



**SPRING**  
HOTELS GROUP

- SUMMARY -

# SUSTAINABILITY REPORT

Annual Report 2022





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## 1. GENERAL CONTENTS

*Page 6*

### **1.1. Strategy and analysis** - *Page 7*

1.1.1 Statement from the General Director of Spring Hotels - *Page 7*

### **1.2. Organisation Profile** - *Page 8*

1.2.1 Activities, brands, products and services - *Page 8*

1.2.2 Size of the organisation - *Page 8*

1.2.3 Information on employees and other workers - *Page 9*

1.2.4 Supply chain - *Page 9*

1.2.5 External initiatives - *Page 10*

### **1.3. Material topics and coverage** - *Page 12*

1.3.1 Entities included in the consolidated financial statements - *Page 12*

1.3.2 Definition of the report contents and the topic coverage - *Page 12*

### **1.4. Stakeholder Participation** - *Page 13*

1.4.1 Approach to stakeholder engagement - *Page 13*

1.4.2 Key issues and concerns - *Page 13*

### **1.5. Ethics and integrity** - *Page 14*

1.5.1 Values, principles, standards and code of conduct - *Page 14*

### **1.6. Certifications** - *Page 15*

1.6.1 Spring Hotels' Certifications - *Page 15*



**SPRING**  
HOTELS GROUP

## 2. ENVIRONMENTAL ASPECT

*Page 16*

### **2.1. Energy** - *Page 17*

2.1.1 Energy consumption within the organisation - *Page 17*

### **2.2. Water and Effluents** - *Page 18*

2.2.1 Interaction with water as a shared resource - *Page 18*

2.2.2 Water consumption - *Page 18*

### **2.3. Biodiversity** - *Page 19*

2.3.1 Important impacts of activities, products and services on biodiversity - *Page 19*

### **2.4. Emissions** - *Page 20*

2.4.1 Direct greenhouse gas emissions (Scope 1) - *Page 20*

2.4.2 Indirect greenhouse gas emissions when generating energy (Scope 2) - *Page 20*

### **2.5. Waste** - *Page 21*

2.5.1 Generated Waste - *Page 21*



**SPRING**  
HOTELS GROUP

## **3. SOCIAL ASPECT**

*Page 22*

### **3.1. Training and Education** - *Page 23*

3.1.1 Average training hours per employee per year - *Page 23*



**SPRING**  
HOTELS GROUP

## 4. ECONOMIC ASPECT

*Page 24*

### **4.1. Economic Performance** - *Page 25*

4.1.1. Direct economic value generated and distributed - *Page 25*

4.1.2. Financial implications and other risks and opportunities for the organisation's activities that arise from climate change - *Page 25*

### **4.2. Procurement Practices** - *Page 26*

4.2.1 Percentage of the procurement budget used for significant operations that goes to local suppliers - *Page 26*

### **4.3. Anti-corruption** - *Page 26*

4.3.1 Communication and training on anti-corruption policies and procedures - *Page 26*

### **4.4. Report Profile** - *Page 27*

4.4.1 Period covered by the report - *Page 27*

4.4.2 Contact point for questions about the report - *Page 27*

4.4.3 Declaration on preparation of the report in accordance with GRI Standards - *Page 27*

4.4.4 External validation - *Page 27*

4.4.5 Extended version - *Page 27*



SPRING



1.

GENERAL  
CONTENTS







# 1.1. STRATEGY AND ANALYSIS

## 1.1.1 Statement from the General Director of Spring Hotels

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GRI GRI 102-14

With our new Strategic Sustainability Plan, we are committing to future actions that will adhere to the trend known as Sustainable Tourism, which proposes a tourism development that is environmentally sustainable in the long term whilst also being economically viable, protecting our ethical and social values. As we enter the year 2023, we are pleased to share the achievements made in terms of Sustainability as well as our commitment and the new challenges that we will approach as opportunities for Spring Hotels and for the environment that surrounds us.

In 2022, we carried out numerous initiatives and the results of these have strengthened our enthusiasm for and commitment to sustainability.

This year, we have also brought included hotels Vulcano and Bitácora into our carbon footprint calculation and records, therefore achieving a level of 100% registration as a chain.

We obtained a seal from Bioscore that places us as a Sustainable company in all Hotels. Bioscore are members of the GRI and signatories of the World Travel and Tourism Council.

