

Environment & Sustainability_Introduction

The NH Hotel Group, in its longstanding commitment to the environment and sustainable development, has integrated canyons of sustainability at all levels of the Organization over the years. Therefore, they are part of the daily tasks of all the employees in each of the departments.

The criteria governing the policy of sustainability in the group as well as the different products or services that relate to the environment and sustainable development must be known by the staff. This will provide the staff to clarify our clients in the case that any information of this type is requested.

At the same time, every Department in the hotel must be informed of the monitoring indicators regarding the environment and energy efficiency and to support the management in order to optimize them. All hotel Departments will be informed about the status of the achievement of ratios objective established by the hotel's General Management.

1.1 ENVIRONMENT AND SUSTAINABILITY AT NH HOTEL GROUP

RESPONSIBLE COMMITMENT PLAN 2017-2019:



NH Hotel Group carries out its hotel activity by creating shared value at the economic, social and environmental level wherever it is present. In 2017, with the aim of leading responsible commitment in the industry, it has drawn up the Corporate Responsibility Strategic Plan 2017-2019, establishing the main objectives and initiatives for the different responsible commitments defined by the Company.

The innovative "Room 4" concept encompasses these goals related to the business of NH Hotel Group and its key stakeholders. This transversal three-year plan has been approved by the Company's principal governing bodies and all the areas of the Company are committed to it. On one hand and as starting point for the creation of the Plan, the materiality analysis has been used to determine the key aspects for NH Hotel Group according to its strategy and stakeholders and, on the other hand, the Corporate Responsibility Policy. The United Nations Sustainable Development Goals (SDG) have also been used.

The Plan, a key part of the Company's global strategy, includes its main commitments regarding responsibility, as well as the development of the lines of action in priority areas for the Company: commercial, employee engagement, investment, brand purpose, corporate governance and supplier evaluation. It also provides for annual reporting of the Plan's progress, both consolidated and by Business Unit, to the Board and the Management Committee.

PURPOSE, PILLARS AND COMMITMENTS OF THE PLAN

NH Hotel Group has defined a clear purpose for its Responsible Commitment Plan which is that: *Wherever we are, we strive to have the most positive economic, social and environmental impact.* The Responsible Commitment Plan comprises three pillars of action: People, Planet and

Responsible Business. In this document ROOM 4 PLANET is explained. Further info can be found in the Annual Report.



In its commitment to the Planet, NH Hotel Group works to minimize its impact on climate change, increase efficiency of resources and develop more sustainable products. All this by reducing the Company's carbon footprint with responsible consumption of natural resources.

The Vision on Sustainability

For the NH Hotel Group, sustainability means taking care of the **PEOPLE** who that we host, care for the **DESTINATIONS** where our hotels are located and take care of the **PLANET** we all share. We innovate in order to develop eco-efficient solutions, in a way that the guests in the NH Hotels may feel the site, enjoy a healthy and a pleasant stay and to help take care of the planet.

NH Hotel Group has its Sustainability Policy approved by the CEO of the company. It has to be known by all employees, who must be able to respond to questions from guests or stakeholders of their existence and the place where they can consult it.

The Sustainability Policy is available on the intranet and on the NH Hotel Group website:

<https://www.nh-hotels.com/corporate/responsible-and-sustainable-company/sustainability>

A hotel activity has an impact on the environment by the energy and water consumption and waste generation. Additionally, the consumption of water and energy is usually more than 7% of the fixed costs of the hotel. Working on environmental actions in the hotel has positive return for the planet and for the company. This is for the reason why the NH Hotel Group tries to improve every day including the sustainable criteria in the different services that we offer in order to reduce our environmental impact.

At the NH Hotel Group Hotels, in general terms, at least the following environmental initiatives have been implemented:

- Monthly report on the variables:
 - Water consumption.
 - Energy consumption.
 - Carbon footprint.
- Program for the reuse of towels and linen as well as information to the guest on it.
- Control of set point temperatures in rooms and meeting rooms.
- Program on waste recycling.
- The paper used is FSC.
- LED lighting over 75%.
- External Environment Certification (for instance, ISO 14001, Green Key or GreenLeader by TripAdvisor).
- External annual auditing in order to certify that all the Sustainable Requirements at the NH Hotel Group are observed.
- Green energy consumption.

For each one of the NH Hotel Group Hotels there are annual objectives, the ratios of energy, water and carbon footprint, with the ultimate goal that every one of the hotels can meet the ratio that is optimal for the hotel in question and that is calculated according to their technical specifications, architectural and geographical.

The upending of the individual objectives of each hotel is determined by the fulfillment of the overall objectives of sustainability of NH Hotel Group. Therefore, all actions and initiatives developed at each hotel are relevant to the fulfillment of the objectives at the company level.

The 5Y Plan establishes a series of goals both for the whole of the company as specified by Department of Business and hotel that are related sustainability issues, which is carried out through the following projects:

Green Savings Project

It is directed to the achievement of saving through plans and programs such as:

- Energy efficiency plan.
- Green certifications program.
- Control of consumption ratios through ENABLON.
- Waste Management Plan.

Green Hotel Project

It is directed towards the innovation and brand committed to the sustainability of the NH Hotel Group through actions such as:

- Eco-standards: sustainability criteria on the basic and common elements "Green basics".
- Development and promotion of innovation in Sustainability.
- Agreements and collaborations with key stakeholders.
- Sustainable Mobility Programme.
- Business Plan that integrates sustainable trade initiatives.

Environment & Sustainability_General Management

2.1 THE HOTEL'S SUSTAIBLE MANAGEMENT

In addition to the NH Hotel Group's commitment to the environmental values the General Management will be responsible for communicating on the hotel's environmental performance to all employees as well as on the objectives in terms of environmental and energy efficiency in an effective manner. Likewise, it must be capable of answering possible questions from any member of the team or guests, either at the hotel itself or through any available means of communication (email, comments on both Trip Advisor and Quality Focus).

Sustainable Hotels

We are able to state that the NH Hotel Group is a sustainable company and committed to the environment. Over the past years the NH Group has implemented several procedures and strategies that have achieved both the reduction in its carbon footprint and in the consumption of resources (water and energy). The same occurs in terms of managing waste efficiently.

The hotels belonging to the NH Hotel Group have implemented initiatives and projects such as:

- All the hotels of the Group have implemented the "ENABLON" software for the recording and the control of consumption that allows comparing the water and energy use on a month-to-month basis with the same period of the previous year. This allows one to easily identify the possible deviations in order to analyze the causes, and therefore, take the appropriate measures.
- An annual target ratio is set for all the hotels for the water and energy consumption, as well as the carbon footprint, which is calculated specifically for each hotel considering its architectural features, location, facilities and historical data.
- Likewise, all the hotels belonging to NH Hotel Group have implemented a system of waste separation in origin that allows recycling either by giving it to a private manager or to Local Governments.
- Every employee in the company has access to a course in environmental studies available on University intranet.
- All the hotels have the option to implement services of sustainable mobility according to the characteristics and type of guest in the hotel.
- All the events at each of our hotels are sustainable ones. In addition, the guests have the opportunity to offset the carbon footprint that has been generated through social and environmental projects.
- Some of our hotels have 'green' certificates such as: ISO 14001, ISO 50001, Green Key, Green Leader by TripAdvisor.
- Many of our hotels have recharging points for electric cars available to the guests.
- Our hotels participate in projects and sustainable initiatives to preserve the environment that surrounds us such as the Cork 2 Cork, Earth Hour, donations to NGOs.

