

# SUSTAINABILITY REPORT 2020

## MIRADOR MASPALOMAS BY DUNAS



October 2021

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## 1. PRESENTATION OF THE GRUPO DUNAS

### 1.1 History

**DUNAS HOTELS & RESORTS** is a hotel company that responds to the dream of the Canarian businessman Don Ángel Luis Tadeo Tejera, who began his professional career doing works for other companies in the south of Gran Canaria. With time he managed to take the Dolphin's Brand to the top of the Canarian tourist industry. Ahead of his time and with an original concept of the accommodation model present on the Islands until that moment, he opened two of the most prestigious hotel complexes on the Island in 1989, the then Maspalomas Villas and Dunas Maspalomas, a faithful reflection of the construction philosophy with horizontal structures, which are still a reference point in the sector today.

After a success story backed by more than thirty years, the legacy gave way to a review of our essence. A new culture has been defined that expresses what we are, what we want to do and how we do it. We work with head and heart, looking to the future with ambition to improve, without ever forgetting our roots. We want to generate a positive impact on all audiences with whom we interact.

Throughout its history, **DUNAS HOTELS & RESORTS** has been oriented towards holiday tourism for guests of European origin, but it has also dedicated an important place to local tourism, where the **Dolphin's Brand** is known for the quality of its facilities and services. At present, DUNAS HOTELS & RESORTS has 4 establishments, with three and four stars, which total more than 3.000 beds, all of them distributed in the most beautiful places of the south of Gran Canaria.

### 1.2 Corporate culture

We want to be the reference hotel company in the Canary Islands because of our good work, always offering the best of us in a familiar, close and happy atmosphere, and responding to the changing demands of our guests with a future mentality.

We create a warm and friendly atmosphere in which to make the guest enjoy himself as much as we do in serving him. We believe that a shared smile is the best experience. Our hallmark is and will always be the happiness shared with our guests and the members of DUNAS HOTELS & RESORTS. We put all our effort in transferring the joy of the good Canary Island life to our guests so that they will live memorable experiences with us and thus, they will always want to come back.

The General Management of DUNAS HOTELS & RESORTS, acquires the firm **commitment** to satisfy the wishes of its guests, making them feel at home, while taking care of the natural resources available and minimizing the environmental impact generated by its accommodation, catering and complementary hotel services.

That is why DUNAS HOTELS & RESORTS works under an Environmental Management System, periodically reviewing the activities, products and services that may affect the environment or the satisfaction of its customers.

### 1.3 Policy

The General Management of DUNAS HOTELS & RESORTS is committed to satisfying the wishes of its guests, providing accommodation, catering and event organisation services to make them feel at home. In addition, rules and working methods have been established to successfully:

- Minimize the negative environmental impact associated with the activities of its establishments.
- Create a working environment that may prevent occupational risks without having a negative impact on the health of its members and acknowledge the responsibility towards its employees.
- Preventing child abuse and exploitation and take a stand against it if this kind of behaviour were detected.

The **basic principles** of action of DUNAS HOTELS & RESORTS are:

- ⇒ To identify and meet the needs of our guests, making an effort to get to know their wishes, and to address their suggestions whenever possible, in order to make them feel at home and continue improving our services.

- ⇒ To evaluate the activities that take place in our facilities and the services provided, in order to ensure that they are carried out with maximum respect for the environment, preventing environmental contamination, minimizing waste generation and the consumption of products and natural resources.
- ⇒ To evaluate the activities carried out in its facilities, and the services provided, to ensure that they are carried out with the maximum respect for the environment, avoiding contamination of the surroundings, minimizing the generation of waste, and the consumption of products and natural resources.
- ⇒ To bear in mind during the performance of all our activities the compliance with legal regulations applicable, and the requirements resulting from any voluntary commitments made.
- ⇒ To foster a sense of commitment to the environment among its guests in order to increase awareness regarding the protection of the environment and thus, help prevent its deterioration.
- ⇒ To provide safe working conditions in compliance with the regulations established by law and by the accepted practices in the tourism sector.
- ⇒ To provide services to our guests following the guidelines outlined above to ensure their expectations are met.
- ⇒ To guarantee dignified and fair treatment among all members of DUNAS HOTELS & RESORTS, avoiding any kind of discrimination, ensuring equal opportunities and following equitable guidelines for remuneration and social benefit.
- ⇒ To encourage communication, dialogue and cooperation among the members of DUNAS HOTELS & RESORTS.
- ⇒ To support and respect human rights, in particular those of minors, condemning all types of injustice and exploitation and to respond within our sphere of influence, to cases about which we have been informed involving physical and sexual abuse, negligent treatment and emotional abuse, while enabling the maximum protection of children' and adolescents' privacy.
- ⇒ To ensure adequate control on providers and companies which may have been outsourced so that their work is compatible with the guidelines set out by DUNAS HOTELS & RESORTS.
- ⇒ To establish relationships with local institutions to promote the economic, social and cultural development of the local community and businesses.
- ⇒ To develop information and training plans for the staff in order to increase awareness and motivation regarding the fulfillment of the commitments made by DUNAS HOTELS & RESORTS and to encourage their personal and professional development.
- ⇒ To define and implement goals and objectives which help ensure compliance with this Policy and achieve continuous improvement.
- ⇒ To keep working to improve our processes and services daily.

