

## 1 LETTER OF COMMITMENT

I am pleased to present this progress report detailing the actions carried out during the 2021 calendar year related to our sustainability policies.

2021 has been a year of projects, decision-making, reinvention and adaptation, accompanied by endless restrictions. We are continuing to strive for everything to get back to a normality that is even better.

At Servatur, we are still focusing our efforts on training our workers. We continued to provide information so that they could visit us in the best conditions of safety, health and quality.

This report includes a summary of the social, business and environmental work carried out in recent years, taking as a reference the 10 Principles of the UN Global Compact and the 11 Sustainable Development Goals (SDG).

Among the activities carried out in 2021, some that deserve special mention are:

- We are continuing with our project to maximise energy self-sufficiency through the installation of photovoltaic solar panels, which we installed at Servatur Montebello during 2021.
- We collaborate with several causes for helping others, such as Food Banks, Fundación Farrah, the City Council of Mogán, Electroman Las Palmas, J&M Sourcing Investment Companies, SLU, Neighbourhood Association "Las Lomas de Arguineguín", Cascarita y Migas, SL, Facebook solidarity group "Here everything is free, exchanged or asked for from the heart".
- We are continuing to facilitate the training of our workers to foster internal promotions.
- We have designed a new post-stay survey, adapted to the specific features of each hotel, to be sent online to our customers.
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Finally, I want to reiterate Servatur's firm commitment to the 10 Principles of the Global Compact once again this year.



Anders Lindvall  
CEO, Servatur S.A.

## 2 PROFILE OF THE ENTITY

Founding year: 1976

Sector: Hotel Industry

Address of Corporate Headquarters: c/ Doramas no. 4. Patalavaca, Mogán. Gran Canaria, Canary Islands, Spain.

Work centres: Servatur has 8 establishments in Gran Canaria and 1 in Tenerife, in the Canary Islands.

