



SUSTAINABILITY REPORT



2025



Signed, Management.

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INTRODUCTION

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

Opened in February 2004 and equipped with modern infrastructure, Benalmádena Palace Spa is ideal for couples and families. It has 148 apartments and 34 studios, a qualified, friendly, approachable and welcoming staff, and offers a comprehensive range of activities always focused on the maximum comfort and well-being of the client.

“We are aware that we carry out our activity 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, from AMO HOTELS aims to showcase our progress in sustainability, both inside and outside our Hotel.





BUSINESS POLICY

In this sense, the management principles that define our business policy remain defined as shown below:

AMO HOTELS seeks to build *customer* loyalty and motivate its employees with minimal impact Environmental. For us, the most important thing is to give/deliver to each client memories, moments and EXPERIENCES happy memories that last over time and create a desire to return to the hotel and recommend it.

For the staff at Amo Hotels, the priority is:

- **To provide immediate responses** to any customer, at any time and in any situation. For this reason
For this reason, the management team at Benalmádena Palace will help each of its employees achieve their best. to foster a positive work environment, achieve goals, and promote continuous training.
- **TO HAVE THE BEST POSSIBLE HUMAN TEAM** , motivated and sharing the same goals.
- Benalmádena Palace will work to be **recognized for offering safe services,**
COMPREHENSIVE AND OF HIGH QUALITY IN EACH AND EVERY ONE OF THEIR ACTIVITIES, SUCH AS ANIMATION, FACILITIES, CUSTOMER SERVICE...

COMMITTED TO:

- **THE ENVIRONMENT**, always seeking a balance with a quality service that respects the environment.
Managing and continuously improving the efficiency of its processes while minimizing their environmental impacts, through the systematization, analysis, and improvement of processes. **PREVENTING POLLUTION.**
- **THE RIGHTS AND PROTECTION OF MINORS**
- **RESPECT, RESPONSIBILITY, COOPERATION AND DEVELOPMENT WITH THE LOCAL COMMUNITY**
- **EQUAL RIGHTS OF PEOPLE.**
- **COMPLY WITH ALL APPLICABLE LAWS AND REGULATIONS** , AS WELL AS OTHER REQUIREMENTS
that the Organization subscribes to.
- **SAFETY AND HEALTH OF OUR CUSTOMERS AND EMPLOYEES.**



THE MISSION:

the best vacation experience and the best possible value for your money as well as employee loyalty with the least environmental impact.

VISION:

Benalmádena Palace aims to be known as a LEADING organization for its capacity for innovation, quality and

Reliability of services, generating satisfaction among its clients, collaborators, suppliers and society - Benalmádena

Palace will relentlessly pursue customer LOYALTY, REPEAT VISITS, and RECOMMENDATIONS, striving to be the go-to destination.

meeting on the Costa del Sol, so he will "fight" to have the necessary means to measure and improve

Its **Quality and Environmental objectives**, covering the needs and expectations of customers.

VALUES:

- **Shared vision:** We are an organization that integrates its efforts to achieve a common goal of efficiently. We make our decisions by listening to everyone's ideas and considering their 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 way that is understandable and true to reality.
- **Adaptation to change:** We are flexible, we facilitate change, and we know how to transform ourselves and To evolve. We adapt to new social, technological, and economic contexts.
- **Service orientation:** We perform our work to meet the needs of our customers.
- **Entrepreneurship:** We are proactive in identifying and capitalizing on opportunities. We draw inspiration from the best to be leaders in every field of action.
- **Coherence:** We embrace the organization's mission, vision, and values and commit to them.



STAKEHOLDERS

By stakeholders we mean anyone who interacts with the Hotel.

Stakeholders have been identified in order to best fulfill our sustainability commitment and to identify the best way to provide relevant information and request their collaboration in achieving 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 MULTI-SKILLED HOSTS/ SALESPEOPLE** (this is how we identify our employees). At our Hotel we work with hosts who always perform their work from the perspective of meeting our Clients' EXPECTATIONS during their stay, pre- and post-sale, welcoming as a host would in his home.
They are the backbone of the company and an essential element in fulfilling our commitment to sustainability.

