



SUSTAINABILITY REPORT 2021

CORAL HOTELS



8 K Q L P W B B C K S

In accordance with our commitment to Sustainable Development we present the **CORAL HOTELS** Sustainability Report for the financial year "It is a document where we show all the actions carried out in the economic, environmental and social areas"

The main objective is to inform the different target groups about our achievements and to evaluate the performance of our hotel chain as to obtain the best evaluations and to set new goals and targets" In order to issue the report we have been supported by all departments of our organisation" Without them it would have been impossible to achieve our goals and to offer a sustainable and efficient service to our customers, employees and the community in general. To reward the time our customers dedicate to us and to improve their experience as well as to contribute to a more sustainable world"

Since the Ministry of Health announced the closure of hotels to the public a period of uncertainty began that has lasted until "Due to the situation of the new variants Coral Hotels closed the year with three properties open and the remaining ones with intervals of openings"

According to the figures communicated by AEA the drastic drop of passengers in the period from February to February was " for the Canary Islands and " for Tenerife" In this context of uncertainty and despair Coral Hotels as an act of resilience and in order to not lose confidence in the future opted for the renovation of three of the properties and the other three remained open with a minimum occupancy rate and the remaining three continued to be closed" Several of last year's initiatives were maintained in till the international situation improved such as the implementation of in house antigen testing at no cost for customers the implementation of 5workation5 concept packages as a way of attracting domestic tourism by creating long stay discount packages for customers interested in teleworking which has allowed us to keep three hotels open with of the staff returning to their jobs on a stable basis" In view of these concerns Coral Hotels was very present in the media in a year when it was essential to inform about the situation of the tourism sector as well as to provide solutions and to contribute to the public debates" In this sense Coral Hotels has done its part by actively participating in meetings seminars and round tables on the tourism crisis generated by the COVID "

In addition this year we have had the privilege of hosting the FMTMRISY O Forum under the slogan 5The Return of Tourism5 an event that was attended by a large number of experts from the sector who offered different points of view on how to face the common challenge for the future" José Barreiro CEO of Coral Hotels also participated in one of the Forum's discussion groups" The diffusion of this event was very satisfactory with an online participation of more



José Barreiro exponiendo su postura como experto, CEO en Coral Hotels



than @ people from countries @ more than 5 million impressions on Twitter and an online reach of @ visualisations"

Coral Hotels has also been attending important tourism events such as Fitur @ where we have been presenting the image of the Canary Islands and promoting the enhancement of tourism in the Canary Islands" ' e also participated in different tourism promotional campaigns organised by public and private

entities with the aim of helping to ensure that tourism continue to be the main source of the economic and social progress in our islands"

2. WELCOME TO "CORAL HOTELS"

The Coral Hotels hotel group is a family run company with 35 years of experience in the Canary Islands tourism industry.

Its founder, Mr. José Barreiro Vilacoba, who has a wide experience in the tourism industry at national and international level and a strong enterprising spirit, began in 1986 with the operation of a sole property.

A hotel project that has progressively grown to the point where it now has 11 properties: 10 on the island of Tenerife and 1 on the island of Fuerteventura.

During these 35 years of company history, the chain has experienced a continuous growth that are the result of numerous projects which improved its competitiveness and that have enabled **CORAL HOTELS** to position itself at the vanguard of the Canary Islands hotel industry.

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MISSION

Aware of the impact that our activity generates on a daily level, we are committed to act proactively in favour of a Sustainable Development in all our operations, without forgetting, of course, the satisfaction of our guests and the cost effectiveness of our production units

VISION

We work continuously to position ourselves at the vanguard of the Canary Islands hotel industry, but always under the strict criteria of profitability, environmental protection and social commitment to the region in where we operate.

VALUES

Among the daily values that guide us in our activity, we would like to highlight our focus on people (our employees, our customers and our suppliers) and environmental responsibility (care and respect for the environment, minimising the negative impact on the environment).



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The year was once more marked by the pandemic" Although vaccination helped to mitigate the effects of the new variants Coral Hotels faced this new challenge with optimism in the different stages of the crisis with new closures at the beginning of the year and the reopening of hotels from June onwards concluding all hotel openings by October "

' e have carried on with the hygienic sanitary measures established by the relevant authorities in order to guarantee the safety of our guests and employees such as signage and signposting of preventive and hygienic measures and safety distance marks in all areas protective measures for staff hydro alcoholic gels digitalisation of systems such as the creation of GR with hotel information restaurant menus safety rules PPE and products authorised by current regulations" ' e also continue with our bi monthly external audits of Health Audit and Room Audit implemented since June "

Measures defined by areas of the hotel'

