







"All Minor hotels participate in eco-friendly and community initiatives, thereby enhancing the social and environmental surroundings of each retreat. We'll continue to foster the socially responsible mindsets of our people, as well as ingrain sustainability into our growth strategies, day-to-day business operations, processes and culture."

DILLIP RAJAKARIERGROUP CEO, MINOR INTERNATIONAL
CEO, MINOR HOTELS



"NH Hotel Group carries out its hotel activity with the ambition of spearheading responsible behavior because we believe that our potential to have a positive impact on people and the planet is immense.

By making the right decisions now, we are securing a better future for the planet and for generations to come."

RAMÓN ARAGONÉS CEO, NH HOTEL GROUP

















SUSTAINABLE GROWTH

Combine company-wide best practices with careful consideration of environmental factors and the communities' interests to promote responsible tourism.

INNOVATION

Promote the exchange of ideas and best practices between properties to enhance the best experience and continue to demonstrate industry leadership.

LEADERSHIP

Ensure progress by building a sustainable supply chain through long-term partnerships with our key stakeholders: suppliers, business partners and customers.

EQUAL OPPORTUNITIES

Invest in development programs designed to nurture talent and future leaders, from within the organization as well as the community at large, promoting diversity and inclusion.











RESPONSIBLE GOVERNANCE

Practice good corporate governance by instilling a responsible business culture and focusing on ethics and integrity.

OWNERSHIP MENTALITY

Turn the personal commitment of our company, team members and guests into actions to capture the full potential of sustainability efforts.

RESOURCE EFFICIENCY

Reduce the negative impact of our operations by efficiently utilizing natural resources and minimizing waste and emissions.

CULTURE

Offer opportunities for local suppliers, promote local cultural awareness amongst our guests and integrate local culture into everyday experiences.





MAIN PILLARS: PLANET & PEOPLE



PLANET

01. PRODUCTS -**HOTEL BUILDINGS**

Battle against climate change and progress towards decarbonization, minimizing our environmental footprint while developing more sustainable hotels through buildings renovation.

02. PROCESSES -**OPERATIONAL STANDARDS**

Manage resources carefully with a '4R' approach: Reduce - Reuse - Recycle -Replace, while offsetting residual footprint.

03. PURCHASING

Strengthen our sustainable value chain, prioritizing key partnerships, local suppliers and responsible organizations.

OUR ENABLERS



07. COMPLIANCE

Leading position in industry standards (TCFD, SBT, S&P...) and actively communicate with stakeholders, disclosing information swiftly and transparently.

08. CERTIFICATIONS & ENDORSEMENTS

Transformative ESG experiences and solutions endorsed by leading independent expert partners, relevant for our stakeholders.



PEOPLE

04. EMPLOYEES

Promote a responsible culture for our teams, fostering diversity, ethics and wellbeing.

05. CUSTOMERS

Provide excellent service through innovative sustainable solutions, while educating and actively involving customers in our projects and commitments.

06. COMMUNITIES

Support our key partners, creating positive social and environmental impact on the local communities where we are present.



PARTNERSHIPS

09. INDUSTRY, GOVERNEMENTAL & NGOs

Leading role fostering partnerships and hospitality networks.

10. EDUCATION & MEDIA

Supportive role for universities & mass-media. providing educational content and nurturing key partnerships.

UPOR PLANET

FOCUS

11 SUSTAINABLE CITIES AND COMMUNITIES



CONTRIBUTION

























Minimizing impact of our presence to the environment and the surrounding communities, from design, construction, operations, and renovation. Driving our efforts through the reduction, reuse, and recycle of natural resources such as water and energy, as well as discharges such as greenhouse gas, and replacement of existing materials with more environmental-friendly, sustainable and innovative alternatives.

UPOR PLANET

WORKLINE 1

PRODUCTS - HOTEL BUILDINGS

Battle against climate change and progress towards decarbonization, minimizing our environmental footprint while developing more sustainable hotels through buildings renovation.





WORKLINE 2

PROCESSES - OPERATIONAL STANDARDS

Manage resources carefully with a '4R' approach: Reduce - Reuse - Recycle - Replace, while offsetting residual footprint.



INCREASE GREEN ELECTRICITY CONSUMPTION



IMPROVE ECOEFFICIENCY PERFORMANCE



ECOFRIENDLY AMMENITIES



SINGLE USE PLASTIC ELIMINATION



carbon emission per RN energy consumption per RN water consumption per RN waste generation per RN

WORKLINE 3

SUSTAINABLE PURCHASING

Strengthen our sustainable value chain, prioritizing key partnerships, local suppliers and responsible organizations.



