



sostenabbabilidad



SUSTAINABILITY REPORT

abba Hotels 2022

Summary

About abba Hotels

Sustainable development principles:

Principles taken from Sostenabbilidad and Ecostars (structure recognised by the UNWTO).

1. Sustainable procurement.
 1. Reduction in the use of plastic and single-use items: commitments and measures adopted.
 2. Materials from sustainable sources: commitments and certificates.
 3. Sustainable food: adoption of policies and implementation of Ecofoodies standards: animal welfare and environment.
Commitments and certificates.

2. Environment.
 1. Energy efficiency.
 2. Water efficiency.
 3. Circular Economy – Renewable energy: commitments and certificates.
 4. CO₂ calculation and offsetting: calculation, commitments and certificates.

3. Waste management.
 1. Waste generation, recycling and separation by stream: paper and cardboard, plastic packaging, glass, organic, oils, hazardous waste;
levels: collection points, common areas and rooms.
 2. Circular economy.

Summary (2/2)

4. People/Society.
 1. Staff: commitments and certificates.
 2. Customers and society: commitments and certificates.
 3. Local community: commitments and certificates.

5. Sustainability improvement commitments.

Further Información

1. Letter from the Chairman/Director of Sustainability: the abba vision, current situation and objectives.
2. Sustainability reports.
3. Sustainability accreditations.
4. Partners.
5. News.

1. About abba Hotels



19 Spain
2 Andorra
1 Germany
2 Chile

24 hotels



1900 rooms

526 employees



235 men



291 women

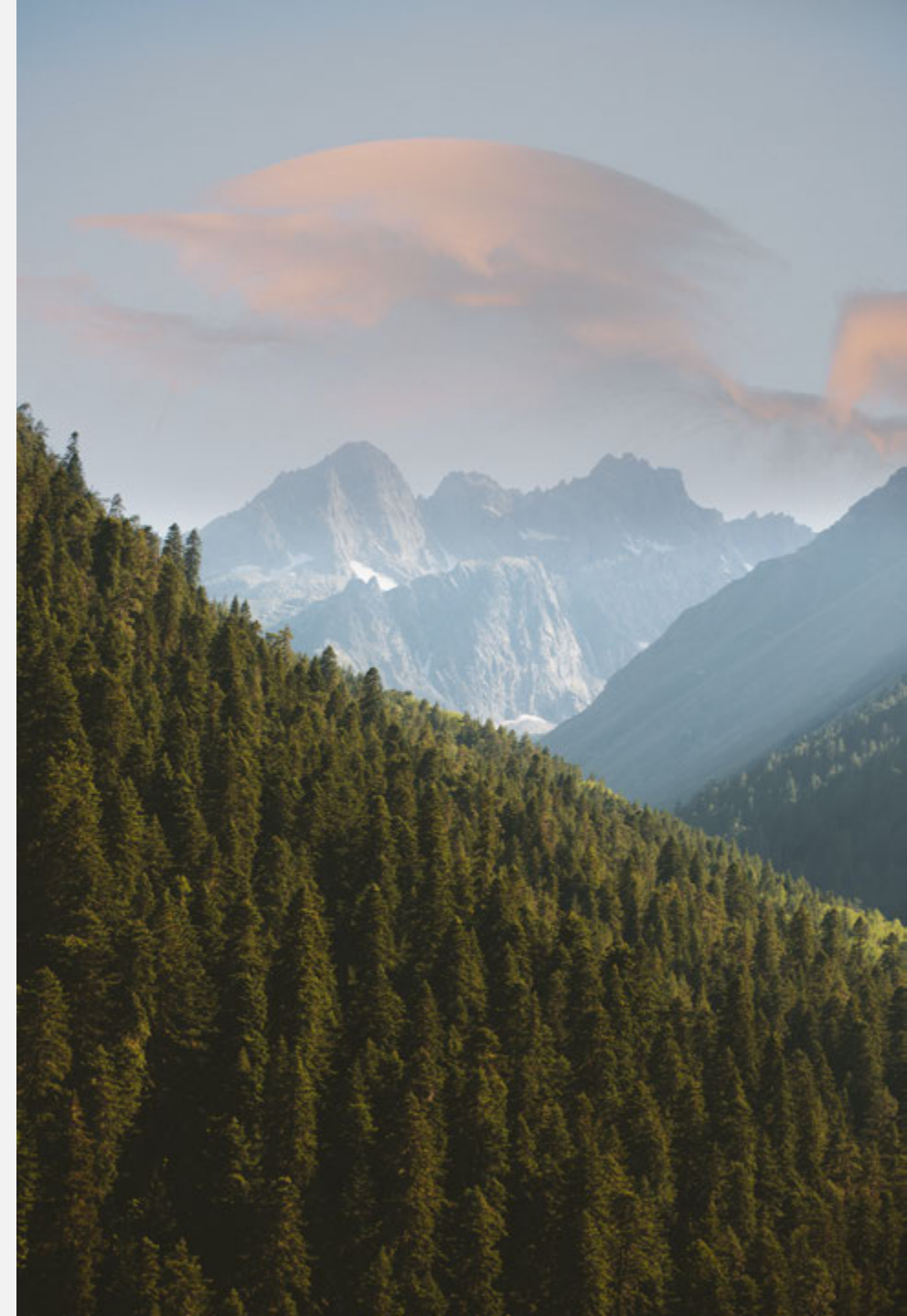




Sustainable Development Goals

For everyone at abba Hotels, sustainability is a shared personal duty that we have incorporated into the brand's Sostenabbabilidad programme.

