



EL TREBOL
apartamentos

2022

Sustainability report



Apartamentos El Trébol

30/06/2022

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1 DIAGNOSIS

This chapter recovers the work carried out during the months of August 2021 to June 2022 by the quality, environment and sustainability team when it comes to placing the organization within the SUSTAINABLE DEVELOPMENT GOALS (hereinafter "SDG") and goals with the greatest positive impact and in raising awareness of the greatest negative impacts.

a SDG ANALYSIS

An analysis of the 17 SDGs and the goals defined for each of them was carried out:



From this analysis, the SDGs in which the Organization had the greatest impact were defined, these being:

SDG 5 Gender Equality.

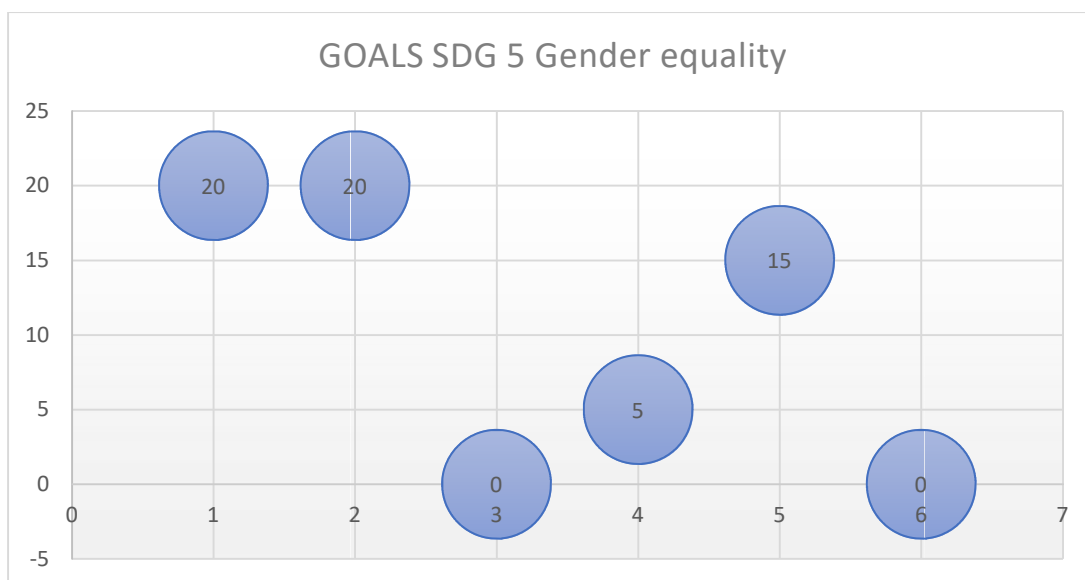
SDG 8 Decent work and economic growth.

