



**2022 ANNUAL
REPORT**

CORPORATE SOCIAL
RESPONSIBILITY
REPORT

FUERTE GRÔUP
HOTELS



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About this report

Scope and limits of information

This corporate social responsibility report for the year 2022 is an opportunity for Fuerte Group Hotels to offer a detailed overview of actions performed to face challenges, as well as the initiatives employed to strengthen our resistance and sustainability in the long-term. This runs alongside the transparent attitude of the company across diverse business issues, as well as its constant search for synergy and partnerships with social organisations, enhancing the goal of a better and more promising future.

It is especially important to mention our progress toward the **ten principles of the UN Global Compact** and how the company has aligned these principles with the **17 Sustainable Development Goals (SDGs)**. Through our commitment to these principles, it is possible to greatly improve the health of the communities in places where we work and the local environments.

In the following sections, we'll provide a detailed report of these activities in distinct sections. Similarly, the entire document will examine our strategy and latest ideas to continue facing challenges experienced by the tourist industry and society in general, constantly seeking a more sustainable future, as well as outlining achievements to date.

It is important to mention that, in comparison with our 2021 annual report, tourism figures during this year were more similar to pre-pandemic levels, indicating that the industry has almost completely returned to its expected strength. However, this is not a completely reliable comparison for all of the indicators outlined in this report, bearing in mind that some of the indicators have not yet returned to previous levels.

This report was created after a period of prior consultation, based on the collection of data and holding of meetings across different departments, including Human Resources, Communication, Quality, Administration and General Management, with the aforementioned departments contributing to this report in the most significant measure.

Sustainable and circular

The company recognises that everybody involved in the industry has an important responsibility to enhance these factors, and we believe that replacing linear business models with systems that support the circular economy are vital to future prosperity. The Ellen MacArthur Foundation (EMF), an internationally renowned organisation in the field, identifies three basic principles that define the circular economy. In short, these are:

- Preserving and enhancing the lifespan of limited natural resources.
- Optimising the usefulness of resources through the circulation of products, their components and materials.
- Enhancing systems in order to eliminate negative external factors and design new systems that don't include them.



Amàre Beach Hotel Ibiza

In terms of sustainability, Tourism has been widely recognised as a key element in furthering this agenda, which is why Fuerte Group Hotels put forward a **Circular Economy Plan at its Amare Beach Hotel Ibiza**, a pioneering plan for the group, which will serve as a guide to implement circular economy at all of the other hotels and as a guide based on the new legal regulations present in the Balearic Islands. This Plan will be explored in more detail in the Environment section of this report.

For several decades, the Global Ethical Code for Tourism was approved by WTO in Santiago, Chile, in 1999, esta-

blishing the vital importance of all of those involved in the tourist industry when it comes to protecting natural resources. The objective was to achieve sustainable and consistent practices in tourism, ensuring they could equally satisfy the needs and aspirations of current and future generations.

Bearing this mind, **Fuerte Group Hotels** has implemented a **firm commitment to sustainability** and has directed its current and future efforts to establishing policies and management processes that are even more environmentally friendly.

International standards

As a guide to creating this report, we have used the standards set out by the GRI and SASB reporting tools, with SASB being a new integration for Fuerte Group Hotels. The idea is to present results using both systems in parallel, in order to achieve quantitative and qualitative results. In this way, we aim to improve communication with stakeholders and enhance the taking of strategic and operational decisions.



“Tourism is well on the way to achieving pre-pandemic figures. By investing in people and projects that make a difference, we can take advantage of the potential that exists in the industry to promote growth and opportunities for everybody”.

Mr. Zurab Pololikashvili, General Secretary of the WTO (World Tourism Organization)



El Fuerte Marbella



Letter from the honorary president

I'm writing this letter to you today as the Honorary President of Fuerte Group Hotels, but also as a proud woman, mother and grandmother. It is certainly fair to say that 2022 has been a year filled with emotion for me and my family.

Firstly, because we have been able to complete a project started when my husband, José Luque Manzano, passed away in 1984. He always wished to see Fuerte Marbella, our first hotel, taking its place as the best establishment in the centre of Marbella Old Town.

It is true that over the course of the years, my children and I led many expansions and improvements, but only now were we able to completely renovate the property and turn it into a stunning 5-star hotel. We did this by honouring the hotel's essence, taking advantage of its privileged location, and adding all of the comfort and glamour expected of today's luxury hotels, but with its own unique style.

Even though the opening took place in 2023, much of the stunning work created by renowned Chilean interior designer Jaime Beriestain was performed in 2022.

The other significant event experienced in 2022 was the consolidation of my eldest granddaughter, Marta Álvarez Luque, entering the family business, and being invited to sit on the Board of Directors of Fuerte Group Hotels. Her involvement, even if only as an observer, certifies the willingness of the new generations in our family to continue a business legacy that began 66 years ago. Something that equally fills me with pride and excitement.

I strongly believe that the success of a family company like Fuerte Group Hotels, and "Fundación Fuerte" foundation, an organisation that helps the most vulnerable people in society, depends on a wise and intelligent fusion of past experience that can be combined with current and future innovation.

Many thanks.

Doña Isabel García Bardón
Honorary President at Fuerte Group Hotels



01.

GENERAL
VISION

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



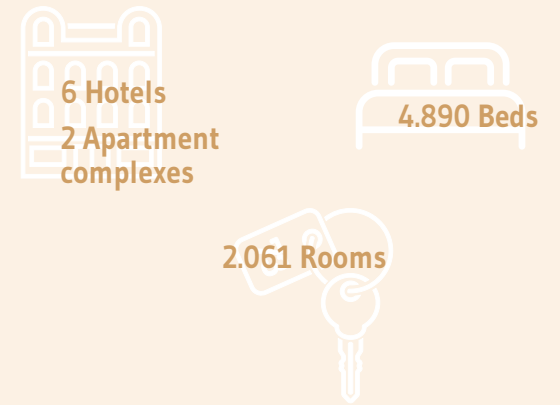
1.1. Our responsible business model

Fuerte Group Hotels is the hotel division of Grupo El Fuerte, an Andalusian family business founded in 1957 by Don José Luque Manzano. It currently boasts five 4-star resort hotels, a 5-star hotel (closed for renovations in 2022) and 2 rental apartment complexes, all located in the provinces of Málaga, Huelva and Cádiz; and on the Balearic island of Ibiza, where we find the Amàre Beach Hotel Ibiza.

The chain uses the following brands for its properties:

- El Fuerte Marbella:** luxury 5-star hotel.
- Daia Slow Beach Hotels*:** upper upscale hotels (superior to 4-star experience) recommended for adults.
- Fuerte Hoteles:** 4-star family resort hotels.
- Amàre Hotels:** trendy upper upscale hotels (superior to 4-star experience) recommended for adults.
- Olée Holiday Rentals:** 4-key rated rental apartment complexes.

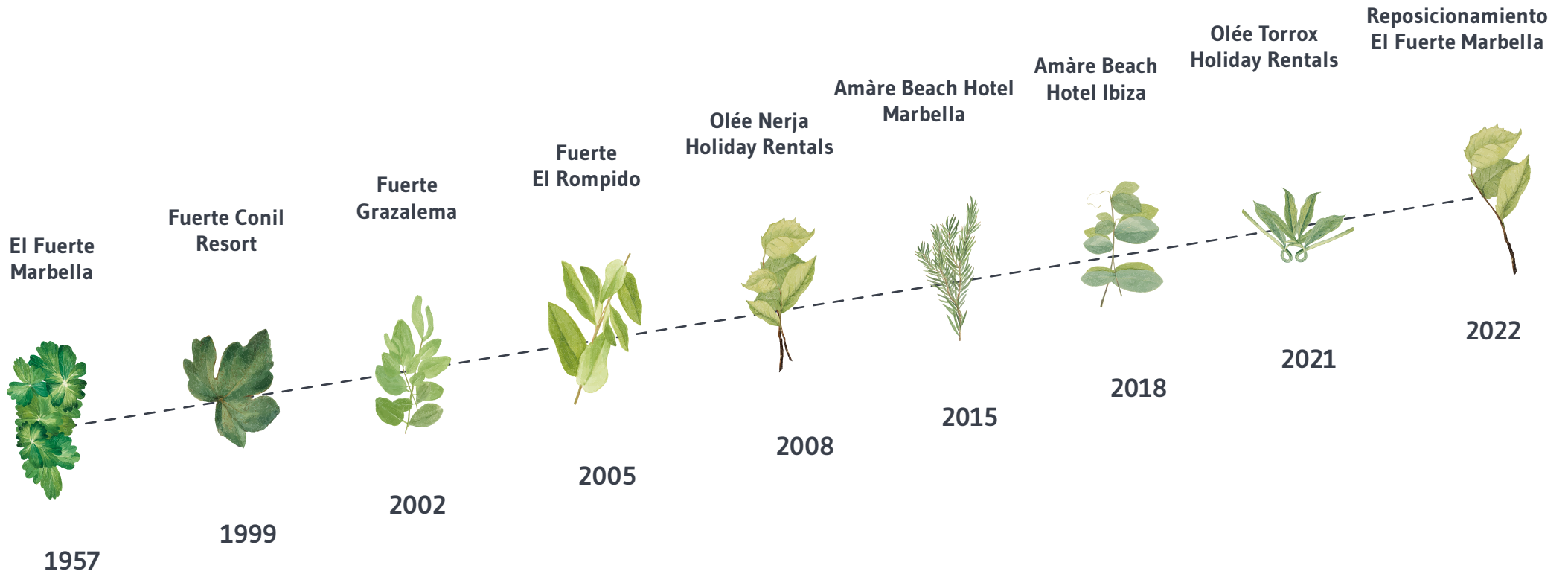
*There are currently no finished locations under this name.



- El Fuerte Marbella
- Fuerte Hoteles
- Amàre Hotels
- Olée Holiday Rentals



Fuerte Group Hotels Expansion:



1.2.

Corporate governance and ethical commitment

The Board of Directors is the maximum governing body at Grupo El Fuerte, of which Fuerte Group Hotels proudly forms a key part. It consists of Doña Isabel García Bardón, in her role as Honorary President, her 5 children, and her eldest granddaughter, Marta Álvarez Luque.

Directly under the Board of Directors is the Delegate Committee, led by Francisco Javier Luque García, and his brothers, José and Salvador.

In terms of Operations, the Hotel Management Committee is the responsible body for Fuerte Group Hotels across all activities. The CEO and the following directors sit on the committee:



José Luque García, Isabel, Carmen, D. Isabel M^ª García, Marta, Javier, Victoria y Salvador.

CEO
D. José Luque García

IT Director
D. José Luis Bachiller Moreno

Finance, Legal and Tax Director
D. Antonio Fernández Henares

HR Director
D^ª María Ceballos Domínguez

Commercial Director
D. Martín Alexandre Contelles

Multi-brand Operations Director
D. Héctor Abuín Bermúdez

1.3. Materiality analysis

Fuerte Group Hotels has implemented a firm **Social Responsibility Policy** guiding all of its actions and relationships with employees, clients, suppliers and other interest groups. Thanks to this framework, the company has established strong **responsible business ethics**, aligning business objectives with important expectations expected of everybody involved in the business, including the environment, good governance, transparency, labour conditions and business lines including accommodation and food and beverage industry.

With the aim of guarantee all relevant groups inclusion, Fuerte Group Hotels periodically revises the observations and points of interest raised by stakeholders. In its last revision, pertaining to financial year 2022, the company performed an exhaustive process of categorisation and planned a process to study annual materiality.

Double materiality

Although double materiality will not be required until 2025, when analysing the financial year 2024, Fuerte Group Hotels has decided to advance its processes and has begun to include factors that reflect some of the measurements required by double materiality.

In 2022, a method was developed to integrate the processes of double materiality, in line with the new international standards. This focus will include two equally important factors:



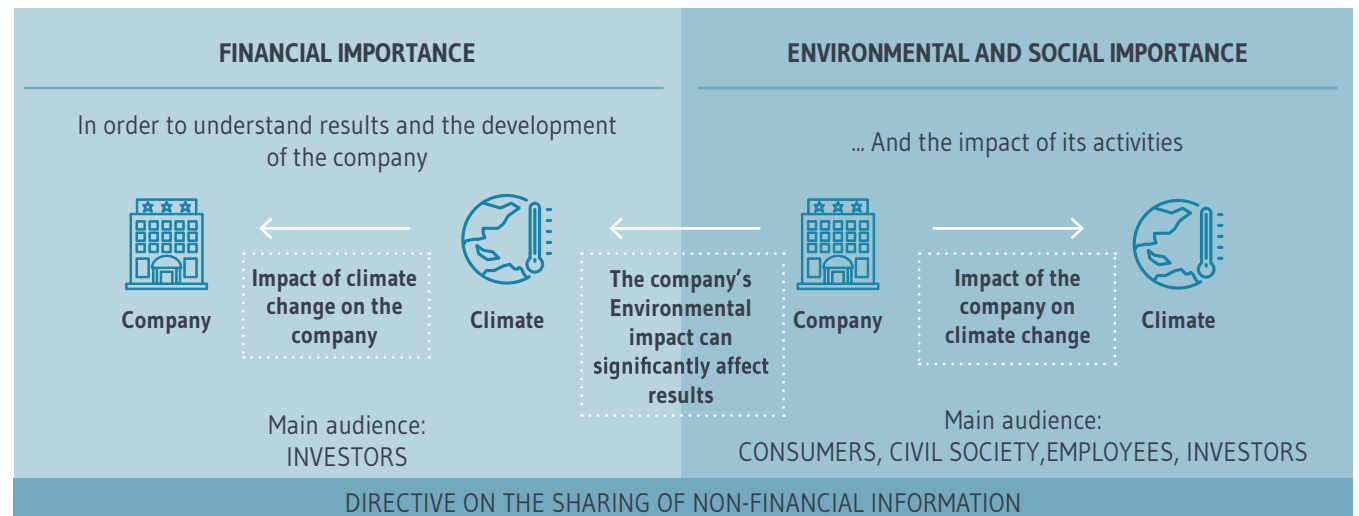
Financial materiality

This analyses the impact of the current and future financial sustainability of the company. This includes understanding how Environmental and social issues can affect financial results and how to manage them in an optimal way.



Environmental and social materiality (Impact materiality)

This analyses the current or potential effect of our activities on the surrounding environments, society and people. We analyse how our actions can affect these environments and evaluate their relevance in order to take strategic decisions.



