

**Sustainability
Report
2025**



**Sustainability
Report**

GENERAL CONTENTS



STRATEGY AND ANALYSIS

GRI 2-22

Statement from our Chief Executive Officer– Miguel Villarroya Adell

We are pleased to present the Spring Hotels Sustainability Report 2025, which once again reflects our commitment to responsible tourism and to the sustainable development of Tenerife and its local community. At Spring Hotels, we believe that our business only creates real value when it contributes to a destination that is more prosperous from an economic, social and environmental perspective.

Throughout 2025, we continued to integrate sustainability into our daily operations and strategic decision-making. This report summarises that work: the progress achieved, the challenges that remain, and the areas in which we aim to improve over the coming years. Every project we undertake seeks to reduce our environmental impact, strengthen the wellbeing of the people who are part of Spring Hotels, and create value for the economic and social fabric that surrounds us.

One of the year's major milestones was the incorporation of the Mare Nostrum Resort into the Group. Located in Playa de las Américas, this acquisition strengthens our position in the south of Tenerife while expanding our ability to deliver a wider range of experiences for families, couples and MICE guests.

These achievements have only been possible thanks to the collective efforts of our employees, suppliers, partners and guests. Collaboration with local organisations, public authorities and third-sector entities continues to play a fundamental role in driving initiatives that improve our surroundings, whether through environmental projects or social and sporting initiatives that strengthen our connection with the local community.

We recognise that sustainability is a continuous journey rather than a final destination. We have therefore set ambitious, measurable objectives, particularly in the areas of energy efficiency, emissions reduction, responsible water and waste management, local procurement and employee wellbeing. During 2025, we continued to advance our alignment with the United Nations Sustainable Development Goals (SDGs) and further strengthened our management systems and sustainability certifications.

Finally, I would like to express my sincere gratitude to the more than 1,250 people who work at Spring Hotels, as well as to our guests, suppliers and partners. Their dedication, trust and commitment encourage us to continue improving year after year and to consolidate a tourism model that protects our destination and supports the people who make it possible.



Sustainability Report

MAJOR MILESTONES 2025

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

- We reduced our **Scope 1** emissions by **111,87 tCo2**
- We maintained **zero** Scope 2 emissions
- We reduced **single-use plastic bottles** by **37,16%**
- We reduced **overall waste generated per guest** by **54,55%**
- We increased the number of **local suppliers** by **6%**

***These figures are based on data from Bitácora, Vulcano and Arona Gran Hotels, as Mare Nostrum Resort and Hard Rock Café joined the Group in July 2025.**

ORGANISATIONAL PROFILE

GRI 2-6
GRI 2-7



Sustainability Report

Spring Hotels is a hotel group headquartered in Tenerife with almost 40 years of experience in the tourism accommodation sector, committed to achieving excellence in both business performance and the guest experience. Our corporate headquarters provides support services to all hotels in areas including Sales, Reservations, Marketing, Human Resources, Finance, Sustainability and Information Systems.

In 2025, the Group took a significant step in strengthening its position in southern Tenerife through the incorporation of Mare Nostrum Resort, located in Playa de las Américas. The complex comprises the Cleopatra Palace, Mediterranean Palace, Sir Anthony hotels and Hard Rock Café, complementing the hotels already operated by Spring Hotels in the municipality of Arona. This acquisition strengthens our presence within the destination and broadens our portfolio of experiences for different customer segments, including families, couples and the MICE market.

Spring Hotels currently operates six four- and five-star hotels, all located in the municipality of Arona on the island of Tenerife. Across our portfolio, we offer holiday experiences built around service excellence, product innovation and the creation of memorable guest experiences, reflected in our exceptionally high rate of returning guests.

During 2025, Spring Hotels employed an average workforce of 1,250 people, of whom 49 worked at the corporate headquarters and the remainder across the different hotels. We maintain a high proportion of permanent employment contracts, promoting job stability as a fundamental pillar of service quality.

The Group integrates economic, social and environmental criteria into its management model, in line with sustainability principles and current regulations governing non-financial reporting and diversity. This report explains how this commitment is embedded across every dimension of the organisation.

ORGANISATIONAL PROFILE

GRI 2-6
GRI 2-7





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MATERIAL TOPICS AND COVERAGE

Entities included in the consolidated financial statements

GRI 2-2-a

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

GRI 3-1-a

Arona Gran Hotel / Central Offices	Arona Gran Hotel Sau / Baucis Project, S.L.
Hotel Vulcano	Neptuno Turística S.A.
Hotel Bitácora	Apart Hotel Nautilus, S.A.
Mare Nostrum Resort	Mare Nostrum Resort, S.L.
Hard Rock Café	Restaurante de Arona, S.L.

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
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Information about employees and other workers

GRI 2-7-b

Arona Gran, Vulcano, Bitácora Hotels and Baucis Offices

Type of contracts

	Gender	
	Male	Female
Full-Time	240	218
Part-Time	22	43
Total	262	261

Contract Period

	Tenerife
Permanent	457
Temporary	68

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



87,04%
Of contracts are permanent



Sustainability
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Information about employees and other workers

GRI 2-7-b

Mare Nostrum Resort hotels y Hard Rock Café*
*(Data from 01/10 to 31/12/2025 period)

Type of contracts

	Gender	
	Male	Female
Full-Time	334	336
Part-Time	17	28
Total	351	364

Contract Period

	Tenerife
Permanant	684
Temporary	41

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



94,34 %
Of contracts are permanent.



Sustainability Report

SUPPLY CHAIN

Local sourcing / Procurement practices



GRI 2-6-b-ii
GRI 3-3
GRI 204-1a
GRI 204-1b

At Spring Hoteles, supply chain management is geared towards generating a positive impact on the social, economic and environmental setting of the territory in which we operate. Our procurement policies prioritise, whenever possible, local and locally sourced products, aligning supply processes with the principles of social, environmental and economic sustainability.

Our supply chain begins with the procurement of locally sourced raw materials, thereby fostering a local economy that boosts the community and contributes to job creation in the Canary Islands' primary sector. Along these lines, we maintain and consolidate the pioneering agreement signed in December 2024 with the fruit and vegetable company FAST, which allows us to supply our hotels with fruit and vegetables produced in the archipelago, supporting hundreds of local farmers and reducing the carbon footprint associated with food transport.

In 2025 we took an additional step with the signing of a framework collaboration agreement with Gestión del Medio Rural de Canarias (GMR Canarias), a public company attached to the Canary Islands Government's Regional Ministry of Agriculture, Livestock, Fisheries and Food Sovereignty. This agreement, part of the “Growing Together” strategy, aims to bring Canary Islands agri-food products closer to Spring Hoteles' clients and to strengthen their presence in the tourism market, while improving the competitiveness of the primary sector and reinforcing the local economy.

The agreement with GMR envisages several lines of action: facilitating the incorporation of Canary Islands products into the gastronomic offering of our establishments, developing joint actions to promote and identify local products among clients and staff, and launching innovative experiences and initiatives that encourage the consumption of zero-kilometre products and new forms of collaboration between the tourism and primary sectors.

In this way, Spring Hoteles' procurement policy incorporates stable agreements with key local players (FAST and GMR Canarias), reinforcing a shorter, more sustainable supply chain aligned with the gastronomic identity of the Canary Islands, and helping ensure that the value generated by tourism activity flows back into the local economy and rural fabric.