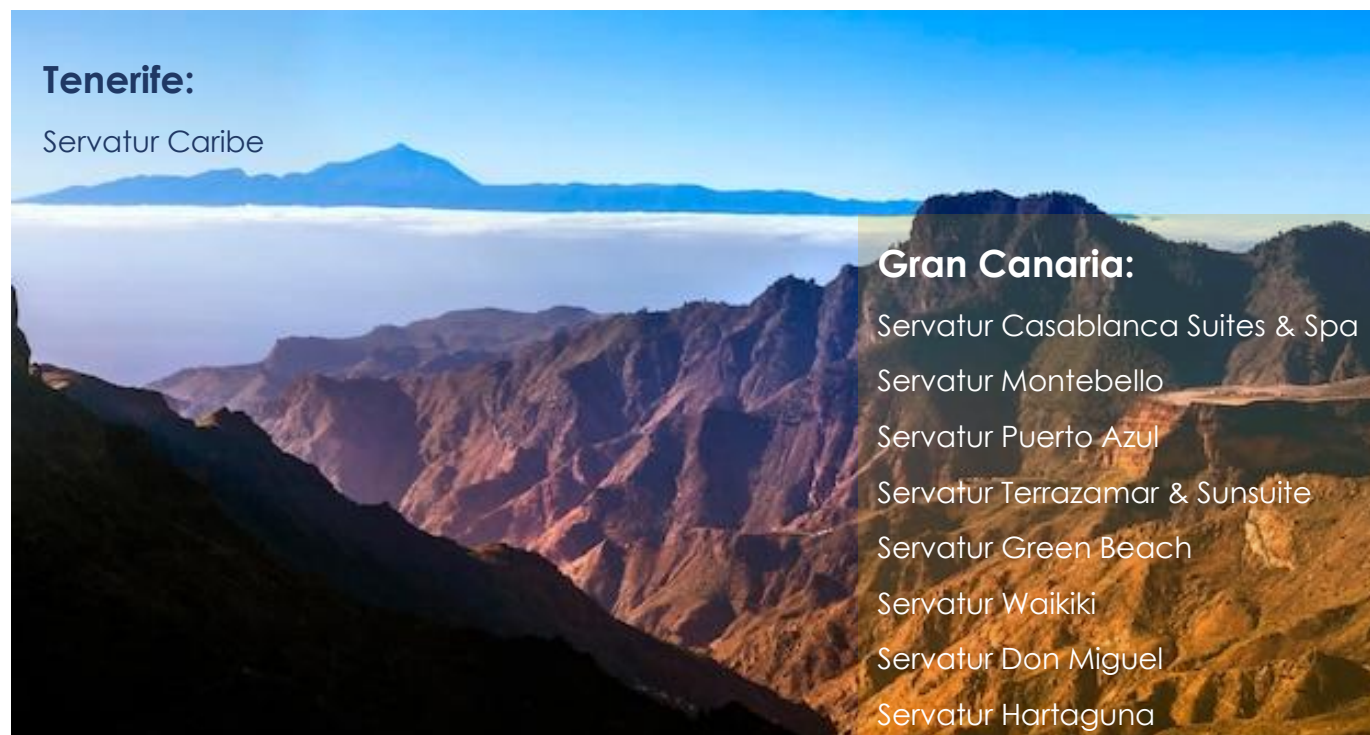


Image provided by Freepik.com

Countries where it is present: Spain

Website: [www.servatur.com](http://www.servatur.com)

Number of workers: **468.80**

Significant groups of interest: Local community, customers, providers, employees, and partners

Other establishments adhered to the brand: IG Nachosol Atlantic & Yaizasol by Servatur, IG Nachosol Premium by Servatur and Arguineguín Park by Servatur.

Establishments newly managed in 2021: Servatur Don Miguel (July 2021) and Servatur Hartaguna (October 2021).



### 3 AWARDS AND RECOGNITIONS

In 2021, we received the following recognitions:

#### **Servatur Waikiki**

Travel Life Gold

#### **Servatur Casablanca Suites & Spa**

Booking: Traveller Review Awards 2022

Tripadvisor: Travellers' Choice

Travel Life Gold

#### **Servatur Arguineguín Park by Servatur**

Booking: Traveller Review Awards 2022

#### **Servatur Caribe**

Booking: Traveller Review Awards 2022

Tripadvisor: Travellers' Choice

#### **Servatur Don Miguel**

Booking: Traveller Review Awards 2022

Travel Life Gold

#### **Servatur Green Beach**

Booking: Traveller Review Awards 2022

Travel Life Gold

#### **IG Nachosol Atlantic & Yaizasol by Servatur**

Booking: Traveller Review Awards 2022

Tripadvisor: Travellers' Choice

#### **Terrazamar & Sunsuite**

Booking: Traveller Review Awards 2022

**Servatur SA** has been recognised with the **2021 Plimsoll Award**, for being classified as 107th out of the 1126 largest companies in the hotel and hostel sector in Spain. It occupies 100th position among the companies with greatest market value.



## 4 WE'RE REFURBISHING SERVATUR

In 2020 we closed Servatur Puerto Azul for a full refurbishment.

As part of the remodelling we will be expanding the communal and pool areas, as well as increasing the number of rooms, and we will also increase the number of rooms for persons with reduced mobility, above what is required by law.

The opening is planned for July 2022.

We have designed this remodelling with special emphasis on sustainability. Thus:

- The pools will operate with saline chlorine generators, which will avoid the consumption of hypochlorite.
- Taps with flow restrictors will be installed throughout the establishment to minimise water consumption.
- A completely new plumbing system will be installed.
- The landscaped areas will be watered by drip systems.
- A photovoltaic solar installation will maximise the use of renewable energy generated in the establishment.
- LED lighting will be installed and new electrical machinery will be installed, with priority given to purchasing high-efficiency equipment.
- The thermal installation will be based on high-efficiency heat pumps and the residual heat from the air conditioning system will be made use of for the domestic hot water system.

This refurbishment also includes an extension of the establishment, which will lead to an increase in job creation, with the plan being to increase the number of Servatur workers for this purpose by 44 people.

Finally, this type of refurbishment involves changing furniture and metal materials that are in good condition and can be reused. Therefore, we have donated material to:

- the City Council of Mogán: decorative items, including a wooden ship that symbolises the hotel.
- Electroman Las Palmas and J&M Sourcing Investment Companies, SLU: metal materials.
- Neighbourhood association *Las Lomas de Arguineguín*: furniture.
- Cascarita y Migas SL: children's playground equipment.
- Facebook solidarity group *Here everything is free, exchanged or asked for from the heart*: Furniture and crockery (photos sent from homes that we have helped with this action).



## 5 SCOPE AND DISSEMINATION

The entire company is included in the scope. Dissemination is carried out internally through business meetings, communications and corporate events, and externally through emailing, social networks, and the website.

## 6 IMPLEMENTATION OF THE 10 PRINCIPLES

The 10 Principles are divided into four main blocks detailed in the following sections.

## 7 HUMAN RIGHTS

**Principle 1:** Companies must support and respect the protection of internationally recognised fundamental human rights within their scope of influence.

