

AMOHotels

SUSTAINABILITY REPORT



2024



Signed by Management.
Andrés Zumaquero García

March 24 , 2025



INDEX

| | |
|--|----|
| INTRODUCTION | 3 |
| BUSINESS POLICY | 4 |
| STAKEHOLDERS | 6 |
| SUMMARY OF ENVIRONMENTAL INITIATIVES | 8 |
| CERTIFICATIONS | 16 |
| ENVIRONMENTAL PERFORMANCE | 17 |
| OBJECTIVES | 18 |
| PLAN MONITORING AND REVIEW. | 22 |
| REQUEST TO INTERESTED PARTIES | 22 |





INTRODUCTION

The 4* Benalmádena Palace Spa Hotel , located in an incomparable setting on the Costa del Sol, known for its mild climate, is one of the most complete hotels for enjoying an unforgettable family vacation.

Opened in 2004 and equipped with modern facilities, Benalmádena Palace Spa is ideal for couples and families. It offers 148 apartments and 34 studios, a qualified, friendly, and warm staff, and a comprehensive service of activities always geared towards maximum comfort and well-being for its guests.

"We are aware that we operate in a very valuable environment, and we want to contribute to its conservation and protection to the best of our ability."

That is why with this SUSTAINABILITY REPORT, we at AMO HOTELS aim to publicize our progress in sustainability, both inside and outside our Hotel.





BUSINESS POLICY

In this sense, the management principles that define our Business Policy are defined as follows:

AMO HOTELS strives to build *customer* loyalty and motivate its employees with minimal environmental impact. For us, the most important thing is to give each guest happy memories, moments, and experiences that will last over time and inspire them to return to the hotel and recommend it.

For Amo Hotels staff the priority is:

- **PROVIDE IMMEDIATE RESPONSES** to any client, at any time, in any situation. For this reason, the Benalmádena Palace management team will help bring out the best in each of its employees, foster a positive work environment, achieve goals, and encourage ongoing training.
- **HAVE THE BEST HUMAN TEAM** possible, motivated and sharing the same goals.
- Benalmádena Palace will work to **be recognized for offering safe, comprehensive, and high-quality services in each and every one of its activities, such as entertainment, facilities, customer service, etc.**

COMMITTED TO:

- **THE ENVIRONMENT** , always seeking balance with quality and environmentally friendly service. Managing and continuously improving the efficiency of its processes while minimizing its environmental impact through systematization, analysis, and process improvement . **PREVENTING POLLUTION.**
- **, THE RIGHTS AND PROTECTION OF MINORS**
- **RESPECT, RESPONSIBILITY, COOPERATION AND DEVELOPMENT WITH THE LOCAL COMMUNITY**
- **EQUALITY RIGHTS OF PEOPLE.**
- **COMPLY WITH THE LEGISLATION AND REGULATIONS** that apply to it, as well as other requirements to which the Organization subscribes.
- **SAFETY AND HEALTH OF OUR CUSTOMERS AND EMPLOYEES.**



THE MISSION:

CUSTOMER HAPPINESS, the best vacation experience and the best possible value for your money, plus employee motivation with the lowest environmental impact.

VISION :

Benalmádena Palace strives to be known as a LEADING organization for its capacity for innovation, quality and reliability of services, generating satisfaction in its clients, collaborators, suppliers and society - Benalmádena Palace will seek without limit the LOYALTY of the client, their REPETITION and THAT THEY RECOMMEND US, seeking to be the meeting point on the Costa del Sol, for which it will "fight" to have the necessary means to measure and improve its **objectives both Quality and Environmental** , covering the needs and expectations of the clients.

VALUES:

- **Joint vision:** We are an organization that integrates its efforts to efficiently achieve a common goal. We make our decisions based on everyone's ideas and considering their impact on others.
- **Transparency:** We are an open and accessible organization that facilitates and shares information. We are committed to communicating our actions in a way that is understandable and accurate.
- **Adapting to change:** We are flexible, we embrace change, and we know how to transform and evolve. We adapt to new social, technological, and economic contexts.
- **Service Orientation:** We perform our work to respond to the needs of our customers.
- **Entrepreneurship:** We are proactive in identifying and exploiting opportunities. We draw inspiration from the best to become leaders in each field of activity.
- **Consistency:** We embrace the organization's mission, vision, and values and are committed to them.



STAKEHOLDERS

Stakeholders are understood to be anyone who interacts with the Hotel.

