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ENVIRONMENTAL, SOCIAL AND GOVERNANCE 2022 REPORT
A MESSAGE FROM OUR CEO
NICOLAS HUSS

On behalf of the global Hotelbeds team, I would like to welcome you to our fourth Environmental, Social and Governance report.

As global leaders in the TravelTech space, we recognise, and take seriously, our responsibilities for making travel a force for good in the world, and as we look back on the progress we have made over the past 12 months, let me reflect on some of our milestones.

Sustainability has remained a core part of our ethos and I’m pleased to report that we made significant progress in this endeavour during 2022. Protecting the planet is not only a priority for Hotelbeds but one our clients and partners tell us has become increasingly important to their customers too. So I’m pleased to report that, for example, we successfully grew our Green Hotels Programme last year, more than doubling the number of properties included to 37,000. We also introduced the Plastic Free Hotels initiative and worked hard to make it easier for our clients to find these properties via filters in our booking tools. Our commitment to eliminating plastic waste extended to employee volunteering too. I’m grateful to all of our colleagues who gave their time and efforts to a variety of impactful causes to help tackle this issue and many others. We know that together, we can #MakeTheDifference as we continue to support causes close to our hearts.

What’s more, the Hotelbeds’ Forest has surpassed all expectations. Launched in October, our target was to plant 10,000 trees over the course of 12 months to help mitigate our carbon emissions and continue our net zero pledge. The project has been warmly received by both our colleagues and customers and we are already on course to achieve our goal well ahead of schedule in 2023. The trees are planted in areas where we have large employee or business hubs and the project also supports the wider economy by providing jobs to local people.

Meanwhile, the people of Ukraine remain in our thoughts as the war continues. Last year, we launched our ‘Make Room for Ukraine’ project with the help of our very generous hotel partners, Sourcing leads and colleagues from Global Chains. Working with NGOs on the ground, we identified the routes refugees were taking to flee the country and provided over 600 room nights for them en-route in an effort to make the journey away from their homeland as smooth as possible.

In addition to taking care of the planet and those in need, 2022 also saw us increase our efforts to make Hotelbeds the best place to work in the industry by putting in place a great set of initiatives which we know through our employee survey are really making a difference. These include enhanced flexible working options, with the chance to work from anywhere in the world for 30 days, a huge range of learning and development opportunities available from the uni, our Opportunity Marketplace offering mentoring, cross-functional projects and a chance to showcase their skills as well as our important Wellbeing Programme and much, much more.

With all this in mind, we are committed - and determined to continue our work and to play our part to protect our planet and enhance the lives of our communities and employees every day.
The objective of our Environmental, Social and Governance Report is to provide a comprehensive and transparent overview of the most relevant aspects, progress and initiatives carried out in this field by the company during 2022.

At Hotelbeds we are committed to transparency of information to our stakeholders. This report aims to convey how we are working to move our business even closer to a model based on sustainable development.

As we recover and learn more about the new world in which we live, marked by the turbulent period caused by the Covid-19 pandemic, and the onset of the war between Ukraine and Russia, it is important that our commitments and objectives reflect and adapt to both the context and the expectations of our stakeholders.

The outputs of a materiality assessment and the principles and guidelines recommended by the Global Reporting Initiative (GRI) standards have been followed in the preparation of this report and in the selection of topics and metrics.
ENIRONMENTAL, SOCIAL AND GOVERNANCE
2022 REPORT

3. OUR WORLD
Hotelbeds connects and empowers the world of travel.

In a vast and ever-expanding ecosystem, our cloud-based technology platforms offer fast and simple access to a global network of travel products, from accommodation to ancillaries and payments, while rich data and intelligence helps to generate demand.

By operating exclusively in the B2B arena, we are uniquely placed to drive growth for our partners without competing for the end customer.

Our teams of 3000+ experts on the ground provide local expertise and support to boost trading further, even in the most hard-to-reach spaces. Our unique blend of technology, data and passionate people serves as a catalyst for B2B travel players aiming to unlock their full potential.
OUR WORLD
STORY OF HOTELBEDS

2000
Hotelbeds launched

2001
First Choice Holidays PLC acquired
Barcelo Travel Division
Hotelbeds launched

2003
Bedsonline & Intercruises launched

2004
Became official accommodation partner for EasyJet

2006
Pacific World acquired kicking off both our Asia Pacific and MICE development

2007
Micronexus acquired (now known as Carnect)

2008-2010
A focus on consolidating international expansion through organic growth

2011
Hotelbeds’ 10 year anniversary and rebranding

2012
Destination Services launched

2013
TT Services acquired

2014
100% stake in Roiback acquired

2015
Hotelbeds Group Established

2016
Tourico Holidays becomes a business unit within Hotelbeds Group

2017
Hotelbeds to sell Destination Management Division

2018-2019
Holiday Taxis joins Hotelbeds

2021-2022
Launch of Traveltech lab by Hotelbeds

2023
Focus on the transformation of the business from Bedbank to TravelTech company
distribution capabilities in the complex B2B space

WE PROVIDE

tech solutions, global product to +71k travel distributors
OUR WORLD
HOTELBEDS IN NUMBERS

**GOVERNANCE**

- +300,000 Properties
- +200 Channel Managers
- +500 Car Rental Suppliers
- +16,000 Transfer Route Coverage

**SOCIAL**

- 3,139 Employees
- 86 Nationalities
- 57% Women
- 43% Men
- 419 Career Moves & Promotions
- +4,500 Volunteer Hours
- 29K Hours of Learning Invested
- 34 Culture Heroes
- +600 Room Nights to Help Ukrainian Refugees

**ENVIRONMENTAL**

- More Than 8,000 Trees Planted
- 37,918 Properties in Our Green Hotels Programme
- 12,68% Conversion Rate of Our Marketing Green Hotel Campaigns
- 373 Single-Use Plastic Free Hotels

A MESSAGE FROM OUR CEO

ABOUT THIS REPORT

OUR WORLD

OUR ESG STRATEGY

GOVERNANCE

ENVIRONMENTAL

SOCIAL

OUR TECHNOLOGY
Hotelbeds is a B2B TravelTech company that leverages technology, people and data to bring together the supply and the demand in the travel industry. More specifically, we connect accommodation, transport, activities and experiences suppliers, with the relevant distribution networks of travel agents, tour operators, online travel agents and other resellers, by providing the underlying technology, product and data solutions.

We also serve the businesses with large-scale operations and financial services teams. Understanding the evolving travel industry, which is moving towards one-stop-shop solutions through value chain expansion, we are working on additional layers of value propositions, which include financial services, products offering and an innovation hub. The business model as of today is commission-based.
VISION:

Hotelbeds aspires to be the key B2B TravelTech one-stop-shop player, reshaping the travel ecosystem and empowering choice for partners and travellers.

MISSION:

As a leading B2B tech solutions provider, it’s our mission to connect the global travel ecosystem - from accommodation, transport, activities & payments providers, to local and global brands – and empower choice for partners and travellers worldwide.
Our principles focus on our key stakeholders and the environment in which we operate. Our customer, employees, society and the planet are at the heart of our priorities.
STRATEGIC PARTNER-CENTRIC MINDSET
We are constantly speaking with our partners to learn about their needs and business problems, which we can potentially solve. We build our product and technology roadmaps, sales and operations structures and deliverables to maximise the acceleration of our partners’ business.

