

Lemon & Soul Las Palmas Hotel's Sustainability Report and Commitments

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Lemon & Soul Las Palmas strives to embrace sustainability elements into our business operation while delivering the best hospitality and services to our guests. We are proud to be certified by Travelife, an international company that recognizes the accommodation sustainability initiatives in the areas of environment, society, and governance. The hotel continuously improves and develops new programs to enhance a positive environmental management, fair labor practices, human rights, and community support. Through many impactful initiatives, we ensure that we treat our environment, people and community with respect and continuously find ways to improve the key indicators for the better future.

Please learn below more about our sustainability commitments, goals and progress.
Together we care!

We are committed to reducing our greenhouse gas emissions and protecting and supporting biodiversity. As part of that commitment, in 2024 we set a target to reduce our greenhouse gas emissions from energy, water and waste by 5% by the end of 2027.

Reducing Energy Consumption: We began the implementation of LED lights in all hotel rooms, as per the project initiated by the company to be achieved between 2022 and 2027.

We are pleased to report that, as of 31 December 2023, we have achieved a reduction in consumption per stay of approximately 3% across all services offered, both in catering and rooms.

We know we still have work to do and in 2024 we are implementing a number of new initiatives across our operations that will help us reach our 2027 target.

Installation of flow restrictors: Installation in all rooms, estimating a 5% saving in water consumption compared to 2019.

The hotel will continue to monitor and reduce its impact on the environment by tracking the sources of energy and water, as well as the amount we consume.

We encourage our valued guests, employees and visitors to support us by following the reminders we have distributed throughout the hotel about saving water and energy, as well as minimizing waste.

Waste reduction is also one of the areas of emphasis for the hotel, separating waste and recyclable items.

To ensure comprehensive environmental protection, we also aim to avoid any polluting emissions. We ensure the minimum use of chemicals by recording the amount used and reducing it to the necessary amount that meets hygiene requirements. Our employees also receive protective equipment and training to handle hazardous components safely.

We are proud of the plastic collection activity carried out by our staff to achieve our goal of collecting 30 Kilos from our mountains and beaches for the protection of our terrestrial and marine wildlife.

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In addition, our hotels support the protection of wildlife by complying with local and international regulations. We do not participate in any kind of trade, exhibition or activity related to wildlife that may be a violation of animal rights, as we believe in mutual respect between all living beings.

In 2024 we will focus on supporting a community donation to "Pequeño Valiente", a regional non-profit association formed by parents in the Canary Islands with children affected by childhood cancer. Through different activities and with the participation of our customers, we will try to raise funds to help this association.

If you wish to donate for this important community project, you will find a donation box at the reception.

At Lemon & Soul Las Palmas, we will ensure that all our employees are treated with respect and fairness. We do not discriminate against employees based on nationality, race, age or gender. In doing so, we also encourage all employees to follow the same practice in their personal and professional environment. In case of any kind of discrimination or mistreatment, the hotel has put in place a complaint procedure in which employees can participate and submit the request.

Our hotels not only find ways to improve the working conditions of our employees, but also encourage their learning and development to foster the personal growth of each individual talent. We offer training sessions related to professional and personal advancement so that our employees can build their career path and well-being.

In addition, our hotels are against child labor and exploitation. Our staff are trained to identify and report such activities to the management team to prevent any child abuse.

It is our policy to always report any suspicion of child abuse or exploitation. We encourage our clients to report any evidence of child abuse or exploitation to the police. We will make our child helpline number 116 111 available for any such report.

Our progress towards our sustainability goals:

- **Reduction in purchases of single-use plastics:** In line with the project initiated by the company at global level, purchases of products containing plastic have been reduced and replaced by other more sustainable products such as purchases of polycarbonate cups.
- **Green Room policy program:** Program aimed at customers to reduce the frequency of room cleaning, involving the customer in the company's sustainability programme.

In line with our commitment to continuous improvement, we welcome feedback from our guests, the community, and our talents on our ongoing efforts to improve our environmental and social impact, including suggestions on how we can improve. Please feel free to send us your comments and ideas by emailing us at reception.laspalmas@lemonandsoul.com

Lemon & Soul Las Palmas Hotel is committed to achieving our sustainability commitments and objectives and invites you to support us in achieving them.

Iván Jiménez

General Manager of L&S Las Palmas

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