SDG 12 Responsible production and consumption

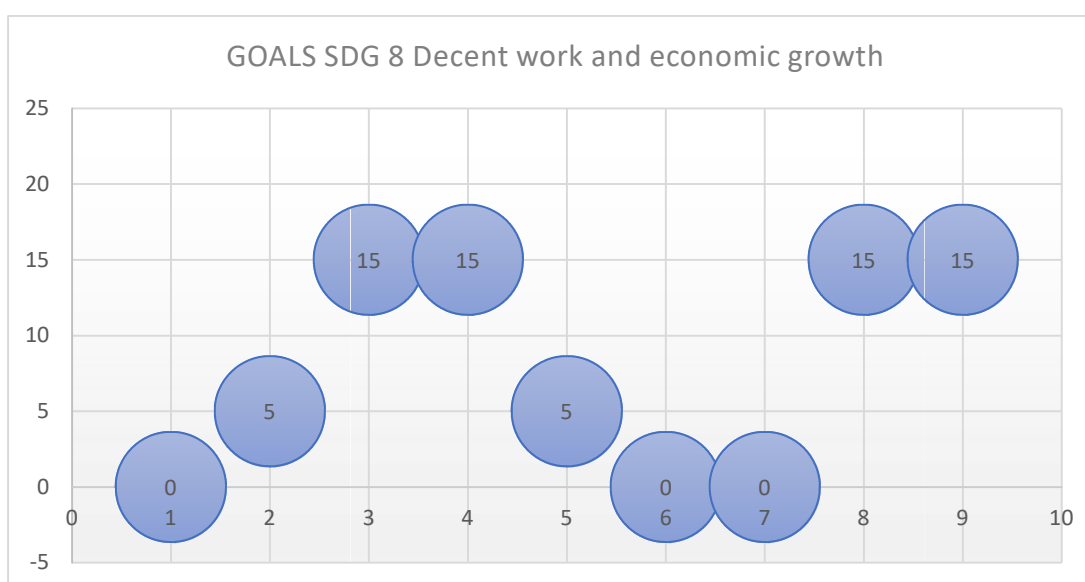
SDG 13 Climate Action

b IMPACT MATRICES OF SDG GOALS

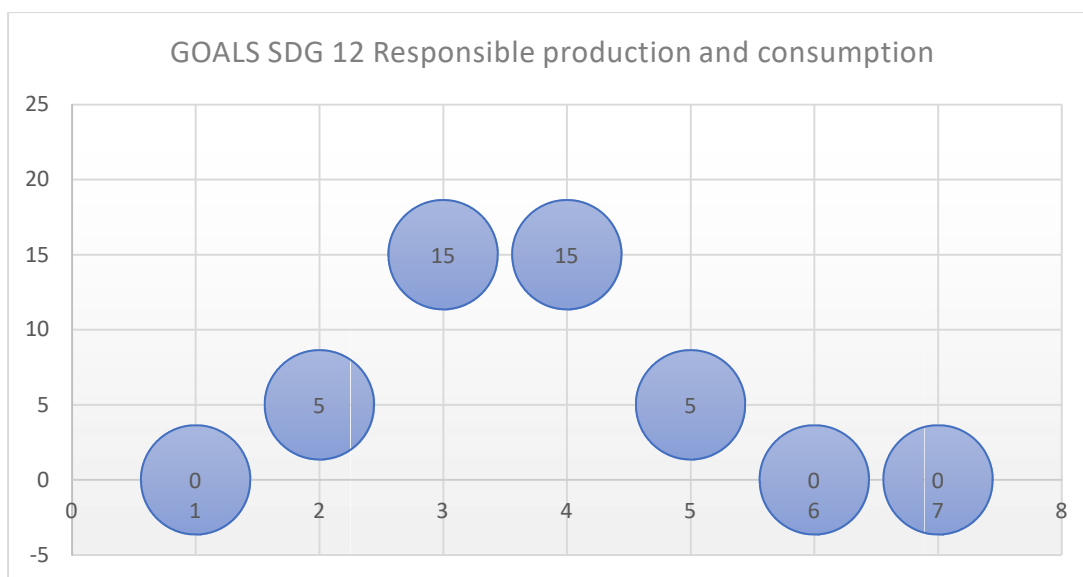
SDG 5 Gender equality



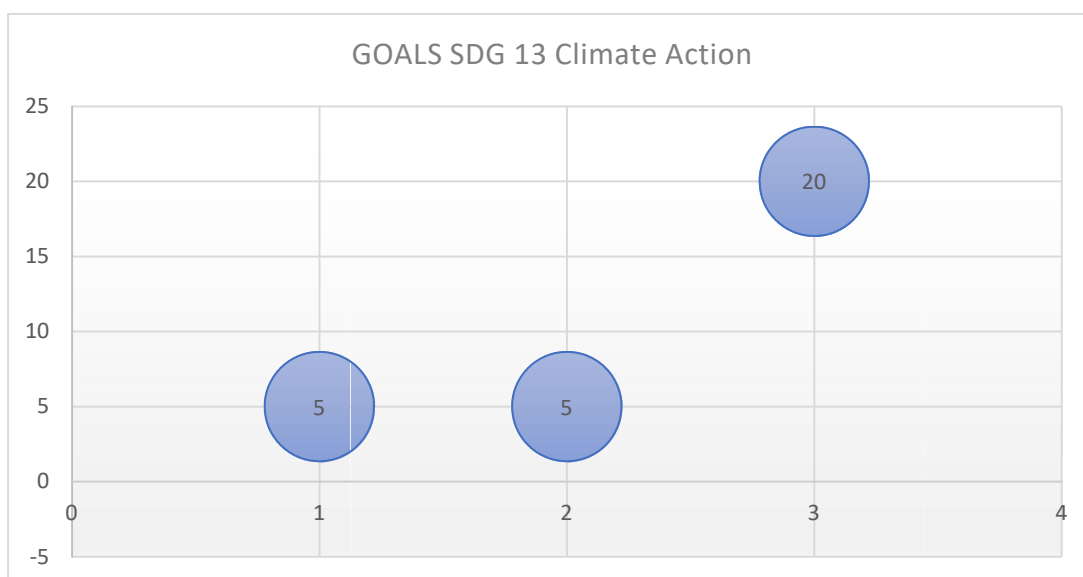
SDG 8 Decent work and economic growth



SDG 12 Responsible production and consumption



SDG 13 Climate Action



As a result of this analysis, the SDG goals with the greatest impact are:

SDG 5 Gender equality

- 5.1 End all forms of discrimination against all women and girls everywhere
- 5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation
- 5.5 Ensure the full and effective participation of women and equal opportunities for leadership at all decision-making levels in political, economic and public life

SDG 8 Decent work and economic growth

- 8.3 Promote development-oriented policies that support productive activities, the creation of decent jobs, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro, small and medium-sized enterprises, including through access to financial services.
- 8.4 Progressively improve, by 2030, the efficient production and consumption of global resources and seek to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programs on Sustainable Consumption and Production Patterns, starting with the countries developed.
- 8.8 Protect labor rights and promote a safe and secure work environment for all workers, including migrant workers, in particular women migrants and those in precarious employment.
- 8.9 By 2030, develop and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.

SDG 12 Responsible production and consumption

- 12.3 By 2030, halve global per capita food waste at the retail and consumer level and reduce food losses in production and supply chains, including post-harvest losses.
- 12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and land soil in order to minimize its adverse effects on human health and the environment.

SDG 13 Climate Action

- 13.3 Improve education, awareness, and human and institutional capacity regarding climate change mitigation, adaptation, reduction of its effects, and early warning.

