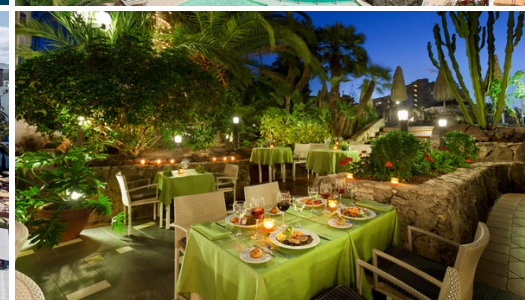
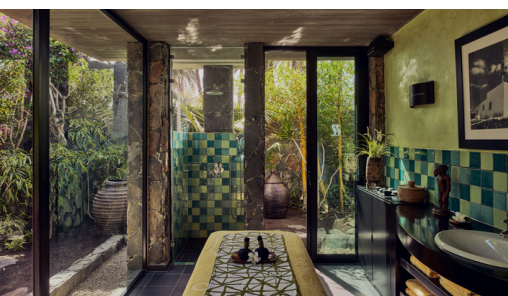




SUSTAINABILITY REPORT

2023-2024

This report presents Seaside Collection's sustainability progress during 2023–2024, covering environmental, social, and governance (ESG) data. It summarizes the main actions and results in energy efficiency, waste management, climate impact, and commitment to people and the environment, reinforcing our responsible and transparent approach.

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1. REFLECTIONS FROM OUR OWNERS

By Theo Gerlach, founder of Seaside Collection

The inspiration for Seaside Collection's portfolio of accommodations in the Canary Islands dates back to 1970, when I first visited Gran Canaria and discovered the extraordinary potential these islands offered to create exceptional holiday experiences, rooted in their culture, tradition, and natural environment.

Since our beginnings, we have been convinced that tourism can be a positive force, capable of generating economic prosperity and social well-being. Under that premise, at Seaside Collection we have dedicated ourselves to offering the highest standards in accommodation, service, and gastronomy, which translates into a high rate of loyalty from our guests, many of whom return year after year.

Although our history spans almost five decades, at Seaside we never stop looking ahead. We maintain an ongoing programme of room and facility renovations, incorporate state-of-the-art technology to minimise our environmental impact, and foster a work culture that prioritises work-life balance. We also cultivate close relationships with our suppliers and local partners, with the aim of strengthening the economic and social fabric of the communities where we operate.

In 2019, we took an important step by launching our new brand identity. It reaffirmed our vocation as hosts and our vision of authentic, simple, and responsible luxury. This renewal also brought the opening of Finolhu, our exclusive resort in the Baa Atoll in the Maldives, a paradise offering elegant villas, international cuisine, and a wellness proposition designed to disconnect from the stresses of everyday life.

Later, in 2022, we expanded our vision with the creation of Riverside Luxury Cruises, our premium river cruise brand, sailing to destinations such as Austria, Germany, and Hungary, combining fine dining and personalised service for a limited number of passengers.

Whether in our hotels or on our cruises, we aim to provide exceptional service backed by careful attention to detail. This approach has positioned Seaside Collection and Riverside Cruises as benchmark brands for guests committed to quality, sustainability, and social responsibility, and enables us to connect with a new generation of conscious travellers.

It is our strong desire that the company's current and future initiatives continue to be guided by these principles and provide a positive legacy for generations to come.

2. BUSINESS MODEL - CANARY ISLANDS

Seaside Collection is a consolidated hotel company in the high-end tourism sector, with a strong presence in the Canary Islands, one of the most renowned holiday destinations in Europe. Our main activity is the direct management of four hotel establishments located in Gran Canaria and Lanzarote, which together comprise 1,208 rooms and generate more than 888 direct jobs.

Our hotels

Seaside Hotel Sandy Beach****	(Playa del Inglés, Gran Canaria)	256	rooms
Seaside Hotel Palm Beach*****	(Maspalomas, Gran Canaria)	328	rooms
Seaside Grand Hotel Residencia*****	(Maspalomas, Gran Canaria)	94	rooms
Seaside Los Jameos****	(Puerto del Carmen, Lanzarote)	530	rooms

In addition to operating these properties, Seaside Collection also functions as the corporate headquarters for the Seaside Collection Group in Spain. From our central office, we manage key areas such as marketing, reservations, revenue management, financial administration, human resources and general services. This centralised structure ensures greater operational efficiency, consistency in service quality, and alignment with our sustainability objectives.

A model based on excellence and sustainability

Our business model is based on a proposal of relaxed luxury, genuine hospitality and strong environmental commitment. The loyalty of our guests and the recognition of the Seaside brand are the result of a strategy that combines:

- ❖ Privileged locations
- ❖ Constant renovation of facilities
- ❖ Integration of sustainable technologies
- ❖ Close relationship with suppliers and local communities

These pillars reinforce our competitiveness and position us as a benchmark in the creation of responsible hotel experiences, adapted to the challenges of the present and committed to the sustainable development of the destinations in which we operate.

3. OUR MISSION, VISION AND VALUES

Our mission

At Seaside Collection, we strive to offer unique holiday experiences based on genuine hospitality, comfort, service excellence, and respect for the environment. We aim to create shared value for our guests, employees, local partners, and the environment, promoting a more responsible form of tourism.

Our vision

To be a benchmark in the high-end hotel sector, recognised for combining relaxed luxury with ethical, sustainable management that is committed to people and the local territory. We aim to continue building a legacy that inspires future generations and contributes to the social and environmental well-being of the destinations in which we operate.

Our values

❖ Service excellence

We place the guest at the centre of everything we do, caring for every detail to offer a unique experience based on quality, comfort, and personalised attention.

❖ Integrity and transparency

We act with honesty, ethics, and responsibility, fostering trusting relationships with employees, clients, suppliers, and communities.

❖ Environmental sustainability

We integrate responsible practices to reduce our impact: energy savings, efficient water management, waste reduction, and minimising emissions.

❖ Commitment to people

We promote equality, well-being, and the professional development of our teams, creating safe, respectful, and motivating work environments.

❖ Connection with the local community

We support the social and economic development of the environment through local purchasing, social action and respect for natural and cultural heritage.

❖ Conscious innovation

We invest in innovative technological solutions and processes that improve the efficiency, customer experience and sustainability of our operations.

4. CORPORATE POLICIES

At Seaside Collection, we understand sustainability as a cross-cutting principle that guides all our decisions and operations. We have a robust internal regulatory framework that reinforces this commitment, integrating environmental, social, and governance (ESG) policies to ensure responsible, ethical management aligned with the main international standards of the tourism sector.

All policies are applied across our operational centres, available in both physical and digital formats, communicated during onboarding and training processes, and reviewed periodically to adapt to current regulations and emerging social expectations.

Main corporate policies:

❖ Sustainability policy

Outlines the principles and commitments of Seaside Collection in environmental, social, and governance matters. It defines the strategic lines for respectful environmental management, social responsibility, and alignment with the Sustainable Development Goals (SDGs).

❖ Code of ethics

Sets out the core values that guide our business conduct: integrity, transparency, respect, and responsibility. It establishes clear behavioural guidelines for all employees and managers, as well as for suppliers and external collaborators.

❖ Criminal risk prevention programme

Includes specific measures to prevent the commission of criminal offences within the company, in compliance with the Spanish Penal Code. This programme establishes internal controls, reporting channels, and action procedures in response to potential irregularities.

❖ Equality plan

Ensures equal opportunities for women and men in the workplace. It includes specific measures to eliminate any form of gender-based discrimination, promote work-life balance, and foster an inclusive and equitable working environment.

These policies reflect Seaside Collection's commitment to ethical, transparent, and sustainable management. Their proper implementation is a shared responsibility across the organisation and is a key pillar for building trust among our employees, guests, suppliers, and local communities.

5. OBJECTIVES

In line with our commitment to continuous improvement, we have defined priority sustainability goals focused on energy efficiency, resource management, and social engagement. Below is the degree of achievement for each goal, along with its indicators and a brief evaluation.

5.1. Monitoring of sustainability objectives (2023-2024)

During the 2023–2024 biennium, six priority environmental and social objectives were defined. The following table shows the status of each objective, the associated indicators, and a qualitative comment on its development. This analysis allows us to assess progress in our strategic lines and identify areas for improvement in future cycles.

OBJECTIVE SET FOR 2023–2024	STATUS	INDICATOR	COMMENT
Measure the carbon footprint associated with energy consumption in the four hotels	Achieved	Report published and plan validated by management	Energy consumption for 2023–2024 has been compiled by source (electricity, diesel, propane, solar, aerothermal, etc.) and associated emissions (in tCO ₂) have been calculated per hotel.
Maintain energy consumption per overnight stay equal to or better than 2019	Partially achieved	kWh/stay	Although energy efficiency measures have been implemented in some hotels, increased occupancy and equipment upgrades have led to temporary increases, partially offset by solar thermal energy and heat recovery systems.
Maintain water consumption per overnight stay equal to or better than 2019	Achieved	m ³ /stay	Water consumption indicators per stay show improvements compared to 2019, especially in Sandy Beach and Palm Beach, thanks to internal campaigns and technical upgrades.
Measure food waste in all hotels to establish a baseline	In progress	Effiwave system implemented and database operational	The Effiwave system with smart scales has been implemented in all four hotels, creating a digital database to set reduction targets.
Contribute to at least 3 community or environmental activities outside the hotels	Achieved	Number of activities carried out	We have collaborated with organizations such as Caipsho, Elomar, the Randstad Foundation and the Food Bank, in addition to carrying out training and solidarity actions such as raffles and inclusion practices. We are also actively participating in the European NATALIE project, focused on climate resilience and the involvement of local stakeholders in protecting fragile ecosystems such as the Charca de Maspalomas
Promote the creation of biodiversity spaces in each hotel	In progress	Number of hotels with initiated actions	Some hotels already have native gardens or adapted areas, and work is underway to expand and systematize these initiatives with medium-term objectives.

5.2. Sustainability objectives (2025–2026)

The new objectives reflect lessons learned from the previous period and strengthen our strategy in energy efficiency, food waste reduction, biodiversity, and continuous improvement. All are aligned with current regulations, the 2030 Agenda, and the principles of climate resilience.