This approach has been established as an important tool recommended by the **Global Reporting Initiative (GRI)** methodology for reporting on a company’s Corporate Social Responsibility (CSR).

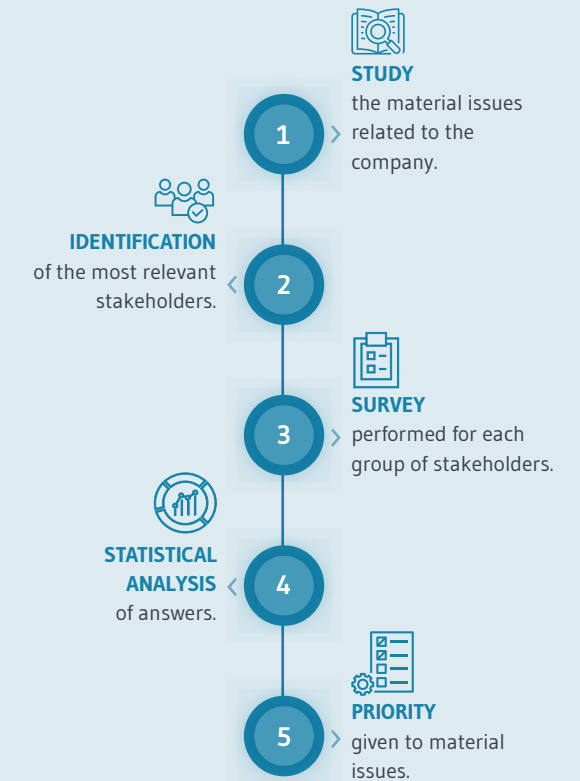
A key point classification system has been used, following the changes planned (still subject to modifications) to directive 2014/95/EU or Non-Financial Reporting Directive (NFRD), by the European Commission, a directive implemented in Spain through Law 11/2018 on Non-Financial Information and Diversity. Bearing this in mind, material topics have been classified into:

<p>2 TRANSVERSAL NORMS (IN DRAFT)</p>	<p>ESRS 1: General principles</p> <p>ESRS 2: General requirements, strategy, corporate governance and materiality analysis</p>
<p>5 ENVIRONMENTAL NORMS (PROPOSED)</p>	<p>ESRS E1: Climate change (elimination and reduction)</p> <p>ESRS E2: Pollution</p> <p>ESRS E3: Water and marine resources</p> <p>ESRS E4: Biodiversity and ecosystems</p> <p>ESRS E5: Use of resources and the circular economy</p>
<p>4 SOCIAL NORMS (IN DRAFT)</p>	<p>ESRS S1: Own personnel</p> <p>ESRS S2: Workers in the value chain</p> <p>ESRS S3: Affected communities</p> <p>ESRS S4: Consumers and end users</p>
<p>2 GOVERNANCE STANDARDS (IN DRAFT)</p>	<p>ESRS G1: Government, risk management and internal control</p> <p>ESRS G2: Business behaviour</p>

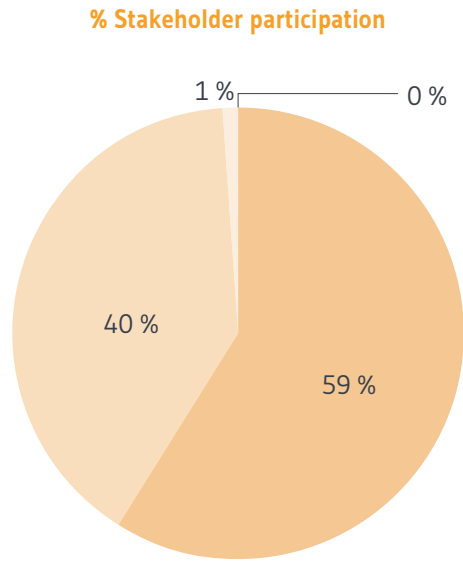
Methodology

As a result of the consultations carried out using a questionnaire, performed in Spanish, English and German, guidelines and lines of action have been obtained in order to establish the sustainability strategies and, in turn, an active listening is generated with the stakeholders on relevant material topics.

The following diagram presents the 5 guidelines to focus this study, which can be summarised in:



In terms of total answers, participation was as follows:



- Clients
- Employees
- Suppliers
- Authorities

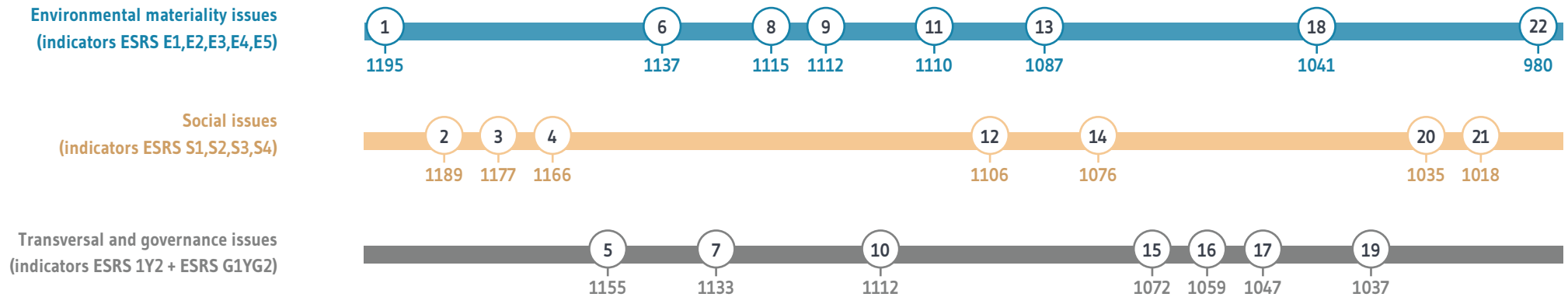
- **Total surveys:** 443.
- **Sent to over** 18,000 relevant email addresses.
- **Languages:** Spanish, English and German.
- **Stakeholders:** Clients, Employees, Shareholders, Suppliers and Authorities.



El Fuerte Marbella

Materiality issues in order of priority

The order has been determined according to scores obtained from each of the material topics presented, divided into three sectors. They are ordered from highest to lowest and underneath the points awarded are also detailed:



- 1. Sustainable waste management, recycling and the war on plastic.
- 2. Respect for human rights.
- 3. Equal opportunities for staff. No discrimination based on gender, race, etc.
- 4. Good working environment. Existence of employment policies and labor practices.
- 5. Excellence in service quality levels.
- 6. Use of sustainable materials (ecological wood, biodegradable shampoo, etc.).
- 7. Business growth and brand identity with differentiated brands.
- 8. Have Environmental certifications that prove com-

- 9. Energy efficiency and reduction of the carbon footprint.
- 10. Good governance and transparency in results and processes.
- 11. Water management (due to episodes of drought or resource decline).
- 12. Investment in staff training and education.
- 13. Fight against food waste.
- 14. Positive impact on the local community. Social projects, selection of local and km 0 suppliers, etc.
- 15. Positive impact on the local community of each hotel.

- 16. Good financial results.
- 17. Innovation, renovation and hotel avant-garde.
- 18. Reduction of environmental impact through a policy based on circular economy.
- 19. Enjoy transversal sustainability strategy that involves all departments and levels of the company.
- 20. Search for authentic and representative experiences of local culture.
- 21. Professional talent retention programs.
- 22. Development of environmental protection campaigns (biodiversity, protected natural spaces, etc.).

Through materiality analysis based on double materiality, the group is committed to understanding, evaluating and managing relevant ESG impacts for both the organization and its stakeholders. This allows us to make informed strategic decisions, develop concrete actions and communicate transparently and effectively on our performance in terms of corporate responsibility and sustainability.



Amàre Beach Hotel Marbella

1.4. Risk management

To manage and mitigate risks in the industry, Fuerte Group Hotels defines the processes of identification and evaluation of risks in its procedures using the risk identification and evaluation process **“POG 64: Definition of the organization framework and risks and opportunities planification”**. Last year it was updated to adapt to the contingencies that arose as a result of Covid-19, which has in turn enhanced the level of the product provided, a clear sign of the capacity of the tourism sector to adapt to possible adversities.



Naiara Cuesta - Bartender at Amàre Beach Hotel Marbella



Julia Ramírez Morato - Receptionist at Fuerte Grazelema



Fuerte Conil Resort

1.5.

Stakeholders

Throughout 2022, Fuerte Group Hotels maintained relationships with different entities in the social, economic and environmental fields, encompassing a broad range of organisations that share our interest. In many cases, they are strong partnerships, which were established years ago and continue to be maintained.

In the social sector

The most important tourism collaborations include:



START OF THE RELATIONSHIP	ENTITY
1977	Member of "HORECA", employers of the hotel industry in Cádiz
1977	Member of "AEHCOS", "Asociación de Empresarios Hoteleros" de la Costa del Sol In 2021, José Luque García became president of the entity
1989	Member of "CIT Marbella", "Centro de Iniciativas Turísticas de Marbella"
2000	Member of the "Cátedra Empresa Familiar (San Telmo)"
2005	Member of the "Asociación Provincial de Hostelería de Huelva"
2018	Member of "ADEFAM", "Asociación de Empresas Familiares de Madrid"
2020	Member of "EXCELTUR", Alliance for Excellence in Tourism
2021	Member of "CEM", "Confederación de Empresarios de Málaga" José Luque García is on the board and acts as representative of "CEM" at the Assembly of "CEA", "Confederación de Empresarios de Andalucía"
2022	Member of "AAEF", "Asociación Andaluza de la Empresa Familiar"

In the social sector

It is also worth noting that in 2022, José Luque García chaired a co-governance body called the Permanent Commission of the Costa del Sol Tourism Forum, with the support of Tourism and Planning Costa del Sol S.L.U.

Regarding the development of actions with the university community, representatives of Fuerte Group Hotels usually participate in **conferences organised by the University of Malaga** and, especially, by the Peñarroya Chair of Tourism Costa del Sol in San Telmo, and by the Women's Chair of San Telmo.

On the other hand, in terms of society in general, a priority for Fuerte Group Hotels is the impact that its hotels have on the economic and social development of the destinations in which they are located and, above all, on the creation of local employment.

In this regard, in 2022, 49 % of the chain's workers were people from the area where their workplace was located.

This support for local community is also noticeable in the promotion of native culture, including projects led by Amàre Hotels in 2022 by collaborating with the Ibiza Art School and the Museum of contemporary Spanish engraving.

Here artists from the island are trained in disciplines such as printed arts design, forging, cabinetmaking, audiovisuals, fashion and furniture design, among other skills.



Museum of contemporary Spanish engraving - Ibiza Art School

In the economic sector

The stakeholders with which Fuerte Group Hotels usually interacts within the economic sphere are the chain's own shareholders; local, regional, and national public authorities; the companies with which it maintains commercial relations in tourism, such as tour operators and travel agencies; and all types of services and product suppliers that are necessary for the company's activities.

In the Environmental sector

Fuerte Group Hotels maintains agreements with different non-profit organizations, sharing common respect for natural environments and environmental protection. In 2022, it carried out different awareness activities for employees, clients, and citizens with the following associations and entities:

WWF España: 'Earth Hour'.

Ocean balance initiative.

UN Global Compact.

At the same time, Fuerte Group Hotels promotes good environmental practices among the suppliers who work with the company, urging them to sign a declaration of respect for the natural environment and sustainability.



Department managers and directors at Fuerte El Rompido cleaning the zone around the Piedras river.



02.

SUSTAINABLE
DEVELOPMENT

1 NO POVERTY



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



2.1.

Alignment with the 2030 Agenda

It is already a long tradition for our group to actively participate in cultural and artistic spaces, local organizations with active restoration and conservation projects for the benefit of natural environments, as well as the valuable social work that we undertake at the “Fundación Fuerte” foundation. We can further add to this list, thanks to the fact that since 2016, the hotel division has maintained its commitment to the **Spanish Network of the United Nations Global Compact** and to the **SDGs (Sustainable Development Goals) of the United Nations**.

The specific initiatives along with the corresponding SDGs are detailed in the Environment and “Fundación Fuerte” foundation sections.



Pacto Mundial
Red Española



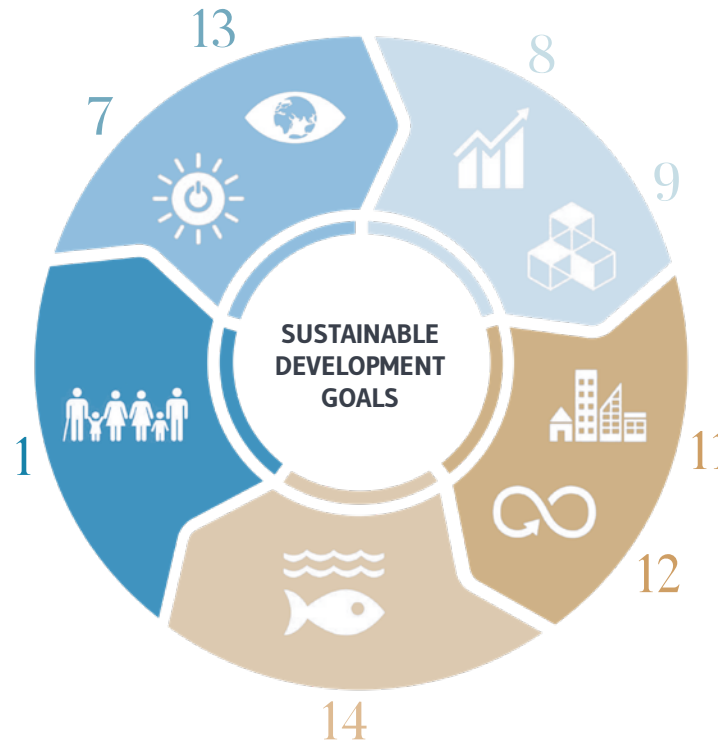
2.2. Environment

The First Circular Economy Plan

Fuerte Group Hotels is undoubtedly at the forefront of sustainability thanks to its constant efforts, and the company firmly believes that circularity is an economic model that the industry should embrace and apply. In line with the current legal framework, the first **Circular Economy Plan** has been formulated, a guiding document that will be progressively implemented across other hotels. This plan becomes a roadmap for both sustainability and the resilient model that the company seeks to follow.

