



SUSTAINABILITY REPORT
2021
RELAXIA RESORTS

Relaxia Resorts Sustainability Report 2021

Index

- 1. Responsible Relaxia 4
- 2. Our Pillars 4
 - 2.1. Pillar 1: Our involvement with the local community 4
 - 2.1.1. Boost the local economy. Give priority to the purchase of local products 4
 - 2.1.2. Culture, heritage and environmental conservation 5
 - 2.1.3. Cooperation with social entities: donations, sponsorships, environmental actions 5
 - 2.2. Pillar 2: Our responsibility to workers 5
 - 2.3. Pillar 3: Our duty to the environment 5
- 3. Our corporate philosophy 6
 - 3.1. Our Mission 6
 - 3.2. Our Vision 6
- 4. Our story 6
- 5. Our establishments 7
- 6. Our stakeholders 8
- 7. Relaxia as a supportive and committed actor 8
 - 7.1. Our Community Policy 8
 - 7.2. Our actions in 2021 9
 - 7.3. Promoter of the local economy 10
 - 7.4. Promoter of Canarian culture 10
 - 7.5. Promoter of the conservation of our natural environment 10
 - 7.6. Child protection (Child Protection Policy) 10
- 8. Relaxia Resorts as a responsible and influential employer 11
 - 8.1. Our Social Policy 11
 - 8.2. Our Health and Safety Policy 12
 - 8.3. Our Human Resources 12
- 9. Relaxia Responsible with our clients 15
 - 9.1. Our Quality Policy 15
- 10. Relaxia Responsible for the Environment 16
 - 10.1. Our Environmental Policy 16
 - 10.2. Our environmental performance: 17
 - 10.3. Our consumption. Comparison 2019-21 18
 - 10.3.1. Consumption Relaxia Lanzaplaya 18

- 10.3.2. Consumption Relaxia Lanzasur Club 21
- 10.3.3. Consumption Relaxia Sunflowers 24
- 10.3.4. Consumption Relaxia Olivine 26
- 10.4. Our waste 29
- 10.5. Our achievement of goals and objectives in 2021 31
- 10.6. Our commitments for 2022 33
- 10.7. Our actions to achieve it 33

1. Responsible Relaxia

Aware of the importance of maintaining sustainable tourism development, and assuming the principles specifically adopted in the World Charter for Sustainable Tourism, Relaxia Resorts, undertakes to carry out sustainable management of its activities, through the adoption of commitments aimed at preventing, eliminate or reduce the impact of our facilities and activities, both internal and external, as well as optimize the sustainability of its establishments by improving their behavior with the environment.

In the same sense, our establishments have adopted this Responsible Tourism Policy, through which they undertake to comply with the legal requirements that regulate the effects generated by tourist activity.

We are also committed to motivating and training our staff with training and awareness actions on the principles of Responsible Tourism, to promoting good environmental practices in the area and participating in external activities, and to reporting both internally and externally on progress and actions company environmental.

One of our main objectives is to perfect sustainable management, assuming commitments to continuous improvement in all areas of sustainability: social, economic and environmental, as well as customer satisfaction. To this end, projects for future expansion of facilities or activities will be subject to criteria of sustainability and efficiency in the use of resources.

2. Our Pillars

2.1. Pillar 1: Our involvement with the local community

At Relaxia Resorts we are committed to our community, the Canary Islands. We carry out various actions that allow us to get involved at different levels, both economic, social and environmental. We know the importance of prioritizing products of local origin in order to boost the economy of the islands; we instill in our customers and employees the need to care for our unique resources, heritage and environment; and we collaborate with different social entities, contributing our grain of sand through different aid actions.

2.1.1. Boost the local economy. Give priority to buying local products

From our position as a company of Canarian origin, we consider that promoting the local economy is an important factor to enhance the growth of our region. For this reason, as

far as possible we always try to give priority to local suppliers, from whom we also demand certain minimum standards in terms of quality and sustainability, in accordance with our values and policies.

2.1.2. Culture, heritage and environmental conservation

The dissemination of culture, heritage and the importance and recommendations for not harming the natural environment are fundamental concepts that we inform our clients so that they can enjoy a complete stay on the islands where we are present (Lanzarote and Gran Canaria). We offer information through different media, such as the Relaxia Resorts website (www.relaxia.net), directories, totems, TV channel... in addition to the information and suggestions offered by our employees.

2.1.3. Cooperation with social entities: donations, sponsorships, environmental actions

One of our fundamental commitments is to help and collaborate with the welfare of the most disadvantaged, in addition to getting involved in the development of our community. That is why we organize various actions such as collaborations with social entities, organization of donation campaigns, sponsorships, etc.

2.2. Pillar 2: Our responsibility to workers

Our workers are the most valuable resource we can count on to achieve the goals we set for ourselves. They are the visible face of Relaxia Resorts, with whom the client relates, therefore, the ones in charge of transmitting our philosophy. Therefore, we are committed to offering and guaranteeing our employees the necessary stability and security in their jobs for the proper performance of their duties.

We are guided by favoring values of non-discrimination of any kind at work, by guaranteeing equal opportunities for all employees, by offering fair hiring conditions within the framework of current legislation, by providing the relevant training necessary for development of their work and for internal promotion as opposed to external recruitment.

2.3. Pillar 3: Our duty to the environment

At Relaxia Resorts we are aware of the importance of carrying out our activity in a responsible and sustainable manner. The care and preservation of the environment is a relevant factor in our management. Our actions are diverse and range from measuring and recording our consumption and waste, implementing measures to reduce them, increasing the level of waste that is recycled, raising awareness among our employees and providing them with the means to ensure that their daily work procedures and practices are increasingly sustainable; to making significant investments in renewable energy installations (solar panels, geothermal, aerothermal, etc.), renovation of equipment for others with greater energy efficiency, LED lighting, etc.

In the same way that we make our employees aware of the need to contribute to the conservation of our environment, at Relaxia Resorts, we take care of transmitting these values to the rest of our partners: clients and suppliers, whom we urge to participate and collaborate in the achievement of our goals in terms of sustainability and apply these same criteria in their own areas of action.

3. Our corporate philosophy

At Relaxia Resorts we have a qualified team, a fundamental pillar with which we manage, day by day, to continue to be well recognized and accepted by our clients, who with a high rate of loyalty repeat stays in our establishments.

For us, people are our most valuable resource and we commit ourselves every day to their personal and professional development. The philosophy and culture of our organization focuses on constant work, austerity, learning and development of our workers, this being an element of vital importance and differentiator.