FLEXIBLE OFFERING AND GLOBAL REACH
The evolution of an industry that is recovering from the pandemic highlighted a growing need for customised products and services per customer segment, meaning that travel agents, tour operators, etc. have specific and sometimes differing needs and expectations from us as a partner. Combined with the offered global reach, we as a company differentiate through developing segmented value propositions for our customers and partners across the world.

FLEXIBLE OFFERING AND GLOBAL REACH
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LOCAL RELATIONSHIPS
We understand the importance of building local relationships to be close to the knowledge and experience of every geography to receive and address customer feedback first-hand.

SEAMLESS & EFFICIENT DELIVERY
We appreciate the growing demand for frictionless travel driven by the end traveller. Our partners and customers intend to increase the quality of their services to be able to satisfy the requests of the end traveller, which in turn is reflected in our promise to our stakeholders to provide seamless and efficient delivery on our commitments.

FOCUS ON TECH
We regularly transform and modernise our technology to enable the efficiency and effectiveness of the existing platform and the tools, as well as enrich our product portfolio with innovative, valuable additions. We heavily rely on customer feedback while planning the further technological enhancement of our company.

UNRIVALLED GLOBAL AND LOCAL CUSTOMER SERVICE (24/7)
We have built global customer services teams in 7 locations serving in 17 languages, to solve any questions or issues related to our business with our customers. We have already proved the efficiency of our teams, which is reflected in our positive CSAT scores, high average answer speed and fast on-the-spot emergencies solutions.

CUSTOMER FIRST
We build our strategy and the subsequent products, services and operations around addressing the needs and solving the problems of our customers. We focus on 6 key pillars:
BEST-IN-CLASS TEAM ACROSS THE BUSINESS

Throughout the years we already cultivated best-in-class teams with deep knowledge and experience of the industry. We constantly continue hiring new talent with diverse backgrounds to strengthen our teams further.

BE THE COMPANY OF CHOICE FOR EMPLOYEES IN THE INDUSTRY AND BEYOND

We are purposefully breeding a culture of ambition and drive, constant transformation, learning and development, but also respect, fairness and equality combined with attractive economic and career prospects. We strive to develop the employee value proposition of the company further.

ATTRACT, DEVELOP AND RETAIN TOP TALENT

Our company mission and trajectory, enhanced partnerships with the public sector (universities, startup accelerators and foundations), enriched internal tools, recruiting strategy and tactics help us to attract, develop and retain new talent. We have a diverse mix of employees that positively contribute to our working dynamics and innovation culture.

BUILDING GREAT COMPANIES REQUIRES GREAT PEOPLE AND WE STRIVE TO CREATE AND RETAIN THE PHILOSOPHY, CULTURE AND THE VALUES THAT ENABLE THE RIGHT ENVIRONMENT FOR OUR TEAMS TO THRIVE.
Currently the company is going through the second wave of its transformation (the first wave has been accomplished during the Covid-19 pandemic) to position itself as a sustainable and unique player in the industry. The transformation is progressing through three key pillars:

**Core**: strengthen and segment the core value proposition to exceed the market recovery.

**Expansion**: develop strategic partnerships with large technology players globally, to further unlock business potential.

**Ambition**: leverage the “beyond hotel” opportunity to create multiple growth engines and diversify company revenue streams.
OUR ESG STRATEGY
OUR LEADERSHIP TEAM

Nicolas Huss
Chief Executive Officer

Carlos Muñoz
Chief Commercial Officer

Paula Felstead
Chief Technology & Operations Officer

Andrés García-Tenório
Chief Finance Officer

Daniel Nordholm
Fintech Director

Elena Pérez
HR Director

Anna Grigoryan
CEO Office Strategy & Transformation Director

César Concepción
Corporate Development and M&A Director

José María Pestaña
High Performance Organization Director

Mark Antipof
Business Development Director
At Hotelbeds, we take our Environmental, Social and Governance (ESG) responsibilities really seriously and we love to imagine a world where each and every one of us could #MakeADifference.
In FY 2022 Hotelbeds launched a new Environment, Social and Governance strategy.

With this Strategy we want to take Hotelbeds position on ESG to the next level and galvanise our commitment to making travel a force for good.

We want to make the difference
- For future generations.
- For the communities in destinations where we operate.
- For our stakeholders.
- And for ourselves in our day to day lives.

With this new plan, we aim to:
- Engage and involve our employees through awareness and active volunteering.
- Influence and collaborate with our partners to create a positive impact.
- Partner and support governments, institutions and NGOs to achieve their ESG goals.

In order to create awareness of our new strategy and involvement from our employees we created our BIG book of #MakingTheDifference
OUR ESG STRATEGY

OUR ESG PURPOSE

As a leader in the TravelTech space, we are committed to contribute to creating a sustainable future for our planet and to making tourism a force for good.

SOCIAL
Create a diverse, engaged and healthy workforce that contributes to the development of a healthy society.

Support local communities in key destinations to thrive and progress.

ENVIRONMENTAL
Protect our planet today to make it possible for future generations to enjoy travel.

Contribute to the development of sustainable tourism.

GOVERNANCE
Ensure compliance with laws and regulations in every market where we operate and conduct our business with integrity and respect and support human rights in our value chain.

Use our strategic position in the TravelTech B2B space to influence, create alliances and support our stakeholders in their ESG path.

Our new ESG Strategy is aligned to United Nations Sustainable Development Goals for 2030 and to specific recommendations from UNTWO for Tourism companies to contribute to 2030 SDG.
OUR ESG STRATEGY

OUR ESG COMMITMENTS

ENVIRONMENTAL
• Contribute to develop sustainable tourism.
• Reduce environmental impact of our offices and our day-to-day Operations.
• Engage our customers and suppliers on sustainability.
• Foster commitment and passion of our employees to protect the environment through volunteering in specific programmes.

SOCIAL
• Support local communities (with focus on small scale/start-up tourism businesses) through our employee volunteering programme.
• Foster engagement, well-being and mental and physical health of our employees.
• Create an environment of inclusion among our workforce.
• Provide employees with continuous opportunities to improve their skills on current and future employment.

GOVERNANCE
• Respect and support human rights in our value chain.
• Ensure Compliance, ethics and integrity in the way we do business.
• Develop partnerships with key stakeholders in our sector to mobilize and share knowledge, expertise and resources to support the achievement of a sustainable sector and world.
5. GOVERNANCE

We are committed to a responsible business model that complies with the regulations and standards in each territory where we operate.
Hotelbeds Limited Board of Directors are responsible for the overall direction, supervision and management of the company and the Group, and shall have the rights and duties assigned to it in the Articles of Association of the Company. The membership of the Board is governed by the Articles of Association and the Investment and Shareholders Agreement dated 12 September 2016. The Board has delegated powers and responsibilities to the following committees:

- Advisory Committee
- Audit Committee
- Remuneration Committee
The Advisory Committee is responsible for advising in respect of the overall direction, supervision and management of the Group (but shall not have any authority over HBG Limited, HNVR Topco Limited, HNVR Midco Limited and HNVR Holdco Limited). For the avoidance of doubt, the Advisory Committee is not a committee of any company in the Hotelbeds Group and is constituted pursuant to, and in accordance with, the ISA.