This Plan is now in implementation at **Amàre Beach Hotel Ibiza**, the successful hotel located in one of the most unique environments in our country, considering that islands, by definition, represent a high biological richness and greater fragility than the continental locations. In response, Decree-Law 3/2022, of February 11, on urgent measures for the sustainability and circularity of tourism in the Balearic Islands, has been defined for tourism, and this law has been used to define the parameters in order to measure the implementation of a circular model at Amàre Ibiza. This decree comes as a result of a long journey by the European Union of measures and plans (such as the first EU Action Plan of 2015) that, at a national level, have been partly transposed into state laws through of law 7/2022, of April 8, on waste and contaminated soils for a circular economy.

Based on the annual diagnosis of the management of each of the establishments that make up Fuerte Group Hotels and their relationship with the **17 Sustainable Development Goals (SDGs)**, the specific Circularity Plan of the Amàre Beach Hotel Ibiza is especially related to the following SDGs:



SDG 1. End poverty in all of its forms across the world.

Linked to the social and local work of the “Fundación Fuerte” foundation, and to initiatives such as the donation of food not consumed in the establishment.

SDG 7. Guarantee access to affordable, safe, sustainable and modern energy for all.

SDG 13. Adopt energy measures to fight climate change and its effects.

In this case associated with the reduction of the corporate carbon footprint, something to be achieved through tools derived from energy efficiency and the reduction of greenhouse gas emissions in the establishment.

SDG 8. Promote sustained, inclusive and Sustainable economic growth, as well as access to decent work for all.

SDG 9. Industry, innovation and infrastructures.

Meanwhile, all the actions of the Circularity Plan are applied while maintaining the most demanding safety and hygiene protocols in order to offer the greatest guarantees to customers and employees.

SDG 11. Ensure that cities and human dwellings are inclusive, safe, resilient and sustainable.

SDG 12. Guarantee sustainable processes of consumption and production.

Both linked to the incorporation and enhancement of local and seasonal products in the establishment.

SDG 14. Preserve and sustainably use oceans, seas and marine resources.





Fundamental in an environment like Ibiza, and one that transcends all the activities included as part of the Circularity Plan.

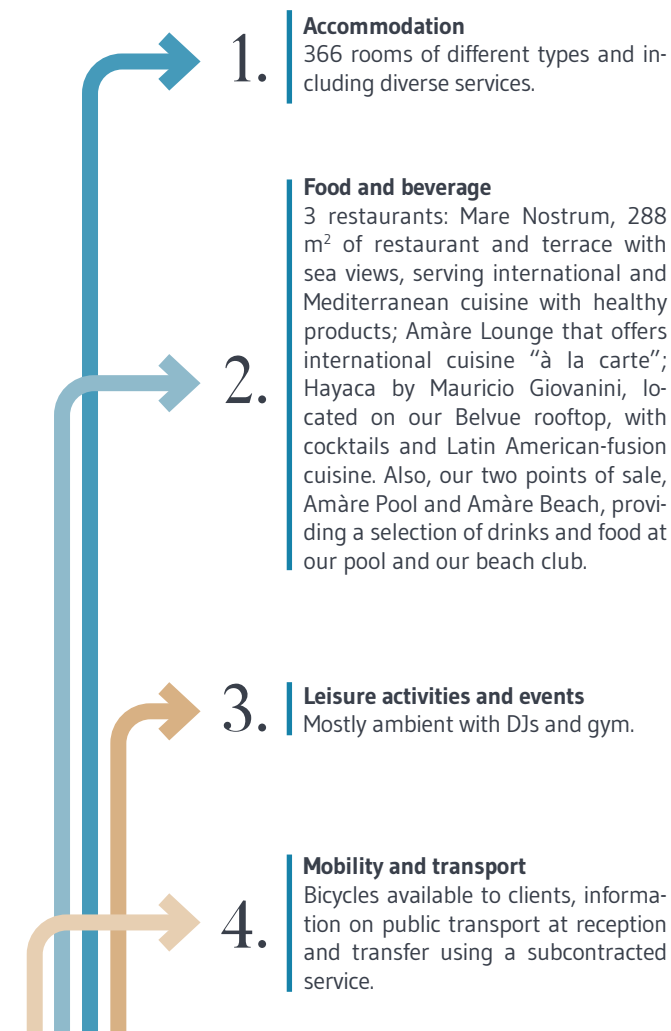
The bases of the company’s progress is based on the conviction that “EVERYTHING THAT CAN BE MEASURED CAN BE MANAGED”, so the implementation of this system includes an annual review, with a report using the official Government tool of the Balearic Islands known as CIRCHOT, with which progress is reported and the growth paths of the plan and its implementation in the hotel, as well as points for improvement, are defined.

The circularity strategy has been defined based on the following priority areas: **water, energy, food, materials and waste**, and has set consumption reduction goals for the next 5 years.

What does each priority area measure?

Likewise, the measures of the Ibiza Circular Economy Plan will be executed in four main lines of action: accommodation, food and beverage, leisure, and mobility and transport, to ensure that we give the utmost focus to these areas.

 WATER	Water consumption to generate energy and prepare food.
	Water consumption as part of the hotel’s activities (a large part of the consumption made by tourists).
 ENERGY	CO2 emissions linked to the generation of energy as part of the activities at the establishment.
	CO2 emissions associated with the means of transport that tourists have chosen to travel from their point of origin to the island of Ibiza, as well as during their trips on the island itself (not currently applicable as they are external companies).
 FOOD	Generation of food waste as a result of activities at the hotel.
 WASTE	Consumption of resources (construction materials, furniture, facilities, bed-sheets...).
	Generation of construction and demolition waste, both in the construction phase and in possible refurbishments that are performed. Generation of waste (detergents, furniture, bedsheets, towels, plastics, packaging, glass...).







Likewise, together with the specific objectives established for each line of action, the management of the Amàre Beach Hotel Ibiza commits to:

- Involve the entire workforce in the Plan, for which specific activities and actions aimed at workers in each line of action will be detailed.
- Report publicly each year on the progress made to achieve the objectives proposed for each line of action.



Amàre Beach Hotel Ibiza

Global commitments and goals for all lines of action include:

 <p>PRIORITY: WATER</p>	Reduce the amount of water used at hotels.
	If refurbishment works are performed, implement actions that reduce water consumption.
 <p>PRIORITY: ENERGY</p>	Reduce overall energy consumption, considering electricity, natural gas, and any other energy resources consumed in the area of accommodation.
	If refurbishment works are performed, implement actions that put an improvement in efficiency.
	Recommend public transport to contribute to the reduction of GHG emissions associated with the passenger transfer service on journeys made between the hotel and the airport/port of Ibiza.
 <p>PRIORITY: FOOD</p>	Reduce greenhouse gases by 5 % (1 % annual).
	Offer gastronomy in which seasonal and/or locally sourced products are prioritised, promoting local products.
 <p>PRIORITY: WASTE</p>	Offer organic food SDG selections.
	Reduce the volume of waste generation from light packaging, glass, paper, organic, cardboard and oil, and improve the monitoring system.
	If refurbishment works are performed, implement adequate management of the waste generated, delivering it to an authorised manager for treatment.
	Courtesy products provided from bulk packages.

Among the actions that were already performed in Amàre Ibiza, most of which are shared with the rest of the hotels in the group, include:



Information poster about changing towels and sheets at the client's choice.



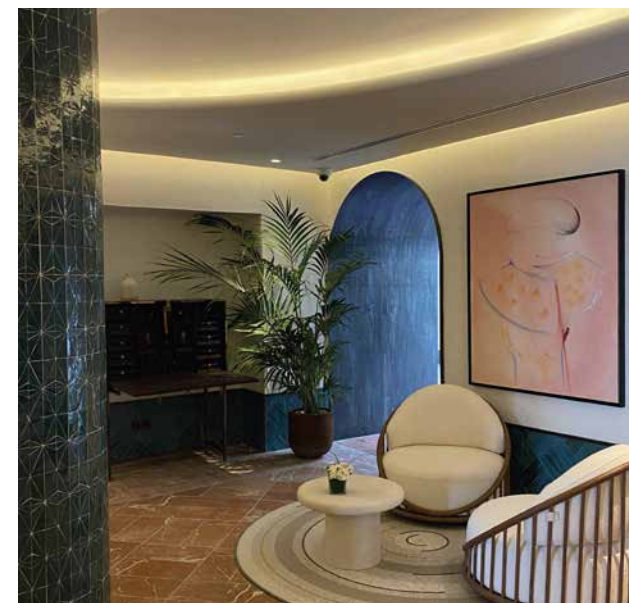
Shampoo and gel in bulk rooms to avoid individual packaging.



Bicycles available for clients.

Other actions include:

- Use of salt chlorinators in swimming pools, thus avoiding a large amount of dangerous waste such as acid containers, etc.
- Dispensers for bulk cleaning products.
- Separation of waste products.
- Changing mineral water to osmosis water in all hotel sales points, making clients participate in a conscious and visible way, in the reduction of single-use plastic bottles, reducing GHG in transport of this product and waste plastics.
- LED lights in approximately 70 % of the installation. The intention is to continue increasing this percentage to meet the objectives of greater energy efficiency in the building.
- Waste separation performed by housekeepers at the time of cleaning the room, allowing for effective separation from the source.
- The waste bags in the rooms that were previously plastic have been replaced by bags made from compostable corn material.
- Increase in bulk products in the buffet restaurant.
- Aerators are available in 100 % of the rooms (on the sink taps) and in the communal areas.
- Double button flushing of cisterns in all client rooms and staff toilets.
- The Government's requirement to make a minimum purchase of 4 % of local products (fresh agricultural, livestock and fishing) on demand is now met as of July 1, 2023.
- "POG 47 Irrigation Management", procedure for good practices in irrigation.
- Not including endangered species on the restaurant menus.



Hall El Fuerte Marbella

Future plans include:

- Study the possible implementation of renewable energies.
- Establish a specific protocol for measuring the waste generated, project approved for 2023.
- Communicate to suppliers the circular actions that have been designed and increase the number of local suppliers with commitments to the circular economy.

Looking ahead to next year, Amàre Beach Hotel Ibiza will carry out its first carbon footprint verification in the Balearic Registry through the **UNE-EN-ISO 14064:2018 standard "Specification with guidance for organisations on the quantification and reporting of emissions and removals of greenhouse gases"**.

This verification, in turn, aims to satisfy the requirements established in **Decree 48/2021 of December 13, Regulator of the Balearic carbon footprint registry**. This action is in line with the initiatives implemented by Fuerte Group Hotels to strengthen ways to improve and reduce the impact of its activity in terms of climate change.

Enhancing sustainability

Without a doubt, the Circular Economic Plan is the beginning of a series of integrated strategies for the entire company that will unite and grow the **Fuerte Group Sustainability** brand, a brand presented in 2022 using a website expressly dedicated to the communication of sustainable practices implemented by the hotel company, to promote communication, transparency and the identity of the group linked to its focus on good environmental practices.

In 2022, a far-reaching initiative was implemented at the company: the creation of two comprehensive committees. These are the **Sustainability Committee** and the **Energy Efficiency Committee**. This innovative vision aims to bring together members from diverse departments and specialities to unify knowledge in facing present and future challenges and goals. Through the collaboration of this multidisciplinary team, we seek to improve both the communication of the company's various strategies and the way of addressing solutions.

Additionally, the non-financial information of Fuerte Group Hotels and its subsidiaries was presented in an independent report that is subject to rigorous audits to comply with current regulations. These audits, performed annually by the prestigious consulting firm **UHY Fay & Co**, ensure a comprehensive, detailed, and transparent evaluation.



Clean Seas Project

Since 2020, the firm commitment to the “Clean Seas” project has been maintained, aimed at reducing plastics and collaborating with associations specialised in the conservation of seas and oceans, and with great satisfaction, this initiative was awarded the **“Re Think Award for the Best Sustainability Project in Spain in 2021”**.

The group’s objectives seek to define annually a series of actions to promote “SDG 14, Underwater Life”, in which the United Nations identifies as necessary the actions that private companies direct to improve marine habitats, and the “SDG 15 Life and Terrestrial ecosystems”, both linked to the surroundings of the hotels, with which we seek to carry out an annual task of environmental responsibility, intrinsic to the Clean Seas Project.

This campaign performs actions in favour of the conservation of marine life, since a significant number of the hotels are linked to coastal ecosystems, and the group firmly supports the need to positively influence their recovery. To disseminate the actions carried out, we have a section in our CSR section, where you can access an infographic explaining the objectives of this Fuerte Group Hotels Project.

<https://view.genial.ly/5e6bb90dedea200fcbd5c9b1/interactive-content-mares-limpios-ingles>

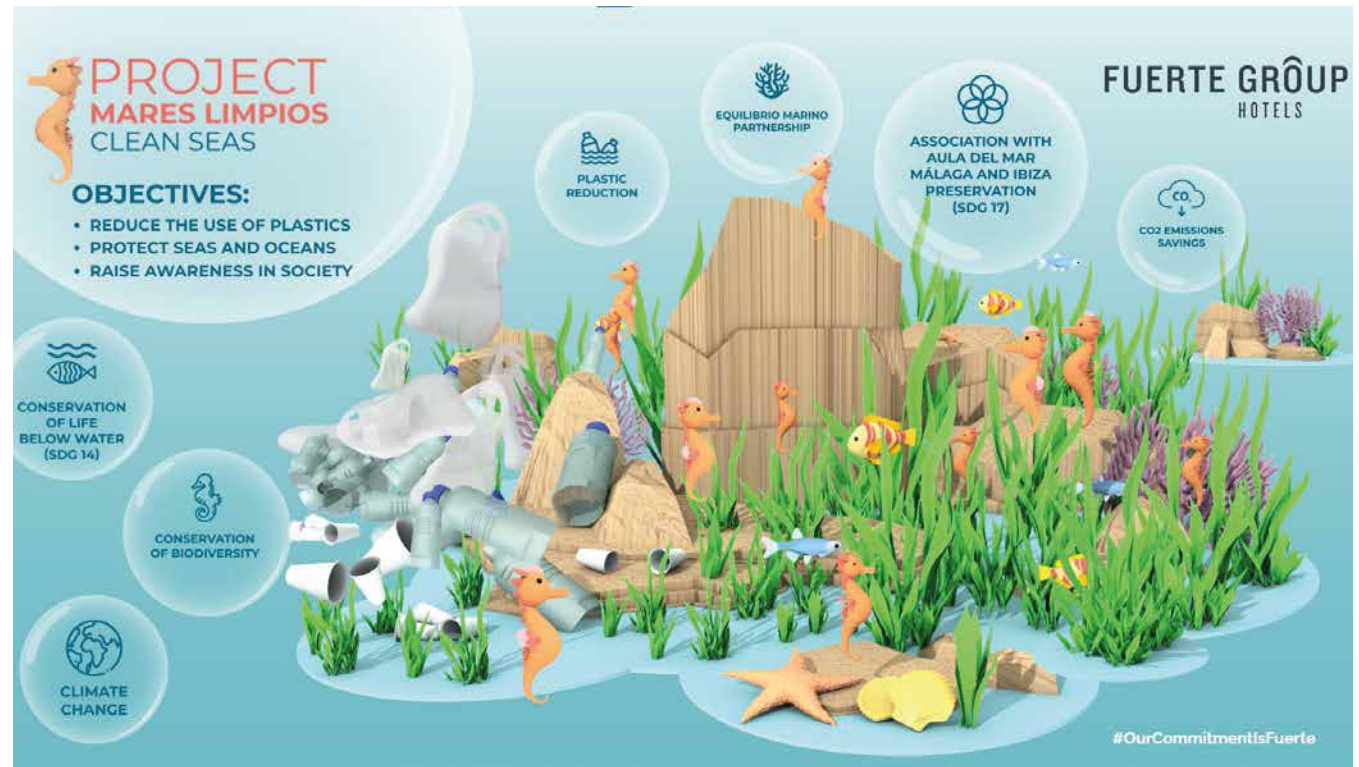
To achieve the project’s objectives, we have the collaboration of “Equilibrio Marino”, an NGO specialised in conservation and dissemination of projects linked to the seabed, with whom we have collaborated in the achieve-

ment of the Marbella Marine Recovery Project. The value of Marbella’s marine environments is incalculable and Fuerte Group Hotels is determined to defend it.

