

SUSTAINABILITY REPORT

FICUS APARTMENTS



2025

CONTENTS

1 DIAGNOSIS

- a. SDG Analysis
- b. SDG target impact matrices

2 ACTIONS WITH POSITIVE IMPACTS

- a. Information, awareness and behaviour-change actions.
- b. Training actions.
- c. Technical improvements.
- d. Legal and administrative improvements.
- e. Other measures

3 MEASUREMENT AND ANALYSIS

- a. Environment
 - a.1 Electricity energy 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 emissions control table, kg CO₂e.
- b. Quality.
- c. Control of 2024 Objectives/Targets and proposal for 2025.

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. Organisation Commitments

5 ACTIVITY REPORT

- a. Stakeholder communication table
- b. Good practice information
- c. Waste management
- d. Technological installations.
- e. Support for Social Organisations.
- f. Recognition

1 DIAGNOSIS

This chapter summarises the work carried out during 2025 by the quality, environmental and sustainability team to identify the organisation's position in relation to the SDGs and targets with the greatest positive impact, and to raise awareness of the greatest negative impacts.

α SDG ANALYSIS

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



This analysis identified the SDGs on which the Organisation has an impact, namely:

SDG 5 Gender Equality.

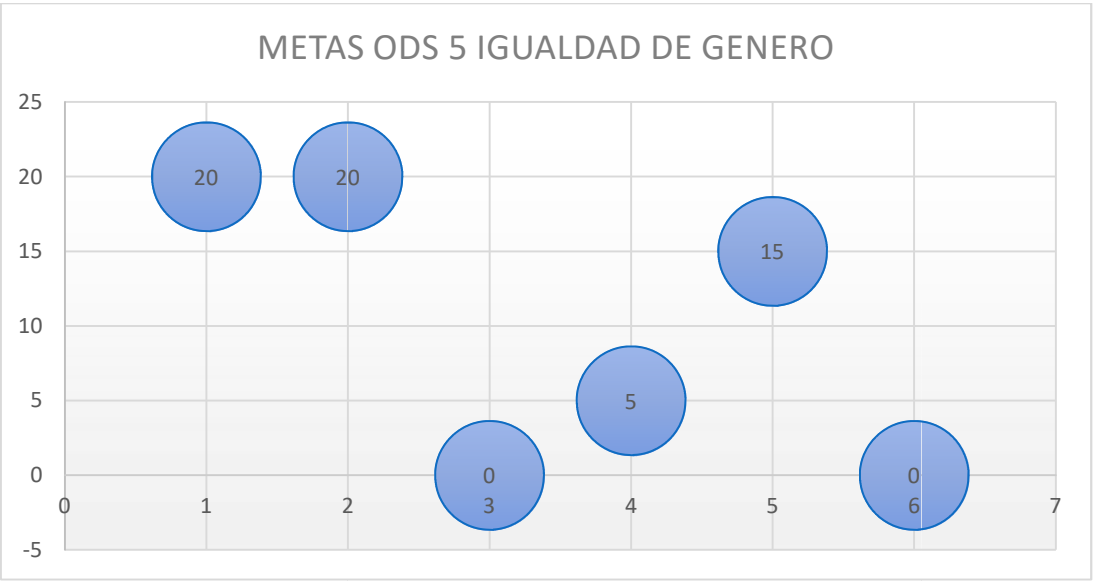
SDG 8 Decent Work and Economic Growth.

