

REPORT OF SUSTAINABILITY

FICUS APARTMENTS



2024

INDEX

- 1 **DIAGNOSIS a.**
SDG Analysis b. SDG
Target Impact Matrices
- 2 **ACTIONS WITH POSITIVE IMPACTS a. Information**
actions b. Training actions c. , awareness and changes in habits.
Technical improvements d. Legal
and administrative
improvements e. Other measures
- 3 **MEASUREMENTS AND**
ANALYSIS a. Environment
a.1 Electricity consumption control table. a.2 Electricity consumption
control table per guest (kWh). a.3 Water consumption control table. a.5 Single-
use plastic consumption control table.

2.6 Solid Waste Emission Control Table (Kg CO₂e). b. Quality. c. Control of
Objectives/
Goals 2024 and proposal for the 2025 fiscal year.
- 4 **REVIEW OF ACTIONS AND PROPOSALS FOR NEW ACTIONS WITH POSITIVE IMPACTS**
a. Environment b. Human Resources
(People) and Human
Rights c. Community/Society Participation d. Quality e. Organizational
Commitments
- 5 **ACTIVITY REPORT a. Stakeholder**
Communication Table b. Best Practice Information c. Waste
Management d. Technological Facilities e.
Support for Social Entities
f. Awards

1 DIAGNOSIS

This chapter reviews the work carried out during 2024 by the quality, environment and sustainability team to position the organization within the SDGs and goals with the greatest positive impact and to raise awareness of the greatest negative impacts.

to SDG ANALYSIS

An analysis was conducted of the 17 SDGs and the targets defined for each one. they :



This analysis defined the SDGs that had an impact on the Organization, which are:

SDG 5 Gender Equality.

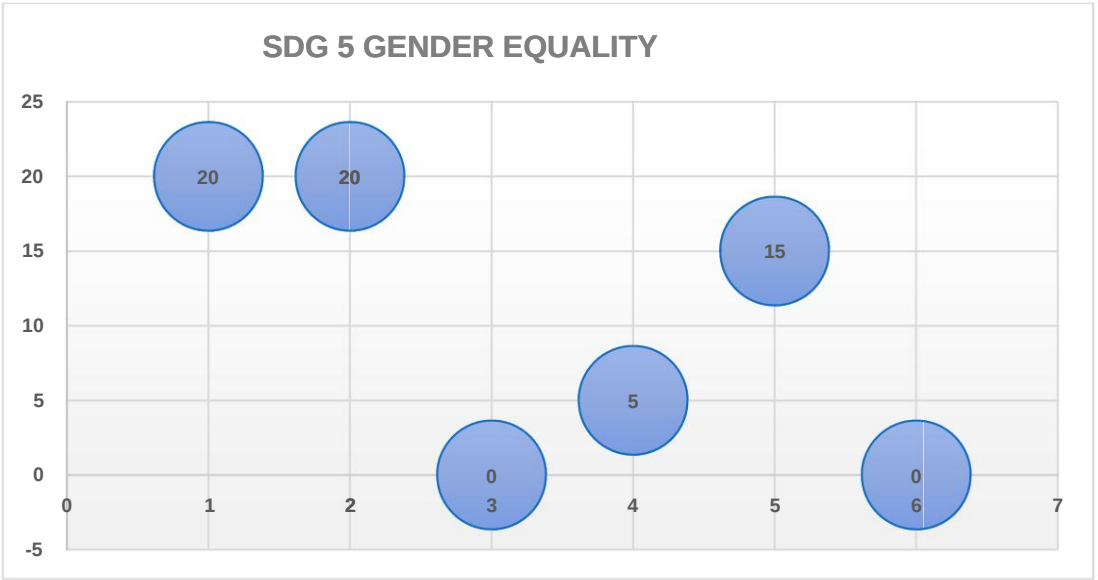
SDG 8 Decent work and economic growth.

