

Passion for People
at
LANDMAR
HOTELS


Green Land



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On the following pages you will find information about our hotel, our environmental and social commitments, as well as information about the island of Tenerife.

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The background of the entire page is a close-up photograph of water droplets of various sizes on a light-colored surface. A path of smooth, light-colored stones is visible, receding into the distance, creating a sense of depth and tranquility.

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INTRODUCTION

At the Hotel **Landmar Costa Los Gigantes** we have made a sustainable commitment to our environment. We have taken preventive measures to allow us to grow in a balanced and respectful way within the local community of Santiago del Teide. These actions extend to the environment, culture, and economic development of the local community, with the goal of ensuring that future generations will be able to enjoy the environment the same way we do today.

We have obtained certification According to the UNE-EN ISO 14001 Standard, which we held since November 2013, and we work every day to maintain it. This is an environmental management system in which we control the generation of waste and its correct segregation, energy consumption, and measures to minimize the environmental impact.

We also provide preventive maintenance for all facilities,

such as cooling chambers and atmospheric emissions. Furthermore, training employees to avoid incorrect handling of chemical products is another one of the actions.

We are working to renew the TravellLife seal, which not only focuses on the environment, but also introduces new variables. The economic development of the local community, Santiago del Teide, the care for the flora and fauna of our island, the care for our guests and employees, the social actions and respect for human rights are some of the things that contribute to this. That is why we have created new policies, procedures and records to ensure their successful implementation. .

In the following pages, we would like to provide you with a description of the sustainable actions that we have adopted at the **Landmar Costa Los Gigantes hotel**.



Landmar Costa los Gigantes ****



Our Surroundings and our Destination



Santiago del Teide combines in just a few kilometres an impressive number of natural sites of enormous beauty. Its altitude ranges from spectacular underwater areas, 50 meters below sea level, to the peak of the Teide. El pico del Teide is the highest peak in Spain at 3,718 meters and is one of the most beautiful volcanoes in the world. The Teide was declared a **UNESCO World Heritage Site**.

The result is an incomparable variety of climates and panoramic views. Marvelous mountainous landscapes, imposing cliffs by the ocean, breathtaking volcanoes, sandy beaches and unique seabeds with a wealth of flora and fauna can be found here.

The brilliant black of the lava, the intense blue of the sea, the green of its diverse vegetation, all form a multicoloured picture whose charm is hard to escape. The mild climate, with stable temperatures all year round, completes the appeal of this place. Thanks to the initiatives of this municipality for the conservation and protection of the environment and cultural traditions, Santiago del Teide offers its visitors a rich and well cared for natural environment. This, together with its complete infrastructures, with low-rise buildings and large green spaces, and the wide range of leisure and outdoor activities on offer, have made Santiago del Teide one of the most popular tourist destinations for visitors to the island of Tenerife. .

Places to Visit

Santiago del Teide is the capital of the municipality, and includes several sites, the most interesting of which are the following:

- **Santiago del Teide:** The town hall is in the Canarian style and houses some famous 18th century paintings whose authorship is attributed to the School of Seville.
- **Las Manchas:** The Calvario de las Manchas is located where the Virgin Santa Ana, who was taken in procession from Tamaimo, stopped the lava from the Chinyero. Church of El Pilar, recently built.
- **Arguayo:** The farmhouse has views of the mountains and the coast and is located at an altitude of 900 metres. There are figs and almond tree plantations. San Isidro de las Eras Park, the recovered public ovens and wine press.
- **El Molledo:** Its beautiful square dedicated to Catalina de Lorenzo-Cáceres y Cerón and the recently built Church of the Asunción de la Virgen stand out..
- **El Retamar:** With beautiful examples of old traditional Canarian architecture and the newly built Church of San Lorenzo Mártir.
- **Tamaimo:** Its Parish Church of Santa Ana has an 18th-century altarpiece, the work of Joaquín Barroso. The Virgin of Peace is carved in stewed and polychrome juniper wood.
- **Puerto de Santiago:** Fishing village, the Fisherman's Museum, used as an exhibition hall, and the church of the Virgen del Carmen.
- **Acantilados de los Gigantes:** The coast of the municipality features impressive cliffs that drop vertically into the Atlantic Ocean at an altitude of 500 metres. You can also go fishing, diving, or participate in any other water sport at the marina of Los Gigantes. The majestic cliffs were discovered as a tourist attraction on a hot day in August 1960 by four people, one of them Juan Manuel Capdevielle, who, on seeing the most marvellous landscape he had ever seen in his life, thought that this area would have a future as a tourist development.
- **The Chinyero volcano:** The Chinyero volcano is the most recent of the six historical eruptions that have been recorded in Tenerife. It is also the most studied. The volcanic eruption began on 18 November 1909 and lasted for ten days, with a column of incandescent pyroclasts and gases being ejected from the island of La Palma. The smallest volume of lava ever recorded in the Canary Islands was emitted by the eruption. El Chinyero is 1560 metres above sea level and is located northwest of Pico Viejo and east of Valle Santiago. The Law of Natural Spaces of the Canary Islands has declared the volcano and its area of influence a "Special Natural Reserve of Chinyero".
- **Casa del patio:** The Casa del Patio is a Canarian manor house located in the Valle de Santiago. It was built between 1665 and 1668 and belonged to the Lord of the Valley. With its wine presses, threshing floors and barns, this architectural legacy clearly defines the character of the manor house that was governed by the Villa de Santiago del Teide. Currently, a rural hotel is being constructed on these premises.
- **The Church of San Fernando Rey:** The Church of San Fernando Rey is located in the Valle de Santiago, next to the Casa del Patio, and features 18th century images and a half orange dome. The Lord of the Valley Don Fernando del Hoyo Colorado ordered it to be built in 1679. It has since undergone significant changes.
- **Cherfe viewpoint:** A magnificent viewpoint in Valle de Santiago, at 1,100 metres above sea level, where you can contemplate the secluded valley that opens up between rocky cliffs with views of the hamlet of Masca, Pinar and the Teide.
- **Archipenque viewpoint:** Next to the main road to Puerto de Santiago you will find this viewpoint from which you can admire the impressive views of the cliffs, the marina and the village of Acantilados de los Gigantes.



Local Traditions

Cha Domitila Pottery Centre and Ethnographic Museum:

It is located in the village of Arguayo, 5 kilometres from Santiago del Teide, which was a farm founded by Guanche shepherds. The house where this centre and museum is located is a typical Canarian house with an L-shaped layout and a central courtyard with a fountain. The materials used for its construction at the time were stone and the typical Canarian roof. The Cha Domitila museum and workshop was designed by Don Luis Ibáñez, César Antiques partner in many of his works in Lanzarote. Don Luis turned a ruined house into a house of traditional Canarian architecture that combines the beauty of the natural environment with the practical use for which it was meant. It was officially opened on May 15th 1986. It is the most interesting center for the study of the evolution from Guanche pottery to popular pottery, which, due to the isolation of the place, delayed the cultural development of its inhabitants, while maintaining for centuries the fidelity to the form and typology of the Guanche people.

From generation to generation, the mastery of technique and proportion in the different types of clay gave the pieces great consistency, adapting them perfectly to the mission for which they were to be destined. The two circumstances that I described made the pottery centre of Arguayo not only the direct heir to the pottery of the Guanche people, but also a key element in the study of the evolution of aboriginal pottery, of Berber origin, up to the popular pottery of the Canary Islands. The central characteristic of the centre is its complete respect for traditional techniques. The materials used to make the pottery are still the same: clay, water, volcanic sand, ochre and a little oil. And its process of being made is still completely manual and consists of lifting the pieces with only their hands, continuing with the scraping and trimming of the pieces with barrel arches, smoothing and burnishing with callaos from the sea, applying impregnated red ochre of oil, drying, decorating when it takes it, and firing in a chamber oven.



Landmar Costa los Gigantes ****

COMMITMENT



Humans Rights

We respect the protection of universally recognized fundamental human rights.



Friendly

We promote freedom of association and recognize the right to collective bargaining, both by the Unions and by the Works Council.



Costumer satisfaction

We strive for customer satisfaction through constant improvement.



We care

We do not hire minors in order to support the eradication of child labor



Respect

No one is discriminated against because of their age, sexuality, gender, ethnicity, religion, culture, or disability.



We eco

Landmar Hotels is committed to adopting measures that reduce environmental impact.



Responsive

We are committed to encouraging initiatives that promote environmental responsibility.



Community

We buy raw materials from local producers to guarantee sustainable development and reduce emissions.



Co² less

Trabajamos para reducir los residuos y reciclarlos.



Health and safety

We constantly review the health and safety of our customers and employees..



