SUSTAINABILITY REPORT

YEAR 2022

ML HOTELES

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INTRODUCTION

ML HOTELES (*Hotel Angela* and *Hotel Yaramar*) has prepared a new Sustainability Report for 2022, to document and communicate, in a transparent way, our actions and results in terms of sustainability to different stakeholders.

This document will compile all the information on the social, economic, and environmental performance of the organisation and will help us carry out an adequate management in a real and responsible way to be much more **sustainable**.

Although the last few years have been difficult and challenging due to the COVID-19 pandemic, in 2022 we have moved closer to the “old normality”, when people could travel more safely. This is reflected in the performance results.

Each of the following sections explain in more detail how ML HOTELES has progressed regarding the compliance with the principles of the UN Global Compact and how this sides with the Sustainable Development Goals.

CONTEXTO

As a company dedicated to the provision of tourism services, ML HOTELES has the responsibility to offer a sustainable way of tourism, which, according to the WorldTourism Organisation (UNWTO), is tourism that “takes full account of current and future economic, social and environmental impact to meet the needs of visitors, the industry, the environment and the host communities”.

To comply with this, ML HOTELES has developed over the years different policies to establish more environmentally and socially friendly actions (This is explained below in more detail). These policies also ensure the compliance with current regulations on sustainability.

This report is based on the standards of the Global Reporting Initiative.

Global Reporting Initiative™

Lastly, in our commitment to continue improving, in ML HOTELES we arehappy to get any feedback about the content of this report at the followingemail address:

juan.antonio@mlhoteles.com

LETTER FROM THE MANAGEMENT OF ML HOTELS

After some difficult years for the Travel Industry due to the health crisis, in 2022 we finally felt we were approaching normality again, and that we finally could travel without fear.

But the crisis is just one example of the world we live in. Increasingly, we all agree that we find ourselves in a VUCA+H environment, which means that we work in an environment of high Volatility, Uncertainty, Complexity, Ambiguity and Hyperconnectivity. This reality requires us to carry out our activity under solid pillars that allow us not only to survive, but also to remain competitive.

The main goal of ML Hoteles is the satisfaction of our increasingly demanding customers. To this end, without a doubt, all our efforts must be directed towards:

- **Digital transformation (D)**: We need to align ourselves with an increasingly digital customer and provide quick and personalised responses. Undoubtedly, everything depends on data management.
- **Sustainable model (S)**: Sustainability, in all its dimensions (Environmental, Social, Governance) is part of our company's DNA. It is a solid and decisive commitment to carry out our activity with a responsible view towards future generations.
- **People (P)**: From the Management, we work to take care of the company's most important asset, its employees. There is a clear commitment to improving the quality of life of our people through tools in favour of work-life balance.
- **Training (F)**: in addition to the personal and professional development it provides for those who undertake it, training is essential to offer a good quality service. This way we can be competitive with other destinations that are only focused on a price policy.

These above-mentioned fundamental elements are missing an essential ingredient: **passion (PA)**, which acts as an exponential lever for success. As if it were an equation, and when the goal is our customers' satisfaction, our model could be formulated as follows:

(D + S + P + F) x PA = Customer Satisfaction

As a sign of our commitment, we now present the ML Sustainability Report 2022 where we humbly intend to share our efforts to be a socially responsible company.

D. JOSÉ CARLOS ESCRIBANO DE GARAIZÁBAL
CEO of ML Hoteles and Director of Hotel Yaramar

Dª MÓNICA MARTÍN BIERBRAUER
Director of Hotel Ángela

PROFILE OF THE ORGANISATION

HISTORY

Our journey began in May 1974, when Mr. José Luis Martín Lorca opened his first hotel on the Costa del Sol, Hotel Angela. Situated on the beach front, he cooperated with the first international tour operator in Spain at that time.

Subsequently, in 2001, a major refurbishment was carried out to adapt to the needs of the sector, opening its doors again with the capacity to offer 4-star hotel services.

A little earlier, in 2000, the 4-star Hotel Yaramar was built. This hotel has become a reference point on the Costa del Sol. Also located on the beach front and promenade in Fuengirola, it started to attract the interest of more and more tourists as it offered, and still does, high quality stays. In addition to this, Hotel Yaramar also has a beach club, Chiringuito Rivera, which serves traditional local dishes from Malaga, and local culture and customs are shared with our visitors.

Currently, we continue growing and improving to offer experiences that exceed the expectations of our customers. The rooms of Hotel Angela have recently been refurbished and this has led to the addition of 18 Junior Suites.

ML HOTELES

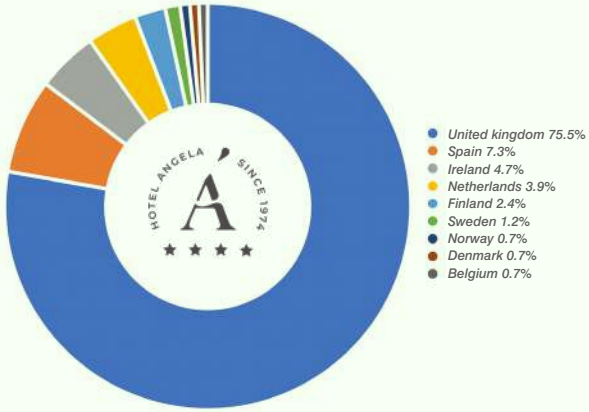
HOTEL ÁNGELA ★★★★

HOTEL YARAMAR ★★★★

HOTEL ANGELA
Calle Jaén, 2
29640, Fuengirola Málaga
Tel: 952 47 52 00
Email: recepcion@hotel-angela.com
Web: www.hotel-Angela.com

HOTEL YARAMAR
Paseo Marítimo Rey de España, 64
29640, Fuengirola Málaga
Tel: 952 92 11 00
Email: recepcion@hotelyaramar.es
Web: www.hotelyaramar.es

WHERE DO OUR GUESTS COME FROM?



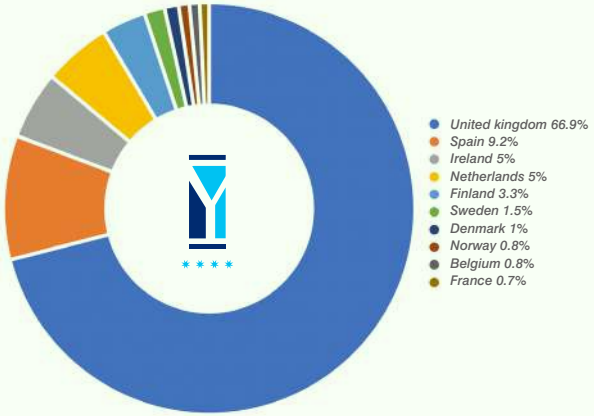
We have a total of 485 well-equipped rooms ready to welcome travellers from all destinations.

Within this total, we have 18 junior suites (Hotel Angela) and 13 superior rooms (Hotel Yaramar).

Our customers are our company's raison d'être, which is why we take great care to ensure that all the services we provide are of the highest quality. This is how they perceive it, since a large proportion of them decide to come back and spend their holidays with us.

Both hotels have luxury facilities such as swimming pool, wellness centre/gym, bars and restaurants, among others.

The kind of guest that we receive is mainly tourists and families looking for a quiet holiday by the beach and willing to enjoy all the services and facilities we offer.



DATA 2022	HOTEL ÁNGELA	HOTEL YARAMAR
NUMBER OF ROOMS	243	242
NUMBER OF BEDS	486	484
AVERAGE OCCUPANCY	80%	78%

GENERAL APPROACH

The organisational structure is divided into 3 levels: General Management, Corporate Level and Operational Level. However, the Management Team includes, in addition to the General Management and the Corporate Level, the Deputy Management of Hotel Angela and the Deputy Management of Hotel Yaramar.

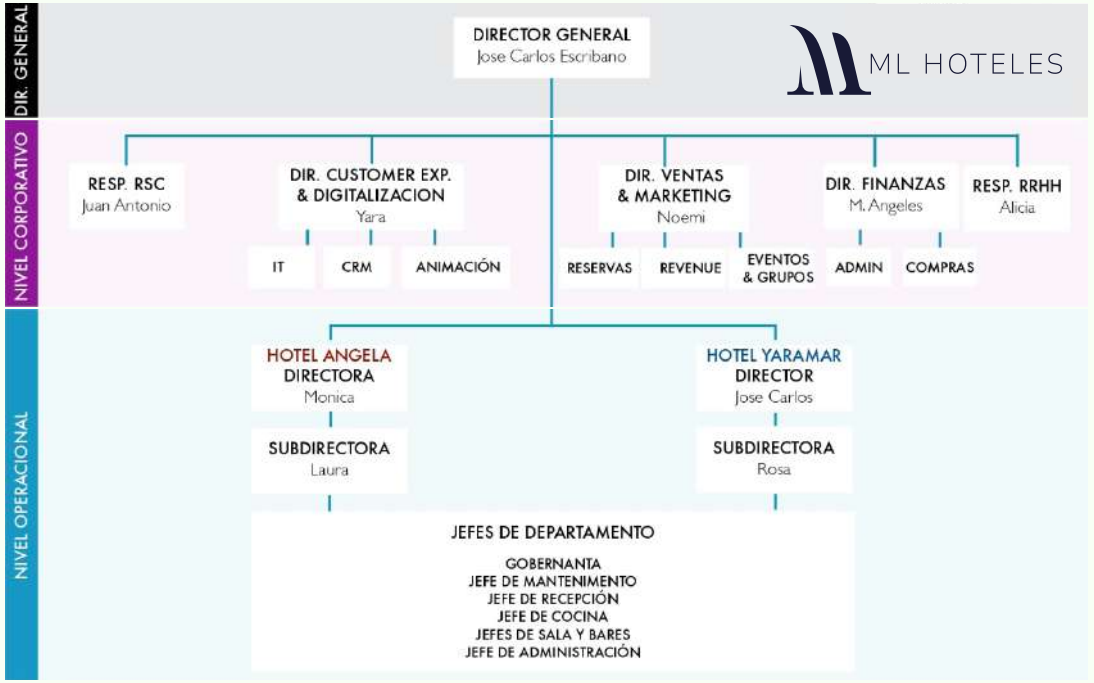
Regular meetings are organised at both, Corporate and Operational levels, to ensure that everyone is involved in decisions.