SDG 12 Responsible production and consumption

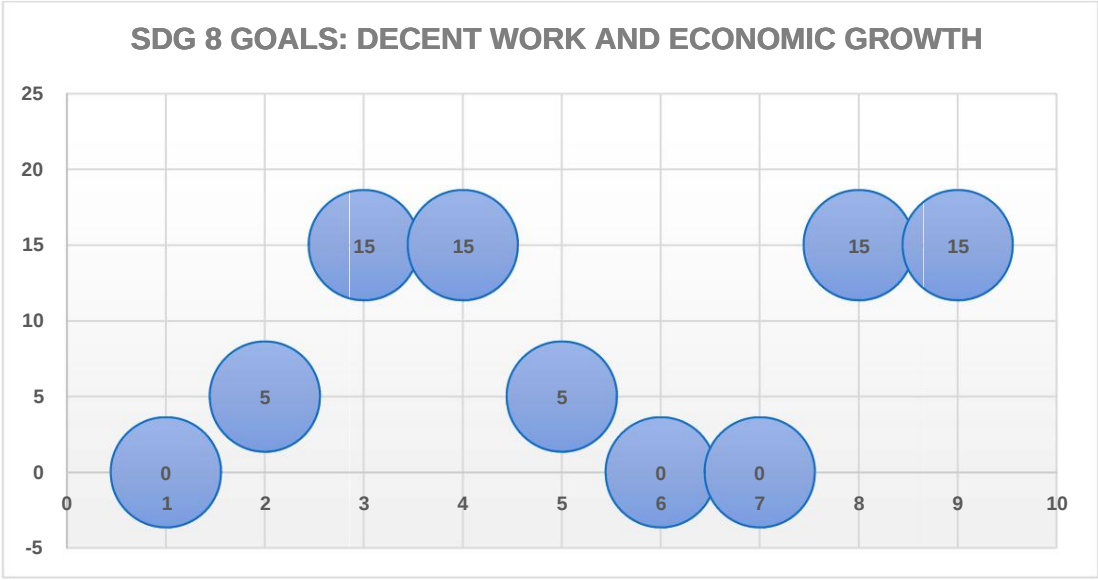
SDG 13 Climate Action

b **SDG GOALS OFF METRICS SDG GOALS**

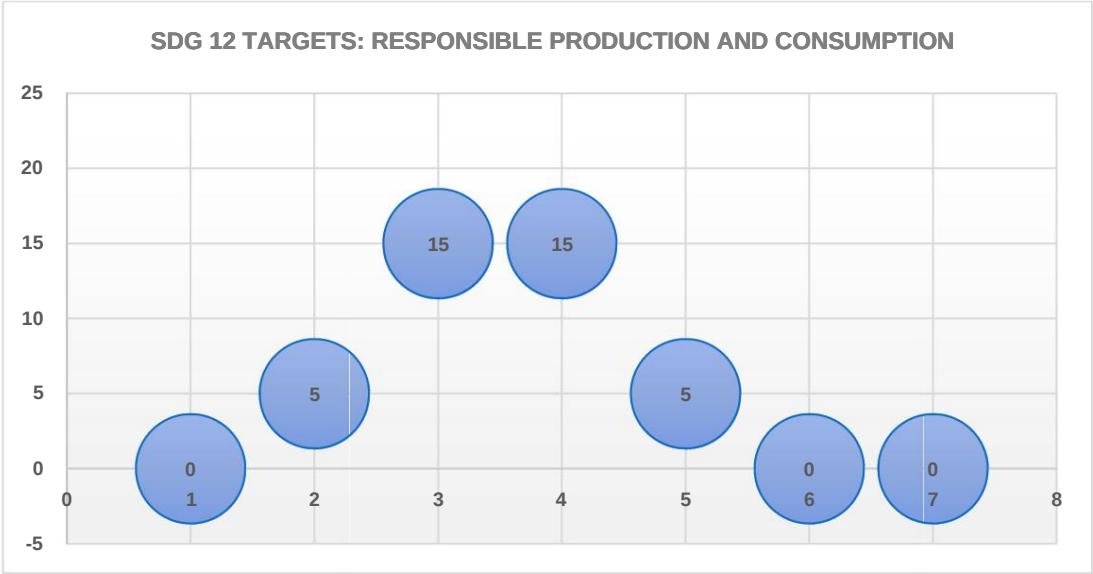
SDG 5 Gender equality



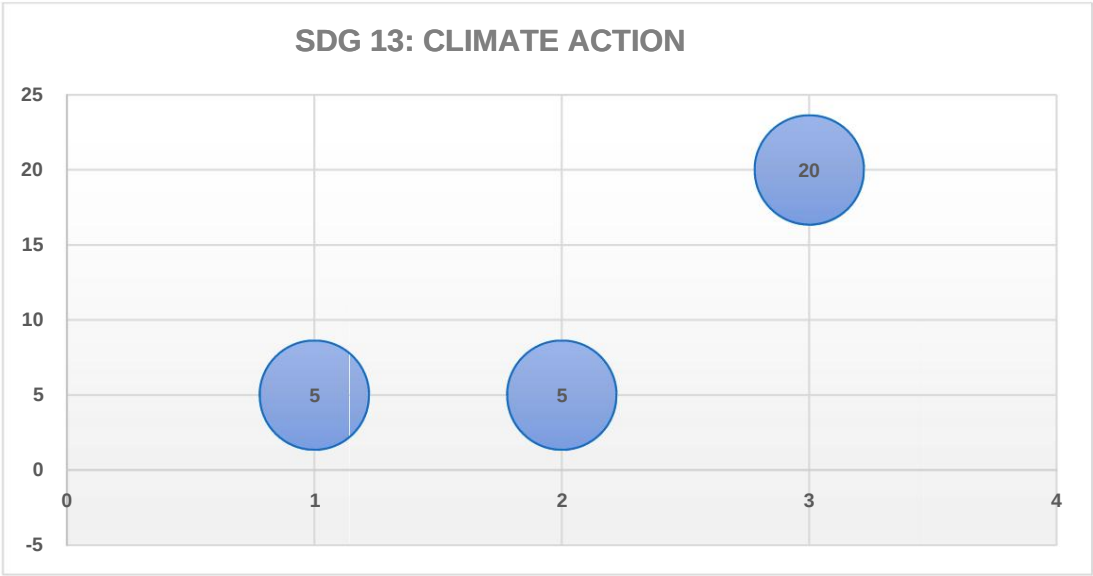
SDG 8 Decent work and economic growth



SDG 12 Responsible production and consumption



SDG 13 Climate Action



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

SDG 5:

5.1 End all forms of discrimination against all women and girls worldwide
girls around the world

5B Ending the violence against girls and women, including trafficking and sexual exploitation and other types of

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

SDG 8:

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

8.4 Progressively improve global resource efficiency by 2030 and seek to decouple economic growth from environmental degradation, in accordance with the Ten-Year Framework of Programmes on Sustainable Consumption and Production Patterns, starting with developed countries.

8.8 Protect labour rights and promote a safe and risk-free working environment for all workers, including migrant workers, in particular migrant women and people in precarious employment.

8.9 By 2030, develop and implement policies aimed at promoting 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 environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to the air, water and soil in order to minimize their adverse effects on human health and the environment.

SDG 13:

13.3 Improve education, awareness and human and institutional capacity regarding climate change mitigation, adaptation to it, reduction of its effects and early warning.

2 ACTIONS WITH POSITIVE IMPACTS:

To incorporate positive impacts that reduce the gap in the achievement of each of the SDGs, different actions of different natures were defined:

Information actions , awareness and changes in habits.

Training Activities.

Technical improvements.

Legal and administrative improvements.

Other actions

to **Information, awareness-raising and habit change actions:**

Environmental best practices for internal use. Dossier of good environmental conduct for employees. Reduction of energy consumption, reduction of waste, etc.

