

Sustainability Report 2025



01 Hoteles Santos Commitment

02 Hoteles Santos in 2025

03 Hoteles Santos Destinations

04 Sustainability and CRSD





Hoteles Santos

SOSTENIBILIDAD Y RSC 



Our Commitment to Sustainability

At Hoteles Santos, we support and believe in the implementation of **sustainable models** (ESG) with the **aim** of strengthening our relationship with the **community** and conserving and protecting our **environment**, all based on corporate **ethical values** focused on ensuring the satisfaction not only of our guests, but also of our employees, suppliers and owners.

“Our commitment is to raise awareness among employees, customers and suppliers about the importance of being more effective and responsible in our daily lives, thereby ensuring a better and more committed planet in the future”

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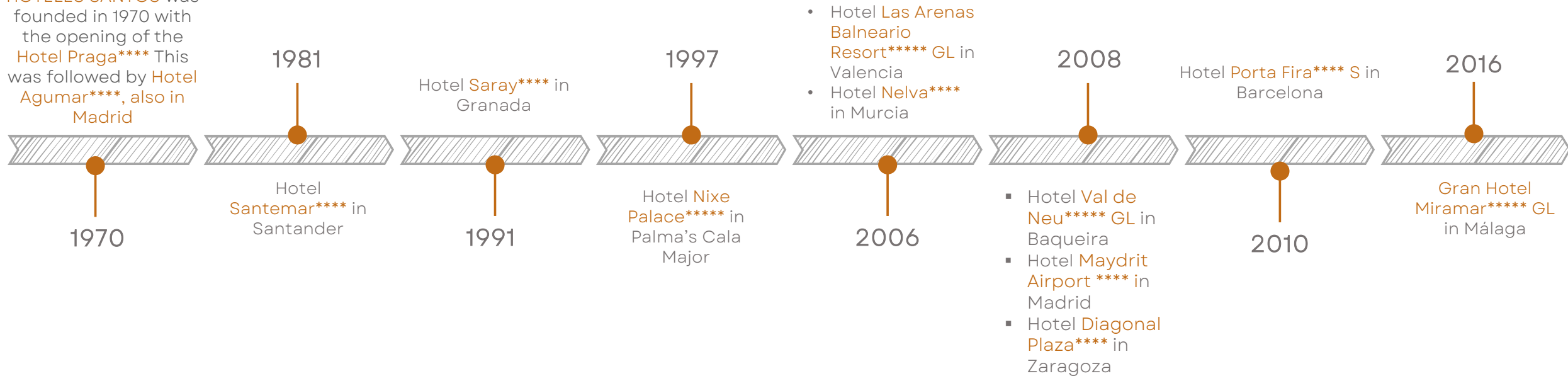
History

Over the years, Hoteles Santos has become a 4- and 5-star hotel chain that is renowned nationwide for its quality, service and distinction.

We are a company that has managed to grow and adapt successfully to the changing world of hospitality, accepting the challenges of innovation and constantly adjusting our establishments to market demands.

As a family business, we are committed to growing together with our guests and employees. This allows us to ensure exquisite service both for them and their colleagues, reflecting the welcoming and personal spirit that characterises Hoteles Santos.

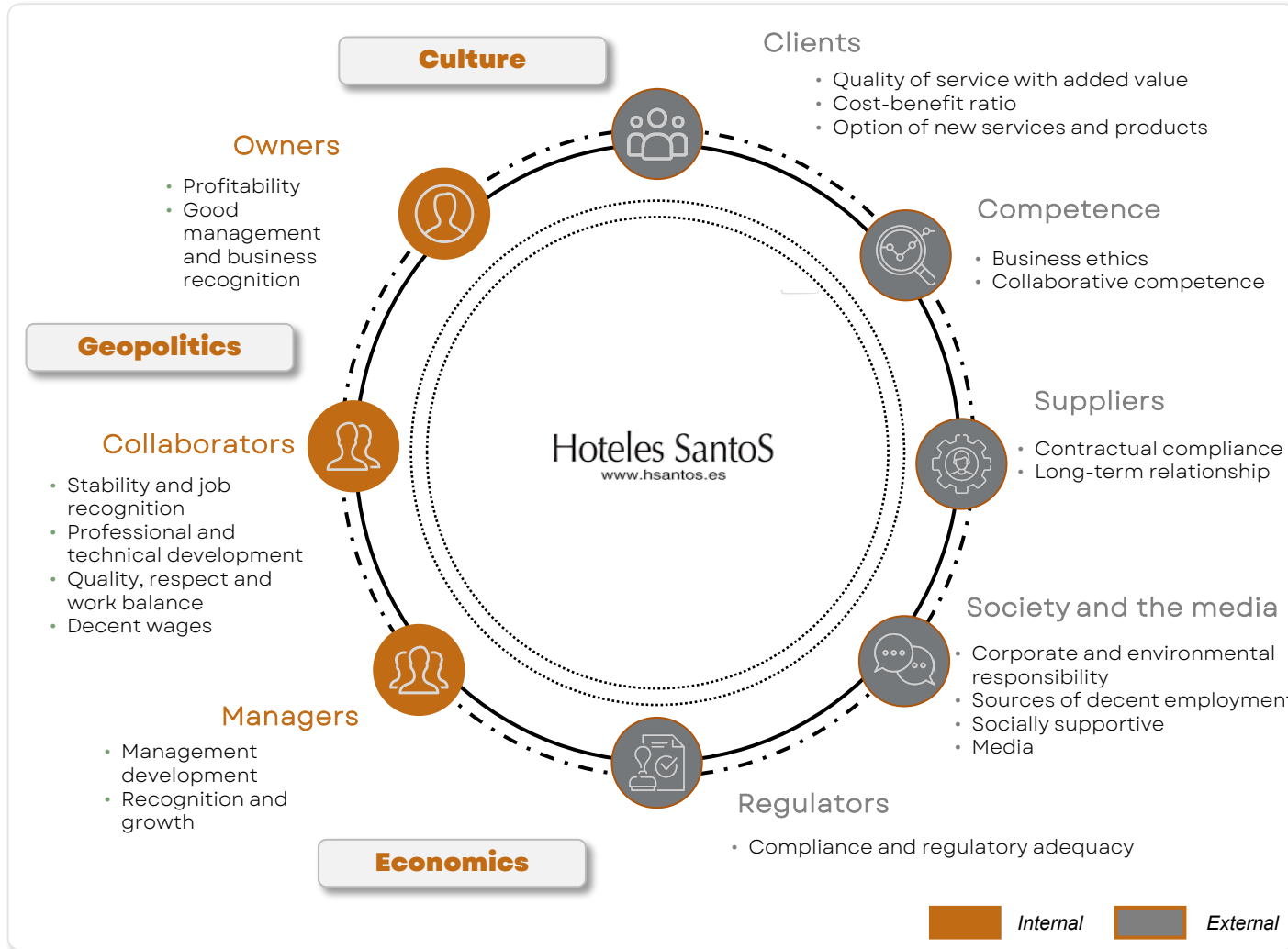
HOTELES SANTOS was founded in 1970 with the opening of the Hotel Praga****. This was followed by Hotel Agumar****, also in Madrid



