

Sustainability and Environment Report.

KN COLUMBUS. 2025

APPROVED BY: GENERAL MANAGEMENT KN HOTELS
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INTRODUCTION



*Be
Eco-friendly*

PUBLIC REPORT ON ENVIRONMENTAL AND SUSTAINABILITY 2024/2025, KN COLUMBUS.

This report includes the State of Environmental, Sustainability and Biodiversity Information of the Kn Columbus hotel. Hotel establishment that depends on the parent company Kanali S.A.

Kanali, S.A. is a company that among its various assets manages 4 hotels in the Canary Islands with address at Avda. Santiago Puig 8, Arona, Playa de las Américas, 38660 Santa Cruz de Tenerife. CIF A38034625.

Through this document, Kn Columbus wants to make public its policy, commitments, progress and objectives in terms of sustainability.

In order to prepare this Report, the following people have met:

NAME	JOB STATION
Fermín Díaz	Managing Director
Greta Maconi	Hotel Manager

1. Quality, environment and sustainability policy.

Throughout its history in terms of quality and the environment, Kn Columbus has been certified and recertified under internationally prestigious standards, this journey began with the implementation of STANDARD ISO9001:2015 in 2019, thus publishing our first edition of quality policy.

That first certification put us on the right path to improve our procedures and make progress in environmental matters, so it was decided in 2020 to certify the hotel to the ISO14001:2015 standard. With this important milestone, our quality policy evolved and was renamed: Quality and Environment Policy, after having successfully implemented the environmental culture within the company, it was time to commit to the certification of specific programs for hotels with seals of recognized international prestige, submitting ourselves to audits by the Travelife standard. At present, our policy and public statements in its latest edition are called: Quality, Environment and Sustainability Policy; which we expose below.

Quality, Environment and Sustainability Policy. Ed4.

We want to be a hotel chain that offers the greatest effort and dedication to provide a good service to its customers. Due to our philosophy, we want to offer the highest possible quality in our facilities for the category that concerns us in order to achieve user satisfaction. Our obsession is excellence in caring for the environment and positive actions in terms of sustainability, we want KN hotels to be a regional benchmark in the field of respect for the environment and for our brand to be identified with the concepts of quality, support for traditions, the local economy and protection of the biodiversity of our environment. All this, within the scope: "**hotel services in accommodation and catering**".

Through our quality, environment and sustainability policy, we publicly declare the following commitments:

- Compliance with all applicable legal requirements.
- Compliance with the requirements set by our customers and stakeholders.
- To promote continuous improvement in all aspects of our organization.
- Promote the necessary improvements to obtain the proposed improvement objectives.
- Promote training and communication to the human team, including third parties related to the organization, so that they know and understand the necessary rules and commitments in terms of compliance.
- Establish and maintain a policy that respects the rules, ethical standards and equality between people, in case of behaviors that collide with this point, a philosophy of zero tolerance will be applied.
- We declare a commitment to respect the declaration of human rights, fair treatment of personnel, protection of minors and vulnerable groups.

- Protect the ecosystem through a responsible use of natural resources, aimed at reducing sources of energy, water and waste generation.
- Commitment to constantly measure the emissions emitted by our operations in order to apply measures and objectives aimed at reducing the CO2 that is generated.
- We declare a commitment to island development, prioritising as far as possible collaboration with the suppliers of our community, also helping to preserve the native heritage and way of life, encouraging our users to use local commerce and respect for the traditions, culture of the island and the natural environment that surrounds us.

This policy is reviewed annually and made available to all our stakeholders, the impact of our activities on the environment is the result of planned and systematic actions of: Prevention, detection, correction and continuous improvement throughout the interaction of the process. Ensuring at all times the prevention of adverse environmental impacts from a life-cycle approach; thus helping to protect the natural environment against damage and degradation.

2. Fight against corruption, bribery and money laundering.

In our commitment to comply with all the legal requirements applicable to our activity, we have implemented a series of specific measures to fight corruption and prevent it from arising within our entity.

As for bribery; all people who have positions of responsibility in the company have been clearly indicated that they should not accept/offer any type of gift whose value is greater than € 150; and/or accept any favourable treatment of any kind that could compromise the normal relationship between the parties.

