



R2HOTELS SUSTAINABILITY

Certified responsible hospitality

The fight against climate change is one of the main challenges and should be a priority for the tourism industry. That is why at R2 Hotels we have set ourselves some objectives to make it a reality.

This year we have begun to shape and reflect our commitment to responsible tourism and we are working to achieve the travelife certificate, which guarantees responsible management and compliance with all sustainability commitments.

This will reinforce our commitment to working towards sustainable tourism. Committed to the Sustainable Development Goals (SDGs) of the United Nations, agenda 2030.





1 We collaborate with UNICEF in order to do our bit and contribute to the implementation of comprehensive programmes that benefit children and families living in poverty and in need of our support.

We invest in tourism products, creating jobs and stimulating the local economy.

2 We support small **local producers**, buying Km 0, seasonal products. This helps to boost the local economy.

3 **We guarantee** annual medical check-ups for our workers and the staff meals are focused on healthy eating, we have an external Occupational Health and Safety (OHS) company, we work for the safety of our workers.

4 We continuously train our staff by ensuring equal access to all levels of training, including people with disabilities.

A large part of our staff is local, they are well aware of the needs of the environment.

5 In our workplaces we have given gender equality its rightful place, we have an **equality plan** that guarantees gender equality, the same labour rights for all, economic resources, non-discrimination for any reason, equal leadership opportunities, we work to eliminate all forms of violence against all women and children in the public and private spheres, contemplating this in the **anti-harassment protocol**.

6 We make our customers and staff aware of the efficient use of water resources, by means of information (posters, screens), training, tools to help with the efficient use of water, taps, irrigation, etc. We promote working with external companies, which treat waste water, recycle and reuse it and thus ensure sustainability.

We use environmentally friendly products wherever possible.

We support and strengthen the participation of local communities in improving water and sanitation management, working with local external companies.

7 We work to improve energy efficiency, we use energy-saving light bulbs, timers. We use low-consumption appliances. We are planning to install solar screens in our complexes.

8 With our equality plan we aim to achieve full and productive employment and decent work for all women and men, including young people and people with disabilities, as well as equal pay for work of equal value. We protect labour rights (Employee Committee) and promote a safe and secure working environment for all workers, OHS.



We encourage the consumption of local products, we are committed to diversification and innovation.

9 We significantly increased access to information technology and communications, we invested in faster wifi, providing our customers with tools to work from our hotels, a demand forced by the pandemic. We try to travel less and communicate through meetings via Microsoft team teams, zoom, we have information boards, screens for our customers and staff.

10 To enhance and promote the social, economic and political inclusion of all people, regardless of age, gender, disability, race, ethnicity, origin, religion or economic or other status.

11 We promote and encourage our customers and staff to use public transport, electric cars and electric bicycles. We redouble our efforts to protect and safeguard the cultural and natural heritage of our environment, informing our customers of the protected areas, how to help with this, by means of posters and displays. We pay special attention to air quality (carbon footprint) and the management of waste generated by our hotels (correct recycling).

12 We seek sustainable management and efficient use of natural resources. We work from our purchasing and kitchen department to reduce food waste at consumer level and reduce food losses in the production and supply chains, through good storage and good control of what is needed. Achieving environmentally sound management of the products we use. We reduce waste generation by preventing, reducing, recycling and reusing. We prioritise working with external companies that adopt sustainable practices and incorporate sustainability information. We direct our purchasing policy towards more sustainable modes of consumption and production, km, local products, in bulk, in order to achieve sustainable tourism that creates jobs and promotes local culture and products.

13 We improve training and human awareness of climate change mitigation, with workshops, courses, and recommendations on screens.

14 We encourage customers and workers to sign up for beach clean-ups.

15 Denounce the trafficking of protected species of flora and fauna and the introduction of invasive alien species. Conserve and sustainably use biodiversity and ecosystems by educating our customers and staff, participating in projects.

16 End abuse, exploitation, trafficking and all forms of violence against children. We collaborate with UNICEF and will be part of ECPAT (End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes).



17 Ensure public access to information about what we do to everyone.

We encourage and promote effective partnerships in the public, public-private and civil society spheres, with the intention of improving policy coherence for sustainable development.

Our action plan focuses on three main areas: environment, society and people.

Commitments and objectives

Implementation of TRAVELIFE at Hotel R2 Rio Calma and with the aim of being able to do it in new hotels.

Implementation of ECPAT at chain level.

