

Sustainable Operational Guide Maintenance

Content:

Company's Sustainability approach:

At Minor Hotels, we operate with the ambition of leading responsible action in the hotel sector, actively contributing to sustainable development. To this end, we work with the aim of offering innovative and efficient services to our customers, shareholders, suppliers, employees and society as a whole, with the desire to become a benchmark company in sustainability.

Under this commitment, the Environmental and Climate Change Policy aims to establish a common and cross-cutting framework from which all employees can act and make decisions based on environmental implications, ensuring that all hotels' activities are carried out in a way that does not compromise the needs of present and future generations. The Policy includes general and specific commitments related to climate change mitigation and adaptation, energy efficiency, promotion of renewable energies as well as other commitments related to the environment such as the circular economy, the protection of biodiversity and compliance with the law and any voluntary commitment made by MHE&A by incorporating them into strategic decision-making. *Further information can be found in "Environmental and Climate Change Policy".*

In our commitment to the Planet, we work to minimize our impact on climate change, increase resource efficiency and develop more sustainable services. We also seek to reduce the footprint we generate through our purchases and seek partnerships with suppliers who share our commitment.

Some noteworthy initiatives include: The digitization of processes through tools such as FastPass, tablets at reception and Mobile Guest Service, to reduce paper consumption; green mobility services such as car sharing, bicycle rental, and charging points for electric cars; responsible catering, through the purchase of certified products from local suppliers or the creation of urban gardens in hotels; the reduction of single-use plastics, such as our 100% recycled PET amenities with EcoLabel certification, or biodegradable accessories and the efficient management of waste considering circular economy and local regulations.

Main responsibilities

In addition to the commitment to environmental values of the MHEAs, 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:

- To maintain the efficiency of the water filtration process, change the sand in the counter-wash of swimming pools.
- Use a pool cover to reduce evaporation and heat loss.
- Except during legionella cycles, limit the production and accumulation of hot water to 60 °C.
- Make sure that the thermal insulation is working properly to prevent heat loss in boilers, water systems, hot water tanks, pipes and ducts.

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- Switch off the air conditioning system when the outdoor temperature is lower than the indoor temperature.
- Start up at the correct temperature.
- Monitor energy bills to keep track of consumption.
- Calculate energy performance, compare it with benchmarks and set targets.
- Carry out an energy audit and keep it up to date.
- Create an action plan to reduce energy consumption and maintain an up-to-date manual detailing operating methods and control settings.
- Ensure that heating, laundry and ventilation/cooling equipment is regularly serviced and maintained.
- To maximize efficiency, keep heat exchangers clean and properly maintained.
- Decide when to start using heating or air conditioning based on certain variables.
- Work with the Front Desk Department to arrange the management of non-occupied guest rooms and other facilities.
- Manage hazardous waste by storing, labelling and documenting pick-ups.
- Control water and energy consumption on a monthly basis using the DEEPI software.
- Record refrigerant charges in Deepki and waste quantities (in case the hotel is not included in the scope of the zero waste app).
- Store all chemical products in accordance with the established conditions and current legislation.
- Take an active part in internal and external certification audits (ISO, Greenkey,...)

We are able to state that MHEAs is a sustainable company and committed to the Sustainability. Over the past years the Company 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.

Focus projects & tools:

- Certification program

The Company promotes energy efficiency in its hotels to reduce its environmental impact. To this end, it has developed a Sustainable Certification Program to help control consumption and emissions, prioritize investments, and improve returns. Minor Hotel Europe & Americas have ISO certifications in environmental management and energy efficiency, as well as other recognized sustainability certifications, including BREEAM, LEED, Green Key, Hoteles Más Verdes, Biosphere, DGNB, WELL H&S and Green Growth. The Company's goal for 2028 is to ensure that all its consolidated hotels are certified in the most relevant tourism-specific certifications and the most appropriate certifications for each hotel.

- Bioscore: The Bioscore recognition is based on an independent assessment of a hotel's sustainability level through a rating system that uses ESG (Environmental, Social and corporate Governance) criteria. This system aligns the most relevant parameters of the main internationally recognized eco-labels, providing a comprehensive, standardized overview of hotels' sustainability efforts. The annual certification process covers the entire portfolio and involves completing a questionnaire. *Further information can be found in "OI-19-GP-03 Bioscore".*

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- Training

Every employee in the company has access to a course focused on Sustainability Management called “Environmental Awareness”, please notice that it is mandatory for all team members and GMs should be aware of the competition status.

- Consumptions

All the hotels of the Group have implemented the “DEEPI” 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. *Further information can be found in “OI-01-GP-03 Consumptions”.*

- Zero Waste

The Company is committed to circular management and the reduction of waste generation. A specific project is currently in progress to ensure the correct management and monitoring of waste. The main goals are to assure legal compliance, reduce potential financial and reputational risks, meet reporting requirements as a Company, and achieve waste objectives set by the European Union. Hotels not included in the Zero Waste Project must report their waste information through Deepki. *Further information can be found in “OI-02-GP-03 Waste Management”*

- Internal reports

- BI Sustainability Report: This report allows users to analyze different KPIs and data regarding the environmental performance of hotels, as well as the financial costs directly related to consumption (Building Engineering and Maintenance area). Please refer to “OI-01-GP-03 BI Sustainability Report” for further information.

Documents associated	Owner	Version
Environmental and Climate Change Policy	Sustainable Business Department	2023
OI-01-GP-03 BI Sustainability Report	Sustainable Business Department	2024
OI-01-GP-03 Consumptions	Sustainable Business Department	2024
OI-02-GP-03 Waste Management	Sustainable Business Department	2024

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