



**VIK hotel SAN ANTONIO**



lanzarote

# SUSTAINABILITY REPORT

2017 – 2018

## 1.- Executive Introduction:

Vik hotel San Antonio is nowadays one of the first Hotels opened in Lanzarote. The hotel was opened in 1972 and after some years it was bought by Vik Hotels in 1993. After so many years there is one thing that identifies San Antonio and that is the people. We offer an excellent service provided by first class personell that feel like a part of the hotel. Most of them have been with the hotel for the majority of their lives and this is a reason to be proud.

Having this wonderful advantage we can only pursue excellence to treat our guests and our will is to keep being one of the most important Hotels in Lanzarote for many years to come.

San Antonio's sustainability policy has always been present. Not only the investment in solar panels in order to use the the solar energy to heat the water, but also the introduction of special technology to use the water of the sea to cool down the water used in the air conditioning.

In the future the investments will be pointing at the renovation of this technologies that have improved in the last years, and thereafter save in the use of energy.

## 2.- Introduction to our Business

Our hotel is a reference in the island of Lanzarote. We cater for many nationalities providing a place to spend a wonderful holiday. The vast majority of our guests are in half board and enjoy the Quality of our service and the location right by the Beach. That is we concéntrate our service in breakfast and dinner, collaborating with many local partners and we foster the the local economy and culture.

With its 662 beds in 331 bedrooms the hotel has an average staff of 170 people

## 3.- Outline of our programme

At the Vik hotel San Antonio, our senior managers are committed to environmental protection and strive to reduce our property's operational impact on the environment.

Fernando Benítez is responsible for managing and implementing the sustainability programme of the property.

#### 4.- Who we are engaging with

Vik hotel San Antonio aims at engaging with customers, tour operators, suppliers and the local community. We shall be in contact with them in terms of written reports available at public areas of the hotel, email, web publications, and participating in actions organized by local authorities, events and any opportunity available to interact.

#### 5.- Key environmental and social issues

Energy: Energy is not only expensive but also harmful to the atmosphere locally. Almost all the electricity used in Lanzarote is produced with gas oil brought to the island by boat. We try to maximize the solar energy with the panels on our roof. We discriminate the times for our machinery to work when the electricity is cheaper and thereafter the demand is lower

Water: Although we produce our own water we are conscious of the fact that water is a limited resource. We use systems to maximize the use of water in our guestroom's bathrooms and in the public areas. The watering system in the gardens is the drip irrigation and we tend to have only low water demand plants

Local community: We want to be present in the social community of Lanzarote. Actually, a big part of our staff is local. This is not the case in the majority of the Hotels in the island. Hotel San Antonio, being one of the first Hotels in Lanzarote has always had a very strong relationship with the island and specially with Puerto del Carmen and Tías. In order to strengthen this relationship we collaborate with some key organizations like:

- Caritas (charity) giving food during the year and specially for Christmas Eve
- Iron man: we support this very important event every year
- Cocktail Contest organized by the Lanzarote Barmen Asociation, fostering the Quality of our barmen, all around the island. It takes place in Hotel San Antonio for the last 10 years
- Folk: We collaborate with Gayda, a local folklore organization and the do special shows in our facilities for our guests to know the local culture (dance and sing)

Customers: Our guests are the reason for us to be here. We work everyday in order to have happy guests. We are glad to have a high turnover of loyal guests and we are glad to see that the percentage of returning guests is slowly rising.

Our guest's opinions are very important for us. We take advantage of the reviews on the internet and of course our internal Quality system. We get a lot of positive comments but we learn the most out of the constructive criticism.

## 6.- Key Actions

Energy: In 2018 we have invested in technology to reduce energy consumption and eliminate the use of gas oil. During the summer of 2018 we have actually changed the air conditioning engine. It uses sea water to help cool down the water and the heat is used to help the solar panels with the climatization of the pools. The boiler has been substituted by high pressure heat pumps, not having to burn anymore gas oil. The last three months of year 2018 the use of Gas Oil has decreased to "0".

