

# SUSTAINABILITY MANAGEMENT PLAN



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## GOALS

The main objective of the Sustainability Management Plan is to ensure that decision-making within the hotel contributes to achieving its objectives, in order to improve its sustainability, reduce its long-term environmental impact and increase the welfare of employees, guests and of the environment that surrounds us.

Therefore, it is necessary that the measures adopted as a result of this plan are maintained and that the plan defines the minimum standards of the Hotel Villa Magna.

This sustainability management plan will cover environmental, socio-cultural, quality and health and safety issues, and the way in which the hotel intends to address them. In addition, it will be revised and updated annually to encourage improvement year after year.

- Waste management objectives:
  - Reduce water expenditure.
  - Reduce energy expenditure.
  - Reduce the amount of CO2 emissions.
  - Reduce the amount of non-recyclable waste.
  - Increase the amount of waste that we recycle.
  - Improve the results obtained in previous years.
- General objectives:
  - Become a Green Globe hotel.
  - Lead the decision-making process to be more sustainable.
  - Develop a business strategy based on sustainability, quality, safety & health.
- Satisfaction goals:
  - Increase commitment with our customers.
  - Increase customer satisfaction, measured by surveys.
  - Provide clients with information on good waste management practices.
- Training objectives:
  - Raise awareness of the company's CRS workers.
  - All workers are aware of environmental policies.
  - Train a minimum of 1 department per year in sustainability.

## SCOPE & HISTORY

Based on the number of rooms, Villa Magna is a medium / large hotel. Being an urban hotel, it only has indoor recreational spaces (spa and gym). The building of Hotel Villa Magna is not historic.

Villa Magna opened its doors in May 1972. Located on the Paseo de la Castellana, this large newly built hotel with an interesting granite and glass façade immediately caught the attention of passers-by thanks to its modern architectural lines. However, this was not the first luxurious property to be located on this privileged estate in the heart of Madrid. Previously, the large plot had housed the Anglada Palace, a magnificent Moorish-style private residence built around a large patio that imitated the shapes of the Alhambra in Granada.

The building, which in its day was the scene of memorable parties of the aristocracy and high society, was one of the many majestic properties that wealthy locals sought to impress erected on the wide avenue. Built with the best marbles, it was decorated with exquisite paintings, furniture and tapestries. Nowadays, Villa Magna continues this tradition of luxurious hospitality and inside its halls guests will find art and antiques that once adorned the palace, a tribute to its past and a link with the present.

Villa Magna values its history and incorporates it into its service offered today. On the other hand, it is open to change and shapes its history in the modern era, so it takes seriously the minimization of its environmental impact.

The sustainability management plan applies to the entire hotel. According to the Real Academia Española, the definition of "Sustainable" is "that can be sustained, especially in ecology and economics, which can be maintained long-term without exhausting resources", therefore, if the SMP is adapted appropriately to the hotel, they will take negative actions that will cause unsustainability. To be appropriate, you must consider the size, scale, history and capabilities of the hotel.

- The service areas in the hotel are:
  - 112 rooms and 38 suites
  - The Longue, bar, patio and terraces.
  - 9 rooms and spaces for meetings and events.
  - The Spa and gym.

## Definitions, terms and abbreviations

SMP: Sustainability Management Plan - Plan de gestión de la sostenibilidad.

LHW: Leading Hotels of the World.

LQA: Leading Quality Assurance

RSC: Corporate social responsibility

H&S: Health & safety.

UICN: International Union for Conservation of Nature.

Environmental issues: Issues that concern the natural environment both globally and locally.

Sociocultural issues: Issues that concern the natural environment as well as a global and local scale.

Quality problems: Issues related to the quality of the service provided.

## ENVIROMENTAL POLICY

Villa Magna is committed to actively reduce its environmental impact by conducting all its operations in the most sustainable way possible. This includes buying sustainably, recycling and reusing resources whenever possible and reducing their energy consumption, water consumption and pollution.