- **SUPPLIERS**
We expect them to provide the service we expect, fulfilling the expectations placed on them when we began our relationship with them. We also demand that they comply with all legal regulations and value the various standards and procedures for Quality, **Sustainability**, etc.
We expect them to meet similar quality standards to ours, in addition to providing adequate service and competitive prices.

- **SUBCONTRACTS**
Whether they are subcontracted companies providing personnel, such as BCM, or performing any service (maintenance of any type of machinery or installation, HACCP audits such as BIO 9000), we expect them to perform their services as agreed upon in the contract, guaranteeing good work and thus providing us with good service, complying with all applicable regulations and valuing the implementation of standards such as ISO, **Sustainability**, etc.



- **CUSTOMERS**

We hope that our guests will choose us based on our recommendations and positive reviews, that they will return, that they will recommend us, and that their stay at our facilities will have met and even exceeded their expectations.

That they understand the rules of coexistence and support us in achieving our sustainability goals.

- **COMMUNITY**

All individuals, groups, and entities that surround us and are part of our territory, where we are located and are affected (very positively) by the development of our activities. WE ENCOURAGE FROM THIS LIVING DOCUMENT anyone who wishes to give us their opinion/assessment can do so at rrhh@amo-hotels.com.

- **FUTURE GENERATIONS.**

Everyone who is to be part of our company, including generational changes.



SUMMARY OF INITIATIVES ENVIRONMENTAL

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



We use LED light bulbs; there are very few low-energy units left. We separate and maintain our recycling and waste management program. We keep our facilities and equipment running smoothly and efficiently. We buy local products, such as "Sabor a Málaga" brand coffee, and we collaborate with various organizations like the Cruz.

Red, local high schools, etc.



We list some of the joint actions we have taken during 2025.

1. Waste collection on Santa Ana beach:

This year, to fulfill one of our sustainability goals, we have carried out two collections, on the 19th from June 2025 to October 30, 2025.



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

https://www.youtube.com/shorts/q8bz_6UPc2M

This activity is very important for several reasons:

- We remove waste from nature
- We had a good time with colleagues and friends, after the pickup
Management invites us to a shared afternoon snack. (Team)
- We train and raise awareness among colleagues and children at home.
- We give customers the opportunity to participate (Collaboration)
- We are working together to make our town more sustainable.



2. Donation of clothing and forgotten items

without claiming (according to internal procedure) to: Caritas/Cudeca, Arroyo de la miel.

In addition, our clients and colleagues give us belongings they no longer want, knowing that we collaborate with various associations 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. We donate the leftover food from the buffet to a private farm for their use. compost or animal feed.

During the preparation of dishes for our customers, we follow strict procedures that help to minimize waste. However, it is not possible to avoid some scraps that are unsuitable for sale to our customers but suitable for animal consumption, thus helping us maintain our zero waste policy.

4. We support IES in their practices / teaching. In this case, the IES of Ronda visited our facilities where we showed them the different departments, talked about the type of Clients, Sustainability, Quality of Service, etc.





5. We collaborate with a nearby cloistered convent, the Discalced Carmelites, by supplying various Montemar in Torremolinos , food items for the nuns. closures that in turn collaborate with people in need.



6. We collaborate with CUDECA, an association that helps provide palliative care to cancer patients, whose facilities are located in our town, among other places. We have a donation box at the reception desk where donations can be made by customers or anyone else who wishes to contribute.



7. We have parking with electric chargers and disabled parking, thus promoting the use of electric cars and making it easier for those with mobility difficulties.





8. We are sponsors of a women's football team, contributing financially as a sponsor and cheering with our mascot Beny on the field itself, who is very loved among the young people of the Ben-namiel sports club.

In gratitude, the club has given us a commemorative plaque for our great work, not only financially, but also for our support of youth sports, as well as for equality in sports as a women's football club; this plaque can be seen in our miniclub display cases, where all our customers can see it.



