



# CORPORATE ENVIRONMENTAL POLICY 2023

SPAIN

**SIRENIS**  
HOTELS & RESORTS

SIRENIS HOTELS & RESORTS is a family hotel chain with hotels in Spain, Punta Cana, Riviera Maya, Cuba y Colombia.

The BASIC PRINCIPLES of Sirenis Hotels & Resorts are based on three essential pillars:



SOCIAL  
RESPONSIBILITY



CLIENT  
SATISFACTION



RESPECT FOR  
THE ENVIRONMENT

Our commitments to Quality, the Environment and Social Responsibility are defined based on these principles.



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# QUALITY

## CONTINUOUS IMPROVEMENT OF OUR CLIENTS' SATISFACTION:

1. Establishing direct, close contact with them
2. Measuring the level of satisfaction of our clients in an objective way
3. Taking their complaints and claims into account for our continuous improvement project

## GUARANTEEING THE QUALITY OF THE SERVICE:

1. Adapting operations to new needs that are detected
2. Actively listening to clients
3. Collaborating with our suppliers and partners to seek and develop new products
4. Renewing and updating facilities to improve service
5. Undertaking periodic reviews of the Management System

RESPECTING AND COMPLYING WITH LEGAL REQUIREMENTS, AS WELL AS COMMITMENTS IMPOSED BY THE COMPANY ITSELF.





# ENVIRONMENT

## RESPECT FOR THE ENVIRONMENT:

1. Reducing the waste generated and facilitating its separation
2. Providing continuous Environmental training to our collaborators
3. Reducing the consumption of natural resources, minimising the impact of operations
4. Commitment to the preservation of the biodiversity of the region
5. Searching and developing circularity projects.



# SOCIAL RESPONSIBILITY

## COLLABORATION WITH LOCAL DEVELOPMENT:

1. Applying a purchasing policy that favours local products
2. Presenting local cultures to clients

MAINTAINING CLEAR OPPOSITION TO CHILD LABOUR AND SEXUAL EXPLOITATION.

ENSURING EQUALITY ON OUR TEAMS.





# SUSTAINABILITY STRATEGY 2023

In our efforts to improve each year, we have designed a strategy. We know that our operations have an environmental impact, and we therefore wish to provide solutions for causing the least possible damage to our surroundings.

- Measurement and monitoring of the consumption of our hotels
- Training of our employees
- Implementation of environmental measures at all hotels
- Involvement of our clients
- Collaboration with the local community
- Collaboration with environmental associations





## GREEN FITTINGS IN OUR ROOMS

### TEMPERATURE REGULATORS

In each room we have a temperature regulator, so that when the desired temperature is reached, the air conditioning is automatically turned off. In the majority of our hotels, the air conditioning system is programmed so that it turns off when a window or balcony door is open.

### EFFICIENT FITTINGS

New electrical devices have been purchased in order to reduce consumption; all electrical appliances and materials that we replace are therefore as sustainable as possible.

### ENERGY SAVING LIGHTING

We are replacing conventional lighting for LED and energy saving light bulbs.

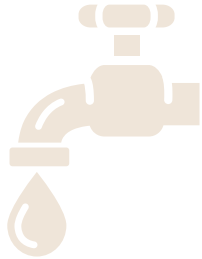
### ENVIRONMENTAL INFORMATION

In different areas of the hotels, there are signage and posters with information on good environmental practices, requesting the collaboration of our employees and clients.

### AUTOMATED CARD SYSTEM

We only have electricity in the rooms when the magnetic key is entered into the device or by home automation systems in some rooms. In this way, we ensure that energy is not wasted when the client is not using the room.





## **GREEN FITTINGS IN OUR BATHROOMS**

### **ENERGY SAVING TIPS**

All our bathrooms and toilets have signage with information about ways to save water, to raise awareness among our customers and prevent unnecessary water wastage.

### **TOWELS**

We give clients the option of reusing towels or requesting new ones, information on which can be found in the rooms. If the towel is left on the floor we will know that they want the towels to be changed, while if they are hung up we will know that they wish to reuse them, saving water and energy and chemical use with this simple gesture.