Stakeholders have been identified to better implement our sustainability commitment and identify the best way to provide relevant information and solicit their collaboration to achieve our sustainability goals.

The stakeholder identification document includes the best way to communicate with them, as well as the type of information we should convey.

- **PROACTIVE AND VERSATILE SELLER HOSTS** (this is how we identify our employees). In our Hotel we work with hosts who always carry out their work from the perspective of satisfying the EXPECTATIONS of our Clients during their stay, pre-post sale, welcoming them as a host would in their home. They are the cornerstone of the company and an essential element in fulfilling our commitment to sustainability.
- **SUPPLIERS**
We expect them to provide the service we expected, meeting the expectations we placed on them when we began our relationship. We also demand that they comply with all legal regulations and value the various standards and procedures for Quality, **Sustainability**, and so on . We hope they meet similar quality standards to ours, as well as providing adequate service and competitive prices.
- **SUBCONTRACTORS**
Whether they are subcontracted companies to provide staff such as BCM, or to carry out any service (maintenance of any type of machinery or installation, HACCP audits such as BIO 9000), we expect them to carry out their services as agreed upon in the prior contract , guaranteeing good work and thus providing us with good service, also complying with all applicable regulations and assessing the implementation of standards such as ISO, **Sustainability**, etc.



- **CUSTOMERS**

We hope they choose us based on our recommendations and positive reviews, that they come back, that they recommend us, that their stay at our facilities has met their expectations and even exceeded them.

They should understand the rules of coexistence and support us in achieving our sustainability goals.

- **COMMUNITY**

All individuals, groups, entities that surround us and are part of our territory, where we are located and are affected (very positively) for the development of our activities

WE ENCOURAGE FROM THIS LIVING DOCUMENT anyone who wishes to give us their opinion/rating can do so at rrhh@amo-hotels.com.

- **FUTURE GENERATIONS.**

Anyone who has to be part of our company, generational changes.



SUMMARY OF ENVIRONMENTAL INITIATIVES



- ✓ **Energy efficiency**
- ✓ **Good environmental practices**
- ✓ **Waste management and separation at source**
- ✓ **Discharge control**
- ✓ **Purchasing with sustainable criteria**
- ✓ **Promotion of local gastronomy**
- ✓ **Environmental conservation activities**
- ✓ **Active promotion of sustainable development**
- ✓ **Solar panels / hot water**
- ✓ **Water reducing elements**

We use LED or low -energy light bulbs, we separate and maintain our recycling and waste management program, we maintain our facilities and equipment to optimize and ensure their proper functioning, we consume local products, such as " Taste of Malaga" brand coffee, and we collaborate with various organizations such as the Red Cross, local secondary schools, etc.



We list some of the joint actions we have taken during 2024.

1. Waste collection in Santa Ana beach:

This year, to meet one of our sustainable goals, we carried out two collections, on June 4, 2024, and October 24, 2024.



Attached is a link to a video summary of the activity, which is also shared with all colleagues.

<https://youtu.be/9P92u2SP7uM?si=FxO-HBOGK07XkfTV>

This activity is very important for several reasons:

- We remove waste from nature
- We had a great time with colleagues and friends, and after the pickup, management invited us to a snack to share. (Team)
- We educate and raise awareness among colleagues and children in the house.
- We give customers the opportunity to participate (Collaboration)
- We are helping to make our town more sustainable.

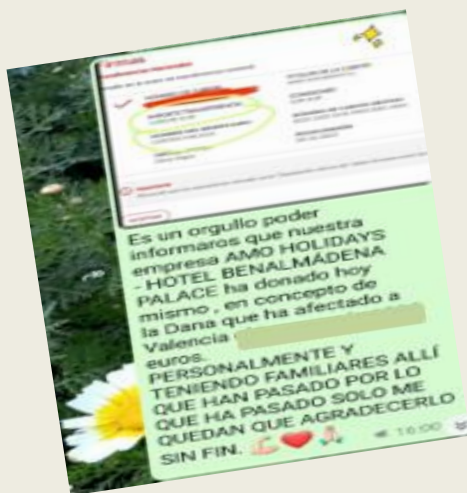


2. Clothing donation of forgotten objects unclaimed (according to internal procedure) to: Caritas. Arroyo de la miel.

In addition, our clients and colleagues give us unwanted belongings, knowing that we collaborate with various organizations in these cases.