In terms of anti-money laundering measures, KANALI, the parent company of KN Columbus, is an entity obliged to control money laundering within the procedure legally established by the Anti-Money Laundering Service (SEPBLAC) since 2012, within which internal control and legal compliance measures are strictly complied with.

Kanali, in reference to transparency to fight money laundering, is audited annually in accordance with the applicable tax regulations, in addition to the internal audits, the procedure legally established by the Money Laundering Prevention Service (SEPBLAC) is applied, and since 2012, there has been both external and internal control that constitute the ideal measures for this purpose.

3. Honesty and transparency

Kn Columbus has a commitment to honesty and transparency, its commercial department rigorously controls all the information related to the standard and the services offered, either in the information offered through the various collaborators in the marketing Tour operators, bed banks or its own website, if any publication incident is denoted due to human error, it has the commitment of a rapid reaction for its correction, finding no incidence in this regard to date.

Kn Columbus depends on its parent company Kanali. S.A., in its effort to transparency, publishes a detailed non-financial information report since 2021, (Called NFIS). This report is based on the Global Reporting Initiative of the GRI (Global Reporting Initiative) in its standard version, with this action the internal data identified as interesting and necessary for those who wish to be informed about our operations and proceed in the following points are made available to the entire society: Environmental issues, social and personnel issues, respect for human rights and Information on society and company commitments.

4. Personnel issues.

Organization of working time:

The duration of the ordinary working day and the days of rest are those agreed in collective agreements or employment contracts, within the margins allowed by the regulations.

Each department and establishment has a specific and different schedule, where morning, afternoon or split shifts are established, always respecting the weekly working day of the contract, as well as the 2 days of rest.

The maximum duration of the ordinary working day is 40 hours of effective work per week.

In the case of the peculiar hospitality sector, due to the fact that the establishments are open 24 hours a day, 365 days a year, the agreements establish a series of compensations for staff who must work weekends, holidays and representative annual holidays such as Christmas.

They are eligible for a maximum of 48 days per year of vacation + vacation pool that the agreement establishes in several monetary steps depending on the vacation days that the employee chooses to enjoy.

Measures aimed at facilitating the enjoyment of work-life balance and encouraging the co-responsible exercise of these by both parents:

The conciliation measures that exist in our organization are those that are included in article 34.8 of the Workers' Statute where the worker has the possibility of reducing the working day, within his ordinary working day, because he has a child under twelve years of age or a family member who needs care in his care. As well as, without reducing the working day, you also have the possibility of requesting specific hours to adapt the reconciliation of work and family life.

Occupational health and safety conditions:

For Kn Columbus, the safety and health of workers is a constant concern, being aware of the importance that working conditions have to achieve a high degree of well-being and satisfaction at work. To this end, we have an external prevention service: PREVING CONSULTORES S.L.U.

"In order to achieve the highest levels of safety and health, we declare the following basic principles of our policy":

We are at the service of our clients, committed to society, the environment and the health of our workers, respecting the legal and regulatory framework established for each case.

People are the most important value that guarantees our future. Therefore, they must be qualified and identified with the objectives of our organization and their opinions must be considered.

All activities are carried out without compromising health and safety aspects for economic or productivity considerations.

To carry out these principles, the following commitments are made:

All the personnel with command ensure correct conditions for the workers in their charge. To do this, they show interest and set an example as part of their role.

Kn Columbus promotes and establishes the necessary means for the communication of deficiencies and/or suggestions for improvement to be analyzed and, if possible, applied.

The spirit of innovation and continuous improvement is fundamental to the future of our Group.

We establish channels for the exchange of information and cooperation between our staff and also with our customers and suppliers in order to continuously improve the way we select our supplies, carry out our work, produce our products and provide our services.

We inform and train workers about the risks inherent to their work, as well as the means and measures to be adopted for their prevention.

We analyze all accidents with potential for damage and initiate their correction immediately. risks/opportunities increase their score, or the opportunities could not be executed as established.

Social relationships:

Within the social relations within KN Columbus and regardless of compliance with sectoral agreements, there are different protocols for staff, as well as employee service hours by the human resources office for issues that may be required by employees.

