





# GENERAL CONTENTS

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**Sustainability  
Report**



## Sustainability Report

# STRATEGY AND ANALYSIS

Statement from the General Director – Miguel Villarroya Adell

GRI 102-14

We are pleased to present the 2024 Sustainability Report of Spring Hotels, a small testament to our strong commitment to responsible and sustainable tourism development. At Spring Hotels, we continue to believe that we must be both a participant and a driving force in creating a destination that is economically, socially, and environmentally sustainable.

Throughout this year, we have continued our efforts to integrate more sustainable practices into our operations. This report documents the ongoing work we do each year, including our achievements and challenges. It also represents our vision and strategy of continuous improvement as we move toward a greener, more inclusive, and more equitable future for our island. In 2024, we implemented a series of key initiatives aimed at reducing our environmental impact as much as possible, cutting greenhouse gas emissions, promoting social development, and ensuring ethical and transparent governance. Our three hotels hold several certifications that reflect our commitment to making our industry more sustainable.

This year, through collaborations with local organizations, we have promoted initiatives that benefit the economy and the social fabric of our local community, supporting actions and events aimed at improving our efforts at both the private and public levels.

Every action we take is aligned with our core values and long-term sustainability goals. We are fully aware that the path to a sustainable future requires ongoing effort, innovation, and collaboration. That is why we continue to work tirelessly toward this goal.

We deeply thank all our collaborators, partners, and clients for being a fundamental part of this journey toward a more sustainable future. Your support and trust not only inspire us but also drive us to push boundaries and make a difference every day.



## Sustainability Report

# MAJOR MILESTONES 2024

**Thanks to the measures implemented this year, we are proud to have achieved the following milestones:**

- We reduced **154,79 tCo2** from our **SCOPE 1** emissions.
- We reduced **3,348.84 tCo2** from our **SCOPE 2** emissions.
- **Single- use plastic** was reduced by **63%.**
- **Overall waste** per guest was reduced by **6%.**
- We increased our use of **local suppliers** by **31%.**



# ORGANISATION PROFILE

GRI 102-2  
GRI 102-7

Spring Hotels has been operating in the tourist accommodation sector for 39 years, with the goal of achieving excellence in business development. Its corporate headquarters provides a wide range of services to the hotels, including sales, reservations, marketing, human resources, financial management, and systems development.

At Spring Hotels, we manage three properties: Hotel Bitácora, Hotel Vulcano, and Arona Gran Hotel. All three are four-star hotels located in the municipality of Arona, in Tenerife.

The chain has stood out for years thanks to its high quality standards, which are highly valued by our guests and reflected in our high repeat guest rate. We continuously invest in the renovation of our facilities, in our culinary offerings, and in enhancing every aspect of the guest experience. We accompany our guests throughout their stay to ensure they enjoy a unique experience from beginning to end.

As of 2024, the Spring Hotels Group has an average workforce of 460 employees, of whom 34 are based at the corporate offices and an average of 142 at each hotel.



## Sustainability Report



## Sustainability Report

# MATERIAL TOPICS AND COVERAGE

Entities included in the consolidated financial statements

GRI 102-45A

GRI 102-46A

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

<b>Arona Gran Hotel / Central Offices</b>	Arona Gran Hotel Sau / Baucis Project, S.L.
<b>Hotel Vulcano</b>	Neptuno Turística S.A.
<b>Hotel Bitácora</b>	Apart Hotel Nautilus, S.A.

## Definition of the report content and the topic coverage

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



Sustainability  
Report

INFORMATION ABOUT EMPLOYEES  
AND OTHER WORKERS

GRI 102-8a  
GRI 102-8b

Type of contracts

	Gender	
	Male	Female
Full-Time	239	217
Part-Time	25	43
Total	264	260

Contract Period

	Tenerife
Permanent	491
Temporary	33

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



93,72 %  
Of contracts are permanent.





Sustainability  
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SUPPLY CHAIN

Local Purchases /Procurement Practices



GRI 102-9  
GRI 103-1  
GRI 204-1a  
GRI 204-1b

At Spring Hotels, when it comes to our supply chain and procurement management, we uphold values based on social, local, and environmental care for our surroundings, aligning our processes with social, environmental, and economic sustainability. This year, we collaborated with the 4th Sustainable Gastronomy Congress in the Canary Islands, a leading event held in our municipality of Arona.