2 ACTIONS WITH POSITIVE IMPACTS:

To incorporate positive impacts that reduce the gap in the fulfillment of each of the SDGs, different actions of different nature were defined:

Actions of information, awareness and changes of habits.

Training Actions.

Technical improvements.

Legal and administrative improvements.

Other actions

a Actions of information, awareness and changes of habits:

Good environmental practices for internal use. Dossier of good environmental conduct for workers. Reduction of energy consumption, reduction of waste, etc.

Good environmental practices for guests. Dossier available to each guest on good environmental conduct. Responsible energy consumption. Responsible water consumption.

Good practices in laundry. Correct use of energy and reduction of polluting waste.

b Training Actions.

CSR training (corporate social responsibility)

Regular maintenance and training on equipment at the beginning of each season towards efficient use of energy

c Technical improvements

Efficient water filters and faucets in most bathrooms

The water is heated by solar collectors.

Low consumption light bulbs in all public areas and in most rooms (led bulbs)

The watering of our gardens is done in the late afternoon to avoid wasting water.

All new equipment purchases are verified to be energy efficient

Keys to turn off lights when guests leave the room.

Investment in renewable energy systems.

Used fats and oils are collected.

Recycling bins for recycling batteries, plastic, glass, paper.

We make efforts to limit the use of disposable products.

The reuse of paper for internal use.

Bulk orders where possible

We choose returnable bottles filled with water filter and bag in the box for most beverages

We apply environmental criteria in the purchase of cleaning products.

The use of chemicals is limited and where necessary.

Use of local plants in the garden that need less water and are more resistant to the local climate

Minimize the use of chemicals in cleaning.

The daily control of the pools to use the minimum amount of chemical products and other substances.

Air conditioning: limited hours in the apartments from 9 to 1 am; limited buffet hours from 8 to 10/12 to 3:30 p.m./5:30 to 9 p.m.; limited hours in piano bar from 18 to 23:30

Geothermal air conditioning: by capturing seawater, both cold water is produced for air conditioning in the apartments, restaurant and piano bar, as well as hot water for domestic hot water and swimming pool air conditioning.

New photovoltaic installation: a new photovoltaic installation is currently being built for electricity generation with a photovoltaic self-consumption system of 149.52 Kwp, which is calculated to generate approximately 15% of the energy needed

d Legal and administrative improvements.

Compliance with the Occupational Risk Prevention Law

Equality Plan

Review of polluting products for the choice of others with less impact.

and Other measures:

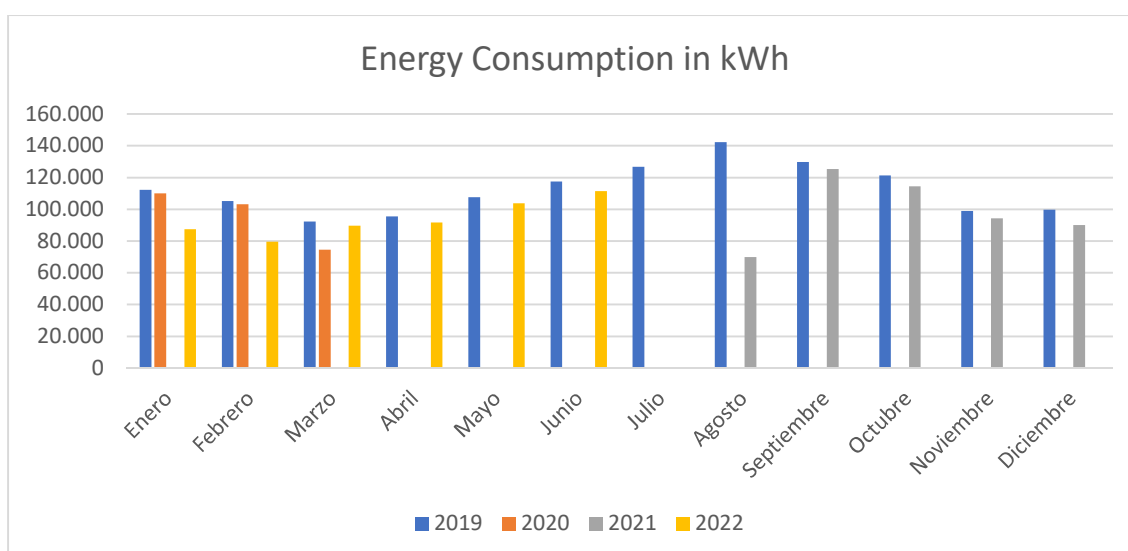
Support for social entities

3 MEASUREMENT AND ANALYSIS:

a Environment

a.1 Electricity consumption-energy control table.

