
**Since
1999**

RESPONSIBLE AND SUSTAINABLE POLICIES

THE PASSION OF ZENIT HOTELES GIVES LIFE.

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1. DEFINITION OF AND INTRODUCTION TO SUSTAINABILITY



Javier Catalán Gil
CEO Zenit Hoteles

ZENIT HOTELES Commitment to Responsible and Sustainable Policies.



Sustainability is about meeting the needs of current generations without compromising the needs of future generations, while ensuring a balance between economic growth, respect for the environment and social well-being.



As outlined in the report of the Intergovernmental Panel on Climate Change (IPCC), even if greenhouse gas emissions are radically reduced today, average global warming will most likely exceed 1.5 degrees Celsius in the near future. This increase in temperature can have disastrous consequences, such as melting glaciers, the disappearance of animal and plant species, forest fires and droughts, among others.

Hence why both people and businesses will have to play a key role in combating climate change and promoting measures that support sustainability. However, sustainability does not only refer to the environment, but must also be implemented in many other aspects. In this regard, it is important to highlight that ZENIT HOTELES considers the following aspects of sustainability: Environmental, Economic and Social.

ZENIT HOTELES with Environmental Sustainability

Environmental sustainability focuses on the preservation of biodiversity without giving up on economic and social progress. The bases of environmental sustainability are: taking care of water, saving energy, reducing waste, using recyclable packaging, limiting or removing the use of plastics, using sustainable transport, reusing paper and taking care of flora and fauna.

ZENIT HOTELES with Economic Sustainability

When a company is created, a structure is generated in which there are costs and income. When a balance is reached between both factors, the company receives profits. Economic sustainability refers to the organisation's ability to manage its resources and responsibly generate profitability in the long term.

ZENIT HOTELES with Social Sustainability

In any community in which an economic activity is performed in a certain environment, we can find three connected forms of sustainability: environmental, economic and social. However, social sustainability, in particular, aims to strengthen the cohesion and stability of specific social groups.

2.

THE COMPANY'S COMMITMENT



ZENIT Hoteles is committed to offering sustainable, consistent and efficient services to our customers, suppliers, employees and society. The Company works to meet its commitment to integrating the responsible management of its business into the economic, social and environmental field, with the aim of being a company with Corporate Responsibility within the Tourist Sector.



CUSTOMERS

To provide a unique experience and innovative offer and involve customers in the sustainable and responsible projects of Zenit Hoteles.



SUPPLIERS

To establish an effective dialogue with suppliers to develop innovative and sustainable solutions.

To continue increasing social and environmental criteria when selecting products, materials and partners.



CLIMATE CHANGE

To continue increasing sustainable criteria, having an environmental strategy that does not increase our carbon footprint.



EMPLOYEES

To promote equal opportunities among all workers, offering continuous training. With a spirit of internal promotion.



3.

PROJECT WITH PEOPLE



Our customers, our guarantee

With a clear vocation for customer service, the corporate culture of Zenit Hoteles has enabled it to make a space for itself within the hotel sector.

A space that has been confirmed day by day by our customers, who themselves have promoted the change and evolution of a management model aimed at satisfaction.

At Zenit Hoteles, we believe in and work every day to:

- Offer the customer the best experiences.
- Have pride in the company.
- Take responsibility for the results.
- Care for our workers.
- Participate in society.

All from our greatest ENTHUSIASM and, above all, with PASSION.



Our Employees, our **GUARANTEE.**

ZENIT HOTELES cares for its employees and seeks their commitment and involvement in the Company's sustainable business, so that it is integrated into their daily activities. All of this through fluid communication and recognising their responsible commitment.

Corporate culture is key within the business strategy of ZENIT HOTELES. The Company considers human capital to be its main asset and understands that, in order to build a corporate culture of leadership, it is essential to manage the attraction and development of talent, as well as sustain their motivation and pride in belonging to ZENIT HOTELES.



4.

ENVIRONMENTAL POLICIES



ENERGY

ZENIT HOTELES has an "Energy efficiency" plan, considering all those factors that can improve energy consumption in the hotel, as well as the ancillary costs related thereto:

- Equipment changes, the replacement of which means greater efficiency: pumps, mini-bars, tunnel washers, air conditioners, boilers, chillers...
- Investments related to the control of installations: building energy management systems, upgrading of meters, improvements in lighting...



