

RH  
HOTELES

Sustainability  
Report  
2023



# Content

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- 01 Presentation of organisation
- 02 Sustainability policy and commitment
- 03 Diagnosis, identification and prioritisation of SDGs
- 04 Sustainability project
- 05 Monitoring, control and improvement
- 06 Conclusions

# Introducción

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In 2015, the UN adopted the 2030 Agenda for Sustainable Development, an opportunity for countries and their societies to embark on a new path to improve the lives of all, leaving no one behind. The Agenda has 17 Sustainable Development Goals, ranging from the elimination of poverty to combating hunger and malnutrition. From the elimination of poverty to combating climate change, education, women's equality, environmental protection and the design of our cities,

The Sustainable Development Goals (SDGs) are a universal call to action to end poverty, protect the planet and improve the lives and prospects of people around the world.

Progress is now being made in many places, but overall, action to achieve the Goals is not yet progressing at the speed or scale needed. The year 2020 marked the start of a decade of ambitious action to achieve the Goals by 2030, and tourism, which is directly involved in Goals 8 and 12, must make a positive contribution to meeting this major challenge: ending poverty in all its forms and transforming lives and livelihoods while protecting the planet.



# Introduction



## **OBJETIVOS DE DESARROLLO SOSTENIBLE**



# 01. Presentation of the organisation



# Presentation of the Organisation



## Who are we:

RH Hotels was founded in the early 80's, being the origin, the lease of the Canfali Hotel, one of the first hotels built in Benidorm. Today, it is a modern Hotel Group with 19 establishments and 2 blocks of apartments of different categories and very well located in the towns of Benidorm, Calpe, Gandía, Valencia, Castellón, Peñíscola and Vinaròs. It currently has an average staff of 800 employees, exceeding 1,150 employees in high season, all with the sole purpose of satisfying the needs of our customers.

The parent company of the Hotel Group and owner of the RH HOTELES brand is the family-owned company RESTHOTEL, S.L.

The hotels are very well located taking into account the tourist enclave of the area and are among the best rated in the different internet portals.

In order to reward our customers, we have a loyalty program, the RH Customer Code, which allows members to enjoy multiple benefits such as exclusive offers.

Also, as a sign of our interest in customer satisfaction, our hotels have different certificates: "Q" for Tourism Quality, awarded by the ICTE (Spanish Tourism Quality Institute), "EMAS for Environmental Management", "ISO 14001" and "ISO 14064 Carbon Footprint in organizations".

Our goal is to make you feel welcome among us, so that you can work or rest and above all, enjoy your well-deserved break or free time. To do so, we offer you magnificent facilities and a team of people eager to serve you.

# Presentation of the Organisation

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It is a clear commitment of RH Hotel Group to continuously carry out activities in favor of sustainable tourism, so that our actions are not only purely for business benefits.

Our objective of social and environmental sustainability goes beyond specific activities, with a trajectory that results in the good of the destinations where we operate, improving customer satisfaction and the situation of Valencian tourism in general. We work on aspects related to innovation, contribution to sustainable development, initiatives in favor of the Valencian economy and employment, improvement of the business image and destinations, taking into consideration the guidelines of the Global Code of Ethics for Tourism.

Our hotels that are part of the sustainability standard S certification are:



# Presentation of the Organisation



## RH HOTELS CENTRAL OFFICE

Address: C/ Pipa, s/n (Edificio Cenit Local 3) Benidorm (Alicante)

Nº of staff: 21

Located close to the hotels in Benidorm.

## HOTEL RH CORONA DEL MAR

Address: Avda. Jaime I, s/n 03502 - Benidorm (Alicante).

Category: 4\*

Type: Vacation. Nº of rooms: 126

Offering entertainment service, restaurant, gym, indoor swimming pool and outdoor facilities.





# Presentation of the Organisation



## HOTEL RH PRINCESA

Address C/Mirador no 3 - 03501 Benidorm (Alicante).

Category: 4\*

Type: Vacation. N° of rooms: 226

Offering entertainment service, restaurant, SPA, gym and outdoor facilities.



## HOTEL RH ROYAL

Address: Vía Emilio Ortuño, 11 - 03501 Benidorm (Alicante).

Category: 4\*

Type: Vacation. N° of rooms: 95

Offering entertainment service, restaurant, gym and outdoor facilities.



# Presentation of the Organisation



## HOTEL RH VICTORIA

Address: Vía Emilio Ortuño, 20 - 03501 Benidorm (Alicante).

Category 4\*

Type: Vacation. N° de rooms: 134

Offering: entertainment service, restaurant, SPA & Gym and outdoor facilities.



## HOTEL RH CANFALI

Dirección: Plaça de Sant Jaume, 5 - 03501 Benidorm (Alicante).

Categoría: 4\*

Tipo: Vacationl. N° of rooms: 40

It has a restaurant service and outdoor facilities.



# Presentation of the Organisation



## HOTEL RH IFACH

Address: Av. Juan Carlos I, s/n - 03710 Calpe (Alicante).

Category: 4\*

Type: Vacation. N° of rooms: 194

Offering entertainment service, restaurant, SPA, gym and outdoor facilities..



## HOTEL RH BAYREN

Address: Paseo Neptuno, 62 - 46730 Playa de Gandía (Valencia).

Category: 4\*

Tipo: Vacation. N° of rooms: 211

Offering an entertainment service, catering, events, SPA and gym and outdoor facilities.



# Presentation of the Organisation



## HOTEL RH BAYREN PARC

Dirección: C/ Mallorca, 19 - 46730 Playa de Gandía (Valencia).  
Categoría: 4\*

Tipo: Vacacional. N° habitaciones: 150

Dispone de servicio de animación, restauración, gimnasio y jacuzzi interior e instalaciones exteriores.



## HOTEL RH RIVIERA

Dirección: Paseo Neptuno, 28 - 46730 Playa de Gandía (Valencia).  
Categoría: 3\*

Tipo: Vacacional. N° habitaciones: 72

Dispone de servicio de restauración e instalaciones exteriores.



# Presentation of the Organisation



## HOTEL RH GIJÓN

Address: C/ Navegante, 5 - 46730 Playa de Gandía (Valencia).

Category: 3\*

Type: Vacation. N°of rooms: 84

Offering an entertainment service, restaurant, gym, indoor Jacuzzi and outdoor facilities.



## HOTEL RH DON CARLOS

Dirección: Avda. Mestre Ballarry, 10 - 12598 Peñíscola (Castellón).

Category: 4\*

Type: Vacation . N° of rooms: 91

It has an entertainment service, restaurant, SPA, gym and outdoor facilities..



# Presentation of the Organisation



## HOTEL RH PORTOCRISTO

Address: Avda. Papa Luna, 2 - 12598 Peñíscola (Castellón).

Category: 3\*

Type: Vacation N° of rooms: 48

Restaurant service and outdoor facilities available



## HOTEL RH CASABLANCA

Address: Avda. Papa Luna, 113 - 12598 Peñíscola (Castellón).

Category: 4\*

Type: Vacation. N° of rooms: 143

Offering an entertainment service, restaurant, gym and outdoor facilities.



# Presentation of the Organisation



## HOTEL RH VINARÒS PLAYA

Address: Carrer de Febrer de la Torre, 2 - 12500 Vinaròs (Castellón).

Category: 4\*

Type: Vacation. N° of rooms: 161

Offering an entertainment service, restaurant, SPA, gym and outdoor facilities.



## HOTEL RH VINARÒS AURA

Address: Carrer de la Mar, 2 - 12500 Vinaròs (Castellón).

Category: 4\*

Type: Vacation. N° of rooms: 46

Restaurant service and outdoor facilities available



# Presentation of the Organisation



## STUDIOS RH VINARÒS PLAYA

Address: Carrer de Febrer de la Torre, 2 - 12500 Vinarós (Castellón).

Category: 3 II

Type: Vacation. N° of studios: 25

Offering restaurant service and outdoor facilities of the Hotel RH Vinarós Playa and Aura.