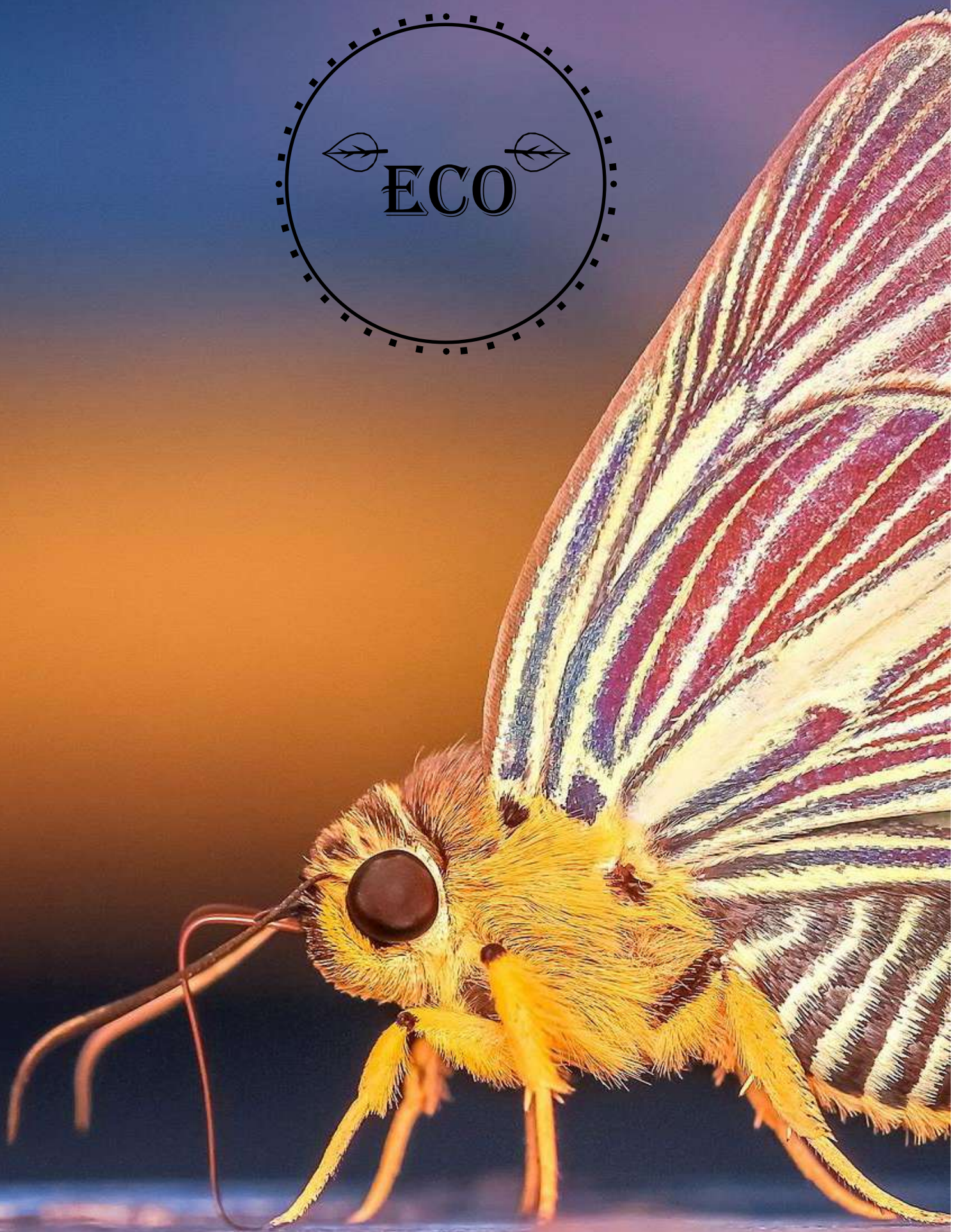
Landmar Costa los Gigantes ***



Recomendations for Protecting the Environment



- Use water wisely: take short showers, instead of bathing daily
- Instead of leaving them on the floor to get new ones, let your towels air-dry and use them again.
- Do not leave the balcony door open when using the air conditioning.
- When leaving the room, turn off the TV and lights and make sure the electricity card is not left in the sensor.
- Instead of the car, use public transport or a bicycle.
- Buy local products such as food, drinks, crafts, and souvenirs.
- Respect local culture and dress codes. If you'd like more information about this, contact us.
- Choose environmentally friendly sunscreen products to minimize the impact on marine systems.
- Refrain from feeding the local animals or disturbing their natural habitat.
- Take care to correctly segregate municipal waste into the colored bins: yellow for plastic, black for organic, blue for paper and cardboard, and green for glass.
- Special waste, such as syringes, medicines, batteries, etc. can be disposed of at Reception.