**Principle 2:** Companies must ensure that they are not complicit in human rights abuses.

### 7.1 Actions

Servatur S.A. complies with these principles by means of the following actions:

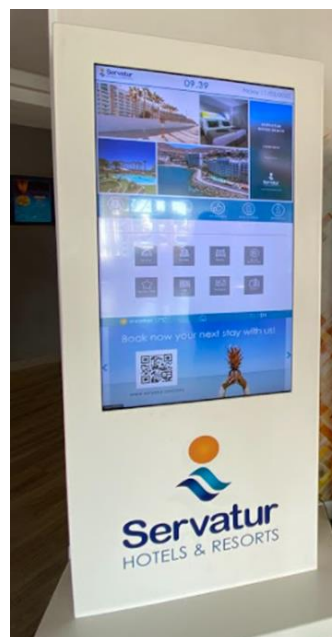
#### Promoting the Local Community

Despite not having carried out any specific activities in the hotels during 2021 due to the restrictions derived from the pandemic, we always promote, via social media and the information channels in our establishments, some of the typical activities of our local community, such as:

- Carnival Festivities
- Canary Islands Day
- Gran Canaria as a destination
- Winter Gay Pride

This year, we would like to highlight that we have designed and implemented a new television channel, which is shown in every room in Servatur hotels, and on which, in addition to specific information about the hotel, our customers can find information about the destination and about the good environmental practices to be followed to keep our Islands sustainable.

In addition, to promote the destination we have installed new information pole signs in the receptions of Servatur Don Miguel and Servatur Terrazamar & Sunsuite.



We join with the community in order to collaborate with Canary Island companies to spread the word about them and promote local products. This also leads to us spreading the word about our hotels where we run our business at the same time with the following actions:

In order to obtain more followers and increase web traffic through social media and the information channels in our establishments. And thus form a relationship with collaborators for future occasions, such as:

- Siam Park

#### - Como La Trucha Al Trucho



#### - Poema del Mar



#### -Coralwan



Finally, our customers can view detailed information about the destination and the services

offered in each of our establishments via the WebApp that each of them has.

### Donations

At Servatur we are committed to benefiting society. In 2021 our donations were made to a variety of associations working in different areas:

- Food banks
- Fundación Farrah
- The City Council of Mogán
- Electroman Las Palmas
- J&M Sourcing Investment Companies, SLU
- Neighbourhood association "Las Lomas de Arguineguín":
- Cascarita y Migas, SL
- Facebook solidarity group "Here everything is free, exchanged or asked for from the heart"

### Sponsorships

Servatur wished to participate actively by sponsoring the following events in 2021:

In 2021 Servatur SA sponsored together with the Tourist Board and journalists, who organised family trips, to give Servatur visibility and this obtain contacts from Tour operators. This year we began to collaborate with the Polish market, such as Itaka, where this year we are lucky enough to be able to negotiate with them.



## Social and cultural projects

Servatur has participated in the following social and cultural projects:

- We have continued our collaboration, which began in 2019, with Fundación SEUR in the Tapones para una nueva vida® project, through collection in the receptions of Servatur Green Beach, Servatur Casablanca Suites & Spa and Servatur Waikiki of plastic bottle caps to help children with difficulties.

### 7.2 Pequeño Valiente:

Pequeño valiente together with the sports council.

This gala is to collect funds through the sale of tickets for different shows and surprises, together with sponsors, Gran Canaria Island Council and the Ministry of Sport, where what is collected will go to the children's home.



- Collaboration with curvy model Susana Bianca. Giving visibility to normal bodies. Body positive.



### 7.3 Tracking 2021 Objectives

Objective	Achieved?
Investment in innovation	This was not possible due to the restrictions derived from the pandemic. It will be resumed in 2022
Increasing the promotion of social and cultural events in the local community by 5%	This was not possible due to the restrictions derived from the pandemic

### 7.4 Objectives for 2022

The objectives for the year 2022 are:

- Resuming our investment in innovation.
- Increasing the promotion of social and cultural events in the local community by 5%.



## 8 LABOUR STANDARDS

**Principle 3:** Companies must support the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4:** Companies must support the elimination of all forms of forced or compulsory labour.

**Principle 5:** Companies must support the abolition of child labour.

**Principle 6:** Companies must support the eradication of discriminatory practices in employment and occupation.

### 8.1 Actions

In 2021 there was no modification published regarding labour regulations that affected Servatur, however, we were governed by a decree published in October 2020, regarding furlough arrangements (ERTES) by which Servatur had to be governed during 2021.