D. José Carlos Escribano

Doña Mónica Martín

Rosa Aranda

Laura Guzmán



Mª Ángeles Calvache

Alicia Alfaro

Noemí Román

Yara Martín

Juan Antonio Campaña

ETHICAL MANAGEMENT

MISSION: Our raison d'être is to provide all our clients with a unique and unforgettable experience, thanks to our wide range of quality services and our great staff. All of this with sustainability as a transversal axis.

VISION: As a purpose, our company seeks to maintain a continuous improvement in terms of service provision, to continue positioning ourselves as a tourist reference on the Costa del Sol. Family-work balance, sustainability and digitalisation will be our three great companions on this venture.

VALUES:

Empathy
Putting ourselves in the place of customers and employees of customers and employees, achieving a pleasant working environment that helps us to reach all our efficiency goals.

Creativity
Trying to innovate and to keep the company well positioned in the sector, to offer a service according to the market demands.

Ethics
Always seeking to act responsibly and without any form of discrimination, both internally and externally, with a high level of commitment from the management.

Sustainability
Carrying out our activities in accordance with the standards of good governance, respect for the environment and social sensitivity.

QUALITY, ENVIRONMENT, HEALTH AND SAFETY DEPARTMENT

In June 2017, the Quality and Environment Department was created to monitor and comply with the different quality and environmental parameters.

One of its missions was also to offer support in tasks regarding the prevention of occupational hazards carried out by External Prevention Services.

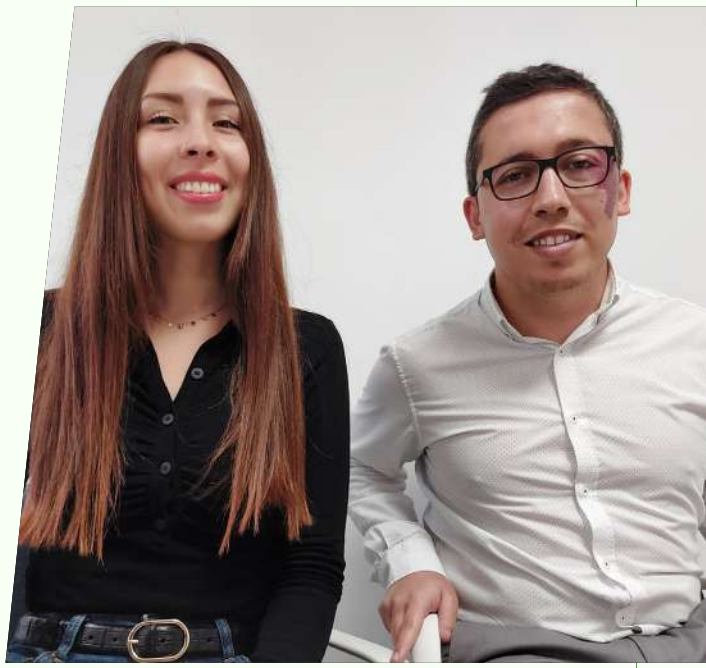
In this department we centralise all activities arising from Corporate Social Responsibility and we work closely with the Human Resources Department.

The department has been gaining momentum over time, as it has been given more and more important tasks while raises awareness and responsibility for sustainability in the tourism sector.

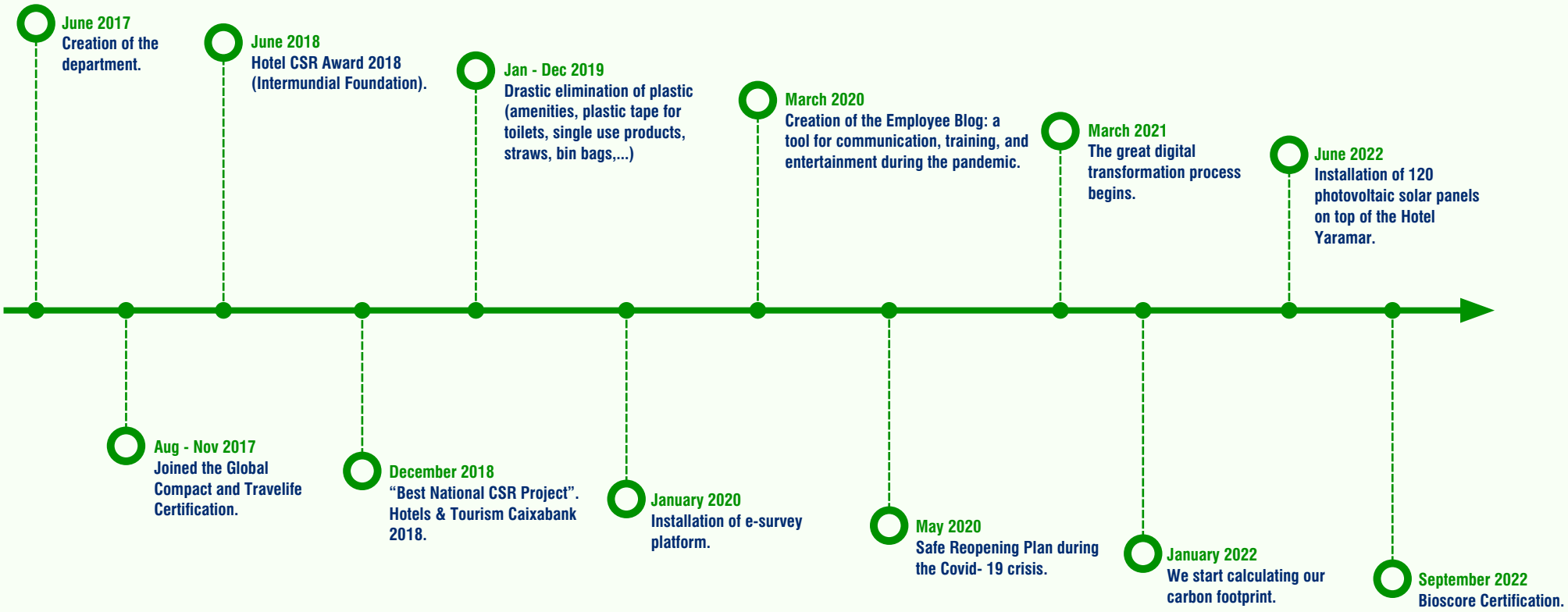
Nowadays guests are not only looking for a relaxing holiday, but also for an accommodation that offers active sustainability measures.

The Department is led by Juan Antonio Campaña, who has a degree in Environmental Science and a Master's degree in Integrated Quality, Environmental and Occupational Risk Prevention Management.

In March 2022, Luisa Fernanda Gélvez, also a graduate in Environmental Science from the University of Malaga, joined the department.



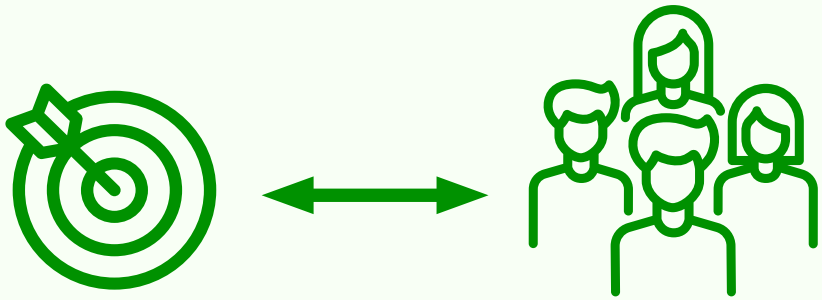
TIMELINE OF MAJOR CSR MILESTONES



MATERIALITY ANALYSIS

Materiality analysis is a process that helps to identify the most relevant impacts for the organisation and helps prioritise them according to their level of importance. This process supports the organisation in actively managing social responsibility initiatives in conjunction with the overall corporate strategy as it evolves.

In order to select the material topics, the GRI Standards have been taken into account. According to this, the topics proposed should represent:



the most significant impacts on the economy, the environment and people

And at the same time consider the opinion of stakeholders

A set of questions has been selected to analyse a total of 33 topics including economic, social and environmental aspects.

The survey has been available for 2 months to gather as much data as possible on the opinions of our stakeholders.

To complete this study, a survey was carried out to find out the opinion of the different stakeholders that have a relationship with ML HOTELES in reference to the fundamental material issues: economic, environmental, and social impacts.

Stakeholders who have participated in the survey:

- **Employees**
- **Clients**
- **Suppliers**
- **Leaseholders**
- **Public administrations**

MATERIALITY ANALYSIS

Following the GRI Standards, the main steps in preparing the Materiality Analysis are the following:

Understanding the organisational context

Identifying stakeholders and relevant impacts

Assessing the significance of these impacts through a survey

Prioritise the most significant impacts.

