

The background image shows a modern, multi-story hotel building with a light-colored facade and a series of balconies with glass railings. A large palm tree is on the left, and a paved walkway leads towards the building. The overall scene is bright and sunny, suggesting a tropical or coastal location.

SUSTAINABILITY PRACTICES

POCILLOS PLAYA

Hotel Lanzarote



ENVIRONMENTAL MANAGEMENT POLICY

ENVIRONMENTAL MANAGEMENT PROGRAM

1. STRUCTURE

From the origin of the waste, which can be generated by the internal or external client, until it is deposited at the collection point, there are a series of buckets or deposits in the hotel that allow each waste to reach the corresponding public container. If the waste is generated in the room or in the common areas, the client must make use of the selective bins, located both inside and outside, and in turn each chambermaid has the obligation to collect that waste and deposit it in its corresponding bag. to continue its course and later be deposited in the corresponding bucket located in the area of the freight yard. At least twice a day, the classified buckets located in the internal waste area must be removed by the SSTT personnel and transferred to the clean point. If the waste is generated by the worker, classified bins are available in each department or in common outdoor areas so that they can be deposited in the corresponding hole and can then be transferred to the clean point with the same treatment explained above.

2. LIABILITY

Each Head of department is responsible for each of the members of his team to comply with the environmental policy implemented by the company. If this is not the case, you must notify the administration and HR department, which will be the one to take the measures considered.

3. RESOURCES PROVIDED BY THE COMPANY

We will provide each of our employees with a guide to help identify each type of waste and, most importantly, where to deposit it. If after the delivery of this guide there are still doubts in this regard, the company will be responsible for giving a talk to those workers that the bosses consider to resolve any doubts that may exist.

4. TRAINING AND INFORMATION

Each worker must be provided with the information and given adequate training so that they comply with the environmental management policy. Not everyone knows how to distinguish recycling colors. Each boss will be responsible for finding out what doubts or inconveniences those workers present who do not carry out the processes correctly in order to help them and correct them.

5. TYPES OF WASTE

Waste is classified into hazardous and non-hazardous. Hazardous waste is treated differently from the rest, and must be removed by authorized

companies, which collect their containers located in our recycling area. It is everyone's responsibility to deposit each container in its correct container. For this, we detail each of them below.

CONTENEDOR AMARILLO

ENVASES DE PLÁSTICO
Botellas de agua, refrescos, leche etc.
Envases de productos de limpieza.
Geles, colonias, champús.
Tarrinas de mantequilla, yogurt, bandejas de poliestireno.
Envoltorios de plástico, bolsas de snacks, golosinas, etc.

ENVASES METÁLICOS
Latas de conservas.
Botes de bebidas.
Bandejas de aluminio.
Aerosoles, tapones metálicos de botellas, frascos, etc.

ENVASES BRIK
Envases brick de leche, zumos, vino...

NO EN EL AMARILLO
Juguetes. Electrodomésticos. Restos de aparatos electrónicos y dispositivos. Utensilios de goma, como guantes, tacos, tetinas, chupotes, herramientas, etc.

CONTENEDOR AZUL

ENVASES DE CARTÓN Y PAPEL
Envases y cajas de cartón (cajas de galletas, de cereales, zapatos...)
Papel usado, periódicos, libros, revistas, bolsas de papel...

NO EN EL AZUL
Papel de aluminio, briks, pañales, servilletas y pañuelos de papel, cartón y papeles manchados de grasa o aceites.

CONTENEDOR VERDE

ENVASES DE VIDRIO
En el sector Hostalero se consume casi la mitad de vidrios.
Este contenedor es para envases de vidrio, ya sean botellas, frascos o tarros.

NO EN EL VERDE
Bombillas, tubos fluorescentes, porcelana y cerámica, cántaros, cristal de ventanas, espejos, vasos, copas de cristal, tapones y corchos, etc.

CONTENEDOR ROJO

PRODUCTOS TÓXICOS
Para determinar si un envase es un residuo tóxico, debe figurar uno de estos símbolos, por ello debemos depositar dichos envases vacíos en uno de los contenedores rojos habilitados para ello.

En este tipo de residuos debemos prestar especial atención por ser altamente contaminantes, para una correcta selección de los mismos hemos colocado cartelera en el área de reciclaje que le guiará en el momento de depositar los residuos en su correspondiente contenedor, se clasifican en:

- Baterías Pb.
- Tóner y tintas.
- Restos de aparatos eléctricos y electrónicos.
- Resto de pinturas y barnices.
- Fluorescentes.
- Envases vacíos, plásticos contaminados (solo para envases vacíos de 25l). Estos no tienen contenedor específico, debemos depositarlo encima del pallet habilitado para ello junto con los envases metálicos de pinturas.
- Envases vacíos plásticos contaminados (de entre 1L y 5L)
- Pilas.
- Loza rota.