## HOTEL RH SOROLLA CENTRO

Address: Convento Santa Clara, 5 - 46002 Valencia

Category: 3\*

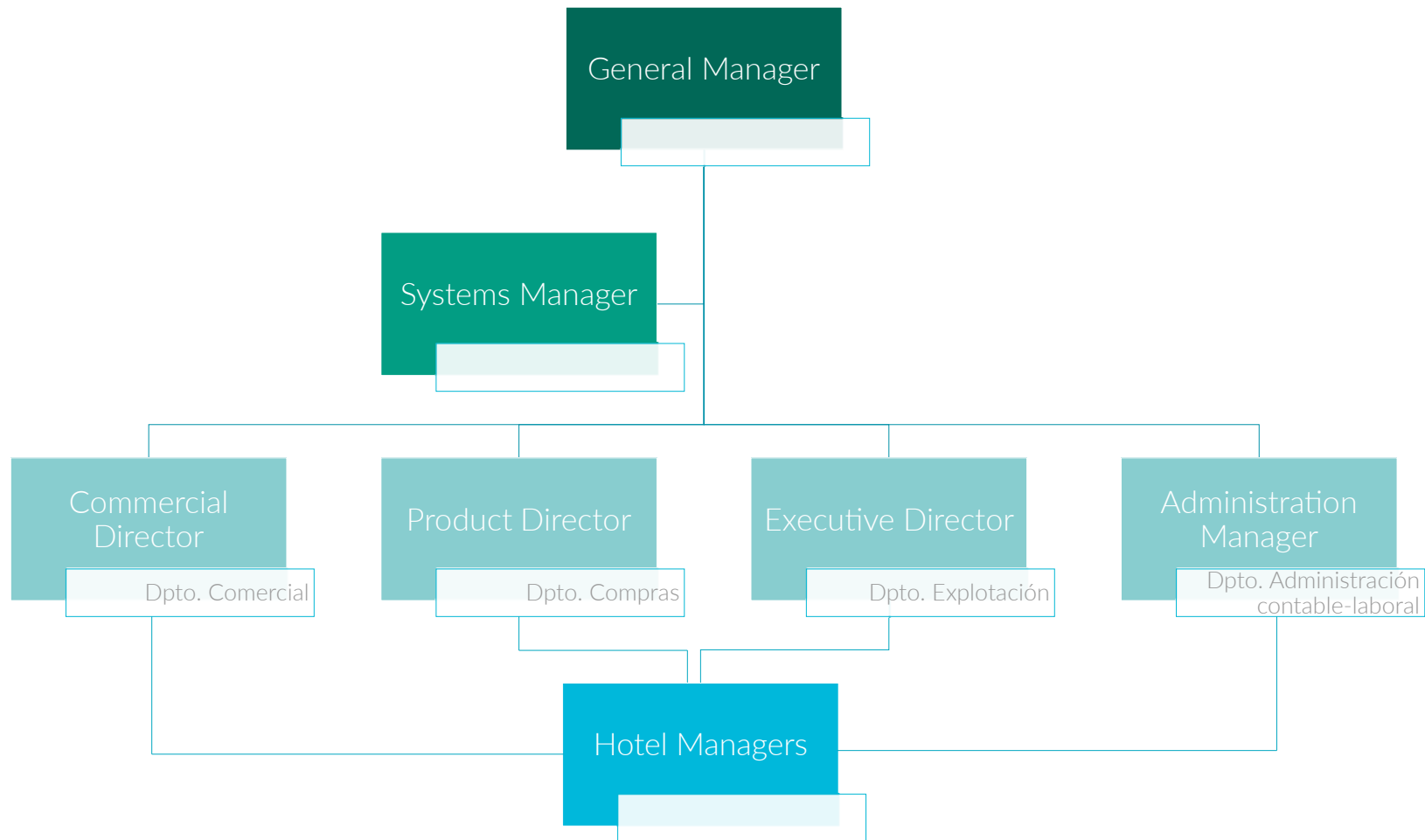
Type: City Hotel. N° of rooms: 58

Offering bed and breakfast





# Presentation of the Organisation



# Presentation of the Organisation



## Sustainability Committee

The Sustainability Committee is made up of the General Manager, Executive Director, Product Manager, Commercial Director, Administration Director, Management System Manager, and the Directors of the hotels within the scope of the certification. This committee meets annually to review the status of the quality and sustainability system and to study the evolution of those actions aimed at improvement that have been implemented. The functions of the Sustainability Committee are:

- ∅ To ensure that the management systems implemented comply with the requirements of the reference standards and specifications.
- ∅ To ensure that the services provided meet the established requirements and that the expected results are achieved.
- ∅ To be the technical body that proposes, approves and validates modifications to the processes and services provided, including the design of new services.
- ∅ Identify, select and prioritize those SDGs on which it has the capacity to act, channeling the interests of stakeholders outside the company.
- ∅ Approve the objectives and improvement actions in the areas of quality, sustainability and safety, among others, that make up the Annual Objectives Plan and this Sustainability Report.
- ∅ To monitor and evaluate the plans implemented, assessing their effectiveness and possible improvements.

## 02. Sustainability policy and commitments



# Policy and commitments

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## MISSION

RH Hotels as a hotel group, establishes a total commitment to its customers, employees, suppliers and society in general, regarding its economic, environmental and socio-cultural performance. It is a clear commitment, the continued implementation of activities for sustainable tourism following the principles of the Sustainable Development Goals (SDGs), so that our actions do not fall only on purely business benefits. RH Hotels has 4 main purposes:

1. With our CUSTOMERS: To work every day to achieve the happiness of each customer, providing them with an excellent service and experience creating special memories that makes them want to return and be loyal to RH, achieved through the positive attitudes of our service and the adaptation of our product to their preferences and needs.
2. With our STAFF: To offer each person in RH hotels, an environment of trust, a consequence of the development of their capabilities, the recognition of their work well done and the consideration and value as a person, and in which the attitude shown every day are the reflection of the values of the company, the example of their managers and the combined effort.

# Policy and commitments

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3. With the COMPANY: To ensure the continuity and growth of the company, brand recognition and its business prestige.

4. With our ENVIRONMENT: In RH Hotels, we are aware of the limitation of natural resources available, and the environmental impacts generated by the activity of providing tourism services, therefore, we are committed to the periodic review of the activities, products and services of the group, which may affect the environment. Our objective of social and environmental sustainability goes beyond specific activities, working towards protection, with a trajectory that benefits the destinations where we operate, the satisfaction of tourists and the improvement of tourism in general. We work on aspects related to innovation, contribution to sustainable development, initiatives in favor of the economy and employment, improvement of the corporate image and of the destinations, taking into consideration the guidelines of the Global Code of Ethics for Tourism.

# Policy and commitments

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## VISION

RH Hotels aims to continue growing in its activity and face different challenges within the beach and city holiday tourism. It is essential for us to apply the most innovative advances in management, with state-of-the-art tools and technologies, as well as modern facilities, being socially and environmentally responsible, continuing or expanding our corporate policies, certifications and recognitions.

## VALUES

In HOTELES RH we work with **PROACTIVITY**, we try to pleasantly surprise others, make their lives easier, go beyond the established, maintain a positive attitude towards obstacles and generate solutions.

We work with **RESPECT**, ensuring compliance with the rules and laws that apply to us. We are considerate and show sensitivity and appreciation to all people for the mere fact of being people, valuing positively their differences, whether being employees, customers, suppliers, partners, etc..

We are also respectful of our environment and the established rules. We generate **TRUST**, we believe in people's potential and in their responsibility, which allows us to delegate and listen to our employees, giving them participation and a margin of action that allows them to feel part of the team.

# Policy and commitments



We work on **ADAPTABILITY**, to be able to respond to the changes generated by the environment and those driven by ourselves, to improve results.