We have increased the control and measurement of waste. We have introduced the purchase of paper and cardboard products that are PEFC and FSC certified. Traditionally plastic items have been replaced with organic products, whilst single doses have been substituted with bulk products. There is an increased interest in purchasing food products with certified organic guarantees, such as ecolabel, EU certifications, etc.

We have managed to reach 95% Led lighting. During the year 2022, the Equality Plans were finalised. We continue to encourage internal training with the Spring Hotels University.

All of this work would not be possible without the commitment of both the dedicated team of staff that makes up Spring Hotels and our clients, for continuing to trust our brand.

The presentation of our 2022 Sustainability Report aims to capture the values and commitments of our company in terms of sustainability, whilst reinforcing our efforts to offer complete corporate transparency to our stakeholders. Our commitment to sustainability carries with it a commitment to the protection of human rights, the health of our employees and the environment, as well as taking care of the relationships with our suppliers, to keep our valued aligned and to contribute to a positive impact on our society, working with companies that share the same philosophy and fostering a sustainable and coherent development

For the year 2023, we have several objectives that are reflected upon in our Strategic Sustainability Plan, in order to promote, encourage and develop a more environmentally responsible tourism over the coming years.

Miguel Villarroya

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GENERAL DIRECTOR OF SPRING HOTELS





## 1.2. ORGANISATION PROFILE

### 1.2.1 Activities, brands, products and services

GRI GRI 102-2

Spring Hotels has been working in the tourist accommodation sector for 37 years, with the objective of achieving excellence in its business development. Its corporate headquarters offers hotels a wide range of functions such as sales, reservations, marketing, human resources, financial management and systems development.

Under the name of Spring Hotels, we manage the Hotel Bitácora, Hotel Vulcano and Arona Gran Hotel. All of them fall into the 4-star category and are located in the municipality of Arona in south Tenerife.

For years, the chain has stood out for its high-quality standards, something that our clients value and which is seen reflected in the high rate of repeat visits. We strive to continually renew and improve our facilities, our gastronomy and our services in general, to enhance all aspects of our clients' experiences. We accompany our guests all throughout their stay, ensuring they have a unique experience from start to finish.

### 1.2.2 Size of the organisation

GRI GRI 102-7

The Spring Hotels Group has a staff of 518 employees; 30 of which correspond to the central offices and there is an average of 162 employees per hotel.





### 1.2.3 Information about employees and other workers

GRI GRI 102-8a

GRI GRI 102-8b

#### Type of contract

	Gender	
	Male	Female
Full time	255	210
Part time	14	39

#### Contract Period

	Tenerife
Permanent	462
Temporary	56

*The total number of employees by contract type (permanent or temporary) and by region*



**89,2%**  
of contracts are permanent.

### 1.2.4 Supply chain

GRI GRI 102-9



With regard to how Spring Hotels manages its supply chain and procurement processes, we assert values that are based on caring for the social, local and environmental aspects of our surroundings, aligning our processes with social, environmental and economic sustainability.

#### Local purchases

Our supply chain begins by sourcing local raw materials whenever possible, thus contributing to a positive impact on the local community. In the same way, we should opt for nearby suppliers, generating economic activity in our immediate environment and reducing the impacts caused by transportation needs. Amongst our current objectives is the search for supply alternatives for kilometre-zero products: incorporating more local produce into our offering (cheeses, mojo sauces, potatoes, wines, etc.).



### Reusable products - Life cycle



Search for alternatives in products that allow the shelf life or life cycle to be extended as much as possible, generating the least possible impact when it is no longer of use.

*Example:*

*During 2022, we carried out tests of different types of oil for fryers, searching for maximum performance, respecting qualities and combining with filtering systems. Significant savings have been achieved, apart from the reduction of waste.*



### Plastic - Glass - Cans - Cardboard



Taking advantage of the new regulations, we are going to install drinking water fountains that will avoid a high percentage of bottled water. We are currently in the process of making reusable bottles available (as gifts) to clients.

We are studying changes in unnecessary cardboard, takeaway products, amenities in rooms and courtesy gifts. Reduction and/or elimination of bathroom amenities. Shower caps, shoe shine, gel bottles, switching to refillable or reusable dispensers or having them available on request.