This is why we express our gratitude to these committed clients and colleagues who share our values and collaborate with us in these activities.

3. This year, in solidarity with the natural disaster caused by Hurricane Maria in Valencia, we have provided financial support to those affected through Caritas.



4. We donate leftover food from the buffet to a private farm for composting or animal feed.



5. We participate in the integration of people at risk of exclusion through employment programs such as those organized by the Red Cross and Aehcos , on March 21, 2024

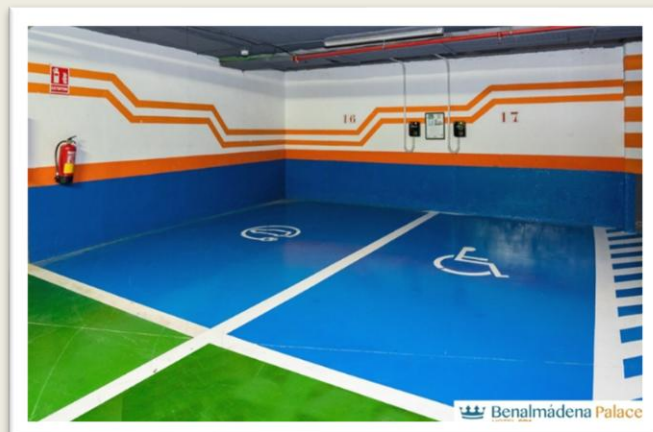




- 6. We collaborate with a nearby cloistered convent by providing various foods to the nuns, who in turn help people in need.**
- 7. We collaborate with CUDECA, an association that provides palliative care to cancer patients. Its facilities, among other facilities, are located in our municipality. We have a collection box at the reception desk where donations can be made by both clients and anyone else.**



- 8. We have parking with electric chargers and accessible parking for disabled guests, thus encouraging the use of electric vehicles and making it easier for those with mobility difficulties.**





9. **Are sponsors of a women's soccer team, contributing financially as a sponsor and cheering with our mascot Beny on the field itself, who is very popular among the young people of the Bennamiel sports club .**

In gratitude, the club has given us a commemorative plaque for our great work, not only financially, but also for supporting youth sports, as well as promoting equality in sports as a women's soccer club. This plaque can be seen in our mini-club windows, where all our customers can see it.



10. **Internships for students from foreign institutes, to promote cultural exchange and support young students.**



Los dos chicos del centro con la camisa naranja vienen de prácticas con 17 años son alemanes para animación dos semanas de prácticas están haciendo un FP en Alema



11. We are partners of the Red Cross. We know the great work they do, which is why they count on our support every year .



12. We held a Nutrition and Postural Hygiene workshop for all interested staff, focusing on HEALTHY EATING and caring for the postural health of our valued employees.





13. We are registered with MITECO, where we present our 2023 Carbon Footprint and action plan to reduce it.

 GOBIERNO DE ESPAÑA MINISTERIO PARA LA TRANSICIÓN ECOLÓGICA Y EL RETO DEMOGRÁFICO



CERTIFICADO DE INSCRIPCIÓN
Registro de huella de carbono, compensación y proyectos de absorción de CO₂ del Ministerio para la Transición Ecológica y el Reto Demográfico

AMO HOLIDAYS, S.L.



 GOBIERNO DE ESPAÑA MINISTERIO PARA LA TRANSICIÓN ECOLÓGICA Y EL RETO DEMOGRÁFICO

Año de cálculo 2023
Tipo de sello CALCULO
Alcances 1+2

Límites Se incluyen las actividades de prestación de servicios de alojamiento y entretenimiento para todos los huéspedes, así como, de restauración desarrolladas en su hotel ubicado en Benalmádena (Málaga).



CERTIFICATIONS

AMO HOTELS has certifications in customer service quality (**ISO 9001, Q-Quality**), environmental management (**ISO 14001**) and tourism sustainability (**Travelife**).



All of these certifications only confirm our continued commitment to sustainability and customer service quality.



ENVIRONMENTAL PERFORMANCE

At **AMO HOTELS**, we periodically measure and monitor the key characteristics of our operations that may have a significant impact on the environment. These indicators serve as a basis for assessing the effectiveness of the measures we take regarding the sustainable development of our business.