Environment and Climate Change

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Energy savings

We have increased the budget dedicated to environmental issues, thus recognizing their importance and effectiveness. We have also installed a new aero-thermal system, which will reduce propane consumption by 8% and CO2 emissions to the atmosphere by 20%

*Aero thermal energy is a technology that allows energy to be obtained from the air to cover the demand for heating, cooling and/or domestic hot water in buildings. It is a heat pump that uses a renewable energy source (75% clean energy consumption), and relies on the heat from the surrounding air.

With our new photovoltaic project, hotels will generate at least 10% of their energy through photovoltaics from 2023 onwards.

We have recently implemented a new protocol for switching lights on and off and controlling air conditioning

temperatures, which has reduced energy consumption by 150,000 kilowatt-hours per month in each hotel.

Waste segregation

We have implemented waste separation by providing bins in different communal areas for efficient recycling.

Training

Training sessions have been organized with the different departments of the Hotel to ensure that all staff are aware of environmental management and waste segregation.

Environment

The hotel has partnered with ECOOCEANOS, involving the hotel staff in the cleaning of the coastline and the seabed of the small beach of Puerto de Santiago.

Collaboration with the "Earth Hour" initiative promoted by the environmental NGO WWF.



Landmar Costa los Gigantes ****

CARRERA NOCTURNA SOLIDARIA

LANDMAR HOTELS,
SANTIAGO DEL TEIDE



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Social Efforts

Landmar Costa Los Gigantes is committed to supporting charitable projects generously, collaborating with various associations.

Make a wish

The Make-A-Wish Spain illusions foundation is a non-profit organization accredited by the Lealtad foundation (www.fundacionlealtad.org) founded in 1999 with the mission of bringing illusion to children suffering from serious illnesses (hospitalized or linked to a qualified care environment). Working systematically to incorporate entities and people into a network of social reinforcement around the beneficiary and their family, the foundation's aim is to build resilience in them.

Landmar Costa Los Gigantes hotel raises funds from guests through the stars, at fairs and other events, as

well as providing meals for families with children suffering from serious illnesses, when they visit the island.

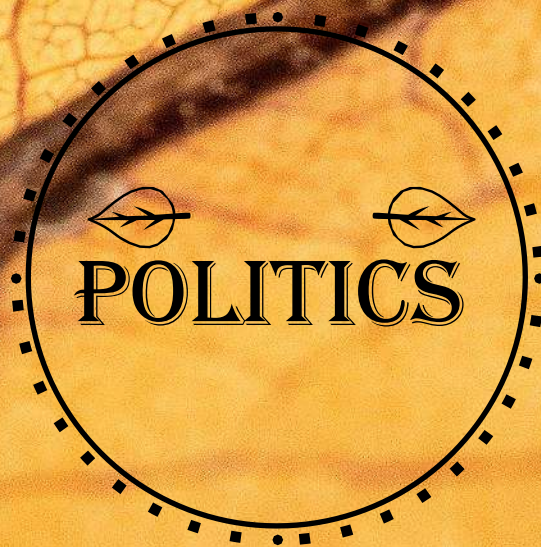
Local festival committees

The hotel collaborates with the local festival commissions by making financial contributions for various events such as the election of the Carnival Queen, Working Women's Day, etc. Additionally, we fundraise for the festivities of each locality.

The Hotel also provides children's sports facilities in summer for the children of the Puerto Santiago area.

In-kind donations

We collaborate with different official organizations in the southern area of the island by making donations in kind destined for the most needy through different events (solidarity races, beach clean-ups, etc.)



Landmar Costa los Gigantes ****

QUALITY POLICY

Landmar Hotels has implemented quality policies in all of its hotel establishments in order to provide an improved service not only in terms of accommodation, but also in catering, integrating local gastronomy, and in the range of treatments and spa facilities.

Quality is critical to our business, as it provides an added value to our customers. We aim to offer our clients the best services that meet and exceed their expectations. We are committed to a system of continual improvement, and for this reason, we have established procedures that guarantee quality and provide a standard to follow. This standard is measurable, and it helps us to improve our performance.

