SEASIDE COLLECTION

SUSTAINABILITY REPORT 2024 - 2025

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This report presents the performance of Seaside Collection in terms of sustainability during the period 2024–2025, as well as the objectives and lines of action established for 2026.

SEASIDE COLLECTION

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1. REFLECTIONS FROM OUR OWNERS

The inspiration behind Seaside Collection's portfolio of accommodation in the Canary Islands dates back to 1970, when I visited Gran Canaria for the first time and discovered the extraordinary potential these islands offered to create exceptional holiday experiences, rooted in their culture, tradition and natural environment.

Since our beginnings, we have been convinced that tourism can be a positive force, capable of generating economic prosperity and social well-being. Under that premise, at Seaside Collection we have dedicated ourselves to offering the highest standards in accommodation, service and gastronomy, which translates into a high level of loyalty from our guests, many of whom return year after year.

Although our history spans almost five decades, at Seaside we never stop looking forward. We maintain a continuous program of renovation of rooms and facilities, we incorporate cutting-edge technology that allows us to minimize our environmental impact, and we promote a work culture that prioritizes the balance of personal and professional life. In addition, we cultivate close relationships with our suppliers and local partners, in order to strengthen the economic and social fabric of the communities where we operate.

In 2019, we took an important step by launching our new brand identity. With it we reaffirm our vocation as hosts and our vision of authentic, simple and responsible luxury. This renovation also marked the opening of Finolhu, our exclusive resort in the Baa Atoll of the Maldives, a paradise that offers elegant villas, international cuisine and a wellness proposal designed to disconnect from everyday stress.

Later, in 2022, we expanded our vision with the creation of Riverside Luxury Cruises, our brand of high-end river cruises, which sails through destinations such as Austria, Germany or Hungary, combining refined gastronomy and personalized service for a limited number of passengers.

In both our hotels and our cruises, we aim to provide exceptional service backed by careful attention to detail. This approach has positioned Seaside Collection and Riverside Cruises as go-to brands for guests committed to quality, sustainability and social responsibility, and allows us to connect with a new generation of conscious travellers.

It is our firm hope that the company's present and future initiatives continue to be guided by these principles and constitute a positive legacy for future generations.

By Theo Gerlach, founder of Seaside Collection

2. BUSINESS MODEL - CANARY ISLANDS

Seaside Collection is a consolidated hotel company in the high-end tourism sector, with a strong presence in the Canary Islands, one of the most recognized holiday destinations in Europe. Our main activity is the direct management of four hotel establishments located in Gran Canaria and Lanzarote, which together have 1.208 rooms and generate more than 893 direct jobs.

Our hotels

In addition to operating these establishments, Seaside Collection acts as corporate headquarters for the Seaside Collection group in Spain. From our central offices we manage key areas such as marketing, reservations, revenue management, financial administration, human resources and general services. This centralized structure allows for greater operational efficiency, consistency in service quality and alignment on sustainability.

A model based on excellence and sustainability

Our business model is based on a proposal of relaxed luxury, genuine hospitality and environmental commitment. The loyalty of our guests and the recognition of the Seaside brand are the result of a strategy that combines:

- Privileged locations
- Continuous renovation of facilities
- Integration of sustainable technologies
- Close relationships with suppliers and local communities

These pillars reinforce our competitiveness and position us as leaders in the creation of responsible hotel experiences, adapted to the challenges of the present and committed to the sustainable development of the destinations in which we operate.

3. OUR MISSION, VISION AND VALUES

Our mission

At Seaside Collection, we work to offer unique vacation experiences based on genuine hospitality, comfort, excellence in service and respect for the environment. We aspire to generate shared value for our guests, employees, local partners and the environment, promoting a more responsible form of tourism.

Our vision

To be a benchmark in the high-end hotel sector, recognized for integrating relaxed luxury with ethical, sustainable management committed to people and the territory. We want to continue building a legacy that inspires future generations and contributes to the social and environmental well-being of the destinations in which we operate.

Our values

- **Excellence in service**

  We put the guest at the center of everything we do, taking care of every detail to offer a unique experience based on quality, comfort and personalized attention.

- **Integrity and transparency**

  We act with honesty, integrity and responsibility, building trust with our employees, clients, suppliers and communities.

- **Environmental responsibility**

  We integrate environmental criteria into our management to move towards more efficient use of energy and water, reduce waste and emissions, protect biodiversity and promote responsible adaptation to climate change.

- **Commitment to people**

  We promote equality, well-being and professional development of our teams, creating safe, respectful and motivating work environments.

- **Connection with the local community**

  We support the social and economic development of the environment through local purchasing, social action and respect for natural and cultural heritage.

- **Conscious innovation**

  We invest in technological solutions and innovative processes that improve the efficiency, customer experience and sustainability of our operations.

4. CORPORATE POLICIES

At Seaside Collection we understand sustainability as a transversal principle that guides our decisions and operations. To put this commitment into practice, we have an internal policy framework that integrates environmental, social and good governance (ESG) criteria and promotes responsible and ethical management.

These policies are applied in our hotels and offices, are communicated to staff during the incorporation and training processes and are reviewed periodically to guarantee their adaptation to current regulations and the expectations of our stakeholders.

Main corporate policies:

These policies constitute the basis of our responsible management model, guide the actions of our teams and help build trust among employees, guests, suppliers and local communities.

Seaside Collection's responsible governance and management framework

The corporate Sustainability Policy is available on the websites of our hotels.

5. OBJECTIVES

In line with our commitment to continuous improvement, Seaside Collection establishes priority sustainability objectives related to its main environmental impacts.

The objectives included in this report represent the group's common strategic lines. Its development is specified in the action plans and in the monitoring sheets of each establishment, where the specific goals, actions, people responsible, deadlines and corresponding indicators are included.

5.1. Monitoring sustainability objectives

In 2025, each hotel set measurable goals related to emissions reduction, energy efficiency, responsible water use and biodiversity protection. The results obtained allow us to recognize the progress achieved and guide improvement measures for the coming years.

Commitment	Main advances of 2025	Next steps

Reduce GHG emissions	Sandy Beach and Grand Hotel Residencia reduced their emissions and met their respective goals.	Palm Beach will continue to develop measures to reverse the increase recorded in 2025. The results of Los Jameos were not comparable due to the construction and its partial reopening.
Improve energy efficiency	Sandy Beach reduced its energy consumption per stay. Grand Hotel Residencia also improved its indicator, although slightly below the established goal.	Strengthen efficiency measures in Palm Beach and evaluate the operation of the new Los Jameos facilities for a full year.
Responsibly manage water	Sandy Beach reduced its water consumption per stay by 2,1%. Palm Beach reduced its indicator slightly and its total consumption by 2%.	Implement efficient faucet equipment, verify flow rates and reinforce monitoring in Palm Beach and Grand Hotel Residencia.
Protect biodiversity	The four hotels developed performances in gardens and outdoor spaces. Los Jameos incorporated endemic and native species during its renovation.	Consolidate biodiversity plans, improve signage and expand awareness actions aimed at guests and staff.
Prevent and reduce food waste	The Effiwaste system was implemented in the four hotels, allowing food waste to be measured and a baseline established.	Approve the Food Waste Prevention and Reduction Plan and formalize the reduction goals of each hotel.
Implement low-impact air conditioning systems	Los Jameos added efficient teams during its renovation. Maintenance and efficiency measures continued in the other hotels.	Evaluate the operation of the new facilities and advance low-impact actions adapted to each establishment.
Reduce printing and paper consumption	The four hotels promoted the digital sending of invoices and documentation, progressively reducing the need for printing.	Consolidate a common indicator that allows measuring the evolution of invoices and documents issued digitally.
Evaluate the replacement of gas with biogas	During 2025, the analysis of this alternative continued, but no pilot kitchen was put into operation.	Analyze the technical, economic and supply feasibility before developing a pilot project.

Featured results

–5,3% GHG emissions at Grand Hotel Residencia.
–1,04% GHG emissions in Sandy Beach.
–1,9% energy consumption per stay at Sandy Beach.
–2,1% water consumption per stay at Sandy Beach.
Four hotels with developed biodiversity actions.
Seaside Los Jameos' 2025 results are not directly comparable to 2024 due to temporary closure, renovation work, operational testing and partial reopening of the property.

5.2. Priority sustainability goals for 2026

In 2026 we will advance through measurable objectives adapted to the situation and improvement potential of each hotel. The planned actions combine impact reduction, circular economy, environmental protection and collaboration with local communities.

Commitment	Goals and actions for 2026	How will we measure progress?
Reduce GHG emissions	Reduce emissions per stay at Sandy Beach, Palm Beach and Grand Hotel Residencia. Los Jameos will establish a new adjusted baseline following its renewal.	tCO_2eq of scope 1 and 2, tCO_2eq per stay and percentage reduction.
Improve energy efficiency	Reduce energy consumption per room, progressively replace conventional lighting with LEDs and evaluate the operation of the new energy installations at Los Jameos.	Total MWh and per stay
Responsibly manage water	Adapt the planned consumption points to the Travelife limits, implement efficient taps and reduce water consumption per stay. Los Jameos will establish its new post-construction baseline.	total m^3 and per stay, percentage reduction, flow rates and compliant consumption points.
Prevent food waste	Approve the baselines and the Prevention Plan and begin the progressive reduction of food waste in hotels.	Kilograms of waste, kg per stay or diner and reduction percentage.
Protect biodiversity	Implement measures to support fauna, improve environmental signage, incorporate native species and participate in conservation and awareness projects.	Incorporated species, measures for fauna, marked elements and awareness actions.
Promote the circular economy	Improve the segregation and recovery of porcelain, glass, packaging and cardboard, and encourage the reuse of recovered products.	Kilograms segregated or reused, documented deliveries and recovery percentages.
Reduce paper consumption	Advance in the digitization of invoices, communications and information intended for guests.	Annual paper consumption and percentage of invoices and documents sent digitally.
Strengthen local commitment	Participate in local projects, promote Canarian products, expand the vegetarian and vegan offering and maintain food donation agreements.	Actions carried out, participants, products incorporated and kilograms of food donated.