### **WATER ECONOMISING DEVICES**

We have installed water economising devices on the taps in both the rooms and communal areas to reduce the flow of water without affecting the quality of the service.

### **REDUCTION OF PACKAGING**

In order to reduce and generate less waste, soap dispensers have been installed in rooms, creating a significant reduction of waste generated by the client.





## AN ECOLOGICAL TOUCH IN OUR COMMUNAL AREAS

### COMMUNAL AREAS

Our patios and communal areas are large, to encourage clients to spend more time in them, thereby preventing unnecessary energy consumption.

### DRIP IRRIGATION

Areas which require frequent watering have drip irrigation installations, providing only the water that plants require and preventing water being wasted.

### INDIGENOUS SPECIES

Thanks to the structure of certain hotels and their green areas, in the communal areas, the Ibiza wall lizard (*Podarcis pityusensis*) is present.

### LIGHTING CONTROL

We have lights programmed to turn on and off in the outdoor areas, making the most of natural light.

### XERISCAPING

The plants that have been selected for the communal green areas of the hotels are indigenous plants which require only a limited amount of water for maintenance.







## THE ENVIRONMENT IN ALL OUR ACTIONS

### CLEANING PRODUCTS

We mostly use concentrated cleaning and eco products, ensuring great results in reducing environmental impact.

### ECOLOGICAL CRITERIA

All our suppliers are carefully selected, particularly favouring local suppliers who care about the environment.

### LOCAL CULTURE

We want our guests to discover the island and its charms aside from its traditionally established, most commercial elements, and we therefore offer information and scheduled excursions at reception.

### MONITORING OF ENERGY CONSUMPTION

We carry out monthly monitoring on the hotel's consumption to optimise it and be able to adopt the most appropriate measures.

### SELECTIVE WASTE COLLECTION

Proper separation of waste begins from its creation, therefore we have numerous separated waste bins in all our communal areas, as well as our staff areas, and we monitor the waste generated on a monthly basis.





## THE ENVIRONMENT IN ALL OUR ACTIONS

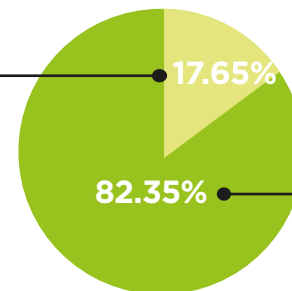
### BULK PURCHASING

Following our purchasing protocol, we purchase products with environmentally friendly packaging, with less packaging material for large quantities of product, in order to reduce the carbon footprint of their transport.

### LOCAL PRODUCTS

In our all-inclusive buffets, guests can enjoy local products such as cheeses and cold meats in almost all the services, as well as buy local wines to taste during their stay.

Suppliers of locally  
produced fresh food



Suppliers of externally  
produced fresh food





## OUR CERTIFICATIONS



SIRENIS SEAVIEW COUNTRY CLUB  
SIRENIS HOTEL CLUB AURA  
THE IBIZA TWIINS  
OFICINAS CENTRALES



SIRENIS SEAVIEW COUNTRY CLUB  
SIRENIS HOTEL CLUB AURA



SIRENIS SEAVIEW COUNTRY CLUB  
SIRENIS HOTEL CLUB AURA  
SIRENIS HOTEL CLUB SIESTA  
HOTEL MARINA ÉLITE



SIRENIS SEAVIEW COUNTRY CLUB  
SIRENIS HOTEL CLUB AURA  
THE IBIZA TWIINS



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# ENVIRONMENTAL INFORMATION 2023

Measurement and monitoring of consumption of:

- ELECTRICITY
- DIESEL AND GAS
- WATER
- URBAN WASTE



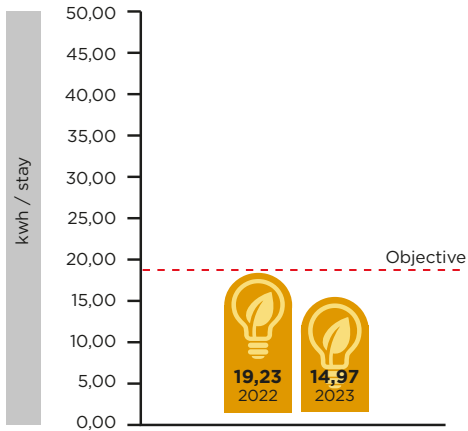
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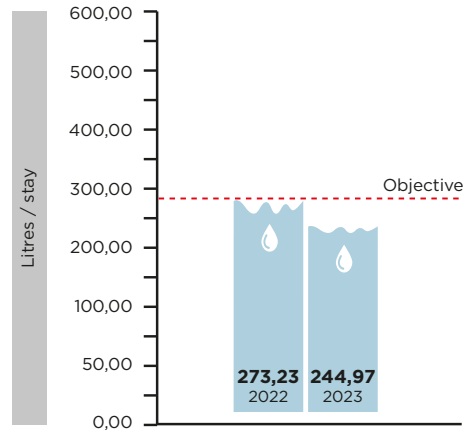


# ECOLOGICAL FOOTPRINT THE IBIZA TWIINS

## ELECTRICITY



## WATER



## RESULTS

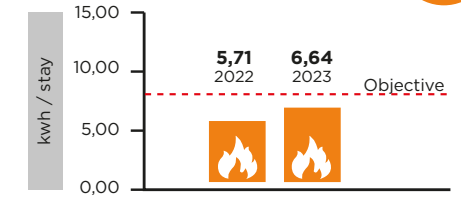
As can be seen in the water consumption graph, during the 2023 season, the ratio of water consumption per hotel stay has been reduced thanks to different measures carried out to reduce this consumption. We can also observe in the electrical energy graph that this consumption has been reduced during this season. However, the ratio of gas consumption per stay has increased slightly. In general, the ratio of total energy consumption per stay of the centre has been reduced, compared to the previous season, thanks to the structural improvements that were carried out in this hotel after the refurbishment. Finally, in the circular graph of waste we can see that the most generated fraction is organic waste, followed by rejects, paper/cardboard, glass and packaging. Efforts will continue to reduce the generation of waste from rejects in favour of the other recycling fractions. Organic waste is used by the council to generate compost.

## GASOIL



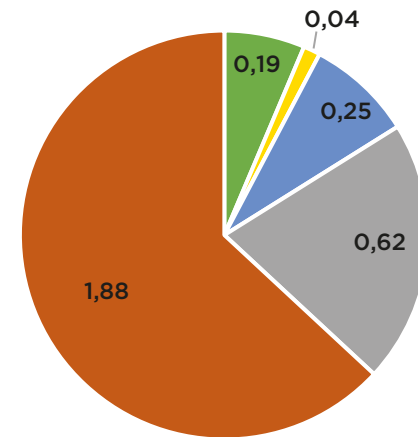
The use of the use of diesel in the facilities. It has not been used since 2017.

## GAS



## URBAN WASTE

MSW segregation:  
Kg/stance



■ Glass ■ Plastics ■ Paper ■ Waste ■ Biowaste



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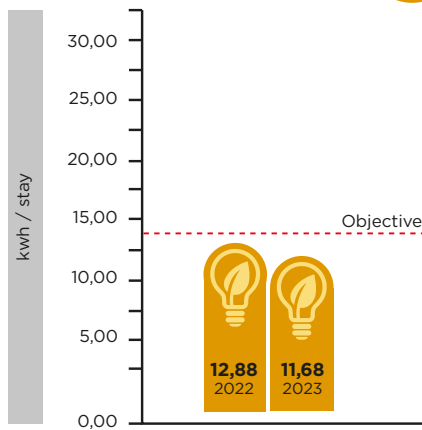