As for communication, regardless of any technical instruction, training or change of performance, there is software for the employee where they can consult, among other things, their vacations, make requests for leave and on behalf of the company, among other things, send communications to employees in the field that are, for example, a change of protocol, In

this way we ensure that each employee has access to information and on the other hand we preserve the environment, since the traditional paper and the consumption of natural resources that it entails are dispensed with.

Actions implemented in the field of training:

Kn Columbus develops an annual training plan for its human capital, in this year the following training actions are developed:

- Sustainability in the company.
- Implementation of the self-protection plan. Fire drill.
- Fire prevention course.
- Technical sanitary maintenance in swimming pools.
- Leadership by values
- Wellness course for housekeepers
- Environmental emergency drill.
- Good hygiene and handling practices.
- Attention to diversity. The Autism Spectrum.
- Internal training corporate policies.
- Internal training in human rights and the defence of minors.
- Continuous internal training, energy saving, handling of energy-consuming machinery.
- Course of minor operations in the prevention and control of Legionella.

Measures taken to promote equal treatment and opportunities for women and men in the defence of human rights:

Kn Columbus has an **EQUAL OPPORTUNITIES PLAN BETWEEN WOMEN AND MEN** which establishes different measures to promote equal treatment and opportunities, including:

- In the selection processes, it is established as a general principle that, under equivalent conditions of suitability, the person of the least represented sex in that professional category and job position, including positions of responsibility, will access the position.
- To promote equal opportunities for professional development between women and men.
- Apply the gender perspective to the company's training system or plan.
- Application of the gender perspective to the risk assessment of all jobs.
- Review and update with the use of non-sexist language and images all the Group's communication channels and the messages it sends internally and externally.

Equality plans (Chapter III of Organic Law 3/2007, of 22 March, for the effective equality of women and men):

The EQUAL OPPORTUNITIES PLAN BETWEEN WOMEN AND MEN of Kn Columbus studies the diagnosis of the company establishing different measures to guarantee equal treatment and opportunities between women and men, and also includes the following commitment:

At KN Columbus we are aware that our business management has to be in line with the needs and demands of society, and for this reason we have assumed the commitment to the preparation of the EQUAL OPPORTUNITIES PLAN BETWEEN WOMEN AND MEN, following the guidelines set out in the legislation on the matter and therefore with absolute subjection to the integration of the principle of equal treatment and opportunities as set out in the in Organic Law 3/2007, for the effective equality of women and men.

The constitution of the Negotiating Committee of the Equality Plan, Diagnosis and design of our Equality Plan is planned.

We share the enthusiasm and interests of both the management of Kanali and the representation of the Group's workers, and we urge you to be an active part in the entire drafting process, for which we will indicate later the means and mechanisms to participate, since the result of this first phase will mark the human resources policy. the Group's internal and external communication over the next four years.

We face the implementation of the Equality Plan as a modernisation of our business management system that will undoubtedly produce an internal structure and relations with society in which our actions are free of discrimination on the basis of sex, contributing to progress towards a society in which equality is real and effective".

Measures taken to promote employment:

At Kn Columbus we collaborate with training organizations to carry out internships in our centers. Giving people the opportunity to join the labor market.

In the selection processes we also request collaboration with entities that promote employment, such as municipal councils and labor insertion foundations, for the sending of candidate profiles.

Protocols against sexual and gender-based harassment:

KN Columbus has a protocol against sexual and gender-based harassment that includes the following measures:

- An environment of respect and correction is promoted in the work environment, instilling in all workers the values of equal treatment, respect, dignity and free development of personality.
- The integration of new staff is sought, avoiding situations of isolation by monitoring the worker not only in his/her initial reception process, but also after it.

- Information is provided to workers on the principles and values that must be respected in the company and on the behaviours that are not allowed. In addition, each worker is provided with a code of conduct on measures to combat sexual harassment.
- Insinuations or statements that are contrary to the principles outlined above, both in language, communications and attitudes, are prohibited.
- When conduct that is not acceptable in a particular group or work team is detected, the Management of Kn Columbus will immediately contact the person in charge of the same, in order to inform him or her of the situation detected, the obligations that must be respected and the consequences that arise from non-compliance, holding the meetings that, where appropriate, proceed, to analyze what happened and normalize behaviors.
- Kn Columbus will maintain a constant activity in the adoption of new measures or improvement of existing ones, which allow to achieve optimal coexistence at work, safeguarding the rights of workers.