3.1. Our mission

Our Mission is to be a leading Canarian hotel chain in Quality, offering highly recognized and certified products, respecting the environment, committed to a sustainable way of understanding the hotel business, having a strategic position in the Canary Islands and aimed mainly at the hotel segment. Family Vacation Tourism.

3.2. Our Vision

Our vision goes through a constant evolution, understanding that in our activity there is no room for improvisation. The smallest detail can mean the loss of a client who will gladly be captured by the competition. For this reason, infrastructure, location, respect for the environment, services, attention and security in the broad sense of the term, among others, are concepts that are taken into account in the development of our activity as a hotel company, to meet the demand of clients every more demanding and better prepared competition. We can summarize our Vision in: "To be recognized as a leading chain in the Community and to contribute to the sustainable development of the sector".

4. Our story

The Relaxia Resorts hotel chain belongs to the Pérez Moreno Group, a family construction company with Canarian capital, whose activity dates back to the early 1970s. With the construction and operation of its first bungalow establishment, Relaxia Los Girasoles, located in Playa del Inglés, Gran Canaria, began his career in the hotel industry.

What began as a real estate business in the south of Gran Canaria became, over the years, a flourishing tourism business, a fundamental piece in the activity of this group,

which would be consolidated years later with the construction of three other hotel complexes. Relaxia Lanzaplaya was opened in 1984, located in Puerto del Carmen, Lanzarote. Four years later, in 1988, Relaxia Jandialuz opened in Pájara, Fuerteventura (sold in May 2018). Relaxia Lanzasur Club, located in the municipality of Yaiza, Lanzarote, was built in 1995. Attached to this last complex, the construction of the Aqualava Water Park was carried out in 2012, currently being a benchmark leisure facility on the Island of Lanzarote. It is a pioneer park in integrating aquatic fun with nature and the traditions of Lanzarote, which mainly uses clean energy for its operation, such as geothermal, solar thermal and photovoltaic.

The last acquisition of the chain was the Relaxia Olivina hotel, whose purchase in January 2017 positions Relaxia Resorts among the companies with the greatest weight in the tourism sector in the Canary Islands.

5. Our establishments

Today, Relaxia Resorts has four hotel establishments: Relaxia Los Girasoles, Relaxia Lanzaplaya, Relaxia Lanzasur Club and Relaxia Olivina and the Aqualava water park, attached to Relaxia Lanzasur Club.

Relaxia Los Girasoles. This complex is located in the south of Gran Canaria, in the central area of Playa del Inglés, very close to the shopping areas. It is made up of 61 fully renovated one-bedroom bungalows.

Relaxia Lanzaplaya. Located in a central area of Puerto del Carmen, on the second line of the beach and very close to the shopping and leisure areas. It has 161 fully equipped apartments with a capacity to accommodate between three and four people.

Relaxia Lanzasur Club. Located in the southern area of Lanzarote, in Playa Blanca, Lanzasur is made up of 224 one-storey semi-villas. It has an approximate area of 70,000 m².

Relaxia Olivina. Aimed at families and couples, this hotel has more than 5,000 m² of outdoor leisure spaces. It has 102 double rooms and 188 family rooms with 1 or 2 bedrooms.

Aqualava Waterpark. It stands out for the quality, modernity and sustainability of its facilities. It is a spectacular water park that pays homage to the volcanoes so characteristic of the landscape of the Canary Islands. It also has restaurants, shops and services, all adapted for the disabled.

6. Our stakeholders

Relaxia Resorts considers the relationship with its different interest groups (owners, customers, tour operators/agencies, suppliers, employees, neighbors, associations, public bodies, etc.) a key element in the management of social responsibility.

Relaxia Resorts' relationship model with these stakeholders is inspired by the Company's own values and culture, and its objective is to build long-term relationships of trust and mutual benefit (See: "Identification of stakeholders and their respective interests", point 2 of the "Relaxia Resorts Strategic Document").

7. Relaxia as a supportive and committed actor

The main objective of the Relaxia Resorts Management is to fully satisfy the needs of its clients, based on the high quality of its services and its solid environmental, social and community performance.

7.1. Our Community Policy

Relaxia Resorts ensures that its social and economic impacts are positive and beneficial for the local communities in which it operates.

In line with our Community Policy, we especially focus on the following:

- We are active members of ASOLAN, association of tourism companies in Lanzarote, and through this forum we can promote and try to obtain greater economic and social benefits for our community.
- We work closely with the local community, as part of our social engagement program, offering opportunities for local artisans and artists, and by promoting local cultural awareness among our clients. We get involved in community projects and make sure to keep communication open at all times to find out the real needs and try to support it in this regard.
- We give priority to the acquisition of local products in order to support the region and maintain an ethical supply chain and contribute to sustainable development. With this we also contribute to the preservation of the environment, by avoiding the transport of these goods from afar with the consequent reduction in CO₂ emissions.
- We give priority to hiring local people in order to support the socio-economic development of the region.
- We actively promote events that contribute to the social help of the community and that will provide support when appropriate. We donate goods (retired furniture, mattresses, bedding, etc.) to organizations in need and we support local organizations (schools, hospitals, etc.), providing free/subsidized hotel facilities.

We consider it our duty to act in a socially responsible manner in relation to our customers, employees, as well as the local community and the environment in which we operate. Through our Community Policy, we provide an attractive experience for our region, which directly contributes to the quality and good atmosphere of our complexes.

7.2. Our actions in 2021

Initiatives to support the Canarian community and culture in 2021:

Entity	Action performed	Date
Handbike Race	Participation in the organization of the 10th round of Playa Blanca in Handbike	February 2021
Ironman	Special prices per stay for race participants. Special early breakfasts	May 2021
Canary Day	Tasting of typical Canarian food, clothing and Canarian folklore at Relaxia Lanzaplaya, Lanzasur, Los Girasoles, Olivina and Aqualava	May 2021
ASOLAN "Sustainable Establishments"	Participation in the annual drawing contest organized by the ASOLAN "Establecimientos Sostenibles" group to which we belong, on the occasion of the celebration of World Environment Day. Relaxia Lanzasur Club awards one of the prizes, consisting of a weekend stay in full board with admission to the Aqualava water park for the winning child and her family.	June 2021
Yaiza Growing Association	Invitation to a day at Aqualava, summer welcome party, association Crezando Yaiza (children and monitors).	Summer 2021
AFOL	Collaboration with AFOL by donating tickets to Aqualava for their fundraising events	Summer 2021
Associations Growing Yaiza, Tiguanfaya and Adislan	"Different abilities day" party in Aqualava. The Growing Yaiza, Tiguanfaya and Adislan associations participate – awarding medals to those who for some reason have stood out in their annual work.	Summer 2021
Annual resident bonus to Aqualava for a disabled client	Each year it is given to you to enjoy the wave pool as mobility therapy.	Annual
"Sustainable Establishments" of ASOLAN and Cáritas	Collection and donation of toys for the ASOLAN Christmas Toy Collection Campaign for Cáritas	Dicember 2021

7.3.Promoter of the local economy

At Relaxia Resorts the consumption of Canarian products is promoted and in turn prioritizes local suppliers, in this way, it can be said that 80% of the fruits and vegetables consumed in their hotels are local products (from the Canary Islands) .