OBJECTIVE SET FOR 2025–2026	INDICATOR	COMMENT
Maintain energy consumption per overnight stay equal to or better than 2019	kWh/stay consumption	Energy efficiency measures will continue to be implemented, including new investments in efficient climate control systems and renewable energy integration.
Establish a food waste prevention and reduction plan in all hotels	Plan approved with annual goals per area (buffet, kitchen, returns)	Building on the Effiwaste system, reduction targets will be set for each area (buffet, kitchen, returns), with ongoing staff training.
Promote the creation of biodiversity spaces in each hotel	Number of hotels with designated areas	Identification, signage, and expansion of gardens with native flora, wildlife shelters, or interpretive spaces with educational signage will be standardized.
Implement low-impact climate control systems in at least [two] hotels	Number of hotels using geothermal or other efficient systems	Replacement of thermal equipment will be prioritized with efficient systems such as geothermal or booster heat pumps.
Gradually eliminate paper invoices and documentation at reception	% of digitally issued invoices	Digital delivery of invoices and documents will be encouraged, with visible instructions at reception for online access. This is part of the digitalization and paper reduction strategy.
Pilot replacement of gas with biogas in kitchens	Number of kitchens piloting biogas use	In 2026, at least one hotel is expected to begin using biogas in its kitchens, as a step toward thermal decarbonization.

Stakeholder engagement in achieving sustainability objectives

At Seaside Collection, we understand that achieving our sustainability objectives and commitments is only possible through the active involvement of our stakeholders.

For this reason, we publicly invite employees, customers, suppliers, partner companies, and local communities to support and actively participate in the achievement of these objectives.

We encourage our stakeholders to share ideas, improvement proposals, or initiatives that contribute to environmental protection, social responsibility, and the continuous improvement of our activities through the established channels, in particular via the email address compromisosostenible@seaside-collection.com.

This active collaboration is a key element of our continuous improvement approach and of fulfilling our sustainability commitments.

6. ENVIRONMENTAL MANAGEMENT

Introduction

The hotel industry involves intensive use of natural resources and generates significant environmental impacts, such as energy consumption, waste generation, and greenhouse gas emissions. At Seaside Collection, we acknowledge this reality with responsibility and act with a comprehensive approach to minimize our environmental footprint.

Our environmental sustainability strategy is applied across all hotels in the group and is based on the following principles:

- ❖ Continuous improvement in energy and water efficiency
- ❖ Responsible resource use and waste reduction
- ❖ Pollution prevention
- ❖ Strict compliance with current environmental legislation
- ❖ Climate change adaptation and emissions reduction
- ❖ Promotion of the circular economy
- ❖ Awareness and engagement of employees, guests, and suppliers

Through continuous technical monitoring, we implement specific measures tailored to each hotel, aiming to reduce our impact without compromising the quality of the guest experience. These actions directly contribute to achieving the Sustainable Development Goals (SDGs), especially those related to energy (SDG 7), water (SDG 6), responsible consumption (SDG 12), and climate action (SDG 13).

6.1. Environmental performance

At Seaside Collection, we are committed to continuously measuring, managing, and improving our environmental performance across all group hotels. This monitoring is key to identifying areas for improvement, prioritizing sustainable investments, and meeting our environmental goals.

Below are the environmental performance data for 2023 and 2024, broken down by operating centre. This analysis allows us to evaluate the evolution of our impact, identify improvement opportunities, and reinforce actions for more sustainable management in all our hotels.

Annual reference indicator

To standardize the analysis, we use the total number of annual stays per hotel as the reference value. This unit allows us to assess relative environmental impact adjusted to occupancy levels and to evaluate the effectiveness of implemented measures more accurately.

Table 1. Number of stays

	Stays	
	2023	2024
Seaside Hotel Sandy Beach	144.803	142.959
Seaside Los Jameos	318.279	297.388
Seaside Grand Hotel Residencia	45.013	45.128
Seaside Hotel Palm Beach	131.428	142.413
TOTAL	639.523	627.888

6.2. Energy consumption

Energy consumption is one of the main environmental impacts in the hotel industry. At Seaside Collection, we systematically monitor both direct consumption (fossil fuels) and indirect consumption (grid electricity), including on-site renewable energy generation (solar thermal, photovoltaic, aerothermal, and heat recovery).

To assess energy efficiency, our main indicator is consumption per stay (MWh/stay), which allows us to compare performance between hotels and across years, adjusted to occupancy levels. The following tables present energy consumption (in MWh) in 2023 and 2024, broken down by hotel:

Seaside Sandy Beach

Table 2. Energy consumption at Seaside Sandy Beach

	Consumption (Mwh)		Indicator (Mwh/stay)	
	2023	2024	2023	2024
Electricity	2.594,58	2.491,07	0,0179	0,0174
Diesel¹	255,01	296,82	0,0018	0,0021
Solar thermal	162,72	163,878	0,0011	0,0011
Heat recovery	66,31	63,306	0,0005	0,0004
TOTAL	3.078,61	3.015,07	0,0213	0,0211

In 2024, a 2,41% reduction in total energy consumption was achieved compared to 2023, with a notable improvement in the per-stay indicator. This was due to operational adjustments and efficiency measures, despite a slight increase in diesel use. The consistency of solar thermal energy and heat recovery contributed to maintaining strong overall energy performance.

¹ **Note:** A conversion factor of 12.78 (LHV) is used to convert litres of diesel fuel into kWh.

Seaside Los Jameos

Table 3. Energy consumption at Seaside Los Jameos

	Consumption (Mwh)		Indicator (Mwh/stay)	
	2023	2024	2023	2024
Electricity	5.926,47	5.663,84	0,0186	0,0190
Gasoil ¹	0	18,28	0,0000	0,0001
Propane gas ²	1.442,5	1.901,84	0,0045	0,0064
Solar thermal	340,87	316,57	0,0011	0,0011
Biomass	264,00	37,30	0,0008	0,0001
Heat recovery	335,84	53,31	0,0011	0,0002
Aerothermal	252,58	123,71	0,0008	0,0004
TOTAL	8.562,26	8.114,84	0,0269	0,0273

The hotel achieved a 5,2 % absolute reduction in energy use, although the per-stay indicator slightly increased due to a drop in occupancy.

Seaside Grand Hotel Residencia

Table 4. Energy consumption at Seaside Grand Hotel Residencia

	Consumption (Mwh)		Indicator (Mwh/stay)	
	2023	2024	2023	2024
Electricity	2254,18	2179,30	0,050	0,048
Propane gas ²	268,89	284,17	0,006	0,006
Heat recovery	731,30	692,54	0,016	0,015
TOTAL	3.254,37	3.156,01	0,072	0,070

The hotel maintained a stable total energy consumption, with a slight 3% reduction from 2023. This was accompanied by a relative efficiency improvement, with the indicator dropping from 0.072 to 0.070 MWh/stay. While still higher than other group hotels, it aligns with the property's historical average, explained by low occupancy density and high comfort standards.

Seaside Palm Beach

Table 5. Energy consumption at Seaside Palm Beach

	Consumption (Mwh)		Indicator (Mwh/stay)	
	2023	2024	2023	2024
Electricity	4137,79	4149,45	0,031	0,029
Propane gas ²	841,59	846,72	0,006	0,006
Solar thermal	211,322	204,886	0,002	0,001
Heat recovery	731,302	680,062	0,006	0,005
TOTAL	5.922,004	5.881,118	0,045	0,041

² Note: A conversion factor of 13,6 (LHV) is used to convert tonnes of propane into kWh..

Energy consumption remained virtually stable, with a slight decrease year-over-year. However, **relative efficiency improved**, with the indicator falling from 0.045 to 0.041 MWh/stay. This is mainly due to adjustments in air conditioning systems and more efficient operational management, maintaining guest comfort without increasing energy demand.

Seaside Collection Headquarters

Table 6. Energy consumption at Seaside Collection headquarters

	Consumption (Mwh)	
	2023	2024
Purchased electricity	112,55	91,89
Photovoltaic energy	30,58	52,93
TOTAL	143,13	144,82

Energy consumption remained stable, with a slight variation consistent with the moderate growth of the group's administrative activity.

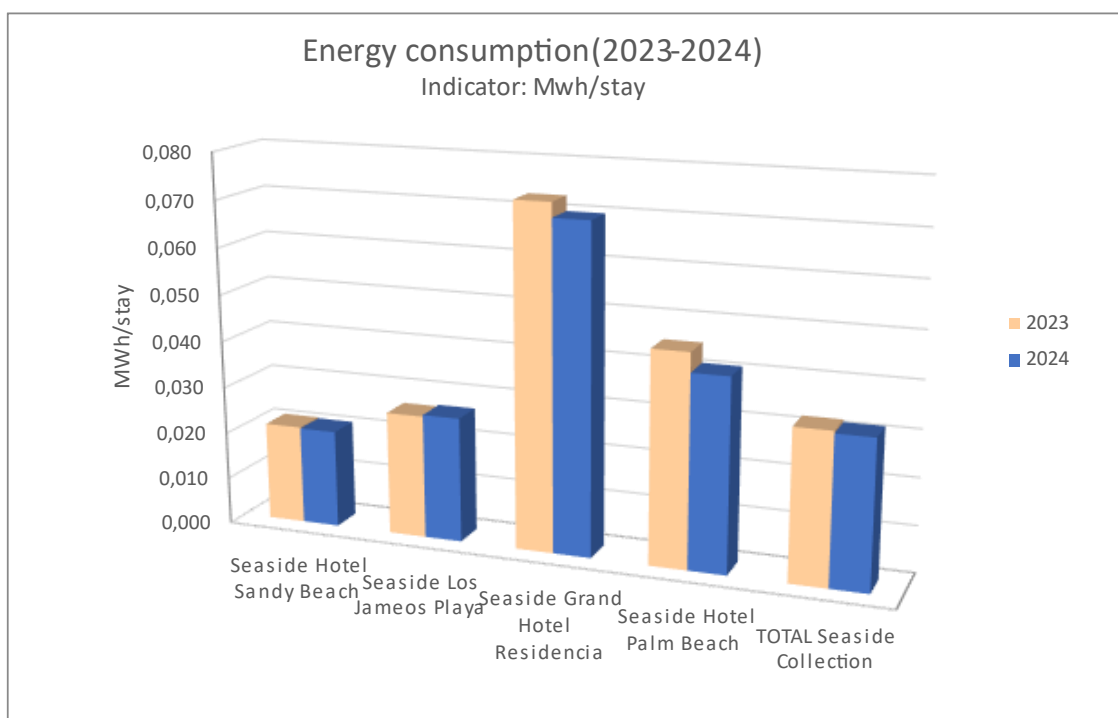
6.2.1. Global energy balance

Table 7. Total energy consumption (MWh): Includes all thermal and electric energy sources, both conventional and renewable

	Mwh		Indicator (Mwh/stay)	
	2023	2024	2023	2024
Seaside Hotel Sandy Beach	3.078,61	3.015,07	0,021	0,021
Seaside Los Jameos	8.562,26	8.114,84	0,027	0,027
Seaside Grand Hotel Residencia	3.254,37	3.156,01	0,072	0,070
Seaside Hotel Palm Beach	5.922,00	5.881,12	0,045	0,041
Seaside Collection HQ	143.13	144.82		
TOTAL	20.817,244	20.167,042	0,032	0,032

Across Seaside Collection, total energy consumption in 2024 was reduced by 650 MWh compared to the previous year (−3.1%). This improvement reflects the impact of energy efficiency measures implemented in several establishments, particularly in HVAC systems, heat recovery, and operational management.