We have promoted teleworking intermittently for any positions that allow, in order to avoid unnecessary travel and thus reorganise the offices for in-person workers to guarantee our safety, social distancing and hygiene protocols.

### Employment indicators

Shown below are our employment indicators for 2021 and a comparison with the two previous years:

- Percentages of men and women
- Percentage of women in management positions
- Spanish/foreign staff
- Staff by ages
- Staff by type of contract.

	2018	2019	2020	2021
<b>No. workers</b>	532	540	447	469
<b>% Women</b>	51.68	54.10	50.23	52.7
<b>% Men</b>	48.32	45.90	49.77	47.30
<b>% Women in management positions</b>	17.00	17.00	23.68	24.85
<b>% Men in management positions</b>	83.00	83.00	76.32	75.15
<b>% Over 45 years old</b>	46.50	52.09	50.17	52.64
<b>% Under 30 years old</b>	13.22	16.19	13.68	14.35
<b>% Not Spanish</b>	11.65	13.69	12.19	12.79
<b>% Spanish</b>	88.35	86.31	87.81	87.21
<b>% Fixed-term contract</b>	70.67	70.34	73.74	77.37
<b>% Temporary contract</b>	29.33	29.66	26.26	22.63

Below is a breakdown of the data shown in the table above for each establishment (2021).

The number of workers has been increased in 2021 due to the openings and the return of staff that had been furloughed. We expect this upward trend to continue.

Despite that, Servatur remains committed to stable employment, and more than 70% of our workers have indefinite contracts.

In terms of gender equality, the proportion between women and men continues to be generally balanced in the overall numbers.

In 2021 we have met the target of increasing the proportion of women in managerial positions. This has been achieved by hiring a female manager for the new incorporation of Servatur Don Miguel.

	Central Office	Servatur Puerto Azul	Servatur Montebello/Hartaguna	Servatur Barbados	Servatur Casablanca	Servatur Terrazamar & Sunsuite	Servatur Green Beach	Servatur Waikiki	Servatur Don Miguel	Servatur Caribe
<b>No. workers</b>	21.22	77.64	18.22	1	27.52	40.14	51.89	140.66	87.65	2.84
<b>% Women</b>	40.78%	61.41%	58.19 %	100 %	35.58 %	53.84 %	39.66%	35.24%	52.75%	60%
<b>% Men</b>	59.22%	38.59%	41.81 %	0%	64.42 %	46.16 %	60.34%	64.76%	47.25%	40%
<b>% Women in management positions</b>	35.22%	0%	0.00%	0.00%	36.74 %	0.00%	0.00%	34.50%	100%	0.00%
<b>% Men in management positions</b>	64.78%	100%	100%	100%	63.26 %	100.00%	100.00%	65.50%	0%	100%
<b>% Not Spanish</b>	0%	20.61%	16.85 %	0%	12.01 %	6.08%	7.35%	8.04%	6.59%	49.38%
<b>% Spanish</b>	100%	79.39%	83.15 %	100%	87.99 %	93.2 %	92.65%	91.96%	93.41%	50.62%

## Occupational hazard prevention

The results of the *Occupational Hazard Prevention Plan* for 2021 are:

Year	No. Trainings	Incidence rate(*)
<b>2018</b>	322	64.15
<b>2019</b>	240	97.74
<b>2020</b>	274	40.28
<b>2021</b>	161	17.16

(\*) The incidence rate reflects the number of occupational accidents with leave for every thousand workers.

2021	No. Trainings	Incidence rate(*)
<b>Central Office</b>	0	0
<b>Servatur Puerto Azul</b>	32	0
<b>Servatur Montebello</b>	13	0

<b>Servatur Don Miguel</b>	45	11.23
<b>Servatur Casablanca</b>	10	35.71
<b>Servatur Terrazamar &amp; Sunsuite</b>	16	0
<b>Servatur Green Beach</b>	16	20
<b>Servatur Waikiki</b>	24	34.96
<b>Servatur Caribe</b>	4	0

Thanks to the programmes and the decisions made in 2020 to solve the problem that we were having in one of the hotels, we can see, by comparing the data obtained for 2021 with that of 2020, that the incident rates have decreased.

## Training

As part of our constant training plan, 1,438 hours of voluntary training were given to our workers in 2021 with a participation of 265 people.

This includes several colleagues who participated in group courses on motivational leadership and effective communication.

Finally, our collaboration with local and foreign training entities was suspended in March of 2020 and was unable to be resumed because of staff being furloughed. There were two people hired on grant-funded internships, one in the reception at Servatur Caribe and the other one in the commercial department.

