

SUSTAINABILITY REPORT



2023



Signed Address.

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INTRODUCTION

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

Opened in 2004 and equipped with a modern infrastructure, Benalmádena Palace Spa is ideal for couples and families, it has 148 apartments and 34 studios, it has qualified, friendly, close and warm staff and offers a comprehensive service of activities always oriented to 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 In this SUSTAINABILITY REPORT, at AMO HOTELS we intend to publicize our progress in sustainability, both inside and outside our Hotel.





BUSINESS POLICY

In this sense, the management principles that mark our Business Policy are defined as shown below:

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

For Amo Hotels staff the priority is:

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

COMMITTED TO:

- **THE ENVIRONMENT** , always seeking balance with a quality service that respects the environment. Managing and continually improving the effectiveness of its processes while minimizing its environmental impacts, through systematization, analysis and improvement of processes . **PREVENT POLLUTION.**
- **, THE RIGHTS AND PROTECTION OF MINORS**
- **RESPECT, RESPONSIBILITY, COOPERATION AND DEVELOPMENT WITH THE LOCAL COMMUNITY**
- **EQUALITY RIGHTS OF PEOPLE.**
- **COMPLY WITH THE LEGISLATION AND REGULATIONS** that apply, as well as other requirements that the Organization subscribes to.
- **SAFETY AND HEALTH OF OUR CUSTOMERS AND EMPLOYEES.**



THE MISSION:

CUSTOMER HAPPINESS, the best vacation experience and the best possible value for your money, as well as the motivation of your employees with the lowest environmental impact.

VISION :

Benalmádena Palace seeks to be known as a **LEADING** organization for its capacity for innovation, quality and reliability of services, generating satisfaction in its clients, collaborators, suppliers and society - Benalmádena Palace will seek unlimited customer **LOYALTY**, **REPETITION** and **WHAT US RECOMMEND**, seeking to be the meeting point on the Costa del Sol, so it will “fight” to be able to have the necessary means to measure and improve its **Quality and Environmental objectives** , covering the needs and expectations of customers.

VALUES:

- **Joint vision:** We are an organization that integrates its efforts to achieve a common objective efficiently. We make our decisions based on 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 faithful to reality.
- **Adaptation to changes:** We are flexible, we facilitate changes and we know how to transform and evolve. We join 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 detecting and taking advantage 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 we commit to them.



CONCERNED PARTIES

As interested parties we understand everyone who interacts with the Hotel.

Interested parties have been identified in order to best carry out our sustainability commitment and identify the best way to offer relevant information as well as request their collaboration to achieve our sustainability objectives.

The best form of communication with them as well as the type of information that we must transmit is included in the identification document of interested parties.

- **HOST COLLABORATORS** (this is how we identify our employees). In our Hotel we work with hosts who always carry out their work from the perspective of satisfying the EXPECTATIONS of our Clients during their stay, pre-post sale, welcoming them as a host would do in their home.

They are the pillar of the company and an essential element to fulfill our commitment to sustainability.

- **SUPPLIERS**

We expect from them that the service provided is as expected, meeting the expectations placed on them when starting a relationship with them, just as we demand that they comply with all legal regulations and we value the different standards and procedures of Quality, **Sustainability**, etc. We hope they meet quality standards similar to ours, as well as adequate service and competitive prices.

- **SUBCONTRACTORS**

Whether they are subcontracted companies to provide personnel, such as BCM, or perform any service (maintenance of some type of machinery or installation, AAPPCC audits such as BIO 9000), we hope that they perform their services as agreed upon prior to the contract, guaranteeing good work. and thus provide us with a good service, also complying with all applicable regulations and evaluating the implementation of standards such as ISO, **Sustainability**, etc.



- **CUSTOMERS**

We hope that they choose us based on our recommendations and good reviews, that they repeat, that they recommend us, that their stay in our facilities has been according to their expectations and has even been exceeded.

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

- **COMMUNITY**

All individuals, groups, 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 LIVE DOCUMENT anyone who wishes to give us their opinion/rating can do so at rrhh@amo-hotels.com.

