



Hotel Parque Tropical Sustainability Policy

Our Vision

At Hotel Parque Tropical, we understand sustainability as a strategic pillar that guides the way we manage our operations, make decisions, and engage with our surroundings. We strive to provide our guests with a high-quality experience while minimising the environmental impact of our activities, contributing to the social and cultural well-being of the local community, and promoting responsible economic development.

Our Sustainability Policy is based on continuous improvement, compliance with applicable legislation, and the adoption of best practices that encourage the efficient use of resources, the protection of natural and cultural heritage, and respect for people. This approach involves our entire team, as well as suppliers, partners, guests, and other stakeholders, fostering a culture of shared responsibility.

We integrate sustainability principles across every area of our organisation, promoting a management model founded on respect for the environment, people, and the identity of our destination. We are committed to protecting natural resources, supporting the local economy and culture, promoting a safe, inclusive, and equitable working environment, and encouraging responsible practices throughout our value chain. We firmly believe that tourism should generate a positive impact by contributing to the well-being of the community and preserving our natural and cultural heritage for present and future generations.

Our Commitments

At Hotel Parque Tropical, we are committed to:

- Progressively reducing the environmental impact of our activities.
- Using natural resources efficiently and responsibly.
- Protecting the biodiversity and natural heritage that surrounds us.
- Promoting a safe, healthy, inclusive, and respectful working environment based on respect for human rights, equal opportunities, and non-discrimination.
- Supporting the local economy by collaborating with businesses, producers, and suppliers from the Canary Islands.
- Promoting and preserving Canarian culture among our guests.
- Raising awareness among guests, employees, and partners about the importance of sustainability.
- Establishing measurable objectives and regularly reviewing our level of achievement.

Implemented Actions

Through the actions and objectives set out in this policy, we reaffirm our commitment to advancing towards a more sustainable, responsible, and resilient tourism model, creating value for our guests, our team, the local community, and the environment in which we operate.

Efficient Water Management

- Installation of water flow restrictors on taps and showers.
- Towel reuse programme and bed linen changes upon guest request.
- Night-time irrigation of gardens to minimise evaporation.
- Daily monitoring of water consumption and leak detection.
- Efficient management of water consumption in swimming pools.

Efficient Energy Management

- Progressive replacement of lighting with LED and other energy-efficient solutions.
- Use of high-efficiency electrical equipment.
- Motion sensors and timers in communal areas.
- Key-card systems in guest rooms to prevent unnecessary energy consumption.
- Automatic shut-off system for air conditioning and heating when doors or windows are opened.
- Progressive integration of photovoltaic solar energy.

Circular Economy and Waste Management

We implement measures aimed at reducing waste and promoting recycling:

- Selective separation of packaging, paper, glass, organic waste, and residual waste.
- Recycling bins for guests and staff.
- Reduction in the use of single-use plastics.
- Purchasing products in formats that reduce packaging.
- Monitoring and reducing food waste through digital management tools.
- Proper management of hazardous waste.

Biodiversity Conservation

Our gardens are one of the hotel's greatest assets.

We have more than 10,000 m² of gardens featuring Canary Island palm trees, native plant species, ponds, and a wide variety of vegetation that supports biodiversity.

In addition:

- We incorporate native plant species with low water requirements.
- We maintain a small productive vegetable garden.
- We use aromatic plants that support natural biological pest control
- We progressively reduce the use of phytosanitary products.

Pollution Prevention

We work to minimise all forms of pollution arising from our operations through the following measures:

- Responsible use of chemical products.
- Wherever possible, the progressive replacement of cleaning products with more environmentally friendly alternatives.
- Spill response protocols.
- Maintenance of grease separators.
- Prevention of discharges and spills.
- Noise control during activities and maintenance work.
- Efficient management of night-time lighting to reduce light pollution.
- Participation in coastal clean-up and conservation initiatives.

People

People are Hotel Parque Tropical's most valuable asset.

We promote a safe, healthy, and inclusive working environment based on equal opportunities. We encourage continuous training, employee well-being, work-life balance, and talent development.

Furthermore, we foster a corporate culture based on respect, diversity, non-discrimination, and the active involvement of all team members in achieving our sustainability objectives.

Local Community and Canarian Culture

We believe that being part of a destination means actively contributing to its development and preservation.