Within Clean Seas, Fuerte El Rompido carried out a waste cleaning activity around the Piedras River, one of the fundamental water sources of the “La Flecha” Natural Area, very close to the hotel facilities. In addition, also in Fuerte El Rompido, the sale of reusable bottles was carried out for customers, in order to raise awareness of

the need to reduce single-use plastic.

Among the activities offered to guest, not only in Fuerte El Rompido, but also in Fuerte Grazalema, located in the heart of the “Sierra de Grazalema” Natural Park, we seek to highlight these natural enclaves of high ecological value and respect for them, with these last two mentioned (El Rompido and Grazalema) being those that are closest to protected spaces.



Certified best practices

The El Fuerte Group continues to be certified under the International Standard **ISO 14001**, which accredits the Environmental Management System of the Fuerte Conil-Resort, Fuerte El Rompido, and Fuerte Grazalema hotels. At the same time, it has continued to comply with the commitments of the prestigious international **Travelife Sustainability** certification, for the Fuerte Conil-Resort and Fuerte El Rompido hotels, which hold the Gold category.

Waste management

With the aim of minimising the use of plastic, measures have been implemented to offer **sustainable alternatives in buffet breakfasts**. For example, the option of unbottled water and natural juices is offered in larger capacity and refillable glass bottles. In addition, the availability of bulk products, such as fruit and delicatessen, has been introduced to reduce the use of individual packaging. In this way, we seek to promote more responsible practices and contribute to the reduction of plastic waste.

It is essential to highlight that efficient waste management and progress in its reduction represent essential elements **to promote a circular and low-carbon economy**, goals closely in line with the group's fundamental principles. Consequently, a waste registration protocol has been formulated to be implemented in Amàre Beach Ibiza in 2023. This protocol is conceived as a pilot project with the purpose of subsequently extending this methodology to all establishments of the hotel chain.

In the future, in compliance with upcoming laws, a Food Waste Reduction Plan will be implemented to establish improvements where the food control system can be optimised, and with the objective of reducing waste.

In 2022, the recycled waste was represented in the following table:

2022 Recycling	Glass (kg)	Paper and Cardboard (kg)	Light packaging (kg)	Cooking oil (L)
Fuerte El Rompido	7.495	20.750	3.626	1.408
Fuerte Conil Resort	30.740	4.050	2.160	2.480
Fuerte Marbella	Closed			
Fuerte Grazalema	3.570	4.925	1.160	600
Amàre Beach Marbella	2.674	15.200	3.800	2.674
Amàre Beach Ibiza	48.000	79.783	42.100	2.595
TOTAL	92.479	124.708	52.846	9.757

For its part, hazardous waste was properly managed with specialized managers and under strict legal compliance. Furthermore, as a result of the implementation of circular measures, some of the suppliers of hazardous and non-hazardous waste collect empty bottles of their product at the facilities, and reuse them, thus reducing the production of single-use packaging.

Cooking oil is highly contaminating. Bearing this in mind, the company has committed to using processes that **transform oil into bio-fuel** using authorised

systems. This practice exemplifies the actions related to the Circular Economy that are promoted at Fuerte Group Hotels. In this way, not only is the negative impact of waste reduced, but it also contributes to the responsible use of resources and the promotion of synergy between companies.

The use of pruning and gardening waste continues to be used as a source of fertiliser for our green areas, after composting in the hotels themselves.

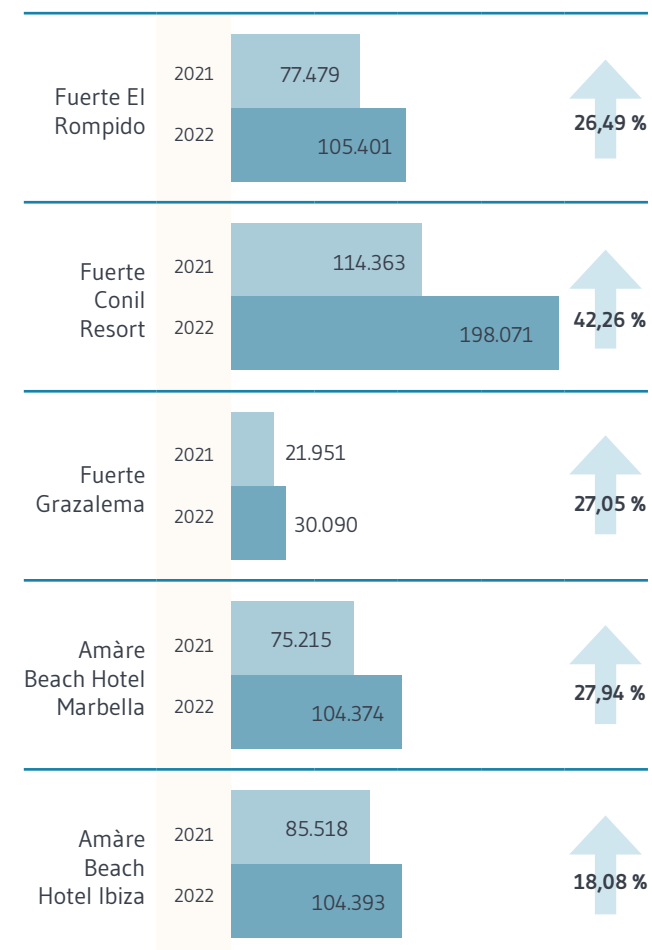
Consumption

With the objective of establishing energy savings goals that reflect the premises of continuous improvement of Fuerte Group Hotels, the following consumption reduction objectives have been established compared to the previous year:



Consumption 2022	Electricity (kWh)	Propane (KG)	Natural gas (m ³)	Gasoil C (L)	Water (m ³)	Open (months)
Fuerte el Rompido	1.371.491	66.964	*	*	26.893	8
Fuerte Conil Resort	2.367.004	28.668	*	92.361	59.327	7
Fuerte Grazalema	503.837	5.422	*	30.060	11.082	11
Fuerte Marbella	Closed for refurbishment					
Amàre Beach Hotel Marbella	2.008.135	6.738	*	66.211	25.522	9
Amàre Beach Hotel Ibiza	1.547.572	-	57.503	*	37.431	7
Total consumption	7.798.039	107.792	57.503	188.632	160.255	-

Regarding the data for 2021, an increase in consumption is observed directly proportional to the increase in occupancy. This is due to the significant increase in clients in the 2022 season, where the restrictions and protocols against the pandemic were completely withdrawn, restoring the regular pace of the tourism, which can be seen in these figures:



Next year, we expect to have more stable data and **be able to analyse the progress and an even more realistic evaluation of consumption trends**. Meanwhile, the measures applied at all hotels include:

- Regarding irrigation control, the “POG 47 Irrigation Management” procedure is available, which compiles the necessary actions to **efficiently manage the use of water in our green areas**, a protocol that is being carried out in all of our hotels since 2021.
- Our gardens include the **use of organic compost made in the hotel itself**, and new green areas will

include xeric and native vegetation, species with fewer water requirements, which will contribute to the reduction of water used in gardening. This innovative approach is visible in the Hotel El Fuerte Marbella 5*, whose opening took place in 2023 after its complete renovation.

- **The supervision and evaluation of deviations in the daily consumption** of hotels continue to be the responsibility of We Resolve controllers. The reporting of atypical data is notified, which facilitates the implementation of appropriate actions in response to such situations.

- **Diffuser systems in taps and dual flush cisterns are implemented in all hotels.**
- The feasibility of implementing **water recycling systems** will be explored. These involve the reuse of water from sinks in toilet cisterns and, subsequently, after prior treatment, for irrigation of green areas.

In the case of the **Olée Apartments**, the counting of consumption is personal, and the responsibility of their owners.



Olée Nerja Holiday Rentals

Carbon footprint

“

The tourism sector is highly vulnerable to climate change and, at the same time, contributes to greenhouse gas emissions, one of the main causes of global warming. It is crucial to accelerate climate actions in tourism to guarantee the resilience of this sector. This involves measuring and reducing greenhouse gas emissions, as well as strengthening the capacity to adapt to climate impacts.

”

(WTO, 2022)

It is the **will of the management of Fuerte Group Hotels to channel its efforts towards mitigating the carbon footprint**, especially in the context of climate change. In line with this commitment, a **1 % GHG** reduction per client has been proposed as an objective, in accordance with **SDG 7**, to which the following efforts have been directed during the year:

- **Carbon offset studies** on farms in the province of Malaga with the intention of generating a GHG offset project.
- **Use of renewable energies:** by 2023 the installation of photovoltaic panels has been approved in some of the hotels. Currently there are establishments that have solar panels that are used mainly for hot water for the rooms, thus achieving notable fuel savings.
- Project to enhance the building envelope and **improve energy efficiency in El Fuerte Marbella 5***.
- **Electric car chargers have been installed** in all hotels to attract customers who are aware of their carbon footprint and reduce GHGs around the facilities.
- For Amàre Beach Hotel Ibiza, a pioneering **Circular Economy Plan** has been carried out and has already been mentioned in this report.
- Use of more **efficient electrical appliances**.
- Lights that work with presence detectors and replacement of traditional lighting with LED lights in all hotels.

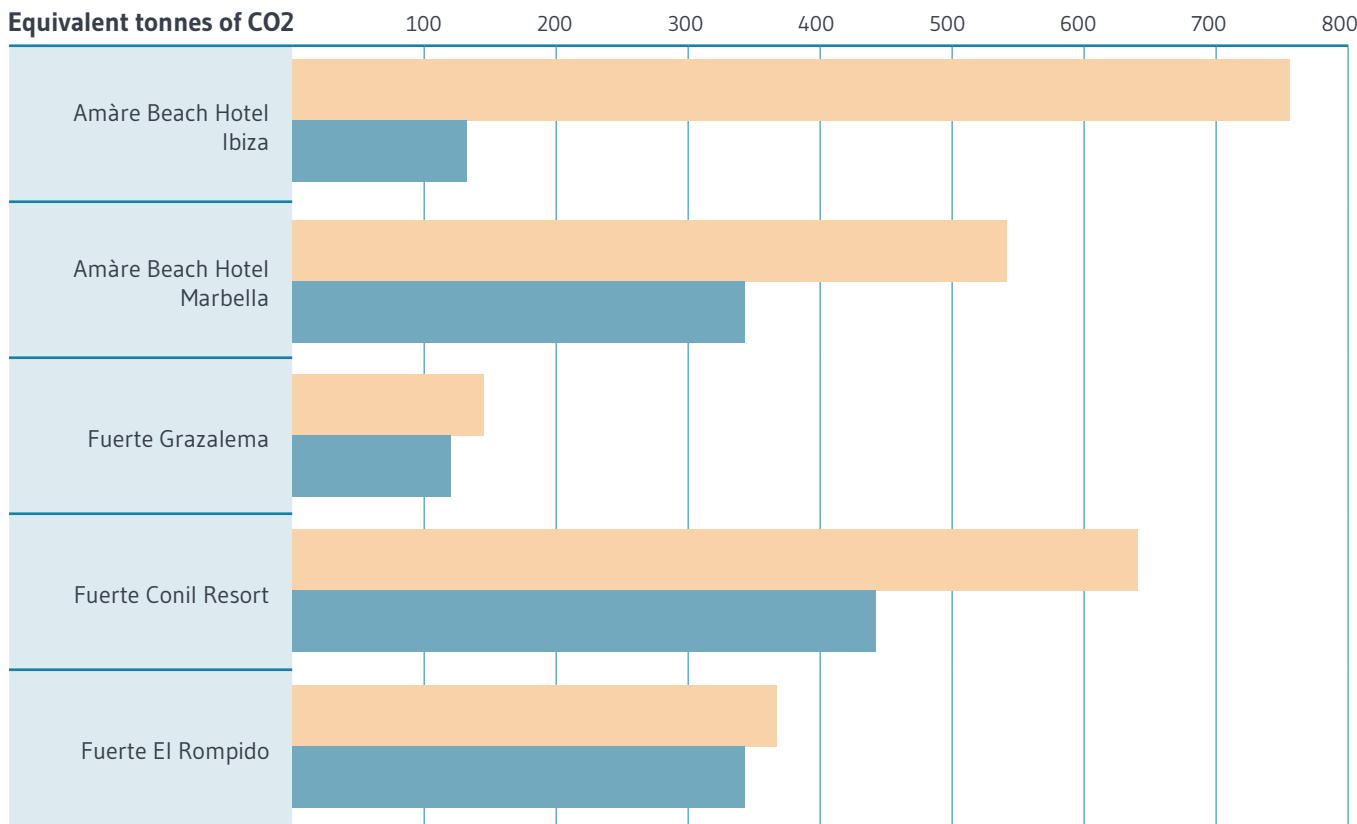
- **Periodic reviews of the energy controller**, reviewing alternatives that exist between the different electrical companies.
- Establishment of **partial work-from-home** (in shifts) in central offices, as a result of the pandemic, which has revealed the benefits of reducing emissions in employee transportation, which in turn has favoured work-life balance.