Our supply chain starts with the sourcing of local raw materials whenever possible, thus contributing to a positive impact on the local context. In 2024, we continue our commitment to a proximity-based economy, which aims to support the local community and its economy, create jobs, and promote sustainable supply chain management.

For this reason, Spring Hotels was the first hotel group to sign, in December 2024, an agreement with FAST to promote the consumption of KM 0 (zero-kilometer) products. This agreement strengthens our commitment to sustainability, local production, and the circular economy, ensuring that products are grown and consumed within a nearby radius, significantly reducing the carbon footprint generated by the transportation of these foods.

Purchase Budget:

15,10%

Local products

85%

Local suppliers

We apply the term "local" as referring to natural and legal personas located in the Canary Islands, the region in which the company's most significant operations are carried out.







## Sustainability Report

# SUPPLY CHAIN

## Reusable Products – Life Cycle



GRI 102-9  
GRI 103-1  
GRI 204-1a  
GRI 204-1b

We continue our search for alternative products that can extend their useful life or life cycle as much as possible, while generating the least possible impact once they become unusable. This year, we have started using a range of cleaning products that have a better impact in terms of sustainability. Among other aspects, the supplier operates a supply chain that is as sustainable as possible and closes the loop by taking responsibility for recovering the waste generated.

Using these products in our operations has allowed us to reduce our consumption in the following ways:

### WATER:

366.373 Litres = equivalent to 7327 Bathtubs.

### ENERGY:

40.424 Kwh = equivalent to powering 1347 homes for one day.

### WASTE:

5784 Kg = equivalent to 137.716, 2 L plastic bottles.

### CO2 (Energy y transportation):

9109 Kg = equivalent to what 655 trees absorb in one month.





## Sustainability Report

# STAKEHOLDERS PARTICIPATION

GRI 102-43

GRI 102-44

## Approach to stakeholder engagement

The preparation of this report did not require the direct involvement of our stakeholders; however, all of them have participated throughout the year in actions that provide clear and accurate information necessary for its development.

At Spring Hotels, we believe that ongoing dialogue with stakeholders is essential for strengthening relationships and delivering a personalized and improved service. We actively listen to our guests through surveys and continuous contact. Likewise, our ongoing communication with suppliers and professionals gives rise to suggestions and feedback that support continuous improvement and a better understanding of our environment. We have also worked with unions on Equality Plans.

## Key issues and concern mentioned

### CLIENTS

They show a clear concern for staying in hoteles that are aware of the importance of sustainability.

### SUPPLIERS

Through dialogue with our stakeholders, the need has emerged to plan all aspects related to a circular economy. Whenever possible, we also encourage them to present their ranges of sustainable products, with a value chain aligned with this approach.

### EMPLOYEES AND UNIONS

Our employees are taking part in an initiative where they can propose improvements that have a positive impact on our Sustainability strategy. Trade unions, together with the company, have been involved in the creation of our Equality Plans.

### LOCAL ORGANISATIONS, MUNICIPALITIES AND GOVERNMENT

We are also collaborating in various events and initiatives, such as the recovery of local wildlife.

## Key issues and concerns mentioned

**We conduct internal surveys with our guests through both Salesforce and ReviewPro to gather their opinions regarding sustainability and identify areas for improvement. These were the main insights from the 706 responses we received:**