Aligned with the UN's Sustainable Development Goals (SDGs), Sostenabbabilidad includes objectives, specific steps and measurement of outcomes.



1. Sustainable procurement

1. Sustainable procurement

abba Hotels works closely with its suppliers to find solutions that help to protect the planet.

We believe that we all have a duty to act. We also believe that we can take action in our own daily lives in ways that have immediate and effective measurable results.

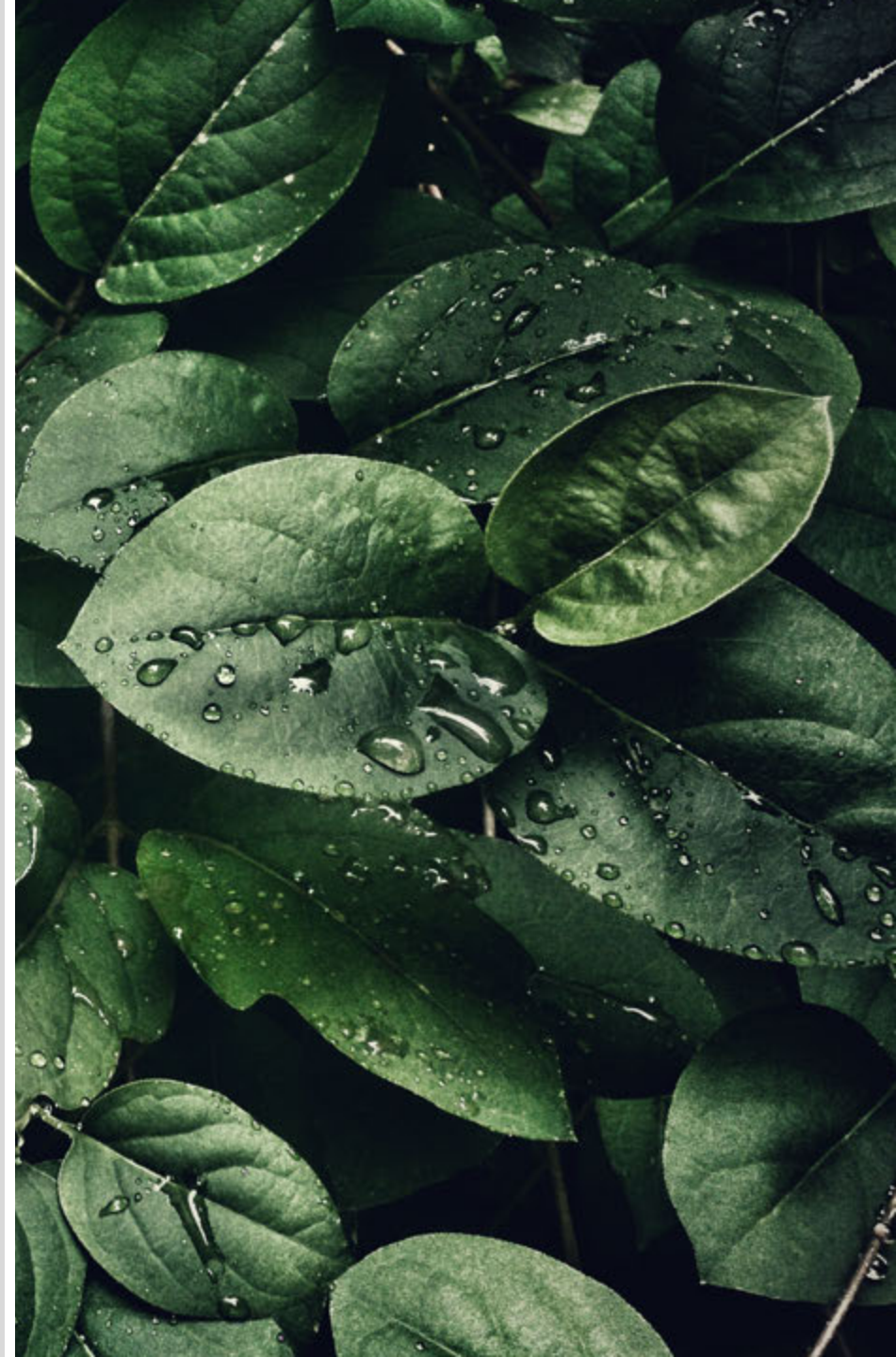
That is why sustainable procurement is a central plank of our Sostenabilidad plan. There are three elements:

- ✓ **REDUCING OUR USE OF PLASTIC AND SHIFTING TO SUSTAINABLE ALTERNATIVES**
- ✓ **SELECTION OF SUSTAINABLE PRODUCTS AND PROVIDERS**
- ✓ **OUR SUSTAINABLE FOOD POLICY**

What we are doing

1. REDUCING OUR USE OF PLASTIC

- We have eliminated single-use plastic items from our food and drink service, and from guest bedrooms and other customer service areas.



1. Sustainable procurement

- ❑ We have eliminated single-use plastic items from our hotels, such as plastic glasses and bottles, straws, etc.
- ❑ We have also reduced single serving packages and single-use products from our buffets and bathrooms in terms of self-care items. We have replaced them with more sustainable refillable dispensers that fit perfectly within the deliberate, minimalist aesthetic of our brand.

Measures taken in our hotels



Elimination of single-use plastic items



Refillable dispensers.



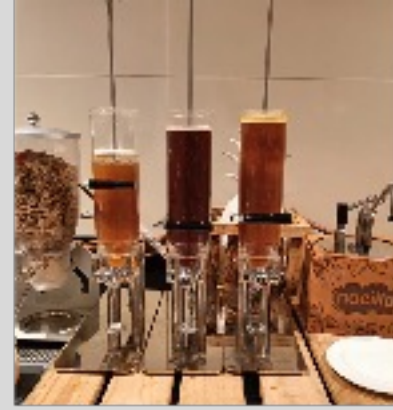
Changes to make all consumables more sustainable.