The method for quantifying **Greenhouse Gas emissions** in hotel establishments covers not only conventional direct emissions, but also those caused by refrigerant gases. The decision to integrate this data has been based on the search for a deeper understanding of the efficiency of industrial machinery. Likewise, it seeks to more precisely evaluate the viability of future technological renovations and their impact on the environmental sustainability of the establishment. The scopes that have been studied have been, both for the Fuerte and the Amàre:

- **Scope 1:** tonnes of Carbon emitted due to the consumption of fossil fuels. In particular, diesel and propane, and direct emissions.
- **Scope 2:** tonnes of Carbon emitted due to the consumption of electrical energy.

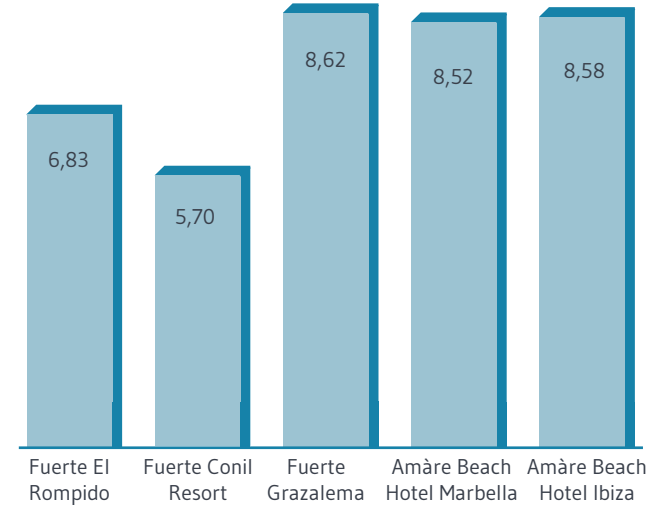
Because 2021 was a year with pandemic restrictions, the direct comparison of **carbon footprint** data generated by each hotel is not representative, as was the case with consumption. The following graph highlights the difference between **scope 1, originating from fossil fuels and refrigerant gases released in hotels, and scope 2**. The second one corresponds to **consumption of**

electrical energy. Due to these results, considering the panorama presented, the current approach is directed towards achieving a reduction that achieves equally positive results, comparable to those achieved through the implementation of the aforementioned energy efficiency improvement actions.



Scope 2 (orange bar) Scope 1 (blue bar)

GHG emitted by client
kg CO2 equivalent/client



The graph above shows the **equivalent footprint per client**, representing it in **kilos of CO2 per client**. The indicator of 1 % reduction in emissions considers the GHG produced per global client within the hotels and has a figure of **7.20 kg CO2 equivalent/client for 2022**. This is a figure significantly lower than that of other years (data observable in previous Corporate Social Responsibility Reports) and it is important to clarify that this was not a normal year due to the closure of one of our hotels, El Fuerte Marbella, due to a refurbishment process. For this reason, it cannot be considered data comparable to the historical data that has been recorded, although it is of value for future progress and analysis.

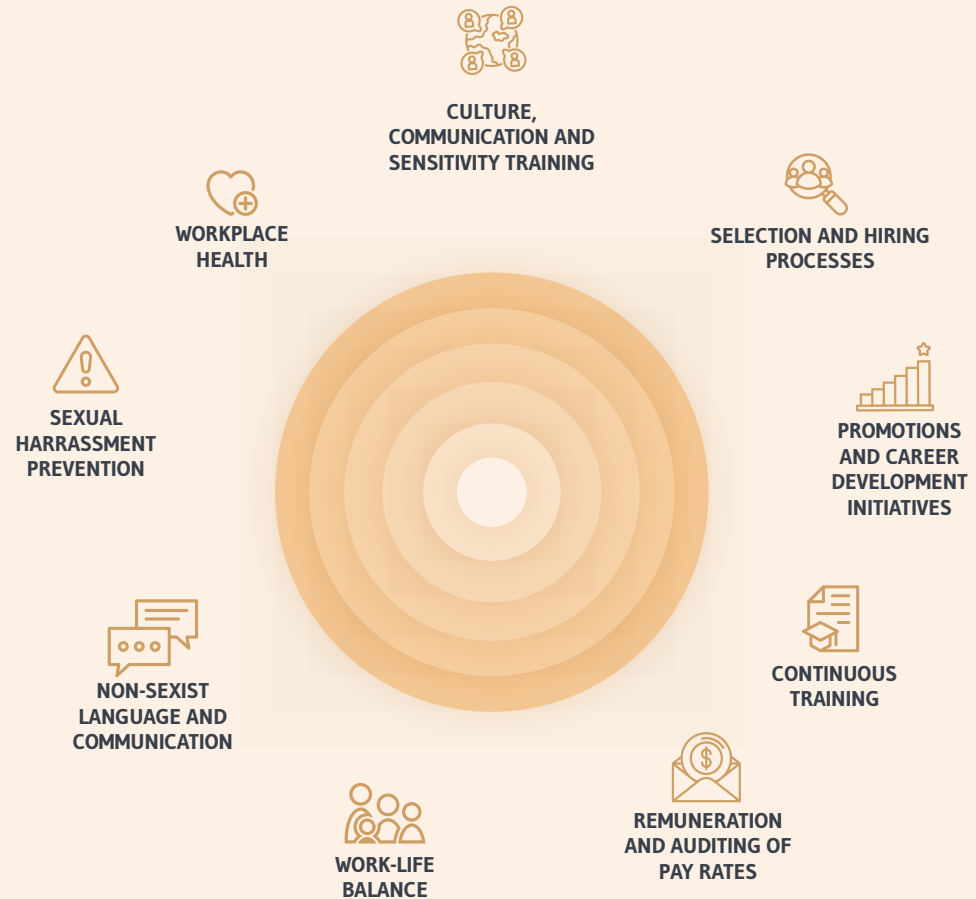
2.3.

Equality, ethics, mission and vision, and anti-corruption

Equality

In terms of equality, Fuerte Group Hotels continues to strengthen the initiatives of the **company's Equality Plan**, which seeks to comply with SDG 5 on gender equality.

The objective of this plan is for the different policies carried out by the chain to integrate **equal treatment and opportunities between women and men**, without discriminating directly or indirectly on the basis of sex, as well as to promote and encourage initiatives to achieve real equality at the core of the company. Bearing all of this in mind, Fuerte Group Hotels is developing measures on the following lines of action:

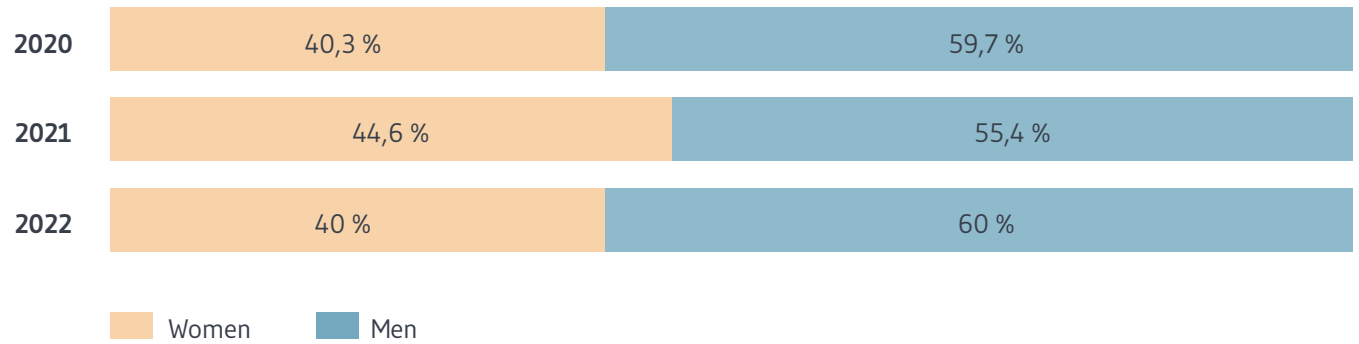


It is important to mention that Fuerte Group Hotels' personnel selection policy prioritises **hiring personnel of the less represented sex** in those positions where there is no parity, once the candidate sought meets the requirements requested by the chain. However, the presence of both sexes in most categories is very close to parity.

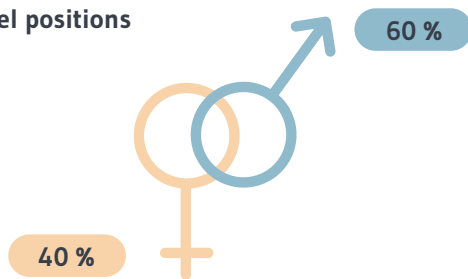
In management positions, we are also very close to parity between the sexes, with 40 % of the positions being occupied by women (44.6 % in 2021 and 40 % in 2022) and 60 % by men. (55.4 % in 2021 and 60 % in 2022).

The renovation of the El Fuerte Marbella hotel carried out throughout 2022 has been reflected in these percentages, given that the staff hired in management positions has been predominantly male.

Looking ahead to 2023, we will try to correct this lack of equilibrium in order to continue advancing towards gender equality.



C-level positions
2022



Ana María Rodríguez Camelo - Waitress at Fuerte Conil Resort



José Antonio Ramírez de los Reyes - Waiter at Fuerte Conil Resort

Ethical codes

Fuerte Group Hotels has a **code of ethics**, which is **mandatory for all employees** who are part of the company. The principles that it establishes, among which is the promotion of equality between men and women, and respect for human rights, are as follows:

1.

We exist to provide an excellent experience for our clients.

2.

People are the most important asset for our company.

3.

Being environmentally friendly shows the level of respect we have for others.

4.

Good employees are a result of good managers.

5.

We all have the ability to improve ourselves as professionals and these improvements help enhance everything we do.

6.

Fair participation and treatment improve engagement.

7.

Being responsible means complying with norms, procedures and objectives.

8.

Diversity is one of the key sources of wealth and promoting it ensures healthy and mature relationships.

9.

Good behaviour should be recognised publically, in an exemplary way and using all of the available channels.

10.

Discretion enhances trust, improves relationships and strengthens our image.

11.

The strength of an organisation depends on the loyalty of its people.

12.

Separating personal and professional issues in the working environment enhances our results.

Mission & vision

Values that are also part of the mission and vision that guide all the actions of Fuerte Group Hotels, and are part of the DNA of this family business:

Mission:

“To be a family business with a vocation for development and fundamental orientation towards profitable hotel and real estate businesses and committed to the responsible development of people and their environment. We want coherence between the business, the management team, professional coexistence (policies) on a day-to-day basis, and institutional configuration (Government).”

Vision:

“To be a company with leading brands in responsible hospitality, understood as an attitude of sensitivity towards people (shareholder, customer and employee satisfaction) and with the environment (local community and environment), with presence in Spain.”

Anti-corruption

On the other hand, it is worth highlighting the importance that the Andalusian group gives to anti-corruption policies. In this regard, it has all the necessary mechanisms to guarantee the prevention of money laundering in payment management and maintains absolute transparency regarding data related to anti-corruption, the environment, social action and various financial issues, which are compiled and audited once a year by the international company UHY Fay & Co.

UN Global Compact

Behind most of these practices is the strong commitment that Fuerte Group Hotels acquired in 2016, by signing the United Nations Global Compact, which forces the company to align the company's objectives with the 17 Sustainable Development Goals (SDG).

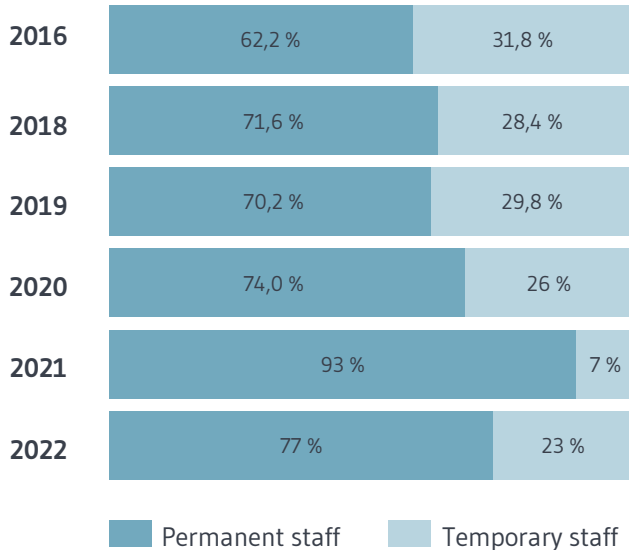


2.4. People

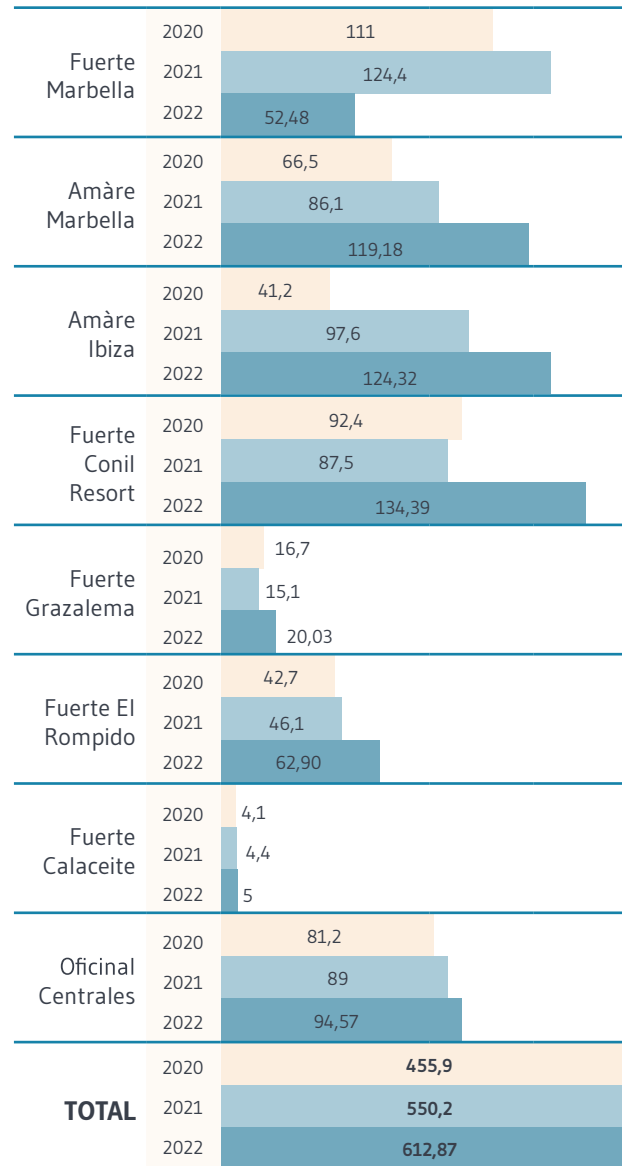
Employees

In 2022, Fuerte Group Hotels employed an average of 612.87 people in 2022, which is 11.39 % more than the previous year 2021 (550.2 people).

