

Annual Sustainabillity REPORT

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1. INTRODUCTION



Playitas Resort is an international Sports & Fitness Resort where sports enthusiasts, professionals, and amateurs enjoy training camps and active holidays within a healthy lifestyle. Our highly dedicated teams of professionals create a second home for your sports holiday, organizing weekly programs tailored to both children and adults with exceptional sports facilities, events, and camps throughout the year. Playitas Resort represents a positive approach to life, offering guests a unique and memorable experience every time they visit. Healthy food powered by Playitas and our environmental initiative, PLAYITAS NATURE, are central to our values and philosophy

Our mission has always been to promote active and healthy tourism, supported by a deep commitment to environmental, social, and economic sustainability. This report summarizes our achievements, goals, and initiatives to continue being a benchmark in sustainable tourism.

Playitas Nature Team



Our Playitas Nature Team is a enthusiastic and dedicated committee, committed to promoting sustainable practices across all aspects of our resort. Representing various departments, they collaborate equally to develop and implement initiatives that align with environmental, social, and economic sustainability goals.





1.1. DIRECTION





Direction Team:











Marc Hoffman

Managing Director Gabriela Martell

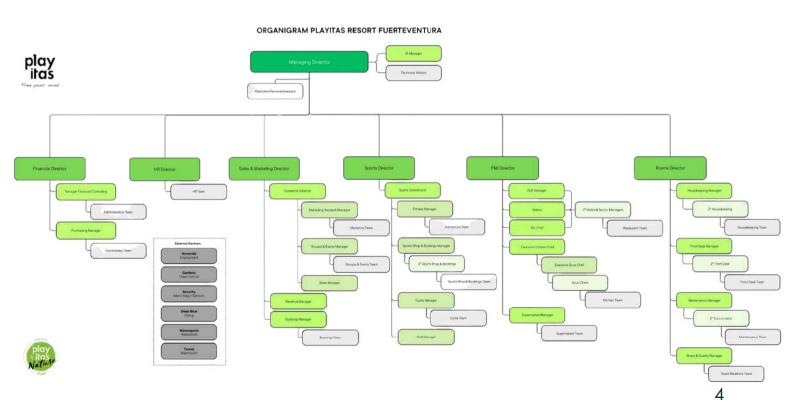
HR Manager Cristina Amador

F&B Manager Juana Hernández

Comercial Manager Frida Leding

Rooms Division Director

1.2. COMPANY ORGANIGRAMME





Fundamental keypoints of Playitas Concept:

Lifestyle	Sport & Active Holidays
Nutrition	Healthy Food by Playitas
Sustainability	Playitas Nature
Human Resources	Playitas Team & Philosophy



The accommodation facilities, located in Urbanización Las Playitas s/n, 35629 Las Playitas, Tuineje, Las Palmas, consist of:

- **Playitas Hotel:** 167 double rooms, 52 junior suites and 4 suites with private pool. Accommodation capacity of 446 beds.
- **Playitas Aparthotel:** 114 studios and 96 apartments distributed in 7 individual buildings. Accommodation capacity 630 beds.
- Playitas Villas: 24 villas with a private swimming pool located near the golf course. Accommodation capacity of 96 beds.

The overall accommodation capacity is 1,172 beds, which would allow a total of 427,780 overnight stays per year (bednights) at 100% occupancy.

	2021	2022	2023	2024
Room nights	90.979	124.974	146.113	147.943
% room nights	54,54%	74,92%	87,60%	88,45%
Bed nights	198.861	269.241	324.375	330.407
Guests	25.453	34.681	43.913	44.935
Rooms available	166.805	166.805	166,805	166.805









1.4. PLAYITAS PHILOSOPHY

PLAYITAS PHILOSOPHY

Playitas Resort is a unique concept which combines sports and active vacation with a healthy lifestyle for our guests. It's based on offering high quality facilities for practicing sports, gastronomy with the concept of "Healthy Food by PLAYITAS" and an exclusive offer for fitness and wellness programs.