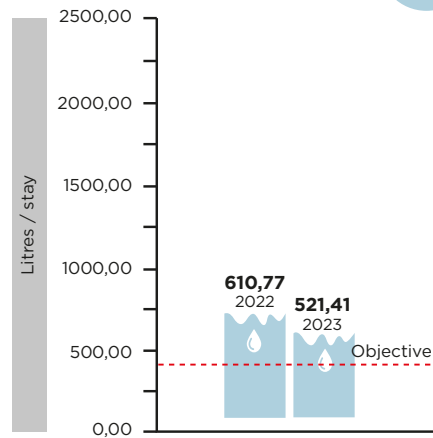
# ECOLOGICAL FOOTPRINT

## SIRENIS HOTEL CLUB AURA

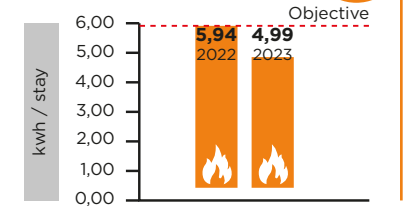
### ELECTRICITY



### WATER

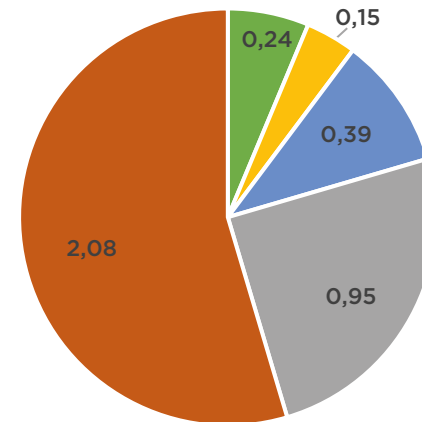


### GAS



### URBAN WASTE

MSW segregation:  
Kg/stance



■ Glass ■ Plastics ■ Paper ■ Waste ■ Biowaste

### RESULTS

As can be observed in the graphs, water consumption has decreased compared to the previous year due to measures aimed at reducing consumption, such as the installation of flow restrictors on faucets, detection and repair of leaks, employee and customer awareness, etc. Regarding energy, the total energy consumption ratio per hotel stay has been decreasing year after year. Considering each type of energy separately, we can see that both gas consumption and electricity consumption at the center have decreased. It is worth noting that improvements were made in the facilities of the Hotel Sirenis Club Aura last season, replacing diesel consumption with gas. Gas is the fossil fuel with the lowest environmental impact and lower emissions into the atmosphere, so it is a change that reduces the center's emissions. Another improvement in the facilities of this hotel is in electricity, as photovoltaic panels have been installed on the hotel's roofs, generating part of the consumed electricity through renewable energy. Regarding urban waste, we can observe in the pie chart the good behavior of the center regarding the management of waste assimilated to urban waste. The largest proportion of waste generated at the center is organic fraction, followed by rejection, paper/cardboard, glass, and packaging. Measures will continue to be applied aimed at reducing the rejection fraction year by year and increasing recycling measures. The organic waste generated at the hotel is collected by the Municipality and used for compost and biogas production.



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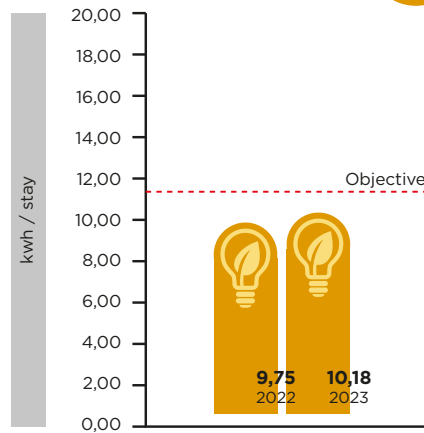