The chain has continued to focus on quality employment, with 77 % of employees being permanent, and only 23 % being temporary workers.



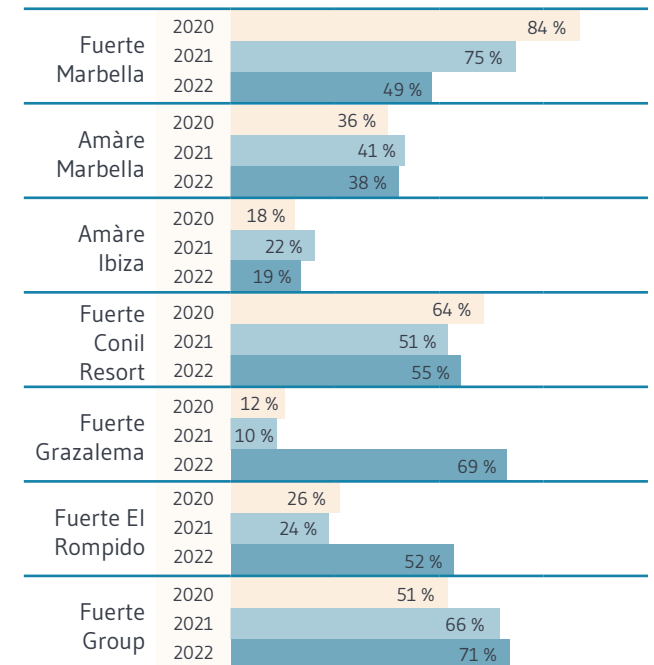
Average workforce by hotel



Stability of the workforce

Another aspect that Fuerte Group Hotels takes great care of in terms of its human resources is the application of policies that encourage staff stability. During 2022, the percentage of workers with more than 5 years of seniority increased in almost all workplaces, reaching 69 % of the Fuerte Grazalema workforce and 71 % of the headquarters.

In Fuerte El Rompido and Fuerte Conil Resort, it stood at just over half, respectively, and in Amàre Beach Hotel Ibiza it barely reached 19 %, since the hotel itself was inaugurated in 2019 and has not yet turned 5 years old.



Work environment

As per standard practice at Fuerte Group Hotels, various work environment surveys were performed throughout 2022, the results of which reflect a very high satisfaction of the group's employees, the average of which was 85.4 %, compared to 81.5 % obtained in 2021.

In practically all the hotels and in the headquarters, employee satisfaction has remained above 80 %, reflecting this result as a very positive figure.

Fuerte Marbella	2021	84,10 %
	2022	89,10 %
Fuerte Conil Resort	2021	75,10 %
	2022	80,90 %
Fuerte Grazalema	2021	90,10 %
	2022	90,10 %
Fuerte El Rompido	2021	84,30 %
	2022	83,40 %
Amàre Marbella	2021	81,10 %
	2022	84,50 %
Amàre Ibiza	2021	72,30 %
	2022	83,40 %
Oficinas Centrales	2021	83,80 %
	2022	86,40 %
Media	2021	81,50 %
	2022	85,40 %

Training

All Fuerte Group Hotels' human resources policies are aimed at capturing, analysing, improving and retaining talent in the company. The Annual Training Plan is prepared considering the defined strategic objectives and based on the needs of the workers derived from the occupational profiles of their roles. The annual performance evaluation allows us to detect the training needs of each employee.

In this regard, in 2022 normality in terms of training was restored, and the investment in this department reached 106,146.16 euros, almost doubling that of 2021, which was 66,658.34 euros.

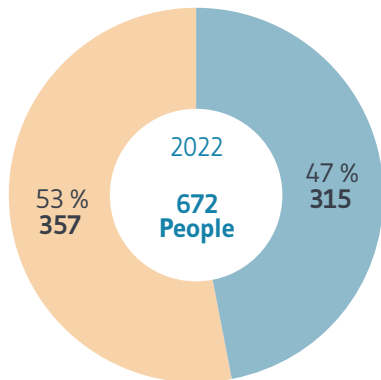
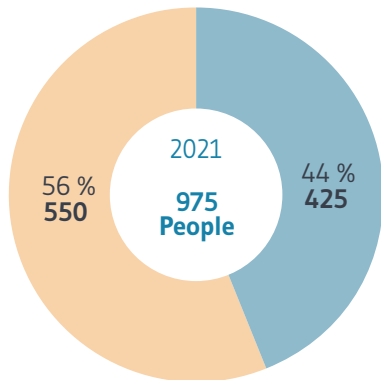
During the entire year, 14,799 hours of training were provided, compared to the 15,073 that were carried out throughout 2021.

The decrease in the number of hours, despite the increase in investment, is due to the increase in more specialised, higher-cost courses, aimed mainly at department directors and middle managers.

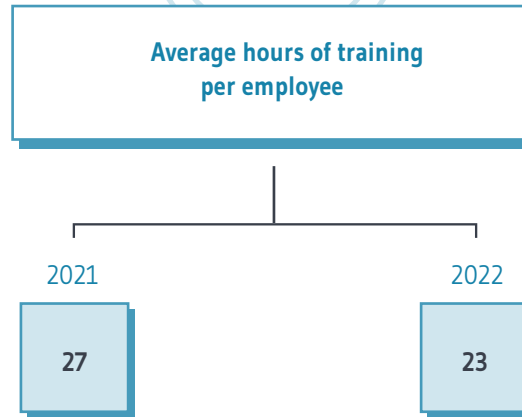
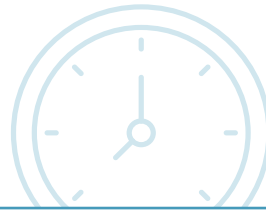
COMPANY	2021	DI+MI	PB	2022	DI+MI	PB
ONHR	91	9	82	12	8	4
FCCL	3.331	428	2.903	3.033	899	2.134
FER	1.273	334	939	1.843	697	1.146
FG	689	279	410	290	60	230
FGROUP	1.985	578	1.407	1.730	1.130	600
FM	2.441	459	1.982	74	44	30
AMB	2.778	516	2.262	3.510	1.216	2.294
AIB	2.486	231	2.255	4.307	295	4.012
TOTAL HOURS OF TRAINING	15.073	2.833	12.240	14.799	4.349	10.450
TOTAL INVESTED	66.658,34 €			106.146,16 €		

In total, 672 people, of whom **53 % were women** and **47 % men**, benefited from these training courses, which puts the average training per employee at 23 hours per year.

Nº of people who have accessed training



Women Men



	2021	2022
Total hours	15.073	14.799
Employees	550	649

Work experience interns

Fuerte Group Hotels performs important work to **promote practical training in companies for hospitality students**, and an opportunity for experience in the industry environment and opportunities for first jobs for university graduates, through the different agreements and collaboration programs with universities, schools and institutions, at a national and international level.

In 2022, the group promoted this collaboration policy and maintained contact with a total of **32 hotels**.

These work experience programmes constitute one of the chain's main sources of recruitment, which is why people with a good academic profile, talent and ethical principles that fit with the company's culture are usually selected.

Thanks to this initiative, in 2022 a total of **66 students were able to do internships in the chain's hotels**. Of all of them, 9 % were hired at the end of the training period.

	2021	2022
Work experience interns	16	66
Students hired	6 %	9 %
Collaborating hotels	3	32

Employment of people at risk of social exclusion

In support of the social and cultural projects that Fuerte Group Hotels carries out through the Fuerte Foundation, some of the group’s hotels **collaborate with associations and foundations**, facilitating the hiring of people at risk of social exclusion.

These programs are aimed at **vulnerable groups** and run for a specified time.

During 2022, **2 hotels in the group welcomed 13 students at risk of social exclusion**, to train them for a determined period. The most important thing to mention about this initiative is that 46 % of all of them were hired at the end of the internship.

PROJECT	ORGANISM	HOTEL	2021		2022		
			Nº STUDENTS	HIRED	Nº STUDENTS	HIRED	
“LEARN BY WORKING”, PLAN FOR INTEGRATION INTO EMPLOYMENT OF VULNERABLE GROUPS AT RISK OF EXCLUSION	Secretariado Gitano	FUERTE EL ROMPIDO	16	1	12	5	
“LEARN BY WORKING”, PLAN FOR INTEGRATION INTO EMPLOYMENT OF VULNERABLE GROUPS AT RISK OF EXCLUSION	Cruz Roja Chiclana	FUERTE CONIL-COSTA LUZ	0	0	1	1	
TOTAL			16	1	13	6	
PERCENTAGE OF STUDENTS HIRED				6 %		46 %	

Occupational risk prevention

Company management is aware that the activity it carries out can cause damage to the safety and health of workers and that of third parties who may remain in the hotel facilities and has defined a Policy for the occupational risk prevention

Within this framework, the **Contingency and Risk Assessment Plan** of each hotel includes actions such as planning periodic controls and technical measures; updating individual and collective protective equipment at the beginning of each season; basic level performance training for all managers and middle managers; and the specific training of each worker based on the risks assessed for each role.

In this sense, during 2022 the training that was given in recent years in relation to prevention and protection against COVID was reduced, and new actions related, for example, to construction, were incorporated.



370 people completed occupational risk training in 2022.



933 hours of specific training in Occupational Risk Prevention in 2022.



Raúl Olmedo Menacho - Maitre at Fuerte Grazalema

TRAINING ACTIVITIES PERFORMED	2021		2022	
	ATTENDEES	TOTAL HOURS	ATTENDEES	TOTAL HOURS
Basic level development training	1	60	1	50
Emergency and emergency drill	280	305	128	164
Specific risks according to role	333	666	223	446
Basic first aid and use of defibrillator	11	44	-	-
Post-pandemic reopening training	160	320	-	-
COVID-19 prevention and protection measures	640	1280	-	-
Social distancing regulations in job roles and zones designated for staff	-	-	-	-
Contingency and prevention plans	-	-	-	-
Informative training sessions	-	-	3	18
2ºCycle Construction – Occupational risk prevention	-	-	12	240
Working at heights/ on elevated platforms	-	-	3	15
TOTAL	1425	2675	370	933



Roscío Ruiz Hinojos - Hostess at Amàre Beach Hotel Marbella

Performance appraisal and talent retention

80 % of the staff at Fuerte Group Hotels participate in the **performance evaluation process**, which is a periodic process of qualitative assessment designed to measure the performance of the people who make up part of the different companies in our chain. Performance of assigned tasks is assessed according to the business' lines of action.

Appraisals are based on performance over the course of a year. The results of these assessments are used to evaluate the need for training and other measures related to professional development, remuneration, and mobility, among other factors.

On the other hand, Fuerte Group Hotels has two internal promotion programs that, under the name **"Crece"** and **"Crece Manager"**, identify and promote staff with the skills and knowledge necessary to acquire new responsibilities. This initiative gives them the opportunity to advance their careers, encouraging and promoting professional development. This helps build a culture of trust and retain talent.

In 2022, 60 Fuerte Group Hotels workers were selected to participate in these two programmes, respectively.

The execution of this project involved an investment of 16,532 euros.

People enrolled on the Crece Programme

LOCATION	CRECE	CRECE MANAGER	TOTAL
AMÀRE IBIZA	17	1	18
AMÀRE MARBELLA	8	1	9
FUERTE CONIL - RESORT	19	4	23
FUERTE EL ROMPIDO	7	3	10
TOTAL	51	9	60



Javier Martín Hermoso - Sous chef at Amàre Beach Hotel Marbella

Social improvements

The **Social Improvement Plan** is aimed at people who are part of the staff of the companies that make up the El Fuerte Group, and includes aid to help with child care, advances and loans, the purchase of school books and help for weddings. In 2022, these last two benefits, which had not been provided in the previous two years, were recovered.

It is also important to mention that in 2022 a record number of social improvement benefits were awarded, with a total of **156.537,98 euros** invested. Most of this

amount, with a figure of 130,519.69 euros, corresponded to loans and advances. It is also important to mention the large increase in benefits granted to pay for child care, which shows a clear commitment to improving work-life balance as much as possible.

It is also worth noting that during 2022, all the group's workers continued to benefit from another important advantage, being able to stay at the chain's hotels at discounted prices.

	2018	2019	2020	2021	2022
CHILD CARE	21.360,99 €	17.111,87 €	7.772,27 €	8.443,77 €	18.607,33 €
SCHOOL BOOKS	8.282,22 €	7.779,61 €	-	-	6.628,96 €
WEDDINGS	1.492,00 €	2.283,00 €	-	-	782,00 €
ADVANCES AND LOANS	119.409,98 €	72.761,38 €	72.480,69 €	30.738,73 €	130.519,69 €
TOTAL	150.545,19 €	99.935,86 €	80.252,96 €	39.182,50 €	156.537,98 €



Digital community

Fuerte Group Hotels has managed to maintain a close relationship with the digital community that it has been creating on the main social networks. Throughout 2022, their Facebook, Instagram, and YouTube profiles continued to grow, and their Twitter profiles decreased slightly.

Of all of them, the one that increased the most was Instagram, thanks above all to the different campaigns that the chain carried out with influencers such as **Ana Moya, Amber Davies and Adriana Spink**, among others; related to the hotel product and very well positioned in their respective markets.





The content generated by all of them allowed us to add more than **23,000 followers on Instagram**, and almost double that on YouTube.

Additionally, throughout the last year the chain maintained its usual marketing and communication activities, which aim to make its news and actions known to wider society through the main media.