Relevant SDGs:



1. Sustainable procurement

Our breakfast buffets.



1. Sustainable procurement

Our catered events.

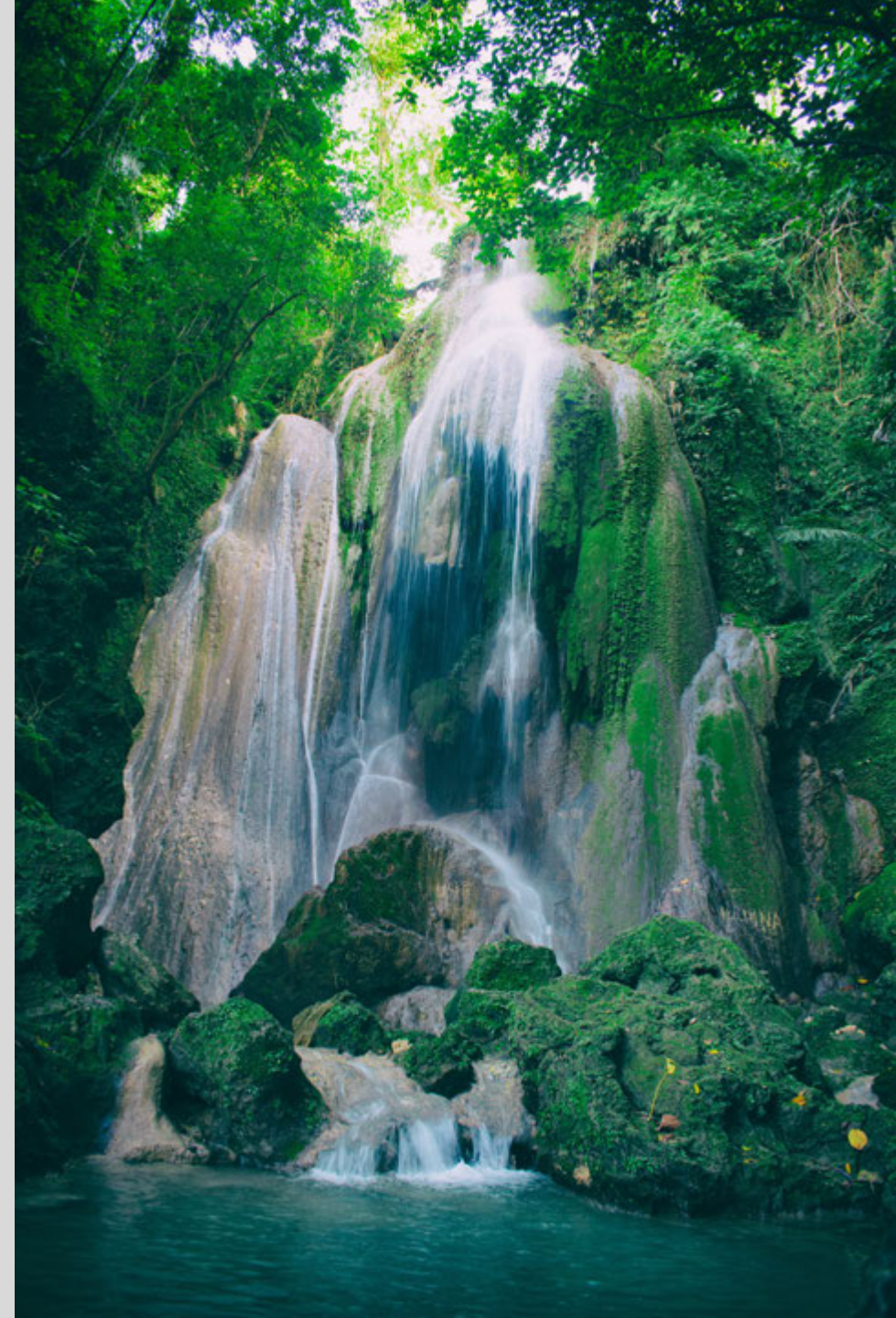


1. Sustainable procurement

2. SELECTION OF SUSTAINABLE PRODUCTS AND PROVIDERS

- ❑ We choose suppliers who share our commitment to sustainability and ensure that our supplies come from sustainable sources. We endorse their sustainability plans and share in the procurement of products that are certified as sustainable and that have sustainable production processes.
- ❑ We see sustainability as a value chain that must be kept whole. That is why we have corporate procurement policies that focus on selecting providers that are aligned with our vision of sustainability.

Sustainability is a chain that is as strong as its weakest link.



Our providers' sustainability plans



1. Sustainable procurement

3. OUR SUSTAINABLE FOOD POLICY

We have adopted sustainable food decisions and policies. We have **ECOFOODIES** certification, which recognises our adherence to the highest standards of healthy, sustainable eating in the hospitality industry.



Working with Ecofoodies, our menus are designed with Sustainable Purchasing in mind. That delivers a threefold positive impact: environmental, human health and animal welfare.



1. Sustainable procurement

Environmental

- Total selective recycling.
- Good practice in cooking.
- Reduced use of plastic bottles .
- Reduced use of fish from fish farming.
- Increased use of locally produced food.
- Increased use of seasonal animal and plant food.
- Reduced use of products associated with deforestation.
- Reduced use of single-serving items.
- Filtered water reusable bottles (kilometre zero).
- Management of surplus food.
- Meat.