Sustainability Report

SUPPLY CHAIN

Local sourcing / Procurement practices



GRI 2-6-b-ii
GRI 3-3
GRI 204-1a
GRI 204-1b



Signing of the collaboration
agreement between Spring
Hoteles and GMR.

Procurement budget – Arona Gran, Vulcano and Bitácora
hotels:

15,56%

Local products

91,93%

Local suppliers

We apply the term “local” to refer to individuals and legal entities based in the Canary Islands, the region where the company's operations take place.

SUPPLY CHAIN

Local sourcing / Procurement practices



GRI 2-6-b-ii
GRI 3-3
GRI 204-1a
GRI 204-1b

Procurement budget – Mare Nostrum Resort / Hard Rock Café:

13,92%

76,36%

Local products

Local suppliers

We apply the term “local” to refer to individuals and legal entities based in the Canary Islands, the region where the company's operations take place.

With the integration of Mare Nostrum Resort into the Group, our objective is to progressively extend the agreements already implemented across the rest of Spring Hotels in order to further increase the proportion of locally sourced products purchased from local suppliers.

Local products continue to be promoted throughout our restaurants and buffets, including:

- Canary-themed dinners
- Local gastronomy experiences at UP! Terrace
- Tastings of Canarian cheeses, wines and regional specialities

Every Wednesday, Sir Anthony Hotel hosts its Canarian Soul Nights, featuring a menu prepared exclusively using 100% Kilometre Zero ingredients.



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Sustainability Report

SUPPLY CHAIN

Reusable products – Product life cycle



GRI 2-6-b-ii
GRI 3-3

We continue to identify alternatives that maximise product lifespan while minimising environmental impacts at the end of their life cycle.

To support this objective, we continue using a range of environmentally preferable cleaning products supplied by partners operating under circular economy principles. These suppliers are responsible for collecting and properly managing the packaging generated, reducing waste while improving resource efficiency.

The use of these products has enabled significant reductions in resource consumption, delivering the following environmental savings during the reporting period:

WATER:

1,655,540 litres = equivalent to almost 10,000 domestic bathtubs.

ENERGY:

186,347 kWh = equivalent to the daily electricity consumption of more than 20,700 households.

WASTE:

4,315 kg = equivalent to 92,400 2-litre plastic bottles.

CO2 (Energy and transport):

40,356 kg of CO2 = equivalent to the amount of CO2 that between 16,000 and 48,000 trees would absorb in a month.





Sustainability Report

SUPPLY CHAIN

Reusable products – Product life cycle



GRI 2-6-b-ii
GRI 3-3



SPRING HOTELS

CERTIFICADO DE USO DE CELULOSA ECOLÓGICA

Mediante su apuesta por el uso de celulosa sostenible en

— 01/01/2025 - 31/12/2025 —

se han generado los siguientes ahorros:

43,48	217.400,00	391,32
Toneladas de 	Litros de agua 	Kgs de plástico 



Escanea para
saber más
sobre estos
números





Sustainability Report

STAKEHOLDER ENGAGEMENT

Approach to stakeholder engagement

GRI 2-29-a

The preparation of this report did not require the direct participation of our stakeholders. However, throughout the year they actively contributed through a range of interactions that provided valuable and reliable information for its development. At Spring Hotels, we believe that continuous dialogue with our stakeholders is essential to building strong relationships and delivering increasingly personalised, high-quality experiences.

We maintain an active listening approach through:

- Guests, via satisfaction surveys and ongoing interaction during their stay.
- Suppliers, through continuous collaboration and the exchange of ideas that support innovation and continuous improvement.
- Employees and Trade Unions, through initiatives such as Equality Plans and programmes aimed at improving sustainability.
- Local Organisations, Municipal Authorities and Public Institutions, through joint environmental and community projects

Key topics and concerns raised

GUESTS

They show a clear concern about staying in hotels that have a sustainability awareness (*shown in the following analysis*)

SUPPLIERS

Dialogue with them has highlighted the need to plan everything related to a circular economy. We also focus, where possible, on having them present their ranges of sustainable products with a value chain geared in that direction.

EMPLOYEES AND TRADE UNIONS

Our employees are taking part in an initiative to propose improvements that have a positive impact on our sustainability strategy. The trade unions, together with the company, have participated in the creation of our equality plans.

LOCAL ORGANISATIONS, MUNICIPALITY AND GOVERNMENT

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

STAKEHOLDER ENGAGEMENT

Key topics and concerns raised

GRI 2-29

In 2025 we analysed a total of **782 responses** from clients who stayed at the Arona Gran, Bitácora and Vulcano hotels and who offered suggestions for improvement on sustainability matters. Overall, a significant proportion of respondents (around 10%) indicate that they do not consider additional improvements necessary and rate the initiatives already implemented very positively. The remaining comments are concentrated in a few key areas, which we use as a guide to prioritise our actions.

The main improvement proposals fall into five areas:

- **Strengthening recycling and waste management**, with more separate collection points and clear signage in rooms and common areas.
- **Water saving, especially linked to the changing of towels and sheets.** Spring Hoteles already has a policy whereby these changes are made at the guest's request, but the comments received indicate that we must keep improving the communication of this measure and review small plumbing adjustments to avoid unnecessary consumption.
- **Food waste management and greater visibility of local products**, with interest in knowing what happens to buffet surpluses and in strengthening the presence of locally sourced food, in line with the agreements in place with local suppliers.
- **Further reduction of single-use plastics and packaging**, especially in certain catering formats and amenities.
- **Optimisation of energy use**, with suggestions to better adjust the air conditioning in common areas and increase the use of renewable energy.

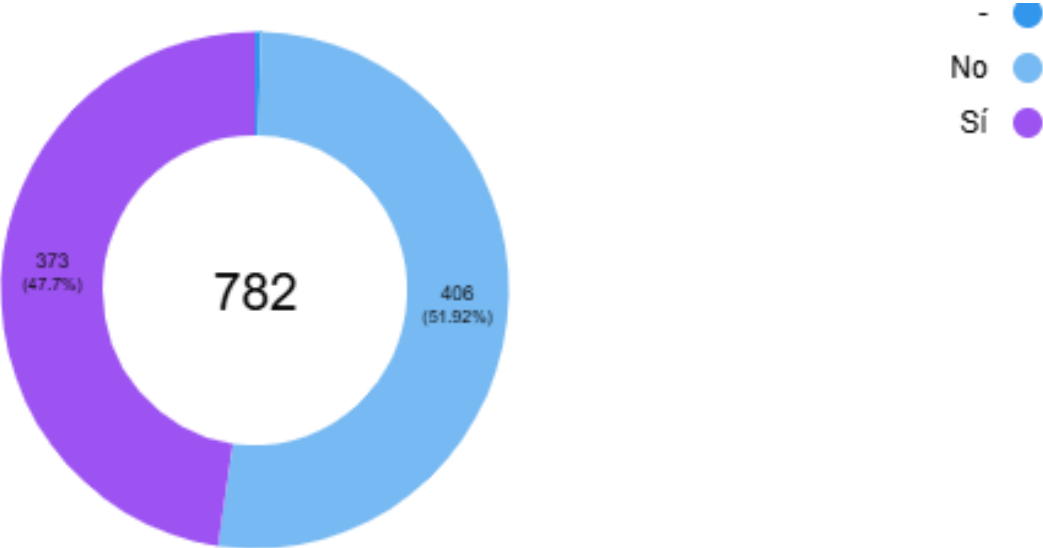
These contributions confirm that clients perceive the effort made to date and, at the same time, help us define the **2026 action plan** on recycling, water, sustainable food, plastics and energy, reinforcing the continuous-improvement approach of our sustainability strategy.