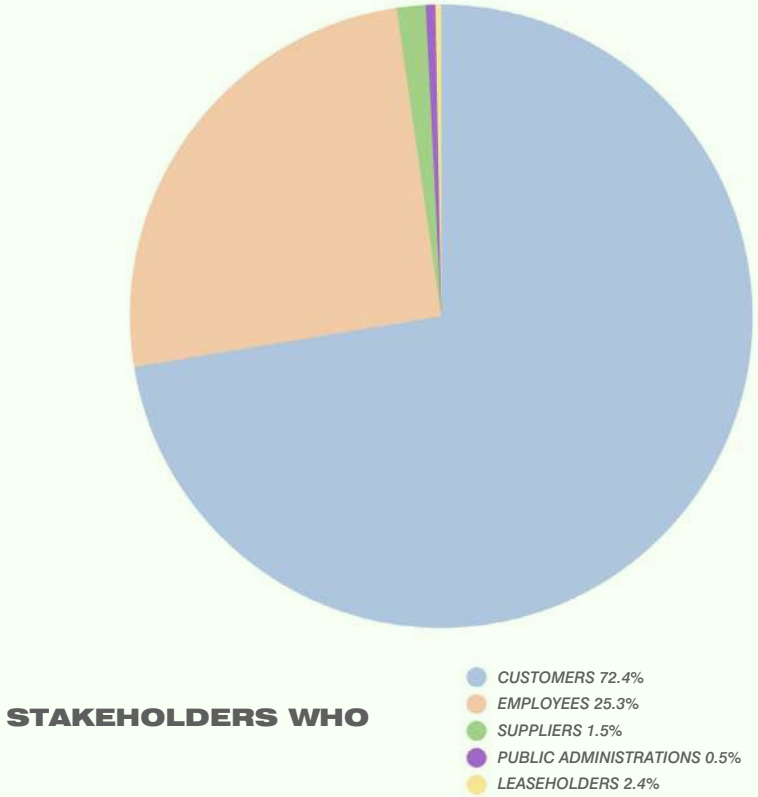
MATERIAL ISSUES THAT STAKEHOLDERS CONSIDER TO BE MOST IMPORTANT

The survey has been translated into English to reach as many participants as possible, as a large percentage of our customers are English speakers.

The issues rated by the selected stakeholders are listed below in order of importance, from highest to lowest.

The survey was conducted on a scale from 1 to 10, with 1 being the least important issue and 10 being the most important.

Stakeholder responses have been divided as follows:



MATERIAL ISSUES THAT STAKEHOLDERS CONSIDER TO BE MOST IMPORTANT

ASPECT	ISSUES RATED IN ORDER OF IMPORTANCE	RESULT
Social	23. Customer management and satisfaction	6265
Social	27. COVID crisis management: cleaning and hygiene guidelines	6188
Social	20. Occupational health and safety policy	6168
Economic	2. Excellence in service quality levels	6147
Social	24. Data protection	6132
Social	19. Equal treatment and access for male and female employees to the opportunities and resources of the company	6125
Social	26. Respect for human rights	6112
Social	30. Provision of quality work	6106
Social	25. Good work environment, employment policies and work practices	6091
Social	21. Investment in staff training and education	6047
Social	22. Business ethics and anti-corruption policy	6047
Social	33. Accessibility for people with functional diversity. Non-discrimination	5973
Social	29. Attracting and retaining human talent	5962
Environmental	16. Sustainable waste management: recycling, reduction of plastic use ...	5942
Environmental	13. Conservation and energy efficiency	5925
Environmental	10. Compliance with environmental protection regulations	5913

ASPECT	ISSUES RATED IN ORDER OF IMPORTANCE	RESULT
Social	28. Support to the local community	5904
Environmental	12. Consumption, saving and management of resources: water and energy	5884
Social	18. Environmental awareness	5883
Social	31. Work-family life balance	5825
Economic	6. Long-term value	5751
Environmental	9. Reducing the environmental impact of our products and services	5735
Environmental	15. Renewable energy generation and consumption	5725
Economic	3. Positive impact on the local community	5719
Social	32. Social value	5698
Environmental	14. Climate change: carbon footprint and emissions	5673
Environmental	11. Evaluation and monitoring of sustainable suppliers	5647
Economic	4. Employment creation	5576
Environmental	17. Environmental certificates and awards	5570
Economic	5. Transparency and good governance in results and processes	5545
Economic	7. Innovation	5472
Economic	8. Digital transformation	5167
Economic	1. Economic performance / good financial results	5128

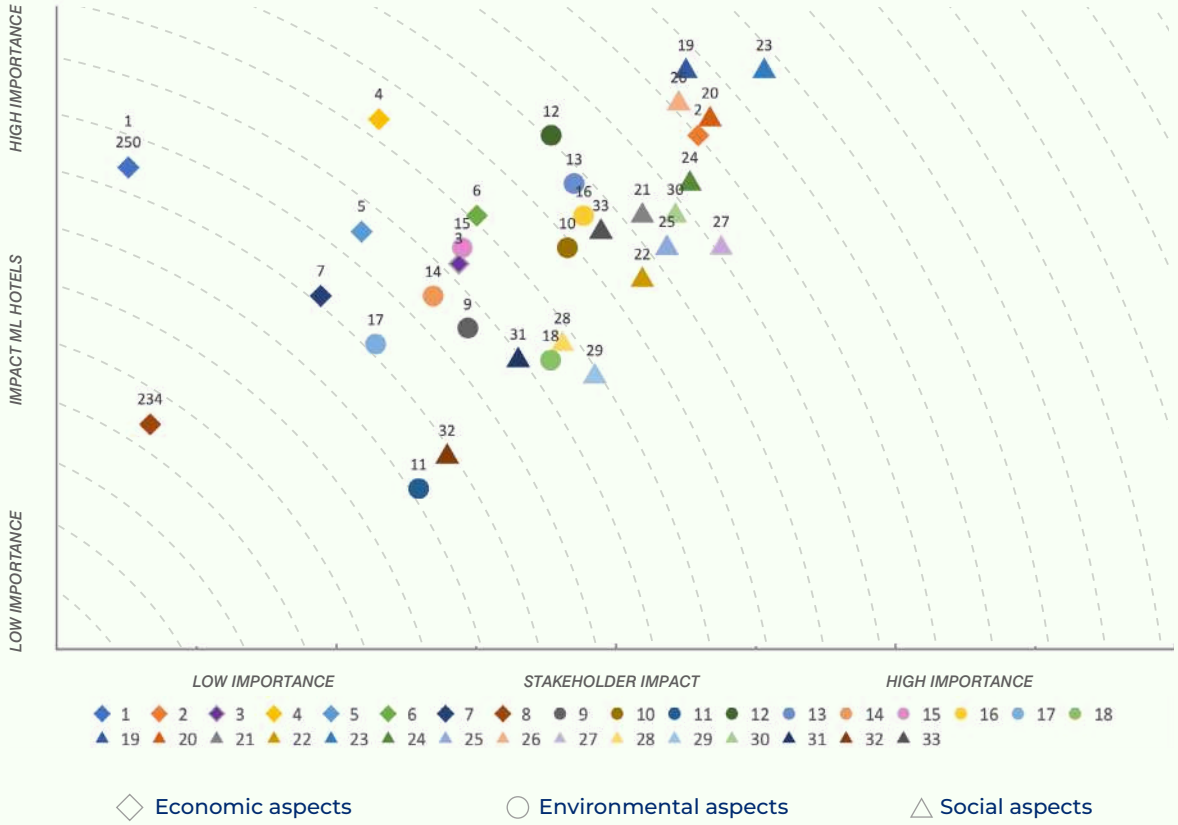
SURVEY RESULTS

The **Y axis** represents the importance that ML HOTELES, as a company, gives to the sustainability indicators. These are chosen with the help of the Management and representatives from different functional areas of the organisation.

The **axis X** represents the importance that these indicators have for STAKEHOLDERS.

The numbers shown are based on the table above.

The data obtained shows that the most important element, both for ML HOTELS and the stakeholders, is that of **customer management and satisfaction** (23), followed by **Equal treatment and access for male and female employees** (8) to the **opportunities and resources offered by the company** (19) and the **Occupational Health and Safety Policy** (20).



COMMITMENT TO SUSTAINABLE DEVELOPMENT

SUSTAINABLE DEVELOPMENT GOALS AND UNITED NATIONS GLOBAL COMPACT

Over time, sustainability has ceased to be an option and has become a necessity that offers numerous advantages for organisations: cost reduction, attraction of investors, improvement of the working environment, improvement of the reputation, ... For this reason, in September 2017 both Hotel Yaramar and Hotel Angela brought to life their commitment to Sustainable Development by participating in the United Nations Global Compact.

The Global Compact consists of 10 universal principles related to human rights, labour, environment, and anti-corruption among others, for business activities around the world, to drive action towards the fulfilment of broader objectives such as the Sustainable Development Goals (SDGs).

As ML HOTELS we continue to uphold our commitment to the Global Compact, developing actions aligned with its principles and the SDGs.

SUSTAINABLE DEVELOPMENT GOALS

ENVIRONMENT

Con el paso del tiempo la sostenibilidad ha ML HOTELES has been developing its own Policies for several years, two of which stand out due to their environmental nature: the **Environmental Policy and the Sustainable Purchasing Policy.**

The main commitments acquired in these policies are, in addition to compliance with current legislation, measuring the company's performance, training and informing employees, involving customers, reducing energy and water consumption, searching for more efficient and less harmful alternatives for the environment, continuing with recycling practices and involving suppliers, among others.