## 8.2 Overhaul of the Equality Plan

In relation to the Equality Plan: on 27 May 2021 the negotiating committee for the equality plan was formed, made up of 6 people, 3 from the company and another 3 as worker representatives. Since then, work on this plan has been ongoing, with tasks such as:

- Putting the equality plan into context.
- Questionnaires to all staff from management to core.
- Collection of qualitative and quantitative data. As well as a salary audit.
- Interpretation of data.
- Diagnosis of situation at Servatur.
- Modification of the harassment protocol, providing more details about the steps to be taken by the person being harassed, as well as detailing an informal and formal reporting model.
- Job assessment.
- At the moment, we are in the phase of proposals for improvement measures and the meeting about this will be held on 21/03.

## 8.3 Tracking 2021 Objectives

Objective	Achieved?
Training on child protection at Servatur Puerto Azul and Servatur Terrazamar & Sunsuite	It will be resumed in 2021 in open establishments
Specific ergonomics training at Servatur Waikiki	50%
Psychosocial risks assessments	10% (Central Office)
Continuing training on safety and hygiene measures (also specific measures for Covid-19)	100%
Updating the equality plan	100%

## **8.4 2022 Objectives**

The objectives for the year 2022 are:

- Offer refresher training of the IT department about CODE7 Cybersecurity
- Offer refresher training on work at height for maintenance staff
- Training on plant products for gardeners with expired licence.
- Initial training on Legionella and refresher training for maintenance.
- Training on electrical risk for maintenance and workers' legal representatives.
- First aid training for at least ¼ of the workforce.
- Training in English, at the different levels.
- Online training on Equality awareness.
- Life saving training for lifeguards.
- Specific training for the department of Works, civil engineering and interior decoration.
- Training on job assessment and analysis for human resources.
- Training in firefighting, level 1 and 2.
- Training in emergency drills.
- Training in DESSA refurbishment in hotels.
- Training in psychosocial risks, after carrying out a risk assessment.



## 9 ENVIRONMENT

**Principle 7:** Companies should maintain a preventive approach that favours the environment.

**Principle 8:** Companies should undertake initiatives to promote greater environmental responsibility.

**Principle 9:** Companies should promote the development and dissemination of environmentally friendly technologies.

### 9.1 Actions

#### Travelife

Servatur began to work with the Travelife programme in 2017, with the first accreditation in Servatur Waikiki. Later on, in 2019, Servatur Casablanca Suites & Spa and Servatur Green Beach were certified. These certificates have been renewed every two years, as set out in the standard.

In line with the company's commitment to sustainability both at environmental and socio-cultural level and in terms of human rights, in 2021 we have continued to work on this programme, obtaining certification for Servatur Don Miguel.

#### Electricity

The electricity consumption per stay of each establishment and for the company as a whole is shown below. Consumption over time is also shown.

It should be highlighted that in 2019 Servatur began a project to maximise energy self-sufficiency through the installation of photovoltaic solar panels. We started by installing them in Servatur Terrazamar & Sunsuite and we continued in 2021 with the installation in Servatur Montebello. We expect a capacity for self-consumption of 15% in this new installation.

Meanwhile, the energy saving at Servatur Terrazamar & Sunsuite was 1.60 kWh/stay if we compare 2021 consumption with that of 2019. This comes to 29%.



Photovoltaic installation at Servatur Montebello.

2021	kWh	kWh/stay
<b>Servatur Puerto Azul</b>	109,116	-
<b>Servatur Montebello</b>	192,953	9.83
<b>Servatur Casablanca</b>	514,615	10.59
<b>Servatur Terrazamar &amp; Sunsuite</b>	619,457	5.54
<b>Servatur Green Beach</b>	519,244	4.83
<b>Servatur Waikiki</b>	1,731,089	10.55
<b>Servatur Caribe</b>	305,101	9.29
<b>Servatur Don Miguel</b>	537,556	8.83
<b>Servatur Hartaguna</b>	15,033	2.61
<b>TOTAL</b>	4,503,107	8.25

In 2021 there are no available data for the Central Office. It should be pointed out that the percentage of office workers who are teleworking has increased significantly after the COVID-19 pandemic. Servatur Puerto Azul has been closed for refurbishment and therefore the consumption per stay cannot be specified.

Total electricity consumption at Servatur fell by more than 50% in 2020, but the relative consumption, based on stays during the year, was considerably higher than in other years due to the lower number of stays as a result of the closure of the establishments because of the pandemic.