At Hoteles Santos, we are working on new projects for 2026 in major cities in Spain.

Interest groups

The hallmarks of Hoteles Santos are transparency and responsibility towards all our stakeholders. This is done with a sustainable vision and based on our values and principles:



Matrix of materiality

Interest groups have been consulted to determine what the most relevant issues are for them. These are then considered in the definition of the strategy of Hoteles Santos and in its main initiatives:

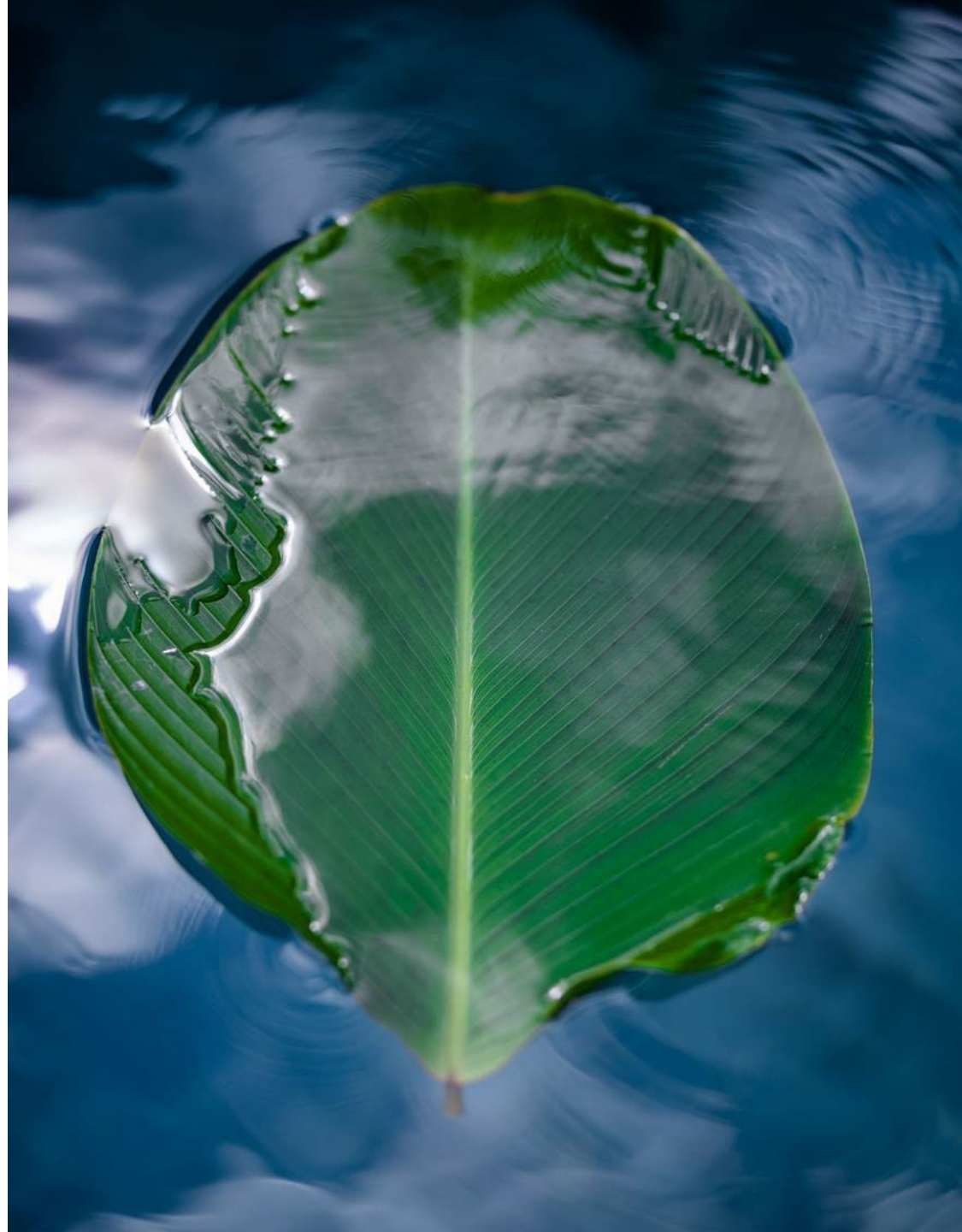


01 Hoteles Santos Commitment

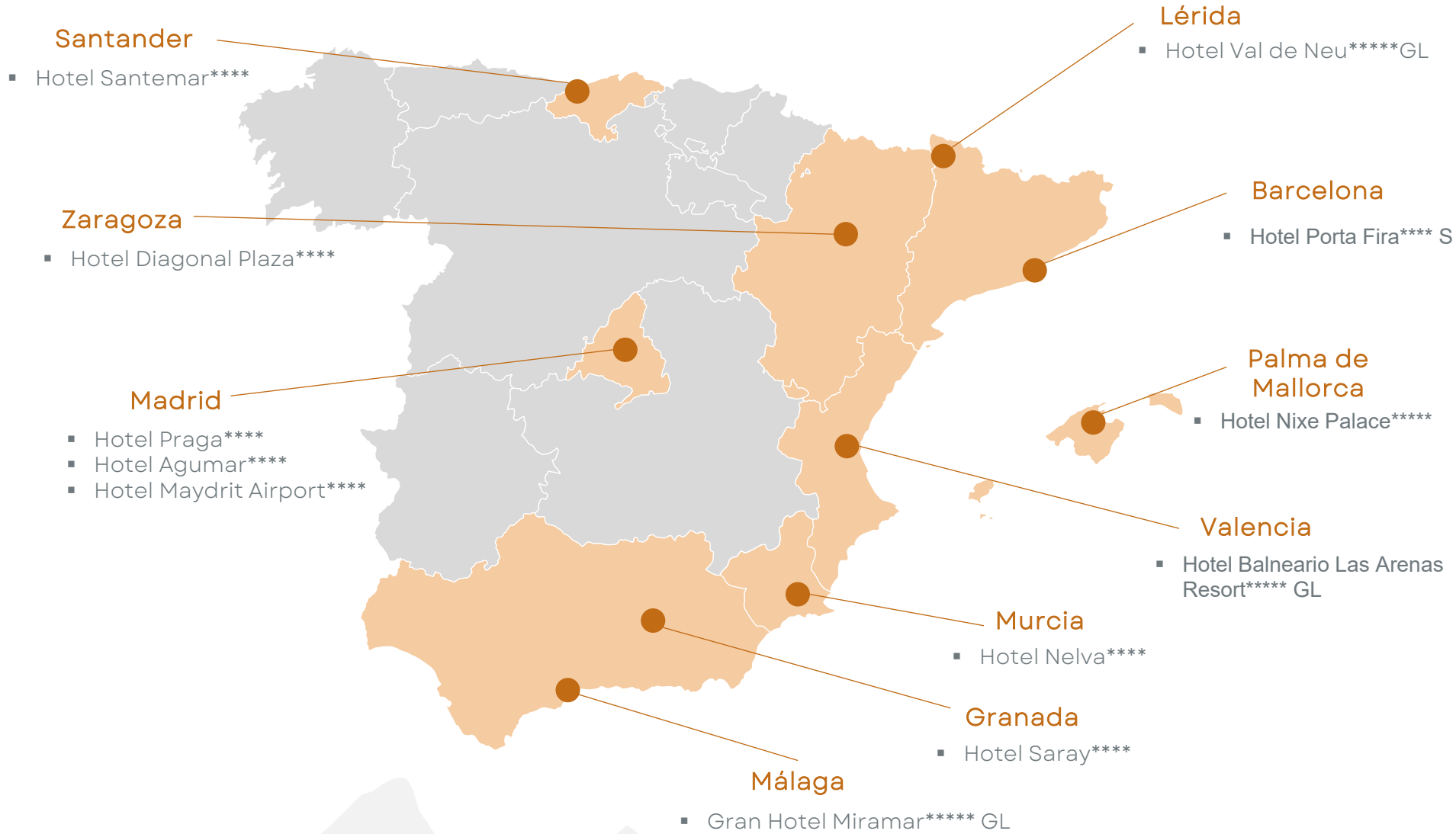
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Hoteles Santos Destinations



Hoteles Santos Destinations



Hotel Gran Hotel Miramar*** GL** in Málaga is a benchmark of quality, elegance, luxury and comfort with services such as the Botanic Spa or the restaurant Príncipe de Asturias, where you can enjoy exquisite Mediterranean cuisine.



Hotel Porta Fira*** S**, designed by Pritzker Award-winning Toyo Ito, is a 100m-tall, 24-story skyscraper with a strategic location opposite Barcelona's Fira Gran Via.



Hotel Val de Neu*** GL** in Baqueira is the perfect accommodation to enjoy winter sports. It has a spa and a wide and careful gastronomic offer with avant-garde touches.



Hotel Balneario Las Arenas Resort*** GL** in Valencia, successor to the old Balneario Las Arenas, offers a unique experience that is rounded off with an exceptional gastronomic offer from Brasserie Sorolla.



