

# REPORT 2023



**CORAL HOTELS**  
Happiness in the Sun

# Introduction

Coral Hotels' sustainability report for 2023 represents an important milestone in our continued commitment to corporate responsibility and care for the environment.

We align with your vision and sustainability principles, dedicating significant resources to evaluate and improve our performance in key areas that impact both our company and the community in which we operate.

In this report, we will share the achievements, challenges and objectives that we have achieved throughout 2023 in our quest to promote more sustainable business practices by 2023. Through this document, we invite our stakeholders, from guests to employees, suppliers, etc., to know and evaluate our progress in terms of sustainability.

During 2023, we have worked on several fronts to reduce our environmental impact, promote the well-being of our community and improve our guests' experience. From initiatives to reduce energy and water consumption in our facilities, to training programs for our staff on sustainable practices, we have been committed to doing our part for a more sustainable future.

This report will also provide information on our long-term sustainability strategies and how we plan to address emerging challenges in this field. We recognize that sustainability is an ongoing journey and we are committed to staying at the forefront of best practices in the hospitality industry.

Coral Hotels is not only about providing memorable experiences to our guests, but also doing so in a responsible and sustainable way. This year, we have presented our "Green & Smart" program that reflects Coral Hotels' commitment to the environment, responsible tourism and innovation. This program establishes clear goals and short-term objectives to continue advancing in sustainable tourism.



# Welcome to Coral Hotels

The Coral Hotels hotel chain is a family business with 35 years of experience in the Canary Islands tourism sector. Its founder, **Don José Barreiro Vilacoba**, with extensive experience in the tourism sector at a national and international level, and a strong entrepreneurial desire, began in 1986 with the operation of a single establishment.

A hotel project that has been growing progressively until it currently has 11 tourist complexes: 10 on the island of Tenerife and 1 on the island of Fuerteventura. During these 35 years of history, the chain has experienced continuous growth, the result of numerous projects to improve competitiveness that have allowed CORAL HOTELS to position itself at the forefront of Canarian hospitality.

35 years  
of experience in  
the tourism sector



"I am the director  
of the orchestra,  
"But the ones who  
play the instruments  
well are everyone  
around me."

In 2023 it has been awarded the prestigious Mencey Futurista Award for the hotel career of a family business, with a history of 35 years.





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# 1. Mision, vision & values



1

Aware of the impact that our activity generates daily, we are committed to acting actively towards the Sustainable Development of all our actions, without forgetting, of course, the satisfaction of our customers and the profitability of our production units.

2

We continually work to position ourselves among the vanguard of Canarian hospitality, but always under strict criteria of profitability, environmental protection and social commitment of the territory where we operate.

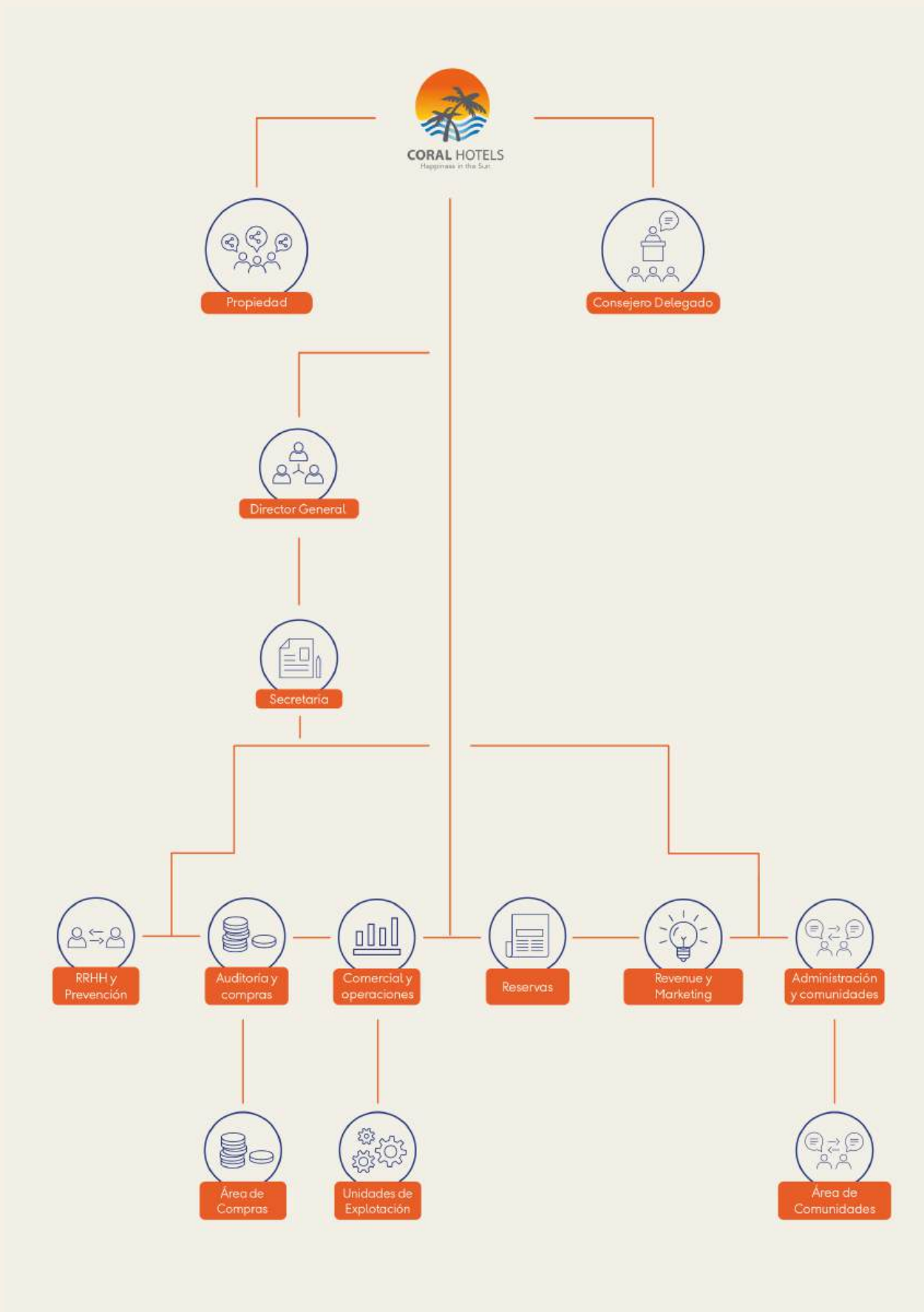


3

Among the values that guide us daily in our activity, we highlight people orientation (our employees, our clients and our suppliers) and environmental responsibility (care and respect for the environment, minimizing the negative impact on the environment).



## 2. Structure of the organization



### 3. Sustainability Area Coordination Committee

Our chain has a cabinet for the coordination of the sustainability area whose mission is to maintain adequate coordination between the different areas of the Group that guarantees the orientation of all resources and efforts towards achieving our objectives and making decisions.

Rosi Morales  
General Directorate Secretariat

Sandra García  
Revenue y Marketing Director

Manuel Rodríguez  
Comercial & Operations Director

### 4. Relevant milestones of the Coral Hotels chain in 2023

#### January

- Presentation of the new mascot "Cori" and the children's song "Come to Waterland" for the Coral Families.
- Participation in the Fitur Tourism Fair in Madrid.
- Participation in the Holiday World Show Tourism Fair in Dublin.

#### March

- Participation in the ITB Berlin Tourism Fair.
- Sponsorship of the local Oliva Carnival representing an aspiring Carnival queen.
- Collaboration in the Circular Economy project, Circular Tourist Community (CTC) organized by Ashotel.
- TUI Quality Hotels 2023 Award to Coral Dreams as one of the best establishments in the TUI Program worldwide.
- Mencey Futurist Honor 2023 Award for Futurism to Mr. José Barreiro, CEO of Coral Hotels, for his hotel career.

#### February

- Interview with our CEO Mr. Jose Barreiro in Notices Diary.
- Collaboration through UNICEF to raise funds for the Turkey Earthquake.
- Participation in the Fiets Wandelbeurs Tourism Fair in Ghent (Belgium) and Utrecht (Holland) to encourage cycling and hiking tourism in our hotels.



#### May

- Visit Fam Trip in Coral Compostela Beach by Bucher Reisen and Anex Tour Germany for tourism promotion.
- Granting of the Tripadvisor Traveler's Choice award to 4 hotels in the Coral Cotillo Beach chain, Coral Suites and Spa, Coral Ocean View and Coral California.





## April

- Participation of Coral Hotels in the Employment Fair "Job Dating" organized by GEHOCAN together with the Adeje City Council.



## June

- Participation of our General Director, Mr. Roberto Barreiro, in the Sensitour Pro Fuerteventura conference, to promote tourism and environmental sensitivity in the hotel sector, which was held in our Coral Cotillo Beach complex.

## July

- Sponsorship of Coral Hotels to the Canarian wrestling team "Agrupación de Union Norte de Fuerteventura".
- Coral Hotels' participation with the UNWTO and the University of Oxford for a tourism sustainability program.
- Presentation of the La Quinta Park vacation home complex.



## August

- Participation of Coral Hotels to help the victims of the Tenerife North fire by providing accommodation in our establishments in the North of Tenerife and delivering bottled water to the affected families.



## October

- Participation of Coral Hotels, in all hotels in Tenerife in the "The First Journey" initiative for the protection of the Cinderella's Shearwater, organized by Excelencia Turística de Tenerife and the Cabildo of Tenerife.
- Training programs by a marine biologist for awareness and rescue of shearwaters.
- Gánigo 2023 Award to Coral Hotels awarded by the Center for Initiatives and Tourism of Southern Tenerife (CIT Sur de Tenerife).



## September

- Presentation of the Coral Concerts program by Coral Hotels, which are based on a series of intimate concerts that take place in the different hotels of the chain, both in Tenerife and Fuerteventura and with the aim of promoting Canarian artists such as Hector Artiles.

## December

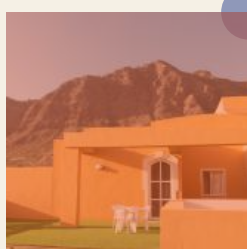
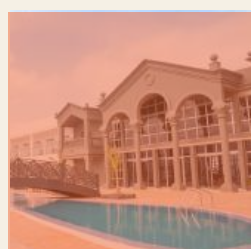
- Distinction ceremony for participation in the initiative The First Trip to Coral Hotels, among others. Special distinction to our marketing department for disseminating the event on social networks.
- Coral Hotels' participation in the Campaign to collect food and hygiene products for the Spanish Red Cross.
- Recognition act for workers in the hotel sector awarded by Ashotel.
- Christmas lunch celebration organized for all Coral Hotels staff.
- Celebration of the Fraternization dinner for the board of directors of the Coral Hotels chain.

## 5. Our Brands

*Our establishments are designed to offer maximum comfort and rest to the most demanding guests.*

The Coral Hotels chain is made up of 12 establishments. This year, a new vacation complex has been added to the chain's portfolio: Coral La Quinta Park Suites. Of these 12 establishments, 11 are located in Tenerife: **Coral Suites & Spa, Coral Compostela Beach Golf, Coral Los Alisios, Coral Los Silos, Coral Teidemar, Coral Villas La Quinta, Coral La Quinta Park, Coral Compostela Beach, Coral California, Coral Dreams and Ocean View.** The remaining one is located in Fuerteventura: Coral Cotillo Beach. The Coral Hotels chain is made up of 12 establishments of which, this year a new establishment has been presented that joins the chain's portfolio and is the new Coral La Quinta Park holiday complex. Suites.

Therefore, 11 are located in Tenerife: Coral Suites & Spa, Coral Compostela Beach Golf, Coral Los Alisios, Coral Los Silos, Coral Teidemar, Coral Villas la Quinta, Coral La Quinta Park, Coral Compostela Beach, Coral California, Coral Dreams , Ocean View and 1 in Fuerteventura: Coral Cotillo Beach.