### 1.2.5 External initiatives

GRI GRI 102-12

In 2022, Spring Hotels participated in several economic, environmental and social initiatives.

#### Primer Viaje

We collaborated on the “Primer Viaje” (“First Journey”) campaign that is organised every year by the Cabildo de Tenerife and Excelencia Turística for the protection of Cory’s Shearwater birds.

#### Breast Cancer Research

Research into diseases such as breast cancer is another of our concerns, which is why this year we have raised a total of €960 for this cause.

#### Awareness on Gender Violence

We have organised talks to raise awareness and sensitise our employees about gender violence, learning how to detect cases of domestic violence in our surroundings.





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This year, we have donated mattresses to several associations on the Island, such as:



**Hermanas hospitalarias**



**ADAE Civil Protection**



**Menores Anchieta**

**REINICIO A LA VIDA**

**Asociación Reinicio a la vida**



**Cáritas**



Asociación de Defensa y Protectora de Animales de Canarias  
DESDE 1989

**ADEPAC**

**CAMALEÓN ÁFRICA**

**Camaleón Africa**



unidad Peruana en Tener

**COPETEN** Peruvian Community Association in Tenerife



**ABIC**



**Red Cross**



**Hospivet**



**SINPROMI** "Tenerife Isla Solidaria" project

We have also participated in raising money for the SOS Peludos association through the sale of their calendars; as well as for World Cancer Day.





# 1.3. MATERIAL TOPICS AND COVERAGE

## 1.3.1 Entities included in the consolidated financial statements

GRI GRI 102-45a

At Spring Hotels, the following organisations are listed in our financial statements:

### Spring Hotels

Arona Gran Hotel	Arona Gran Hotel Sau
Hotel Vulcano	Neptuno Turística S.A.
Hotel Bitácora	Apart Hotel Nautilus, S.A.
Central Offices	Baucis Projects, S.L.

## 1.3.2 Definition of the report contents and the topic coverage

GRI GRI 102-46a

The process that we have followed to prepare the sustainability report and all of its coverage is influenced by the GRI (Global Reporting Initiative) standards and the regulatory requirements of the Law 11/2018, which state that the information must be reliable, precise, clear, balanced, comparable, verifiable and specific. Based on four fundamental aspects:



**Stakeholder Inclusiveness**



**Sustainability context**



**Materiality**



**Completeness**





# 1.4. STAKEHOLDER PARTICIPATION

## 1.4.1 Approach to stakeholder engagement

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GRI GRI 102-43

The participation of our stakeholders has not been required to prepare this report, but they have all taken part in actions throughout the year that have provided us with the clear and truthful information necessary for its completion.

At Spring Hotels, we believe that continuous dialogue with stakeholders is essential to strengthen relationships and to provide an improved and personalised service. We actively listen to our clients, through both a questionnaire and continuous contact with them. Likewise, from our regular contact with suppliers and professionals, a number of suggestions and opinions arise that allow for our constant improvement and increased knowledge of our environment. We have worked with unions on our Equality Plans.

## 1.4.2 Key issues and concerns mentioned

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GRI GRI 102-44

### Clients

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Our clients show a clear concern for staying in hotels that are aware of the importance of sustainability.

### Suppliers

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In the conversations we have held with our suppliers, we have explained the concerns of both our clients and ourselves to maintain a growing sustainability strategy. We have received a positive response from them and, to give an example, they are now beginning to have products more in line with sustainability that were previously more difficult to obtain.

### Employees and unions

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Our employees are participating in an initiative to propose improvements that will have a positive impact on our Sustainability strategy. The unions, in conjunction with the company, have participated in the creation of our equality plans.

### Local organisations and government

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We are collaborating in several different initiatives and events, such as the recovery of local fauna.

### Municipalities

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We are in talks with the local council to drive improvements in the collection of organic waste.





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# 1.5. ETHICS AND INTEGRITY

## 1.5.1 Values, principles, standards and codes of conduct

GRI GRI 102-16

Spring Hotels is based on the following values:



### Service

Vocation to serve the client by anticipating their needs, with kindness, courtesy and professionalism.



### Passion

It is care that inspires us in our work, Spring is Passion.



### Responsibility

Willingness to offer the best of ourselves to promote customer satisfaction.



