

# AMOHotels

## SUSTAINABILITY INFORMATION



2023

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



Fdo. Dirección.  
ANDRÉS ZUMAQUERO GARCÍA



Organised on the 17th of November 2023

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Since the hotel's launch in 2004, it has had a very modern infrastructure, ideal for couples and families of all ages. It consists of 148 apartments and 34 studios, qualified and friendly staff as well as a comprehensive service of offers and activities that prioritise the comfort and well-being of the client.

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

**That is why, with this SUSTAINABILITY INFORMATION PAMPHLET, from AMO HOTELS, we strive to raise awareness of our progress in sustainability, both inside and outside our Hotel.**





## **CORPORATE POLICY**

In this regard, the management principles that define our Corporate Policy are defined as shown below:

**AMO HOTELS seeks to BUILD CUSTOMER LOYALTY and motivate its employees with the least environmental impact. For us, what is most important is to give each customer happy memories, moments and EXPERIENCES that last and provoke the desire to return to the hotel and recommend it to others.**

For the staff of AMO HOTELS the priority is:

- **IMMEDIATE RESPONSES** to any and all clients, at any time and in any situation. For this reason, the management team at Benalmádena Palace will help to get the best out of each one of its employees. The management team will stimulate a good working environment, to achieve its goals and encourage continuous training.
- **PRESENT THE BEST POSSIBLE TEAM OF EMPLOYEES** motivated and determined to pursue the same goals and vision for the hotel.
- Benalmádena Palace will work to be **RECOGNISED FOR OFFERING SAFE, INTEGRAL AND QUALITY SERVICES IN EVERY ONE OF ITS ACTIVITIES, FROM ENTERTAINMENT TO CUSTOMER SERVICE.**

### **COMMITTED TO:**

- **THE ENVIRONMENT**, we seek to maintain the balance between quality service and respect for the environment. Managing and continuously improving the efficiency of our services while



minimising environmental impact, through the systematisation, analysis and improvement of processes.

- **PREVENTING POLLUTION**
- **THE RIGHTS, RESPONSIBILITY, COOPERATION AND DEVELOPMENT WITH THE LOCAL COMMUNITY**
- **EQUAL RIGHTS ACROSS ALL PERSONS**
- **COMPLYING WITH THE LEGISLATION AND REGULATIONS** that apply to it, as well as other requirements to which the Organisation subscribes.
- **SAFETY AND HEALTH OF OUR CUSTOMERS AND EMPLOYEES**

#### **THE MISSION:**

*CUSTOMER SATISFACTION LA FELICIDAD DEL CLIENTE* and employee motivation with least amount of environmental impact.

#### **VISION:**

Benalmádena Palace aims to be known as a **LEADING** organisation 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 client **LOYALTY**, their **REPEATMENT** and **THEIR RECOMMENDATION**, 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 Quality and Environmental objectives, covering the needs and expectations of its clients.

#### **VALUES:**

- Joint vision: We are an organisation that integrates its efforts to achieve a common goal in an efficient way. We make our decisions considering everyone's ideas and considering their effects on others.
- Transparency: We are an open and accessible organisation that provides and shares information. We are committed to communicating our actions in a way that is understandable and true to reality.
- Adaptation to change: We are flexible, we facilitate change, and we know how to transform and evolve. We are adaptable to 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 detecting and seizing opportunities. We are inspired by the best to be a benchmark in each field of action.
- Coherence: We assume the mission, vision and values of the organisation and commit ourselves to them.

## **SUMMARY OF ENVIRONMENTAL INITIATIVES**



- ✓ **Energy efficiency**
- ✓ **Good environmental practices**
- ✓ **Waste Management and Separation from the source**
- ✓ **Control of waste**
- ✓ **Purchases of local gastronomy**
- ✓ **Environmental conservation activities**
- ✓ **Active promotion of sustainable development**

**We use LED or low consumption light bulbs, we separate and take care of our recycling and waste Management programme, we maintain our installations and equipment to optimise and guarantee their proper function. We consume local products, such as coffee with the 'flavour of Málaga' brand. We also collaborate with different entities such as Red Cross, IES (secondary schools) in the area, etc.**



**Here, presents a list of the environmental efforts we have taken in 2023.**

**1. Waste collection on Santa Ana:**



**<https://youtube.com/shorts/fckQvubEC08>**

**Link to video displaying the initiative.**

This activity is very important for several reasons:

- We assisted the removal of waste from nature.
- We created, not only a good environment for the beach, but also for those who participated as after the collection the management team provided snacks for all.
- We encouraged awareness among colleagues and children.
- We gave customers the opportunity to participate.
- We collaborated to make our village more sustainable.



## 2. Donation of clothes from forgotten items (unclaimed items through internal proceedings):



En Benalmádena a 10/10/2023

Hotel Spa 4\* Benalmádena Palace

Dpto. Dirección

Desde Caritas , queremos darle las gracias a Hotel Spa 4\* Benalmádena Palace , por las donaciones de Ropa y zapatos para las familias más desfavorecidas de nuestro Municipio.

En el nombre de Caritas y en especial en nombre de estas familias hacer extensible este agradecimiento al personal del Hotel por su trabajo y Solidaridad .

Cada día hay más familias en situación difícil y complicada.

Reciba un cordial saludo de afecto y amor.

Antonio Herrero

  
**Caritas**  
Parroquia  
La Inmaculada  
Arroyo de la Miel







In addition, our customers and colleagues give us unwanted belongings, knowing that we cooperate in these cases with various associations.