Some key points of this policy are the following:

1. Comply with all current environmental laws and regulations, guests and visitors are informed about energy conservation and wise use practices, and will inform guests and visitors through TV.
2. The maintenance department will make sure to reduce the consumption of water, electricity, etc. over time, in addition to meeting the objectives and setting new goals once the previous ones have been met.
3. We invite guests and visitors to support environmental, CRS and energy efforts. It will be informed through television of the rooms, with information on good practices and possible related events to increase the commitment of our customers.
4. The company's policy prohibits the use of invasive alien species in gardens, landscapes and other areas of operation is included in the purchase policy so that invasive exotic plant species are never purchased. The foreign foliage has been eradicated in the hotel stations.

5. The company will gradually eliminate equipment other than Energy-Star. The IT purchasing policy will establish that only Energy-Star equipment will be purchased. The hotel will not immediately replace all equipment with equipment other than Energy-Star since the elimination of these will be progressive. Encourage staff and guests to reduce their energy consumption while on site by communicating energy reduction policies and objectives. Monitor the use of energy, use it and create reduction objectives with a precise plan on how to do it, in the annual report of continuous improvement
6. The policy of the company prohibits the purchase of endangered species. It will be attached to the purchase policy so that you never buy fish or animals in danger of extinction. Each time a new menu is designed, the head chef agrees to consult the IUCN red list to make sure that the ordered fish is not in danger. Make sure you do not include endangered fish in your menus. Encourage local wildlife and biodiversity by planting native plants.

At the same time, environmental policy places special emphasis on the following sections: Energy management, waste management, water management, CO2 management and biodiversity management

### *Energy Management*

The hotel Villa Magna is very committed to reducing energy consumption in all its facilities, in the past has implemented some measures to make this reduction.

The hotel has just implemented a computer shutdown policy that operates where it is feasible. We have a policy to close the curtains of empty rooms, to regulate the temperature of the building, which leads to a reduction in the use of energy. In addition, staff are advised to turn off lights in rooms that are not in use, such as their offices. We are also installing LED bulbs to replace the halogen bulbs that we have in the hotel.

The company is committed to monitoring and tracking energy consumption to set reduction targets in the future.

### *Waste Management*

An area in which the hotel feels very committed through the system of continuous improvement of waste management, in this last year has acquired new recycling containers so that recycling is easier according to the type of waste.

To control waste management, all recycling is done in the back of house, in addition, has begun to record the amount of waste it generates and what type they are to create long-term waste reduction plans.

It has also begun to use waste compactors. The compactors will not only help to reduce the amount of waste produced, but also reduce greenhouse gas emissions, reducing the number of times per month that waste must be collected so that it will not only generate a positive impact for the environment, but also that will also allow saving costs to the company, in addition, recently we have begun to register the waste in a hotel optimizer we will use this data to create recycling objectives of the departments

Finally, through an external company, we will begin to train employees in waste management to increase recycling and awareness among employees.

### *Water management*

This is an area where hotel guests can actively participate since they can communicate that they do not want their sheets and towels to be washed by placing the note on their bed and with their towels.

Flow reducers and movement sensors have been installed in male urinals and toilets with double discharge in all hotel services to reduce the amount of water consumed by guests without lowering quality standards.

### *CO2 Management*

Villa Magna registers and evaluates its CO2 emissions monthly and establishes objectives to reduce its emissions in this area. Guests and visitors of the hotel also participate as they are informed of the best ways to move around the city in a sustainable manner

It will only buy energy-efficient computers and other machines, which are Energy Star certified or other energy efficiency certificates, in the future. This will reduce Villa Magna's carbon footprint.

### *Biodiversity Management*

Being a city hotel, the main animal fauna is the bird fauna. The hotel does not feed any animal and neither will it, to ensure that wildlife is natural, healthy and does not affect the food chain.

The hotel is aware that not all of its plants are native. From now on the hotel will only buy native plants to avoid the proliferation of invasive exotic species. The hotel does not have or will have animals in captivity and preventive measures will be taken against invasive species such as cockroaches.