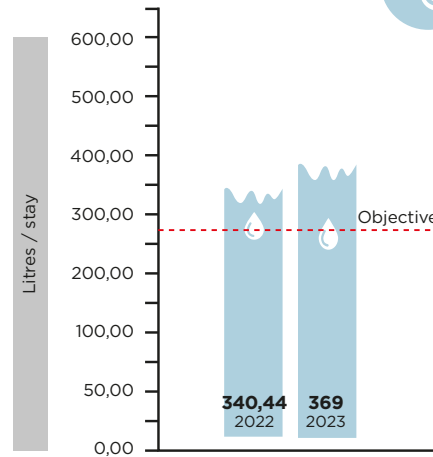
# ECOLOGICAL FOOTPRINT

## SIRENIS SEAVIEW COUNTRY CLUB

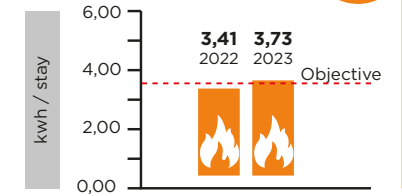
### ELECTRICITY



### WATER

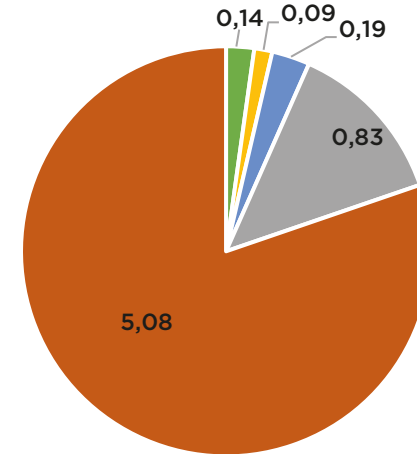


### GAS



### URBAN WASTE

MSW segregation:  
Kg/stance



■ Glass ■ Plastics ■ Paper ■ Waste ■ Biowaste

### RESULTS

As can be seen in the water consumption graph, consumption is fairly stable and is below the target set. At Sirenis Seaview Country Club, different measures have been carried out to reduce water consumption, such as the detection and repair of leaks, installation of flow reducers in the hotel taps, customer information, employee training, etc. On the other hand, in the energy aspect, different improvements have also been made to the facilities in order to reduce their consumption and the resulting emissions. One of them has been to eliminate the use of diesel as the hotel's usual fuel and replace it with gas consumption, reducing the environmental impact and emissions into the atmosphere. It has also opted for renewable energies, installing photovoltaic panels on the roofs to generate part of the hotel's electricity consumption. Finally, in relation to urban waste, it can be seen in the pie chart that the most generated fraction is the organic fraction, followed by rejects, paper/cardboard, glass and packaging. The organic waste is collected by the City Council and used for the generation of compost and biogas.



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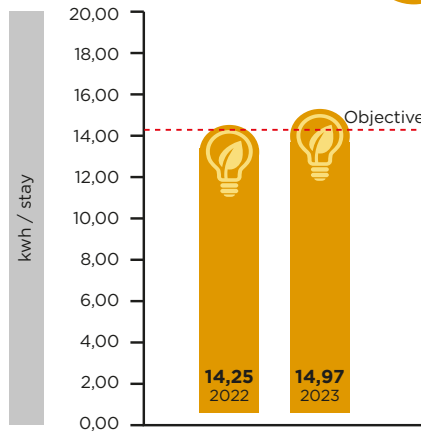
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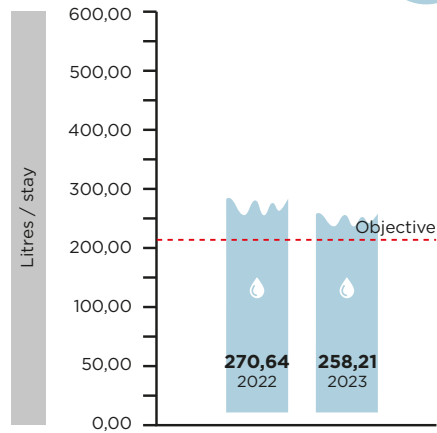


# ECOLOGICAL FOOTPRINT SIRENIS HOTEL CLUB SIESTA

## ELECTRICITY



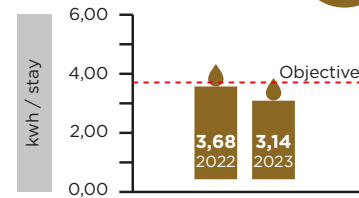
## WATER



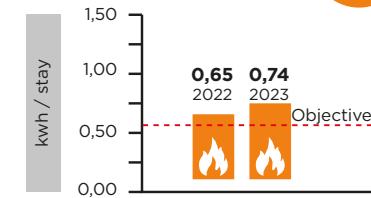
## RESULTS

In the water consumption graph of the Sirenis Club Siesta hotel, it can be seen that the ratio of water consumption per stay in the centre has been reduced, thanks to the improvements in the facilities and the installation of flow reducers in the taps. In terms of energy consumption, the ratio of total energy consumption per room has remained fairly stable compared to the previous year, we can see that the consumption of diesel has been reduced, however, the consumption of gas and electricity has increased slightly. For the next season, measures will be taken to reduce these consumptions. On the other hand, in the pie chart of urban waste generated in the centre we can see that the most generated fraction is rejects, followed by organic, packaging, paper/cardboard and glass. Efforts will be made to reduce the quantities of rejects in favour of recycling fractions. Organic waste is used by the council to generate compost and biogas.