SUMMARY OF ENVIRONMENTAL INITIATIVES

- ✓ **Energy efficiency**
- ✓ **Good environmental practices**
- ✓ **Management and separation of waste at source**
- ✓ **Spill control**
- ✓ **Purchases with sustainable criteria**
- ✓ **Promotion 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 program, we maintain our facilities and equipment to optimize and guarantee proper functioning, we consume local products, such as coffee with the “ **Málaga flavor**” brand, and we collaborate with different entities such as the Red Cross, IES in the area, etc.

We list some of the common actions that we have carried out during 2023.

**1. Waste collection in
Santa Ana beach:**



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

Link to video with the summary of the activity.

This activity is very important for several reasons:

- We remove waste from nature
- We had a good time with colleagues and friends, because after the collection Management invited us to a snack to share. (Equipment)
- We train and raise awareness among colleagues and children in the house.
- We give customers the opportunity to participate (Collaboration)
- We collaborate to make our town more sustainable.



2. Donation of clothes from forgotten objects without claiming (according to internal procedure) to:



Furthermore, our clients and co-workers give us belongings that they do not want, knowing that we collaborate in these cases with different associations.

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 have collaborated in training and graduation talks for students from courses at BENALFORMA (training entity belonging to the city council), SUPPORTING UNEMPLOYMENT AND TRAINING OF THE MOST DISFAVORED PEOPLE IN OUR TOWN.

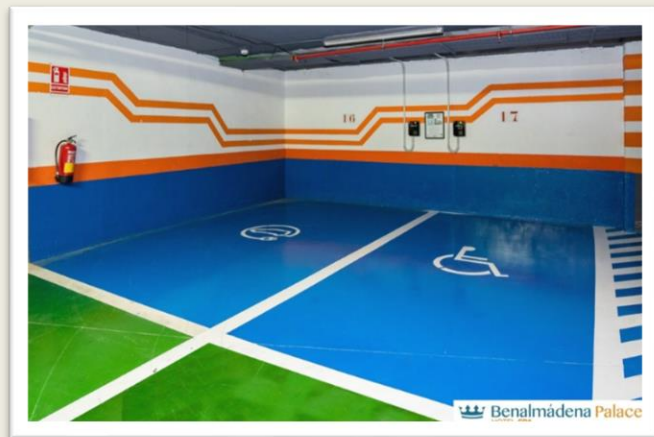
After these meetings, relationships are created to later result in internship collaborations in our facilities, for example this year several people wanted to do their internships in the flooring department with us.



4. We donate the leftover food from the buffet to a private farm for use as compost or animal feed.
5. We have collaborated and continue to do so with entities to carry out internships in companies such as YMCA, Red Cross, Málaga Receives, etc. that help people with difficulty entering the workforce.



- 6. We collaborate with a nearby cloistered convent by supplying various foods for the nuns who in turn collaborate with people in need.**
- 7. We collaborate with CUDECA, an association that helps provide palliative care to cancer patients, whose facilities, among other places, are located in our municipality. We have a piggy bank at the reception desk where donations can be made, both by clients and by anyone who wishes.**
- 8. We have parking with an electric charger, and disabled parking, thus promoting the use of electric cars and making it easier for those who have mobility difficulties.**





CERTIFICATIONS

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



All these certifications only confirm the good path when it comes to complying with our sustainability performance and quality in Customer service.



ENVIRONMENTAL PERFORMANCE

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 evaluating the effectiveness of the measures we take in relation to the sustainable development of our activity.

Ahem.

[← Go back to sites](#)