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In accordance with health regulations Hotel occupancy is limited to a maximum of @
Screens are installed in reception areas
Use of QR codes for hotel information menus opening hours etc"
Dispensers for hydro alcoholic gels"
Observance of safety distance
Use of Personal Protective Equipment among the staff
Disinfection of their workstation and work tools"

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Removal of all non essential items
Only basic amenities
Maintenance of the cleaning protocols three different coloured cloths per room to clean the terrace bedroom and bathroom separately "
Use of viricides and PPE by all staff"
Daily disinfection of manipulation elements such as TW remote control telephone handles doors or curtains"

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Different sittings for lunch and dinner services as well as a reduced restaurant seating capacity
Mandatory hand disinfection on entrance temperature check and use of face mask
Buffets with more individual portions packaged products and more show cooking
Constant replacement of shared cutlery at buffets
Disinfection of tables and cutlery placed on tables
Separation of tables with safety distances and avoiding walk through areas
Signage of the buffet itinerary"

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Limitation of the capacity in the swimming pools"
Separation of sun beds and sunshades keeping the correct safety distance"
Disinfection of swimming pools and Jacuzzi's"
Water disinfection products"
Personal protection of staff with the use of masks and gloves"
Revision of air conditioning equipment and surveillance of tunnels and washing systems"
Disinfection of all operational tools

Awareness raising signage created for guests in relation to Covid adapted to the current rules in order to inform and guide our guests during their stay at the hotel



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Aware of the impact our business generates on a daily basis@we started our commitment to sustainability in and have continued to work hard to meet our goals for quality management@ environmental protection@novation and social commitment"

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' e constantly analyse the satisfaction of our customers@work teams and suppliers in order to continue to improve" Our greatest challenge is to exceed the expectations of the customers that visit us"

' e continue with our Contingency Plan for the Corona virus in order to meet the Y inisterial requirements that guarantee the safety of our guests and staff"

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Raising awareness of our clients and staff on sustainability by different training actions" Sustainable criteria in refurbishments and future construction work" Renewal of the Travelife and Biosphere certificates"

Development of a new sustainability programme 5 reen Smart5with a corresponding logo"

V L L P\$N\$ BQ\$H\$S

Encourage good environmental practices in the hotels' water consumption@energy consumption@waste management@pollution reduction@paper consumption"

SH FQDS KP\$H αHQS

Implementation of the HACCP programme to ensure maximum safety for our customers and workers@by increasing the cleaning and disinfection standards as well as the training our staff so that they are able to face this new situation"

QKL, I QKS

Implementation in all the company3 departments of the operating management system PY S 5Property Y anagement System5 Qoray HTY L@Implementation of the Woxel system for the booking reception@ invoices@ etc" Improvements of our website" Investment in the digitalisation adaptation processes in the different properties' creation of an employee portal@setting up of a continuous training plan" Digitalisation for the implementation of a new CRY Push tech and the development of a tailor made Business Intelligence@this in addition to the implementation of a new professional programme for travel agencies and agents through our website"

\$HI \$K, HuG' HKGS

In spite of the Covid Coral Hotels has undertaken this year an integral renovation of two complexes@Coral Cotillo Beach and Coral Compostela Beach@adapting them to the new trends in ecology@sustainability and respect for the environment"

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' e have implemented our Equality Plan and the inclusion of people in situations of exclusion from the labour market"

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Implementation of photovoltaic panels for self consumption" Creation of organic vegetable gardens in all properties of the company" To look for more environmentally friendly alternatives to reduce the consumption of fuel oil and propane in the properties"

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Y a - CTnGa &PTr company counts with establishments located in different parts of the wonderful island of Tenerife and since this year also on Fuerteventura after the purchase of a new property "The Coral Cotillo Beach"

Our properties are designed to offer maximum comfort and relaxation to our most demanding guests" Located in different parts of the island of Tenerife our hotels offer all kinds of facilities in order to enjoy the island and every minute of the guests holiday without having to worry about anything"

Four tourist experiences are offered for each type of hotel concept' Coral Families@Qature Adventure@Adults Only and Exclusive Experience.



