

SUSTAINABILITY REPORT 2025

Hotel Royal Palm Resort & Spa



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ABOUT THIS REPORT

It is a source of pride for **Royal Palm Resort & Spa** to have a Sustainability Report on the activities carried out at the hotel.

This report aims to inform our stakeholders about our sustainability performance, as well as to serve as a basis for genuinely and responsibly increasing our commitment.

It is our duty to prepare an annual report covering the work carried out in support of sustainability.

This edition covers the year **2025**.



ABOUT US

Opened in 2015 by the Di Meglio family, from Ischia (Italy), **Royal Palm Resort & Spa** is a 4-star superior adults-only hotel.

The hotel is characterized by its perfect location on the eastern coast of Fuerteventura, facing the beautiful beach of Jandia. Its contemporary design and modern, spacious facilities make the hotel the perfect place for those seeking a peaceful and relaxing beach holiday.

The hotel is part of the company **Canarias Turística 2000**, along with **Aparthotel Esquinzo** and **Monte del Mar**.

Currently, Mrs. Raffaella Di Meglio is the General Manager.



ABOUT US



NUMBER OF ROOMS

334



NUMBER OF BEDS

668



AVERAGE
OCCUPANCY 2025

91.01%



PROJECTS AND OBJECTIVES

KEY ACTIONS IN 2025

The following table lists the most relevant sustainability actions carried out during 2025, along with a brief description.

ACTION	DESCRIPTION
Installation of a bicycle parking area	With the aim of promoting more sustainable mobility among employees and guests, a bicycle parking area was installed on the hotel premises. This action promotes the use of low-emission transport, helps reduce the carbon footprint associated with travel, and encourages healthier, more environmentally friendly mobility habits.
Replacement of the dishwasher detergent dosing system	The liquid detergent system supplied in 20-liter containers was replaced with a tablet detergent system for the dishwashers at the point-of-sale outlets. This measure has significantly reduced plastic packaging consumption, decreased waste generation, and optimized product storage and handling, contributing to more efficient and sustainable resource management.
Hosting of the Fuerteventura Regional Cocktail Competition	The hotel hosted the Fuerteventura Regional Cocktail Competition, an initiative aimed at boosting local gastronomy, showcasing the talent of hospitality professionals, and promoting the culinary culture of the island. Hosting this event reinforced the establishment's commitment to the destination's economic and social development, fostering collaboration with the tourism sector and the promotion of local products and traditions.
Collaboration with NGOs	Through donations from our guests, we collaborate every year with an Italy-Uganda NGO. These funds are used to build a hospitality school in Kampala, Uganda.

PROJECTS AND OBJECTIVES

ONGOING ACTIONS

INSTALLATION OF SOLAR PANELS

The hotel is currently in the process of installing a solar panel system, as part of our commitment to sustainability and environmental care.

This project is pending the corresponding approval from the City Council, so its final implementation will take place once that authorization is received.



PROJECTS AND OBJECTIVES

OUR OBJECTIVES FOR 2026

For 2026, the Hotel **Royal Palm Resort & Spa** aims to achieve at least **50%** of the following objectives:

1. Reduce CO2 emissions from food waste by 3%.
2. Reduce CO2 emissions from towel washing by 2%.
3. Reduce the use of chemical products for the gardens by 5%.
4. Increase the percentage of products with sustainability certification.
5. Raise €5,000 for local NGOs by organising a charity dinner.
6. Continue employee training on sustainability.

DIALOGUE WITH STAKEHOLDERS

During **2025**, as in previous years, **Royal Palm Resort & Spa** continued nurturing and strengthening its relationship with its various stakeholders, aware that open dialogue and collaboration are essential for sustainable and responsible growth.

From our guests, suppliers, and internal staff to local communities and public entities, every relationship has been managed with an approach based on transparency, mutual respect, and shared value creation. We invite all of them to continue joining us in supporting the achievement of our sustainability goals and commitments.

Below, we can see some of these relationships with the main stakeholders.



DIALOGUE WITH STAKEHOLDERS

RELATIONS WITH GUESTS

GUEST SATISFACTION

To collect guest feedback, they are provided with an email survey where they can rate different aspects of their stay. These data are used to compile statistics that help us identify our strengths and the areas where we need to implement improvement actions.