At the same time it also has some native plants that do not require irrigation, so it not only manages the biodiversity of the establishment in a sustainable way, but also reduces water consumption. These plants are a small sample of our commitment to the management of local biodiversity.

## SOCIOCULTURAL

It is no secret that Villa Magna is passionate about its city, Madrid, so community events have always been a priority in its agenda. Being part of an international group of hotels, Hotel Villa Magna has a global perspective of its socio-cultural work and integration of other cultures, so it welcomes guests and workers from all over the world.

The training of its employees reflects this global perspective to ensure that all its workers have a better understanding of both the local and cultural culture of the guests and visitors who come to the hotel. Guests must be properly treated according to their culture, so the staff has been trained to better understand the culture of each of their clients, thus increasing their final satisfaction with the company.

From here we support the development of the local culture of Madrid, so we try to integrate it as much as possible in the establishment in the same way we support the intellectual property of the local culture. In the same way that local employees are trained to better understand foreign cultures, foreign employees are trained to understand the local culture.

The establishment is aware and feels very involved in CSR activities. In the same way, guests and visitors are invited to collaborate in such activities by promoting these events internally and externally to obtain the greatest possible impact.

## QUALITY

Villa Magna applies very high quality service standards, this is a challenge since it must be applied at the same time as it reduces its environmental impact. One of its main objectives is to increase the commitment and the conciliation of maintaining the highest quality standards while doing it in the most sustainable way possible.

To monitor its quality, LHW sends a mysterious guest around the hotel once a year to review it and identify areas for improvement, and all employees are informed of the standards they must meet to achieve both objectives. Villa Magna also tries to make its services as accessible as possible, customizing them to suit the wishes and needs of customers

The hotel monitors your comments in the online booking search engines using internal applications to check that guests and visitors are satisfied with both standards. On a weekly basis, the Operations Manager creates action plans on how to improve the service offered to their customers. The hotel also has a complaints procedure to continuously improve the services offered to dissatisfied guests.

## HEALTH & SAFETY

Villa Magna complies with all local, national and European laws, so that it complies with all the necessary health and safety regulations, values the health and well-being of its personnel, so, according to local laws, it offers its employees health insurance that includes an annual health medical examination. Employees also have a doctor and a nurse at their disposal every morning. The Villa Magna Hotel adheres to the "CONVENIO COLECTIVO DE HOSPEDAJE PARA LA COMUNIDAD AUTÓNOMA DE MADRID 2015-2020", an agreement that most hotels in the

autonomous region of Madrid follow. It has many clauses that protect employees within the workplace and affect H & S.

At present, employees are informed of relevant safety procedures such as emergency exits or where first aid kits are located. In the internal training that takes place in the first month of work of the employees in the hotel, new employees are instructed to know these procedures much more quickly, the human resources department has been working with the marketing department to create an manual for employees, which includes this information.

Another adjustment in terms of safety and health is the change of chemical products for others less harmful to the health of workers and the environment, replacing the relevant products by others with an ecological certification.

In addition, spa and gym users are required to complete a health questionnaire before beginning the use of the facilities. Minors must be accompanied by an adult when using the gym and cannot use the wet area facilities (Jacuzzi, sauna, steam bath and experience shower).

## GREEN TEAM

Villa Magna has established a "green team", made up of all the heads of departments and hotel managers, to ensure that each department carries out its sustainability tasks. More specifically, the green team consists of:

- The General Manager
- The Operations Manager
- The Human Resources Manager
- The Accountancy Manager
- The Maintenance Manager
- The Purchasing Manager
- The Marketing Manger
- The Sales Manager
- The Housekeeping Manager
- The Reception Manager
- The Concierge Manager
- The IT Manager
- The Food & Beverages Manager
- The Head Chef
- The Stewarding Manager
- The Events Manager

The Director General and the Operations Director lead and supervise the team, which will meet once a month to continue promoting green initiatives. The changes discussed throughout the year will be recorded in the minutes of the meetings and recorded in the continuous improvement report, which will be published once a year.