The Audit Committee assists the board of directors in fulfilling its oversight responsibilities for the financial reporting process, the system of internal control, the audit process, and the company’s process for monitoring compliance with laws and regulations and the code of conduct and considers any matter raised by the Group’s external and internal auditors.

The Remuneration Committee is responsible for key remuneration and people issues relating to the Group.

At Executive Management level the company has the following Committee:

**EXECUTIVE COMMITTEE**

The Executive Committee is Hotelbeds’ leadership team responsible for defining, proposing and executing the company’s strategy. It manages, monitors and provides the executive input underlying Hotelbeds’ strategic and operational decisions, ensuring strong executive alignment on business priorities, investments and actions.
We are committed to having a responsible business model that complies with the regulations and standards in each territory where we operate. This is defined by a set of rules, internal processes and controls, and expected behaviours included in our Code of Conduct, corporate policies and protocols and also in our Suppliers’ Code of Conduct. All our employees commit to upholding these behaviours by regularly signing the Code of Conduct and related policies.

Hotelbeds maintains a Compliance Programme that is aligned with major compliance regulations, such as the Spanish Criminal Code, the US Sentencing Guidelines and the OECD Good Practices on Internal Controls, Ethics, and Compliance, among others.

**Compliance management:**

The adoption of an Internal Audit, Risk Management and Compliance structure is dedicated to ensure it achieves its business goals while meeting regulatory requirements and its responsibilities to shareholders, suppliers, customers and employees. The Audit Committee meets regularly to oversight the financial reporting process, the audit process, the company’s system of internal controls and compliance with laws and regulations.

All our employees commit to upholding these behaviours by regularly signing the Code of Conduct and related policies.
At Hotelbeds we take very seriously our responsibilities to all our stakeholders within the travel industry and beyond. To learn more about how we do this, you can download some of the policies we have in place from our website.

**HOTELBEDS’ CODE OF CONDUCT**

The Code of Conduct sets the ethical framework around how Hotelbeds employees work together to deliver products and services globally. It gives clarity to employees and everyone we deal with about how we do business. It sets out what we stand for.

**Our code of conduct has four key objectives:**

- To ensure the integrity of the company.
- To protect the data of the people and the company.
- To grow sustainably, minimising environmental impact, collaborating with the community, respecting and promoting the well-being of employees and ensuring good corporate governance.
- To share this code of conduct with our entire value chain.

What is the management model when there is a breach of the code of conduct?

- Via the manager or the Hotelbeds’ Compliance Office, Legal Department or Human Resources.
- Or via the Compliance and Ethics Line. This is a confidential service for raising concerns about business conduct and ethical issues.
We involve our suppliers

Our suppliers are always informed of our efforts to uphold human rights. We encourage that together we develop appropriate chains of responsibility and response mechanisms within our sphere of influence.

The supplier code of conduct sets out the minimum standards Hotelbeds expects from suppliers in their relationship with employees, agents and customers throughout the supply.

The principles that govern the code of conduct of our suppliers are:

- Anti-corruption.
- Business integrity.
- Employee rights.
- Prohibition of forced labour.
- Prohibition of child labour.
- Anti-discrimination.
- Health and safety in the workplace.
- Protection of the impact on society and the environment.
Policy on Procedures for Prevention of Bribery & Corruption:

The Board of Directors and the Executive Committee of Hotelbeds are committed to ensuring that effective anti-bribery and anti-corruption procedures operate throughout Hotelbeds and all of its subsidiaries (collectively referred to as Hotelbeds). Hotelbeds is committed to carrying on business fairly, openly and honestly with a zero tolerance approach to bribery and corruption. Compliance with the policy is mandatory for the directors, officers, management and employees of all Hotelbeds companies who should ensure that the anti-bribery and anti-corruption procedures within the business for which they are responsible for, comply with this policy and are properly adapted.

Tax Strategy:

Our Tax Strategy is aligned with our Code of Conduct and is applicable across Hotelbeds globally. It seeks to set out our approach to how we conduct tax operations on a global basis, including dealing with tax risk, our approach to tax planning and how we engage with tax authorities.
GOVERNANCE
RISK MANAGEMENT

The risk management framework has been strengthened during 2022, and we have responded to the needs of the business by updating our enterprise risk register. Assessing all the risks that could threaten Hotelbeds’ objectives identified in the strategic plan, establishing different roles for the risk management process and reviewing the control activities, will allow Hotelbeds to be better positioned to achieve its goals.

A new risk management policy has been launched under the COSO ERM framework in order to support the delivery of sustainable long-term growth. This allows the Board and management to assess and respond to changes more effectively, ensuring that the evolution of the risks stays within risk tolerance. As part of the risk management framework, potential and non-predictable new risks have been assessed and intro principal risks and uncertainties which are common to the Group, the Company and the tourism industry detailed overleaf.
## GOVERNANCE

### RISK MANAGEMENT

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<th>RISK</th>
<th>MITIGATION</th>
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<tr>
<td><strong>Destination disruption.</strong> Travel industry providers and intermediaries are exposed to the inherent risk of incidents in destination countries. Incidents can include natural catastrophes, outbreaks of disease or geopolitical instability.</td>
<td>Hotelbeds distributes accommodation, transfers and activities in over 180 countries, enabling it to offset downturns in some destinations with strong performances in others.</td>
</tr>
<tr>
<td><strong>Consumer demand.</strong> Spending on travel and tourism is discretionary and price sensitive. Different countries are at different stages in the economic cycle. In cases of recession or slowdown of general economic activity, consumers may cut back on travel spend and wait longer to book their trips. Changes in consumer demand may impact the Group’s short-term growth rates and margin expectations, being this year especially complex due to inflation and increase of interest rates.</td>
<td>Hotelbeds has customers in 150 source markets worldwide, which enables it to mitigate this risk to an extent.</td>
</tr>
<tr>
<td><strong>Competition and consumer preferences.</strong> New market participants operating new business models emerge and consumer tastes and preferences change. Consumers book their holidays via mobile devices and closer to the time of travel. There is a risk that if the Group does not respond adequately to business model disruptions or if the Group’s products and services fail to meet changing customer demands and preferences, that revenue, market share and profitability could suffer as a result.</td>
<td>Our privileged position of being at the centre of tourism data to predict and anticipate trends and changes in consumer behaviour.</td>
</tr>
<tr>
<td><strong>Business continuity and pandemics.</strong> To both protect the health of our employees and ensure business continuity.</td>
<td>We have implemented hybrid working in all of our offices. Employees are properly equipped with the technology needed to work effectively and regular health and safety updates and guidance is provided.</td>
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**GOVERNANCE**