Ahem.

junio 2024 desempeño ambiental

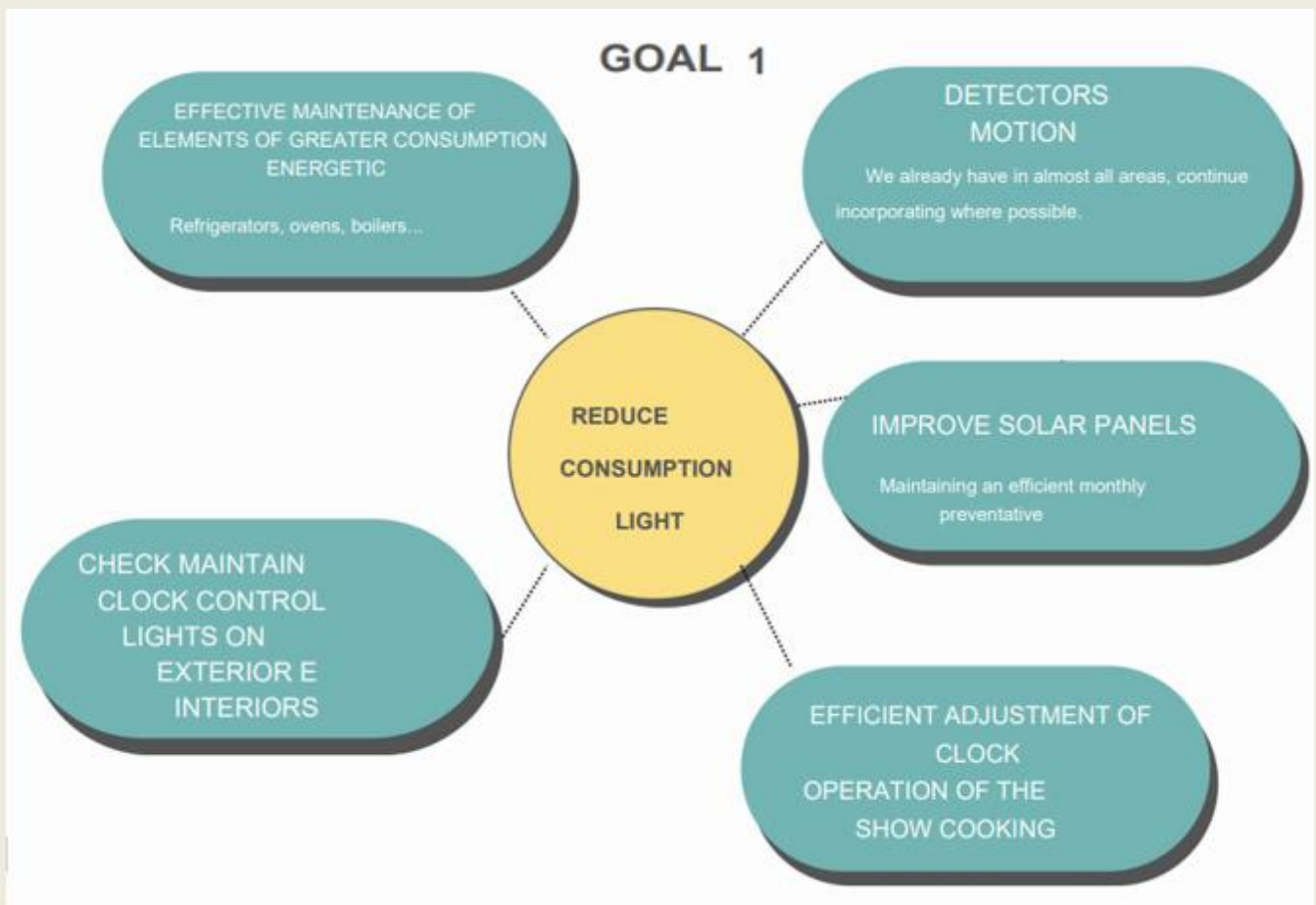
| Summary | Total | per guest night | per GFA m ² | Total jun 2023 ↗ | Difference | % change |
|---|---------|-----------------|------------------------|------------------|------------|----------|
| Energía total (kWh) | 197.332 | 14,68 | 0 | 223.927 | -26.595 | -11,88% |
| Consumo total de agua (m ³) | 1867 | 0,14 | 0 | 2315 | -448 | -19,35% |
| Total de residuos sólidos (kg) | 25.100 | 1,87 | 0 | 23.275 | +1824,8 | +7,84% |
| Emisiones totales (kg CO ₂ e) | 93.400 | 6,95 | 0 | 97.680 | -4279,7 | -4,38% |
| Emisiones netas totales (kg CO ₂ e) | 93.400 | 6,95 | 0 | 97.680 | -4279,7 | -4,38% |
| Sustancia perjudicial para el medio ambiente (kg) | 0 | 0 | 0 | 560 | -560 | -100% |
| Sustancia perjudicial para el medio ambiente (l) | 2312 | 0,17 | 0 | 2398 | -86 | -3,59% |
| Alimentos de alta emisión comprados (kg) | 4585,5 | 0,34 | 0 | 2603 | +1982,5 | +76,16% |
| Alimentos de alta emisión comprados (l) | 1711 | 0,13 | 0 | 580 | +1131 | +195% |
| Artículos de plástico de un solo uso comprados | 29.228 | 2,17 | 0 | 13.480 | +15.748 | +116,82% |