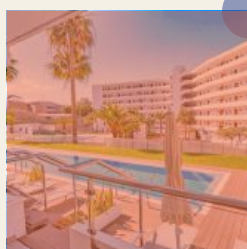
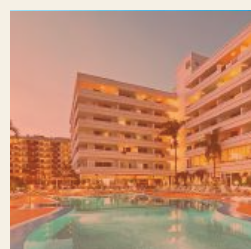


### Nature & Adventure

Coral Cotillo Beach

Coral Teide Mar

Coral Los Silos

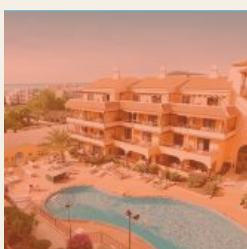
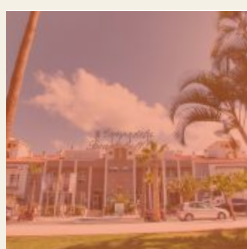
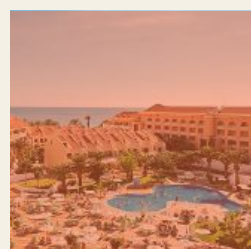


### Adults Only

Coral Suites and Spa

Coral California

Coral Ocean View



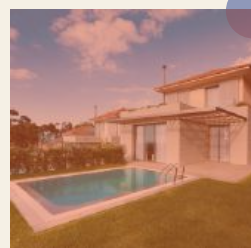
### Coral Families

Coral Compostela Beach

Coral Compostela Beach Golf

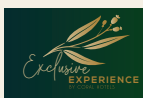
Coral Los Alisios

Coral Dreams



### Exclusive Experience

Coral Villas la Quinta



Our establishments are divided according to the experience that best suits the needs of our clients:

#### NATURE & ADVENTURE

For an active and different holiday in contact with nature and under the vibrant sun of the Islands of Tenerife and Fuerteventura, we offer our Nature & Adventure experience.

In our "Nature & Adventure" establishments you can practice various sports activities such as hiking, trail running, cycling, golf or enjoy water sports such as windsurfing, kitesurfing, kayaking, diving.

##### Coral Cotillo Beach

Located thirty-five minutes from Fuerteventura Airport, the unique environment of El Cotillo can be perceived as soon as you cross the doors of Coral Cotillo Beach. Just 200 meters from the hotel is one of the most beautiful and unexplored coastal areas in Europe. A unique landscape that has already been granted the status of World Biosphere Reserve by UNESCO. The charm of a small, traditional fishing town, together with the relaxed and tropical lifestyle that is breathed in the area, gives clients a unique opportunity: to feel that time stops and gives way to the most absolute relaxation.

**Rooms** 152      **Beds** 299  
**Occupation** 2022 81,01%    2023 80,66%

##### Coral Teide Mar

A comfortable studio complex in Puerto de la Cruz, where you can find thousands of proposals to get to know the spectacular island of Tenerife. They are located in Puerto de la Cruz, a few meters from an extensive range of restaurants and leisure options. Coral Teide Mar has its own fully equipped Cycling Center, where you can store, wash or even repair your bicycle. The starting point for your routes through the north of Tenerife.

**Rooms** 166      **Beds** 332  
**Occupation** 2019 82,00%    2022 88,18%    2023 89,58%

##### Coral Los Silos

For hikers and nature lovers, Los Silos is the perfect starting point to visit the Natural Parks in the area. Its coast is also famous for its impressive natural pools. Ideal for rest and active holidays in groups, with children or as a couple, our apartments in Villa de los Silos offer a perfect combination of services, location, tranquility and price.

**Rooms** 14      **Beds** 56  
**Occupation** 2019 33,05%    2022 39,02%    2023 48,07%

#### ADULTS ONLY

Located in privileged enclaves, very close to the sea and the most appreciated leisure areas in the South of Tenerife, our Adults Only (+16 years) hotels stand out for guaranteeing a close and personalized service where you are the protagonist.

##### Coral Suites and Spa

Located in the heart of Playa de las Américas with exclusive spaces designed especially for a getaway as a couple or with friends in the South of Tenerife. Price, comfort and the best services come together in this hotel next to the beaches of Troya and Las Vistas.

**Rooms** 191      **Beds** 382  
**Occupation** 2019 81,65%    2022 93,31%    2023 97,11%

##### California Coral

A complex of studios and apartments in the south of Tenerife with magnificent services. Located next to the most important beaches

on the island, between Las Américas, Costa Adeje and Los Cristianos, the Coral California studios and apartments stand out for their careful design and modern facilities.

**Rooms** 96      **Beds** 200  
**Occupation** 2019 95,66%    2022 93,89%    2023 85,42%

##### Coral Ocean View

An Adults Only (+16) concept hotel unique in its category thanks to its avant-garde design and panoramic views. Coral Ocean View Includes facilities such as a large gym, yoga deck, treatment center and upstairs solarium with jacuzzi.

**Rooms** 143      **Beds** 299  
**Occupation** 2019 98,36%    2022 92,34%    2023 95,81%

#### CORAL FAMILIES

Because we know that family vacations linger in the memory and are the sweetest recollection, in our cozy family hotels under the "Coral Families" brand, we offer unforgettable family experiences through facilities and services specially designed for the whole family.

##### Coral Compostela Beach

Located on the beachfront of Playa Las Vistas, Coral Compostela Beach offers newly renovated apartments with modern design and direct beach access. A complex tailored for family vacations. Just 50 meters from Playa de las Vistas, it includes activities and entertainment specifically for the little ones alongside the mascots Lollo & Bernie.

**Rooms** 242      **Beds** 836  
**Occupation** 2019 94,80%    2022 94,86%    2023 95,73%

##### Coral Compostela Beach Golf

Situated next to Golf Las Américas and opposite a large shopping center, this two-story complex is ideal for families. It offers seven solariums, a play area, and spacious apartments.

**Rooms** 156      **Beds** 326  
**Occupation** 2019 92,76%    2022 92,00%    2023 87,21%

##### Coral Los Alisios

With easy access to the center of Los Cristianos and the beach, the complex features a modern and exclusive Splash Park with a variety of state-of-the-art water elements. Comfortable, stylishly renovated with a minimalist, modern yet very comfortable design, Coral Los Alisios offers hotel-like services but with the freedom of suite apartments, as it includes a superbly equipped kitchen.

**Rooms** 117      **Beds** 266  
**Occupation** 2019 92,62%    2022 91,33%    2023 91,47%

##### Coral Dreams

Coral Dreams Time to Smile offers the most relaxing and welcoming atmosphere. The complex consists of bungalows and apartments, surrounded by beautiful private gardens. With a perfect location, very close to Playa de Troya and the incredible Siam Park, guests can enjoy a wide range of leisure and dining options.

**Rooms** 49      **Beds** 98  
**Occupation** 2019 82,72%    2022 90,30%    2023 92,48%

#### EXCLUSIVE EXPERIENCE

Our Exclusive Experience has been created to meet the expectations of those who wish to have an intimate and exclusive vacation, creating a sophisticated space for rest and comfort.

### Coral Villas La Quinta

At Coral Villas La Quinta, you can relax and enjoy the sun in a private villa with modern and minimalist design, private pool, spacious terraces, and exclusive-use gardens. Located in the privileged residential area of La Quinta, perched on a cliff, they offer a unique landscape with spectacular views over the Atlantic Ocean, La Orotava Valley, and Mount Teide.

Villas 4

Beds 24

Occupation 2019 32,18% 2022 41,93% 2023 44,49%

## 6. Our comitement

### COMMITMENT TO SUSTAINABILITY

#### ETHICS AND INTEGRITY

##### Compliance culture

*Coral Hotels complies with all current sustainability legislation fundamental to promoting responsible business practices and addressing the environmental and social challenges facing society.*

**1. Environmental Regulations:** Comply with environmental laws and regulations to minimize the environmental impact of our activities. This includes proper waste management, reduction of greenhouse gas emissions, and compliance with biodiversity conservation regulations.

**2. Labor Regulations:** We guarantee fair and safe working conditions by complying with minimum wage laws, work hour limits, workplace safety, and other aspects related to labor rights.

**3. Human Rights Regulations:** We comply with human rights regulations to ensure that there are no human rights abuses in our facilities.

**4. Business Ethics Regulations:** Complying with laws and regulations governing business ethics is important to prevent corrupt practices and ensure transparency in the company's operations.

**5. Government Incentives and Policies:** We support tax incentives and other policies to promote sustainability.

**6. Certifications and Voluntary Standards:** We comply with mandatory regulations and voluntary sustainability standards and hold environmental certifications that demonstrate our commitment to sustainability.

*Compliance with sustainability legislation is not only a legal obligation but can also have benefits in terms of reputation, access to international markets, risk reduction, and long-term sustainability. We are aware of the applicable laws and regulations in our industry and location, and we work to ensure that our operations comply with these requirements. Additionally, we strive to go beyond legal obligations to promote a positive impact on our environment and community.*

## 7. Our policies

*Coral Hotels has had its policies in place since 2011, which outline the set of principles and guidelines for the chain's commitment to sustainability in its operations and business practices.*

These policies help us to establish a framework for action in the company's actions in environmental, social and economic areas and to ensure that sustainability is an integral part of the business strategy, they are communicated and promoted throughout the organization so that all employees are aligned with the company's sustainability values and objectives Sustainability Policies adopted by the chain:

### 1. Environmental Policy:

- Commitment to reducing the carbon footprint and sustainable management of natural resources.
- Objectives for energy efficiency and reduction of greenhouse gas emissions.
- Responsible waste management and promotion of recycling.
- Promotion of biodiversity conservation in areas of influence.
- Commitment to the disclosure of sustainability reports and relevant data.
- Open communication about progress and challenges in sustainability matters.

### 2. Human Resources and Occupational Risk Prevention Policy:

- Commitment to respecting human rights in all operations and the supply chain.
- Promotion of diversity and inclusion in the workplace.
- Gender equality and non-discrimination policies.
- Investment in community development programs in areas where the company operates.
- Whistleblowing channel.
- Disciplinary system.
- Promotion of training and awareness for employees and collaborators on sustainability issues.
- Participation in educational and awareness programs in the community.
- Protection of children and reporting of any exploitation or child abuse.

### 3. Economic Policy:

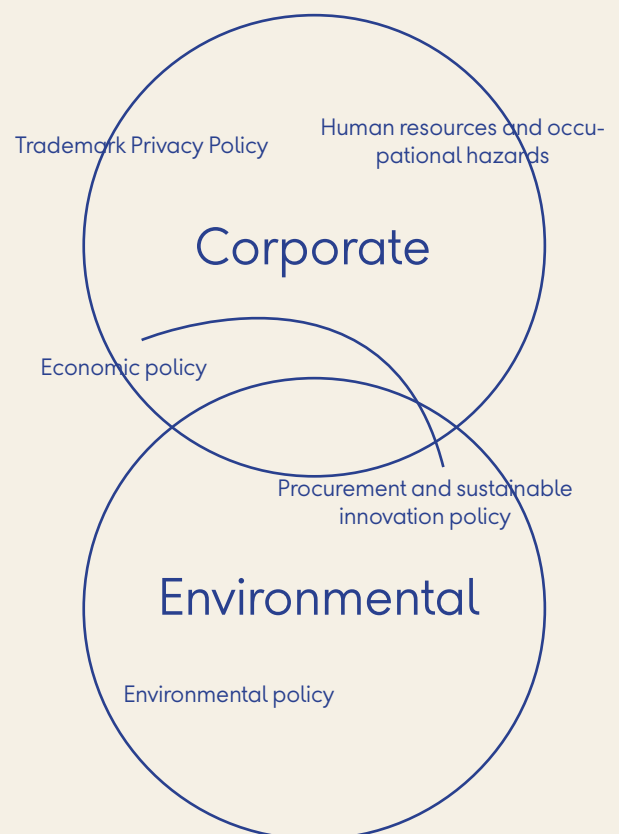
- Promotion of ethical and anti-corruption business practices.
- Encouragement of fair business relationships with suppliers and partners.
- Compliance with tax and financial regulations.
- Support for local entrepreneurs and SMEs.

### 4. Sustainable Purchasing and Innovation Policy:

- Commitment to research and development of sustainable products and services.
- Encouragement of the adoption of clean technologies and eco-efficient practices.
- Collaboration with other organizations on sustainable innovation projects.

### 5. Privacy Policy for Coral Hotels Brand:

- Compliance with regulations ensuring the protection of personal data for any user accessing our website, our employees, customers, suppliers, etc





# 8. Objectives and goals 2024

## Objetives

### Environmental Sustainability

1. First phase of installing photovoltaic panels for self-consumption in all establishments to promote the use of renewable energy and reduce dependence on non-sustainable energy sources. At Coral Cotillo Beach, we already have a photovoltaic plant and plan to expand it. (SDG 7 Affordable and Clean Energy). The goal is to reach 100% of establishments by 2030.
2. Installation of salt chlorinators in the pools of the establishments to eliminate chemical products and reduce the risk to employees in handling them. (SDG 6 Clean Water and Sanitation).
3. First phase of eliminating diesel boilers in our establishments with the new installation of propane at Coral Cotillo Beach. (SDG 7 Affordable and Clean Energy). The goal is to reach 100% of establishments by 2030.
4. Program to replace 100% of existing lighting with LED lighting is 95% implemented.
5. Installation of water taps with smart sensors in the bathrooms of common areas. Helps save 70% of water and thus energy.
6. Commitment to initiatives such as beach cleanups.

