



# PRÁCTICAS MEDIOAMBIENTALES

## GUINATE *Club*

### POLICIES AND PROGRESS

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#### 1. POLICIES

Apartamentos Guinate Club is a mirror that reflects the harmony, purity and energy of Lanzarote. An oasis of calm and sophistication where the body rests and enjoys; a pioneer management in sustainability to take care of the land and the people; a team dedicated to the happiness of its customers.

We are aware that our tourist activity is carried out in a privileged environment. For this reason, we implement a management system in our establishment based on sustainability standards, always bearing in mind the commitments acquired towards the conservation of the environment, the protection of children, respect for the rights of the worker and promotion of the local economy; without forgetting the attentive and personalized treatment of our clients.

We love and care for this Earth and its people. To do this, we work every day on a sustainability program that promotes environmentally friendly practices that reduce our negative impact on it and contribute to the development of the local community.

After the crisis caused by the COVID-19 pandemic, progress in sustainability has been directly affected. The business reporting launched at the end of 2021 in parallel with the application for adhesion to the GLOBAL COMPACT, has meant for Mz Hotels to mark a new line following the strategy of the United Nations Global Compact 2021-2023 will promote a more efficient measurement of the impact in sustainability of the hotels in your group through new indicators, which will serve to analyze your real progress in relation to the Ten Principles and the SDGs.

The Ten Principles and the Sustainable Development Goals are the two reference frameworks of Mz Hotels. Both are transversal in themes and in the purpose they pursue, so their connection is unquestionable. Companies must operate responsibly by integrating the Ten Principles into their strategies and operations.

### INTEGRATED POLICY

Guinate Club has an Integrated Quality and Environment System, whose policies and strategy are based on the following milestones:

Guinate Club customer satisfaction achievement

Development of a spirit of permanent desire for improvement within the Hotel.

Flexibility and speed in attention, constantly respecting the commitments acquired with the clients, and the satisfaction of their expectations, as well as the levels of profitability required by the property.

Progress in the degree of knowledge of the needs and expectations of the client.

Carrying out staff training efforts.

Comply with the requirements of the Integrated Quality and Environment System of current regulations.

Encourage the participation of all staff in improving the system, a task that is promoted by the entire management team.

Promote participation in environmental objectives, as well as manage and control the levels of energy consumption and emissions.

### PROTOCOL FOR THE PROTECTION OF THE MINOR

The purpose of this protocol is to specify the rules of conduct aimed at guiding the employees and collaborators of the COMPANY in case of observing any indication of activities or behaviors that are or may be harmful, both physically and emotionally, to all those minors who are within the hotel facilities or in its surroundings, such as clients or minors residing in the adjoining areas of the hotel.

The following will be considered inappropriate conduct:

- Physical abuse: hitting, shaking, shoving, poisoning, burning, choking, suffocating, or any other action that causes physical harm to a minor.
- Emotional abuse: ongoing mistreatment of a child that has developmental effects, including putting them down, causing them to fear, or preventing them from participating in normal social activities.
- Sexual abuse: forcing a minor to participate in sexual activities such as pornography or prostitution, whether or not they know what is going on.
- Abandonment: persistent lack of attention to the basic needs of a minor, whether physical or psychological, which will foreseeably have an impact on their development. Abandonment ranges from the confinement of a minor alone in a room for relatively long periods of time or leaving him without supervision, to the restriction of access to medical treatment, the non-response to his emotional or educational needs.

The guidelines for action will be as follows, always respecting this order:

- Observation. In the event of any action or conduct that is observed and is considered likely to be or be linked to the exploitation or abuse of minors of any kind, it will be reported immediately. NEVER ACT IN THE FIRST PLACE WITHOUT INFORMING.
- Communication. The information will be transferred to the person in charge or to the Management of the establishment, who will supervise and remain alert in order to detect any suspicious behavior.
- Complaint. If the suspicions are confirmed, the Directorate will file the corresponding complaint with the authorities.

## PURCHASES POLICY

At Guinate Club we are firmly committed to preserving the environment in all its activities, establishing sustainable environmental management as our fundamental objective.

Geographic area of supply of the supplier

Type of industry: manufacturer, importer, exporter, distributor, installer and/or technical service

Quality and Environment Certifications

Support for the local economy

Respect for the safety and health of workers

Our criteria to follow when selecting a product:

Avoid the production of waste by buying products with a longer shelf life, purchasing bulk products or refillable products.

Reduction of resource consumption (energy, water, consumable goods) as well as waste and emissions generated during the use phase.

