

SUSTAINABILITY REPORT

EL TREBOL APARTMENTS



2024

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1 DIAGNOSIS

This chapter reviews the work carried out in 2024 by the quality, environment and sustainability team in terms of positioning the organisation within the SDGs and goals with the greatest positive impact and raising awareness of the most significant negative impacts.

a SDG ANALYSIS

An analysis was carried out of the 17 SDGs and the targets defined for each of them:

From this analysis, the SDGs on which the Organisation had an impact were defined, namely:

SDG 5 Gender Equality.

SDG 8 Decent work and economic growth.

SDG 12 Responsible consumption and production

SDG 13 Climate action

b SDG TARGET IMPACT MATRICES

SDG 5 Gender equality

SDG 8 Decent work and economic growth

SDG 12 Responsible consumption and production

SDG 13 Climate action

As a result of this analysis, the SDG goals with the greatest impact are:

SDG 5:

5.1 End all forms of discrimination against all women and girls everywhere

5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

SDG 8:

8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro, small and medium-sized enterprises, including through access to financial services.

8.4 By 2030, progressively improve global resource efficiency in production and consumption and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production patterns, starting with developed countries.

8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants and those in precarious employment.

8.9 By 2030, develop and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.

SDG 12:

12.3 By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses.

12.4 By 2030, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimise their adverse impacts on human health and the environment.

SDG 13:

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

2 ACTIONS WITH POSITIVE IMPACTS:

In order to incorporate positive impacts that reduce the gap in the fulfilment of each of the SDGs, different actions of varying nature were defined:

Information, awareness-raising and habit-changing actions.

Training actions.

Technical improvements.

Legal and administrative improvements.

Other actions

a Information, awareness-raising and habit-changing actions:

Good environmental practices for internal use. Dossier on good environmental practices for employees. Reduction of energy consumption, reduction of waste, etc.

Good environmental practices for guests. Dossier on good environmental practices available to each guest. Responsible energy consumption. Responsible water consumption.

Good practices in laundry. Correct use of energy and reduction of polluting waste.

b Training activities.

Training in CSR, equality and environmental protection.

Regular maintenance and training for staff at the beginning of each season on efficient energy use, equality, child protection, etc.

c Technical improvements

Efficient filters and taps in most bathrooms

Water is heated by solar collectors.

Energy-saving light bulbs in all public areas and most rooms (LED bulbs)

Our gardens are watered in the late afternoon to avoid wasting water.

All new equipment purchases are verified to be energy efficient

Switches to turn off the lights when guests leave the room.

Investment in renewable energy systems.

Used fats and oils are collected.

Recycling bins for batteries, plastic, glass and paper.

We make efforts to limit the use of disposable products.

Reuse of paper for internal use.

Bulk orders where possible.

We choose returnable bottles filled with water filters and bags in the box for most beverages.

We apply environmental criteria when purchasing cleaning products.

The use of chemicals is limited and only where necessary.

Use of local plants in the garden that require less water and are more resistant to the local climate

We minimise the use of chemicals in cleaning.

Daily monitoring of swimming pools to use the minimum amount of chemicals and other substances.

Air conditioning: limited hours in the apartments from 9 a.m. to 1 a.m.; limited hours in the buffet from 8 a.m. to 10 a.m./12 p.m. to 3:30 p.m./5:30 p.m. to 9 p.m.; limited hours in the piano bar from 6 p.m. to 11:30 p.m.

Geothermal air conditioning: seawater is collected to produce both cold water for air conditioning in the apartments, restaurant and piano bar, and hot water for domestic hot water and heating the swimming pools.

New photovoltaic installation: new photovoltaic installation for electricity generation with a 149.52 Kwp photovoltaic self-consumption system, which generates approximately 15% of the energy required.

d Legal and administrative improvements.

Compliance with the Occupational Risk Prevention Act

Equality Plan

Review of polluting products in order to choose others with less impact.

e Other measures:

Support for social entities

3 MEASUREMENT AND ANALYSIS:

a Environment

a.1 Electricity consumption control table.