The guests can find space for individuality, either for practicing activities in company or alone or enjoy relaxing moments. Playitas represents a positive approach to life, offering our guests unique experiences every time they visit us.

The employees are the company's image. They are responsible for transmitting the feeling of being welcome to the guests and creating a suitable sporty atmosphere for them to feel comfortable throughout their stay.

We are an innovative, dynamic and efficient company that works with prestigious partners. At the same time we represent the values of sustainability in a globalized world, promoting the use of regional products and the development of the local community.

We do business with respect and openness to a diversity of cultures and traditions, from both our guests as well as our employees and partners, whilst maintaining fidelity to the values and principles of Playitas.

1.5. OBJECTIVES & STRATEGIES

OUR OBJECTIVES AND STRATEGIES

To consolidate ourselves as the "Best Sports Resort in Europe", being a reference for athletes with a spirit of improvement.

To develop the brand Playitas and its lifestyle in other destinations around the world.

To be a great place to work, in which the staff feel respected and valued.

To develop a safe, open and common motivated work environment, in which people feel inspired every day to give the best of them and realize their full potential.

To be a serious and respectable company with a good reputation.

To build relationships with our suppliers and partners based on trust and commitment to strong work and business ethics.

To promote the development of the region with the use of regional and/or local products, services and employment in the area.

To encourage sports and support local sports teams and Institutions.

1.6. PROMICES

OUR PROMISES

We love our profession. We work to give the best service to our guests every day, and to provide an unforgettable vacation experience. We live the PLAYITAS philosophy together. With utmost dedication and sportsmanship, we will give our best to achieve the highest levels of quality in all our services.

We are hosts and service providers at the same time. With our unique and personalized service, we always try to surprise our guests, starting with their first impression until the end of their stay. We want that, when our clients leave from Playitas Resort, they already think about their next visit.

We establish an open, honest and direct communication, creating a work environment for our staff, in which they feel appreciated and valued. We interact vividly, with respect, honesty, loyalty and good companionship whenever we can, we support each other.

We are committed to the professional development of our staff to achieve this, we use a system based on performance evaluation and training plans, enhanced by tutors to maximize the capabilities of our staff and achieve long term emotional commitment.

We are committed to be an effective, dynamic and innovative organization. We apply environmentally sustainable business procedures, in order to align with the goals and strategies by our shareholders, Apollo and DER Touristik We want to protect future generations and enhance the development of the area, emphasizing the use of local and regional products and cooperating with local sports teams and Institutions.

We are strongly involved in the protection of children against sexual abuse in tourism as well as against any violation of human rights, harassment or discrimination, whether on grounds of sex, race, religion or any other reason.

We believe in continuous improvement as a path that leads to excellence.

1.7. PRINCIPLES

OUR PRINCIPLES

- 1. We know and we live the philosophy, the objectives and strategies and the principles of Playitas. These are the basis for our actions. We are aware of the fact that the distinctive atmosphere at Playitas creates a great brand engagement for both employees and collaborators.
- 2. We like being hosts and service providers. We try to exceed the expectations of our guests every day and proactively anticipate on all needs and wishes.
- 3. We are contact persons all the time and suppliers of the wide range of possibilities of Playitas. We know the services of our catalogue and we are able to explain and offer these to the guests. We have a culture of permanent sale. Each and every one of us is a salesman of Playitas.
- 4. The interaction and cooperation between all hierarchies is based on respect, transparency and fairness for everybody We pay special attention to challenging work situations and always respect the work of all our colleagues.
- 5. We are responsible for a fast and transparent communication to reach agreements We are aware of the importance of personal communication and its use for coordination, agreements and exchanges We respect appointments and meet deadlines.
- 6. We support the comprehensive cooperation between departments as a key part for creating a distinctive atmosphere at Playitas.
- 7. We offer our guests an atmosphere of open, warm and positive communication.
- 8. We are responsible for a safe, clean and accident-free environment We know how to act in case of fire, emergency or any crisis situations.
- 9. The staff of every department is responsible for the adherence of the norms of Playitas Every staff member is competent to answer any questions about their department.
- 10.Together we are responsible for the success and the economic result of Playitas We know the goals of our department and contribute to fulfill the objectives of Playitas. We get involved in the budget of our department or area to achieve both income goals as well as assisting in the proper management of costs.