The objectives with a multi-year horizon will remain open during their execution period. Every year the goals, actions and results achieved will be reviewed.

5.3. Participation of interest groups in achieving sustainability objectives

At Seaside Collection we understand that achieving our objectives and commitments in terms of sustainability is only possible with the active involvement of our stakeholders.

Therefore, we invite employees, customers, suppliers, collaborating companies and local communities to support and actively participate in achieving these objectives.

We encourage our stakeholders to share ideas, proposals for improvement or initiatives that contribute to environmental protection, social responsibility and the continuous improvement of our activity, through the channels enabled for this purpose, in particular by email compromisosostenible@seaside-collection.com.

This active collaboration is a key element of our continuous improvement approach and is embedded in the sustainability principles promoted by Seaside Collection.

06
ENVIRONMENTAL MANAGEMENT

6. ENVIRONMENTAL MANAGEMENT

Introduction

The hotel activity involves intensive use of natural resources and generates significant environmental impacts, such as energy and water consumption, waste generation or greenhouse gas emissions. At Seaside Collection we assume this reality responsibly and develop an environmental strategy aimed at minimizing our ecological footprint and promoting more efficient management of resources.

Our environmental sustainability strategy is applied in all the group's hotels and is based on the following principles:

- Continuous improvement in energy and water efficiency
- Responsible use of resources and waste reduction
- Pollution prevention
- Strict compliance with current environmental legislation
- Adaptation to climate change and emissions reduction
- Promotion of the circular economy
- Awareness and participation of employees, clients and suppliers

Through continuous technical monitoring, we promote specific measures adapted to each hotel, seeking to reduce our impact without compromising the quality of the guest experience.

These actions contribute directly to the fulfillment of the Sustainable Development Goals (SDG), especially those linked to energy (SDG 7), water (SDG 6), responsible consumption (SDG 12) and climate action (SDG 13).

6.1. Environmental performance

Below are the main environmental indicators corresponding to the years 2024 and 2025, broken down by operating center. These data allow us to analyze the evolution of the organization's environmental performance in key aspects such as resource consumption, waste generation and emissions associated with hotel activity.

Annual reference indicator

To homogenize the analysis, the total number of annual stays per hotel is used as a reference value. This unit makes it possible to assess the relative environmental impact, adjusted to the level of occupancy, and to more precisely evaluate the effectiveness of the measures implemented.

Table 1 Number of stays1

	Stays	
	2024	**2025**
Seaside Hotel Sandy Beach	142.959	141.534
Seaside Hotel Los Jameos	297.388	118.453
Seaside Grand Hotel Residencia	45.128	44.764
Seaside Hotel Palm Beach	142.413	140.174
TOTAL	627.888	444.925

6.2. Power consumption

Energy consumption is one of the main environmental impacts in hotel activity. At Seaside Collection, we systematically monitor both direct consumption (fossil fuels) and indirect consumption (grid electricity), also including energy generated on site through renewable technologies (solar thermal, photovoltaic, aerothermal and heat recovery).

To evaluate energy efficiency, we use consumption per stay (MWh/stay) as the main indicator, which allows us to compare the evolution between hotels and years, adjusted to the occupancy level.

Below is the evolution of energy consumption (in MWh) during the years 2024 and 2025, broken down by hotel:

Illustration 1 Seaside thermal solar panels at Palm Beach hotel.1

Seaside Hotel Sandy Beach

Table 2. Energy consumption at Seaside Sandy Beach2

Energy source	Consumption (MWh)		Indicator (MWh/stay)	
	2024	2025	2024	2025
Electricity	2.491,07	2.477,66	0,0174	0,0175
Diesel[1]	296,82	203,05	0,0021	0,0014
TOTAL	**2.787,89**	**2.680,71**	**0,0195**	**0,0189**

Table 3. Renewable and recovered energy from Seaside Sandy Beach3

Energy source	Consumption (MWh)		Indicator (MWh/stay)	
	2024	2025	2024	2025
Solar thermal energy	163,878	163,413	0,0011	0,0012
Energy recovered through heat recovery	63,306	74,200	0,0004	0,0005
TOTAL	**227,184**	**237,613**	**0,0016**	**0,0017**

During 2025, Seaside Sandy Beach's energy consumption was reduced by 3,84% compared to 2024. This evolution was mainly due to the decrease in diesel consumption fell by 31.59%, while electricity consumption decreased slightly, by 0.54%.

The energy consumption indicator per stay also improved, going from 0,0195 to 0,0189 MWh/stay, reflecting a favorable evolution of the establishment's energy efficiency.

For its part, the joint contribution of solar thermal energy and recovered energy increased by 4,59%, driven mainly by the increase in heat recovery 17,21%, while solar thermal production remained practically stable.

The renewable energy generated and the energy recovered are presented separately and are not added to the establishment's energy consumption, to avoid double counting.

[1] 1 Note: To transform diesel consumption expressed in liters into energy, a conversion factor of 10,25 kWh/l has been applied, based on its lower calorific value (LCI).

Seaside Hotel Los Jameos

Table 4. Energy consumption at Seaside Los Jameos4

Energy source	Consumption (MWh)		Indicator (MWh/stay)	
	2024	2025	2024	2025
Electricity	5.663,84	2.941,68*	0,0190	0,0248
Diesel[2]	18,28	71,94	0,0001	0,0006
Propane Gas [3]	1.901,84	1.326,26	0,0064	0,0112
TOTAL	**7.583,96**	**4.339,88**	**0,0255**	**0,0367**

** Data corresponding exclusively to the period of opening to the public.*

Table 5. Renewable and recovered energy from Seaside Los Jameos5

Energy source	Consumption (MWh)		Indicator (MWh/stay)	
	2024	2025	2024	2025
Solar thermal energy	316,57	239,60	0,0011	0,0020
Biomass	37,30	0,00	0,0001	0,0000
Energy recovered through heat recovery	53,31	69,36	0,0002	0,0006
Aerothermal	123,71	166,42	0,0004	0,0014
TOTAL	**530,89**	**475,38**	**0,0018**	**0,0040**

In 2025, Seaside Los Jameos' energy consumption was 4.339,88 MWh, 42,8% lower than in 2024, mainly due to the temporary closure of the hotel for renovation works.

Consumption per stay increased by 43,92%, going from 0,0255 to 0,0367 MWh/stay, conditioned by partial operation and the lower number of stays. Therefore, both exercises are not fully comparable.

The renewable energy generated and recovered reached 475,38 MWh, 10,5% less, due to lower solar thermal production and the absence of biomass, despite the increase in aerothermal energy and heat recovery.

These contributions are presented separately to avoid double counting.

[2] Note: To transform diesel consumption expressed in liters into energy, a conversion factor of 10,25 kWh/l has been applied, based on its lower calorific value (LCI).
[3] Note: To transform propane gas consumption expressed in kilograms into energy, a conversion factor of 13,6 kWh/kg has been applied, based on its lower calorific value (LCI).

Seaside Grand Hotel Residencia

Table 6 Energy consumption at Seaside Grand Hotel Residencia6

Energy source	Consumption (MWh)		Indicator (MWh/stay)	
	2024	2025	2024	2025
Electricity	2179,30	2159,51	0,0483	0,0482
Propane Gas [3]	284,17	242,95	0,0063	0,0054
TOTAL	**2.463,47**	**2.402,46**	**0,0546**	**0,0537**

Table 7 Renewable and recovered energy from Seaside Grand Hotel Residencia7

Energy source	Consumption (MWh)		Indicator (MWh/stay)	
	2024	2025	2024	2025
Energy recovered through heat recovery	692,95	673,185	0,015	0,0150
TOTAL	**692,95**	**673,19**	**0,015**	**0,0150**

During 2025, the energy consumption of Seaside Grand Hotel Residencia decreased by 2,5%, going from 2.463,47 to 2.402,46 MWh. This evolution was due to the reduction in electricity consumption by 0,9% and, especially, propane gas consumption by 14,5%.

Consumption per stay also improved slightly, going from 0,0546 to 0,0537 MWh/stay, reflecting a favorable evolution of the hotel's energy efficiency.

The energy recovered through heat recovery systems reached 673,19 MWh, compared to 692,95 MWh in 2024. Although it decreased by 2,85%, its contribution per stay remained practically stable at 0,0150 MWh/stay.

Altogether, the results show a moderate improvement in energy performance, driven mainly by the reduction of propane gas consumption and the maintenance of recovered energy per stay. The latter is presented separately to avoid double counting.