SURVEY RESULTS (GASP)

Indicators	2023	2024	2025
GRI	8.92	8.85	8.81
Room	9.33	9.19	8.95
Food & Beverage	8.88	8.45	8.45
Entertainment	8.45	8.38	8.27
Service	9.05	8.54	8.80
Location	8.88	8.62	8.64
Cleanliness	9.13	9.14	8.94

SOCIAL MEDIA

Hotel Royal Palm Resort & Spa maintains its profile on **Facebook**, **Instagram** and **TikTok**. There, a wide variety of content is shared, from activities carried out at the hotel to upcoming events.

DIALOGUE WITH STAKEHOLDERS

RELATIONS WITH THE LOCAL COMMUNITY

The **Hotel Royal Palm Resort & Spa**, committed to the development of the local community in which it operates, as set out in its **Sustainability Policy**, works according to the following principles:

HIRING OF LOCAL WORKERS

This principle is implemented through a clear commitment to preferentially hiring people from the locality where the Hotel is located.

PURCHASING PRODUCTS AND SERVICES FROM LOCAL SUPPLIERS

In addition, **Royal Palm Resort & Spa** is committed to purchasing products and services from local suppliers, in order to generate wealth in the local community.

This also has another important positive impact: it reduces our carbon emissions related to logistics.

OUR COMMITMENT TO SOCIETY

Canarias Turística 2000 recognizes that people are the driving force of its business and that, as such, it is responsible for looking after their wellbeing.

COMMITMENT TO DECENT WORK

One of the main concerns of **Hotel Royal Palm Resort & Spa** is employee satisfaction. As the foundation of hotel operations, a suitable working environment for staff is directly reflected in the service provided to guests.

Therefore, regardless of the safety, health, and ergonomic measures it is legally and principally required to comply with, **Hotel Royal Palm Resort & Spa** has implemented two measures that undoubtedly help improve job satisfaction:

OUR COMMITMENT TO SOCIETY

WELCOME MANUAL FOR NEW EMPLOYEES

Upon joining, each new employee receives a Welcome Manual with information about the company, the facilities, and what they may or may not do, so that they have a clear picture of the place they are joining. This removes the unpleasant initial uncertainty, providing them with security and comfort.