Environmental best practices for guests. A dossier on environmentally friendly behavior is available to each guest. Responsible energy consumption. Responsible water consumption.

Good practices in laundry. Proper energy use and reduction polluting waste.

b Training Activities.

Corporate Social Responsibility, Equality, and Environmental Protection Training

Regular maintenance and training of the team at the start of each season on energy efficiency, equality, child protection, etc.

c Technical improvements

Efficient water filters and faucets in most bathrooms

The water is heated by solar collectors.

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

We water our gardens late in the afternoon to avoid wasting water.

All new equipment purchases are verified to be energy efficient.

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

Investment in renewable energy systems.

Used fats and oils are collected.

Recycling containers for recycling batteries, plastic, glass, paper.

We are making efforts to limit the use of disposable products.

Reusing paper for internal use.

Bulk orders where possible

We chose returnable bottles filled with a water filter and a bag in the box for most of the drinks

We apply environmental criteria when purchasing cleaning products.

The use of chemicals is limited and where necessary.

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

We minimize 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 apartments from 9 am to 1 am; limited hours in buffet from 8 am to 10 am / 12 pm to 3:30 pm / 5:30 pm to 9 pm; limited hours in piano bar from 6 pm to 11:30 pm

Geothermal air conditioning: by capturing seawater, both cold water is produced for the air conditioning of the apartments, restaurant and piano bar, as well as hot water for domestic hot water and the air conditioning of 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 needed

d Legal and administrative improvements.

Compliance with the Occupational Risk Prevention Law

Equality Plan

Review of polluting products to choose alternatives with less impact.

and Other measures:
Support for social entities

3 MEASUREMENT AND ANALYSIS:

to Environment

a.1 Electricity energy consumption control table.

Consumption of energy	Total kWh	Average kWh per night of guest	Total Kg CO2e	Average weight in kg CO2e per guest night
From 01/01/2024 to 31/12/2024	917,912.26 kWh	10.18 kWh	600,495.77 kg CO2e	7.14 kg CO2e
From 01/01/2023 to 31/12/2023	1,314,041.18 kWh	14.42 kWh	2,052,149.61 kg CO2e	23.02 kg CO2e

Energy consumption analysis:

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

a.3 Water consumption control table.

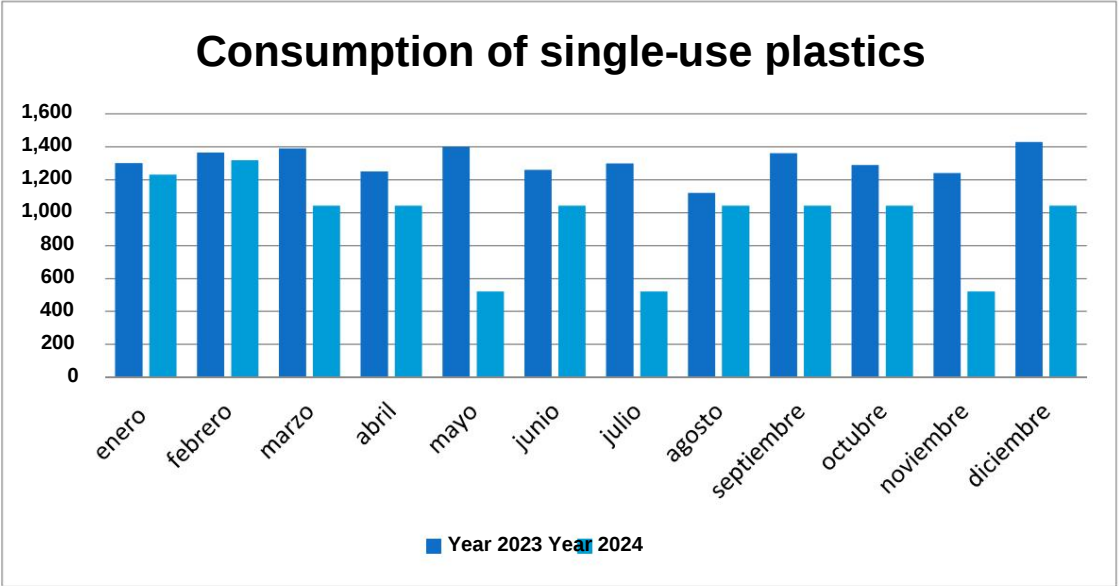
Water consumption	Total m3	Average m3 per guest night	Total kg CO2e	Average kg CO2e per guest night
From 01/01/2024 to 31/12/2024	18,756 m3	0.21 m3	476.34 kg CO2e	0.005 kg CO2e
From 01/01/2023 to 31/12/2023	19,260 m3	0.21 m3	349.10 kg CO2e	0.004 kg CO2e