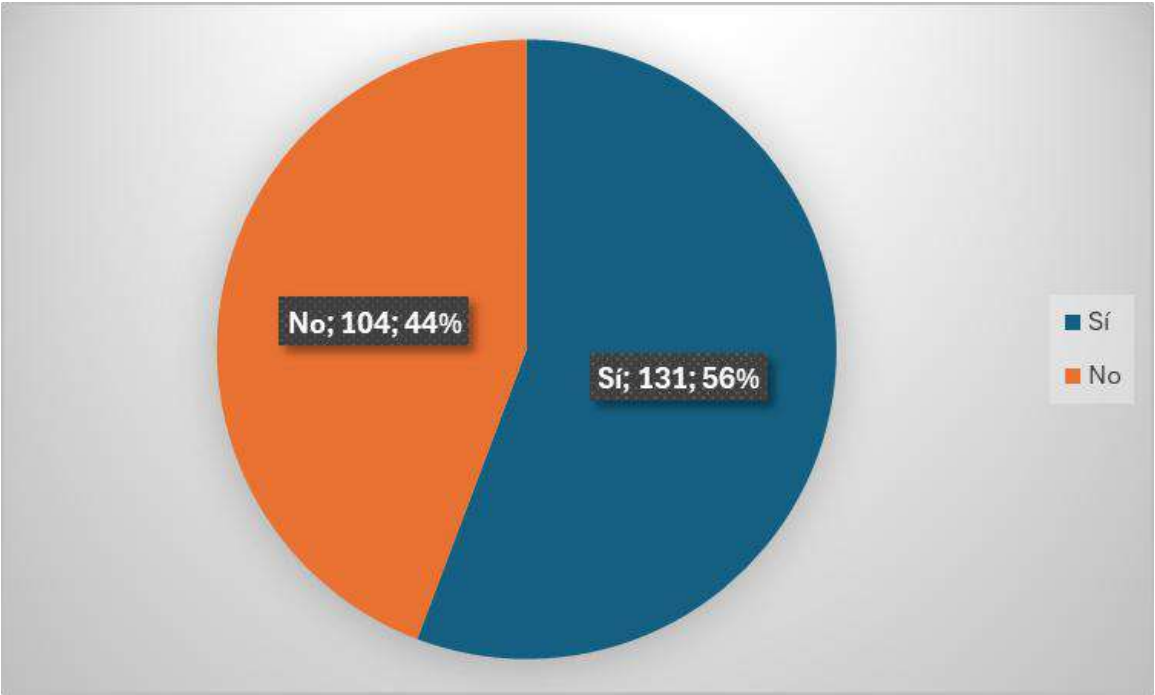
- Guests appreciate the installation of water dispensers instead of plastic bottles and recognize the hotel's efforts to reduce resource waste.
- Waste separation in common areas is valued, and there are suggestions to increase the number of recycling points, including the option to have them in guest rooms.
- Continue reducing the use of single-use plastic products.
- Install solar panels or wind turbines to generate green energy.
- Regulate lighting on balconies and in common areas to avoid electricity waste.
- Implement taps and showers with sensors or timers to reduce water consumption.
- Encourage guests to reuse pool towels.
- Questions were raised about how food waste is being managed.
- Guests mention there is no need for the air conditioning to be so strong.
- Replace plastic room key cards with wooden ones.
- Provide a minibus for airport transfers instead of using taxis.







