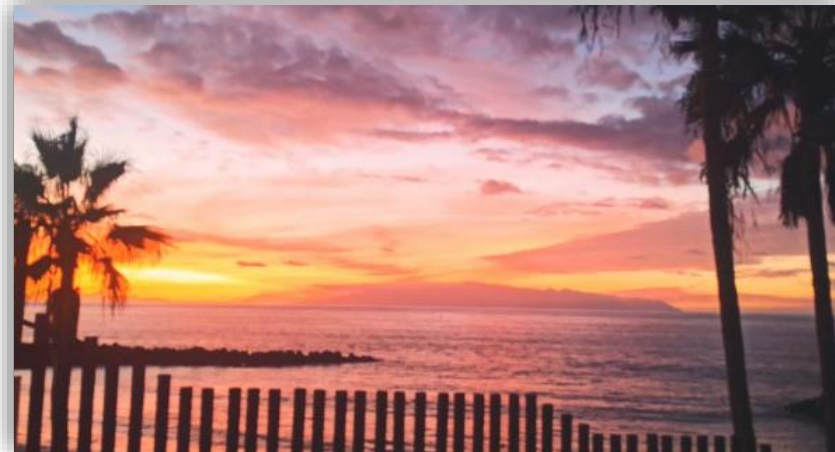


SUSTAINABILITY PROGRESS REPORT

Introduction

The Parque de la Paz Hotel is located in Playa de las Américas, in the municipality of Arona, in southern Tenerife, allowing guests to enjoy sunshine and excellent temperatures year-round.

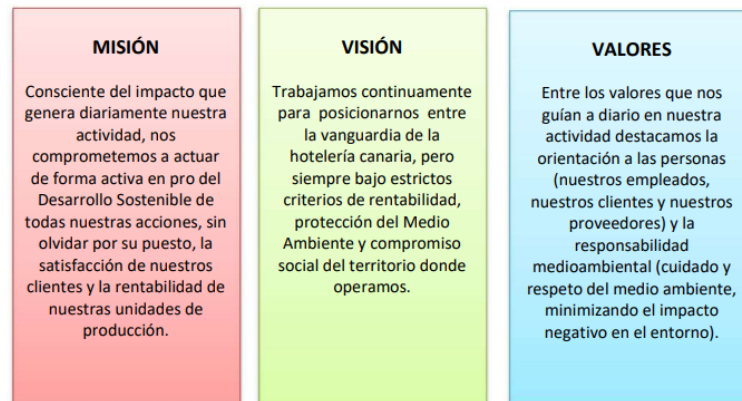
Its splendid location makes it an unparalleled choice for relaxation and entertainment, just 150 meters from the beach and very close to other well-known beaches in the area (Playa de las Vistas, Playa de Troya, etc.), all of which boast natural sand, are very clean, and safe. Despite being a small, family-run business, the Parque de la Paz Hotel strives to provide its guests with a unique service that sets it apart from its competitors and makes this its main competitive advantage.



Therefore, aware of the constantly evolving demands of the tourism sector and the importance of ensuring maximum guest satisfaction by providing services that meet their needs and expectations, the company is committed to incorporating aspects related to universal accessibility, sustainable development, respect for the environment, and the conservation of our surroundings into its processes. Management will provide the necessary human and material resources for the development and implementation of this Policy throughout the organization.

The guidelines outlined in the System documentation are binding at all levels of the organization. Knowledge of this Policy and the participation of everyone in its implementation are essential to fulfilling our mission and achieving our objectives.

Commitments and stakeholder engagement:



The company's stakeholders are those individuals or groups affected by or impacted by the company's activities, services, or products/waste.

In order to enhance the organization's long-term sustainability, it is especially important for Hotel Parque la Paz to identify, prioritize, and segment its various stakeholders. This allows us to better understand their expectations and establish a constructive dialogue with them, creating value for everyone and earning their trust. Our commitment to our clients extends beyond the services provided at our facilities. It also encompasses informing and promoting the values and traditions of our island (Tenerife), both through direct customer service and on social media. The main stakeholder groups identified and targeted by the company are as follows:

Stakeholder Groups; below, we detail these stakeholder groups, the communication methods, and the language chosen for all necessary communications:

CORPORATE STAKEHOLDERS

- ➔ **OWNERS** We offer the best comprehensive services to maximize your investment and enhance your assets, managing with professionalism and integrity, and consulting on decisions that may affect the hotel or the business. **Communication with owners is typically via telephone or email.**
- ➔ **SUPPLIERS** We build lasting relationships based on trust, respect, and mutual benefit. The vast majority are local suppliers, which we understand strengthens our local economy. **Communication with owners is typically via telephone or email, or by respecting the communication methods established by the supplier.**

→ EMPLOYEE GROUP

EMPLOYEES We offer better opportunities for professional development, within the stability of a family business and the solid foundation of a hotel that has been operating for almost 40 years and fairly recognizes commitment, talent, and achievements. Official communications are usually via email, in person, and we also provide a space for employees to make suggestions, more anonymously if they prefer; we have a suggestion box next to the staff dining room.

CUSTOMER GROUP

CUSTOMERS We believe in excellent, personalized service. We enjoy many repeat customers who, once they've experienced our approach, keep coming back to enjoy our services. Customer service/ email and social media / telephone support.

LOCAL STAKEHOLDERS

- COMMUNITY – LOCAL AUTHORITIES We maintain constant contact with both, as this is vital for the proper growth and development of our business. We are in constant contact with the local community, as all our employees are part of it and therefore it holds value for us. We enrich the community through donations, collaborating, for example, with local animal or environmental associations, or simply with the local parish by donating blankets or surplus items. We collaborate with local authorities as part of the environment they manage; they occasionally request our assistance if there has been an incident near the hotel. We work with the town hall to contribute to street maintenance. Communication is usually by phone or email.

The stakeholders of Parque la Paz hotel that have been identified as priorities and/or that have the greatest impact on the business, have different ways of participating, both formal and informal, to communicate suggestions, complaints or indications of any kind, which contribute to the improvement of performance and the continuous progress of the organization.



Commitment to external initiatives:

We value the content of the principles contained in the United Nations Global Compact and support their implementation in the business sector, in such a way that respect for human and labor rights, care for the environment, and the fight against corruption should be on the agenda of all entities regarding social responsibility.

Performance indicators in the environmental area:

Sustainable Development Goal:

Quality of our service - Efficient use of resources - Quality and health - Protection of biodiversity - Socioeconomic impact - Contribution to community well-being - Local product - Compliance with responsible practices.

Environmental Management at our Hotel:

Floors and Cleaning:

- ➔ Motion detectors and LED lighting
- ➔ Reusable spray bottles
- ➔ Separation of paper, glass, etc.
- ➔ Reduction of plastic laundry bags.

Guest Rooms:

- ➔ No minibars.
- ➔ Use of towels and sheets for longer periods.
- ➔ Shower gel and shampoo dispensers.
- ➔ Dual-flush toilets.
- ➔ Showers instead of bathtubs.
- ➔ Purchase of appliances with the best possible energy efficiency.
- ➔ For example, Teka brand water heaters are available in the apartments.



**Termo eléctrico Slim de 80 litros
con instalación vertical/horizontal**

Restaurant:

- ➔ Promote the consumption of local products
- ➔ Reduce plastic bottles and replace plastic straws
- ➔ Recycle: Glass, paper, plastic
- ➔ Reuse cups.

Garden:

- ➔ Improvements in irrigation techniques.

Sustainable policies we encourage among our guests:

Reduce water and lighting usage to the bare minimum.

Reduce waste and raise awareness.

Reuse bathroom towels, both hand and shower.

Waste management/separation and recycling:

Whenever possible, we buy in bulk or larger sizes (pasta, yogurt) or eco-friendly products (kitchen cleaning supplies).

We avoid unnecessary waste by not providing toiletries and instead offering products with dispensers.

At the pool, we offer filtered tap water to all guests to reduce the purchase of plastic bottles.

We provide various types of recycling containers for guests, including a battery recycling bin.

Social Aspects:

Regarding health and well-being, quality education, and gender equality:

- ➔ Improvements to the agreements stipulated in the sectoral collective bargaining agreement. Flexible working hours (e.g., part-time work, leave, flexible days off, flexible shifts, etc.).
- ➔ Social benefits (meal allowance, advances, health insurance, etc.)
- ➔ Training plans, employee evaluations.
- ➔ Participation in dual vocational training programs (alternating between the educational center and the company) or collaboration with training centers for internship contracts. Workplace safety, health, and well-being programs (actions for the prevention of occupational risks, health programs, and promotion of healthy lifestyle habits such as physical activity, etc.).
- ➔ Gender equality is an essential part of our culture. Women represent 45% of the staff. Occupational safety and health. Training opportunities.