SDG 12 Responsible Consumption and Production

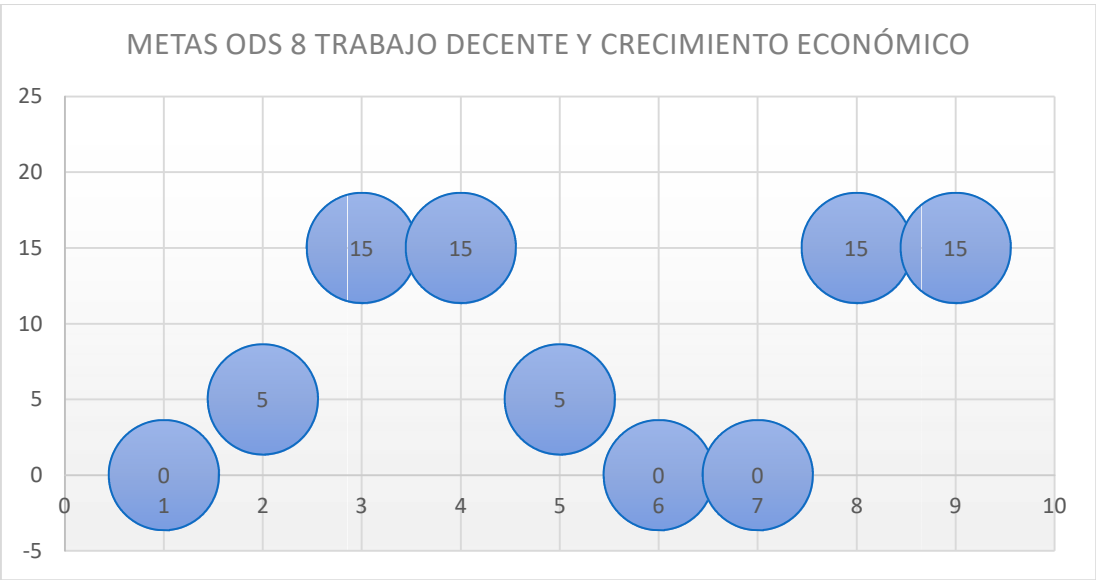
SDG 13 Climate Action

b SDG TARGET IMPACT MATRICES

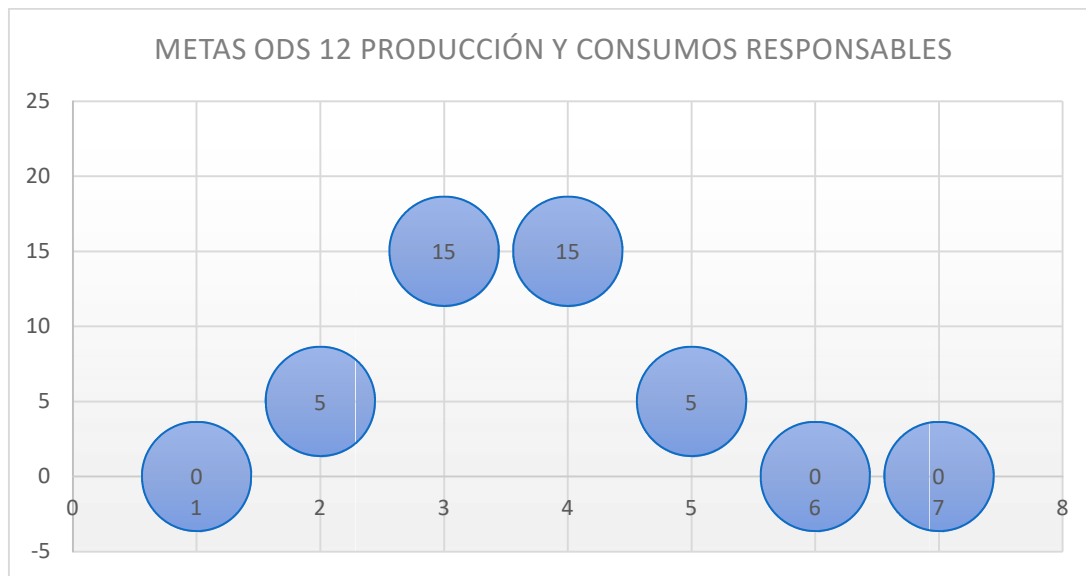
SDG 5 Gender Equality



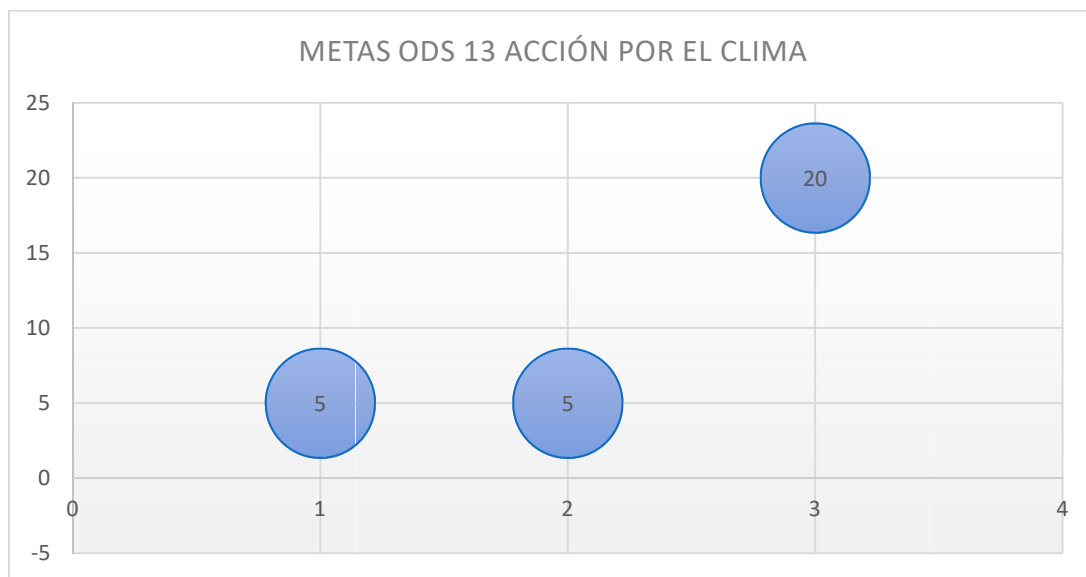
SDG 8 Decent Work and Economic Growth



SDG 12 Responsible Consumption and Production



SDG 13 Climate Action



As a result of this analysis, the SDG targets 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 consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead.

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

8.9 By 2030, devise 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 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 the air, water and soil in order to minimise 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:

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

Information, awareness and behaviour-change actions.

Training actions.

Technical improvements.

Legal and administrative improvements.

Other actions

a Information, awareness and behaviour-change actions:

Good environmental practices for internal use. A dossier of good environmental practices for workers. Reduction of energy consumption, waste reduction, etc.

Good environmental practices for guests. A dossier of good environmental practices is available to each guest. Responsible energy consumption. Responsible water consumption.

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

b Training actions.

CSR, Equality and Environmental Protection training

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

c Technical improvements

Efficient water filters and taps in most bathrooms

Water is heated by solar collectors.

Low-energy bulbs in all public areas and in most rooms (LED bulbs)

Our gardens are irrigated late in the afternoon to avoid water waste.

All purchases of new equipment are checked to ensure energy efficiency.