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

We collaborate with various universities and platforms that connect us with diverse areas of the globe (both within and outside the EU), where students can have the opportunity to complete their internships at our facilities, acquiring skills that are only found in the professional world and are so difficult for those starting out with no experience.

In addition, some of these trainees, who have shown interest in staying with us, have become part of our staff.



10. We are members of the Red Cross. We know the great work they do, so They have our support annually.





11. We track our carbon footprint using the tools provided by Travelife, enabling us to promote actions aimed at reducing it.

Hotel 4* Palacio Benalmádena
junio 2025 environmental performance

Summary	Total	per guest night	per CFA m ²	Total jun 2024	Difference	% change
Total energy (kWh)	219.119	15,39	14,27	197.784	+21.335	+10,79%
Total water consumption (m ³)	1852	0,13	0,12	1867	-15	-0,8%
Total solid waste (kg)	21.850	1,53	1,42	25.100	-3.250	-12,95%
Total emissions (kg CO ₂ e)	65.643	4,61	4,27	93.564	-27.922	-29,84%
Total net emissions (kg CO ₂ e)	65.643	4,61	4,27	93.564	-27.922	-29,84%
Environmentally harmful subst. (kg)	25	0	0	0	+25	0%
Environmentally harmful subst. (l)	2352	0,17	0,15	2312	+40	+1,73%
High emission food purchased (kg)	4330	0,3	0,28	4585,5	-255,5	-5,57%
High emission food purchased (l)	1187	0,08	0,08	1711	-524	-30,63%
Single use plastic items purchased	26.535	1,86	1,73	29.228	-2.693	-9,21%



CERTIFICATIONS

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



All these certifications only confirm that we are on the right track in terms of meeting our sustainability and quality standards in customer service.



ENVIRONMENTAL PERFORMANCE

At **AMO HOTELS**, we measure and regularly monitor the key aspects of our operations that can have a significant environmental impact. These indicators serve as the basis for evaluating the effectiveness of the measures we take regarding the sustainable development of our business.

ANNUAL COMPARISON / CO2 EMISSIONS MAIN SUPPLIES:

Benchmark Report				
<i>Current Period : January-2025 to December-2025</i>				
<i>Previous Year Period : January-2024 to December-2024</i>				
<i>Benchmark Period : January-2022 to December-2022</i>				
Section Name	Classification	This Year Total	Last Year Total	% change from last year
Summary				
	Total energy (kWh)	2,302,329.74	2,318,747.53	-0.71
	Total water consumption (m ³)	20,823.00	21,239.00	-1.96
	Total solid waste (kg)	255,640.00	263,321.28	-2.92
	Total Emissions (kg CO ₂ e)	757,784.56	1,047,231.28	-27.64
	Total Net Emissions (kg CO ₂ e)	0.00	0.00	0.00
	Actual Guest Nights	146,705.00	142,622.00	2.86
	Ave. emissions per guest night (kg CO ₂ e)	5.17	7.34	-29.56
	Ave. emissions per m ² GFA (kg CO ₂ e)	4.11	6.20	-33.71
	Scope 1 emissions kg CO ₂ e	192,133.27	183,063.34	4.95
	Scope 2 emissions kg CO ₂ e	432,600.36	726,908.57	-40.49
	Scope 3 emissions kg CO ₂ e	133,050.91	137,259.36	-3.07
	Environmentally hazardous substances (kg)	140.00	10.00	1,300.00
	Environmentally hazardous substances (l)	19,727.51	25,045.00	-21.23
	High emission food purchased (kg)	56,243.50	41,961.42	34.04
	High emission food purchased (l)	14,176.00	11,513.64	23.12
	Single Use Plastics items purchased	495,359.00	294,192.00	68.38