HUMAN RIGHTS POLICY

Hotel Pocillos Playa, feels responsible for defending and protecting the human rights of both people who work in our company and those who make up the environment in which they operate. One of our goals is to contribute positively to global efforts to ensure that human rights are understood and applied.

This policy will be available in all relevant languages in the client suites, on the website and in the worker handbook.

SCOPE

Our Human Rights Policy applies to all employees, regardless of the type of contract they have and is extends to our entire business environment and area where we operate. We insist to our suppliers on the importance of exposure to human rights towards their personnel and we have included this clause in our purchasing and supplier selection policy.

OBJECTIVE OF THE POLICY

The objective of the Policy is to communicate and raise awareness with our customers, suppliers, owners, employees and environment in which we operate, the ethical and social aspects, those values that we respect and what is our commitment to the defense of human rights.

The Convention on the Rights of the Child is also essential to acquire our political commitments in favor of children's rights and instruct and feed the bases and foundations of the provisions of our policy.

In accordance with the United Nations Guiding Principles on Business and Human Rights, which establish global standards to prevent and address the risk of adverse human rights impacts linked to business activity, our philosophy is based on the following aspects:

- Have a company policy committed to fulfilling the responsibility to respect human rights.
- Engage in due diligence to identify, prevent, mitigate and account for how the company addresses its human rights impacts. Upward communication procedures have been established to deal with any grassroots issues.
- Avoid complicity in human rights violations.
- Investigate reports of adverse impacts on human rights.
- Provide access to a grievance mechanism to raise concerns or identify potential rights impacts.

When appropriate to do so, Hotel Pocillos Playa will engage with relevant communities and other stakeholders to better understand any questions or concerns about our activities and their potential impact. The evidence of said consultation with the interested parties will be documented and reported through the established procedure, drawing up the minutes of the consultation.

RISK ASSESSMENTS

It is our responsibility to establish risk assessment procedures for each position, in order to investigate, prevent, and mitigate any risk that causes a negative impact on human beings.

COMPLAINT MECHANISMS

Procedures are in place to allow any worker to raise any matter of concern in areas such as human rights violations. We recognize the importance of these complaint mechanisms being accessible to representatives of the communities in which we operate and suppliers, so they can raise any concerns through our dedicated email address at administracion.palma@mzhoteles.com

RESPONSIBILITIES

The CEO is responsible for compliance with the Policy within our hotel and in a broader corporate responsibility management framework. Department heads must be familiar with the Universal Declaration of Human Rights and establish responsibilities and appropriate procedures within their teams in order to ensure that they act equally and equitably. The director of the Human Resources Group is informed of any problem that arises in the hotel since the mail for complaints and suggestions is the boss's own and direct. We expect employees to maintain the highest standards in accordance with these principles. Disciplinary measures will be applied against any employee of the Hotel Pocillos Playa who does not respect these human rights principles. Anyone who raises any type of concern or any case of negligence, human rights abuses or discrimination, has the responsibility to communicate them through their head of department in the first instance or, if this is not feasible, directly to the head of resources hotel humans.

HUMAN RIGHTS PRINCIPLES

Hotel Pocillos Playa, in order to develop its policy to protect its workers, has adopted a series of fundamental human rights principles:

ANTI-DISCRIMINATORY ATTITUDES AND RESPECT FOR ETHICAL VALUES

- All employees must conduct themselves in accordance with the highest ethical standards.
- Our goal is to ensure that people are not discriminated against within the Hotel Pocillos Playa. We have adopted a "Fair for All" Policy to prevent discrimination in hiring, compensation, promotion, training, termination or retirement based on race, caste, color, national origin, sex, age, religion, disability, veteran status (United States), marital status, actual or perceived sexual orientation, employment status, or political affiliation.
 - Our goal is to ensure that employees of the Hotel Pocillos Playa can work in an environment free from physical, psychological or verbal abuse, the threat of abuse and sexual or other harassment and, consequently, are prohibited.

EMPLOYEE RIGHTS Health and Safety

Employment is freely chosen. Forced or bonded labor is not permitted.

Our goal is to provide a safe and healthy work environment for everyone.

Employees Hotel Pocillos Playa. We take reasonable steps to:

Prevent accidents and injuries to health derived from, associated with or in the course of work, minimizing, as far as reasonably possible, the causes of dangers inherent in the practice and the work environment

Provide our employees with a safe environment for their work.

