

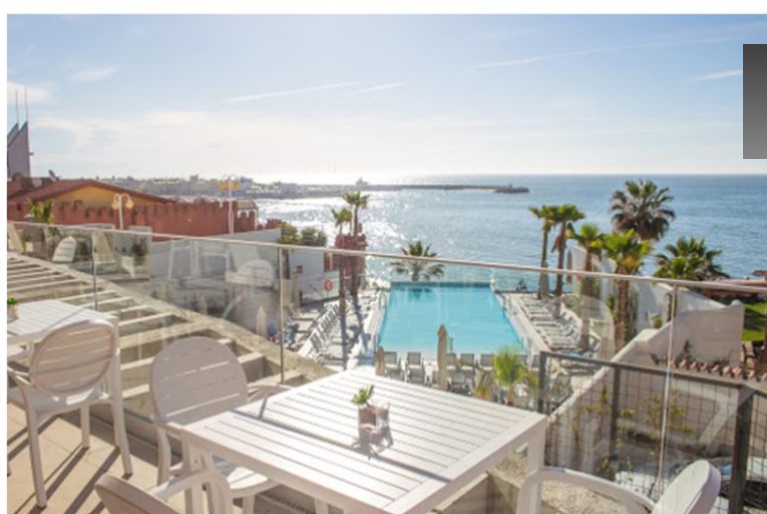
AMOHotels

SUSTAINABILITY POLICY

2022/23



 **Benalmádena Palace** ★★★★★
HOTEL SPA



 **SENTIDO**
BENALMÁDENA BEACH



INDEX

INTRODUCTION	3
COMPANY POLICY	4
ENVIRONMENT ACTIVITIES	6
CERTIFICATIONS.....	11
ENVIRONMENTAL CONTROL.....	11
HOTEL 4* BENALMÁDENA PALACE	12
HOTEL 4* SENTIDO BENÁLMADENA BEACH.....	13
GOALS PROGRAM	14
STRATEGIES FOR YEAR 2022/23.....	14
HOTEL 4* BENALMÁDENA PALACE	14
HOTEL 4* SENTIDO BENALMÁDENA BEACH.....	14

INTRODUCTION

Hotel 4 * Benalmádena Palace Spa, located in an incomparable setting on the Costa del Sol, popular for its climatic goodness, is one of the most complete hotels to enjoy an unforgettable family holiday.

Opened in 2004 and equipped with a modern infrastructure, Benalmádena Palace Spa is ideal for couples and families, has 148 apartments and 34 studios, a qualified, friendly, close and warm staff and offers a comprehensive service of activities always oriented to the maximum comfort and well-ness of the client.

On the other hand **Hotel 4 * SENTIDO Benalmádena Beach**, with a privileged location, on the beachfront of Benalmádena Costa (Málaga), and recently renovated. This charming and exclusive hotel offers spectacular views of the Mediterranean Sea at all times. In this hotel children and adults will meet their expectations with areas of activities specifically dedicated to them and a wide range of free services.

Strategically located, just 20 minutes from Malaga International Airport, its facilities and surroundings present a multitude of leisure activities and possibilities, among which Puerto Marina stands out: Just 500 meters from the hotel, beaches, shopping centers, restaurants and beach bars, golf courses, green areas and other recreational areas of interest are joined to this popular Port and point of interest.

In both cases:

“We are aware that we develop our activity in a very valuable environment and we want to contribute to its conservation and protection to the extent of our possibilities”



That is why with this SUSTAINABILITY REPORT, from AMO HOTELS we intend to make known our progress in sustainability, both, inside and outside our Hotels.



COMPANY POLICY

The business policy is defined as shown below:

AMO HOTELS seeks to **FIDELIZE ITS CUSTOMERS** and motivate their employees with the least environmental impact. For us, the most important thing is to give / deliver to each client happy memories, moments and **EXPERIENCES** that last in time and provoke the desire to return to the hotel and recommend it. For the staff of Benalmádena Palace the priority is:

- **GIVE AN IMMEDIATE RESPONSE** to any client, at any time and in any situation. For this reason, the management team of Benalmádena Palace will help to achieve the best of each of its employees, stimulate a good working environment, achieve goals and encourage continuous training.
- **DISPOSE OF THE BEST HUMAN TEAM** possible, motivated and share the same goals.
- **AMO HOTELS** will work to achieve **BEING RECOGNIZED FOR OFFERING SAFE, COMPREHENSIVE AND QUALITY SERVICES IN ALL AND EACH OF ITS ACTIVITIES, SUCH AS ANIMATION, FACILITIES, CUSTOMER TREATMENT**

COMMITTED TO:

THE ENVIRONMENT, always looking for the balance with a quality service and respectful with the environment. Continuously managing and improving the effectiveness of their processes while minimizing their environmental impacts, through the systematization, analysis and improvement of processes.