COMPLAINTS AND SUGGESTIONS BOX

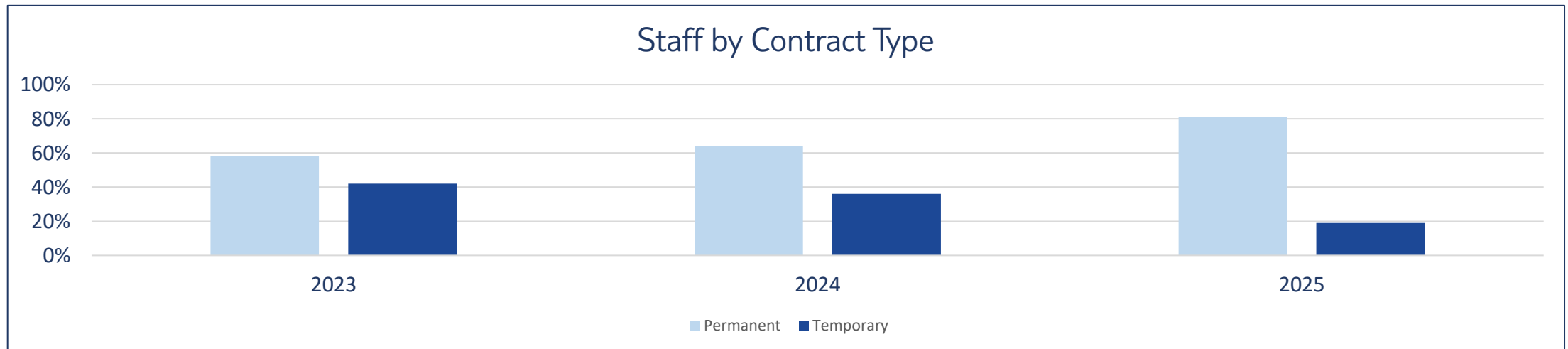
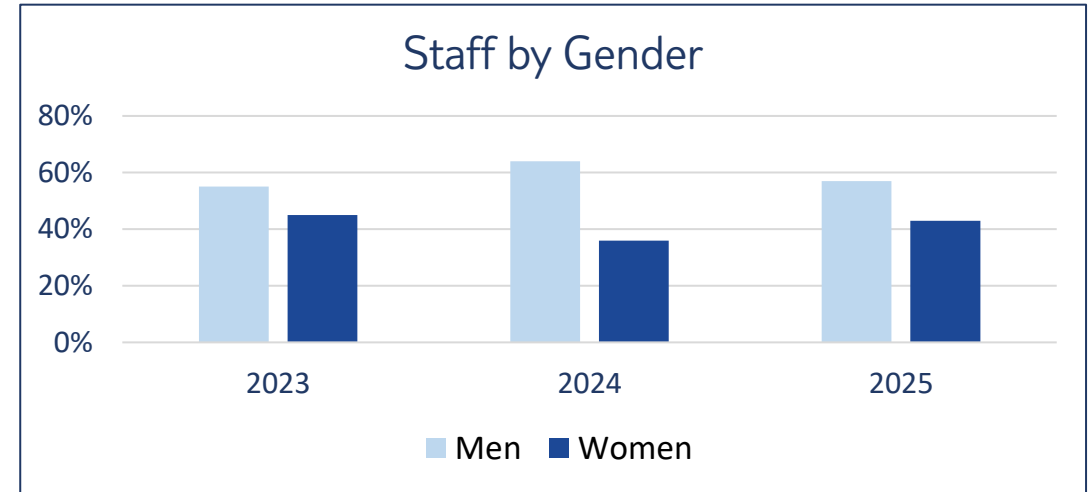
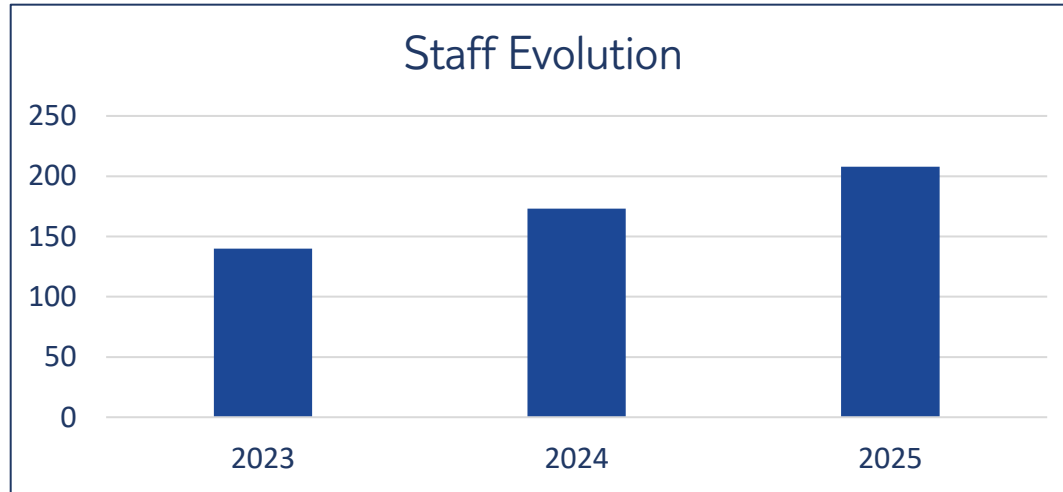
To gather information about employee concerns, a Complaints and Suggestions Box has been installed. Using this data, Management can more effectively direct measures to improve the work environment.

ANONYMOUS REPORTING CHANNEL

An anonymous reporting channel has been implemented to receive reports of irregular conduct within the company. The channel is available to all stakeholders: employees, suppliers, guests, etc.

OUR COMMITMENT TO SOCIETY

HUMAN RESOURCES



OUR COMMITMENT TO THE ENVIRONMENT

RESPONSIBLE WASTE MANAGEMENT

One of the pillars of the new environmental management approach is the implementation of a responsible waste management procedure for the waste produced at the Hotel.

This management begins with the installation of separate waste collection containers in the hotel's common areas and within the various producing departments. Waste is subsequently collected by different waste managers according to its type. In order to improve year after year, Hotel Royal Palm Resort & Spa is working on recording the amount of waste generated by type.