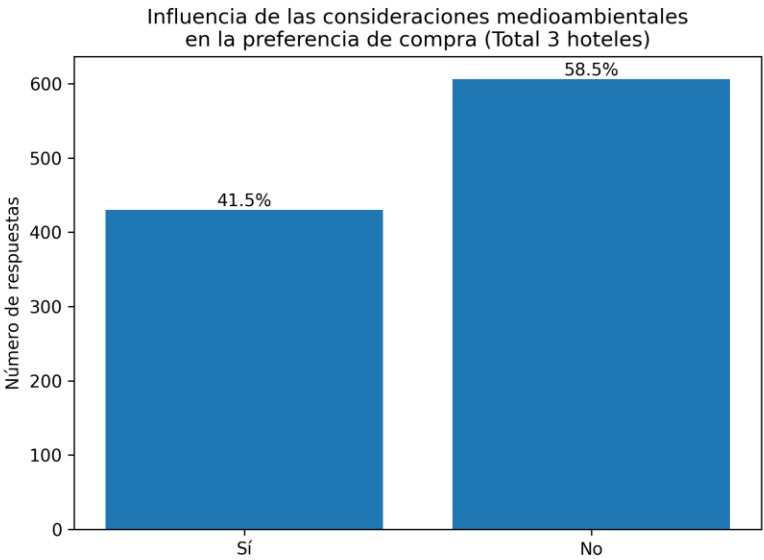
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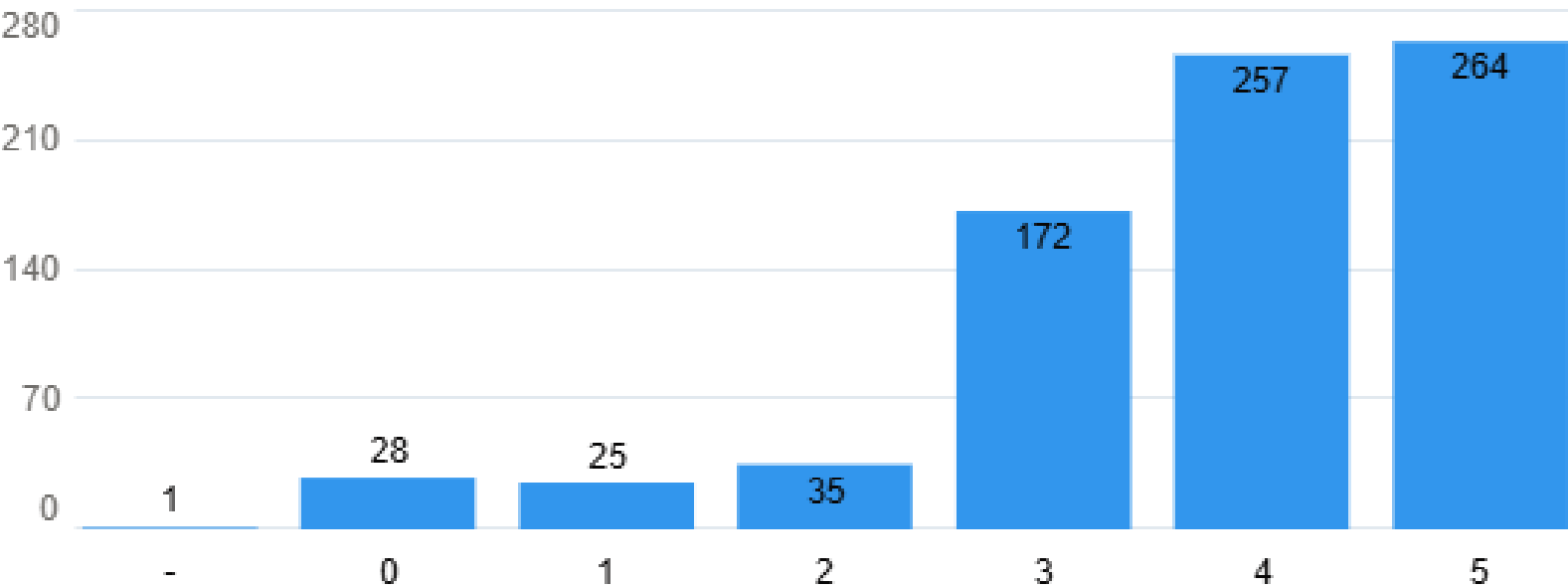
The importance of the environment when choosing a hotel. (Source: Client surveys)



The importance of the environment when choosing a hotel. Analysis of 1,037 responses. (Source: Client surveys)