ESG PARTNERSHIP WIHT SUPPLIERS



IMPROVE PACKAGING



IMPROVE LOGISTIC IMPACT



CIRCULARITY

LOCAL COMMUNITIES DEVELOPMENT THOUGH PURCHASES



POSITIVE IMPACT [INDIRECT] reduce carbon emissions reduce "global" plastic consumption local development - Local suppliers (<100 km)

UPOR PLANET

WORKLINE 1

PRODUCTS - HOTEL BUILDINGS

50% of portfolio with individual sustainability certificate

64% of electricity consumed worldwide comes from renewable energy sources

100% of green energy in hotels of Southern Europe

69 hotels with bicycle rental service

64 hotels provided with electric car chargers

7 AFFORDABLE AND CLEAN ENERGY









WORKLINE 2

PROCESSES - OPERATIONAL STANDARDS

- -35% energy consumption per RN (vs last year)
- -24% water consumption per RN (vs last year)
- -20% carbon emissions per RN (vs last year)

15 million single-use plastic amenities eliminated a year



















WORKLINE 3

SUSTAINABLE PURCHASING

72% certified purchases (vol. of purchases from certified suppliers)

89% local purchases









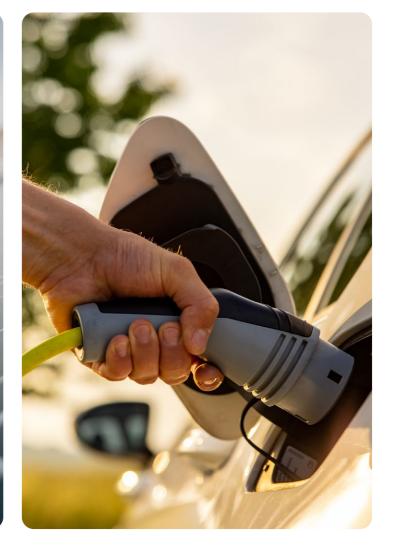




UPFOR PLANET









UPOPLE

FOCUS





CONTRIBUTION





























Promoting the professional development of our people, but also to create positive impact in those locations and communities where we are present, to offer our clients the best experience involving them in our sustainable commitments.

UPFOR PEOPLE

WORKLINE 4

EMPLOYEES

Promote a responsible culture and sustainable mindset for our teams and fostering diversity, ethics and wellbeing.



DIVERSE AND INCLUSIVE WORKFORCE



TEAM MEMBERS DEVELOPMENT



SUSTAINABLE MINDSET



HEALTH AND WELLBEING



WORKLINE 5

CUSTOMERS

Provide excellent service through innovative sustainable solutions, while educating and actively involving customers in our projects and commitments.















NEW GREEN STAY









NH FOREST

CARBON OFFSET







GREEN MOBILITY **ESG PARTNERSHIP** WIHT SUPPLIERS

WELLNESS OFFER



Quality perception linked to sustainable offer Customer's diversity food offer RFPs won thanks to sustainable driver Carbon offset events

WORKLINE 6

COMMUNITIES

Support our key partners, creating positive social and environmental impact on the local communities where we are present.





#HotelswithaHeart





RN donated Beneficiaries Team members involved Local suppliers (<100 km)

UPFOR PEOPLE

WORKLINE 4

EMPLOYEES

- +147% training investment (vs last year)
 - +111% training hours (vs last year)
- 44% Women in management positions
 - 51% Women in the workforce



















WORKLINE 5

CUSTOMERS

- 8.5/10 Customer Reviews NH survey
- **8.4/10** Customer Reviews Online surveys
 - 99% hotels with elements adapted to special needs













13 CLIMATE ACTION

WORKLINE 6

COMMUNITIES

- +708% NH volunteers (vs last year)
- 60,728 beneficiaries of solidarity programs
- +68% contribution in solidarity programs (vs last year)