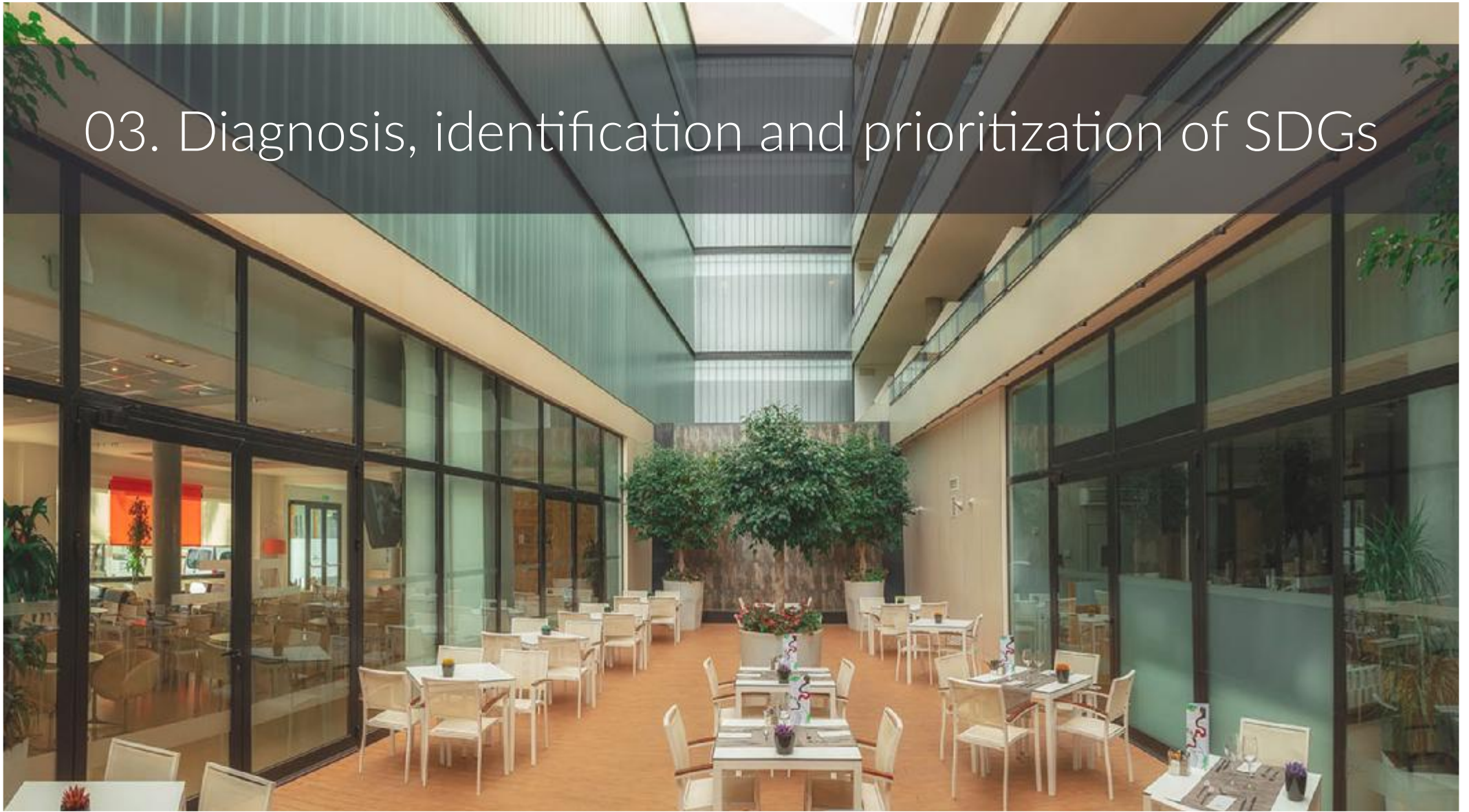
We seek **EXCELLENCE**, because we believe that a job well done not only satisfies our customers and builds loyalty, but also enhances the person who performs it. Therefore, we are not satisfied with doing it well, but we seek excellence and the difference with other organizations in everything we do, sharing and enjoying the success after the effort.

We believe in **INTEGRITY - HONESTY**, we are consistent with our commitments to ourselves and to others and we strive to fulfill them to set an example and ensure an environment of stability and trust.

We seek **COOPERATION**, we work as a team as the only viable way to offer excellent results in any activity, owing to the synergies that occur when people work, create and improve together.

We take care of our **ENVIRONMENT**, understanding our obligation to leave a better planet for future generations.

### 03. Diagnosis, identification and prioritization of SDGs





# Diagnosis SDG



Hoteles RH is a national benchmark in terms of management systems. It began the Q tourism certification in 1999, maintaining it until today. Hotel Corona del Mar expanded with ISO 14001 certification in 2001 and EMAS verification in 2002 and subsequently began the verification of the group's hotels with Carbon Footprint and registration in MITERD since 2015.

They have also joined the SICTED Distinction of quality in the different Destinations. There are multiple initiatives that RH Hotels Group has implemented throughout its trajectory that have led to a clear improvement in the competitiveness of our product/service or tourist destinations where we are implemented, through the application of criteria of excellence and sustainability for tourism development. The following is a description of the main projects on which we have worked.



# Diagnosis SDG



## SDG 1: END OF POVERTY

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## SDG 2: NO HUNGER

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- Helping the disadvantaged. Within the People Project, it is a motivating factor for our teams to feel that part of their efforts go to helping those who need it most.
- We have been collaborating with the Vicente Ferrer Foundation on a continuous basis for many years, in projects such as: construction of a water dam to enable irrigation in a community in India, training of nurses, food supplements for children, construction of housing in Indian villages, guaranteeing access to quality education for children with intellectual disabilities, etc.
- Food aid through food donations to the **SOS Refugee Association**, the **JUITA Association**, **Friends of the Saharawi People**, **Marina Baixa** and economic collaborations with the **Double Love Association of Benidorm**.
- Economic collaborations with "**Action Against Hunger**".
- Other occasional collaborations with local associations.

# Diagnosis SDG



## SDG 3: HEALTH AND WELLBEING

- Sponsorships. Another motivating factor for our employees is that we collaborate in activities outside of work to which they are linked. Generally, at the suggestion of the employees, we make economic collaborations in our environment.:

### Benidorm and surroundings:

Alfaz del Pi Cycling School,

Sime-RH Group. Economic collaboration with the web series festival of Alfaz del Pi.

La Vila Basketball Club. Sponsorship of Miguel Bou Bernabeu, young open water swimmer.

Collaboration with prizes of hotel nights with the half marathon of Benidorm.



# Diagnosis SDG



## SDG 3: HEATH AND WELLBEING

### Gandia:

Gandia: Club Bàsquet: UNITS PEL BÀSQUET GANDIA.

Club el Garbí: "Get up running" initiative. This will be the third year that in high season the runners of the Garbí Club will go out from the Hotel RH Bayren & Spa together with the clients of the RH Hotels to run through Gandia and surroundings.

Night Race 10Km city of Gandia.

Race of the Dona.

Sponsorship of Miguel Angel García in the Transgrancanaria race.

### Peñíscola:

Pre-benjamin Football Group.

Alevín Football Team.

Moors and Christians of Peñíscola.

# Diagnosis SDG



## SDG 4: QUALITY EDUCATION

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- RH Hotels believes that social inclusion, dignified employment and secure livelihoods do not only mean scrupulous compliance with labor laws. For us, decent employment requires a work environment in which, without neglecting efficiency, trust and personal development are paramount. In this regard, for more than 10 years, we have been developing, together with our teams, what we call "The People Project".
- The fundamental idea of this project is to generate a pleasant working environment for our staff, favoring activities that generate positivism and good relationships among colleagues.
- The People Project is a way of working in which different types of activities are added, which we will try to summarise: The importance of values. Training in values for our staff and their application: Responsibility, purpose, integrity, mutual benefit, mutual understanding, empathy, leadership, pro-activity.
- Each year we invest many hours of training to our staff, during working hours and in our own hotels, with renowned consultants. We follow up on the training and recognize the actions that team members put in place to make their colleagues feel better at work.

# Diagnosis SDG



## SDG 4: QUALITY EDUCATION

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- A Team affinity. Personal selection based on proven methods of studying human behavior, not only so that each member of the team performs the work most closely aligned with his or her psychological profile and is thus as comfortable as possible in his or her day-to-day work, but also so that the profiles of the different members of the same department are compatible with each other.
- Personal conflict management. The People Project minimizes conflicts and, although it is not very common, we solve important personal conflicts with certified professional external coaches.