Throughout our hotel chain, we have established procedures and systems that help us achieve our goal of total customer satisfaction.

Our approach to treating our guests is familiar, which leads to close relationships.

To ensure the highest quality of our services and products to our customers.

We aim to collect and follow up on customers suggestions and complaints.

Regular monitoring of customer satisfaction and once comments and/or complaints have been identified, the necessary measures are taken to improve our service.

We strive to promote teamwork and create a positive work environment for our employees.

We ensure that all our employees receive adequate training and professional development.

We are committed to complying with the applicable laws and regulations in each of our hotels.

Quality objectives that are measurable and reflective of our service level standards.

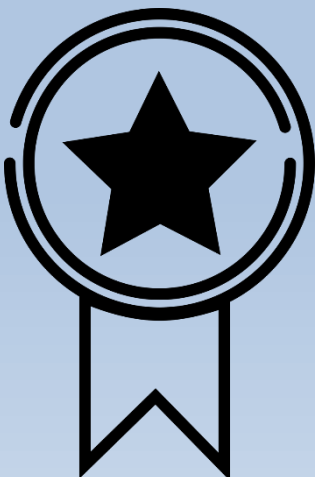
Landmar Hotel's internal procedures, instructions, policies, and manuals are regularly reviewed, and quality objectives are communicated in different ways to reach all employees.

Although Landmar Hotels has ultimate responsibility for quality, all employees are involved in their areas of work to ensure that quality is integrated throughout the establishments.

S.C. Tenerife, September 2022



Fdo. José María Teixidó
Director de Operaciones



POLICY AGAINST SEXUAL ABUSE OF CHILDREN

For Landmar Hotels, tourism is an important source of income for countries, areas, and places that bring undeniable benefits such as economic development, cultural exchange, and international promotion of a specific place.

A growing number of people are able to visit more places because tourism is becoming more accessible. The trade in sexual exploitation of children and adolescents has grown at the same rate that tourism has.

Tourist infrastructure that helps to facilitate the accommodation of clients and help them enjoy a good holiday can also be used to promote and carry out sexual activities with minors.

In this sense, the tourism sector has a great social responsibility to prevent harmful actions within its community, and therefore we must act together to prevent child abuse.



Maintain a policy of opposition to the sexual exploitation of children.

Do not allow commercial sexual exploitation of children and adolescents to take place in our facilities.

Raise awareness of the problem among our employees, as well as inform them about existing laws and the consequences of not reporting child abuse.

Train all staff to identify suspicious activity and report it.

Work to enforce applicable laws and cooperate with governmental and non-governmental organizations that prosecute these crimes.

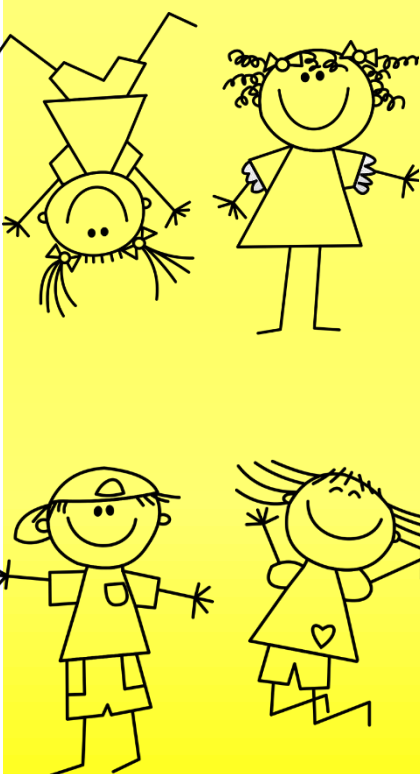
Procedure:

If you suspect that a child is displaying attitudes indicative of abuse, you should immediately seek your superior and provide detailed information about what you have heard or seen. If your superior is not available, you should report it to the competent authorities for gender-based violence or child sexual abuse on 062.

As human beings, we have a duty to protect our children and adolescents from all forms of exploitation, both professionally and personally.

S.C. Tenerife, September 2022

Fdo. José María Teixidó
Director Operaciones



EMPLOYEE POLICY AND HUMAN RIGHTS

Landmar Hotel's social commitment includes supporting and promoting a good working environment, the professional fulfilment of each one of its employees, and respecting their labour rights. Further, our hotel company is committed to respecting and contributing to the economic development of the local community in which its different hotel establishments are located.