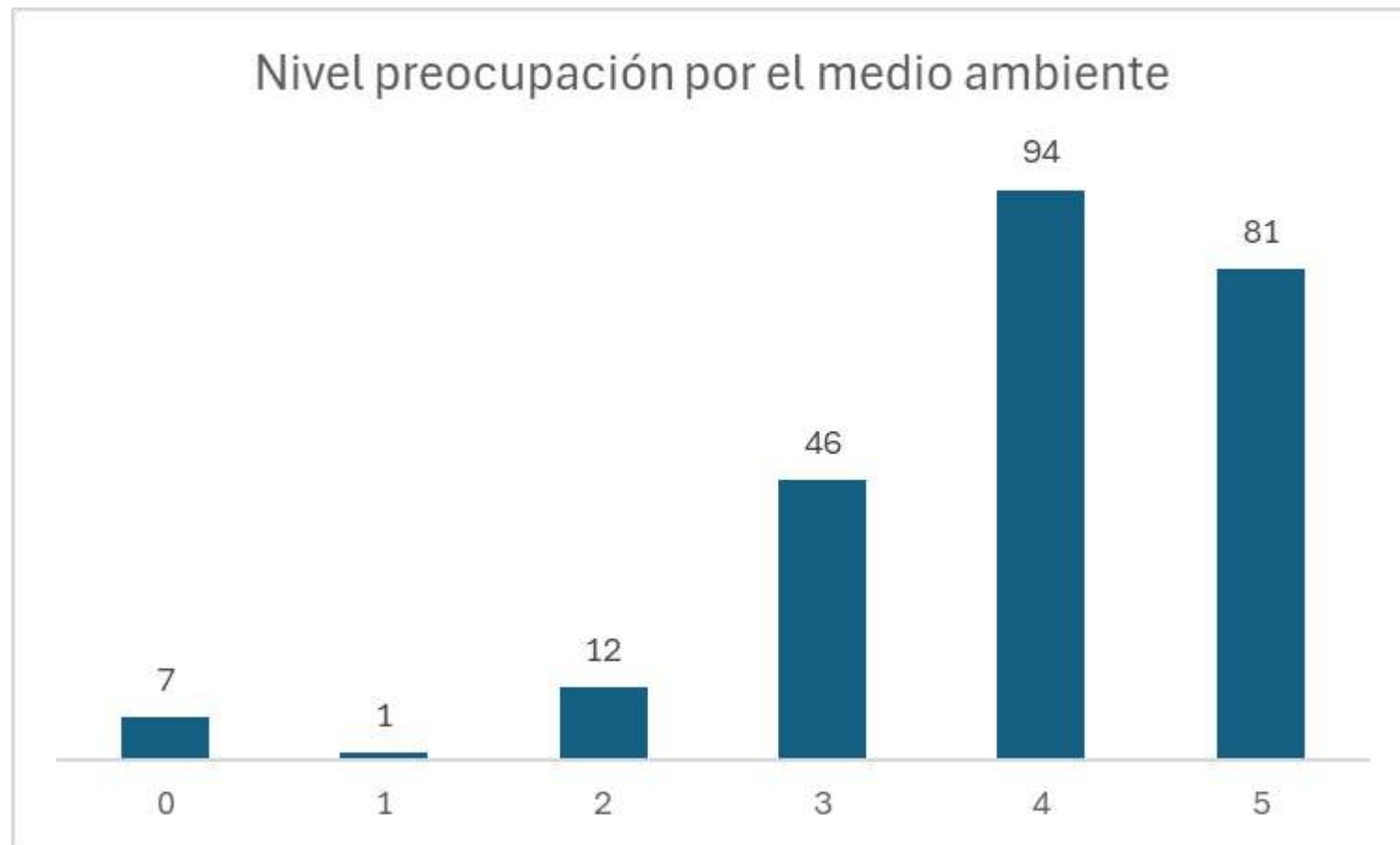
Sustainability  
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Importance of the environment when choosing an hotel (Source: Salesforce).

PREGUNTAS PREDEFINIDAS		
Pregunta	% Respuestas	Nº Respuestas
When you look for a hotel, do environmental considerations influence your choice?		868
No	58 %	503
Yes	42 %	365

Importance of the environment when choosing an hotel (Source: Reviewpro).



Level of significance that have the environment for our customers over 241 answers (Source: Salesforce)

We continue to see that the results reflect our customers' growing interest in enjoying more sustainable vacations. Moreover, their valuable feedback and suggestions guide us in the direction of our future improvements, allowing us to focus on the aspects that matter most to them.



## Sustainability Report

# ETHICS AND INTEGRITY

GRI 102-16

Values, principles, standards and code of conduct

Spring Hotels is based on the following values:



### **Service**

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



### **Passion**

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



### **Responsability**

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



### **Identity**

Pride in feeling part of enriching and exciting project.



### **Naturalness**

Transparency in the management and suitable integration of people.



### **Garantee**

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





## Sustainability Report

# CERTIFICATIONS

## Spring Hotels' Certifications

GRI 102-45A

GRI 102-46A

Environmental certifications are used to evaluate and approve an organization based on predefined environmental criteria. These certifications are granted by independent and recognized entities that verify and ensure compliance with specific standards related to environmental performance. They also serve to promote sustainability and responsible management of natural resources across different sectors. Their goal is to encourage practices and behaviors that minimize negative environmental impact and contribute to sustainable development.

In this regard, in 2024, the Bitácora, Vulcano, and Arona Gran hotels have received the **Gold certification from Travelife**.