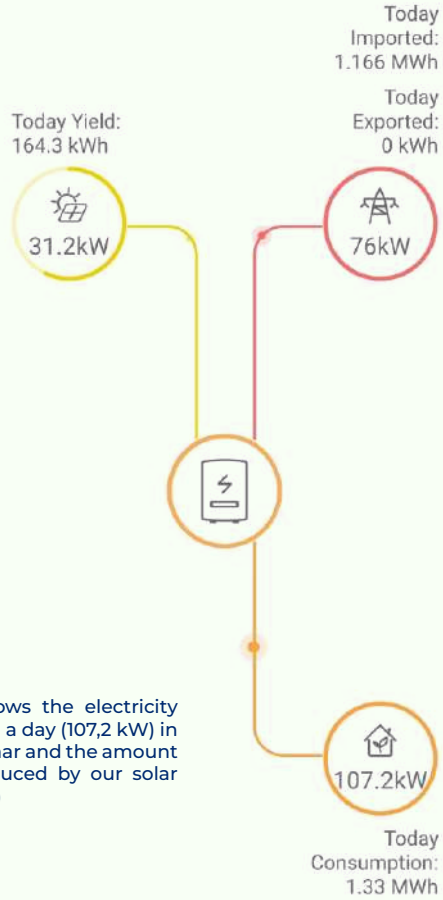
It is of crucial importance that the principles and commitments contained in the policies are known by the whole organisation, so that it is clear what goals all actions should be led towards.

We have an environmental information board in each hotel so that all our employees are aware of the environmental actions we take part in. We also share important information on our company's Teams and social networks.

A big step on our way to sustainability in 2022 has been the **installation of photovoltaic solar panels** on the roof of Hotel Yaramar in June to become more self-sufficient.

There are 120 panels with a total capacity of 54.6 kW of power.

According to our data, we have achieved 7% self-consumption and the environmental benefits produced during 2022 were the equivalent of planting 27.82 trees or avoiding the emission of 50.07 tons of CO_2.



This image shows the electricity consumption in a day (107,2 kW) in the Hotel Yaramar and the amount of energy produced by our solar panels (31.2 kW)

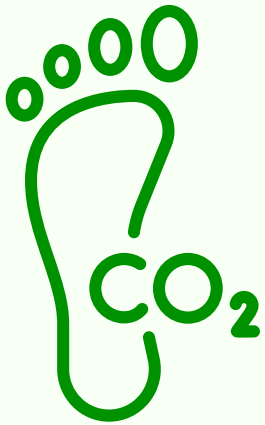
CARBON FOOTPRINT CALCULATION

In line with our commitment to the environment, in 2022 we have decided to calculate our Carbon Footprint, to know the CO_2 emissions generated by our activity and to implement different preventive and corrective measures to reduce or counterbalance them.

"What is not defined cannot be measured. What is not measured cannot be improved. What is not improved always gets degraded"

- William Thomson Kelvin.

To calculate the carbon footprint, we have used the methodology of the GHG Protocol, developing scopes 1 and 2.



- **SCOPE 1**: accounts for direct emissions of Greenhouse Gases (GHG) caused by the consumption of fuels such as natural gas (KWh) and diesel (L) and the leakage of refrigerant gases (Kg). The emitting activities considered for this scope are the following:

Movement of vehicles	**Natural gas consumption in boilers**	**Natural gas consumption in kitchens**
Use of fluorinated gases in air-conditioning units and cold rooms	**Natural gas consumption in laundry**	**Natural gas consumption in the Beach Club**

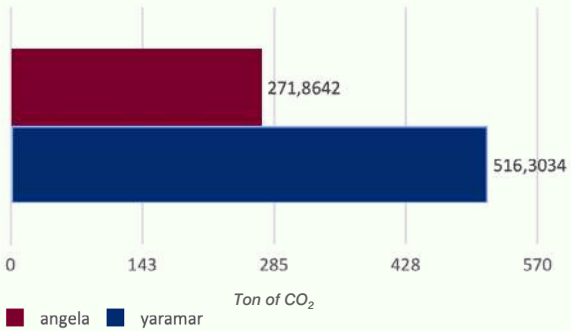
- **SCOPE 2**: accounts for indirect GHG emissions produced by the consumption of electricity purchased by the company (KWh)

Total emissions are represented in Equivalent Tons of CO_2.

*The data shown below may not correspond to our daily activity as Hotel Angela was closed in January and February, and also during December

CARBON FOOTPRINT DATA

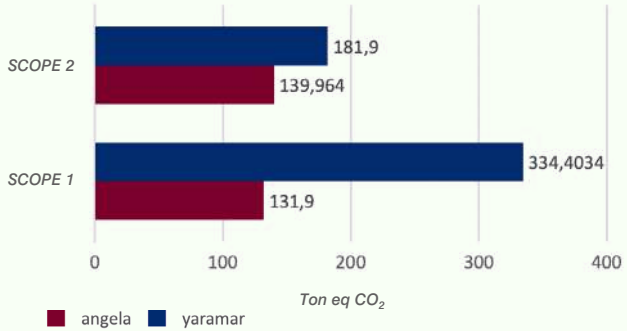
TOTAL GREENHOUSE



According to the total emissions data, represented in Equivalent Tons of CO_2, we see that Hotel Yaramar has higher emissions than Hotel Angela, especially in Scope 1.

Firstly, this is because, as mentioned above, Hotel Angela was closed for a few months in 2022.

GREENHOUSE GAS

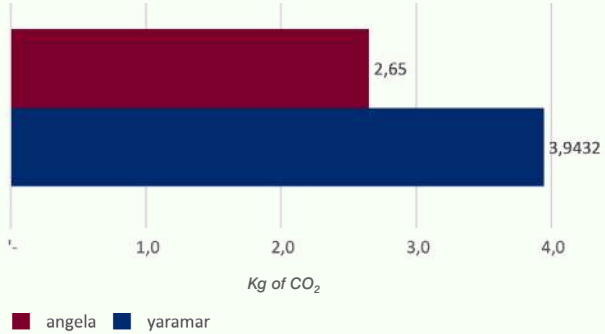


And, secondly, we must consider that Hotel Yaramar has facilities such as:

- The Rivera Beach Club, that uses gas propane in their kitchen
- The laundry, that uses natural gas.

This is reflected in the increase in Scope 1 emissions.

TOTAL

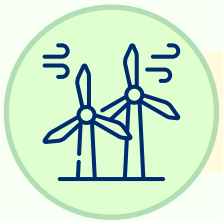


We have also calculated the emissions generated per stay by our customers. They have been represented in equivalent Kgs of CO_2 per customer.

Our customers spend an average of 9.3 nights in our hotels; this is why we seek to create environmental awareness in them. For example, by leaving useful information to avoid unnecessary washing of towels and sheets, contributing this way to save water and energy.

CARBON FOOTPRINT REDUCTION COMMITMENTS

En ML HOTELES trabajamos diariamente para que seamos conocidos como una marca sostenible en el sector.



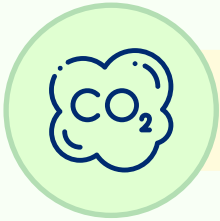
ReducIng electricity and natural gas consumption in our hotels by 1%

Adjusting to the Energy Efficiency Plan after obtaining the Energy Certificate for our two hotels.

Installing photovoltaic panels at the Hotel Angela to harness energy from solar radiation.

Organising sustainable activities with our customers to involve them in our emission reduction process.

Reducing and then balancing out our emissions by setting tree planting days together with our ML HOTELES employees.



Raising awareness of the importance of reducing our carbon footprint among our suppliers.

ENVIRONMENTAL MANAGEMENT INDICATORS

The following table shows the consumption of electricity, natural gas and water from the water network in our two hotels:

CONSUPTION 2022	ELECTRIC ENERGY(KWH)	NATURAL GAS(KWH)	WATER FORM WATER NETWORK()
HOTEL ANGELA	933.095	669.844	14.667
HOTEL YARAMAR	1.144.022	1.749.670	12.917