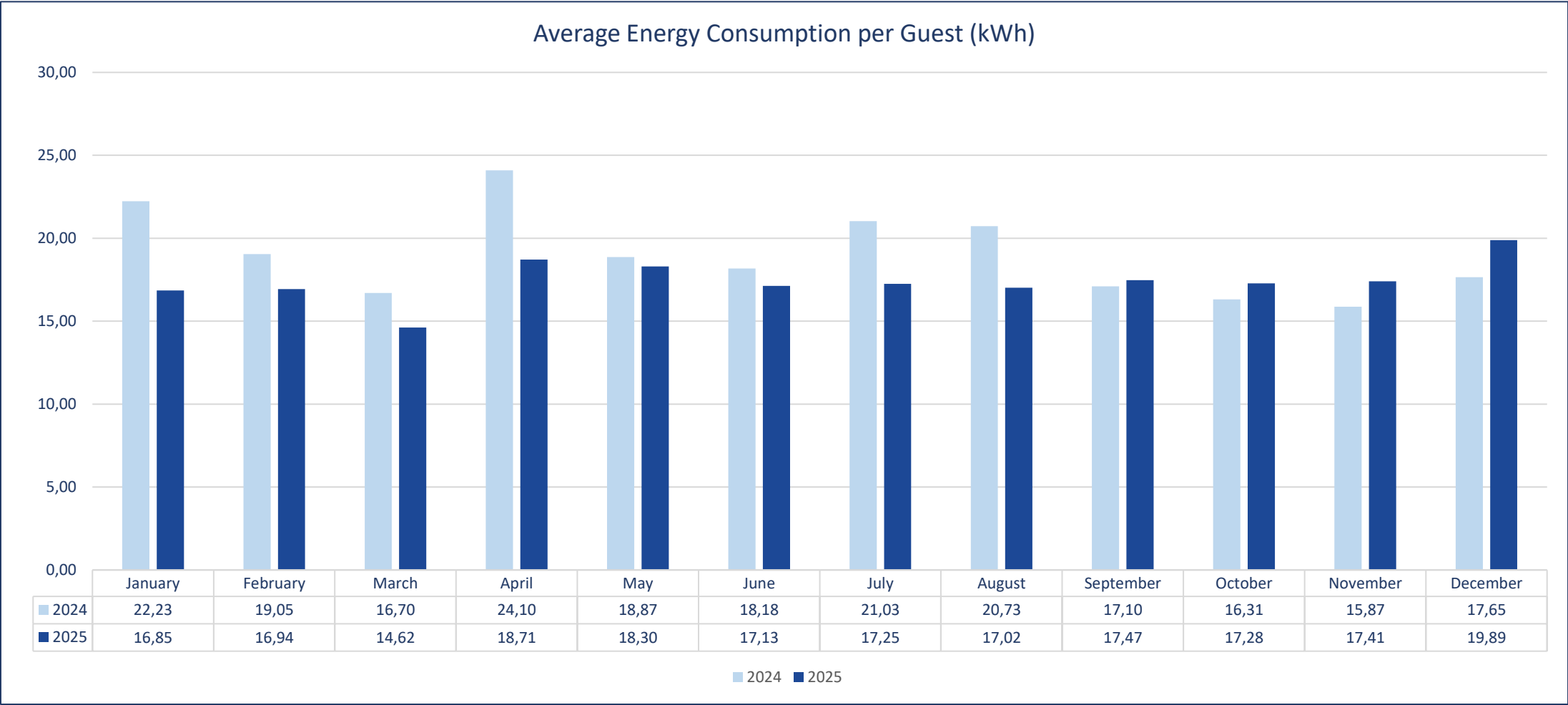
ENERGY EFFICIENCY AND CO2 EMISSIONS REDUCTION

As a measure to increase the energy efficiency of the lighting systems, all lamps were installed (from the outset) using LED (Light-Emitting Diode) technology. This, in addition to supporting the economic sustainability of the business, helps reduce the carbon footprint.

Removed lamps are managed as waste electrical and electronic equipment (WEEE) and are collected by an authorized waste manager.

