



BIENVENIDO A TUS VACACIONES
WELCOME TO YOUR HOLIDAYS

Sustainability Advances

2024

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100% fun, 100% holidays	



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Business model

100% fun, 100% holidays



ALANNIA COSTA BLANCA: Servicios Turísticos Marjal, S.L.

ALANNIA GUARDAMAR: Servicios Turísticos Marjal, S.L.

ALANNIA ELS PRATS: Alannia Els Prats, S.L.

ALANNIA COSTA DORADA: Alannia Costa Dorada, S.L.

ALANNIA SALOU: Alannia Salou, S.L.

ALANNIA GUARDAMAR

Guardamar del Segura, 1997

OPEN YEAR ROUND
1,5 KM FROM BEACH



Tropical pools



Spa



Fitness



Restaurants



Sports



Miniclub



Teenclub



Supermarket



41.746 m² to enjoy



105 bungalows



13 glamping



95 pitches



1.143 m² water sheet

2 outdoor pools

1 heated pool

1 heated jacuzzi



0,66 kg CO₂ / guest (scope 1 + 2)

0,94 kg CO₂ / guest (scope 1 + 2 + 3)

0 kg CO₂ scope 2 (Self-consumption PV+ GO)



68,66 % Green energy

9,74 kWh / guest

B7

E5

Butane

Propane

Electricity



160,17 liters of water / guest



ALANNIA COSTA BLANCA

Crevillente, 2011

OPEN YEAR ROUND

2,5 KM EL HONDO NATURE
RESERVE



Healthcare



Tropical
pools



Spa



Fitness



Restaurants



Sports



Miniclub



Teen club



Supermarket



Hair salon



382.336 m² to enjoy



262 bungalows



1.151 pitches



3.513,35 m² water sheet

6 outdoor pools

2 heated pools

1 heated jacuzzi

1 cold pool



0,77 kg CO₂ / guest (scope 1 + 2)

1,12 kg CO₂ / guest (scope 1 + 2 + 3)

0 kg CO₂ scope 2 (Self-consumption PV+ GO)



67,72 % Green energy

8,11 kWh / guest

B7

E5

Butane

Propane

Electricity



306,49 liters of water / guest

Canal and rain water for irrigation

1.575,1 m³ pools with saline chlorination



ALANNIA EL PRATS

Mont-roig del Camp, 2019

OPEN FROM MARCH TO
NOVEMBER

FRONT OF THE SEA



Tropical pools



Spa



Fitness



Restaurants



Sports



Miniclub



Teendub



Supermarket



82.544 m² to enjoy



149 bungalows



34 apartments



229 pitches



633 m² water sheet

2 outdoor pools

1 outdoor jacuzzi

1 heated jacuzzi



1,21 kg CO₂ / guest (scope 1 + 2)

1,62 kg CO₂ / guest (scope 1 + 2 + 3)

0 kg CO₂ scope 2 (Self-consumption PV+GO)



69,99 % Green energy

8,70 kWh / guest

B7

ES

Propane

Electricity



232,88 liters of water / guest

Well water



ALANNIA COSTA DORADA

L'Hospitalet de l'Infant, 2020

OPEN FROM MARCH TO
SEPTEMBER

FRONT OF THE SEA



Tropical pools



Spa



Souvenirs



Restaurants



Sports



Miniclub



Teen club



Supermarket



Hair salon



36.996 m² to enjoy



137 bungalows



105 pitches



177 m² water sheet

3 outdoor pools

1 outdoor jacuzzi

2 heated outdoor jacuzzis



1,64 kg CO₂ / guest (scope 1 + 2)

1,67 kg CO₂ / guest (scope 1 + 2 + 3)