DUNAS HOTELS & RESORTS regularly reviews its Policy to ensure that the commitments made remain in force and informs all its members, and anyone working on his behalf about it, and makes its Policy available to every external person or entity as well. It undertakes to fulfill those commitments, setting objectives, making the necessary technical and human efforts and providing all the necessary means.

## 2. DESCRIPTION OF MIRADOR MASPALOMAS BY DUNAS

- Address: Calle Einstein S/N. Sonnenland.
- Municipality: San Bartolomé de Tirajana.
- Province: Las Palmas.
- Zip Code: 35100.
- Category: three stars.
- Number of rooms: 436.
- Types of rooms: double rooms with pool view, double rooms with view of the surroundings, family rooms with pool view, family rooms with view of the surroundings.
- Services:
  - Restaurant with terrace: breakfast, lunch and dinner buffet. Lunch and dinner with a wide range of hot and cold dishes, live cooking and dessert buffet.
  - Pool Bar: offers hot and cold snacks, ice cream, cake, tea, coffee and a wide selection of drinks.
  - Bar Hall: with services depending on occupancy level and weather conditions.
  - Discotheque: with services depending on the level of occupancy and weather conditions.
  - Massage/Wellness.
  - Gym.
  - Children's pool, mini-club, playground and entertainment.
  - Minishop.
  - Transport to the beach.

### 3. OBJECTIVES AND IMPROVEMENTS ACHIEVED

For the period: February 2020 - January 2021; the following objectives were planned:

- To plan and realise the replacement of single-use plastic cups with reusable ones in the pool bars. Partial targets defined to achieve this:
  - To provide guests with collection points for reusable cups.
  - Evaluate the effectiveness of the replacement of plastic cups.
- Reduce electricity consumption by 1% in 2020 compared to consumption in 2019. Partial targets defined to achieve this:
  - Complete the replacement of bathroom luminaires with LEDs.
  - Evaluate the evolution of electricity consumption.
- Reduce water consumption by 2% in 2020 compared to the consumption obtained in 2019. Partial targets defined to achieve this:
  - Carry out work to improve the swimming pools.
  - Install perlators in rooms.
  - Evaluate the evolution of water consumption.

The degree of compliance with the planned objectives is evaluated below:

- To plan and realise the replacement of single-use plastic cups with reusable ones in the pool bars.
  - It was not possible to plan to make reusable cups available to guests at the pool bars. The health alert meant that the resort was closed for most of 2020, and there was uncertainty as to when it would be possible to resume operations.
  - The replacement of plastic cups with reusable ones was not complied with. Due to the health alert situation, it was necessary to modify the schedule of environmental improvements.
- Reduce electricity consumption by 1% in 2020 compared to the consumption obtained in 2019:
  - The replacement of luminaires continued until the closure of the facility in March due to the health alert generated by COVID-19, therefore, this was not achieved for all bathroom luminaires.
  - The kWh consumed/no. of guests ratio was affected by the closure of the hotel from the second half of March. The absence of guests justifies the increase.
- Reduce water consumption by 2% in 2020 compared to the consumption obtained in 2019:
  - Work was carried out to improve the main swimming pool. In addition to reducing water consumption, a reduction in the consumption of maintenance products is foreseen, as the stoneware has been removed.
  - The installation of perlators in the rooms was completed.
  - The cubic metre/guest ratio has been affected by the closure since the second half of March. The absence of guests justifies the increase.

### 4. HUMAN RESOURCES

At Mirador Maspalomas by Dunas we have the necessary human resources to provide services to guests, and to correctly control the environmental aspects associated with these services. During 2020, it was not possible to develop training actions to improve the environmental performance of the members of the Hotel. The COVID-19 health alert generated the following difficulties:

- Temporary closure.
- Temporary closure of part of the workers.
- Impossibility of carrying out training while work was being carried out prior to the opening of the establishment.

Once the situation has stabilised, training actions have been planned. In this way, knowledge of work rules and staff awareness will be recalled, in order to improve environmental performance, the prevention of violence and labour rights.

## 5. FACILITIES AND EQUIPMENT

During 2020, it was not possible to carry out all the improvements to the facilities that had been programmed to reduce the overall environmental impact associated with the activities carried out at Mirador Maspalomas by Dunas. The following actions were achieved:

- Improvement work on the main swimming pool.
- Placement of perlaters in the rooms.
- Partial installation of LED lights in the bathrooms.