Hotel Nelva**** in Murcia has 250 rooms and an unbeatable location in a quiet area close to the city's main attractions. It offers good accessibility and exquisite comfort.



Hotel Nixe Palace*****, located in Mallorca's Cala Mayor, offers an unparalleled experience with different types of rooms, the Nixe Herbal Spa, the Bistró 269 restaurant and, in the summer, the exclusive A Popa Sea Club.

Hoteles Santos Destinations



Hotel Diagonal Plaza**** in Zaragoza, besides offering the best amenities, is the perfect place to organise events or conventions thanks to its lounges and location near the city.



Hotel Maydrit Airport**** in Madrid has exceptional facilities and quality service for a comfortable stay whether for business or pleasure.



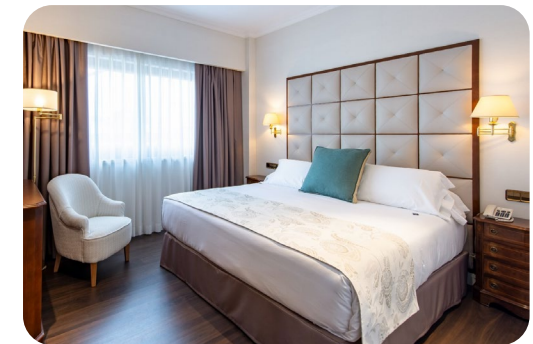
Hotel Saray**** in Granada captures the essence of the city with its Nasrid-style fountains and gardens, recreating the luxury of the 21st century with all its comforts.



Hotel Santemar**** in Santander, the largest in northern Spain, on the shores of the Sardinero beach and a few metres from the Casino de Santander, offers every comfort in its 348 rooms.



Hotel Agumar**** in Madrid, located in the heart of the capital, provides 245 comfortable rooms with the best facilities, close to the city's main attractions.



Hotel Madrid Praga**** has 420 rooms and 12 lounges with a capacity for 200 people. Its location, in Madrid Rio, offers access to local attractions and commercial services.

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Sustainability and CSR | Sustainability and CSR Committee



At Hoteles Santos, we feel a great **commitment to the environment and society**, which is reflected through the initiatives of our Sustainability and Corporate Social Responsibility Committee.

Commitment

To our customers
We aim to offer a great experience, customising your stay and exceeding your expectations with the quality of our service and the excellence of our facilities. **1**

To society
We ensure that our hotel destinations will be meeting places for attracting and generating business in a sustainable and responsible manner. **2**

To the environment
We contribute to preserving the environment so as not to compromise the quality of life of future generations, reducing the impact of our activity and promoting awareness regarding sustainability. **3**

To our suppliers
We bring our know-how to establish lasting relationships based on trust, respect and mutual benefit. **4**

To our employees
Our stable family business has created an environment that offers the best opportunities for professional development, providing both facilities for additional training and participation in social actions that generate a team spirit and recognition of achievement. **5**

To our owners and partners
We do our very best to make the company's investment profitable and ensure its growth. **6**



Good Governance



Certifications



Use of Sustainable Materials



Energy Efficiency



Supplier Management



Ethics and Commitment



Fostering Talent



Society

Sustainability and CSR | SDG

As per the **Sustainable Development Goals (SDGs)** established in the 2030 United Nations Agenda, Hoteles Santos is **committed** to fulfilling the following SDGs as a priority to create a **responsible tourism model** and contribute to global challenges

Priority SDGs for Hoteles Santos



Ensuring **healthy living** and promoting **well-being** for all.



Supporting **university education** for the children of employees, subject to compliance with corporate requirements.



Achieving **gender equality and opportunities** by eliminating the pay gap.



Ensuring the availability of **water** and its sustainable management.



Ensuring access to affordable, safe and **sustainable** energy.



Promoting **inclusive and sustainable economic growth, employment and decent work**.



Ensuring **sustainable consumption and production** patterns.



Taking urgent action to combat **climate change and its effects**.

Relevant SDGs



Ending poverty



Zero hunger



Industry, innovation and infrastructure



Reducing inequality



Sustainable cities and communities



Underwater life



Life of terrestrial ecosystems



Peace, justice and strong institutions



Partnerships to achieve goals



Good Governance



Certifications



Use of Sustainable Materials



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Society

Sustainability and CSR | Certifications

Certifications

Sustainability

Quality



✓ We are part of the **Ecostars** agreement for the certification that grants **eco-stars according to the environmental impact**, recognised by international organisations such as the World Tourism Organisation (UNWTO) or the Global Sustainable Tourism Council (GSTC), as well as national organisations such as the **Tourist Board of Spain**.



✓ Important environmental projects have been developed in Valencia, which has been recognised by the **Carbon Proof Organisation** as a conscious and environmentally responsible organisation **in terms of the emission of greenhouse gases**, as well as implementing measures to offset emissions.



✓ A seal that distinguishes hotels that meet the strictest cultural, social, and environmental sustainability standards, among which is the **Hotel Balneario Las Arenas Resort*****GL** in Valencia.



✓ Our two main 5-star hotels, **Hotel Balneario Las Arenas** and **Gran Hotel Miramar**, belong to the prestigious **“Leading Hotels of the World”** club.



✓ The **Integrated Tourism Quality at Destination (SICTED)** evaluates the **experience and satisfaction of tourists visiting the destination**, recognising the commitment and quality at the **Hotel Nelva****** in Murcia, **Hotel Balneario Las Arenas Resort******* in Valencia and **Gran Hotel Miramar*****GL** in Málaga.