Despite isolated variations in some hotels, the average energy consumption per stay remained stable at 0.032 MWh/stay, indicating improved relative efficiency given the higher number of stays recorded in some cases. This reaffirms the group's commitment to energy sustainability without compromising guest comfort.



6.2.2. Renewable energy generated

Table 8. Percentage of renewable energy generated

	% of total consumption	
	2023	2024
Seaside Hotel Sandy Beach	7,4	7,5
Seaside Los Jameos	13,9	6,5
Seaside Grand Hotel Residencia	22,5	22,0
Seaside Hotel Palm Beach	15,9	15,0
Seaside Collection HQ	21,4	36,5
TOTAL	14,7	14,1

In 2024, the percentage of renewable energy generated accounted for 14,1% of the group's total consumption, compared to 14,7% in 2023. Although there was a slight overall decline, the commitment to decarbonization and the integration of clean energy into hotel operations remains firm.

The most notable figure is the increase in solar self-consumption at the head offices (+73%), which raised the renewable share to 36,5%. In the hotels, the contribution of thermal technologies remained stable, although a decrease was recorded at Los Jameos Playa, where lower biomass input and heat recovery reduced the renewable percentage to 6,5%.

6.2.3. Key energy efficiency measures in our hotels

Technical and operational actions have been implemented to reduce energy consumption without compromising guest comfort:

- Air conditioning optimization: Turned off or limited during low season to avoid unnecessary consumption.
- Smart sensors: Climate control is regulated based on window opening or room occupancy.
- Efficient lighting: Widespread use of LED technology (70%), motion sensors, and overnight shutdown of decorative lights.
- Heat recovery systems: Reused to heat swimming pool water.
- Promotion of self-consumption: Expansion of photovoltaic and solar thermal energy.

These measures are part of a comprehensive energy sustainability strategy aligned with SDG 7 and the European objectives for efficiency, renewable electrification, and reduction of indirect emissions.

6.3. Water consumption

Water consumption is a key aspect of sustainability in our hotel operations, especially in the context of increasing water scarcity in the Canary Islands. At Seaside Collection, we are fully aware of the need to manage this resource responsibly and efficiently, adapting to both current and future climate challenges.

There is a significant difference in water management between the various properties:

- ❖ Headquarters, Sandy Beach, Palm Beach, and Grand Hotel Residencia: Water consumption comes entirely from the municipal supply managed by EMALSA, as these properties do not have their own water intake or production infrastructure.
- ❖ Hotel Los Jameos: We operate an authorized **desalination plant**, which allows us to produce the required water internally based on demand. This infrastructure enhances our water autonomy and reduces pressure on public resources.
- ❖ Water use is linked to both administrative activities and operational needs across all facilities.

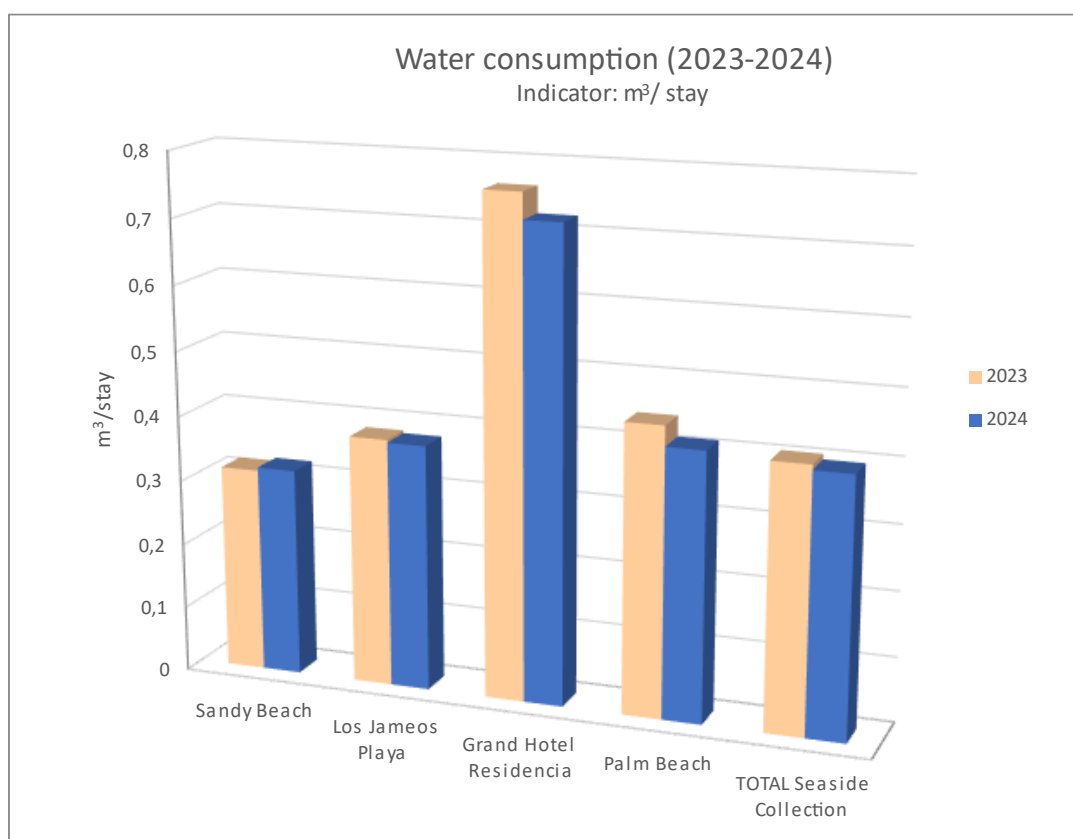
We evaluate water performance by total consumption (m³) and by **consumption per stay** (m³/stay), allowing comparison adjusted to occupancy levels.

Table 9. Water consumption in Seaside Collection hotels

	Total volume (m ³)		Indicator (m ³ /estancia)	
	2023	2024	2023	2024
Seaside Hotel Sandy Beach	46.159	46.164	0,319	0,323
Seaside Los Jameos	124.887	114.804	0,392	0,386
Seaside Grand Hotel Residencia	34.022	32.662	0,756	0,724
Seaside Hotel Palm Beach	57.962	58.993	0,441	0,414
TOTAL	263.030	252.623	0,411	0,402

Table 10. Water consumption in Seaside Collection headquarters

	Total volume (m ³)		Indicator(m ³ /m ²)	
	2023	2024	2023	2024
Seaside Collection HQ	728	802	0,095	0,105



Between 2023 and 2024, total water consumption at Seaside Collection decreased by 4%, demonstrating the positive impact of measures implemented for more efficient resource use. At the indicator level, we also observed improvement: from 0.405 m³/stay in 2023 to 0.397 m³/stay in 2024, reinforcing a favorable trend in water efficiency.

These efforts contribute directly to achieving Sustainable Development Goal 6: Ensure availability and sustainable management of water and sanitation for all, reinforcing our commitment to a hotel operation that is more resilient, efficient, and respectful of local ecosystems.

6.3.1. Key measures for water savings in our hotels

At Seaside Collection, we implement multiple strategies to optimize water use and minimize waste, without affecting service quality. Highlights include:

- ❖ Efficient decorative fountains: Timed programming and nighttime shutdown to reduce unnecessary consumption (e.g., at Los Jameos).
- ❖ Smart irrigation: Drip systems and scheduling during low evaporation hours, using native, drought-resistant plants.

- ❖ Optimized laundry operations: Efficient programs in industrial washing machines reduce water, energy, and detergent use.
- ❖ Upgraded pool filtration: Replacing sand with activated glass in filters increases efficiency and reduces backwash frequency.
- ❖ Evaporation control in heated pools: Use of Heatsavr, a biodegradable, non-toxic additive that forms a surface layer to reduce evaporation and heat loss.
- ❖ Smartvatten system: Real-time telemetry sensors installed in all hotels to monitor water use and immediately detect leaks or abnormal consumption.
- ❖ Guest awareness: Information campaigns in rooms and public areas encouraging short showers, voluntary towel reuse, and other sustainable practices during their stay.

6.4. Waste management

Prevention, separation, and recovery of waste are top priorities in Seaside Collection's sustainability strategy. Selective waste collection is carried out in all hotels through municipal services, authorized waste managers, and partnerships with Extended Producer Responsibility Systems (EPRS) such as Ambilamp.

This management model aligns with the waste hierarchy principles established by Law 7/2022 on waste and contaminated soils for a circular economy, which promotes prevention at the source, reuse, and recycling over disposal.

In 2024, efforts to improve waste management at the source were reinforced, with key actions including:

- ❖ Elimination of single-use plastics at Sandy Beach and Palm Beach.
- ❖ Replacement of plastic bottles with reusable containers.
- ❖ Specialized staff training on proper waste segregation.
- ❖ Clear signage and information for guests and employees.