Hotel 4* Benalmádena Palace

marzo 2024 environmental performance

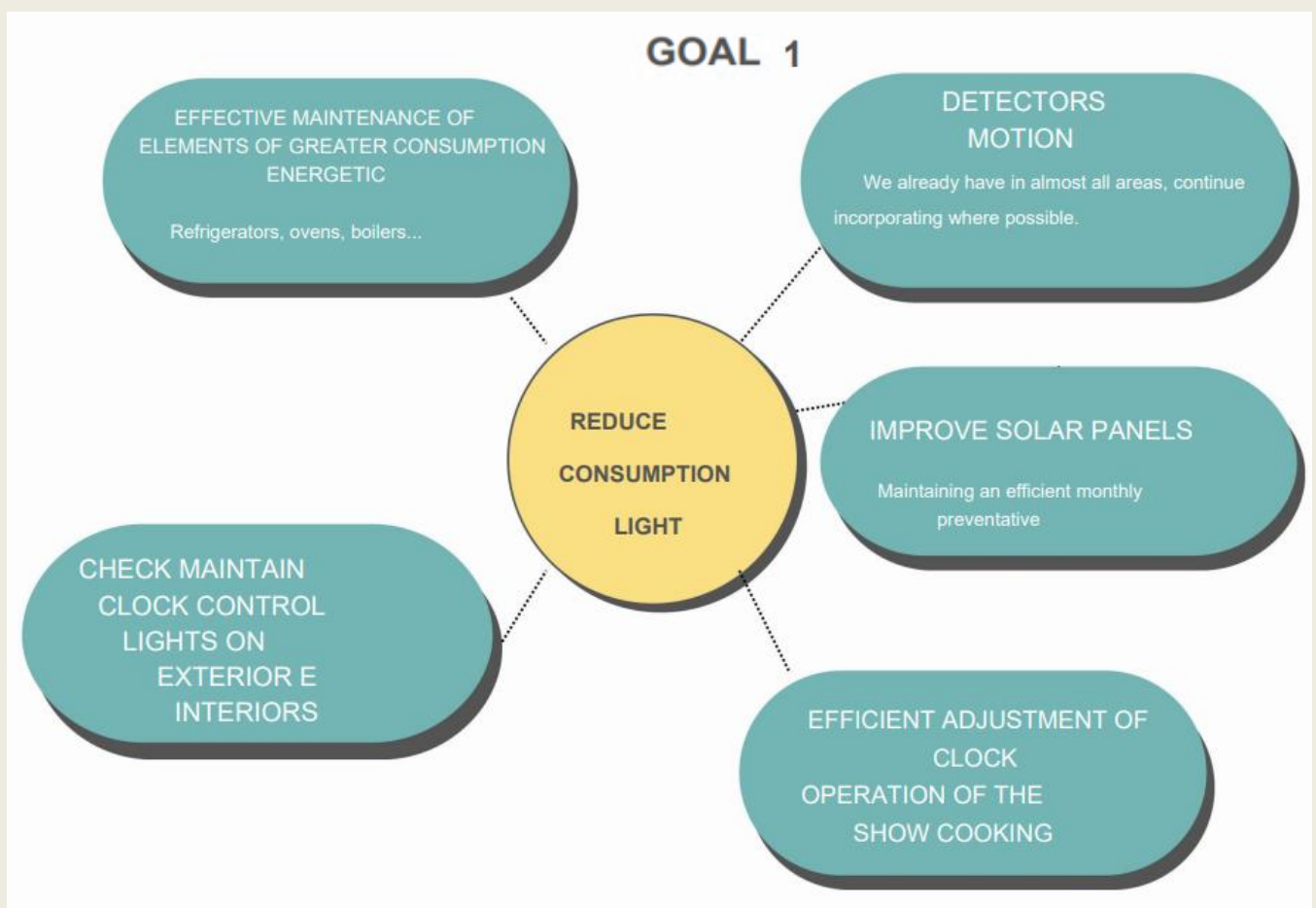
Summary	Total	per guest night	per GFA m ²	Total mar 2023	Difference	% change
Total energy (kWh)	98.762	8,25	6,43	215.681	-116.919	-54,21%
Total water consumption (m ³)	1762	0,15	0,11	1979	-217	-10,97%
Total solid waste (kg)	19.126	1,6	1,25	15.626	+3500,1	+22,4%
Total emissions (kg CO ₂ e)	28.503	2,38	1,86	80.429	-51.926	-64,56%
Total net emissions (kg CO ₂ e)	28.503	2,38	1,86	80.429	-51.926	-64,56%
Environmentally harmful subst. (kg)	0	0	0	410	-410	-100%
Environmentally harmful subst. (l)	178	0,01	0,01	1515	-1337	-88,25%
High emission food purchased (kg)	3810,4	0,32	0,25	3473	+337,38	+9,71%
High emission food purchased (l)	226,64	0,02	0,01	698	-471,36	-67,53%
Single use plastic items purchased	10.406	0,87	0,68	10.210	+196	+1,92%



