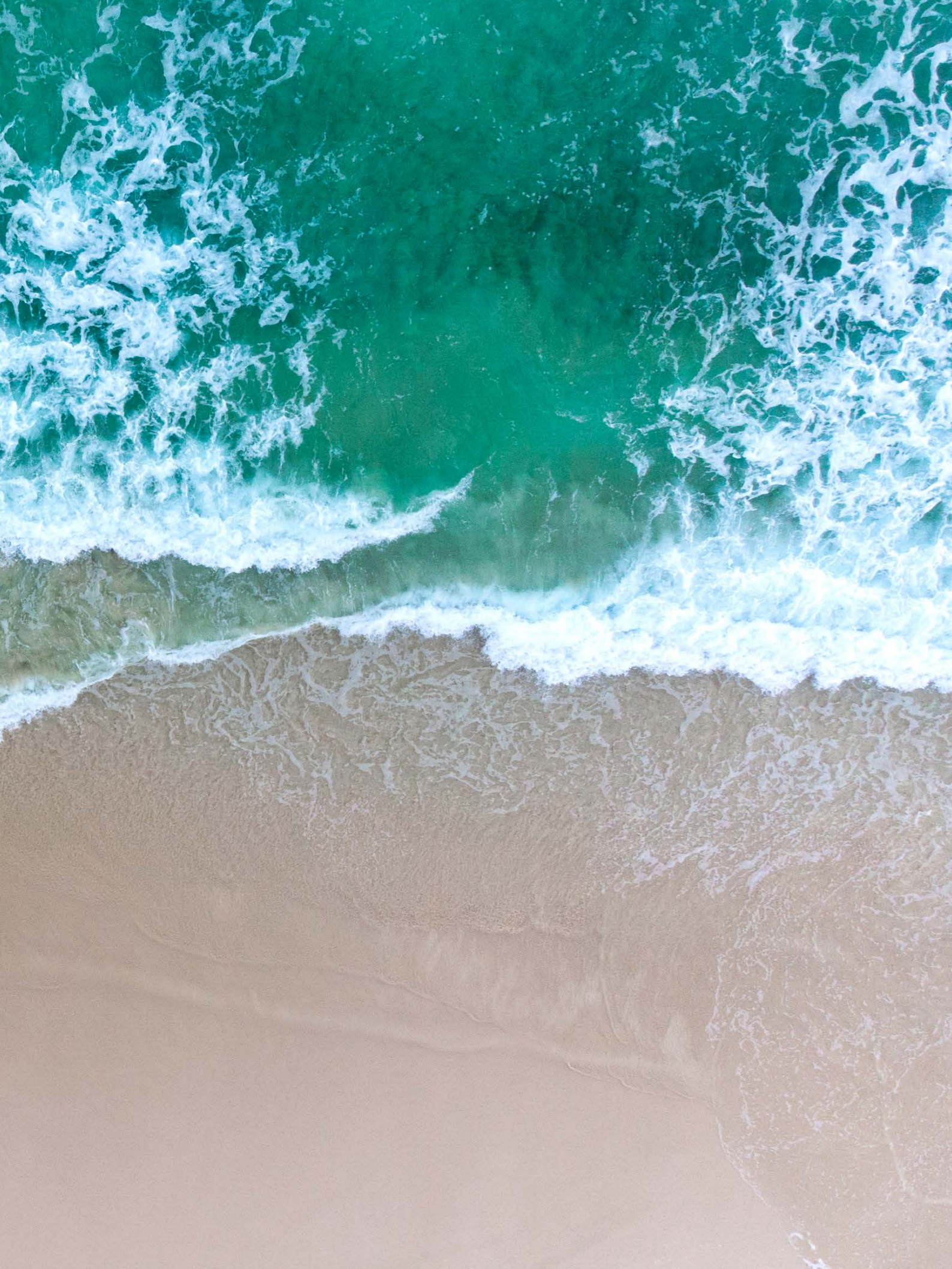




**SUSTAINABILITY REPORT**  
**2021**



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2020 marks a major turning point in human history. Nature has forced us to witness the fragility of a system in which we believed ourselves invincible, reminding us that we must interact from a position of respect and conciliation if we are to achieve our most valued and ultimate aim: sustainability. The excesses of recent decades oblige us to adopt a new model of economic management fully focused on preserving our fragile planet and the communities that inhabit it. The experience of the global lockdown brought by Covid-19 has made this absolutely critical. Climate change was already sounding alarm bells, but society did not react until something far more tangible landed in our midst. From now on, it is up to us to ensure that development policies and economic models follow a much more clearly defined path, casting aside all doubt and incredulity.

At R2 Hotels we firmly believe that if we are all serious about the social accountability implicit in living according to sustainability values, the impact on the world we inhabit will be at the level required to ensure its survival. This does not only include environmental, but also social and economic sustainability, all vital pillars for the continuation of the planet. This commitment must be reached by all members of the community, from the smallest to the biggest; only then will we achieve that great final aim. For R2 Hotels, this vision is our guide, and we live it firmly and passionately.

Exceptional and appealing, R2 Hotels are located in privileged natural settings and are surrounded by evocative beaches and landscapes, where native plant and animal life thrive alongside our facilities. Because they are situated in islands, guaranteeing circularity is even more important. This integration also extends to society. We employ over 450 people who live nearby, and we are a benchmark for sustainable holiday consumption for local consumers. As part of society, we are responsible for finding solutions to minimise our footprint and to guarantee the long-term continuity of the societies that welcome us and the territories where we are located.

At R2 Hotels we have defined our priorities for sustainability under the motto *Regenerating our islands*. These priorities fall under three core initiatives leading to numerous specific actions: reduced CO<sub>2</sub> emissions; reduced consumption of single-use plastics; and efficient waste management. This is our mantra for sustainability.

To reduce CO<sub>2</sub> emissions, we have adapted all our thermal installations and automated all lighting systems and mechanical rooms, resulting in a lower environmental footprint and higher energy efficiency.

To reduce plastics, our objective is to reach zero consumption of single-use plastics by the end of 2021. We have been gradually reducing our consumption of single-use plastics at all our hotels

since 2019, replacing them with alternatives like potato or corn starch, cardboard and cellulose, for example.

Apart from avoiding plastic, to promote the circular economy, we have introduced an operating model to minimise waste and residual waste generated at our hotels. For that reason, waste management is also one of our strategic priorities for sustainability.

We believe that, as members of the society in which we live, we have a huge responsibility to contribute to preserving our surroundings, whether social or

natural. That is why we have gradually embarked on all the actions set down in the following pages. At R2 Hotels, it is our firm intention to develop our economic activity with sustainability as a key pillar. We are committed to reducing the environmental footprint of our actions in society and the environment. Only in this way will we succeed in leaving a legacy to our surroundings and community, by preserving what is around us and by creating an integrated tourism model, respectful of our global ecosystem. Every day we will work towards *Regenerating our islands*.



R2 Río Calma Hotel, Spa & Conference's team.