**RISK MANAGEMENT**

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<td><strong>Compliance</strong> The Group operates on a global scale with customers and suppliers in many jurisdictions, each with their own specific legal, tax and labour regulations.</td>
<td>The Group has established a system of internal control and compliance that includes policies and procedures, training, an anonymous reporting line, ongoing monitoring activities and some external outsourcing to supplement internal resources; all supporting the Group in ensuring compliance with legal and regulatory requirements.</td>
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<td><strong>Cyber security and data protection</strong> The Group’s responsibility is to protect the confidentiality, integrity and availability of customer, supplier and employee data processed as part of its operations. The Group’s business is highly dependent on online transactions, increasing exposure and susceptibility to cyber-attacks.</td>
<td>Hotelbeds’ objective is to ensure that appropriate levels of security controls are in place, avoiding negative impacts on key stakeholders, associated reputational damage and potential for financial impact. The Group also has insurance coverage against this risk.</td>
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<tr>
<td><strong>Foreign currency risk</strong> The Group operates internationally and is exposed to foreign currency risk on transactions denominated in currencies other than Euros as well as the translation of the balance sheet and income statements of foreign operations into Euros.</td>
<td>In managing currency risks, the Group aims to reduce the impact of short-term fluctuations on the Group’s cash inflows and outflows in a foreign currency. Forward exchange contracts are used to hedge against foreign currency risk.</td>
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| **Interest rate risk** The Group is exposed to interest rate risk on interest bearing loans and borrowings and on cash and cash equivalents. The Group’s interest rate risk management has the objectives of protecting the profit and the cash flow. | The Group’s interest rate risk management has the objectives of protecting the profit and the cash flow. The Group’s Corporate Finance team has been given delegated responsibility by the Board to manage the Group’s exposures to interest rate risk and take decisions on appropriate interest rate risk management and hedging measures for all of the Group companies. Permitted instruments for managing interest rate risk are limited to:  
  - Interest rate caps.  
  - Interest rate swaps.  
  - Forward rate agreements.  
  - Cross currency swaps. |
Respect for human rights is a universal duty, and at Hotelbeds, since our international presence is well established, we work hard with our employees and supply chain to ensure that we do not commit any violations. To achieve this, we:

- Strictly follow a series of policies that define our focus and commitments, driving accountability and ethical management in the company and across our value chain.
- Implement the company’s Code of Conduct, that all Hotelbeds employees must read and sign.
- Ensure that collaborating companies abide by our Supplier Code of Conduct to help protect human rights across our supply chain.
- We are committed to child protection.
- We support the fight against labour exploitation.

During this year, Hotelbeds has not received any complaint related to human rights infringements.
GOVERNANCE
HUMAN RIGHTS

Fighting worker exploitation:
We know that slave labour still exists in the world today in the form of abuse, forced labour, child labour and people trafficking, which are collectively known as ‘modern slavery’. Every year since 2017, we have signed our Modern Slavery and Human Trafficking Statement, with a firm commitment to eradicate this practice. We provide training, guidance and support to our employees to identify and address potential Modern Slavery risks and infringements.

Committed to child protection:
Children are among the most vulnerable groups and require specific protection to ensure that they can enjoy their fundamental rights, free and safe from all kinds of sexual exploitation. We have taken the following steps as part of our commitment to child protection:

1. Implemented a Child Protection Policy to ensure proper treatment of children to prevent harassment and eradicate sexual exploitation.
2. Support for the principles of the UN Global Compact.
4. Developed an Action Plan that included training our employees as well as introducing clauses in contracts with our suppliers and customers that states we do not to tolerate any type of child exploitation.
5. To make sure our suppliers and customers make a formal undertaking to ensure that workers under the age of 18 are employed in accordance with the prevailing national and international regulations.

Download Modern Slavery and Human Trafficking Statement
GOVERNANCE

OUR STAKEHOLDERS

We are committed to create long-term value for our stakeholders and to support, influence and collaborate with them.
GOVERNANCE
OUR STAKEHOLDERS

Our increasing collaboration and alliances with our stakeholders help us to increase our social and environmental positive impact.
GOVERNANCE
DEDICATED TO OUR STAKEHOLDERS

Careful attention is paid to the continuous and diversified interactions with government bodies, especially those that foster the hotel industry’s advancement, such as local, regional, and national administrations. The company participates in various initiatives that aim to promote and enhance the sector’s awareness in the public space.

- **GOVERNMENT CONNECTIONS & +20 ENTITIES COLLABORATING**
- **+10 CONFERENCES PARTICIPATED**
- **+10 EVENTS PARTICIPATED**
- **PUBLICATIONS IN THE LOBBY FOR OUR EMPLOYEES**
- **MEDIA & LINKEDIN CLIPPING**
- **LEADS FOR B2B2C AFFILIATES & DESTINATION MARKETING**

Inaugural event of Nebrija University & Felipe Moreno alliance.

Hotelbeds & Impulsa foundation official meeting with Balearics Government.


End of the year for Hotelbeds at CaixaBank. A new year, a new opportunity.

El Económico annual gala at Congress Palace Centre.

Connect Up launch day at CaixaBank.

Metaverse conference at Congress Palace Centre.

Academic Clausure & awards ceremony with Felipe Moreno & Nebrija Uni.
GOVERNANCE

INNOVATION WITH OUR STAKEHOLDERS:

First Innovation Hackathon with Universities.

<table>
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<tr>
<th>FEBRUARY</th>
<th>MARCH</th>
<th>APRIL</th>
<th>MAY</th>
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<tr>
<td>• Laying foundations.</td>
<td>• UIB Job Fair.</td>
<td>• IMMUNE Job Fair.</td>
<td>• UDV Job Fair.</td>
<td>• Innovation competition with university students.</td>
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<td>• Hotelbeds Tech promotion.</td>
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<td>• IMMUNE round table discussion (Attract, retain and develop digital talent).</td>
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<td>• Attractive merchandising.</td>
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<td>100% of Apprentices become permanent employees.</td>
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<td>• Analysis current Gen Z at Hotelbeds.</td>
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<td>• Institutions Agreements.</td>
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<td>• Hiring initiatives opportunities.</td>
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<tr>
<td></td>
<td>5 Apprentices hired in IT (3 month contract).</td>
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Survey to understand Gen Z employees’ views and expectations.
This year 2022, we have participated in many media interventions to talk about sustainability and how important it is for Hotelbeds to improve its social and environmental impact.

Our Human Resources Director, Elena Pérez, took the stage in the latest Global Sustainable Tourism Council (GSTC) event in Seville.

During the event, Elena talked about the important role of big data in anticipating customer needs and making sustainability a key element in management decision making, as well as the need to work together in the ESG world.

APD’s ‘Balearic tourism sector outlook for 2023’ conference was held at the St. Regis Mardavall Hotel, where our CEO, Nicolas Huss —along with the CEO of RIU Hotels & Resorts, Juan Trian, and the CEO of Viajes El Corte Inglés, Jorge Schoenenberger— took part in one of the panels, moderated by Luciano Terrasa Juan, Territorial Director for large companies at Banca March.