Likewise, local wines are included in the restaurant menus.

In turn, each establishment provides information on how visitors should act to help the local economy during their tourist visits.

7.4.Promoter of Canarian culture

Relaxia Resorts actively contributes to the dissemination of Canarian culture, both through gastronomy (weekly Canarian theme menu) and folklore (entertainment with Canarian groups), as well as showing typical clothing through the employees of the Aqualava water park. The day of the Canary Islands is celebrated annually in all its establishments, offering a free tasting of typical Canarian products to all its customers, accompanied by music and typical clothing.

7.5.Promoter of the conservation of our natural environment

The tourism industry needs to preserve destinations and maintain the attractiveness of the places where it is located, since it also acts as a complementary element to the services it offers.

From its establishments, visitors are informed of how their behavior should be when visiting natural landscapes, so as to contribute to the conservation of the environment.

7.6.Child Protection (Child Protection Policy)

Relaxia resorts, within its Social Responsibility Policy, is committed to preventing and speaking out against child abuse and exploitation.

According to the United Nations Convention on the Rights of the Child, "a child means every human being below the age of eighteen years, unless, under applicable law, majority of age has attained earlier. age".

Although our activity takes place in an environment in which childhood is highly protected, at Relaxia Resorts, a company belonging to the tourism sector, we strongly condemn all types of child abuse and exploitation, both within and outside our organization, and we are committed to respond within our sphere of influence to all cases of abuse, whether proven, suspected or attempted, according to their nature.

The four main categories of child abuse and that we must recognize in order to act against them are:

- Physical abuse.
- Sexual abuse.
- Negligent treatment.
- Emotional abuse.

Likewise, and within this context, Relaxia Resorts "respects the right of children to privacy" always complying with current legislation in this regard. The protection of the child's privacy refers to all private information about him or her, such as photos, texts, movies, etc.

8. Relaxia Resorts as a responsible and influential employer

8.1. Our Social Policy

The Relaxia Resorts human team is made up of people of different origins and nationalities, occupying positions in our corporate areas and establishments on the islands of Gran Canaria and Lanzarote, which represents a wealth of ideas, values and culture.

We have a qualified team, a fundamental pillar with which we manage, day by day, to continue to be well recognized and accepted by our customers, who with a high rate of loyalty repeat stays in our establishments.

For us, at Relaxia Resorts, people are our most valuable resource and we are committed to their professional development every day. The philosophy and culture of our organization focuses on constant work, austerity, learning and development of our workers, this being an element of vital importance and differentiator.

Our social commitment leads us to carry out the following actions in order to contribute to the economic and social development of the destination:

- Maintain a responsible attitude towards employees: Offering stability and security at work, ensuring non-discrimination, providing equal opportunities, planning training actions for their professional development, granting other social benefits (free dining room, discounts in our establishments, advances on you pay, etc...) and we guarantee decent contracting conditions and according to the requirements established by law.
- Contribute to labor integration by hiring people at risk of social exclusion: people with disabilities, people with mental disorders, victims of gender violence, etc...
- We encourage all employees to continue to develop their skills and offer opportunities for advancement whenever possible. It is important for us that employees continue with their professional development once within our company, thus, individual and group training plans will be planned, in collaboration with directors and supervisors, for this

purpose.

8.2. Our Health and Safety Policy

On the other hand, Relaxia Resorts adopts the commitment to achieve an adequate level of safety at work for its workers without detriment to health as a result of that work. It also aims to preserve property and processes against possible losses.

To put this commitment into practice, the necessary measures will be adopted so that the safety conditions in the workplace comply with the standards established in the legislation and with the accepted practices in the industry.

Continued attention will be paid to the identification and elimination of hazards that can cause injury and illness to employees, fire, loss to property or processes.

Relaxia Resorts recognizes that the best system to support the preventive effort is to conceive prevention as something intrinsic and inherent to all work modalities. Responsibilities in prevention matters will be assigned directly on the competencies that each one has assigned in the development of their work, so that prevention is integrated into the set of activities of the company and at all hierarchical levels: from the highest management levels to all workers.

The different levels of Relaxia Resorts management will manage health and safety in a professional manner, applying the functions of their responsibility (planning, organization, direction and control) for the administration of the preventive activities that are established. They will include prevention in all the activities carried out or ordered and in all the decisions that they adopt, and they will integrate it in the decisions on the technical processes, the organization at work and the conditions of its provision.

The company places its trust in all employees to achieve the above, for the benefit of prevention, which is a necessity for all.

8.3. Our Human Resources

At Relaxia Resorts, we promote the professional, personal and family development of our workers, we protect their human and labor rights. We consider ourselves a company that is committed to inclusion and equity.

The year 2021 closed with a total of 274 employees on average, compared to 386 employees in 2019 (the comparison is made with the year 2019 since the year 2020 is considered non-representative due to the covid situation):

2021	
274 employees	
139 men (50.7%)	135 women (49.3%)
<ul style="list-style-type: none"> - Workers under 30 years of age: 18 (6.6 %) - Workers between 30 and 50 years old: 153 (55.8 %) - Workers over 50 years of age: 103 (37.6 %) 	

2019	
386 employees	
183 men (47,40%)	203 women (52,60%)
<ul style="list-style-type: none"> - Workers under 30 years of age: 51 (13.22%) - Workers between 30 and 50 years old: 213 (55,18%) - Trabajadores de más de 50 años: 122 (31,60%) 	

Internal promotion

Internal promotion and the professional development of our employees are aspects that we are committed to at Relaxia Resorts.

In 2021 there was only the following internal promotion::

Category	New Promotion Category	Nº employees
Reception assistant	Receptionist	1

Formation plans

During 2021, different training actions were carried out in all the complexes of the Relaxia Resorts chain.