5,72 kWh / guest

B7

Propane

Electricity



189,60 liters of water / guest

Well irrigation water



ALANNIA SALOU

Salou, 2022

OPEN FROM MARCH TO NOVEMBER
1,5 KM FROM BEACH
6 KM FROM PORTAVENTURA



Tropical pools



Spa



Fitness



Restaurants



Sports



Miniclub



Teen club



32.191 m² to enjoy



2,89 kg CO₂ / guest (scope 1 + 2)
2,91 kg CO₂ / guest (scope 1 + 2 + 3)



346 rooms



9,32 kWh / guest



931 m² water sheet

2 outdoor pools

1 heated jacuzzi

B7

E5

Natural Gas

Electricity



175,76 liters of water / guest
Irrigation water from rainwater collection

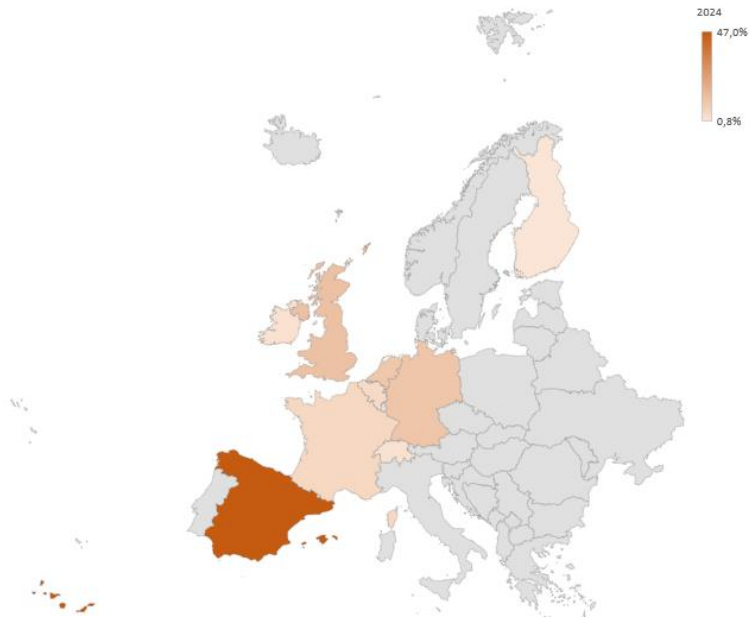
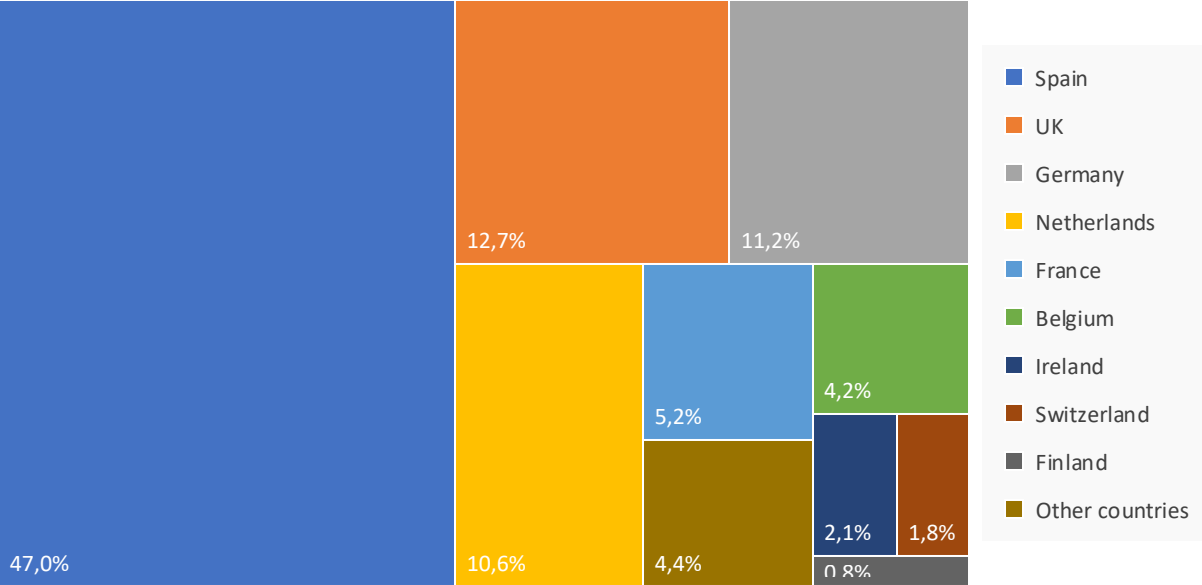