# | B | A great chain A great responsibility

## 1. Who we are and how we view the world

R2 Hotels is the new project of a family of entrepreneurs from Fuerteventura, seeking to offer a local proposal of quality tourism, respectful of the environment and society. The Rodríguez Ramírez family buy their first hotel, Tofio, in Tarajalejo. They refurbished and rename it as Bahía Playa going on to construct Río Calma Hotel, Spa & Conference, in Costa Calma, south Fuerteventura, in 2003. The following year, Pájara Beach Hotel & Spa was completed, and R2 Hotels was launched. The plan was to create a small chain based on excellent service and customer satisfaction, which gradually took shape on the island in the next few years.

In 2016, Schauinsland Reisen, one of Germany's top tour operators, purchased R2 Río Calma Hotel, Spa & Conference and continues to manage R2 Bahía Playa Design Hotel & Spa and R2 Pájara Beach Hotel & Spa. Schauinsland Reisen already had a hotel in Majorca and a large share of R2 MaryVent Beach Apartments tourist complex, in Fuerteventura. As a result, local shareholders left the chain, and management of the R2 Hotels brand passed to the German tour operator, which is deeply involved in sustainable issues and committed to a quality offering to travellers.





# has a true island character

## R2 Río Calma \*\*\*\*

In the heart of Costa Calma, **R2 RIO CALMA HOTEL, SPA & CONFERENCE** is an oasis of palm trees and waterfalls, set in over 16,000m2 of gardens. Ideal for couples or families, its colonial architecture, vaulted ceilings and huge windows assure long hours of daylight. An idyllic place to escape to in wonderful Fuerteventura.



## R2 Pájara Beach \*\*\*\*

A few metres from the crystal-clear, wild waters of Sotavento, over an impressive vantage point, **R2 PÁJARA BEACH HOTEL & SPA** awaits you. An ideal spot for families who want to enjoy their holidays in one of the most marvellous places on the island. The fabulous sea views of Costa Calma and sweeping, landscaped pool areas are perfect for relaxing and getting away from it all.



## R2 Bahía Playa \*\*\*\*

Located in Tarajalejo, a small fishing village of black sands and crystal-clear waters, **R2 BAHÍA PLAYA DESIGN HOTEL & SPA** is a modern, cosmopolitan complex. An ideal spot to disconnect and enjoy the gentle sound of lapping waves in an adult-only holiday area.



## R2 Romantic Fantasia Dreams \*\*\*\*

## R2 Romantic Fantasia Suites \*\*\*\*

Located in Tarajalejo, a small fishing village of black sands and crystal-clear waters, surrounded by splendid gardens, **R2 ROMANTIC FANTASIA DREAMS & SUITES HOTEL** awaits you. This intimate, romantic paradise is a great getaway for couples. A modern, welcoming complex that offers a selection of suites and bungalows.



# with beachfront hotels and apartments in Fuerteventura, Lanzarote and Majorca

## R2 Maryvent

Set in the sands of Fuerteventura's vast beaches, **R2 MARYVENT BEACH APARTMENTS** was refurbished in 2019 to offer a contemporary experience in a dream-like place: wild vegetation, palm trees, ochre-coloured mountains and crystal-clear waters in the heart of Costa Calma.



## R2 Bahía Kontiki \*\*\*\*

The ocean ambience of Puerto del Carmen flows into the rooms of this modern complex in Lanzarote. The waves, seabed and brightly coloured fishing vessels provide a backdrop for this special property located in the island's main tourist area.



## R2 Bahía Cala Ratjada \*\*\*\*

Dream-like beaches and coves. The northwest coast of Majorca is ideal for enjoying a few days' relaxation alone or in company. A welcoming complex only for adults.



## R2 Verónica \*\*\*

## R2 Cala Millor



Opposite the promenade of Cala Millor beach and close to a busy leisure area, R2 Verónica Beach Hotel and R2 Cala Millor Beach Apartments await you. Wellness, comfort and a friendly atmosphere beside the sea.



Our hotels



Capacity

Fuerteventura			
R2 Río Calma Hotel, Spa & Conference:		416	891
R2 Pájara Beach Hotel & Spa:		387	980
R2 Bahía Playa Design Hotel & Spa:		163	326
R2 Romantic Fantasia Dreams & Suites Hotel:		115	230
R2 Maryvent Beach Apartments:		41	113
Lanzarote			
R2 Bahía Kontiki Beach Apartments:		110	235
Majorca			
R2 Bahía Cala Ratjada Design Hotel:		119	238
R2 Verónica Beach Hotel:		190	360
R2 Cala Millor Beach Apartments:		40	188

## 2. Mission, vision and values

It would be impossible to talk about the future of our group without being involved with sustainability. Our hotels are set in privileged surroundings that we must care for, pamper and prepare for the future. For that reason, our commitment to sustainability is reflected in all our plans and strategies for the coming years, always in accordance with our mission and vision.

**Mission:** We are the chain of hotels and apartments that guarantees the best holiday experience of relaxation for all the family, thanks to our beachfront locations and excellent customer services.

**Vision:** To offer guests the best relaxation experience on the beachfront.

### What we are:

- **We are service:** one of our top propositions and built into our DNA. We want our visitors to feel cared for and pampered, just as they deserve.
- **We are disconnection and relaxation:** we work tirelessly so that our hotels have a perfect atmosphere for resting mind and body.
- **We are beach:** the ocean and warm sands are our nearby companions and one of the great attractions for our visitors.
- **We are experiences:** experiences are part of the memories guests take away with them. We strive to offer the most special and memorable events that will enhance the atmosphere of disconnection and relaxation.
- **We are sustainability:** caring for the environment of our hotels, for society and the economy of the islands is at the heart of the sustainability we work towards every year to reach our objectives.



# | C | Caring for the islands that welcome us

The data contained in this study concern our hotels in Fuerteventura (R2 Río Calma Hotel, Spa & Conference, R2 Bahía Playa Design Hotel & Spa and R2 Pájara Beach Hotel & Spa), R2 Bahía Kontiki Beach Apartments in Lanzarote and R2 Bahía Cala Ratjada in Majorca.

1. Energy consumption data.
2. History of improvements and efficiencies implemented.
3. Future-proofing investments in technology and efficiency.
4. Energy certifications.



1. Energy consumption data

At R2 Hotels we are fully aware that energy consumption is one of the most polluting processes. Since 2017, we have taken action to reduce energy use at our facilities, and to lessen or minimise our environmental footprint. Since then, several initiatives we launched to improve energy efficiency have led to a sustained and continuous reduction in energy consumption and consequently in our impact on the environment.