The hotel's environmental objectives in relation to the 5Y Plan

All the hotels in the NH Hotels Group have defined objectives for the water and energy consumption as well as the carbon footprint.

Additionally there are other global objectives for the company that are determined at group level. They are also directly related to the results obtained by the group of hotels.

If the hotel wants it, then it will establish additional objectives, such as the implementation of the bicycle service, to set areas for garden surfaces, to recycle more types of waste, etc.

The hotel Manager is in constant communication with all departments through regular meetings with their Supervisors. In this way they will be able to pass all the information on to the teams. The Hotel Management must inform the work teams the target ratios on environmental and energy efficiency which are established for their own hotel by the Headquarters, in collaboration with Maintenance personnel when the ratios are received. This communication is to help everyone in the staff understand that the achievement of these ratios is directly related to the annual results of the hotel.

The targets are established specifically by each hotel according to the data history of each one, and also on the basis of its architectural features, size, and geographic location. In addition, the best ratio which the hotel could achieve depending on these variables is set as the target itself.

The control of these ratios is relevant because, for example, the energy expenditure corresponds to 7% of the GOP (Gross Operating Profit), which means that to manage this resource efficiently will affect the results in a significant manner.

Therefore, the Hotel Management must track the level of achievement of those objectives together with the Head of the Maintenance Department. They shall analyze the possible deviations, make decisions in this regard and communicate the findings to the rest of the staff in order to bring about an extra work of awareness-raising and support for the achievement of those objectives.

The Hotel Management shall present the results of monitoring and control of water and power ratios during the regular meetings with the Heads of the different Departments. The Hotel Management may also communicate possible actions to be carried out in order to achieve the ratios that have been established as well as request the collaboration from the staff.

It is convenient to take advantage of these meetings to inform and discuss with the team the possible issues related to environment and energy efficiency that may have been communicated by the Headquarters through the monthly newsletter "Tell the World". In this way the message of sustainable company may be kept alive among employees and serve as a motivation to continue reducing our environmental impact on a daily basis.

Environmental procedures

This Guide of Procedure is divided into different chapters, each of them is specific to a Department. The chapters explain the interaction of the different activities and processes that are carried out in the hotel regarding the environment.

The Hotels featuring the ISO certifications, have also implemented a number of specific standard procedures of such as:

- Operational control.
- Evaluation of Environmental Aspects.
- Non-conformities and corrective or preventive actions Plan.
- Objectives and goals Plan.

Involvement with local groups

Over the past years, sustainable tourism has increased since the consumer demand has been growing. The providers of tourist services have been developing green programs and

Governments have established new policies to encourage sustainable practices in tourism. The Global Sustainable Tourism Criteria are an effort to reach a common understanding, and represent the minimum principles of sustainability that any tourist company must aspire. These criteria are organized around four main themes:

- Effective planning for sustainability.
- Maximizing social and economic benefits for the local community.
- The enhancement of the cultural heritage.
- The reduction of the negative impacts on the environment.

The hotel can, therefore, identify groups or local initiatives which it considers interesting to make alliances in favor of the environment and the conservation of the surroundings where the hotel is located.

If the hotel needs support in the development of these actions, it can request it from the Headquarters.

Energy efficiency

The General Management shall give support to the Maintenance Department to carry out an effective management of energy consumption at the hotel. It shall analyze the possible causes of deviations in the consumption along with Maintenance and approve possible corrective or preventive actions to possible deviations. Likewise, it shall inform the staff in order to get their involvement and awareness in terms of the use of energy.

Water Management

The General Management shall make sure the efficient use of water by the staff in such a way to meet the target ratios established for their hotel. It will also support the decisions and actions taken by the Maintenance Department related to deviations in the consumption and raising awareness in the rest of the staff.

Waste Management

The General Management shall be responsible for evaluating the need to hire a private waste manager or manage the waste with the City Council based on the needs of the hotel and the legal requirements that apply depending on the hotel's location.

The General Management will make sure that there are proper areas for both intermediate and final deposit of waste in the premises. These zones shall remain in good clean condition and must have adequate signage so there is no confusion as to the type of waste to be deposited in each container.

In case that there is a private contractor for waste collection service, the hotel Manager may request a periodic report on the quantities of waste collected by typology.

All types of waste are separated correctly and stored in available areas. Thus, it will avoid any mixing among them.

It is an internal request by the NH Hotel Group that each and every hotel must separate at least 4 types of non-harmful Waste:

- Glass: meaning any glass container.
- Paper and cardboard: understanding as such, paper and cardboard container and office paper.
- Used cooking oil: the oil derived from the kitchens.

- Organic: food leftovers.
- Containers: they may be plastic containers, bricks and cans.
- The furniture removed during the reforms can be given either to employees or donated to NGOs.

The General Management should encourage and promote a good separation of different types of waste in the hotel and should observe that any waste that is classified as "hazardous" (batteries, electronic equipment, toner, etc.) is subject to legal storage and management requirements. In addition, all waste must always be handed over to an authorized administrator.

The General Management must ensure the compliance with the utmost legal requirements by taking measures that are appropriate depending on the situation and location of the hotel.

Note: For more information about how to manage wastes, please refer to the Operative Guideline OI_02_GP_03, which is available on the intranet.

M&E Procedure

At the NH Hotel Group, we believe that our activities can create a direct and indirect impact on the environment in the communities where our hotels are located. And because of this, a MICE procedure has been developed and implemented in order to explain sustainable criteria for Eco-Friendly meetings and events.

Thanks to this initiative, at the NH Hotel Group we integrate our guests in our Sustainability Plan by giving them the opportunity to reduce the environmental impact of their activities without any extra cost.

In addition, we offer those companies and organizations with high environmental awareness the opportunity to make carbon neutral event at a small extra charge to the client.

Working in a sustainable way can be the objective of organizations with a high environmental commitment and in NH Hotel Group we help them meet this requirement:

- We help small companies with few resources allocated to environmental plans to contribute to the development of environmental projects as part of its Policy of Sustainability.
- Large companies, governmental organizations and non-governmental ones contract the services of external consultants to determine the carbon footprint of their events. The NH Hotel Group offers this service free of charge to its clients.
- The client can use the Neutral Carbon certificate along with the logo and the company's name and even post it in press release.
- The international projects, in which we participate, help improve in an exceptional way the ecosystems and the way of life of the most deprived communities.

The main clients who are interested in Eco-Friendly meetings are:

- International organizations.
- Small and medium-sized enterprises with Environmental or Sustainability Policies.
- Non-governmental Associations and Organizations.
- Governmental Associations.

The elements in the room must be prepared, whenever there are meetings and business events, according to the M&E procedure.

The reasons why the meetings and events of NH Hotel Group are Eco-Friendly are the following:

- FSC certified paper.
- Materials without paper: we do not use paper flipcharts in the majority of the hotels.