OQL: ADMLTS

CORAL SMITES SPA
CORAL CALIFORNIA
CORAL OCEANVIEW



FAMILY LIES

CORAL COY POSTELA BEACH
CORAL COY POSTELA BEACH JOLF
CORAL LOS ALISIOS
CORAL DREAMS



NATURE & ADVENTURE

CORAL COTILLO BEACH
CORAL TEIDE AR
CORAL LOS SILOS



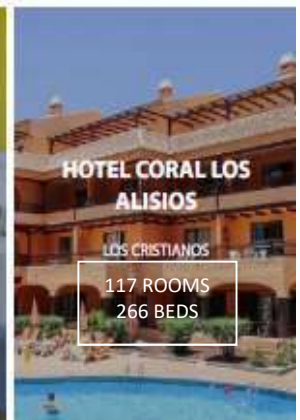
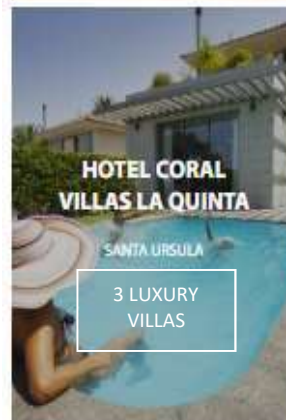
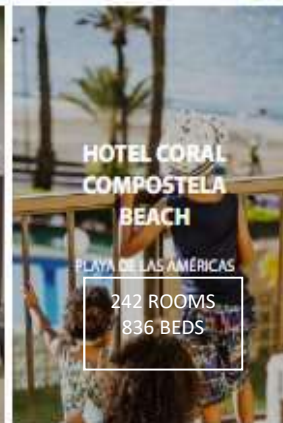
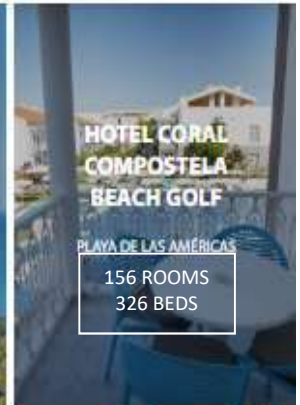
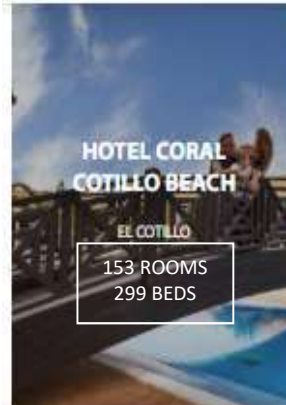
EXCLUSIVE EXPERIENCE

CORAL WILLAS LA GOMETA

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All our suppliers have been carefully chosen taking into account the environmental selection criteria we have established. In this way we promote the use of local suppliers @ of our providers are from the Canary Islands especially from the island of Tenerife which represents @ " ' e share our sustainability policy with all of them and we encourage them to apply also sustainability measures in their companies and to take care of the environment and their staff"

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- Contracting renewable energy for the entire Coral Hotels group" Reduction of our carbon footprint"
- Implementation in Coral Dreams of water reducing filters in the bathrooms and kitchen of the guest rooms" ' ater efficiency certification"
- Sustainability criteria with regards of PMRCHASIQJ "
- Implementation of the third phase of replacing the existing lights with LED lighting in the remaining areas and further replacement of more efficient appliances fridges@ microwaves@ induction hobs and hoods "
- Regular cooperation with local companies and artists for the creation of original and exclusive songs for Coral Hotels@ including the company's corporate song and the Christmas song "
- Installation of defibrillators at Coral Los Alisios@ Villas la Guinta y Teidemar"
- Improvements of waste management" Design of an information board for the kitchens of the apartments so that guests take part in the separation of waste"
- Implementation of digital technology to remove paper signage in all our receptions and rooms because of Covid " Digitalisation check in online@ etc"
- F W nstallation at Hotel Coral Cotillo Beach with pannels for self consumption of "
- Implementation of an employee portal and continuous employee training
- Achievement of the Biosphere Certification for all our properties"

G QV HGUSL G

- Development of a new sustainability programme 5 reen Smart5 with a corresponding logo"
- Renewal of renewable energy supply for the entire Coral Hotels group" Reduction of our carbon footprint"
- Implementation in the remaining hotels water reducing filters in the bathrooms and kitchen of the rooms@ which will achieve savings in water consumption"
- Sustainability criteria with regards of PMRCHASIQJ "
- Implan Implementation of electric vehicle chargers in hotels and car parking of the hotels"
- Installation of defibrillators at Coral California@ Coral Dreams and Coral Los Silos"
- Qew photovoltaic project for self consumption to be installed in all our properties"
- Digitalisation for the implementation of a new CRY Push tech and the development of a tailor made Business Intelligence@ This in addition to the implementation of a new professional programme for travel agencies and agents through our website"
- Digitalizaci n Implementation of digital technology to remove paper signage in all our receptions and rooms"
- Renewal of the Travelife environmental certification for all hotels and initiation of new resorts acquired in and ' the Coral Cotillo Beach and Coral Teidemar"
- Progressive replacement of fossil fuels by sustainable alternatives that reduce the carbon footprint"
- Progressive replacement of fossil fuels with sustainable alternatives that reduce the carbon footprint"
- Opening of the three new cycling centres at Coral Compostela Beach J olf@ Coral California and Coral Cotillo Beach"
- Cooperation with CEIP Tost n de Cotillo in their Erasmus Project by allowing them to use the facilities of the Coral Cotillo Beach for training sessions on sustainability for the hotel sector and the donation of T shirts with the illustration by Y auro Y artins for Cotillo Beach"
- Cooperation with the Cotillo lven Association to organise volunteer days to clean the beaches in the area together with the guests and employees of the Coral Cotillo Beach Hotel"



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At Coral Hotels we are firmly committed to the innovation and modernisation of our establishments and always use sustainable and efficient criteria when carrying out refurbishments. In our renovation projects we are committed to incorporating interior vegetation, decorative elements made from ecological wood and natural fibres, the acquisition of recycled furniture and, as far as possible, the reuse of existing furniture, whilst always maintaining the personality of each hotel in its adaptation to the environment and the culture of the place where the hotel is located."