Training actions 2021		
Formative action	Departament	Establishment
Continuous food handler training	Kitchen and Restaurant Staff	Lanzaplaya, Lanzasur, y Olivina
Fire Prevention Level I and evacuation drill	All staff	All
Fire Prevention Level II	2nd intervention teams	All
Prevention of occupational hazards	All staff	All
Travelife Social Responsibility Requirements Training	All staff	Lanzaplaya, Lanzasur y Los Girasoles
Expert in marketing and digital business	commercial dept.	Aqualava y Lanzaplaya
Management and communication RRSS Hotel sector	Head of administration	Aqualava
Management control technician	Head of administration	Relaxia
Work at height	TTSS dept.	Girasoles, Olivina, Lanzasur y Aqualava
Palm tree pruning	TTSS dept	Olivina
Office automation	Various depts.	Girasoles, Olivina y Lanzasur
Advanced English	Various depts.	Girasoles, Olivina, Lanzasur y Aqualava
Basic French	Various depts.	Olivina, Lanzasur y Aqualava
Managerial skills	Heads of department	Girasoles, Olivina, Lanzasur y Aqualava
Master in Tourism	Assistant manager	Lanzasur

Union association

At Relaxia Resorts we respect the right to free association of employees. Given the volume of the workforce, we do not have company committees in each of the

establishments, although there are in Lanzasur and Olivina. In the rest of the establishments we have worker representatives freely elected by the unions, with whom we maintain a cordial relationship of mutual respect in a free, ethical, democratic and participatory environment.

Employee involvement

The proposals and suggestions of the employees are very important for Relaxia Resorts. Through them we know the ideas, observations and concerns of the workers. For this reason, we have a Proposals and Suggestions Box in each establishment, located in the staff canteens, and we encourage employees to use it.

9. Relaxia Responsible with our clients

9.1. Our Quality Policy

The guidelines and general objectives that guide the company in relation to Quality are reflected in the following Policy that has been defined by the Management.

Within the Quality Management System, the Management of Relaxia Resorts is committed to:

- Meet all applicable requirements, including legal and regulatory
- Communicate to the organization, through this policy, the importance of meeting these requirements.
- Ensure that Quality objectives are established for each year based on the general objectives defined in this policy.
- Achieve total customer satisfaction in terms of the quality of the services offered.
- Permanently improve the work methodology
- Carry out the work in accordance with preventive and control procedures designed to eliminate the appearance of deficiencies.
- Reorganization of the human and material resources necessary to carry out the work properly.

The Quality Policy Guidelines are as follows:

- Guide the management of the company towards the effectiveness of the service it provides to its customers.
- Worry about providing the staff with the knowledge and skills that, together with experience, improve their competence, as well as involving them in the organization, always valuing their participation and support.

- Provide the facilities and equipment necessary for the correct execution of the work carried out.
- Obtain the commitment of all the members involved in the Quality Policy and develop participatory quality management that takes advantage of the capacities of all
- Implement in our activity a dynamic of Continuous Improvement in the development of functions and activities
- Develop the activity taking into account factors of social responsibility
- Adapt the facilities in such a way that they allow accessibility.

10. Relaxia Responsible for the Environment

10.1. Our Environmental Policy

At Relaxia Resorts we are aware of the importance of conserving the environment, which is why we have put in place mechanisms to control our environmental performance, to guarantee adequate protection of the environment through continuous improvement through processes or practices that avoid, reduce and control our potential environmental impacts. Complying with legal regulations is considered our minimum standard.

In line with our environmental policy we focus especially on the following:

- The use of renewable energies (solar, geothermal, aerothermal...), as much as possible.
- Minimize water consumption.
- Separate our waste and recycle as much as possible.
- Take into account environmental aspects in the purchase of any product.

We hope that our entire team is involved in the conservation of the environment and for this we provide them with continuous training in this matter. We have also created the "Responsible Relaxia Team" working group, made up of representatives from each of the departments, to manage environmental, social and community issues in our complex.

We want to be recognized as a leading chain in our region and contribute to the sustainable development of the entire tourism sector.

10.2. Our environmental performance

At Relaxia Resorts, we strive to measure, mitigate and compensate for the impact of our activities on the environment, in accordance with our Environmental Policy.



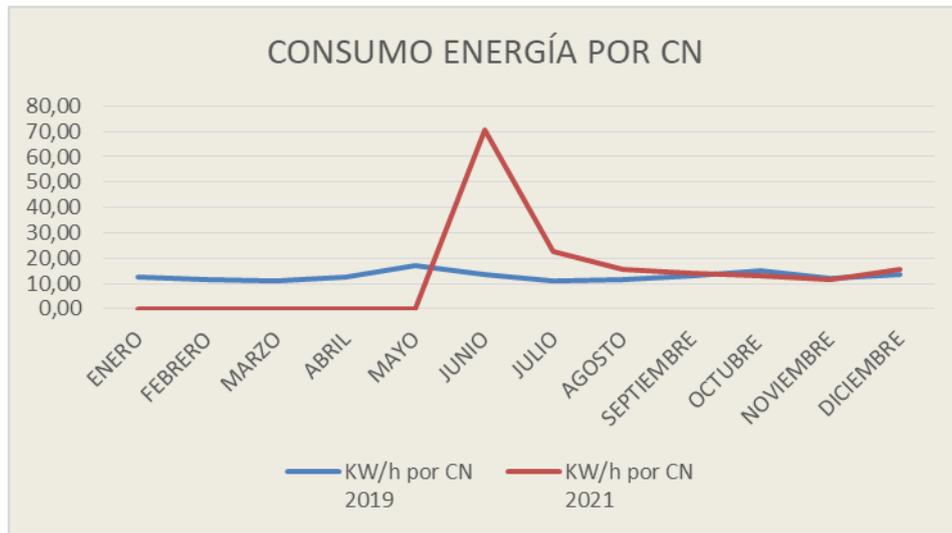
For us, knowing the consumption of resources, both energy and water, as well as the amount of waste we generate during the year is extremely important. First of all, it allows us to ensure that our facilities are working properly, realizing that there are no possible leaks and/or that our equipment works efficiently. Secondly, we know what kind of waste we produce, as well as how much of it we generate, in order to proceed with its recycling or disposal. All this allows us to compensate and set goals for the future to reduce our impact, reduce our ecological footprint and plan investments in cleaner and more environmentally responsible energy sources.