Despite the difficulties generated by the health alert, and its consequences causing the closure of the Resort for most of the year 2020, the economic investment made to implement these actions, demonstrates the involvement of the Company's Management to improve environmental performance, and to comply with the environmental requirements of customers (tour operators) and guests. In addition, they will reduce the economic costs associated with water consumption, maintenance of the state of the swimming pools and electricity.

On the other hand, routine work was carried out to maintain the facilities in a correct state during the period that the hotel was closed. Subsequently, after its opening, the execution of preventive maintenance plans is maintained. In this way, environmental impacts are kept under control.

The clients of the Mirador Maspalomas by Dunas highlight the following aspects of the facilities:

- The efficiency of the cleaning of rooms and common areas.
- Good condition of the facilities.
- Punctuality of the shuttle service to the beach provided by the Hotel.

DUNAS HOTELS & RESORTS will continue its efforts to improve the facilities of the Mirador Maspalomas by Dunas. These are planned in the Programme of Objectives approved by the Company Management.

## 6. ENVIRONMENT

### 6.1 Identification and evaluation of environmental aspects

The **environmental aspects** are the elements of the activities, products or services developed at Mirador Maspalomas by Dunas that can interact with the environment. They are grouped as follows:

- Product consumption.
- Resource consumption (water, electricity, fuels).
- Air emissions.
- Energy emissions.
- Waste generation.
- Discharges to water.
- Discharges to the ground.
- Use of space.

In April 2020, the identification of the environmental aspects corresponding to the Resort was updated. In order to differentiate those with the greatest negative environmental impact, an evaluation was made of them, applying the following criteria:

- Nature: property that can characterise an environmental aspect or as the negative effect or repercussion that the aspect can have.
- Magnitude: qualitative or quantitative assessment of the impact associated with the environmental aspect.
- Frequency: quantification of the occurrence over time of the environmental aspect generating the impact.

Among the significant environmental aspects identified in Mirador Maspalomas by Dunas, are:

- Product consumption: dishwasher, hypochlorite, bleach.

- Resource consumption: propane consumption in cooking and boilers, gas oil consumption by generator set.
- Air emissions: emission of combustion gases, emission of volatile organic compounds.
- Energy emission: noise generated by maintenance work on installations, noise generated by generators.
- Waste generation: mixed packaging waste.

In order to have an overall view of the environmental performance, the evolution over time of the averages obtained in the evaluation of environmental aspects can be evaluated. In 2020, a result of 20.05 was obtained, slightly higher than that achieved in 2019 (19.95). This represents a slight intensification of the environmental impacts generated by the Hotel.

This analysis allows us to know the aspects in which the greatest effort should be applied in order to keep under control, and as far as possible reduce, the environmental impacts associated with the Hotel's activity.

## 6.2 Environmental Control

### 6.2.1 Good environmental practices

In order for the staff of Mirador Maspalomas by Dunas to know the appropriate **working rules** to keep under control the environmental impacts related to the tasks they perform, the following documents have been prepared and disseminated among the workers:

- Good Environmental Practices-Shopping.
- Good Environmental Practices-Gardening.
- Good Environmental Practices-Maintenance.
- Good Environmental Practices-Restaurant.
- Good Environmental Practices-Cleaning.
- Good Environmental Practices-Administration and Reception.
- Good Environmental Practices-Laundry.

External stakeholders are also informed about the guidelines they can apply to collaborate in the environmental improvement of the Hotel. To achieve this, the following documents are available:

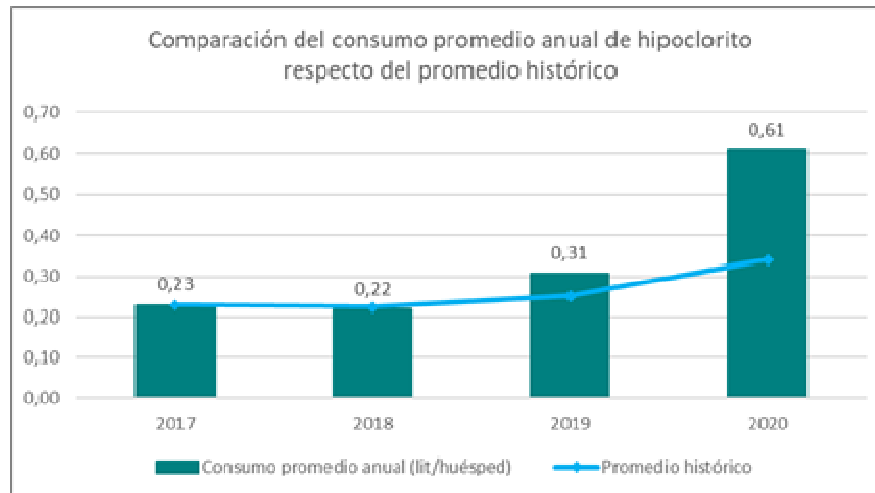
- Good Environmental Practices-Subcontractors.
- Good Environmental Practices-Guest.
- Guide for a Responsible Tourist.

