

Sustainable Operational Guide Housekeeping

Content:

Company's Sustainability approach:

The commitment of Minor Hotels Europe & Americas is to offer sustainable, consistent and efficient hotel services for our customers, shareholders, partners, employees and society. The Company is working to comply with its commitment to integrate responsible business management within the economic, social and environmental scopes, focused on becoming a reference in Corporate Responsibility in the tourism industry.

The Company is aware of the effects of its activity on the environment, and works to prevent and anticipate possible environmental contingencies, as well as to integrate sustainability in all its processes, striving to reduce its impacts. In view of the ambition to operate in a world without carbon emissions, Minor Hotels Europe & Americas has pledged to cut its emissions by almost 46.2% in 2030.

The company has also committed to reduce its emissions by 90% in 2050, compared to the 2019 base level. Both targets have been scientifically validated and approved by the world's main corporate climate action organization.

As a sign of MHE&A's commitment to fighting climate change and towards achieving decarbonization, in 2023 the Executive Sustainable Business Committee approved the Environmental and Climate Change Policy. 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".*

Main responsibilities

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

- Separate waste at the source wherever possible according to local specifications: The company is working to replace regular bins with bins fitted with a separator in rooms, which will be introduced progressively. The company is also looking for a solution to ensure proper segregation in the attendants' carts.
- Manage water consumption efficiently during cleaning tasks and report any leaks in taps and cisterns as soon as possible.
- Manage the lighting and air conditioning systems optimally. Also, remember to put the taps on the cold setting once you've finished cleaning.

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7ª, 28003, Madrid, Spain

- Whenever possible, take advantage of natural light for everyday tasks, if it does not compromise the quality of service.
- Manage the use of cleaning chemicals in accordance with the manufacturer's specifications and ensure that safety data sheets are easily available.
- Optimization of amenities by reusing leftover products from rooms that are changed and discarded. This can also be applied to other items, such as toilet paper.
- Continuous training via microcapsules for housekeeping on sustainability (less than a minute long), easy to consume on a daily basis and that can be shared in daily briefings.
- In the case of an outsourced service, the Head Housekeeper informs the chambermaids of these responsibilities for carrying out their daily tasks.

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.

- 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.

- 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" (Applicable if any person in the HK Department has been designated as a Zero Waste app user).*

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7ª, 28003, Madrid, Spain

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

MINOR HOTELS EUROPE & AMERICAS
C/Santa Engracia 120, 7ª, 28003, Madrid, Spain