Commitments

We are aware of the direct impact of our activity on the environment and therefore we want to cause the least impact with various initiatives:

Energy Saving

We work whenever possible with efficient equipment to reduce energy consumption, both electricity and fuels. By 2022, we aim to achieve a 2% saving. We take into account the new law on energy saving and climate control, so we hope that savings will increase even more. We are renewing appliances with high-efficiency models.

Water Saving

We promote responsible water usage and work to minimise waste and maximise reuse. By the year 2022, we plan to save 5%.

Waste Management

We reduce the amount of waste generated by our activity as much as possible and we manage it responsibly, separating waste so that it can be recycled.

Wildlife Protection

In our gardens, we promote the conservation of the natural environment through protective actions, we have native plants, providing a natural environment for birds, insects, etc.

Reduction of CO2 Emissions

Our aim is to continue to reduce the pollution generated by our activity. Aided by all the new energy saving measures.

Projects and achievements



Environmental management

Local Community

From R2 Hotels, a company created by a family from Fuerteventura, we have always tried to contribute our bit to improve and enhance the well-being of our social environment, generating opportunities for economic and social development.

We sponsor the Maxorata men's Canarian wrestling team, and it fills us with pride to say that this year they have come in first place. In other years, we have also sponsored the Tamasite football team and provided complimentary stays in our hotels for participants. We also contribute with collaboration vouchers for stays for raffles during the festivals of the municipalities of Tuineje and Pájara, among others.

Since 2014, we have held the Sicted badge, which is an integrated quality system within the destination, from the first year it was implemented in Fuerteventura.

We have representation on the board of directors of the Fuerteventura Tourism Board.

We belong to EXCELFUERT Excellence for Fuerteventura in Tourism.

We are members of the Association of Hotel and Tourism Entrepreneurs of Fuerteventura.

ECPAT

R2 Hotels is aware that Commercial Sexual Exploitation of Children worldwide is an issue that also involves the Tourism Industry. That's why this year we have joined ECPAT (Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism). We are committed to fulfilling all the requirements of the Code, implementing best practices, and raising awareness among our staff and customers.

We collaborate with UNICEF through the UNICEF *Hoteles Amigos* programme (UNICEF Child Friendly Hotels).

Human Resources

Since the beginning of the company, belonging to a Majorero family, people have been the basis of our main value, as our quality of service depends entirely on the direct relationship between the customer and the human team.

We work hand in hand with on-the-job training and internal promotion to ensure that our staff can develop both personally and professionally.

Our aim is to be able to offer our clients a good service and quality that is characteristic of R2 Hotels, and as a result, the loyalty of both our staff and our clients.



Continuous training in different areas, health and safety, specific to each department, recycling, sustainability, customer service.

Quality

Sicted badge, annual audits.

Customer satisfaction and objectives in the different portals, increasing the recommendation.

Purchases

We follow a sustainability criterion by purchasing local products, Km 0, and monitoring consumption to avoid waste, both in the purchasing department and in the kitchen, as well as with regard to the customer. We have implemented a pilot course on waste management, use smaller plates, single servings, bulk options, and live cooking stations. We ensure proper stock control based on occupancy.

We have reduced plastic in the rooms by removing WC seals and using larger dispensers for soap for the customers.

We have replaced plastic straws with compostable ones.

We use compostable cups and containers.

Amenities have been replaced with sustainable materials, and we only provide them on special occasions.

We purchase seasonal products.

We are planning to replace laundry bags with fabric ones in 2023.

Energy

We are considering installing solar panels at our hotels in 2023.

Low-energy bulbs throughout the premises.

Timers for turning on and off exterior lights, hotel corridors, etc. We reduce operating hours to what is necessary, including terrace lights in rooms, corridor areas, etc.

Water

Regarding customer towels, we encourage reusing them until they need to be washed.

Signage for customers and staff about water conservation.



Toilets with half-flush buttons, faucet aerators.

Replacing bathtubs with showers; currently, we have 33 and plan to add another 15.

Watering during off-peak sunlight hours to minimise evaporation.

We promote training and awareness among customers and employees on initiatives focused on environmental respect, biodiversity, energy, and water conservation.

Waste

Training on recycling and waste management practices.

Our Purchasing department favours companies that use recycled materials and are committed to the environment.

We print double-sided and encourage the use of electronic means such as email and online meetings.

We ensure proper recycling of all waste generated.

We conduct regular preventive maintenance to detect leaks, etc.

We have a series of policies and commitments aimed at sustainability, with all actions directed towards this goal.