Policy against all types of discrimination and, where appropriate, diversity management:

As stated both in our Protocol for the prevention of harassment at work, sexual harassment and harassment based on sex, as well as in the Plan for Equal Opportunities between women and men:

- KN Columbus will promote an environment of respect and correctness in the work environment, instilling in all workers the values of equal treatment, respect, dignity and free development of personality.
- Kn Columbus prohibits insinuations or statements that are contrary to the principles outlined, both in language, communications and attitudes.

When non-discriminatory conduct is detected, KN Columbus Management will take appropriate action based on the severity of each case.

5. Social issues and human rights.

Kn Columbus considers that given the activity and geography in which it operates (Spain), there is no high risk of human rights violations. And in line with the International Labour Organization (ILO) Regulations on forced labour and Principles 1, 2, 4 and 5 of the United Nations Global Compact on respect for and defence of Human Rights, forced labour and child labour, the company is committed to the rejection of forced or compulsory labour and the effective abolition of child labour.

Similarly, the Group guarantees that there are no cases of child exploitation in its workplaces and that no significant suppliers at risk have been identified.

We believe it is important to highlight that it is very important for our company to prevent any conduct that may generate an intimidating, offensive environment or violation of people's rights. We will ensure that the workers of our group treat the members of their work environment,

regardless of their hierarchical level, with respect, promoting a pleasant, healthy and safe work environment.

For all these reasons, Kn Columbus does not carry out or favour any type of discrimination based on race, origin, nationality, religion, disability, sex, sexual orientation, trade union participation, political or ideological orientation, job category or age.

Likewise, in the selection of suppliers and collaborating external companies, they are informed in writing that the Management of KN Hotels will not tolerate any form of exploitation or human abuse. If we detect or are informed that any employee with whom we contract is involved in any form of dishonest employment practices or abuse of human beings; We will immediately end relations and report it to the authorities.

Universal accessibility for people with disabilities.

Kn Columbus is committed to the integration of people with disabilities.

To facilitate the hiring of people with disabilities, profiles are requested from entities such as SINPROMI and ATARETACO.

Kn Columbus is fully adapted for people with reduced mobility capacity.

With the aim of providing a better response to a group that unfortunately grows more and more every year worldwide, the hotel has been adapted in accordance with the requirements of the AUTISM FRIENDLY program. A specific protocol was implemented, all areas of use by customers were identified with specific pictograms and inclusive letters were made; specific training is also given to the brigades of each hotel in order to give the best possible response to future customers who visit us with this peculiarity.

The result of these actions was to obtain the hotel certificate prepared for the best possible accessibility to this vulnerable group.

KN Columbus received the AUTISM FRIENDLY certificate number: 0291/2025.

Kn Hotels, in order to cover and respond to the needs of society, has contributed with the following social actions in this year 2025:

- **Equestrian Therapies Association**, is an association that performs therapy with horses for people with intellectual disabilities.
- **CAIXA Foundation**, Donation for the child vaccination alliance in the most needy countries.
- **FESBAL**, Spanish Federation of Food Banks. Aid to the Food Bank at the national level.
- **Afim Association**, Foundation for the training and integration of people with disabilities.

- **Collaboration contract with Mi lado azul**, a local NGO that helps and supports children with autism.
- **NGO SECAC, an association that is responsible for the preservation and study of cetaceans** in the Canary Islands, aligned with our contribution to the preservation of biodiversity.
- **Chimbesque Canarian Wrestling Club**; Donation to help the local culture and its traditional sport.
- **AKEKI, U.D. Granadilla, (CD Tenerife femenino)**: Help and support for high-level women's sport.

6. Procurement and local economy

At KN Hotels, within our policy of collaboration with suppliers, we select those that provide us with the greatest added value in our production process, prioritizing as far as possible those that are local, for this an evaluation is carried out through a questionnaire that is subsequently tabulated and analyzed, this questionnaire is divided into three areas, food, non-food and service suppliers, on the one hand we check that all the legal requirements applicable to the activity are complied with and on the other hand we reward and give priority to those suppliers that have environmental policies implemented in the development of their production processes.