# Diagnosis SDG



## SDG 5: GENDER EQUALITY



- Equal opportunities. Grupo Hoteles RH has a policy of equality in the workplace, being professionalism the fundamental criterion for the evaluation and promotion of our teams. The equal opportunities applied over the years has resulted in this gender distribution of our average workforce in 2022:
  - Senior Management: Directors 5, Managers 12.
  - Managerial positions: Deputy Managers 2, Assistant Managers 3.
  - Middle management and core staff: The annual average was 40% men and 60% women.

# Diagnosis SDG



## SDG 5: GENDER EQUALITY



- Work-life balance. As a hotel business we provide a service 365 days a year and 24 hours a day but, whenever possible, we try to promote work-life balance. Proof of this is that RH Hotels Group offers:

A mini-club service for employees' children during the non-school season at each of our tourist destinations. This initiative has been highly appreciated by all staff. Participation data for the year 2022 is as follows:

- Ø Peñíscola/Vinaròs: Hotel RH Casablanca Suites: 24 children.
- Ø Gandía: Hotel RH Bayren & Spa: 14 children.
- Ø Benidorm: Hotel RH Victoria: 21 children.
- Ø Calpe: Hotel RH Ifach: 10 children.

In case of promotion to another destination, it is never an imposition, it is always a proposal that the worker can reject and, in case of accepting it, we try to collaborate with them so that the family can accompany them for as short a time as possible. We consider this a fundamental fact in the People Project.



# Diagnosis SGD



## SDG 6: CLEAN WATER AND SANITATION



- Since 2018, the group has carried out a gradual replacement of chemical products with Ecolabel labeling that has required less water consumption in its manufacturing processes and its usability, but above all improves the quality of discharge water by decreasing the pollutants in them. This measure in turn affects the improvement of workers' health by eliminating the inhalation of chemical gases. The Uniformity project has also contributed to this SDG with the recycling of sheets mentioned in SDG 12.

# Diagnosis SDG



## SDG 7: AFFORDABLE AND RENEWABLE ENERGY



- In the Hotel Group, 10 of the establishments have solar thermal panels. Furthermore, the entire group consumes electricity with a renewable energy certificate.



# Diagnosis SDG



## SDG 8: DECENT WORK AND ECONOMIC GROWTH



- Since our main activity, in addition to corporate clients and events, is beach holiday tourism, and even though outside the summer season it is not economically profitable, to provide work stability to our teams, we always keep half of our hotels open all year round and the rest of our establishments at least 10 months of the year. We always have at least one hotel open at each destination..

# Diagnosis SDG



## SDG 10: REDUCTION OF INEQUALITIES

- The hotel group has been working for years in various projects of the Vicente Ferrer Foundation. It is currently collaborating in a project for the education of people with disabilities in India. In addition, protocols are being drafted to deal with harassment of any kind and inclusive equality has been contemplated in the organization's management documentation, since the main value of this company is PEOPLE.



**Fundación Vicente Ferrer**  
Transforma la sociedad en humanidad

# Diagnosis SDG



## SDG 12 RESPONSIBLE PRODUCTION AND CONSUMPTION

- Another commitment to the environment is our long-standing adherence to the Nature Friendly Billing seal. The main measures implemented by Grupo Hoteles RH are:
  1. Progressive elimination of paper, we have reduced to one the weekly sending of documentation by our hotels to the central administration, when previously we did 2 or 3 weekly..
  2. All our invoices issued are e-invoices, as well as a large part of the invoices received.
  3. Progressive elimination of physical storage.
  4. System for collecting used paper for recycling.
- We are also committed to the environment through TRIPADVISOR's Eco Leaders program, which recognises those hotels and hostels that apply environmentally friendly practices to make it easier for travelers to find and book a greener stay.

# Diagnosis SDG



## SDG 12: RESPONSIBLE PRODUCTION AND CONSUMPTION

- In the year 2022, an action was launched in which, in a sustainable way, disused sheets are transformed into uniforms for the chambermaids. This action is included in the environmental commitment of RH Hotels for which it is firmly committed.
- When hotel sheets become textile waste, they are discarded and no longer have any value, but there is another possibility: reconvert them into other useful textile elements, which becomes a great saving for the planet in energy, water and raw materials. In this way, RH HOTELS has joined the circular economy. It transforms the sheets that are no longer in use in its hotels into uniforms and other textile elements. If we transform this action into numbers, the most striking data would be the following:
- Each sheet rescued means 10,000 liters of water saved (what an adult drinks in 18 years).
- 2 days of local employment, as well as training for the social reintegration of vulnerable people..

# Diagnosis SDG



## SDG 13: CLIMATE CHANGE



- In environmental matters, the great commitment of Grupo Hoteles RH is the **verification of GHG, Carbon Footprint in organizations**. Our company was a pioneer in Spain in the implementation of this verification. It began as a pilot project in 2015 with the Hotel RH Corona del Mar and is already in all but the two recent acquisitions, which are working to verify in 2023. Linked to these have been action plans that have led to a reduction in the carbon footprints of the establishments. During the last years, RH Hoteles has adopted measures that have allowed reducing its Carbon Footprint, such as the substitution of fuels like Propane and Gasoil for Natural Gas, which has much lower gas emission factors, the certification of the origin of renewable energy sources of 100% of the electric energy consumed, investments in facilities that consume renewable energies, such as solar thermal energy, directly compensate and reduce the emission of gases, reducing the values of the Carbon Footprint.

# Diagnosis SDG



## SDG 16: PEACE, JUSTICE AND STRONG INSTITUTIONS

- RH Hotel Group is premised on compliance with all applicable legal requirements. It has implemented a Compliance system with a Committee that is responsible for its implementation, monitoring and evaluation, in addition to intervening in case of need in the event of complaints. Integrity and transparency are guaranteed by years of work and the collaborative relationship maintained with the public administration.



# Diagnosis SDG



## SDG 17: ALLIANCES TO ACHIEVE THE OBJECTIVES



- RH Hotels Group has been distinguished with the SICTED Mark of Quality in Destination, in the municipalities that have been incorporated into the program in Valencia, thus demonstrating its commitment to the managers of the same and its objectives, an example of collaboration and implementation of agreements in this area.
- It also participates actively through the HOSBEC employers' association in all the projects proposed by the latter. In addition, the relationship with Valencian Tourism Community is firm and supporting the principles of this and the UNWTO has the signature of the Code of Ethics of Valencian Tourism for a responsible and sustainable tourism since 2017.
- Another current example is the certification of the S standard, the subject of this report.



# Diagnosis SDG

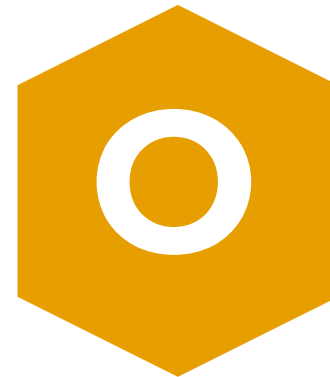
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Next, a diagnosis of the Business Group's capabilities (commitments, policies and processes) has been prepared in order to identify the challenges and opportunities we face with respect to the contribution to the SDGs, always considering possible restrictions in the development of activities that may affect the fulfillment of the SDGs.



**CHALLENGES**



**OPPORTUNITIES**

# Diagnosis SDG

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## Challenges

- § Crisis that paralyzes tourism and destabilizes the sector, with the consequent negative impact.
- § Competition with other Spanish and foreign destinations that are more innovative and sustainable.
- § New emergence of competitors in the destinations where we are present.
- § Changes in government or stagnation in the execution of policies and plans.
- § Changes in the behavior of tourist demand.
- § Changes in the decision of tourists for other destinations with better air connectivity.
- § Failure to adapt to new technological trends.
- § Failure to adapt to new tourism demands.
- § Effects and risks of climate change.
- § Coastal erosion and environmental deterioration of natural areas, with loss of biodiversity and contamination of the seabed.
- § Human threat to the natural ecosystem.
- § Increased air pollution due to the progressive influx of motor vehicles.
- § Risk of increasing atmospheric pollution.
- § Environmental degradation in natural coastal areas with increased dumping and pollution.