[3] Note: To transform propane gas consumption expressed in kilograms into energy, a conversion factor of 13,6 kWh/kg has been applied, based on its lower calorific value (LCI).

Seaside Hotel Palm Beach

Table 8. Energy consumption in Seaside Palm Beach8

Energy source	Consumption (MWh)		Indicator (MWh/stay)	
	2024	2025	2024	2025
Electricity	4149,45	4305,36	0,0291	0,0307
Propane Gas [4]	846,72	900,46	0,0059	0,0064
TOTAL	**4.996,17**	**5.205,82**	**0,0351**	**0,0371**

Table 9. Renewable energy generated and energy recovered at Seaside Hotel Palm Beach9

Energy source	Consumption (MWh)		Indicator (MWh/stay)	
	2024	2025	2024	2025
Solar thermal energy	204,89	214,46	0,001	0,0015
Energy recovered through heat recovery	680,06	730,06	0,005	0,0052
TOTAL	**884,95**	**944,52**	**0,0062**	**0,0067**

During 2025, Seaside Hotel Palm Beach's electricity and propane gas consumption increased by 4,2%, from 4.996,17 to 5.205,82 MWh. Electricity consumption grew by 3,8% and propane gas consumption by 6,3%. Likewise, the energy indicator increased from 0,0351 to 0,0371 MWh/stay, which reflects an increase in energy intensity that must be analyzed taking into account occupancy, climatic conditions and the operation of the facilities.

On the other hand, the joint contribution of solar thermal energy and recovered energy increased by 6,7%, reaching 944,52 MWh in 2025. This growth occurred in both solar thermal energy and heat recovery. Both contributions are presented separately from energy consumption to avoid double counting.

Altogether, the results show the need to continue analyzing the evolution of the hotel's energy consumption and to reinforce efficiency measures, while maintaining the use of solar thermal energy and recovered heat.

[4] Note: Propane gas consumption has been transformed into energy by applying a conversion factor of 12,78 kWh per unit of consumption, based on its lower calorific value (LCV).

Seaside Collection Headquarters

Table 10. Energy consumption at Seaside Collection headquarters10

Energy source	Consumption (MWh)		Variation 24/25
	2024	2025	%
Purchased electricity	91,88	67,63	↓ –26,39
Photovoltaic energy	52,93	92,68	↑ +75,09
TOTAL	**144,82**	**160,31**	↑ +10,69

Table 11 Vehicle consumption11

Indicator	2025
Kilometers traveled	22.644 km
Fuel consumed	1.856,23 L
Average consumption	**8,20L/100km**

During 2025, the Seaside Collection headquarters increased photovoltaic energy generation to reach 92,68 MWh, 75,09% more than in 2024. At the same time, consumption of electricity purchased from the grid was reduced by 26,39%, from 91,88 MWh to 67,63 MWh.

Total energy consumption was 160,31 MWh, compared to the 144,82 MWh recorded in 2024, which represents an increase of 10,69%. This increase was fully covered by the increased photovoltaic generation, which in 2025 represented 57,81% of the total energy consumed in the central offices.

Likewise, trips associated with corporate vehicles are monitored. During 2025, 22.644 km were traveled and 1.856,23 liters of fuel were consumed, with an average consumption of 8,20 l/100 km.

Increased photovoltaic production and reduced consumption of electricity purchased from the grid consolidate Seaside Collection's commitment to energy efficiency and the transition to renewable energy.

6.2.1. Global energy balance

During 2025, Seaside Collection recorded a total energy consumption of 14.789,18 MWh, 17,7% less than in 2024. In hotel establishments, consumption decreased by 18,0%, going from 17.831,49 to 14.628,87 MWh. This reduction was mainly conditioned by the temporary closure of Seaside Hotel Los Jameos due to its comprehensive renovation process, so it cannot be attributed exclusively to an improvement in energy efficiency.

Table 12. Seaside Collection electricity and fuel consumption12

	MWh		Indicator (MWh/stay)	
	2024	2025	2024	2025
Seaside Hotel Sandy Beach	*2.787,89*	*2.680,71*	*0,0195*	*0,0189*
Seaside Hotel Los Jameos	*7.583,96*	*4.339,88*	*0,0255*	*0,0367**
Seaside Grand Hotel Residencia	*2.463,47*	*2.402,46*	*0,0546*	*0,0537*
Seaside Hotel Palm Beach	*4.996,17*	*5.205,82*	*0,0351*	*0,0371*
TOTAL HOTEL ESTABLISHMENTS	***17.831,49***	***14.628,87***	***0,0284***	***0,0328****
Seaside Collection Headquarters	144,82	160,31		
TOTAL OF THE ORGANIZATION	***17.976,31***	***14.789,18***		

** The energy intensity of Los Jameos and the consolidated hotel indicator are conditioned by the shorter period of activity of the establishment during 2025.*

Despite the reduction in total consumption, the average consumption per stay of the hotels increased from 0,0284 to 0,0328 MWh/stay, mainly due to the partial operation of Seaside Los Jameos. Seaside Sandy Beach and Seaside Grand Hotel Residencia slightly improved this indicator, while Seaside Palm Beach recorded an increase that will continue to be monitored.

Seaside Collection will continue to promote energy efficiency measures and the use of renewable and recovered energy to progressively improve its environmental performance.

6.2.2. Renewable and recovered energy

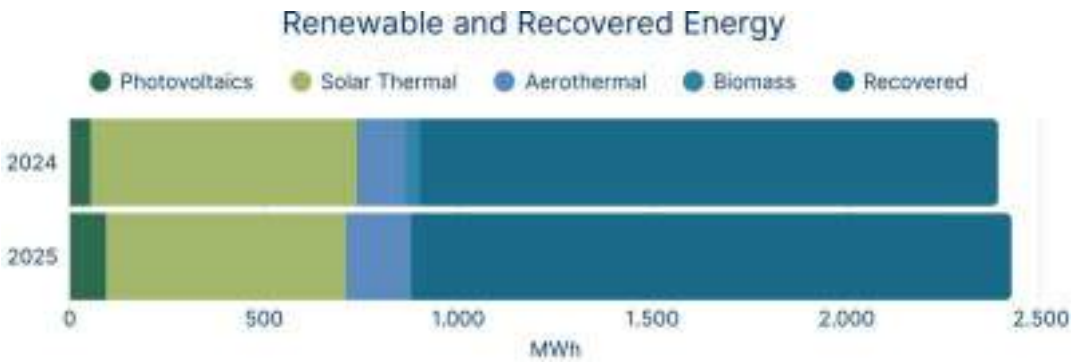
Table 13 Generation of renewable and recovered energy13

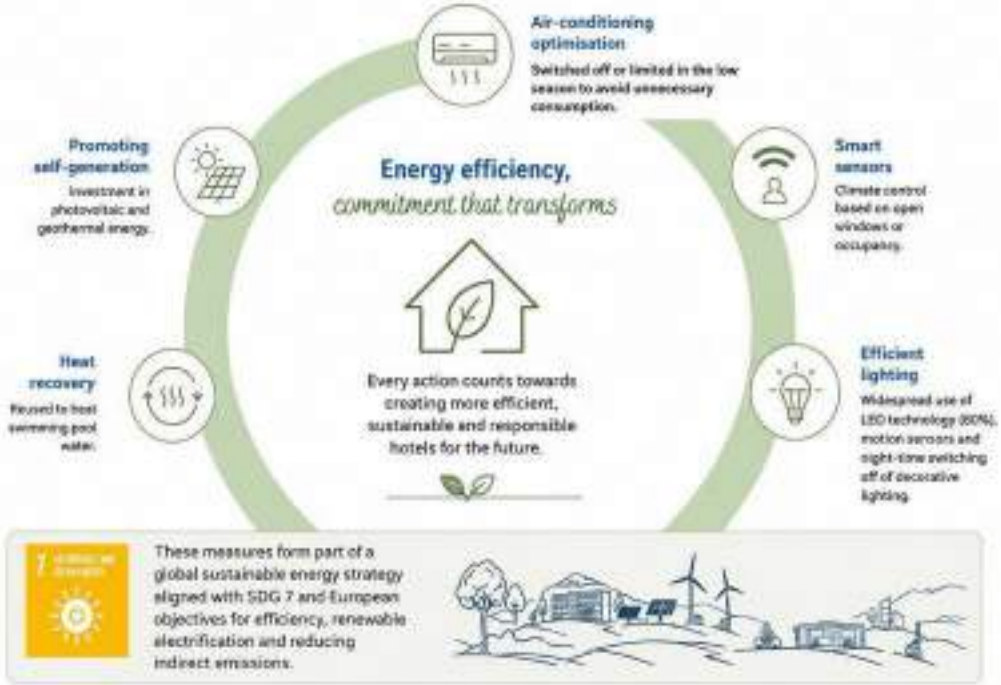
Source	Unit	2024	2025	Variation 24/25
Photovoltaic energy generated	MWh	52,93	92,68	↑ +75,10 %
Solar thermal energy	MWh	685,34	617,47	↓ –9,90 %
Aerothermal energy	MWh	123,71	166,42	↑ +34,52 %
Biomass	MWh	37,30	0,00	↓ –100,00 %
Energy recovered from heat pumps	MWh	1.489,63	1.546,81	↑ +3,84 %
TOTAL RENEWABLE AND RECOVERED	**MWh**	**2.388,91**	**2.423,38**	**↑ +1,44 %**

In 2025, the renewable energy generated and the energy recovered reached 2.423,38 MWh, 1,44% more than in 2024. These contributions were equivalent to 16,39% of the organization's total energy consumption, compared to 13,29% in 2024.