- **PREVENT POLLUTION**
- **THE RIGHTS AND PROTECTION OF MINORS**
- **RESPECT, RESPONSIBILITY, COOPERATION AND DEVELOPMENT WITH THE LOCAL COMMUNITY**
- **RIGHTS OF EQUALITY OF THE PEOPLE.**
- **COMPLY WITH THE LEGISLATION AND REGULATIONS** that apply to it, as well as other requirements that the Organization subscribes.
- **SECURITY AND HEALTH OF OUR CLIENTS AND EMPLOYEES.**



THE MISSION:

THE CLIENT'S HAPPINESS and motivation of its employees with the least environmental impact

Benalmádena Palace seeks to be known as a LEADING organization for its ability to innovate, quality and reliability of services, generating satisfaction in its customers, employees, suppliers and society-AMO HOTELS will seek without limit the client's LOYALTY, its REPETITION and THAT BEING RECOMMENDED , seeking to be the meeting point on the Costa del Sol, so it will search to be able to have the necessary means to measure and improve its objectives, both Quality and Environmental, covering the needs and expectations of customers.

VALUES:

- **Joint vision:** We are an organization that integrates its efforts in reaching a common goal efficiently. We make our decisions according to the ideas of all and considering the effects on others.
- **Transparency:** We are an open and accessible organization that facilitates and shares information. We are committed to communicating our actions in a comprehensible and faithful way to reality
- **Adaptation to changes:** We are flexible, we facilitate changes and we know how to transform and evolve. We are incorporated into the new social, technological and economic contexts
- **Service orientation:** We carry out our work to respond to the needs of our clients.
- **Entrepreneurship:** We are proactive in the detection and exploitation of opportunities. We are inspired by the best to be leaders in each field of action.
- **Coherence:** We assume the mission, vision and values of the organization and commit ourselves to them.



ENVIRONMENT ACTIVITIES



- ✓ **Environmental efficiency**
- ✓ **Good environmental habits**
- ✓ **Management and separations of different kinds of waste**
- ✓ **Spill control**
- ✓ **Purchases with sustainable criteria**
- ✓ **Local Gastronomic Promotions**
- ✓ **Environmental conservation activities**
- ✓ **Active promotion of sustainable development**

We use led bulbs or low consumption. In Hotel Sentido Benalmádena Beach we have energy rating in A * buildings, the most demanding. We separate and take care of our recycling and waste management program, we maintain our facilities and equipment to optimize and guarantee the proper functioning. We consume products from the area, such as coffee with the “Málaga flavor” brand, and we collaborate with the various entities such as the Red Cross, HEI in the area, etc.

We list some of the common actions we have been doing during 2021/22

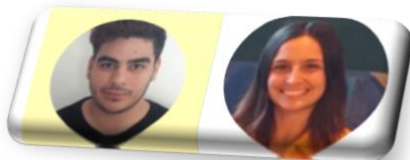
1 Waste collection in Santa Ana Beach:



In addition to collecting waste, it was a practical class for the children who accompanied us, and thus participate in a joint activity between co-workers and their families.

2 Collaboration with IES Ben Gabirol,

Again we were making known the operation of animation in Hotels and promoting our activity, this time by the hand of two students who are doing their internships with us, Marina and José Ramón.





3 Donation of clothing of “forgotten objects” without being claimed (according to internal procedure) to:



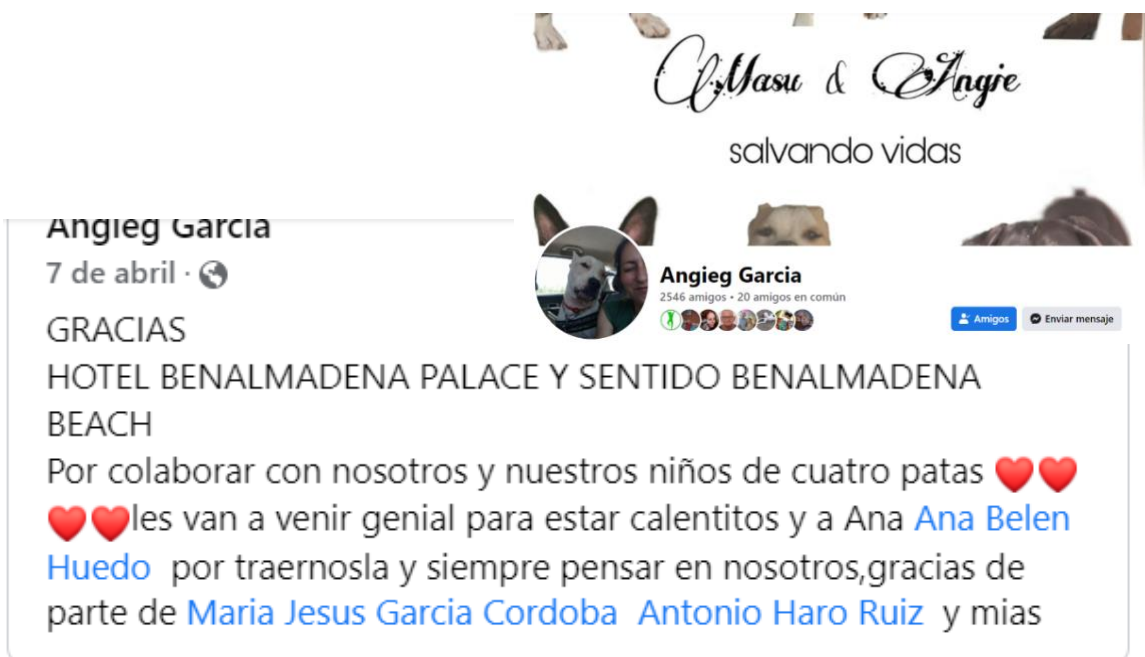
In addition, our clients give us belongings that they do not want to take back, knowing that we collaborate in these cases with different associations.