### 6.2.2 Product consumption control

At Mirador Maspalomas by Dunas we are committed to consume the products in the strictly necessary quantities and to minimize the negative environmental impact. Below are some of the measures taken to achieve this:

- Purchase the products with the least possible packaging.
- Purchase the strictly necessary amount of products.
- Purchase products that have a long life and do not become hazardous waste at the end of their life.
- Choose cleaning chemicals that are less aggressive to the environment.
- Follow the instructions of the manufacturer of the cleaning products.
- Comply with food preservation requirements to avoid food spoilage.
- Whenever possible, use natural fertilizers and treatments.
- Reduce paper consumption by changing habits: control the number of copies, photocopying, writing and double-sided printing, reducing the size of the letter or image when possible.
- Meet environmental criteria in procurement by choosing materials, products and suppliers with environmental certification.
- Give priority to local and seasonal products.

The evolution of hypochlorite consumption during the period 2017 - 2020 is presented below:



The ratio: litres of hypochlorite/number of guests; for the year 2020 is abnormally high due to the absence of customers during the months the establishment was closed due to the COVID-19 health alert.

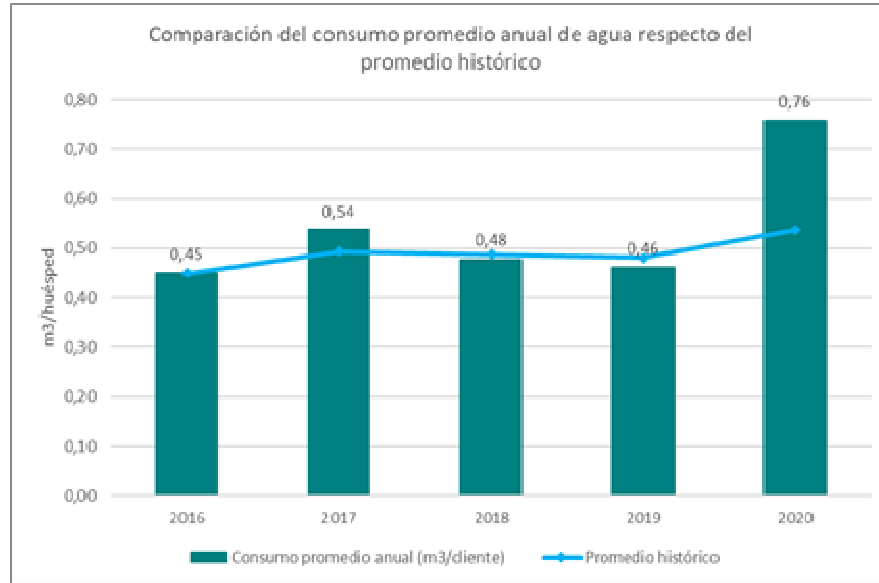
### 6.2.3 Control of resource consumption

Some of the measures defined to control water, electricity and fuel consumption are described below:

- Water consumption:
  - To turn off the taps completely.
  - Report any water leaks or drips to the maintenance staff as soon as possible.
  - To fix dripping taps and inform users.
  - Not defrost food by putting it under the water jet.
- Electricity consumption:
  - To keep the lights off in rooms that are not occupied.
  - To turn off or suspend computer equipment during long periods of inactivity, such as meals, meetings or similar activities.
  - To disconnect equipment that is out of use for long periods of time from electrical power.
  - Use energy-efficient computer equipment.
  - Carry out adequate maintenance of the thermal installations and refrigeration equipment, periodically checking: refrigerant, insulation system, air-conditioning filters.
  - Control the lighting schedule of the different rooms and common areas.
  - Keep the ovens clean to prevent grease from preventing heat transmission.
  - Do not open the doors of the chambers and refrigerators unnecessarily, to avoid cold escapes.
  - Do not leave the doors of refrigerators and freezers open.
- Fuel consumption:
  - For guests who come in their own vehicle, we provide a parking lot.
  - To provide customers with public transport maps indicating nearby stops and timetables.
  - Plan supplies in such a way as to minimize the number of visits from suppliers.
  - Agree with suppliers on the performance of their deliveries during off-peak hours, reserving a loading and unloading area for them.
  - Make suppliers aware of the need to turn off their vehicles' engines while supplies are being made.
  - Clean kitchen plates with due frequency, to facilitate heat transmission.
  - Put into practice the basic rules of efficient driving.