Animal welfare

- No animal products from forced feeding.
- No finning, shark derivatives and the like.
- No eggs from caged birds.
- No non-certified or domestic animals or species at risk of extinction.
- Reduced use of young or suckling animals.
- Reduced use of fish caught using destructive techniques.
- Reduced use of meat from intensive farming – animal welfare.
- Reduced use of game.
- Reduced use of live cooking and inhumane slaughter.

Human health

- Menus with allergen information.
- Vegan and/or vegetarian alternatives.
- Less ultraprocessed food.
- Fewer soft drinks with additives.
- Food poverty reduction programmes.

1. Sustainable procurement

The menus in the restaurants at our hotels have:

- ✓ At least **20%** vegetarian or vegan dishes.
- ✓ At least **10%** of local and kilometre zero suppliers.
- ✓ At least **10%** organic produce.

We are working with **ECOFOODIES** towards the following SDGs:



1. Sustainable procurement

In its purchasing, abba Hotels prioritises recognised, certified sustainable products in all areas of operation.



1. Sustainable procurement

abba Hotels requires its providers to produce sustainable product certifications.



2. Environment

2. Environment

abba Hotels actively promotes protection of the environment through energy efficiency and reduced consumption. We calculate our CONSUMPTION RATIOS for electricity, gas, water and fuel so that we have a detailed reference for the implementation of effective measures.

In parallel, we are working towards DECARBONISATION to limit the environmental impact of our business.

The main measures that we have taken are:

- ❑ Installation of hotel-specific systems to increase our ENERGY EFFICIENCY.
- ❑ In 2022, our electricity came 100% from renewable sources, according to our partners. We are focused on continuous improvement through the use of energy and carbon footprint KPIs. We are adopting solar thermal and photovoltaic systems and using geothermal energy.



2. Environment

- Target of reducing water consumption with installation of WATER EFFICIENCY and wastewater reuse systems in our hotels.
- Aligned with the SDGs that involve reduced carbon footprints. Our 3-year goal at abba Hotels is to achieve the greatest possible energy self-sufficiency and move towards decarbonisation through constant improvement in our systems and facilities and through further energy efficiency measures.
- In order to further reduce our carbon footprint and water footprint, we are working on polices for annual offset of our carbon emissions so as to continue to reduce the environmental impact of our business.



2. Environment

2.1. Decarbonisation and energy efficiency

1. Total chain 2022:



Scope 1 Gas and fossil fuels

9.85 GIGAWATTS CONSUMED
and per stay ratio
12.56



Scope 2 Electricity

10.92 GIGAWATTS
OF ELECTRICITY CONSUMED
equating to 24.50 per Room Night

2. Total chain 2019:



Scope 1 Gas and fossil fuels

11.06 GIGAWATTS CONSUMED
and per stay ratio
16.32



Scope 2 Electricity

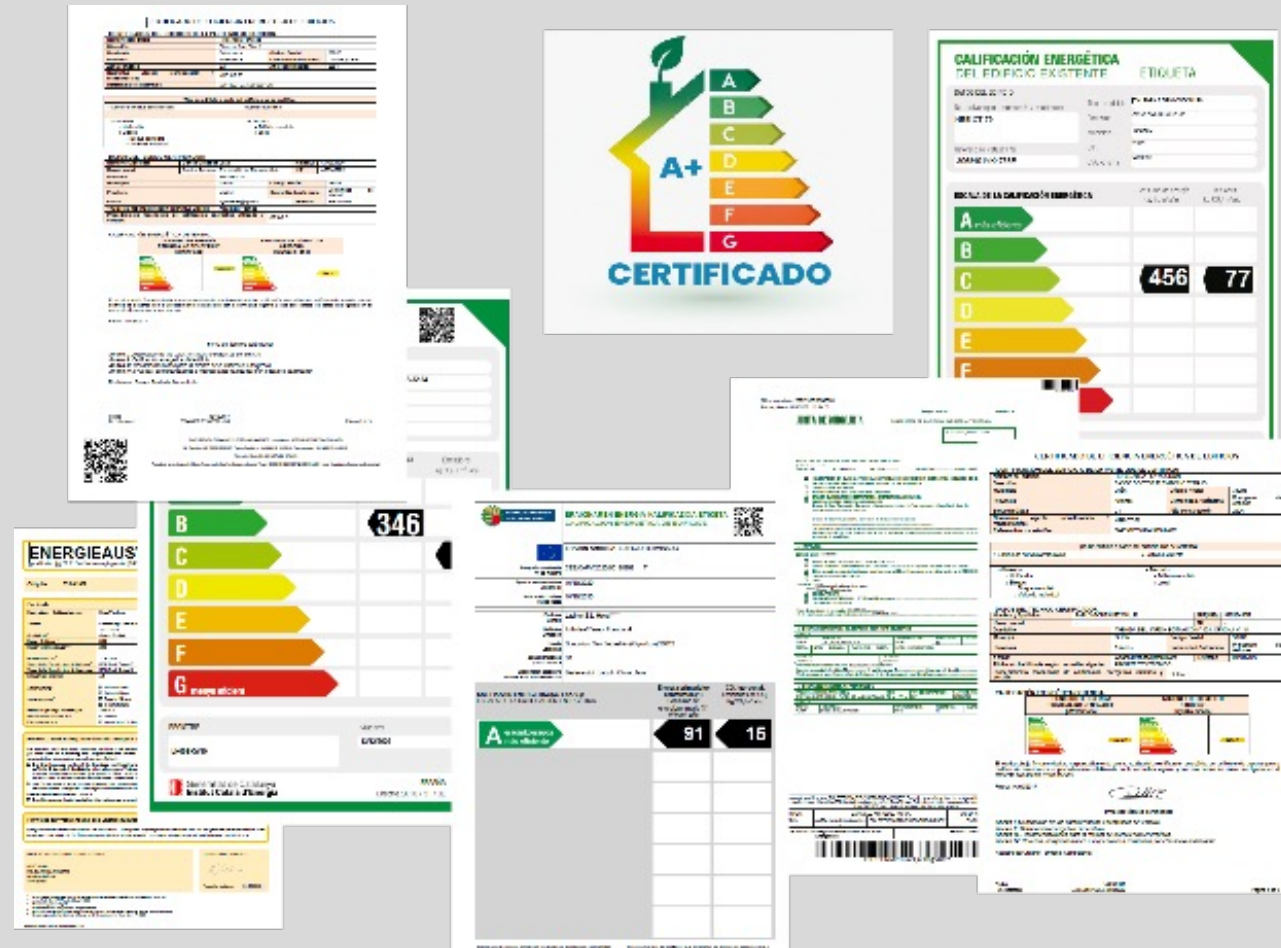
9.91 GIGAWATTS
OF ELECTRICITY CONSUMED
equating to 25.47 per Room Night