By sources, the increases in photovoltaic energy 75,10%, aerothermal energy 34,52% and recovered energy 3,84% stood out. On the other hand, solar thermal energy decreased by 9,90% and in 2025 no biomass consumption was recorded.

The recovered energy comes from the residual heat of the heat pumps and is used to preheat domestic hot water. It is presented separately and is not added to the total consumption, since the electricity used by this equipment is already accounted for.





6.3. Water consumption

Water is an essential resource for hotel activity and a priority element within Seaside Collection's sustainability strategy. Aware of the growing pressure on water resources in the Canary Islands, the group maintains an approach based on efficiency, consumption control and continuous improvement of facilities.

Most of the water consumed by hotels comes from the municipal supply network managed by Canaragua. As an exception, Seaside Los Jameos has its own authorized desalination plant, which allows it to internally produce the water necessary for its operation.

In order to evaluate water performance, Seaside Collection monitors both the total water consumption (m^3) and the intensity indicators associated with the activity of the establishments.

Table 14 Water consumption in Seaside Collection hotels14

	Total volume (m^3)		Indicator (m^3/room)	
	2024	**2025**	**2024**	**2025**
Seaside Hotel Sandy Beach	46.164	44.744	0,323	0,316
Seaside Hotel Los Jameos	114.804	90.757*	0,386	0,766
Seaside Grand Hotel Residencia	32.662	37.869	0,724	0,846
Seaside Hotel Palm Beach	58.993	57.823	0,414	0,413
TOTAL	**252.623**	**231.193**	**0,402**	**0,520**

** Seaside Los Jameos data corresponding to 2025 exclusively includes the establishment's period of activity.*

Water consumption in hotels

Most of the water consumed by hotels comes from municipal supply networks managed by the corresponding operators. However, Seaside Los Jameos has its own authorized desalination plant, which allows it to internally produce the water necessary for its operation.

During 2025, the total water consumption of hotel establishments was 231.193 m^3, compared to the 252.623 m^3 recorded in 2024, which represents a reduction of 8,5%. This decrease was mainly conditioned by the temporary closure of Seaside Los Jameos due to its comprehensive renovation process.

Excluding the effect of the temporary closure of Los Jameos, Sandy Beach and Palm Beach recorded slight reductions in their water consumption, of 3,1% and 2,0%, respectively. On the contrary, Grand Hotel Residencia presented an increase of 15,9%, the

evolution of which must be analyzed to identify its possible causes and assess the need to adopt additional measures.

Although the global consumption indicator increased from 0,402 to 0,520 m³ per stay, this result was mainly conditioned by the lower number of stays recorded during 2025 and the temporary closure of Los Jameos. In this establishment, the consumption associated with the works, the functional tests and the start-up of the facilities caused a specific increase in the indicator before the reopening.

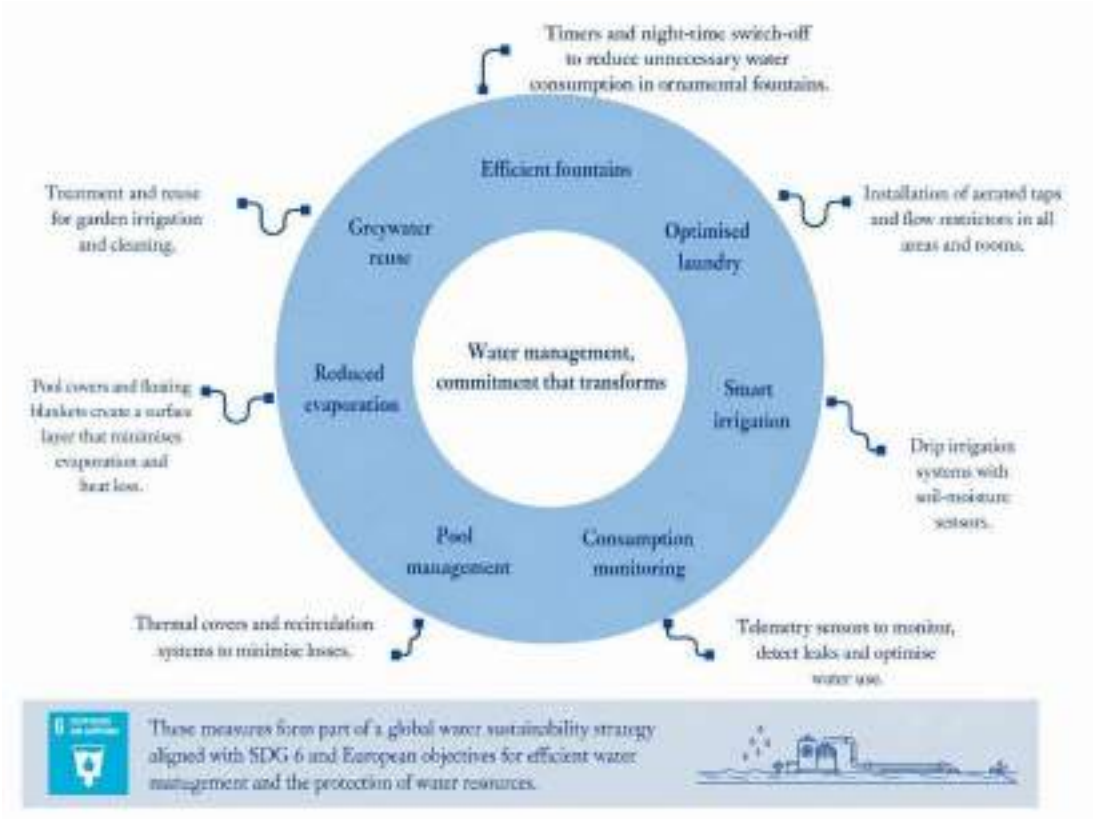
Water consumption in central offices

Headquarters slightly reduced their water consumption during 2025, from 802 to 786 m³, representing a decrease of 2,0%. The consumption per surface indicator also improved, going from 0,105 to 0,103 m³/m², which is equivalent to an approximate reduction of 1,9%.

Table 15 Water consumption at Seaside Collection headquarters15

	Total volume (m³)		Indicator(m³/m2)	
	2024	2025	2024	2025
Seaside Collection Headquarters	802	786	0,105	0,103

Efficient water management is a priority line for Seaside Collection. The actions developed contribute directly to SDG 6 (Clean water and sanitation) and SDG 12 (Responsible production and consumption), by promoting responsible use of water resources and reinforcing the organization's capacity to adapt to possible scenarios of water scarcity.



6.4. Waste management

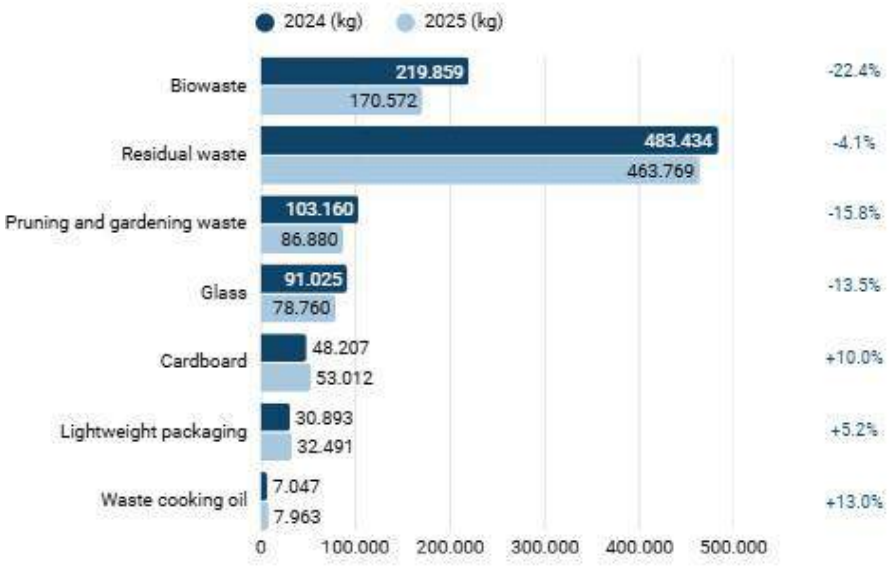
At Seaside Collection we work to prevent the generation of waste, separate it correctly and facilitate its recycling and use. To achieve this, all our hotels have selective collection systems and collaborate with municipal services and authorized managers.

During 2025 we continue to improve separation points, training and raising awareness among our teams, progressively reducing single-use products and applying measures to prevent food waste.

6.4.1. Evolution of operational waste

Operational waste is that which is usually generated during the operation of hotels, such as organic waste, rest fraction, paper and cardboard, packaging, glass, used vegetable oil and garden waste.

Graph 1 Evolution of operational waste by category1



Note: The graph by category shows only the main operational waste fractions, while the total per establishment includes other managed fractions. Therefore, the results of both illustrations are not directly comparable.

In 2025, the main fractions represented in the graph were reduced by **9,2% compared to 2024**. Particularly noteworthy is the decrease in biowaste or organic waste by 22,4%, along with the reduction in pruning and gardening waste by 15,8%, glass by 13,5% and the rest fraction by 4,1%.