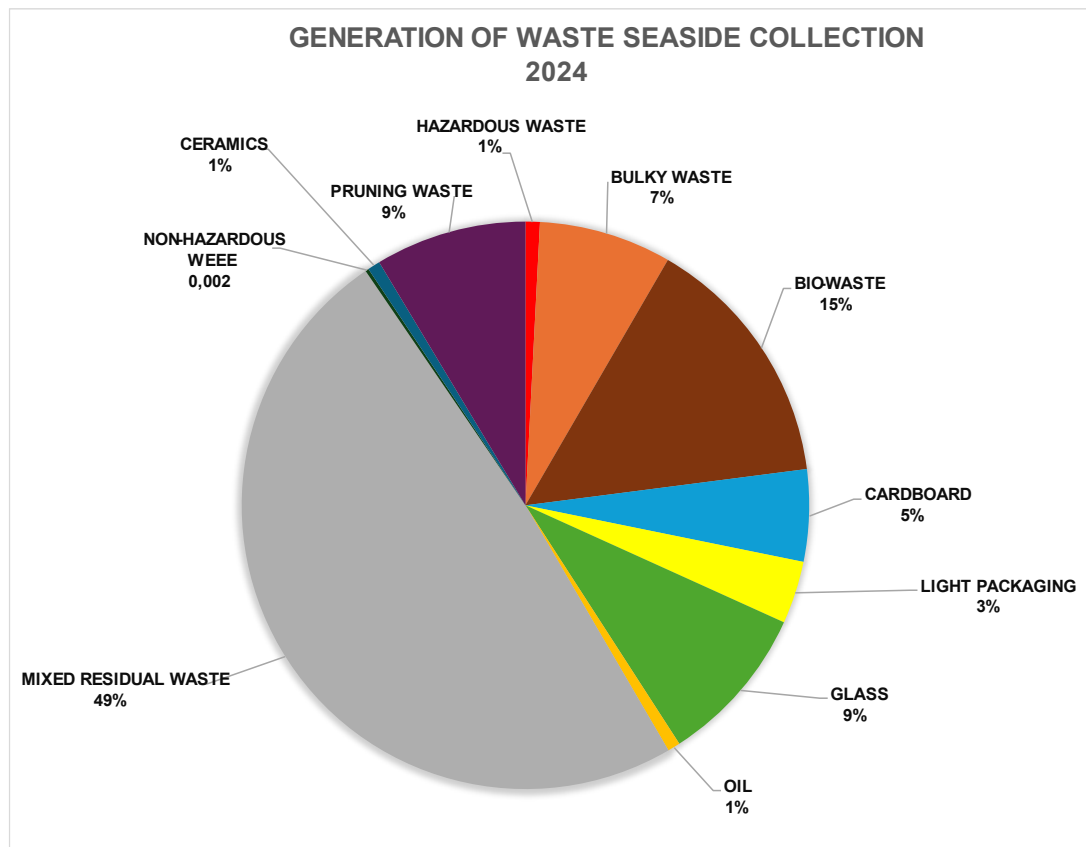
The waste control system covers both non-hazardous and hazardous fractions, ensuring their classification and traceability. Waste generation is measured in absolute tons and relative to the number of stays, allowing for a more accurate evaluation of progress.

In hotels using private waste operators, exact figures are available. Where collection is managed by municipal services without disaggregated data, estimates have been made based on available volumes and ratios.

Table 11. Waste managed in 2024 (tons)

2024					
	Sandy Beach	Los Jameos	Grand Hotel Residencia	Palm Beach	TOTAL
Hazardous (t)	1,87	1,041	0,97	3,52	7,401
Non-Hazardous (t)	347,05	608,268	168,69	535,48	1.659,47
TOTAL	348,92	609,309	169,66	539,00	1.666,89
T/STAYS	0,0024	0,0020	0,0038	0,0038	0,0027

- ❖ Among the managed non-hazardous waste are general waste, glass, cardboard, lightweight packaging, bulky waste, used cooking oils, and biowaste, which together represent 99.7% of the total.
- ❖ Hazardous waste (0.3%) includes contaminated containers, aerosols, batteries, fluorescent tubes, electrical and electronic equipment (WEEE), solvents, among others.



Results Analysis

The 2024 data reflect the efforts of operational teams to improve waste segregation, traceability, and recovery.

Approximately 40% of total waste was recovered through recycling, composting, or reuse, marking a significant step towards the circular economy model promoted by current legislation.

Total waste volume includes non-recurrent fractions related to maintenance interventions and furniture replacement, which may have influenced the absolute values.

The relative indicator (tons per stay) remains within appropriate margins, enabling assessment of management efficiency without relying solely on volume.

Overall, improvements in staff training, signage, and classification, as well as the reduction of single-use plastics, strengthen Seaside Collection's commitment to responsible waste management, increasingly aligned with circularity principles. These actions directly support SDG 12: Responsible production and consumption.

6.5. Circular economy and internal commitment to sustainability

Circular economy strategy

The circular economy is one of the strategic pillars of environmental management at Seaside Collection, particularly relevant in an island context such as the Canary Islands, where it is essential to move towards a more self-sufficient and resilient economic model. This vision is not only reflected in management decisions and relationships with suppliers, but also in the active involvement of staff, who directly participate in the transition towards a more efficient and responsible model.

Within this framework, Seaside Collection aligns with the objectives of the Canary Islands Circular Economy Strategy 2021–2030, promoted by the Ministry of Ecological Transition, Fight Against Climate Change and Territorial Planning. This strategy seeks to consolidate a productive system that extends the value of resources and minimizes waste generation through efficient and sustainable use.

Key actions promoted by the group include:

- ❖ **Structured donation of surpluses and reusable items:** furniture, textiles (curtains, sheets, towels in good condition), and other unused materials are given to staff or local social organizations, promoting reuse and reducing waste generation.
- ❖ **Ongoing training and internal campaigns:** activities are carried out for employees on best practices for reuse, waste separation, and food waste prevention.
- ❖ **Reverse logistics with suppliers:** collection of containers, boxes, and packaging by distributors is encouraged, thus reducing the environmental impact of the supply chain.
- ❖ **Use of returnable packaging:** bulk cleaning products, cooking oils in returnable containers, and other sustainable formats are prioritized to reduce waste volume.
- ❖ **Organic waste valorisation:** used cooking oils are delivered to authorized managers who transform them into biofuels or soaps, supporting the circular economy in the HORECA sector.

These measures represent a roadmap towards circularity, focused on prevention, reuse, and valorisation, with positive environmental and social impacts.

6.5.1. Reuse and donation as tools for circularity

In line with the waste hierarchy and the principles of the circular economy as established by European and national regulations, Seaside Collection actively promotes direct reuse as a priority measure to prevent materials from becoming waste.

The most notable actions in this area include:

- **Donation of food surpluses:** food that is in good condition but has not been served is regularly donated to social organizations and food banks, avoiding waste and promoting ethical and responsible resource use (*see donations section*.)
- **Delivery of reusable items:** furniture, textiles, and other materials in good condition are distributed among staff or donated to social entities, extending their useful life and encouraging more responsible consumption.
- **Internal reuse:** some discarded objects or materials find a second life within the hotel, such as repurposing containers, trays, fabrics, or boxes for unconventional operational uses.

These actions, in addition to reducing the volume of waste sent for treatment, reinforce the group's commitment to the circular economy and generate shared value in the local community.

6.5.2. Staff Involvement in Sustainability

At Seaside Collection, sustainability is not only a strategic line but a conviction shared by our teams. Beyond the measures implemented at the organizational level, numerous initiatives led directly by staff stand out, reflecting their daily commitment to the environment and the circular economy.

During 2023 and 2024, multiple examples of sustainable best practices led by employees have been collected, including:

- ❖ **Creative reuse of textiles:** in several hotels within the group, housekeeping and laundry teams have promoted the transformation of sheets and covers into reusable bags for internal collection of dirty laundry, avoiding the use of single-use plastic bags.
- ❖ **Reuse of materials:** the technical service staff applies circular economy criteria by classifying, storing, and reusing parts in good condition from retired or damaged equipment. These parts are used for future repairs or internal improvements, reducing the need to purchase new spare parts and minimizing the generation of technological waste.

These actions, arising from staff initiative, reinforce an organizational culture focused on sustainability and demonstrate that environmental commitment is also built from within.

6.5.3. Food waste

Since August 2024, a specific food waste reduction project has been implemented and is currently in the execution phase. Thanks to the introduction of digital measurement systems in the kitchen, the volume of waste is being accurately diagnosed and effective prevention measures have been implemented, including:

- ❖ Implementation of show cooking and à la carte service in several restaurants, allowing for better portion control and reduction of surpluses.
- ❖ Donation of food surpluses to local social organizations, supporting solidarity-driven reuse.
- ❖ Optimization of purchasing, inventory, and menu planning, adjusting to actual occupancy and demand to avoid overproduction.
- ❖ Internal awareness campaigns aimed at kitchen and dining room staff, fostering a culture of responsible consumption.
- ❖ Already consolidated best practices.

6.6. Climate change

At Seaside Collection, we understand that tourism development must be in harmony with environmental protection and the well-being of local communities. For this reason, we have adopted a proactive approach that integrates sustainability as a central pillar of our business strategy.

Our commitment is reflected in the implementation of responsible practices that help reduce our environmental footprint, optimize energy consumption, and move towards a more resilient model in the face of climate change.

6.6.1. Carbon footprint

Within this framework, we have incorporated the calculation of Greenhouse Gas (GHG) emissions as a key part of our environmental management system. This tool enables us to identify key areas for improvement, set reduction targets, and ensure that our operations align with the Sustainable Development Goals (SDGs), particularly those related to affordable and clean energy, decent work and economic growth, responsible consumption and production, and climate action.

Seaside Collection's approach prioritizes transparency, innovation, and continuous improvement, driving concrete actions that demonstrate our commitment to a more sustainable future.

This document details the GHG emissions inventory corresponding to scopes 1 and 2, showing both the progress made and the improvement opportunities identified.

The benefits of conducting the GHG emissions inventory include:

- ❖ Contributing to clearer, more credible environmental management aligned with global commitments.
- ❖ Identifying specific opportunities for energy optimization and impact reduction, enabling innovation in processes and services.
- ❖ Fostering an internal culture of sustainability by involving all teams in continuous improvement and the achievement of shared goals.
- ❖ Reinforcing Seaside Collection's leadership in the fight against climate change, demonstrating a tangible and measurable commitment to sustainability.
- ❖ Positioning the company as a benchmark in environmental responsibility within the tourism sector.

We use the emission factors established by the Ministry for the Ecological Transition and the Demographic Challenge (MITECO), a nationally recognized database, thus ensuring alignment with national standards for the calculation of scope 1 and 2 emissions across all areas of activity at Seaside Collection.

The carbon footprint calculation for the base year is carried out using the formula:

$$\text{GHG Emissions (Kg CO}_2\text{ eq)} = \text{Activity Data} \times \text{Emission Factor (EF)}$$

Scope 1: Direct GHG emissions

These are emissions from sources owned or controlled by Seaside Collection. For their calculation, we use the MITECO calculator, based on the internationally recognized GHG Protocol methodology. The following are considered direct emission sources (Scope 1):

- ❖ Emissions from the consumption of liquefied petroleum gas (LPG) in facilities.
- ❖ Fugitive emissions of refrigerant gases from air conditioning equipment.
- ❖ Emissions from fuel consumption in machinery and equipment.

Scope 2: Indirect GHG emissions from purchased electricity and other acquired energy

According to the MITECO calculator, this includes emissions generated by the consumption of electricity and, where applicable, other acquired energy sources. Specifically:

- ❖ Electricity consumption acquired for our facilities.

