



## GREEN KEY CERTIFICATION

### ABOUT GREEN KEY

Green Key is an international standard for environmental responsibility and sustainable operation within the tourism industry.

It is a long-established green certification programme specifically aimed at tourist accommodation, conference centres, restaurants and other hospitality entities.

The programme was born in Denmark in 1994 and quickly spread to other European countries such as France, Sweden and Estonia.

In 2002 it was formally approved as an international programme of the Foundation for Environmental Education (FEE) and in 2013 it began to operate in Spain through the Association for Environmental and Consumer Education (ADEAC).

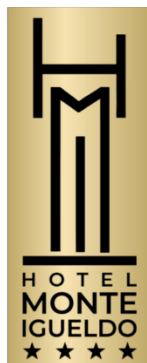
This certification is based on compliance with strict, internationally recognised criteria, relating to the areas of environmental management (water use, energy, waste, cleanliness, etc.) and sustainability training (staff employed, guests, suppliers, etc.), which are confirmed through a process of audits. More information can be found on the Green Key website or on the website of its Spanish counterpart Llave Verde.

### GREEN KEY AT HOTEL MONTE IGUELDO

The Hotel Monte Igueldo has launched this initiative in accordance with its Environmental Policy, demonstrating our commitment to achieving more sustainable tourism.

In December 2024 the Hotel Monte Igueldo received the Green Key award from ADEAC, after having passed the certification process.





## ENVIRONMENTAL POLICY

In response to the Hotel Monte Igueldo's commitment to manage the organisation responsibly, and with the aim of satisfying the needs of our clients, the companies that deal with our establishment and the environment in which we are located, the Management has adopted this environmental policy, in accordance with the environmental policies of Mercure Hotels and Accor Hotels, assuming the following commitments:

- To adopt the necessary measures to guarantee compliance with the environmental regulations applicable to our activities, services and jobs, as well as the requirements of our activity as a hotel establishment and our clientele.
- To make rational use of natural resources, raw materials and energy, adopting the necessary measures and practices to prevent pollution, paying special attention to reducing the use of single-use plastics, food waste and supporting local agriculture and suppliers. In this respect, the establishment undertakes not to purchase food products from animal or plant species on the Red List of Threatened Species of the International Union for Conservation of Nature.
- Informing and training the organisation's personnel with the aim of enabling them to minimise the potential environmental impacts derived from the functions they carry out.
- Define, review and comply with the objectives and goals of quality and environmental management, within the framework of the continuous improvement process.
- Convey to customers, suppliers and companies operating in our facilities the importance of conservation and respect for the environment.
- Disseminate, review and communicate this policy based on continuous improvement and protection and respect for the environment to interested parties.

We are convinced that our efforts to create a healthy environment represent the interests of both current and future generations and are the foundation for long-term success.

Marymy Pascual Maestre  
Manager  
31 October 2024



## ACTION PLAN 2025 - HOTEL MONTE IGUELDO

### OBJECTIVE N° 1:

#### TO PROPERLY MANAGE THE ENVIRONMENTAL ASPECTS OF THE HOTEL

ACTION	RESPONSIBLE	EXECUTION DEADLINE	FOLLOW-UP (pending/ongoing/ completed)
<b>1.1 Follow up the Action Plan 2025 and draft a plan for 2026:</b> The Environmental Committee will meet at the end of the year to assess the level of compliance with the present Action Plan and, based on the results of this assessment, will draft a new Action Plan for 2026. The new Action Plan, in addition to the actions arising from the evaluation of the 2025 Plan, will ensure compliance with at least 3 new optional Green Key criteria.	Environmental Committee	December 2025	
<b>1.2 Renewing the Green Key</b> At the end of the year, a Green Key renewal process will be carried out, where compliance with the mandatory and optional criteria will be reviewed. After the process, the information will be uploaded to the Green Key platform so that the entity's manager can review and perform the audit.	Environmental Managers	December 2025	
<b>1.3 Monitor the consumption of water, energy, waste and materials and fill in the corresponding register:</b> The consumption of water, the different sources of energy used, the waste fractions generated and the food and cleaning products purchased will continue to be recorded in the 'Consumption register 2025' file, as the corresponding invoices are received. For the registration of the waste generated, a monitoring will be carried out twice a year (winter and summer), for a period of one month, where the filling of the containers will be observed before they are emptied. A procedure will be defined for this purpose.	Administrative Officier	Continuous	
<b>1.4 Conduct environmental and sustainability training for staff:</b> Training actions on environmental and/or sustainability issues will be carried out for staff. The staff will be trained in waste management, taking advantage of the changes that the Hotel is going to implement in this respect with a view to 2025.  In addition, taking advantage of the fact that the head chef has already received training on the Prevention of Food Loss and Waste Act (expected to come into force in 2025), all kitchen staff will also be trained.	Environmental Managers	November 2025	