R2 Hotels:

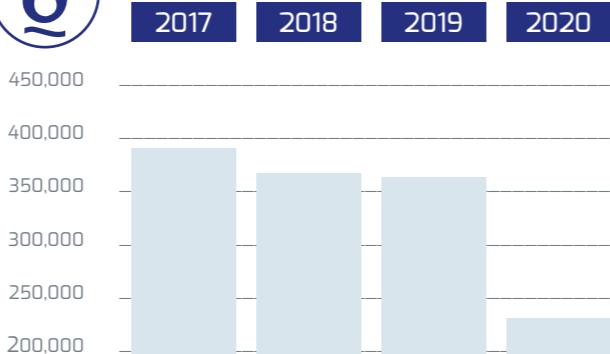
Hotels in Fuerteventura:

The evolution of consumption at our chain's three main facilities (R2 Río Calma Hotel, Spa & Conference, R2 Pájara Beach Hotel & Spa and R2 Bahía Playa Design Hotel & Spa) reflects a continuous reduction in propane gas, electricity and water consumption. Thanks to past actions and the ongoing process of optimisation, consumption and emissions are decreasing year-on-year, reducing our business's carbon footprint.

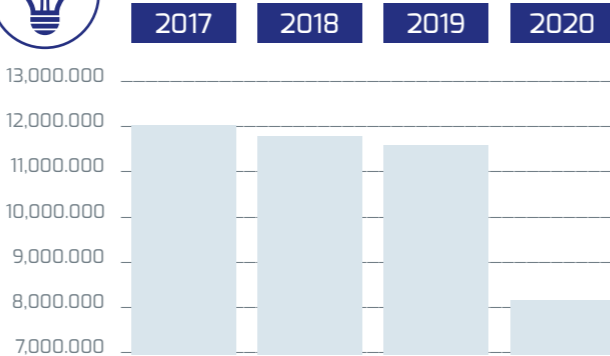
Absolute consumption:



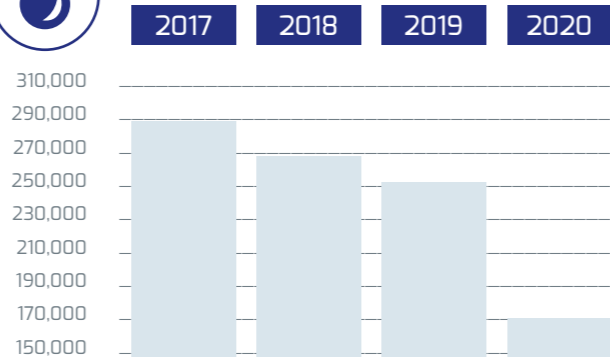
PROPANE CONSUMPTION (Kg)



ELECTRICITY CONSUMPTION (KWh)



WATER CONSUMPTION (mts³)



Hotels in Majorca and Lanzarote:

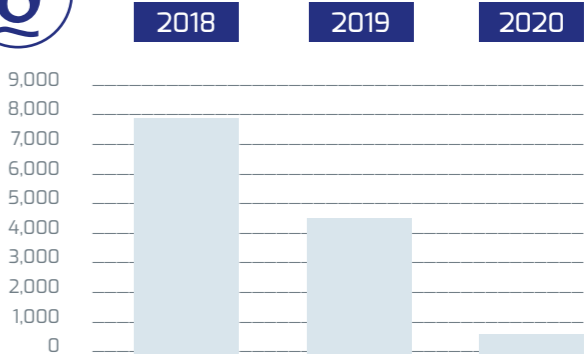
Operations at our hotels in Majorca have succeeded in lowering propane gas consumption, which is directly linked to occupation. However, electricity and water consumption has risen because of work carried out at R2 Bahía Kontiki Beach Apartments in Lanzarote.



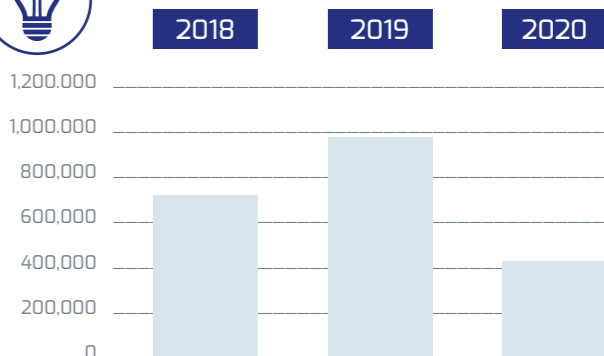
Absolute consumption:



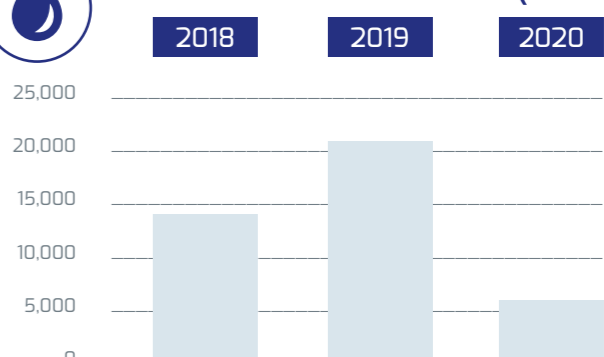
PROPANE CONSUMPTION (Kg)



ELECTRICITY CONSUMPTION (KWh)



WATER CONSUMPTION (mts³)



Note: evolution of the joint consumption of propane gas, electricity and water at the hotels in Lanzarote and Majorca.

## 2. History of improvements and efficiencies implemented

Below are some of the most significant recent improvements at our hotels.

### 2.1. 🏖️ Río Calma \*\*\*\*

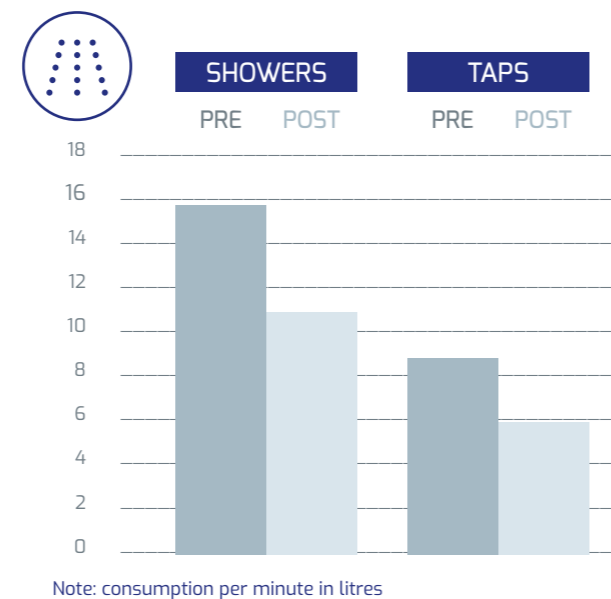
- Installation of tap flow restrictors (\*) (2016)
- Change of LED lighting in rooms and restaurant (2017)
- Installation of a high temperature heat pump to reduce LPG consumption (2019)
- Waste management