### Local Economic and Social Development

1. Renewal of sports sponsorship agreements in the islands where we operate, Fuerteventura and Tenerife.
2. Increase billing with local companies to promote economic growth in the local community and generate employment and development opportunities. Currently, our local suppliers make up 89.01%.
3. Collaboration with various public and private organizations to help and/or mobilize financial resources, share knowledge and experiences, and promote innovation in the search for sustainable solutions. (SDG 17) Renewal of agreements with Ataretao, Ashotel, Asofer, CitSur, the municipalities of Arona, Adeje, Puerto de la Cruz, Tourism Boards, Island Councils, among others.

### Education, Awareness, and Sustainability Culture

1. Digitalization of food waste, proposal for weighing buffet waste to save costs, which consists of measuring and classifying the generated food waste, the consumed products, and analyzing the food cycle and waste reduction through data analytics to reduce costs, optimize purchasing processes, and measure production.
2. Digitalization of consumption in all establishments to improve sustainability, such as the implementation of intelligent energy and water management systems, the use of artificial intelligence to optimize operational processes, and the adoption of technological solutions to reduce food and other resource waste.

3. Provide all our staff with a reusable water bottle to refill at filtered water stations, and in the dining areas, water will be served to customers in reused glass bottles.

4. Continue Coral Hotels' support for the 2024 initiative "ESG Framework for Tourism Businesses", led by the UNWTO (World Tourism Organization) in collaboration with the University of Oxford. This initiative aims to establish a standardized system for measuring the Environmental, Social, and Governance (ESG) performance of tourism businesses. This project is designed to address the lack of consistency in ESG reporting within the tourism sector, which has historically lacked a unified approach. This new framework is being developed in several phases, including research and pilot testing, with the participation of companies from the accommodation and booking services sectors. The initiative is supported by partners such as EasyJet holidays and seeks to promote sustainability, social responsibility, and transparency in the sector's businesses. Ultimately, this framework will help companies monitor their impact on the environment and local communities, aligning with global standards such as the UN Sustainable Development Goals.

5. Renew our support for the "El primer Viaje" 2024 project, as support for biodiversity in the Canary Islands. Through this initiative, we contribute to the preservation of local species and the strengthening of ecosystems.

### Promotion of Well-being and Social Equity

1. Renewal of donation agreements with non-profit foundations in the islands where we operate, Fuerteventura and Tenerife, and increase new collaborations with organizations such as Aldeas Infantiles, Amate, local animal shelters, etc.
2. Search for new eco-design products with our suppliers. The amenities we offer to customers are eco-design products.
3. Train and raise awareness among 100% of employees on environmental issues.
4. Formalize an agreement with a single authorized company for waste management across the entire chain.

## 8.1 Objectives 2030

### Environmental Sustainability

1. 100% reduction of fossil fuel emissions in all Coral California and Coral Suites and Spa establishments.

## Achivements

### Environmental Sustainability

1. Use of cleaning materials that respect the ecosystem and do not affect biodiversity.
2. Progressive implementation of water-saving filters in the bathrooms and kitchens of the rooms.

3. Participation in the pilot project of Circular Tourist Communities (CTC) for the elaboration of Compost including one of our Coral Ocean View resorts, during the year 2023, 2180kg have been recycled for compost. Likewise, we contribute to deliver the pruning of all the hotels in the chain.

4. First phase of installation of photovoltaic solar panels at the Coral Cotillo Beach Hotel, with a total of 248 panels for self-consumption, representing 38% of the energy used. The installation of solar panels for self-consumption contributes to the production of clean, renewable energy, thus reducing dependence on non-renewable energy sources and reducing greenhouse gas emissions, which promotes energy and environmental sustainability.

5. Improved waste management, through the implementation of signs in the kitchens of the apartments for customers to participate in waste separation. The initiative to involve clients in waste separation promotes responsible practices and contributes to reducing the environmental impact of tourism activities.

6. Creation of ecological vegetable gardens in all the establishments, with fruit trees and aromatic herbs for the use of our clients, employees and the bar/restaurant.

#### **Local economic and social development**

1. Regular collaboration with local producers and artists for the creation of original and exclusive songs for Coral Hotels, including the corporate song and Christmas song 2021.

2. The implementation of an employee portal and continuous employee training is an initiative, with them we contribute to provide quality educational opportunities for staff, improving their skills and capabilities. This in turn promotes a more productive and satisfying work environment, which fosters economic growth and sustainable development at both the individual and organizational levels.

3. Obtaining Biosphere certification in all our resorts from 2020. This new Biosphere certification allows us to promote sustainable practices in natural resource management, environmental conservation and biodiversity protection, which directly contributes to the promotion of responsible production and consumption, as well as the preservation of terrestrial and marine ecosystems. Obtaining this certification demonstrates a commitment to sustainability and respect for the environment.

4. The creation of a new Green and Smart program and its corresponding logo.

The Green and Smart program promotes sustainable practices in resource management, carbon emission reduction and biodiversity conservation. The development of a specific logo for this program strengthens its visual identity and effectively communicates the hotel chain's commitment to environmental sustainability and technological innovation.

5. Opening of the three new Cycling Centers in 2022 Coral Compostela Beach Golf, Coral California, Coral Cotillo Beach and Coral Teidemar in 2021.

6. Collaboration with the Ayuntamiento de la Oliva and the Asociación de Jóvenes El Cotillo for the cleaning of El Cotillo beaches.

7. Participation in Tourism Fairs: Fitur (Madrid), World Travel Market (WTM London), ITB Berlin, and Holiday World Show Dublin.

#### **Education, Awareness, and Culture of Sustainability**

1. Installation of filtered water fountains to eliminate 100% of plastic containers in both dining areas and employee zones.

2. Replacement of more efficient appliances in all hotel renovations carried out until 2023.

3. Implementation of a new CMR and creation of custom Business Intelligence.

4. Implementation of a new professional program for agencies and travel agents through our website.

5. Digitization to eliminate paper signage on all our sustainability panels.

6. Digitization of processes to eliminate paper signage in all our receptions and rooms, online check-in, elimination of paper signage from all our sustainability panels, implementation of QR codes, and a corporate TV channel in rooms that includes all the hotel information the guest needs.

#### **Promotion of Well-being and Social Equity**

1. Implementation of the Coral Hotel chain's gender equality plan. Training staff on gender equality awareness, sexual harassment, and gender-based harassment.

2. Creation of a sustainability video to inform and raise awareness among employees and customers about the achievements of the chain, aligned with several Sustainable Development Goals (SDGs).

3. Waste reduction management through an agreement with the supplier of returnable bottle soft drinks and beers since 2023. This agreement promotes a shift towards a more sustainable consumption model that can contribute to mitigating climate change by reducing greenhouse gas emissions associated with the production and disposal of disposable containers.

4. We apply eco-design to our products, which we make with sustainable and recycled materials.

5. The installation of defibrillators at Coral Los Alisios, Villas la Quinta, and Teidemar contributes to promoting a safer and healthier environment for guests and staff.

6. Sustainable design and construction. At Coral Hotels, we have firmly committed to innovation and modernization of our establishments, always combining it with a sustainable and efficient approach in all the renovations we carry out. In our renovation projects, we integrate elements such as indoor vegetation, decoration made from ecological woods and natural fibers, the acquisition of 100% recycled furniture, and, whenever feasible, reuse.

This 2023 we...



V Recognition of hard-working people in the hotel sector by As-hotel.



Visit of Raquel Ceca Hernández, Coordinator of Sports and Adventure Tourism, to get to know our hotel Coral Compostela Beach Golf.



Official delivery of uniform T-shirts to all students of El Tostón Public School, Fuerteventura.



Coral Hotels at the 43rd edition of WTM London







World Breast Cancer Day.



Anne Dekens, director of Coral Teide Mar, has spoken to the cameras of Antena 3 Noticias about the options that Coral Hotels offers for teleworkers and why the Canary Islands is the ideal place for them.



Nieves Carballo, director of the Hotel Coral Cotillo Beach, talks live with #RadioSintonía about sustainability.



The women's combined relay breaks the Spanish record at the World Games. María Rodríguez, swimmer of the Club Natación Martínez-Coral Hotels among them.



The 12 athletes who traveled to Santander to participate in the IX Spanish Lifesaving and Rescue Championship won medals both individually and in relays.



Nice visit of Jéssica de León Verdugo, Councilor of Tourism in Cabildo de Fuerteventura to our hotels Coral Cotillo Beach.



José Barreiro, founder and CEO of Coral Hotels, in telephone connection with #CopeCanarias: "The village of El Cotillo has that character that is increasingly appreciated. Many villages of this type have disappeared, and for us it was important to work to maintain it: we want our clients to contribute to the life of the village and that is why we have chosen not to offer the All Inclusive regime".



Coral Hotels host in the conference of tourism and environmental awareness of reference for the sector in terms of sustainability held at the Hotel Coral Cotillo Beach, located in the municipality of La Oliva, Fuerteventura. The conference, which has as its theme "The challenge of building a destination with a future", will be aimed at entrepreneurs, freelancers, SMEs, producers, artisans, farmers and professionals in the tourism sector.



Participation of our General Manager in these conferences.

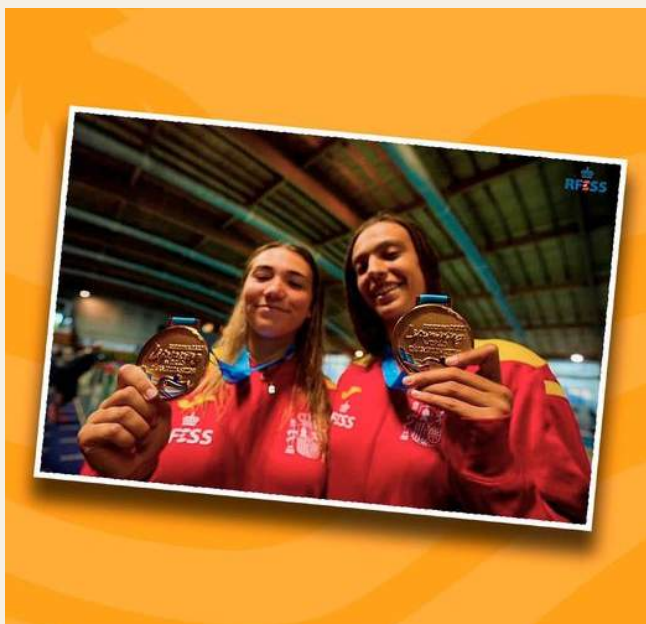




Erasmus Plus Project of Colegio El Tostón, in which we have the great pleasure of collaborating, also coincided with World Environment Day. And what better way to honor this day than accompanying the students in the cleanup of the beach of El Saltadero.



Coral Dreams Time to Smile has received the TUI Quality Award 2023, a prestigious recognition of our excellence in hospitality and service, based on the assessment of our guests.



María Rodríguez de la Sierra, the Canarian swimmer and member of the Coral Hotels Martiáñez Swimming Club, has been proclaimed world champion in the 200m Junior Supersocorrista event at the World Lifesaving and Lifeguarding Championships.





Coral Hotels received the awards of the “El Primer Viaje” initiative and the closing of the campaign for the protection of the Cenicineta shearwater 2023 in Tenerife.



Sponsorship of Coral Cotillo Beach, Coral Hotels, Club de Lucha Canaria Agrupación Unión Norte.



Recognition of the CEO of Coral Hotels for his collaboration in helping the victims of the Tenerife forest fire in 2023.



Collaboration with Oxford University (The Oxford SDG Impact Lab) and tour operator EasyJet Holidays to participate in an environmental impact project.





Sponsorship of the Carnival of La Oliva representing an aspiring Carnival Queen 2023.

## 9. Green and Smart sustainability program

Aware of the importance of maintaining sustainable tourism development and adopting the principles and objectives specifically set out in the 2015 World Summit on Sustainable Development, COP 21, and the World Charter for Sustainable Tourism +20, CORAL HOTELS is committed to carrying out sustainable management of its activities by adopting commitments aimed at preventing, eliminating, or reducing the impact of our facilities and activities, both internal and external, as well as improving our sustainability and our behavior towards the environment.

Environmental certifications are an effective means to demonstrate an organization's commitment to sustainability, improve its reputation, comply with regulations and market requirements, reduce costs, and ultimately contribute to the protection of the global environment. This allows us to develop and implement a more sustainable action plan, with actions to be carried out and United Nations Objectives to contribute to with good practices, continuously improving.