GOALS

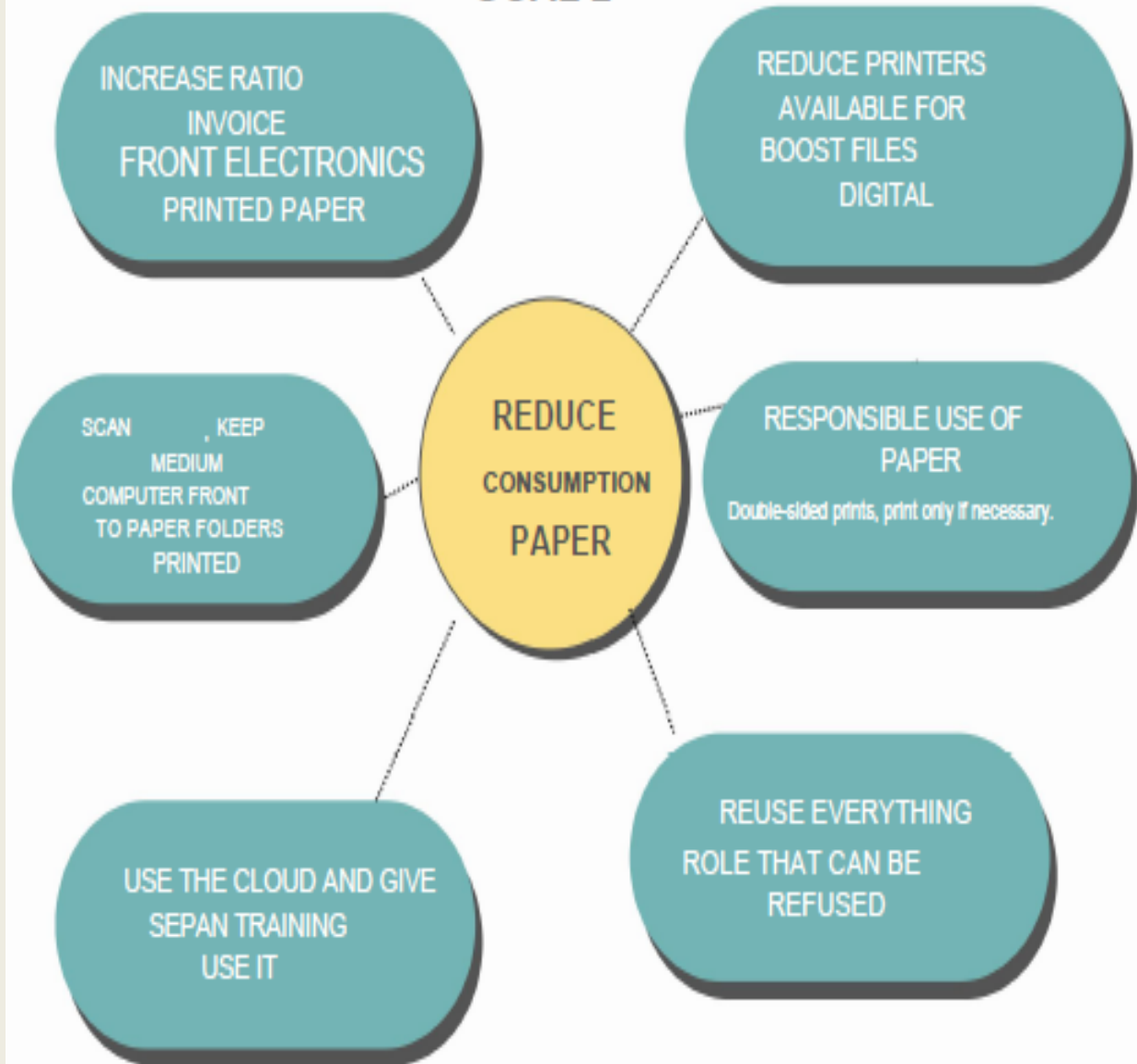
- The hotel has developed its environmental and sustainability program where responsibilities and completion deadlines have been established
- All hotel employees and management are committed to implementing the environmental/sustainable program.
- The relevant action plan is established for its completion,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

