

SUSTAINABILITY POLICY

2020

AMO HOTELS



 **Benalmádena Palace** ★★★★★
HOTEL SPA



 **SENTIDO**
BENALMÁDENA BEACH

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INTRODUCTION

Hotel 4 * Benalmádena Palace Spa, located in an incomparable setting on the Costa del Sol, popular for its climatic goodness, is one of the most complete hotels to enjoy an unforgettable family holiday.

Opened in 2004 and equipped with a modern infrastructure, Benalmádena Palace Spa is ideal for couples and families, has 148 apartments and 34 studios, a qualified, friendly, close and warm staff and offers a comprehensive service of activities always oriented to the maximum comfort and well-ness of the client.

On the other hand **Hotel 4 * SENTIDO Banalmádena Beach**, with a privileged location, on the beachfront of Benalmádena Costa (Málaga), and recently renovated. This charming and exclusive hotel offers spectacular views of the Mediterranean Sea at all times. In this hotel children and adults will meet their expectations with areas of activities specifically dedicated to them and a wide range of free services.

Strategically located, just 20 minutes from Malaga International Airport, its facilities and surroundings present a multitude of leisure activities and possibilities, among which Puerto Marina stands out: Just 500 meters from the hotel, beaches, shopping centers, restaurants and beach bars, golf courses, green areas and other recreational areas of interest are joined to this popular Port and point of interest.

In both cases:

“We are aware that we develop our activity in a very valuable environment and we want to contribute to its conservation and protection to the extent of our possibilities”



That is why with this SUSTAINABILITY REPORT, from AMO HOTELS we intend to make known our progress in sustainability, both, inside and outside our Hotels.

COMPANY POLICY

The business policy is defined as shown below:

AMO HOTELS seeks to **FIDELIZE ITS CUSTOMERS** and motivate their employees with the least environmental impact. For us, the most important thing is to give / deliver to each client happy memories, moments and **EXPERIENCES** that last in time and provoke the desire to return to the hotel and recommend it. For the staff of Benalmádena Palace the priority is:

- **GIVE AN IMMEDIATE RESPONSE** to any client, at any time and in any situation. For this reason, the management team of Benalmádena Palace will help to achieve the best of each of its employees, stimulate a good working environment, achieve goals and encourage continuous training.
- **DISPOSE OF THE BEST HUMAN TEAM** possible, motivated and share the same goals.
- **AMO HOTELS** will work to achieve **BEING RECOGNIZED FOR OFFERING SAFE, COMPREHENSIVE AND QUALITY SERVICES IN ALL AND EACH OF ITS ACTIVITIES, SUCH AS ANIMATION, FACILITIES, CUSTOMER TREATMENT**

COMMITTED TO:

THE ENVIRONMENT, always looking for the balance with a quality service and respectful with the environment. Continuously managing and improving the effectiveness of their processes while minimizing their environmental impacts, through the systematization, analysis and improvement of processes.

- **PREVENT POLLUTION**
- **THE RIGHTS AND PROTECTION OF MINORS**
- **RESPECT, RESPONSIBILITY, COOPERATION AND DEVELOPMENT WITH THE LOCAL COMMUNITY**
- **RIGHTS OF EQUALITY OF THE PEOPLE.**
- **COMPLY WITH THE LEGISLATION AND REGULATIONS** that apply to it, as well as other requirements that the Organization subscribes.
- **SECURITY AND HEALTH OF OUR CLIENTS AND EMPLOYEES.**

THE MISSION:

THE CLIENT'S HAPPINESS and motivation of its employees with the least environmental impact

Benalmádena Palace seeks to be known as a LEADING organization for its ability to innovate, quality and reliability of services, generating satisfaction in its customers, employees, suppliers and society-AMO HOTELS will seek without limit the client's LOYALTY, its REPETITION and THAT BEING RECOMMENDED , seeking to be the meeting point on the Costa del Sol, so it will search to be able to have the necessary means to measure and improve its objectives, both Quality and Environmental, covering the needs and expectations of customers.