#### 2.1.1. Shower head and tap flow restrictors

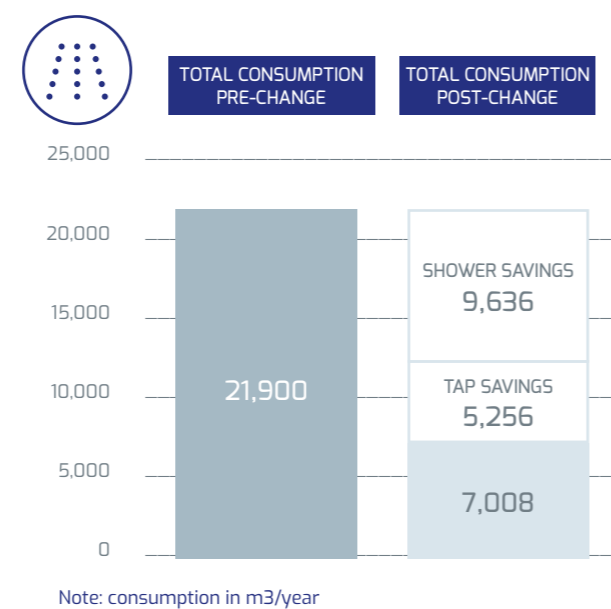
These devices have resulted in reduced water consumption of 5L/min in showers and 3L/min in taps.

(\*) A flow restrictor is a device that mixes water and air, even when pressure is low, resulting in hollow droplets.

SAVING IN LITRES/MINUTE PER DEVICE AT R2 RÍO CALMA HOTEL, SPA & CONFERENCE



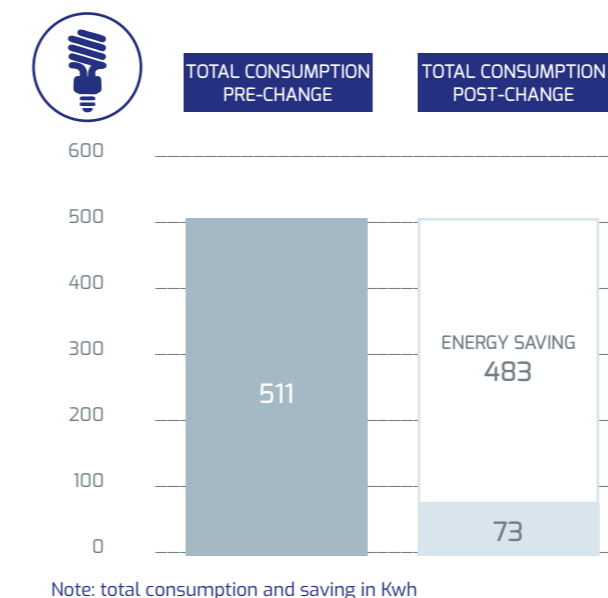
TOTAL YEARLY SAVINGS AFTER FITTING FLOW RESTRICTORS AT R2 RÍO CALMA HOTEL, SPA & CONFERENCE



#### 2.1.2. Change to LED lighting

In 2017, 3,328 GU10 LED lights were replaced in the rooms and restaurant. The following graph shows a 70% reduction in energy consumption in these areas.

ENERGY SAVING BY CHANGING THE LED LIGHTING (kWh)



#### 2.1.3. Installation of a high temperature heat pump

This initiative led to a 70% saving in LPG (propane) and lessened the environmental impact.

This action guaranteed:

- 100 % production of domestic hot water.
- 100 % heating of SPA tubs.
- Backup cold supply for existing recovery and cold plunge pools.

After installation of improvements, energy demand is measured in **percentage savings** of:

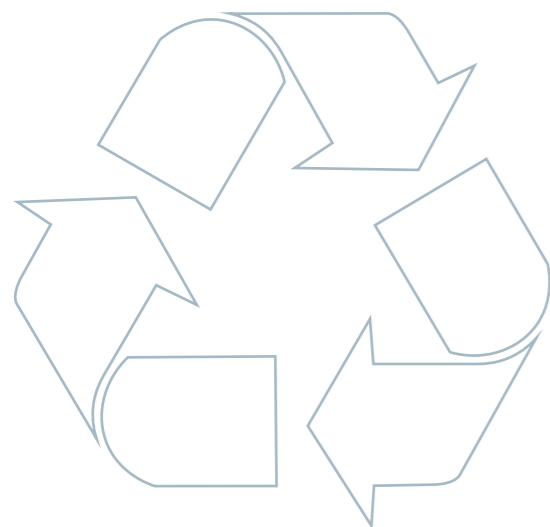
- Demand for hot water: 35%
- Demand for cold water produced by the heat pump: 35%



## 2.1.4. Waste management

Waste management encompasses a wide range of materials, including organic waste, paper and cardboard, plastics, containers, solid urban waste, cooking oil, rubble, garden waste, WEEE lighting, Varta batteries and contaminated tins of paint.

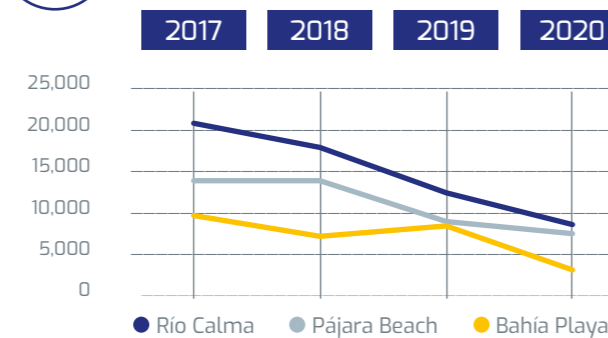
As a chain, our top priority has been to eliminate single-use plastics, which we have replaced with other materials such as cellulose, cardboard, potato or corn starch. Since 2019, we have been working to continuously reduce single-use plastic consumption in front and back office processes. As a result, in the third quarter of 2021, all R2 Hotels will no longer use this material.



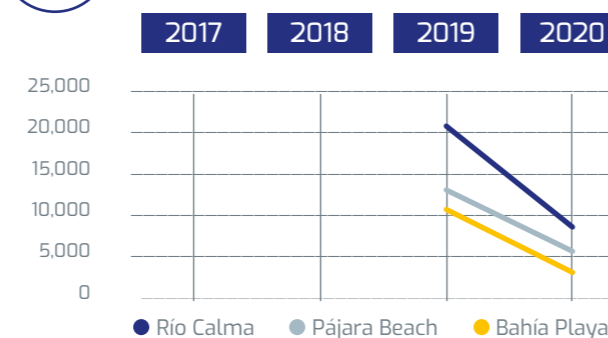
### EVOLUTION OF WASTE MANAGEMENT AT THE CHAIN'S MAIN FACILITIES



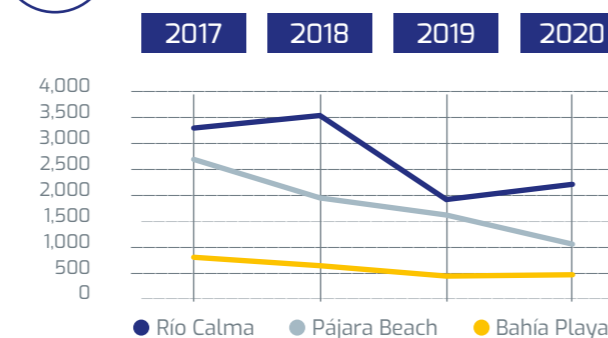
#### Paper and cardboard: (Kg recycled year/hotel)