GOALS

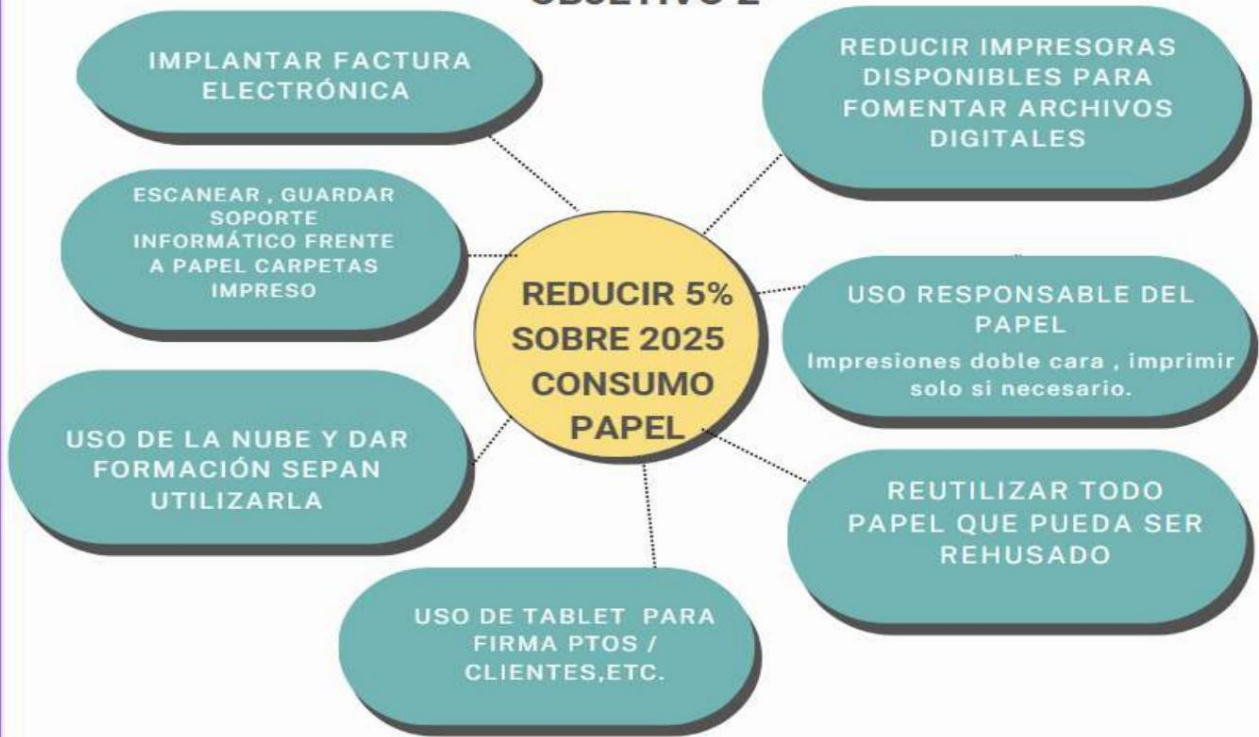
- The hotel has developed its environmental and sustainability program, which establishes responsibilities and completion deadlines.
- All employees and management of the hotel are committed to the implementation of the program environmental/ sustainable.
- The relevant action plan for its completion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