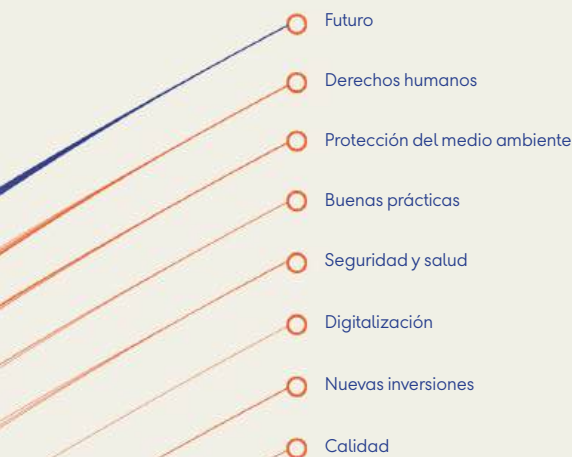
Since 2011, Coral Hotels has held the Travelife environmental certification, following environmental requirements based on the Global Sustainable Tourism Council criteria for hotels (GSTC). The criteria are based on four themes: effective sustainability planning, maximizing social and economic benefits for the local community, strengthening cultural heritage, and minimizing negative environmental impacts.

From 2020, Coral Hotels has a new Biosphere Standards certification, adhering to its Responsible Tourism Policy. Coral Hotels commits to meeting the requirements established in this adherence to Biosphere, which includes the legal requirements regulating the effects generated by tourism activity. The Biosphere Sustainable seal is coordinated by the Responsible Tourism Institute (ITR).

These internationally recognized certifications support us in achieving the sustainability principles outlined in the 17 SDGs and the 169 targets included in the 2030 Agenda.







## QUALITY

- Analyze the satisfaction of our customers, work teams, and suppliers to continuously improve. Our biggest challenge is to exceed the expectations of the customers who visit us.

## ENVIRONMENTAL PROTECTION

- Awareness: Educating our customers and employees on sustainability through various training actions.

- Sustainable criteria: Applied in future renovations and works.

- Certifications renewal: With Travelife and Biosphere.

- Development of the new sustainability program "Green & Smart".

## BEST PRACTICES

- Environmental best practices: In hotels, focusing on water and energy consumption, waste management, pollution reduction, and paper consumption.

## SAFETY AND HEALTH

- Safety programs: Implementation to ensure the safety of customers and workers, creating a safer and more reliable environment. We also stay updated through authorized external companies on regulations and best practices in each area to ensure our safety and health programs.

## DIGITALIZATION

- Operational improvement: Digitalization of departments and the implementation of advanced systems and technologies to improve operational efficiency and customer experience.

## NEW INVESTMENTS

- Complex renovations: Investments are made adapting to new trends in ecology, sustainability, and environmental respect.

## HUMAN RIGHTS

- Commitment: To respect and protect human rights and equality within our chain, requiring constant efforts and collaboration with local communities. By working closely with local entities and maintaining a people-centered approach, we aim to achieve a positive and sustainable impact in the communities where we operate. This commitment also includes regular training for our staff on the prevention of discrimination.

## FUTURE

- Sustainable Development Goals (SDGs): Coral Hotels is committed to implementing the SDGs and reducing environmental impact, working on short and long-term initiatives to achieve global goals that address a wide range of issues, including environmental sustainability, equality, poverty eradication, and many others.

Fig.1: Representación de la relación entre las metas de Green Smart y nuestro compromiso con los 17 Objetivos de Desarrollo Sostenible.





## 10. Commitments to our suppliers and subcontractors

Coral Hotels, in line with our environmental policies, has adopted a strategy that, despite the challenges of being located in an archipelago, prioritizes collaboration with local suppliers and the promotion of sustainability throughout our supply chain. This strategy not only has a positive impact on the local economy but also fosters responsible business practices and improves the environmental impact on the community.

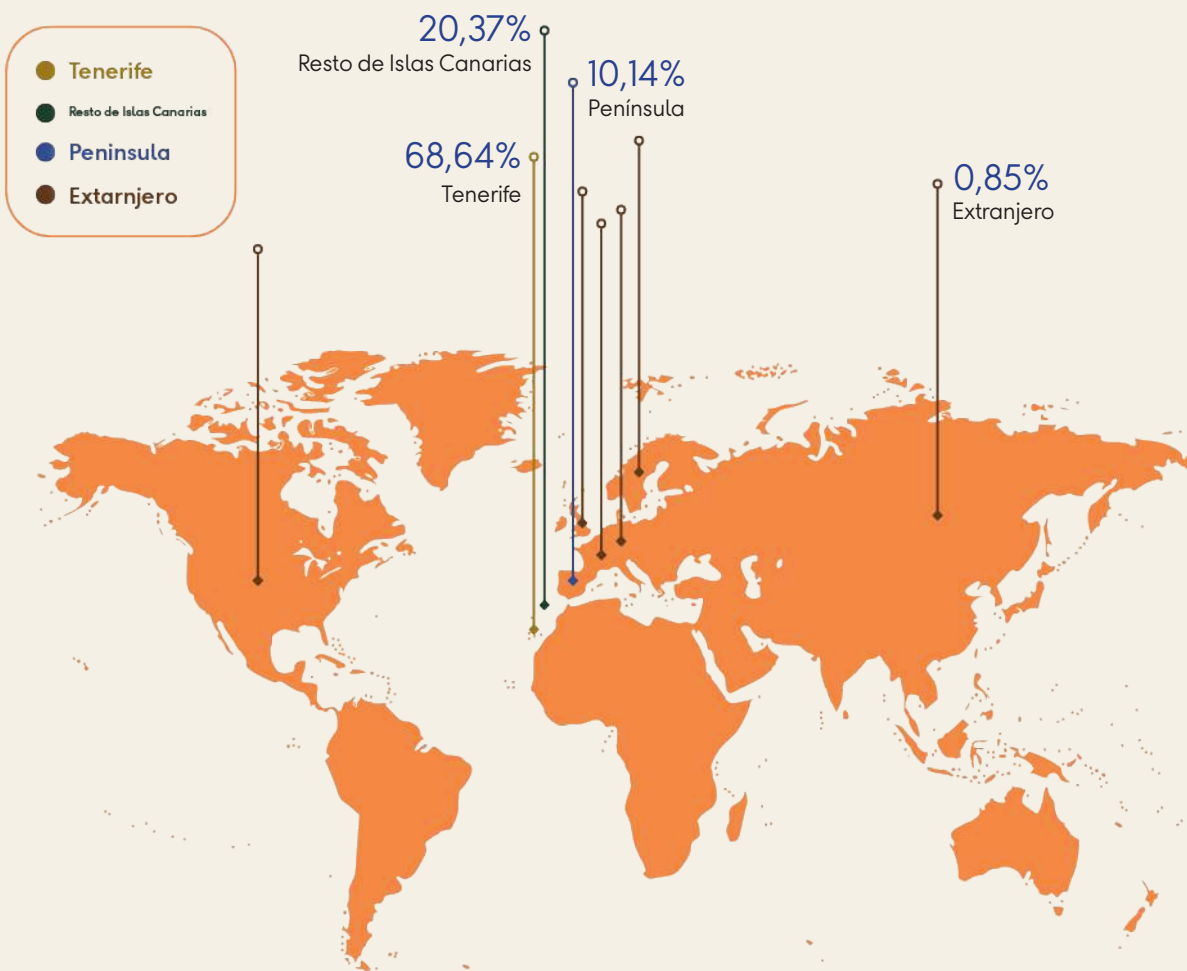
With this initiative, we support the local economy (KM0), reduce our carbon footprint, and promote sustainable practices in our supply chain, which is fundamental to our corporate social responsibility. Additionally, we carefully select all our suppliers and promote ecological criteria. By closely collaborating with local suppliers and encouraging them to adopt sustainability measures, we are contributing to the sustainable development of the community and the positive impact on the environment.

Currently, at Coral Hotels, we maintain close collaboration with local suppliers, with 89.01% of our suppliers coming from the Canary Islands, and a notable 68.63% of them from the island of Tenerife.

Our sustainability policy is shared with all our suppliers, and we motivate them to implement sustainable measures in their organizations, thus fostering their commitment to both the environment and the well-being of their employees.

More than  
**50%** of our  
suppliers are  
local

Our suppliers have signed up to align with our sustainability and human rights requirements.



# 11. Environmental management

## 11.1 SUSTAINABLE DESIGN AND CONSTRUCTION.

At Coral Hotels, we are firmly committed to innovation and the modernization of our establishments, always combining this with a sustainable and efficient approach in all the renovations we undertake. In our renovation projects, we integrate elements such as indoor vegetation, decor made from eco-friendly wood and natural fibers, the acquisition of 100% recycled furniture, and, whenever feasible, the reuse of existing furniture. All of this is done while maintaining the unique personality of each hotel, adapting to the surrounding environment and local culture.

## 11.2 ENVIRONMENTAL CERTIFICATION

Since 2011, Coral Hotels has embarked on the path of sustainability, a certification awarded to companies in the travel and tourism industry that meet specific sustainability and social responsibility standards and criteria. This marked a new commitment to sustainability and a willingness to operate responsibly from both environmental and social perspectives. Since then, we have maintained the certification by meeting the criteria and indicators of the internationally recognized Global Sustainable Tourism Council (GSTC), which address sustainable management of energy and water, promotion of fair labor practices, biodiversity conservation, waste reduction, and the promotion of responsible tourism. Currently, we hold the Travelife Gold certification in nine hotels.

Starting in 2020, and as pioneers in the Canary Islands, we obtained the Biosphere Standards certification for the entire chain. The RTC Biosphere Certification focuses on sustainability as a whole, encompassing environmental, social, and economic aspects. This certification is based on a series of criteria and standards aimed at continuous improvement, under the principles and objectives of the United Nations.

With these certifications, we aim to progressively advance towards the fulfillment of the 2030 Agenda, the 17 Sustainable Development Goals, and the 169 targets of the United Nations.

## 11.3 SICTED QUALITY DISTINCTION IN THE DIFFERENT DESTINATIONS

At Coral Cotillo Beach, we have joined the SICTED project, the Integral System of Tourist Quality in Destinations, promoted by the State Secretariat for Tourism (SETUR), with the support of the Spanish Federation of Municipalities and Provinces (FEMP). After passing the distinction evaluations, we have obtained the 2023 tourism quality seal from the Tourism Department of the Cabildo of Fuerteventura.

**Todos** nuestros  
hoteles cuentan  
con certificación  
ambiental

Travelife 9

Biosphere 11

## 12. Circular economy and waste management

At CORAL HOTELS, we are aware of the impact of our activities on the environment, which is why we work continuously and committedly in the responsible management of all aspects related to the environment, with a special focus on the regions where we operate.

We conduct a thorough analysis of our purchases, rigorously control our consumption, and manage waste as efficiently as possible, all in line with our Quality and Environmental policies.

In 2022, we took an important step towards integration into the circular economy with the launch of the pilot project TENERIFE KM 0: Circular Tourist Communities, in which one of our complexes, Coral Ocean View, participates. This project involves the classification and collection of organic waste generated in the hotel kitchens, which is then transported to a farm for separation and transformation into compost. This compost is used by farmers in Tenerife for their crops and, in our case, for the organic gardens we have set up in all our complexes.

14 Tenerife Sur

www.eldia.es  
EL DÍA | LA OPINIÓN DE TENERIFE  
Sábado, 4 de marzo de 2023

ADEJE



Representantes de las empresas del grupo de Comunidades Turísticas Circulares (CTC). | EL DÍA

### Doce hoteles convierten en compost los desperdicios alimentarios que producen

Comunidades Turísticas Circulares acaba de incorporar a seis hoteles ♦ Ashotel impulsa este proyecto que codirige Asaga y se desarrolla en Adeje y Guía de Isora

El Día  
ADEJE

El proyecto Comunidades Turísticas Circulares (CTC) cuenta ya con doce hoteles que convierten en compost los desperdicios alimentarios que producen. Comenzó el año pasado con un grupo de seis establecimientos hoteleros a los que se suman ahora otros seis: BTO Costa Adeje Pal-

por Ashotel, en el marco de su Estrategia de Sostenibilidad y Digitalización Turística 2022-2030, que cuenta con la colaboración de Asaga-Asaja Canarias y con los ayuntamientos de Adeje y Guía de Isora (ámbito en el que se desarrolla) y Transportes Noda como operador de poda vegetal.

▶ En ocho meses

El objetivo es aprovechar toda la materia orgánica que se produce en los hoteles, dejar de enterrarla en el vertedero para emplearla en y regenerar suelos y fincas agrarias para una mejor producción agrícola y abastecimiento de cercanía, lo que equivale a generar economía circular. Representantes de esta nueva Comunidad Turística Circular se reunieron en la Factoría de Inno-

huevo y pequeñas podas en la huerta ecológica Finca del Balo (Guía de Isora), de la empresa Serviagro y participante activa en este proyecto.