Sustainability Report

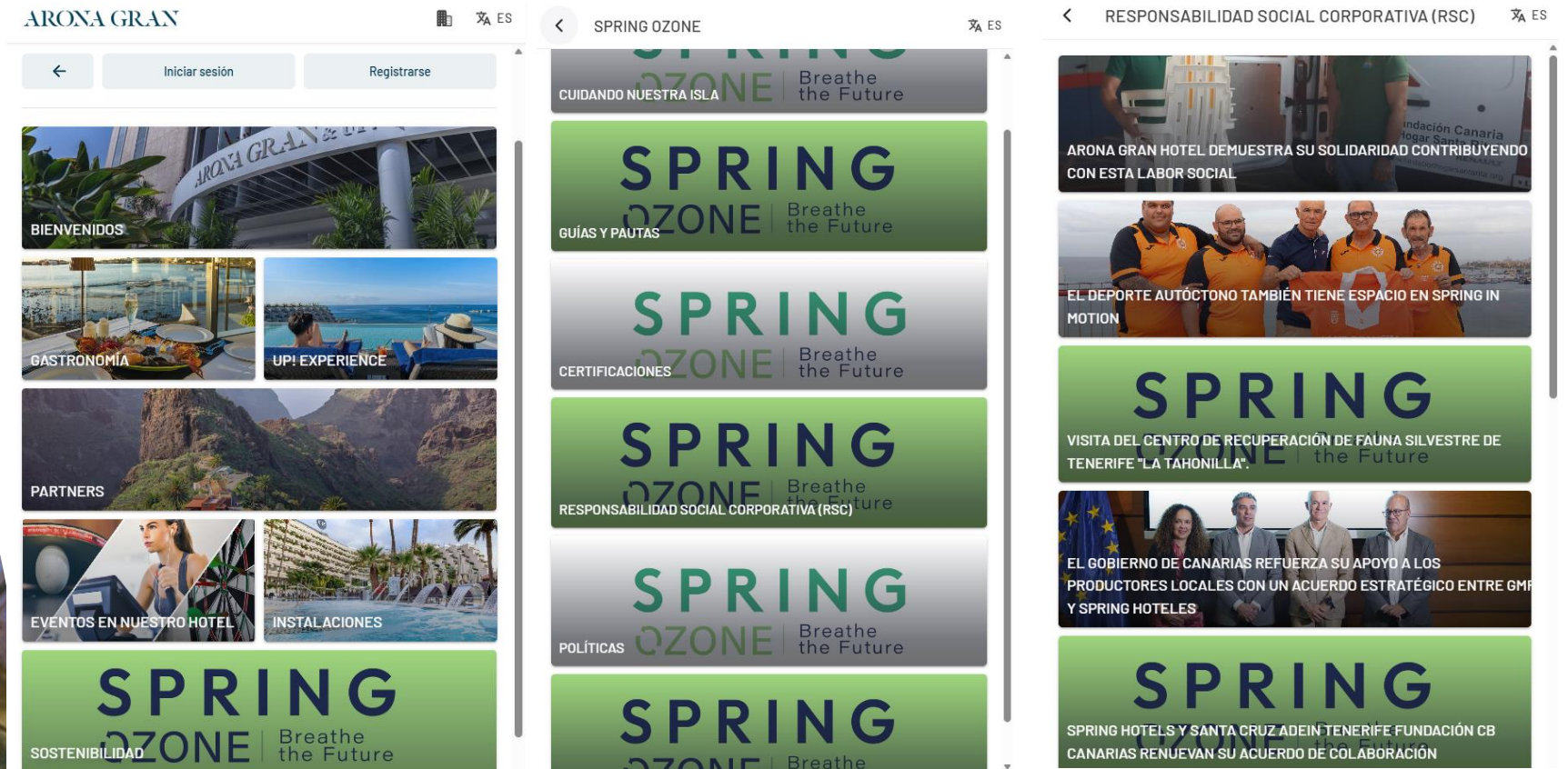


Importance of Environmental Sustainability for our guests, based on 782 responses (Source: client surveys)

In 2025, almost half of our guests stated that sustainability influences their choice of hotel, confirming that environmental performance has become a genuine purchasing criterion. The improvement areas identified through the survey reinforce and refine the priorities already established within our environmental strategy. These findings will serve as the foundation for our 2026 Sustainability Action Plan, helping direct future investment and communication towards the initiatives that create the greatest value for both our guests and the destination.



Sustainability Report



Through the **Sustainability** section of our mobile application, guests can discover Spring Hotels' sustainability commitment and explore the initiatives promoted through **Spring Ozone**. This dedicated platform brings together:

- Sustainability certifications
- Corporate policies
- Best practice guides
- Social responsibility initiatives
- Environmental projects
- ESG actions and commitments

By making this information easily accessible, Spring Hotels promotes transparency while raising awareness among its stakeholders regarding our environmental, social and governance commitments.



ETHICS AND INTEGRITY

GRI 2-23

Values, principles, standards and codes of conduct

Since 2025, Spring Hoteles has a new DNA built on the following values:



Drive

We create opportunities for people to grow within the organisation by investing in training, mentoring and professional development, enabling our teams to become recognised specialists within the hospitality industry.



Support

We protect, recognise and value every member of our team.

Support extends beyond the workplace through active listening, understanding what motivates each individual and promoting both physical and emotional wellbeing.



Respect

Respect is one of the cornerstones of Spring Hotels.

We demonstrate this through fair employment practices, appropriate operational procedures, salary dignity and transparent, honest and consistent communication across the organisation.



Dialogue

We foster teamwork, collaboration and open communication.

We encourage a culture where everyone feels part of Spring Hotels and always knows how, where and with whom to share ideas, suggestions or requests.



Community

We take pride in our profession, our hotels, our company and our island.

We represent Tenerife both within our hotels and beyond, helping preserve the island as an exceptional destination for future generations while nurturing the close-knit, family-oriented culture that defines Spring Hotels.



ETHICS AND INTEGRITY

GRI 2-23

Values, principles, standards and codes of conduct

New attributes of Spring Hoteles:



Diversity and Equality

At Spring Hotels, we believe hospitality is a place for everyone. We promote an inclusive and equitable culture where talent, passion and authenticity are valued equally. Every individual should feel heard, respected and recognised, enjoying equal opportunities in an environment built on dignity and inclusion.



Commitment

Commitment is one of the values that drives everything we do. At Spring Hotels, we are committed to excellence. We are passionate about hospitality and proud to deliver memorable guest experiences while working for an organisation that inspires us to improve every day.



Innovation, efficiency and continuous improvement

Innovation is part of our DNA. We work from a basis of continuous improvement and efficiency to optimise processes, deliver authentic value to our guests and make the work of the people who are part of the Spring Team easier.



Wellbeing

The wellbeing of our team is essential. We focus on creating a safe, healthy and balanced environment, promoting job satisfaction and harmony in all aspects of life at Spring Hoteles.



Responsibility and Sustainability

We take responsibility for our actions by promoting sustainable practices that create a positive impact on Tenerife and contribute to the wellbeing of the local community.

We actively participate in social initiatives and collaborate with local organisations, strengthening our commitment to the island, its people and its environment.

Whenever possible, we prioritise Kilometre Zero products, supporting local producers while promoting the circular economy across Tenerife.



ETHICS AND INTEGRITY

GRI 2-23

Values, principles, standards and codes of conduct

New attributes of Spring Hoteles:



Benchmark

We aspire to be world benchmarks in the hotel industry, standing out for the excellence of our service, the quality of our hotels, our food and beverage offering, compliance with the most demanding standards and constant innovation. Our dedication allows us to lead, set trends and offer authentic experiences that connect people with Tenerife.



Sport and Vitality

We believe in the power of sport and an active life as an essential part of our identity. Through Spring in Motion we promote physical and mental wellbeing, provide access to a wide range of sporting activities, support local sport and encourage a healthy lifestyle. We want our guests and our community to experience Tenerife as a destination of nature, movement and vitality, and for every experience at Spring to strengthen that bond with the island and its surroundings.



Digital

Technology is our ally in becoming more efficient and delivering exceptional experiences. We incorporate digital solutions that optimise processes, increase productivity and improve interaction with our guests, combining effectiveness with quality in every detail.

Spring Hotels' Mission:

“To join forces to enhance the value of our land, TENERIFE, a place where we can see our dreams fulfilled while caring for and respecting the environment in an ethical and sustainable way through the development of tourism.”

CERTIFICATIONS

GRI 3-3

Spring Hotels' certifications

Spring Hotels' commitment to continuous improvement and transparency is reflected in the implementation and maintenance of various management systems and external certifications that recognise our performance in quality, environment and sustainable tourism. This year we have renewed our Travelife and Biosphere certifications at our three hotels: Arona Gran, Bitácora and Vulcano.

The main certifications and recognitions currently in force include:

- **ISO 9001 – Quality Management System** at the Arona Gran Hotel and MNR complex.
- **ISO 14001 – Environmental Management System** at the Arona Gran Hotel.
- **EMAS (Eco-Management and Audit Scheme)** at the Arona Gran Hotel.
- **Carbon footprint calculation and reduction seal** for the Arona Gran, Bitácora and Vulcano hotels.
- **Travelife Gold certification** at the Arona Gran, Vulcano and Bitácora hotels under the new requirements of the Global Sustainable Tourism Council (GSTC).
- **Biosphere certification** at the Vulcano and Bitácora hotels and the MNR complex.

These certifications are complemented by active participation in environmental projects such as the “Primer Viaje” (First Journey) campaign for the protection of Cory's shearwater in collaboration with the Cabildo of Tenerife and Excelencia Turística.