SUSTAINABILITY POLICY

At Playitas we promote active and healthy tourism, assuming the commitment to adopt the necessary measures for the progressive reduction of the environmental and social impacts generated by our activity, through hotel eco-efficiency, good environmental practices, the wellbeing and development of our employees, and integration with the community. To this end, we present our Sustainability Policy based on the following principles:

Environmental policy

- Rational use of resources; minimising the consumption of energy, water, plastic and paper; reducing the generation of waste and favouring recycling.
- Promote good environmental practices among our suppliers, customers and employees.
- To constantly improve our environmental performance and evaluate it periodically.
- To provide environmental information on our activities and disseminate our environmental policy to employees, customers and the general public.
- To comply with the applicable environmental, health and safety legislation and regulations, as well as with the rest of the commitments that we may acquire in environmental matters.

Social policy

- To guarantee the welfare of workers, respecting the basic principles of equal opportunities, non-harassment and non-discrimination and fair treatment of staff.
- To support the professional and personal development of employees through a process of continuous training.
- To strengthen relations with the community by preferably hiring local employees and suppliers and supporting sporting events or local activities with charitable causes.
- To defend human rights in general and in particular the fight against sexual exploitation of minors or any kind of exploitation of human beings.
- Provide social information on our activities and disseminate our social policy to employees, customers, the community and the general public.

In order to ensure the implementation and maintenance of the environmental management system, integrated with our Quality management system, the General Management of Playitas will allocate all those human and material means necessary to establish and review the fulfilment of the environmental and social objectives in accordance with our commitment.

1.8 WASTE MANGEMENT



In Playitas we like to promote recycling; making a commitment to take the necessary measures for the progressive reduction of the environmental impact generated by our activities. Here we present our recycling policy based on the following principles:

Recycling policy for customers and staff at Playitas:

- · Recycling points for customers and workers
 - Yellow Containers: polystyrene trays, plastic bags, plastic containers, transparent film, cans, beverage cans, foil and metal lids.
 - Green containers: glass bottles, glasses, glass jars.
 - **Blue bins:** paper bags, cardboard boxes, cartons, egg cartons, books, paper towels, newspapers, magazines and envelopes.
 - Black bins: organic waste.
- Containers for used batteries are available in both receptions.
- Recycling plastic bottle tops in special containers "plugs for a new life" (Reception, Golf, Swimming Pool, etc.)
- In the kitchen's cooking oil is recycled by an authorized company.
- Playitas Resort is registered in the Register of Small Producers of Toxic and Hazardous Waste Directorate General for Nature Protection, as provided in Decree 51/1995 of 24 March 1995. We are registered for the following hazardous wastes:
- Waste paint and varnish containing organic solvents or other dangerous substances
- > Packaging containing residues of hazardous substances or contaminated by them
- > Chemicals consisting of or containing dangerous substances
- ➤ Solvents
- > Fluorescent tubes and other mercury-containing waste
- > Batteries and accumulators (Lead Batteries, Ni-Cd Batteries or batteries containing mercury)

For the collection and subsequent treatment of this hazardous waste there are cooperation agreements and appropriate contracts between Playitas and duly authorized companies who specialize in the management of such waste. These activities are well logged and archives from each transaction are available.

• For different types of residues from the above mentioned which cannot be deposited in the usual containers for light packaging, paper and glass we have a service contract with a licensed waste separation and recycling of solid waste company who offer and maintain a storage box which is collected as required.