## GASOIL

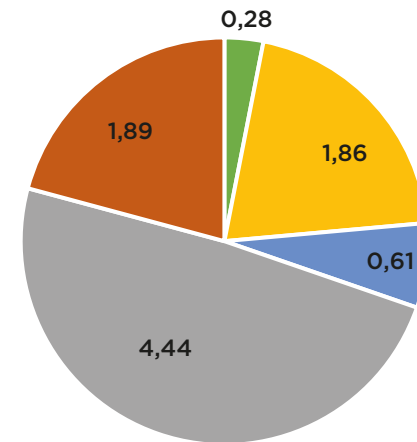


## GAS



## URBAN WASTE

MSW segregation:  
Kg/stance



■ Glass ■ Plastics ■ Paper ■ Waste ■ Biowaste



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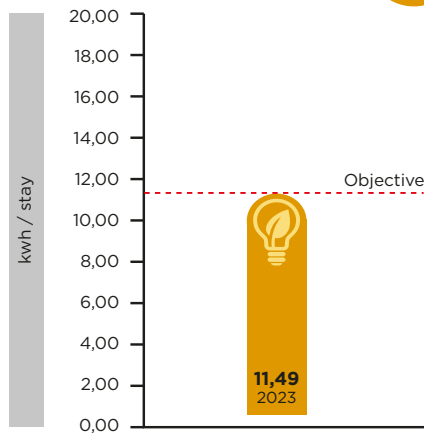




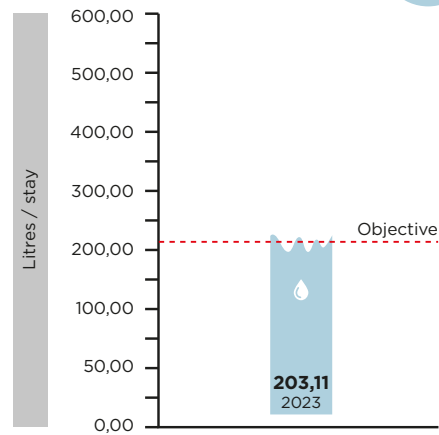


# ECOLOGICAL FOOTPRINT HOTEL MARINA ÉLITE

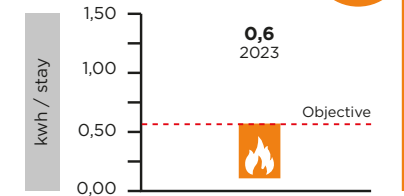
## ELECTRICITY



## WATER

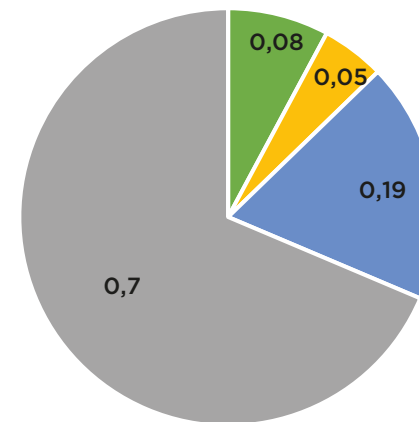


## GAS



## URBAN WASTE

MSW segregation:  
Kg/stance



■ Glass ■ Plastics ■ Paper ■ Waste ■ Biowaste

## RESULTS

This is the first year that Sirenis Hotels has managed the Hotel Marina Élite located on the island of Gran Canaria, so we do not have historical data on the behaviour of the centre. During this year, different measures have been implemented and actions have been taken to control consumption and waste generation, in order to be able to implement improvement measures.



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# ENVIRONMENTAL NEWS



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# ENVIRONMENTAL PROJECTS



Water is one of the limiting factors of the island of Ibiza, and so it has been proposed to establish a system to obtain it. For this purpose, we are working on the following projects:

- **DESALINATION:**

We are in the process of construction and legalisation of desalination systems to reduce the consumption of aquifers of the region.