Inventory and year-on-year comparison: Scope 1+2

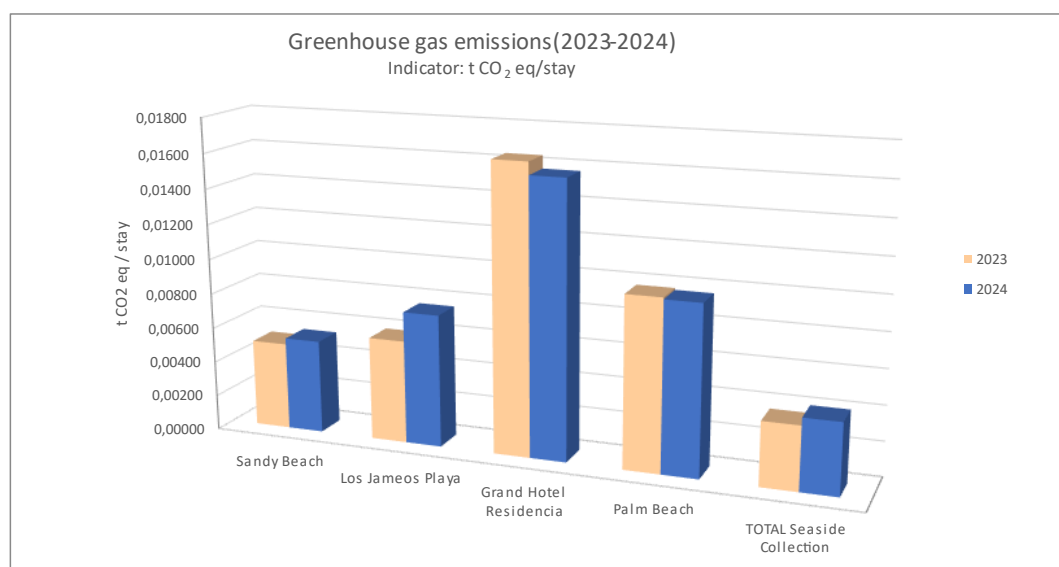
Below is the greenhouse gas inventory for Scopes 1 and 2, broken down by area of activity and compared with previous years, in order to evaluate progress and establish new reduction targets.

Table 12. Greenhouse gas emissions 2023

2023						
Absolute emissions	Sandy Beach	Los Jameos	Grand Hotel Residencia	Hotel Palm Beach	Seaside Collection HQ	TOTAL
Scope 1 (tCO ₂ eq)	97,10	512,08	188,78	280,80	0	1.078,76
Scope 2 (tCO ₂ eq)	632,19	1.429,02	543,26	997,21	29,15	3.630,83
Scope 1+2 (tCO ₂ eq)	729,29	1.914,10	732,04	1278,01	29,15	4.709,59
STAYS	144.803	318.279	45.013	131.428		639.523
t CO ₂ eq / stays	0,00499	0,00589	0,01640	0,00974		0,00364

Table 13. Greenhouse gas emissions 2024

2024						
Absolute emissions	Sandy Beach	Los Jameos	Grand Hotel Residencia	Hotel Palm Beach	Seaside Collection HQ	TOTAL
Scope 1 (tCO ₂ eq)	87,37	743,94	109,96	286,64	0	1227,91
Scope 2 (tCO ₂ eq)	685,05	1.557,56	599,31	1095,48	25,56	3962,96
Scope 1+2 (tCO ₂ eq)	772,42	2.301,50	709,27	1382,12	25,56	5190,87
STAYS	142.959	297.388	45.128	142.413		627.888
t CO ₂ eq / stays	0,00535	0,00757	0,01568	0,00964		0,00827



6.6.2. Evolution of GHG emissions 2023–2024

During the 2023–2024 period, Seaside Collection recorded a 10.2% increase in its total Scope 1 and 2 greenhouse gas (GHG) emissions, rising from 4,709.59 tCO₂eq in 2023 to 5,190.87 tCO₂eq in 2024. This increase is mainly due to three factors:

- ❖ Increased use of diesel as backup energy due to the temporary shutdown of the biomass plant at one of the hotels.
- ❖ Higher electricity consumption at some properties.
- ❖ Changes in the national energy mix, which affected the Scope 2 emission factor.

In terms of emissions per stay, an increase was also observed, from 0.00736 tCO₂eq/stay in 2023 to 0.00827 tCO₂eq/stay in 2024 (+12,4%), despite a slight overall decrease in the number of stays.

Performance by hotel has varied:

- ❖ Los Jameos showed the largest increase in emissions (+20.2%), particularly in Scope 1, due to the temporary substitution of biomass with diesel.
- ❖ Sandy Beach and Palm Beach increased total emissions, although with improvements in relative efficiency.
- ❖ Grand Hotel Residencia stood out for reducing both total emissions (–3.1%) and emissions intensity (–4.4%).
- ❖ The Head Office (HQ) maintained a marginal impact, with a slight reduction in electricity consumption.

This analysis supports the need to accelerate the implementation of energy efficiency and decarbonisation plans, including thermal system upgrades, progressive integration of renewable energy, and energy recovery in the event of technical failures in alternative systems.

6.6.3. Targets and measures for the medium and long term

Seaside Collection has set a long-term goal to align with the European Union’s target of reducing GHG emissions by 55% by 2030 compared to 2010 levels.

To this end, we have developed a 5-year Emission Reduction Plan, which includes the following actions:

- ❖ Replacement of air conditioning chillers with high-efficiency units, maintaining or improving residual heat recovery, and increasing nominal capacity to handle extreme conditions. The new units will use refrigerants with zero or near-zero global warming potential.
- ❖ Replacement of fossil fuels in kitchens, laundries, and boilers with biogas produced from organic waste.
- ❖ Replacement of refrigerants in our Industrial Cooling systems with zero or near-zero GWP gases. Integration of these systems with other thermal systems to recover residual heat.
- ❖ Generation of renewable electricity through photovoltaic and/or wind systems and geothermal energy, offsetting consumption by feeding power back into the island’s grid.

6.6.4. Climate change adaptation

At Seaside Collection, we are fully aware that climate change is a reality that cannot be ignored in the medium and long term. The foreseeable effects in the Canary Islands include:

- ❖ An increase in the frequency and intensity of extreme weather events, both in the form of heatwaves and storms or gales.
- ❖ A progressive rise in supply costs, especially energy, due to the archipelago's dependence on external sources.

In response to this context, we are gradually adopting climate adaptation measures in our facilities. Notably, this includes the comprehensive renovation of Hotel Los Jameos, a flagship project that reflects our commitment to sustainability and resilience.

The main measures implemented or currently being planned include the following:

a) Improved building envelope insulation

To protect our guests from adverse weather conditions and reduce energy demand, we have improved the thermal envelope of Hotel Los Jameos by renovating enclosures and carpentry, thereby increasing thermal resistance coefficients. This approach will be extended to other hotels in the group, such as Sandy Beach.

Additionally, bioclimatic solutions have been incorporated to improve the thermal performance of buildings even during heatwaves: shaded areas, adapted vegetation, natural cross-ventilation, and reflective paving.

b) Reinforcement against extreme winds and storms

In anticipation of an increase in the severity of climatic events, Seaside Collection conducts regular inspections of structural elements and exterior equipment exposed to wind, reinforcing or replacing them as needed to increase their resistance and prevent damage.

c) Renewable energy diversification

Aimed at both reducing energy dependence and cutting greenhouse gas emissions, Seaside Collection promotes the integration of renewable energy sources in its facilities.

In 2014, a biomass heating system was introduced at Hotel Los Jameos through the installation of a boiler powered by plant-based pellets.

We are currently participating in a biomethane project, with the goal of producing gas from organic waste generated internally. This biogas will be used in kitchens, laundries, and sanitary hot water systems, replacing propane gas. The biogas obtained will subsequently be used in our facilities, in kitchens, laundries, and hot water boilers, replacing fossil fuels such as propane.

In addition, we are studying the implementation of a low-enthalpy geothermal system, which would harness underground thermal energy as a stable and renewable source for heating and hot water.

d) Planificación de la renovación de los equipos generadores térmicos.

To adapt to increasingly intense and frequent extreme weather events, we are planning the replacement of climate control equipment.

When selecting the new units, special attention will be paid to technical performance parameters and technological innovations. The design criteria to be considered include:

- ❖ Increase in total nominal capacity, to meet new extreme conditions.
- ❖ Increase in power modulation capacity, improving adaptation to real-time conditions under normal circumstances.
- ❖ Selection of high seasonal performance coefficients to maintain reasonable efficiency under unfavorable conditions.
- ❖ Integrated energy management, seeking comprehensive thermal recovery to minimize thermal waste and reduce thermal energy consumption in buildings as much as possible.

6.7. Use of chemical products

At Seaside Collection, we work actively to minimize the use of potentially harmful chemical products, without compromising safety, hygiene, or service quality. Our commitment is based on prevention, innovation, and strict control over the products used in cleaning, laundry, kitchen operations, and pool maintenance.

All the products we use come from accredited suppliers and are applied using automatic dosing systems, in line with the manufacturer's technical recommendations, to avoid overuse and ensure safe handling.

Chemical substances are stored in resistant, properly labelled containers, away from evacuation routes or drains, and all necessary measures are taken to prevent accidental spills. Staff who handle these substances receive specific training and are provided with the required personal protective equipment (PPE).

Together with our suppliers, we periodically review the possible alternatives available on the market, with the aim of incorporating safer, biodegradable formulations with lower environmental impact.

As an example of this commitment to sustainable innovation, at the Grand Hotel Residencia we have implemented an alternative system to the use of acidic cleaners in pipes. This system uses cultures of natural bacteria, generated on-site, which effectively degrade grease, oils, and organic waste, thus reducing the need to use aggressive chemical products.

6.8. Conservation of biodiversity, animal welfare and natural and cultural heritage

Environmental protection is one of the core pillars of Seaside Collection's sustainability strategy. Our Sustainability Policy includes the group's active commitment to the conservation of biodiversity, respect for local fauna, and the promotion of the cultural heritage of the regions in which we operate. From the landscaping of our gardens to the information we provide to guests, every action is designed to support a more respectful and conscious model of tourism that aligns with the values of the Canary Islands.

6.8.1. Biodiversity and local ecosystems

Biodiversity protection holds a central place in our environmental policy, which includes measures for the conservation of local habitats, responsible land use, and the integration of sustainability criteria into the landscape design of our hotels.