- Optimized notebooks for not producing more waste paper.
- Oxo-biodegradable pens.
- Access to sustainable mobility services.
- Eco-friendly alternative to conventional bottled water.
- LED lighting and low power consumption.
- Option for organic food in the menus.
- Option to offset the carbon footprint at the event through environmental projects.

The General Management must ensure that the Commercial Department knows this product and is able to transmit to the client its existence and operation. Thus, it shall highlight the commitment in terms of sustainability, which the company has acquired.

Note: For further information on MICE and Eco-Friendly Meetings & Events, Please refer to MICE procedure which is available on the intranet or <http://www.nh-hoteles.es/meetings/eco-friendly-meetings>

Environmental certifications of the hotel

The Environmental certifications of the hotel provide the value in terms of sustainable brand. They also help to ensure the full compliance with the legal requirements and verify that the hotel complies with environmental prerequisites which, in many cases, are required to close business deals. Currently, the NH Hotel Group is certifying hotels under the following standards:

- ISO 14001.
- ISO 50001.
- Green Key.
- Hoteles+Verdes

Also, recognizing our hotels by GreenLeader scheme by TripAdvisor.

The General Management must be aware of its existence and type of certificate that his/her hotel holds and in this way be able to inform the interested party by providing added value to the client and reinforcing the brand image of commitment to the Sustainability of NH Hotel Group.

Likewise, the General Management must be an active part in internal and external audits involving this type of certificates, thus providing the auditors with any requested information.

We can state that the General Management of the hotel contributes to the objectives of sustainability of the company because:

- They are committed to and ensure the compliance with sustainable initiatives by the NH Hotel Group.
- They keep the staff informed in terms of the objectives set for their hotel.
- They monitor the degree of fulfillment of the objectives throughout the year.
- They participate in decision-making for the efficient management of the hotel along with the Maintenance Department and inform the staff about the degree of fulfillment of the objectives throughout the year.
- They actively participate in external certification audits which demonstrate the commitment to an efficient environmental management system aimed at continuous improvement of the environmental performance of the hotel.
- They request the implementation of green mobility services which are more adapted to the situation and features of their hotel.
- They respond to questions or comments either from guests or any member of the team concerning environmental issues.
- They take into account the sustainability of their suppliers and ensure the approvals of eco-friendly products.

Awards and recognitions of the NH Hotel Group

The environmental Plan 2008-2012 of NH Hotels received prestigious national and international awards. At the sectorial level, the NH Hotel Group has been recognized as a leading international hotel chain in sustainability.

The environmental Plan of the NH Hotel Group has been awarded the gold medal to sustainability by the **GBTA** (Global Business Travel Association), moreover, this same organization has awarded the NH Hotel Group the first prize for sustainable hotel chain. At IMEX FRANKFURT the Group won the **Green Supplier** award of the MICE industry (meetings, incentives, conventions and events).

These distinctions have been an incentive to continue working in the field of sustainability, so that these initiatives are strategic for the company in the new 5Y Plan.

Many of these actions have gained their recognition with the **Greenbuilding and Greenlight** awards granted by the European Commission in April 2010 (Frankfurt), which rewards the work carried out by the company in the field of energy efficiency and prevention of the carbon footprint in their hotels. The NH Hotel Group is partner of the European Green Light program.

In September 2011, the Madrid Municipal Company of Transports awarded the prize "**Muévete Verde**" ("Move Green") in regards to the "application of new technologies to mobility", in recognition of the good practices of the hotel chain for the benefit of sustainable mobility in the city of Madrid.

The NH Hotel Group has received from CETRI (European Circle for the third Industrial Revolution) the **TRI AWARD** for its sustainable business model.

Some evidences of International recognition are the number of prizes that NH Hotel Group has been awarded: "**Key Audience Research**" study (KAR) by being valued as one of the best hotel chains. "**Leader of the MercoEnterprises sector 2011**", once again recognized as the company with the best reputation in that sector in Spain. "Responsible MercoEnterprises 2011", the only company in this sector that includes the 50 companies that are the most responsible in Spain.

The NH Hotel Group is actively involved in many initiatives and partnerships with other companies and sectors by promoting sustainable development. Some of them are:

- **World Travel & Tourism council (WTTC):** During the last four years we have participated in this platform which has the support of the highest Management of the 100 most outstanding companies in the world of tourism.
- **International Tourism Partnership (ITP):** In 2011 two events were held in connection with this global platform which brings together the leaders in sustainability of the tourism sector. We have been members of the Working Group that has developed the methodology for the calculation of the carbon footprint for the hospitality industry.
- **Excellence in Sustainability Club:** We are part of the working groups of this organization, whose purpose is to promote sustainable development in the Spanish business sector.

- **Forum of Corporate Responsibility with Entrepreneurs:** The incorporation to this forum took place in 2011 with the aim of promoting entrepreneurs from RC model.
- **European Tourism Conference:** The Group participated in the initiative with the aim of strengthening the development of sustainable tourism in the European destinations. The NH Hotel Group was invited to share their good practices by being considered the responsible reference hotel company in Europe.

We collaborate actively with relevant actors in the sector by establishing directives and guidelines for the tourism sector; examples of these collaborations are the **Global Business Travel Association** (main organization of the sector in the Business Travel segment), **Tripadvisor** or various international universities and technological institutes; We also collaborate on national committees on sustainability and innovation for the tourism sector, the International Standard Organization (**ISO**) and the Spanish Association for quality (**AEC**).

Environment & Sustainability_Front Desk

3.1 GOOD ENVIRONMENTAL PRACTICES

In addition to the commitment to environmental values of the NH Hotel Group, the Front Desk Department shall apply, to its day-to-day activity, good environmental practices in order to minimize the impact associated with the water consumption, energy as well as the separation and waste production.

Waste Management

All waste is separated properly at the disposal points available. In this way it avoids mixtures.

It is an internal requirement by the NH Hotel Group, that all hotels should separate, at least 4 types of non-hazardous waste:

- Glass: this refers to glass containers.
- Paper and cardboard: This refers to paper containers and cardboard and office paper.
- The used cooking oil: in reference to the oil that was used in the kitchens.
- Organic: food leftovers.
- Containers: they may be plastic containers, bricks and cans.
- All the furniture that is discarded during the reforms may be handed over to the employees or donated to the NGOs.

It is necessary to note that waste such as batteries, electronic devices and toner are managed as hazardous waste and must be deposited in the containers provided for that purpose. The other alternative is by notifying the Front Desk Department to proceed with its disposal in the correct bin in case those containers are not available in the offices area.

Note: For further information on how to manage waste, please consult the Operative Guideline OI_02_GP_03 which is available on the intranet.

Water

The staff must use this resource efficiently and avoid an unsustainable practice that squanders it, as for example, leave taps open when not in use or flush the toilet more than necessary.

In the case of possible water leaks the Maintenance Department must be immediately notified for the appropriate repair.

Energy

The use of lighting and electronic equipment must be done in an efficient manner in order not to leave anything lit when it is not necessary, or at the end of the workday, configuring machines into "energy saving", etc.