Analysis of water consumption per stay:

Water consumption from the local supplier has remained practically the same, although the average Kg CO2 has increased slightly.

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

Month	Year 2023	Year 2024
January	1,300	1,230
February	1,365	1,319
March	1,389	1,042
April	1,249	1,042
May	1,399	521
June	1,259	1,042
July	1,297	521
August	1,119	1,042
September	1,360	1,042
October	1,288	1,042
November	1,240	521
December	1,428	1,042
Totals	15,692	11,404



a.6 Solid waste emission control table Kg CO₂e.

Solid waste disposal	Total kg	Average weight in kg per guest per night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
From 01/01/2024 to 31/12/2024	Dump	Dump	Dump	Dump
	18,269 kg	0.18 kg	40,301.80 kg CO ₂ e	0.45 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
	55,593.51 kg	0.57 kg	355.40 kg CO ₂ e	0.003 kg CO ₂ e
	Compost/Anaerobic co	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic
	505.18 kg	0 kg	3 kg CO ₂ e	0 kg CO ₂ e
	Total	Total	Total	Total
	80,980 kg	0.75 kg	40,660.18 kg CO ₂ e	0.453 kg CO ₂ e
From 01/01/2023 to the 31/12/2023	Landfill	Landfill	Landfill	Landfill
	71,091.98 kg	0.78 kg	44,576.47 kg CO ₂ e	0.49 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
	15,820.22 kg	0.14 kg	336.52 kg CO ₂ e	0.003 kg CO ₂ e
	Compost/Anaerobic co	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic
	0 kg	0 kg	0 kg CO ₂ e	0 kg CO ₂ e
	Total	Total	Total	Total
	86,912.20 kg	0.92 kg	44,912.99 kg CO ₂ e	0.493 kg CO ₂ e

In terms of landfill emissions of kg CO₂, the hotel has managed to reduce the figure from the beginning of the year by 11% by the end of 2024.

b Quality

Data table

Scores Winter Season 2024/2025

Hotel Concept	Respons is (Acc overall)	Acc overall	Acc staff service	Acco cleanline H.H	Room condition n	Child friendlines s	Food and drinks
TUI SUNEO Ficus	1808	8.82	9.10	9.05	8.88	8.00	8.32

Hotel Concept	Respons is (Acc overall)	Daytime activity s	Evening entertain me nt	Pool and pool area	Wi-Fi	Respect for the environment nt	Accuracy of acc description n
TUI SUNEO Ficus	1808	7.93	6.90	9.16	8.94	9.10	8.88

Analysis:

The Organization obtains outstanding scores in many of the items analyzed (Above 8) and is in a prominent position in comparisons that can be made with other similar organizations.

There are only two values below 8, which correspond to animation.