El Fuerte Marbella

Followers on social networks

SOCIAL NETWORKS		2019	2020	2021	2022
Facebook		87.293	89.733	93.719	95.675
Twitter		8.854	9.038	8.986	8.884
YouTube		1.334	1.659	1.871	2.757
Instagram		29.293	38.449	60.886	83.361

Quality

At Fuerte Group Hotels, the satisfaction of our clients is of the utmost priority. The tools used to analyse and assess our levels of service include a diverse range of processes. For example, conducting online surveys that are sent to each customer's email after check-out.

In 2022, the pre-pandemic shipment figures have not yet been reached, but **5,586 surveys** were carried out, from which an excellent NPS (Net Promoter Score) of **93.10 %** was obtained, slightly higher than that achieved in 2021.

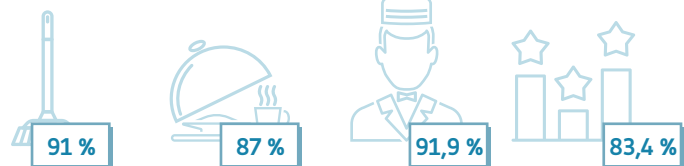
In addition, the chain uses guest intelligence tools such as **Review Pro** to analyse **Online Reputation Index**, evaluating the reviews that appear in travellers communities, specialised websites and social networks, among other digital media.

The satisfaction percentage achieved in 2022 in this framework was 90.90 %, also slightly higher than in 2021.

QUALITY	2019	2020	2021	2022
Nº of reviews of the chain: ReSource of data: Review Pro	10.882	-	5.159	5.586
Online reputation index: ReSource of data: Review Pro	91,00 %	-	90,10 %	90,90 %
NPS (Net Promoter Score)	97,30 %	-	93,00 %	93,10 %

By area, Service is the top rated, with a score of 91.9 %, followed by cleaning, with 91 %. In restaurants, there is an increase compared to 2021, with 87 % compared to the 86.1 % obtained the previous year. Finally, surveys place **customer satisfaction in terms of experiences at 83.4 %**, a figure that is in line with those achieved before the pandemic.

AREA	2018	2019	2020	2021	2022
Cleaning	92,10 %	92,60 %	-	92,6 %	91 %
Food and beverage	84,20 %	85,90 %	-	86,1 %	87 %
Service	89,90 %	91,90 %	-	93 %	91,9 %
Experiences	81,70 %	83,10 %	-	88,5 %	83,4 %

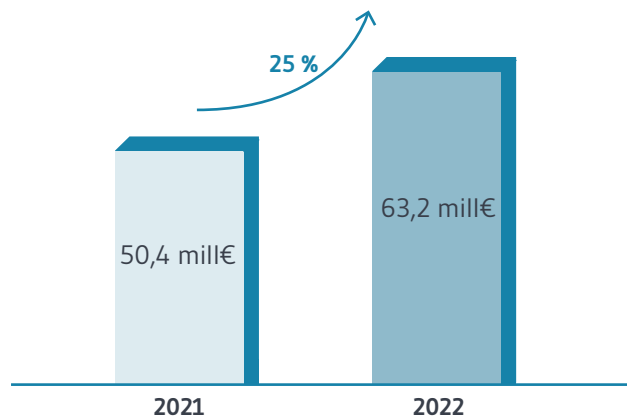


Amàre Beach Hotel Ibiza

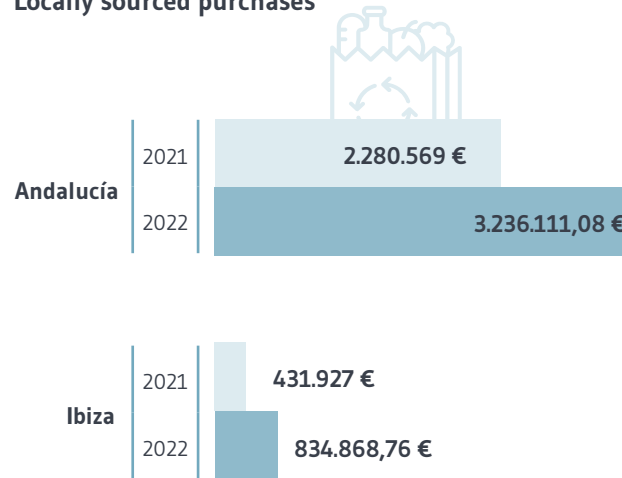
2.5. Finance

In terms of financial results for the year 2022, the gradual recovery of the tourism industry has allowed Fuerte Group Hotels to achieve revenues of a total of 63.2 million euros. This figure represents an increase of 25 % compared to 2021 (second year of the pandemic), when turnover was 50.4 million euros. Without reaching the same point, this figure is beginning to approach the 75 million euros invoiced in 2019, which is considered an encouraging sign of progress.

Fuerte Group Hotels ensures the prevention of money laundering and guarantees transparency in anti-corruption, environmental and financial matters. Annually, this data is reviewed and audited in detail by the international firm **UHY Fay & Go**.



Locally sourced purchases



As expected after the reactivation of tourism, and without safety restrictions in the face of the pandemic, there are marked differences in purchases compared to 2021. The results are as expected, considering that since 2022 high hotel occupancy, in general, has proportionally increased the purchasing need. Expenses have also increased due to the increase in inflation. The percentage of local purchases compared to total purchases is 55 %, with 85 % of these local purchases across **25 different suppliers in Andalucía and 8 suppliers in Ibiza**.

In the next season, we will continue to have the main local suppliers and visualise opportunities to expand them, since one of the key points in circularity is to make purchases from **local businesses**, reducing the carbon footprint associated with the value chain and promoting the **socio-economic development of the environment**.

More sustainable measures will also be implemented, such as converting mineral water to **osmosis water** in all hotel sales points, making customers participate in a conscious and visible way **in the reduction of single-use plastic bottles**.



Dish at Restaurante Levante, Fuerte Marbella

2.6.

Social work: “Fundación Fuerte” foundation

“Fundación Fuerte” foundation is a **non-profit entity** based in Marbella, whose purpose is to channel **the solidarity activities of Grupo El Fuerte** towards helping people at risk of social exclusion, organising cultural events and carrying out environmental awareness campaigns. During 2022, it carried out a total of **32 projects** within the cultural, educational and social fields, which required a global investment of **101,325.36 euros**. These are some of the most notable initiatives:



FUNDACIONFUERTE
www.fundacionfuerte.org



Cultural work

1. **“Asociación Marbella Activa”**: awards ceremony for the IX Story Contest. Donation: 1,212.73 euros.
2. **“Asociación Amigos Órgano del Sol Mayor”**: programming of concerts in the Parish of Nuestra Señora de Encarnación and maintenance of the Sol Mayor organ, located there. Donation: 8,000 euros.
3. **“Hermandad de Ntro. P. Jesús Cautivo”, “Ntra. Sra. de la Encarnación”, “Sta. Marta, San Lázaro” & “M^a de Marbella”**: charity golf championship to raise funds for the restoration of the thrones and images of Holy Week. Donation: 4 hotel vouchers and 1 spa experience.



Educational work

1. **“Caritas Diocesana de Ibiza”**: support for a socio-educational centre. “Betania, un barrio de colores/ a neighbourhood filled with colours”. Donation: 6.000 euros.
2. **“ONG Construye Mundo”**: support for the education of Primary students at St. Jean Baptiste School (Senegal). Donation: 1,000 euros.
3. **“Fundación Solidaria Luna Nueva”**: construction of a wall at the Dierybirane School in Senegal. Donation: 2,000 euros.
4. **“Fundación San Telmo”**: help for the construction of the Alumni Assembly Hall at the Seville headquarters. Donation: 500 euros.
5. **“La ciudad de la alegría”**: sponsor program. Donation: 2,000 euros.
6. **“Marbella Social Hub”**: training and information day to support entrepreneurs. Donation: 500 euros.
7. **“PROEMASA”**: scholarships for Ukrainian children hosted by families from the Attendis schools in Marbella. Donation: 2,000 euros.



Social work

1. **“Hermandad de Ntro. P. Jesús Cautivo”, “Ntra. Sra. de la Encarnación”, “Sta. Marta, San Lázaro” & “M^a de Marbella”:** promotion of values linked to popular traditions such as Holy Week, especially respect for others. “The joy of love.” Donation: 2,000 euros.
2. **“Fundación Centro Español de Solidaridad de Málaga”:** “Proyecto Hombre Málaga” prevention program aimed at minors, young people and their families. “Keyset”. Donation: 2,000 euros.
3. **“Asociación Horizonte Proyecto Hombre Marbella”:** mortgage payment for a centre to support treatment. Donation: 3,972.60 euros.
4. **“Asociación Horizonte Proyecto Hombre Marbella”:** treatment support centre. Donation: 15,900 euros.
5. **“Asociación Horizonte Proyecto Hombre Marbella”:** Anniversary dinner. Donation: 6.500 euros.
6. **“Asociación Horizonte Proyecto Hombre Marbella”:** fundraising market. Donation: 3,600 euros.
7. **“Asociación Horizonte Proyecto Hombre Marbella”:** collection of the “Responsible Euro”, an amount donated by clients of Fuerte Group Hotels establishments, and destined to finance different programs of the association. Donation: 10,000 euros.
8. **Asociación Horizonte Proyecto Hombre Marbella:** collaboration agreement between Fuertemant S.L., “Proyecto Hombre Marbella” Association and “Fundación Fuerte” foundation. Coordination and execution of the agreement for the free provision of maintenance services (up to a maximum of 1,500 euros) signed with the company Fuertemant S.L. Donation: 0 euros.
9. **“Asociación Horizonte Proyecto Hombre Marbella”:** Golf Tournament held on 07/09/22 at Aloha Golf Club. Donation: 3,000 euros.
10. **“Asociación Horizonte Proyecto Hombre Cádiz”:** preventive activities within the school, family and work environment. “Healthy family life.” Donation: 5,500 euros.
11. **“Asilo de ancianos Hermanitas de los pobres de Ronda”:** help to cover basic needs. “The light that guides us.” Donation: 500 euros.
12. **“Casa hogar Luis Amigo”:** health, educational and nutritional aid to 150 needy children and adolescents in the cities of Manila and Puerto Princesa (Philippines), who live in very difficult circumstances, so that they have a better future. Donation: 5,000 euros.
13. **“Hospital Costa del Sol de Marbella”:** informative talk “Impact of delayed diagnosis and treatment on cancer patients” at the Hospital Real de la Misericordia Cultural Centre in Marbella. Donation: 740.56 euros.
14. **“Asociación de Voluntarios de CaixaBank”, “Asociación Mensajeros de la Paz” & “Fundación Convento de Santa Clara”:** sending a medical ambulance to Ukraine. “30 x 15 Challenge”. Donation: 15,000 euros.
15. **Compassionate Franciscan Sisters of the Poor (Kenia):** assistance to purchase a 15-seater van to meet the transportation needs that arise in its missionary center in Kenya. Donation: 2,000 euros.
16. **Compassionate Franciscan Sisters of the Poor (Jamaica):** help to build a home for 15 children with physical and mental disabilities in Montego Bay. Donation: 2,000 euros.
17. **“La Caixa y Gavi”, the Vaccine Alliance:** vaccinations for children. Donation: 1,500 euros.
18. **European Youth Parliament:** meeting of 30 volunteers in Marbella. Donation: 500 euros.
19. **“Club Deportivo Baloncesto femenino Grazalema”:** project that promotes women’s basketball. Donation: 2,000 euros.
20. **“Club Escalada Marbella”:** help for the organization of the Marbella City Nordic Walk 2022. Donation: 800 euros.
21. **Saving Our Sharks Foundation:** shark conservation project in the Mexican Caribbean. Donation: 2,500 euros.
22. **“VIFAC” (“vida y familia de Quintana Roo, México”):** support for a home for vulnerable pregnant women. Donation: 2,000 euros.

We also awarded a series of prizes:

Prize awarded to a student at Colegio Mons (graduation party).

— 86,16 € —
2 NIGHTS
EL ROMPIDO

Prize given during the charity party to raise funds for the Africamp summer camp.

— 99,96 € —
2 NIGHTS
EL ROMPIDO

Prize given to Cáritas Marbella, to be used as a prize in the Padel Tournament to benefit “Cáritas Parroquia de la Encarnación”.

— 126,08 € —
2 NIGHTS
EL ROMPIDO

Additionally, as mentioned in this report, the group’s hotels collaborate in the “Responsible Euro” project. Thanks to this initiative, at the reception of our hotels, clients have the option of donating one euro, or more, to “Fundación Fuerte” foundation’s social projects.



Fuerte El Rompido



03.

SELF-
ASSESSMENT
2022

1 NO
POVERTY



8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



10 REDUCED
INEQUALITIES



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS









17 PARTNERSHIPS
FOR THE GOALS








3.1.

Self-assessment 2022

Fuerte Group Hotels implements various actions **aligned with different objectives**. The correlation of these actions with commitments such as the Global Compact and the Sustainable Development Goals (SDGs) is presented in the following table, which details the **analysis of their performance throughout the 2022 financial year**:

	Related SDGs	Global Compact	Actions proposed for 2022	Evaluation of compliance
1		Principles related to work and the environment (3, 4, 5, 6 & 9)	Increase customer satisfaction by 5 % (rate measured using feedback and surveys).	Overall satisfaction has increased, although remaining largely at the levels of the previous year, which is why this objective continues for next year. However, for many years, the chain has had a continuous improvement plan in which priority is given to customer opinions and suggestions regarding the improvement of products and services.
2		Principles related to the environment (7, 8 & 9)	Increase sustainable awareness among customers, employees, suppliers and interest groups.	Achieved. A specific website for the group's CSR has been created for public access, and staff are involved through training on the company's CSR.
3		Principles related to work and the environment (4, 5, 6 & 8)	Improve local purchasing indicators (increase in local vs. external purchasing).	Achieved. Local purchases have increased.
4		Principles related to Human Rights (1, 2, 3, 4, 5 & 6)	Maintain and improve social work of the "Fundación Fuerte" foundation and local social projects.	Achieved. The amount and number of projects has increased.
5		Principles related to Human Rights (1, 2, 3, 4, 5 & 6)	Promote local culture in the group's hotels.	Achieved. Amàre Hotels collaborated with the Escola D'Art d'Eivissa and the Museum of Contemporary Spanish Engraving in 2022, and local activities and Fuerte Live are promoted in the Fuerte Hotels, bringing clients closer to the culture and traditions of the area, in addition to include traditional food on its restaurant menu.
6		Principles related to the environment (7, 8 & 9)	Carbon footprint reduction by 1 % as a chain.	The data for this year is not comparable with the previous year, as reflected in the environment section, but the company continues defining strategies to achieve this goal and is also updating its methodology for the annual carbon footprint report.