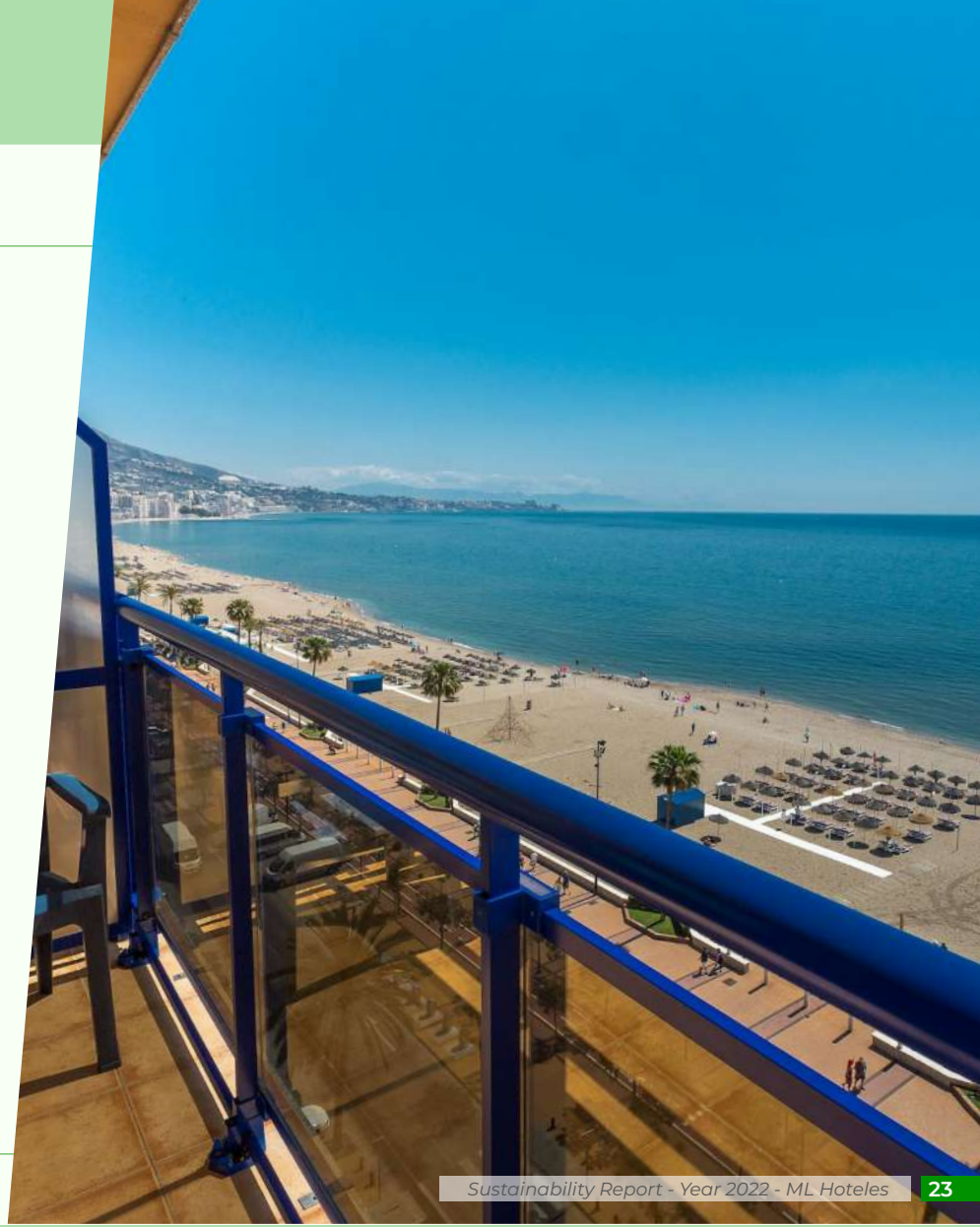
Here we can appreciate again how the additional facilities of the Hotel Yaramar (Beach Club and laundry) generate a higher consumption of electricity and natural gas.

On the other hand, we get that water consumption is higher in Hotel Angela than in Hotel Yaramar; this is because there are 2 swimming pools in the Angela. In addition to this, although Hotel Angela was closed for a few months in 2022, it had a higher level of occupancy than the Yaramar.

The measures we have taken so far to save water are : the installation of shower trays in the bedrooms and the installation of efficient dual flush cisterns in the bathrooms.

We are also committed to reducing our consumption of water from the water network.

Therefore, we have decided to change the taps in the rooms for low consumption ones next year.



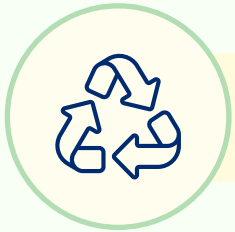
RESPONSIBLE WASTE MANAGEMENT

In our company we make sure that all the waste we produce is managed in the best possible way:

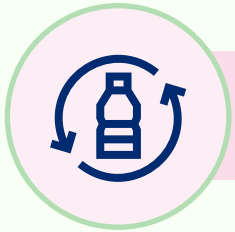
Oil collection: by the environmental management company DISCOIL

Collection of light bulbs: the non-profit association AMBILAMP is responsible for this.

Battery collection: through the RECOPILA post-consumer programme.



Recycling: we have different recycling containers in the hotel facilities, both for the departments and for the clients, so we all make a correct separation of waste.



Reduction of single-use plastics: by eliminating plastic wrappings from room amenities, as well as from plastic water bottles

CERTIFICATES

As a result of a job well done, ML HOTELES has obtained several sustainability certifications in recent years:

- Since 2017, we have followed the **Travelife Sustainability** standard. In 2022, Hotel Angela as well as Hotel Yaramar has obtained the **BIOSCORE sustainability certificate**. This is a recognition in sustainability which evaluates and certifies compliance with the following Environmental, Social and Governance requirements: CO_2 emissions, energy resources, water resources, waste, restoration, and social responsibility.

- Also in 2022 we joined the **Ecostars certification**; a specific sustainability certification for hotels that awards eco-stars based on the hotel's environmental impact per stay.

SOCIETY

RELATIONSHIP AND COMMUNICATION WITH OUR STAKEHOLDERS

As is previous years, in 2022, ML HOTELES took care of their relationship with the different stakeholders. The main ones are described below.

ML HOTELES Group is an active member of the following **business associations**:

- **Association of Hotel Entrepreneurs of the Costa del Sol (AEHCOS)**, In addition to being members, Mr. José Carlos Escribano is also the First Vice- President of AEHCOS.

Besides this, Mr. José Carlos Escribano is also:

- **Vice-president of the Confederation of Hotel and Tourist Accommodation Businessmen** (CEHAT)
- **First Vice-president of the Official Chamber of Commerce, Industry and Navigation of Malaga.**
- **President of the Tourism Business Council of the Andalusian Confederation Businessmen** (CEA).

The ML HOTELES Sustainability Policy shows our commitment to the development of the **local community** in which we operate. This commitment is based on the following principles:

- **Procurement from products y services from local suppliers (km 0)**.
- **Local recruitment**

Gloria Leal Cabrera, Yarabar

SOCIETY

Our **customers** are our raison d'être. For this reason, we have developed various experiences for them to enjoy their stay with us while discovering the Andalusian culture. Some of these activities are:

- **Paella demonstration**
- **Gastronomic routes**
- **Boxing day and "Find the Elf" during the Christmas period**
- **Workshop about our local fair**

Our **employees** are our best asset. We value their hard work because, thanks to their efforts and talent, we can achieve the goals and results we set at ML HOTELS.

As a key aspect, we work actively for their continuous training. We also organise activities for their well-being, such as a Halloween pumpkin competition, a Christmas party for the staff or the Three Wise Men party for the children of our employees.

María del Mar, Restaurante

PROMOTION OF OUR DESTINATION FOR OUR CUSTOMERS

As mentioned, ML HOTELES carries out different activities with the aim of providing customers with an **immersive experience of our local culture**. The main activities are the following:

MARKET: customers who want to go to the market held on Tuesdays at the Fuengirola fairground are accompanied by a member of staff.

GAMES: Other activities are also organised, like boules at the beach or quiz games by the swimming pool.

FAIR WORKSHOP: workshops are organised during the week when the Fuengirola Fair is on. In this workshops customers are told about the ins and outs of this celebration: costumes, special activities, typical food and drinks, among many other things.

Customers playing boules

PROMOTION OF OUR DESTINATION FOR OUR CUSTOMERS

PAELLA DEMONSTRATION: It is an activity that is advertised on posters and on the hotels' app every two weeks, so that customers who want to enjoy it can sign up.

One of our chefs prepares and explains, step by step, how to make an authentic paella. This activity takes place in our Snack Bars, next to the swimming pool.

GASTRONOMIC ROUTES: The Rivera Beach Club participates in gastronomic routes organised by the Fuengirola Council, such as "La Cazuela de la Abuela" route or the "Erotic Tapas" route.

In 2022, our Beach Club was one of the finalist in the "La Cazuela de la Abuela" route as the tapa we prepared was one of the most voted by the public.

Salvador Lopez Raya, Beach Club

PROMOTION OF OUR DESTINATION FOR OUR CUSTOMERS

BOXING DAY: It is always held on the 26th of December. It is a clients and employees gathering we do by the restaurant of each hotel. We serve food, place music and dance together so everyone really enjoys it. Father Christmas also comes to this event and give presents to our guests.

FIND THE ELF: This is a game that takes place a week before Christmas. It is organised by our Public Relations who hides an elf each day around the hotel. The guest who finds it first that day wins a prize.

SUPPLIERS

As mentioned above, ML HOTELS has a strong commitment to the development of the local community. This is mainly based on **sourcing products and services from local suppliers**, which contributes to generate wealth in the local community and being responsible in terms of carbon emissions from logistics.

81.5% of our suppliers are from Fuengirola or the province of Malaga.

COMMITMENT TO DECENT WORK

At ML HOTELES we know that our employees are the essential and vital foundation for the correct functioning of our company; for this reason, we work for their well-being and in favour of a healthy working environment.

Juan Vargas Moreno, Cocina

HUMAN RESOURCES

In 2020, the Human Resources Department of ML HOTELES made a significant change with the hiring of Alicia Alfaro Zambrana as head of this department, instead of relying on an external consultancy company.

This strategic decision represented a key moment in the company's evolution, demonstrating they commitment to the staff growth and development. Alicia Alfaro, with her solid track record and experience in HR, leads a closer, more efficient management aligned with the company's values and objectives.

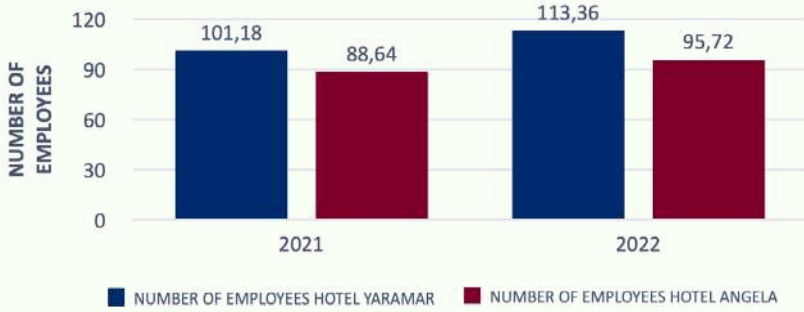
We are committed to the principle of **equality**. We have a very evenly distributed workforce of men and women.