VALUES:

- **Joint vision:** We are an organization that integrates its efforts in reaching a common goal efficiently. We make our decisions according to the ideas of all and considering the effects on others.
- **Transparency:** We are an open and accessible organization that facilitates and shares information. We are committed to communicating our actions in a comprehensible and faithful way to reality
- . • **Adaptation to changes:** We are flexible, we facilitate changes and we know how to transform and evolve. We are incorporated into the new social, technological and economic contexts
- . • **Service orientation:** We carry out our work to respond to the needs of our clients.
- **Entrepreneurship:** We are proactive in the detection and exploitation of opportunities. We are inspired by the best to be leaders in each field of action.
- **Coherence:** We assume the mission, vision and values of the organization and commit ourselves to them.

ENVIRONMENT ACTIVITIES



- ✓ **Environmental efficiency**
- ✓ **Good environmental habits**
- ✓ **Management and separations of different kinds of waste**
- ✓ **Spill control**
- ✓ **Purchases with sustainable criteria**
- ✓ **Local Gastronomic Promotions**
- ✓ **Environmental conservation activities**
- ✓ **Active promotion of sustainable development**

We use led bulbs or low consumption. In Hotel Sentido Benalmádena Beach we have energy rating in A * buildings, the most demanding. We separate and take care of our recycling and waste management program, we maintain our facilities and equipment to optimize and guarantee the proper functioning. We consume products from the area, such as coffee with the “Málaga flavor” brand, and we collaborate with the various entities such as the Red Cross, HEI in the area, etc.

We list some of the common actions we have been doing during 2019

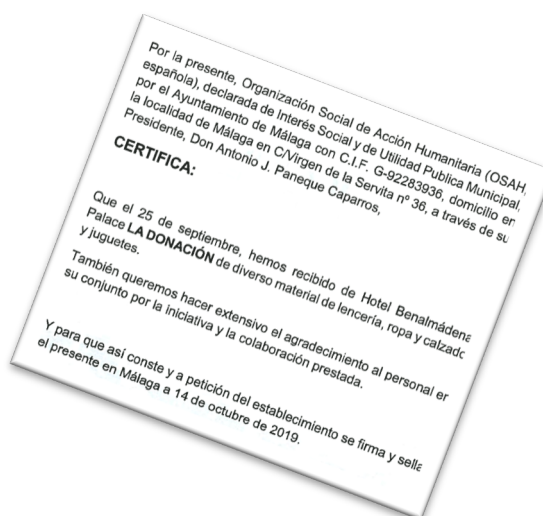
Waste collection in Santa Ana Beach:



1. **Colaboration with IES Ben Gabirol**, Get to know the work and functioning of animation in hotels and promoting our activities.



2. **Donation of clothing of “forgotten objects” without being claimed (according to internal procedure) to:**



3. **We collaborated in a program with “SIN BARRERAS”,** with who we organized a lunch for 15-20 people with reduced mobility. This happened in collaboration with the Benalmádena Town Hall and AEHCOS.s.



4. **We made various donations a CARITAS,** clothes and toys collected by our staff.
5. **We recollect bottle caps to bring them later to the Arroyo de la Miel Library.** They are collected to collaborate in costs for a treatment for “Carmen” , a girl with a very rare disease.
6. **Las mantas y toallas deterioradas las hemos llevado a Fidelio,** Used Blankets and towells are brought to FIDELIO, Organization for aid of abandoned dogs.
7. **Leftover food from the buffet is donated to a private farm for compost or animal feed.**

8.

We have collaborated with entities to carry out internships in a company such as Ymca, Cruz Roja, Málaga acoge .. that help people with labor integration difficulties.

9.

With Red Cross, apart from being partners during the year 2019, we have collaborated giving talks to young people about job interviews, elaboration of CV and importance of internships in companies, as well as we have participated in provincial talks in the La Noria building, on summary projects Red cross with young people in search of employment.

CERTIFICATIONS

AMO HOTELS has the certifications regarding the quality of customer service (**ISO 9001, Q-Calidad**), environmental management (**ISO 14001**) and tourism sustainability. (**Travelife**)



ENVIRONMENTAL CONTROL

At **AMO HOTELS** we measure and periodically monitor the fundamental characteristics of our operations that can have a significant impact on the environment. These indicators serve as a basis for assessing the effectiveness of the measures we take in relation to the sustainable development of our activity.