In order to ensure the implementation and maintenance of an efficient environmental management system the General Director of Playitas has assigned the human and material resources necessary for establishing and reviewing compliance with environmental objectives in accordance with our commitment. In particular we have a process of continuous training of personnel on key aspects contained in this policy.

2. CORPORATE ENGAGEMENT WITH THE NATURAL ENVIRONMENT

2.1 ENERGY AND EMISSIONS



The Playitas Resort is a challenge in itself due to its spaciousness and complexity of the facilities. We use electricity and liquid gas (propane) as energy sources. The liquid gas is mainly used to heat water and to run the kitchen appliances. The core of the considerations at Playitas are, on the one hand, a reduction in overall energy requirements and, on the other, an expansion of renewable energy generation, primarily through photovoltaics.

Investment in energy efficiency

LED lights & Consumption reduction:

We use energy-efficient light bulbs, with 90% of our lighting consisting of LED lamps, which leads to significant energy savings.

ENVIRONMENTAL PERFORMANCE

Energy consumption	Total kWh	Average kWh per guest night	Total kg CO₂e	Average kg CO₂e per guest night
2024	9055693	27,41	1147687,84	3,47
2023	9391142	29	1413421,69	4,36





- Between 2018 and 2025, electric vehicles saved approximately 30.198 kg of CO2 emissions over a distance of 167.559 km - the equivalent of planting 1.373 trees! Additionally, between 2023 and 2024, diesel consumption was reduced by 51%. Thanks to the use of the electric vehicle fleet.
- Playitas is home to 212 solar panels, and in 2024, our photovoltaic plant generated 162.633 MWh of clean energy. This led to a reduction of 47.769 kg of CO₂ emissions—the equivalent of planting 2.120 trees!



Self-supply: avoiding external consumption and transport CO2 emissions

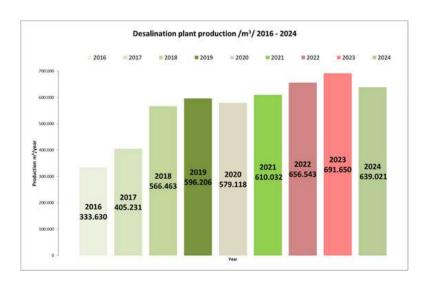
- 100% of the potable water in Fuerteventura comes from the desalination process
- In total about 90 installations; with production from 25 m3/day to 36.500 m3/day
- Las Playitas works with its own desalination plant since 25th of May 2017 max. production 3.000 m3/day





Water consumption	Total m3	Average m3 per guest night
2024	639.021	1,93
2023	691.650	2,13

In line with the commitment to improve environmental performance, Playitas has set a target for 2025 to install smart meters to automate water readings, controlling possible leaks.



2.3. ECO GARDEN



Playitas Resort has its own eco garden. The eco garden is a sustainable initiative aimed at promoting organic and healthy food while reducing the resort's carbon footprint. The garden is located on the resort's premises and covers an area of approximately 10.000 square meters. The eco garden at Playitas Resort follows strict organic farming practices, which means that no chemical fertilizers, pesticides, or herbicides are used in the cultivation process.



Thanks to the constantly warm weather conditions on Fuerteventura, we can provide our guests with fruits and vegetables from our own Eco Garden all year long. A healthy and wellbalanced nutrition is an important part of the Playitas philosophy.

The production of Ecogarden in 2024:



all n is		ECO GARDEN	2024
		TOTAL PRODUCCION	VALOR ECONÓMICO
	ENERO	110,00	152,84 €
	FEBRERO	253,00	275,23 €
=.	MARZO	253,60	294,22 €
RESUMEN ANUAL	ABRIL	36,60	69,44 €
Š	MAYO	75,40	75,18 €
ğ	JUNIO	117,20	203,40 €
2	JULIO	62,50	52,60 €
ź	AGOSTO	151,10	246,03 €
AL	SEPTIEMBRE	19,00	27,46 €
	OCTUBRE	266,40	265,02 €
	NOVIEMBRE	101,10	130,82 €
	DICIEMBRE	328,40	352,76 €
	TOTAL	1.774,30	2.145,01 €

We continuously plant and harvest fresh fruits and vegetables because growing our own food, rather than sourcing it from abroad, helps reduce our environmental impact. On February 1st, 2024, we kicked off the year by planting around 2,000 seeds, furthering our commitment to sustainability.