	2019	2020	2021	2022	%
January	112.234	110.000		87409	22%
February	105.278	103.123		79627	24%
March	92.376	74.534		89609	3%
April	95439			91621	4%
May	107643			103774	4%
June	117532			111345	5%
July	126754				
August	142364		69.894		51%
September	129732		125.369		3%
October	121320		114.435		6%
November	98876		94.231		5%
December	99654		90.048		10%



Energy consumption analysis:

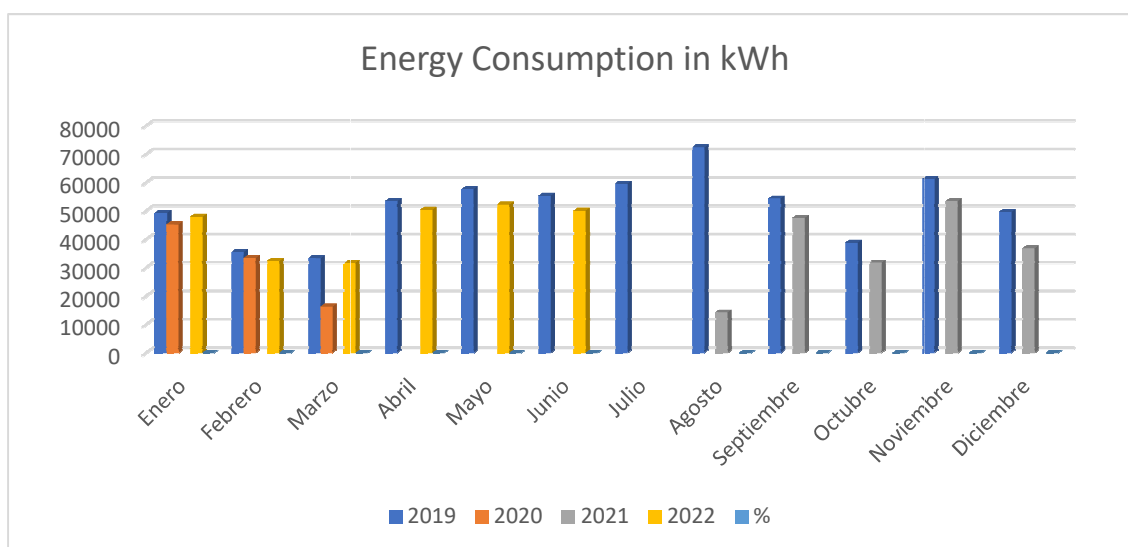
Decreases in consumption can be seen, with a similar occupation, in the comparison of the years 2019 and 2022 (months from April to June), being approximately 4%, as a result of the effort in the installation of energy improvements and awareness in the responsible consumption of workers and guests.

It is necessary to wait for a complete cycle to establish real comparisons since the years 2020 and 2021 are not normal due to the crisis of the COVID19 pandemic.

A reduction value of 3% had been established for the 2020 and 2021 financial years, but it has been maintained for the normal 2022 financial year. This reduction is achieved in the months in which we have data thanks to the incorporated averages.

a.2 LPG consumption-energy control table.

	2019	2020	2021	2022	%
January	49343	45147,61		47900,50	3%
February	35498	33382,19		32298,01	9%
March	33254	16276,16		31642,14	5%
April	53421			50381,14	6%
May	57643			52241,66	9%
June	55344			50073,29	10%
July	59543				
August	72365		14198,81		80%
September	54321		47456,79		13%
October	38766		31742,53		18%
November	61204		53388,88		13%
December	49543		36739,42		26%



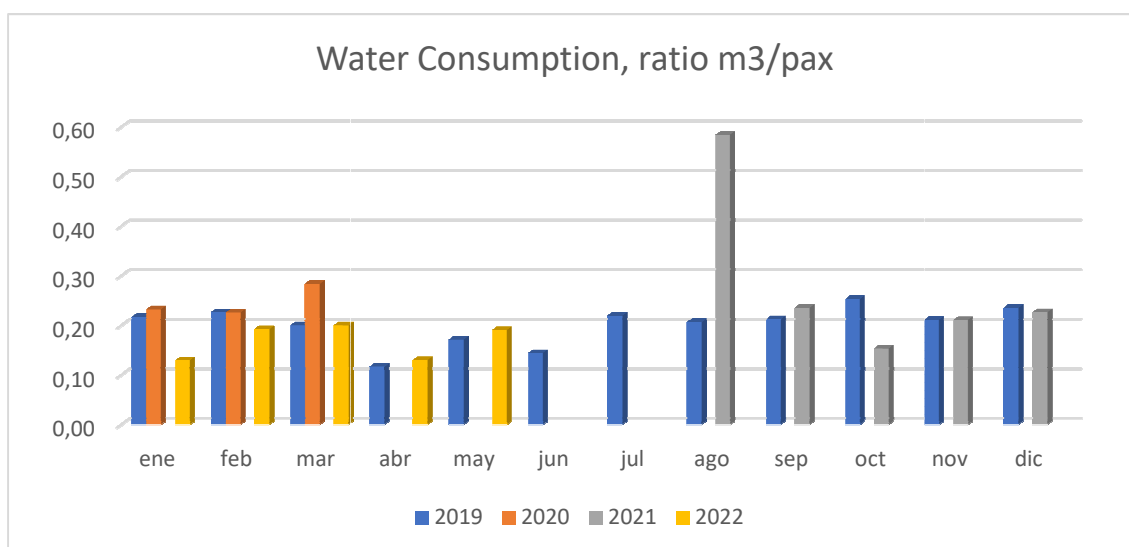
Analysis of energy consumption-LPG:

Consumption has been reduced from this source above what is defined as the objective. A reduction value of 5% had been established for the 2020 and 2021 financial years, but it has been maintained for the normal 2022 financial year. This reduction is achieved in the months in which we have data thanks to the incorporated averages.

