

Sustainable Operational Guide Front Office

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 MHEAs, 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:

- Comply with the temperature standards set by the MHEAs.
- Reuse and recycle any used paper.
- Separate waste at the source according to local specifications.
- Use office equipment efficiently.
- Manage non-occupied rooms in coordination with the Maintenance Department.
- Ensure optimal lighting management.

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- Inform guests/clients of the sustainable mobility options, public transport and green areas in the hotel and its surroundings.
- Notify the Maintenance Department of any incidents.
- Promote the Green Stay Program (if applicable)
- Know about the sustainable certificates held by the hotel (ISO 14001, ISO 50001, Greenkey, Green Growth etc).

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.

- Communication

The Company has recently developed the Sustainability Factsheet tool, which enables the creation of highly illustrative documents showing each hotel's sustainability performance. These documents can be used internally to help team members easily identify current initiatives, and externally by the commercial, sales and events departments to showcase the hotel's good practices to interested customers. This information is fed into the tool and updated each year based on responses to the Bioscore questionnaire. Note: The responsibilities for creating and approving fact sheets will be defined and communicated when the project is launched.

- 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

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report their waste information through Deepki. *Further information can be found in “OI-02-GP-03 Waste Management” (Applicable if any person in the Fron Office Department has been designated as a Zero Waste app user).*

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

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