



SUSTAINABILITY REPORT

FICUS APARTMENTS



2025

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1 ASSESSMENT

This chapter summarizes the work carried out in 2025 by the quality, environment, and sustainability team to align the organization with the SDGs and targets that have the greatest positive impact, and to raise awareness of the most significant negative impacts.

a SDG ANALYSIS

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



Based on this analysis, the SDGs on which the organization had an impact were identified, namely:

SDG 5: Gender Equality.

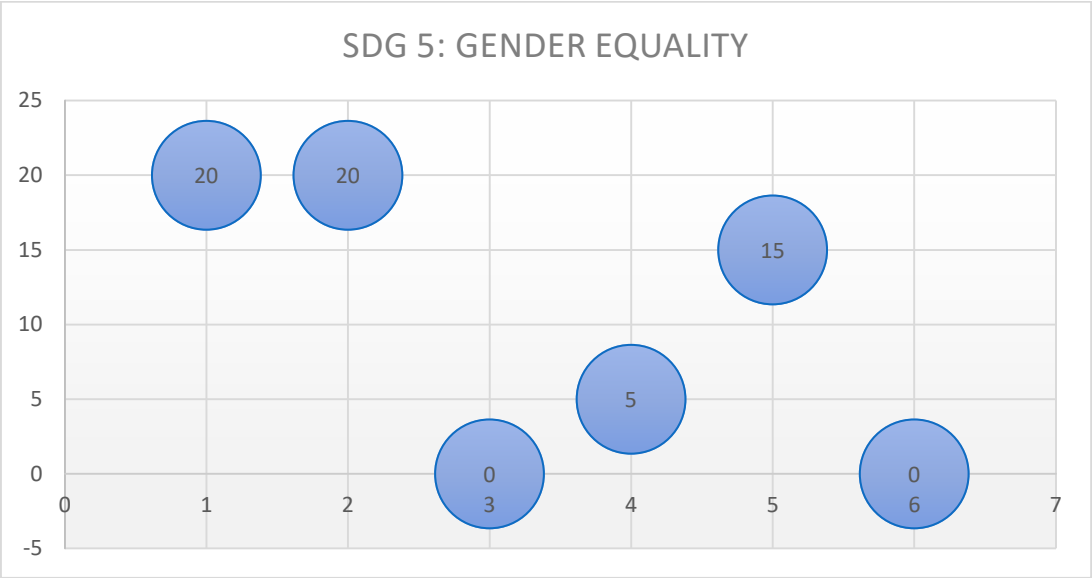
SDG 8: Decent Work and Economic Growth.