10.3. Our consumption. Comparison 2019-21

10.3.1. Consumption Relaxia Lanzaplaya

Electric power consumption

Electricity consumption	Stays 2019	KW/h by CN 2019	Stays 2021	KW/h by CN 2021
JANUARY	8.304	12,44	0	
FEBRUARY	8.151	11,36	0	
MARCH	9.469	10,79	0	
APRIL	8.043	12,37	0	
MAY	6.545	16,91	0	
JUNE	7.815	13,63	702	70,58
JULY	11.154	11,03	4.083	22,75
AUGUST	11.450	11,78	7.336	15,82
SEPTEMBER	9.386	13,20	8.032	14,04
OCTOBER	7.845	15,20	8.642	12,89
NOVEMBER	8.447	12,05	9.065	11,55
DECEMBER	7.294	13,72	7.106	15,35



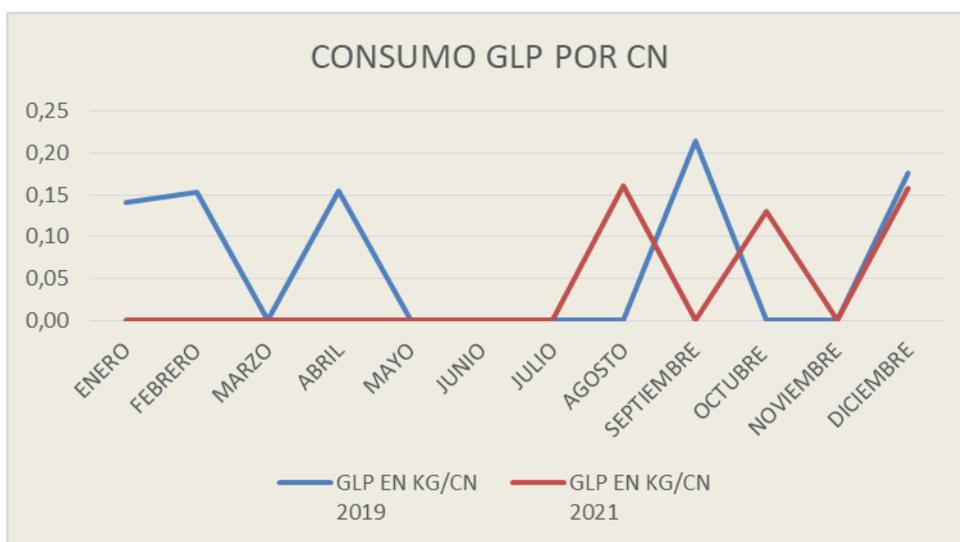
Water consumption

Water consumption	Stays 2019	Liters by CN 2019	Stays 2021	Liters by CN 2021
JANUARY	8.304	0,21	0	
FEBRUARY	8.151	0,20	0	
MARCH	9.469	0,17	0	
APRIL	8.043	0,24	0	
MAY	6.545	0,28	0	
JUNE	7.815	0,29	702	0,36
JULY	11.154	0,18	4.083	0,18
AUGUST	11.450	0,17	7.336	0,15
SEPTEMBER	9.386	0,21	8.032	0,18
OCTOBER	7.845	0,16	8.642	0,17
NOVEMBER	8.447	0,17	9.065	0,17
DECEMBER	7.294	0,22	7.106	0,19



Propane Liquid Gas consumption

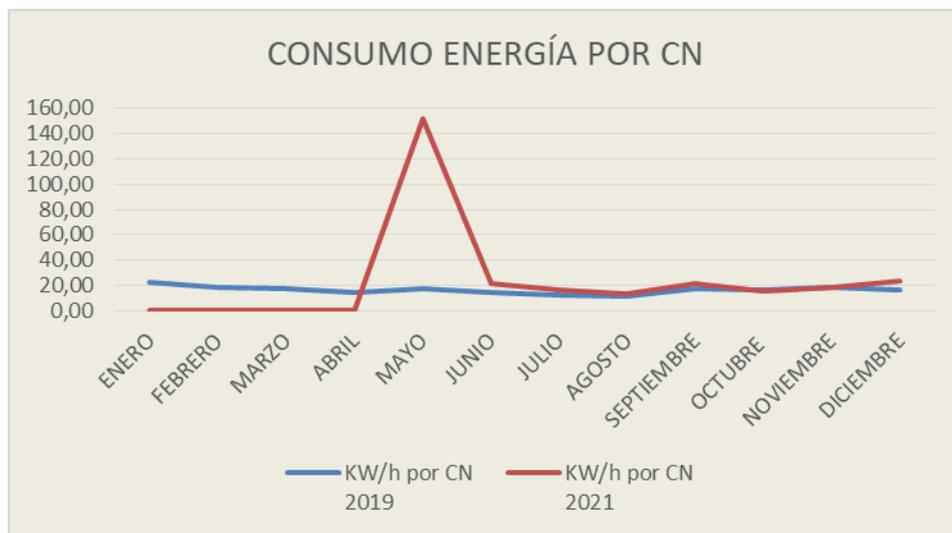
PLG consumption	Stays 2019	Kg PLG by CN 2019	Stays 2021	Kg PLG by CN 2021
JANUARY	8.304	0,14	0	
FEBRUARY	8.151	0,15	0	
MARCH	9.469	0,00	0	
APRIL	8.043	0,15	0	
MAY	6.545	0,00	0	
JUNE	7.815	0,00	702	0,00
JULY	11.154	0,00	4.083	0,00
AUGUST	11.450	0,00	7.336	0,16
SEPTEMBER	9.386	0,22	8.032	0,00
OCTOBER	7.845	0,00	8.642	0,13
NOVEMBER	8.447	0,00	9.065	0,00
DECEMBER	7.294	0,18	7.106	0,16



10.3.2. Consumption Relaxia Lanzasur Club

Electric power consumption

Electricity consumption	Stays 2019	KW/h by CN 2019	Stays 2021	KW/h by CN 2021
JANUARY	11.757	22,96	0	
FEBRUARY	13.828	18,08	0	
MARCH	14.726	17,66	0	
APRIL	17.440	14,13	0	
MAY	14.084	17,76	650	152,15
JUNE	17.342	14,86	8.882	21,28
JULY	19.834	12,84	14.309	16,22
AUGUST	21.617	11,89	18.345	13,78
SEPTEMBER	15.151	17,62	10.665	21,64
OCTOBER	15.232	16,33	14.916	15,72
NOVEMBER	12.567	18,74	13.335	18,18
DECEMBER	14.114	16,41	10.419	23,45