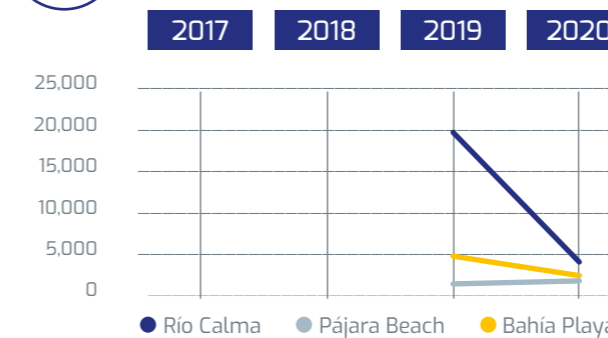
#### Containers and plastics: (Kg recycled year/hotel)



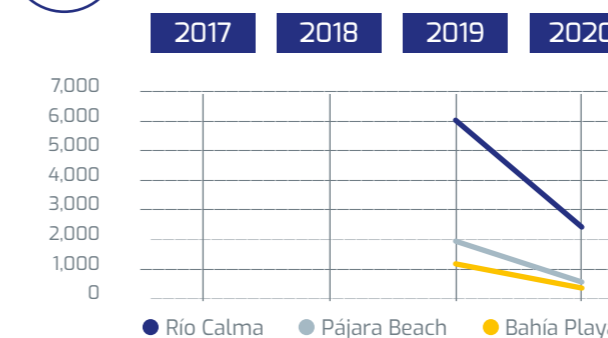
#### Vegetable oil: (Kg recycled year/hotel)



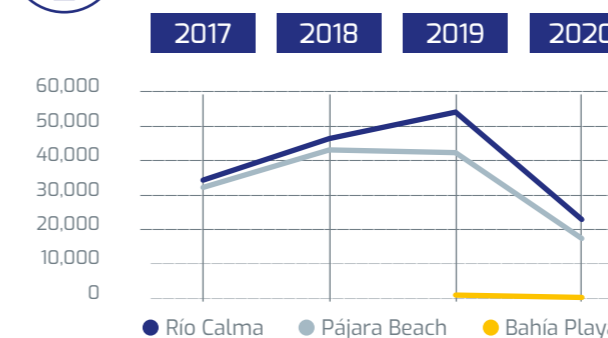
#### Rubble: (Kg recycled year/hotel)



#### Biodegradables (garden waste): (Kg recycled year/hotel)



#### Glass: (Kg recycled year/hotel)



In general, the data of collections decreases consistently year after year in absolute numbers. It is important to note that some consumptions per stay have been affected by the level of occupancy in 2020. Therefore, some parameters have reversed the trend if analysed per guest.

The only parameter on the rise is glass consumption and recycling, which can be explained by our conviction and commitment to reduce single-use plastics.

## 2.2. Bahía Kontiki \*\*\*\*

The 2018 refurbishment entailed comprehensively updating all the installations and mechanical rooms to adapt them to the prevailing legislation on CO<sub>2</sub> emissions and energy efficiency.

## 2.3. Bahía Cala Ratjada \*\*\*\*

In 2018 and 2019, improvements to automation enhanced the hotel's energy efficiency, resulting in 10% savings in energy consumption.

### 3. Future-proofing investments in technology and efficiency

At R2 Hotels we have drawn up a plan of action clearly aimed at reducing emissions and improving consumption in the coming years. We believe it is absolutely essential we minimise our environmental footprint and continue working towards the sustainability of our business, while doing everything in our power to contribute to the economy.

Our plan covers several aspects from reducing water consumption to automating hotel control systems. Our schedule includes the following actions:

#### 3.1. Reduction in CO<sub>2</sub> emissions and energy consumption

Priority actions will be carried out at R2 Río Calma Hotel, Spa & Conference, R2 Pájara Beach Hotel & Spa and R2 Bahía Playa Design Hotel & Spa.

The installation of flow restrictors in taps and showers lessens water flow without negatively affecting water pressure, reducing water and energy consumption.

Energy consumption analysis made at the three hotels highlights the following priorities.

PRIORITY ACTIONS PER HOTEL	Renewal of flow restrictors	Update to LED lighting	Installation and automation of controls	Thermal production
R2 Río Calma	●	●	●	
R2 Pájara Beach	●	●	●	●
R2 Bahía Playa	●	●	●	

All these actions seek to reduce CO<sub>2</sub> emissions by reducing hotel energy consumption. Emissions calculations after introducing these measures will mean 2,634.991 Kg less CO<sub>2</sub>/year.

TOTAL SAVING IN ELECTRICITY CONSUMPTION (kWh/year)	Renewal of flow restrictors	Update to LED lighting	Installation and automation of controls	Thermal production
R2 Río Calma	250,925	608,115	656,241	-
R2 Pájara Beach	161,595	721,549	633,030	-
R2 Bahía Playa	99,559	281,579	362,105	-

#### 3.2. Reducing water consumption

Installing new flow restrictors will reduce water and electricity consumption, and will generate fewer CO<sub>2</sub> emissions.

RENEWAL OF FLOW RESTRICTORS	Río Calma	Pájara Beach	Bahía Playa	TOTAL
Emissions reduction/year	57,462	37,005	22,799	117,266
Energy saving/year (kWh)	250,925	161,595	99,559	512,079
Percentage savings	3,82 %	2,55 %	2,75 %	

#### 3.3. Change to LED lighting

To maximise energy efficiency all conventional lighting will be replaced by LED lighting. This will:

- Reduce electricity consumption.
- Extend the life of lighting, by making fewer but more intelligent purchases, which will have a collateral impact on waste management.
- Improve lighting.
- Reduce contamination because there are no toxic components.
- Reduce fossil energy consumption.
- Emit less heat, which entails less consumption associated with air conditioning.

Below is a summary of the impact per hotel:

LED LIGHTING REPLACEMENT	Río Calma	Pájara Beach	Bahía Playa	TOTAL
Emissions reduction/year (Kg/CO <sub>2</sub> )	435,645	556,716	254,081	1,246.442
Energy saving/year (kWh)	608,115	721,549	281,576	1,611.240
Percentage savings	20,94 %	18,14 %	20,94 %	

3.4. Replacing control systems

The renewal of the main control systems at R2 Río Calma Hotel, Spa & Conference, R2 Bahía Playa Design Hotel & Spa and R2 Pájara Beach Hotel & Spa will affect the total electricity consumption of each hotel. This action will mean that each property will improve its energy consumption by around 10%.