SDG 12 Responsible Consumption and Production

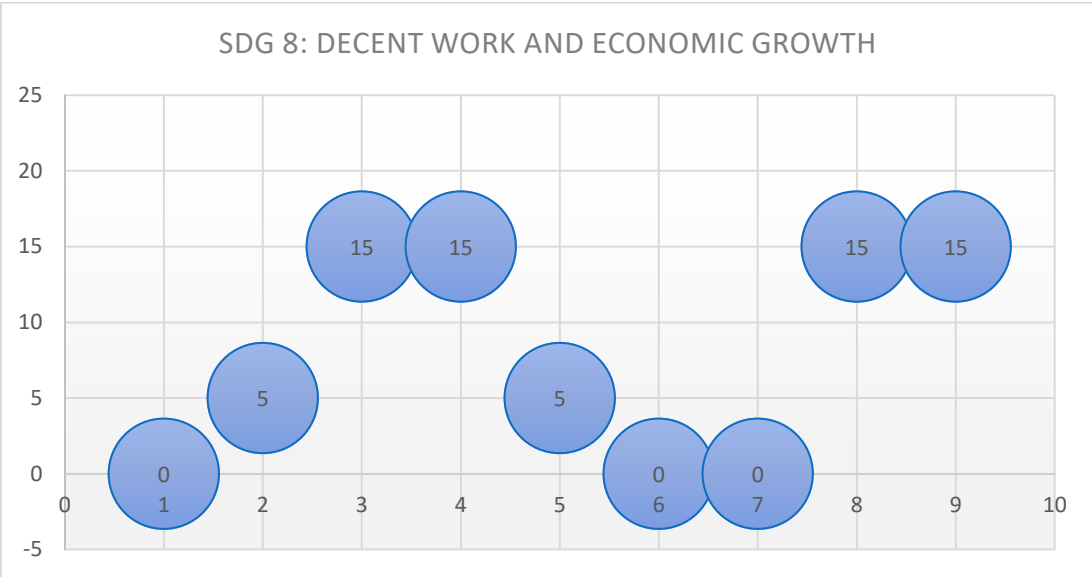
SDG 13 Climate Action

b SDG TARGET IMPACT MATRICES

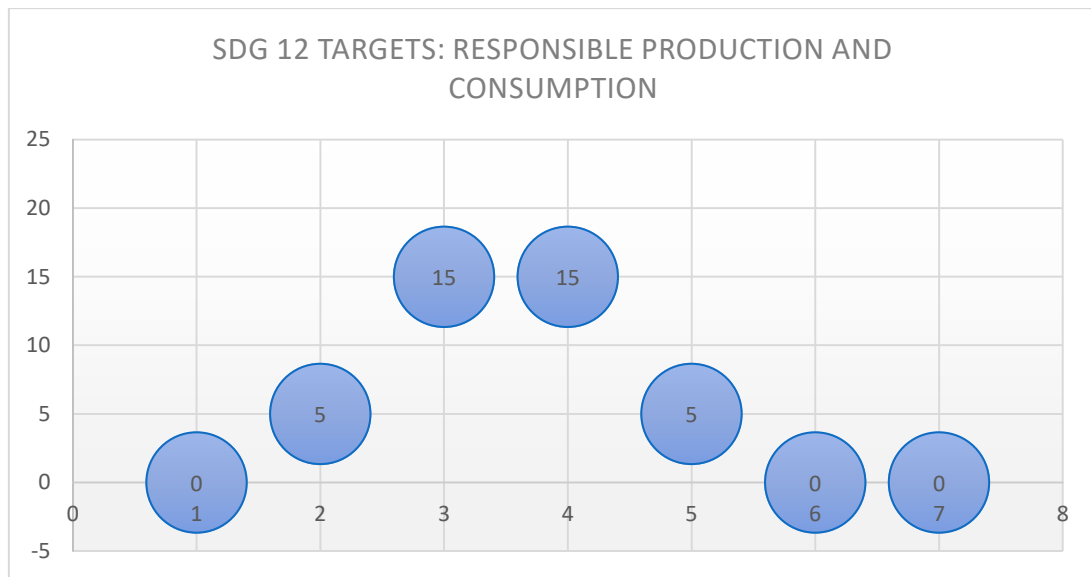
SDG 5 Gender Equality



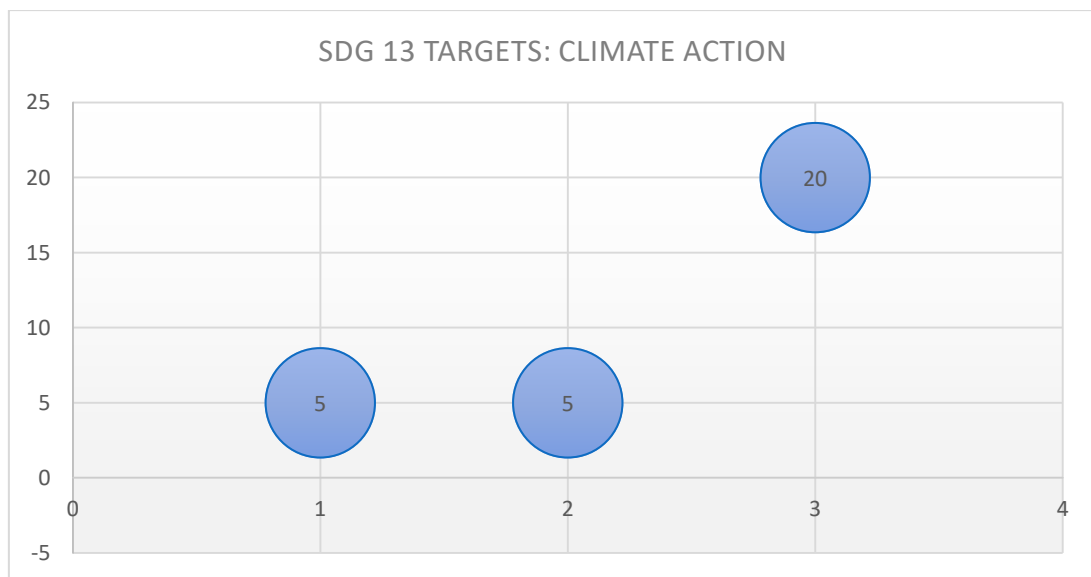
SDG 8 Decent Work and Economic Growth



SDG 12 Responsible Production and Consumption



SDG 13 Climate Action



Based on 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

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

5.5 Ensure women's full and effective participation 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 foster the formalization and growth of micro, small, and medium-sized enterprises, including through access to financial services.