Non-occupied floor management

Depending on the intended occupation, it is a good practice to optimize the consumption of resources (energy and water) and group guests by floors. The Front Desk Department should take this into account and consult with the Head of the Maintenance Department the best way to carry it out according to the characteristics of each hotel whenever possible. This shall be done

by evaluating the orientation of the hotel and the existence of warmer and fresher rooms in order to distribute to guests in an efficient manner according to the season of the year.

Management of non-occupied rooms

In the case of rooms reserved for a period of time, at times, the clients or guests conclude the working with meeting ahead of schedule and hand over the room to the Front Desk Department. The Front Desk Department staff should notify the Maintenance Department in order to disconnect the elements of lighting, electronics and climate control of the unoccupied room.

Materials

The main material that is used in reception is the paper, so one must reuse it whenever possible in the case of documents for internal use. If this is not possible, one should proceed to deposit it in the specific container for subsequent recycling. The double-sided printing must prevail whenever possible as well as to adjust font sizes to optimize the use of paper, set the printer in eco-mode and inform the guest about the possibility of electronic billing. In addition, if invoices are issued on paper it will be in A5 format.

Note: For further information on good practices in the offices, Please refer to the Good Practices Guideline by Departments which is available on the intranet.

Sustainable Mobility

The Front Desk Department staff must be knowledgeable on the Sustainable Mobility services that are available in the hotel. In that manner the staff will be able to communicate the guest the possibility of making use of them. These services include: rental of electric bicycles, rental of electric vehicles by the hour, the availability of charging points for electric cars in the hotel parking lot and car-pooling services. The staff of the Front Desk Department must also know the options for the public transport that are available at nearby points to inform the guest in the case of any request.

Note: For further information, on Sustainable Mobility, please refer the Operative Guideline OI_03_GP_12 which is available on the intranet.

Management of the Malfunctions Log

Any member of the staff of the hotel has access to the registry of breakdowns and incidents that have been reported to the Maintenance Department. If any breakage is detected, it must be registered by following the internal procedures of the NH Hotel Group, so that the Maintenance Department staff repairs it in an appropriate manner as soon as possible, thus avoiding the waste of resources on possible water leaks.

Environmental certifications of the hotel

The Environmental certifications of the hotel provide the value in terms of sustainable brand. They also help to ensure the full compliance with the legal requirements and verify that the hotel complies with environmental prerequisites which, in many cases, are required to close business deals. Currently, the NH Hotel Group is certifying hotels under the following standards:

- ISO 14001.
- ISO 50001.
- Green Key.
- Hoteles+Verdes

And recognized by GreenLeader scheme by TripAdvisor.

The Front Desk Department staff, who works in different hotels, must be aware of its existence and type of certificate that each and every hotel holds and in this way be able to inform the interested party by providing added value to the guest/client and reinforcing the brand image of commitment to sustainability by the NH Hotel Group.

Likewise, the Front Desk Department staff must be an active part in internal and external audits involving this type of certificates, thus providing the auditors with any requested information.

The hotel's environmental targets

The Front Desk Department staff must be aware of the established goals for their hotel as well as the level of achievement of those targets throughout the year. In this way that they can participate in the initiatives and plans of action against possible deviations. The General Management will provide this information.

We may state that the Front Desk Department contributes to the targets on Sustainability of the company because:

- Comply with the temperature standards set by the NH Hotel Group (24° C at least in summer and 21° C maximum in winter).
- Reuse and recycle any used paper.
- Use any office equipment in an efficient manner.
- Manage the non- occupied rooms in coordination with the Maintenance Department.
- Manage the lighting in an optimal manner.
- Inform the guest/client on the possibilities of sustainable mobility, public transportation and green areas in the hotel and its surroundings.
- Manage the notification of incidences to the Maintenance Department.

Environment & Sustainability_Commercial

4.1 GOOD ENVIRONMENTAL PRACTICES

In addition to the commitment to environmental values of the NH Hotel Group, the Commercial Department shall apply to its day-to-day activity, good environmental practices in order to minimize the impact associated with the water consumption and waste production.

Waste management

All waste is separated properly at the disposal points available. This way it avoids mixtures of them.

It is an internal requirement by the NH Hotel Group, that all hotels should separate, at least 4 types of non-hazardous waste:

- Glass: this refers to glass containers.
- Paper and cardboard: This refers to containers of paper and cardboard and office paper.
- The used cooking oil: in reference to the oil generated in kitchens.
- Organic: food leftovers
- Containers: they may be plastic containers, bricks and cans.
- Furniture removed in reforms can be handed over to employees or donated to NGOs.

It is necessary to note that waste such as batteries, electronic devices and toner are managed as hazardous waste and must be deposited in the containers provided for that purpose or by notifying the Maintenance Department to proceed with its disposal in the correct deposit in case that containers are not available in the offices areas.

Note: For further information on how to manage Waste, please consult the Operative Guideline on OI_02_GP_03, which is available on the intranet.

Water

The staff must use this resource efficiently and avoid an unsustainable practice that squanders it, as for example, leave faucets open when not in use or flush the toilet more than necessary.

In the case of possible water leaks the Maintenance Department must be immediately notified for the appropriate repair. This repair must be done following the internal procedure of NH Hotel Group.

Energy

The use of lighting and electronic equipment must be done in an efficient manner in order not to leave anything lit when it is not necessary, or at the end of the workday, configure machines into "energy saving", etc.

Materials

The main material that is used in the Commercial Department is the paper, so one must reuse it whenever possible in the case of documents for internal use. In the case it is not possible; one should proceed to deposit it in the specific container for subsequent recycling. The double-sided printing must prevail whenever possible as well as to adjust font sizes to optimize the use of

paper, set the printer in eco-mode and inform the guest about the possibility of electronic billing. In addition, if invoices are issued on paper it will be in A5 format.

Note: For further information on good practices in the offices, Please refer to the Good Practices Guideline by Departments, which is available on the intranet.

Sustainable Mobility

The Commercial Department staff must be knowledgeable on the Sustainable Mobility services that are available in the hotel. In that manner the staff will be able to communicate the guest the possibility of making use of them. These services include: rental of electric bicycles, rental of electric vehicles by the hour, the availability of charging points for electric cars in the hotel parking lot and car-sharing services. The staff of the Commercial Department must also know the options for the public transport that are available at nearby points to inform the guest in the case of any request.

Note: Refer to the Operative Guideline OI_03_GP_12 for more information on Sustainable Mobility, which is available on the intranet.

MICE Procedure

At the NH Hotel Group, we believe that our activities can create a direct and indirect impact on the environment in the communities where our hotels are located. And because of this, a MICE procedure has been developed and implemented in order to explain sustainable criteria for Eco-Friendly meetings and events.

Thanks to this initiative, at the NH Hotel Group we integrate our guests in our Sustainability Plan by giving them the opportunity to reduce the environmental impact of their activities without any extra cost.

In addition, we offer those companies and organizations with high environmental awareness the opportunity to make carbon neutral event at a small extra charge to the client.