The Arona Gran Hotel was **one of the first five hotels in the world** to obtain this certification following the new requirements and standards of the GSTC (Global Sustainable Tourism Council).



The Arona Gran Hotel renewed its commitment to **ISO 9001** (Quality Management System) and **ISO 14001** (Environmental Management System), as well as **EMAS** (Eco-Management and Audit Scheme). This year, it also obtained the “Calculate/Reduce My Carbon Footprint” seal.

The Bitácora Hotel received the **BIOSPHERE** certification, and the Vulcano Hotel renewed its own certification. Both also obtained the “Calculate My Carbon Footprint” seal.



ISO  
9001



ISO  
14001





# ENVIRONMENTAL ASPECT

**Sustainability  
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# CONSUMPTION

## Energy

GRI 103-01

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

Total fuel consumption from non-renewable sources

Propane	104.608 litres
B7 fuel	2.771 litres
Total combustible	107.379 litres





# CONSUMPTION

Energy

GRI 103-01

Total Electricity consumption between the 3 hotels this 2024:

**13.852.485 Kw/h**

2 of our hotels (Arona Gran y Vulcano) had **100% Green energy** and in our hotel Bitácora the company elected had **0 emission factor**.



**Sustainability  
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**Declaración de Energía  
100% sostenible en tu contrato**

**Empresa: NEPTUNO TURISTICA S.A.**

CIF: A38033502  
Energía Redimida: 5014 MWh

Estamos comprometidos con el cuidado del medio ambiente y por eso  
nuestra energía proviene de fuentes 100% renovables.

La CNMC acredita que la energía que utiliza su empresa proviene de  
fuentes 100% renovables.

endesa

Durante 2024



**Declaración de Energía  
100% sostenible en tu contrato**

**Empresa: GRAN HOTEL ARONA S.A.U.**

CIF: A38501482  
Energía Redimida: 4976 MWh

Estamos comprometidos con el cuidado del medio ambiente y por eso  
nuestra energía proviene de fuentes 100% renovables.

La CNMC acredita que la energía que utiliza su empresa proviene de  
fuentes 100% renovables.

endesa

Durante 2024

# CONSUMPTION

## Water and effluents

GRI 103-01  
GRI 303-1a  
GRI 303-1d  
GRI 303-5a



Regarding water consumption, and given the scarcity of this resource on our island of Tenerife, SPRING HOTELES' commitment is quite strong. One of our objectives is to reduce our impact and, as much as possible, our consumption through various action systems. All establishments are equipped with thermostatic and low-flow faucets to prevent water waste. Additionally, irrigation networks were replaced in several complexes, opting for drip systems and selecting low-consumption plants planted in water-retaining substrates. The choice of such flora also considered the selection of species resistant to parasites and/or pests to avoid, as much as possible, the use of pesticides. Due to the nature of the vegetation, the use of fertilizers is practically nonexistent.

SPRING HOTELES uses water resources coming both from the municipal network and from its own desalination plant, primarily dedicated to human consumption, irrigation of green areas, and filling pools. The return of wastewater generated by the organization to the natural environment is carried out through proper treatment, aiming to protect the water cycle.

Likewise, committed to the responsible consumption of this resource, measures and actions (courses, good practice manuals) have been adopted to raise awareness and improve efficiency in its use. We promote the awareness of our guests and staff to encourage responsible water consumption.

Total water consumption between the 3 hotels this 2024:

**246.356 m3**



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## Sustainability Report

# BIODIVERSITY

Important impacts of activities, products and services on biodiversity.





# BIODIVERSITY

Important impacts of activities, products and services on biodiversity.



GRI 103-01

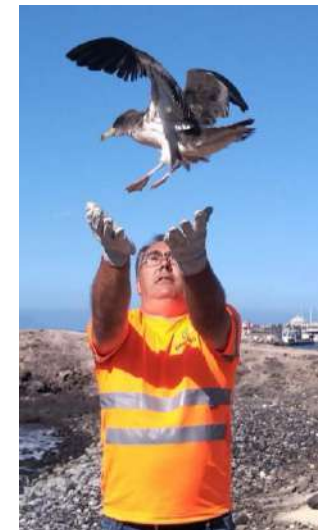


Canary Islands is the Spanish region with the largest number of protected natural areas. The presence of our chain's three hoteles on the Island of Tenerife raises our awareness of the numerous impacts that biodiversity loss can have on our activity and vice versa. At Spring Hotels, we want to strengthen our commitment to conservation and increase our efforts to prevent its deterioration.