That is why we reflect the gratitude to these committed customers, who share our values and collaborate with us in these activities.

- 4 We have made several donations to Ukraine, collaborating with Remar who has organised trucks to support the most affected of the conflict (Russia & Ukraine War). Mainly clothes, food, items of medicine care, etc. We would like to highlight especially the commitment and collaboration of all our staff.**



- 5 We continue to recollect bottle caps to bring them later to the Arroyo de la Miel Library.** They are collected to collaborate in costs for a treatment for “Carmen” , a girl with a very rare disease.
- 6 This year we have made a renovation of blankets in all rooms and we have been able to find more than one association that needs the old ones.** Fidelio (helping abandoned dogs), Masu and Angy (help PPP, among others) We have also taken blankets to collection points for Ukraine and Caritas.



- 7 Leftover food from the buffet is donated to a private farm for compost or animal feed.**
- 8 We have collaborated and continue to do so with several companies to carry out internships such as Ymca, Cruz Roja, Málaga acoje .. who help people with labor integration difficulties.**
- 9 We collaborate with a nearby cloistered convent by supplying various foods for the nuns who in turn collaborate with people in need.**



10 We have established the option of parking with electric charger. We currently have two parking slots in each hotel, encouraging the use of electric cars.

CERTIFICATIONS

AMO HOTELS has the certifications regarding the quality of customer service (**ISO 9001, Q-Calidad**), environmental management (**ISO 14001**) and tourism sustainability. (**Travelife**)



ENVIRONMENTAL CONTROL

At **AMO HOTELS** we measure and periodically monitor the fundamental characteristics of our operations that can have a significant impact on the environment. These indicators serve as a basis for assessing the effectiveness of the measures we take in relation to the sustainable development of our activity.



HOTEL 4* BENALMÁDENA PALACE



Due to the PANDEMIC, these data are different from the projection of previous years, because in 2021 the valuation of the annual objective cannot be carried out since the Hotel closed on March 20, 2020 and later we reopened our facilities, but only in August. In 2021 we reopened in June until 21.11.21 and closed again to open on 19.12.21 until 09.01.22. Por tanto, estamos comparando 3,50 abiertos en 2020 con apenas 6 meses abiertos en 2021.

Even so, there are consumptions that have been improved such as detergent and paper, thanks to the action plans followed for this purpose.

Not so in light, water, gas, which is inevitable because of the difference of open months. In Electricity we manage a 5-year contract and we have avoided price increases, not so in the GAS that we are suffering the consequences of the Ukrainian War and in higher rates.

We have eliminated after the Covid the use of TABLECLOTHS in the RESTORATION acquiring PVC / WOOD tables and using paper tablecloths which allows a significant saving in the expenditure on laundry both in water, electricity, gas and in labor and for this we have invested in the purchase of equipment (modern wood-pvc tables).



HOTEL 4* SENTIDO BENÁLMADENA BEACH



2020: 420241KW

2021: 493212KW

+17,37 %



2020: 4059 m3

2021: 5432 m3

+33,83 %



**2021 Respecto a
2020**

23,08 %



2020: 124473 m3

2021: 175974 m3

+41,38 %

Due to the PANDEMIC, these data are different from the projection of previous years, because in 2021 the assessment of the annual objective cannot be carried out since the Hotel closed on March 20 and later we reopened our facilities, but only the months of July and August; IN 2021 we reopened in June and closed again in November and then reopened on December 19 for the Christmas season and closed again on 04.01.22.

So we're comparing 4.5 months of 2020 with approx.6 months in 2021.

GOALS PROGRAM

STRATEGIES FOR YEAR 2022/23



HOTEL 4* BENALMÁDENA PALACE

Reduce all consumptions compared to previous year:

- **Electricity** : 3% saving. s/2019
- **Paper** : 10% saving. s/2019.
- **Water** : 5% saving. s/2019
- **Gas**: 5% saving. s/2019
- **Detergent**: 10% saving. s/2019

HOTEL 4* SENTIDO BENALMÁDENA BEACH

Reduce all consumptions compared to previous year:

- **Electricity** : 5% saving. s/2019
- **Paper** : 5% saving. s/2019
- **Water** : 5% saving. s/2019
- **Gas**: 5% saving. s/2019



THANK YOU FOR YOUR ATTENTION.



AMO HOTELS
FOR A SUTAINABLE AND BETTER FUTURE!