✓ The **Preferred Hotels & Resorts** club encompasses hotels and experiences that stand out as the best in the industry. **Hotel Nixe Palace *******, located in Mallorca, has been incorporated into the "Lifestyle" collection, which brings together top-notch properties that offer an authentic, intelligent and accessible service, with a distinctive style.



*Hotel Balneario Las Arenas Resort***** GL*



*Hotel Nixe Palace******

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Sustainability and CSR | Use of Sustainable Materials



At Hoteles Santos, we aim to **protect the environment**, collaborating and strengthening respect for **biodiversity** and the **ecosystems** in which we develop our activity



Waste Management

We are continuing the project launched in 2024 to optimize waste recycling. To achieve this project, we began by training our staff and promoting responsible recycling practices. At the same time, recycling bins were placed in common areas with the aim of raising awareness among our guests.

As the second phase of the project, measurement sensors have been installed in the internal waste containers in 50% of our hotels, allowing us to quantify their volume and thus facilitate the implementation of effective waste-reduction policies.



Food Waste

We are fully aware of the importance of proper purchasing and production management of our food products. For this reason, we have carried out a study in every hotel in the chain. Based on its results, we had developed a Food Waste Plan, which has allowed us to set objectives and implement a policy aimed at minimizing food waste.

We optimize consumption and manage surplus by transforming it into secondary products or by selling it through food-surplus management platforms or companies.



Circularity

As part of our company philosophy, we are committed to using durable, high-quality materials.

Over time, and as trends evolve, Hoteles Santos has implemented an internal circularity policy across our different properties.

We prioritize transformation over disposal, extending the useful life of much of our furniture, as well as our technological and audiovisual equipment.



*Hotel Nixe Palace *****



Good Governance



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Use of Sustainable Materials



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Sustainability and CSR | Energy Efficiency

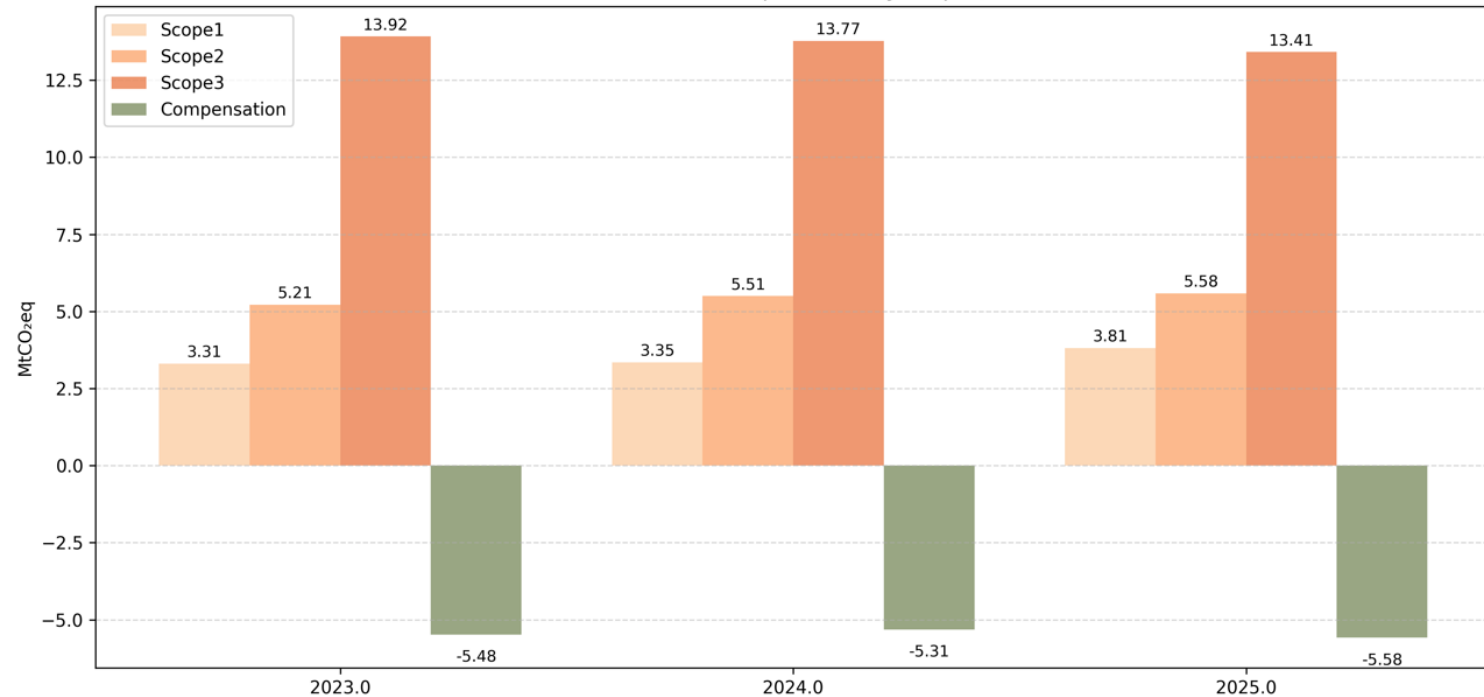
Carbon Footprint Calculation

During 2025, we carried out a comprehensive calculation of our carbon footprint, covering Scopes 1, 2, and 3 in accordance with the guidelines of the GHG Protocol.