**Sustainability
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**Sustainability
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ENVIRONMENTAL ASPECT

CONSUMPTION

Energy - Arona Gran - Bitácora - Vulcano hotels

GRI 3-3

Below are the main energy sources consumed across our facilities (primarily associated with air conditioning, electricity (swimming pools, kitchens) and domestic hot water (DHW):

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

Propanoe	86.146 litres
Butane	437,5 litres
Gasoil C	1.000 litres
B7 fuel	78,23 litres
Total fuel	87.661,73 litres



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Report



CONSUMPTION

Energy - Mare Nostrum Resort – Hard Rock Café

GRI 3-3

Below are the main energy sources consumed across our facilities (primarily associated with airconditioning, electricity (swimming pools, kitchens) and domestic hot water (DHW):

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

Propane	158.660 litres
Gasoil A (Diesel)	657.750 litres
Total fuel	816.410 litres



Sustainability
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CONSUMPTION

Energy

GRI 3-3

Electricity consumption across the 3 hotels in 2025:

13.404.285 Kw/h

Compared with the previous year, we reduced electricity consumption by **-3.2%** across our 3 hotels. Two of them, Arona Gran and Vulcano, run on **100% sustainable energy**, and for our Bitácora hotel we have an **energy supplier whose emission factor is 0**.

Electricity consumption at the Mare Nostrum Resort complex, including the Hard Rock Café, in 2025 was:

13.073.387 Kw/h

The energy source for the Mare Nostrum complex in 2025 was **100% sustainable**.



Sustainability Report



DECLARACIÓN DE
ENERGÍA 100% SOSTENIBLE
EN SU CONTRATO



Empresa: GRAN HOTEL ARONA S.A.U.
CIF: A38501482
Energía redimida: 4.848 MWh
Periodo de consumo: 2025

Estamos comprometidos con el cuidado del medio ambiente.
Nuestra energía proviene de fuentes **100% renovables**.
La **CNMC** acredita que la electricidad que utiliza su empresa proviene de fuentes renovables según el sistema de Garantías de Origen de la Electricidad.





DECLARACIÓN DE
ENERGÍA 100% SOSTENIBLE
EN SU CONTRATO



Empresa: NEPTUNO TURISTICA S.A.
CIF: A38033502
Energía redimida: 5.088 MWh
Periodo de consumo: 2025

Estamos comprometidos con el cuidado del medio ambiente.
Nuestra energía proviene de fuentes **100% renovables**.
La **CNMC** acredita que la electricidad que utiliza su empresa proviene de fuentes renovables según el sistema de Garantías de Origen de la Electricidad.



CONSUMPTION

Water and effluents

GRI 3-3
GRI 303-1a
GRI 303-1d
GRI 303-5a

With regard to water consumption, and given the scarcity of this resource on the island of Tenerife, Spring Hotels maintains a strong commitment to responsible water management.

One of our objectives is to reduce our environmental impact and, wherever possible, decrease water consumption through a range of operational measures.

All our establishments are equipped with thermostatic, low-flow taps to prevent unnecessary water consumption. Irrigation systems have also been replaced in several properties, introducing drip irrigation systems and selecting low-water-demand vegetation planted in water-retaining substrates.

The selection of this vegetation also considered species resistant to pests and diseases in order to minimise, wherever possible, the use of pesticides. Owing to the characteristics of the selected vegetation, the use of fertilisers is virtually non-existent.

Spring Hotels uses water resources supplied both through the municipal water network and its own desalination plant, primarily for human consumption, irrigation of landscaped areas and the filling of swimming pools.

Wastewater generated by the organisation is returned to the environment following appropriate treatment procedures designed to protect the natural water cycle.

Furthermore, as part of our commitment to the responsible use of water resources, we have implemented a range of awareness and efficiency initiatives, including training courses and a Good Practice Guide, aimed at encouraging both our employees and guests to use water responsibly.

Water consumption across the 3 hotels in 2025:

255.008 m3

Water consumption at the Mare Nostrum complex in 2025:

279.470 m3



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Sustainability Report

BIODIVERSITY

Significant impacts of activities, products and services on biodiversity.



BIODIVERSITY

Significant impacts of activities, products and services on biodiversity.



GRI 3-3



The Canary Islands stand out for their exceptional natural value and for containing a significant proportion of Spain's protected natural areas. In this context, the presence of Spring Hotels' six hotels on the island of Tenerife reinforces our responsibility as a tourism company to minimise our impact on the environment and actively contribute to the protection of biodiversity.

To this end, and in line with our environmental commitment, we have participated from the outset in the **"El Primer Viaje" (The First Journey)** initiative, developed with the support of the Tenerife Island Council and Excelencia Turística de Tenerife. This initiative is aimed at protecting the **Cory's Shearwater**, a seabird species that uses the Canary Islands coastline as a breeding area.

During the months of **October and November**, coinciding with the first flight of juvenile birds towards the sea, artificial lighting in urban and tourist areas can cause disorientation, increasing the risk of falls, road accidents and predation. In this context, participating hotels play a key role in prevention.

Within this initiative, we have implemented measures across our **six hotels**, including reducing and switching off outdoor lighting during critical periods, as well as awareness-raising actions aimed at both employees and guests. In addition, the company has actively collaborated in the rescue and release of affected birds, in coordination with specialised local organisations, helping to improve the species' survival rate.



BIODIVERSITY

Significant impacts of activities, products and services on biodiversity.



GRI 3-3

Visit to the La Tahonilla Environmental Centre

As part of the **El Primer Viaje initiative**, a visit was organised to the **Tenerife Wildlife Recovery Centre “La Tahonilla”**, in which Spring Hoteles took part in order to learn first-hand about the work this centre carries out in the rehabilitation of injured, harmed or sick wildlife.

This activity helped highlight the continuous work carried out by the centre throughout the year, not only during the Cory's shearwater protection campaigns, facilitating the recovery of animals and their subsequent return to their natural habitat, and thereby contributing to the conservation of biodiversity in the Canary Islands.



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Sustainability Report

EMISSIONS

GRI 3-3
GRI 305-1-a

Direct greenhouse gas emissions (Scope 1)

At our hotels, we have implemented a strategy for measuring, monitoring and reducing our Scope 1 greenhouse gas (GHG) emissions (measured in tonnes of CO₂), which arise directly from our operations and are under our control.

Our Scope 1 emissions are mainly generated by:

- Fuel combustion within our facilities.
- Potential refrigerant leaks from cooling systems.
- Road transport (company vehicles).

We have implemented a preventive policy to ensure the proper maintenance of our facilities in order to control these emissions. This includes regular inspections of our heating and refrigeration equipment, together with new thermal energy efficiency improvement projects planned for 2026.

The calculation is carried out using the emission factors from the MITECO calculator and based on 2025 consumption. This calculation includes the Arona Gran, Bitácora and Vulcano hotels.



Direct GHG emissions (Scope 1)

209,40 t CO₂eq

Indirect greenhouse gas emissions from energy generation (Scope 2)



Indirect GHG emissions from energy generation (Scope 2)

0 t CO₂eq





Sustainability Report

EMISSIONS

Scope 1 and Scope 2 Greenhouse Gas Emissions

GRI 3-3
GRI 305-1-a

In 2025, the energy consumed by Spring Hotels came from **renewable energy sources**.

A significant reduction in greenhouse gas emissions can be observed. Compared with 2024, Arona Gran, Bitácora and Vulcano **reduced their Scope 1 emissions by 34.82% (111.87 tCO₂)**, while **Scope 2 emissions remain at zero**, unchanged from the previous year.

Actions implemented to reduce greenhouse gas emissions include:

- Sensor-operated taps in public restroom facilities.
- Replacement of fluorescent lighting with LED technology throughout all areas.
- Upgrade of the Building Management System (BMS).

Until now, our annual objective had been to reduce our carbon footprint by 1% each year. In 2025, we exceeded this target by a considerable margin. Nevertheless, we remain committed to maintaining our annual 1% reduction objective.