8.4 Progressively improve, by 2030, the efficient production and consumption of global resources and strive to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programs on Sustainable Consumption and Production Patterns, starting with developed countries.

8.8 Protect labor rights and promote a safe and secure 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 to promote sustainable tourism that creates jobs and promotes local culture and products.

SDG 12:

12.3 By 2030, halve global per capita 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 into the air, water, and soil in order to minimize their adverse impacts on human health and the environment.

SDG 13:

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

2 ACTIONS WITH POSITIVE IMPACTS:

To incorporate positive impacts that reduce the gap in achieving each of the SDGs, various actions of different types were defined:

Information, awareness-raising, and behavior change initiatives.

Training initiatives.

Technical improvements.

Legal and administrative improvements.

Other actions

a Information, awareness-raising, and behavior-change initiatives:

Best environmental practices for internal use. A guide to best environmental practices for employees. Reducing energy consumption, reducing waste, etc.

Environmental best practices for guests. A guide on environmental best practices available to each guest. Responsible energy consumption. Responsible water consumption.

Best practices in laundry operations. Proper energy use and reduction of polluting waste.

b Training Initiatives.

Training on CSR, Equality, and Environmental Protection

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

c Technical Improvements

Energy-efficient water filters and faucets in most restrooms

Water is heated by solar collectors.

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

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

All new equipment purchases are verified to ensure they are energy-efficient

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

Investment in renewable energy systems.

Used grease and oil 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 whenever possible

We choose returnable bottles filled with filtered water and a bag in the box for most beverages

We apply environmental criteria when purchasing cleaning products.

The use of chemicals is limited and restricted to where necessary.

We use native plants in the garden that require less water and are more resilient to the local climate

We minimize the use of chemicals in cleaning.

We monitor the pools daily to ensure the use of 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., and 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: By drawing in seawater, the system produces both chilled water for cooling the apartments, restaurant, and piano bar, and hot water for domestic hot water and heating the swimming pools.

New photovoltaic system: a new photovoltaic system for electricity generation with a 149.52 Kwp 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 to select alternatives with a lower environmental impact.

e Other measures:

Support for Social Organizations

3 MEASUREMENT AND ANALYSIS:

a Environment

a.1 Electricity Consumption Tracking Table.

Energy Consumption	Total kWh	Average kWh per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
From January 1, 2025, to December 31, 2025	974,047.40 kWh	10.15 kWh	997,250.80 kg CO ₂ e	10.89 kg CO ₂ e
From January 1, 2024, to December 31, 2024	1,099,654.43 kWh	12.19 kWh	1,262,296.61 kg CO ₂ e	13.99 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. It is also due to a procurement policy that prioritizes the selection of the most energy-efficient electrical appliances. Another reason is the full operation of the entire solar array.

a.3 Water consumption tracking table.

Water consumption	Total m ³	Average m ³ per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
From January 1, 2025, to December 31, 2025	11,227.50 m ³	0.16 m ³	3,256.21 kg CO ₂ e	0.033 kg CO ₂ e
From January 1, 2024, to December 31, 2024	18,756 m ³	0.21 m ³	476.34 kg CO ₂ e	0.005 kg CO ₂ e

Analysis of water consumption by room:

Water consumption from the local supplier has remained virtually unchanged, although the average kg CO₂ has increased slightly

a.5 Monitoring table for single-use plastic consumption.

