

SUSTAINABILITY POLICY

Environmental actions and best practices

SUSTAINABILITY COMMITMENT

Hotel Chamartín The One establishes its commitment to sustainability by developing practices that reduce negative impacts on the social, cultural, environmental, and economic aspects generated by the provision of its services, meeting the following objectives:

- Comply with the quality and customer service policy.
- Comply with the occupational health and safety policy.
- Communicate sustainable best practices to our stakeholders.
- Comply with all applicable legislation.

Hotel Chamartín The One is also environmentally aware, acting responsibly in the use of natural resources and raising awareness among its employees, customers, and suppliers through activities that promote the conservation of natural heritage, the development of cultural initiatives, education, and the renewal of technology that will in the future reduce energy and water consumption and decrease waste generation, meeting the following objectives:

- At least 50% of suppliers will have or participate in a program, standard, or certification related to sustainable tourism practices.
- Priority will be given to environmentally friendly cleaning products, organic or rapidly biodegradable. The use of 100% hypochlorite or acids is not permitted.
- Recycling campaigns will be developed and supported to encourage participation from customers and the community.

1. ENVIRONMENTAL COMMUNICATION – MADRID CHAMARTÍN STATION

The hotel is included within the Environmental Management System Certificate (AENOR), certifying compliance with ISO 14001:2015 for the following activities:

1. Maintenance management of railway platforms, tracks, and facilities.
2. Operation of passenger stations and freight logistics centers.
3. Administration of traffic on the general railway network.
4. Management of fuel depots.
5. Monitoring compliance with environmental conditions and requirements in railway infrastructure construction.

6. Coordination of studies and projects related to railway infrastructure and facilities.

In addition, staff training plans are carried out on recycling and waste disposal. A guide for the use and operation of the Chamartín Station recycling point is available, as well as ISO 9001:2015 and ISO 14001:2015 certifications and applicable environmental legislation.

2. SUSTAINABLE WATER MANAGEMENT PLAN

The plan includes usage projections, identification of areas for reduction, recycling and reuse of water, use of rainwater, and efficiency measures to be implemented.

3. SUSTAINABLE AMENITIES

We have switched to a new range of eco-friendly amenities.

Gel and shampoo dispensers have been installed in rooms to eliminate single-use plastics.

4. AWARENESS FOR WATER SAVING IN ROOMS

Informational materials have been designed for guest rooms to help raise awareness about water conservation.

5. BOILER RENEWAL

Our boilers have been replaced with condensing models equipped with regulation and remote management systems, achieving high energy efficiency (109%). These boilers cool exhaust gases with return water, releasing latent heat and using it for heating and domestic hot water.