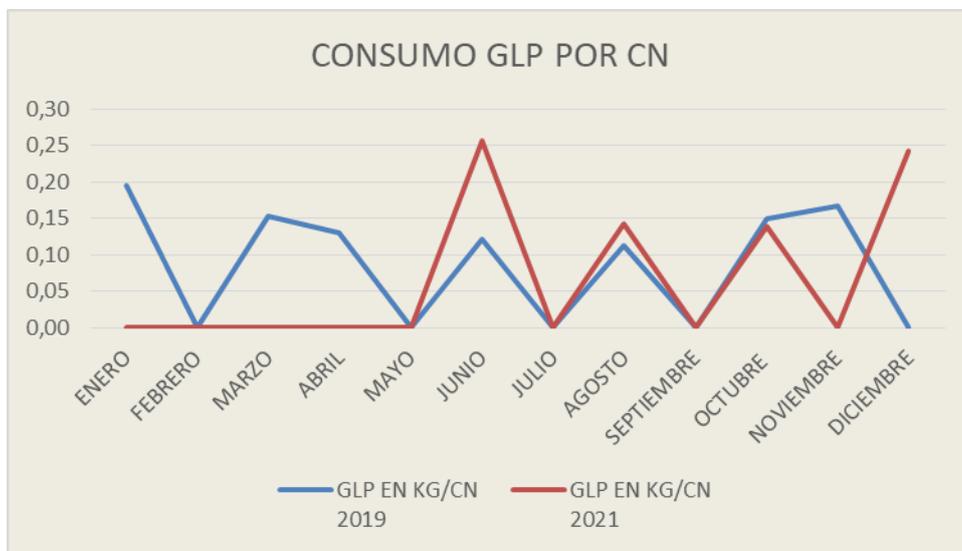
Water consumption

Water consumption	Stays 2019	Liters by CN 2019	Stays 2021	Liters by CN 2021
JANUARY	11.757	0,57	0	
FEBRUARY	13.828	0,55	0	
MARCH	14.726	0,57	0	
APRIL	17.440	0,52	0	
MAY	14.084	0,58	650	8,00
JUNE	17.342	0,47	8.882	1,01
JULY	19.834	0,49	14.309	0,67
AUGUST	21.617	0,54	18.345	0,52
SEPTEMBER	15.151	0,64	10.665	0,77
OCTOBER	15.232	0,56	14.916	0,54
NOVEMBER	12.567	0,65	13.335	0,58
DECEMBER	14.114	0,63	10.419	0,71



Propane Liquid Gas consumption

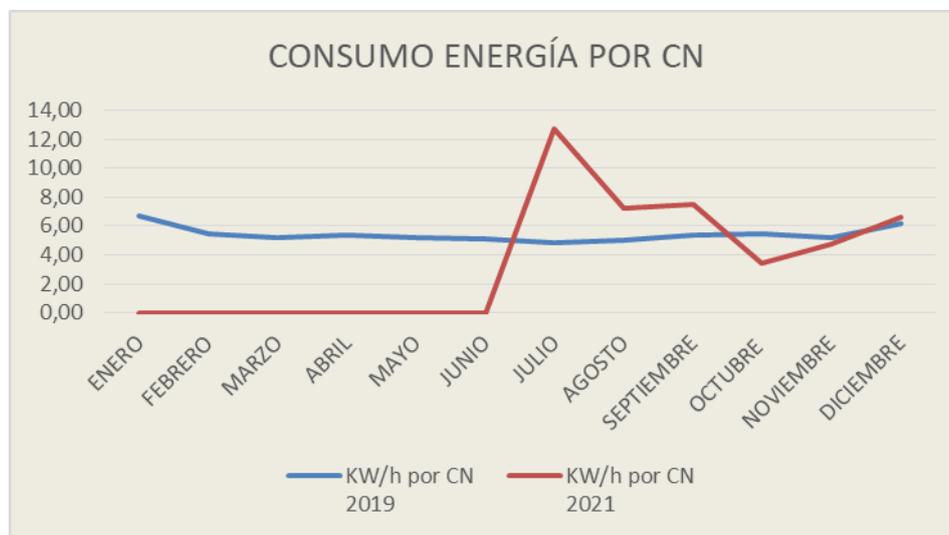
PLG consumption	Stays 2019	Kg PLG by CN 2019	Stays 2021	Kg PLG by CN 2021
JANUARY	11.757	0,20	0	
FEBRUARY	13.828	0,00	0	
MARCH	14.726	0,15	0	
APRIL	17.440	0,13	0	
MAY	14.084	0,00	650	0,00
JUNE	17.342	0,12	8.882	0,26
JULY	19.834	0,00	14.309	0,00
AUGUST	21.617	0,11	18.345	0,14
SEPTEMBER	15.151	0,00	10.665	0,00
OCTOBER	15.232	0,15	14.916	0,14
NOVEMBER	12.567	0,17	13.335	0,00
DECEMBER	14.114	0,00	10.419	0,24



10.3.3. Consumption Relaxia Los Girasoles

Electric power consumption

Electricity consumption	Stays 2019	KW/h by CN 2019	Stays 2021	KW/h by CN 2021
JANUARY	3.466	6,72	0	
FEBRUARY	3.430	5,47	0	
MARCH	3.511	5,20	0	
APRIL	2.903	5,41	0	
MAY	2.718	5,23	0	
JUNE	2.870	5,07	0	
JULY	3.655	4,85	513	12,74
AUGUST	4.239	5,03	1.467	7,26
SEPTEMBER	3.170	5,42	1.523	7,53
OCTOBER	3.200	5,47	2.460	3,44
NOVEMBER	3.418	5,20	3.168	4,74
DECEMBER	3.230	6,16	2.696	6,64



Water consumption

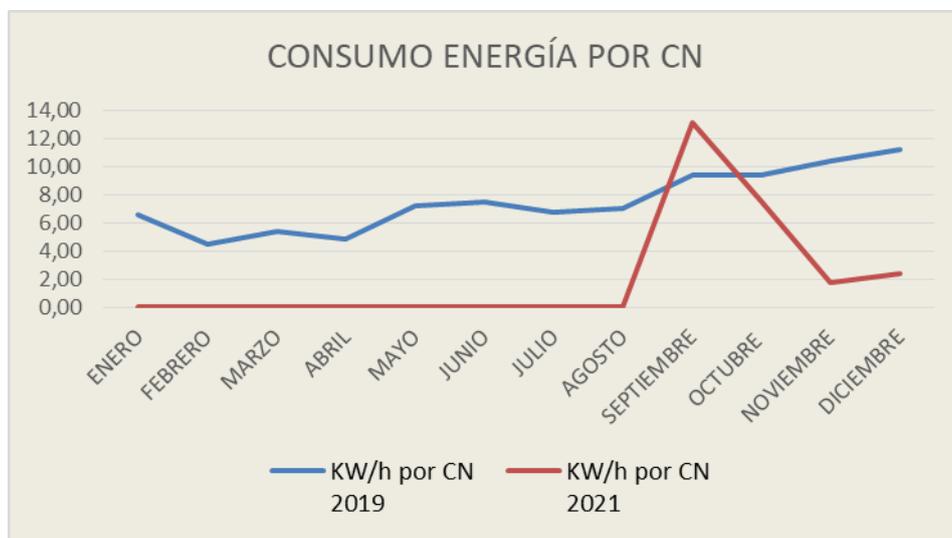
Water consumption	Stays 2019	Liters by CN 2019	Stays 2021	Liters by CN 2021
JANUARY	3.466	0,35	0	
FEBRUARY	3.430	0,35	0	
MARCH	3.511	0,35	0	
APRIL	2.903	0,42	0	
MAY	2.718	0,51	0	
JUNE	2.870	0,49	0	
JULY	3.655	0,46	513	1,61
AUGUST	4.239	0,39	1.467	0,56
SEPTEMBER	3.170	0,68	1.523	0,40
OCTOBER	3.200	0,67	2.460	0,25
NOVEMBER	3.418	0,43	3.168	0,37
DECEMBER	3.230	0,46	2.696	0,36