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





OBJETIVO 2

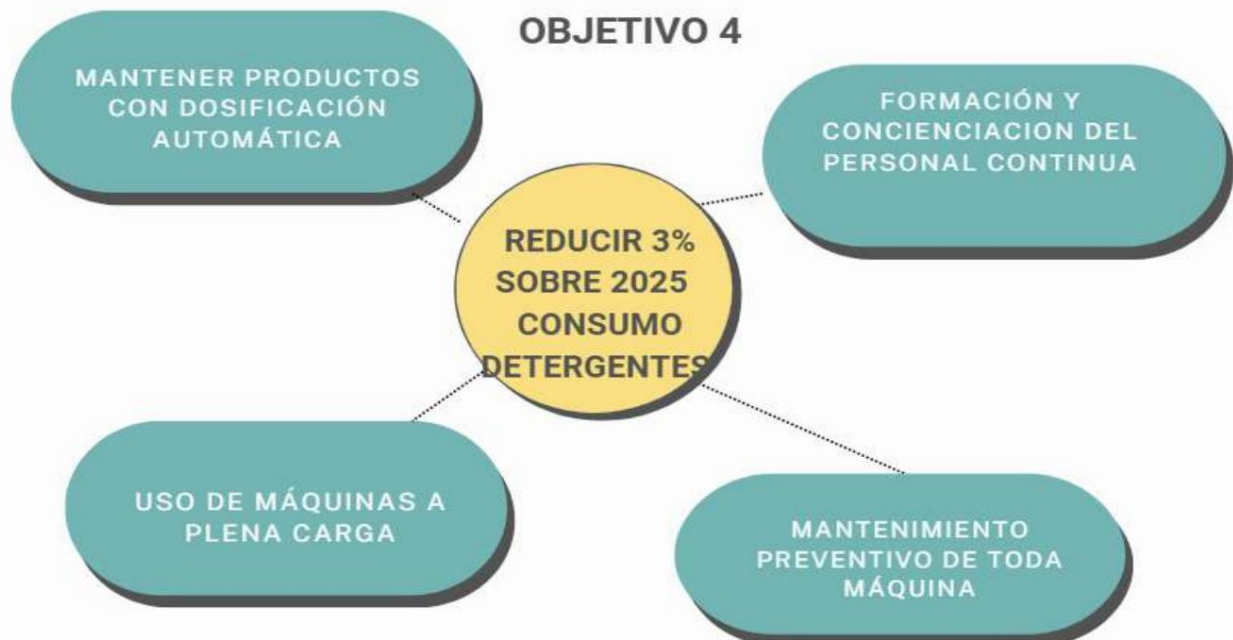




OBJETIVO 3

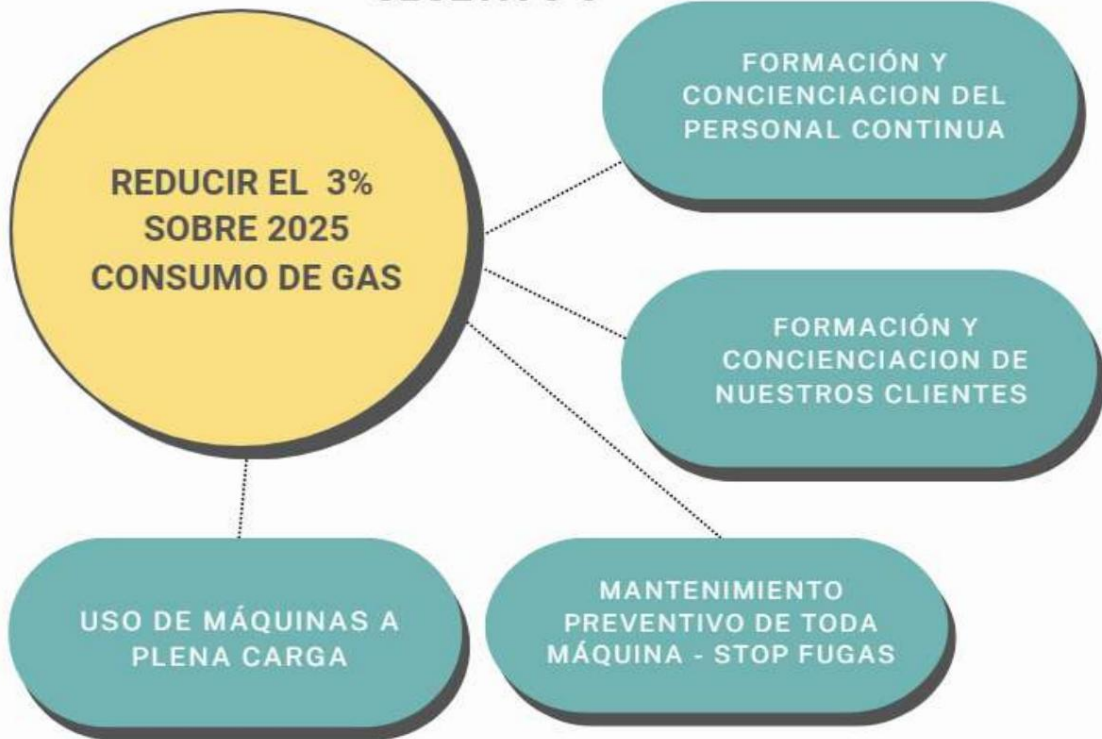


OBJETIVO 4





OBJETIVO 5

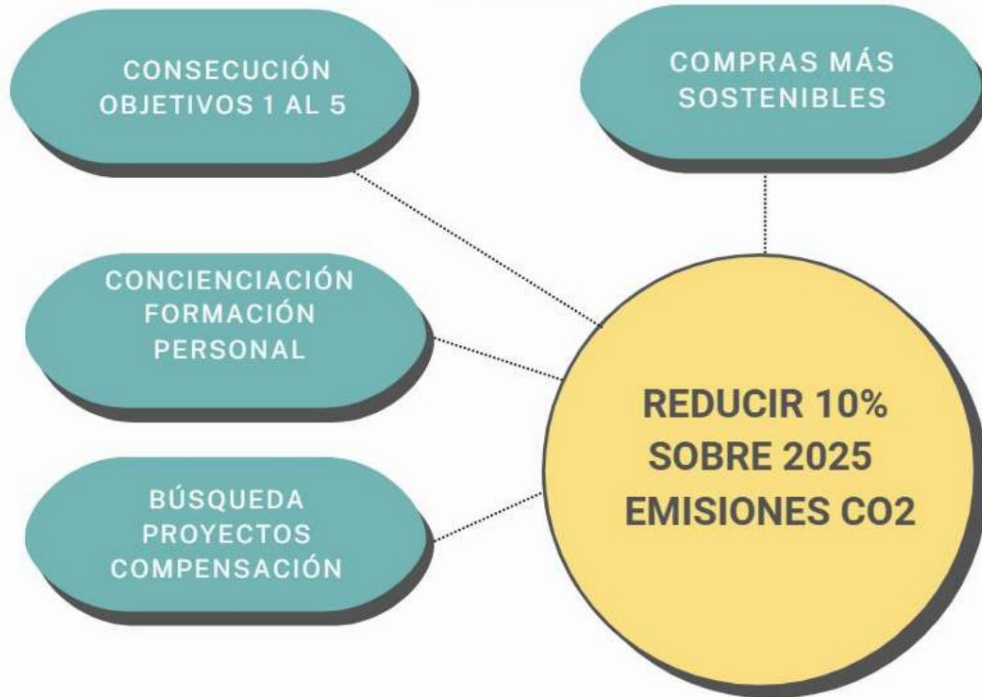


OBJETIVO 6





OBJETIVO 7





MONITORING AND REVIEW OF THE PLAN.

The objectives are set after a detailed evaluation of the records and indicators as shown below:

FUENTE DE ENERGÍA	CONSUMO ANUAL EN KW/H	Nº CLIENTES	RATIO/CLIENTE	DIFERENCIA RATIO /CLIENES 24/23
ELECTRICIDAD	1335970	143389	9.32	-0.37
GAS NATURAL	922550	143389	6.43	-1.07
AGUA EN M3	21239	143389	0.15	-0.02
2025				
FUENTE DE ENERGÍA	CONSUMO ANUAL EN KW/H	Nº CLIENTES	RATIO/CLIENTE	DIFERENCIA RATIO /CLIENES 25/24
ELECTRICIDAD	1361634	146705	9.28	-0.04
GAS NATURAL	951561	146705	6.49	0.05
AGUA EN M3	20823	146705	0.14	-0.01

In them we can see that we have managed to lower the consumption ratio per customer in 2025 for electricity and water, with a small increase in gas.

We set new goals for 2026, as previously outlined.

Each sponsor will track the planned actions and their effects through data monthly indicators system.

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



I REQUEST THE INTERESTED PARTIES

We strongly urge all stakeholders—customers, suppliers, employees, subcontractors, and the community—to support us in achieving our sustainability goals and to make responsible use of the resources (water, electricity, etc.) and elements of our "home."

THANK YOU



“COMMITTING TO A SUSTAINABLE WORLD”