CHANGE OF CONTROL SYSTEM	Río Calma	Pájara Beach	Bahía Playa	TOTAL
Emissions reduction/year (Kg/CO <sub>2</sub> )	502,680	491,231	277,372	1,271.283
Energy saving/year (kWh)	656,241	633,030	362,105	1,651.376
Percentage savings	10 %	10 %	10 %	

Below are the actions carried out in 2020:

	Río Calma	Pájara Beach	Bahía Playa
CC1 - Cold water, DHW, Cold plunge pools, Pump 1 & 2	●	●	●
CC2 - Boilers	●	●	●
CC3 - CL Reception, CL Hall		●	●
CC4 - CL 10	●	●	●
CC5 - CL2, CL Games room		●	●
CC6 - CL Restaurant, CL commercial areas, CL Coffee shop	●	●	●
CC7 - Extractions	●	●	●
CC8 - Generator	●	●	●
CC9 - Disco	●	●	
CC10 - Lighting control	●	●	

3.5. New thermal production installations

Thermal production for hot and cold water, domestic hot water, heated pools and air conditioning is key to the conscious and efficient management of hotel facilities, given its high impact on energy consumption. For this reason, immediate action will be taken in this area for R2 Pájara Beach Hotel & Spa, R2 Bahía Playa Design Hotel & Spa and R2 Bahía Cala Ratjada Design Hotel.

🏖️ Pájara Beach \*\*\*\*

Actions that will be carried out at this hotel aim to:

- Increase energy from clean renewable sources.
- Reduce energy consumption.
- Increase efficient generation and use of energy.
- Recover surplus thermal power.

These objectives will be achieved by fully adapting the mechanical room and installing heat pumps to produce chilled and heated water for all hotel services. Propane gas boilers will be replaced by high-efficiency heat pumps. One of the old Carrier refrigeration coolers will be replaced by a water to water heat pump.

The new thermal production system will recover surplus energy, which will be used to preheat domestic hot water and to heat one of the hotel's outdoor pools. Surplus power will be dispersed through the water curtain cascade inside the hotel, using a system of fans and high temperature heat pump.

Also, propane gas consumption will be replaced by electricity from heat pumps. These actions will reduce greenhouse gas emissions.

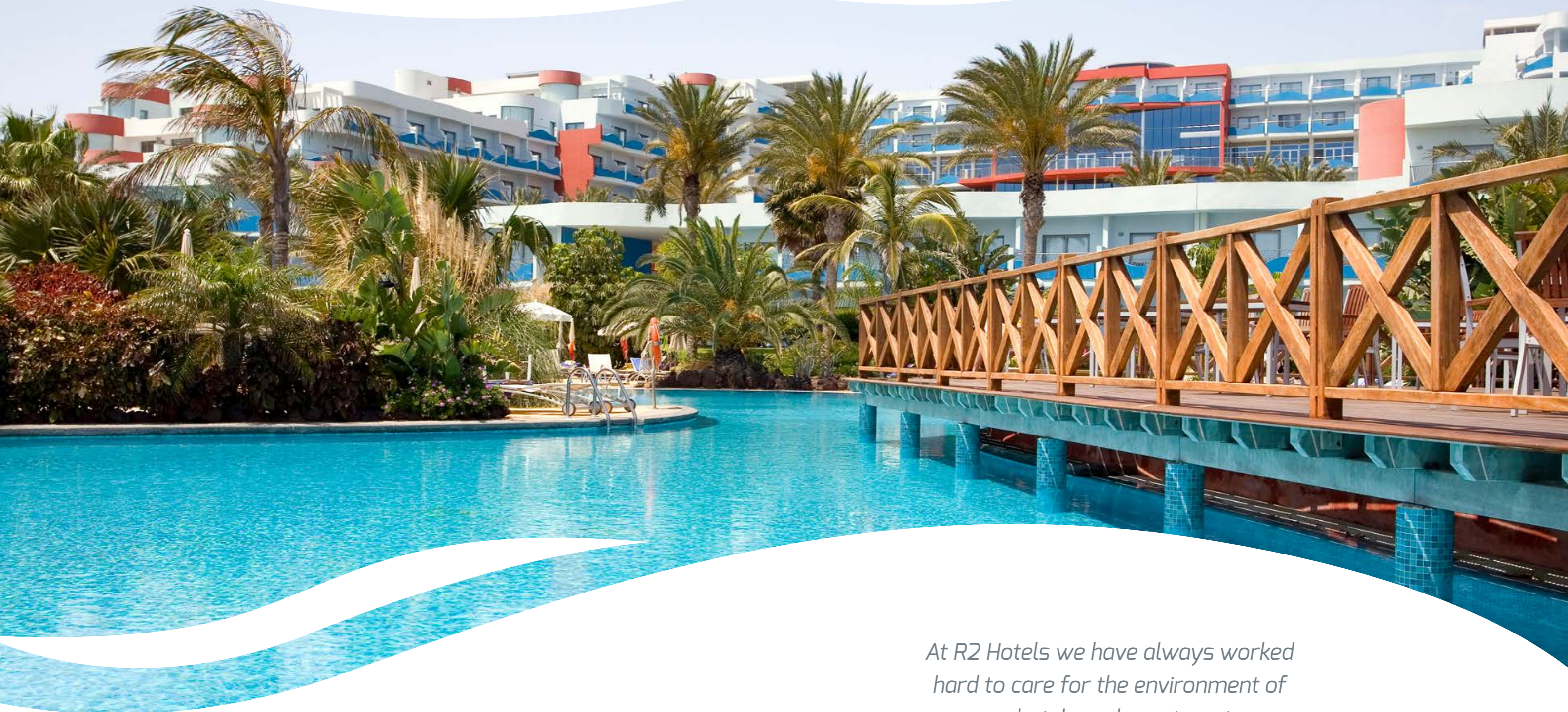
🏖️ Bahía Cala Ratjada \*\*\*\*

Actions at these facilities will entail replacing diesel boilers with high-efficiency heat pumps as a main source of heat production.

4. Energy certifications

	Río Calma		Pájara Beach		Bahía Playa	
	Current rating	Expected rating	Current rating	Expected rating	Current rating	Expected rating
Emissions: level B	C	B	D	C	D	C
Non-renewable primary energy: level B	C	B	D	C	D	C
Cooling demand: level B	B	B	C	C	D	C
Energy label	C	B	D	C	D	C

# | D | Caring for our guests and our people



*At R2 Hotels we have always worked  
hard to care for the environment of  
our hotels and apartments*

## 1. Anti-Covid measures:

At R2 Hotels we have always worked hard to care for the environment of our hotels and apartments. Since we began living with Covid-19, we have taken extra measures to care for our guests, employees, suppliers and the other partners that are part of our family. Our ongoing concern for the collective care of everyone at R2 Hotels is reflected in every safety protocol update.

Each action put in place in our common areas, rooms and swimming pools will always focus on making our guests' experience as pleasant and safe as possible, so that we can continue to enjoy their loyalty at all our establishments.

From the outset we have worked with firms certified in sustainability and food safety management, and we continue to do so. Together we ensure that all measures are as safe and satisfactory as possible, even before arrival at the hotel and during the stay with us.