For Coral Hotels, the year 2020 and the beginning of 2021 have also been a period of significant improvement and renovation work at its properties. The most important of these ones has been, without doubt, the integral refurbishment of the Coral Cotillo Beach Hotel, which has been upgraded from a three to a four star hotel. With this renovation, a totally new hotel concept has been developed based on adventure sports and enjoyment of nature as the principal elements. The highlights of this project are: the decoration carried out by the Swedish BASid Studio, the sports facilities, the new SOLAR Restaurant with its Rooftop Bar and the decoration elements created by the internationally acclaimed illustrator Y auro Y artins."





The Coral Compostela Beach has been renovated, both rooms and common areas including the reception, restaurant, mini club, show bar and a new comprehensive gym according to the latest trends. The Coral Ocean View Hotel, one of the company's adults only hotels, located in Costa Adeje, has also seen its facilities improved with the construction of a new Swim Up pool associated with aquatic sports and ideal for guests with mobility difficulties and senior guests."

A year of changes and improvements that will undoubtedly help the company to continue to grow and consolidate its position in the market."



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Certification	Hotels
 <p>Travelife</p>	
 <p>Biosphere</p>	

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At CORAL HOTELS we are aware of our activity with regard to the environment" ' e work daily on the appropriate management of all aspects related to the environment@ always bearing in mind the location in which we operate" ' e analyse our purchases@ study our consumption and manage our waste in the most efficient way possible and always in accordance with our Quality and Environmental policies"

' ith the beginning of the Covid pandemic and the closure of most of the Company's hotels@ this has led to a reduction in the consumption of resources@ although we continue to implement waste reduction measures as far as possible"

OIL

' e continue with our policy of used oil collection through the Canary Islands company ECATAR Canarias@ managing our wastes in accordance with current legislation"

' aste oil collection scopes'

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Total Annual
litres



Actions to decrease the use of oils'

- Implementation of healthier menus
- Increasing the live buffet"

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The company minimises the amount of waste generated by its activity and manages it responsibly separating waste so that it can be recycled and treated. The waste generated in our establishments is separated selectively through the different recycling points located at strategic points in the hotel so that our customers, suppliers and employees can make proper use of it.



'aste management policy'

- Purchase of large format products to reduce packaging waste"
- Choice of packaging made from recycled or biodegradable materials"
- Hotels have waste separation facilities"
- The removal of chemical products, toxic waste, batteries, light bulbs, batteries, etc." is managed in a responsible manner separating them so they can be recycled and treated by authorised waste disposal agents"
- There are waste bins in the common areas of the hotel for classifying paper, glass, plastic and organic waste"
- elimination of plastic cups and straws throughout the chain in favour of reusable polycarbonate cups and biodegradable drinking straws and wooden sticks"
- Implementation of amenities with recyclable materials"

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Scopes for Ton_year



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During the year 2021, we have continued our chlorine bleach reduction policy at all our properties that were open in this year, by progressively implementing it in all premises of our company.



'ith regards to chemical products used for the cleaning services and kitchen bar restaurant departments during there was a decrease of them due to the closure of some of the hoteles. The consumption decreased by respect to a "

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Being aware of the importance of the use of the water use for human consumption@rrigation of green areas and swimming pools@CORAL HOTELS continues with the consumption management measures and with the firm commitment to promote the responsible use of the water among the guests and employees" Due to Covid @most of the properties were closed@which led to a considerable reduction in water consumption compared to the previous year"

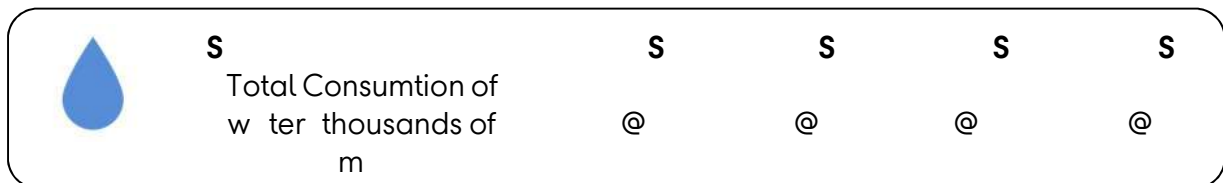
Policy of water management and water use