Working in a sustainable way can be objective of organizations with a high environmental commitment and in the NH Hotel Group we help them meet this requirement:

- We help small companies with few resources allocated to environmental projects to contribute to the development of environmental projects as part of its Sustainability Policy.
- Large companies, governmental organizations and non-governmental ones contract the services of external consultants to determine the carbon footprint of their events. The NH Hotel Group offers this service free of charge to its clients.
- The client can use the Neutral Carbon Certificate along with the logo and the company's name as well as post it in press release.
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The main clients who are interested in Eco-Friendly meetings are:

- International Organizations.
- Small and medium-sized enterprises with environmental or Sustainability Policies.
- Non-governmental Associations and Organizations.
- Governmental Associations.

The elements of the room, according to the MICE procedure, must be prepared for meetings and business events.

The reasons why the meetings and events of NH Hotel Group are Eco-Friendly are the following:

- FSC certified paper.
- Materials without paper: we do not use paper flipcharts.
- Notebooks optimized for not producing more waste paper.
- Oxo-biodegradable pens.
- Access to sustainable mobility services.
- Eco-friendly alternative to conventional bottled water.
- LED lighting and low power consumption.
- Option for organic food in the menus.
- Option to offset the carbon footprint at the event through environmental projects.

The Commercial Department must know this product and be able to transmit to the client its existence and operation thus highlighting the commitment in terms of sustainability, which the company has acquired.

Note: For more information about MICE and Eco-Friendly Meetings Events consult the MICE procedure available on the intranet or <http://www.nh-hoteles.es/meetings/eco-friendly-meetings>

Environmental certifications of the hotel

The Environmental Certifications of the hotel provide the value in terms of sustainable brand. They also help to ensure the full compliance with the legal requirements and verify that the hotel complies with environmental prerequisites which, in many cases, are required to close business deals. Currently, the NH Hotel Group is certifying hotels under the following standards:

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- Green Key.
- Hoteles+Verdes

And recognized by GreenLeader scheme by TripAdvisor.

The Commercial Department staff must be aware of its existence and type of certificate that each and every hotel holds and in this way be able to inform the interested party by providing added value to the client and reinforcing the brand image of commitment to the sustainability of the NH Hotel Group.

Likewise, the Commercial Department staff must be an active part in internal and external audits involving this type of certificates, thus providing the auditors with any requested information.

Environmental objectives of the hotel

The Commercial Department staff working in different hotels, must know the goals for their hotel and the level of achievement of these targets throughout the year, so that they can participate in the initiatives and plans of action against possible deviations. The information will be provided by the General Management.

We can say that the Commercial Department contributes to the objectives of sustainability of the company because:

- Comply with the temperature established by the NH Hotel Group (24 °C at least in summer and 21 °C maximum in winter).
- Reuse and recycle the paper generated.
- Use office equipment in an efficient manner.
- Inform the guest on the possibilities of sustainable mobility, public transportation and green areas in the hotel and its surroundings.

Inform the guest on the "Eco-friendly Meetings" service.

Environment & Sustainability_F&B

5.1 GOOD ENVIRONMENTAL PRACTICES

In addition to the commitment to the environmental values of the NH Hotel Group, the F&B Department shall apply to its day-to-day activity, good environmental practices in order to minimize any environmental impact associated with the consumption of water, energy and production of waste.

Waste Management

All waste is separated properly at the disposal points available. This way it avoids mixtures among them.

It is an internal requirement by the NH Hotel Group, that all hotels should separate, at least 4 types of non-hazardous waste:

- Glass: this refers to glass containers.
- Paper and cardboard: This refers to containers of paper and cardboard and office paper.
- Used cooking oil: in reference to the oil generated in kitchens.
- Organic: in reference to food leftovers.
- Containers: they may be plastic containers, bricks and cans.
- Furniture removed in reforms can be handed over to employees or donated to NGOs.

It is necessary to note that waste such as batteries, electronic devices and toner are managed as hazardous waste and must be deposited in the containers provided for that purpose or by notifying the Maintenance Department to proceed with its disposal in the correct containers in case that they are not available in the offices areas.

In the kitchen, there must be containers available and perfectly identified with its corresponding label showing the type of waste that has to be deposited in it without giving rise to confusion.

The used cooking oil should be stored in the container provided by the authorized manager and every document related to each pick up by the manager should be photocopied and filed. The container shall be temporarily stored in the kitchen and once filled it will be moved to the final storage area (garbage room) so that the manager proceeds with its pick up.

Each hotel, according to its characteristics must set some concrete schedules for the transfers of waste produced in the kitchens to the final storage area in order to avoid cases of cross-contamination. These hours must be clearly exposed at the areas of use for the staff involved in this task.

Note: For further information on how to manage waste, Please refer to the Operative Guideline OI_02_GP_03, which is available on the intranet.

Water

The staff must use this resource efficiently in order to avoid unsustainable practices that cause waste, such as those listed below:

- Avoid thawing food by using water. It is advisable to schedule thawing by transferring raw materials to the refrigerator the day before or use the microwave at unforeseen situations or emergency.

- When scrubbing cooking containers / utensils by hand one should avoid keeping the faucet open during the process of lather.
- Use only the amount of water that is needed in the cooking process. When water is used for cooking, one should use only the precise amount. If one heats more water than what is needed there will be an extra expenditure of energy and an unnecessary expenditure of water.
- Use the batch washer or dishwasher at full load, optimizing the number of washes.
- It is convenient to have pedal pushers for water use in the kitchen whenever possible and functional.

In the case of possible water leaks one must notify the Maintenance Department staff immediately for proper repair.

Note: For further information, Please refer to the "Environment Principles", which are available on the intranet.

Energy

The lighting and the equipment of high power consumption must be used in an efficient manner by following the criteria for different devices:

Freezers and cold room

- The freezing rooms, the freezing cabinets and chest freezers have to be kept free of frost / ice to its optimum performance. They must not be opened needlessly.
- Do not introduce warm foods in the freezing rooms for its cooling. Use the cooling unit when you have or cubed ice when there is not any. However, if the food is brought into the chamber and it has not lost all temperature, ensure that they are covered in order to avoid the release of moisture in it.
- Turn off the lights of the freezing rooms at the end of the service.
- Turn on the cold room only when it is going to be used. The use of the cold room will be for food handling for more than 30 minutes.
- Do not use the cold chamber as food storage. The freezing rooms should be used for that purpose. Keep the doors and windows for passing dishes closed.
- The cooling chambers must close properly to avoid energy losses and reduce compressors breakdowns.
- The vents of ringers and refrigeration cabinets must be kept clean to ensure proper operation and to avoid unnecessary heating of the motor.

Cooking Center. Ovens, Wood-burning stoves, Burners, Stoves.

- Do not use grills, ovens and wood-burning stoves as kitchen heating element.
- Use only the required time to preheat the equipment (ovens, irons, etc.).
- Try to make the most of the oven capacity by introducing several foods at once.
- Remember to turn off the oven after each use. Do not keep it on throughout the working hours.
- Turn off the oven slightly before the end of cooking: the residual heat will be enough to finish the cooking process in products that allow it.
- Turn the food and the plate warmer on only when required and the volume of work require so. Only connect the IR during the service.
- Take advantage of residual heat of electric cookers (excluding induction) and turn them off before the end of the cooking process.
- Any household alternative equipment must be used for the RoomApetit when the kitchen is closed, so that it is not necessary to use industrial furnace for the

production of a single order. For example: household iron, home fryer, microwave.