Water: We have changed bath tubs to shower in 10 additional rooms and will continue with the rest of the rooms. We have also replaced about 50 meters of water lines our irrigation system

Local community: Again this year we have participated in new local events like the local "feria enogastronomica de Teguisse" supporting the events with some of our cooks to Foster the local cuisine and local wines. The benefit of the fair is used to preserve the area of La Geria, the area with a unique landscape where the vineyards are. We have also supported a charity event organized by Tui Uk in Rancho Texas in the last two years

Customers: By monitoring the feedback of our guests we have realised that, nowadays, the strongest demand of our guests is to renovate the hotel. Unfortunately we have not been able to do it yet because of administrative issues out of our reach. We have had no other alternative than to start with those parts which do not need a Local Administration permit.

## 7.- Measuring and monitoring performance

Resources	year 2018	Per guest per night	year 2017	Per guest per night	Trend
Electricity (kw)	3.853.855,00	19,08	3.912.926,00	16,12	118%
Gas oil (kw)	911.687,66	4,51	1.065.722,17	4,39	103%
GLP (kw)	180.630,58	0,89	199.302,65	0,82	109%
Water (m3)	64.718,00	0,32	70.434,00	0,29	110%
Guest nights (person)	201.952,00		242.711,00		
daily average	553		665		83%

Energy: We measure all the energy that we use. In the figure above all the energy has been converted into kw and then into kw per person per night. In that way we can easily see that we have consumed 18% more in electricity and 9% more in liquid propane gas. In terms of Gas Oil we have spent only 3% more. There is an explanation to all these bad figures. As you can see there is an average of about 100 guests less per day during the year 18. This makes the averages hardly improvable.

Water: The use of water has also increased. On the one hand it is for the same reason as the energy. On the other hand, the use of water for the gardens has also Improved since with the change of water lines we are sure our gardens are being supplied. It has increased in 10%, that is 30 litres per person per night in comparison to 290 litres from year 2017

Local community: We have been able to see that our hotel is more recognised as a supporter of activities and events regarding tourism, sports and local community. By monitoring this we realise that we can continue to support more aspects of the local community such as agriculture, local art and gastronomy

Customers: Our loyal customers have rewarded San Antonio with an increase in the scores mainly due to the renovation of some areas of the hotel such as our Cocktail bar, Reception Lounge and Guatatiboa Lounge. We will continue to do small things till the moment we get the authorization to renovate from the Local Administration, Tías.

## 8.- Reporting period.

This Sustainability Report is for the period between January 2017 till December 2018

## 9.- Future targets and objectives

### **TARGETS**

Through our environmental policy we will:

- Ensure we comply with all applicable environmental laws and regulations
- Measure our environmental performance against our objectives and targets, making sure that we regularly review our progress
- Train our staff on our environmental commitments, so that they understand the role they play in delivering our objectives and targets, and
- invite our guests to support our efforts to reduce our environmental impact

- invite our guests to get to know the agricultural markets, local museums and local gastronomy

## **OBJECTIVES:**

To achieve our environmental goals, we will

- Achieve and maintain our Travelife for Hotels & Accommodations award
- Reduce our energy consumption by 5% compared to 2018 by installing energy-efficient lighting and movement sensors in all public areas
- Reduce our water consumption by 5% compared to 2018 by installing water flow restrictors in the taps and showers and low flush and/or dual flush toilets in guests bathrooms
- Reduce the waste we send to landfill by 10% compared to 2018 by separating all our waste streams including glass, paper, cardboard, etc., and identifying opportunities to reuse or recycle these materials.
- We will reduce the use of potentially harmful Chemicals in our operations by 5% compared to 2018, and find biodegradable or natural alternatives
- Put in place a plan to protect and conserve the nesting sites of endangered species located near to the hotel and encourage our guests to take an interest
- Ensure that 30% of non-consumable products are made from recycle content

## 10.- Progress since previous reports

This report is the first sustainability report after we received the first Award. However it is clear that management and staff are nowadays more aware of the sustainability aspect of the day to day operation. This mentality is what makes it easier for us to keep improving and reducing the environmental impact of this hotel.

Lanzarote, August 2019