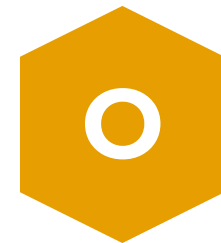


# Diagnosis SDG



## Opportunities

- § Take advantage of the knowledge and innovation generated by R&D&I centers and organizations with synergies in the destination, specialized and related to tourism.
- § Possibility of financing through different European or state/regional channels.
- § Join new strategic networks and formalize new agreements and commitments for the exchange of knowledge and best practices.
- § Boosting tourism activity exponentially throughout the year and favoring deseasonalization and long stays in the destination thanks to a dynamic and varied tourism offer.
- § To explore new tourism trends and segments. Attract European and national funds to implement projects.
- § Apply new tourism marketing tools.
- § Expand the use of ICTs for different hotel services, as well as marketing and commercialization.
- § Move towards inclusive accessibility for both internal and external clients.
- § Adapt to the needs of tourists.
- § Increase the degree of active collaboration with the tourism sector of the Public Administration.
- § Increase investments in renewable energies.



# Identification SDG

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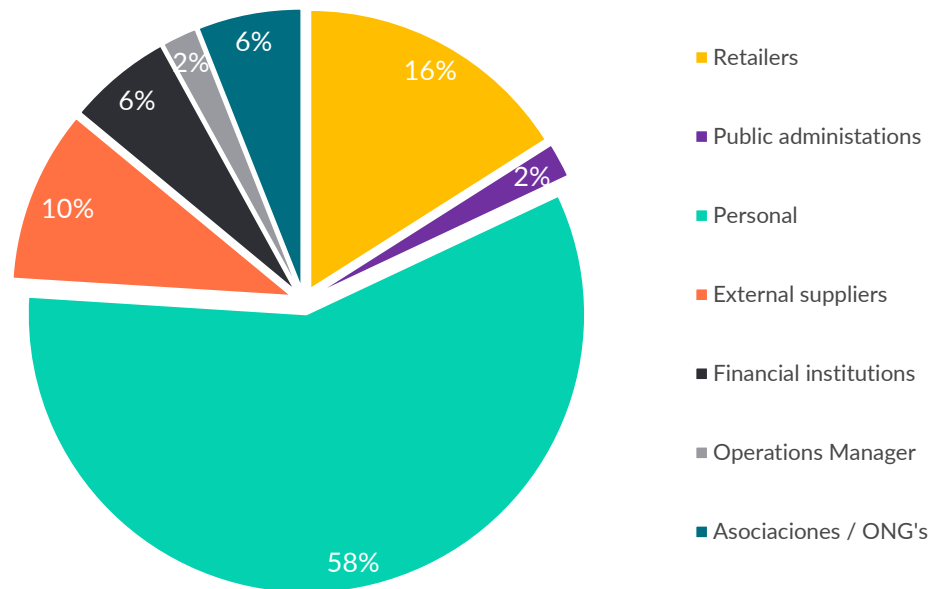
After conducting a complete analysis of the situation regarding the SDGs, it was deemed necessary to consult stakeholders about their interests in the organization with respect to the SDGs and the areas in which they consider it would be most interesting to work. They were consulted by means of an online questionnaire using Google Forms, the results of which are shown below.

## OBJECTIVES OF SUSTAINABLE DEVELOPMENT

# Identification SDG



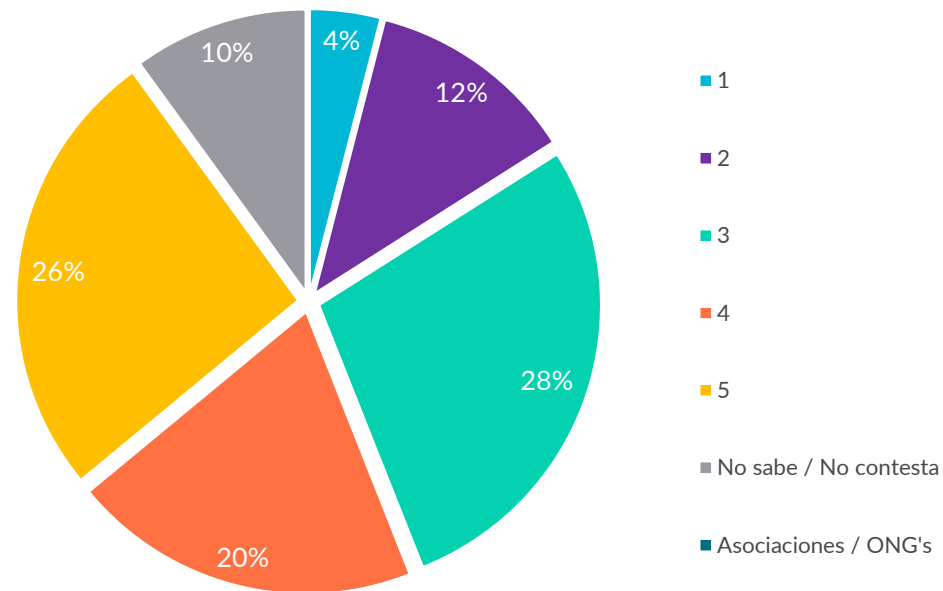
## STAKEHOLDERS THAT HAVE BEEN IDENTIFIED