Regarding the percentage of women in management or middle management positions, in 2022 they represent a 46.7% of the total.

WORKFORCE	2021	2022
% WOMEN	57,3	58,4
% MEN	42,7	41,6

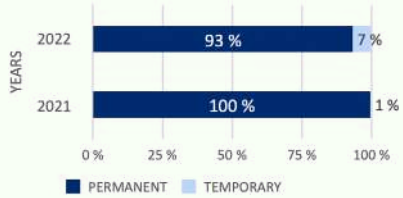
As a result of our commitment to providing new opportunities, in 2022 we had a 2.4% of students doing internships.

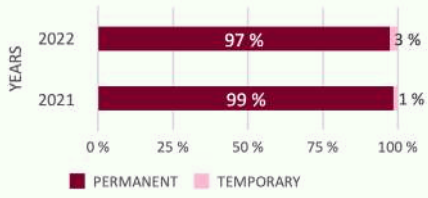
We are committed to local hiring and 55% of our employees are residents in Fuengirola.



Our workforce consists of 209 employees, which represents an increase of 10.14% compared to 2021.

In terms of the type of contract, 93% of the staff of Hotel Yaramar and 97% of the staff of Hotel Angela have a permanent contract.





TRAINING

The development of knowledge and skills of employees is an essential aspect for ML Hotels.

With training we aim, on the one hand, to meet the needs of our staff, to help them in their personal fulfilment, to increase their skills and, on the other hand, to be able to provide high quality services, continuously improving and adapting to market requirements.

In 2022, different training actions were carried out for the prevention of occupational risks, on internal digitalisation of the company, on food handling or legionella courses, among others.

Many online trainings also took place at the beginning of the year for employees who were at home because of the pandemic.

Among the on-site training was the Emergency Training with real controlled fire in a mobile unit.

Training actions in numbers:

Trainings given: 39

Total number of participants: 456

Total hours spent on training: 5.082

Financial investment: €28.480

Ana Melisa Bonilla, Sales

RECREATIONAL ACTIVITIES

WE KNOW HOW TO ENJOY OURSELVES TOO!

Throughout the year we hold several leisure activities in which employees get involved.

The different departments of each hotel participate in this competition by letting their imagination run wild. They design some fantastic creative pumpkins, which are then displayed next to the reception during Halloween.

Our dear customers rate them and are the ones who choose the winning pumpkin. The winning department wins a prize that consists of a lunch or a dinner together at a local restaurant.

In addition to this, we offer certain advantages to all our employees as we collaborate with AEHCOS. For example: they get free passes to museums, discounts on clothing, ...

Halloween Pumpkin Competition

Invitación del Museo Carmen Thyssen Málaga a los empleados de Hotel

Aehcos

Invitación del Museo Carmen Thyssen Málaga a los empleados de Hotel

Estimad@s asociad@s:

El Museo Carmen Thyssen Málaga quiere invitaros personalmente, con vuestros acompañantes, a conocer el Museo **desde el día 18 al 30 de octubre**, podréis visitar la Colección Carmen Thyssen y la nueva exposición temporal sobre las principales tendencias del arte belga en la exposición 'Del impresionismo a Magritte. Musée d'Ixelles'.

Basta para ello que os acreditéis, con el documento adjunto cumplimentado, en la recepción del museo para recibir dos invitaciones.

ML HOTELES

DESCUENTO ADICIONAL EN MCARTHURGLEN DESIGNER OUTLET MÁLAGA

Gracias a la reciente incorporación de McArthurGlen Designer Outlet Málaga como colaboradores en AEHCOS, ofrecen a **los empleados de los hoteles** asociados HOTEL ANGELA Y HOTEL YARAMAR:

descuento adicional del 10% sobre el precio outlet en boutiques participantes.

CHRISTMAS IN ML HOTELS

A GLIMPSE INTO THE PAST

The **Staff Christmas Party** has become a yearly tradition since the opening of Hotel Angela in 1974.

It has always been famous for the talent shows carried out by the different departments. In addition to this, there is a big raffle with several prizes.

The **Three Wise Men** party for the children of employees is also a beautiful tradition that is an important part of our history.

Fiesta de Reyes Magos años 90

Fiesta Personal años 90. Show de talento

Fiesta Personal años 90. Don José Luis Martín Lorca

Fiesta Personal años 90. Tómbola

Fiesta Personal años 90. Don José Luis Martín Lorca y Francisca Torres (Gobernanta)

STAFF PARTY 2022

This is the usual dynamic:

- To start with, a gold watch is awarded to employees who have been working for the company for 25 years. A total of **61 watches** have been delivered so far.
- An award is given to the best department in the hotel group, based on the scores of different customer surveys. The prize for this are days off.
- The best employee of the year is named, who, in addition to winning a financial prize, wins a weekend for 2 people in a hotel on the Costa del Sol. The heads of each department are the ones who vote for this.
- The promotions of the year are announced.
- The Talent Shows by the departments that decide perform come next. The 3 best shows of the night get a cash prize.
- Finally, each employee receives their pay slip, with a bonus for each year worked and a number to participate in the raffle, where different types of prizes can be won. In addition to this, all employees are given a Christmas goodie basket.

After the ceremonial acts, the party begins with live music, appetisers, and an open bar for everyone to enjoy.

It should be noted that the management of ML HOTELES also provides free transport for our staff to get home safely.

Fiesta Personal 2022. Show de talento

Fiesta Personal 2022.

Grupo musical Esperanto

THREE WISE MEN PARTY 2022

Every year, on the 5th of January, we celebrate our Three Wise Men Party. It is a celebration where the children of our employees are the stars. We have entertainment, a lunch buffet in the hotel restaurant and, an the most exciting thing of all, the visit of Three Wise Men and the handing out of presents.

Year 2022 was not yet a year of normality, due to the pandemic, so we had to change the dynamics of the events a bit: we established a timetable and an itinerary so that the children could collect their gifts while keeping all the safety measures in place.

Beatriz Muñoz (RRPP) and her son, Tom.

BUILDING PARTNERSHIPS

The ML HOTELES team participated in various meetings and tourism fairs, where sustainability played a key role. Among them:

- **Malaga Marketing Club Awards**: our Sustainability leader participated as a member of the jury in the category of “Best CSR action” in these awards.
- **World Travel Market London (WTM)**: As every year, we could not miss this great international event to promote our brand. The WTM offers business opportunities for tourism professionals, connecting and getting to know different leading companies in the sector.
- **Expovacaciones Bilbao**: we participated in this international tourism event in 2022, it was a unique opportunity to promote our business to the thousands of travellers who attended.

Juan Antonio Campaña, Quality and Environment Department Manager

Mr. José Carlos Escribano, CEO ML Hoteles and Noemí Román, Sales Manager

Noemí Román, Sales Manager

DIGITALISATION

In March 2021, the Digitalisation department was created; The Management of ML HOTELES, was committed to digital transformation with the aim of:

- **Improving customer experiences by facilitating and streamlining various processes.**
- **Increasing productivity by including digitalisation in daily business operations.**
- **Adapting the company to market changes and gaining competitive advantage.**
- **Reducing the use of paper, which reduces working times and office costs**
- **Having a greater number of data from the different processes, with which to carry out a more efficient management.**
- **Increasing security of access to information and protecting ourselves against damage or loss of documentation.**

In charge of the Digitalisation department is Yara Martín, who holds a degree in Hotel Management and a Master's Degree in Human Resources. The rest of the team consists of Beatriz Muñoz, Graduate in English Translation and Interpreting, and Jesús Guerrero, Graduate in Computer Systems and Network Administration. It also has the support of Juan Antonio Campaña, Head of Sustainability.

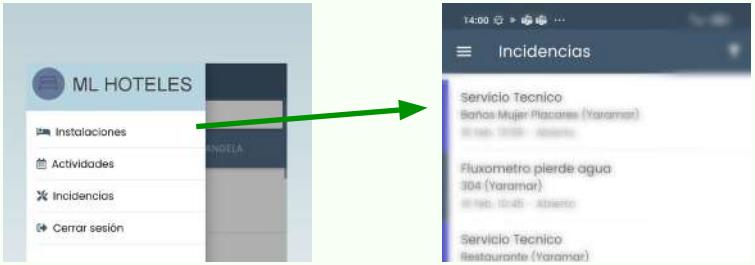
Year 2022 brought many advances in digitalisation for the hotel group. Among these, we can highlight:

- **Implementation of Customer Relationship Management (CRM) to collect data and help us improve our service and customer care.**
- **Internal communication tools: Teams.**
- **Implementation of a new and powerful Revenue Management System (RMS).**
- **Mass electronic signature to speed up the signing of documents by employees.**
- **Online check-in to speed up the process**
- **Opening of rooms via mobile phones.**
- **Use of mobile phone as a TV remote.**
- **Use of QR for displaying food menus, allergens or other relevant information.**
- **Online payment links so customers can do virtual payments.**