One of the initiatives in which we have been participating since the first year across our three hotels, together with the support of the Tenerife Island Council (Cabildo de Tenerife) and the consulting firm Excelencia Turística de Tenerife, is the “Primer Viaje” (“First Journey”) project. This action focuses on protecting a bird species called the “Cory’s shearwater” (“Pardela Cenicienta”), which only comes to our coasts to breed.

During October and November, many juveniles of this species, on their first flight searching for the sea, become disoriented by the lights of coastal urbanizations.

These birds, when dazzled, cannot take off on their own. It is in this situation that they become most vulnerable to being run over or predated. Our action as hoteliers to support this initiative was to turn off our external lights during this period, raising awareness among both our employees and guests about the project, and we participate in the rescue and release of these birds in collaboration with specialized local organizations.





## Sustainability Report

# EMISSIONS

GRI 103-03  
GRI 305-1A

## Direct greenhouse gas emissions (Scope 1)

At our hoteles, we have a strategy in place for measuring, controlling, and reducing our Scope 1 direct GHG emissions (measured in tons of CO<sub>2</sub>), which originate from our activities and are under our control.

Our Scope 1 emissions are concentrated in the following areas:

- Fuel combustion within our facilities.
- Potential leaks in refrigeration systems.
- Ground transportation (company vehicles).

We have implemented a preventive policy where we regulate the proper maintenance of our facilities to control these types of emissions. This involves regularly inspecting our heating and cooling equipment, along with new projects aimed at improving the energy efficiency of the thermal production in our hotels for 2024.

The calculations were made using emission factors from MITECO's calculator, based on consumption data from 2024.



## Direct greenhouse gas emissions (GHG) (alcance 1)

321,27 t CO<sub>2</sub>eq



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



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

0 t CO<sub>2</sub>eq

# EMISSIONS

Direct greenhouse gas emissions (Scope 1) and (Scope 2)

GRI 103-03  
GRI 305-1A

This year, 2024, the energy consumption of the Spring chain comes from renewable sources.

We can see a significant decrease in our greenhouse gas emissions.

We have reduced **Scope 1** emissions by **32.52% (154.79 tCO<sub>2</sub>)** and **Scope 2** emissions by **100% (3,348.84 tCO<sub>2</sub>)**.







## Sustainability Report

# WASTE

## Generated Waste

Waste generated in 2024 between our 3 hotels:

**344.524 Tm equivalent to -6% less per guest.**

Medidas que se han tomado en 2024 para reducir nuestros residuos:

Thanks to the installation of water stations both in staff rest areas and in various guest areas throughout the hotel, which we implemented last year, in 2024 we have **reduced single-use plastic bottles by 63%.**

We have also reduced plastic consumption in our cleaning products by purchasing more concentrated products (2L jugs instead of 5L), and some of these products now use reusable plastic containers provided by the supplier, eliminating the need for external recycling.

We continue to focus our purchasing management on optimizing the useful life and life cycle of the products.

After a year of purchasing low-impact cellulose products (toilet paper, hand towels), we have achieved the following savings:



GRI 306-3b



# WASTE

## Generated Waste

We have implemented, together with our IT department, an internal system for weighing organic waste, as well as a BI (Business Intelligence) system that, among other things, analyzes the total waste produced by our hotels.

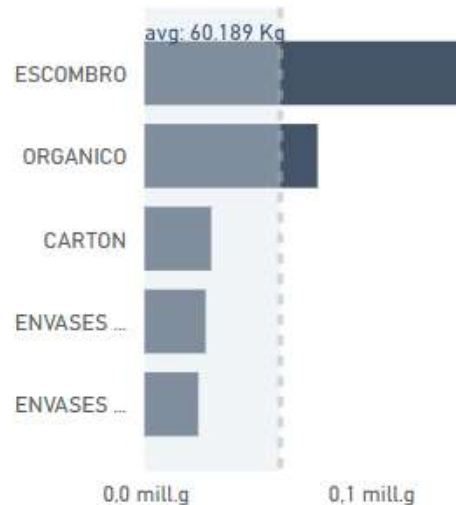
This system helps us, on one hand, to adjust production according to demand, reduce our waste, and monitor this data to improve the daily operations of our Food & Beverage departments. On the other hand, it allows us to analyze in more detail the types of waste we are generating, what they represent per guest, occupancy period, and more.