# Identification SDG



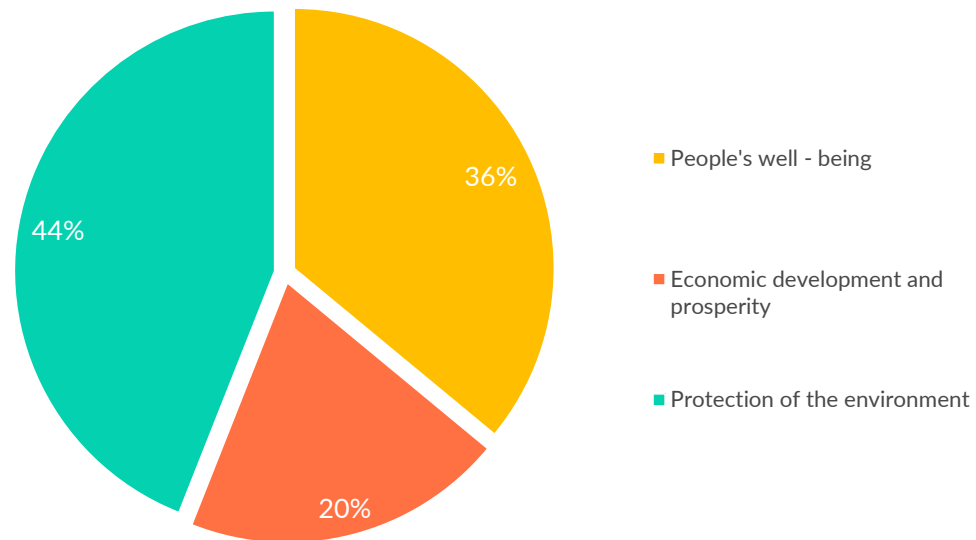
## LEVEL OF KNOWLEDGE ABOUT THE SDG



# Identification SDG



IN WHICH AREA DO YOU THINK IT IS MOST IMPORTANT TO COLLABORATE

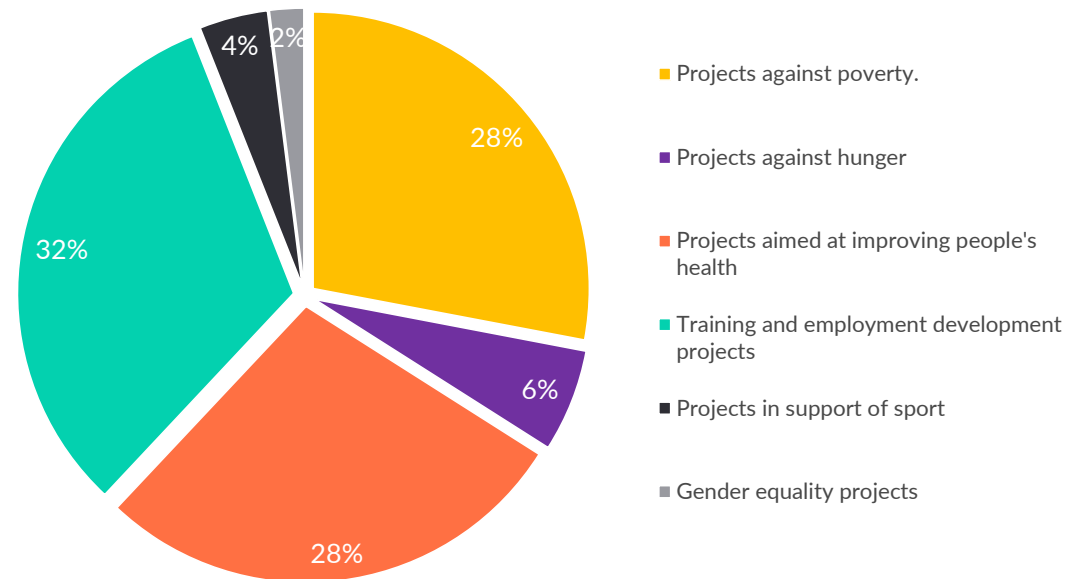




# Identification SDG



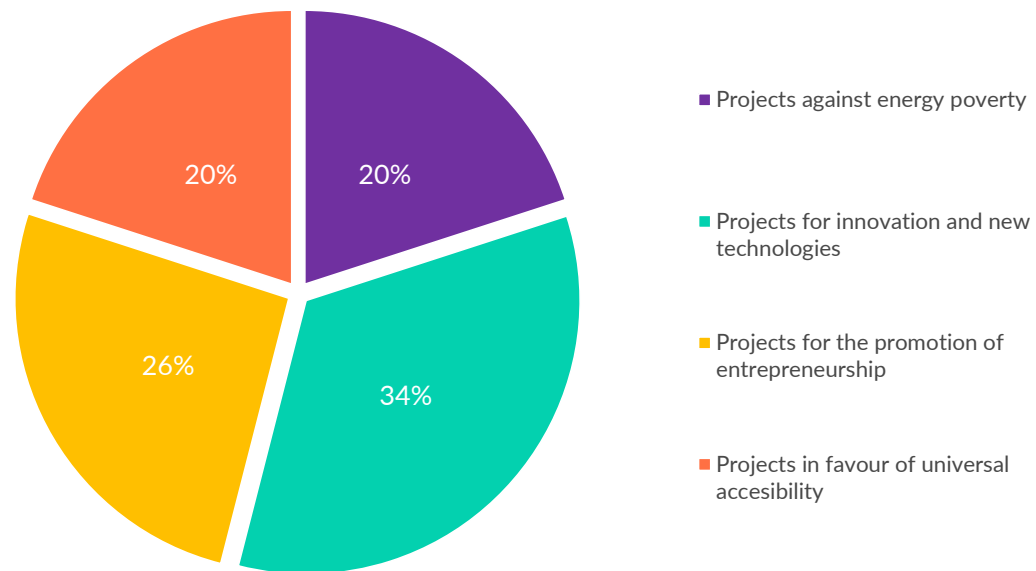
WHAT WOULD BE YOUR PRIORITY IN TERMS OF PEOPLE'S WELFARE?



# Identification SDG



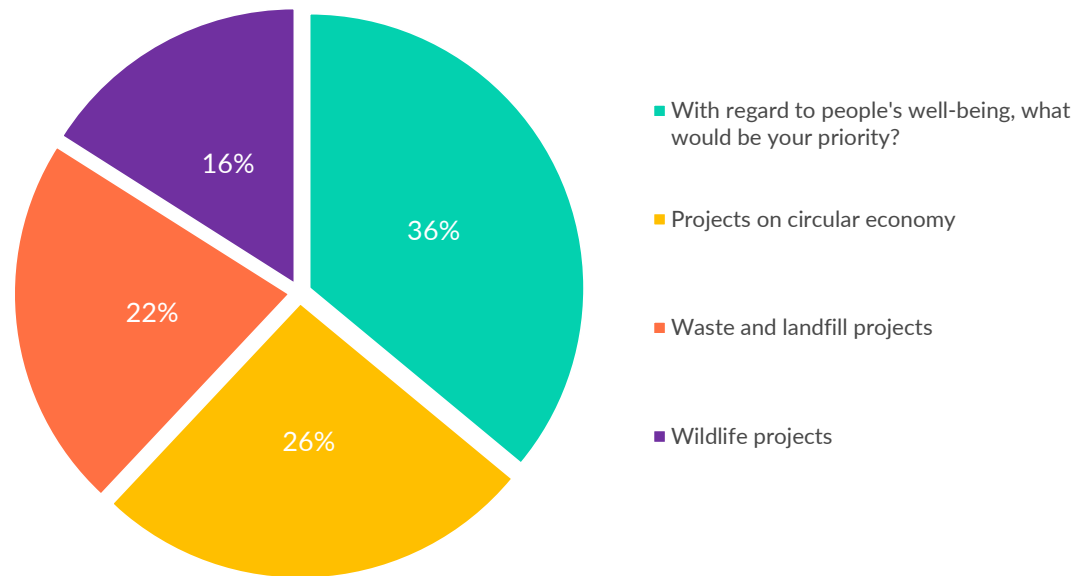
WITH RESPECT TO ECONOMIC DEVELOPMENT AND PROSPERITY, WHAT WOULD BE YOUR PRIORITY?



# Identification SDG



WITH RESPECT TO ENVIRONMENTAL PROTECTION, WHAT WOULD BE YOUR PRIORITY?



# Prioritisation SDG

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Grupo RH has carried out a materiality analysis that has allowed us to order the priority issues on which the work on SDGs has to focus. Thanks to the materiality analysis, the importance for stakeholders of different issues related to the field of social, economic and environmental aspects is determined.

The materiality study process involves consulting stakeholders on their priorities. On the other hand, based on the diagnosis previously exposed and the consultation with the General Directorate, those aspects of importance on the SDGs have been defined.

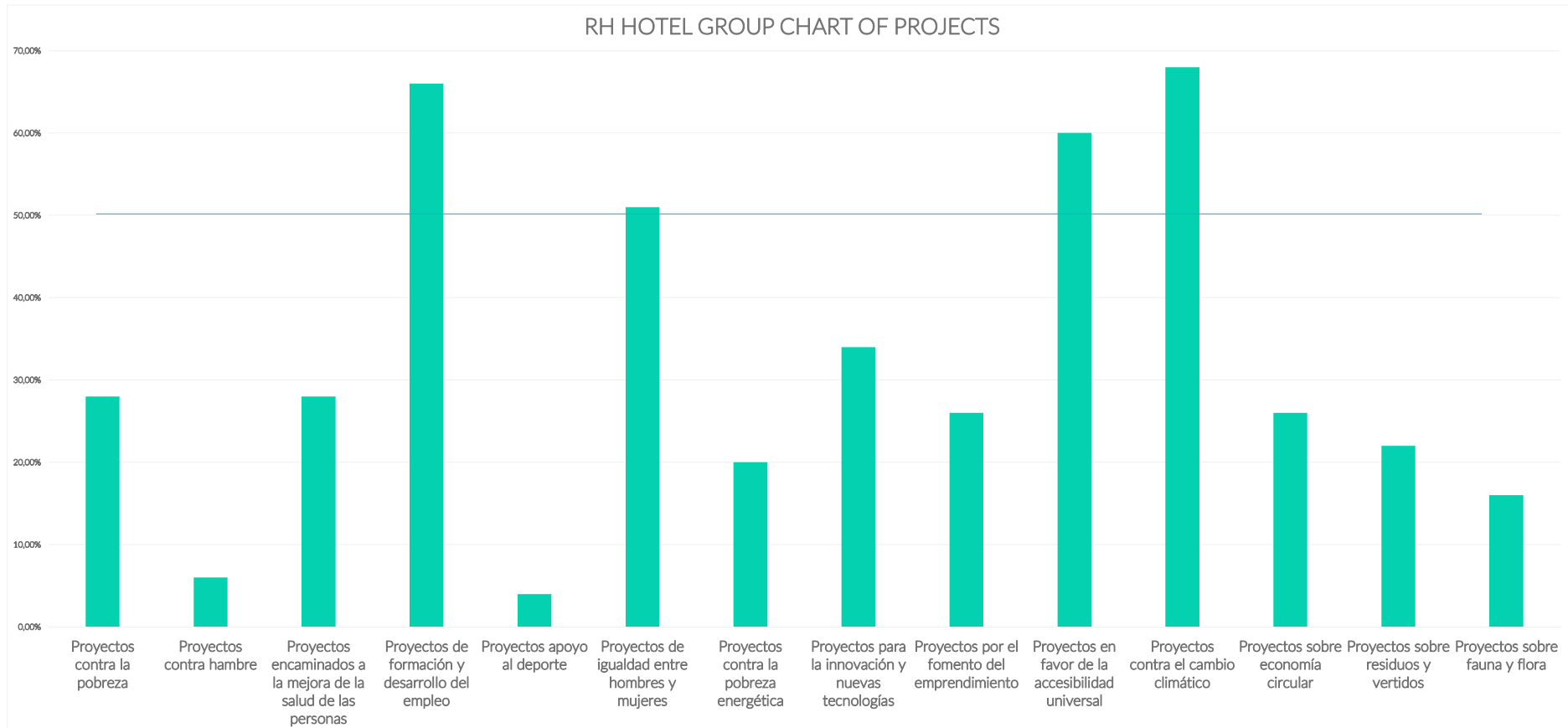
In the consultation the interested parties have been asked and a percentage weight has been obtained based on the answers on those items in which to propose projects. It is a way of making a rank, a personal ranking of issues, in such a way that this helps to discriminate if it is important or not, the second most important, etc. The assessment of the stakeholders has been crossed with the assessment of the Directorate General and those results that have exceeded 50% have been identified as Priority SDGs. Below is the Material and graph.

