

SUSTAINABILITY INITIATIVES AT SANA HOTELS

Caring and being responsible is part of SANA's DNA. We promote sustainable policies in our hotels, in accordance with our values: Quality, Trust and Care.

We are dedicated on implementing environmental initiatives that will have a lasting impact over time and in the community, with a focus on achieving environmental sustainability as a key operational driver.

We present some of the initiatives we have developed in our hotels, in the various departments:

FRONT OFFICE:

- Use and promotion of digital services with a view of reducing paper:
 - online check-in
 - tablet during (in-person) check-in
 - invoices are sent by e-mail
 - internal communication through displays
 - web app for consumption of internal services
 - digital press service (magazines and newspapers)
- Room keys in PET material and key holders in FSC¹ paper

HOUSEKEEPING:

- Recycling/separation of waste
- Textile recycling
- Use of glass cups rather than plastic ones
- Changing linens in the room at the client's request

RESTAURANTS AND BARS:

- Recycling/separation of waste
- Use of e-menus to reduce the impact of printed menus
- Internal communication through displays

KITCHEN:

- Recycling/separation of waste
- Recycling of cooking oil
- Reduction in the use of plastic materials
- Preference for suppliers certified with environmental standards
- Preference for local producers and seasonal products

¹ FSC certification ensures that products come from a well-managed forest that provides environmental, social, and economic benefits

MAINTENANCE:

- Low-energy light bulbs
- Raising awareness of the teams for energy saving
- Team awareness for water saving
- Automatic watering system
- Taps with flow reducer

SOCIOCULTURAL:

- Partnerships with institutions, such as Refood
- Collection of plastic bottle tops for various charitable purposes
- Donations to associations (food, towels...)
- *Green Team* Ambassadors

TO OUR CLIENTS, WE INVITE THEM TO JOIN US IN INITIATIVES SUCH AS:

- Towel and linens reuse programme – If you prefer daily changes, simply leave your towels in the shower or bathtub, and contact our reception for fresh bed linens each day.
- Room cleaning schedule- If you prefer not to have your room cleaned daily, please inform our reception of your preference. Your choice to opt out of daily cleaning contributes to our efforts in reducing water and energy consumption.

These are some of our hotels' initiatives. We work daily to make our spaces more sustainable for a better future.

Thank you for helping us create a better future!



**Together for a better
tomorrow**