The headquarters are located at Calle Lajial nº4, Playa la Arena, S.C. Tenerife (Spain) and the entire hotel chain employ more than 500 people.

At Landmar Hotel:

We value our team and treat them fairly and with respect, in order to ensure that no one is discriminated against based on their age, sexuality, gender, ethnicity, religion, culture, or disability.

We are committed to providing the necessary training to support our employees professional careers within our company.

We ensure compliance with laws and regulations that affect our employees.

Whenever possible, we employ local people.

We ensure that all of our employees fully understand the terms and conditions specified in their contract.

We respect the right to union membership.

We always offer a fair compensation, never below the minimum required by law.

We have an established protocol for handling sexual harassment cases, which all employees have access to via the intranet.

Our staff should understand their role in contributing to the objectives and goals that Landmar Hotels has established in order to support the sustainable commitments that the company supports.

Our hotel chain annually establishes social objectives, for this year they are:

- a) Training: Since January 2016, all employees have been fully trained to ensure they understand their responsibilities towards sustainability adopted by the company.
- b) Equality: All hotels are implementing the measures of the Equality Plan.
- c) Hiring: A target of 5% is set for hiring employees from the local community.

The Management of Landmar Hotels fully supports and commits to this policy, with the intention of protecting the labour well-being of its employees.

S.C.Tenerife, September 2022




Fdo. José María Teixidó
Director Operaciones

SOCIAL MANAGEMENT POLICY

The management of Landmar Hotels has the objective of ensuring excellent relations between the establishment, the community, and local businesses.

Landmar Hotels strives to have social and economic impacts that are beneficial to the local community whenever possible. This approach aims to minimize and eliminate any negative impact the establishment may have.

The objectives of the Community Management Policy are as follows:

Certification. The establishment is making every effort to be certified this year with the Travelife Gold seal, in order to meet sustainability criteria, including socioeconomic impacts and staff well-being.

The promotion of responsible tourism in the area.

Landmar Hotels is committed to maintaining a close relationship with the local community, ensuring that we respect the area in which our hotels are located. We also want to warn our clients about the importance of caring for and protecting the flora and fauna of the place. Additionally, we will not participate in the sale of tickets to zoos or any other place where the main attraction is animals.

Our hotel chain is committed to supporting the local economy of each of the hotels, and for this reason, local themed dinners are organized weekly in our restaurants and buffets to promote and publicize local food.

Acquisition policy

Landmar Hotels carefully selects and promotes locally produced products, ensuring that they comply with preventive health and safety measures as well as the quality demanded by our clients. This fact helps to reduce carbon dioxide emissions resulting from the transport of products produced outside the territory of the hotels.

Employment

The establishment places a priority on hiring local staff in order to collaborate with the local economy. The policy preserves the place of destination, which is critical for future clients and for those who return to the destination.

Donations and social collaborations

Our hotel chain regularly donates objects such as furniture or bedding that are no longer usable in the business to local organizations that are able to put them to good use (Caritas, schools, hospitals, other NGOs)

Landmar Hotels is a partner of the Make a Wish Foundation, which helps fulfill wishes for children undergoing severe health difficulties.

Landmar Hotels actively collaborate with local festivals by informing clients and arranging local themed dinners at the hotel. The hotel facilities are also offered for the use and enjoyment of the local community.

S.C. Tenerife, Septiembre 2022



José María Teixidó
Director Operaciones



ENVIRONMENTAL POLICY

Landmar Hotels Management is committed to protecting the environment and strives to reduce the environmental impact of our establishments.

We ensured the appropriate management of hazardous substances through training for authorized personnel and managers.

We involve all our interest groups (shareholders, customers, employees, suppliers, subcontractors and the local community) in the management of environmental processes in order to achieve their support and recognition.

We enable specific areas, so that everyone can recycle their waste, as well as clean points to manage hazardous and special waste.

We evaluate our activities, products and services, supervising their effects on the environment, both present and future, to prevent contamination at its origin.

We value the environment in which our establishments are located, from the indigenous species of flora and fauna to their local community. Therefore, we actively collaborate in their protection and economic development.

We continually seek opportunities to minimize waste generation by recycling, reducing and reusing products.

We succeeded in involving our staff and, as a result, their families. Criteria for choosing suppliers are established based on their commitment to the environment and control of carbon emissions caused by the transport of goods.