Note: For further information, Please refer to "Environmental Principles", which are available on the intranet.

Raw Material

The kitchen team must use raw materials in a responsible manner so that resources are optimized.

Recently, the "Local Corner" has been added as a restaurant offer at certain hotels that make local products "km 0" available to guests. These products comply with the following feature:

1. Local products "km 0": coming from a distance exceeding 150 km.

The "Healthy Corner" which encompasses healthy and organic foods available for the coffee breaks has also been included in the product Eco-Friendly Meetings Events.

It is suitable to include in the gastronomic offer of all hotels at least a product with the following features:

1. Organic products: products in which no chemical intervention has been done to achieve optimum development with pesticides, fertilizers, or other similar substances.
2. Ecologic products: the organic foods are those whose origin is in absolute harmony with the environment, at all stages of growth and production. In the agriculture it uses organic seeds, land and water decontaminated, and takes advantage of the natural conditions of climate and soil for cultivation. As for the livestock sector the raising is done in pollution-free area and provides ecological food, without growth hormones or antibiotics.
3. Local products: km 0.

The identification according to the characteristics of the product shall be done either in the breakfast room, coffee break, in the restaurant or in the menu at the RoomApetit. For example, the label on the breakfast room that identifies local products, the label in the buffet of the coffee break indicating "Healthy Corner", the logo on the menu in the restaurant or RoomApetit that identifies organic products, etc.

Some of the labels that feature these food characteristics are: slow food, rain forest Alliance, bio products, Eco label, etc.

The guests should be informed of the possibility to ask for water in jugs instead of bottled water.

The use of local raw materials should prevail whenever possible.

Management of the Malfunctions Log

Any member of the staff of the hotel has access to the registry of breakdowns and incidents for the Maintenance Department. If any breakage is detected, it must be register by following the internal procedures of the NH Hotel Group, so that the Maintenance staff may repair it in an appropriate manner as soon as possible, thus avoiding the waste of resources on possible water leaks.

Environmental Objective of the hotel

The F&B Department staff must know the goals set for their own hotel and the level of achievement of those targets throughout the year, so that they can participate in the initiatives and plans of action against possible deviations. This information will be given by the Hotel Management.

We can state that the F&B Department contributes to the objectives of sustainability of the company because:

- It manages the lighting in an optimal manner.
- It manages in an efficient manner the operation of the equipment of high power consumption.
- It features non-industrial kitchen equipment to meet the orders of the RoomApetit when the kitchen is closed.
- The washing equipment is used at full load.
- Waste is separated at source.
- They recycle the used cooking oil by turning it over to the authorized management service.
- It uses local products (km 0).
- It uses, at least, an organic product and/or eco-friendly in its gastronomic offer.
- The F&B staff participates actively in internal and external audits.

Environment & Sustainability_Meeting Rooms

6.1 GOOD ENVIRONMENTAL PRACTICES

In addition to the commitment to the environmental values of the NH Hotel Group, the Banquet Department shall apply to its day-to-day activity, good environmental practices in order to minimize any environmental impact associated with the consumption of water, energy and production of waste.

Waste Management

All waste is separated properly at the disposal points available. This way it avoids mixtures among them.

It is an internal requirement by the NH Hotel Group, that all hotels should separate, at least 4 types of non-hazardous waste:

- Glass: this refers to glass containers.
- Paper and cardboard: This refers to containers of paper and cardboard and office paper.
- Used cooking oil: in reference to the oil generated in kitchens.
- Organic: in reference to food leftovers.
- Containers: they may be, plastic containers, bricks and cans.
- Furniture removed in reforms can be handed over to employees or donated to NGOs.

It is necessary to note that waste such as batteries, electronic devices and toner are managed as hazardous waste and must be deposited in the containers provided for that purpose or by notifying the Maintenance Department to proceed with its disposal the correct deposit in case that containers are not available in the offices areas.

The paper used at the meetings will have to be picked up in separate and deposited in the proper areas for recycling.

Note: For further information on how to manage Waste Please refer to the Operative Guideline OI_02_GP_03, which is available on the intranet.

Water

The staff must use this resource efficiently in order to avoid unsustainable practices that waste it, as for example, leaving faucets open when not in use.

In the case of possible water leaks the Maintenance Department must be notified immediately for the appropriate repair.

Energy

The lighting and the air conditioning system must be used in an efficient way, which is done with a good management of the halls and salons. It must comply with the temperature pattern set by the NH Hotel Group, not exceeding 21 ° C in winter and it should not be below 24 ° C in summer.

When tidying up the room, one will do it so by taking advantage of natural light whenever possible. The ventilation must also be done in a natural way if it is possible

Depending on the orientation of the room, once it is empty and cleaned, the curtains will have to be open or (if there is any) to help maintain the same freshness or encourage the entry of heat.

It is important to distribute the tables in such a way that the natural lighting of the rooms is used and also the orientation of the room is taken into account for the temperature sake. The Banquet Department staff will make sure that after setting up or cleaning up the room, the light and the air conditioning are turned off. They shall notify the Maintenance Department if it is necessary.

Note: For further information Please refer to the "Environmental Principles", which are available on the intranet.

Raw Material

The elements of the room, according to the M&E procedure, must be prepared for meetings and business events.

These are the following reasons for the Eco-Friendly meetings and events at the NH Hotel Group:

- FSC certified paper.
- Materials without paper: we do not use paper flipcharts.
- Optimized notebooks for not producing more waste paper.
- Oxo-biodegradable pens.
- Access to sustainable mobility services.
- Eco-friendly alternative to conventional bottled water.
- LED lighting and low power consumption.
- Option for organic food in the menus.
- Option to offset the carbon footprint at the event through environmental projects.

Management of the Malfunctions Log

Any member of the staff of the hotel has access to the registry of breakdowns and incidences that have been reported to the Maintenance Department. If any malfunction is detected it must be registered according to the procedures by the NH Hotel Group in order to have it repaired by Maintenance staff as soon as possible.

The hotel's environmental targets

The Banquet Department staff must be aware of the goals for their hotel as well as the level of achievement of those targets throughout the year. In this way that they can participate in the initiatives and plans of action against possible deviations. The General Management will provide this information.

We may state that the Banquet Department contributes to the targets on Sustainability of the company because:

- Manage the lighting and air conditioning in an optimal manner.
- Separate waste at its source.
- Set up the room by taking advantage of natural light.
- Follow the guidelines of the M&E procedure in terms of eco-friendly meetings.
- They actively participate in the external and internal audits.

Environment & Sustainability_Housekeeping

7.1 GOOD ENVIRONMENTAL PRACTICES

In addition to the commitment to environmental values of the NH Hotel Group, the Housekeeping Department shall apply, to its day-to-day activity, good environmental practices in order to minimize the impact associated with the water consumption, energy as well as the separation and waste production.

Waste management

All waste is separated properly at the disposal points available. In this way it avoids mixtures.

It is an internal requirement by the NH Hotel Group, that all hotels should separate, at least 4 types of non-hazardous waste:

- Glass: this refers to glass containers.
- Paper and cardboard: This refers to paper containers and cardboard and office paper.
- The used cooking oil: in reference to the oil that was used in the kitchens.
- Organic: food leftovers.
- Containers: they may be plastic containers, bricks and cans.
- All the furniture that are discarded during the reforms may be handed over to the employees or donated to the NGOs.