GOALS

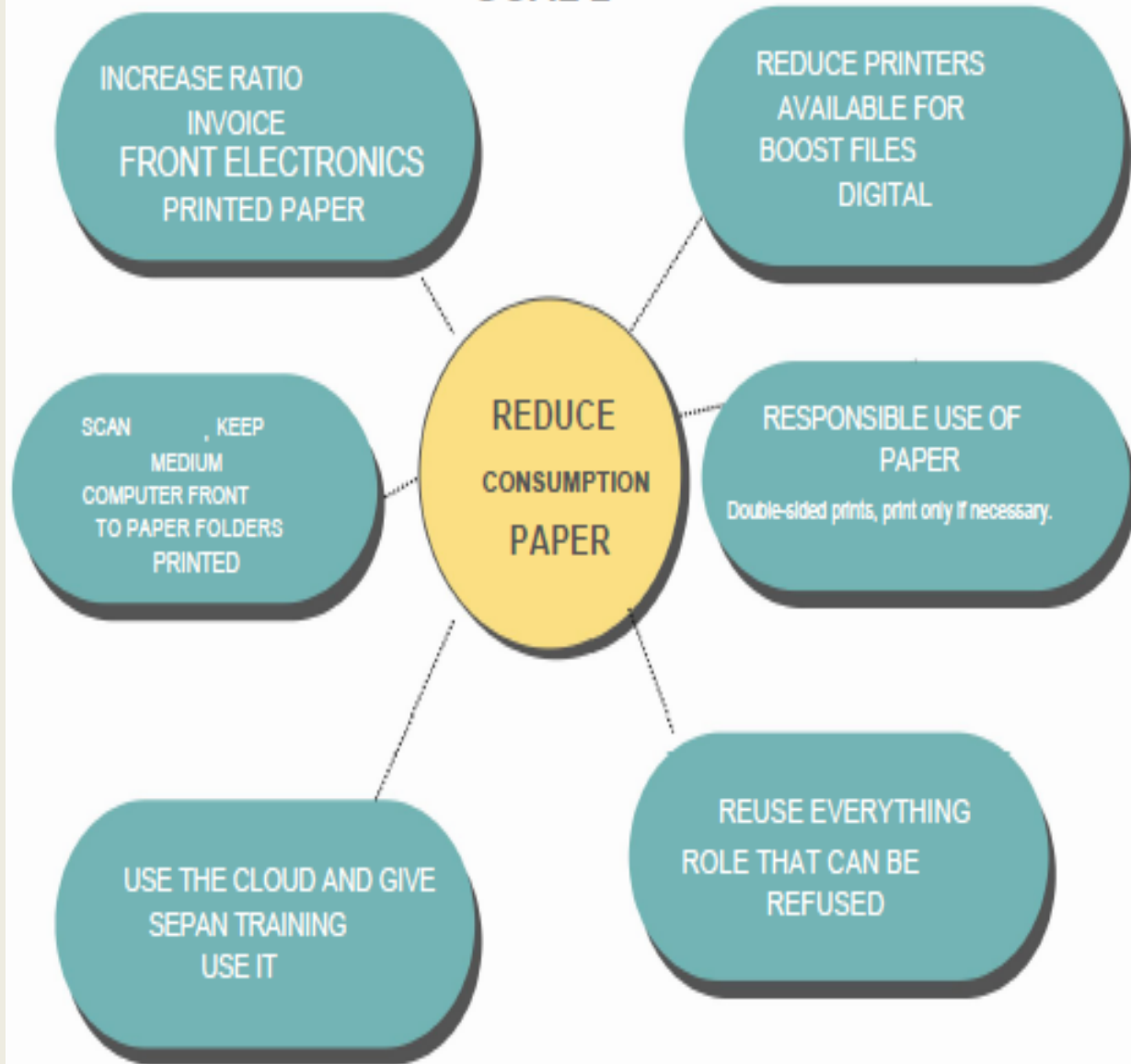
- The hotel has developed its environmental and sustainability program where responsibilities and completion deadlines have been established.
- All employees and hotel management are committed to implementing the environmental/sustainability program.
- The relevant action plan is established for its completion, which is also evaluated and corrective actions are established for improvement.
- Overall responsibility for the implementation and achievement of the sustainability program objectives rests with the Hotel Manager and the Sustainability Team.