- ❖ In Lanzarote, a UNESCO Biosphere Reserve since 1993, we promote the concept of *slow exploring*, encouraging our guests to discover cycling and hiking routes through unique volcanic landscapes and natural pools. The influence of César Manrique—whose vision of harmonizing art, nature, and sustainability remains alive—was key to this recognition. We provide guests with information sheets containing practical tips for being responsible tourists, thereby promoting the conservation of the natural environment.
- ❖ In Gran Canaria, a place of extraordinary landscapes and ecosystems, nearly half of the island is included in the Canary Network of Protected Natural Areas. From summit pine forests to southern ravines, and from cliffs to palm groves and thermophilic forests, the island stands out for its biodiversity and the historical balance between human presence and nature. This value has been acknowledged by UNESCO with the designation of the *Cultural Landscape of Risco Caído and the Sacred Mountains* as a World Heritage Site.

At Seaside Collection, we promote the conscious exploration of this unique territory by providing guests with information about accessible natural areas, local products, and recommendations for responsible tourism.

Our Seaside Palm Beach and Seaside Grand Hotel Residencia hotels are located next to the *Special Nature Reserve of the Maspalomas Dunes*, a unique ecosystem in the Canary Islands that combines moving dunes, palm groves, and a coastal lagoon. This enclave is home to flora adapted to arid conditions and serves as a crucial refuge for migratory birds. From our hotels, we actively promote the conservation of this area by providing informational materials and reminding our guests of the following basic guideline:

- Always walk on marked trails.
- Do not build shelters with stones or plants, as this disrupts the natural dynamics of the dunes.
- Respect vegetation, which is essential for the formation and preservation of the ecosystem.
- Avoid unnecessary noise that could disturb wildlife.
- Refrain from feeding animals, to avoid altering their natural cycles.
- Collect and properly dispose of any waste generated during the visit.

We also encourage visits to the Maspalomas Dunes Interpretation Cent and recommend informing park staff of any issues or incidents.

Biodiversity in gardens and landscape design

In all our hotels, gardens represent an active commitment to biodiversity. We promote the use of native species and those adapted to the local climate, which helps reduce water consumption and minimizes the use of chemical products, fostering healthy environments for pollinators, birds, and beneficial insects.

Although our establishments are not located within protected areas, their location and design allow us to offer sustainable experiences without interfering with fragile ecosystems.

6.8.2. Animal welfare and protection

With the exception of Hotel Los Jameos, which houses koi carp under suitable conditions, none of our hotels keep animals in captivity. In the areas surrounding some of our properties, where cat colonies form, we have designated specific spots ("cat cafés") to provide food and water without disrupting the guest experience.

In our informational materials, we promote respectful tourism towards local wildlife. We recommend choosing only responsible tour operators that have clear animal welfare policies, whether for wildlife watching excursions or visits to facilities with animals.

6.8.3. Conservation of cultural heritage

Our commitment to the environment also includes the protection and promotion of Canarian cultural heritage. Through our information materials, we encourage guests to learn about the history of the first inhabitants—the Guanches—and to visit cultural sites whose admission fees support their upkeep.

In Gran Canaria, we recommend:

- ❖ *Mundo Aborigen*, a park that recreates Guanche history.
- ❖ An ancient settlement visible along the Meloneras promenade.
- ❖ The *Casa de Colón*, the *Painted Cave Museum*, and the *Atlantic Center of Modern Art*.
- ❖ The cobbled streets of *Vegueta*, where tradition, architecture, and gastronomy blend into an authentic experience.

In Lanzarote, we suggest visiting the *César Manrique Foundation* and the town of *Teguise*, birthplace of traditional cultural expressions such as folk dances and music. We also highlight natural sites like *Jameos del Agua* and *Cueva de los Verdes*, which host cultural festivals that bring together nature and art during key times of the year.

7. OUR TEAM: THE SEASIDE FAMILY

At Seaside Collection, we firmly believe that the well-being and engagement of our team are the foundation of excellent and sustainable service. For this reason, we promote a safe, healthy, diverse, and inclusive work environment where every individual feels valued.

7.1. Workforce evolution

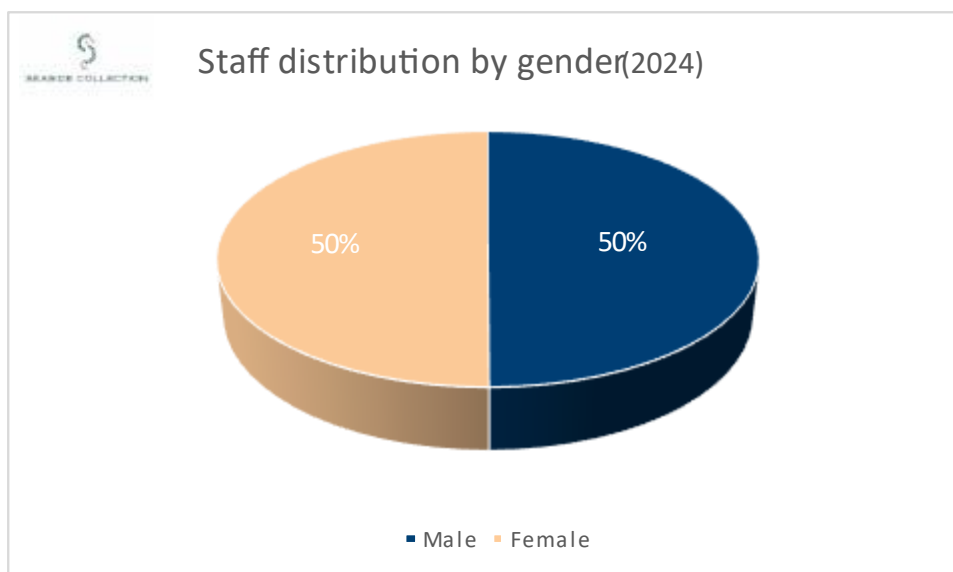
In 2024, the Seaside family in the Canary Islands was made up of 888 people, including staff from the four hotels and the central office.

The workforce grew by 5.4% compared to 2023, reflecting the consolidation of our operations following the tourism sector's recovery years. This growth was accompanied by a balanced gender distribution

Table 14. Workforce Evolution by Gender (2023–2024)

Year	Men	Women	TOTAL
2023	419,52	423,20	842,72
2024	443,77	444,83	888,60

This balance strengthens our commitment to equal opportunities and the promotion of an inclusive workplace, where talent, professionalism, and well-being are the core pillars.



7.2. Commitment to gender equality

At Seaside Collection, we maintain a strong commitment to equal treatment and opportunities for both women and men. Our Code of Ethics establishes fair and equitable working conditions and includes a confidential ethics channel to report any behaviour that goes against these principles.

Likewise, our Misconduct Protocol explicitly prohibits any form of harassment, discrimination, or unequal treatment based on gender, age, race, religion, disability, sexual orientation, marital status, or nationality.

In 2024, a detailed gender pay gap analysis by professional category was not carried out, as comparable data was not sufficiently available across all sites. Nevertheless, Seaside Collection guarantees the application of the relevant collective bargaining agreement and remains committed to periodically reviewing its salary structure to ensure fairness and prevent any form of discrimination.

7.3. Diversity and inclusion

We foster an open, prejudice-free workplace where diversity is valued and the integration of vulnerable groups is encouraged. In 2024, Seaside Collection maintained an average of 8 employees with a recognized disability greater than 33%.

We also continue to adapt our facilities to ensure universal accessibility, both for staff and guests, in compliance with current regulations for new constructions and through targeted renovations of existing facilities.

7.4. Listening culture and labour relations

Our Human Resources department ensures full compliance with labour legislation, making sure all contracts, working hours, salary structures, and disciplinary procedures adhere to the legal framework.

All staff are free to join the union of their choice and may seek advice and support regarding labour matters at any time. In addition, we promote an open-door culture, where management remains accessible to address any concerns in an atmosphere of respect and trust.

7.5. Gender pays gap information

In the 2024 financial year, a detailed analysis of the gender pay gap by professional group was not included due to a lack of comparable data sufficient for a robust evaluation across all sites and job positions within the group.

Seaside Collection ensures that compensation is applied in accordance with the relevant collective agreement and maintains its commitment to periodically reviewing salary structures to guarantee internal equity and prevent any form of direct or indirect gender-based wage discrimination.

7.6. Employee well-being

At Seaside Collection, we view our people as the cornerstone of the organization's success. We promote a culture based on respect, closeness, and mutual care, aspiring to be recognized as a leading employer for our commitment to holistic employee well-being.

Going beyond legal compliance in terms of workplace wellness is part of our internal social responsibility strategy, through actions that promote work-life balance, physical and emotional health, and respect for labour rights.

7.6.1. Work-life balance and personal support

At Seaside Collection, we ensure full access to maternity and paternity leave without restrictions. In 2024, 100% of employees who exercised this right returned to their positions after the leave period, if they chose to do so.

We also promote flexible working hours whenever operational circumstances allow, to facilitate the reconciliation of professional life with personal, family, or caregiving responsibilities.

We have a formal digital disconnection policy in place to guarantee respect for rest periods, vacations, and time outside working hours, contributing to a healthy work-life balance.

7.6.2. Physical and emotional well-being and healthy environments

Employee health and well-being are approached holistically. Measures implemented by the organization include:

- ❖ External occupational risk prevention service, ensuring compliance with regulations and promoting safe and healthy workplaces.
- ❖ Ongoing occupational health monitoring, with a preventive approach and special attention to vulnerable groups.
- ❖ Voluntary access to private health insurance under special conditions, as a complement to public healthcare.
- ❖ Promotion of emotional well-being through stress prevention activities and active listening spaces with managers and supervisors.
- ❖ Ergonomic and comfortable work environments that foster a positive work experience and reduce postural or fatigue-related risks.

7.6.3. Labour rights and a fair working environment

Seaside Collection guarantees the right to freedom of association and collective bargaining for all employees, in accordance with the core conventions of the International Labour Organization (ILO) and the applicable collective agreements in each workplace.

7.7. Training and staff development

At Seaside Collection, we see ongoing training as an essential driver for talent development, performance improvement, and the strengthening of our corporate culture. We are committed to offering accessible, useful training aligned with the group's strategic goals, to support service excellence and adaptability in a changing sector.

The Human Resources department designs and coordinates structured training programs around three key areas:

- ❖ Strategy: Development of key competencies to address current and future challenges such as sustainability, digitalization, and operational efficiency.
- ❖ Leadership: Promotion of transversal skills that reinforce the Seaside culture and enhance team management.
- ❖ Functional Skills: Technical training tailored to each department and professional profile.

7.7.1. General evolution (2023–2024)

Over the past two years, there has been consistently high participation in training activities, reaching nearly 80% of the workforce. Although the total number of training hours decreased in 2024 compared to 2023, it remained significantly above pre-2023 levels, reflecting the consolidation of a learning-oriented organizational culture.