This process enables us to accurately understand the climate impact associated with our operations and our entire value chain. The full measurement of all three scopes reinforces our commitment to rigorous and transparent environmental management. This analysis forms the basis for defining reduction strategies, prioritizing energy-efficiency initiatives, and advancing toward climate objectives aligned with the sector's best practices.

Among the actions implemented, we highlight the compensation through GDO, saving 5,866.3 t of CO₂ – equivalent to 234,652 trees planted

Annual Emissions and Compensation by Scope (2022-2025)





Good Governance



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Use of Sustainable Materials



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Sustainability and CSR | Energy Efficiency

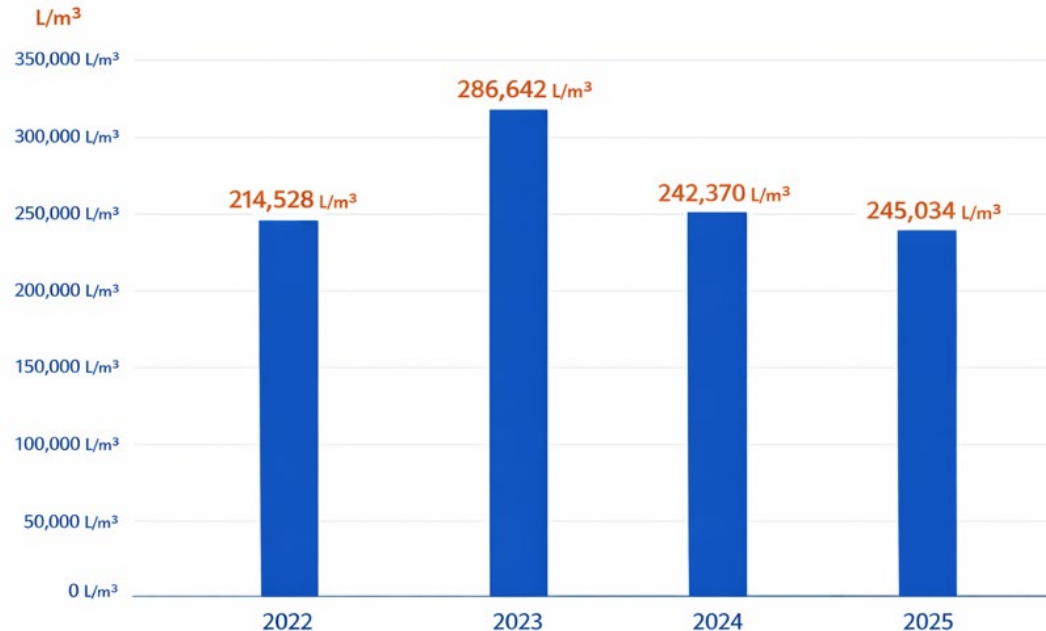
Water Consumption Trend

In terms of water consumption, we would like to highlight that in 2025 we achieved a stabilization of usage levels.

This trend demonstrates the effectiveness of the efficiency measures implemented after the initial increase, consolidating a trajectory toward optimized water use. Improvements in control systems, staff awareness, and the incorporation of low-consumption technologies have made it possible to maintain sustainable levels without compromising service quality.

The chart reflects the transparency and depth of the company's environmental commitment, reinforcing its sustainability strategy and its alignment with the Sustainable Development Goals, particularly SDG 6: Clean Water and Sanitation.

Evolution of Water Consumption (L/m³)



 Good Governance

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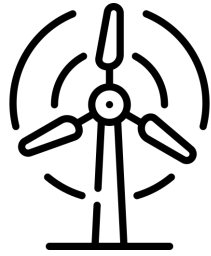
 Supplier Management

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 Society

Sustainability and CSR | Energy Efficiency



Employment of
100%
renewable energy

Proprietary Solar Installations

We have photovoltaic and solar thermal energy installations in hotels such as Hotel Nelva**** and Hotel Balneario Las Arenas Resort*****GL. At Hotel Diagonal Plaza****, we also have a photovoltaic solar installation.

Additionally, we have solar thermal energy systems in hotels such as Hotel Saray****, Hotel Porta Fira****S, Gran Hotel Miramar*****GL, Hotel Nixe Palace**** and Hotel Maydrit Airport****, using flat-plate, hybrid, and vacuum-tube collectors designed to meet domestic hot water, spa, and swimming-pool heating needs.

Together, these installations have enabled the generation of renewable electricity for self-consumption, reducing dependence on the grid and directly contributing to the reduction of CO₂ emissions, thereby reinforcing our commitment to a more sustainable and efficient operating model.



We maintain a strategic 10-year contract to use 100% renewable energy and cover the electricity demand of all our hotels. This has resulted in the full compensation of our Scope 2 carbon footprint, saving 6,217 t of CO₂ – equivalent to the planting of 248,633 trees



The sale of electric vehicles has increased in recent years and will continue to do so in the coming ones, which is why all our hotels are equipped with charging points for these vehicles, aimed at reducing CO₂ emissions.



We continue to work on improving the energy efficiency of our facilities through the replacement of lighting with next-generation systems, the substitution of boilers for more efficient models, the upgrade of HVAC systems in several of our hotels, and the ongoing awareness efforts directed at the Hoteles Santos team

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Sustainability and CSR | Supplier Management



Hotel Saray ****

Hoteles Santos incorporates qualitative aspects related to **social and environmental commitments and values, and sustainable, transparent and equal opportunities criteria** in the selection of suppliers.