It is necessary to note that waste such as batteries, electronic devices and toner are managed as hazardous waste and must be deposited in the containers provided for that purpose. The other alternative is by notifying the Maintenance Department to proceed with its disposal in the correct bin in case those containers are not available in the Housekeeping office area.

Chambermaids must separate all waste produced in the rooms and halls whenever possible. So, if any packaging waste, glass, paper, or organic that not have been deposited in the bins by guests are found, they can be collected in a selective way for its disposal in appropriate containers.

For example:

- All empty amenities, such as toothpaste tubes, containers of toiletries for the guests, cartons, plastic bottles, snacks wraps and plastic bags must be discarded in the yellow bin.
- The magazines, newspapers, notebooks, paper bags must be discarded into the blue cardboard/paper container.
- All the glass bottles, empty Cologne recipients must be discarded into the container for glass.
- Food leftovers, tissue paper and other must be deposited in the grey container for organic.

All waste containers that have contained hazardous and toxic products such as detergents, soaps, sprays and other cleaning products, featuring the pictogram "dangerous for the environment" are also hazardous waste and its management must comply as established by legislation. The Maintenance Department must be notified to remove them and manage them as required by law.

There must be absorbent material so that, in the case of discharge of a toxic product, its collection is done through the absorbent. In addition, it must be managed as hazardous waste and notified to Maintenance Department.

As for the most convenient way to carry out the separation of waste:

- All the waste that has been picked up and separated must be stored in separate color bags, if possible and then deposit them in the right places for proper disposal in the corresponding container.
- In case there is not any accessory for selective waste collection, the garbage bags for this waste pick up will be put into the canvas bag which hang from the left support and will never be tied to the upper bracket.

Note: For further information on how to manage waste, please refer to the Operative Guideline OI_02_GP_03, which is available on the intranet.

Water

The staff must use this resource efficiently and avoid unsustainable practices that waste it. For instance, leaving faucets open when they are not in use or flush the toilet more than the necessary.

In the case of possible water leaks, they should be reported to the Maintenance Department or the Head Housekeeper immediately so that appropriate repair gets under way, as per the procedures established by the NH Hotel Group.

As a general rule, the following good practices should be observed:

- Have water faucets running the shortest time and using only the necessary amount of water.
- As for the lavatory, the faucet will be left in position of cold water complying with savings recommendations as established by the Department of Environment and Sustainability.
- During the cleaning of the toilet bowl, the flushing will be only when it is necessary and the half-flush will be the option if the toilet bowl features this.
- The toilet bowl shall not be turned into a trash bin.
- Before finishing the cleaning in the room, check if there is any water leakage or dripping both in the faucets and in the toilet bowl.
- If the guest has left the towels on the towel rack, they will not be changed, complying with the procedure of reusing towels.
- The linen change protocol will be carried out as complied.

Energy

All the lighting, the air conditioning system and electrical equipment must be used in an efficient manner. One should avoid leaving any equipment turned on when it is not necessary, or at the end of the workday.

The cleaning of the rooms, bathrooms and common areas must follow the internal Protocols established by the NH Hotel Group. The Protocols are available on the INTRANET.

As general rules, the following will be taken into account:

- The natural ventilation of the rooms can go against saving energy depending on the time of year, since an excess of ventilation in winter can result in uncontrolled heat loss. And, in summer the result may be a heat load increase in the room. According to studies, to open windows for 10 minutes is good enough. If it is a room for smokers, the minimum time will be 15 minutes.

- Many of the hotels feature outside air supply through the air conditioning system by which that amount of time can be reduced in a significant manner.
- When using the vacuum cleaner one must have it on only the necessary time.
- As much as possible, one should try to clean the rooms under the use of natural light.
- All the electronic equipment, air conditioning system and lighting that are being used must remain turned off during the cleaning of the room.
- In the case of hot water, it is also necessary to consider the saving in energy cost in terms of heating the water and move it through the circuits to the room.
- After cleaning, the water faucet must be in cold water position.
- All curtains should be closed, the air conditioning system turned off as well as the lights, with the exception of the courtesy light.

Materials

The products that are used for cleaning, should be used in a restrained way and should always follow the dosage recommended by the manufacturer.

These products should be stored according to the manufacturer's specifications.

These safety data sheets for those products should be available wherever they are used.

Note: For further information on the good practices on Housekeeping, please refer to the Good Practices Guideline by departments, which are available on the intranet.

Laundry Services

At the hotels featuring their own laundry rooms, the following aspects for either the guest's clothes or lingerie, must be observed:

- The proper dose of chemicals shall be used as per the specifications set by the manufacturer.
- These containers of the chemicals will be handled as hazardous waste.
- The safety data sheets of all the products used in the laundry room must be available wherever they are used.
- The proper absorbent to the types of products that are used will be made available. In the event that there is any leaking, the procedure will be to clean the area following that method. In addition, the absorbent that was used, will be treated as hazardous waste.
- The equipment for washing and drying will be programmed in eco-mode whenever possible.

Management of the Malfunctions Log

If any chambermaid detects any malfunction of equipment or leakage of water in the rooms, the Head Housekeeper should be notified in order to record the incidence, as per the internal procedure of the NH Hotel Group.

Environmental certifications of the hotel

The Environmental Certifications of the hotel provide value in terms of sustainable brand. They also help to ensure the full compliance with the legal requirements and verify that the hotel complies with environmental prerequisites which, in many cases, are required to close business deals. Currently, the NH Hotel Group is certifying hotels under the following standards:

- ISO 14001.
- ISO 50001.
- Green Key.

- Hoteles+Verdes

And recognized by GreenLeader scheme by TripAdvisor.

The Housekeeping Department staff must be aware of its existence and type of certificate that each and every hotel holds, and in this way be able to inform the interested party by providing added value to the client and reinforcing the brand image of commitment to the sustainability of NH Hotel Group.

Likewise, the Housekeeping Department must be an active part in internal and external audits involving this type of certificates, thus providing the auditors with any requested information.

Environmental targets of the hotel

The Housekeeping Department staff must know the goals for their hotel and the level of achievement of these targets throughout the year, so that they can participate in the initiatives and plans of action against possible deviations. The information will be provided by the Hotel Management.

We can say that the Housekeeping Department contributes to the objectives of sustainability of the company because:

- They separate waste at the source whenever possible.
- They manage all water consumption during the cleaning tasks in an efficient manner.
- They manage the lighting and the air conditioning system in an optimal manner.
- They take advantage of the natural light in their day-to-day tasks.
- They manage the use of resources according to the manufactures' specifications.
- In the case of outsourced service, the Head Housekeeper notifies the chambermaids the Environmental NH' procedures to proceed in their daily tasks.

Environment & Sustainability_Maintenance

8.1 GOOD ENVIRONMENTAL PRACTICES

In addition to the commitment to environmental values of the NH Hotel Group, the Maintenance Department shall apply, to its day-to-day activity, good environmental practices in order to minimize the impact associated with the water consumption, energy as well as the separation and waste production.