RECYCLING

Our sustainable value would not be possible without the coordination of our suppliers. All of them are evaluated according to various parameters related to environmental management, their commitments to combating climate change, reducing their carbon footprint, the responsible consumption of resources and using recycled and responsibly sourced materials.



WATER

Water consumption saving measures have been implemented, including the implementation of aerators and consumption reduction devices in cisterns, the installation of innovative water recovery and reuse systems, the efficient purchase of devices such as tunnel washers in kitchens, as well as providing training and raising awareness in employees and redesigning operational guidelines and actions in kitchens and on floors.



CARBON FOOTPRINT

Procurement of green energy as a critical element to reduce the carbon footprint of its operations. By 2021, renewable or green energy consumption was available at most hotels



CLIMATE CHANGE

In its commitment to the planet, ZENIT HOTELES works to minimise its impact on climate change, increasing resource efficiency and developing more sustainable products. All of this reduces the Company's environmental footprint with a responsible consumption of natural resources.



AMENITIES AND LAUNDRY

ZENIT HOTELES offers a collection of sustainable skin and hair care products made with new eco-friendly materials. It is also committed to washing bath and bed linen with non-degradable products.

ZENIT HOTELES, committed to a SUSTAINABLE WORLD. BIO



FOOD

As part of its sustainability project, ZENIT HOTELES has reached agreements with the food banks closest to its hotels to donate both food and beverage products.



WASTE

ZENIT HOTELES has opted for the selective collection of all types of waste (oil, paper, grease, plastic, organic material, etc.) generated at each of the hotels. This allows it to save a considerable amount of raw materials and energy and reduces the volume of waste to be treated or disposed of.





ZENIT HOTELES manages its business in accordance with its corporate values, its ethical framework and conduct, and also guarantees strict compliance with the laws in force in each country. In specific matters, it operates in accordance with the law, with its own review procedure.

Applying the current laws and standards, always acting with the utmost legality; maintaining transparency with the different public and administrative institutions.



CODE OF CONDUCT

The Code of Conduct aims to determine the principles, values and standards that should govern the behaviour and actions of each of the employees, external professionals, managers and directors of Zenit Hoteles.

The Code of Conduct outlines the professional conduct expected of Zenit Hoteles employees, who are committed to acting with integrity, honesty, respect and professionalism in the performance of their duties.

All breaches, including breaches of Human Rights, are dealt with by the Internal Audit Department via the following e-mail address: personal@zenithoteles.com.



6.

CORPORATE SOCIAL RESPONSIBILITY (CSR)



Corporate Social Responsibility

Actions and commitments to CSR

Different environmental policies, active projects in the social field and commitments to internal management values make ZENIT HOTELES an organisation involved with people and their environment. We develop these actions in our day-to-day work and they form part of an ethical and responsible business code.

Defining ourselves as a responsible hotel chain is not only a great commitment, it is also a stimulating challenge that is achieved with daily effort, developing and working to promote:

- Solidarity with Disadvantaged People
- Commitments to Children
- Involvement with Quality and the Environment
- Making Sustainable Hotels with a Green Spirit
- A World without Barriers
- An Internal Training Programme



CONCLUSIONS

At ZENIT HOTELES, we operate our hotel business with the ambition to behave responsibly, creating shared economic, social and environmental value wherever we are present.

We aspire to offer unique experiences to our customers at ZENIT hotels and to our employees, to be active in society and in caring for the environment, which allows us to be able to transmit the ethical and responsible principles that guide the way we work.

ZENIT HOTELES maintains an active and fluid dialogue with its customers, partners and employees, through multiple channels and formats, in order to keep up to date with new demands and needs, as well as to better respond to their concerns and opinions. Satisfaction surveys are therefore carried out with customers and suppliers, employee representatives and third sector agents.

Our presence on social networks is also key as an important space for dialogue and relations with customers and society.

We try to ensure that our economic, social and environmental contribution is present in our day-to-day activities. Always offering a positive response.

Contact Us

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*We appreciate the loyalty of our customers
and the passion of our employees.*