This evolution responds, on the one hand, to the shorter period of activity at Seaside Los Jameos due to its temporary closure and, on the other, to the measures developed in the establishments to prevent food waste, improve production planning and reinforce the separation of waste. Although it is not possible to determine the contribution of each factor in isolation, both must be taken into account when interpreting the results.

On the other hand, the separated quantities of paper and cardboard increased by 10,0%, light packaging by 5,2% and used vegetable oil by 13,0%. This increase may be related to an improvement in separation and selective collection, which facilitates its subsequent recycling or use.

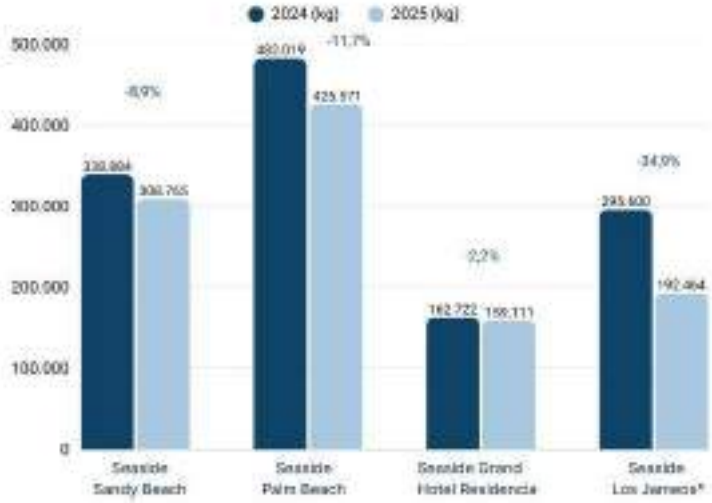
Evolution by establishment

Seaside Palm Beach recorded an 11,7% reduction in its operational waste, with particular emphasis on the decrease in bio-waste and yard waste.

At Seaside Sandy Beach, operational waste decreased by 8,9%, while Seaside Grand Hotel Residencia maintained similar values to those of 2024, with a reduction of 2,2%.

In Seaside Los Jameos, the reduction was 34,9%. This result was conditioned by the temporary closure of the hotel for much of 2025, so it cannot be directly compared with the previous year.

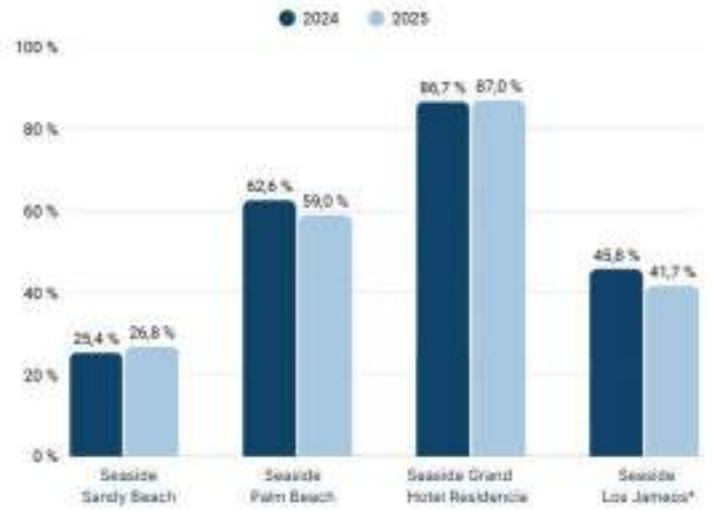
Graph 2 Evolution of operational waste by hotel2



6.4.2. Waste recovery and circular economy

Separating waste allows valuable materials to be recovered and recycled, reducing the amount sent for disposal. This process, known as **valorisation**, helps keep resources in circulation for longer and supports a more sustainable use of materials.

Graph 3 Percentage of waste segregated for recovery3



Seaside Grand Hotel Residencia achieved the highest percentage of waste separated for recovery, with 87,0%. Seaside Sandy Beach also improved slightly, going from 25,4% to 26,8%.

Seaside Palm Beach maintained a high percentage, although it decreased from 62,6% to 59,0%. At Seaside Los Jameos, the percentage went from 45,8% to 41,7%, conditioned by the temporary closure and subsequent launch of the establishment.

Although Palm Beach slightly reduced its recovery percentage, it also significantly decreased the total amount of operational waste generated. Therefore, both indicators must be analyzed together: preventing the generation of waste is a priority and, when it is not possible to avoid it, it must be correctly separated to facilitate its use.

6.4.3. Total waste managed

In 2025, Seaside Collection managed 1.226,51 tons of waste, compared to 1.672,93 tons in 2024, a reduction of 26,7%. This evolution was conditioned by the temporary closure of Seaside Los Jameos, so both years are not fully comparable.

Table 16 Waste managed in 2024 (t)16

2024					
	Sandy Beach	**Los Jameos**	**Grand Hotel Residencia**	**Palm Beach**	**TOTAL**
Dangerous (t)	1,66	9,71	0,97	3,59	15,93
Non-Hazardous (t)	346,86	608,60	168,55	532,99	1.657
TOTAL	348,52	618,31	169,52	536,58	1.672,93
t/stay	**0,0024**	**0,0020**	**0,0037**	**0,0037**	**0,0027**

Table 17 Waste managed in 2025 (t)17

2025					
	Sandy Beach	**Los Jameos***	**Grand Hotel Residencia**	**Palm Beach**	**TOTAL**
Dangerous (t)	4,19	1,88	1,846	4,05	11,965
Non-Hazardous (t)	321,08	265,44	153,81	474,21	1214,53
TOTAL	325,27	267,32	155,66	478,26	1226,51
t/stay	**0,0023**	**0,0023**	**0,0035**	**0,0034**	**0,0028**

**Methodological note: Seaside Los Jameos data are not comparable with 2024 due to the temporary closure of the establishment for renovation works during 2025.*

The data presented does not include waste generated by renovation works, as it is not part of the hotels' regular activity and is managed and analyzed separately.

6.5. Circular economy and internal commitment to sustainability

At Seaside Collection we work to reduce the generation of waste, prolong the useful life of materials and promote the reuse and recovery of the resources used in our activity.

During 2025 we continue to develop initiatives aimed at the reuse of materials, the reduction of single-use products, the prevention of food waste and the participation of our teams in the search for more sustainable solutions.

6.6. Climate change

Climate change is one of the most pressing challenges facing the tourism sector. At Seaside Collection, we are committed to reducing our greenhouse gas emissions, improving energy efficiency, and increasing the integration of renewable and recovered energy sources across our operations.

Our climate strategy integrates two complementary lines:

- **Mitigation:** reduction of emissions through energy efficiency improvements, incorporation of renewable energies, replacement of fuels and equipment and control of refrigerant gases.
- **Adaptation:** incorporation of measures aimed at strengthening the resilience of establishments against increased temperatures, water scarcity and extreme weather events.

This commitment is materialized in reduction plans, investments and improvement actions aimed at moving towards a more efficient, low-carbon tourism model prepared for future climate risks.

6.6.1. Carbon footprint

We annually calculate greenhouse gas emissions to identify their main sources, analyze their evolution and guide reduction measures.

The inventory is prepared in accordance with the Greenhouse Gas Protocol, using the emission factors published by MITECO, and includes:

- **Scope 1: Direct GHG emissions:** from fuel consumption, corporate vehicles and refrigerant gas leaks.
- **Scope 2: Indirect GHG emissions** associated with electricity acquired and consumed by establishments and central offices.

This analysis enables us to identify the sources with the greatest impact, assess the effectiveness of the measures implemented, and inform investment decisions and strategies to further reduce emissions.

GHG inventory: scopes 1 and 2

In 2025, electricity continued to be the largest source of emissions, accounting for approximately **72% of the total footprint**.

Table 18 Greenhouse gases 202418

2024						
Absolute emissions	**Sandy Beach**	**Los Jameos**	**Grand Hotel Residencia**	**Palm Beach**	**SSCC Offices**	**TOTAL**
Scope 1 (tCO2eq)	87,37	743,94	109,96	286,64	0	1227,91
Scope 2 (tCO2eq)	685,05	1.557,56	599,31	1095,48	25,56	3962,96
Scope 1+2 (tCO2eq)	**772,42**	**2.301,50**	**709,27**	**1382,12**	**25,56**	**5.190,87**
STAYS	**142.959**	**297.388**	**45.128**	**142.413**		**627.888**
tCO_2eq / stays	0,00540	0,00774	0,01572	0,00971		**0,00827**