For this reason, we organise initiatives that introduce our guests to the cultural and gastronomic heritage of the Canary Islands while supporting local producers, artists, and businesses.

Our initiatives include:

- Weekly cultural events.
- Demonstrations of traditional Canarian cuisine.
- Live music and folklore performances.
- Hands-on workshops, such as traditional cheese-making.
- Identification of local Km 0 seasonal products at the buffet.
- Themed gastronomic evenings.
- Exhibitions featuring works by Canarian artists.
- Collaboration with local artisans as a short-term objective.
- Recommendations for experiences provided by local businesses.
- Gardens featuring native plant species identified with interpretive signage.
- Décor inspired by the cultural identity of the Canary Islands.

Supporting the Local Economy

Whenever possible, we prioritise purchasing from suppliers and producers based in the Canary Islands.

In addition, we:

- Recommend local shops, restaurants, and activities.
- Promote excursions operated by local businesses.
- Give preference, whenever possible, to products manufactured in the Canary Islands.

Sustainable Procurement and Responsible Supplier Management

At Hotel Parque Tropical, we recognise that our purchasing decisions have a direct impact on the environment, society, and the local economy. For this reason, we promote a responsible procurement policy that incorporates sustainability criteria into the selection of products, services, and suppliers, encouraging a more ethical, local, and environmentally responsible supply chain.

Whenever possible, we prioritise:

- Local suppliers from the Canary Islands, contributing to the destination's economic development while reducing transport-related emissions.
- Seasonal, locally sourced, and locally produced products, particularly within the food and beverage department.
- Products with recognised environmental, organic, Fair Trade, or sustainable forest management certifications (such as FSC or PEFC), where viable alternatives are available.
- Suppliers that demonstrate good environmental, social, and labour practices, as well as compliance with applicable legislation.
- Cleaning products and consumables with a lower environmental impact and, whenever possible, recognised eco-label certifications.
- Equipment and machinery with high energy and water efficiency.
- Products with reduced packaging or supplied in reusable or bulk formats.

To reinforce our commitment, we regularly inform our suppliers about our Sustainability Policy and encourage them to collaborate in reducing waste, using resources efficiently, minimising packaging, and continuously improving their environmental and social practices.

We periodically monitor our procurement activities through performance indicators that enable us to evaluate the proportion of local suppliers, the volume of sustainable products purchased, and the progress of our responsible purchasing objectives, implementing improvement actions whenever necessary.

Sustainability Objectives 2027

In order to continue improving our environmental performance, we are committed to achieving the following objectives by the end of 2027:

- Reduce water consumption by 2% by implementing the following actions:
 - Monthly monitoring of water consumption, including leak detection and control.
 - Preventive maintenance of plumbing and water supply systems.
 - Installation of water-saving flow restrictors.
 - Towel reuse programme and bed linen changes upon guest request.
 - Raising awareness among guests and employees through signage promoting the responsible use of natural resources and environmental protection.
 - Optimising garden irrigation by zoning according to plant requirements, using scheduled night-time irrigation, manual watering in the early morning when necessary to minimise evaporation and water waste, and progressively replacing sprinkler irrigation systems with drip irrigation.
 - Monitoring the **m³ per overnight stay** indicator by calculating monthly water consumption per guest night to assess water efficiency.
 - Monitoring water consumption in swimming pools.
 - Progressive replacement of equipment with more water-efficient models.
 - Ensuring all showers have a maximum flow rate of **10 litres per minute**, installing flow restrictors where necessary and providing information for both guests and employees.
 - Planting additional native Canarian species with lower irrigation requirements.

- Reduce waste generation by 2%:
 - Purchase more sustainable products by avoiding single-use plastic items and increasing purchases in bulk formats to reduce packaging.
 - Promote best practices among suppliers by informing them of our sustainability policies and recommendations for collaboration.
 - Monitor and reduce food waste through the implementation of a digital recording and monitoring system supported by an action plan. Guests are also encouraged to participate in reducing food waste through informative buffet signage.
 - Increase purchases from local producers and communicate this to guests by identifying **Km 0 local products** at the buffet through dedicated signage. Install recycling bins for lightweight packaging and paper in all guest rooms, as these are the waste streams most commonly generated by guests. Housekeeping trolleys are also equipped with the necessary materials to ensure correct waste separation and disposal.
 - Raise staff awareness through training programmes that promote a corporate culture focused on sustainability.
 - Raise guest awareness from the moment of booking through information available on the hotel's website, signage displayed throughout the property, and sustainability QR codes in guest rooms.