Analysis:

The Organization has worked diligently on the areas that were rated worst in the previous year, largely reversing the results obtained.

c Objectives/Goals 2025

	Goal 2025
Reduced electricity consumption	5%
Reduced electricity consumption per guest	0.3
Water consumption per room (m3)	0.2
Water consumption (reverse osmosis/total)	85%
Average monthly consumption of single-use plastics	800
Average monthly landfill emissions	0.40 kg CO2e

Analysis :

Targets are being incorporated into all indicators for the 2025 fiscal year. In addition, and thanks to the maturity of the system, additional 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 exercise has been analyzed by applying measures that have a positive impact on the different areas of sustainability, environment, Human Resources and Human Rights, Community/Society Participation and Quality, actions are established to support efforts to improve the impact in the different areas, as well as recommendations to evaluate their long-term implementation.

to **Environmental Actions.**

Defined action	Explanation	SDG/GOAL Link
Training and information on good environmental practices for workers	Incorporation of best practices into existing improvements, as well as reminders of these.	8.4/12.3/12.4/13.3
Environmentally positive impact actions, such as beach cleanups, planting in gardens, etc., for both staff and guests		8.4/12.3/12.4/13.3
Generation 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 dashboard, such as consumption per guest, kg of linen washed per guest, waste of each type collected, kg of garbage collected, etc.

Incorporation of technological improvements that produce 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 catalog 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 the blind CV		5.1/5.5/8.9

Recommendations:

Incorporation of measurements and ratios into the performance dashboard in this area, such as training carried out in equality, number of social benefits received, etc.

Incorporation of performance-based pay.

Establish a career development protocol.

Systematic inclusion 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 organizations		8.9
Prioritizing the consumption of local products and local suppliers		8.9

Recommendations:

Support for inclusive sports teams, specially protected groups, women, etc.

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

d Quality.

Defined action	Explanation	SDG/GOAL Link
Systematize the collection of customer feedback	Incorporate a satisfaction survey	

Recommendations:

Incorporation of measurements and ratios into the performance dashboard in this area, such as overall satisfaction, etc.

AND

Organization Commitments.

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

Protecting biodiversity by reducing pollution through activities designed to minimize the impact of consumption and waste generation. (Activities outlined in points 2.a, 2.b, and 2.c: Information, Training, and Technological Improvements)

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

We support the well-being of children. We do not tolerate any form of child exploitation or abuse. Guests and staff 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 posted throughout the hotel about saving water and energy, as well as minimizing waste.

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

to Table of communications with Stakeholder Groups

STAKEHOLDER GROUP	GUY OF COMMUNICATION	RESPONSIBLE PERIODICITY	
CUSTOMERS	INFORMATION OF IMPACTS ENVIRONMENTAL AND REDUCTION CONSUMPTION	Reception Department	Upon the arrival of each guest
CUSTOMERS	REPORT OF SUSTAINABILITY	Continuous Reception	Department (Available in Reception)
CUSTOMERS	REPORT OF SUSTAINABILITY	ADDRESS	Continuous (Web)
PEOPLE	INFORMATION OF IMPACTS ENVIRONMENTAL AND REDUCTION CONSUMPTION	ADDRESS	Continuous (Internal Board of Communication)
PEOPLE	REPORT OF SUSTAINABILITY	ADDRESS	Continuous (Web)
PEOPLE	REPORT OF SUSTAINABILITY	ADDRESS	Continuous (Internal Board of Communication)
PEOPLE	TRAINING SUSTAINABILITY And CSR	ADDRESS	Annual (Plan of Training)
SUPPLIERS/ALLIES REPORT	SUSTAINABILITY	ADDRESS	Continuous (Web)
SOCIETY	REPORT OF SUSTAINABILITY	ADDRESS	Continuous (Web)

In 2023, we set the following objectives in our Action Plan:

Greenhouse gas emissions

Reducing energy consumption by 5%: goal achieved, thanks to the full operation of the solar field, raising awareness among our workers and guests, as well as the acquisition of more efficient electrical appliances.

Reducing single-use plastics and properly recycling waste: these
These objectives were also achieved, largely due to the elimination of the majority of single-serving packets of sauces and jam, making these products available in bulk.
Regarding waste recycling, it has been done more effectively.
thanks to staff training and guest awareness.

