

NH | HOTEL GROUP
PART OF

MINOR
HOTELS

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MILESTONES 2023

NH Collection Firenze Palazzo Gaddi
Florence, Italy

MILESTONES 2023

JANUARY

NH Hotel Group was included in the Sustainability Yearbook 2023 published each year by S&P Global, obtaining top 10% recognition as one of the most sustainable companies in the hotel sector.

NH Hotel Group was included, for the fourth consecutive year, in the Bloomberg Gender Equality Index. The Company was the only hotel company to feature in the index, out of the 24 Spanish companies included in this international index which is made up of almost 500 companies.

FEBRUARY

During Milan Games Week & Cartoomics, the nhow Milano appeared in the Roblox metaverse, one of the main attractions of the event. The METAnhow Milano let participants in the metaverse experience the infrastructure and become artists and participate in the creation of the first co-production work of art.

Biosphere granted accreditation to NH hotels as entities that comply with international sustainability requisites and promote management that respects the environment and the social and economic setting of the places where they operate. All the NH Hotel Group's hotels in the city of Barcelona, in collaboration with the City Council, underwent an audit process and obtained Biosphere accreditation for the first time in March 2023.



MARCH

In the context of the Hotels with a Heart program, through which NH Hotel Group provides rooms free of charge in hotels located close to hospitals for families with sick children, a new agreement was signed with the Josep Carreras Foundation, dedicated to people with leukemia.

More than 60% of the hotels drew up an action plan, based on the opinions reflected in the ENGAGEMENT PULSE 2022 with team members. The Company continues to be focused on the goal of making NH a better place to work and increasing its teams' trust in this process.

The hotels in Belgium: nhow Brussels Bloom (Belgium), NH Brussels EU Berlaymont (Belgium), NH Collection Grand Sablon (Belgium) and NH Stéphanie (Belgium) obtained Green Key awards in 2023. A milestone that shows the work done by the hotels towards the implementation of a more sustainable tourist industry.



APRIL

ReviewPRO, a new tool to measure quality scores, was implemented. This tool collects all online opinions (Booking.com, TripAdvisor, Google...) and the results of customer surveys in an easy-to-use platform. The tool also provides an all-in-one control panel in real time to monitor, measure and respond to guests' online opinions, and includes a semantic analysis and outlooks view to compare their establishment with their competitors.

Tivoli Hotels & Resorts continues its expansion in Europe and the arrival of the brand in the Netherlands was announced with the opening of the Tivoli Doelen Amsterdam (Netherlands). The renovated hotel was presented in the Dutch capital following a change in brand to the NH Collection Doelen.



NH Collection continued its expansion in Germany with the opening of the NH Collection Frankfurt Spin Tower. Located in Güterplatz, the city's business center, the hotel has a spectacular lobby that is eleven meters high, 414 elegant rooms, 1000 m² in space for meetings and events and offers varied cuisine.



MAY

The Management Committee of NH Hotel Group received one of the "Team of the Year" awards at the gala for the Minor Awards of Excellence 2023. This glamorous event closed Minor's International Leadership Summit in Bangkok, a great opportunity for the leaders of Minor Hotels to celebrate and share significant milestones, inspirational moments and the passion for working together towards a brilliant future.



JUNE

The Avani Alonso Martínez hotel opened its doors in the Spanish capital. Following its refurbishment, the hotel combines historic elegance with a fresh, contemporary design with many nods to its location, inspired on Madrid.

The launch of a new whistleblowing platform took place, that allows any possible issue of non-compliance or breach of the principles included in the Code of Conduct to be reported. As part of NH Hotel Group's commitment to ethical business practices, team members or any interested party can report any possible issues or breaches that they observe.

Launch of the 90th Anniversary of the Tivoli Hotels & Resort brand with a 360° marketing and communication plan for all stakeholders (customers, investors, team members) for the entire hotel portfolio.

JULY

The Sustainability Policy was approved by the Board of Directors, together with the Health and Safety Policy, and the Sustainable Procurement Commitment and the Executive Sustainability Committee updated the Environmental and Climate Change Policy. This milestone forms part of the Company's commitment to improving its performance in ESG matters.

The Tivoli Hotels & Resorts brand had its debut in Italy with an establishment in Portopiccolo, near Trieste. The Tivoli Portopiccolo Sistiana Resort (Italy), a five-star hotels with 58 rooms, opened its doors offering guests elegant facilities, six swimming-pools, four restaurants and two bars with several gastronomic options, a beach club, a fitness and wellness center inside the hotel and a 3,600 m² spa.

SEPTEMBER

The Tivoli La Caleta Tenerife Resort (Spain) celebrated its opening on World Tourism Day. A paradise of sophistication and nature, located overlooking the Atlantic ocean, it has 284 refurbished rooms and suites, new restaurant areas and an exclusive beach club.

OCTOBER

NH Hotel Group made its debut in Finland with the signing of the NH Collection Helsinki Grand Hansa. The new hotel in Helsinki will be made up of two of the city's most emblematic and recognizable buildings.

The Hotels with a Heart program was recognized as one of the best Sustainability Actions during Sustainability Day 2023, organized by *Compromiso RSE*. The aim of this event is to bring different sectors together to recognize their environmental and social commitment and to share inspirational initiatives for a better world.

NOVEMBER

The main results of Engagement Pulse 2023 carried out with all team members were published, with a measurement of the evolution of the commitment survey.

NH Hotel Group signed agreements for three hotels in Paris which will open their doors in the first quarter of 2024. They are the NH Paris Gare de l'Est, the NH Paris Opéra Faubourg and the NH Paris Champs Elysées. These properties form part of the Company's strategic growth plans with the aim of expanding in key cities in Europe.

DECEMBER

NH Hotel Group announced a new signing for the Anantara brand in Austria, with the Anantara Palais Hansen Vienna Hotel. The hotel will offer an incomparable experience of luxury, elegance and hospitality in the heart of one of the most beautiful cities in Europe.

NH took over 100% of Minor's hotel business in Portugal following its acquisition of the company Minor Continental Holding (MCHL), wholly owned by Minor, for a total of 133.2 million euros. The 5 hotels are: Anantara Vilamoura Algarve Resort, Tivoli Lagos Algarve Resort, Tivoli The Residences at Victoria, NH Marina Portimao and NH Sintra.

In the context of the Hotels with a Heart program, a new agreement was signed with the Spanish Association Against Cancer, providing the association with 342 free room nights for relatives of patients who need them.