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

Investment in renewable energy systems.

Used fats and oils are collected.

Recycling containers are provided for batteries, plastic, glass and paper.

We make efforts to limit the use of disposable products.

Paper is reused for internal use.

Bulk orders are placed where possible.

We choose returnable bottles filled with filtered water and bag-in-box packaging for most beverages.

We apply environmental criteria when purchasing cleaning products.

The use of chemicals is limited to 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 the 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 to 10 / 12 to 15:30 / 17:30 to 21; limited hours in the piano bar from 18:00 to 23:30.

Geothermal air conditioning: seawater intake produces both cold water for air conditioning in the apartments, restaurant and piano bar, and hot water for domestic hot water and pool heating.

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

d Legal and administrative improvements.

Compliance with the Occupational Risk Prevention Law

Equality Plan

Review of polluting products in order to select alternatives with a lower impact.

e Other measures:

Support for social organisations

3 MEASUREMENT AND ANALYSIS:

a Environment

a.1 Electricity energy consumption control table.

Energy consumption	Total kWh	Average kWh per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
From 01/01/2025 to 31/12/2025	974.047,40 kWh	10,15 kWh	997.250,80 kg CO ₂ e	10,89 kg CO ₂ e
From 01/01/2024 to 31/12/2024	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 continuous awareness-raising among workers and guests. It is also due to a purchasing policy that selects the most energy-efficient electrical appliances. Another reason is the full operation of the entire solar field.

a.3 Water consumption control table.