Biodiversity

Plant native plants or plants that easily adapt to the climate of our island: they have
Four of the five ficus trees included in the action plan have been planted.

Water

Reducing water consumption by 5%: this goal has not been achieved despite the awareness has been raised among staff and guests, but it has been possible to maintain the Same consumption per stay as the previous year. Work will continue on the same [products/services]. and new measures to reduce consumption, such as ensuring that all water-saving devices located in the bathrooms of the apartments are working correctly.

Community support activities

Donation of essential goods and toys to various NGOs on the island:
has collaborated with animal protection associations by donating blankets and towels as well as first aid kit products.

b Information on best practices

FICUS APARTMENTS

On behalf of the entire staff at **Ficus Apartments**, we bid you a very warm welcome! Please take a minute to read through all of the information below regarding the services that we offer.

RESTAURANT OPENING TIMES

- **Breakfast:** 7am to 10am
- **Lunch:** 1pm to 3pm
- **Dinner:** 6:00pm to 9pm

BAR OPENING TIMES

POOL BAR: 11am to 5.30pm

SHOW BAR: 5.30pm to 11:30pm

**PLEASE DO NOT TAKE ANY FOOD OUTSIDE THE RESTAURANT
because hygiene + health&safety restrictions**

*Snacks available at the restaurant between meals (just closed 1 hour before and after each meal). As the restaurant closes at 9pm, last snacks will be served until 11pm. We open it back at 7am

ALCOHOLIC DRINKS NOT ALLOWED TO ANYONE UNDER 18

OUR SERVICES & RECEPTION INFO

- Maid service 5 days a week
- Towels replaced twice a week
- Check out from rooms is at 12:00 midday
- Foreign **MONEY EXCHANGE TICKET SALE & EXCURSIONS**
- You can also order **cakes and flowers** from the reception (please ask directly in the Reception or dialing number 9).



WELCOME&ENJOY



Recommended actions to our guests during their stay in Apartamentos HSA FICUS:

- You can join your fellow guests to help save the environment by reusing your towels during your stay.
 - Do not leave lights, electrical/electronic devices on when they are not in use/required.
 - Keep all doors and windows closed when the air conditioning is on.
 - Use the recycling containers which can be found in the "clean points" in Aptos. HSA FICUS
- For further information about our sustainability policies, please visit the web www.apartamentosficus.com

“Good practices for guests”



“Best practices for saving energy for guests”



“Good practices for saving water for individuals”



“Good practices for saving energy for individuals”



“Good practices for saving water for individuals”

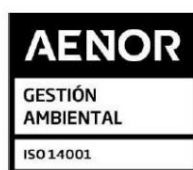
b Waste management



AENOR
Confía



Certificado del Sistema de Gestión Ambiental



GA-2006/0180

AENOR certifica que la organización

MARTÍNEZ CANO CANARIAS, S.A.

dispone de un sistema de gestión ambiental conforme con la Norma ISO 14001:2015

para las actividades: Recogida, transporte, clasificación, trituración, compactación y almacenamiento de papel, cartón, plástico, envases de plástico, envases mezclados, residuos de plástico (excepto embalajes) y textil, recogida selectiva y transporte de RSU y asimilables a urbanos y recogida, transporte y entrega de subproductos SANDACH, con el código de gestor GRNP-016-IC.
La recogida y transporte de residuos MARPOL del Anexo V.

que se realiza/n en: AUTOPISTA LAS PALMAS GANDO KM. 17, P. I. EL GORO S.U.S.O SILVA 10.A PARCELAS 5 Y 6, CALLES 1 Y 7. 35200 - TELDE (LAS PALMAS)
PI VALLE DE GUIMAR MANZANA XIII, PARCELA 5A-5B, 19A-19B. 38509 - CANDELARIA (S.C. DE TENERIFE)

Fecha de primera emisión: 2006-05-31

Fecha de última emisión: 2021-05-31

Fecha de expiración: 2024-05-31



AENOR INTERNACIONAL S.A.U.
Génova, 6. 28004 Madrid. España
Tel. 91 432 60 00.- www.aenor.com



Rafael GARCÍA MEIRO
Director General



“Environmental management system of the main collaborator in waste collection”

c Technological facilities.