- Dual flush push buttons on toilets"
- Single lever taps in showers that improve temperature regulation"
- Efficient showers and washbasins with flow reducer and timers"
- Replacing bathtubs with showers in the hotels"
- V egetation of xerophytes plants in gardens"
- Drip and sprinkler irrigation with pressure limiters and irrigation scheduling at off peak hours to avoid evaporation"
- Periodic review of all installations document R 5Periodic review of equipment5 "
- Raising awareness among our employees and customers about water consumption in their daily routines and activities@tc"

In this year the water consumption at company level of 5CORAL HOTELS5has decreased by @ compared to "

' ater consumption figures'

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At CORAL HOTELS we are very conscious of the importance of the energy consumption"Actually@ve have carried out an analysis of the efficient use of our energy with the aim to reduce our energy consumption as much as possible" Due to Covid @most of the properties were closed@which led to a considerable reduction in energy consumption compared to the previous year"

At company level@he electricity cost for this year has decreased by @ compared to "

Electricity consumption'






Y anagement and use of the electricity policy'

- Implementation of photovoltaic energy"
- Incorporation of electrical appliances "fridges@microwaves@etc" with electrical energy savings in all rooms and the bar restaurant area@bearing in mind the needs"
- Installation of energy saving induction hobs in all rooms of the establishment@as needed"
- Y onitoring of information placed in guest rooms about energy saving measures"

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At CORAL HOTELS we analyse the consumption of all energy sources@such as fuel oil@which is used occasionally in three of our facilities"

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Total Consumption fuel		@	@	@	@
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A priority target for consumption"

will be to look for more enviromentally friendly alternatives to reduce


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At CORAL HOTELS we monitor the consumption of all our energy sources@as is the case of propane@which is used occasionally in three of our facilities"

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Total Consumption propane		@	@	@	@
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At CORAL HOTELS we are highly committed to the use of renewable and environmentally friendly energies" In three of our properties we have implemented a biomass boiler to heat the water in buildings and swimming pools"

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Total consumption of pellets(MWh)		@	@	@	@


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At our Coral Ocean Wew hotel@we have been using natural gas as source of energy since @aware of its environmental advantages and its highly efficient use"

Qatural gas consumption scopes'

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	Total consumption of natural gas(MWh)	@	@	@

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At CORAL HOTELS we work with efficient systems in order to reduce energy consumption@both for electricity and fuels@by choosing rational energy consumption@making good use of natural resources and helping to reduce pollution"

Energy saving policy'

- LED and energy saving lighting in hotels"Replacement of of the light bulbs in the complexes with LED lighting"Implementation in approximately of the company3 properties"
- Implementation of motion sensors for light activation@imers in public areas"
- Implementation of photovoltaic energy" The installation of photovoltaic panels for self consumption is implemented at the **Coral Cotillo Beach** with an estimated annual generation of @ k' h"
- Incorporation of electrical appliances refrigerators@microwaves@ with electrical energy savings in all rooms and the bar restaurant area@s required"
- Installation of energy saving induction hobs in all rooms of the establishment@s required"
- Raising awareness among our employees and customers about energy consumption in their daily routines and activities@tc"
- Periodic review of all the installations document R 5Periodic review of equipment5"
- Mse of solar thermal energy for domestic hot water"
- Time schedule controls for switching on and off in line with daylight hours"
- Progressive replacement of diesel boilers with a cleaner alternative energy source"

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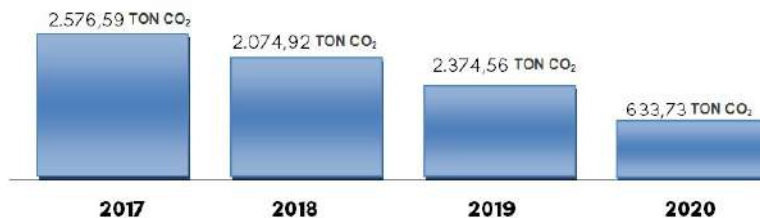




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At CORAL HOTELS we are currently identifying the amount of CO₂ emissions and other greenhouse gases that are released into the atmosphere. This data will be used as an indicator to define our improvement targets as well as our emission reduction policies which we try to make more effective."