10.3.4. Consumption Relaxia Olivina

Electric power consumption

Electricity consumption	Stays 2019	KW/h by CN 2019	Stays 2021	KW/h by CN 2021
JANUARY	13.432	6,54	0	
FEBRUARY	16.320	4,52	0	
MARCH	18.106	5,41	0	
APRIL	19.653	4,81	0	
MAY	16.474	7,25	0	
JUNE	18.128	7,47	0	
JULY	24.689	6,75	0	
AUGUST	24.917	6,98	0	
SEPTEMBER	17.410	9,43	7.057	13,14
OCTOBER	17.337	9,38	13.484	7,57
NOVEMBER	14.814	10,43	14.880	1,78
DECEMBER	13.565	11,25	9.250	2,39



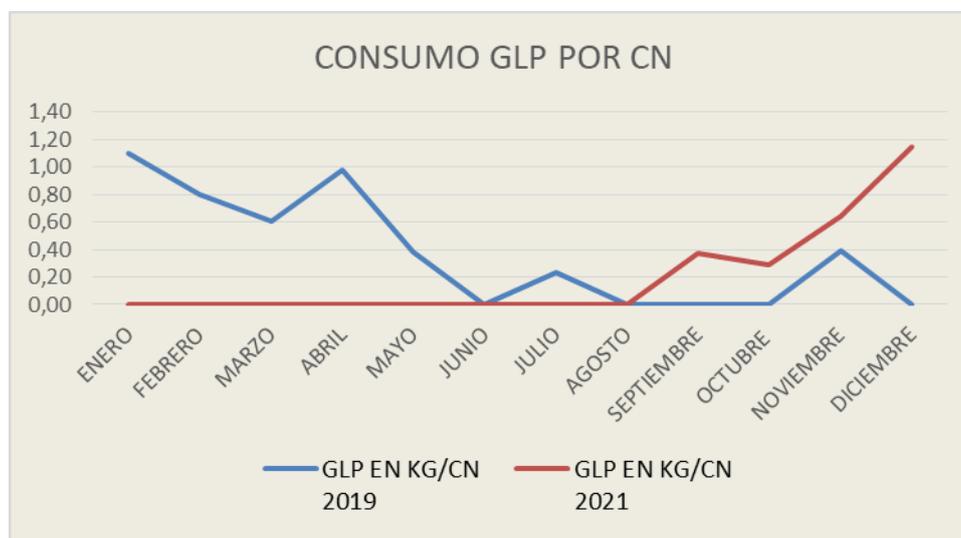
Water consumption

Water consumption	Stays 2019	Liters by CN 2019	Stays 2021	Liters by CN 2021
JANUARY	13.432	0,32	0	
FEBRUARY	16.320	0,28	0	
MARCH	18.106	0,28	0	
APRIL	19.653	0,23	0	
MAY	16.474	0,32	0	
JUNE	18.128	0,30	0	
JULY	24.689	0,32	0	
AUGUST	24.917	0,20	0	
SEPTEMBER	17.410	0,26	7.057	0,24
OCTOBER	17.337	0,33	13.484	0,22
NOVEMBER	14.814	0,30	14.880	0,27
DECEMBER	13.565	0,34	9.250	0,45



Propane Liquid Gas consumption

PLG consumption	Stays 2019	Kg PLG by CN 2019	Stays 2021	Kg PLG by CN 2021
JANUARY	13.432	1,10	0	
FEBRUARY	16.320	0,80	0	
MARCH	18.106	0,61	0	
APRIL	19.653	0,98	0	
MAY	16.474	0,38	0	
JUNE	18.128	0,00	0	
JULY	24.689	0,24	0	
AUGUST	24.917	0,00	0	
SEPTEMBER	17.410	0,00	7.057	0,37
OCTOBER	17.337	0,00	13.484	0,29
NOVEMBER	14.814	0,40	14.880	0,65
DECEMBER	13.565	0,00	9.250	1,15



10.4. Our waste

Non-hazardous waste 2021:

	RELAXIA LANZAPLAYA	RELAXIA LANZASUR CLUB	RELAXIA LOS GIRASOLES	RELAXIA OLIVINA	TOTAL
Total stays/year	44.966	91.521	11.850	44.671	193.008
Organic waste	68.940	348.660	41.850	90.000	549.450
Light packaging	420	240	688	20	1.368
Glass	5.625	12.000	2.100		19.725
Paperboard	5.159	11.400	1.056	5.890	23.505
Used cooking oil	545	580		135	1.260
Pruning	11.240	86.400		46.380	144.020
Other urban solid waste		137.320		7.780	145.100

Dangerous residues 2021:

	RELAXIA LANZAPLAYA	RELAXIA LANZASUR CLUB	RELAXIA LOS GIRASOLES	RELAXIA OLIVINA	TOTAL
Total stays/year	44.966	91.521	11.850	44.671	193.008
Dangerous residues	124	571	76	179	950
Aerosol sprays	2	10	3	2	17
batteries	10	16	4	1	31
RAEE	43	275		40	358
Toners		5		8	13
Other paints and varnishes				128	128
Fluorescent and light bulbs	11	19	7	80	117
Mineral oil		18			18
PB batteries		14			14

10.5. Our achievement of goals and objectives in 2021

Total stays 2021	LANZAPLAYA		LANZASUR		LOS GIRASOLES		OLIVINA	
	44.966		91.521		11.827		44.671	
	OBJECTIVE	CONSUMPTION	OBJECTIVE	CONSUMPTION	OBJECTIVE	CONSUMPTION	OBJECTIVE	CONSUMPTION
Electricity (Kwh/CN)	12.91	15.92	16.04	21.37	5.31	8.13	5.22	10.18
Water (litro/CN)	210	190	416	720	300	600	190	530
P.L.G. (Kwh/CN)	0.89	1.07	0.88	1.39			6.74	7.8

Relaxia Lanzaplaya (the complex was reopened in June 2021):

Electricity: It is observed that in the year 2021 the average consumption per CN was 15.92 Kwh, while the objective was 12.91, the average amount consumed in the year 2018. It must be taken into account that the number of clients in 2021 was almost the half of the year 2018, so if we divide 15.92 by 2, it gives 7.96, lower than the 12.91 set as a target, therefore it follows that the relative average consumption has not increased, but on the contrary, it has decreased. The number of 12.91 is maintained as a target for 2022, hoping that the average annual occupancy will return to average values prior to 2020.