#### Primeros datos

Ashotel presentó en esta reunión los datos obtenidos en ocho meses con los residuos orgánicos de seis hoteles del sur de Tenerife. Los 210.000 kilos de biorresiduos

plantaciones hortofrutícolas. También fueron necesarios 141.000 kilos de poda grande como estructurante en la elaboración del compost. Constituye el 40% del compost total mientras que el 60% restante procede de los biorresiduos.

El hecho de obtener solo el 1,13% de impropios entre los biorresiduos (muy por debajo de las exigencias de la normativa europea) eleva la calidad del compost. Esto se consiguió con una buena formación previa de todos los participantes en el proyecto.

#### Binomio agricultura-turismo

El director de Innovación y Desarrollo Sostenible de Ashotel, Enrique Padrón, resaltó que «este es un proyecto en favor de la agricultura y el paisaje y cómo el sector turístico puede beneficiarse de ellos». Francisco Valiño, gerente de Adeje Limpio, Francisco Valiño, incidió en la importancia de mantener bajo el nivel de impropios y controlar bien los cuartos de residuos de los hoteles. Su homólogo de Asaga-Asaja Canarias, Theo Hernando, indicó que su sector trabaja con las administraciones públicas «para que el esfuerzo de las empresas que participan en este proyecto un reconocimiento económico».

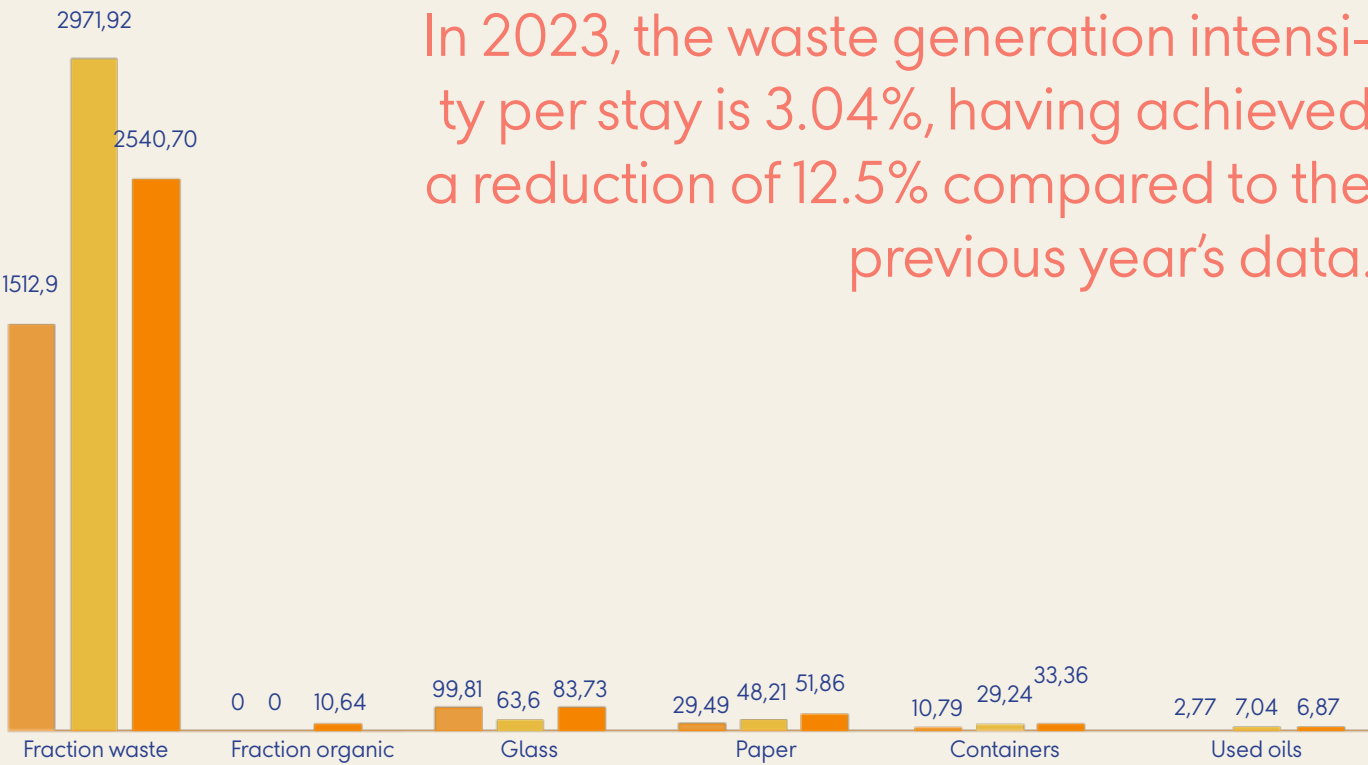
Como ejemplo del trabajo que se realiza vinculado con la reducción de residuos de cocina hoteleros, de la mano de Grupo Fedola, la empresa de software Evosocial Soft diseñó una herramienta para reducir los residuos de los buffets, conocida como Buffet Waste, que aplica un sistema de inteligencia artificial para reducir y ajustar la producción de la comida que se sirve a los huéspedes en función de su nacionalidad, edad, sexo y variedad del año

# 12.1 Main waste generated in our hotels

In 2023, we managed to collect a total of 2,180 kg of organic waste, which is equivalent to a reduction of 95,194 kg of CO2e, thus actively contributing to the reduction of our carbon footprint and the development of a more sustainable tourism model.

In our company, we have implemented rigorous waste management practices with the aim of minimizing the amount of waste generated by our operations as much as possible. We adopt a responsible approach to waste separation and management, which means we meticulously categorize and separate waste in our establishments.

We have strategically placed recycling points throughout the hotel to facilitate and promote the responsible use of these resources by our customers, suppliers, and employees.



In 2023, the waste generation intensity per stay is 3.04%, having achieved a reduction of 12.5% compared to the previous year's data.

Comparison of waste generated per kg/stay in each establishment.

CORAL SUITES & SPA			CALIFORNIA			CORAL DREAMS		
	2022	2023		2022	2023		2022	2023
Vertidos	3,99	4,04	Vertidos	3,04	3,21	Vertidos	2,83	2,88
Reciclaje	0,44	0,54	Reciclaje	0,09	0,64	Reciclaje	0,20	0,24
OCEAN VIEW			COTILLO BEACH			TEIDEMAR		
Vertidos	2,98	3,22	Vertidos	7,00	4,96	Vertidos	2,19	1,78
Reciclaje	0,13	0,29	Reciclaje	0,21	0,22	Reciclaje	0,19	0,28
LOS ALISIOS						LOS SILOS		
Vertidos	1,77	1,78				Vertidos	0,21	0,18
Reciclaje	0,09	0,02				Reciclaje	0,02	0,02
CB GOLF			COMPOSTELA BEACH			LA QUINTA		
Vertidos	3,71	1,58	Vertidos	2,43	2,29	Vertidos	0,14	0,12
Reciclaje	0,08	0,05	Reciclaje	0,10	0,27	Reciclaje	0,03	0,03

## MEASURES PUT IN PLACE FOR WASTE MANAGEMENT

- Bulk Product Purchases: We opt to purchase products in bulk to minimize packaging waste.
- Sustainable Packaging: We prioritize packaging made from recycled or biodegradable materials, thus contributing to the reduction of plastic waste.
- Waste Separation in Hotels: In our hotels, we have facilities for the proper segregation of waste, which facilitates its subsequent recycling and responsible treatment. Removal is managed by authorized agents.
- Management of Chemical and Toxic Waste: The removal of chemical products and toxic waste, such as batteries, light bulbs, and batteries, is managed through authorized agents for subsequent recycling and treatment by authorized agents.
- Recycling in Common Areas: In the common areas of our hotels, we provide waste bins for the classification of waste, including paper, glass, plastic, and organic waste.
- Elimination of Single-Use Plastics: We have completely eliminated the use of plastic cups and straws, replacing them with reusable polycarbonate cups and biodegradable straws, contributing to the reduction of single-use plastics, as well as refillable shampoo and gel dispensers for rooms and common areas.
- Recyclable Amenities: Our amenities are made from 100% recyclable materials, promoting sustainability in our chain.
- Digitalization and Use of QR Codes: We have implemented a QR code system to eliminate the use of paper in brochures, menus, and hotel information, while also digitizing systems such as billing and reservations, resulting in significant paper savings.
- Composting of Organic Waste: We promote the composting of organic waste, such as food scraps and gardening materials, with the aim of reducing the amount of waste sent to landfills.





## NEW PROJECTS FOR 2024

- 100% Elimination of Bottled Water: The installation of filtered water fountains is proposed to eliminate 100% of plastic containers in both dining areas and employee zones. Instead, it is proposed to provide staff with a reusable water bottle for refilling, and in dining areas, water will be served to customers in reusable glass bottles.

- Reduction of Food Waste: Implementation of a digitized system for managing food waste, which includes the proposal to weigh the waste generated in buffets. This system allows for measuring and classifying unused food, as well as analyzing product consumption and food rotation. Through comprehensive data analysis, we aim to reduce waste, optimize purchasing processes, adjust production, and ultimately decrease operational costs.



# 13. Water

Fully aware of the importance of the use of water, an essential resource for human consumption, irrigation of green areas and swimming pools, CORAL HOTELS persists in the implementation of consumption management measures. We reaffirm our unwavering commitment to promote responsible use of this resource among both our customers and our employees.

Our actions for responsible water management and use include:

- The installation of dual flush push buttons on toilets.
- The adoption of single-handle faucets in showers for optimum temperature regulation.
- The incorporation of efficient showers and sinks with flow reducers and timers.
- The replacement of bathtubs with showers in our hotels.
- The introduction of vegetation composed of xerophytic plants in our gardens.
- The implementation of drip and sprinkler irrigation systems with pressure limiters, programmed to operate at off-peak hours to prevent evaporation.
- Promoting awareness among our employees and customers about responsible water consumption in their daily routines, among other initiatives.

## Total water consumption (thousands m3)

2018	2019	2020	2021	2022
202,04	209,32	118,33	131,59	230,72

Total carbon emissions

0,3875 Kg CO2e/pax

### Comparison of water consumption in m3/stay in each establishment.

CORAL SUITES & SPA			CALIFORNIA			CORAL DREAMS		
2019	2022	2023	2019	2022	2023	2019	2022	2023
0,277	0,243	0,259	0,224	0,341	0,204	0,361	0,302	0,317
OCEAN VIEW						TEIDEMAR		
2019	2022	2023				2019	2022	2023
0,391	0,318	0,344				0,310	0,407	0,387
LOS ALISIOS			CORAL COTILLO			LOS SILOS		
2019	2022	2023				2019	2022	2023
0,203	0,200	0,195				0,173	0,200	0,201
CB GOLF			COMPOSTELA BEACH			LA QUINTA		
2019	2022	2023	2019	2022	2023	2019	2022	2023
0,162	0,175	0,170	0,128	0,154	0,166	0,168	0,163	0,160

# 14. Electricity

At CORAL HOTELS, we are fully aware of the importance of energy consumption and are committed to energy efficiency. We conduct a thorough analysis of our energy consumption with the aim of reducing it as much as possible.

With the implementation of renovations and new installations, potential savings will be estimated and sized in line with these changes.

Our measures for the management and efficient use of electricity include:

- 
- The implementation of photovoltaic energy systems.
- 
- The incorporation of low-energy consumption appliances, such as refrigerators and microwaves, in all rooms and bar/restaurant areas, according to specific needs.
- 
- The installation of low-energy induction plates in all rooms of the establishment, according to individual needs.
- 
- The promotion of awareness about energy-saving measures through information placed in our guests' rooms.
- 
- A new energy management company that handles consumption analysis.
- 
- Our dedication to energy efficiency and the implementation of these measures demonstrate our commitment to sustainability and the reduction of environmental impact.

## Total consume electricity (MWh)

2018	2019	2020	2021
5001,36	5064,62	2558,12	3009,46
2022	2023		
5124,09	5315		

## Comparison of electricity consumption per kwh/stay in each establishment.

CORAL SUITES & SPA			CALIFORNIA			CORAL DREAMS		
2019	2022	2023	2019	2022	2023	2019	2022	2023
8,64	8,32	8,82	2,18	2,51	2,81	5,42	4,99	5,51

OCEAN VIEW			TEIDEMAR		
2019	2022	2023	2019	2022	2023
6,18	7,31	7,76	6,912	3,54	3,26

LOS ALISIOS			COTILLO BEACH			LOS SILOS		
2019	2022	2023	2019	2022	2023	2019	2022	2023
3,37	3,76	4,09	8,64	8,94	8,33	2,912	1,92	1,83

CB GOLF			COMPOSTELA BEACH			LA QUINTA		
2019	2022	2023	2019	2022	2023	2019	2022	2023
4,15	5,38	5,40	5,64	4,33	4,31	1,72	1,39	1,22

## 14.1. Gasoil

At CORAL HOTELS, we analyze the consumption of all our energy sources, such as diesel, which is used occasionally in three of our facilities. Our commitment lies in addressing the environmental and climatic challenges associated with fossil fuels and moving towards a more sustainable energy future.