3. Relevant SDGs:



2. Environment

We have energy efficiency certificates for each hotel.



2. Environment

2.2. Water efficiency

1. Information presented (table or graphic):

Total chain 2019:



110,622 m³ and 0.16 per stay

Total chain 2022:



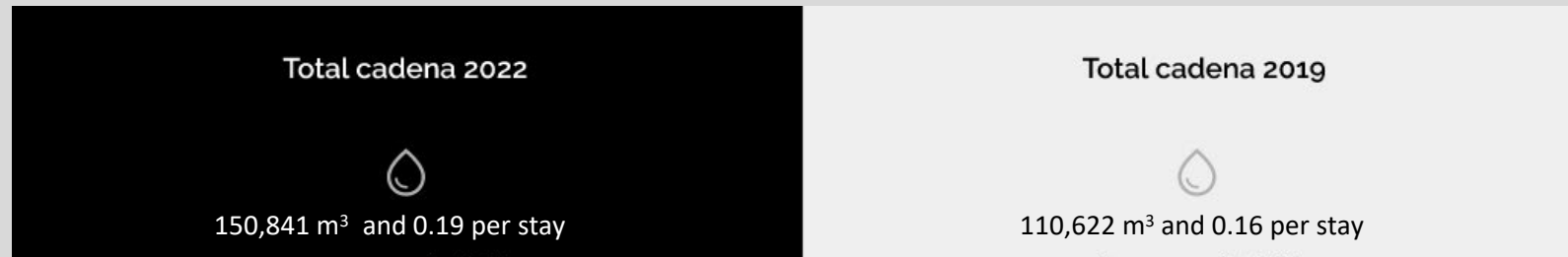
150,841 m³ 0.19 and per stay

3. Relevant SDGs:



2. Environment

2.2. Water efficiency



3. Relevant SDGs:



2. Environment

2.3. Energy from renewable sources

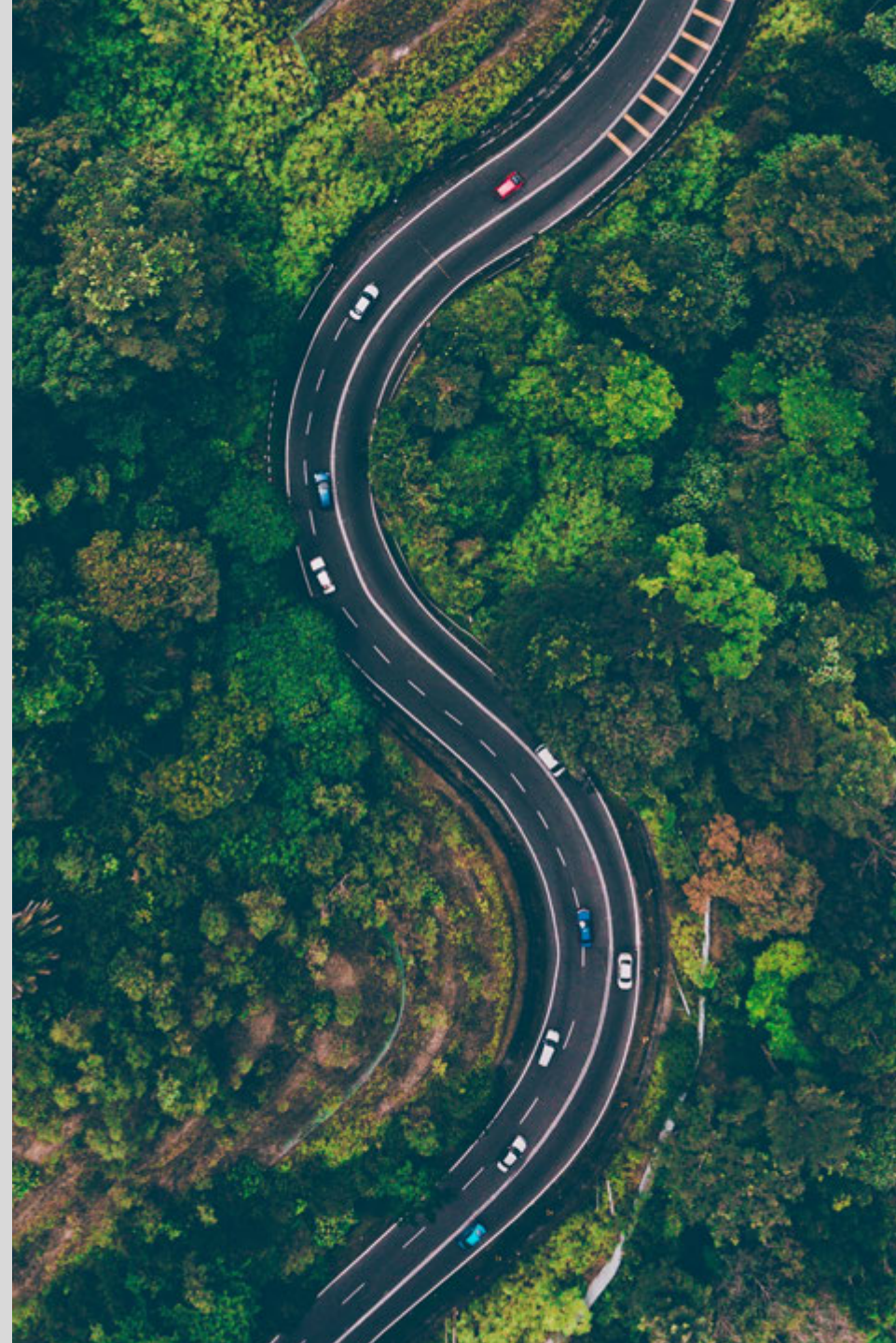
1. Total chain:
 1. 2022 agreement with Naturgy with all energy from renewable sources
 2. Self-generation: with schemes or agreements for photovoltaic and geothermal installations.
 3. Information about installation of electric vehicle charging points in the car parks at our hotels.
3. Relevant SDGs:



2. Environment

2.5. Calculation and offsetting of CO₂

1. Our goal is to reduce our carbon footprint through our energy efficiency and decarbonisation programme. However, we partially offset our emissions through various measures.
2. Relevant SDGs:



Environment

CALCULATION AND OFFSETTING OF CO₂

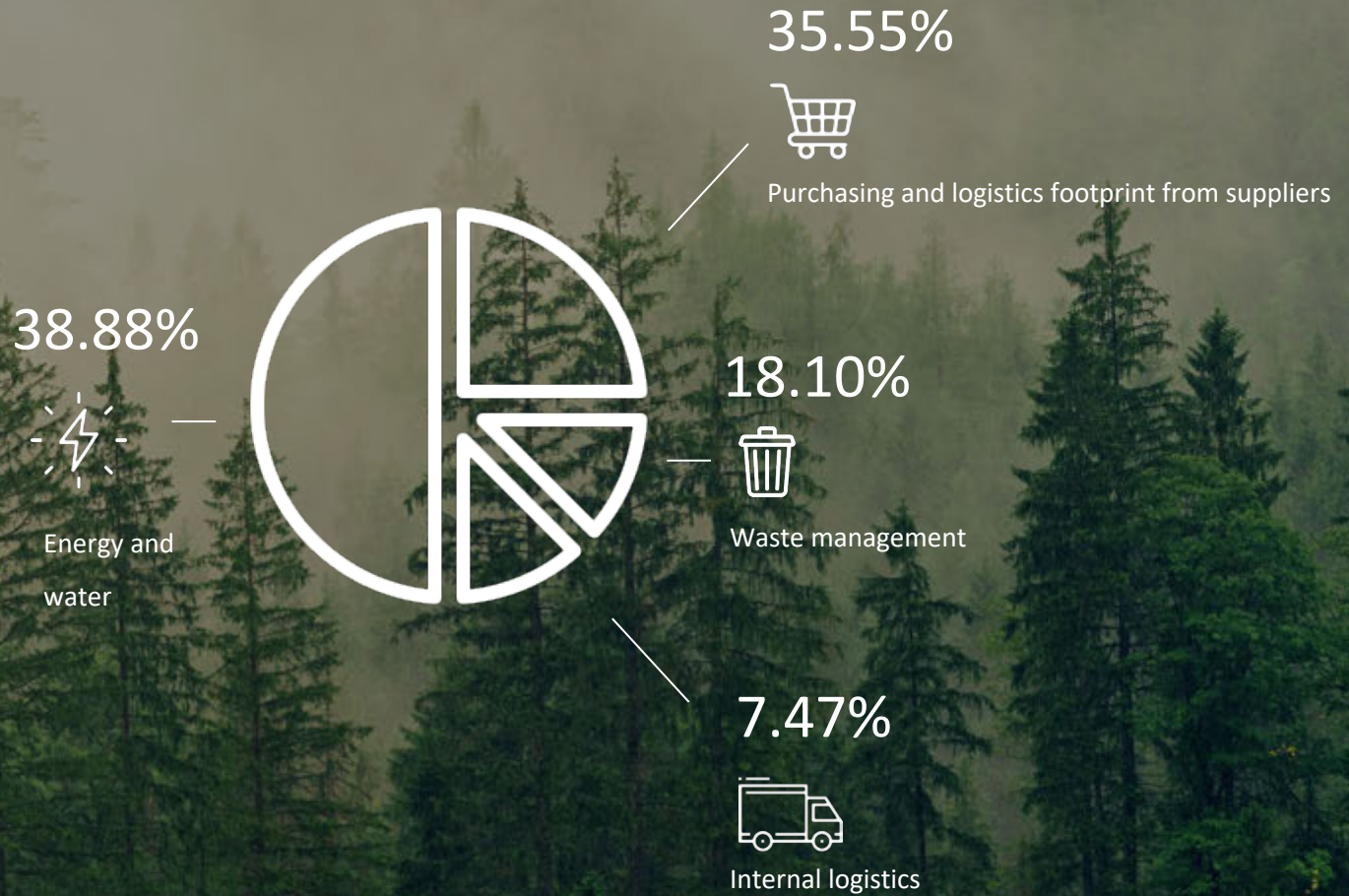
Our carbon footprint in the full trading years of 2019 and 2022 was:



4,071 Tn CO₂ in 2022
9.13 kg per room-night
24 business units

4,132 Tn CO₂ in 2019
10.61 kg per room-night
17 business units

Environment



Environment

CO₂ OFFSETTING

abba Hotels has offset all its CO₂ emissions under Scope 2 Electricity through the purchase of energy from renewable sources

1283 tonnes of CO₂



3. Waste management

3. Waste management

We have developed our strategy for the appropriate, effective management of waste in close cooperation with **ECOEMBES** and other local government and private entities. Our aspiration is for **WASTE REDUCTION** to become a permanent reality. That demands selective separation of waste (organic, packaging, paper, etc.) and sending each waste stream for appropriate treatment.



However, abba Hotels is aware that waste reduction starts with purchasing and reduction of packaging by suppliers. Starting from there, we set waste reduction targets that reflect our own desire to reduce our carbon footprint through how we manage waste, fully in line with the SDGs.



3. Waste management

 ORGÁNICO (Kg)	 PAPEL Y CARTÓN (Kg)	 PLÁSTICO (Kg)	 VIDRIO (Kg)	 RESTO NO ORGÁNICO (Kg)	 ACEITE (litros)	TOTAL
83.511	60.563	49.562	43.729	2.362	8.008	247.734

3. Waste management

3.1 Circular economy

We want to participate increasingly in the circular economy with regeneration of raw materials from recycling, both with paper and with recycled printed materials and use of recycled raw material in the form of cellulose, recycled plastic, textiles incorporating recycled fibre, and equipment. We are working to drastically reduce our use of virgin raw materials so as to minimise our impact on the planet.

Relevant SDGs:



4. People/Society

4. People/Society

Another of our priorities under 'sostenabilidad' is the adoption of SOCIAL ETHICAL AGREEMENTS AND POLICIES governing our relationships both with staff and with customers and other businesses.

Those initiatives embrace our relationships with partner businesses that share our CSR goals and, of course, groups and organisations that represent the communities that host our hotels.

We are committed to creating a 360° network of collaboration with our business, work and social ecosystems that embraces all the players truly involved in sustainability.

Our CSR activity falls under the following SDGs:



4. People/Society



Further information



SostenABBAbilidad

Letter from the CEO



Manuel Pérez

CEO

In late 2018 abba Hotels decided to contribute to improving the planet and created its SOSTENABBABILIDAD programme to set the path to grow the business while ensuring a focus on sustainability in all aspects of the operation of its hotels.

Unfortunately, COVID 19 meant that we had to suspend many of the steps taken and the plan was in abeyance until in 2022 we have been able to reactivate it - this time with even more excitement and energy than before.

Our sustainability plan has four central themes: **Sustainable procurement, Environment, Waste Management, and People/Society.**

Under **Sustainable procurement**, we have moved our purchasing to sustainable products and suppliers, to the extent available in the market, and linked our sustainability plan to the sustainability plans of those suppliers in terms of the products and packaging that best suit this new environmental policy. We share the appropriate certifications to keep the final goal of the project in focus.

In our commercial, rooms, and food and drink areas we have eliminated single-use plastic and in line with industry best practice we have shifted to recycled alternatives that have the smallest environmental impact.

We have opted for certification by @ecofoodieis to reflect our commitment to sustainable purchasing, reduced environmental impact, animal welfare and human health in relation to our food and drink offerings. We have to a large extent met all their demanding requirements.

SostenABBAbilidad

Letter from the CEO

Our food and drink offering includes a vegan line, local and kilometre zero produce and products, and organic produce.

The second main plank of our sustainability plan is **Environment** and its central thrust is the decarbonisation of all the energy used by the business with consequent reduction in its impact under Scopes 1, 2 and 3, including water use.

In the course of 2022, we have entered into contracts under which all our electricity will come from renewable sources. We have implemented energy efficiency plans in our hotels with the aim of reducing our consumption of gas and electricity without lowering our standards of service and comfort for our guests. We have also focused on efficiency in lighting and water use, with the installation of water-efficient shower roses. We have also implemented circular economy measures and sustainable photovoltaic and geothermal energy.

Our major objective is to calculate and significantly reduce our carbon footprint each year and take steps to offset our emissions.

The third central plank of our plan is **Waste management**. We have streamlined collection of the most common kinds of waste working with local government and private sector waste management organisations. We are in continuous dialogue with Ecoembes to make sure that the whole process of waste collection works well up to collection points. A priority of our waste management is to reduce our Scope 3 carbon footprint from waste and its treatment at waste treatment plants.