- **TWO-PHASE COOLER, SIRENIS HOTEL CLUB AURA.**

The water that our coolers use is captured under the phreatic level, at a temperature far below ambient temperature, therefore we reduce energy consumption by having to cool water less.

- **FLOW LIMITERS:**

We have been installing flow limiters in the hotel rooms and communal areas in order to reduce water consumption.

## RENOVATION OF ROOMS

Rooms have been renovated to make them more sustainable by installing sensors to turn off the air conditioning when the window or balcony is open, adding home automation, and implementing other measures.

## PHOTOVOLTAIC PANELS

Photovoltaic panels have been installed in the Seaview and Aura hotels to generate part of the energy consumed in the hotels.

Sirenis Hotels & Resorts has joined the Global Initiative on Tourism and Plastics, as a commitment of the hotel chain to environmental initiatives aimed at reducing pollution from unnecessary single-use plastics in our hotels, adopting reuse models, using reusable, recyclable and compostable packaging and articles.

# GLOBAL TOURISM AND PLASTICS INITIATIVE



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## LIZARD REFUGE (Podarcis pityusensis)

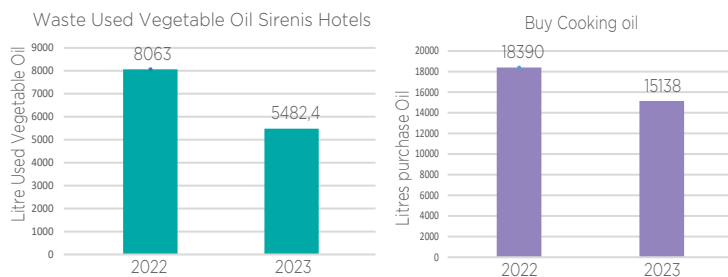


In our hotels in Sant Josep, **Hotel Seaview Country Club** and **Hotel Club Aura**, and in our hotel in Santa Eulària, **Hotel Club Siesta**, we have collaborated in a project "Protegem ses Sargantanes" of Ibiza and Formentera Preservation.

This project aims to raise awareness of **the problem and protect this reptile** from predators introduced mainly in trees imported to the island, the horseshoe snake and the ladder snake.

The project consisted of **the installation of different lizard shelters in the garden areas of our hotels**, the purpose of which is to provide the Sargantanas with a habitat that can serve as a refuge, for hibernation and reproduction, protecting them from the threat of snakes. Next to the shelters installed there are also signs with information about the risk of extinction of this endemic species of Ibiza and Formentera, so that our customers are aware of the situation.

## PROJECT ZERO WASTE VEGETABLE OIL



During the **2023 season**, the pilot project carried out last season to **reduce the use of used vegetable oil and eliminate this type of waste** at the Sirenis Club Siesta Hotel has been extended to the rest of the chain's hotels in Ibiza. To achieve the first goal of the project, **filtering systems have been installed** to extend the useful life of the vegetable oil used in the kitchens in order to reduce consumption and its derived waste. Finally, with the waste generated, bars of natural lavender-scented soap have been made and given as gifts to our guests, so that our hotels have not generated any type of waste oil from their activity during the 2023 season. Thanks to the implementation of this system, **the waste generated has been reduced by 32% and 18% less cooking oil has been purchased.**





# SOCIAL PERFORMANCE 2023

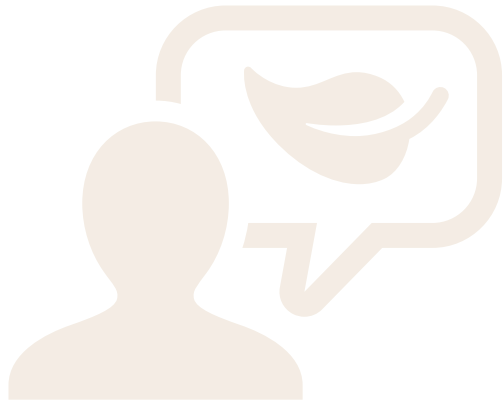


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## SOCIO-OCCUPATIONAL CONDITIONS



At the company, we firmly believe in individuals and in enhancing the company's values in the long-term with regard to local culture, families and the environment.