Total direct and indirect J HJ emissions scopes and ' "



By we have managed to reduce our direct carbon footprint by sourcing of our electricity from renewable energy"

Our target for next year is to implement photovoltaic panels for self consumption at all properties"

' e have also met our goal of installing photovoltaic panels in our properties. The first hotel was Coral Cotillo Beach hotel which has pannels for self consumption of of the energy consumed". For the next year we will continue to implemen it in the rest of the Coral Hotels group"





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During the crisis caused by Covid we were pioneers in the Canary Islands in promoting the concept of 5workation5 as a way of encouraging tourism in times of pandemic creating long stay discount packages for customers interested in home working from a Coral Hotels property" In addition 5workation5 rooms have been created with furniture adapted to the needs of home workers"

' e have taken advantage of the closure of some of our establishments to refurbish and improve our facilities with the clear goal of returning to normality and providing a service of the top quality that will help to position our properties in the Canary Islands as the best option with regards to the opening of our many rival destinations"

In national tourism was the largest market with followed by the Scandinavian market with and the British market with "

Canarias: hoteles consiguen llenarse gracias al teletrabajo

- Canarias busca a finales del año pasado 30.000 teletrabajadores para poder compensar la falta de turistas
- Los descuentos para larga estancia van del 12 al 20 por ciento para atraer a los teletrabajadores

Temas relacionados: Canarias

Actualizado 17 febrero, 2021 || Por R.F.P.

Comenta Ahora



Y erc"Escandinavo



Y erc"Brit nico



Y erc"Qacional

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Due to the Covid crisis we have digitalised the surveys of new clients to calculate the satisfaction of our clients by deartment CORAL HOTELS obtains the data from the following sources'

- L t lit e M ve n i o t t T i y e sent to the customer3 e mail during the stay and after t Put 5 k allowing us to interact with the customer in a personalised wayas well as to record comments on the incidents indicated in order to speed up their resolution"
- B o r r e t m S w i T S r g e S o e b i n ' received from the email account at info coral hotels"com and answered one by one in a personalised manner" In addition the comments and incidents are sent to the department in question or to the management of the hotel concerned for their knowledge and resolution"
- L t lit e S y e p v n i n o t S o f S r g e S g o n e l ' analysing the scores collected in travellers3 communities@ specialised websites and social networksas well as other channels"
- Y o n t h l y n i n n i c from n o v y S p e y T m y "
- " A m y A S / v e m a u d i t s "



‘ e use the guests intelligence tool **QewieOS** which gathers all the online reputation data and information obtained from direct customer surveys allowing our Quality Department to generate scores that reflect the level of customer satisfaction"Y ost significantly by receiving data on an ongoing basis we are able to act immediately in the event of a problem situation that needs to be resolved"

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MW FCS

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In order to ensure that our costumers stay in our hotels as well as their visit knowledge and enjoyment of our archipelago is an unforgettable experience and meets all their expectations at **CORAL HOTELS** we work continuously to maintain all our premises in perfect condition/we also make sure that our staff is trained and qualified to respond to the queries not only of our customers but also of the suppliers companies and installations in our operating area"

The actions we carry out to meet these targets in collaboration with our external companies are'

Control de Seguridad y Salud



Control de APPCC, Legionella, limpieza, Health y Room...



Control calidad piscinas



Seguridad contra incendios



Capacitación del personal ante emergencia



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' e want to stay in continuous touch with all our guests @ partners and staff/ therefore at **CORAL HOTELS** we trust and are committed to new technologies using it as an effective way to interact @ improve and learn from the comments and feedback suggestions of all of them": ou can follow us at'



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DH F C D O S N Q B G B H u S

At CORAL HOTELS we are committed to the implementation of healthy practices amongst our staff and clients @ fact that we have confirmed in our "Healthy Practices Day by Day" policy" Some of the recommendations and actions that we are carrying out among our employees and customers are'

- **Physical exercise** " ' e have signed a collaboration agreement with the sports centre **KeE poyB l v b!** **I deje** consisting of a discount for employees and clients"
- Promotion of the use **of r h y b l i c m / S t h o v e r' S d b i c E c l e t r** collaboration contract with the company **p B** - **B** for bicycle rental "
- Elaboration of **s e' l u s E m e S y t** @ both for clients and employees.
- **Ge' l u s E m' u i S n** eat fruit daily @ drink at least litre of water a day @ avoid high fat foods @ reduce salt consumption "" and apply a **L e l l b' l' S c e d n d i e u** plan the menu for the week @ eat meals a day @ moderation in the quantities consumed "" **8**
- **o n' r e t t i o S t** for our guests at two of our hotels' Coral Beach Suites SPA and Coral Ocean Wew "
- **& e S S i t m o y v t** are available at' Coral Los Alisios y Coral Teidemar" At Coral Ocean Wew we offer a -' **ddlem coy w d'**
- **J : Y** are available at' Coral Suites SPA @ Coral Los Alisios @ Coral Compostela Beach @ Coral Cotillo Beach and Coral Ocean Wew "



Ageement with Senda Ecoway @ is a start up which offers unique and sustainable local holiday experiences @ in the Canary Islands @ for employees and clients"