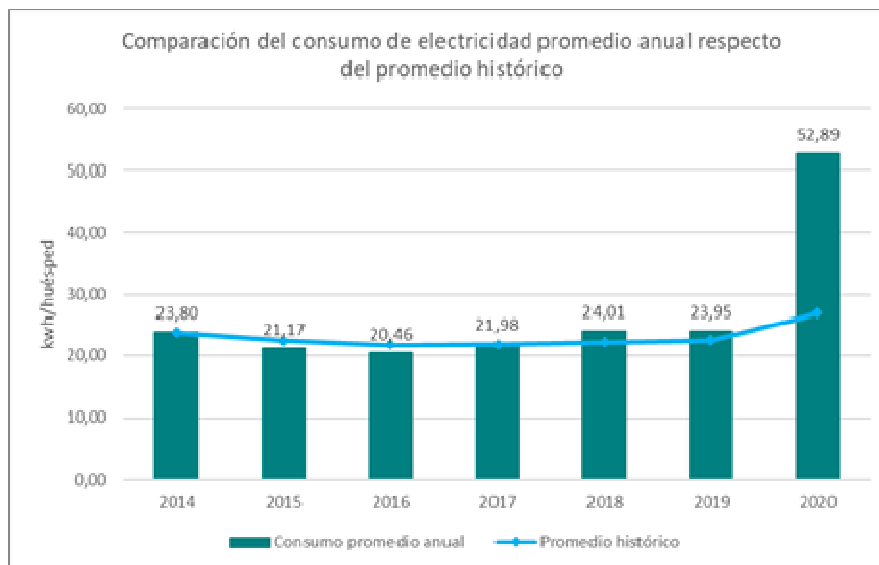
The evolution of water consumption during the period 2016 - 2020, is represented in the following graph:





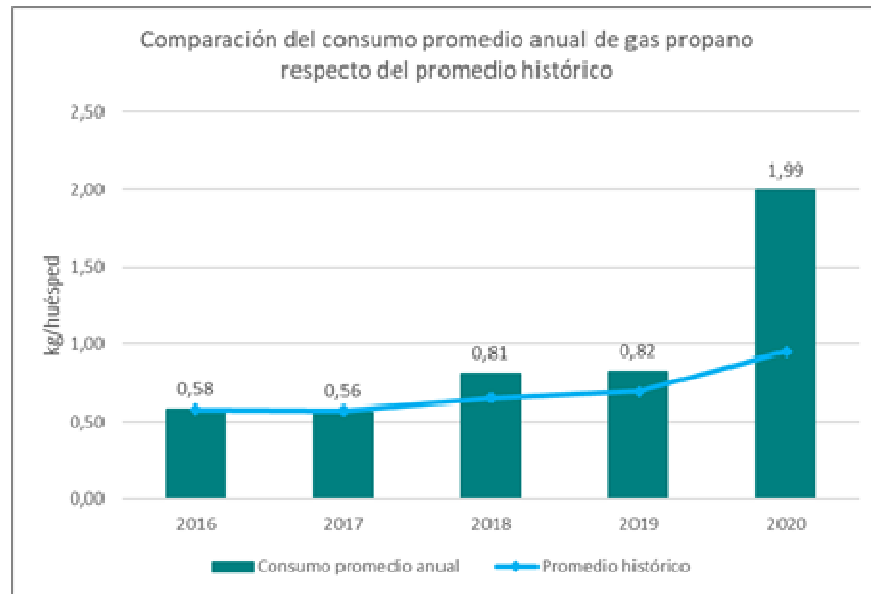
The ratio: cubic metres of water/number of guests; for the year 2020 is abnormally high due to the absence of customers during the months that the establishment was closed, due to the health alert for COVID-19. In addition, it is necessary to take into account the execution of the improvement work carried out on the Hotel's main swimming pool.

The evolution of electricity consumption during the period 2014 - 2020, is represented in the following graph:



The ratio: kilowatt hours/number of guests; during the year 2020 is abnormally high, due to the absence of customers during the months that the establishment was closed due to the COVID-19 health alert.

The evolution of propane gas consumption during the period 2016 - 2020, is represented in the following graph:



The propane consumption at Mirador Maspalomas by Dunas measured as kilograms of gas per guest, during 2020, is abnormally high compared to previous years. As in the previous cases, this is explained by the absence of guests during most of the year, due to the closure of the Hotel as a consequence of the health alert.

#### 6.2.4 Control of air emissions

To minimize air pollution, the following guidelines have been established at Mirador Maspalomas By Dunas:

- For guests who come in their own vehicle, we provide a parking lot.
- Provide customers with public transport maps indicating nearby stops and timetables.
- Provide information on your own transport service to reduce individual vehicle use.
- Put into practice the basic rules of efficient driving.
- Plan supplies in such a way as to minimize the number of visits from suppliers.
- Agree with suppliers on the performance of their deliveries during off-peak hours, reserving a loading and unloading area for them.
- Make suppliers aware of the need to turn off their vehicles' engines while supplies are being made.
- Use products that are free from harmful emissions.
- Isolate and properly close containers with volatile compounds.
- Carry out good maintenance of machinery and equipment.