- The hotel has a book depository in several languages for guests to enjoy, and if any guest has a book they no longer want, the hotel will collect it for other guests to enjoy.



Social Contribution, Our People:

- We comply with all labor laws.
- We strive to motivate and train all our employees, investing in their professional development.
- Both customers and employees have a way to submit anonymous complaints and suggestions.
- We have a Labor and Health and Safety Committee that ensures compliance with all Human Resources measures.
- We have the support of an external company, FREMAP, which is responsible for occupational risk prevention.
- Hotel Parque la Paz collaborates with various organizations by donating all the belongings left behind by guests during their holidays to avoid generating excess waste. They also donate items that are no longer suitable for continued use but still have a useful life (for example, they collaborate with the K9 animal shelter by donating blankets and worn towels).

Responsible Tourism with Animals:

- Avoid supporting the use of animals as objects.
- Try not to participate in activities that involve caged or chained animals.

- ➔ Do not attend cruel festivals, even if they are traditional.
- ➔ Do not buy souvenirs made with animal parts.



Responsible Tourism with Historical Heritage:

We encourage contributing to the conservation of our towns' heritage by recommending that our guests visit and care for their historical centers, such as:

Centro Histórico Arona – Centro Histórico Buena vista del norte – Centro Histórico de Garachico- Centro histórico de Guía de Isora – Centro histórico de Güimar- Centro histórico Icod de los vinos – Centro histórico de la laguna- Centro histórico de la laguna – Centro histórico de la Orotava-Centro histórico Santa Cruz-Centro histórico San Miguel...



Historical Heritage, National Parks, and Protected Areas:

To promote local and sustainable tourism, the reception department offers tourist information to all guests who need it, including: the history of the islands, historical and natural heritage, pilgrimages, etc.

We encourage guests to visit Mount Teide and other protected natural areas, located an hour's drive from the hotel, respecting nature and the rules that must be followed in a national park/protected natural area. This way, our guests can enjoy this wonderful environment full of volcanic cones whenever they wish, learn about its history, and understand how to behave and care for the natural environment around us



Small actions contribute to a better world:

- ➔ By creating and maintaining sustainable tourism together, we take care of our land and, by extension, the planet in the long term.
- ➔ The key is reducing the waste we create and thus curbing pollution.
- ➔ By treating colleagues well, we create a positive work environment.



FUTURE IMPROVEMENTS: PARQUE LA PAZ COMMITMENT

Our commitment to a sustainable hotel involves reducing our carbon footprint, using renewable energy, supporting the local economy, and conserving natural resources.

- ➔ We will extend automated irrigation to 100% of the garden area (currently, the remaining 90% is managed by gardeners).
- ➔ We have switched 50% of the housekeeping cleaning products to eco-friendly bag-in-box formats and are committed to switching another 20% next year.
- ➔ By 2026, Hotel Parque la Paz aims to use environmental resources more efficiently, reduce its environmental impact, and consequently, decrease its carbon footprint. To achieve this, we have a significant project: installing solar panels to ensure zero emissions for lighting during hotel operations, as this type of technology does not emit harmful gases.
- ➔ We started this year by purchasing frozen pastries and cakes with the aim of contributing more to the local economy and baking only the necessary quantities so that nothing goes to waste. We are also doing this with the food we prepare ourselves; we have bought a vacuum sealer to recycle leftover meals. All of this is an objective that contributes to the conservation of biodiversity.

- We are planning to add a QR code to our website where we will put all the information about our hotel and all the projects to reduce our carbon footprint and thus work together for more sustainable tourism and mitigate the effects of climate change.

Commitment to Sustainability

Hotel Parque la Paz is committed to:

- Implementing environmental and social improvements as a key factor in its management to ensure its future competitiveness.
- Providing its employees with a safe and high-quality work environment, upholding equal opportunities, and promoting training and professional development.
- Applying principles of transparency and truthfulness in communication with its partners (travel agencies, tour operators, etc.) and using best practices as benchmarks to advance its performance as a socially responsible company.

This declaration implies business behaviour that goes beyond compliance with applicable legislation and means that existing or developing management and improvement systems will take it into account in their implementation.



Arona, December 1, 2025.

Explotaciones Turísticas La Paz, S.L.
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