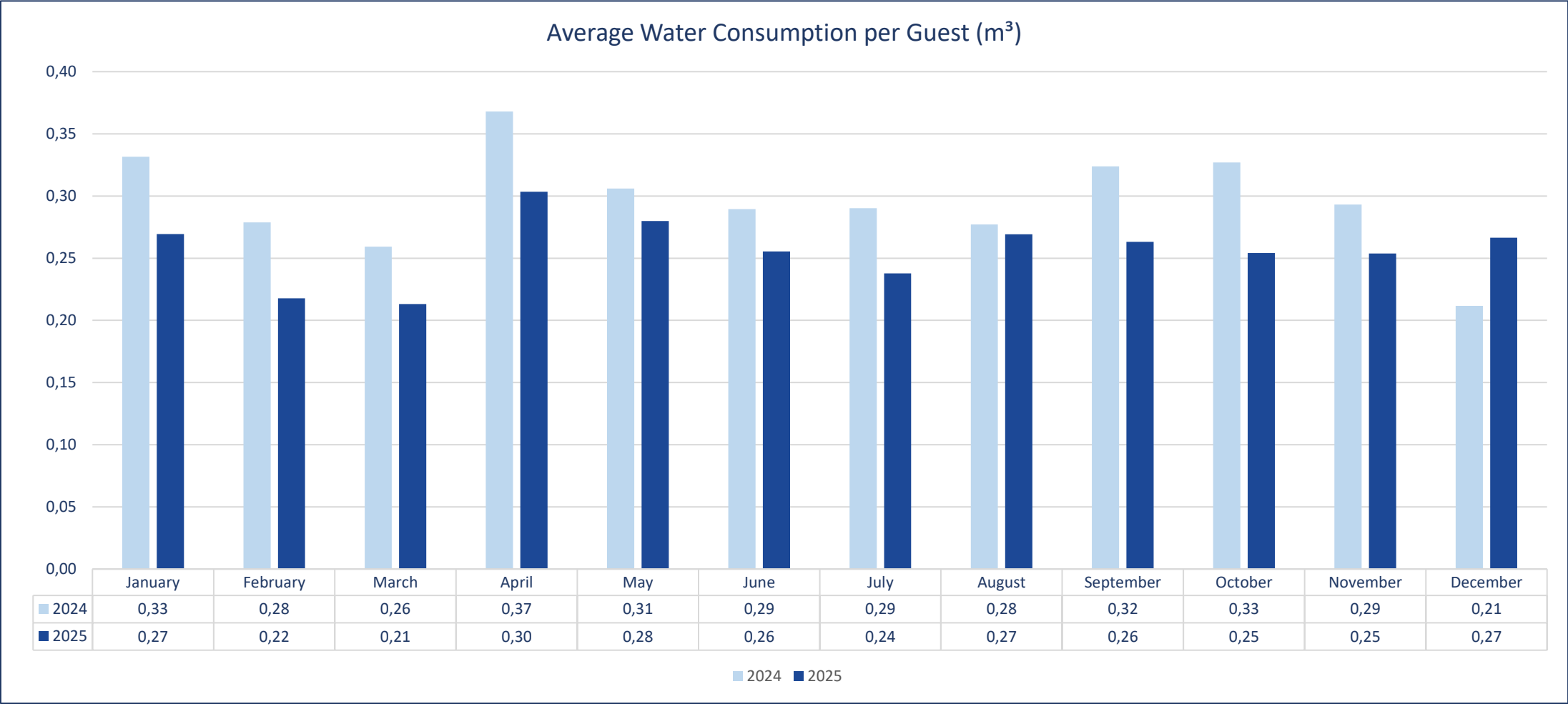
OUR COMMITMENT TO THE ENVIRONMENT

ENVIRONMENTAL MANAGEMENT INDICATORS (ELECTRICITY)



OUR COMMITMENT TO THE ENVIRONMENT

ENVIRONMENTAL MANAGEMENT INDICATORS (WATER)



CONCLUSIONS

Due to the modern, automated facilities, machinery, and devices equipped with programming and self-monitoring systems, there is little room to save water, energy, and chemical products, since their consumption depends mainly on hotel occupancy and weather conditions.

Only through ongoing staff training on environmental matters and preventive maintenance can water, energy, and chemical products be saved, thereby reducing environmental impact.

Information and communication with guests, suppliers, and other stakeholders is also key to achieving more direct participation in environmental protection and ensuring that the establishment's actions are valued.

The key aspect for operating sustainably is the implementation of a quality management system that involves procedures, technical instructions, and their follow-up, in all areas of the establishment.



royal palm

RESORT & SPA

Royal Palm Resort & Spa

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