These talks, focused on reflection and analysis of 2022 as the Balearic tourism season came to an end, mirrored the sense of collaboration needed to further boost Balearic tourism and achieve the ambitious future prospects for the islands, while ensuring both great quality and sustainable ways of doing so.
GOVERNANCE

SOCIAL MEDIA ENGAGEMENT

**hotelbeds**
- LinkedIn: 149,114 followers*
- Facebook: 9,342 followers*
- WeChat: 2,077 followers*
- Hotelbeds for Hoteliers WeChat: 1,989 followers*

**bedsonline**
- LinkedIn: 8,771 followers*
- US & Canada Facebook Page: 7,844 followers*
- Mexico Facebook: 8,600 followers*
- France Facebook: 353 followers*
- DACH Facebook: 210 followers*
- Spain Facebook: 3,800 followers*
- UK & Ireland Facebook: 2,700 followers*
- Netherlands & Belgium Facebook: 1,200 followers*
- Middle East, Africa and India Facebook: 1,400 followers*
- Pacific Facebook: 1,100 followers*
- Asia Facebook: 2,400 followers*
- Japan Facebook: 73 followers*
- India Facebook: 1,200 followers*
- WeChat: 8,611 followers*

*end of December 2022

We like to be close to people, that’s why social media is our two-way channel to establish transparent, fast and lasting connections.
we are committed to contribute to protecting the environment and the destinations where we do business.
Every year the concern and awareness related to climate change is greater, with studies showing that we are in an environmental emergency.

Experts are calling for even more coordination and intensity in tackling environmental issues. Responding to this call to action, both governments and the private sector have committed to set climate improvement goals based on the best available scientific knowledge. United Nations is urging everybody to remember that the climate crisis continues to threaten the future of our planet.

As a company largely serving as an intermediary, the environmental risks we face are minor, as the majority of our work takes place in offices or remotely. However, we are very aware of the wider environmental impact of the travel industry, and we are committed to taking actions that protect the environment in the local communities where we operate.

In 2022, Hotelbeds continues to be fully committed to sustainable business practices and recognizes that they must be fully integrated into our business operations to be successful. We are committed to working to minimize the negative impact that our actions have on the environment by taking and encouraging positive action.

Our Corporate Sustainability Policy is the global framework through which we demonstrate our commitment to society and the environment in the destinations where we operate, contributing to building a more sustainable industry. Our Environmental Policy is also a key tool for our employees that helps them positively impact the environment. The policy lists the main behaviours our employees should follow in their daily routines, to be more respectful to the environment and the best practices that they can adopt to reduce their consumption of resources.
At Hotelbeds, we are aware that Climate change has become the biggest environmental challenge facing today's society and, since 2018, we have put in place a company-wide carbon neutral policy. We have achieved this by implementing measures to reduce our CO2 emissions as well as working with Carbon Footprint Ltd, an independent body that accredits carbon management measurements for businesses, to offset the emissions that we can't avoid, to reach our target of becoming a Carbon Neutral Company. Every year we choose a different project to reduce our environmental impact and ensure long-term sustainability.

**WE FOCUS OUR EFFORTS ON REDUCING OUR CORPORATE CARBON FOOTPRINT. WE ACHIEVE THIS BY CONCENTRATING ON THREE CORE AREAS:**

**MEASURING**

We measure the emissions from our business travel and offices using Sustrax, a tool from Carbon Footprint, LTD.

**REDUCING**

Plans have been put in place to reduce consumption in offices and in company trips. We have also reduced our environmental impact by using Google's carbon neutral data storage cloud.

**OFFSETTING**

In 2022 we have chosen to support the VCS certified Guohua Tongliao Kezuo Zhongqi Wind Power project in China, which will reduce carbon emissions via the displacement of fossil fuels.

WE CONTINUE TO BE COMMITTED TO ACHIEVING 0 EMISSIONS FOR THE FIFTH YEAR IN A ROW (SCOPE 1 AND 2)
This year, after the new normality caused by Covid.19, our consumption has increased compared to 2021, but has been reduced compared with 2019, before the pandemic. The implementation of our hybrid work system allows all our employees to work several days a week from home, has substantially reduced our environmental impact, as well as improving the work-life balance, well-being and engagement of the people in the company. We will continue to work to further reduce our impact and ensure sustainable growth in the coming years.

**ENVIRONMENTAL**

**REDUCING OUR IMPACT**

About this report

Our world

Our ESG strategy

Governance

Environmental

Social

Our technology

A message from our CEO

Our travels by 51%

Energy by 48%

Waste by 76%

Water by 57%

Paper by 54%
Before the pandemic, the majority of our emissions came from business travel, which accounted for 65.5% of our total carbon footprint. To counteract this, we took steps to reduce the impact by raising our employees’ awareness of the impact of travel on the environment, encouraging sustainable mobility, and implementing more time-saving and emission-reducing technology services. We are continuing to improve our systems to enhance the virtual experience of our employees, to save unnecessary travel and thus contribute to reducing the environmental impact we generate.

This year, our employees travelled a total: 9,405,296 km vs 19,341,460 km in 2019.

With the return to normality after pandemic, we have proactively embraced a hybrid working model, allowing employees to work remotely several days a week and reduce emissions related to commuting. We also encourage our employees to use public transportation, company transportation and other more sustainable options.
Another important factor when it comes to CO2 emissions is energy consumption, which is why we are committed to reducing the demand for energy in our offices. We are doing this by implementing a series of energy efficiency measures in our main offices.

In terms of other types of emissions like sulphur oxide (SOX), nitrogen oxide (NOX) and particles in suspension, the company does not generate significant concentrations, and is well below the legal thresholds. This also applies to all types of acoustic and light pollution.
The generation and improper disposal of solid urban waste is a major issue for the environment, mainly because it is one of the key factors impacting the depletion of natural resources.

Although we know that the key is to generate as little waste as possible, the use of less polluting materials that are easy to recycle, as well as correct recycling, help to reduce the environmental impact. That is why we consider integrating the concept of circular economy in our processes to be key, in order to efficiently manage resources, offering a second life to our waste. This reduces the need to extract more raw materials, and helps us to mitigate the impact we have on the environment.

We have been encouraging the use of hand dryers in lavatories, buying re-manufactured toners and ink cartridges and correctly collecting different types of urban and hazardous waste.

### Key Actions to Reduce Our Waste

- Enabling the use of ceramic mugs in our vending machines and canteen
- Replacing plastic glasses, plates and cutlery with reusable products in our main offices
- Using water fountains where available and providing jars and glasses for visitors
- Creation of recycling points in the offices and explanatory signs for the correct disposal of waste
Water is one of the most precious commodities, which is why Hotelbeds works to significantly reduce its waste, and to raise awareness of the importance of using water moderately and conscientiously.

**KEY ACTIONS TO REDUCE OUR CONSUMPTION**

- Dual-flush systems in the staff toilets
- Awareness-raising posters to promote responsible water use

We continue to work on reducing water consumption.
New technologies and ways of working are enabling a significant decrease in paper consumption in offices. However, paper is still a valuable resource which must be used efficiently and responsibly. Paper production requires large amounts of wood from our forests and also consumes a lot of water and energy in a highly contaminating process for the environment.

We want to continue working to reduce paper consumption by raising awareness among our employees, promoting the use of digital tools and using only recycled paper.
Biodiversity is the key to building a sustainable future for all. The COVID-19 crisis has been a wake-up call for us to readress our deteriorating relationship with nature, and has reaffirmed that biodiversity is essential for human health and a crucial factor for sustainable development.