From the electricity and propane consumption, the greenhouse gas emissions per guest due to the hotel's activities can be estimated. Compared to previous years, a significant increase can be observed. This is due to the closure from the last days of March. The facilities were not open to the public, but routine maintenance tasks generated such consumptions. The results for 2020 compared to the previous year are shown below:

- CO<sub>2</sub> emissions from electricity: 9,572 kg/guest in 2020, 4,334 kg/guest in 2019.
- CO<sub>2</sub> emissions from propane: 5,853 kg/guest in 2020, 2,415 kg/guest in 2019.

#### 6.2.5 Energy emission control

Some of the measures defined to control energy emissions (noise and vibration, heat, lighting) are described below:

- Keep emissions from bars and outdoor areas at strictly necessary levels so as not to cause noise contamination.
- When planning entertainment activities, establish and respect a period of prudent silence to safeguard the rest of the rooms.
- Carry out good maintenance of vehicles, machinery and equipment.
- Carry out work with outdoor machinery that generates noise perceptible by guests at less disturbing times.

- Place the machinery that generates noise and vibrations away from the areas usually occupied by guests.
- When buying any machinery, take into account the noise and vibration it produces.
- Outdoor lighting should be well oriented to reduce light contamination.
- To keep heat emissions from refrigeration equipment under control, ensure that they are working properly and carry out proper maintenance.

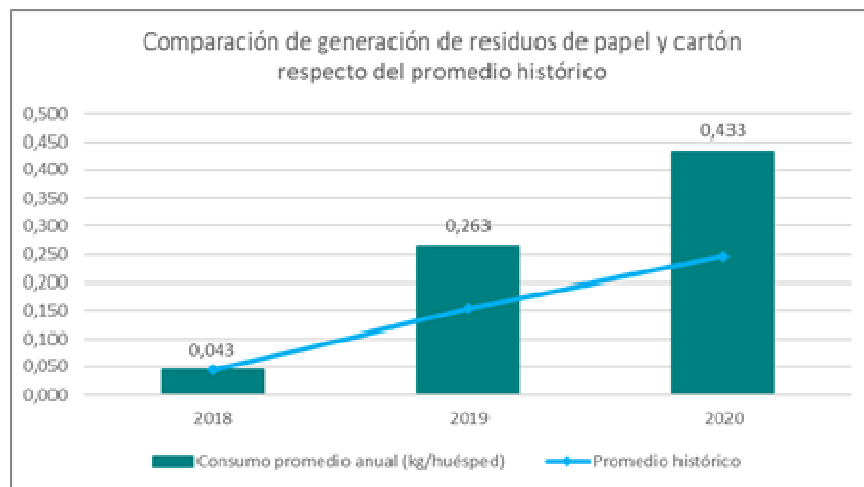
### 6.2.6 Control of waste generation

At Mirador Maspalomas by Dunas we are committed to reducing the amounts of waste generated to those strictly necessary and to minimising the negative environmental impact. Below are some of the measures taken to achieve this:

- Avoid the use of disposable plastic elements.
- Use, as far as possible, products in packaging made from recycled, biodegradable materials that can be reused or at least returned to suppliers.
- Keep litter bins located in communal areas available to guests for waste disposal in good condition.
- Keep the rubbish containers clean to avoid bad smells and the appearance of insects and rodents.
- Old towels and sheets can be reused as cleaning rags.

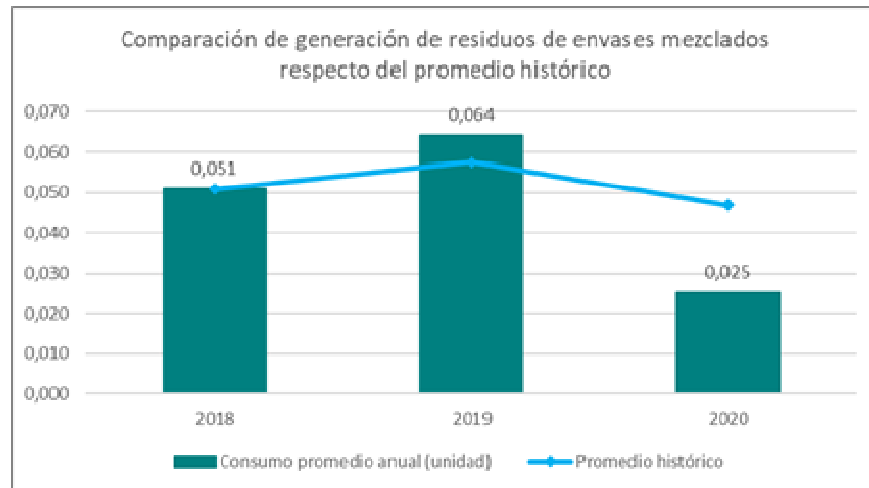
In order to comply with the legislation, the internal management standards for non-hazardous and hazardous waste have been defined.