3. PURCHASES



At Playitas Resort we give priority to purchasing local products. **More than 60**% of the products is sourced directly from the Canary Island. We work together with 75 local and regional suppliers like Carniceria y Charcuteria Rafael S.L., Sociedad Cooperativa Agricola Gran Tarajal, Cofradia de Pescadores de Gran Tarajal, Inver Pescatron Lanzarote S.L., Ahumados Canarios S.A. and Quesos Flor Valsequillo. The most common locally sourced products are fruits, vegetable, meat and fish.

Various reports have found that a vegan diet has the greatest potential for reducing greenhouse gas emissions. For this reason, year after year we have increased the variety of vegan dishes offering our guests healthy and KMO products.

Playitas Resort also offers its facilities as a showcase for local artisans, promoting local commerce and promoting the sale of typical island products one time per week at the Night Market.



4. CUSTOMER SATISFACTION

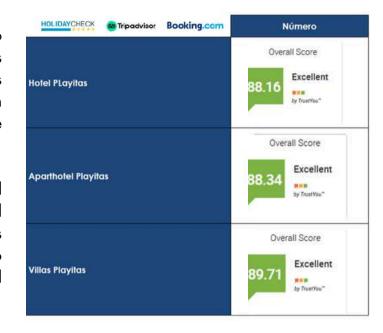


Guest experience is at the heart of our business, supported by carefully crafted quality assurance procedures designed to consistently exceed expectations at every stage of the guest journey—before, during, and after their stay. We encourage guests to share any concerns immediately, allowing us to address issues promptly and ensure they can fully enjoy their holiday. When needed, feedback is reviewed with department managers, and improvements are swiftly implemented on-site.

Also, through our web app, our guests can rate us and write a review.

We regularly review our internal procedures to maintain high standards, and our quality objectives are communicated to all staff through team meetings and additional training when necessary. Each team member is provided with "Good Practice Guidelines" tailored to their department.

We engage with guest feedback through digital channels and social media, addressing inquiries and comments, and responding to reviews on platforms like Tripadvisor, Holidaycheck, and Booking.com to maintain open communication and uphold excellence.



The TRUST YOU Tool analyses the ratings of TripAdvisor, Google, Booking, Holidaycheck, Expedia, etc. Our average score for Playitas Resort on these three platforms since 2006 remains high.

We track customer satisfaction through key performance indicators (KPIs) in various areas of the guest experience. These metrics help us continuously improve our services and ensure that we exceed guest expectations. The following KPIs for 2024 reflect our guests' feedback across key service areas:

Areas:	Bar	Food	Wifi	Pool	Service	Room	Ambience	Grounds	Cleanliness	Price
HOTEL (N=)1121	7.8	8	8.6	8.8	8.8	8.5	8.8	8.8	8.8	7.9
APARTHOTEL (N=)1565	7.8	7.8	8.4	8.9	8.9	8.7	8.8	8.9	8.8	7.8
VILLAS (N=)76	7.4	7.7	8.8	8.6	8.5	8.7	8.9	8.6	8.5	7.6

These KPIs are based on guest feedback and are used to identify areas for improvement and recognize areas where we are performing well. We use this data to further improvem in the guest experience.