- Reduce energy consumption by 5%:
 - Measure the carbon footprint associated with the hotel's energy consumption.
 - Reduce energy consumption per overnight stay compared with the 2025 baseline.
 - Record and monitor daily energy consumption as well as the volume of waste generated.
 - Upgrade facilities with LED lighting and other energy-efficient solutions throughout the property.
 - Install additional solar photovoltaic panels during 2026.
 - Encourage guests to recycle correctly by providing in-room recycling bins and improving waste monitoring and management.
 - Reduce food waste through daily monitoring and recording.
 - Continue expanding the use of renewable energy sources.

- Contribute to the preservation of biodiversity by promoting the creation of areas dedicated to local biodiversity:
 - Plant native species that require less irrigation and contribute to biodiversity conservation, identifying them as local species through interpretive signage displayed throughout the gardens.
 - Create a dedicated area for native plant species.
 - Raise awareness and educate guests through weekly guided garden tours, introducing the different plant species and explaining their unique characteristics.
 - Organise a reforestation day in the island's summit area in collaboration with **Foresta**.

- Reduce food waste:
 - Implement the **FIT digital system** for recording, monitoring, and analysing food waste, supported by a dedicated action plan. This tool enables us to identify opportunities for improvement, optimise food planning and production, reduce waste, and move towards more efficient and sustainable resource management.
 - Raise staff awareness through regular training sessions and meetings.
 - Raise guest awareness through informative communication and signage.

- Increase the purchase of local and sustainable products.

- Strengthen environmental awareness among employees and guests:
 - Implement a Responsible Guest and Partner Guide.
 - Introduce communication on food waste at the buffet.
 - Provide clearer guidance on waste separation in guest rooms and public areas.
 - Promote the **TropiCares** initiative.

- Minimise all forms of pollution generated by our operations:

Chemical Pollution:

- Wherever possible, continuously review the cleaning chemicals we use and replace them with environmentally friendly alternatives.
- Never dispose of oils, grease, or chemical products down drains.
- Regularly maintain and clean grease separators.
- Prevent leaks involving chemicals used in the laundry and swimming pool facilities.
- Ensure that every area where chemicals are used is equipped with a spill response procedure and the appropriate materials for safe clean-up.
- Properly manage and store hazardous waste.

Noise Pollution

- Monitor and control the volume of entertainment activities.
- Schedule noisy maintenance work during appropriate hours.
- Carry out preventive maintenance on equipment to minimise unnecessary noise.

Light Pollution:

- Switch off unnecessary lighting during the night.
- Programme and zone lighting according to operational requirements.

Marine Pollution

- Prevent waste from reaching beaches or the sea.
- Install ashtrays and waste bins throughout the hotel grounds.
- Raise guest awareness about proper waste disposal.
- Improve waste separation through clear communication and signage.
- Support and participate in local beach clean-up initiatives.

Each of these objectives is supported by monitoring indicators, designated responsibilities, and specific measures that allow us to periodically assess the level of achievement.

TropiCares

With the aim of fostering a shared culture of sustainability, Hotel Parque Tropical has developed **TropiCares**, an initiative that brings together and communicates all the environmental and social actions promoted by the hotel.

Through this programme, we inform and raise awareness among guests, employees, suppliers, and partners about the importance of adopting responsible practices by means of informational signage, sustainability labels, QR codes, information available on our website, participatory initiatives, and awareness campaigns.

Monitoring and Continuous Improvement

At Hotel Parque Tropical, we regularly monitor the environmental, social, and economic indicators established in this policy in order to assess the achievement of our sustainability objectives.

The results obtained enable us to identify opportunities for improvement and implement new actions that further strengthen our commitment to sustainability.

This policy will be reviewed periodically by Management to ensure its continued suitability, effectiveness, and alignment with the evolution of the organisation, applicable legislation, and the expectations of our stakeholders.

Date, Place

01-09-2026

Playa del Inglés

Signature of the management

LICA HOTELES, S.A.
p.p.

Antonio Fabelo
Administrador