It is necessary to wait for a complete cycle to establish real comparisons since the years 2020 and 2021 are not normal due to the crisis of the COVID19 pandemic.

a.3 Water consumption control table.

	2019	2020	2021	2022	%
jan	0,22	0,23		0,13	40%
feb	0,23	0,23		0,19	15%
sea	0,20	0,28		0,20	0%
apr	0,12			0,13	-11%
may	0,17			0,19	-11%
jun	0,14				
jul	0,22				
aug	0,21		0,58		
sep	0,21		0,24		
oct	0,25		0,15		
nov	0,21		0,21		
dec	0,24		0,23		



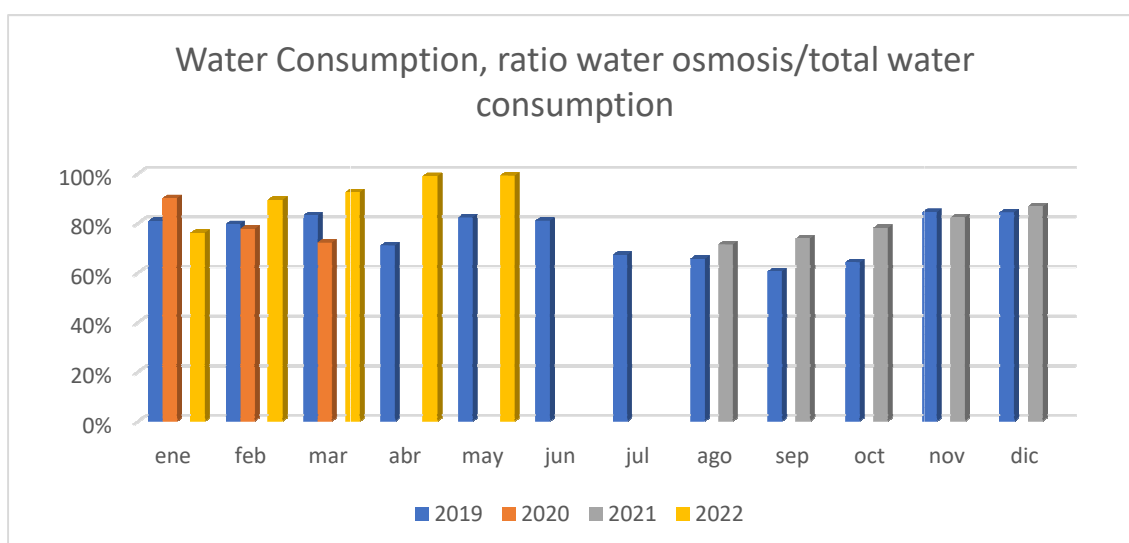
Analysis of water consumption:

It is necessary to wait for a complete cycle to establish real comparisons since the years 2020 and 2021 are not normal due to the crisis of the COVID19 pandemic.

A goal of a 10% reduction in overall exercise consumption has been set.

a.4 Control table for water consumption generated by osmosis.

	2019	2020	2021	2022
jan	81%	90%		76%
feb	80%	78%		89%
sea	83%	72%		92%
apr	71%			99%
may	82%			99%
jun	81%			
jul	67%			
aug	65%		71%	
sep	60%		74%	
oct	64%		78%	
nov	84%		82%	
dec	84%		87%	



Analysis of water consumption generated by osmosis:

As can be seen in the table, the objective of 85% of water produced by osmosis of the total water consumed has been more than met. In some cases, the circuit water consumption data is anecdotal. The Organization intends to be self-sufficient in the consumption of water generated by this method.

b Quality

Comparative data table

TUI SUNEOL Supplier League												
Hotel Concept	Acc overall	Acc staff service	Acco cleanliness	Room condition	Child friendliness	Food and drinks	Daytime activities	Evening entertainment	Pool and pool area	Wi-Fi	Respect for the environment	Accuracy of acc description
TUI SUNEOL El Trebol	8.52	8.86	8.41	8.38	8.67	8.28	6.73	5.71	8.81	7.91	9.14	8.7

The Organization obtains outstanding scores in many of the items analyzed (above 8) and is in a remarkable position in the comparisons that can be made with other similar organizations.

Some items are valued lower (below 7) and must be analyzed independently to locate the improvements to be applied (Daytime activities and Evening entertainment). It is recommended to carry out an independent survey focusing on these items.

c Table of objectives set for the year 2023

Type of consumption	Objective / Goal
Electricity	Reduction 1.5%
LPG	3% reduction
Water	4% reduction
Self-produced water / Osmosis	92% consumption
Satisfaction survey items	Growth of 0.2 in the items considered as positive
Satisfaction survey items	Growth of 0.4 in the items under analysis (<8)

4 REVIEW OF ACTIONS AND PROPOSALS FOR NEW ACTIONS WITH POSITIVE IMPACTS

Once the evolution of the first year has been analyzed by applying measures that have a positive impact on the different areas of sustainability, environment, Human Resources

and Human Rights, Participation in the community/Society and Quality, actions are established to support the efforts to improve the impact in the different areas, as well as recommendations to evaluate its implementation in the long term.

a Environmental Actions.