We support this policy and make sure it is up-to-date, as well as making it available to everyone through our website, TV channel, tablets, and information boards.

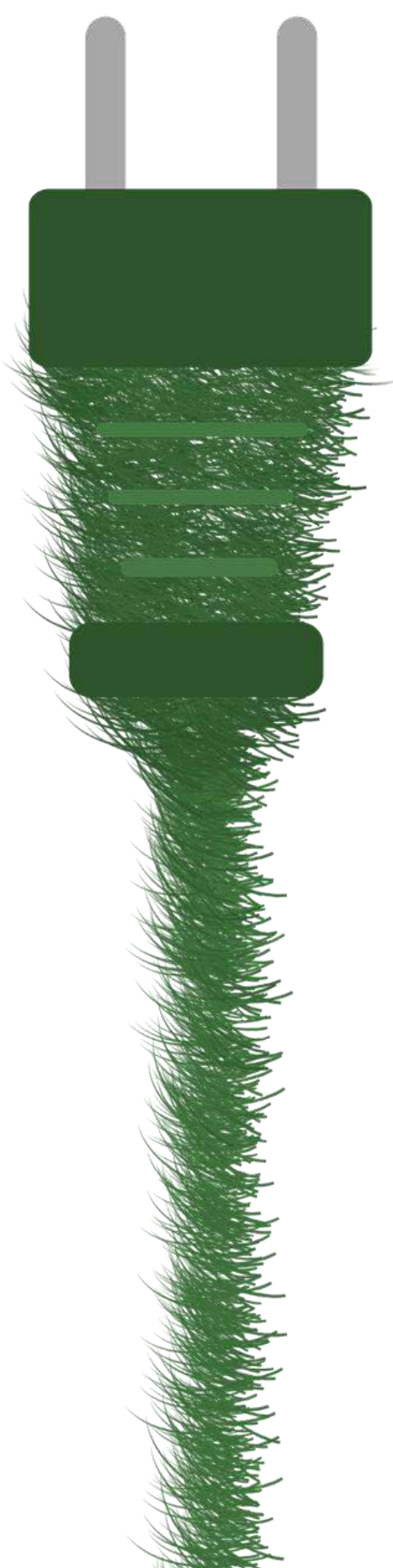
We establish objectives and goals in order to efficiently manage water and energy and not waste it.

We comply with international, national, and regional legislation.

S.C. Tenerife, Septiembre 2022



José María Teixidó
Director Operaciones



HEALT AND SAFETY POLICY

For Landmar Hotels, it is imperative to provide a safe and pleasant environment for our employees, customers, and suppliers in each of our hotels. This is why we have tools that provide us with preventive control over the following areas of health and safety:

Fire protection

In case of fire, we have emergency procedures. All our hotels have a self-protection plan that has been approved and updated. The fire-fighting equipment is inspected regularly, and we train our staff on an annual basis.

Food hygiene

Our staff who handle food are licensed accordingly. Through the Hazard Analysis and Critical Control Points (HACCP) approach, control measures are applied to possible hazards and risks in terms of food hygiene. Additionally, annual pest controls are performed.

Swimming pools, Spa and Jacuzzis

We have informative signs regarding the safety rules for the use of the swimming pool and relaxation areas. Emergency procedures are in place and guidelines are strictly followed to ensure the pools remain clean and disinfected.

Overall security

The chances of injuries caused by slips, trips and falls are reduced by following technical building codes.

Fossil fuel appliances, heaters, air conditioning systems, and electrical systems.

Our maintenance staff are constantly receiving training to reduce the chances of a bad performance in an emergency due to ignorance of the procedure. Qualified people install, check and maintain all gas appliances, air conditioners, heaters and electrical systems. Moreover, we have refrigerant gas leak control procedures.

Safety in the handling of chemical products and dangerous substances.

All personnel who have contact with chemical products as a result of their job receive training. The team has access to work instructions and best practices explained by the hotel's environmental manager, and they are available near the product.

Water management

We take daily, weekly, monthly, and yearly measures to prevent water for human consumption from getting contaminated. In addition to having authorization for connection to the public sewage system, hotels are required to periodically carry out analysis.

Prevention of occupational hazards

The occupational risk prevention team conducts annual visits to our establishments to ensure the safety of our employees.

S.C.Tenerife, Septiembre 2022



José María Teixidó
Director Operaciones