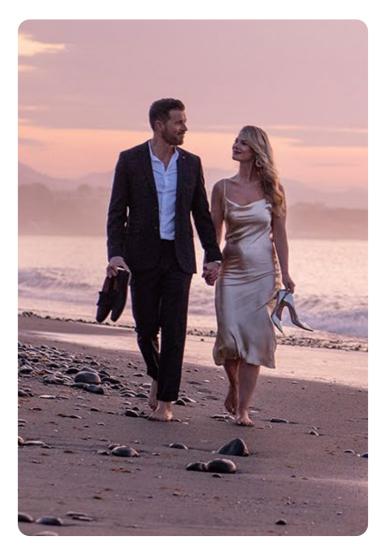


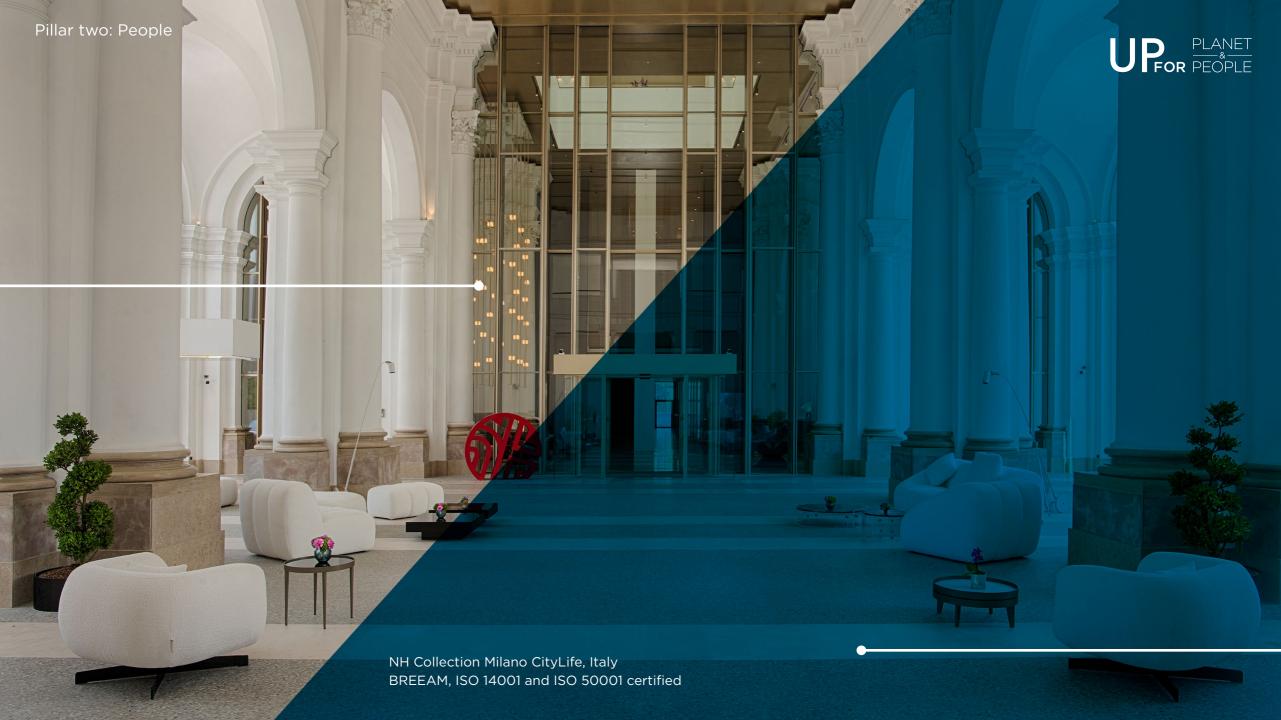


UP PEOPLE











WE SUPPORT:









ENDORSED BY:











OUR COMMITMENT WITH PLANET & PEOPLE

"Sustainability is about creating a positive impact on our environment, our community and our stakeholders, while sustaining business growth. They're all interconnected and it's our responsibility to make the world a better place with our presence."

"Sustainability has become as strategic as the focus on profitability, well managed and well embedded in the organizational culture, generates profitability and engagement." "Sustainability is a transversal enabler of value in NH Hotel Group, with three fundamental commitments: care for customers, the destinations where the Group's hotels are located and the planet.

And to achieve these commitments, it is crucial working in partnership with all our stakeholders and all together develop creative and innovative solutions."