Defined Action	Explanation	SDG/GOAL link
Training and information on good environmental practices for workers	Incorporation of good practices to the improvements already established as well as a reminder of these	8.4/12.3/12.4/13.3
Positive environmental impact actions, garbage collection on the beach, planting plants in gardens, etc., for both staff and guests		8.4/12.3/12.4/13.3
Generation of a dossier of good environmental practices for guests		8.4/12.3/12.4/13.3

Recommendations :

Incorporation of measurements and ratios to the consumption control panel, such as consumption per guest, kg of linen washed per guest, waste collected for each type, kg of garbage collected, etc.

Incorporation of technological improvements that produce less impact.

b Human Resources (People) and Human Rights.

Defined Action	Explanation	SDG/GOAL link
Training and Information on Equality	Regulations, harassment protocol, etc.	5.1/5.5/8.9
Incorporation of a catalog of social benefits	Definition of "improved conditions" in services and products for workers	5.1/5.5/8.9
Incorporation and compliance with the actions of the equality plan		5.1/5.5/8.9
Incorporation of the blind CV		5.1/5.5/8.9

Recommendations :

Incorporation of measurements and ratios to the performance control panel in this area, such as, for example, training carried out in equality, number of social benefits received, etc.

Incorporation of remuneration by objectives.

Establish a professional career protocol.

Systematic incorporation of people with disabilities.

Adaptation of the language used in documentation to inclusive language.

c Citizen participation/Society.

Defined Action	Explanation	SDG/GOAL link
Encourage the participation of workers and guests in social organizations		8.9
Prioritization of consumption of local products and local suppliers		8.9

Recommendations :

Support for inclusion sports teams, special protection groups, women, etc.
Incorporation of measurements and ratios to the performance scorecard in this area, such as contributions to social organizations, etc.

d Quality

Defined Action	Explanation	SDG/GOAL link
Systematize the collection of customer perceptions	Incorporate a satisfaction survey	

Recommendations :

Incorporation of measurements and ratios to the performance scorecard in this area, such as global satisfaction, etc.

5 REVIEW OF ACTIONS AND PROPOSALS FOR NEW ACTIONS WITH POSITIVE IMPACTS

a Good practice information

El Trebol Information

Maid Service

- Rooms are cleaned 5 days per week (every ~~days~~ except Wednesdays and Saturdays)
- Your towels will be changed every 3rd day
- Your bedding will be changed once a week

(Your TUI rep or reception will assist with any of your additional needs).

The Restaurant

We offer an international style buffet to cater for our guests from all nations. We have a range of different theme nights every day of the week (*):

Monday: Mexican
Tuesday: Moroccan
Wednesday: ~~Canarian~~
Thursday: Italian
Friday: Chinese
Saturday: International
Sunday: Sunday Roast

(*) Subject to change

Wi-Fi

Here at the ~~Sunecolub~~ EL TREBOL we grant our customers with free wi-fi at the reception and around the open areas of the resort.

Network: Apartamentos Trebol
PASSWORD: trebol2018

Equipment Hire

Kettle: 5€*

TV control: 10€*

*For these items it is a returnable deposit at the end of your stay

Iron with ironing board: 7€ 1day, 15€ 3days or 20€ 1 week

Push chair: 7€ p/d or 20€ p/w

Baby bath: 10€ p/w

We also have sports equipment for hire for a 5€ returnable deposit: ~~table tennis, tennis, french bowles~~, football and mini golf.

If you require a wheelchair or any other mobility ~~items~~ please see your TUI rep or reception who will organize this for you.

Hotel Check-Out

Our standard ~~check out~~ time is 12pm

If you have pre-booked a late checkout your checkout will be at 6pm

~~Unfortunately~~ we cannot offer any more late checkouts here in resort.

We can offer a courtesy room for 30min per apartment on the day of your departure. Please organize this 1 day before your departure.

Your ~~all inclusive~~ wristbands allow you to use all facilities until your pickup time.

Recommended actions to our guests during their stay in Apartamentos HSA THE TREBOL:

- Respect our towel reuse program in order to save water, energy and chemical products.
- Do not leave lights, electrical/electronic devices on when they are not in use/required.
- Keep all doors and windows closed when the air conditioning is on.
- Use the recycling containers which can be found in the "clean points" in Aptos. HSA THE TREBOL. These containers are available for paper, plastic, glass and cans.

Av. de las Palmeras, 10, 35508 Costa Teguise, LANZAROTE

TEL: 0034-928-590-285 Email: info@apartamentostrebol.com

“Good practices for guests”



¡Apostamos por el verde!

Estimado trabajador,

Contamos con tu colaboración para seguir avanzando en nuestro proyecto de SOSTENIBILIDAD.

Aquí tienes unos consejos para el uso responsable de nuestros recursos:

AGUA

- Cierra los grifos mientras se realiza la limpieza.
- Dosifica adecuadamente los productos químicos.
- No tires desperdicios por los sanitarios.