Sustainability Report

EMISIONES

Direct greenhouse gas emissions (Scope 1)

GRI 3-3
GRI 305-1-a

For the Mare Nostrum Resort hotels, the previous carbon footprint calculation dated back to 2019.

The calculation for 2025 is based on 2025 consumption using the emission factors from the MITECO calculator.



Direct GHG emissions (Scope 1)

2.097.91t CO₂eq

Indirect greenhouse gas emissions from energy generation (Scope 2)



Indirect GHG emissions from energy generation (Scope 2)

0tCO₂eq

As with the rest of the hotels in the Group, the electricity consumed by the Mare Nostrum Resort hotels comes from renewable energy sources.

A reduction in greenhouse gas emissions can be observed.

Compared with 2019, according to the figures registered with MITECO, **Scope 1 emissions have been reduced by 43.75%, while Scope 2 emissions remain at zero.**





Sustainability
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WASTE

Waste Generated

Waste generated in 2025 across our three hotels (Arona Gran, Vulcano and Bitácora):

182.8 tonnes, equivalent to **-54.55%** per guest.

Measures implemented in 2025 to reduce our waste:

Thanks to the installation of water refill stations in both staff break areas and various guest areas throughout the hotels, which we introduced last year, we achieved a further **37.16% reduction in single-use plastic bottles during 2025.**

The plastic consumption associated with our cleaning products has been reduced by purchasing more concentrated products (2 L containers instead of 5 L) and, in some cases, products supplied in reusable plastic containers collected and reused by the supplier, eliminating the need for recycling by an external company.

We continue to maintain procurement practices aimed at optimising the useful life and life cycle of products.

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



GRI 306-3-b





Sustainability
Report

WASTE

Waste Generated

GRI 306-3-b

We have implemented, together with our IT Department, an internal organic waste weighing system, as well as a Business Intelligence (BI) platform which, among other functions, analyses the total amount of waste generated by our hotels.

This system helps us, on the one hand, to adjust production according to demand, reduce food waste and monitor this information in order to improve the day-to-day operation of our Food & Beverage departments. On the other hand, it enables us to analyse in greater detail the different types of waste we generate, the amount generated per guest, occupancy period, and other related indicators.





Sustainability Report

WASTE

Waste Generated

GRI 306-3-b

As a preventive measure aimed at reducing food waste in compliance with Law 1/2025 of 1 April, our operational departments follow the measures set out below to avoid the risk of overstocking and overproduction:

- Plan orders according to occupancy, meal plan, historical data and BI information.
- Prioritise formats adapted to actual consumption.
- Apply the FIFO method at all times.
- Monitor dates, temperatures and receiving incidents.
- Identify products with a high risk of waste.
- Produce food progressively whenever operations allow.
- Review dishes with low acceptance or high levels of waste.
- Adjust quantities during the final stages of service.
- Use smaller trays or serving formats where appropriate.
- Avoid unnecessary replenishment at the end of service.
- Monitor guest flow and communicate actual requirements to the kitchen.
- Plan events using confirmed attendance figures.

Our objective for 2026 is to implement these processes and our weighing/BI system across the Mare Nostrum Resort hotels in order to establish a food waste prevention plan adapted to the operation of each of our hotels.

In addition, during 2026, Arona Gran Hotel will join Ashotel's Circular Tourism Communities Project, with the aim of transforming the bio-waste generated daily by the hotel into a valuable resource for farmers on our island: compost.





WASTE - CIRCULARITY

Donations of clothing and household goods

During 2025, Spring Hotels continued collaborating with local social organisations through donations of furniture, clothing and other items from our hotels. These initiatives extend the useful life of materials, prevent unnecessary waste and provide direct value to organisations supporting vulnerable people and abandoned animals. The main actions carried out during the year include:

- **Vulcano Hotel:**
 - Donation of tables and blankets to Cáritas.
 - Donation of 24 terrace tables to the Canarian association El Buen Samaritano.
 - Donation of clothing and household items to Hogar Santa Gema.
 - Donation of clothing to the Amigos Animales de Arico association.
- **Bitácora Hotel:**
 - Donation of household items to the Reinicio a la Vida association.
- **Arona Gran Hotel:**
 - Donation of household items to Hogar Santa Rita.

These collaborations reinforce Spring Hotels' commitment to the circular economy and to supporting the social fabric of southern Tenerife.

GRI 306-3-b



WASTE - CIRCULARITY

Donations of clothing and household goods

Sustainability Report



DONACIÓN DE MATERIAL.

En San Miguel de Abona, a 29 de octubre de 2025,

La empresa Aparthotel Nautilus S.A., con CIF- A38033494 (Hotel Bitácora), hace entrega en concepto de donación a la entidad Asociación Reinicio a la Vida, con CIF G-35351444 y domicilio en Avenida Santa Cruz, 47 - San Isidro, Granadilla de Abona, 38611, del siguiente material:

- 5 fotocopiadoras marca Canon
- 200 toallas marca Spring
- 53 unidades UP

La presente donación se realiza de forma totalmente gratuita, con el fin de colaborar con las actividades sociales y solidarias que desarrolla dicha Asociación.

Y para que así conste, se firma el presente documento por ambas partes en la fecha indicada.

Por la parte donante:

Nombre y cargo: Nuria del Amo, Directora
Firma y sello:

Por la Asociación Reinicio a la Vida:

Nombre y cargo:
Firma y sello:

Asociación Reinicio a la Vida
C.I.F. G-35351444
Av. Santa Cruz, 47 - S. Isidro
T 953 41 85 21

Adeje a 20 de noviembre de 2025

Con la mayor de las consideraciones,

A través de la presente, Caritas interparroquial de Adeje quiere agradecer la colaboración desinteresada que ha tenido el Hotel **SPRING VULCANO**, por haber contribuido con la **necesidad emergente que había surgido a varias familias de ropa de cama de invierno**, en concreto con 31 mantas y 15 almohadas, permitiendo así, que podamos continuar manteniendo nuestra labor de ayudar a los que más lo necesitan con el fin de atenuar la difícil situación que viven muchas familias que atendemos hoy en día.

En tal sentido, las y los voluntarias/os de Caritas interparroquial de Adeje, así como sus párrocos, entienden justo y oportuno hacer llegar a la Dirección del hotel **SPRING VULCANO** el reconocimiento que merece por su generosa donación, facilitando que podamos mejorar la calidad de vida de los más vulnerables y movilizand o el poder de la solidaridad.

Esperando seguir contando con su colaboración y felicitándoles por el hermoso gesto social que han tenido, reciba un cordial y agradecido saludo.

Caritas Inter-Parroquial de Adeje

DELEGADO

AGALAC ALONSO SIVERIO



GRI 306-3-b
GRI 3-3



EL HOTEL VULCANO DONA
A LA ASOCIACION

4 A ASOCIACION AMIGOS
ANIMALES DE ARICO

68 TOALLAS DE PISCINA

13 COLCHAS

28 MANTAS DE
MATRIMONIO

160 MANTAS INDIVIDUALES

AA ASOC AMIGOS ANIMALES ARICO



**Sustainability
Report**

SOCIAL

ASPECT



Sustainability Report

EXTERNAL INITIATIVES

GRI 3-3

Social initiatives

Collaboration in the 13th Gran Teguise Playa Charity Tournament (Lanzarote).

A golf tournament held in December 2025 in support of the Fundación Canaria Flora Acoge.

Collaboration in CITSUR's World Tourism Day with zero-kilometre food: "Tourism and Sustainable Transformation".