All employees will receive the necessary health and safety training for their line of work.

We provide a secure and confidential means of submitting feedback to management without fear of retaliation in accordance with our

Whistleblowing policy. Salary

Employees will be paid the agreed wages according to the current hotel agreement of the Province of Las Palmas.

Employees must be informed of their employment conditions in a written and understandable format with respect to wages.

Working hours

The working hours of the employees of the Hotel Pocillos Playa must comply with the applicable laws.

We operate flexible work practices that recognize the need for employees to balance their work lives with other interests and responsibilities to the extent reasonably practicable within the constraints of effective business operation.

Freedom of Association and the Right to Collective Bargaining

National and other laws and regulations applicable to individuals and freedom of association will be complied with at all times.

We will not discriminate against employees' legal bargaining representatives.

Prohibition of child labor

We support the long-term goal of eliminating child labor globally, consistent with the United Nations Convention on the Rights of the Child and relevant ILO conventions.

No child should be employed directly by Hotel Pocillos Playa.

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ADDITIONAL REFERENCES

- United Nations Universal Declaration of Human Rights - <http://www.un.org/en/documents/udhr/>
- International labor standards <http://www.ilo.org/global/standards/lang--en/index.htm>
- UNICEF Convention on the Rights of the Child
 - <http://www.unicef.org/crc/>

QUALITY AND ENVIRONMENTAL POLICY

At HOTEL POCILLOS PLAYA, Quality and the Environment are an integral part of our way of understanding hotel management: we are convinced that they are the way to obtain operational excellence. Thus, our strategic objective is to ensure that the hotel is and remains a benchmark in Quality and Environment within the island.

The Quality and Environment Policy is our reference framework for the review of objectives whose main guidelines are:

- Achievement of guest satisfaction at HOTEL POCILLOS PLAYA.
- 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.
- Continuous training of staff.
- Comply with all current legislation and with all those commitments that the hotel voluntarily subscribes.
- Encourage the participation of all staff in the continuous improvement of the system, a task that is promoted by the entire management team.
- Promote the protection of the environment at all levels, as well as actively work with the prevention of pollution.

The management of HOTEL POCILLOS PLAYA has provided the necessary means so that the policy is understood, implemented and kept up to date throughout the organization.

PURCHASES POLICY

The Hotel Pocillos Playa is firmly committed to the preservation of the environment in all its activities, establishing sustainable environmental management and the conservation of ecosystems as fundamental objectives in our policy. Therefore, we expect from all our suppliers, in addition to scrupulous compliance with the applicable environmental legislation in each case, a behavior similar to that of the company in terms of respect for the environment.

For Hotel Pocillos Playa it is of vital importance to collaborate with suppliers who share the will and determination to be responsible and sustainable companies, and manage their own business under the same ethical principles that our Hotel supports, respects and complies with. Bear in mind that within our selection of suppliers the following requirements will prevail:

Geographic area of supply of the supplier

- Type of industry: manufacturer, importer, exporter, distributor, installer and/or technical service
- Quality certifications
- Environmental certifications
- Sanitary certifications
- Certification of Special Employment Center
- Economic conditions
- Support for the local economy
- Shipment of samples before ordering

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 process of
- recycled, 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.

COMMITMENT TO SUSTAINABILITY

At Hotel Pocillos Playa, we are committed to environmental, social, and economic sustainability across all our operations. As part of the Travelife program, we apply best practices to reduce our impact and strengthen our relationship with the local environment.

Our main objectives for 2025

- Reduce electricity consumption by 5%
- Reduce water consumption by 7%
- Increase purchases from local sustainable suppliers
- Support a local NGO through collaborations and campaigns

Our Commitment Declarations

1. Reduction of greenhouse gas emissions

We are committed to reducing our climate impact through efficient energy use, the elimination of gas, the use of renewable electricity, and the optimization of all our systems. We promote responsible resource use among our staff and guests.

2. Protection and support of biodiversity

We respect the natural environment in which we operate, especially the coastal ecosystems of Lanzarote. We plant native species, avoid products that harm natural habitats, and seek to collaborate with local conservation organizations.

3. Protection and respect for human rights

We reject any form of discrimination, harassment, or exploitation. Our staff is treated with dignity and respect, and we promote equal opportunities at all levels. We work with suppliers who share these values.

4. Protection of children

We condemn all forms of child abuse or exploitation. Our staff is trained to identify inappropriate behavior, and we act with zero tolerance toward any indication. In addition, we inform our guests about the importance of this commitment.

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