	TRUST YOU KPI		
	Points (of 10)	2024	
PLAYITAS HOTEL	8.8	2024	
PLAYITAS APARTHOTEL	8.9	2024	
PLAYITAS VILLAS	9	2024	

5. FMPLOYESS



In 2024, the average number of employess at playitas resort was 302. We prioritize creating a safe, healthy, enjoyable, and rewarding environment for all our staff. Our Human Resources Department plays a vital role in ensuring compliance with increasingly stringent workplace legislation on welfare and human rights. Naturally, all contracts, working hours, pay structures, and disciplinary and grievance procedures adhere to national legislation, and employees are free to join the local union.

Playitas Resort is a proud member of the Las Palmas hotel and catering collective bargaining agreement, reinforcing our commitment to equal opportunities, including gender and age equality. Women make up 49.91% of our workforce, while over 36.3% of our team is represented by employees aged 45 and older.

Our longest-serving employees, Francisco Cabrera Blanco and José Luis García Falcón, have been with us since November 2005. Francisco works as a bellboy in reception, and José Luis serves as a lifeguard, exemplifying dedication and loyalty to Playitas Resort.

4.1. HEALTH, SAFETY AND TRAINING

In 2024, we provided training courses to over 123 employees across various key areas, including first aid, sustainability, child protection, tax management, Excel, Microsoft tools, and fire safety—covering both fire prevention and extinguisher handling. These initiatives reflect our commitment to continuous learning, workplace safety, and environmental responsibility.



6. COMMUNITY INVOLVEMENT



Food bank and clothing donation

December 12th, the 11th "Maratón Solidario" took place in Fuerteventura. At this event, donations in the form of food and goods were collected for local families in need. Playitas was also in attendance, contributing e. g. clothes, toys, fresh water and ambient food products such as rice.

School visits

The purpose and main focus of their visit was to give the children not only a better understanding of nature and environment, but also of the importance of sustainability, recycling and composting

Collaborations with cultural & sustainable events

Playitas Resort collaborates throughout the year with cultural and sporting events on the island of Fuerteventura like Night Run, Lighthouse Run, Coast to Coast, Bestial Race, Gran Tarajal Deep Sea Fishing Open etc. Up to the date there has been 80 collaborations (excluding the promotion of local athletes).

Donation for IES VIGAN and CEIP Tiscamanita

12 PCs and monitors were contributed to the high school IES VIGAN in Gran Tarajal and another 7 PCs and monitors to the elementary school CEIP Tiscamanita.

Sponsor of CD Breñamen (Football Sports Club of Playitas)

PPlayitas Resort is proud to be an official sponsor of the local football club, CD Breñamen, supporting their dedication to the sport and commitment to the community. Through this partnership, we aim to encourage athletic excellence, promote teamwork, and contribute to the development of local talent, fostering a strong and vibrant sports culture



7. GENERAL SUSTAINABLITY ACTIONS



- Use of DF Server document manager in the administration area with the aim of reducing paper consumption
- Use of shopping trolleys and baskets in the Playitas Supermarket, made from recycled plastics from marine litter.
- In cooperation with the manufacturer RETULP, the Playitas shops offer a selection of reusable packaging to replace single-use plastic, such as water bottles.
- The rubbish bags used in our facilities are 100% recycled. Reusable recycled cloth bags with the Playitas Nature logo are available in the Resort shops.
- Heart of Solidarity . Here at Playitas we are collecting caps from plastic bottles for a good cause. For
 every ton of caps which is around 500,000 units, they are being sold for an average of 200 Euros. The
 foundation SEUR will be collecting the caps and will donate all the money to charity. Seur will sell the
 caps to a recycling center where they are being washed, sorted, crushed and melted. The resulting
 material is called a pellet, which is then worth 400 Euros per ton.
- Control, reduction and investment in the improvement of organic waste treatment. Investment in an industrial scale for the Playitas kitchen in order to control and reduce the organic waste generated in the buffet.
- Compost Project; Currently, the coffee waste from our restaurants is used as compost for our crops.
- Christmas gift box for our employees featuring locally sourced products We prioritize 0km products, sourcing a selection of regional items from the Canary Islands, not only benefiting our employees but also supporting local suppliers and promoting sustainable practices at Playitas and Playitas Nature.
- Playitas Resort supports biodiversity and bee conservation by maintaining six beehives of the
 endangered Canary Black Bee. These bees play a vital role in pollinating the eco garden, enhancing
 fruit and vegetable production. The resort also provides a pesticide-free environment and collaborates
 with beekeepers from La Palma and Fuerteventura to ensure their survival.
- The maintenance of the resort's garden is also a biodiversity initiative, as indigenous species are carefully preserved. Similarly, the golf course is professionally maintained by the external company GREEN NATUR. The course's lake also serves as a habitat for local and migratory birds.