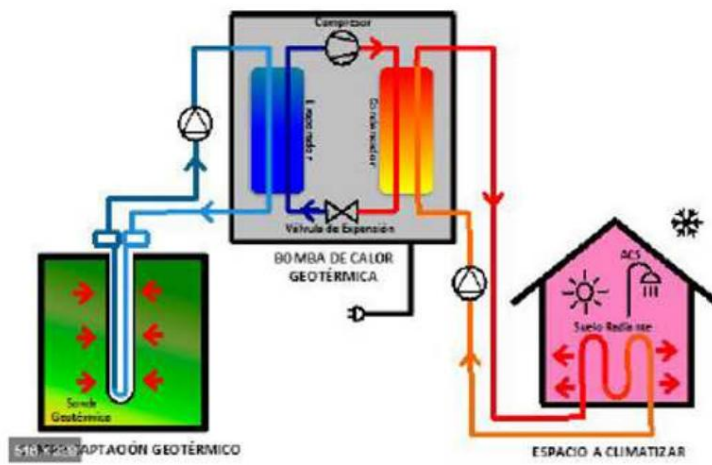


Ilustración 5 - Bomba de calor geotérmica en régimen de calefacción [5]

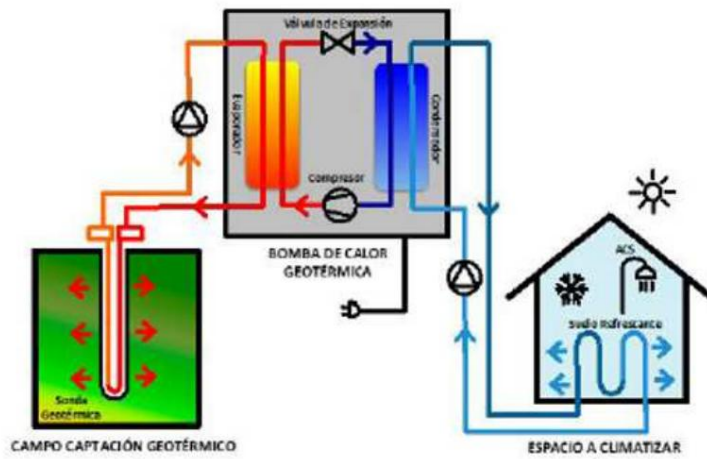


Ilustración 6 - Bomba de calor geotérmica en régimen de refrigeración [5]

“Geothermal system”

and

Awards



"Gold Travelife Recognition"

This report was prepared in Lanzarote on March 31, 2025 by:

**Quality, Environment and Sustainability Team, Organization
Ficus Apartments, made up of:**

Aingeru Gurbindo Yaben, Director

Manuel Caamaño León, Head of Administration

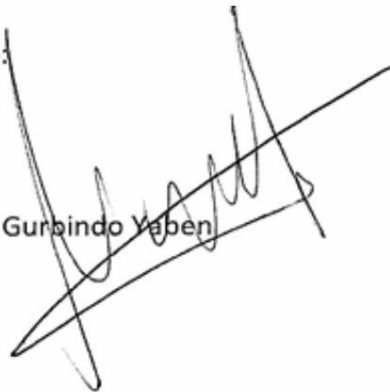
Nayra Cruz Suárez, Administration

**External consultant support from Vicente de Diego Pérez, EFQM Lead
Manager, Auditor of ISO9001 and ISO14001 standards, Evaluator of GRI
reports, expert in process management and business strategy.**

Firmado:

Aingeru Gurbindo Yaben

Director

A handwritten signature in black ink, appearing to be 'Aingeru Gurbindo Yaben', written over a light blue grid background. The signature is stylized and cursive.