After the initial certification of suppliers, we carry out an annual re-evaluation to monitor the activity.

Likewise, the Purchasing policy contemplates with special attention to avoid any type of business relationship with natural or legal persons that could be involved in unethical or upright conduct or behavior.

Among the guidelines to be followed in the purchasing department for the coming years is to increase the number of products certified in terms of sustainability.

Today, our purchasing department systematically purchases the range of chemicals with the Ecolab label, which is the most environmentally friendly in order to protect biodiversity as much as possible.

After our last sustainability assessment, we have quantified 96% of local suppliers. Although we work with numerous international brands, they are acquired through intermediary companies located in our locality, which gives them the category of local company. Thus supporting the creation of employment in the area and helping the economy of our community.

7. Environmental performance.

Kn Columbus in its production process of "hotel establishments", does not generate highly hazardous waste, but it can have a great environmental impact due to the large amount of resources that this activity can consume through the users who stay, which is why a series of guides and controls have been activated in our specific processes to; On the one hand, to reduce the natural resources consumed without reducing the quality of the service, as well as to raise awareness among users so that they make responsible use of the natural resources they have at their disposal, in environmental matters we ask all hosted clients for their collaboration, since without this necessary awareness the environmental impact of our activity would not be fully optimized.

For better efficiency in the management of environmental aspects and for the activity of our organization to affect society and its specific environment as little as possible; Kn Columbus has the following processes:

1. Procedure of environmental aspects.

The purpose of the process is to describe the system that is followed to determine the environmental aspects and impacts of the organization from the point of view of the life cycle of the service provided. The methodology for the evaluation and re-evaluation of environmental aspects is also defined.

2. Environmental operational control.

The objective of the process is to describe the system by which our organization carries out consumption control and waste generation operations, as well as to establish, implement, control and maintain the processes necessary to satisfy the requirements of the environmental management system. It defines the methodology used by the company for its continuous improvement in environmental performance and therefore how it works to reduce CO2 emissions.

Contamination:

KN monitors and manages pollution control, encompassing it in the environmental operational control process, which includes and measures all hazardous waste, the consumption of natural resources and the significant waste that our operations generate by volume, all with the aim of always seeking continuous improvement, in this case the generation of lower consumption or less waste. in short; We seek to generate the least possible pollution in our production process.

Waste management:

Kn Columbus It is registered as a small producer of hazardous waste, having a clean point within the hotel where waste that can be classified as hazardous is kept, is meticulously identified by its LER code, and is removed by an authorised manager to a clean point for disposal or recycling. therefore, exhaustive management and control of them is carried out to ensure the minimum negative environmental impact.

The rest of the waste generated in the daily operations of the hotel is segregated for correct removal, facilities have been arranged throughout the establishment for both employees and customers in order to separate by type of recyclable waste, yellow for plastics and cans, blue for paper and cardboard and green for glass.

The use of the resources that are acquired in KN Columbus is one of our priorities, we always try to give an end of useful life; if for whatever reason a resource is not going to be used, but it is in optimal conditions, it would be donated to a group that could put it to an effective use.

Sustainable use of resources:

As part of our measures to reduce the environmental impact of our activity, in addition to the training of the different brigades, kn Columbus has implemented the following actions in recent years in order to reduce consumption and improve energy and environmental efficiency:

LED luminaires in the hotel.

Disconnecting motion sensors in common areas and in rooms.

Photovoltaic installation to generate renewable electricity.

Installation of solar panels for water heating.

Double glazing Climalit, reducing the need for air conditioning.

Water flow control in all taps, showers and toilets.

Replacement of more energy-efficient machinery every time an installation is renovated.

Work is currently being done on the installation of new high-performance pumps for the production of hot water, which will replace the previous ones that, although they were highly efficient, a new technology has come onto the market that will help us reduce consumption to a great extent.

3. Protocols and technical instructions for environmental emergencies.

The purpose of this process is to identify possible environmental emergencies, as well as to plan, develop and test the effectiveness of environmental emergency plans that mitigate possible incidents. There is a guide for action in environmental emergencies, as well as a guide of technical instructions and action for environmental incidents that may occur.