-Cycling Club Packet is being provided at Coral Teidemar for bike enthusiasts @ with tourist guides @ bicycle rental @ storage and repair station for bikes at the hotel so that that our guests can enjoy cycling during their stay with us"

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K B L Q N L Q G L K S a s P H u a R Q E F I G L Q H u S K P G H Q K G N Q N H Q C E u S

CORAL HOTELS has made a commitment to the safety of its customers and employees by installing defibrillators in nine of its properties @ leaving their implementation pending for the year in the remaining premises" ' e have trained our employees in Basic first aid @ CPR B and authorised use of the AED 5 to be able to use them in case of emergency"

' e have also acquired modern and technologically advanced devices @ adapted to our needs easy to use and with a two language option Spanish and English /specifically @ the **k u P u** model @ which is manufactured by the company **Y' v d i' c m c i e S c e**



DW' I KSH " S

At Coral Hotels we know that the first step to provide a quality service is to have a human team made up of the best professionals as they are in constant direct contact with the guests and therefore they are the company's visible face. For this reason we are committed to internal training of our staff to promote job stability, family reconciliation, diversity and equal opportunities."

We believe not only in the fair integration of men and women but we are also committed to the integration into the labour market of people with disabilities, women who suffer gender based violence, people in difficult economic situations and the long term unemployed."

During the year @ the global pandemic caused by Covid led to the shutdown of all properties for the whole year by causing the dismissal of temporary staff and the use of a forced temporary suspension of the employment contract of our staff due to Force Majeure."

Throughout @ as soon as the situation improved it has been possible reopening of hotels with the corresponding return to work of our staff that had been in a situation of work suspension."

We are committed to local talent, we believe that the cooperation and incorporation of staff from our environment is essential as we not only promote the economy and development of the area but we also benefit from their cultural and gastronomic contributions which we directly and indirectly pass on to our guests."

Total de la plantilla 2021

372* 183 en 2020

Plantilla por sexos

Mujeres 61,75% Hombres 38,25%

Plantilla directiva

Mujeres 60,00% Hombres 40,00%

Plantilla por tipo de contrato

Fijos 70,89% Eventuales 29,10%

Jornada Completa 84,11% Jornada Parcial 15,89%

Personal contratado con discapacidad

7,45% * 2021 2,20% * 2020

development of the area but we also benefit from their cultural and gastronomic contributions which we directly and indirectly pass on to our guests"

	S	S	S
Staff of spanish nationality	@	@	@
Local staff	@	@	@

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Our staff is predominantly of **rh' Sitsm** **S' uoS' liE** with of the total in @ and with respect to our archipelago @ @ are of **locTl** origin"



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At CORAL HOTELS we are firmly committed to the training of our staff taking into account their needs and in line with the strategic targets set by the company"

During we have implemented a platform for the online training of our employees with an external company that is duly authorised for the unlimited training of all our staff"

Digitalisation has become an essential factor in training through the Training Portal with online content or webinars which is necessary to cover the continuous training of our employees"

The number of hours of voluntary training of our employees carried out during the year were hours in total with an investment of @

The training activities during have been the following ones'

- Training programmes' Qoray hotel management software @Data Protection Act@general accounting@ collective negotiations@gender equality@sexual harassment and harassment for reasons of sex@tc""@
- Regulatory training' Initial lifeguard course@Regionella@confined areas@fall from heights etc"
- Sustainability' sustainability and good environmental practices in hotel@Development of the Covid training programme@specific for the implementation of protocols to fight against Covid infection and Covid prevention course specific for each department@individual protection equipment against Covid provided by Aspy"
- Implementation of an unlimited training portal for all our employees"

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Aware of the limitations that our young people face when starting their professional activity, at CORAL HOTELS we have opted for an internship programme that enables students from our associated training centres or entities to get to see first-hand how each of the departments in our company operate. Some of the agreements we have signed are the following one





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CORAL HOTELS' greatest asset is its employees/that is why we have developed an active and inclusive Occupational Risk Prevention Programme in which we actively involve all new employees and managers to ensure health and safety@psychosocial and ergonomic aspects of both@as set out in the current regulations"

The following are some of the preventive actions carried out"

- Monitoring and analysis of accident ratios
- Ergonomic and Psychosocial Studies
- Initial and periodic OHS training
- Coordination of Business Activities with external companies
- Simulation exercises
- Updating of personal and collective protective equipment
- Implementation of the Mobility Plan

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At CORAL HOTELS we understand that cooperation with our immediate environment makes us stronger, which is why we actively participate in many projects, programmes or social and/or cultural campaigns.

We are committed to promoting the growth and development of the communities and areas in which we do business.