That is why at Hotelbeds, we fight for the protection of biodiversity, through different initiatives like reforestation, volunteering initiatives for our people and awareness-raising activities for our partners and employees.
Our Animal Welfare Policy is an example of our commitment to biodiversity.

Guiding principles:
The Five Freedoms recommendations on animal welfare set out by the World Organisation for Animal Health (OIE), serve as the guiding principles for Hotelbeds:

- Freedom from hunger and thirst: nutritious food and clean water.
- Freedom from discomfort: a suitable living environment that provides shelter, opportunities to rest and considers the species-specific needs of wild animals.
- Freedom from pain, injury and disease: preventative and curative health care.
- Freedom to express normal behavior: living space that encourages natural behavior.
- Freedom from fear and distress: appropriate areas to seek privacy and limited human contact.

Commitments:
In support of the above, Hotelbeds is committed to:

- Uphold minimum standards of welfare for animals whose lives are impacted by tourism, and to protect animals from exploitation, neglect and cruelty.
- Inform clients, colleagues, suppliers and other interest parties about our commitment to animal welfare.
- Include compliance with our Animal Welfare Policy in supplier contracts and influence suppliers to meet The Five Freedoms recommendations.
- Follow up with suppliers to continuously improve animal attractions best practices.
- Provide information, awareness and support to relevant employees, ensuring they are committed to animal welfare matters.
In September 2022, Hotelbeds launched an initiative called Hotelbed Forest.

- Each employee received as an e-gift, a tree and a challenge to plant 2 trees through volunteering activities.
- We created our own projects around our main offices like Thailand and Mallorca with volunteering reforestation activities.
- Smaller officer followed a grass root approach.
- The goal is to reach a minimum of 10,000 trees by end of 2023, special focus on countries where we have employees or where we generate higher levels of business, to help mitigate our environmental impact.

Our global forest was created with the aim to:

- Protect biodiversity.
- Stop deforestation.
- Fight climate change as planting trees has been recognized by the scientific community as vital pillar of fighting climate change.
- Support local communities providing employment to vulnerable and minority groups.
- Create awareness among our employees of the importance of fighting climate change.
- Help us to offset our carbon footprint in the coming years.
For this initiative we partnered with tree-nation. It has supported us to:

- Plant trees and reach communities in remote areas through its plantation projects across the globe.
- Create a digital forest where we reflect all the trees we plant through our corporate volunteering activities and through to plant trees and reach communities in remote areas tree-nation so we know how our forest is expanding and what is the impact in offset CO2.
- Currently, our employees are our main collaborators, but we are progressively involving our partners and other stakeholders in our planting efforts to expand impact and awareness.

Trees are key pillars of the world for both humans and the environment. They help us by purifying water, air and creating better social conditions. They benefit the environment by providing homes for various forms of life, cooling our climate and improving our soil.

**THE HOTELBEDS’ FOREST**

**tree-nation**

3 plantation projects in Palma
1 plantation project in Thailand

Hotelbeds plants a tree for every partner meeting us during WTM
Our Green Hotels Programme is designed to identify, provide enhanced visibility and promote sustainable accommodation certified in compliance with GSTC standards or other similar sustainability standards.

With this initiative, we join forces with our partners to promote sustainable travel choices, with the aim of ensuring that our value chain evolves to meet sustainable development objectives.

As leaders in our sector, we want to demonstrate to our stakeholders that we want to show our commitment to sustainable travel.

We want to position Hotelbeds as the preferred partner for our clients to identify and promote sustainable choices.
During 2022 we have moved from +20,000 properties to 37,918 included in our Green Hotels Programme.

All of them hold a certification compliant with GSTC criteria or have developed sustainability programmes with equal or higher sustainability standards.

We have supported or given visibility to these properties. Green hotels have been made identifiable to more than 70,000 client partners via campaigns, and a green filter that includes details of certifications.

We have run specific Green Hotels marketing campaigns that have achieved a 12.68% conversion rate.

We want to expand the programme to sustainable destinations, activities and experiences.

We will continue to influence our partners on their journey to sustainability through awareness-rising activities and recommendations.
In July, we launched our plastic-free movement, a campaign to raise awareness among our employees and partners of the importance of not using single-use plastic, as well as the correct recycling of plastic for the environment. Different actions were carried out involving our partners and our employees.

For partners:

1. We created a digital campaign “Join the Green Wave”, to identify single-use plastic free properties. 373 properties signed up to the movement and during July we promoted them through an specific marketing campaign.

2. We created a single-use plastic free facility in our booking engine to identify and enhance the visibility of these properties in our platform.

3. Had electric chargers.
ENVIRONMENTAL
OUR PLASTIC FREE MOVEMENT “MaketheDifference!”

For our employees:

Under our plastic-free movement, we carried out different activities to:

• Eliminate as much single-use plastic as possible in our offices. Our Culture Heroes supported us to review office usage of single-use plastic, and when possible, eliminate or reduce through actions like:

  • Eliminate plastic coffee cups.
  • Change the containers and cutlery in our canteens.
  • Set up plastic recycling points in the offices.
  • Provide water fountains and glass water bottles.

• Rise awareness with activities like:

  • An educational quiz to assess employees’ knowledge of plastic recycling and its impact.
  • A Plastic-Free morning tea.
  • Volunteering activities to clean up beaches in: Thailand, Palma de Mallorca, Mexico, Brazil, Dubai, among others...

During 2033 we will expand out plastic-free movement involving employee’s families and will reinforce the support for our partners to become single-use plastic free.
Hotelbeds is committed with both the well-being and development of its employees and the economic and social development of the communities in which we operate.
Hotelbeds is successful because of the professionalism, dedication and talent of our team. We consider our employees the cornerstone of our strategy and provide them with opportunities to improve their abilities and skills so they can fulfill their potential.

Our people strategy is the company’s way of making Hotelbeds a great company to work for within our sector. It enables us to attract and retain outstanding talent and to offer excellent services to clients and suppliers while cementing our leadership in the industry.

Our commitment to having a diverse and inclusive workforce has become one of the most important elements of our people strategy.

THE HOTELBEDS TEAM IN 2022 WAS COMPOSED OF 3,139 employees

FEMALE REPRESENTATION AT HOTELBEDS: 57% of our global workforce

SOCIAL OUR PEOPLE

DIFFERENT NATIONALITIES

ABOUT THIS REPORT OUR WORLD OUR ESG STRATEGY GOVERNANCE ENVIRONMENTAL SOCIAL OUR TECHNOLOGY
SOCIAL

OUR PEOPLE

95%

WORKFORCE ON PERMANENT CONTRACTS

DIVERSITY IN THE AGE OF OUR EMPLOYEES:

- 6% <25
- 37% 25-35
- 41% 36-45
- 16% +45

WORKFORCE DISTRIBUTED BY GENDER AND SENIORITY LEVEL

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<tr>
<th>Professional</th>
<th>People Leaders</th>
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Our Business CULTURE:

Our objective is to make Hotelbeds THE BEST PLACE TO WORK in the industry, giving our employees access to the biggest range of opportunities. To make this a reality we have developed an Employee Value Proposition for all employees which we call our People Pledge.