Energy consumption	Total kWh	Average kWh per guest	Total Kg CO ₂ e	Average Kg CO ₂ e per
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		night		guest night
From 01/01/2024 to 31/12/2024	1,736,059 kWh	9.19 kWh	1,955,255 kg CO ₂ e	10.35 kg CO ₂ e
From 01/01/2023 to 31/12/2023	1,835,294 kWh	9.95 kWh	2,356,192 kg CO ₂ e	12.77 kg CO ₂ e

Energy consumption analysis:

Total energy consumption has decreased thanks to the hotel's ongoing efforts to raise awareness among staff and guests. This is also due to a purchasing policy that favours the most energy-efficient electrical appliances. Another reason is the full operation of the entire solar field.

a.3 Water consumption control table.

Water consumption	Total m3	Average m3 per guest night	Total kg CO₂ e	Average kg CO₂ e per guest night
From 01/01/2024 to 31/12/2024	42,255 m ³	0.22 m ³	469.20 kg CO ₂ e	0.002 kg CO ₂ e
From 01/01/2023 to 31/12/2023	55,682 m ³	0.30 m ³	2,851.49 kg CO ₂ e	0.01 kg CO ₂ e

Analysis of water consumption per room:

Thanks to the measures adopted to control water consumption from local suppliers, we are pleased to report that, as of 31 December 2024, we have achieved an average reduction of 28% compared to previous figures. Measures such as constant awareness-raising among employees and guests by the hotel, an increase in water produced through osmosis, and preventive maintenance of taps with flow restrictors.

a.5 Table for monitoring the consumption of single-use plastics.

Month	Year 2023	Year 2024
January	2,695	2,550
February	2,830	2,734
March	2,880	2,160
April	2,590	2,160
May	2,900	1,080
June	2,610	2,160
July	2,690	1,080
August	2,320	2,160
September	2,820	2,160
October	2,670	2,160
November	2,570	1,080
December	2,960	2,160
Totals	32,535	23,644

a.6 Solid waste emission control table Kg CO₂ e.

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
From 01/01/2024 to 31/12/2024	Landfill	Landfill	Landfill	Landfill
	18,568 kg	0.09 kg	11,838 kg CO ₂ e	0.06 kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	44,937 kg	0.24 kg	914 kg CO ₂ e	0 kg CO ₂ e

	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic
	1055 kg	0 kg	4 kg CO ₂ e	0 kg CO ₂ e
	Total	Total	Total	Total
	64,561 kg	0.36 kg	12,756 kg CO₂ e	0.06 kg CO₂ e
From 01/01/2023 to 31/12/2023	Landfill	Landfill	Landfill	Landfill
	40,497 kg	0.22 kg	24,218 kg CO ₂ e	0.13 kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	25,256 kg	0.14 kg	572 kg CO ₂ e	0 kg CO ₂ e
	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Total	Total	Total	Total
	65,753 kg	0.36 kg	24,790 kg CO₂ e	0.13 kg CO₂ e

In terms of landfill emissions of kg CO₂, the hotel has managed to reduce the figure from the start of the year by 57% by the end of 2024.

b Quality

Data table

Scores Winter season 2024/2025

Responses (Acc overall)	Responses (Daytime Activities)	Daytime activities	Responses (Evening entertainment)	Evening entertainment	Responses (Pool and pool area)	Pool and pool area
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913	642	7.52	731	6.63	881	8.68
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Responses (Wi-Fi)	Wi-Fi	Responses (Respect for the environment)	Respect for the environment	Responses (Accuracy of acc description)	Accuracy of account description
864	8.93	814	8.81	880	8.8

Analysis:

The Organisation obtains remarkable scores in many of the items analysed (above 8) and ranks highly in comparisons with other similar organisations.

Only two values are below 8. In the case of the minimum score of 6.63 for evening entertainment, it ranks as the best score among the hotels compared.