In the environmental impact assessment carried out at KN Hotels, both impact and quantity of each element identified in the environmental operational control matrix are measured, once this identification phase has been completed, the environmental aspects declared "significant" will then be available, in case of detecting any aspect evaluated as significant, an action plan is made for its study as well as to implement any corrective measures for its control and/or elimination are deemed appropriate.

Environmental aspect is understood as "Elements of the activities, products or services of an organization that interact or may interact with the environment".

Environmental impact is understood as: "Change in the environment, whether adverse or beneficial, as a result of all or part of the environmental aspects of your organization."

The current and foreseeable effects of our activity on the environment provide us with significant data in terms of the consumption of natural resources, mainly water, electricity and to a lesser extent LPG. We do not systematically generate waste that represents a threat, any element that is generated that may compromise the ecosystem, such as used cooking oils, are duly managed by an authorized supplier, requiring proof of the final destination of the waste collected in our facilities, in order to verify that it has been ultimately discarded in accordance with the applicable environmental regulations.

Our environmental assessment procedure is currently dictated as we have already mentioned by the implementation of the requirements of the international environmental standard ISO14001, reinforced by the Travelife standard specific to the accommodation sector.

We have a large number of properly trained human resources to be able to deal with any risk or environmental emergency that could be generated, (from a toxic cloud to a fire or flood), we have brigades specially trained for the prevention of this type of situation and the necessary material resources to deal with them if they occur in the future.

The main risks in environmental emergencies for Kanali have been identified as follows, specific protocols are available as well as human and material resources to first prevent them and, where appropriate, deal with them with sufficient guarantees:

- 1. FIRE**
- 2. SPILLS AND/OR LEAKS** of hazardous products and waste, with access to the network or with infiltration into the subsoil (breakage of containers of hazardous products and waste, leaks of lubricants from vehicles)
- 3. FLOODS**
- 4. EXPLOSIONS**
- 5. GAS LEAKS (HFCs)** from air conditioners

An emergency situation is considered to be when any anomalous situation has begun which, due to its seriousness and nature, may cause serious damage to people, the environment or facilities.

These three situations can occur

EMERGENCY ATTEMPT: It is the accident that occurs in an area of the entity or client facility, but that can be controlled and controlled quickly and easily with the means of the area
(In principle, evacuation will not be necessary)

PARTIAL EMERGENCY: It is the accident that needs the intervention of special equipment to be controlled, but that does not affect the adjacent sectors or areas
(At most, the evacuation of the affected area will be generated)

GENERAL EMERGENCY: It is the accident, in which the equipment and means of protection are insufficient and it is essential to require the support of external means of protection (firefighters, police, etc.).
It will involve the evacuation of people from certain sectors or from any entity or facilities of the client

As a result of the application of our environmental protocols and the awareness of our users and customers, we have registered a satisfaction index with our quality, environment and sustainability policy, (satisfaction index obtained through our quality assessment system). Of 96.27% in 2024 and at the time of making this report a cumulative in 2025 of 97.32%.

8. Protection of biodiversity

Due to the responsible and efficient use we make of natural resources, we understand that regardless of the volume of business that may be generated in the different seasons, we have made great progress in contributing to lower greenhouse gas emissions, where the commitment to clean energy generation that we have implemented has placed us on the right path.

Regarding biodiversity and the impact caused by activities or operations in protected areas, Kn Columbus has applied the policies described in the previous point and which are aimed at generating the least possible environmental impact, both in waste management and in the aforementioned objective of reducing the consumption of natural resources through energy-efficient facilities and energy production from renewable sources.

Our operations in no company activity are carried out in protected areas, nor do we have any direct impact on them.

As a planned objective for this year we have partnered with SECAC Lanzarote, registering as collaborating partners of this important organization that defends nature and biodiversity in our community.

9. Environmental results and objectives.

Below, we detail the results and environmental objectives planned for this year 2025, as well as the main sustainability objectives that have been set for the following year.

1. The goal was set to produce 430,800 kW of energy with "0" emissions. Which would mean 334,300 KG of CO2 not emitted with our own photovoltaic plant. At the time of writing this report, a total of 383,959 Kw.