Collaboration in the 11th Asdeman Charity Run 2025.

The Manyanet Sports Association (Asdeman) is an organisation that uses the inclusive nature of sport to support those most in need through its annual charity race. This year, the funds raised were donated to APREMATE (Association of Parents of Premature Babies in Tenerife).

Collaboration with the Amanecer Guanche Cultural Association at its charity dinner.

The Amanecer Guanche Cultural Association is dedicated to preserving Canarian folklore and safeguarding its traditions.

Collaboration in the 2025 FAST Charity Festival.

Collaboration in the 2025 Red Cross Gold Draw Campaign.

EXTERNAL INITIATIVES

Social initiatives

Collaboration with the Cancer and Breast Cancer Awareness Campaign

In line with its commitment to health, wellbeing and social engagement, Spring Hotels carried out various initiatives throughout 2025 to support cancer awareness campaigns, with particular emphasis on raising awareness of breast cancer.

These initiatives combined financial support through donations with the active participation of the organisation and its teams, fostering shared responsibility and internal social commitment.

Within this framework, Spring Hotels took part in the Carrera por la Vida 2025 (Race for Life), held in November, a leading charity event in the Canary Islands promoting public awareness, prevention and support for cancer research.

The company's participation included both institutional support and collaboration, as well as the direct involvement of employees from different departments, who took part in the charity walk, reinforcing the values of solidarity, teamwork and commitment to the community.

Through initiatives such as these, Spring Hotels actively contributes to strengthening the social fabric of the communities in which it operates, integrating social action and care for people as essential elements of its sustainability strategy.

GRI 3-3



Sustainability Report

EXTERNAL INITIATIVES

GRI 3-3

Social initiatives

Distribution of the Feature Film “Cero-Cuatro”

In 2024, we began distributing the documentary "Cero-Cuatro", which we had financed the previous year with the aim of raising awareness of rare childhood diseases, which affect thousands of families worldwide.

During 2025, the documentary was selected for the Transhumant Festival 2025, further extending the reach of this initiative and increasing its impact in terms of public awareness and social outreach.



**Sustainability
Report**

GRI 3-3

Supporting Local Traditions and Gastronomy in Los Cristianos: Sponsorship of the Virgen del Carmen Festivities and the 2nd "Sabores" Food and Wine Fair

Through this support, we contribute to preserving traditional celebrations linked to the sea while promoting local gastronomy and locally produced food, generating economic activity in the area surrounding our hotels and strengthening the cultural identity of the destination.



EXTERNAL INITIATIVES

GRI 3-3

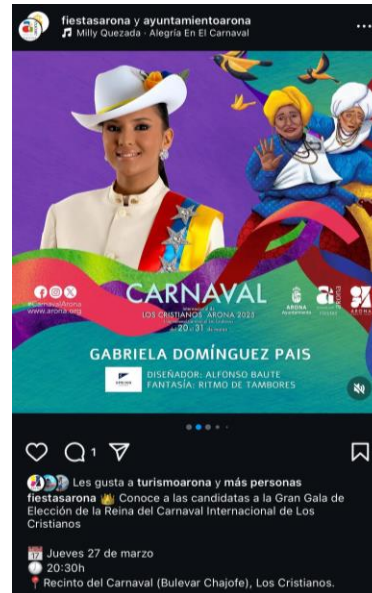
Social initiatives

Supporting Traditions in Los Cristianos: Sponsorship of the Los Cristianos Carnival Queen Candidate

In 2025, Spring Hotels sponsored candidate **Gabriela Domínguez Pais** in the Los Cristianos International Carnival Queen Gala, with the costume "Ritmo de Tambores", designed by **Alfonso Baute**. The candidate was proclaimed **First Lady of Honour**, an achievement that reinforces our connection with one of the town's most emblematic celebrations, contributing to the preservation of local traditions, the stimulation of the local economy and the promotion of Los Cristianos as a tourist destination.



Sustainability Report



EXTERNAL INITIATIVES

GRI 3-3

Social initiatives:
A commitment to local sport

Renewal of the Collaboration with the ADEIN Team

We have renewed our collaboration agreement for the 2024/25 season to sponsor the basketball team of the ADEIN Tenerife Santa Cruz Inclusive Sports Association, CB Canarias Foundation.



Sponsorship of the Ritmania Fame Academy dance team for the 2025 competition season

In 2025, Spring Hotels once again sponsored the Ritmania Fame Academy dance team throughout its competition season. Following the team's qualification in 2024 as part of the Canary Islands selection for the World Championship Final in the Netherlands, Spring Hotels' support enables the team to continue competing in national and international events, promoting values such as effort, discipline and teamwork among the island's young people.



**Sustainability
Report**

EXTERNAL INITIATIVES

GRI 3-3

Social initiatives:

A commitment to local sport

Sponsorship of CB Canarias Basketball Team

In 2025, Spring Hotels renewed its sponsorship agreement with Club Baloncesto Canarias (La Laguna Tenerife), reaffirming its support for the local sporting community.

CB Canarias is a benchmark for basketball in Tenerife and throughout the Canary Islands, both for its success at the highest competitive level and for its commitment to grassroots sport.

Maintaining this partnership enables us to associate the Spring brand with values such as effort, teamwork and perseverance, while at the same time contributing to the island's social and sporting development.



Sustainability Report

Collaboration with CD Marino Football Club

Our Bitácora Hotel provided breakfast, lunch and dinner services to several members of the team during the 2024–2025 season



Sustainability Report

EXTERNAL INITIATIVES

GRI 3-3

Social initiatives:
A commitment to local sport

Sponsorship of UD Tenerife Women's Football Team

In 2025, Spring Hotels continues to support local sport through its Spring in Motion sports brand. We signed a sponsorship agreement with UD Tenerife Costa Adeje Tenerife, a women's football club competing in Liga F. This agreement creates a new partnership between the hotel group and the club, reinforcing both organisations' commitment to the development of women's sport and the promotion of tourism on the island. This agreement forms part of a broader strategy to promote sport and healthy lifestyles, using its facilities (gyms, spa and food & beverage outlets) together with the new Spring in Motion brand as a platform to combine wellbeing, high-performance sport and quality tourism in Tenerife.



EXTERNAL INITIATIVES

GRI 3-3

Social initiatives:
A commitment to local sport

Sponsorship of Club de Lucha Canaria Chijafe: Supporting Local Sport and Culture

During the year, the company launched its sponsorship of Club de Lucha Canaria Chijafe, incorporating a traditional Canarian sport into its sports sponsorship programme for the first time.

Canarian Wrestling, declared an Asset of Cultural Interest, represents a key element of the cultural heritage of the Canary Islands and a means of transmitting values such as respect, honour, effort and a strong sense of belonging.

This agreement forms part of the Spring in Motion programme, through which Spring Hotels sponsors and organises sporting initiatives linked to disciplines such as running, surfing, volleyball, footvolley, open-water swimming, women's football and basketball, promoting an active and healthy lifestyle among the local community, our employees and our guests.

The sponsorship of C.L. Chijafe not only contributes to strengthening the club's sporting development and stability, but also has a clear social impact, particularly through its youth academy, which involves more than 40 boys and girls.

This educational work, carried out in collaboration with schools, promotes the transmission of values, respect for local traditions and pride in Canarian culture from an early age.

Furthermore, this partnership brings Canarian Wrestling closer to hotel guests, integrating sport and local culture into the tourism experience and contributing to a more balanced and respectful relationship between tourism and the local area.