HOTEL 4* BENALMÁDENA PALACE



2018 : 1243,66 KW

2019: 1289,14 KW

+3,52 %



2018 : 21606 M3

2019: 22743 M3

+4,99 %



COMPARED TO

2018 : -13,46 %



2018 : 993 M3

2019: 1090,5M3

+9,03 %



2018 : 8085 kg

2019: 8060 kg

-0,31 %

HOTEL 4* SENTIDO BENÁLMADENA BEACH



2018: 186.686 KW

2019: 183.066 KW

- 1,93 %



2018: 1709 m3

2019: 1727 m3

+1,04 %



COMPARED TO
2018 : -12,46 %



2018: 68817 m3

2019: 70752 m3

+2,73 %

GOALS PROGRAM

STRATEGIES FOR YEAR 2021



HOTEL 4* BENALMÁDENA PALACE

Reduce all consumptions compared to previous year:

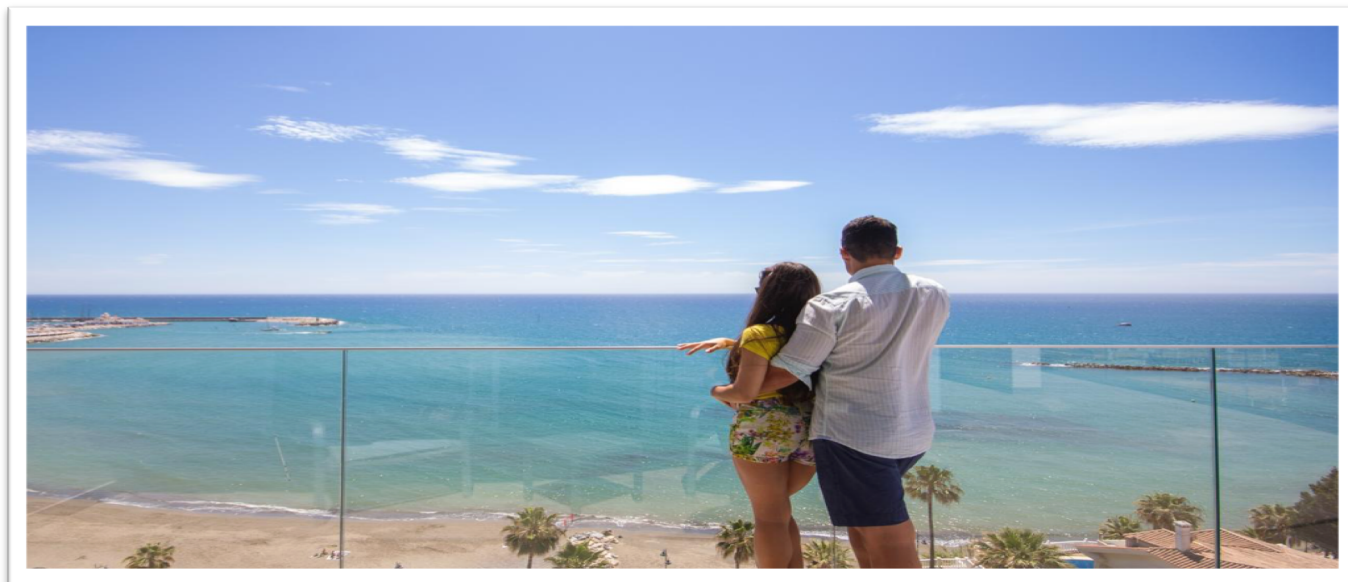
- **Luz : 3%**
- **Papel : 10%**
- **Agua : 5%**
- **Gas: 5%**
- **Detergente: 10%**

HOTEL 4* SENTIDO BENALMÁDENA BEACH

Reduce all consumptions compared to previous year:

- **Luz : 5%**
- **Papel : 10%**
- **Agua : 5%**
- **Gas: 5%**

THANK YOU FOR YOUR ATTENTION.



AMO HOTELS
FOR A SUTAINABLE AND BETTER FUTURE!