01
Selection of suppliers

One of the **most important distributors** of the company is Ilunion, a provider of hotel laundry services. At Ilunion, **40% of employees** are persons with **disabilities** and 32% of those employees are **difficult to integrate**.

02
Social suppliers

As part of our social commitment, each hotel facility promotes the **hiring of local suppliers of goods and services**, as well as the region's agro-food products.

In our hotel facilities, there are events where **local gastronomy and regional products** are encouraged and valued, such as the **"Sustainable Corner"**, where the products of artisanal origin are displayed in order to publicise our culture and gastronomic quality.



03
Local Suppliers



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Sustainability and CSR | Ethics and Commitment

Internal policies

Hoteles Santos operates under a set of internal policies that ensure fair and safe working conditions, transparency and regulatory compliance, codes of conduct, responsible purchasing practices, among others. All of these are aimed at guaranteeing high-quality products and services through efficient and sustainable processes.

Identification

Every guest must check in with a national **identification** document that validates their data **in accordance with established regulations**



Zero tolerance policies

Zero tolerance policies are one of the fundamental pillars of our organisation. We have implemented a reporting channel and a protocol of action so that all our employees can report any action or omission that may go against our internal policies

Principles of conduct and moral and ethical integrity

In our dealings and relationships with suppliers, our staff eliminate and prevent **actions** that may be considered **discriminatory or abusive** in our business relationships

Hotel Nelva****

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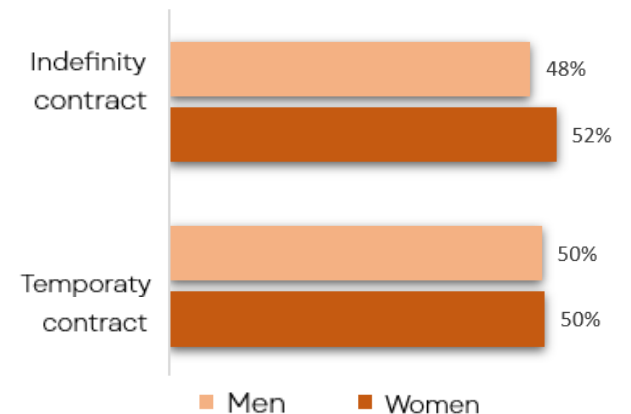
 Society

Sustainability and CSR | Employment

For **Hoteles Santos**, it is a priority that our **staff** feel and transmit the satisfaction of working for an **organisation that respects their rights and culture**. This is why all our facilities ensure that people are **treated in a dignified and considerate manner**, not only by our staff, but also by our customers and suppliers.

- Our staff consists primarily of **68% permanent staff on indefinite contracts**, followed by staff on temporary contracts and a small part-time group.
- Temporary staff use is directly related to seasonal periods, holidays and events.
- **Salaries** are adapted to the hospitality agreement of each region in the case of own management and, in the case of outsourcing, are adapted to agreements within each sector.
- **Work-life balance** measures have been implemented, including flexible hours for holiday periods, allowances for annual leave, special prices and discounts, internal social events, agreements with event organisers, etc.

Staff structure by type of contract and gender



Staffing table by type of contract in 2025

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Sustainability and CSR | Health and Safety, and Diversity

Health and Safety

Our employees' healthcare plans are processed through an **Accident and Illness Mutual**, which manages any incident or accident within our facilities.

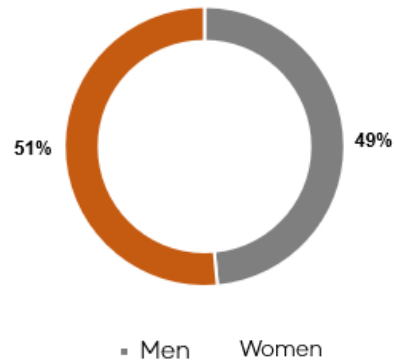
This aims to determine if the incident or accident was due to unsuitable equipment, a lack of training, or error or recklessness on the part of the employee, in order for the necessary corrective actions to be taken.

Diversity

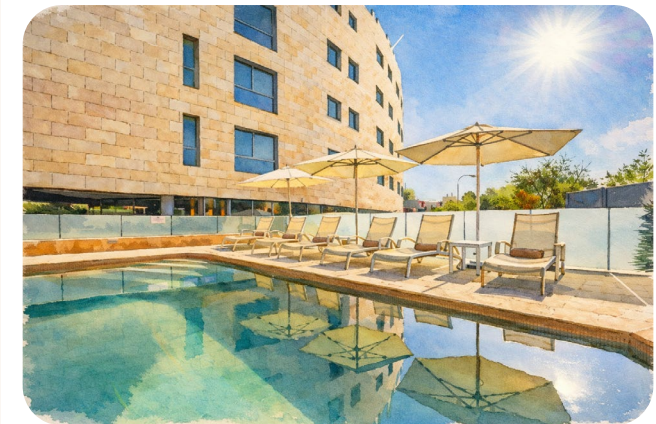
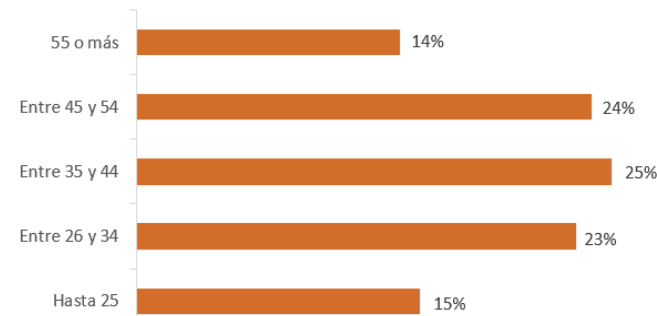
There is no discrimination in our organisation, and direct or indirect references to culture, religion, sexual orientation, age or ethnicity have been eliminated from our selection processes.