Comparison with similar organisations

Hotel Concept	Daytime activities	Evening entertainment	Responses (Pool and pool area)	Pool and pool area	Responses (Wi-Fi)	Wi-Fi	Respect for the environment	Accuracy of acc description
TUI SUNE0 Lagomonte	7,00	6,50	6,00	7,67	6,00	7,67	9,25	7,33
TUI SUNE0 El Trebol	7,97	7,19	1259,00	8,78	1239,00	8,86	9,04	8,85
TUI SUNE0 Cortijo Blanco	7,29	6,68	196,00	8,98	186,00	7,81	9,01	8,65
TUI SUNE0 Ficus	6,00	4,58	49,00	9,04	46,00	7,67	9,00	8,00
TUI SUNE0 Royal Kenz	8,09	7,68	317,00	8,70	327,00	8,43	8,89	8,51
TUI SUNE0 Santa Ponsa	7,62	6,71	212,00	8,47	198,00	7,83	8,84	8,31
TUI Suneo Krimml	7,62	6,83	40,00	7,95	68,00	8,57	8,79	8,79
TUI SUNE0 Tamaimo Tropical	7,61	6,97	1551,00	8,19	1470,00	6,85	8,35	8,05
TUI SUNE0 Kinderresort Usedom	7,42	6,05	31,00	8,90	30,00	8,93	8,25	8,33
TUI SUNE0 Dunas	8,11	8,00	12,00	8,67	12,00	7,83	8,00	8,42
TUI SUNE0 Bangtao	6,54	5,70	282,00	8,29	282,00	7,61	7,99	8,18
TUI Suneo Marina Elite	6,57	5,84	1018,00	7,96	934,00	7,31	7,84	7,51

Analysis:

The Organisation has worked hard on the areas that received the lowest scores in the previous year, largely reversing the results obtained.

c Control of Objectives/Goals 2024 and proposal for the 2025 financial year

	2024 Objective	2024 Result	2025 Objective
Reduction in electricity consumption	1.50	12	5
Reduction in electricity consumption per guest	0.20	1.17	0.30
Water consumption per stay m3	0.25	0.30	0.20
Osmosis water consumption/total	70	65	85
Monthly average consumption of single-use plastics	2715	1970	1500
Monthly average landfill emissions	2100	2065	1500

Analysis:

All proposed targets were met except for the ratio of water generated by osmosis to total consumption. This was due to a daily limit of 100 m3 on seawater collection established by the competent authority.

Targets have been incorporated into all indicators for the 2025 financial year. In addition, thanks to the maturity of the system, indicators and objectives/targets have been incorporated.

4 REVIEW OF ACTIONS AND PROPOSALS FOR NEW ACTIONS WITH POSITIVE IMPACTS

Once the evolution of the first financial year has been analysed, applying measures that have a positive impact on the different areas of sustainability, the environment, human resources and human rights, participation in the community/society and quality, actions are established to support efforts to improve the impact in the different areas, as well as recommendations to evaluate their implementation in the long term.

a Environmental Actions.

Action defined	Explanation	SDG/GOAL link
Training and information on good environmental	Incorporation of good practices into existing	8.4/12.3/12.4/13.3

practices for workers	improvements and reminders of these practices	
Actions with a positive environmental impact, such as beach clean-ups, planting plants in gardens, etc., for both staff and guests		8.4/12.3/12.4/13.3
Creation of a dossier of good environmental practices for guests		8.4/12.3/12.4/13.3

Recommendations:

Incorporation of measurements and ratios into the consumption scorecard, such as consumption per guest, kg of linen washed per guest, waste collected by type, kg of rubbish collected, etc.

Incorporation of technological improvements that have a lower impact.

b Human Resources (People) and Human Rights.

Defined action	Explanation	SDG/GOAL link
Training and Information on Equality	Regulations, harassment protocol, etc.	5.1/5.5/8.9
Incorporation of a catalogue of social benefits	Definition of "improved conditions" in services and products for workers	5.1/5.5/8.9
Incorporation and compliance with the actions of the equality plan		5.1/5.5/8.9
Incorporation of blind CVs		5.1/5.5/8.9

Recommendations:

Incorporate measurements and ratios into the performance scorecard in this area, such as training completed on equality, number of social benefits received, etc.

Incorporate performance-related pay.

Establish a career development protocol.

Systematic incorporation of people with disabilities.

Adaptation of the language used in documentation to inclusive language.

c Citizen participation/Society.

Defined action	Explanation	SDG/GOAL link
Encourage the participation of workers and guests in social organisations		8.9
Prioritisation of consumption of local products and local suppliers		8.9

Recommendations:

Support for inclusive sports teams, special protection groups, women, etc.