ELECTRICIDAD

- Apaga las luces cuando no estés en el lugar de trabajo
- Desenchufa todos los aparatos que puedan quedar en Stand-by
- Usa la lavadora cuando la carga esté completa
- Si tienes que dejar el ordenador encendido, apaga siempre el monitor

GESTIÓN DE LOS RESIDUOS:

- Es de vital importancia separar los residuos, para lo que se ha acondicionado una zona de contenedores específicos ("Punto de reciclaje" junto a nuestro punto limpio)

CONSUMO

- Compra productos a granel para evitar el desperdicio de alimentos, así como favorecer el ahorro en envases y reducir los residuos generados.





To meet our goals of offering increasingly healthier menus to our customers, we have undertaken the following actions:

- Reduction of the addition of salt by 35%
- Elimination of the use of palm oil
- Reduction of the use of glutamate by 70%
- Significant increase in cooking in the oven, to the detriment of the use of fryers with oil
- Increased supply of fresh vegetables and fruit
- Increased amount of vegetables used in dishes
- Soup or cream made every day with vegetables

Both the buffet and the pool bar have posters suggesting healthy combinations.



“Healthy menus”



“Good energy saving practices for guests”



“Good practices save water people”



“Good practices save energy people”



“Good practices save water people”

b Waste management

AENOR
Confía



Certificado del Sistema de Gestión Ambiental



GA-2006/0180

AENOR certifica que la organización

MARTÍNEZ CANO CANARIAS, S.A.

dispone de un sistema de gestión ambiental conforme con la Norma ISO 14001:2015

para las actividades: Recogida, transporte, clasificación, trituración, compactación y almacenamiento de papel, cartón, plástico, envases de plástico, envases mezclados, residuos de plástico (excepto embalajes) y textil, recogida selectiva y transporte de RSU y asimilables a urbanos y recogida, transporte y entrega de subproductos SANDACH, con el código de gestor GRNP-016-IC.
La recogida y transporte de residuos MARPOL del Anexo V.

que se realiza/n en: AUTOPISTA LAS PALMAS GANDO KM. 17, P. I. EL GORO
S.U.S.O SILVA 10.A PARCELAS 5 Y 6, CALLES 1 Y 7. 35200 -
TELDE (LAS PALMAS)
PI VALLE DE GUIMAR MANZANA XIII, PARCELA 5A-5B,
19A-19B. 38509 - CANDELARIA (S.C. DE TENERIFE)

Fecha de primera emisión: 2006-05-31
Fecha de última emisión: 2021-05-31
Fecha de expiración: 2024-05-31



Rafael GARCÍA MEIRO
Director General

AENOR INTERNACIONAL S.A.U.
Génova, 6. 28004 Madrid. España
Tel. 91 432 60 00.- www.aenor.com



“Environmental management system of the main collaborator in waste collection”

c Technological facilities.

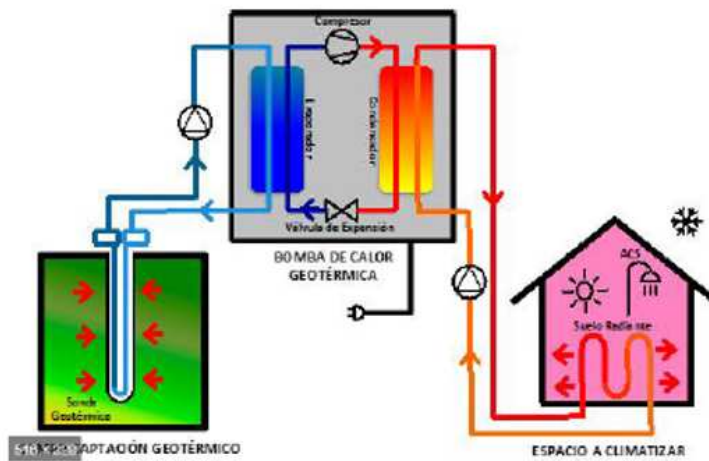


Ilustración 5 - Bomba de calor geotérmica en régimen de calefacción [5]