Commitment

Our guests

Both the Spanish (47%) and foreign (53%) customers choose us to enjoy their free time with us at almost equal rates. Our foreign visitors come mainly from the UK (12.7%), Germany (11.2%) and the Netherlands (10.6%).

Origin of our guests



Opinions counts

We work day by day to achieve the highest standards of quality, satisfaction and experience at Alannia Resorts, so we give special importance to the opinions of our customers and employees, and we use different tools to facilitate their analysis and solution, creating the necessary improvement lines.



ALANNIA RESORTS APP

From the Alannia Resorts App, we provide all the information and management to our guests (online check-in, maps, schedules, sustainability information...). It also includes a section to report incidents easily and quickly.



VOICE OF CUSTOMER (VoC)

After 24 hours of our guests' stay, we send them a satisfaction survey. The surveys are analyzed according to the Net Promoters Score (NPS) and open text questions.

7.577 completed surveys

7,3 rating of our sustainability initiatives

ONLINE REPUTATION

This digital era is increasingly important the online reputation of different portals and their analysis, for which we use ReviewPro. We use the GRI indicator to measure quality and its evolution.

5.879 reviews recorded

45 % answered

Governance and people

Sustainability has impregnated with the DNA of Alannia Resorts and we have focused on transmitting it with enthusiasm to our customers, suppliers and employees. Alannia Resorts is firmly committed to the 2030 Agenda and has opted for a responsible business model.

In 2020, the Alannia Resorts Ethics Code was signed. It's a code of conduct that addresses the guidelines that all managers, workers and employees of the company must follow in their daily work, in order to contribute to their effort to promote ethics in business.

The Labour and Human Rights Policy is reviewed annually, where we promote the fair and respectful treatment as well as our commitment to child protection. In addition, since April 2024, the Guide of the Responsible Guest is sent with each reservation, where we encourage our guests to inform the authorities (tel. 012), if they suspect any act of exploitation or child abuse. Both documents are published on www.alannia.com and staff is trained.

At the end of 2022 we signed the Diversity Charter making visible our commitment to diversity and inclusion in the workplace. Day by day, we work to build a diverse workforce, promote an inclusive culture, promote policies of work-life balance.

In December 2023, the Equality Plan was signed, with the commitment to maintain and develop a work environment where diversity is respected and valued, promoting equal opportunities.

Sustainability advances 2024

Environment

Alannia Resorts works continuously to improve the impact we have on people and areas of action. This commitment to improvement has led us to create a data management and analysis program adapted to the characteristics of our resorts ([APP CO2](#)).

As part of our goals for 2024, we set ourselves the goal of obtaining the "Carbon Footprint" seal from Miteco in all our resorts. As of the date of publication of this report, it could not be certified due to the absence of data from Miteco.

All our resorts are certified in Travelife, having renewed certification with the new Travelife standards at ACB and AG, during 2024.

Results for the year ended on December 31 st, 2024:

Resort	Measure	Goals 2024 vs 2023	2023	2024	% Change
TOTAL			1,62	1,15	-29%
AG - Alannia Guardamar			0,97	0,66	-32%
ACB - Alannia Costa Blanca	Carbon Footprint (1+2) (kg CO2/ guest)	-5%	0,89	0,77	-13%
AEP - Alannia Els Prats			4,15	1,21	-71%
ACD - Alannia Costa Dorada			1,46	1,64	12%
AS - Alannia Sabu			2,65	2,89	9%
TOTAL			5,73	5,47	-5%
AG - Alannia Guardamar			6,51	6,00	-8%
ACB - Alannia Costa Blanca	Company electricity consumption (kW h/ guest)	-8%	4,81	4,70	-2%
AEP - Alannia Els Prats			6,44	5,69	-12%
ACD - Alannia Costa Dorada			4,14	4,21	2%
AS - Alannia Sabu			9,18	8,49	-8%
TOTAL			0,78	0,47	-40%
AG - Alannia Guardamar			1,00	0,70	-30%
ACB - Alannia Costa Blanca	Single-use plastics (u/ guest)	-10%	0,80	0,45	-44%
AEP - Alannia Els Prats			S/D	0,68	N/A
ACD - Alannia Costa Dorada			0,23	0,23	0%
AS - Alannia Sabu			S/D	1,19	N/A
TOTAL			252,49	251,53	0%
AG - Alannia Guardamar			146,24	160,17	10%
ACB - Alannia Costa Blanca	Water (l/ guest)	-3%	270,78	306,49	13%
AEP - Alannia Els Prats			347,23	232,88	-33%
ACD - Alannia Costa Dorada			207,22	189,60	-9%
AS - Alannia Sabu			196,85	175,76	-11%

We have reduced our carbon footprint by 29%, more than meeting our target of reducing it by 5%. This has been due mainly to three factors:

- Production of PV for self-consumption in ACB, AG and AEP.
- Procurement of electricity with the GO at ACB, AG and AEP.
- Control of air conditioning repairs with lower GWP (Global Warming Potential) gases in all resorts.

We have achieved a reduction in company electricity consumption, although below the target, achieving a 5% reduction when we had proposed an 8%. In 2024 our PV self-consumption plants have not been expanded.

We continue to encourage guests and employees to support us in our policy of reducing consumption, projected on the screens of public areas and in the informative posters in accommodations and sanitary blocks.

In our battle against single-use plastic packaging, we achieved a 40% reduction when our target was 10%. These results have been obtained thanks to two changes made in the restoration area:

- Change of buffet's coffee machines from capsules to grain.
- Replacing condiment minis with dispensers, except for take-away.

As for water consumption (l/guest) we have remained at the same average as last year. In 2025 we will focus on achieving an improvement of this target.

We started to calculate the Carbon Footprint in Scope 3, considering water consumption and waste treatment as indirect emissions. In resorts that do not have a weighing system for waste collection, a cube counting system has been started.

In 2023, the solidarity collection of food and hygiene products for the Red Cross was implemented at the AEP supermarket. Given the good reception of the project, it was replicated in 2024 in AG and ACB. We invite you to collaborate with those who need it most.

Clothing collection containers in AG and ACB have been installed by Caritas' collaboration by the end of 2024.

Sustainable development goals 2025

Alannia with the planet

- 100% certified resorts with Travelife
- 100% resorts with Miteco's "Calculo" label
- 25% resorts with Miteco's "Reduzco" label
- 100% resorts with bike rentals
- 100% resorts with EV chargers
- 40% green energy used at least
- 3% energy consumption per guest (kWh/PAX)*
- 3% water consumption per guest (l/PAX)*
- 5% carbon footprint (1+2) per guest (kg CO2/PAX)*
- 100% resorts calculate carbon footprint in scopes 1+2+3
- 10% single-use plastics (u/PAX)*
- 100% restaurant menus include vegan, vegetarian, gluten-free and/or local dishes

**Compared to the previous year*



Alannia for all

-1% rate of accidents*

+3% replies answered on customer reviews*

+3% increase average score on sustainability initiatives (customer survey)*

3 accessibility improvements by resort

1 event cleaning of close areas by resort

+5% donations to the Red Cross in resorts with supermarket (kg)*

100% resorts with recycling/clothing donation collection points

100% resorts involved in project "Plugs for a new life"

**Compared to the previous year*



Alannia

RESORTS

SEDE CENTRAL

Avenida del Puerto, 15 (03140)

Guardamar del Segura, Alicante