CHOMPAN KULNIDES

CHIEF SUSTAINABILITY OFFICER, MINOR INTERNATIONAL

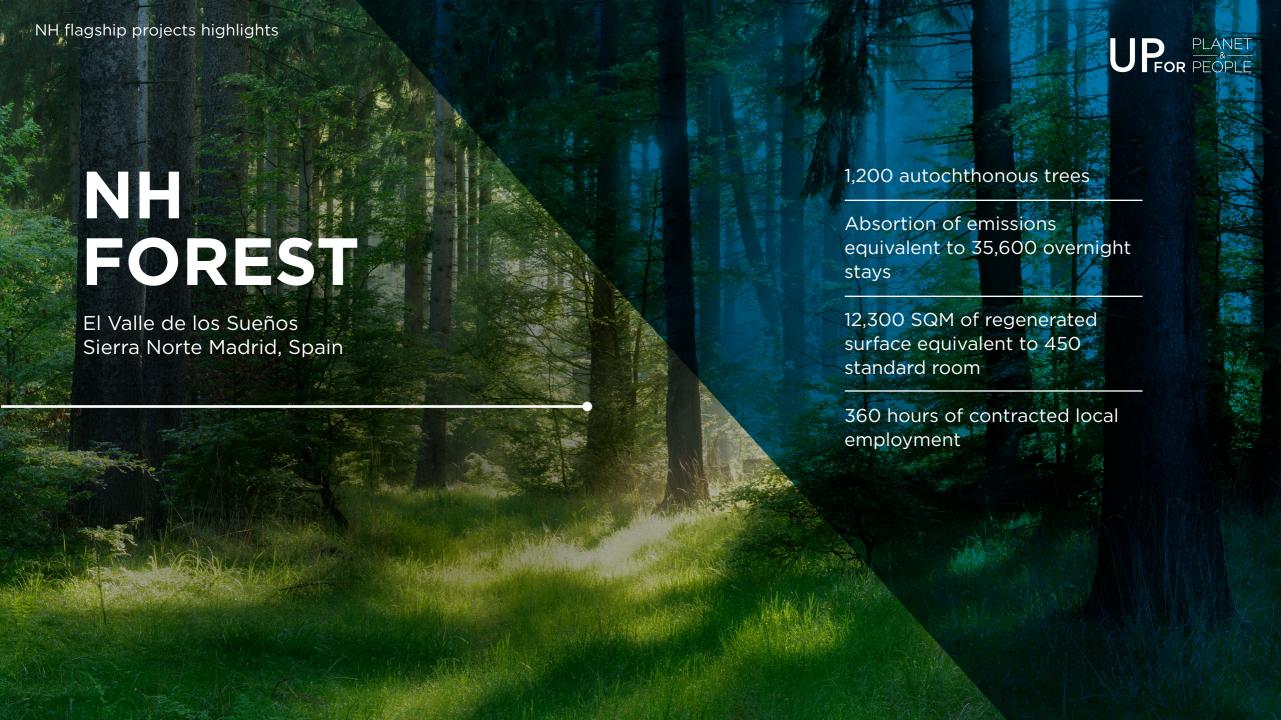
MARTA PEREZ-LEIRÓS

CHIEF PEOPLE AND SUSTAINABLE BUSINESS OFFICER, NH HOTEL GROUP

ELENA RUIZ

VP SUSTAINABLE BUSINESS, NH HOTEL GROUP







NH INTERNATIONAL AWARDS & RECOGNITION EUROPE & AMERICAS



NHITHOR Group, S.A. NISON, Resourt & Core Lores Top 10% SAP Cilculat ESG Score 2022 70 /100 as of femory 7,200 as of femory 7,200 as of femory 4,200 as of femory

S&P GLOBAL YEARBOOK

The company has been included in "The Sustainability Yearbook 2023", published by S&P Global every year, as the Top 10% most sustainable within the hotel sector.

BLOOMBERG GENDER EQUALITY 2023

NH Hotel Group has been included for the fourth time in the Bloomberg Gender Equality Index 2023, being the only Spanish hotel company among the 484 companies included in the index. The Company has obtained its best results in the pillar of equal pay and parity, thanks to its compensation policies based on gender equality and the fight against the wage gap. This has confirmed well-known aspects such as the positive presence of women at all levels of responsibility of the Company.

HOSPITALITY AWARDS

The Hotels with a Heart program has been awarded as Best Global Social Responsibility Action. Hotels with a Heart is a solidarity initiative that aims to ensure that those children and adolescents who suffer from a serious illness and have to go to the hospital far from home, can be accompanied during that difficult period of time by their closest relatives.

SOCIAL RESPONSIBILITY AND GLOBAL SUSTAINABILITY WEEK 2022

Hotels with a Heart

ECOETIQUETA

(Asociación de Hoteles de Turismo de la República Argentina (AHT)- Greenest Hotels)

- Hotel NH Collection Buenos Aires Jousten (Gold level ecoetiqueta)
- Hotel NH Buenos Aires 9 de Julio (Gold level ecoetiqueta)
- Hotel NH Buenos Aires Tango (Gold level ecoetiqueta)
- Hotel NH Bariloche Edelweiss (Gold level ecoetiqueta)
- Hotel NH Collection Buenos Aires Lancaster (Silver level ecoetiqueta)
- Hotel NH Buenos Aires Florida (Silver level ecoetiqueta)
- NH Panorama (Bronze level ecoetiqueta)

EQUALITY SEAL GRANTED BY THE NATIONAL DIRECTORATE OF TOURISM QUALITY OF THE MINISTRY OF TOURISM AND SPORTS OF THE NATION

NH Collection Buenos Aires Lancaster Hotel

GREEN SEAL AWARDED BY THE CIRCULAR ECONOMY NETWORK AND THE CITY GOVERNMENT

• NH Buenos Aires Tango

COMPANIES COMMITTED TO HUMAN RIGHTS GRANTED BY THE CITY GOVERNMENT

- NH Collection Buenos Aires Jousten
- NH Collection Buenos Aires Lancaster
- NH Collection Buenos Aires Centro Histórico
- NH Collection Buenos Aires Crillon
- NH Buenos Aires Latino
- NH Buenos Aires Florida