Take into account energy consumption in the selection of products (low consumption light bulbs, computer equipment with energy saving mode.).

Acquisition of mono-material products that facilitate their recycling.

Products that exclude substances that are dangerous to the environment or human health.

That the raw materials of the products come from a recycling process, so as to reduce the depletion of resources (paper, toner.).

Raw materials that come from renewable resources managed in a sustainable way.

Maintain product quality levels.

## 2. STRATEGIC ALIGNMENT WITH SDG – UNITED NATIONS GLOBAL COMPACT NETWORK

Mz Hoteles is firmly committed to the 2030 Agenda and to the fulfillment of the United Nations Sustainable Development Goals, particularly those related to the main activities of the organization. Compliance with the SDGs is also related to the implementation of the ten principles of the Global Compact in the business sector, since both frameworks are transversal in their aim: to build more sustainable societies and markets.

Our commitment extends to all stakeholders and throughout our value chain: Employees, customers, business partners and suppliers with whom we work. On the other hand, specific actions and projects contributing to the United Nations framework are also collected, to make visible all the work we carry out based on our commitment.

COMERCIO

# Grupo Martínez primer grupo empresarial de Lanzarote que se adhiere al Pacto Mundial de Naciones Unidas

Desde 2015, Grupo Martínez ha centrado sus esfuerzos en el desarrollo sostenible de Lanzarote

A través de su división hotelera, MZ Hoteles, que es la que adquiere el compromiso de entidad social dentro del Pacto, el Grupo se suma a la mayor iniciativa de sostenibilidad corporativa del mundo

In September 2015, the United Nations General Assembly approved the 2030 Agenda for Sustainable Development and with it, the Sustainable Development Goals (SDGs), a global call to adopt measures that manage to put an end to the great problems of the planet; end poverty and inequality, achieve gender equality and access for all to decent work, facilitate access to health services and adequate education, protect the environment and ensure that all people enjoy peace and prosperity.

The SDGs are the new main framework for contributing to sustainable development, made up of 17 Goals and 169 goals that must be met before 2030, and it is addressed to all the actors on the planet; governments, companies and civil society have been called to action to contribute to these global goals.

In this new framework, companies play a leading role for the first time. The United Nations recognizes this role of the private sector, already conceiving companies not only as actors that generate wealth, but also development worldwide.



El valor  
de responder  
principios

The SDGs provide companies with a universal and consistent framework to guide their contributions to sustainable development. Organizations, depending on their sector and business model, must identify which objectives and goals they have the capacity to influence and start carrying out activities and operations to contribute to sustainable development, locally and internationally.

The Global Compact is the initiative that has the United Nations mandate to transfer the SDGs to the private sector, where they help us:

The alignment of the SDGs with the core business of your organization

Good practices and public commitments of your organization with the SDGs

The business case for sustainable development is strong: it generates new business opportunities, promotes innovation and enhances reputations; In addition, the SDGs allow organizations to improve their relationship with their employees, customers, investors and other stakeholders, increasing operational efficiency, motivation and talent retention. Companies must start acting to materialize business opportunities, through:

Incorporate more sustainable business models: such as inclusive businesses, disruptive innovation that is sustainable or circular economy strategies. Models that, in addition to being profitable, contribute directly to the SDGs

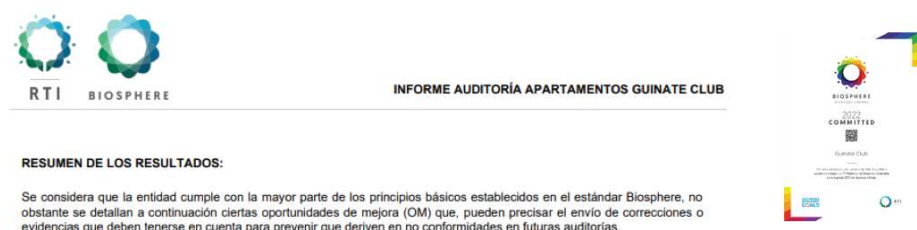
Develop sectoral and intersectoral plans: work together to exchange good practices, examples and experiences related to the SDGs between companies in the same sector. Likewise, the exchange of experiences between groups of companies from different sectors is recommended, to acquire a general vision of the work in SDG.

Innovate with products and services that contribute to the SDGs: study, within the company's business strategies, new innovative products and services that can contribute to achieving the SDGs and invest in their research and development.