# Prioritisation SDG



	ASPECTS	COMPANY PRIORITY	PRIORITY OF STAKEHOLDER	MATERIALITY
SOCIAL	Projects against poverty		28,00%	28,00%
	Projects against hunger		6,00%	6,00%
	Projects aimed at improving people's health		28,00%	28,00%
	Training and employment development projects	100,00%	32,00%	<b>66,00%</b>
	Projects in support of sport		4,00%	4,00%
	Gender equality projects	100,00%	2,00%	<b>51,00%</b>
ECONOMIC	Projects against energy poverty		20,00%	20,00%
	Projects for innovation and new technologies		34,00%	34,00%
	Projects for the promotion of entrepreneurship		26,00%	26,00%
	Projects in favour of universal accessibility	100,00%	20,00%	<b>60,00%</b>
	Projects against climate change	100,00%	36,00%	<b>68,00%</b>
ENVIRONMENT	Projects on circular economy		26,00%	26,00%
	Waste and landfill projects		22,00%	22,00%
	Wildlife projects		16,00%	16,00%

# Prioritisation SDG



# Prioritisation SDG



As a result of this material analysis, priority OF SDGs to work on have been identified:

## OBJECTIVE 4



## OBJECTIVE 5



## OBJECTIVE 10



## OBJECTIVE 13



## 04. Sustainability Plan



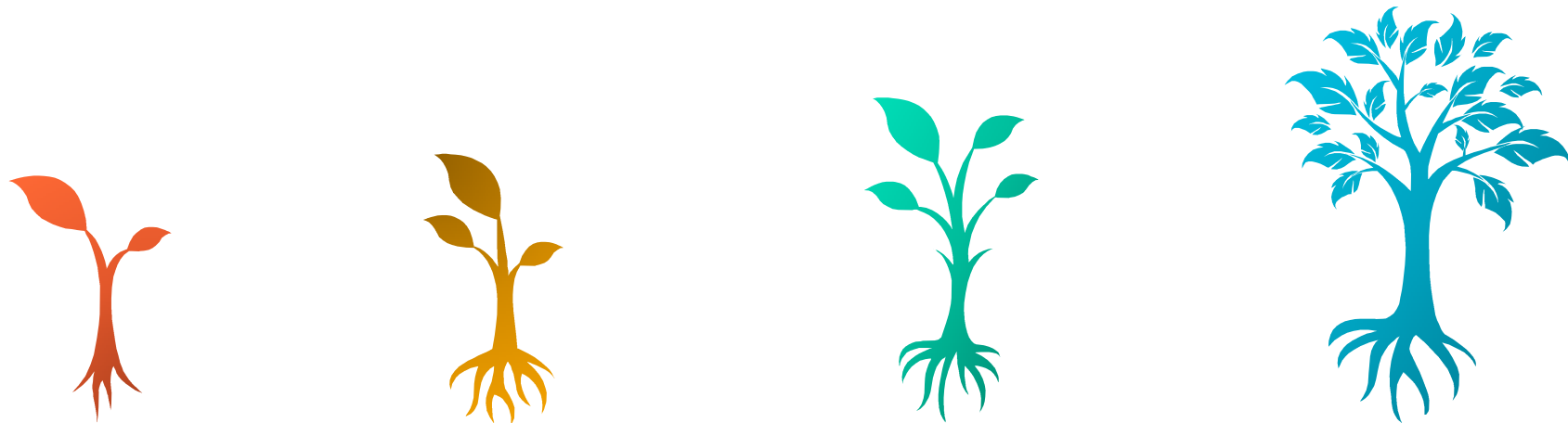


# Sustainability Plan

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RH Hotels Group has developed the following Sustainability Plan based on the prioritized SDGs. This plan brings together those strategic actions, deadlines, resources and responsibilities that are necessary to achieve the priority SDGs identified: (SDGs: 4, 5, 10 and 13). These are aligned with the organization's overall strategy and objectives, thus integrating them into its core activities.





# Sustainability Plan



<b>RH</b>	<b>OBJECT OF THE 2023 POLICY</b>					A03-MS(2)
<p><b>SDG 4:</b> Ensure inclusive, equitable and quality education and promote learning opportunities for all.  <b>OBJECTIVE:</b> Organise training actions for the personal and professional development of employees</p>					<p><b>4 EDUCACION DE CALIDAD</b></p> 	
<p><b>VALUE TO BE ACHIEVED:</b> That all departments have participated in training actions, according to the need detected</p>						
<p><b>GOAL4.4:</b> Increase employability skills</p>						
<b>ACTIONS</b>		<b>RESPONSABILITY</b>	<b>TIME</b>	<b>INDICATOR</b>	<b>RESOURCES</b>	<b>CLOSING DATE</b>
Training needs and análisis meeting		Management	Yearly	Realizado SI/NO	RRHH y Economics	
<p>Define a training proposal 2023:-</p> <ul style="list-style-type: none"> <li>- ACTIVAT: Languages.</li> <li>- CUALTIS: Prevention of occupational hazards.</li> <li>- INSTITUTO TECNICO DE MADRID: Housekeeping.</li> <li>- LABORA: Technical course in labour management.</li> <li>- EDUCATUR: 5 Star hostess. Customer service and opinions. Full attention.</li> <li>- ENEAS: Communication skills: to lead and to work in a team. Principles 1,2,3,4,5 and 6. The leader coach.</li> </ul>		General Manager	Yearly	<p>Nº de trabajadores formados.</p> <p>Nº de dptos. formados. % Realización</p>	RRHH y Economics	
Monitoring of the project with report on actions carried out.		Management	Yearly		RRHH y Economics	
<p><b>FOLLOW up:</b>                  June:                  December:</p>						



# Sustainability Plan



 <b>OBJECT OF THE 2023 POLICY</b>					A03-MS(2)
<b>SDG 5:</b> Achieving gender equality and empowering women <b>OBJECTIVE:</b> Implement actions of inequality					
<b>VALUE TO BE ACHIEVED:</b> To carry out the following actions					
<b>GOAL 5.5:</b> Ensure women's full participation on the basis of equal opportunity					
ACTIONS	RESPONSABILITY	PLAZO	INDICATOR	RESOURCES	CLOSING DATE
Design job applications aimed at both sexes, with homogeneous, clear and objective criteria, based on competencies: merit, capacity and suitability for the role and not on personal circumstances. Draw up a document explaining the selection process and training selection and recruitment of staff, to use it. Evaluate candidates according to these criteria. Use non-sexist language.	General Manager	Yearly		RRHH & Economics	
Train staff in gender awareness and provide information on the Equality Plan, its objectives and the Equality Commission.	General Manager	Yearly			
Develop a procedure of non-sexist communication, language and image.	General Manager	Yearly			
Draw up a prevention and action protocol for cases of sexual harassment and harassment based on sex.	General Manager	Yearly			
Provide childcare for workers' children outside the school season	General Manager	Yearly		RRHH & Economics	
<b>Follow up:</b> June: December:					