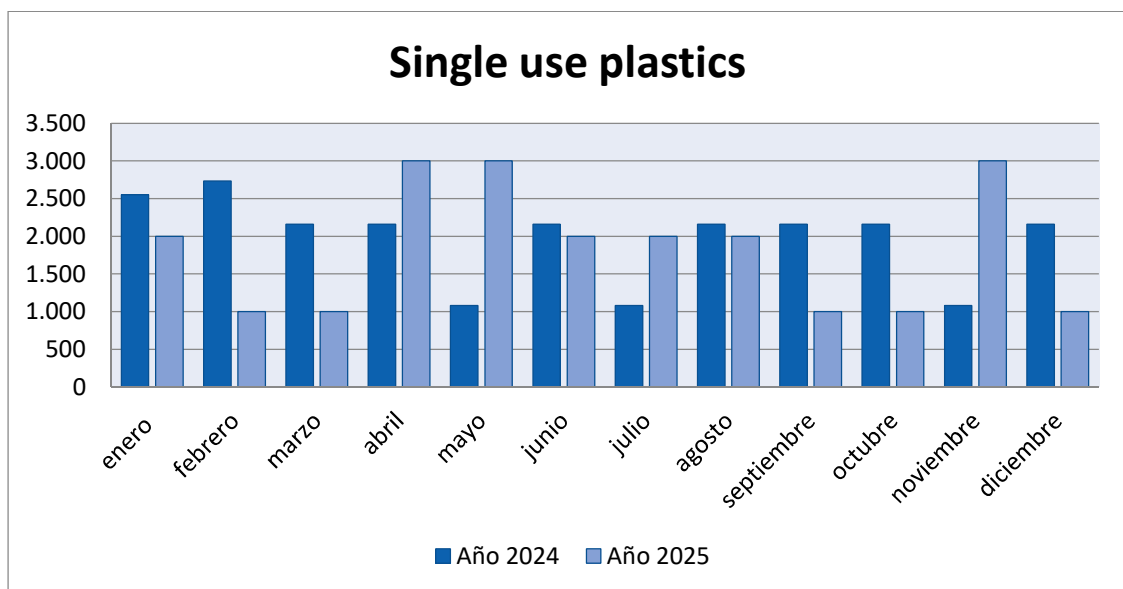
Water consumption	Total m ³	Average m ³ per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
From 01/01/2025 to 31/12/2025	11.227,50 m ³	0,16 m ³	3.256,21 kg CO ₂ e	0,033 kg CO ₂ e
From 01/01/2024 to 31/12/2024	18.756 m ³	0,21 m ³	476,34 kg CO ₂ e	0,005 kg CO ₂ e

Water consumption per stay analysis:

Water consumption has decreased by 24%, although the average kg CO₂ has increased due to the use of water from a local supplier instead of the drinking-water plant, which has been out of use due to its relocation.

a.5 Single-use plastic consumption control table.

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



Single-use plastic consumption analysis:

Consumption has been reduced by 7% thanks to the elimination of single-use butter portions and the replacement of all disposable tableware with biodegradable material.

a.6 Solid waste emissions control table, kg CO₂e.

Solid waste disposal	Total kg	Average kg per guest night	Total kg CO ₂ e	Average kg CO ₂ e per guest night
From 01/01/2025 to 31/12/2025	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 e	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	33.251 kg	0.35kg	708.04 kg CO ₂ e	0.007 kg CO ₂ e
	Compost/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 CO₂e	0.0964 kg CO₂e
From 01/01/2024 to 31/12/2024	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 e	0 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	32.913,51 kg	0.365kg	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 CO₂e	0.187 kg CO₂e

For landfill kg CO₂ emissions, the hotel managed to reduce the figure from the beginning of the year by 53% by the end of 2025, thanks to the installation of recycling bins and continuous information and awareness-raising among workers and guests.

b Quality

Data table

Winter 2025/2026 season scores

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	1,019	90%	1,004	77%	994	93%	1,004
Ficus							

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 Organisation achieves notable scores in many of the items analysed (generally around 90%) and holds a notable position in comparisons with other similar organisations.