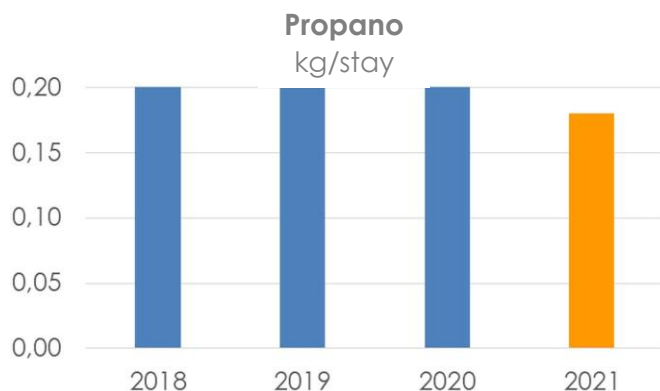
In 2021 the relative consumption per stay has once again taken on similar values to those observed in the years before the pandemic.



Evolution of electricity consumption per stay over time.

## Propane

Propane is consumed by Servatur in the kitchens. The following graph shows the evolution of propane consumption over time.



Evolution of propane consumption per stay over time.

We can see that consumption has remained stable over time, which indicates that propane consumption is proportional to the number of customers.

Shown below is the propane consumption for the entire chain and broken down by hotel in 2021.

2021	kg propane
<b>Servatur Puerto Azul</b>	0
<b>Servatur Casablanca</b>	3,421
<b>Servatur Green Beach</b>	22,423
<b>Servatur Waikiki</b>	43,461
<b>Servatur Terrazamar &amp; Sunsuite</b>	260
<b>Servatur Don Miguel</b>	33,853
<b>TOTAL</b>	103,418

## Gasoil and Petrol

Consumption of the gasoil used to support the solar thermal energy, through a boiler, at Servatur Casablanca Suites & Spa, was 21,804 litres in 2021. Consumption was 50% higher than in the previous year as a result of the resumption of business. In this respect, the number of stays increased in this hotel by 48% in 2021 compared to 2020, a value very similar to the increase observed in gasoil consumption.

The Central Office has four company cars that consumed 1,427 litres of fuel, reducing consumption by 58% compared to the previous year. This environmental benefit is the result of the increase in teleworking among staff from the Central Office.

## Carbon footprint

Below is the result of the calculation of the carbon footprint for scope 1 and 2, which was carried out in accordance with the procedure described by the Spanish Government's Ministry for the Ecological Transition.

Thanks to the reduction in fuel consumption due to the increase in teleworking and the installation of photovoltaic solar panels in several establishments, we have ensured that the carbon footprint has been reduced again for another year.

It should be remembered that the contract with the electricity supplier in the Servatur establishments, except for the Central Office, has a Guarantee of Origin (GdO) certificate, which means

that no carbon footprint is produced as a result of scope 2, and this is why the hotels that have not had any direct consumption of fuel or coolant gases do not appear in the carbon footprint calculations.



Evolution of the carbon footprint over time.

2021	t CO <sub>2</sub> eq
Central Office	0.51
Servatur Casablanca	68.62
Servatur Terrazamar & Sunsuite	0.76
Servatur Green Beach	65.88
Servatur Waikiki	127.69
Servatur Don Miguel	99.46
<b>TOTAL</b>	<b>362.16</b>

In 2021 no data are available about scope 2 (electricity) for the Central Office.

## Water

Below is the water consumption at Servatur in 2021, as well as the evolution of the average consumption per stay over the last few years.

It is observed that the consumption per stay has been maintained at between 0.2 and 0.25 cubic metres over the last few years.

2021	m <sup>3</sup>	m <sup>3</sup> /stay
Servatur Puerto Azul	1,227	-
Servatur Montebello	4,998	0.25
Servatur Casablanca	13,949	0.29
Servatur Terrazamar & Sunsuite	20,251	0.18
Servatur Green Beach	15,505	0.14
Servatur Waikiki	52,390	0.32
Servatur Caribe	8,019	0.24
Servatur Don Miguel	16,861	0.28
Servatur Hartaguna	865	0.15
<b>TOTAL</b>	<b>134,065</b>	<b>0.24</b>

It should be pointed out that the percentage of office workers who are teleworking has increased significantly after the COVID-19 pandemic. Servatur Puerto Azul has been closed for refurbishment and therefore the consumption per stay cannot be specified.



Evolution of water consumption per stay over time.