### Actions and certificates in health and safety:

- Certificate: National certificate in all issues regarding health and safety, sustainability and the environment. Compliance with official Spanish regulations, and the health and safety recommendations of the World Health Organization. Safe, controlled access to hotels for employees and suppliers.
- Centralised medical service 24/7 and daily medical visits from Monday to Friday at our establishments.
- Control of all goods and products that arrive at our hotels, promoting local and sustainable provenance.
- Foods of known provenance with registered health approval, and controlled and certified traceability.
- Dedicated, trained staff, fully equipped with all hygiene and protection measures. These measures are applied from the moment of arrival at the hotel and apartments, and for the duration of the stay at our facilities.
- Dedicated rooms for medical incidents.



### Hygiene procedures:

- Hygiene supervisor: this person will be responsible for following up all disinfection control procedures and cleaning in all areas of our hotels.
- Current hand soaps and room cleaning products replaced by others of hospital-standard quality.
- Cleaning and air renewal procedures in critical areas and/or areas difficult for staff to access.
- Registration and monitoring of cleanliness and hygiene in common areas visible to all.
- New procedures to enhance natural ventilation in rooms and restaurant areas.
- Service and certification of air-conditioning systems for rooms, meeting rooms and restaurants.
- Alcohol-based hand sanitiser dispenser points at the entrance to all areas of high footfall in our establishments.
- Certified industrial laundry for all items of clothing and table linen, compliant with hospital-safety criteria and audited periodically.



### Our social areas:

Although the wide open spaces of our properties in Fuerteventura and the advantage of our apartment complexes in Lanzarote and Majorca mean that our common areas continue to figure high on the list of customer satisfaction, other areas, including pools, solariums and sports zones, have had to be updated for a new and safer social space. Some of the actions taken to achieve this include:

- Sunbeds and sunshades in pool and solarium areas are spaced at 2m distance for improved safety and more relaxation.
- Signage to ensure smooth circulation of guests and employees to avoid queues and crowding.
- Hygiene and safety controls at our spacious pools.
- Daily water quality checks.
- New and more spacious buffet areas.



- All restaurant and terrace tables separated according to safety distance regulations.
- Advance booking for restaurant tables.
- Incentives for using room service for more privacy and comfort.
- New outdoor entertainment options, making the most of the ample spaces at our hotels and apartments.
- Individual play packs for our youngest guests, allowing them to play more safely and hygienically.

### New protocols in F&B :

We have adapted our menus and bar service to enhance the quality of the products we offer and to reinforce safety.

- Incentive to use an ordering and collection service, and room service, through safe, contactless delivery.
- Assisted service at our buffets, preventing crowding, guaranteeing social distancing and avoiding contact with shared items and utensils.
- Better food handling for greater general hygiene across services.
- Extended opening hours to avoid crowding.
- Advance table booking, with distance control and staff allocation for food and drink orders.
- Procurement of local quality products, to boost the regional economy.
- Products for shared use, such as oils, vinegars, pepper and salt, replaced with single-serve sachets for greater safety and hygiene.
- Cleaning and disinfection of all dishes and glassware in accordance with Covid-19 safety regulations.



## 2. High quality service

Offering our guests the best experience lies at the heart of our business and is our raison d'être. For that reason, our constant review system of our offering is essential if we are to continue being chosen by travellers year after year. Data trends provided by large platforms like Tripadvisor and HolidayCheck reflect the sustained improvement of our customer feedback, which vouches for our top priority: meeting the needs of our guests.

## 3. Innovation

We have invested and continue to invest in technology to avoid contact and crowding at our hotels and apartments.

- eCheck-in up to 72 hours before arrival.
- Multimedia information services, with screens at entrances to hotels and restaurants.
- QR codes in several hotel areas for access to all the information and services available at R2 Hotels.
- New TV information channel in the rooms, providing information about all our services and timetables.
- Credit card use encouraged to minimise cash handling.
- Invoices sent by email to reduce paper consumption and physical contact both internally and with suppliers.



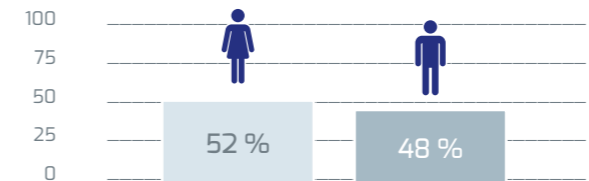
## 4. The team

We currently have over 450 employees who work tirelessly to offer our guests the best experience. It is thanks to our staff that we can continue to grow and be chosen by local and international visitors. Quality guest service is our maxim, and we do our utmost to transmit this to our visitors wherever they may be at our hotels and for the duration of their stay.

Our team's worth has little to do with their gender and much less with their sexual orientation. We have always looked upon our team as a family, so equal opportunities are an extension of the reality of our organisation. We do not believe in parity, but we do believe in equality. That places people's potential over what they are.

### STAFF

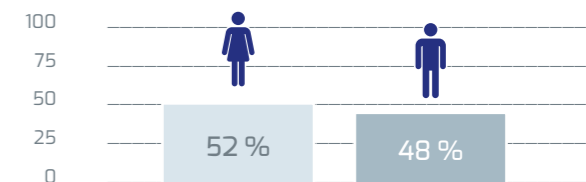
52% of the workforce are women.



We also endeavour to secure the economic sustainability of the society in which we operate. For that reason, we are firm advocates of a solid, stable workforce, for which 75% of contracts are permanent. We uphold a sustained training policy

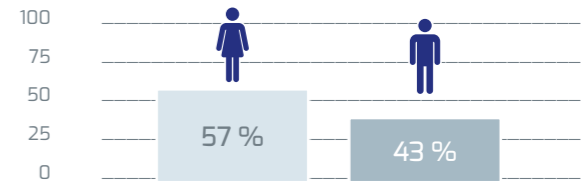
### TYPES OF CONTRACT

Women hold 52% of our permanent contracts.



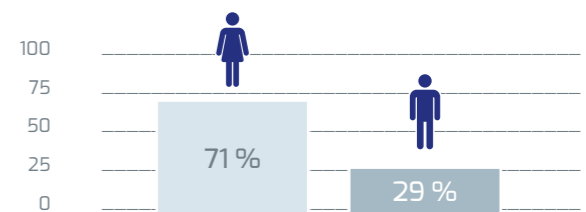
### MANAGEMENT TEAM PARITY

57% of managers are women.



### PROMOTIONS 2020

71% went to women.



to continuously upskill our staff. That way we secure their involvement and motivation, which endorses their professionalism and, ultimately, our guests' experience.

## Equality plan

At R2 Hotels we champion respect and real opportunities to grow, by foregrounding inclusiveness across all our departments. To achieve that, we have a series of tools to help us, as an organisation, to guarantee the rights of each member of our family and watch over their interests.

Our current **equality plan**, negotiated in 2018, is valid for the next five years. It includes a detailed analysis of the situation, areas for improvement and a description of the initiatives to rectify these discrepancies. The plan and actions are reviewed annually and, since the last review in October 2020, we have been working on new guidelines.