2. To start membership with an NGO that is in charge of actions to protect and preserve the Biodiversity of our community.

This objective was pleasantly fulfilled, after contacting 4 different NGOs, we have closed a collaboration agreement through KN Hotels making a donation of 3000€. This NGO is in charge of protecting and providing study coverage to the cetacean colonies of the Canary Islands. In our conversations they told us that they were almost on the verge of disappearing due to lack of funds, their name is SECAC.

3. Carry out a composting work of 24000 KG of organic waste.

At the time of writing this we are very sorry that this objective has not been met, because finally no company today in the municipality where we operate takes this waste from our facilities, we have signed up for the Ashotel initiative for Arona, as soon as this service begins we will be one of the hotels that will send the organic waste to compost. We do not know for sure when it will be, so unfortunately we cannot set a quantified objective in time since we depend on external factors.

4. To achieve 95% customer and user satisfaction with our environment and biodiversity policy.

Objective for the current calendar year, at the time of writing this the valuation shows 97.32%, really good data and there are only two months left for the final closing, we are convinced of achieving this objective.

5. Reduce the amount of fish and/or seafood purchased by 5% compared to what is consumed in 2024, a goal established because fish is a high-emission food.

At the time of writing this report, the decrease is 14.53%, an objective more than achieved.

6. Increase the percentage of products purchased with sustainability certifications.

The procurement department has increased the percentage by 2.75%, now standing at 10.25%. Objective accomplished.

7. Assess the installation of an osmosis water fountain in the bar.

Objective accomplished.

8. Replace the bar's milk container with non-plastic packaging.

Objective accomplished.

9. Replace the ice cream syrup format with a non-plastic alternative.
No alternative could be found in the market to replace this item.

10. Look for an alternative to the drinks of the vending machine in the plastic format.

Objective accomplished.

11. Donations and aid to vulnerable groups.

Objective achieved, detailing the donations made in section 5 of this report.

For the 2026 financial year, as of the date of writing this report, we have set the following objectives, classified as the main ones:

1. 95% satisfaction on the part of our users with our quality, environment and sustainability policy.
2. Produce 430,000Kw of electrical energy with our own photovoltaic plant.
3. Collaborate with the Canarian Chimesque Wrestling Club.
4. Collaborate with the biodiversity protection NGO Secac.
5. Reduce the single-use plastics left in the hotel by 15%.
6. Collaborate with NGOs concerned with vulnerable groups.
7. Recertify the hotel for the Autism Friendly seal.
8. Replace high-performance hot water pumps with more modern and efficient ones.

10. Conclusions and lines of action.

Considering this exercise in environmental matters as excellent, we have managed to maximize the production of the energy generated by the photovoltaic plant itself has helped us to reduce the emission of a large number of tons of CO2. Having obtained an electricity supplier that certifies that 100% of the electricity supply comes from renewable sources with 0 emissions, has given us a very important boost because we have eliminated the most polluting factor in terms of emissions that we had in the hotel.

We are very pleased to have achieved virtually all of the proposed environmental goals. As detailed throughout this report.

We are proud to have collaborated with various programs that serve vulnerable groups, certify the hotel under the Autism friendly seal, contributions to the global childhood vaccination program, help to the food bank, and contributions to several associations that care for and provide therapies to disabled people, as well as our grain of sand to sports clubs on the island.

Lines of action:

To follow the path of training initiated years ago in terms of training personnel, both in generic issues so that they improve their professional and personal skills, as well as in specific training in environmental matters.

Work with the aim of minimising our single-use plastic purchases.

To continue to be strongly committed to the awareness of sustainability among our customers and users and to continuous improvement in our operations.

11. Invitation to collaboration.

To all our stakeholders:

First of all, thank you for helping us to move forward in all our challenges; especially in the area of sustainability.

We ask our staff to apply everything they have learned in the training we give them, to our clients to continue to put into practice all the advice and recommendations that they will find in our guide for the responsible tourist and our collaborators to follow the advice in our guide to good environmental practices.

If you have any recommendations or comments that can help us improve in terms of sustainability, please write to us in the contact form on our website, www.knhoteles.com

Thank you so much for moving forward with us.

This report has been approved
by the Directorate-General:

Fermín Díaz Llarena.