### Intity

Pride in feeling part of an enriching and exciting project.



### Naturalness

Transparency in the management and suitable integration of people.



### Guarantee

Excellence, innovation and quality as a raison d'être.





# 1.6. CERTIFICATIONS

## 1.6.1 Spring Hotels' Certifications

Environmental certifications serve to evaluate and approve an organisation based on predefined environmental criteria. These are granted by independent and recognised bodies that verify and ensure that specific standards related to environmental performance are being met. They also serve to promote sustainability and the responsible management of natural resources in different areas. They seek to promote practices and behaviours that minimise negative environmental impacts and contribute to more sustainable development.



Following these lines, the hotels Bitácora, Vulcano and Arona Gran all have the **Bioscore Sustainability certificate**. Hotels Bitacora and Vulcano have obtained a level A Bioscore rating and the Arona Gran Hotel has obtained a rating of A+, which shows the chain's strong commitment to sustainability management according to ESG criteria.

In addition, the **Arona Gran Hotel** has **ISO 9001** (Quality Management System) and **14001** (Environmental Management System) certifications, as well as the **EMAS** (Eco-Management and Audit Scheme).





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2.

ENVIRONMENTAL  
ASPECT







# 2.1. ENERGY

## 2.1.1 Energy consumption within the organisation

GRI GRI 103-01  
GRI GRI 302-1

We will proceed to identify the most significant energy consumption generated within our facilities, which is mainly related to air conditioning, electricity (swimming pools, kitchens) and domestic hot water (DHW):



### Total fuel consumption from non-renewable sources (Including types of fuels used)

Propane	108,603.12 litres
Butane	902.33 litres
B7 fuel	640.92 litres
B10 fuel	3,128.10 litres
Diesel A	1,994 litres
<b>Total fuel</b>	<b>115,268.47 litres</b>

### Electricity consumption

12.092.769 Kw/h

GRI GRI 103-01a

### Total energy consumption\*

115,268.47 Joules

*\*We associate this with the cost of lighting and electrical energy, but gas and diesel would also be included here.*





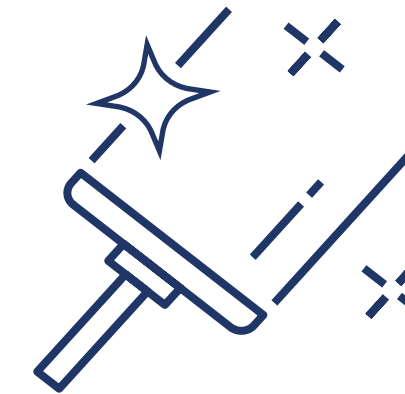
## 2.2. WATER AND EFFLUENTS

### 2.2.1 Interaction with water as a shared resource



Our housekeeping departments have been using the STIQK system since 2018, which allows us, amongst other things, to make significant daily water savings. Beforehand, a mop was used with a bucket of water and a cloth that was wrung out and needed to be changed after every two rooms and with every departure. This meant, that, if the bucket was filled with 5L of water and there were 25 rooms plus 6 departures to be cleaned, around 77.5L of water was used per day per cleaner.

In contrast, with the STIQK system, you take one mop per room. Every 10 mops contains 1.5L of water, therefore it would **only generate 3.75 litres of water per day per cleaner.**



GRI GRI 103-01

GRI GRI 303-1a

SPRING HOTELS uses water resources coming from both the municipal network and its own desalination plant, and the water is mainly dedicated to human consumption, the irrigation of green areas and for filling the swimming pools. The return of wastewater produced by the organisation back to the natural environment is carried out using the correct treatment process, which aims to protect the water cycle.

Likewise, as part of our commitment to the responsible consumption of this resource, a series of measures and actions have been adopted that are dedicated to increasing the efficiency of its use, promoting awareness amongst both our guests and staff, so that they consume water more responsibly.