## Paper

As a reminder, in 2019 a document management system was introduced in the company's Administration Department.

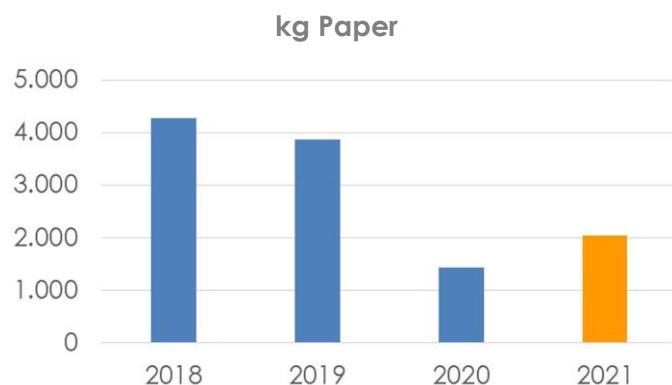
Then in 2020 salary slips began to be sent in electronic format. Throughout the same year, electronic signature of traveller documents was also introduced.

In 2021 we implemented the sending of electronic questionnaires to customers.

All of this has led to a highly significant reduction in paper consumption in recent years.

Below are the data on paper consumption for 2021.

2021	kg A4 Paper
Central Office	250
Servatur Puerto Azul	0
Servatur Montebello	0
Servatur Casablanca	350
Servatur Terrazamar & Sunsuite	312.5
Servatur Green Beach	312.5
Servatur Waikiki	250
Servatur Caribe	187.5
Servatur Don Miguel	375
Servatur Hartaguna	0
<b>TOTAL</b>	<b>2,037.5</b>



Evolution of paper consumption over time.

However, it should be pointed out that in 2021 consumption rose compared to the previous year because business has increased and also two more establishments have been incorporated.

## Waste

In 2021, we began recycling in the communal areas at Servatur Terrazamar & Sunsuite and Servatur Don Miguel, thus ensuring that the waste generated by our customers is also recycled.

**Glass:** Servatur has contributed to the recycling of almost 19 tons of glass in 2021.

Year	Glass recycled (kg)
2018	60,090
2019	56,090(*)
2020	19,902(*)
2021	18,870

\*This does not include the glass removed at Servatur Barbados, because the bin is shared with other local establishments. No data for Servatur Caribe are available for 2020 and 2021. No data for Servatur Don Miguel and Servatur Hartaguna are available for this first year 2021.

The breakdown by hotel is shown below.

2021	Glass recycled (kg)
Servatur Montebello	890
Servatur Casablanca	1,850
Servatur Terrazamar & Sunsuite	2,810
Servatur Green Beach	2,520
Servatur Waikiki	10,800
<b>TOTAL</b>	<b>18,870</b>

In general, the amount of glass recycled decreased in line with the decline in business over the last two years.

**Cardboard and plastic:** In some establishments this waste is removed by a waste manager and we therefore have certificates of removal. The amount of plastic and paper and cardboard removed from these establishments is shown below.



Year	Plastic recycled (kg)	Paper and cardboard recycled (kg)
2018	16,178	43,210
2019	19,580	57,920
2020	10,850	23,740
2021	2,320	12,220

2021	Plastic (kg)	Paper and cardboard (kg)
Servatur Casablanca	-	780
Servatur Green Beach	200	730
Servatur Waikiki	1,020	5,980
Servatur Don Miguel	1,100	4,730
<b>TOTAL</b>	10,850	23,740

In the rest of the establishments, the waste is removed by the municipal waste manager, with whom we are negotiating to be able to obtain annual certificates of removal and this keep a count of the quantity of plastic and paper and cardboard recycled. These certificates are being prepared and sent.

In view of the current situation as a whole, they have had supply issues and new containers were not arriving, but they will shortly start to receive more.

**Kitchen oil:** The company revalued cooking oil in biodiesel plants as follows: 7,682 kg 2017, 9,940 kg in 2018, 12,785 kg in 2019, 3,510 kg in 2020 and 5,080 kg in 2021.

2021	Oil used (kg)
Servatur Puerto Azul	0
Servatur Casablanca	685
Servatur Terrazamar & Sunsuite	180
Servatur Green Beach	280
Servatur Waikiki	3,280

Servatur Don Miguel	655
<b>TOTAL</b>	5,080

It should be highlighted that used cooking oil has been removed from Servatur Waikiki (since 2020) and Servatur Don Miguel (2021) by a company that promotes the employment of people with disabilities.