We have a transparent **salaries register** accessible to any member of the organisation through a trade union representative. Analysis of the register reveals no significant discrepancies between men and women, and we will maintain this practice with every new job appointment.

R2 Hotel's **anti-harassment protocol** allows any employee to report alleged harassment. As soon as the report enters the system, the committee meets to investigate, conduct interviews and examine documents. The committee then submits a report to human resources should the facts lead to a disciplinary sanction. We can thus guarantee that there is no behaviour that could be detrimental to our employees. And for this purpose, we have access to immediate response tools.

In addition, at R2 Hotels we have a system of compliance and criminal risk prevention delivered by **Deloitte**. Thus, in accordance with criminal law and in line and compliance with its ethical culture, we are equipped with a **Compliance and Risk Prevention Model**, which contains a detailed analysis of the criminal risks that could hypothetically materialise in its various divisions, along with current procedures and controls for the effective prevention and management of these risks, documented in the respective risk and controls matrices.

Finally, we are also equipped with a complete **labour risk prevention plan**, devised and endorsed by **Quirón Prevención**, which, among other actions, has led us to undertake **Ergonomic Studies in Apartments Buildings**, and a **Psychosocial Risk Assessment** at all our establishments for a clear assessment of psychosocial risks. In this area, every year, we also give specific training on the risks deriving from each work post and the tasks to be followed for accident prevention.



| E | We help grow  
the community around us

*Being consistent with our pledge,  
our surroundings, our people  
and the community wherever there is an  
R2 Hotel is one of our priorities*



Being consistent with our pledge, our surroundings, our people and the community wherever there is an R2 Hotel is one of our priorities. And we cannot contemplate sustainability without keeping watch over and supporting our neighbours. As part of our **PIC** (Community Interaction Plan) we have several lines of action in the areas where our establishments are located. Developing the society that welcomes us is a great responsibility that we cannot overlook. For that purpose we have created three types of actions:

1. **In-house training programmes** that guarantee keeping all our professionals up to date through cross-functional training to retain their talent in our organisation.
2. **Work experience agreements** with numerous schools and training centres on the island.
3. **Sponsorship:** we have always believed that sponsorship is necessary to contribute to the society that welcomes us. With that in mind, every year we try to collaborate in activities that help us preserve local roots and nurture local people. Social, institutional and sporting collaborations have an incalculable value and effect on society.

### 3.1. Social collaborations:

- Collaboration with accommodation for the panel of the 2019 and 2020 Tapas Route in Fuerteventura and a hotel stay voucher for the winners.
- Collaboration with Festival Arena Negra 2019 Gran Tarajal.
- Collaboration with stay vouchers for the Carnival murga bands.
- Collaboration with the cultural society Asociación Cultural las Celas (Carnaval de Tenerife).

### 3.2. Collaborations with institutions:

- Free accommodation at R2 Hotels for the Tourist Board's promotions of Fuerteventura in other countries.
- Collaboration with stay vouchers at the Proyecto Maresum (Tuineje Town Council).
- Participation in the program of UNICEF Hotels Friends.

### 3.3. Sports collaborations:

- Collaboration with stay vouchers for the 2019 Tuineje Bike Marathon.
- Stay vouchers for the 1st Capoeira world championship.
- Stay vouchers for the Open deep sea fishing competition (Tuineje).
- Collaboration with lunch buffet for participants and stay vouchers for the Vuelta a Fuerteventura en Kayak race.

- Co-sponsorship of Maxorata wrestling club.
- Collaboration with professional materials and stay vouchers for CEIP Costa Calma primary school for the 2020 Charity Race against Cancer.
- Co-sponsorship with Football Club Deportivo Playa Negra (Gran Tarajal).
- Collaboration with the association Sailing Paradise Lanzarote.
- Collaboration with Club Deportivo MICEBIKE sports club.
- Co-sponsorship of Gran Tarajal football club.

### 3.4. Collaborations for health:

- We provide hotel stay vouchers in collaboration with the Las Palmas de Gran Canaria Down's Syndrome Association.
- We provide hotel stay vouchers in collaboration with the Gull Lasègue Association (study and treatment for anorexia and bulimia in the Canary Islands).
- We provide hotel stay vouchers in collaboration with AMADI (Fuerteventura diabetes association).
- We provide hotel stay vouchers in collaboration with AFUERCC (Fuerteventura cancer association).
- Collaboration with Fuerteventura's International Clown Festival, TRAN TRAN.
- Collaboration with Hospitran (volunteer clowns who visit children at the Hospital de Fuerteventura).



| F | Future-proofing our  
business as a social  
and economic driver for  
our surroundings



Investing in our facilities and R2 Hotels as a brand helps us continue to generate employment, wealth and visitor traffic to the islands. To ensure that, our hotels must be ready to offer memorable experiences so that tourists will continue to choose the Canary Islands for their holidays. None of this would be possible without three clear lines of action:

### 1. Our guests, our priority

At R2 Hotels we do not like to treat our customers as just that. We prefer to look upon them as guests, and that makes a great difference. We know that the sustainability of a hotel business is based on room hire, but we look at it from a different angle. Every night guests spend at one of our hotels also brings benefits to the local economy through direct employment, specific contracts and the provisions from island suppliers we need to meet our guests' requirements.

### 2. Investing in our hotels

Keeping our establishments up to date, with an attractive, contemporary offering helps us keep our appeal for the local, national and international tourists that visit us every year. By preserving this allure and evolving continuously, we will go on attracting guests, generating local employment and contributing to the wealth of the islands.

With that in mind, throughout 2021, the rooms at R2 Río Calma Hotel, Spa & Conference have been ambitiously refurbished, with renewed decoration, paint and linen. With an investment of around €700,000 hiring local suppliers has been key to managing reforms and continuing to contribute to creating employment and wealth locally.

### 3. Investing in communication

Being able to transmit our essence as a chain and the special features of all our facilities will allow us to continue satisfying the needs of guests of all nationalities. That is why every year we make a considerable effort to show consumers the qualities of our hotels, through digital and physical media, as well as at trade fairs.





#### FUERTEVENTURA

**Río Calma \*\*\*\***  
Hotel & Spa & Conference

**Pájara Beach \*\*\*\*** All Inclusive  
Hotel & Spa

**Bahía Playa \*\*\*\*** Only Adults  
Design Hotel & Spa

**Romantic Fantasia Suites \*\*\*\*** Only Adults  
Design Hotel & Spa

**Romantic Fantasia Dreams \*\*\*\*** Only Adults  
Design Hotel & Spa

**Maryvent**  
Beach Apartment

#### LANZAROTE

**Bahía Kontiki \*\*\*\***  
Beach Apartment

#### MALLORCA

**Bahía Cala Ratjada \*\*\*\*** Only Adults  
Design Hotel & Spa

**Verónica \*\*\***  
Beach Hotel

**Cala Millor**  
Beach Apartment