This requires a combination of research efforts, investment in clean technologies, and the implementation of changes in energy practices and policies.

## Total consume gasoil (MWh)

2018	2019	2020	2021
2066,60	2235,11	1290,73	1316,84
2022	2023		
1883,28	1866,30		

## Comparison of diesel consumption in kwh/stay for each establishment.

	CORAL CALIFORNIA		CORAL SUITES & SPA		CORAL LOS ALISIOS		CORAL COTILLO		CORAL TEIDEMAR	
	L	(kwh estancia)	kg	(kwh estancia)	L	(kwh estancia)	L	(kwh estancia)	L	(kwh estancia)
2019	28314	4,28	51767	4,89					48236	0,502
2022	25345	4,17	44548	3,73	8549	0,810	46714	5,62	52512	0,599
2023	25362	4,55	50070	3,94	995	0,093	49714	6,03	52163	0,569

## 14.2. Propane

At CORAL HOTELS, we conduct a rigorous analysis of the consumption of all our energy sources, which includes a thorough review of the use of propane in three of our facilities. This reflects our ongoing commitment to the responsible management of energy resources and environmental sustainability in our sector.

Our commitment includes the constant search for more efficient practices, clean technologies, and the consideration of sustainable alternatives whenever possible. Additionally, we stay attentive to relevant regulations and standards to ensure the responsible use of resources such as propane. Sustainability and responsible energy management are key elements of our strategy to provide high-quality services that respect the environment.

### Total consume propane (MWh)

2018	2019	2020	2021
687,67	582,60	387,88	334,00
2022	2023		
690,14	623,19		

Comparison of propane in kwh/stay for each establishment.

	CORAL COMPOSTELA BEACH		CORAL SUITES & SPA		CORAL COMPOSTELA BEACH GOLF		CORAL LOS ALISIOS		CORAL TEIDEMAR	
	kg	(kwh estancia)	kg	(kwh estancia)	kg	(kwh estancia)	kg	(kwh estancia)	kg	(kwh estancia)
2019	13898	0,860	19432	2,32	4054	0,361	6090	0,806		
2022	14956	1,010	27540	2,91	3080	0,305	5985	0,716		
2023	12367	0,799	23286	2,34	2625	0,260	6530	0,780	1680	0,234

## 14.3. Pellets

At CORAL HOTELS, we are committed to adopting sustainable and environmentally friendly energy sources. As part of this initiative, we have implemented biomass boilers in three of our establishments, with the aim of heating the water in the buildings and pools in a more eco-friendly and efficient manner. This focus on renewable energy reflects our ongoing commitment to sustainability and our desire to reduce our environmental footprint at every step we take.

### Total consume pellets (MWh)

2018	2019	2020	2021*
1160,01	1133,86	702,91	541,82
2022	2023		
788,61	892,88		

Comparison of pellet consumption in kwh/stay in each establishment.

	CORAL COMPOSTELA BEACH		CORAL COMPOSTELA BEACH GOLF		CORAL LOS ALISIOS	
	Tn	(kwh/estancia)	Tn	(kwh/estancia)	Tn	(kwh/estancia)
2019	69,75	1,69	44,45	1,54	102,60	4,61
2022	31,9	0,84	40,70	1,57	78,10	3,65
2023	46,2	1,15	37,40	1,46	87,45	4,08

\*In 2021, the breakdown of one of our boilers led to a decrease in total pellet consumption.

# 14.4. Natural gas

Since 2016, at our establishment, Coral Ocean View, we have opted for natural gas as an energy source, recognizing its environmental benefits and its high energy efficiency. This decision reflects our commitment to sustainability and the use of cleaner and more efficient energy sources to contribute to the well-being of the environment and the improvement of our operations.

In 2022, following the pandemic crisis, consumption in 2022 compared to 2019 increased by 10.31% due to the new installation of the swim-up pool in 2021.

## Total consume natural gas (MWh)

2018	2019	2020	2021
455,48	435,40	214,86	195,48
2022	2023		
480,33	403,06		

# 15. Energy save

At CORAL HOTELS, we work with efficient equipment to reduce energy consumption, both in electricity and fuels, opting for rational energy consumption, making good use of natural resources, and focusing on reducing pollution.

### Measures Implemented for Energy Saving

- LED and low-energy lighting in the hotels. Replacement of 100% of the bulbs in the complexes with LED lighting.
- Installation of motion sensors for light activation and timers in common areas.
- Photovoltaic energy at our Coral Cotillo Beach establishment, which generated a total of 164,060.32 kWh in 2023, with a reduction of 36,093.24 kg CO2e.
- Incorporation of energy-saving appliances (refrigerators, microwaves, etc.) in all rooms and bar/restaurant areas, as needed.
- Installation of low-energy induction plates in all rooms of the establishment, as needed.
- Raising awareness among our employees and customers about energy consumption in their daily routines and activities.
- Use of solar thermal energy for hot water.
- Timed controls for turning lights on and off in sync with daylight hours.

## Total emitions

The total CO2 equivalent emissions (CO2e) of Coral Hotels and their comparison with the previous year are presented, including the corresponding energy, water and waste emissions for the year 2023.

Total emitions	2022	2023
Total CO2e	2887,265 CO2e	2931,888 CO2e
CO2e average	0,00313 CO2e	0,00304kg CO2e



## Comparison of total energy consumption in kWh/stay for each establishment.

CORAL SUITES & SPA			CALIFORNIA			CORAL DREAMS		
	2022	2023		2022	2023		2022	2023
	14,97	15,10		6,68	7,36		4,99	5,51
OCEAN VIEW						TEIDEMAR		
	2022	2023					2022	2023
	12,98	12,29					9,53	9,18
LOS ALISIOS			COTILLO BEACH			LOS SILOS		
	2022	2023		2022	2023		2022	2023
	8,94	9,05		15,61	16,27		4,980	4,693
CB GOLF			COMPOSTELA BEACH			LA QUINTA		
	2022	2023		2022	2023		2022	2023
	7,26	7,14		6,18	6,27		4,925	4,525



# 16. Carbon print

Below is the carbon footprint data for Coral Hotels in 2023.

Carbon print		
	2022	2023
Emission sources	Emissions (TCO2e)	Emissions (TCO2e)
Range 1	502,38	587,51
Refrigerant gases	1,2	101,46 *
Combustion	501,10	486,04
Range 2		
Electricity	462,36	777,93
Total emissions	964,74	1365,44
* Increase due to facility refurbishment.		

Our Commitments for Emission Reduction for 2024:

Installation of Photovoltaic Panels:  
We commit to continuing the installation of photovoltaic panels in all our establishments to complete their implementation before 2030.

Replacement of Fossil Fuel Boilers:  
We commit to replacing fossil fuel boilers in all our establishments by 2030. For 2024, we plan to start at Coral Cotillo Beach.

Replacement of Existing Lighting with LED Lighting:  
We will continue with our program to replace traditional lighting with LED lighting. We are currently at 95% implementation.

Calculation of Scope 3 Emissions:  
We commit to calculating Scope 3 emissions before 2030.



Comparison of total emissions in kg/CO2e/stay (water, energy and waste) in all establishments.

CORAL SUITES & SPA		CALIFORNIA		CORAL DREAMS	
2022	2023	2022	2023	2022	2023
4,16	4,15	3,21	3,65	2,22	2,71
OCEAN VIEW				TEIDEMAR	
3,31	3,90			3,27	3,13
LOS ALISIOS		COTILLO BEACH		LOS SILOS	
2,61	3,05	5,77	5,11	0,38	0,40
CB GOLF		COMPOSTELA BEACH		LA QUINTA	
3,21	1,84	1,97	2,29	0,33	0,42

# 17. Our clients

## 17.1 ORIGIN

This year, 2023, has been very positive for the tourism industry in the Canary Islands, with occupancy reaching pre-pandemic levels, which is a promising sign for the resilience of the tourism industry in the Canary Islands and the confidence of our travelers.

As a result of this recovery, Coral Hotels has experienced an increase in tourist occupancy, highlighting its participation in international fairs such as Fitur, World Travel Market, ITB in Berlin, and Holiday World Show in Dublin, among others, which have been crucial for promoting the hotel chain.

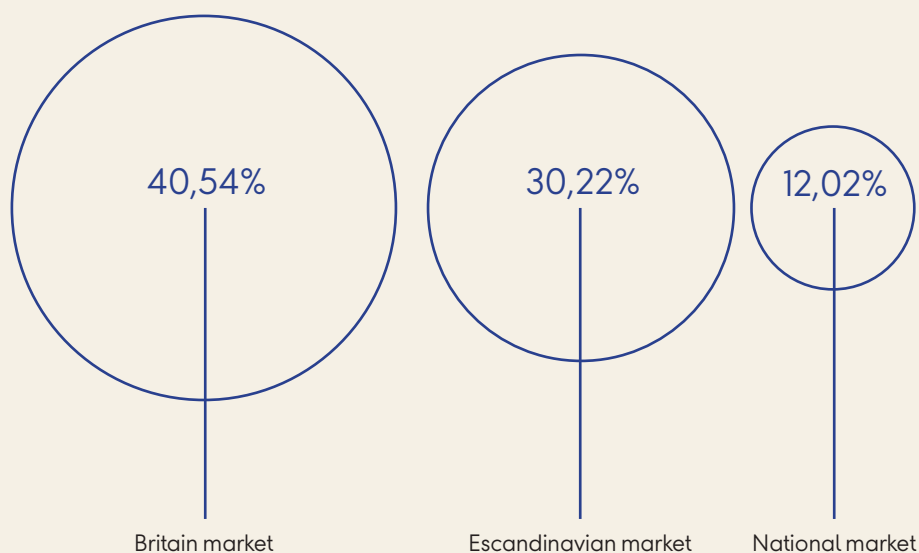
Products like "Workation" (working while on vacation) have been launched, which is an interesting trend, especially in a world where more and more people can telework and attract a segment of travelers looking to combine work and leisure in an attractive environment.

We also highlight the constant improvements in sustainability, such as the presentation of our environmental program "Green & Smart," with environmental responsibility becoming an increasingly important factor in the choice of tourist destinations. This allows us to differentiate ourselves from other hotel chains and attract travelers who seek destinations distinguished by their level of commitment to sustainability.

In summary, the combination of adapting to current trends, promotion at international fairs, and the focus on sustainability shows a solid strategy for our chain.

In this year 2023, British tourism represents 40.54% of the total tourists staying in our establishments. The United Kingdom has historically been an important market for Coral Hotels, and this figure suggests the confidence of British tourists, especially during the summer months.

Scandinavian tourism, with 30.22%, mostly from countries such as Sweden, Norway, Denmark, and Finland, has been our second market, especially in the winter season. The third largest market is the national (Spanish) market with 12.02%, which is a smaller percentage compared to the British and Scandinavian markets.



## 18. Satisfaction levels

Breogan, S.L. in its digitalization process, uses online surveys among other sources to calculate customer satisfaction indices by department. Data is obtained from the following sources:

- Online surveys sent to the customer's email during their stay and after check-out, allowing us to interact with the customer in a personalized way and note comments on any issues indicated to expedite their resolution.
- Comments through the website: received from the email account info@coral-hotels.com and responded to one by one in a personalized manner. Additionally, comments and issues are forwarded to the relevant department or hotel management for their awareness and resolution.
- Online reputation of the hotels: analyzing indices collected from traveler communities, specialized websites, and social networks, among other channels.
- Monthly statistics from tour operators.
- "Mystery Guest" audits.

We use the "guest intelligence" tool Review Pro, which consolidates all online reputation data and information obtained from direct customer surveys, allowing us to generate indices that reflect the level of customer satisfaction. Most importantly, by receiving data continuously, we can act immediately if there is a need to resolve any problematic situation.