Incorporation of measurements and ratios into the performance scorecard in this area, such as contributions to social organisations, etc.

d Quality.

Defined action	Explanation	SDG/GOAL link
Systematise the collection of customer perceptions	Incorporate a satisfaction survey	

Recommendations:

Incorporate measurements and ratios into the performance scorecard in this area, such as overall satisfaction, etc.

E Organisational commitments.

Reduce energy and water consumption and waste. Establish indicators with objectives/targets to be achieved by the activities set out in these sections. (Activities in points 2.a, 2.b and 2.c, Information, Training and Technological Improvements)

Protect biodiversity by reducing pollution through activities established to reduce the impact of consumption and waste generation. (Activities in points 2.a, 2.b and 2.c, Information, Training and Technological Improvements)

Protect human rights, children's rights, equality and the Organisation's Social Responsibility. An Equality Plan has been implemented, registered with the competent Public Authority, which is mandatory, along with other actions defined above. (Activities in point 2.b, Training and support for Social Entities)

Support the well-being of children. We do not tolerate any form of child exploitation or abuse. Guests and employees are provided with information on how to act if they are concerned about the well-being of a child.

We encourage our valued guests, employees and visitors to support us by following the reminders we have distributed throughout the hotel about saving water and energy, as well as minimising waste.

5 REVIEW OF ACTIONS AND PROPOSALS FOR NEW ACTIONS WITH POSITIVE IMPACTS

a Table of communications with stakeholders

STAKEHOLDER	TYPE OF COMMUNICATION	RESPONSIBLE	FREQUENCY
CUSTOMERS	INFORMATION ON ENVIRONMENTAL IMPACTS AND REDUCED CONSUMPTION	Reception Department	Upon arrival of each guest
CUSTOMERS	SUSTAINABILITY REPORT	Reception Department	Continuous (available at Reception)
CUSTOMERS	SUSTAINABILITY REPORT	ADDRESS	Continuous (Website)

PEOPLE	INFORMATION ON ENVIRONMENTAL IMPACTS AND REDUCED CONSUMPTION	ADDRESS	Continuous (Internal Communication Board)
PERSONNEL	SUSTAINABILITY REPORT	ADDRESS	Continuous (Website)
PEOPLE	SUSTAINABILITY REPORT	MANAGEMENT	Continuous (Internal Communication Board)
PEOPLE	SUSTAINABILITY AND CSR TRAINING	MANAGEMENT	Annual (Training Plan)
SUPPLIERS/PARTNERS	SUSTAINABILITY REPORT	MANAGEMENT	Continuous (Website)
SOCIETY	SUSTAINABILITY REPORT	ADDRESS	Continuous (Web)

b Information on good practices

“Good practices for guests”

“Environmental policy”

“Healthy menus”

“Good energy saving practices for guests”

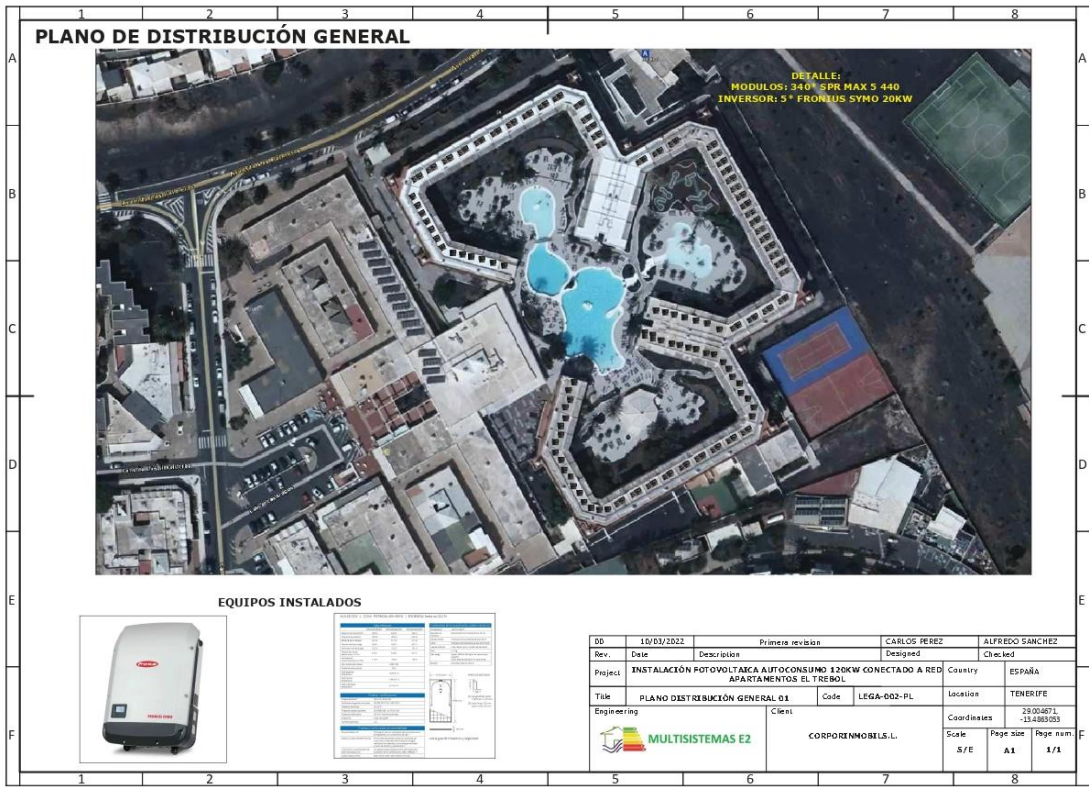
“Good water saving practices for individuals”