Waste management

All waste is separated properly at the disposal points available. In this way it avoids mixtures.

It is an internal requirement by the NH Hotel Group, that all hotels should separate, at least 4 types of non-hazardous waste:

- Glass: this refers to glass containers.
- Paper and cardboard: This refers to paper containers and cardboard and office paper.
- The used cooking oil: in reference to the oil that was used in the kitchens.
- Organic: food leftovers.
- Containers: they may be plastic containers, bricks and cans.
- All the furniture that are discarded during the reforms may be handed over to the employees or donated to the NGOs.

It is necessary to note that waste such as batteries, electronic devices and toner are managed as hazardous waste and must be deposited in the containers provided for that purpose. The Head of the Maintenance Department is responsible for their storage and for requesting the pick-ups complying with the legislation in force in this respect.

All waste that has been produced in maintenance work, such as, stained oil rags, remains of paint, and empty containers of toxic and dangerous products are also considered hazardous waste. The storage and management of that kind of waste should follow the present legislation.

The Maintenance Department staff must manage all hazardous waste that has been produced by other departments whenever they are requested.

The Head of the Maintenance Department must control and file all documentation related to the pick-up of hazardous waste. The documentation must be easily located and legible.

Likewise, the Head of the Maintenance Department must ensure that the labelling of containers of all types of waste remains in perfect condition.

Note: For further information on how to manage Waste, please refer to the Operative Guideline OI_02_GP_03, which is available on the intranet.

Water

The staff must use this resource efficiently and avoid unsustainable practices that waste it. For instance, leaving faucets open when they are not in use or flush the toilet more than the necessary.

In the case of possible water leaks, they should be reported immediately so that appropriate repair gets under way.

The Maintenance Department staff should periodically check notices that have been registered with the Front Desk Department and indicate whether they have been resolved or not.

The Maintenance Department staff must perform a preventive maintenance of all facilities to keep them in optimal operating conditions, thus avoiding possible malfunctions that would mean a waste of resources in its repair.

Energy

The Maintenance Department staff will ensure the compliance with the established temperature set by the NH Hotel Group (21 ° C as a maximum in winter and 24 ° C minimum in summer). The staff must manage the air conditioning and lighting efficiently, and coordinate with the Front Desk Department the grouping of clients by floors in case of low occupation as well as the management of air conditioning and lighting in the meeting rooms.

The Head of the Maintenance Department shall manage all high power consumption or fuel installations efficiently by adapting schedules to the demands of the hotel, the seasons of the year, the outside temperature and the typology of guest. Likewise, as much as possible, he/she must plan the start of the machinery on the basis of the most economical period within its contracted rate. This will have a directly impact on the costs.

Management on the Non-occupied Floors

Depending on the intended occupation, it is a good practice to optimize the consumption of resources (energy and water) group the guests by floors. The Head of Maintenance should coordinate with the Front Desk Department the optimal way to carry it out according to the characteristics of each hotel. In addition, whenever it may be possible, it must take into consideration the orientation of the building and the existence of warmer and fresher rooms to distribute to guests in an efficient manner according to the season of the year.

Management on the Non-occupied rooms

In the case of rooms reserved for a period of time, at times, the clients or guests conclude the working with meeting ahead of schedule and hand over the room to the Front Desk Department. The Front Desk Department staff should notify the Maintenance Department in order to disconnect the elements of lighting, electronics and climate control of the unoccupied room.

Materials

The maintenance tasks require the use of chemicals whose storage is subject to legal requirements. It is the responsibility of the Head of Maintenance to store them in such a way to meet such conditions as well as specifications of storage as shown on each product label.

They must use, for example, containment trays, covered and dry warehouse with good ventilation and without direct sunlight.

The safety sheets of those products must be available wherever they are used for consulting if necessary.

Note: For further information on Good Practices for Maintenance, please consult the Guideline on Good Practices per Department on the intranet.

Control of legal documentation

The Head of Maintenance, will be responsible for that all documentation that has been produced in inspections, evaluations, both external as internal servicing and hazardous waste pick-ups. The documentation must be available and in effect at any possible inspections and audits.

They must complete and keep the NH Hotel Group internal maintenance log since it is the internal requirement of the company.

Management of the Malfunctions Log

Any member of the staff of the hotel can register via the SAP tool any breakdown and incidences reported to the Maintenance Department. The Maintenance Department shall periodically check this log and proceed to rectify issues by giving priority to those ones which involve a waste of resources, for example, possible water leaks.

Environmental objectives of the hotel

All the hotels in the NH Hotels Group have defined objectives on water and energy consumption as well as on carbon footprint.

The Head of Maintenance Department must know the goals for his hotel and the level of achievement for them along the year. He/she shall report to the General Manager the monthly evolution of consumption and take the appropriate decisions before possible deviations. Therefore, the Head of the Maintenance Department must track the level of achievement of these objectives together with the General Manager and analyze the possible deviations by making decisions in this regard.

On a monthly basis, the Heads of Maintenance Departments will be responsible for entering data on the ENABLON software regarding the energy and water consumption as well as the comparison involving the hotel plus the invoices for water and energy supply.

Environmental certifications of the hotel

The Environmental Certifications of the hotel provide the value in terms of sustainable brand. They also help to ensure the full compliance with the legal requirements and verify that the hotel complies with environmental prerequisites which, in many cases, are required to close business deals. Currently, the NH Hotel Group is certifying hotels under the following standards:

- ISO 14001.
- ISO 50001.
- Green Key.
- Hoteles+Verdes

And recognized by GreenLeader scheme by TripAdvisor.

The Maintenance Department staff must be aware of its existence and type of certificate that each and every hotel holds and in this way be able to inform the interested party by providing added value to the client and reinforcing the brand image of commitment to the sustainability of NH Hotel Group.

Likewise, the Maintenance Department must be an active part in internal and external audits involving this type of certificates, thus providing the auditors with any requested information.

We can say that the Maintenance Department contributes to the objectives of sustainability of the company because:

- Comply with the established temperature set by the NH Hotel Group (24 °C at least in summer and 21 °C maximum in winter).
- They manage the non-occupied guest rooms and other facilities with the Front Desk Department.
- They manage the lights in an optimal manner.
- They manage the hazardous waste (storing, labelling and documentation of the pick-ups).
- They control the water and energy consumption on a monthly basis through the ENABLON software.
- They perform preventive maintenance of the premises.
- They repair any malfunction in the shortest possible time.
- They store all chemical products by following the established conditions according to the present legislation.
- They participate in an active way during the internal and external audits for certification.
- They adjust any machinery parameters for an efficient run.

Queries, questions or suggestions

In case that any Department needs clarifications relating to Sustainability issues, it may contact the Environment and Sustainability Department via the following email: environment@nh-hotels.com

Procedure validation

Version	Corporate Area	Approved by	Document type	Date
3	Environmental & Sustainability Corporate Manager (Process Owner) Operations		Procedure	November 2018
2	Environmental & Sustainability Corporate Manager (Process Owner) Operations & Quality		Procedure	February 2017
1	Environmental & Sustainability Corporate Manager (Process Owner) Operations & Quality		Procedure	June 2015