### Results of surveys to measure customer satisfaction % of customers

	2022	2023
GRI	82.6	82.94
Cleaning	91.5	88.05
Location	86.9	86.15
Gastronomy	76.3	68.85
Service	89.2	82.24
Entertainment	82.6	78.5
Room	89.2	79.8

### Quality

N. of opinions about the chain	4746	4268
Data source Review Pro		
Online reputation index	72,1%	71,00%
Data source Review Pro		



# 19. Complaint channel

## New Information Channel “Internal Information Systems”

The informational circular of Coral Hotels aims to comply with Law 2/2023 and Directive (EU) 2019/1937, which protect individuals who report regulatory violations and fight against corruption. An “Information Channel” has been implemented so that employees and stakeholders of the Coral Hotels group can report violations safely and confidentially. This system allows for the submission of anonymous or confidential reports, ensuring protection against retaliation. The management of reports will be carried out with principles of impartiality, confidentiality, and security, in compliance with current regulations.

The following violations can be reported:

- Workplace harassment
- Sexual harassment or harassment based on sex
- Public procurement
- Financial and money laundering prevention
- Serious or very serious administrative violations
- Criminal offenses
- Others
- Privacy and personal data
- Consumer protection
- Environmental protection
- Protection against radiation and nuclear safety
- Public health
- Health and welfare
- Product safety and compliance
- Transport safety
- Occupational safety and health



## 20. Service quality

To ensure that our guests' stay at our hotels, as well as their visit, knowledge, and enjoyment of our archipelago, is unforgettable and meets all their expectations, at CORAL HOTELS we continuously work to keep all our facilities in perfect condition. We also ensure that our staff is trained and qualified to meet the demands not only of our guests but also of our suppliers, companies, and facilities in our work area.

The actions we carry out to achieve these objectives, in collaboration with our external companies, are:

- QUALITY AND HEALTH CONTROL
- POOL QUALITY CONTROL
- FIRE SAFETY
- EMERGENCY STAFF TRAINING
- HYGIENIC-SANITARY AUDITS:
- ROOM AUDIT
- HEALTH AUDIT
- FOOD AUDIT
- LEGIONELLA AUDIT
- POOL AUDIT



## 21. Feedback

We want to stay in continuous contact with all our customers, collaborators, and employees. At CORAL HOTELS, we trust and invest in new technologies as an effective means to interact, improve, and learn from their comments and suggestions.

You can follow us on:



47.308

Average reach of our publications

FACEBOOK

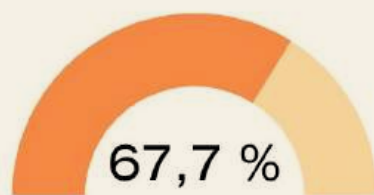
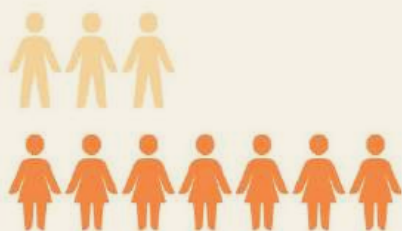
2.6k

INTERESES COMUNES

Nuevas ofertas  
Eventos de carácter social  
Novedades en nuestras instalaciones

INSTAGRAM

2k



DE NUESTROS SEGUIDORES SON MUJERES



TRIP ADVISOR

4/5



BOOKING

8.2

puntuación media

TUI

4/5





## 22. Healthy practices

At CORAL HOTELS, we are committed to promoting healthy habits among our employees and guests, as evidenced by our “Daily Healthy Practices” policy. Some of the recommendations and actions we are implementing among our employees and guests include:

- Physical exercise: We have signed a collaboration agreement with the sports center “Nexsport Club Adeje,” offering discounts for employees and guests.
- Promotion of public transport and bicycle use: Collaboration with the company “Bike-Xpress” for bicycle rentals.
- Preparation of healthy menus for both guests and employees.
- Healthy eating: Encouraging daily fruit consumption, drinking at least 1 liter of water per day, avoiding high-fat foods, reducing salt intake, and maintaining a balanced diet (planning weekly menus, eating 5 meals a day, moderating portion sizes, etc.).
- Yoga classes for our guests at two of our establishments: Coral Beach Suites & SPA and Coral Ocean View.
- Gym availability at our establishments: Coral Suites & SPA, Coral Los Alisios, Coral Compostela Beach, Coral Cotillo Beach, and Coral Ocean View.
- Tennis courts available at the establishments: Coral Los Alisios and Coral Teidemar, and a paddle court at Coral Ocean View. In Cotillo, we have a climbing wall, calisthenics area, crossfit zone, football field, and paddle courts.
- Agreement with Seeway, an excursion company offering a fun, different, and non-polluting alternative.
- Opening of 3 new Cycling Club Packages at Compostela Beach Golf, California, and Cotillo Beach. Coral Teide Mar started last year. In total, there are four complexes offering this package for cycling enthusiasts. This package provides guests with tourist guides, bicycle rentals, parking, and a workshop at the hotel so they can practice their sport during their vacation.



## 23. Incorporation of defibrillators in different establishments.

CORAL HOTELS has prioritized the safety of its guests and employees by installing defibrillators in nine of its establishments, with implementation in the remaining centers pending for 2023. We have trained our staff in "Basic First Aid, CPR, and authorized use of AED" to be able to use them if necessary.

We have acquired modern and technologically advanced devices, adapted to our needs (easy to handle and with the option to choose between two languages, Spanish and English); specifically, the Powerheart G5 model from the company "Cardiac Science."



The first minutes after a cardiac arrest are crucial; every minute that passes translates to a 10% decrease in the chances of survival. The downside in our country is that it is not yet as developed as others in terms of workplace cardioprotection, meaning the implementation of these devices in workplaces.

Healthcare personnel and the police have automatic external defibrillators, but what should be done if cardiac arrest occurs in the workplace? The most common scenario is to activate the chain of survival and wait for these professionals to arrive, losing valuable time that could impact the victim's recovery.

Whether in a factory, a supermarket, or an office, it is important to be aware of this issue and have a cardioprotected space always available to users, as well as to receive basic training that includes all company employees. The goal? To give the victim the best chances of survival.

One characteristic of cardiac arrest is that it arrives without warning, so it is not surprising that it could happen on a normal day to you or a coworker, with the defibrillator potentially making the difference between life and death. In terms of occupational risks, it is the employer who must ensure the safety of all their workers during their working hours.

For these reasons, purchasing a defibrillator is an option that is increasingly being adopted in our country.

The stress caused by the work environment can increase the risk of cardiac arrests. It is estimated that 2% occur in the workplace, so having an automatic or semi-automatic external defibrillator can save more than 3,000 lives a year.

## 24. Biodiversity protection and support

Our commitment to the protection and support of biodiversity for the reduction of pollution, and the protection of nature and wildlife.

### 24.1 Animal Welfare and Biodiversity Protection

We are committed to promoting animal welfare through respectful and responsible practices. In our facilities, we ensure conditions that favor the well-being of the species that inhabit the surroundings, avoiding any kind of mistreatment or exploitation. We work in collaboration with suppliers who guarantee high standards of animal welfare, and we foster a harmonious relationship between animals and the natural environment.

In 2023, we participated in the Canary project "El Primer Viaje." Coral Hotels joined "El Primer Viaje" in 2023, an initiative for the protection of the Cory's shearwater and other seabirds of the Canary Islands. Our commitment to sustainability leads us to act in areas such as reducing emissions to the atmosphere, reducing waste, and minimizing water and chemical consumption. Now, we are also addressing specific biodiversity issues in our territory. The Cory's shearwater (*Calonectris diomedea borealis*), a protected species included in the List of Wild Species and the Canary Islands Catalogue of Protected Species, and the most abundant in the Canary Islands, comes to our coasts to reproduce. They breed on cliffs, ravines, and midlands, and when the chicks have grown, their parents leave the nest, and the chicks must take their first flight to their natural habitat, the sea. For their first journey, they navigate by the moon and stars, and it is at this moment that artificial lighting on our coasts disorients them, causing them to fall to the ground. As seabirds, they cannot take off from the ground, leaving them exposed to other threats such as being run over or predation. Our participation includes raising awareness among our guests, as well as concrete actions to mitigate the impact of our activities on their nesting areas.

### 24.2 Protection of Flora and Fauna

We promote the planting of native varieties that, in addition to protecting the local ecosystem, are less demanding of water. In hotels with gardens and organic orchards, we use organic products for plant care and treatment.

3254

Shearwater specimens were collected in Tenerife in the 2023 campaign.

97%

Of the specimens that were collected in Tenerife were released into the sea.

64%

Of the birds were rescued in the coastal areas of Adeje and Arona.





## 25. Staff

At Coral Hotels, we understand that the essential starting point for providing high-quality service lies in having a team of the most qualified professionals. They are the ones who maintain direct interaction with our guests and, consequently, represent the image of our company.

Coral Hotels rejects any form of child or forced labor, as well as the violation of Human Rights and labor legislation. We also regulate workplace safety, union freedom, fair remuneration, and equal treatment.

Therefore, our strategy focuses on the internal training of our employees, the promotion of job stability, support for work-life balance, the promotion of diversity, and the guarantee of equal opportunities. These actions reflect our commitment to service excellence and respect for the fundamental values of our organization. We believe not only in fair inclusion between men and women but also in the employment inclusion of people with different special characteristics, such as disabilities, women who suffer from gender-based violence, people with special economic situations, and long-term unemployed individuals.

We are committed to local talent; we understand the importance of collaborating with and incorporating personnel from our surroundings, as this not only promotes the economy and development of the area but also allows us to benefit from their cultural and gastronomic contributions, which we directly and indirectly share with our guests.



In our workforce, 79.41% of the total workforce in 2023 were of Spanish nationality, and 50.48% were of local origin.



Year 2023	Amount	%
TOTAL STAFF	516	
Women	315	61.04%
Men	201	38.96%
Staff with disabilities	14	2.71%
DIRECTIVES		
Women	7	50%
Men	7	50%
ACCORDING TO NATIONALITY		
Spanish	410	79.41%
Local	207	50.48%
ACCORDING TO CONTRACT		
Permanent	437	84.70%
Temporary	79	15.30%
Full time	465	90.16%
Part-time	51	9.84%

## 26. Internship programme

Aware of the limitations our young people face when starting their professional careers, at CORAL HOTELS we have committed to an internship program that allows students from our associated educational centers or institutions to gain first-hand experience in the operation of each department within our facilities.

In 2023, our internship program was carried out with the following institutions:

Tenerife:

- Ayuntamiento de Adeje
- IES Manuel Martín González (Guía de Isora)
- IES Granadilla
- ULL (Universidad de La Laguna)

Fuerteventura:

- IES La Oliva (Fuerteventura)



### 26.1 EDUCATIONAL PROJECTS

We participate in educational projects with educational centers on sustainable development, aimed at students of all ages and in all educational environments, encouraging them to transform themselves and the society in which they live.

Collaboration with CEIP Tostón de Cotillo in their Erasmus+ Project by providing the facilities of the Coral Cotillo Beach complex for training sessions on sustainability applied to the hotel sector and donating t-shirts with illustrations by Mauro Martins for Cotillo.

Collaboration with the Cotillo Joven Association to organize volunteer days for beach clean-ups in the area with hotel guests and employees.

## 27. Prevention of occupational risks

The greatest asset CORAL HOTELS has is its employees; that is why we have designed an active and inclusive Occupational Risk Prevention Program, in which we actively involve all new employees and managers to ensure the safety and health, as well as the psychosocial and ergonomic aspects, of everyone, as established by current regulations.

Below, we detail some of the preventive actions carried out.

- Occupational Risk Assessment
- Updating Safety Data Sheets for chemical products
- Updating Work Equipment and Machinery in the centers
- Implementation of the Prevention and Action Protocol against Sexual Harassment, Gender-Based Harassment, and Moral Harassment
- Updating Work Procedures
- Implementation of Work Procedures
- Conducting Initial Medical Examinations
- Monitoring and analyzing Accident Rates
- Ergonomic and Psychosocial Studies
- Initial and Periodic Training in Occupational Risk Prevention
- Coordination of Business Activities with external companies
- Conducting Drills
- Updating individual and collective protective equipment
- Implementation of the Mobility Plan



### 27.1 TRAINING AND DEVELOPMENT

At Coral Hotels, we are firmly committed to the training of our employees, taking into account their needs and based on the strategic objectives defined by the chain.

In 2020, we implemented an online training platform for our employees with a duly accredited external company to provide unlimited training for all our employees. Digitalization has become an essential factor in training through a Training Portal, with online content or webinars, necessary to cover the continuous training of our employees. In 2023, the total number of voluntary training hours for our employees amounted to 3,100 hours, with an investment of €29,925.46.

The training action lines during 2023 were as follows:

- Specific courses for each job position aimed at improving the performance of our employees.
- Mandatory continuous training parallel to Occupational Risk Prevention training aimed at ensuring the safety and health of our employees.
- Sustainability: courses on sustainability and good environmental practices in hospitality.
- Implementation of an unlimited Training Portal for all our employees.
- Languages as a fundamental tool to achieve high levels of customer satisfaction.