Each of our hotels participates in social actions both individually and collectively. Below we have compiled some of the most outstanding actions that have been carried out in 2021.

a Food Donations

Coral Hotels collaborates with the Red Cross in different food donations for the Christmas campaign for local food banks. The company also makes a direct monthly donation to the Red Cross to support different social actions.





- b Solidarity collection for the victims of La Palma"
Employees and clients of Coral Hotels have participated in a collection for the families affected by the volcano on La Palma"
In addition to the amount collected through the collection boxes@ Coral Hotels made a direct donation to the Donation Fund set up by the Cabildo de la Palma"



- c Cooperation with Foundations and Institutions
Since we have been cooperating with the Canary Islands ATARETACO Foundation@a private@independent and non profit organisation of public interest@whose activity is focused on Comprehensive Training and Social@ Labour Insertion and Environmental Care"



Cooperation with the Hotel Associations of Tenerife and Fuerteventura such as Ashotel and Asofuer"



Cooperation with the Cotillo Joven Association"



- d Sports Sponsorship
Committed to Canarian sport because of its major social importance@Coral Hotels has signed a sponsorship and collaboration agreement with the Y artinez Swimming Club for the next three years so that the club will be able to continue to meet its financial costs for its activities and championships"
With the signature of this agreement@Coral Hotels will be the official sponsor of the club@that will be renamed CQY artinez Coral Hotels" The club has gained many victories this year@and the swimmer Y aria Rodriguez was champion of Europe in the m Lifeguard event and Spanish Champion in the general junior classification"

Cooperation with the renowned Brazilian illustrator Y auro Y artins who has worked with well known brand" He has created some incredible illustrations for the Cotillo Beach Hotel inspired by El Cotillo and Fuerteventura" These illustrations will not only be used to decorate various areas of the hotel but

will also be available on t shirts and other merchandising for charity"club ha cosechado muchas victorias en este a o la nadadora Y a r a Rodriguez se proclam Campeona de Europa en la prueba de m Socorrista y Campeones de España en la clasificaci n general juvenil"





e Partnerships with organisations

Aware of the importance of maintaining sustainable tourism development and assuming the goals and principles specifically adopted at the 'orld Summit on Sustainable Development @COP and the 'orld Charter for Sustainable Tourism @CORAL HOTELS is committed to the sustainable management of its business activities@by adopting commitments to prevent@eliminate or reduce the impact of our activities and installations@both internal and external@as well as to improve our sustainability by enhancing our behaviour towards the environment"

In this same sense@our company has adopted the following Responsible Tourism Policy by which we comply with the requirements established in the Biosphere adhesion that includes@among other aspects@the legal requirements that regulate the effects produced by tourism activity" The Biosphere Sustainable seal@coordinated by the Responsible Tourism Institute ITR @has been chosen by Tenerife Tourism to certify the island3 progress in terms of sustainability"

The implementation of this project is the result of an intense collaboration between public administrations and the tourism sector in order to achieve the Sustainable DevelopmentJ oals set by the Mited Qations Agenda"



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Participar en el círculo Biosphere para:

- ✓ Trabajar con el destino en el que me integro para mejorar en la sostenibilidad
- ✓ Llevar a cabo y comunicar los principios del Manifiesto de la Empresa Responsable
- ✓ Difundir las actividades y experiencias sostenibles que ofrecemos para que puedan ser comunicadas por los Embajadores Biosphere
- ✓ Ofrecer experiencias turísticas sostenibles y hacer partícipe al turista del Manifiesto del Viajero Responsable



In this regard@n Y ay @an agreement was signed with the Arona City Council to continue advancing in this cross cutting collaboration between public entities and private companies"



' e will keep on with our efforts to reach agreements with the different local organisations in the areas where we operate.



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If there is one factor that has been a fundamental factor in all the new projects in which the company has been involved@it is undoubtedly the concept of sustainability" Although **Yow InGouelt** began its commitment to sustainability in @the continuous efforts made in this area have recently been rewarded with the Biosphere Sustainable Lifestyle certification"An award that has given the company the distinction of becoming the first hotel chain in the world to certify that all its properties comply with the SDJ s required by the Mnitd Qations Agenda"

Coral Hotels3new project@n **veeSmmv ' va**@s a green project because it focuses on energy efficiency policies@waste reduction and responsible consumption@but it is also a smart project because it is committed to innovation and digitalisation being the most efficient way to achieve these objectives"

Among the company3 most important achievements in terms of sustainability are the installation of photovoltaic panels for self consumption in its premises@the use of electricity only from renewable sources@the advances in the implementation of digital technology to eliminate paper based signage and the promotion of the local economy through the consumption of zero kilometre products"

The **veeSmmv ' va** programme will support all these actions and will set new targets for the company to continue advancing towards responsible and quality tourism"Among these aims is the development of synergies with public and private entities for the support and financing of projects in the field of environmental entrepreneurship and investigation"

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