Month	Year 2024	Year 2025
January	2,550	2,000
February	2,734	1,000
March	2,160	1,000
April	2,160	3,000
May	1,080	3,000
June	2,160	2,000
July	1,080	2,000
August	2,160	2,000
September	2,160	1,000
October	2,160	1,000
November	1,080	3,000
December	2,160	1,000
Totals	23,644	22,000

Consumption of Single-Use Plastics



a.6 Solid Waste Emissions 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 January 1, 2025, to December 31, 2025	Landfill	Landfill	Landfill	Landfill
	12,282.02 kg	0.127 kg	8,596.98 kg CO ₂ e	0.089 kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO ₂ and	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	33,251 kg	0.35 kg	708.04 kg CO ₂ e	0.007 kg CO ₂ e
	Composting/Anaerobic	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic
	4,798.35 kg	0.05 kg	43.05 kg CO ₂ e	0.0004 kg CO ₂ e
	Total	Total	Total	Total
	50,331.37 kg	0.527 kg	9,348.07 kg CO₂ e	0.0964 kg CO₂ e
From January 1, 2024, to December 31, 2024	Landfill	Landfill	Landfill	Landfill
	23,069 kg	0.255 kg	16,151.88 kg CO ₂ e	0.179 kg CO ₂ e
	Incineration	Incineration	Incineration	Incineration
	0 kg	0 kg	0 kg CO ₂ and	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	32,913.51 kg	0.365 kg	700.74 kg CO ₂ e	0.008 kg CO ₂ e
	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic	Compost/Anaerobic
	505.18 kg	0.005 kg	4.53 kg CO ₂ e	0 kg CO ₂ e
	Total	Total	Total	Total
	56,487.70 kg	0.625 kg	16,857.15 kg CO₂ e	0.187 kg CO₂ e

In terms of landfill emissions in kg of CO₂ , the hotel has managed to reduce the figure from the beginning of the year by 53% by the end of 2025.

b Quality

Data Table

Scores for the 2025/2026 Winter Season

Hotel Concept ▲	Responses (Accommodation Overall)	Accommodation Overall	Responses (Food and Drinks)	Food and drinks	Responses (Hotel staff service)	Hotel staff service	Responses (Accuracy of acc description)
TUI SUNEO Ficus	1,019	90%	1,004	77%	994	93%	1,004

Accuracy of acc description	Responses (Activities and entertainment programme)	Activities and entertainment programme	Responses (Condition of the overall accommodation)	Condition of the overall accommodation	Responses (Acco cleanliness)	Acco cleanliness
91%	915	75%	1,005	91%	1,007	92%

Analysis:

The organization achieves outstanding scores on many of the items analyzed (overall, it scores 90%) and ranks highly in comparisons with other similar organizations.

Only two categories scored below 80%, namely food and beverages and entertainment.

Hotel Concept	Accommodation Overall	Food and drinks	Hotel staff service	Accuracy of acc description	Activities and entertainment programme	Condition of the overall accommodation	Acco cleanliness
TUI SUNE0 Ficus	90%	77%	93%	91%	75%	91%	92%
TUI SUNE0 Estival	89%	74%	85%	87%	63%	91%	82%
TUI SUNE0 El Trebol	88%	81%	92%	91%	64%	89%	87%
TUI SUNE0 Haiti	87%	82%	94%	91%	74%	84%	89%
TUI SUNE0 Platja d'Or	86%	84%	92%	86%	70%	85%	86%
TUI SUNE0 Caribe	85%	79%	93%	90%	65%	87%	97%
TUI SUNE0 Cortijo Blanco	84%	72%	89%	88%	79%	85%	91%
TUI SUNE0 Green Garden	83%	84%	95%	85%	86%	76%	84%
TUI SUNE0 Santa Ponsa	80%	74%	89%	86%	68%	83%	88%
TUI SUNE0 Tamaimo Tropical	75%	68%	84%	81%	64%	77%	80%
TUI SUNE0 Marinda Garden	75%	75%	86%	83%	79%	71%	79%
TUI SUNE0 Lagomonte	65%	70%	86%	75%	58%	68%	77%

Analysis:

The organization has achieved the highest score compared to all other TUI Suneo concept hotels throughout Spain. Customer feedback is continuously reviewed to address areas for improvement and provide the best possible experience.

c 2026 Objectives/Goals

	2026 Objective
Reduction in Electricity Consumption	5%
Reduction in electricity consumption per guest	0.3
Water Consumption per Stay (m ³)	0.2
Osmosis/total water consumption	85%
Monthly average single-use plastic consumption	800
Monthly average landfill waste	0.40 kg CO ₂ e

Analysis:

Targets have been set for all indicators for fiscal year 2026. Furthermore, 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

After analyzing the progress made during the first fiscal year through the implementation of measures that have a positive impact on the various areas of sustainability—environment, human resources and human rights, community/societal engagement, and quality—actions are established to support efforts to improve the impact in these areas, along with recommendations for evaluating their long-term implementation.

a Environmental Actions.