GRI 306-3b



## Sustainability Report

TOP 5 RESIDUOS



TOP 5 RESIDUOS POR TIPO





## Sustainability Report

# WASTE

## Generated Waste

GRI 306-3b



In December, we participated in the forum "Waste is a Resource, Not Waste" together with the Arona City Council and the Tenerife Island Council to discuss the improvements we can all make together in our waste management in order to minimize waste generation as much as possible.







# **SOCIAL**

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# **ASPECT**

**Sustainability  
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# EXTERNAL INITIATIVES

GRI 102-12

## Social Initiatives

### Collaboration with the XII Gran Tegui Playa Charity Golf Tournament (Lanzarote).

A golf tournament held in December 2024 in support of the Canary Islands Flora Acoge Foundation.

### Partnership with Simpromi (Insular Society for the Promotion of People with Disabilities)



### Collaboration with the Breast Cancer Awareness Campaign.



### Donation of clothing to Hogar San Gema.

We donated clothing to a residential care center for elderly people in situations of dependency.



Viernes, 16 de agosto de 2024

Por la presente, se confirma la donación en el mes de Agosto, de los siguientes artículos:

- 242 Mantas
- 285 Toallas Piscina

Firmado:   
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 78876 0119



## Sustainability Report

### Collaboration with the Rosas del Guanche Occupational Center.

The occupational center is a daytime service that supports the social and professional inclusion of people with intellectual disabilities.



# Sustainability Report

# EXTERNAL INITIATIVES

GRI 102-12

## Social Initiatives

### Feature Film Distribution “Cero-Cuatro”

In 2024, we began distributing the documentary “Cero-Cuatro”, which we financed last year with the aim of raising awareness and giving visibility to rare childhood diseases that affect thousands of families around the world. The film was selected for the 8th Edition of the Cine de América International Film Festival in Hidalgo, Mexico.





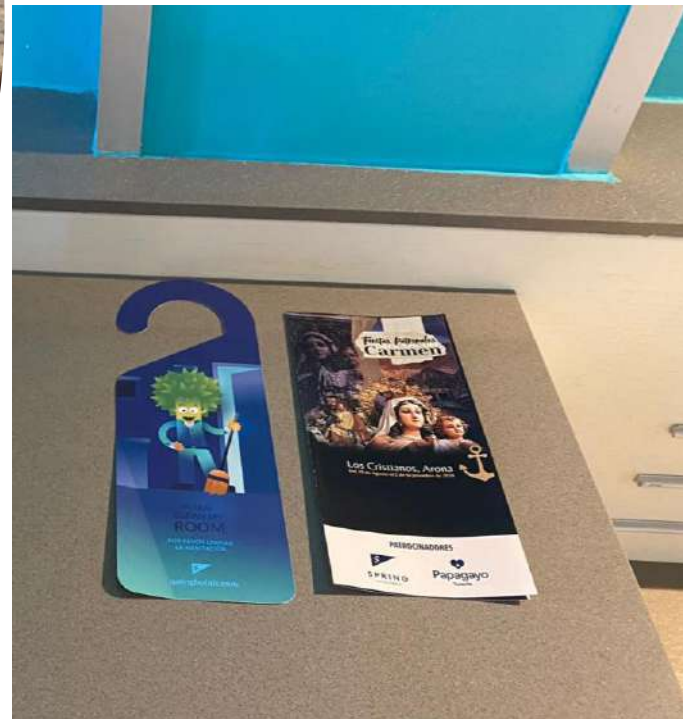
# EXTERNAL INITIATIVES

GRI 102-12

## Social Initiatives

### Sponsorship of the Virgen del Carmen Festivities

Spring Hotels was a sponsor of the festivities in honor of our local patron saint, the Virgen del Carmen. This patronal celebration lasts for a week and culminates on the first Sunday of September. After the mass in her honor, the image of the Virgin is carried on shoulders from the church to the Los Cristianos pier. There, she is placed on a boat and taken in procession across the entire bay, accompanied by the local fishermen's boats. The event concludes with a fireworks display over the bay.