“Good energy saving practices for individuals”

“Good water saving practices for individuals”

b Waste management

“Geothermal system”



“Solar energy system”

d Support for social organisations.



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Dña. Ana M^a Rodríguez Arango, 71.846.800K, Presidenta de la Asociación Acogida y Prevención de Riesgo "CALOR Y CAFÉ", G35501956, C/ Escotilla nº 27 en Arrecife de Lanzarote y con NCI: G1/51/5532-97/L

CERTIFICA:

Que el 12.03.2024 Apartamentos El Trebol ha colaborado con la Asociación Acogida y Prevención de Riesgos CALOR y CAFÉ, mediante la donación de mantas, toallas y artículos textiles usados pero en buen estado, con destino a los fines sociales llevados a cabo por dicha asociación.

Que la Asociación Acogida y Prevención de Riesgos CALOR y CAFÉ se encuentra inscrita en el Registro de Asoc. Canarias con NCI G1/51/5532-97/L.

Y para que así conste y sirva de justificante a los efectos correspondientes, expido el presente en Arrecife de Lanzarote a 16 de marzo 2024.

La Presidenta

71846800K
ANA MARIA
RODRIGUEZ (R:
G35501956)

Firmado digitalmente
por 71846800K ANA
MARIA RODRIGUEZ
(R: G35501956)
Fecha: 2024.03.16
17:29:30 Z

Fdo: Ana M^a Rodríguez Arango

“Letter of thanks from social organisation”



Tahiche a 08 de Marzo de 2024

Para: Administración
Aptos. El Trebol
Aptos. Ficus

De: Asociación Protectora de Animales y Plantas Sara
C.I.F.: G-35.223.833
Ctra. Tahiche a San Bartolomé s/n
C.P. 35.509 Tahiche

RECIBO POR DONATIVO A LA PROTECTORA DE ANIMALES Y PLANTAS SARA

El colaborador arriba citado ha entregado como donativo el presente año 2024,
mantas y toallas a la Asociación Protectora de Animales y Plantas Sara.

Gracias por su colaboración y nos gustaría continuar con su apoyo en el futuro.

Saludos cordiales
Junta Directiva de Sara

“Letter of thanks from social organisation”

e Acknowledgements

“Gold Travelife Recognition”

This report was prepared in Lanzarote on 1 March 2025 by:

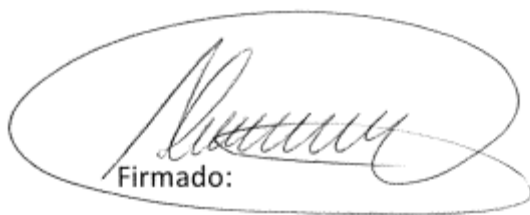
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Manuel Caamaño León, Head of Administration

Nayra Cruz Suárez, Administration

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