### 3. OBJECTIVES

The commitment to continuous improvement of Guinate Club Apartments in terms of the prevention of environmental pollution and the efficiency of our processes, focuses our efforts on seeking to minimize the impacts of our facilities, services and activities carried out. For this reason, at the end of this year 2018, a characterization and quantification of the actions carried out has been carried out and new goals are established to continue with the circle of continuous improvement.

We have managed to prove our commitment to live a Sustainable Lifestyle and help achieve the 17 Sustainable Development Goals of the United Nations 2030 Agenda.



#### 2023 Goals:

- 1.Reduction of paper waste (10%) using interconnected devices, we have 7 interdepartmental tablets. Accomplished.
- 2.Maintain current personnel costs. Accomplished.
- 3.Creation of more selective recycling points for clients. Accomplished.
- 4.Control of refrigerant gas leaks. Accomplished.
- 5.Elimination of plastics in the pool bar. This includes straws. Partially accomplished.
- 6.Reduction in paper waste at the pool bar by eliminating napkin dispensers on the tables. Accomplished.

#### 2024 Goals:

- 1.Reduce energy consumption by 10% compared to the previous year.
- 2.Reduce water consumption by 15% compared to the previous year.
- 3.Reduce waste generation by 20% compared to the previous year.
- 4.Support the conservation of local flora and fauna.
- 5.Increase support for the local economy and community initiatives.
- 6.Improve the working conditions of our employees.
- 7.Raise awareness among guests about responsible tourism.
- 8.Measure our carbon footprint associated with energy, water and waste
- 9.Raise awareness among guests about the importance of biodiversity

### 4. GOOD SUSTAINABILITY PRACTICES AT DESTINATION

Guinate Club's management is aware of the global concern for the care of the Environment and is aware of the responsibility it bears in its preservation for the development of present and future generations.

We consider it our duty to transmit environmental education and awareness to our clients, especially when they carry out leisure activities in the open air, in full contact with nature.

We promote the rational use of resources, fundamentally landscape, and we are committed to minimizing the environmental impact of its operations and services, to avoid adverse effects on the community and the environment.

The principles to be followed to achieve these objectives are:

Consider environmental management as a priority of the organization.

Raise awareness and educate good environmental practices in the natural environment.

Use cultural practices that ensure healthy food production with minimal environmental impact.

Prevent harmful residues to the air, water or soil.

Reduce, as far as possible, the generation of waste, recycling everything that is reasonable and ensuring responsible management of hazardous waste, if any.

Operate the facilities making rational use of energy.

Control environmental performance and establish actions for continuous improvement.

Evaluate the environmental impacts and risks in new projects and investments.

Motivate staff to care for the environment.

Respect the local culture

Respect the archeology and idiosyncrasy of the island

### 5. TOURISTIC CENTRES

Visiting Lanzarote is a unique experience that will always remain in your memory. The singular vision of the artist César Manrique offers us the possibility of enjoying these spaces where art and nature coexist in perfect harmony.

The Centers of Art, Culture and Tourism (CACT) of the Cabildo de Lanzarote stand as the main tourist reference of the Island.

-peasant monument

-cave of the greens

-Jameos del Agua

-cactus garden

-River Viewpoint

-Fire Mountains

-San Jose Castle

-The yellow house

# RESPONSIBLE **GUEST** GUIDE

Simple actions you can take to  
support the people and places you visit





**We all travel for different reasons** and many of us would agree that one of the best things about travel is having new and unique experiences. Because people, culture, history, wildlife and scenery play such important roles in our travel experiences, protecting and supporting these things should be at the heart of every tourism and travel organisation, and every traveller.

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**Travelife certification helps accommodation providers put sustainability at the heart of their business.** Travelife Certified properties must achieve 100% compliance with one of the most comprehensive accommodation sustainability standards in the world, something we verify by conducting a full site audit of each property every 2 years.

**We have conducted thousands of these audits all over the world and have found that the greatest impact comes when many individuals take simple actions,** and that no matter how hard an accommodation provider works to improve, they are only successful if their guests are also willing to take some simple actions too. We invite you to keep reading to find out how you can help to improve the impact of your travel.

## Researching your trip

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**Booking travel:** If you have a choice, always opt for the company that is taking action to improve their environmental and social impacts. The best ones will publish annual sustainability reports and be independently certified by a reputable sustainability label like Travelife.

**Culture:** Travel is more enjoyable when you have some knowledge of how to respect local customs and culture. Even simple things like how to tip, dress or say thank you are useful to know before you arrive.