The evolution during the period 2018 - 2020, of the quantities generated of paper and cardboard waste is represented in the following graph:



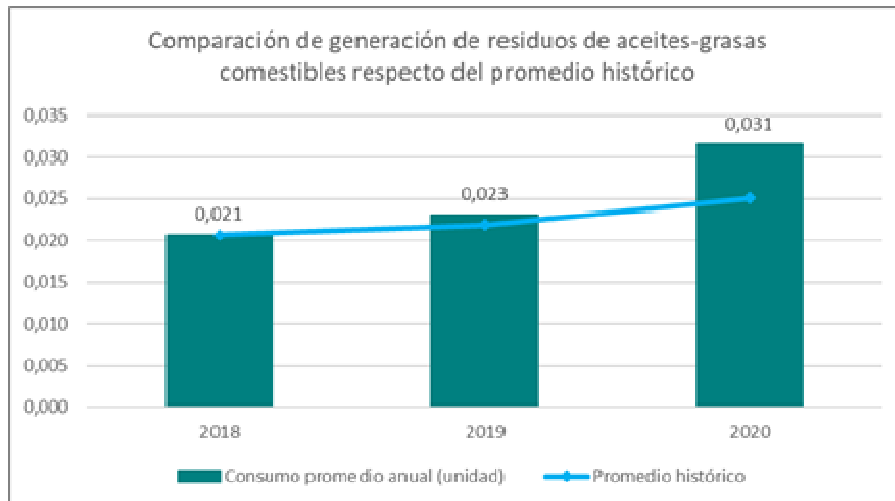
During 2020, the generation of paper and board waste continued the upward trend observed since 2018. It should also be noted that there has been an improvement in the system for monitoring and recording quantities.

The evolution during the period 2018 - 2020, of the quantities of mixed packaging waste generated is represented in the following graph:



During 2020, the generation of mixed packaging waste was lower than the average for 2018 and 2019.

The evolution during the period 2018 - 2020, of the quantities of edible oil waste generated is represented in the following graph:



### 6.2.7 Control of water discharges

To **minimize pollution** from wastewater discharge, the following guidelines have been established at Mirador Maspalomas By Dunas:

- Do not use the toilet as a garbage can where waste is dumped.
- Do not pour dangerous products into the sewage system.
- Do not pour used oil down the drain, store it in drums intended for this purpose and hand it over to an authorised waste manager.
- Choose cleaning agents that reduce contamination by spillage both in volume and in hazardousness. Use, as far as possible, biodegradable detergents that are phosphate and chlorine-free.
- Avoid pouring cleaning products into the sewage system as this makes it difficult to purify the water.
- Use the cleaning products following the guidelines set by the manufacturer, avoiding excesses that lead to an increase in the pollution load of the spills.

### 6.2.8 Control of discharges to the ground

In addition to the rules for the correct storage of waste to **avoid** the spillage of **pollutants** into the soil, there are defined measures for not contaminating the soil. These include the following:

- Preserve the natural structure of the soil.
- Optimize the use of fertilizers and herbicides in landscaped areas to avoid soil contamination.

- Take special care every time water is used to clean the soil, near the waste storage area, to avoid dragging contaminating products.

#### 6.2.9 Control of space use

To ensure that space is used with the minimum environmental impact, the rules established at Mirador Maspalomas by Dunas are as follows:

- Use pavements of different materials, terraced walkways and upholstery plants to cover large areas.
- Planting trees that produce shade to reduce soil temperature and thus reduce water loss through evaporation.
- Use native species because they are adapted to the climate of the area, easy to maintain and in harmony with the environment.
- Select plants with lower water requirements.

#### 6.2.10 Emergency management

Mirador Maspalomas by Dunas has action plans for each of the emergency situations detected in the identification and evaluation of environmental aspects. The degree of staff awareness of these plans is periodically assessed. In 2020, the hotel employees achieved an average of 86.51% correct answers. The percentage of correct answers is very high, which gives confidence in the capacity of the hotel staff in the event of having to deal with an environmental emergency situation.

### 7. ENVIRONMENTAL AWARENESS OF GUESTS

The reception staff is in constant contact with the guests. They are aware of the importance of influencing their behaviour, inviting them to take action to save on the consumption of products and resources, and to avoid the excessive generation of waste and polluting emissions.

Among the measures planned for the environmental **awareness** of guests are the following:

- To have in reception, at the disposal of the guests, the Guide for a Responsible Tourist.
- Encourage guests to implement sustainability measures during their stay:
  - Saving water in rooms and utilities.
  - Delaying the change of towels.
  - Turn off the lights in the rooms whenever they are not needed.
  - Make responsible use of air conditioning.
- Informing guests about local environmental initiatives.
- Provide information to encourage the use of public transport.