Defined Action	Explanation	SDG/META Link
Training and information on environmental best practices for employees	Incorporation of best practices into existing improvements, as well as reminders of these practices	8.4/12.3/12.4/13.3
Activities with a positive environmental impact, such as beach cleanups and planting in gardens, for both staff and guests		8.4/12.3/12.4/13.3
Creation of a guide to environmental best practices for guests		8.4/12.3/12.4/13.3

Recommendations:

Incorporating metrics and ratios into the consumption dashboard, such as consumption per guest, kilograms of laundry washed per guest, waste collected by type, kilograms of trash collected, etc.

Implementation of technological improvements that reduce environmental impact.

b Human Resources (People) and Human Rights.

Defined Action	Explanation	SDG/META Link
Training and Information on Equality	Regulations, harassment protocol, etc.	5.1/5.5/8.9
Introduction of a benefits package	Definition of "improved conditions" in services and products for employees	5.1/5.5/8.9
Implementation and compliance with the actions outlined in the equality plan		5.1/5.5/8.9
Implementation of blind resume screening		5.1/5.5/8.9

Recommendations:

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

Incorporation of performance-based compensation.

Establish a career development protocol.

Systematically include people with disabilities.

Adapt the language used in documentation to inclusive language.

c Citizen Participation/Society.

Defined Action	Explanation	SDG/META Link
Encourage the participation of		8.9

employees and guests in social organizations		
Prioritizing the purchase of local products and from local suppliers		8.9

Recommendations:

Support for inclusive sports teams, vulnerable groups, women, etc.

Incorporating metrics and ratios into the performance scorecard in this area, such as contributions to social organizations, etc.

d Quality.

Defined Action	Explanation	SDG/META Link
Systematize the collection of customer feedback	Implement a satisfaction survey	

Recommendations:

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

E Organizational Commitments.

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

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

Protect human rights, children's rights, equality, and the organization's social responsibility. An Equality Plan has been implemented and registered with the competent public authority, and compliance with this plan is mandatory, along with other actions defined above. (Activities in section 2.b: Training and Support for Social Organizations)

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 a child's well-being.

We encourage our valued guests, employees, and visitors to support us by following the reminders we have posted throughout the hotel regarding water and energy conservation, as well as minimizing waste.

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

a Stakeholder Communication Table

STAKEHOLDER	TYPE OF COMMUNICATION	RESPONSIBLE PARTY	FREQUENCY
CUSTOMERS	INFORMATION ON	Front Desk	Upon each

	ENVIRONMENTAL IMPACTS AND CONSUMPTION REDUCTION		guest's arrival
CUSTOMERS	SUSTAINABILITY REPORT	Front Desk	Continuous (Available at Reception)
CUSTOMERS	SUSTAINABILITY REPORT	ADDRESS	Continuous (Website)
PEOPLE	INFORMATION ON ENVIRONMENTAL IMPACTS AND CONSUMPTION REDUCTION	MANAGEMENT	Ongoing (Internal Bulletin Board)
PEOPLE	SUSTAINABILITY REPORT	MANAGEMENT	Ongoing (Website)
PEOPLE	SUSTAINABILITY REPORT	MANAGEMENT	Continuous (Internal Communication Bulletin Board)
PEOPLE	TRAINING ON SUSTAINABILITY AND CSR	MANAGEMENT	Annual (Training Plan)
SUPPLIERS/PARTNERS	SUSTAINABILITY REPORT	MANAGEMENT	Ongoing (Website)
SOCIETY	SUSTAINABILITY REPORT	ADDRESS	Ongoing (Web)

In 2024, we set the following goals in our Action Plan:

Greenhouse Gas Emissions

Reduce energy consumption by 5%: this goal was achieved thanks to the full operation of the solar farm, raising awareness among our employees and guests, and the purchase of more energy-efficient appliances.

Reduction of single-use plastics and proper waste recycling: these goals were also achieved, largely due to the elimination of most single-serving portions of sauces and jams, which are now provided in bulk. As for waste recycling, we have improved the accuracy of our recycling efforts through staff training and raising awareness among guests.