GRI GRI 303-1d

The three hotels in the Spring Hotels chain are located in Tenerife (Canary Islands), an area that suffers from a high shortage of fresh water. The lack of precipitation causes significant stress on water availability, which favours desalination processes for the production of drinking water. One of our objectives is to reduce the impact we have, evaluating our consumption and defining action systems with regards to its use, in accordance with what is laid out in point 6.4.2 of the Sustainable Development Goals 6. Clean water and sanitation

### 2.2.2 Water consumption

GRI GRI 303-5a

#### Water consumption

205,513 m<sup>3</sup>



## 2.3. BIODIVERSITY

### 2.3.1 Significant impacts of activities, products and services on biodiversity

GRI GRI 103-01

GRI GRI 304-2b



El  
primer  
Viaje

The Canary Islands is the region with the largest number of protected natural spaces in Spain. The fact that all three hotels of our chain are located on the Island of Tenerife makes us aware of the numerous impacts that the loss of biodiversity can have on our activity and vice versa. At Spring Hotels, we want to strengthen our commitment to its conservation and expand our efforts to prevent its deterioration.

One of the initiatives in which we have been participating for a number of years at the Arona Gran Hotel (and which, in 2022, we carried out in all three of our hotels, with the support of the Tenerife Cabildo and the consultancy firm Excelencia Turística de Tenerife) is the Primer Viaje (“First Journey”). This action consists in protecting a species of bird called “Cory’s shearwater”, which visits our coasts to reproduce.

During October and November, many fledglings of this species, during their first flight in search of the sea, fall from the sky disoriented by the lights coming from coastal developments.

The birds, when dazzled by the lights, are unable to take flight on their own, and it is in these situations when they are most vulnerable to attacks and predation. Our action as hoteliers to support this initiative was to turn off our external lights during that period, raising awareness amongst both our employees and our clients about the initiative, and we also participated in the rescue and release of these birds in collaboration with specialised local organisations.



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## 2.4. EMISSIONS

### 2.4.1 Direct greenhouse gas emissions (Scope 1)

GRI GRI 103-03



Since 2013, we have held a strategy in place at our Arona Gran Hotel for measuring, controlling and reducing our Scope 1 GHG emissions (measured in tons of CO<sub>2</sub>) that originate directly from our activity and fall under our control.

The Scope 1 emissions we produce are centred on:

- The burning of fuels in our facilities
- Possible leaks in our cooling systems

We have implemented a prevention policy, in which we ensure the correct maintenance of our facilities in order to be able to control this type of emissions. This consists of regularly checking all of our heating and cooling equipment.