Our staffing is maintained according to the **standards of parity and equal opportunities between men and women.**

Employees by gender 2025



Employees by age 2025



Hotel Maydrit Airport ****

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Sustainability and CSR | Training



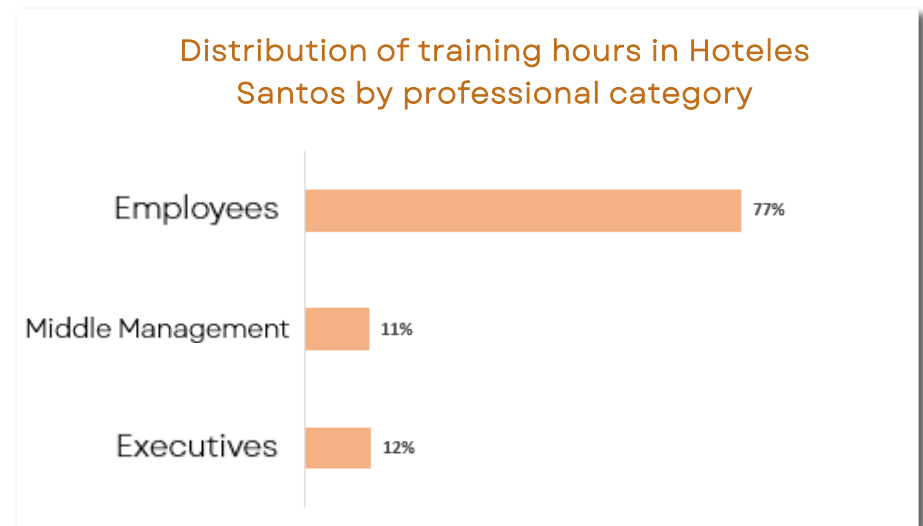
Since one of our main goals is to encourage the growth and professional development of our staff, we promote practices that allow us to internally evaluate and promote our employees to fill indefinite or temporary vacancies at the highest level and responsibility. This forces us to be in a constant process of monitoring the development and fulfilment of the goals of our employees.



Hotel Diagonal Plaza****



In recent years, we have invested a total of **5,999 hours of training** distributed as follows by professional category



Formación invertida por categoría profesional

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Sustainability and CSR | Society

At Hoteles Santos, we are committed to Corporate Social Responsibility (CSR), actively participating with various **NGOs and organisations** and carrying out a series of **social actions**:

Collaborating NGOs



Fundación Prodis

Integrating people with mental disabilities into the world of work.



Fundación Ronald McDonald

Fostering the families of hospitalised children and children with illnesses.



Rastro solidario

Collecting vegetable oil used for the “Rastro Solidario” social program to care for people with Mental Disabilities.



The Move Men

Foundation focused on preventing, researching, and raising awareness of male cancer.



Fundación SEUR

Collecting used bottle caps and raising money to treat childhood diseases.



Association for people with Down Syndrome.

Social actions



Generating **quality employment for persons with disabilities**; specifically with reference to laundry and textile services.



An application that makes **food surplus profitable**, leading to savings of 8.2 tons of CO2eq and more than 3,285 packs since April 2023.



Hotel Praga****

Hotel Agumar Atocha****





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Collaborating NGOs



Fundación Pequeño Deseo

Association dedicated to supporting children with serious illnesses



ALPAN Program

Providing food once a week to different social assistance organisations.



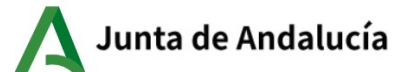
Alianza VHL

Committed to improving the well-being of people affected by VHL disease.



Caritas

We support the association through training-internship programs aimed at facilitating professional integration.



Fundación Pública Andaluza

We support participation in an employment-integration program for people facing mental-health challenges.



Fundación Proyecto Vivir

Association dedicated to supporting families in situations of vulnerability and/or at risk of social exclusion

Social actions



Purchasing supplies from **local suppliers**, thereby boosting the development of local communities.



The “Sustainable Corner” program, which uses fresh products from producers in the area (less than 100 km).



Hotel Saray ****



Hotel Maydrit Airport **** 25

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Sustainability and CSR | Society

At Hoteles Santos, we reaffirm our commitment to sustainability and operational excellence. This ongoing effort has been recognized by leading organizations and associations in the sector, whose awards endorse the strength of our strategy and the positive impact of our environmental, social, and governance initiatives.

Galardones



 **“Awarded the Forbes – UBS Sustainability Prize in the Tourism and Real Estate category.** This recognition highlights Spanish companies—particularly family-owned businesses with a long-standing trajectory—that integrate sustainability as a strategic pillar of their business model.

Hotel Nixe Palace 5* has been distinguished with the award granted by Green & Human, in recognition of its commitment to sustainability, social responsibility, and the integration of ESG criteria into its management model.



“Building a Better
World Together”

Hoteles SantoS 
SOSTENIBILIDAD Y RSC



Contact Sustainability: sostenibilidad@hsantos.es