### 8. SOCIAL RESPONSABILITY

DUNAS HOTELS & RESORTS recognizes its **responsibility** towards the **community** in which it carries out its activity, and undertakes to:

- Respect, support and promote the culture, norms and conservation of the local environment.
- Maintain a permanent dialogue with the local community and social agents in order to understand their needs and contribute to their progress through responsible behaviour.
- Prioritize the acquisition of local products to strengthen the economic and social development of the community, provided that quality standards, price and health and safety criteria are guaranteed.
- Encourage the recruitment of local staff to promote the development of society and the enrichment of the cultural diversity of our teams.
- Establish a strategy of collaboration with social entities in the following lines of action:
  - Community support initiatives.
  - Biodiversity projects.
  - Children's health and welfare programs.
  - Donations of rooms and services.

DUNAS HOTELS & RESORTS recognizes its **responsibility** towards its **employees** and is committed to:

- Guarantee a dignified, fair, respectful treatment that does not allow discrimination towards and among its employees.
- Proceed towards its employees in a way that guarantees equal opportunities.
- Favour the personal and professional development of its employees by promoting training and capacity building for their continuous improvement.
- Have a fair remuneration and social benefits policy in accordance with the social and regulatory framework.
- Recognise the right of association and trade union membership, establishing a relationship of dialogue and cooperation.

At **DUNAS HOTELS & RESORTS** we are committed to cycling in Gran Canaria. This commitment is expressed through sponsorship and active collaboration in the event: **Gran Canaria Bike Week**. This is an event with a long history on the island, which aims to showcase the excellent conditions that Gran Canaria has to offer for this sport. For more than 30 years, cyclists from all over the world have been coming together to enjoy all our advantages:

- The average temperature on the island is around 20°C all year round, as well as the 300 days of sunshine on average per year, make Gran Canaria an ideal place for any type of activity.
- The multiple scenarios that can be found, from beach paradises to rural routes in the middle of extensive and leafy pine forests. It is full of nuances and corners that amaze everyone who visits them.

By participating in this event, Gran Canaria collaborates with the promotion of Gran Canaria as an ideal tourist destination for the practice of outdoor sports and the promotion of healthy lifestyle habits.

In 2020, the **Gran Canaria Bike Week** could not be held due to the restrictions imposed by the health alert. However, **DUNAS HOTELS & RESORTS** has renewed its collaboration commitment for the edition to be held in December 2021.

## 9. AUDITS

The internal and external audits represent an effective tool to improve the environmental management of Mirador Maspalomas by Dunas. It allows to verify the effectiveness of the management system implemented in the Hotel, to detect anomalies and to establish corrective actions to eliminate them.

In 2020, the Mirador Maspalomas by Dunas was included in the scope of certification of the environmental management system, according to **ISO 14001:2015**, of **DUNAS HOTELS & RESORTS**. The external audit was carried out from 10 to 14 February. The following strong points were highlighted:

- High degree of involvement of the System Manager in continuous improvement.
- High number of environmental indicators and their exhaustive monitoring.
- Effectiveness and degree of concreteness of the internal audit carried out by the external consultant.

In turn, opportunities for improvement, observations and minor deviations were identified and resolved, resulting in the inclusion of the **Mirador by Dunas** in the **ISO 14001** certification.

Previously, on 28 and 29 January 2020, the internal audit of the environmental management system was carried out. The results were satisfactory, verifying compliance with the commitments made by **DUNAS HOTELS & RESORTS** through its Policy. Among the strengths identified, the following stood out:

- Control of the state of the facilities through records showing preventive maintenance.
- Investments made to improve the facilities with a positive impact on the control of the environmental impacts associated with the Resort's activities.
- High percentage of improvement opportunities identified in the management review that have been implemented.

As in the external audit, observations and some deviations were detected, for which corrective actions were defined and effectively implemented. In this way, the focus on continuous improvement is evident.

On the other hand, Mirador Maspalomas by Dunas has maintained its **Travelife** certification since 2019. During 2020, it was not necessary to undergo an audit as it was within the 2-year cycle of validity. Renewal is planned for 2021.

## 10. OBJECTIVES Y PLANNED IMPROVEMENTS FOR THE CURRENT YEAR

The objectives and improvements in the environmental performance of the Mirador Maspalomas by Dunas, planned for the year 2021, are the following:

- To plan and carry out the replacement of single-use plastic cups with others that can be reused in the pool bar.
- Reduce water consumption by more than 5% in 2021 compared to consumption in 2020.
- Reduce electricity consumption by more than 5% in 2021 compared to consumption in 2020.

On the other hand, the following improvements have also been considered for implementation:

- Assess the possibility of installing devices in reception areas for guests to preview invoices in order to reduce paper consumption.
- Have an indicator to monitor the evolution of the results of annual evaluations of environmental aspects.
- Plan and carry out training activities aimed at improving knowledge of good environmental practices.