And the fourth and final plank of our plan is **People/Society**, which is focused on corporate social responsibility in human resource management. We have entered into a significant number of agreements with businesses, organisations and foundations that work in this area. We work with organisations such as the Red Cross, the Lesmes Foundation, the Novia Salcedo Foundation, Gureak and Wells without borders. This is the area we hope to develop at the greatest rate in 2023.

abba Hotels and its **Sostenabbabilidad** together make a far-ranging and impactful business project, a project in which each and every one of us has invested all their commitment and motivation. We want to make our plans more real every day and, of course, share the results with our guests, who are our principal source of inspiration. For them, for us, for all

5. Further information

Sustainability marks



5. Further information

The screenshot shows the website for abba Sants hotel. The navigation bar includes MENU, DESTINOS, OFERTAS, ABBANTAGE, MI RESERVA, CONTACTO, and ESPAÑOL. The search bar is set to ABBA SANTS HOTEL, with dates MAR 25ABR to MIÉ 26ABR and occupancy ADULTO/S 2 · HABITACI... The RESERVAR button is visible. A review snippet shows an "Excelente" rating of 82% based on 4,775 opinions. The hotel is described as being in the center of Barcelona. A "MEJOR PRECIO GARANTIZADO" badge lists benefits: free premium Wi-Fi, exclusive rates for abbantage members, 5% discount on abbantage points, and the best location. The hotel is 5-star rated and has a navigation menu with HOME, HABITACIONES, and GALERIA.

The screenshot shows the website for abba Playa Gijón hotel. The navigation bar is identical to the previous screenshot. The search bar is set to ABBA PLAYA GIJÓN HOTEL, with dates MAR 25ABR to MIÉ 26ABR and occupancy ADULTO/S 2 · HABITACI... The RESERVAR button is visible. A review snippet shows an "Excelente" rating of 85% based on 3,499 opinions. The hotel is described as being on the beautiful Asturian coast. A "MEJOR PRECIO GARANTIZADO" badge lists the same benefits as the Sants hotel. The hotel is 5-star rated and has a navigation menu with HOME, HABITACIONES, GALERIA, SERVICIOS, REUNIONES, CELEBRACIONES, RESTAURANTE, and GASTROBAR. The hotel address is Pº Doctor Fleming, 37 33203 playagijon@abbahoteles.com. Check-in is at 14:00 and check-out is at 12:00. A "POLITICA DE FUMADORES" link is also present.



5. Further information

News 2022

January 2022

abba Hotels relaunches its 'sostenabbabilidad' following the pandemic

Following two difficult years during which its sustainability programme had to adapt to pandemic measures, the chain has relaunched all elements of the project it first started in 2019 and hopes to recover its former level of sustainability by the middle of the year.



sostenabbabilidad

January 2022

Naturgy and abba Hotels reach an agreement for the purchase of green energy for the chain

All energy purchased by the chain in 2022 came from renewable sources. The chain hoped to offset its carbon dioxide emissions over the year. The agreements is part of abba Hotels' 'sostenabbabilidad' programme.



5. Further information

News 2022

March 2022

Printed material on recycled paper

All printed material at abba Hotels is being moved to recycled paper as part of the chain's circular economy and sustainable procurement.

New sustainable facilities at abba Hotels

The chain's new sustainable facilities is a clear commitment to sustainability, with products packaged in recycled and compostable recycled instead of the usual plastic.

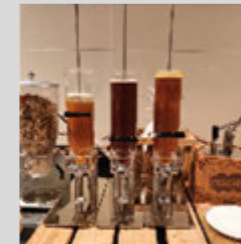
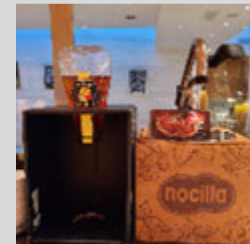
The chain is moving away from single dose personal care products and using larger containers made from recycled PET.



June 2022

zero plastic at abba Hotels' breakfast buffets

From now on all the chain's buffets will no longer have single portion products or plastic containers to move to bulk dispensers and refillable containers whilst ensuring as usual the very best quality of product at our breakfasts.



5. Further information

News 2022

July 2022

Ecostars certifies the hotels in the abba Hotels chain

Sustainability certifier Ecostars has recognised the sustainable management of nearly all the hotels in the chain. Ecostars has awarded 1-4 reflecting the scope of its evaluation of all operational areas of the business.



July 2022

abba Hotels joins the sustainable travel programmes of Booking and Expedia

The chain has met the requirements of both OTAs to join the travel and holiday sustainability programmes of Booking and Expedia.



5. Further information

News 2022

September 2022

Caixabank's Fundació Incorpora and abba Hotels enter into a collaboration agreement

The organisations have stated their common goal to recruit people with physical and cognitive disabilities and socially marginalised groups working with a range of partners in Spain.



September 2022

abba Hotels continues to enter into agreements to foster inclusive employment

Over recent months, the chain that entered into inclusive employment agreements with businesses such as the Red Cross, Gureak, the Lesmes Foundation and the Novia Salcedo Foundation.



News 2022

October 2022

TEK Bilbao adds hotel abba Euskalduna to its solar electricity customers

hotel abba Euskalduna Bilbao will use solar electricity from the roof of the San Mamés Stadium in Bilbao under a newly signed collaboration agreement with TEK Bilbao which shares the electricity it generates with nearby residents and businesses.



October 2022

Acciona Energy abba Hotels work towards electric mobility

The firms have reached an agreement to provide an electric vehicle service to guests at the hotels in the chain. This initiative will contribute to the achievement of decarbonisation under the chain's 'sostenabilidad' sustainability programme.



News 2022

November 2022

abba Sants and abba Playa de Gijón gain Biosphere certification for Sustainable tourism

The hotels are the first in the chain to gain the prestigious Biosphere mark which certifies them as standard bearers for sustainable management.



BIOSPHERE
CERTIFIED

5. Further information

People / Society

In PEOPLE SOCIETY people are our priority: customers, employees and all our human stakeholders. As such we have entered into a range of CSR agreements and policies with a 360 network of partners with whom we can create synergy and we participate in all kinds of action through agreements with businesses, foundations and a whole range of organisations that look after and care for us.



Many thanks.

www.abbahoteles.com/es