**Others:** In the other waste section we have included the data on hazardous waste removed over the various years. This waste is removed by an authorised manager, taking a total of 2,420 kg in 2017, 303.52 kg in 2018, 6,041 kg in 2019, 3,116 kg in 2020 and 199.35 kg (80.35 light fittings + 119 kg batteries) in 2021. Most of the waste removed in 2021 consisted of light fittings and batteries.

## 9.2 Tracking 2021 Objectives

Objective	Achieved?
Investing or participating in R&D&I projects	It will be resumed in 2022
Increasing the number of establishments with the Travelife certification	This has increased by 1: Servatur Don Miguel

## 9.3 2022 Objectives

- Returning to developing R&D&I projects focused on sustainable development.
- Continuing to work on obtaining the Travelife certification for all of our establishments.

## 10 ANTI-CORRUPTION

**Principle 10:** Companies must fight against all forms of corruption, including extortion and bribery.

### 10.1 Actions

At Servatur we strictly comply with current Spanish law and subject our processes to internal and external audits to ensure compliance.

#### Corporate Compliance

The work of the Crime Prevention Committee, or Corporate Compliance during 2021 has been focused on all our workers learning about the protocols associated with corporate compliance and ensure our providers adhere to the anti-corruption protocol.

#### Quality

Over the last few years, we have designed a new post-stay survey, adapted to the specific features of each hotel, to be sent online to our customers.

This does away with the printed surveys that were used previously, with the aim of achieving a greater reduction in paper consumption.

During 2021 these customised online post-stay surveys have been implemented through new software that allows automated segmentation and scheduling of dispatches.

In addition, we have implemented automatic notification of the replies, which are anonymous, obtained from customers, to the hotel's operating personnel to aim for continuous improvement based on the comments and observations from our customers, in line with the company's quality targets.

In addition to this, we are developing a digital reporting system for the processing and monitoring of the results of the surveys, which we plan to incorporate into the Business Intelligence (BI) of Servatur shortly.

We are proud to confirm that the GRI (Global Review Index) of Servatur has been increasing in recent years, despite us being in a much more complex scenario due to the health crisis caused by the covid-19 pandemic. This indicator has been growing over the years: from 78.3% in 2016 to 81.4% in 2019 and 83.5% in 2020. In 2021 the result was 79.9%

Every day, we continue to monitor the comments from our customers on the opinion portals to give them answers to their reviews and take the feedback into consideration in order to study actions to improve our facilities and services.

Thus, in 2018 we responded to 68.4% of all the comments that we received. In 2019, we responded to 80.4% of the comments, in 2020, we managed to answer 89.2% of the comments and in 2021 it was 86.4%.

Finally, regarding the response time, during 2021 the average was 8.6 days. We expect to be able to continue to improve these results so that our customers always feel that they are served with the best possible quality, whether they are staying with us at the time or not.

### 10.2 Tracking 2021 Objectives

Objective	Achieved?
Launching the new digital questionnaire for customers	✓
Adhesion to the anti-corruption protocol for workers and providers	✓








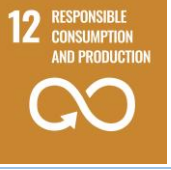

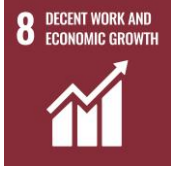

### 10.3 2022 Objectives

- Implement a digital reports system with the results of the customer surveys.

## 11 SDG: GLOBAL GOALS, LOCAL ACTIONS

The SDG (Sustainable Development Goals) identify the challenges facing humanity, like poverty, inequality, access to energy and water, and climate change. They were approved by the United Nations in 2015 with the establishment of the 2030 Sustainable Development Agenda.

Servatur has been integrating the SDG into our management ever since. Below is a list matching the SDG with our actions in 2021. Finally, in 2022 we propose to work, as well as on the SDGs show, on those related to the quality and care of on those related to the quality and care of marine waters and ecosystems (SDG 6, SDG 14), through a new R&D proposal based on the study of possible alternatives for the treatment of grey water generated in our establishments.

SDG		Actions at Servatur (2021)
 		Donations to Food Banks and Fundación Farrah, amongst others.
		Covid-19 protocol.
 		On 27 May 2021 the negotiating committee for the Equality Plan was set up
   		Installation of photovoltaic solar panels at Servatur Montebello and Servatur Puerto Azul.
 		Recovery of jobs after the health crisis and plan to increase the number of workers: at Servatur Puerto Azul after the refurbishment of the establishment. Adhesion of our workers and providers to the company code of ethics and information about the Corporate Compliance processes.