction of a more just and fraternal society offering spaces in which life is promoted, defended, cared for and celebrated facilitating the integral development of those most vulnerable, from Christian humanist thought, allowing the active participation of all members of our society, through intervention actions, training and social awareness.

9. OUR STAFF

At Hovima we are a reflection of multiculturalism:

We have employees of more than 10 different nationalities.

We fight day by day to avoid any type of discrimination.

A large number of middle management and management positions are held by women.

OUR MISSION: We are a family hotel chain whose objective is to work every day to be a reference in the destination in which we operate, by offering differentiating experiences through our services and products aimed at a

diverse segment of customers. For this we have a high degree of personalization and closeness, as well as a privileged location by the sea of our establishments.

All this is possible thanks to a qualified human team, committed to our values and that works every day to continue progressing.

STAFF BY SEX:

Women=52%

Men=48%

TEMPLATE BY TYPE OF CONTRACT:

Indefinite=60%

Temporary=40%

OUR CULTURE:

In our thematic buffet we offer traditional Canarian and Spanish food. A proposal that has great acceptance among our customers.



We enliven the night with typical Canarian music live.

We want to show our customers that the Canary Islands are not just sun and beach. That is why we promote the Canarian and Spanish culture, we have at the reception the cultural program of Tenerife.

Activities we carry out to promote local culture:

- ♣ "Paella Demonstration": Our animation team (with food handler certificate) demonstrates to customers how to make a paella. Afterwards, they have the possibility to taste the result.
- ♣ Spanish class: Weekly we offer our clients a basic Spanish class to make it easier to get around the hotel
- ♣ Canary Islands Day: it is celebrated in style with tasting of typical Canarian products, music shows and Canarian folklore.
- ♣ We encourage customers to participate in the "Make Holidays Hovigreen" activity, which consists of making a sustainable promise for their vacations.

For example: promise to buy local products, practice sustainable mobility or separate waste.



The SGAE, under the motto I CREATE CULTURE recognizes us as an establishment that collaborates in the dissemination of culture, thanking our collaboration for compliance with the Intellectual Property Law.

10.TARGETS

Having achieved certain objectives encourages us to continue and promote new initiatives, all for the common good of the environment. We continue to reform our hotel and in each renovation we carry out, we always consider reducing and minimizing the environmental impact in order to guarantee the achievement of our future objectives.

Environmental targets for the years 2022:

- ✓ Reduce energy consumption

We sensitize staff and customers to reduce the energy consumption of electricity and fuels.

- ✓ Improve waste management

We reduce to the maximum the amount of waste generated by our activity, separating the waste so that it can be recycled and treated.

- ✓ Reduce the plastic

Reduce and eliminate plastic elements by replacing them with biodegradable material

- ✓ Sustainable awareness

We make our staff, clients and suppliers aware of the importance of small initiatives to achieve great results.

- ✓ We are all the same

Our main value is people, so we prioritize the opportunities for personal and professional development of our team.

- ✓ Commitment to the community

We integrate with the local community, contributing to its improvement and greater well-being through social projects and generating development opportunities.

- ✓ New communication strategy in CSR
- ✓ Continue with the Sustainability training for the staff.
- ✓ Continue with criteria of sustainability in PURCHASES.
- ✓ As hotels are reformed, follow sustainability criteria
- ✓ Investment in efficient systems for saving water and energy
- ✓ Improvements in WASTE management
- ✓ Total elimination of single-use plastics
- ✓ Increase the offer of services linked to the maintenance of a healthy lifestyle
- ✓ Involve customers in new destination promotion activities
- ✓ Involve clients in more ambitious activities in favor of sustainability
- ✓ Increase the gastronomic offer of local products
- ✓ Improve by at least 1% in the main sustainability indicators: electric power (kW / stay) // natural gas (kW / stay) // water (m3 / stay)
- ✓ Renew Travelife's GOLD certification