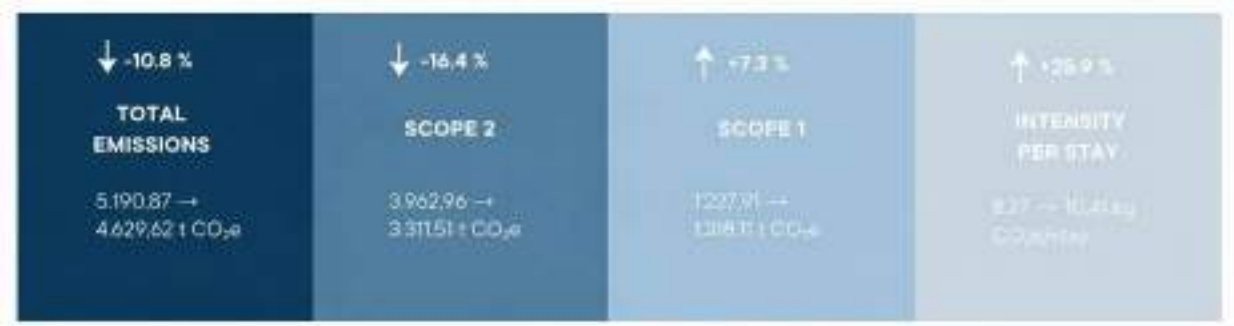
Table 19 Greenhouse gases 202519

2025						
Absolute emissions	**Sandy Beach**	**Los Jameos***	**Grand Hotel Residencia**	**Palm Beach**	**SSCC Offices**	**TOTAL**
Scope 1 (tCO2eq)	88,33	808,67	129,61	291,50	0	1.318,11
Scope 2 (tCO2eq)	621,89	1.056,32	542,04	1.080,65	10,61	3.311,51
Scope 1+2 (tCO2eq)	**710,22**	**1.864,99**	**671,65**	**1.372,15**	**10,61**	**4.629,62**
STAYS	**141.534**	**118.453**	**44.764**	**140.174**		**444.925**
tCO_2eq / stays	0,0050	0,0157	0,0150	0,0098		**0,0104**

6.6.2. Evolution of GHG emissions 2024-2025

In 2025, scope 1 and 2 emissions amounted to **4.629,62 tCO_2eq**, compared to **5.190,87 tCO_2eq** in 2024, representing an absolute reduction of **10,8%.**

This evolution was conditioned by the temporary closure of Los Jameos during its renovation. Therefore, the decrease in absolute emissions cannot be attributed solely to an improvement in efficiency.



The increase in intensity is mainly related to the reduction of stays, especially in Los Jameos. It will be necessary to analyze a full year of activity after its reopening to assess the effect of the new facilities.

6.6.3. Adaptation to climate change.

The climate scenarios predicted for the Canary Islands point to greater exposure to heat waves, droughts, episodes of intense wind, torrential rains and increasing pressure on strategic resources such as water and energy.

To strengthen the resilience of our establishments, Seaside Collection progressively incorporates climate adaptation criteria in renovation, investment, maintenance and operational management projects.

The main lines of work are:

6.6.4. Objectives and Emissions Reduction Plan

Seaside Collection has set a target to reduce its Scope 1 and Scope 2 emissions by **15% by 2030**, using 2024 as the baseline year.

Our lines of action

- **Energy efficiency:** improvement of buildings, facilities and processes.
- **Renewable energies:** increase in the generation and consumption of renewable energy.
- **Decarbonization**: reduction of fossil fuels and replacement of equipment.
- **Refrigerants:** use of lower impact gases and prevention of leaks.

- **Energy recovery:** use of residual energy from thermal processes.
- **Monitoring and awareness:** consumption control and team involvement.

The carbon footprint will be calculated annually to evaluate progress, detect deviations and guide investments.

6.7. Use of chemicals

Seaside Collection works to reduce environmental and health risks associated with the use of chemicals, while ensuring hygiene, safety and quality of service.

The products used come from approved suppliers and are managed in accordance with safety and environmental protection criteria. Whenever technically applicable, automatic dosing systems are used to optimize consumption and prevent overdoses.

Responsible management includes:

- Selection and review of the products used.
- Dosage adjusted to operational needs.
- Safe storage, identification and containment against spills.
- Availability of safety data sheets.
- Training of personnel and use of the corresponding PPE.
- Evaluation of alternatives with lower environmental impact.

Solutions to reduce the use of chemicals

All hotels use ozone systems to control odors in certain areas, which helps reduce the use of chemicals intended for this purpose.

In addition, Seaside Grand Hotel Residencia has a biological system based on microorganisms for the maintenance of certain pipes. This solution promotes the degradation of fats, oils and organic residues and helps reduce the use of more aggressive acidic cleaners.

These measures allow progress towards safer and more efficient management of chemical products, reducing risks to people and the environment.

6.8. Biodiversity, animal welfare and local heritage

The protection of biodiversity and the enhancement of natural and cultural heritage are part of our sustainability strategy. We promote a respectful relationship with the ecosystems, fauna and identity of the destinations in which we operate.

BIODIVERSITY AND LOCAL ECOSYSTEMS

Our establishments are located on islands of extraordinary natural value. Gran Canaria and Lanzarote are recognized as Biosphere Reserves, so we provide information so that our guests can get to know these territories in a responsible manner.

Illustration 5 Seaside Palm Beach, next to the Maspalomas Dunes Special Nature Reserve.2

The gardens favor the landscape integration of the establishments. In its design and maintenance, native species or species adapted to the climate are prioritized, with lower water needs and a greater capacity to attract pollinators.

ANIMAL WELFARE AND PROTECTION

We do not keep wildlife in captivity for recreational or exhibition purposes. Our actions are aimed at respecting animals and avoiding harmful interactions with wildlife.

WILDLIFE IN FREEDOM

Birds and other wild animals that visit our gardens are free to come and go and are not used for recreational, entertainment, or exhibition purposes.

KOI CARP WELFARE

At Los Jameos, the well-being of our koi carp is supported through appropriate feeding practices, regular facility maintenance, and continuous monitoring of water quality.

CONTROLLED FELINE COLONIES

Where feline colonies are present in the surrounding environment, designated feeding and water points are provided under controlled conditions to support their welfare while maintaining responsible management of the colonies.

RESPONSIBLE ACTIVITIES

We select activities and tour operators that respect animal welfare and avoid harmful interactions with fauna.

Illustration 6 Wildlife that visits the gardens of our establishments. 3

NATURAL, CULTURAL AND ETHNOGRAPHIC HERITAGE

WE CLOSER THE DESTINATION

We provide our guests with information about natural, cultural and heritage spaces, as well as recommendations for visiting them responsibly, respecting their conservation and supporting local identity.

At Seaside Los Jameos, this commitment is also reflected in the integration of artistic elements and exhibition spaces that bring the cultural and artistic identity of the Canary Islands closer to those who visit us.

07

OUR PEOPLE: THE SEASIDE FAMILY

7. OUR PEOPLE: THE SEASIDE FAMILY

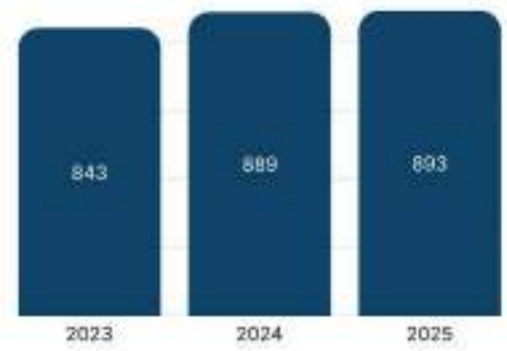
The people who make up Seaside Collection make possible the quality of service, close attention and experience we offer to our guests. Their professionalism, knowledge and commitment constitute one of the company's main values.

We promote a stable, safe and inclusive work environment, based on equal opportunities, respect, diversity and professional development. Likewise, we promote continuous training and team participation as essential elements to improve their well-being and the quality of our services.

Our team in figures

In 2025, Seaside Collection's workforce consisted of 893 people, with a virtually balanced representation of women and men.

Evolution of the workforce 2023–2025



The workforce remained stable compared to 2024 and presents a balanced distribution between women and men. The evolution of the last three years reflects the consolidation of the team, which has gone from 843 people in 2023 to 893 in 2025.

7.1. Equality, diversity and inclusion

Seaside Collection promotes equal opportunities and maintains a zero-tolerance policy against any form of discrimination, harassment or unequal treatment.

We promote the integration of people with disabilities by adapting positions and progressively improving accessibility.

Salary gap: the group's consolidated indicator is in the process of being prepared. Each company maintains remuneration records and applicable salary audits.

7.2. Wellbeing and labor relations

Seaside Collection promotes a work environment based on closeness, dialogue, conciliation and caring for people.

❖ Listening and communication

The open-door policy facilitates communication between the staff, their managers and management. The organization maintains a permanent dialogue with the legal representation of the workers and has a confidential ethical channel.

❖ Conciliation

The organization guarantees the enjoyment of legally established leave and facilitates reintegration.

100% reinstatement after birth and care leave.

Whenever operational requirements allow, flexible working arrangements are implemented. The digital disconnection policy ensures that rest periods, holidays and personal time are respected.

❖ Health and well-being

Risk prevention, health surveillance and improvement of working conditions are managed with the support of a specialized prevention service.

Featured measures:

- Health surveillance. o Voluntary medical insurance on advantageous conditions.
- Stress prevention and emotional well-being.
- Improved ergonomics and safety.

❖ Labor rights

Seaside Collection guarantees decent, safe and equitable working conditions, in accordance with applicable legislation and collective agreements.

The organization respects freedom of association, the representation of workers and the right to collective bargaining.

7.3. Training and Personal Development

Continuous training allows you to develop talent, improve performance and adapt the organization to the new challenges of the sector.