For these reasons, we offer numerous benefits for our employees in our socio-occupational conditions plan:

- Continuous training: for the whole time that they are with us, employees receive training on numerous areas, including food hygiene and the environment.
- Discounts on accommodation: by belonging to the Sirenis family, special prices at our complexes can be enjoyed.
- Internal promotion: before beginning an external selection process, the possibility of covering the vacancy with internal personnel is studied.

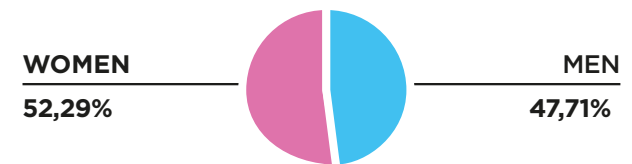
## SOCIAL INTEGRATION



At Sirenis we believe in equality, and therefore do not discriminate due to sex or nationality. We have personnel from the following countries:

Bulgaria - Cuba - R.Dominicana  
Eslovaquia - España - Filipinas  
Hungría - Italia - Marruecos  
México - Polonia - Reino Unido  
Rumania - Senegal - Uruguay

WORKERS: WOMEN VS MEN 2023

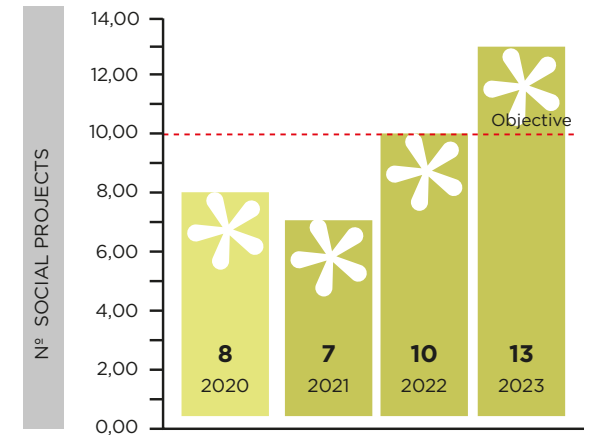


# SOCIAL PROJECTS

## LOCAL COMMUNITY

Sirenis Hotels & Resorts has carried out several collaborative actions with various institutions and associations on the island, which shows that the hotel chain's commitment to the local community goes beyond a mere commitment on paper.

- Collaboration of the Hotel Sirenis Seaview Country Club with APNEEF, lending its facilities with accommodation for activities for young people with special needs, for the "leisure and respite" programme.
- Collaboration of the Hotel The Ibiza Twins with the association AEMIF (Multiple Sclerosis Association of Ibiza and Formentera), offering two Day Passes to be used in a charity raffle.
- Collaboration from the Sirenis Seaview Country Club hotel with the AEMIF association, donating a Day Pass + water park, so that they could be given away in a raffle held at a charity meal by the association.
- Collaboration from the Sirenis Seaview Country Club hotel with a donation of food for a charity meal for the ADDIF association (Adapted Sports Association of Ibiza and Formentera).
- A charity market was held at the Hotel Seaview and Hotel Aura to benefit Caritas, with the sale of bed bases and 32" and 42" flat screen TVs.
- Collaboration in Sirenis Vital Spa, selling solidarity towels to benefit the Multiple Sclerosis Association, for the national campaign "Mójate por la Esclerosis Múltiple" (Get wet for Multiple Sclerosis).
- Access to Vital Spa for a group from the Pare Morey children's centre.
- Donation of different food items from our Hotel The Ibiza Twins to the Diocesan Caritas organisation.
- Access to the Aquatic Park of the Hotel Sirenis Seaview Country Club and lunch for the families of the NGO REMAR have been donated.
- Collaboration of the Hotel Sirenis Seaview Country Club with Cáritas Diocesana, giving away a Day Pass to their facilities.
- Collaboration of the Hotel Sirenis Seaview Country Club with APNEEF, giving away a Day Pass to their facilities.
- Money boxes have been set up at the reception of the Sirenis Hotel Club Aura for the benefit of the Red Cross.
- Free reservations at the Hotel Sirenis Seaview as a collaboration "39 Milla Urbana Isla de Ibiza".





THANK YOU  
VERY MUCH

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