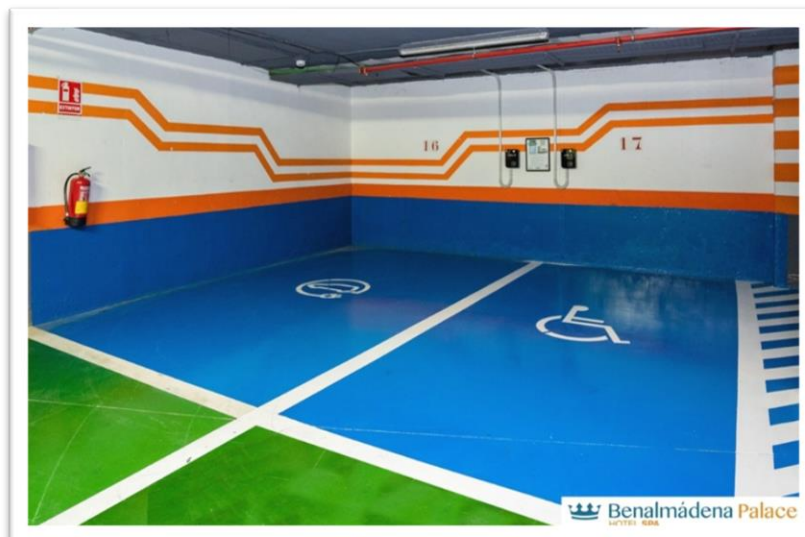
For this reason, we would like to express our gratitude to these committed customers and colleagues who share our values and cooperate with us in these activities.

- 3. We have collaborated in training discussions and graduations of students from courses in BENALFORMA (a training entity belonging to town hall), SUPPORTING THE UNEMPLOYED AND TRAINING OF THE MOST DISADVANTAGED PEOPLE IN OUR VILLAGE.** After these meetings, relationships are created to later result in collaborations of internships in our facilities, for example this year several people wanted to do their internships in the department of floors with us.





- 4. Leftover food from the buffet is donated to a private farm for us as compost or animal feed.**
- 5. We have collaborated and continue to collaborate with organisations such as the YMCA, Red Cross, Malaga Welcomes, etc. to help people with difficulties finding work.**
- 6. We have a car park with an electric charger and disabled parking, thus encouraging the use of elective cars and facilitating mobility for those with mobility difficulties.**





## CERTIFICATES AND DEGREES OF AWARD

**AMO HOTELS** is certified in terms of customer service quality (**ISO 9001, Q-Quality**), environmental management (**ISO 14001**) and tourism sustainability (**Travelife**).





## ENVIRONMENTAL PERFORMANCE

At **AMO HOTELS** we measure and regularly monitor the key features 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.



2019: 1.289,14 KW

2023: 1.211,83KW

**-5,99 %**



2019: 22.743 M3

2021: 19.265 M3

**-15,29%**



**2022 Respecto a  
2019**

**-38,38 %**



2020 : 460 M3

2021: 531 M3

**-22,64 %**



2019: 8.060 kg

2022: 9040 kg

**+12,15 %**

*We take 2019 as the reference year as it was the last year that the hotel was open for the whole year.*



### **ELECTRICITY:**

The target of decreasing by 3% the level of savings in 2019 HAS been achieved as we have DECREASED consumption by 5.99% achieving a decrease in consumption of 77.31 kws.

In 2022, we were only closed from 09.01.22 to 09.02.22 and from 20.11.22 to 20.12.22.

This is a great saving, despite the increase in energy costs.

By 2023 the target is to reduce CONSUMPTION by 3% in 2022.

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### **PAPER CONSUMPTION:**

WE HAVE ACHIEVED the target of a 10% reduction in the level of savings in 2019 as we have DECREASED consumption by 38.38%, reducing consumption by 190 packs of paper.

By 2023 the objective is to reduce costs by 15% of the 2022 level.

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### **WATER:**

The target of reducing the level of savings by 5% in 2019 HAS been achieved, as consumption has DECREASED by 15.29%, reducing consumption by 3,478 m3.

**By 2023 the objective is to reduce costs by 5% of the 2022 level**

### **DETERGENT:**

The objective of reducing the level of savings in 2019 by 10% has NOT been achieved as consumption has INCREASED by 12.15% from 8,060 kg of detergent to 9,040 kg.

The number of clients in 2019, taking data from both hotels, was 236,937 and the number of clients in 2022 was 192,755; despite having decreased the number of clients by 44,182 (18.64 %), consumption increased by 12.15 %.

**By 2023 the objective is to the costs by 5 % de 2022.**

### **GAS:**

The objective of reducing the level of savings by 5% in 2019 has been achieved, as consumption has DECREASED by 22.64%, reducing consumption by 246.97 kws.



By 2023 the target is to achieve 5% savings over 2022.

## SUMMARY CONSUMPTION TARGETS FOR THE YEAR 2023



### HOTEL 4\* BENALMÁDENA PALACE

#### *Reduce consumption compared to 2019 by:*

- **Electricity:** 3% savings/2019
- **Paper:** 15 % savings/2019
- **Water:** 5 % savings/2019
- **Gas:** 5 % savings/2019
- **Detergent:** 5 % savings/2019



**“WORKING TOWARDS A MORE  
SUSTAINABLE WORLD”**