

Lemon & Soul Las Palmas Hotel's Sustainability Report and Commitments

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*At **Lemons & Soul Las Palmas**, we work daily to integrate sustainable practices across all our operations, while continuing to deliver excellent hospitality experiences to our guests. We are proud to be certified by Travelife, an international certification that recognizes the commitment of accommodations to environmental, social, and governance sustainability.*

Our approach is based on continuous improvement. We develop and implement programs aimed at responsible environmental management, fair labor practices, respect for human rights, and active community support. Through high-impact, concrete initiatives, we strive to make a positive change, acting responsibly toward the environment, people, and society as a whole.

*Below we outline our commitments, goals, and progress in sustainability during **2024**.*

We are committed to reducing our greenhouse gas (GHG) emissions and supporting biodiversity. As part of this goal, we aim to reduce our emissions related to energy, water consumption, and waste generation by 5% by the end of 2027.

Energy Reduction: We continue the progressive installation of LED lighting in common areas, as part of the 2022–2027 corporate plan.

In 2024, due to extraordinary circumstances related to the company, we did not meet our target of reducing electricity consumption per stay by 5%. Nevertheless, we reaffirm our commitment to achieving this goal in 2025 through new initiatives and operational improvements.

Water-Saving Devices: We have installed flow reducers in all rooms, aiming for a 5% reduction in water consumption compared to 2019 levels.

We continue to monitor the sources and consumption of water and energy, promoting efficient resource use.

Waste and Recycling Management: We have increased efforts in separating and correctly managing waste, especially in reducing single-use plastics, following the company-wide project from 2022 to 2026.

Chemical Use: We prioritize the responsible and controlled use of cleaning chemicals, using only the necessary amount to meet hygiene standards.

Our staff receives ongoing training and is equipped with protective gear for safe handling.

We encourage our valued guests, employees, and visitors to support us by following the reminders we have placed throughout the hotel regarding water and energy saving, as well as minimizing waste.

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Biodiversity and Animal Welfare

We comply with local and international regulations to protect wildlife. We reject any trade or activity that exploits animals, promoting respect for all living beings.

Community Support

In 2025, we will continue our collaboration with “Pequeño Valiente”, a non-profit association of families in the Canary Islands with children affected by cancer.

We will organize charity events together with our guests to raise funds and awareness. If you would like to contribute, a donation box is available at reception.

Human Rights and Labor Conditions

We foster an inclusive and equitable work environment where all employees are treated with respect, regardless of nationality, race, age, or gender.

We provide a confidential reporting system for any case of discrimination or abuse.

Training and Development

We support the professional and personal development of our staff through continuous training programs, offering opportunities for growth within the hospitality sector.

Child Protection

We maintain a zero-tolerance policy towards child exploitation. Our staff is trained to detect and report any suspicious activity.

We encourage our guests to do the same by contacting the child protection helpline: **116 111**.

Key Achievements in 2024

- Gradual reduction of single-use plastics, replaced with sustainable materials.
- More sustainable purchasing practices and support for local suppliers.
- Achievement of new certifications: SICTED Tourism Quality and Water Footprint, confirming our commitment to environmental excellence and water efficiency.

We strongly believe in continuous improvement and the power of collaboration. We deeply value the feedback of our guests, employees, and community, which helps us grow and improve every day.

To share your ideas or suggestions, please contact us at: recepcion.lemon@mphspain.com



Lemon & Soul Las Palmas reaffirms its commitment to a fairer, more sustainable, and responsible future.

Thank you for being part of this journey toward sustainability!

Iván Jiménez

General Manager of L&S Las Palmas

January 2025

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