## Sustainability Report



## Sustainability Report

# INICIATIVAS EXTERNAS

GRI 102-12

## Social Initiatives: A Commitment to Local Sports

### **Renewed Partnership with ADEIN Team.**

We have renewed our collaboration agreement for the 2024/2025 season to continue sponsoring the basketball team of the ADEIN Tenerife Santa Cruz Inclusive Sports Association, part of the CB Canarias Foundation.



### **Sponsorship of Ritmania Fame Academy Dancers for the 2024 World Championship.**

Spring Hotels continues to support local sports, sponsoring the Ritmania Fame Academy dance team, which was selected to represent the Canary Islands in the finals of the 2024 World Championship in the Netherlands.







# Sustainability Report

## Collaboration with the CD Marino Football Team

Our Bitácora Hotel has provided breakfast, lunch, and dinner services to several players from the team during their 2024–2025 season.

# EXTERNAL INITIATIVES

GRI 102-12

Social Initiatives:  
A Commitment to Local Sports

## Sponsorship of the CB Canarias Basketball Team.

Supporting a major sports figure in Tenerife like La Laguna Tenerife allows us to continue contributing to the local sports ecosystem. La Laguna Tenerife is an outstanding representative of both elite and grassroots sports in the archipelago. Over the years, they have consistently demonstrated that hard work can deliver exceptional results for the island in one of the most popular sports worldwide.





# EXTERNAL INITIATIVES

GRI 102-12

## Environmental Initiatives

### "First Journey"

We once again collaborated with the "First Journey" campaign, which is organized annually by the Tenerife Island Council and Excelencia Turística to protect the Cory's shearwaters (a native seabird species).

We share more details about this key initiative for Spring Hotels in our environmental section.



### Beach Cleanup at El Callao, Los Cristianos

We participated in the cleanup of El Callao beach, located near our Arona Gran Hotel. This initiative was part of the "First Journey" program and allowed us to contribute to addressing one of the most critical problems in the marine environment: plastic pollution in our seas.



## Sustainability Report

# TRAINING AND EDUCATION

GRI 103-1

In 2024, in addition to the Occupational Risk Prevention training specific to each job position, a total of 9,103 hours of training have been carried out at Spring Hotels.

At Spring Hotels, our mission is to ensure that the training planned and delivered within our training program meets the following criteria:

- It is aligned with the company's business strategy.
- It is aligned with the company's goals and performance targets.
- It provides tangible and achievable benefits for employees.
- It is adapted to the demands and needs of our guests.

Following a thorough analysis of our customers' expectations, we have focused our training plan on two key areas. The first is aimed at continuously improving our customer service, including cultural service, appearance standards, telephone etiquette, and more. The second focuses on supporting the professional development of our employees, promoting teamwork and group motivation.

This training includes both online and in-person courses, covering a wide range of relevant topics such as leadership, project planning and management, cocktail preparation, telephone customer service, and stretching techniques for housekeeping staff, among others.



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# **ECONOMIC ASPECT**

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## Sustainability Report

# ECONOMIC PERFORMANCE

GRI 103-1  
GRI 103-3  
GRI 201-1A

## Direct economic value generated and distributed

The 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.

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:

### Operating expenses or operational costs

22.043.476 €

### Employee salaries and benefits

20.002.782 €

### Payments to capital providers

3.532.442 €

### Contributory taxes or contributory donations

6.529.802 €

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

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.



# ANTI- CORRUPTION

GRI 103-1

Communication and training on anti-corruption policies and procedures

In accordance with its code of ethics and COMPLIANCE system, 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.

## REPORT PROFILE

GRI 102-50  
GRI 102-53  
GRI 102-54

The period covered by our report is the fiscal year corresponding to the year 2024.

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)**



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



# **Sustainability Report 2024**