OUR PEOPLE PLEDGE IS BASED ON 4 PILLARS:
Our People Pledge is also supported by 5 BEHAVIOURS

**SOCIAL INSIDE HOTELBEDS**

We all take ownership of our work treating the business as our own. We focus on delivering against our promises to drive both ours and our partners’ future success.

We trust each other to work together to make it happen. We respect each others’ expertise and we put the greater good of the company first.

We stretch beyond our comfort zone and enable each other to be the best we can be. We grow because each of us takes accountability to develop ourselves and others.

We are creative in finding smarter and more efficient ways to deliver maximum impact. We adapt how we work to change faster than our industry and accelerate growth.

We build win-win relationships with our commercial partners. We are future-focused and innovate for our mutual benefit.
Making It Happen Awards:

This year saw our first Making It Happen Awards, celebrating excellence in the way Hotelbeds’ behaviours are lived and breathed every day.

Teams recognised were:

- Wholesale Core team in the Drive Results category.
- Internal Communications team in the Trust in Others category.
- Culture Heroes in the Being Agile and Effective category.
- Global Ops team in the Enable High Performance Culture category.
- Retail team in the Build Customer Partnerships category.
SOCIAL INSIDE HOTELBEDS

Our CULTURE HEROES:

To support our People Pledge commitment, we have established a group of employees from across the globe who are our ‘Culture Heroes’. Their role is to act as our “champions of Hotelbeds culture” and are committed to making Hotelbeds THE best place to work. They drive activities that make the difference for our employees and are the on the ground eyes and ears of our leaders.

This year, sponsored by our CEO, our Culture Heroes have identified opportunities to increase diversity and inclusion at Hotelbeds.

Having consulted with employees from across the organization, our Culture Heroes are currently working on the following initiatives, among others:

- Creating regular regional focused roundtables with Senior Leaders.
- Creating a Hotelbeds Inclusion council.
- Launching an internal Hotelbeds Careers Fair to provide greater visibility on the opportunities across the organisation.
- Participating in our Innovation initiatives.
- Supporting the visibility of the Hotelbeds Culture within our workspaces and driving activity to ensure that our offices reflect who we are.
- Working with HR to review and refine key people policies to ensure that we are differentiating ourselves in the market and living the commitments we make in our People Pledge.
Hotelbeds has developed a Wellbeing movement, a programme focused on promoting learning and activities to boost the three main pillars of Wellbeing: Mental, Physical and Social. Up to 379 employees have participated this year in our wellbeing activities.

To support our employees in their journey towards work-life balance, in 2022, Hotelbeds has fully adopted a Hybrid model worldwide allowing employees to work remotely several days a week. We believe that the promotion of flexible working increases our employee engagement, promotes work-life balance, reduces employee stress, and improves performance and productivity.

During 2022, we also launched our “Work from Anywhere” policy that allows employees to work for up to four weeks per year from anywhere in the world. This initiative allows our employees to spend more time with friends and family, discover the world in a different way.

- 216 employees have enjoyed their month of “Work from Anywhere.”
- 21 countries have used the policy.
- 52% of the trips are abroad.

In 2022 we have also introduced ‘Birthday day off’ for employees, business wide. 1562 employees have enjoyed the day during this year.
New spaces to adapt to new ways of working that promote well-being, teamwork and learning:

This year we have refreshed or moved to new offices in Paris, Dubai, Bangkok and Palma de Mallorca (our Head Office) creating spaces that adapt to new ways of working: collaboration spaces, gaming areas and zen and focus rooms, among others.
It is the intention of Hotelbeds to recognize, establish and maintain a high level of health and safety at work, to prevent personal injuries, promoting safe working conditions.

Therefore, the safety and health of employees is part of our worry, involving all levels of the organisation.

We work hard to ensure the adequate degree of occupational health of our employees, understood as a state of optimal physical, mental and social wellbeing, within the respective jurisdiction legal framework and other established requirements.

In order to promote safe conduct in the activities carried out, employees will be provided with the necessary information on the risks inherent to their work, as well as tools on the means and measures to be adopted for their correct prevention.

In order to achieve all these objectives, the necessary resources will be assigned, and the use of these will be adequately planned, in a continuous process of improvement of working conditions.
Throughout 2022, Hotelbeds has continued to manage risks related to Covid-19 offering training to all employees and providing them with all relevant tools and measures, making sure offices were constantly adapted and monitoring risks.

New employees receive during their on boarding process relevant information and training about the risks related to their job.

During 2022 the rate of accidents at work was 0.
We believe in providing all employees with the opportunities and support to fulfill their potential and progress their careers at Hotelbeds. TheUni is the home for all things relating to employee development and we work with passion to create engaging learning experiences that can help employees to build their skills and capabilities. We provide access to innovative learning technologies and offer a range of solutions to support our employees with their career development. All employees have access to digital platforms that enable continuous self-improvement.

ESG related learning:

- Governance policies 100% employees.
- Cybersecurity 100% employees.
- Wellbeing, inclusion and equality 379 employees.
Key projects for 2022:

- **The Core Skills Catalogue**: Available for all employees across the business. A bespoke library that includes more than 35 skills required to role model our behaviours and succeed at Hotelbeds. More than 1000 employees have participated and more than 10,000 pieces of content viewed.

- **The Hotelbeds Mentoring Programme**: provides employees with the opportunity to learn, develop and grow thanks to the mentor guidance, advice and feedback. Whether they sign up to be a Mentor or a Mentee, they will have the opportunity to be involved in a programme that delivers real value for development. More than 200 employees have participated and they have dedicated more than 1,200 hours to mentoring.

- **Aspire Leadership framework**: a framework designed to provide development for business leaders, people leaders and those who aspire to be leaders in the future. The focus for Aspire is on collaborative leadership principles to enable a high performance organisation and more than 650 leaders have participated, and more than 4,500 hours of learning have been completed.

- **Onboarding**: 4 weeks programme for new joiners designed to help new employees understand the company, how we do business, our culture, and processes as well as what’s required of them in their individual roles. All new employees are invited to participate in this programme.
SOCIAL OPPORTUNITY MARKETPLACE

It is a virtual space aimed to promote the mobility of internal talent at Hotelbeds, based on skills. Powered by machine learning, it enables employees to connect with targeted opportunities such as learning, career opportunities and Gigs (short-term cross-functional projects to provide rich learning experiences).

We aim to meet the ever-evolving needs of our employees, prepare people for success and foster new ways of working together. We are one of the first Spanish to create a virtual Marketplace powered by tech and machine learning.

Within the Marketplace, employees can:

- Build their internal network with colleagues and be matched with internal opportunities based on their existing skills and interests.
- Promote agile and cross functional working, by quickly identifying employees that best match the skill needs for opportunities like internal jobs, Gigs.
- Retain talent and strengthen employee engagement with access to on job development through experiences outside of their current roles and prospects to develop their careers at Hotelbeds by exploring opportunities for internal mobility.
Social

Talking with our employees

How do we communicate with our employees?
We strongly recognise the importance of open and honest communications at Hotelbeds and have been building an increasingly transparent and two-way approach in which we actively encourage feedback and dialogue.