**OBJETIVE Nº 2:**  
**CONSOLIDATING ENVIRONMENTAL PURCHASING AT THE HOTEL**

ACTION	RESPONSIBLE	EXECUTION DEADLINE	FOLLOW-UP (pending/ongoing/completed)
<p><b>2.1 Reach at least 5 agreements with suppliers of returnable packaging:</b></p> <p>Written agreements will be signed with at least 5 of the suppliers of returnable packaging, such as: water bottles, other beverages, fish boxes, cakes....</p>	Responsible for purchasing Head chef	June 2025	
<p><b>2.2 Purchase at least 5 products not packaged in plastic or with at least 50% recycled plastic packaging:</b></p> <p>This target refers to any cleaning product, toiletries, food, beverage or other product purchased by the establishment.</p>	Responsible for purchasing	June 2025	
<p><b>2.3 Take into account the environmental criteria required by Llave Verde when making new purchases of material:</b></p> <p>If new material or product purchases are made throughout the year, the following environmental criteria required by Llave Verde shall be taken into account:</p> <ul style="list-style-type: none"> <li>- Toilets: They must have a half-flush option (3 L).</li> <li>- Urinals: Must have a flush of less than 3 L/min or have automatic flushing systems.</li> <li>- Dishwashers and washing machines: They should be of industrial type and, in the case of dishwashers, consume less than 3.5 L/tray.</li> <li>- Everyday cleaning products and sanitary papers: These will be eco-labelled.</li> <li>- Lighting: Only LED bulbs or, exceptionally, compact fluorescent bulbs will be purchased.</li> <li>- Minibars: They shall not exceed an energy consumption of 1 kWh/day.</li> <li>- Other electrical appliances for rooms (screens, TVs, air conditioners, coffee machines): Shall have a European A or B energy label, or be EnergyStar certified. This criterion could be extended to all new electrical appliances in the hotel.</li> <li>- Food: No food products from endangered species will be purchased and priority will be given to locally produced products (&lt;100 km) or products with an organic or fair trade label.</li> <li>- Gardening: No chemical fertilisers or pesticides will be purchased.</li> <li>- Office paper: These will be eco-labelled.</li> </ul>	Responsible for purchasing	All year round	

**OBJECTIF N° 3:**  
**REDUCING THE CONTRIBUTION OF THE HOTEL'S ACTIVITY TO CLIMATE CHANGE**

ACTION	RESPONSIBLE	EXECUTION DEADLINE	FOLLOW-UP (pending/ongoing/completed)
<b>3.1 Calculate the 2024 Carbon Footprint:</b> The calculation of scopes 1 and 2 of the 2024 Carbon Footprint will be carried out using the MITECO calculation tool. The Hotel will be registered in the MITECO Carbon Footprint Register and will use the official one of the Ministry according to protocol.	Environmental Managers Sub-contracted company	March 2025	
<b>3.2 Define targets for the reduction of the Carbon Footprint:</b> Once the Carbon Footprint for 2024 has been calculated and the results compared to 2023, emission reduction targets and the actions to be implemented to achieve these targets will be defined.	Environmental Managers Sub-contracted company	March 2025	

In order to achieve the objectives set out in this Action Plan, the collaboration and commitment of all the people working in the Hotel will be necessary. For this reason, the Plan will be monitored, managed and followed up on an annual basis. The following annual management cycle is foreseen for its monitoring:

The environmental managers will be responsible for coordinating the implementation and monitoring of the Plan. To this end, the Environmental Committee will be convened at the end of the year to evaluate the plan, indicating the status of each action (pending, underway or completed). In the event that the action has not been initiated, alternatives for its implementation will be sought.

Together with the evaluation, an Action Plan will also be designed for the following year.