Three priority areas

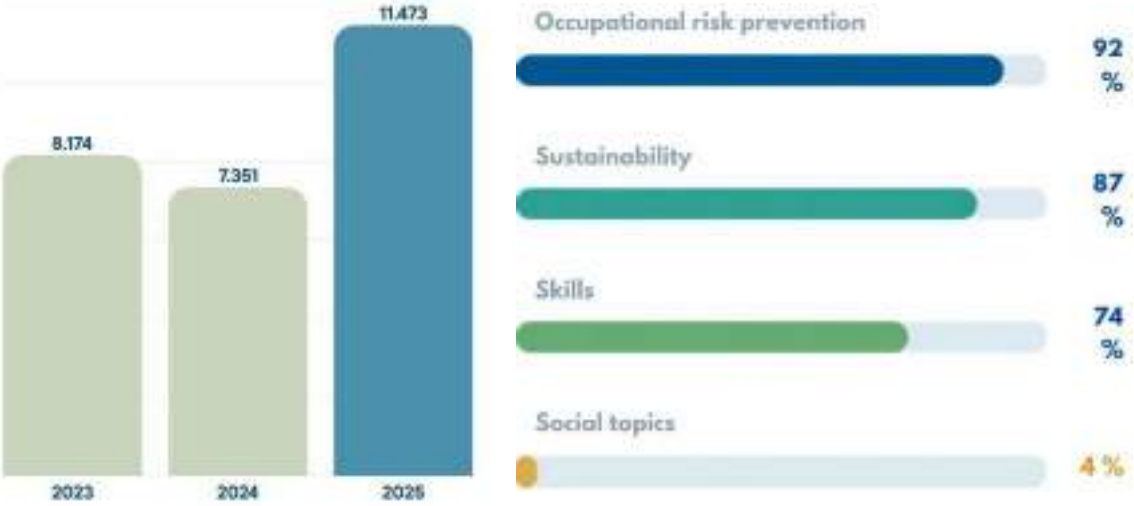
- Strategy: development of key competencies to face current and future challenges, such as sustainability, digitalization or operational efficiency.
- Leadership: promotion of transversal skills that reinforce the Seaside culture and improve team management.
- Functional skills: technical training adapted to each department and professional profile.

Training 2025

7.3.1. General evolution (2023–2025)

In 2025, Seaside Collection reached the highest training volume in the last three years, with 11.473 hours and 82% of the workforce trained. The high coverage in occupational risk prevention, sustainability and professional skills stands out.

Evolution and coverage of training (2023–2025)



8. LOCAL DEVELOPMENT AND SOCIAL COMMITMENT

At Seaside Collection we contribute to the economic and social development of the destinations where we operate through job creation, training and collaboration with local producers and suppliers. These actions contribute especially to Sustainable Development Goals 1, 4, 8, 10, 12 and 17.

8.1. Local employment and training

We are committed to local talent and collaborate with universities, training centers and social entities to facilitate internships, training and job placement opportunities.

More than 80% of the staff comes from the province of Las Palmas, which contributes to direct employment, social cohesion and a hotel experience linked to the territory.

In 2025, 45 students completed internships in our hotels and headquarters.

Since 2013 we have collaborated with the Randstad Foundation to promote the socio-labor inclusion of people with disabilities, women victims of gender violence, people over 45 years of age and people experiencing long-term unemployment.

8.2. Local purchases and support for producers

We prioritize the acquisition of local products and collaboration with farms, cooperatives, markets and local producers.

The gastronomy of our hotels incorporates wines, cheeses, mojos, jams and traditional recipes, bringing the Canarian identity closer to our guests.

We also promote:

- The local viticulture of La Geria, in Lanzarote.
- The promotion of Canarian cuisine at La Bodega of the Palm Beach Hotel.
- Products from surrounding farms and markets.
- Projects of environmental and cultural value, such as the Salinas de Tenefé

8.3. Social action and solidarity collaborations

We collaborate with social, educational, cultural and environmental entities to contribute to the well-being of people and support initiatives with a positive impact on our environment.

Evolution of financial donations

	2023	2024	2025
Financial donations (€)	22.600	27.259	7.360

Social collaboration in 2025

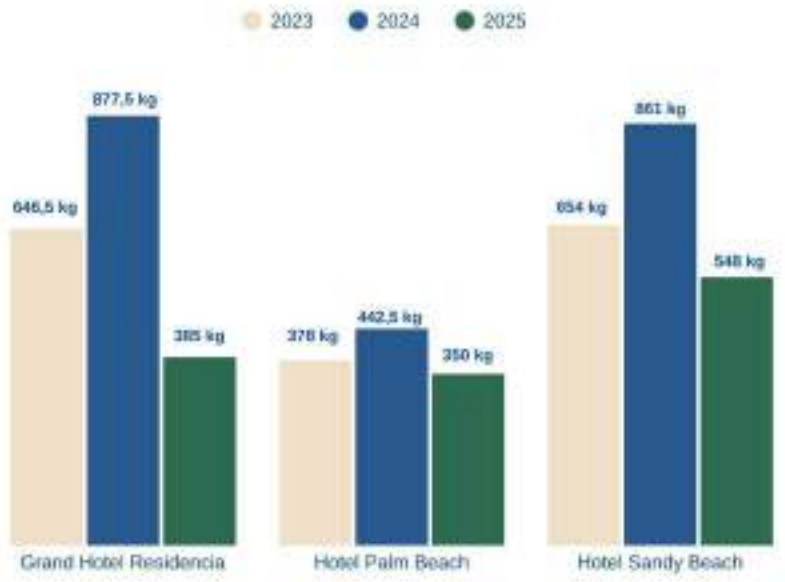
29 registered solidarity collaborations

Our actions include financial donations, food, materials and equipment, as well as the transfer of spaces, stays, gastronomic experiences and wellness treatments.

Las Palmas Food Bank

Since 2021 we have maintained an agreement with the Las Palmas Food Bank and participate in two annual collection campaigns.

Illustration 7Contributions to the Las Palmas Food Bank (kg)4



Las Palmas Food Bank · San Juan de Dios City · Red Cross · AECC · "la Caixa" Foundation · New Future · Randstad Foundation · Flora Acoge Foundation · Curbelo Santana Foundation · Human Initiatives · Animal Rescue Group · Sara.

Contributions vary each year depending on the needs identified and the projects supported, and include both financial contributions and resources, services and capabilities of the organization for the benefit of the community.

Community participation and inclusion

In 2025 we develop social awareness, inclusion and collaboration initiatives with the local community:

- "Show us your work", to make visible the labor inclusion and professional capabilities of groups with greater difficulties in accessing employment.
- Participation in employment and talent fairs with administrations, educational centers and business entities.
- Collaboration in races and solidarity events linked to social and health causes.
- Solidarity Tree Campaign, together with the "la Caixa" Foundation, to collect toys for boys and girls in vulnerable situations.
- Awareness-raising actions on disability, diversity and equal opportunities.

These initiatives are part of the more than 70 collaborative actions carried out between 2023 and 2025.

09
OUR GUESTS

9. OUR GUESTS

The satisfaction of our guests is one of the fundamental pillars of Seaside Collection. Through control, active listening and monitoring procedures, we evaluate the experience before, during and after the stay to identify opportunities for improvement.

9.1. Guest satisfaction

We use different internal and external channels to understand the perception of our clients and guide decision making. In 2025, most of the indicators analyzed maintained scores higher than 9 points, reflecting a high level of general satisfaction.

9.1.1. External evaluations: online platforms

During 2025, we continue to monitor the reviews published on Tripadvisor, HolidayCheck, Booking, Google and social media.

This analysis enables us to identify trends and areas for improvement at each establishment. The Digital Marketing team manages guest reviews and coordinates the necessary responses and actions with the hotels.

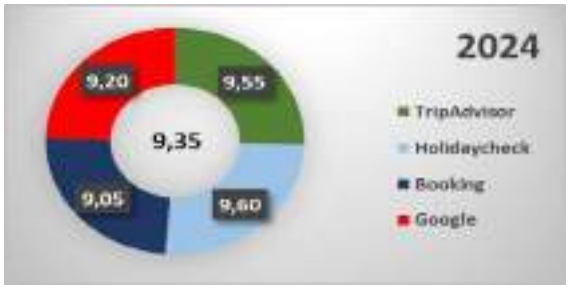
The results show a high level of guest satisfaction, with average scores above 9 in most establishments. The differences are attributable to operational developments, occupancy levels, as well as adaptation processes following renovations or changes to the offering.

Table 20. Online platform ratings (Scale from 1 to 10, normalized values)20

	ONLINE REVIEWS			
	2024		2025	
	No. Reviews	Total average	No. Reviews	Total average
Grand Hotel Residencia	94	9,70	113	9,75
Hotel Palm Beach	587	9,25	456	9,40
Hotel Sandy Beach	688	9,25	551	9,05
Hotel Los Jameos	1557	9,20	479	8,70

Note: Los Jameos data corresponding to 2025 are not fully comparable with previous years due to the partial closure of the establishment for comprehensive renovation works and the subsequent reopening process.

Illustration 8. Evolution of global satisfaction by platform, 2024–20255



9.1.2. Internal assessments: digital surveys and paper questionnaires

The digital survey system implemented in 2024 has been consolidated during 2025 as a key tool for measuring customer satisfaction. There has been a significant increase in the number of questionnaires collected, especially in some hotels, which has improved the representativeness of the results.

Likewise, the option of paper questionnaires has continued to be offered, guaranteeing the participation of all customer profiles.