SEAQUAL INITIATIVE

SEAQUAL INTIATIVE is a unique collaborative community that works with ocean clean-up programmes around the world to transform the marine litter they recover into SEAQUAL® MARINE PLASTIC: a new, fully traceable raw material with the power to raise awareness of the issue of marine plastic pollution.

In our Sports Shop on site, we offer an exclusive collection of swimwear, made of this unique material and locally designed for Playitas Resort.

Playitas Nature Clean-up

2th of may 2024 employees and guest gathered to help clean up on and around playitas resort. Here 80 kg of waste that was polluting the environment was collected.

Green Buddies

The Green Buddies initiative by DER Touristik Hotels & Resorts promotes sustainability by reducing room cleanings, conserving water and chemicals. Made by the Spanish Association Against Cancer in Fuerteventura, the goat-shaped Green Buddy is exclusive to Playitas Resort. Guests can support this local cause by purchasing one for €9.50 at reception. The goat symbolizes Fuerteventura's heritage in livestock farming and resilience to its climate.

Playitas Nature Walk

The Nature Walk takes place every thursday morning. The walk takes our guest from the golf court to our desalination plant, afterwards visiting our ECO Gardens. The purpose of this activity is to educate our guest on our sustainabillity and our actions to take better care of our planet.



9. CERTIFICATION



We are proud of our Travelife Gold certification! It stands for minimizing environmental impacts, improving economic and social impacts for people in our community, respecting and protecting human rights and fair labour practices as well as safeguarding animal welfare and biodiversity. In addition to this certification, the Playitas team continues to commit itself even more to the environment, quality sustainable tourism and support for social development.





Our sustainability goals reflect our responsibility to reduce our environmental impact, support local communities, and inspire positive change.

Here's how we're working towards a greener future in 2025:

- Eliminate Single-Use Plastic: Replace plastic packaging for picnic sandwiches with sustainable alternatives (e.g., laminated cardboard).
- Reduce Plastic Cups by 50%: Implement reusable cups and install return bins to encourage recycling.
- Replace Paper Straws: Introduce edible straws as a sustainable alternative.
- Reduce Plastic Bottle Consumption by 50%: Transition to glass bottles, brick packaging, and install water dispensers.
- Improve Waste Management: Install a biodigester and recycling bins to enhance waste solutions.
- Lower CO2 Emissions: Add an electric vehicle to the fleet and install four car charging stations.
- Increase Renewable Energy: Expand solar panel installations, including 438 panels on the main hotel building in January.
- Enhance Sustainability Education: Increase school visits by 30% and organize trips to the Zurita landfill to raise awareness about waste management
- Boost Biodiversity: Install aeroponic towers in buffet restaurants by year-end and cultivate over 600 plants in the eco garden at the start of the year.
- Strengthen Environmental and Community Partnerships: Support environmental and children's health organizations through donations and local collaborations:
 - WWF: €4,500 (environmental conservation)
 - Kilómetros x Sonrisa: €1.000 (childhood cancer support association)
 - AECC (Asociación Española Contra el Cáncer): €2.800 (charity golf tournament for cancer research and support)
 - Local sports clubs (including some that support athletes with disabilities): € 21.000