The percentage of staff trained is a key internal indicator for monitoring our talent management objectives.

Table 15. Training 2023–2024

Year	Number of employees	Trained employees	% Trained staff	Total
2023	828	684	83 %	8.174 h
2024	899	708	79 %	7.351 h

7.7.2. Thematic distribution of training (2023–2024)

In addition to the overall volume of training, Seaside Collection closely monitors the content delivered, organized into four key strategic areas: skills enhancement, occupational risk prevention (ORP), social topics, and environmental topics.

Table 16. Percentage of employees trained by training category (based on total workforce)

Category	2023	2024
Skills enhancement courses	23 %	21%
Occupational Risk Prevention (ORP)	62 %	40 %
Social topics	1 %	42 %
Environmental topics	51 %	54 %

Table 17. Percentage of employees trained by thematic category (based on total trained employees)

Category	2023	2024
Skills enhancement courses	34%	30%
Occupational Risk Prevention (ORP)	91%	56 %
Social topics	2 %	59 %
Environmental topics	75%	76 %

7.7.3. Key Developments in 2023–2024

Two particularly significant achievements stand out during the period under review:

- Exponential growth in training on social topics, increasing from 1% to 42% of the workforce, reaching 59% of all employees trained in 2024. This growth is linked to internal awareness campaigns and updates to regulations related to equality and workplace well-being.
- Consolidation of environmental topics as a cross-cutting axis in training, reaching 54% of the workforce and 76% of trained employees in 2024. These figures reflect Seaside’s strong

commitment to sustainability and the integration of ESG criteria into its corporate culture, in alignment with standards such as Travelife.

Although the percentage of training in ORP and functional competencies decreased in 2024 compared to the peak in 2023, the levels remain high. This ensures that operational areas with greater guest interaction and environmental impact are fully aware and properly trained. It also highlights the continuity of structured training programs and a progressive shift toward new areas of social and environmental impact.

8. DEVELOPMENT AND SOCIAL COMMITMENT

At Seaside Collection, we are committed to generating a positive impact in the communities where we operate. Our sustainability approach goes beyond environmental care and includes supporting the local economy, promoting social and professional inclusion, and actively participating in solidarity initiatives. This commitment is articulated through four key lines of action that contribute to the achievement of the Sustainable Development Goals (SDGs), particularly SDGs 1, 4, 8, 10, 12, and 17.

8.1. Local employment and training

Since our inception, Seaside Collection has strongly supported local talent. Over 80% of our current workforce comes from the province of Las Palmas, contributing not only to direct employment but also to community engagement, social cohesion, and a more authentic hospitality experience.

During 2023 and 2024, between 64 and 70 students completed internships at our hotels and head office. These students came from institutions such as the University of Las Palmas de Gran Canaria (ULPGC), the Fundación Universitaria de Las Palmas (FULP), vocational training centres, European universities, and employment training centres. These placements offer young people real-world experience across different hotel departments, helping them explore career opportunities in the tourism sector.

Since 2013, we have also collaborated with the Randstad Foundation to promote the social and labour inclusion of people with disabilities, women who are survivors of gender-based violence, individuals over 45, and those experiencing long-term unemployment. In 2024, we participated in the "Integrados Canarias" program, which focuses on the labour integration of people with functional diversity.

8.2. Local purchasing and support for producers

El Responsable and local sourcing is a key pillar of our sustainability strategy. Nearly 90% of the fresh products (fruits, vegetables, meats, and fish) served in our hotels come from local suppliers. We prioritize purchasing from nearby farms, cooperatives, and markets, such as Finca Davinia (Gran Canaria) and strawberry growers in Valsequillo (Gran Canaria).

We actively support Canarian gastronomy by incorporating local wines, artisanal products (cheeses, mojos, jams), and traditional recipes into our culinary offerings. In 2025, we will enhance the environmental and social assessment of our strategic suppliers by integrating sustainability criteria into approval processes and procurement requirements. This evaluation includes compliance with regulations, environmental and social certifications, and commitments to circular economy practices and inclusive hiring.

In Lanzarote, we support local viticulture in the La Geria region. The wine cellar at Hotel Palm Beach continues to be a showcase for traditional Canarian cuisine, welcoming over 2,500 diners annually.

We also collaborate on projects of environmental and cultural value, such as the Salinas de Tenefé (Pozo Izquierdo), whose natural sea salt is used at the Seaside Grand Hotel Residencia under the culinary direction of Chef Wolfgang Grobauer.

8.3. Social action and solidarity partnerships

Seaside Collection maintains long-standing partnerships with local social organizations. Key collaborators include:

- ❖ Las Palmas Food Bank (since 2021): weekly donations of prepared meals
- ❖ Ciudad San Juan de Dios: financial donations and support for solidarity events
- ❖ Other organizations: Red Cross, Nuevo Futuro, Spanish Association Against Cancer (AECC), Fundación La Caixa, Caipsho, Elomar, Nepal Children Foundation, among others.

In addition to food aid, Seaside Collection donates non-financial resources such as furniture, bed linens, and other reusable hotel materials, promoting the circular economy. We also provide hotel stay vouchers, dinners, and wellness treatments to support charity raffles and fundraising events.

Table 18. Food Contributions (kg) to Las Palmas Food Bank by Hotel

	2023	2024
Grand Hotel Residencia	382	861
Hotel Palm Beach	378	878
Hotel Sandy Beach	229	442
TOTAL	989	2181

In 2024, the volume of donated food increased by 120.5% compared to the previous year.

Financial donations

During the 2023–2024 period, Seaside Collection allocated a total of €49,859 in financial donations for social purposes.

In 2023, contributions totalled €22,600, while in 2024 they reached €27,259, representing a year-on-year increase of 20.6%.

8.4. Community engagement and inclusion

We promote community initiatives that combine social awareness with environmental action, including:

- Beach clean-ups (Pozo Izquierdo, Playa de los Pocillos) with people with disabilities
- Reforestation in Osorio on the International Day of Persons with Disabilities

- “Show Us Your Work” events to highlight inclusive employment (Palm Beach, Los Jameos)
- Participation in job fairs in collaboration with local councils, GEHOCAN, and educational centres
- Charity runs in support of causes such as autism and multiple sclerosis
- “Solidarity Tree” campaign: Christmas toy drive in partnership with Fundació La Caixa

These initiatives strengthen Seaside Collection’s bond with its surrounding communities and reflect our commitment to a more inclusive, fair, and sustainable society.

9. OUR GUESTS

Guest experience is of utmost importance to our business, and we have well-established quality assurance procedures in place to ensure we continue exceeding guest expectations before, during, and after their stay.

9.1. Guest satisfaction

At Seaside Collection, we consider guest satisfaction a cornerstone of service excellence. That is why we conduct ongoing monitoring through various internal and external tools and channels that allow us to evaluate the overall guest experience and identify opportunities for improvement.

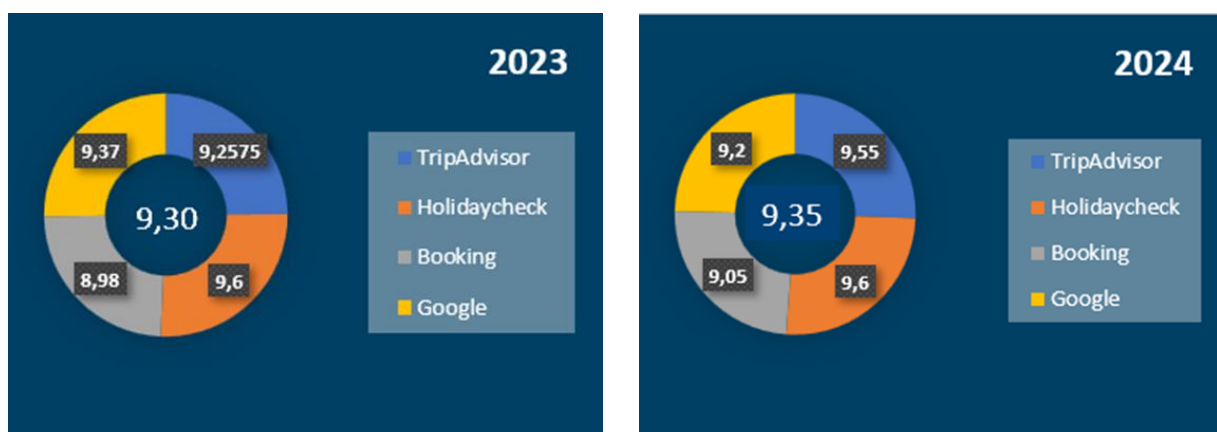
9.1.1. External reviews: Online platforms

We systematically monitor guest reviews on specialized platforms such as TripAdvisor, HolidayCheck, Booking, and Google, as well as on social media platforms like Instagram and Facebook. These reviews are managed by the Digital Marketing team, which actively responds to comments, analyses trends, and works closely with operational teams to implement targeted improvements based on guest feedback.

Table 19. Ratings on Online Platforms (Scale from 1 to 10 – Normalized Values)

	ONLINE REVIEWS			
	2023		2024	
	Nº reviews	Average score	Nº reviews	Average score
Grand Hotel Residencia	121	9,81	94	9,70
Hotel Palm Beach	420	9,25	587	9,25
Hotel Sandy Beach	707	9,05	688	9,25
Hotel Jameos	1510	9,10	1557	9,20

Table 20. Satisfaction indicator for Seaside Collection and global average



9.1.2. Internal feedback: Digital and paper surveys

In 2024, a digital post-stay survey system (Online Surveys) was implemented, allowing us to collect structured feedback on the guest experience, including their willingness to recommend the hotel. This tool enables comparison across properties and consistent monitoring of results over time.

In addition, paper surveys continue to be available in guest rooms, accommodating different guest profiles and reinforcing the accessibility of our feedback channels.

Table 21. Online Survey results (2024) Scale from 1 to 10 (normalized values)

ONLINE SURVEYS				
	2024			
	Nº surveys	Overall experience	Likelihood to recommend	Average score 2024
Hotel Palm Beach	1,347	9,16	9,35	9,25
Hotel Sandy Beach	1,024	8,74	9,23	8,98
Hotel Jameos	1,969	8,80	9,29	9,05

Table 22. Paper Survey results

PAPER SURVEYS				
	2023		2024	
	Nº surveys	Average score 2023	Nº surveys	Average score 2024
Grand Hotel Residencia	1101	9,67	1050	9,68
Hotel Palm Beach	1245	9,47	770	9,47
Hotel Sandy Beach	984	9,41	990	9,35
Hotel Jameos	510	9,30	727	9,29

Table 23. Guest Satisfaction Indicator by Hotel



Global average of internal surveys 2024: 9,27

9.1.3. Satisfaction indicators for Seaside Collection

An analysis of over 5,000 guest reviews in 2024 confirms a high level of guest satisfaction, with scores above 9 across all evaluated channels. This result aligns with Seaside Collection's commitment to quality, personalized service, and continuous improvement of the guest experience.