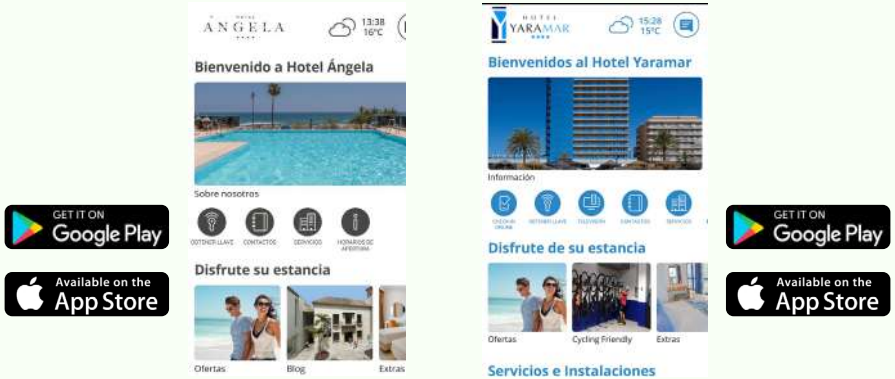
MORE DIGITAL ACTIONS IN 2022

- **We began the process of implementing a digital tool for Human Resources management, which includes a platform for all employees.**
- **We carried out digitalization training for the managers of each department.**
- **We have an app for each hotel, so that our clients have access to all the necessary information to enjoy their stay.**

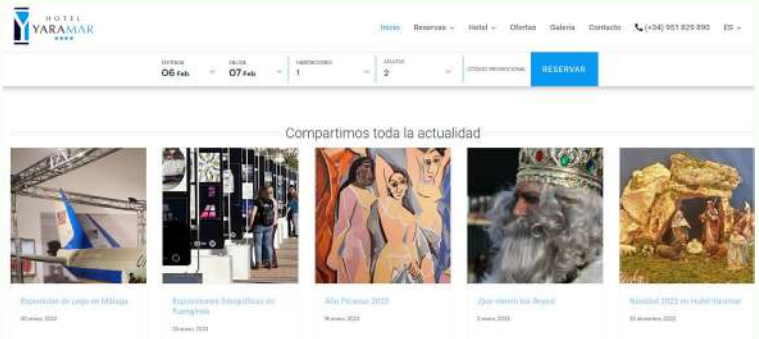
- **App for maintenance and housekeeping departments (GOTAH).**



- **We have an app for each hotel, so that our clients have access to all the necessary information to enjoy their stay.**



- **We publish a blog on our website with news and information about local events.**



DIGITAL COMMUNITY

ML HOTELES has a great relationship with their clients, interacting with them through different social networks such as Facebook and Instagram.

Both, Hotel Angela and Hotel Yaramar, have a great activity on their Facebook profiles. And a wide variety of topics is shared on them.

The numbers show that a high level of activity and participation by customers happens on Facebook

We also have accounts on:

Twitter: **@ML_Sostenible** where we publish stuff related to Sustainability.

Instagram: **@hotelangela.fuengirola** y **@hotelyaramar** where we publish photos of our hotels and surroundings.

Web cameras have been installed at Hotel Angela, through METEO365. They offer a direct view of the promenade, Las Gaviotas Beach and Los Boliches Beach in Fuengirola.

SEE HERE: **https://meteo365.es/livecams/fuengirola-puerto.php**

Websites

www.hotelyaramar.es

www.hotel-angela.com

Through our websites, customers can reserve directly, always getting more advantages than when they do it through other platforms.

In addition to this, here they can also get updated information about us, our blog, offers, the daily weather report and images of our facilities.

Booking Direct

Booking Direct

RATING FROM OUR CLIENTS

We collect data on the assessment of the different aspects of the stay of each customer. Thanks to this we can produce statistics that allow us to identify our strengths and those aspects in which we must implement actions.

In the tables on the left we can see the average rating for 2022 that our customers gave, on a scale from 1 to 5,to our different departments. This information was obtained by the digital display stands that we have located in different areas of the hotels.

We have noted that the level of satisfaction is quite high, with scores going from 4.1 to 4.7. This, no doubt, motivates us to continue offering a good quality service and to continue on our road to improvement.

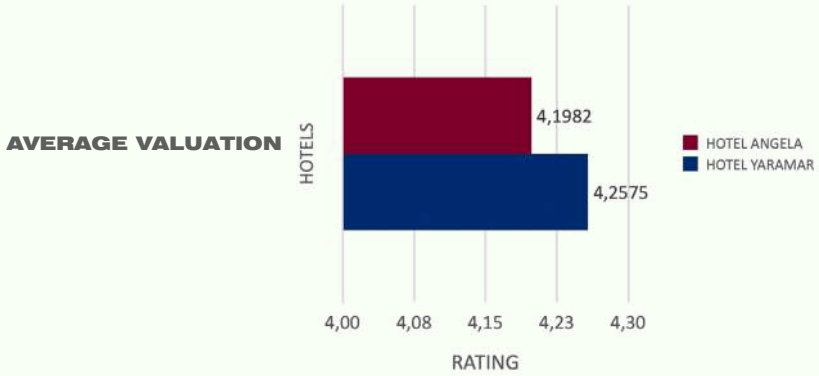
Our two hotels also get an average score, in a scale from 1 to 5, from the feedback that customers leave in different online platforms:

- **TripAdvisor**
- **Expedia**
- **Facebook**
- **www.hotel-angela.com**
- **www.hotelyaramar.es**
- **Google**
- **Booking**

In general, we can see that 2022 was a year when our guests were satisfied with our services.

DEPARTMENTS VALUED ANGELA 2022	NOTE (1-5)
WELLNESS	4,59
SNACK	4,42
RESTAURANTE	4,44
KITCHEN	4,29
RECEPTION	4,54
POOL	4,11
ENVIRONMENT	4,35
MAINTENANCE	4,41
ROOMS	4,57
BAR	4,3
ENTRETAINMENT	4,2

DEPARTMENTS VALUED YARAMAR 2022	NOTE (1-5)
YARABAR	4,36
SNACK	4,67
BEACH BAR	4,15
RESTAURANT	4,35
RECEPTION	4,59
POOL	4,49
ENVIRONMENT	4,24
MAINTENANCE	4,27
ROOMS	4,44
KITCHEN	4,26
PATIO BAR	4,33
ENTRETAINMENT	4,13



SOCIAL ACTIONS

- **"From North to South" For those affected by the La Palma Volcano**: We directly helped those affected by the Cumbre Vieja Volcano with a financial donation.
- **SOUTH AUTISM: III Gala for the inclusion of people with autismo**: Voucher for 2 nights for 2 people in a double room with breakfast included.
- **Ronald McDonald House: 6th Solidarity Golf Tournament**: Voucher for 2 nights for 2 people in a double room with breakfast included.
- **Donation to the Solidarity Companies Project of the Chamber of Commerce**: Giving funds to Bancosol Alimentos and Cáritas Diocesanas of Malaga.
- **Cofradía La Paloma charity dinner**: Donation of gifts to give away to those attending the Charity Dinner of this Brotherhood.
- **Spanish Association Against Cancer (AECC)**: Advertising sponsorship contract between Hotel Yaramar and the AECC, and financial donation.
- **Young Men's Christian Association (YMCA)**: Collaboration agreement between YMCA, Hotel Angela and Hotel Yaramar, within the framework of YMCA employment service. Collaboration agreement between YMCA, Hotel Angela and Hotel Yaramar in the framework of projects and actions for the development and well-being of children and vulnerable youth.
- **Donation to the Bancosol Food Bank**: ML HOTELES donated a total of 270 kg of food last Christmas.
- **Donation to the PAD Domestic Animal Protection**: Hotel Angela donated blankets to the PAD animals.
- **Donation to SPAIN WITH UNHCR**: monthly, since 2020, Hotel Yaramar makes a financial donation to UNHCR.

SOCIAL ACTIONS

- **Furniture donation to employees**: in line with the circular economy model, we seek to give a second life to furniture from our hotels.
- **Donation through the Avates Association (Mijas)**: From Hotel Angela and through the Avates associations, we have donated bedspreads and rugs to Ukrainian refugees. The Avates association actively collaborates with Maydane (Ukrainian Association of the Costa del Sol).
- **Humanitarian emergency: asylum in our hotels to refugees from the Ukrainian war**: 4 rooms were offered in full board, 2 in Hotel Angela and 2 in Hotel Yaramar, to Ukrainian refugees. This initiative was promoted by AEHCOS, in collaboration with CEHAT.
- **Contributors in the IX PROAM FELIPE PEREZ golf tournament**: We participated as contributors with the purpose of raising funds for the Golf Support Association, which helps children and elderly with not many resources.
- **Collaboration with Asociación Horizonte Proyecto Hombre**: It was a charity dinner and we gave a financial donation of €180 and **Horizonte Proyecto Hombre Marbella Charity Tournament** where funds were raised for the prevention and treatment of drug and other addictions.
- **Collaboration agreement between the Association of Hotel Entrepreneurs of the Costa del Sol (AEHCOS) and the Spanish Red Cross**: Establishing alliances to improve the employability of disadvantaged groups.
- **"Duchenne Challenge" Charity Paddle tennis Tournament**: To raise funds for the fight against Duchenne muscular dystrophy (DMD), We offered a prize of two Vouchers for 2 nights in a double room for 2 people with breakfast included.
- **Christmas Campaign 2022 – Solidary Companies from Malaga**: We collaborated with a financial donation.

MARBELLA PROYECTO HOMBRE HORIZONTE

#desafioDuchenne

ECONOMY

Mª Ángeles Calvache Moreno is the Financial Manager of ML HOTELES. She leads the administrative team of Hotel Angela and Hotel Yaramar which together are responsible for the management, control and financial analysis of the company.

During 2022, the ML Hoteles group has observed a recovery in their activity compared to previous years.

Compared to the year 2019, the last year of “normality” before the pandemic, the income obtained has been 5.13% less. However, Hotel Yaramar has had a 6,7% more income compared to said reference year. Therefore, the previously mentioned decrease in income, as a group, is due to the closure of Hotel Angela for 3 months, to undertake the refurbishment and modernization of its facilities.