Water: It is verified that in the months of June to December 2021 the average water consumption was 190 l/CN, for which the objective is considered achieved. However, given that 2021 has also been an atypical year, the objective that comes from the consumption of 2019, set for 2020 and 2021, 210 l/CN, is maintained.

PLG: It is verified that in the months of June to December 2021 the average consumption of LPG was 1.07 Kwh/CN. However, given that the number of customers in 2021 was less than half of the year 2019, if we divide 1.07 by 2, it gives 0.535, less than the 0.89 set as a target, therefore it follows that the relative average consumption has not increased. Otherwise, it has been reduced. The amount of 0.89 Kwh/CN is maintained as a target for 2022, hoping that the average annual occupation will return to average values prior to 2020.

Relaxia Lanzasur (the complex was reopened in May 2021):

Electricity: It is observed that in the year 2021 the average consumption per CN was 21.37 Kwh, while the objective was 16.04, the average amount consumed in the year 2018. It must be taken into account that the number of clients in 2021 was less than half of the year 2018, so if we divide 21.37 by 2, it gives 10.68, less than the 16.04 set as a target, therefore it follows that the relative average consumption has not increased, but on the contrary, it has decreased. The amount of 16.04 is maintained as a target for 2022.

Water: It can be seen that in 2021 the average consumption was 720 l/CN, while the target was 416, the average amount consumed in 2017. It must be taken into account

that the number of customers in 2021 was less than half of the year 2018, so if we divide 720 by 2, it gives 360, less than the 416 set as a goal, therefore it follows that the relative average consumption has not increased, but on the contrary, it has decreased. The amount of 416 l/CN is maintained as a target for 2022.

PLG: It can be seen that in 2021 the average consumption was 1.39 kWh/CN, while the target was 0.88, the average amount consumed in 2018. It must be taken into account that the number of customers in 2021 was less than half of the year 2018, so if we divide 1.39 by 2, it gives 0.69, lower than the 0.88 set as a target, therefore it follows that the relative average consumption has not increased, but on the contrary, it has decreased. The amount of 0.88 kWh/CN is maintained as a target for 2022.

Relaxia Los Girasoles (the complex was reopened in July 2021):

Electricity: It is observed that in the year 2021 the average consumption per CN was 8.13 Kwh/CN, while the objective was 5.31, the average amount consumed in the year 2018. It must be taken into account that the number of clients in 2021 was three and a half times less than the number of customers in 2018, so if we divide 8.13 by 3.5, it gives 2.32, lower than the 5.31 set as a target, therefore it follows that the relative average consumption has not increased, but rather On the contrary, it has been reduced. However, given that 2021 has been, like 2020, an atypical year, the amount of 5.31 Kwh/CN is maintained as a target for 2022.

Water: It can be seen that in 2021 the average consumption was 600 l/CN, while the target was 300 l/CN, the average quantity consumed in 2016. It must be taken into account that the number of clients in 2021 was 3.6 times less than the number of customers in 2016, so if we divide 600 by 3.6, it gives 166.6, less than the 300 l/CN set as a target, therefore it follows that the relative average consumption has not increased, Otherwise, it has been reduced. However, given that 2021 has been, like 2020, an atypical year, the target quantity of 300 l/CN is maintained for 2022. In 2022, if the occupation returns to its normal average values of previous years, it is necessary to observe if the comprehensive reform of the complex, carried out in 2020, in which the water pipes were changed, thus eliminating the problem of breakage that the old pipes had, has been an effective measure of saving in consumption of water.

PLG: Its consumption was eliminated from the year 2017, in which the LPG installation was replaced by an aerothermal one, for heating the water, both in the pool and in the network.

Relaxia Olivina (the hotel was reopened in the month of September 2021):

Electricity: It is observed that in 2021 the average consumption per CN was 10.18 Kwh, while the objective was 5.22, the average amount consumed in 2019. It must be taken into account that the number of customers in 2021 (44,671) was 4.8 less than the number of customers in 2019 (214,845), so if we divide 10.18 by 4.8, it gives 2.12, less than the 5.22 set as a target, therefore it follows that the relative average consumption has not increased, but rather the opposite, it has been reduced. The amount of 5.22 is maintained as a target for 2022.

Water: Water: It is observed that the average water consumption per NC in the year 2021 was 530 liters, while the objective was 190 l/CN. Following the same reasoning as for electricity consumption, if we divide 530 by 4.8, it gives us 110.42 l/CN, an amount lower than the objective. However, the target amount of 190 l/CN is maintained for the year 2022.

PLG: The average consumption of LPG was 7.8 Kwh/CN, while the target was 6.74 Kwh/CN. Dividing 7.8 by 4.8 gives us 1,625 kWh/CN, an amount well below the target. The amount of 6.74 Kwh/CN is maintained as a target for the year 2022.

10.6. Our commitments for 2022

The following consumption targets per customer per night have been established for the year 2022:

	LANZAPLAYA	LANZASUR	LOS GIRASOLES	OLIVINA
	OBJECTIVES 2022			
Electricity (Kwh/CN)	12.91	16.04	5.31	5.22
Water (litro/CN)	210	416	300	190
P.L.G. (Kwh/CN)	0.89	0.88		6.74

10.7. Our actions to achieve it

To achieve these supply consumption objectives, each establishment establishes a program of actions aimed at achieving them (see "Environmental Objectives and Program" for each of them) which is periodically reviewed by those responsible (responsible for the Integrated Management System, directors and heads of SSTT) to analyze the level of performance and keep them updated.

Likewise, the general management is informed of these objectives and programs, which is the one who defines and decides the strategic investments to be made for this purpose.