GRI GRI 305-1a



#### Direct GHG emissions (Scope 1)

429,998.06 Kg CO<sub>2</sub>eq

### 2.4.2 Indirect greenhouse gas emissions when generating energy (Scope 2)

GRI GRI 103-3

GRI GRI 305-2



#### Indirect GHG emissions when generating energy (scope 2)

17,013.81 Kg CO<sub>2</sub>eq





## 2.5. WASTE

### 2.5.1 Waste generated

GRI GRI 306-3

#### In the 3 Spring Hotels:

Used Vegetable Oil: **11,293 Kg**

Empty contaminated metal containers: **16 Kg**

Metal containers: **38 Kg**  
including empty pressure containers

Empty contaminated plastic containers: **3,671**

Plastic packaging: **206 Kg**

FR-5 Small appliances < 50 cm: **30 Kg**

Cardboard packaging: **50.201 Kg**

Mixed packaging: **19,575 Kg**

Debris: **94,285 Kg**

Bulky waste: **51,770 Kg**

Pruning: **4,160 Kg**

Toner: **87 Kg**

FR-2 LCD and TFT: **3,085 Kg**

Scrap metal: **6,785 Kg**

Glass: **1,980 Kg**

Chemicals and aerosols: **405 Kg**

Paint: **1,900 Kg**

Batteries: **5 Kg**

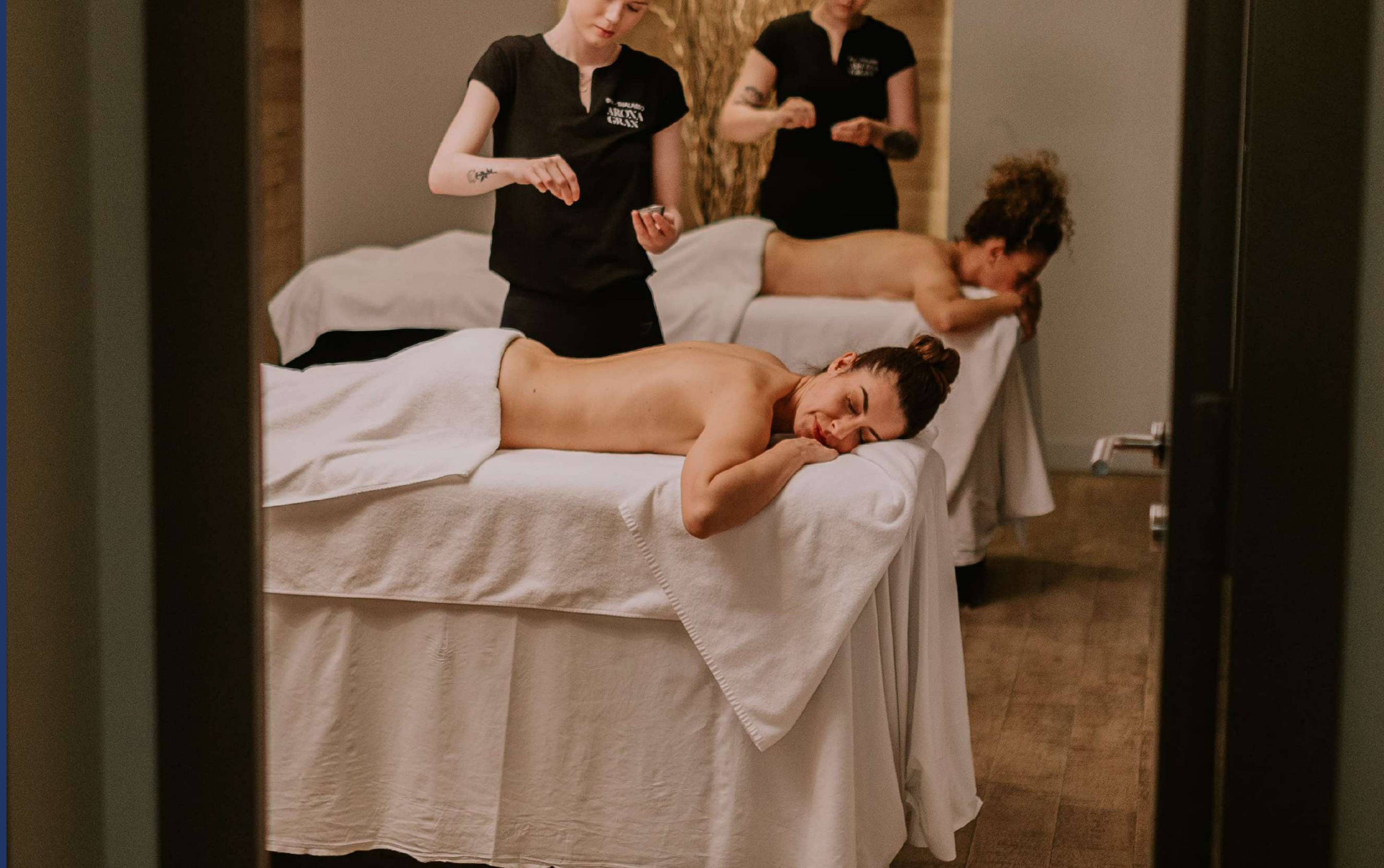


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3.

SOCIAL  
ASPECT





## 3.1. TRAINING AND EDUCATION

### 3.1.1 Average training hours per year per employee

GRI GRI 103-1

At Spring Hotels, the professional development of all of our workers is a priority, as it allows them to give their best of themselves and ensures that our clients receive the best possible service and experience, maintaining our standards of quality and competitiveness at the desired level. A total of 1,764.5 hours of training have been provided



In line with the above, at Spring Hotels we have created a learning space through our **Spring University**, which is set on four fundamental pillars:

1. The strategic commitment towards identifying training needs and subsequent training of the team.
2. Merit as the only guarantee for promotion and further development.
3. Internal talent management through personalised career plans.
4. Employment programmes for youth integration, backed by our commitment to recruitment.

Its online platform is designed to enjoy the experience and for people to immerse themselves in the courses and their contents.

Online language training is integrated with Spring University, where everyone can continue learning the Spring Internal Competencies in a very dynamic and interactive way, at different levels from A1 to B1, defined by the CEFR (Common European Framework of Reference) and adapted to the level of language knowledge required for each of the professional qualifications within our hospitality sector.