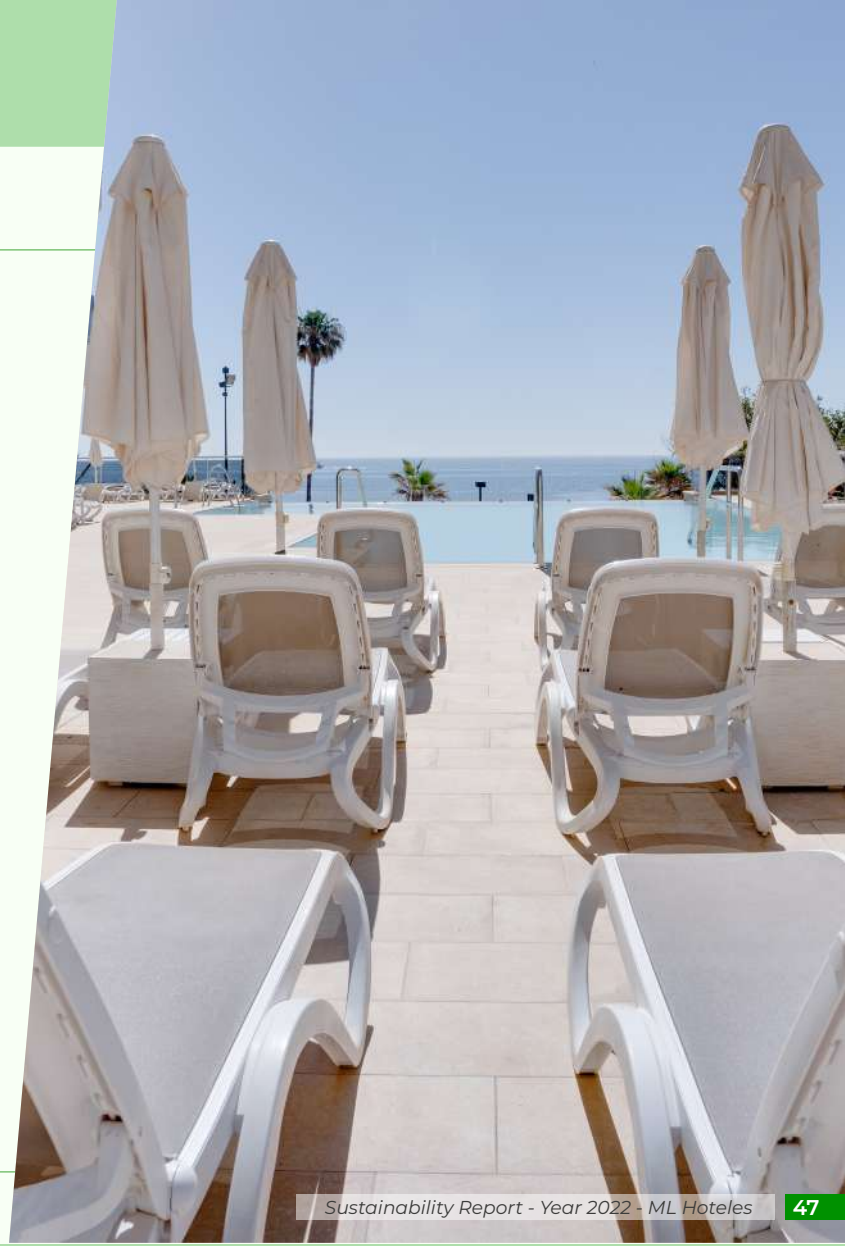
The results are expected to continue to be as good for the next financial year, 2023.

ALIGNMENT WITH THE SDGS

ACTIONS CARRIED OUT IN 2022	SUSTAINABLE DEVELOPMENT GOAL
We maintained our commitment to social and local work by participating in different donations.	1. Ending poverty in all its forms all over the world. 2. Zero hunger.
We carry out continuous training for our employees to promote both their personal growth and learning, as well as to increase the quality of the services offered as a company.	4. Ensuring inclusive, equitable and quality education and promote lifelong learning opportunities for all. 8. Promoting sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all.
We work by the principle of equality, ensuring same leadership and work opportunities, regardless of age, sex, disability, race, ethnicity, origin, religion or economic situation.	5. Achieving gender equality and empowering all women and girls 10. Reducing inequality within and between countries
More than 93% of ML HOTELES employees have a permanent contract.	8. Promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.
We carry out actions to reduce our negative environmental impact, reducing greenhouse gas emissions through the use of renewable energy in our facilities and implementing recycling and waste reduction actions.	7. Guaranteeing access to affordable, safe, sustainable, and modern energy for everyone. 13. Taking urgent action to combat climate change and its effects
81.5% of our suppliers are locals. In addition to this, we also support local gastronomy and culture	11. Making cities and human settlements inclusive, safe, resilient, and sustainable. 12. Guaranteeing sustainable consumption and production patterns.
We maintained interactions and communications with our stakeholders.	17. Revitalising the global partnership for sustainable development.

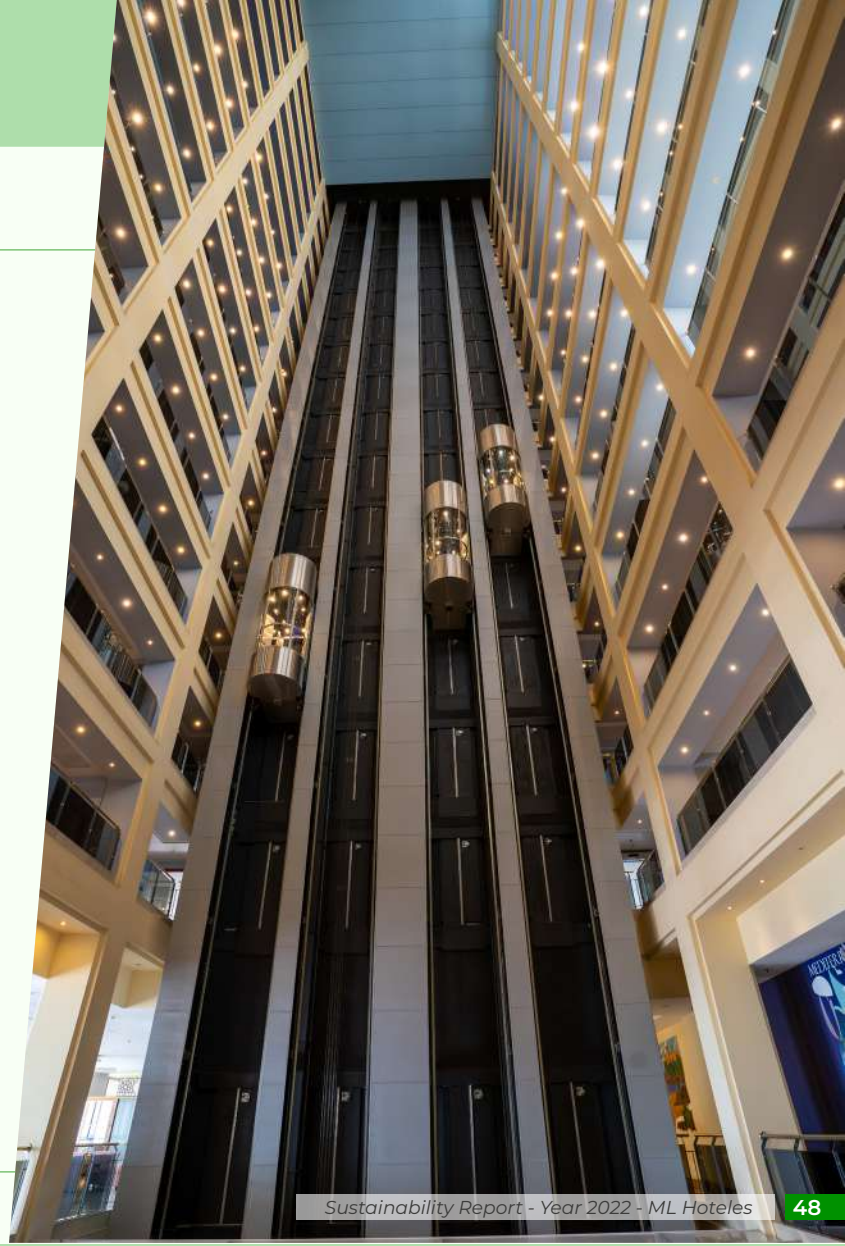
IMPROVEMENT GOALS FOR THE NEXT 2 YEARS

- Creating sustainability reports in accordance with GRI guidelines. Connect the goals and actions carried out with the principles of the Global Compact and the SDGs.
- Compiling new annual carbon footprint data to enable us to compare and establish reduction strategies.
- Moving towards calculating our water footprint.
- Creating an Energy and Water Saving Plan.
- Auditing the impact of our activity on plastic generation and establishing an action plan for its reduction/elimination.
- Establishing and redefining the current sustainability indicators.
- Improving communication to key stakeholders on our achievements.
- Optimising customer experience and operational efficiency through the incorporation and strategic use of digital technology.



IMPROVEMENT GOALS FOR THE NEXT 2 YEARS

- **Raising customer awareness through sustainable tips and promotion of key environmental events.**
- **Involving our customers in activities to promote the destination and support local NGOs.**
- **Participating in local activities that promote environmental awareness.**
- **Moving towards more advanced sustainability standards.**
- **Improving the wellbeing of our employees through the actions of a typical healthy company.**
- **Advancing on our way to become a family-friendly company.**
- **Creating a plan to raise awareness/train employees in sustainability issues.**



SUSTAINABILITY REPORT

YEAR 2022

ML HOTELES