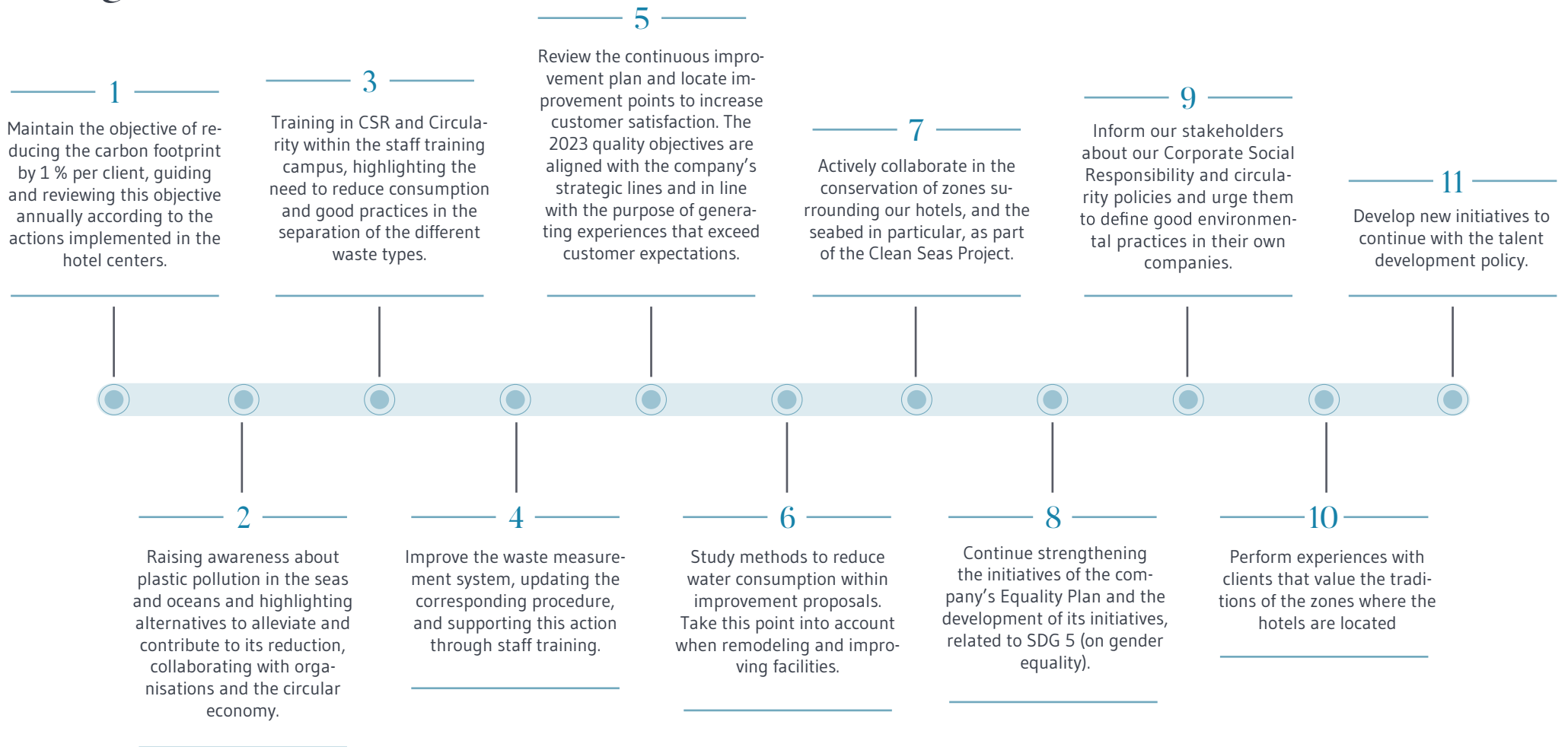
	Related SDGs	Global Compact	Actions proposed for 2022	Evaluation of compliance
7		Principles related to the environment (7, 8 & 9)	Strengthen development using circular economy and SDG 11, including waste management.	The chain's first Circular Economy Plan has been presented, for Amàre Beach Hotel Ibiza, providing the base for all circular strategies at hotels in the entire company.
8		Principles related to the environment (7, 8 & 9)	Significant reduction in the use of water and promotion of its reuse.	The data for this year is not comparable with that of the previous year, but the company continues to define strategies to achieve this goal, see the Environment section, and proposes to study the incorporation of sink water reuse systems.
9		Principles related to Human Rights (1, 2, 3, 4, 5 & 6)	Continue strengthening gender equality initiatives (related to SDG 5).	The equality plan is running as usual, seeking to improve the balance of the gender ratio in the workforce.
10		Principles related to Human Rights (1, 2, 3, 4, 5 & 6)	Develop talent development initiatives for the professional growth of staff.	Achieved. Developed using the internal promotion programs "Crece" and "Crece Manager", which help build a culture of trust and enhance the retention of talent.
11		Principles related to the environment (7, 8 & 9)	Promote awareness towards on the conservation of natural spaces and biodiversity, with innovative actions.	Achieved. Consult about the Clean Seas Project and CSR communication on the corporate website and in this report.



Fuerte Grazelema

3.2.

Future vision and new goals



3.3.

Awards and certifications

Throughout 2022, Fuerte Group Hotels obtained two important environmental awards. On the one hand, the chain was awarded the ReThink award for its **“Clean Seas”** campaign and, on the other, it received the Hotel Initiative Award in the **“Best Corporate Social responsibility-We are water”** category.

Regarding hotels, **Amàre Beach Hotel Ibiza** was the establishment that achieved the most certifications, being awarded by Jet2holidays with the **“Quality Award 2022”** and by British Airways Holidays with the **“Customer Excellence Award”**.



Fuerte Group Hotels receives the Hotel Initiative Award in the category “Best Corporate Social Responsibility - We Are Water”



CEO's letter

Town, immersing ourselves in the fascinating world of 5-star hotels.

Our commitment to the luxury hotel industry is endorsed by the confirmation that it is one of the segments with the most growth potential, generates the most employment, and has a great capacity to perform well during crises. Something that has been demonstrated during the pandemic.

For this reason, we have decided to restart a possible expansion of Fuerte Group Hotels, structuring this growth from a niche of differentiated quality brands. The stars of these projects are Amàre Hotels and the new brand Daia, which we are setting in motion for its debut in Conil. This involves the renovation of Fuerte Conil, which will become Daia Conil, a hotel recommended for adults with a very different approach.

On the other hand, the Fuerte Hotels brand focuses on more family-friendly hotels, and the Olée Holiday Rentals apartments on self-catering.

Alongside this challenge, we plan to continue being faithful to another of the aspects that sets our company apart: sustainability. And, although sustainability is now a buzzword, at Fuerte Group Hotels we have been taking care of the environments around our hotels since we incorporated the Fuerte Conil Resort in 1999. Its opening marked a green path that we have remained dedicated to and improved over the years. However, we are aware of the fact that

the environment is now facing its biggest challenges, we've deduced to use qualitative and quantitative management perspectives to manage the sustainability of our company.

Bearing this in mind, the Board of Directors of Fuerte Group Hotels has agreed that, between now and 2030, CO2 emissions will be reduced annually by a minimum of 1 % per client at our hotels, and this value can be improved thanks to our constant search for projects that reduce the impact our carbon footprint. In this regard, it is worth noting the installation of photovoltaic panels for self-sufficiency in two hotels, which will be running in 2023.

It is an ambitious goal, but we are going to do everything in our power to achieve it and thus strengthen our commitment to the UN Global Compact, ensuring that we are part of the future of our planet.

Many thanks

Don José Luque García
CEO at Fuerte Group Hotels

I look back and have no doubt in my mind that 2022 will be remembered as an important year in the history of Fuerte Group Hotels. Firstly, for being instrumental in the execution of one of the most ambitious projects of all those carried out by our family, which in some ways could be compared to the opening of our first hotel in 1957.

And the fact is that 66 years after that date, we have completely renovated our flagship which happens to be the same establishment: El Fuerte Marbella. And that's no coincidence.

With an investment of 31 million euros, and more than 5 years working on the planning permission and project, we have achieved the dream shared by the whole team of turning it into the best luxury hotel in Marbella Old

GRI Content indexes

Below is the detailed index that includes the GRI (Global Reporting Initiative) and SASB (Sustainability Accounting Standards Board) standards that follow this Fuerte Group Hotels CSR report. This structure emphasises the company's commitment to transparency towards stakeholders and comprehensive disclosure of its sustainable performance in economic, environmental and social aspects.

102 General GRI/ SASB contents		Location	Comments
Governance			
102-23	President of the maximum governing body of the company	1.2 Corporate governance and ethical commitment	
102-29	Identification and management of economic, environmental and social impacts	3.1 Self-assessment 2022	
102-30	Effectiveness of management processes risk	1.5 Risk management	Operational procedure "POG 64 Definition of the organisation's context and planning for risks and opportunities"
102-35 / SV-HL-450a.1	Assessment of economic, environmental and social issues / Number of lodging facilities located in 100-year flood zones	3.1 Self-assessment 2022	Operational procedure "POG 64 Definition of the organisation's context and planning for risks and opportunities"
102-32	Remuneration policies	2.4 People	
SV-HL-000.A	Number of rooms available	1.1. Our responsible business model	
Participation of stakeholders			
102-40	List of stakeholders	1.6 Stakeholders	
102-42	Identification and selection of stakeholders	1.6 Stakeholders	

GRI Content indexes

102-45	Entities included in consolidated financial statements	2.5 Finance	All the detailed information on the economic performance of the organisation is provided as an annex to this report in two specialised technical documents: the Non-Financial Information Status report (which contains all the information related to compliance with the contents established in Law 11/2018 on Non-Financial Information and Diversity) and the Consolidated El Fuerte Group Management Report.
102-46	Definition of the contents of the reports and the Coverage of the topic About this report		
102-47	List of material issues	1.3 Materiality analysis	
Reporting practices			
102-50	Object period of reports	About this report	
102-53	Contact information for questions on this report		E-mail (media): communication@fuerte-group.com
102-55	GRI and SASB content indexes	GRI and SASB indicator tables	
103 Management focus		Location	Comments
103-1	Explanation of the material topic and Coverage	1.3	
103-2	Management focus and its components	1.1, 7 & 8	
200 Financial			

GRI Content indexes

201 Financial performance		Location	Comments
201-1	Direct economic value generated and distributed	2.5 Finance	
201-2	Financial implications and other derived risks and opportunities	1.5. Risk management	
300 Environment			
301 Materials		Location	Comments
301-2	Recycled materials	2.2 Environment	
302	Energy	Location	Comments
102-16 / SV-HL-130a.1	Energy consumption within the organisation / Energy management	2.2 Environment	
102-17	Reduction in energy consumption	2.2 Environment	
303 / SV-HL-140a.1	Water consumption / Water management	2.2 Environment	
304	Biodiversity	Location	Comments
304-3	Protected and restored habitats	3.1 Self-assessment 2022	CLEAN SEAS project: https://www.fuerte-hoteles.com/sostenibilidad/
SV-HL-160a.1	Number of accommodation facilities located in or near areas of protected conservation status or the habitat of endangered species	2.2 Environment	Fuerte Grazalema and Fuerte El Rompido
305	Emissions	Location	Comments
305-1	Direct GHG emissions (scope 1)	2.2 Environment	
305-2	Indirect GHG emissions (scope 2)	2.2 Environment	
307	Environmental compliance	Location	Comments

GRI Content indexes

307-1	Non-compliance with environmental legislation and regulations	Cases of non-compliance have not been recorded in this exercise. The evaluation of compliance with environmental legislation and updating according to current regulations is a point that is reviewed annually and is also verified in ISO 14001 audits.
SV-HL-160a.2	Description of environmental management policies and practices to preserve ecosystem services	2.2 Environment In the section, various environmental management indicators are evaluated, providing objectives and actions for compliance using the ISO 14001 standard as a reference. They can also be reviewed in Section 3.1. 2022 Self-assessment.
308	Environmental evaluation of suppliers	Location Comments
308-1	Suppliers that have passed evaluation and selection filters based on environmental criteria	2.2 Environment
400 Social		
401	Employment	Location
401-1	New hires and staff turnover	2.4 People
401-2	Benefits for full-time employees that are not given to part-time or temporary employees	2.4 People
403	Health & safety	Location
403-1	Representation of workers on formal company-worker health and safety committees	2.4 People
404	Training	Location

GRI Content indexes

404-2	Programs to improve employee skills and transition assistance programs	2.4 People	
404-3	Percentage of employees receiving regular performance and career development reviews	2.4 People	
405	Biodiversity	Location	
405-1	Diversity in governing bodies and employees	2.2 Environment	
406	Non-discrimination	Location	Comments
406-1	Cases of discrimination and corrective actions taken.		Fuerte Group Hotels has a policy of non-discrimination (in terms of sex, religion, nationality...), both in job offers and throughout the selection process. It also complies with the General Disability Law in all its hotels, contracting services through a Special Employment Centre
408	Child labour	Location	Comments
408-1	Operations and suppliers with significant risk of child labor cases	Not detected in 2022	Notes: there is a specific internal and corporate procedure whose scope contemplates this specific aspect: POG 50: Code of preventive conduct against child exploitation
409	Forced labour		Notes: there is a specific internal and corporate procedure whose scope contemplates this specific aspect: POG 50: Code of preventive conduct against child exploitation
409-1	Operators and providers with significant risk of forced labour practices	Not detected in 2022	

GRI Content indexes

SV-HL-310a.2	Total amount of monetary losses as a result of legal proceedings related to labour law violations	Not detected in 2022
412	Assessment of Human Rights	Location
412-2 / SV-HL-310a.4	Training employees in human rights policies or procedures / Description of workplace harassment prevention policies and programmes	2.4 People
413	Social Communities	Location
413-1	Operations with local community participation, impact evaluations and development programs	2.6 Social work: "Fundación Fuerte" foundation



2022 ANNUAL REPORT

CORPORATE SOCIAL
RESPONSIBILITY REPORT



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