Through these initiatives, Spring Hotels reaffirms its commitment to strengthening the local social fabric, supporting sport as a tool for social cohesion and preserving the traditions that form part of the identity of the Canary Islands.



**Sustainability
Report**



Sustainability Report

EXTERNAL INITIATIVES

GRI 3-3

Environmental initiatives

Primer Viaje

We collaborated once again in the "El Primer Viaje" (First Journey) campaign organised each year by the Cabildo de Tenerife and Excelencia Turística de Tenerife for the protection of the Cory's Shearwater. Further details about this key initiative for Spring Hotels can be found in the Biodiversity section of this report.



Foresta

At Mare Nostrum Resort, we contributed a €5,000 donation to the Foresta Foundation in support of the project: "Tenerife Wildfire 2023 Campaign: Tenerife Reborn".



Sustainability Report

TRAINING AND EDUCATION

GRI 3-3

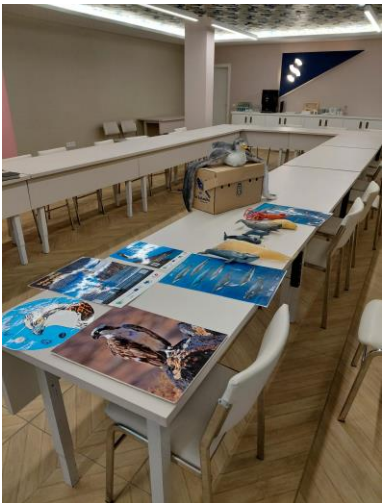
Environmental Awareness: Teno-Rasca Special Area of Conservation

As **part of the El Primer Viaje campaign**, Spring Hotels took part in 2025 in a training session on the **Teno-Rasca Special Area of Conservation (SAC)**, reinforcing its commitment to the protection of the marine environment and environmental awareness.

Unlike previous editions, this training activity focused specifically on the Teno-Rasca SAC, a protected marine area within the Natura 2000 Network, officially designated in September 2011. This area is recognised for its high ecological value, as it is home to more than **30 marine species**, both resident and seasonal, making it a key site for the conservation of marine biodiversity in the Canary Islands.

The initiative enabled participants to gain a better understanding of the importance of these **protected areas**, their role in maintaining ecosystem balance, and the need for responsible management of the marine environment, particularly in territories with high levels of tourism activity.

Through initiatives such as this, Spring Hotels reinforces its commitment to environmental education as a fundamental tool for promoting respect for and conservation of the archipelago's natural heritage, integrating biodiversity protection into its sustainability strategy.





Sustainability Report

TRAINING AND EDUCATION

GRI 3-3

Training is a key driver in ensuring excellent service and supporting the professional development of the people who make up Spring Hotels. Our training plan is designed annually based on business needs, performance evaluation outcomes, and the needs identified through ongoing dialogue with our teams.

In **2025**, a total of **17,868 training hours** were delivered, including mandatory occupational health and safety training, as well as technical, service-related and professional development programmes. We continue to apply the principles established in previous years: ensuring that training is aligned with the company's strategy and performance objectives, delivers tangible benefits for employees, and responds to the expectations of our guests.

The training plan is structured around two main areas:

- **Customer Service Excellence**
 - Service culture
 - Appearance standards
 - Telephone etiquette
 - Languages
 - Guest experience
 - Operational tools
- **Professional Development and Leadership**
 - Team leadership
 - Planning and project management
 - Teamwork
 - Motivation
 - Effective communication
 - Role-specific skills (cocktail making, complaint handling, digital tools, etc.)

Training combines face-to-face and online learning, enabling participation across all shifts and hotels, and is systematically evaluated to ensure its effectiveness and alignment with the Group's priorities.



**Sustainability
Report**

ECONOMIC ASPECT

ECONOMIC PERFORMANCE

Direct economic value generated and distributed

GRI 3-3
GRI 201-1-a

The data on the creation and distribution of economic value provide basic information on how the organisation creates wealth for its stakeholders. In particular, the Economic Value Generated and Distributed (EVGD) provides an organisational profile that is useful when standardising other performance indicators.

At Spring Hotels, we are aware of the significant contribution tourism makes to the economic and social development of destinations, and we are committed to ensuring the appropriate distribution of the value generated.

In the Canary Islands, tourism activity, and therefore the hotel sector, generates significant economic income for institutions, businesses and host communities, making it a key driver of sustainable development and growth.

The economic value distributed is broken down as follows*:

Operating expenses or operating costs

44.816.620 €

Employees Wages and benefits

49.994.558 €

Payments to providers of capital

5.137.806 €

Tax contribution

9.251.648 €

Financial implications and other risks and opportunities arising from climate change

At Spring Hotels, we regard climate action as a strategic value and an essential element of good corporate governance. We continue to advance our sustainability strategy through actions and initiatives aimed at both the mitigation of and adaptation to climate change within the tourism sector. Addressing climate change, in line with the roadmap established by the United Nations 2030 Agenda Sustainable Development Goals (SDGs), is a fundamental pillar in preserving our destination and safeguarding the wellbeing of the local community.

* Indicative data. This information includes Arona Gran, Vulcano, Bitácora, Mare Nostrum Resort, Hard Rock Café and Baucis Projects.



**Sustainability
Report**



ANTI-CORRUPTION

GRI 3-3

Communication and training on anti-corruption policies and procedures

In accordance with its code of ethics and COMPLIANCE System, Spring Hoteles is fully committed to combating money laundering and the financing of terrorism. We have eliminated the use of cash within our facilities (except at reception), so that the misuse of cash is much more tightly controlled.

REPORT PROFILE

GRI 2-3-a
GRI 2-3-d
GRI 1

This report corresponds to the 2025 financial year and covers the sustainability information of Spring Hoteles / Mare Nostrum Resort for the period from **1 January to 31 December 2025**.

The report has been prepared with reference to the **GRI 2021 Standards (Global Reporting Initiative)**, as well as taking into account the applicable requirements of **Law 11/2018 of 28 December** on non-financial information and diversity.

In its preparation, the reporting principles established by GRI have been applied: accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness and verifiability. The selection of content is based on the materiality analysis carried out by the company, through which the most significant impacts of Spring Hoteles on the economy, the environment and people, including human rights, both actual and potential, positive and negative, have been identified and prioritised. This process has taken into account the characteristics of the hotel business, the sustainability context of the tourism sector in the Canary Islands and the expectations and interests of the company's main stakeholders. For more information at group level, please refer to the [2025 Non-Financial Information Statement \(EINF\)](#).

For any queries or clarifications relating to this Sustainability Report, Spring Hoteles makes the following communication channel available to its stakeholders:

sostenibilidad@springhoteles.com





Sustainability Report

GRI CONTENT INDEX

GRI 1 used: Foundation 2021

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2-7	Employees	b	5-6, 8-9
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2-23	Policy commitments	—	20-22
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3-3	Management of material topics – Energy	—	25-27
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3-3	Management of material topics – Biodiversity	—	30-31
3-3	Management of material topics – Emissions	—	32-34
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3-3	Management of material topics – Community relations and external initiatives	—	41-50
3-3	Management of material topics – Training and education	—	51-52
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3-3	Management of material topics – Anti-corruption	—	55
GRI 201: Economic Performance 2016			
201-1	Direct economic value generated and distributed	a	54
GRI 204: Procurement Practices 2016			
204-1	Proportion of spending on local suppliers	a, b	10-12
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GRI 305: Emissions 2016			
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