9.1.4. Next steps: Integrating the sustainability component

To further explore the relationship between sustainability and guest experience, a specific module will be added to post-stay surveys in 2025. This module will collect information on guest participation in sustainable activities organized by the hotel, such as:

- ❖ Guided interpretive walks through protected natural areas
- ❖ Responsible cultural visits
- ❖ Workshops connected to the local environment

This initiative will allow us to evaluate the real impact of our sustainability efforts from the guests' perspective and guide new proposals that strengthen our environmental and social commitment.

10. COMMITMENT TO INTEGRITY, PROTECTION AND TRANSPARENCY

10.1. HEALTH, SAFETY, AND FUNDAMENTAL RIGHTS

10.1.1. Health and safety of guests and employees

The health, safety, and well-being of our guests and employees are a top priority at Seaside Collection. All of our establishments strictly comply with current safety and hygiene regulations, including fire prevention, pool safety, legionella control, and the maintenance of common areas.

Hotels are regularly inspected by competent authorities as well as by independent auditors from the tour operators we work with. Additionally, key staff members receive specific training in risk detection

and mitigation, with established action protocols that ensure a rapid and effective response to any incident.

10.1.2. Child protection

Seaside Collection is firmly committed to protecting children's rights. We do not hire minors, and we require the same commitment from our entire supply chain.

We recognize that tourism can be misused in ways that violate children's rights, so our staff is trained to identify and report suspicious or negligent behaviour. This information is also made available to guests in the room information materials.

In our kids' clubs, we work with specialized companies whose teams undergo rigorous selection processes, including criminal background checks and child protection training. To date, no incidents related to this matter have been recorded.

10.1.3. Human rights and modern slavery

Seaside Hotels S.L. is committed to defending human rights, respecting individual and collective freedoms, rejecting any form of child labour, and treating all individuals with dignity and respect, as stated in our Misconduct Protocol.

This protocol also clearly defines Seaside's stance in favour of diversity and non-discrimination based on gender, race, religion, age, marital status, disability, sexual orientation, or nationality. We do not tolerate any form of harassment, whether sexual, physical, mental, or otherwise.

All Seaside employees have received detailed information and training on the contents of the Misconduct Protocol, and it forms part of the onboarding process for all new hires.

Seaside Collection is committed to preventing human trafficking and modern slavery within its operations and across its supply chain. We expect our suppliers, contractors, and other business partners to uphold the same high standards, and we include references to these expectations in our supplier agreements.

10.2. CORPORATE ETHICS AND COMPLIANCE

10.2.1. Anti-corruption and anti-bribery

Seaside Collection enforces a zero-tolerance policy towards corruption and bribery. To ensure compliance, we operate a dedicated ethics channel (canaldenuncias@seaside-collection.es), available 24/7, fully confidential, and managed exclusively by authorized personnel.

Our internal policy strictly prohibits any form of bribery or improper incentives, including gifts, unjustified payments, or favours that could influence professional decisions. All employees receive training on this policy during onboarding and through regular updates.

10.2.2. Anti-money laundering

In compliance with Law 10/2010 on the prevention of money laundering and terrorist financing, Seaside Collection has formalized the identification of the ultimate beneficial owners of the group's companies.

Protocols have been established to monitor cash use in hotels and offices, and clear instructions have been provided to relevant staff regarding legal limits and mandatory reporting obligations. This measure reinforces our operational integrity and supports the legality of the financial system.

10.2.3. Financial donations

We do not make donations to political parties or fund partisan campaigns. Our commitment focuses on supporting social, educational, or environmental organizations—primarily at the local level—with whom we collaborate transparently and in alignment with our corporate values.

10.3. COMMUNICATION AND TRANSPARENCY

10.3.1. Communicating sustainability to guests

At Seaside Collection, we believe sustainability should also be part of the guest experience. That's why we integrate informative content into various communication channels to help our guests understand our environmental and social policies, along with practical recommendations for their stay.

Each hotel provides access to its sustainability policy and report via its website. Additionally, QR codes have been placed in several locations throughout the hotels, linking to a digital information hub that includes:

- ❖ Tips for reducing water and energy consumption
- ❖ Guidelines for respecting the natural and cultural environment of the destination
- ❖ Sustainable mobility options, such as public transportation or walking routes
- ❖ Direct access to updated sustainability documents

This approach is designed to encourage guests to participate voluntarily in small everyday actions that collectively help reduce the environmental impact of tourism. The information is presented clearly and accessibly, without imposition, as part of our shared commitment to continuous improvement and shared responsibility.

10.3.2. Social media strategy

Seaside Collection maintains an active presence on social media as part of its communication and stakeholder engagement strategy. These channels allow for direct and efficient interaction with guests, facilitating query handling, feedback management, and the sharing of relevant information about our hotel operations.

LinkedIn is mainly used for corporate purposes, including publishing institutional news, talent recruitment, and tracking industry trends. Meanwhile, platforms like Instagram and Facebook focus

on sharing content related to the guest experience, the local environment, and sustainability initiatives at each hotel.

These platforms also help publicly showcase the progress and achievements in sustainability, including environmental certifications, as part of our transparency and accountability efforts. The ongoing management and development of our digital presence is integrated into the group's strategic planning.

11. AWARDS AND CERTIFICATIONS

11.1. Quality and sustainability certifications

Seaside hotels in the Canary Islands undergo regular certification processes in the areas of quality and environmental sustainability as part of our commitment to continuous improvement and transparency.

The internationally recognised ISO 9001 certification attests to the implementation of quality management systems. The Seaside Grand Hotel Residencia has held this accreditation for over a decade.

In terms of sustainability, our hotels participate in the Travelife for Hotels certification scheme, which is endorsed by the Global Sustainable Tourism Council (GSTC). This audit evaluates environmental, social, and governance (ESG) criteria, including resource and waste management, labour rights, equity, health and safety, and community engagement. All hotels in the group currently hold the Travelife GOLD level certification.

These processes not only provide external validation of our standards but also help us identify areas for improvement and engage our teams in an ongoing process of professionalism and responsibility.

11.2. Awards and distinctions

Our hotels have received numerous awards at both national and international levels, many of them based directly on guest satisfaction. Below is a selection of the most notable recognitions awarded in 2024:

AWARD	DESCRIPTION	HOTELS AWARDED
TUI Global Hotel Quality Awards	Hotels with the highest levels of post-stay satisfaction (based on surveys and recommendation indexes).	Palm Beach, Sandy Beach, Los Jameos
TUI Global Hotel Awards (Top 100 of the best hotels worldwide)	Global ranking of TUI's 100 best hotels.	Grand Hotel Residencia
Tripadvisor Travellers' Choice Awards	Based on travellers' reviews from around the world.	Palm Beach, Sandy Beach, Los Jameos
Tripadvisor: Lo mejor de lo mejor de Travellers' Choice de 2024, Los Jameos	Highest Tripadvisor accolade, considering both reviews and consistent excellence.	Grand Hotel Residencia
HolidayCheck Award 2024	Hotels with a recommendation score ≥ 90%.	Grand Hotel Residencia (6/6), Palm Beach (5,7/6), Los Jameos (5,6/6)
HolidayCheck Gold Award	Recognition for maintaining high quality over five consecutive years.	Sandy Beach (5,7/6)

AWARD	DESCRIPTION	HOTELS AWARDED
Jet2 Quality Award	Awarded to hotels with the best customer ratings in 2023, highlighting service quality, guest satisfaction, and overall experience.	Grand Hotel Residencia
1 Sol Guía Repsol	Distinction for culinary excellence in Spanish restaurants, based on ingredient quality, consistency, service, and wine selection.	Grand Hotel Residencia
Travelife Golf Certified for Accommodation Sustainability	Sustainability certification.	Grand Hotel Residencia, Palm Beach, Sandy Beach, Los Jameos
Nominación Premios Qué Bueno Canarias_Esencia - "Mejor restaurante de hotel 2023"	Part of the TOP10 Qué Bueno Canarias Awards, which recognise culinary excellence across various categories.	Palm Beach
Der Touristik Redstar Quality award 2023 -	Awards for the 150 highest-rated hotels by customers, based on service quality, guest satisfaction, and overall stay experience.	Palm Beach, Sandy Beach
British Airways Holidays - Excellence Award 2023	Awarded to hotels with the highest guest ratings in 2023. Based on Feefo reviews, with a minimum score of 4.5 out of 5.	Grand Hotel Residencia (5/5), Palm Beach (4,5/5), Los Jameos (4,8/5)
Award - Corendon "Hotel of the Year 2023"	Global recognition for quality, service, and innovation.	Los Jameos

These accolades reflect Seaside Collection's ongoing commitment to service excellence, sustainability, and guest satisfaction. They provide external validation of the daily efforts of our teams across all hotels.

All awards and recognitions are prominently displayed in hotel reception areas, and additional information is available in the guest information books provided in each hotel.

12. LOOKING TO THE FUTURE

At Seaside Collection, we look beyond the present with the firm belief that tourism can be a regenerative force. Our vision for 2030 combines excellence, responsibility, and a deep connection with our surroundings, driving a more conscious and circular hospitality model aligned with the Sustainable Development Goals (SDGs).

In the coming years, we aim to strengthen our environmental and social leadership through a strategy focused on decarbonisation, circularity, biodiversity, continuous training, and active guest engagement. This vision responds to both global challenges and the local opportunities offered by our island context.

Below are our long-term strategic goals and their direct contribution to the SDGs:

Strategic goal for 2030	Related SDGs
Reduce GHG emissions by $\geq 55\%$ compared to 2010	SDG 13 – Climate Action SDG 7 – Affordable and Clean Energy
Zero waste to landfill (80% reuse, recycling or recovery)	SDG 12 – Responsible Consumption and Production
Garden rehabilitation as climate-resilient and biodiversity-friendly spaces	SDG 15 – Life on Land
ESG training for 100% of staff and promotion of sustainable leadership	SDG 4 – Quality Education SDG 8 – Decent Work and Economic Growth
Active guest participation in sustainability initiatives	SDG 12 – Responsible Consumption and Production SDG 11 – Sustainable Cities and Communities

This roadmap guides us toward a more resilient management model in which sustainability is fully integrated into all operational areas, the guest experience, and the overall culture of the organisation.

Our commitment to the future begins today