## 28. Social

### 28.1 COMMITMENT TO SOCIETY AND COMMUNITIES LOCAL

At CORAL HOTELS, we understand that collaboration with our immediate surroundings makes us stronger, which is why we actively participate in numerous social and/or cultural projects, programs, or campaigns.

As part of our Policy of Commitments to the Local Community, at CORAL HOTELS we consider it mandatory to contribute to the improvement and well-being of the environment in which we operate, generating opportunities for economic and social development. To achieve this, it is essential to:

- Work daily on maintaining the TRAVELIFE and BIOSPHERE Sustainability Systems.
- Ensure strict respect for the local culture, promoting knowledge of the destination through promotional and thematic activities.
- Hire staff, as much as possible, from our local population.

Some of the Social Actions carried out in 2023 in collaboration with various organizations in different social and public health projects:

#### **Collaborations and Food Donations:**

- Collaboration with the RED CROSS in the 2023 Christmas Food Collection Campaign, providing non-perishable food and hygiene products for needy families in Tenerife and Fuerteventura. Participation in the GOLDEN DRAW, held on July 20, 2023.

- Collaboration with the RED CROSS for the collection of food for migrants who have arrived on our shores and various actions such as the 2022 Christmas Food Collection Campaign, providing non-perishable food and hygiene products, clothing, and household items; Donation of bedding, pillows, and furniture.

#### **Collaboration with Foundations and Institutions:**

- Collaboration with associations such as "CÁRITAS DIOCESANA DE TENERIFE," "ÁMATE Breast Cancer Association of Tenerife," and UNICEF.

- Financial contribution to the Parish of Santa María de Transumante for the restoration of the church's altarpiece, which dates back to the 18th century.

- Financial contribution to the solidarity telethon of Mirame TV and TVE held on 21/02/2023 to respond to the call of the Canary Islands food banks that serve people at risk of poverty or social exclusion. The goal was to raise €12,000 for children's products and €12,000 in perishable food.

- Annual contribution to the AEGC MAGAZINE (SPANISH ASSOCIATION OF CIVIL GUARDS) and beverages for the NATIONAL DAY CELEBRATION (OCTOBER 12, 2023).



Recogida de alimentos navideña anual en colaboración de Cruz Roja como parte de nuestro compromiso social.



- Financial contribution for the Tourinews 2023 Awards Gala under the motto "The value of Tourism" with the aim of collaborating with the "Casa Canaria Leonor Perez Cabrera" of Cabaiguan (Cuba), which carries out intense work to preserve and promote traditions Canary Islands through cultural, folkloric and social activities with children and young people in the region.

- Coral Hotels collaboration with CD Costa Adeje women's football with the purchase of 8 season tickets for the entire season.

- Financial contribution to the AEDAS Golf Solidario solidarity tournament organized by the Rotary Club for the Rotary Club Tenerife Sur "III" project, with the motto "A child, a meal, a book," with which hundreds of children from the South and South West region of Tenerife in difficult situations are helped to pay the non-subsidized part of the school lunch fee and purchase of teaching materials.

- Collaboration through UNICEF in aid for the Turkey Earthquake. The UNICEF link is published on social networks so that our clients, employees and followers can contribute their donation to help the victims.

- Coral Hotels helps the victims of the Tenerife North fire. As a sign of our commitment to the island and its inhabitants, we have made our accommodations in Santa Úrsula - Coral La Quinta-Park Suites available to the Government of the Canary Islands. Coral Hotels, from its Compostela Beach establishment, has offered food and drink supplies for the three Adeje Firefighters shifts. Continuing with our social work, in addition to hosting a dozen families affected by the fire in Tenerife in our establishments, we have delivered more than 3,000 liters of water to the Santa Úrsula City Council for the families affected by the breakage of the Agumansa Canal.

- Donation of t-shirts for the uniform of the students of the Public Infant and Primary School in El Totón, Cotillo, for the second consecutive year.

- Collaboration with the University of Oxford (The Oxford SDG Impact Lab) and the tour operator EasyJet Holidays to participate in an innovative project that seeks to develop a harmonized framework to report the environmental, social and governance (ESG) criteria of tourism companies to global level. Coral Hotels was selected by the United Nations World Tourism Organization (UNWTO).

- Sponsorship of a candidate for Queen of the Olive Festival Carnival. This year we have participated in the presentation of a candidate and the local designer.

- In 2023, we hosted the Sensitur Pro Fuerteventura, at the Coral Cotillo Beach Hotel. This event, with the motto "The challenge of building a destination with a future", brought together entrepreneurs, self-employed workers, SMEs, producers, artisans, farmers and professionals from the tourism sector. The day focused on topics such as the circular economy, the application of the SDGs in tourism, waste management, energy efficiency, sustainability in active tourism, environmental management of natural heritage, biodiversity and protected areas. The event was organised by Futurcan Marketing & Events and was supported by Tourism



Waste collection and environmental awareness day with the project The First Journey.



Coral Hotels at the Job Dating job fair at the Siam Mall.

Islas Canarias, Canarias Avanza, the European Regional Development Fund (ERDF), and Next Generation. It also has the support of the Island Council of Fuerteventura, the City Council of La Oliva, and ASOFUER.

- Collaboration in the charity dance organized by FAST (Friends of South Tenerife Forum) "My Blue Side" on 07/10/2023 to benefit the Autism Association of South Tenerife, raising €12,000 for this cause.

## 28.2 SPORTS SPONSORSHIPS

Committed to Canarian sports due to its great social importance, Coral Hotels maintains several sponsorship and collaboration agreements with:

- Sponsorship of the women's basketball team Reading Rockets Club since 2020 in the UK.

- Martiánez Swimming Club. Coral Hotels has been sponsoring the club since 2021, helping it to cover the economic costs of its activities and championships. The club has achieved many victories since its sponsorship with Coral Hotels.

- Collaboration with the Artistic Swimming of the Martiánez Swimming Club. The Coral Teidemar hotel provides its facilities so that boys and girls can continue practicing their sport while their facilities are being renovated. This is their third consecutive year.

- Sponsorship of the CD Cotillo football team in collaboration with the City Council of La Oliva and Coral Hotels, aiming to help the historic port club cover the economic costs of its activities and championships.

- Sponsorship agreement with the Agrupación Unión Norte Canarian Wrestling Club in Fuerteventura and Coral Hotels. Founded in 1982, the Agrupación Unión Norte Club has become one of the most prominent Canarian wrestling clubs in Fuerteventura. It has a great team of wrestlers in the senior, youth, children, and pre-children categories. Additionally, its senior team has been a semifinalist in the island and regional league this year in the first category. For Coral Hotels, this new sports sponsorship is another demonstration of its commitment to promoting a healthy lifestyle and supporting local sports.

## 28.3 PARTNERSHIPS TO ACHIEVE GOALS

- Participation in the VI Ashotel Recognition of the hotel sector in 2023, for the employees of Coral Hotels, among others, for their dedication and daily work throughout the year, held on 22/12/2023 in Puerto de la Cruz.

- Collaboration of Coral Hotels in the Job Dating Employment Fair. On April 13, 2023, the #JobDating was held at Siam Mall in collaboration with Gehocan and the City Council of Adeje. As in previous years, this fair aims to connect job seekers directly with companies.



Sponsorship of the swimming teams C.N. Matianez - Coral Hotels and Club Deportivo El Cotillo as part of our commitment to promoting health and sport.



Collaboration with Oxford University (The Oxford SDG Impact Lab) and tour operator EasyJet Holidays to participate in an environmental impact project.



#### 28.4 PARTICIPATION IN CONSERVATION PROJECTS

- Collaboration Agreement with ATARETACO, a Canary Islands foundation of public, private, independent and non-profit interest that focuses its activity on Comprehensive Training and Socio-laboral Integration and Care of the Environment.

- Circular Economy Project, Circular Tourist Communities (CTC) one of our complexes, Coral Ocean View, participates in the second phase to help local agriculture. This is a Ashotel initiative in collaboration with Asaga and the Town Councils of Adeje and Guía de Isora.

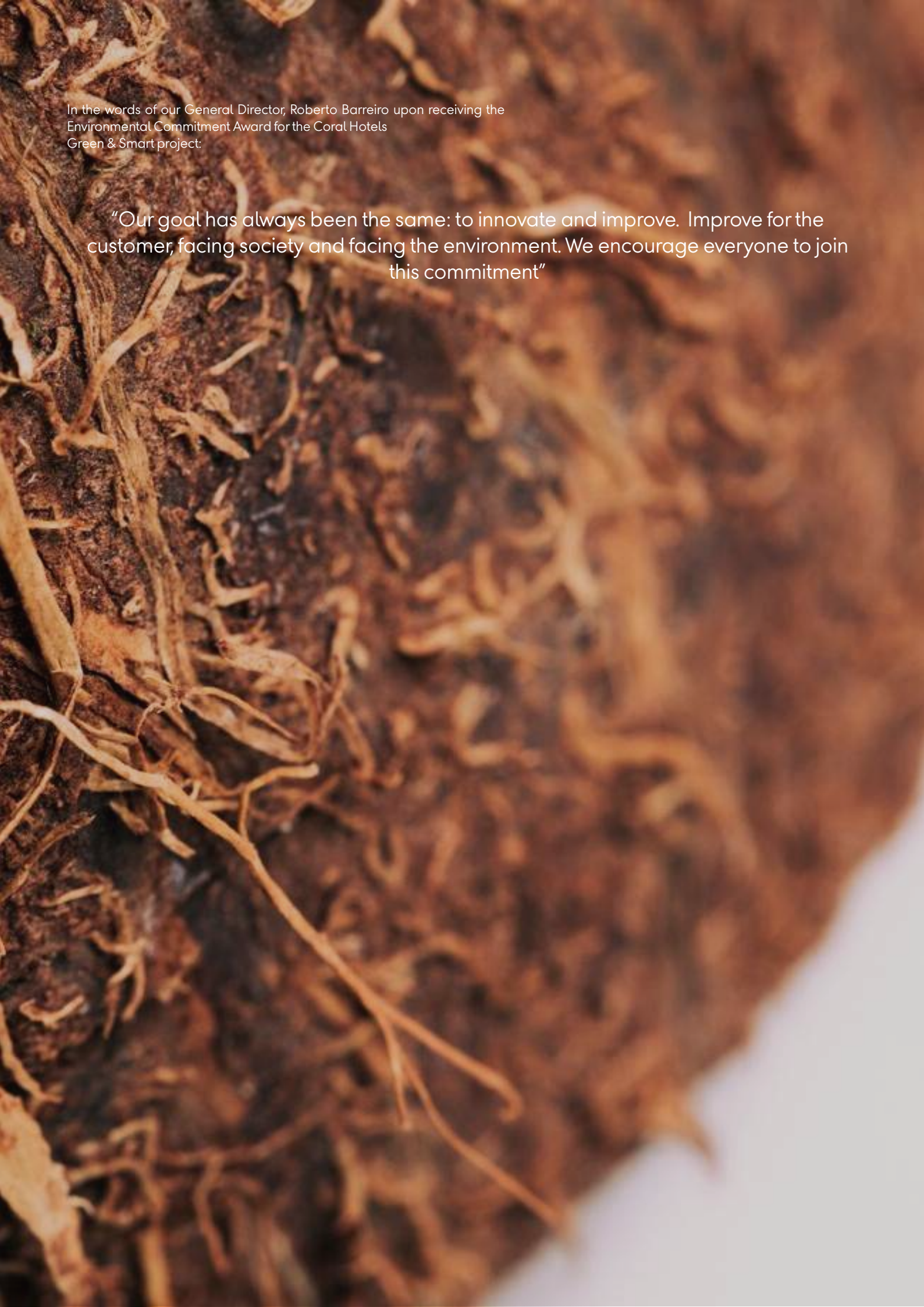


Solidarity piggy banks for fundraising by involving our clients and staff.



Organic gardens and kilometer zero products in our hotels as part of our Green and Smart policy.



A close-up photograph of a tree's root system. The roots are thick and gnarled, with a dark brown, almost black, bark-like texture. They branch out and spread across the frame, with some roots appearing lighter in color, possibly due to decay or exposure. The background is a soft, out-of-focus light brown, suggesting soil or more roots in the distance.

In the words of our General Director, Roberto Barreiro upon receiving the Environmental Commitment Award for the Coral Hotels Green & Smart project:

"Our goal has always been the same: to innovate and improve. Improve for the customer, facing society and facing the environment. We encourage everyone to join this commitment"