There are only two values below 80%, corresponding to food and drinks 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 Organisation obtained the highest score compared with the other TUI Suneo concept hotels throughout Spain. Customer feedback is continuously reviewed to improve negative aspects and provide the best possible experience.

c Objectives/Targets 2026

	2026 Target
Reduction in electricity consumption	5%
Reduction in electricity consumption per guest	0,3
Water consumption per stay m ³	0,2
Osmosis water/total water consumption	85%
Average monthly single-use plastic consumption	800
Average monthly landfill emissions	0.40 kg CO ₂ e

Analysis:

Targets are incorporated for all indicators for 2026. 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 progress made during the first year of applying measures with a positive impact in the different areas of sustainability—environment, Human Resources and Human Rights, Community/Society Participation and Quality—has been analysed, actions are established to support efforts to improve impact in the different areas, together with recommendations for evaluating their long-term implementation.

a Environmental Actions.

Defined action	Explanation	SDG/TARGET link
Training and information on good environmental practices for workers	Incorporation of good practices into the improvements already established, as well as reminders of them	8.4/12.3/12.4/13.3
Environmental positive-impact actions, such as beach clean-ups, planting 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
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Recommendations:

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

Incorporation of technological improvements that have a lower impact.

b Human Resources (People) and Human Rights.

Defined action	Explanation	SDG/TARGET link
Equality training and information	Regulations, harassment protocol, etc.	5.1/5.5/8.9
Introduction of a social benefits catalogue	Definition of "improved conditions" in services and products for workers	5.1/5.5/8.9
Implementation of and compliance with the actions of the Equality Plan		5.1/5.5/8.9
Introduction of blind CVs		5.1/5.5/8.9

Recommendations:

Incorporation of measurements and ratios into the performance dashboard in this area, such as equality training completed, number of social benefits taken up, etc.

Introduction of performance-based remuneration.

Establish a professional career development protocol.

Systematic inclusion of people with disabilities.

Adaptation of the language used in documentation to inclusive language.

c Citizen/Society Participation.

Defined action	Explanation	SDG/TARGET link
Encourage workers and guests to participate in social organisations		8.9
Prioritisation 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 organisations, etc.

d Quality.

Defined action	Explanation	SDG/TARGET link
Systematise the collection of customer perceptions	Introduce a satisfaction survey	

Recommendations:

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

E Organisation Commitments.

Reduce energy, water and waste consumption by establishing indicators with objectives/targets to be achieved through the activities set out 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 reduce impacts from 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 Organisation's Social Responsibility. An Equality Plan registered with the competent public authority has been implemented and is mandatory, together with the other actions defined above. (Activities in section 2.b: Training and support for Social Organisations)

Support children's well-being. We do not tolerate any form of child exploitation or abuse. Guests and workers 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 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 Stakeholder communication table

STAKEHOLDER	TYPE OF COMMUNICATION	RESPONSIBLE	FREQUENCY
CUSTOMERS	INFORMATION ON ENVIRONMENTAL IMPACTS AND CONSUMPTION REDUCTION	Reception Department	Upon arrival of each guest
CUSTOMERS	SUSTAINABILITY REPORT	Reception Department	Continuous (Available at Reception)
CUSTOMERS	SUSTAINABILITY REPORT	MANAGEMENT	Continuous (Website)
PEOPLE	INFORMATION ON ENVIRONMENTAL IMPACTS AND CONSUMPTION REDUCTION	MANAGEMENT	Continuous (Internal Communication Board)
PEOPLE	SUSTAINABILITY REPORT	MANAGEMENT	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	MANAGEMENT	Continuous (Website)

In 2024, we established the following objectives in our Action Plan:

Greenhouse gas emissions

Reduce energy consumption by 5%: objective achieved, thanks to the full operation of the solar field, awareness among our workers and guests, and the acquisition of more energy-efficient electrical appliances.

Reduction of single-use plastics and correct waste recycling: these objectives were also largely achieved through the elimination of most single-use portions of sauces and jam, with these products provided in bulk. Regarding waste recycling, it has been carried out more effectively thanks to staff training and guest awareness.

Biodiversity

Plant native plants or plants that easily adapt to the climate of our island: 4 of the 5 ficus trees included in the action plan have been planted.