In this sense, we have developed a programme that is unique in the sector and specific according to professional categories, where our workforce can learn using an internal tool that has been specifically tailored: the grammar, vocabulary and expressions that are essential for them to carry out their functions in the workplace.

All online training students have access to the content 24 hours a day, and can chat in real time with a tutor during set hours. The progress analysis will be carried out through an individual interview with the teacher and official certification that verifies the students' linguistic competence in a reliable and safe way.



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4.

ECONOMIC  
ASPECT





# 4.1. ECONOMIC PERFORMANCE

## 4.1.1 Direct economic value distributed

GRI GRI 103-1

Data on the creation and distribution of economic value provide basic information about how the organisation generates wealth for its stakeholders. Specifically, the Economic Value Generated and Distributed provides a profile of the organisation that is useful when it comes to standardising other performance figures.

At Spring Hotels, we are aware of the great contribution made by tourism to both the economic and social development of destinations, and we are committed to an appropriate complementation of the distribution of the value generated.

GRI GRI 103-3

In the Canary Islands, tourism and, therefore, hospitality, generates significant economic income for institutions, companies and host communities, which is a key factor for sustainable development and growth.

The economic value distributed is broken down as follows:

GRI GRI 201-1a

### Operating expenses or operational costs

7,741,662 €

### Employee salaries and benefits

16,467,884 €

### Payments to capital providers

10,080,255 €

### Contributory taxes or contributory donations

3,176,545 €

## 4.1.2 Financial implications and other risks and opportunities for the organisation's activities that arise from climate change.

GRI GRI 103-1

At Spring Hotels, we consider climate action as a strategic value and one of good management, and we are moving forwards with a sustainability strategy that includes a series of actions and initiatives focused on the mitigation of and adaptation to climate change in our sector. The fight against climate change, following the route laid out by the Sustainable Development Goals (SDG) in the 2030 Agenda (UN), is a fundamental pillar for both the preservation of our destination and the well-being of its local community.





## 4.2. PROCUREMENT PRACTICES

### 4.2.1 Percentage of the procurement budget used for significant operations that goes to local suppliers

*GRI GRI 103-1*

Choosing local suppliers, when acquiring the many different products and services necessary for the organisation, constitutes a conscious action that aims to boost the local economy, support the community and create employment. It is a commitment to the sustainable management of our supply chain.

*GRI GRI 204-1a*

Purchase Budget:

**16%**

Local products

**96%**

Local suppliers

*GRI GRI 204-1b*

We apply the term “local” as referring to natural and legal persons located in the Canary Islands, the region in which the company’s most significant operations are carried out.

## 4.3. ANTI-CORRUPTION

### 4.3.1 Communication and training on anti-corruption policies and procedures

*GRI GRI 103-1*

*GRI GRI 205-2*

In accordance with its code of ethics, Spring Hotels is fully committed to the fight against money laundering and the financing of terrorism. We have eliminated the use of cash within our facilities (except at reception), which means the misuse of cash is far more controlled.



## 4.4. REPORT PROFILE

### 4.4.1 Period covered by the report

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The period covered by our report is the fiscal year corresponding to the year 2022.

*GRI GRI 102-50*

### 4.4.2 Contact point for questions about the report

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*GRI GRI 102-53*

At Spring Hotels, we care about our clients' questions regarding our company or our sustainability reports. We have set up a specific email address through which you can contact us with any questions you may have.

 [sostenibilidad@springhoteles.com](mailto:sostenibilidad@springhoteles.com)

### 4.4.3 Declaration on the preparation of the report in accordance with GRI Standards

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*GRI GRI 102-54*

This report has been prepared in accordance with the **Comprehensive Use of GRI Standards option**.

### 4.4.4 External validation

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*GRI GRI 102-56a*

To ensure alignment with GRI standards regarding the principles of information quality that ensure veracity, comparability and verification, this report is subjected to an internal review by a body that is independent to the organisation. In our case, this is carried out by the company **Bioscore**.

### 4.4.5 Extended version

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This document constitutes a summary of the Spring Hotels Sustainability Report for the year 2022. The extended version of this report (in Spanish) can be obtained on request by writing to: [sostenibilidad@springhoteles.com](mailto:sostenibilidad@springhoteles.com)





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Tecnología y sostenibilidad

