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NH | HOTEL GROUP  
PART OF

MINOR  
HOTELS

# 2

OUR ESG PERFORMANCE  
AND CONTRIBUTION

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## BUSINESS MODEL



6

brands in EUROPE &  
AMERICAS



350

hotels in the world



55,626

rooms



30

countries



6

new openings



4.3

million customers in  
2023

## OUR BRANDS IN EUROPE & THE AMERICAS



## RECOGNITIONS



## SUSTAINABLE BUSINESS STRATEGY

### UP FOR PLANET

#### PRODUCTS: HOTEL BUILDINGS

72

Hotels with electric vehicle charging facilities

66%

% green electricity

53%

Hotels with individual environmental certifications

233

Environmental certifications

#### SUSTAINABLE PROCUREMENT

13,875

Suppliers

13,244

Local suppliers

90%

Purchases from local suppliers

62%

Purchases from nominated suppliers

#### PROCESSES: OPERATIONAL STANDARDS

5.2%

Reduction in emissions (vs 2022)

3,026.00

Emissions offset (tCO<sub>2</sub>eq)

43,561

Emissions avoided (tCO<sub>2</sub>eq)

183,647,050

Of green energy consumed (kWh)

546,090,063

Energy consumed (kWh)

47.01

Ratio of energy consumed (kWh/RN)

3,783,672

m<sup>3</sup> of water consumed

0.33

Ratio of water consumed (m<sup>3</sup>/RN)

### UP FOR PEOPLE

#### TEAM MEMBERS

14,431

team members

51%

Female team members

45%

Women in management positions

7,691

New hirings

81%

team members with fixed contracts

151

Nationalities

171,273

Total training hours

1,243

Trainings offered

13,274

team members trained

#### CUSTOMERS

4.3

Million customers in 2023

30,852

Customer Care contacts received

8.4

Average rating of NH Hotel Group in customer surveys

8.5

Average rating of NH Hotel Group on external platforms

98%

Hotels with accessibility elements

#### COMMUNITIES

237,892

Indirect monetary contribution in social action (€)

58

Social initiatives

43

Collaborations with NGOs and foundations

19,680

Beneficiaries

1,590

Rooms offered

### RESPONSIBLE GOVERNANCE

10

Members of the Board of Directors

3

Women on the Board of Directors

3

Independent directors on the Board of Directors

13

Meetings of the Board of Directors

4

Executive Sustainability Committee meetings held