Once we have evaluated the aspects with significant impacts (documentation is available in Word format on a PC) and studied the data/records, we have established the following objectives:



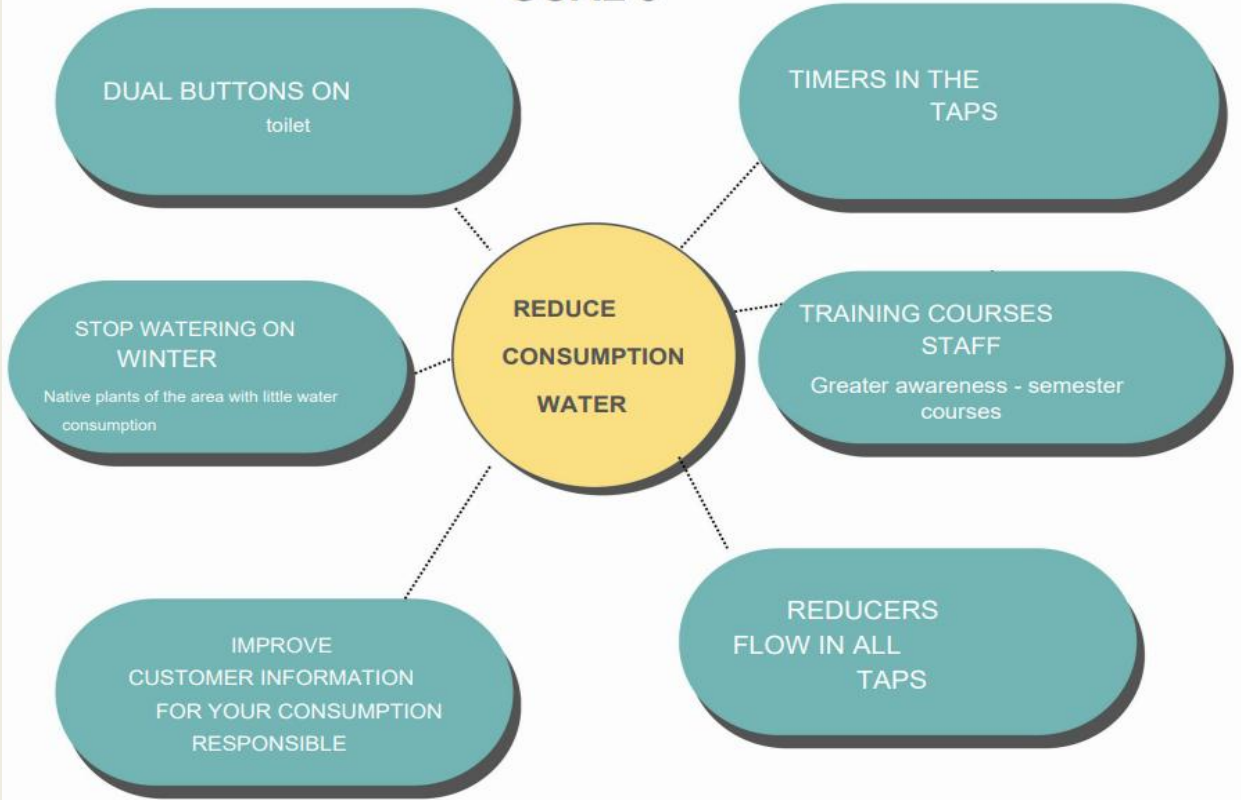


GOAL 2

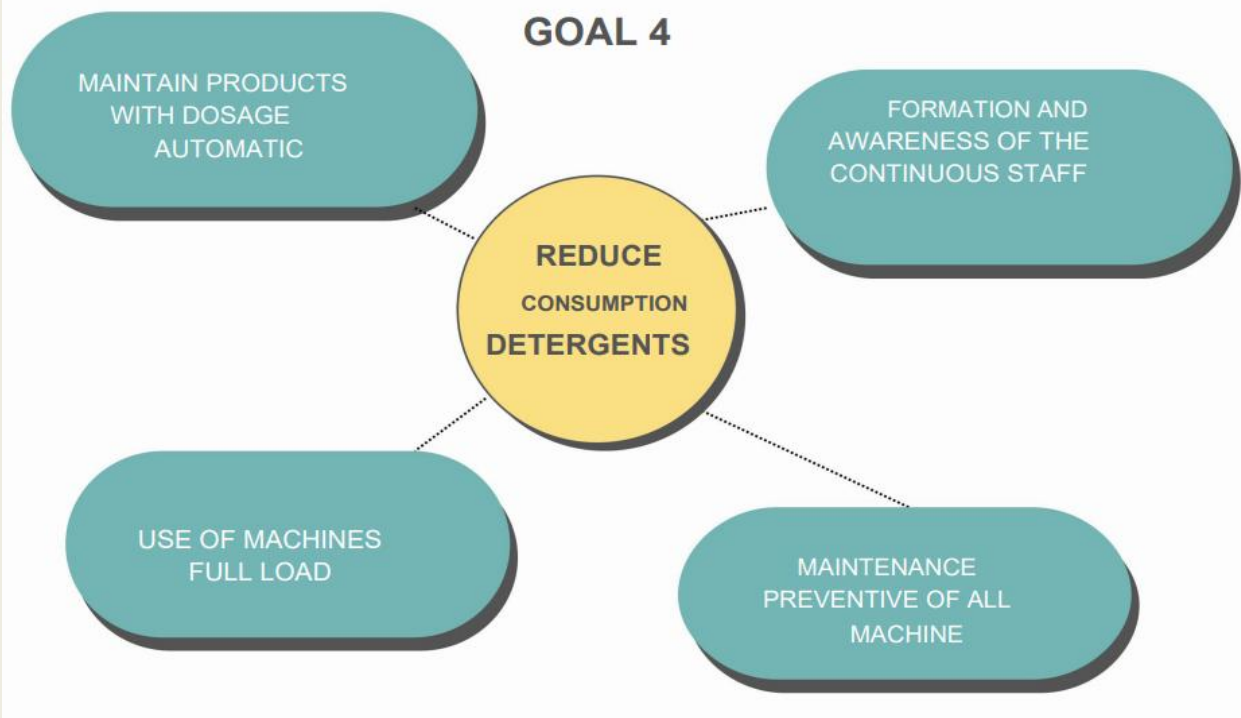




GOAL 3

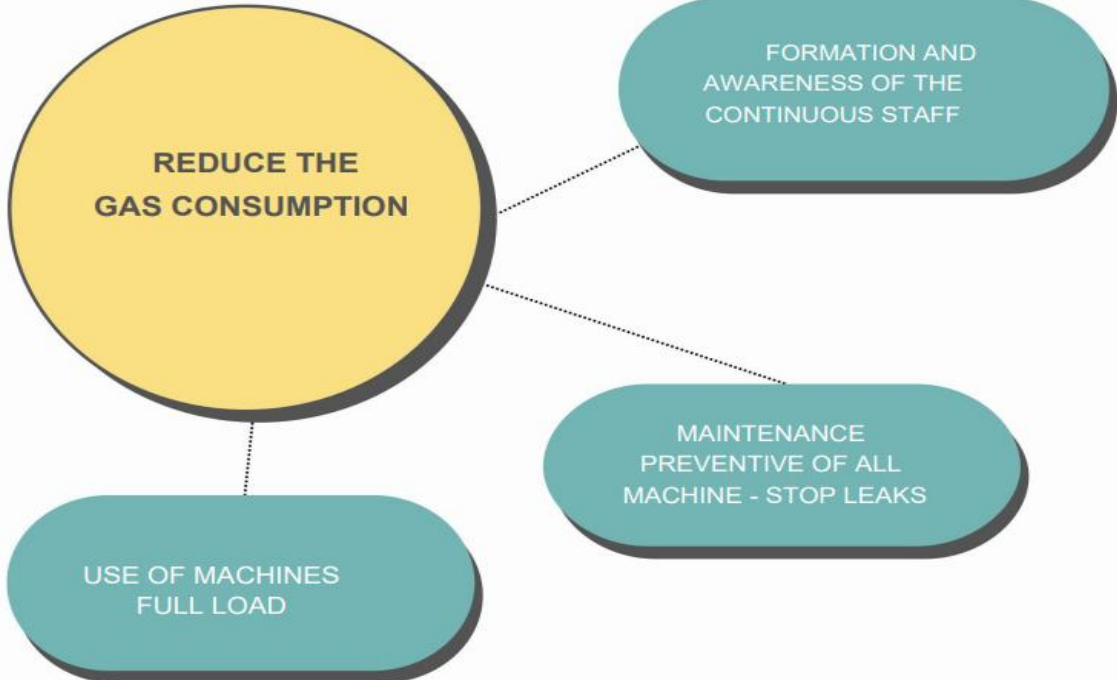


GOAL 4