# Sustainability Plan



		<b>OBJECT OF THE 2023 POLICY</b>				A03-MS(2)
SDG 10: Reduce inequality within and between countries <b>OBJECTIVE:</b> Participate in social responsibility projects						
<b>VALUE TO BE ACHIEVED:</b> To collaborate in the construction of an Anganwadi and the Dornala Cerebral Palsy Centre in the state of Andhra Pradesh, India.						
<b>GOAL:</b> 10.2 Promote social inclusion						
<b>ACTIONS</b>	<b>RESPONSABILITY</b>	<b>TIME</b>	<b>INDICATOR</b>	<b>RESOURCES</b>	<b>CLOSING DATE</b>	
Election and signing of the collaboration agreement in the Vicente Ferrer Project	General Manager	oct-21		Economics		
Monitoring of the project with report on actions carried out.	General Manager	dec-22		Economics		
<b>FOLLOW UP:</b> June: December:						

# Sustainability Plan



 <b>OBJECT OF THE 2023 POLICY</b>					A03-MS(2)
<b>SDG13:</b> Take urgent action to combat climate change and its impacts <b>OBJECTIVE</b> Offset carbon footprint emissions					
<b>VALUE TO BE ACHIEVED:</b> Offset 336 tonnes of carbon by 2023					
<b>GOAL1:</b> To carry out the following actions					
ACTIONS	RESPONSABILITY	TIME	INDICATOR	RESOURCES	CLOSING DATE
Carbon footprint calculation, GHG Protocol audit and MITERD registration.	Quality	Yearly	IN-09 Consumption Registration HC Calculator and compensation Done YES/NO	RRHH y Economica	
Signing of an agreement with Agresta S Coop. to offset 336 tonnes of carbon absorbed by 2 reforestations: 1- 13,59 hectares, in Retortillo de Soria. 2- 55.39 hectares in S. Esteban de gormaz (Soria).	General Manager	Yearly		Economics	
Registration of compensation in MITERD	Quality	Yearly			
<b>FOLLOW-UP:</b> After the trajectory of reduction of CO2 emissions presented by the hotels, the difficulty of maintaining them is detected, so it is agreed to continue with the implementation of all the environmental improvements that arise, but to add the compensation of emissions as a positive action. June: December:					

## 05. Monitoring, control and improvement



# Follow Up

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The monitoring of the planned actions will be carried out every six months and whenever necessary to monitor the performance, compliance and effectiveness of the sustainability plan and its contribution to the SDGs, being documented in the monitoring section of the Sustainability Plan and in the Annual Review Report of the system.

For this purpose, it shall use the following methods, among others:



FOLLOW-UP OF PLANNED ACTIONS



MEASUREMENT OF INDICATORS AND RESOURCES



EVALUATION OF EFFECTIVENESS THROUGH THE SELF-DIAGNOSTIC TOOL (CHECKLIST)

# Follow Up

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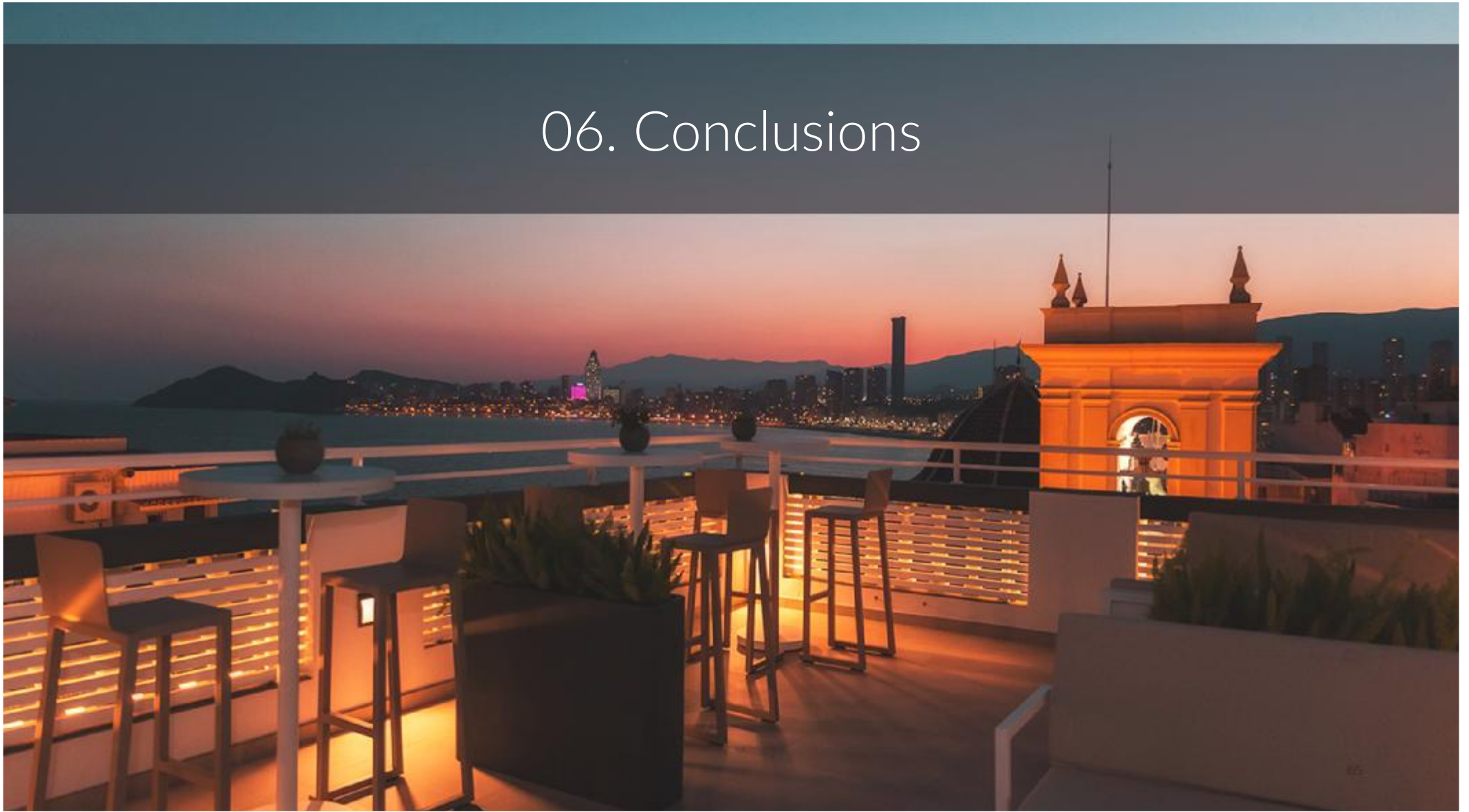
On an annual basis, the System Manager, in collaboration with the Sustainability Committee, will conduct a new analysis, monitoring and evaluation of both external and internal issues that are relevant, as well as all sections of the Sustainability Report, leaving the required comments in the System Review Report or in the self-diagnosis checklist.

Based on these results obtained and the feedback provided by the stakeholders, the organization will establish new actions for the continuous improvement of its SDG performance, creating a new edition of the Sustainability Report and a new updated Plan.





## 06. Conclusions



# Conclusions

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Hoteles RH recognizes the important role that organizations play in contributing to sustainable development. For this reason, it shows a clear commitment to carry out its activities and provide its services in such a way that they generate positive impacts on the economy, people and the planet.

This report contains a summary of the actions with which the organization currently contributes to sustainable development as well as those actions that will be carried out in 2023.

Hoteles RH offers all the means at its disposal, web, social networks, participation in meetings and events, etc., to communicate to its internal and external stakeholders, the work done in its contribution to the SDGs. As well as to promote the commitment to the SDGs through awareness campaigns on good sustainable practices that reach all stakeholders.