The results show a slight tendency towards stabilization of the scores, remaining at high levels, which demonstrates the consistency of the service, although it also reveals new opportunities for improvement in certain operational processes.

Table 21. Results of internal satisfaction surveys (scale from 1 to 10)21

	SURVEYS			
	2024		2025	
	No. Questionnaires	Total Average 2024	No. Questionnaires	Total Average 2025
Grand Hotel Residencia	1050	9,68	1059	9,62
Hotel Palm Beach	2117	9,31	2155	9,14
Hotel Sandy Beach	2014	9,05	2711	8,95
Hotel Los Jameos	2696	9,05	982	8,68

Note: Los Jameos data corresponding to 2025 are not fully comparable with previous years due to the partial closure of the establishment for comprehensive renovation works and the subsequent reopening process.

Illustration 9. Evolution of the average satisfaction indicator per hotel, 2024–20256

9.1.3. Consolidated indicators for Seaside Collection

The 2025 results confirm a high level of satisfaction, with average scores close to or greater than **9 points** in most establishments.

The increase in responses, especially in internal surveys, has made it possible to have broader and more representative information. The differences between hotels respond mainly to operational factors, the guest profile and occupancy levels.

The results of Los Jameos must be interpreted considering its comprehensive renovation, partial closure and subsequent reopening. Together, the indicators reflect the strength of quality standards and guide continuous improvement actions.

9.1.4. Integrating sustainability into the guest experience

We bring our guests closer to the natural environment, local culture and Canarian gastronomy through:

- Experiences linked to nature and biodiversity.
- Activities related to history, culture and Canarian identity.
- Tastings of wines and local gastronomic products.
- Markets, workshops and samples of traditional crafts.
- Excursions and experiences managed by local companies.
- Folkloric performances and cultural activities.

In the coming years, we will incorporate specific indicators to understand guests' perceptions of these experiences and assess their contribution to a more sustainable, authentic and enriching stay.

10

COMMITMENT TO INTEGRITY, PROTECTION AND TRANSPARENCY

10. COMMITMENT TO INTEGRITY, PROTECTION AND TRANSPARENCY

10.1. HEALTH, SAFETY AND FUNDAMENTAL RIGHTS

10.1.1. Health and safety of guests and employees

Our establishments comply with applicable regulations and maintain internal controls, official inspections and external audits.

Health and safety management includes:

10.1.2. Child protection

Seaside Collection does not hire minors and requires the same commitment from its supply chain.

Staff are trained to identify and report possible suspicious or negligent behavior. Selection processes, background checks and specific training in child protection are applied in children's clubs.

10.1.3. Human rights and modern slavery

Seaside Collection rejects child labor, forced labor, human trafficking and any violation of human rights.

This commitment is integrated into the Code of Ethics and extends to suppliers and collaborators through the application of equivalent criteria in the supply chain.

10.2. CORPORATE ETHICS AND REGULATORY COMPLIANCE

10.2.1. Prevention of corruption and bribery

We maintain a zero tolerance policy against corruption and bribery.

Any gift, payment, favor or incentive that could improperly influence professional decisions is prohibited. Staff receive training on these obligations during onboarding and regular updates.

The organization has a **confidential ethical channel, available 24 hours a day, 7 days a week**, to report possible non-compliance. canaldenuncias@seaside-collection.es

10.2.2. Fight against money laundering

We apply protocols to identify beneficial owners of companies, control the use of cash and comply with legal verification and notification obligations.

Responsible personnel are instructed to recognize operations that exceed legal limits or require additional checks.

10.2.3. Financial donations

We do not donate to political parties nor finance partisan campaigns.

The collaborations and social, educational and environmental contributions are detailed in section **8.3. Social action and solidarity collaborations.**

10.3. COMMUNICATION AND TRANSPARENCY

10.3.1. Communication of sustainability to the guest

We offer clear and accessible information about our sustainability policies, initiatives and results through websites, QR codes and materials available in hotels.

Information includes:

- Recommendations for the responsible use of water and energy.
- Guidelines to respect and conserve the natural and cultural environment.
- Information on sustainable mobility, public transport and pedestrian routes.
- Access to sustainability policies and initiatives.

Our goal is to enable each guest to participate voluntarily and easily in protecting the environment during their stay.

10.3.2. Social media strategy

We use social networks as channels of information, communication and engagement with our stakeholders.

LinkedIn is mainly focused on corporate communication and talent attraction. Instagram and Facebook allow us to share sustainability initiatives, guest experiences and content related to the local environment.

Through these channels, we promote transparency, facilitate participation and give visibility to our progress, certifications and actions.

11
AWARDS AND CERTIFICATIONS

11. ACKNOWLEDGMENTS AND CERTIFICATIONS

11.1. Quality and sustainability certifications

Quality and sustainability are part of the experience we offer our guests. For this reason, our hotels periodically undergo audits and independent certification processes that allow us to evaluate their performance and identify opportunities for improvement.

The ISO 9001 certification accredits the application of a management system aimed at guaranteeing excellent service, continuously improving processes and responding to the expectations of our clients.

All hotels participate in the Travelife for Accommodation program, aligned with the criteria of the Global Sustainable Tourism Council (GSTC). The certification evaluates environmental and social aspects such as energy, waste, people's well-being, safety, respect for the environment and support for local communities.

During 2025, the establishments maintained the Travelife GOLD certification, reflecting the group's commitment to responsible management and the continuous improvement of its environmental and social performance.

Looking ahead to the next few years, Seaside Collection will continue to advance in new sustainability certification frameworks, such as Biosphere, with the aim of progressively strengthening its management system and its commitment to responsible tourism.

The results of external audits and evaluations are incorporated into the internal monitoring and improvement processes, allowing opportunities to be identified, actions to be established and the performance of establishments to be progressively reinforced.

11.2. Awards and distinctions

During 2025, our hotels received various national and international awards linked mainly to guest satisfaction, quality of service and gastronomy.

These recognitions represent an external assessment of the teams' daily work and reinforce the group's reputation in the tourism sector. The next page shows a selection of the main awards obtained.

AWARDS AND RECOGNITIONS

Seaside Collection | 2024-2025

Quality, guest satisfaction and gastronomy, recognised within and beyond the Canary Islands.

HOTEL EXCELLENCE AND GUEST SATISFACTION

2024

Jet2Holidays Quality Award 2024
High satisfaction among the tour operator's guests.
LOS JAMEOS

Check24 Top Hotel Award 2025
Excellent reviews and ranking on the platform.
PALM BEACH - SANDY BEACH - LOS JAMEOS

Corendon Hotel of the Year 2024
Overall quality of the stay, service and experience.
LOS JAMEOS

DER Touristik Red Star Quality 2024
An award for the hotels rated most highly by their guests.
PALM BEACH

Schauinsland TOP Hotel Partner 2025
Service quality and outstanding collaboration.
LOS JAMEOS

Customer Excellence Awards 2025
Excellence in the guest experience and satisfaction.
PALM BEACH - GRAND HOTEL RESIDENCIA

2025

HolidayCheck Award 2025
High guest satisfaction and recommendation rate.
LOS JAMEOS - 5,6/5

TUI Global Hotel Quality Awards
Best results in post-stay surveys.
PALM BEACH - SANDY BEACH - LOS JAMEOS

Tripadvisor Best of the Best 2025
Highest distinction, reserved for the top 1% of hotels worldwide.
PALM BEACH - TOP 1 % MUNDIAL

HolidayCheck Gold Award 2025
Excellence sustained over several consecutive years.
SANDY BEACH - 5,7/6

Tripadvisor Travellers' Choice 2025
Hotels among the highest rated by travellers worldwide.
PALM BEACH - SANDY BEACH - LOS JAMEOS - GRAND HOTEL RESIDENCIA

British Airways Holidays Excellence 2024
Excellence based on verified guest reviews.
GRAND HOTEL RESIDENCIA 5/5 - PALM BEACH 4,9/5 - LOS JAMEOS 4,7/5

GASTRONOMY

Tripadvisor Travellers' Choice - Dining
Excellent reviews of the dining experience.
LA BODEGA - PALM BEACH

Recognition for the Gastronomy of Gran Canaria.
Quality and contribution to the gastronomy of Gran Canaria.
GRAND HOTEL RESIDENCIA

1 Sun Repsol Guide
A distinction for culinary excellence.
GRAND HOTEL RESIDENCIA

NOMINATIONES AND DISTINCTIONS

Premios Qué Bueno Canarias 2024
Nominated for Best Hotel Restaurant.
LA BODEGA - PALM BEACH

Condé Nast Traveler España
Nominated for Best Hotel Getaway.
GRAND HOTEL RESIDENCIA

Premios Hotel & Mantel 2025
Nominated for Best Traditional Cuisine.
GRAND HOTEL RESIDENCIA

Sustainability Leaders Collection
A selection of leading sustainable luxury hotels by LHW.
GRAND HOTEL RESIDENCIA

12
LOOKING TO THE FUTURE

12. LOOKING AHEAD

At Seaside Collection, we understand sustainability as a way of managing our hotels, taking care of the destinations in which we operate and offering a responsible experience to our guests.

During 2025, we consolidated the foundations of this strategy, making progress in areas such as energy efficiency, emissions reduction, responsible resource management, team training and the integration of sustainability into the guest experience.

We continue to move forward so that each stay also

contributes to the care of our islands.