We do this in lots of different ways:

- **Monthly business update**, led by the CEO with regular inputs from our Executive Committee and guest speakers on important strategic projects / topics.
- **Town halls**, run by all functions, keeping employees up to date with global and departmental news and recognition.
- **Regional round tables**, linking employees with senior leaders on a range of topics but with a focus on inclusion.
- **Sofa sessions**, inviting smaller groups to connect on a more informal level with the senior leaders of their function with an ‘ask me anything’ approach.
- **theLobby**, our digital hub for all things Hotelbeds and where we post all of our news and house all of our important documents and information.
- **theLobby Lite** newsletter, our weekly round-up of news from across the business, with one edition per month focused purely on people matters.
- **Podcasts**, focusing on the latest news from our Technology and Commercial teams.
- **Thank You Thursday**, our dedicated day of the week where we encourage everyone to give a shout out of recognition to their colleagues.
- And of course like many companies, we use email to share the most important news, decisions and updates with our employees worldwide.
SOCIAL
LISTENING TO OUR EMPLOYEES

During 2022, we have continued to listen to our employees through Your Voice Survey.

**Key stats from our recent Your Voice Survey:**

- Our participation rate has increased over the last 3 surveys: - 73%, 79% and now sits at 80%.
- Our eNPS has increased over the last 3 surveys: 0.2, +26.9 and now sits at +33.3.

These results are the reflection of the focus on our people and the work done to improve how we communicate and engage with our employees.

**Our employees feedback highlights:**

- Strong sense of commitment to the organisation & it’s vision for the future.
- A real sense that our culture and people pledge are visible.
- Recognition that the organisation cares about them as a ‘human being’ not just a number.
- Step change in leadership commitment to their teams.

**Under a campaign called “Your Voice in action” we have implemented different initiatives to respond to our employees feedback. Some examples:**

- Regional Roundtables.
- Further development options aligned to critical skills identified by employees as key to their success.
- Pilot of ‘Calm’ App to support Wellbeing.
- Corporate Onboarding improvements to bring HB culture to life.
- Anniversary recognition.
ABOUT THIS REPORT
OUR WORLD
OUR ESG STRATEGY
GOVERNANCE
ENVIRONMENTAL
SOCIAL
OUR TECHNOLOGY

SOCIAL

THE VOICES OF TEAM HOTELBEDS

“Hotelbeds offers a world of adventure and opportunity. A place where you can launch your career, dream big and make a difference.”

William Dang

“Being part of a company that’s committed to sustainability is really important to me in today’s world. Our carbon neutral status, climate change commitment and volunteering opportunities really make the difference for me.”

Yuma White Collins

“Being encouraged to take the time to develop my skills through the huge amount of learning opportunities available at Hotelbeds is one of the biggest advantages of working here.”

Enrique Macarron

“One of the most exciting benefits for me is the chance to be able to work from anywhere in the world for 30 days. It is a real bonus!”

Maria Thomas Cornas

“As an innovative company hybrid working has enhanced my performance significantly. This flexibility gives me the freedom and confidence I need to get the best out of myself every day.”

Amanda De La Bastida Abreu

“Change has always been part of my life at Hotelbeds. It has been and always will be a place where you move fast, improve and adapt to meet the demands of an ever changing market.”

Carmen Serafí González

Palma, Mallorca
SOCIAL

OUR PLEDGE IS TO ‘MAKE THE DIFFERENCE’

WE SEEK TO CREATE POSITIVE SOCIAL IMPACT ACROSS OUR OPERATIONS, SUPPLY CHAIN AND LOCAL COMMUNITIES

Community support:

We seek to invest our capabilities and engage our employees to participate in a significant number of community projects around the world that generate positive social impact.

TO ENGAGE EMPLOYEES IN OUR VOLUNTEER PROGRAMMES, WE PROVIDE THEM WITH 8 HOURS OF VOLUNTEER TIME.

During the year 2022, we have undertaken volunteering and community initiatives like:

- To support groups at risk of social exclusion.
- Reforestation and biodiversity recovery projects.
- Cleaning of beaches and forests.
- Charity collections and fundraising initiatives.
SOCIAL
VOLUNTEERING IN ACTION

Supporting Ukraine humanitarian crisis

Different initiatives have been carried out to support the needs of refugees from Ukraine.

First emergency response

Our emergency response focused on:

• Developing a strong collaboration with ICRC through direct Company donation and a fundraising campaign among our employees.

• Relocation and support to Ukranian employees & their families.

Make Room 4 Ukraine

• Make Room 4 Ukraine – In collaboration with our suppliers and with NGOs, we provided support to people fleeing Ukraine to get to their final destination by providing rooms and food in transit and destination countries.

• Hotelbeds played a coordination role connecting hotels and NGOs and organising stays and local support across Europe.

• We helped +180 Ukranian refugees to cross Europe by providing them with accommodation (more than 600 room nights) and food in partnership with hoteliers.

Jobs 4 Ukrainian talent

• Collaborating with NGOs and ad hoc job boards to employ Ukrainian talent in countries where Hotelbeds has a set up and it is legally possible.

• We focused on two ad hoc platforms: 1. Job Aid for Ukrainian Refugees. 2. Remote Ukraine.

• We also collaborated with the Maya Foundation to connect to the refugees in their camps to offer them opportunities.
SOCIAL

VOLUNTEERING IN ACTION

During 2022, we have relaunched our volunteering platform allowing our employees to find opportunities to support causes that matter to them.

We also developed volunteering opportunities largely focused on reforestation and our plastic-free movement:

3 plantation projects in Palma
1 plantation project in Thailand
1 plantation project in Dubai

1,605 trees
148 volunteers
SOCIAL

VOLUNTEERING IN ACTION

Canal cleaning in Bangkok
Beach clean-ups and waste separation in Cancun
Beach cleaning in Mallorca

148 volunteers
For Hotelbeds it is very important to collaborate with social entities and NGOs to generate a positive social impact and a more equitable world.

This year we have carried out charity collections and activities with the intention to reduce social inequalities and deliver support to those in need.

Hotelbeds sponsored the Mallorca Walk Against Cancer 2022 to help support research and treatments for cancer.
8. OUR TECHNOLOGY

Technology and data at the core of Hotelbeds' business.
For Hotelbeds technology is essential, we are a company in the travel sector but with a clear focus on technology and innovation. We seek to constantly adapt to the needs of our stakeholders, and to be a benchmark in the sector.

Refocussing on technology and delivering on our vision to be the leading distributor tech partner in the industry is central to our Strategic Business Plan.

Cloud based, Agile & Lean with Open Source foundation to have modern & scalable tech stack.
The Information Security strategy is focused on three pillars: People, Process and Technology. These key areas are then supported by the overarching governance of Information Security at Hotelbeds, which enable’s the organisation’s governing body to set strategic direction. The Information Security improvement roadmap also underpins future advancement by providing the required, incremental increases in cyber maturity.

Situated against the current security risk backdrop, ambitions for each pillar are set out in this Information Security strategy.
To establish, maintain and monitor this security governance framework, an Information Security Committee for Hotelbeds has been established. Consisting of the most senior leaders at Hotelbeds, the committee supports the organisation by providing strategic oversight and prioritisation of Information Security issues. It also assists with escalations and assures the delivery of the Information Security improvement programme.
ENVIRONMENTAL,
SOCIAL AND GOVERNANCE
2022 REPORT