Biodiversity

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

Water

Reduce water consumption by 5%: This goal was not achieved despite efforts to raise awareness among staff and guests, but we have managed to maintain the same consumption per stay as the previous year. We will continue to work on existing and new measures to reduce consumption, such as ensuring that all water-saving devices in the apartment bathrooms are functioning properly.

Community Support Activities

Donation of basic necessities and toys to various NGOs on the island: We have collaborated with animal welfare organizations by donating blankets, towels, and first-aid supplies.

b Best Practices Information

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

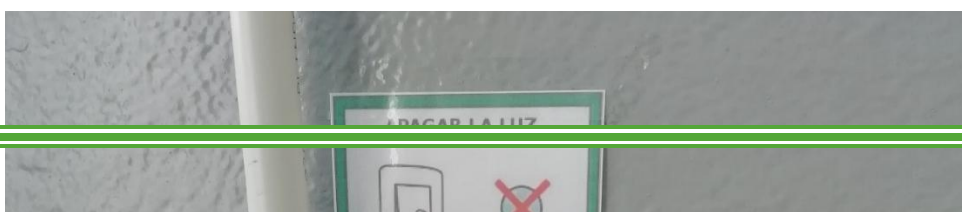
"Best Practices for Guests"



“Energy-Saving Best Practices for Guests”



“Best Practices for Water Conservation by Individuals”



"Best Practices for Energy Conservation by Individuals"

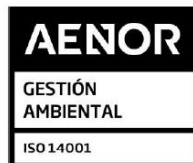


"Best Practices for Water Conservation by Staff"

b Waste Management



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)

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Rafael GARCÍA MEIRO
Director General



"Environmental management system of the main partner in waste collection"

c Technological Facilities

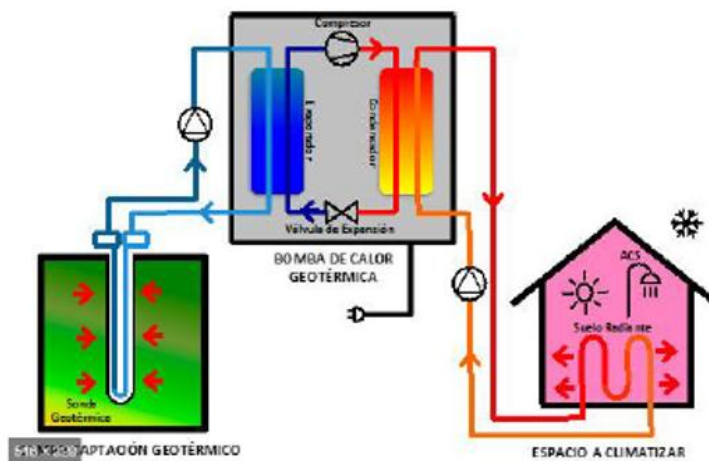


Ilustración 5 - Bomba de calor geotérmica en régimen de calefacción [5]

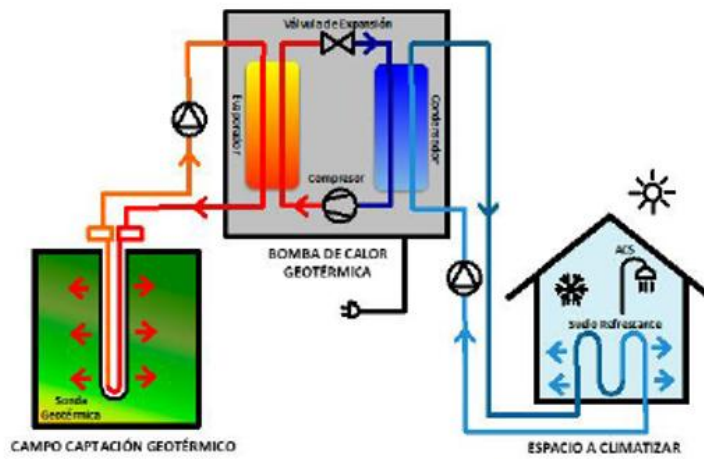


Ilustración 6 - Bomba de calor geotérmica en régimen de refrigeración [5]

"Geothermal system"

e Awards



"Travelife Gold Award"

This report was prepared in Lanzarote on March 31, 2026, by:

Quality, Environment, and Sustainability Team, Ficus Apartments
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Manager, ISO 9001 and ISO 14001 Auditor, GRI Report Assessor,
and 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 horizontal line. The signature is stylized and cursive.