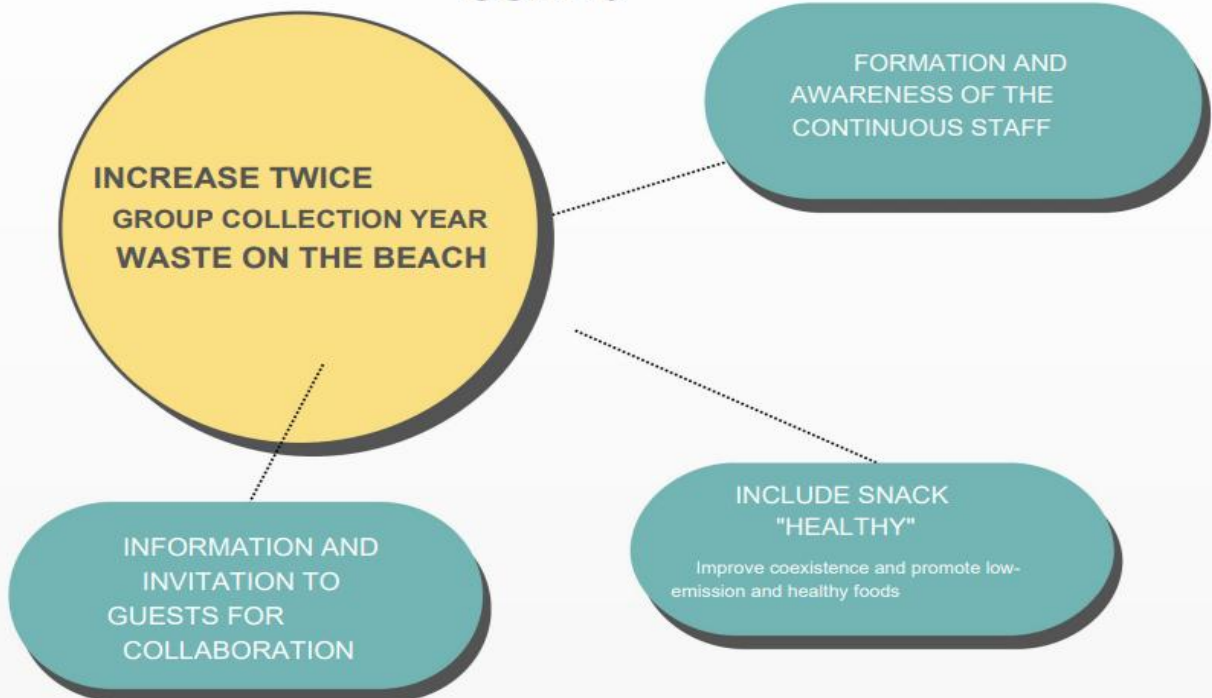




GOAL 5



GOAL 6





MONITORING AND REVIEW OF THE PLAN.

Each sponsor will monitor the planned actions and their effects through monthly data from the indicator system.

The Management Committee will monitor the progress and achievement of environmental objectives at its meetings, defining any necessary modifications if necessary.

I REQUEST THE INTERESTED PARTIES

We strongly request all stakeholders, customers, suppliers, employees, subcontractors and the community, to support us in achieving our sustainability goals, as well as to make good responsible use of supplies (water , electricity, etc.) and elements of our "house"

THANK YOU



“COMMITTING TO A SUSTAINABLE WORLD”