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



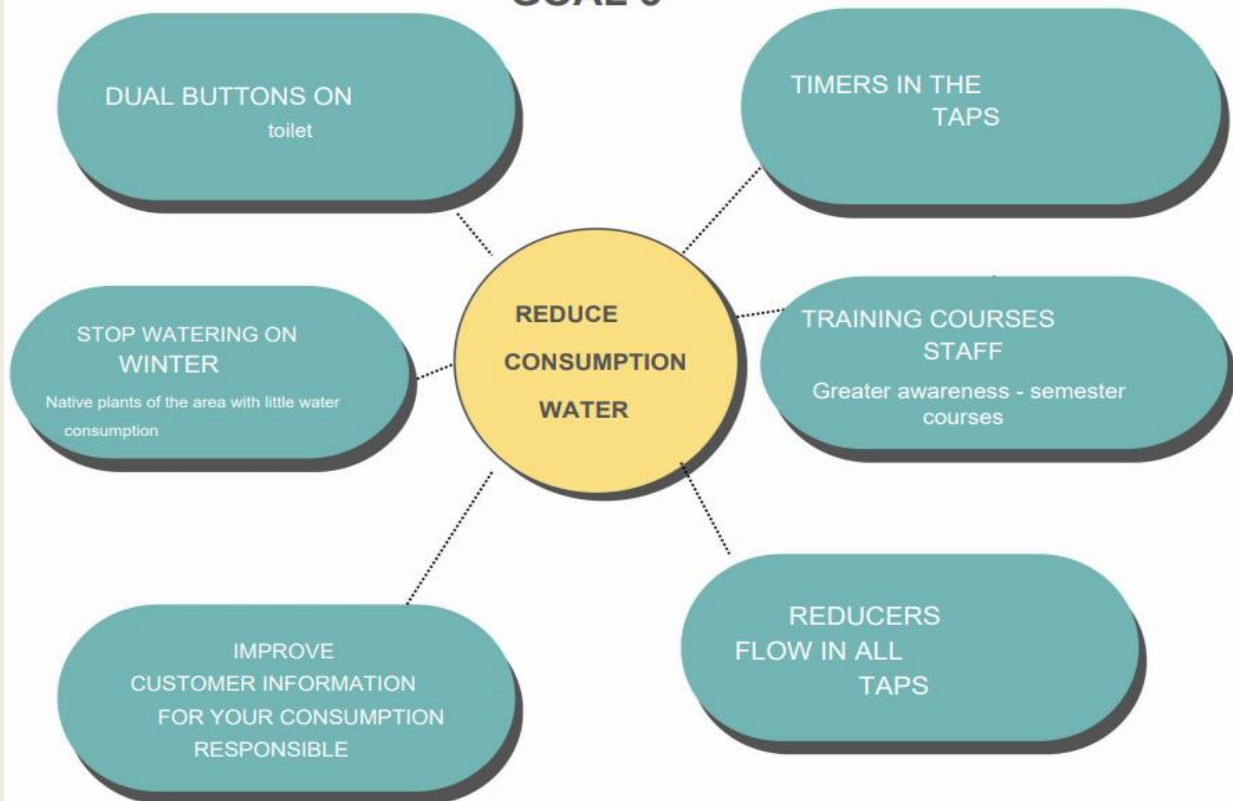


GOAL 2

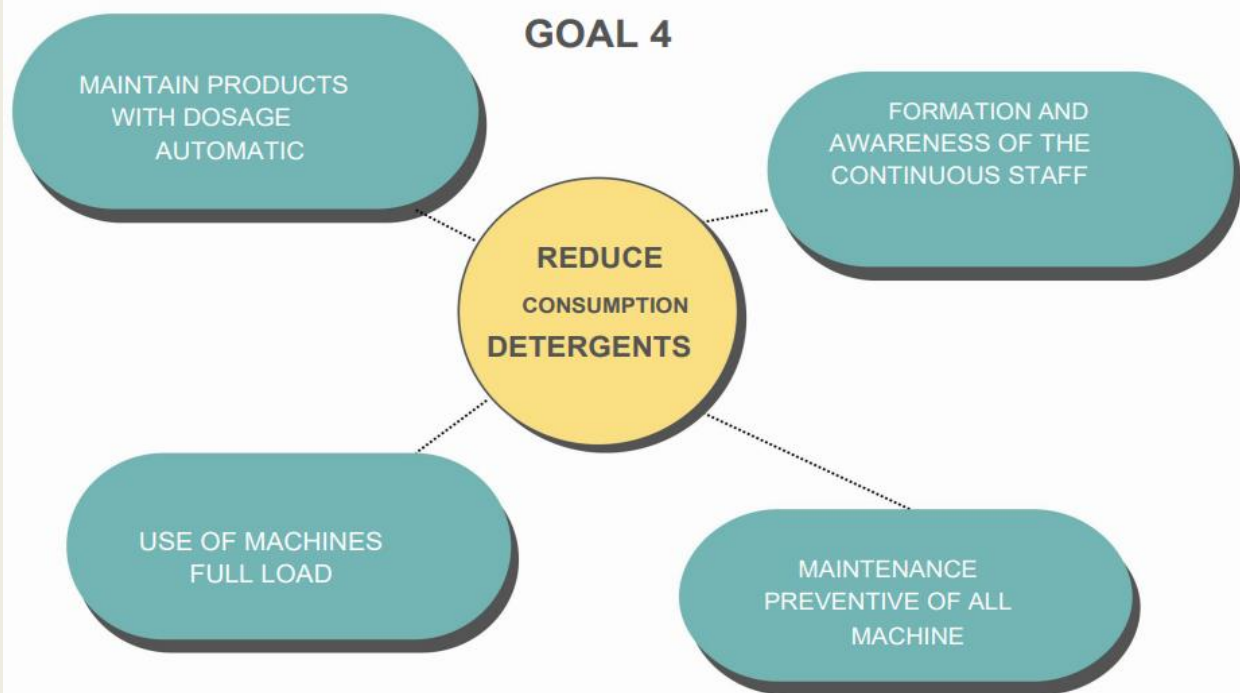




GOAL 3

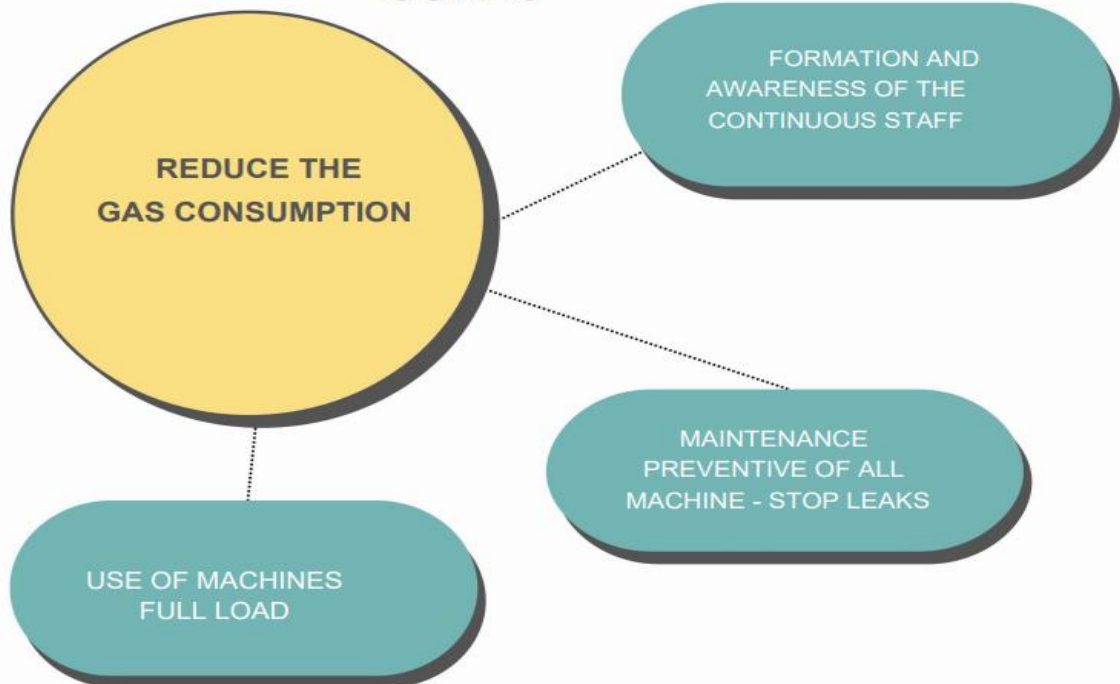


GOAL 4

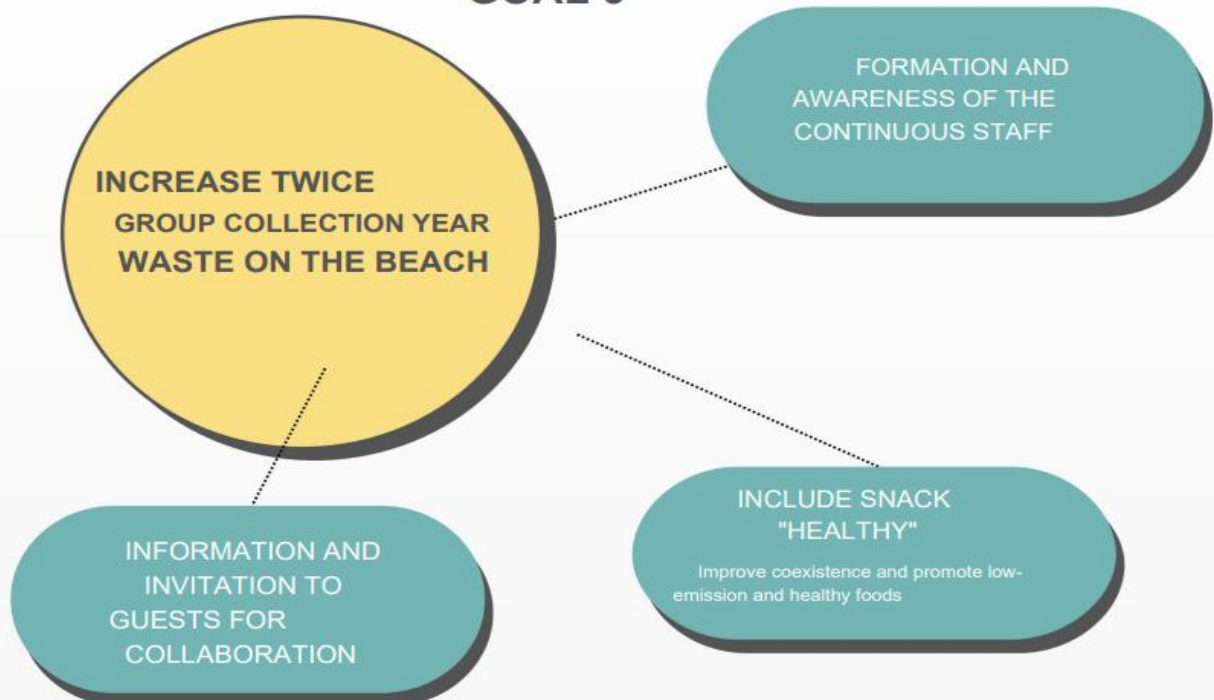




GOAL 5



GOAL 6





MONITORING AND REVIEW OF THE PLAN.

Each sponsor will monitor the planned actions and their effects through monthly data from the indicator system.

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

REQUEST TO INTERESTED PARTIES

We strongly request all interested parties, clients, suppliers, employees, subcontractors and the community, to support us in achieving our sustainability objectives, as well as to make good responsible use of supplies (water , electricity, etc.) and elements of our house"

THANK YOU



“BETTING ON A SUSTAINABLE WORLD”