**Ground transport:** You can help ease congestion, pollution and emissions by opting for taxi and transfer companies with low-emission fleets, using public transport and exploring the destination on foot or by bike when it is safe and practical to do so.

**Caring for others:** Spend some time learning how to identify the signs that someone is being trafficked, abused or exploited, then find out how to report it if you ever see it. You should be able to find reputable information and training resources online, often provided by the police or an NGO, otherwise ask for advice from a relevant local charity or check with your travel agent.



## Packing

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**Pack light:** Whether you are travelling by plane, train, ship or car, a lighter load means that less fuel is required to complete the journey, leading to lower emissions.



**Pack to bring it back:** Unwanted items you leave behind add to pollution in destinations that lack good waste and recycling solutions, and in all destinations they add stress to local waste management systems.

**Personal care products:** Washing or swimming when using shampoos, lotions and gels that contain 'microbeads' can cause serious long-term harm to biodiversity. Many countries have already banned them so please do not travel with these items.

**Sunscreens:** Certain ingredients found in some sun protection products are very damaging to marine life and reefs, even in tiny amounts and even from showering them off in your hotel room. Look for a marine-safe alternative if a sunscreen contains any of these ingredients: Oxybenzone, Benzophenone-1, Benzophenone-8, OD-PABA, 4-Methylbenzylidene Camphor, 3-Benzylidene Camphor, nano-Titanium Dioxide, nano-Zinc Oxide, Octinoxate, Octocrylene.

**Single-use plastics:** If you bring them with you then they will have to be disposed of and many destinations lack the facilities to do this safely. See if you can travel with reusable alternatives or ones made from recycled paper products instead of plastic.



## At your accommodation

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**Temperature:** Keeping your room at a comfortable temperature is important yet this is one of the biggest contributors to greenhouse gas emissions in accommodation. You can help by not adjusting the thermostat more than necessary and by ensuring that heating/cooling units are turned off whenever doors or windows are open.

**Water:** There are always greenhouse gas emissions created from sourcing and disposing of water, and in some destinations water is an extremely precious resource. You can help by taking shorter showers, turning off the tap whilst brushing your teeth and making use of any low-flush option on toilets.

**Eating and drinking:** Around a third of all food produced is never eaten, yet food production accounts for a third of all greenhouse gas emissions. You can help by only ordering what you will eat, choosing local items over imported ones and opting for more meat-free meals during your stay.

**Find out about recycling:** Every location has different recycling rules that can be confusing when you travel, so ask hotel staff about what you can recycle and how.



## Supporting the local community

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**Support local businesses:** Try to dine and shop at locally owned and operated businesses in the area. If you are buying gifts or mementos, see if you can find something that is handcrafted by a local artist or produced by a small business.

**Explore the culture and area:** Even if you are on a lazy beach holiday or a short business trip, you are likely to get more out of your visit if you find time to take in some of the local sites, culture and activities.

**Respecting people:** Make sure you know about, and observe, any local laws, customs or traditions. Do not take photos or videos of people without their permission, especially if you intend to post these online. Remember that only parents or legal guardians can give permission for children.

**Safeguard children:** Avoid activities that could harm children such as orphanage and school visits that can disrupt education or lead to exploitation. The best way to support children is to donate to a reputable charity. If you suspect that any child is being exploited or abused, immediately report the issue to law enforcement. You can speak with accommodation staff or your travel agent if you are not sure how to do that safely.

**Protect biodiversity:** Be sure to properly dispose of your waste and follow any guidance about how to protect sensitive areas such as sand dunes, reefs or forests. Do not take anything away from these areas such as shells or stones and likewise, do not leave anything behind.

**Support local charities:** If you have had a great time at your destination and would like to give something back to the people who live there, then we suggest looking for a local improvement initiative or charity to support. You could ask staff at your accommodation for ideas as they may already have something in place. For example, raising funds to build a new medical centre, to improve a local park or to protect an important natural area.

## Safeguarding animals

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**Stray or abused animals:** If you are concerned about stray or abused animals, ask staff at your accommodation about the best course of action. They may already be working with a local animal welfare organisation or have some advice for you. If not, you can ask your travel agent. International organisations like World Animal Protection and Born Free often have online advice about what to do if you see abuse or neglect of captive wild animals (e.g. snakes, tigers, bears, elephants).



**Animal activities and attractions:** We suggest that you avoid any activities that could possibly be harmful to the mental or physical wellbeing of animals. This could include activities involving feeding or touching wild animals and any attractions where animals are forced to behave in a way that would not be normal for them in the wild.





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