

RELAXIA LANZAPLAYA

At **Relaxia Lanzaplaya** we continuously work to improve the impact we have on people and places.

Greenhouse Gas Emissions:

We are committed to reducing our greenhouse gas emissions and to protecting and supporting biodiversity. As part of this commitment, in 2025 we set the goal of reducing our GHG emissions from energy by 3% and those from water by 3% by the end of 2026. Regarding waste, we aim to reduce plastic bottle waste. As for water consumption, we did not achieve the reduction target because irrigation in common areas increased. We are studying planting species that require less water in our complex.

We know there is still work to do, and since 2025 we have been rolling out new initiatives across our operations to help us reach our 2026 target. We encourage our valued guests, employees and visitors to support us by following the reminders displayed throughout the hotel on saving water and energy and minimizing waste.

Biodiversity protection and community activity:

We are proud to be planting native Canary Island species in our gardens and green areas and signposting them with QR codes. With support from specialists within our group, we will also seek to plant species that require less water to help meet our water-reduction target.

Since 2024 we have focused on supporting a community project by collecting donations for Ciudad de San Juan de Dios (a centre for people with special needs). For 2025 our goal is to raise at least €800 across all complexes to support this work. If you would like to donate to this important community project, you will find a donation box at reception.

Protection of human rights:

At **Lanzaplaya** we continuously work to improve the impact we have on people and places.

Protección de la infancia:

We are also committed to safeguarding the welfare of children and young people. Our policy is to report any suspected child exploitation or abuse to the

police. We encourage guests, staff and visitors to inform the local police of any concerns by calling 092, contacting the child protection helpline on 116111, or by going directly to the police station.

En Puerto del Carmen, a 01 de septiembre de 2025

Firmado:

A handwritten signature in blue ink, consisting of several overlapping loops and a long horizontal stroke extending to the left.