Water

Reduce water consumption by 5%: this objective was not achieved despite awareness-raising among staff and guests, but the same consumption per stay as the previous year was maintained. Work will continue on existing and new measures to reduce consumption, such as checking that all water-saving devices installed in the apartment bathrooms are working correctly.

Community support activities

Donation of essential products and toys to different NGOs on the island: collaboration has taken place with animal protection associations through donations of blankets and towels, as well as first-aid supplies.

b Good practice 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

"Good practices for guests"



"Good practices for saving energy for guests"



"Good practices for saving water for people"



"Good practices for saving energy for people"



"Good practices for saving water for people"

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)

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Rafael GARCÍA MEIRO
Director General



"Environmental management system of the main waste collection partner"

c Technological installations.

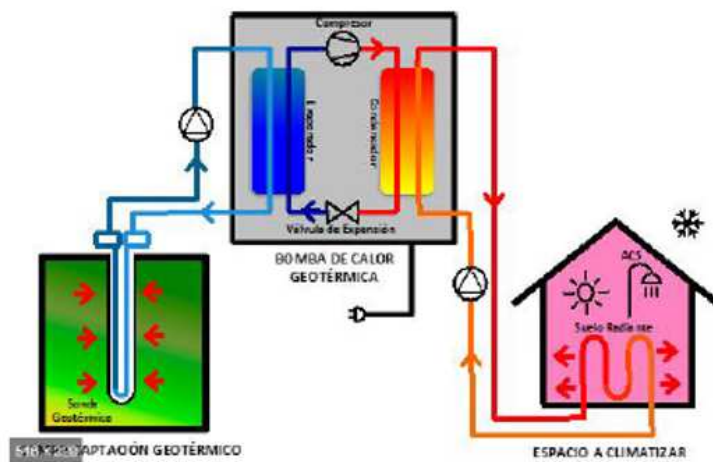


Ilustración 5 - Bomba de calor geotérmica en régimen de calefacción [5]

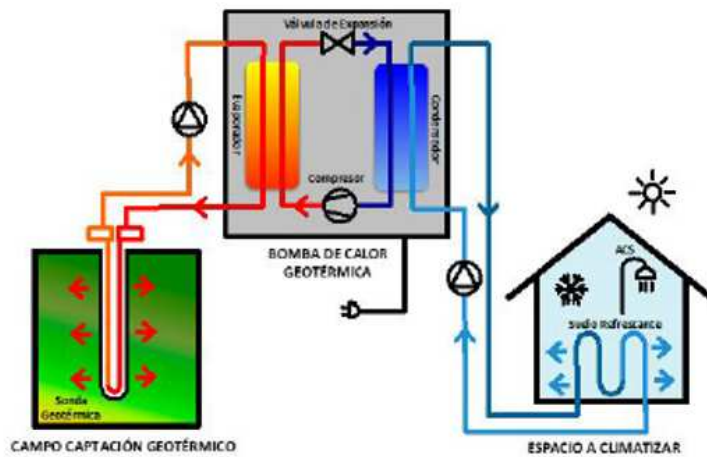


Ilustración 6 - Bomba de calor geotérmica en régimen de refrigeración [5]

e Recognition



"Travelife Gold Recognition"

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

Quality, Environment and Sustainability Team, Ficus Apartments
Organisation, comprising:

Aingeru Gurbindo Yaben, Director

Manuel Caamaño León, Head of Administration

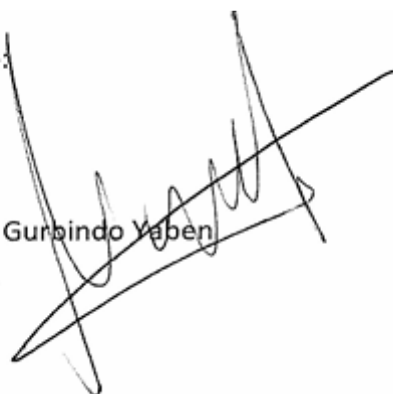
Nayra Cruz Suárez, Administration

External consultant support: Vicente de Diego Pérez, EFQM Lead
Manager, ISO 9001 and ISO 14001 standards auditor, GRI report
evaluator, 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 rectangular background.