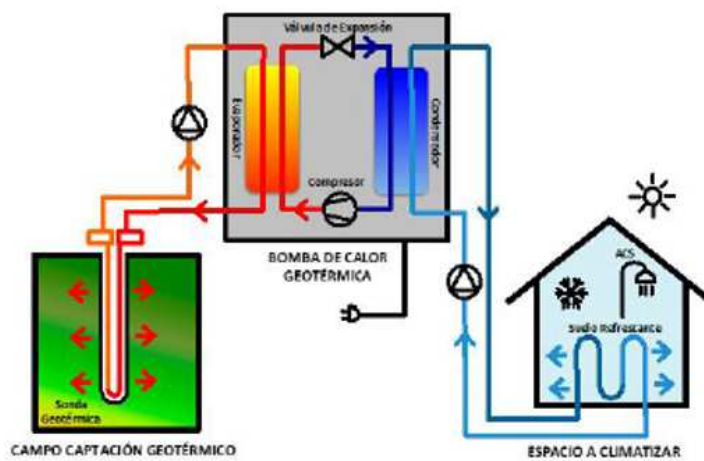
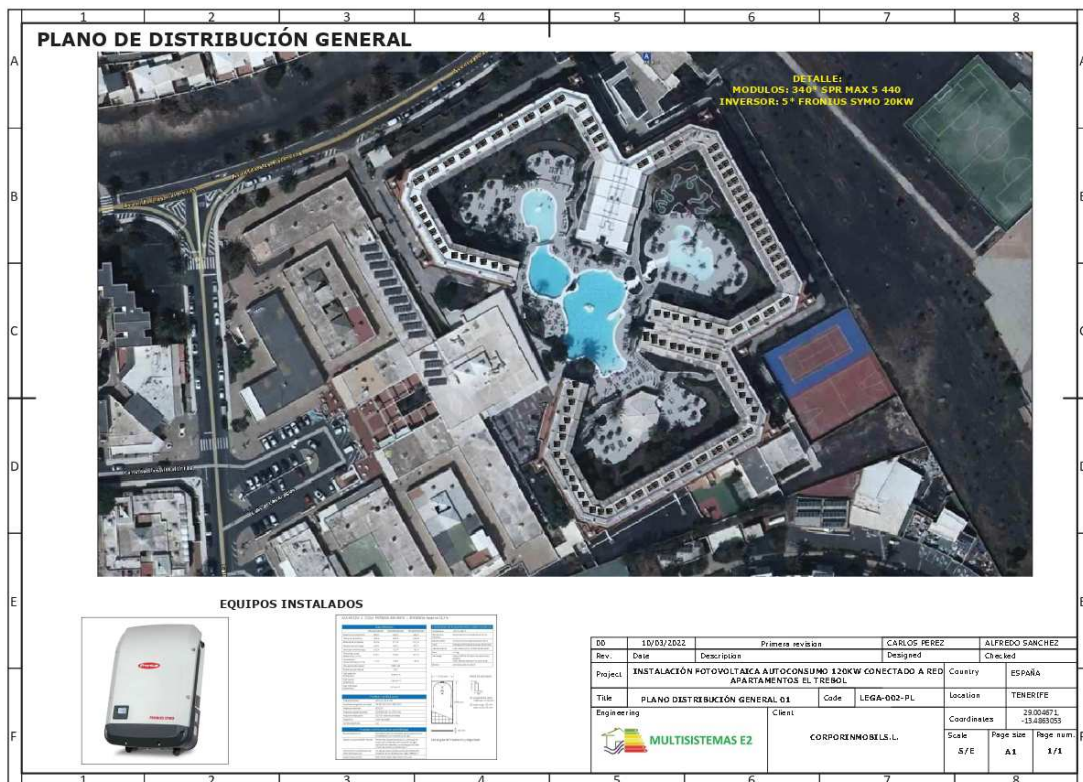


Ilustración 6 - Bomba de calor geotérmica en régimen de refrigeración [5]

“Geothermal system”



“Solar Power System”



Evaluación hídrica

Apartamentos El Trébol
Tegui, Lanzarote (España)



d Support for Social Entities.



Asociación Protectora de Animales y Plantas SARA
CIF: G-35223833
Email: admin@sara-lanzarote.eu
Telf: 928 17 34 17

En Arrecife a 07 de Julio de 2022

La Protectora de Animales y plantas Sara, CERTIFICA que hemos recibido de Coorporinmobil "Aparatmentos El Trébol" con Cif: B79427613, varios donativos de textiles (mantas, toallas etc) a lo largo de este año.

Sandra Martínez Fernández

Secretaria.





CIF: G35501956
C/ Escotilla 27
35500 Arrecife, Lanzarote
Tel. 699341784
acogida_calorycafe@hotmail.com

Dña. Ana M^a Rodríguez Arango, 71.846.800K, Presidenta de la Asociación Acogida y Prevención de Riesgo "CALOR Y CAFÉ", G35501956, C/ Escotilla nº 27 en Arrecife de Lanzarote y con NCI: G1/51/5532-97/L

CERTIFICA:

Que durante la pandemia 2020/2021 Apartamentos El Trebol ha colaborado con la Asociación Acogida y Prevención de Riesgos CALOR y CAFÉ, mediante la donación de mantas y toallas usadas pero en buen estado, y con comida, con destino a los fines sociales llevados a cabo por dicha asociación.

Que la Asociación Acogida y Prevención de Riesgos CALOR y CAFÉ se encuentra inscrita en el Registro de Asoc. Canarias con NCI G1/51/5532-97/L

Y para que así conste y sirva de justificante a los efectos correspondientes, expido el presente en Arrecife de Lanzarote a 08 de julio 2022.

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La Presidenta

71846800K ANA MARIA
RODRIGUEZ (R:
G35501956)

Firmado digitalmente por
71846800K ANA MARIA
RODRIGUEZ (R:
G35501956)
Fecha: 2022.07.08 18:53:50
+01'00'

Fdo: Ana M^a Rodríguez Arango

"Thank you letter social organization"

e Acknowledgments



“Gold Travelife Recognition”

This report has been made in Lanzarote on June 30, 2022 by:

Quality, Environment and Sustainability Team, El Trebol Apartments Organization, made up of:

Alejandro González Piedras, Director

Manuel Caamaño León, Head of Administration

Nayra Cruz Suarez, Administration

External consultant support Vicente de Diego Pérez, EFQM Assessor, Auditor of ISO9001 and ISO14001 standards, Evaluator of GRI reports, expert in process management and business strategy.