

COMMITTED TO SUSTAINABLE MANAGEMENT

Since 2016, Xelena has participated in the AHT's Greenest Hotels Program, initially applying for the Bronze level eco-label. Since 2019, we have decided to advance to a higher level of sustainability, working towards the Silver level.

The Greener Hotels eco-label is the distinction that recognizes and certifies Argentine hotels that demonstrate sustainable management, respect for the environment, and social responsibility towards the community and the tourist destination where they operate.

Certified hotels utilize management systems and continuous improvement efforts aimed at the conservation and enhancement of the cultural and natural heritage of the destination. We carry out social responsibility actions and comply with the legal and safety requirements of the hotel; we meet quality standards in service and communicate the actions taken to our staff, guests, and the local community, thereby improving competitiveness and brand image.

WASTE MANAGEMENT

- We carry out waste separation: recyclable, organic for composting, and hazardous waste. We invite our guests to participate in this action, and we have two recycling stations available.
- Plastic bottles have been eliminated from sales points and replaced with refillable glass bottles containing ultra-purified water.
- Plastic bottles have also been removed from guest rooms and substituted with refillable glass bottles.
- Individual shampoo and conditioner containers have been eliminated and replaced with dispensers.
- We conduct cleaning campaigns for the Redonda Bay of Lake Argentino.
- As part of our lavender sachet project, we recycle unused sheets by transforming them into sachets filled with lavender from our gardens, which serve as souvenirs for visitors.
- Cooking oil from fryers is given to the municipality, which converts it into biodiesel.
- In various cities across the country, hearts have been placed as a symbol of solidarity and the importance of collecting soda bottle caps. This environmentally friendly initiative helps raise funds for the foundation, which supports the hospital and the Garrahan House, where children from all over the country receive treatment. Additionally, it provides jobs for many people involved in recycling efforts.
- Used batteries are deposited in repurposed high-density PET containers along with a mixture of lime, cement, and an ion sequestrant. Once filled, the container is sealed with a small hole, as batteries release gases. Unfortunately, we store this environmental liability safely until technology exists to recycle them. However, this way, we prevent contamination of soil and water.



ENERGY MANAGEMENT

- We replaced 100% of traditional lighting with LED lighting.
- Motion sensor lights were installed in internal areas.
- The lighting circuits in guest hallways have been divided.
- With each new purchase, we prioritize acquiring more eco-efficient climate control equipment, such as the air conditioning units that have been added.
- We installed lighting in emergency stairwells that operates on solar energy.



WATER MANAGEMENT

- We have water reducers in all guest room showers, ensuring no compromise in service quality.
- We promote a towel reuse policy.
- We utilize gray water for irrigating our gardens.
- We use water from our own well for the pool and guest rooms, reducing demand on the urban system.
- We insulate hot water pipes from the boilers to prevent heat loss and, consequently, reduce the need for gas heating.



PURCHASING MANAGEMENT

- To local suppliers.
- Local products.
- Environmentally sustainable products.
- To companies with good practices.



MANAGEMENT OF HUMAN RESOURCES

- Política de contratación responsable.
- Programa de incentivos y beneficios a nuestros colaboradores.
- Plan de capacitación de sensibilización en la gestión y de mejora continua.
- Defendemos la igualdad de género.
- Defendemos el derecho a la libertad de pensamiento, opinión, expresión y asociación en lo que respecta a la sexualidad, la identidad sexual y los derechos sexuales, sin intrusiones arbitrarias ni limitaciones.



COMMITMENT TO THE COMMUNITY

- We provide our facilities for internships from the CES, a local tertiary school, in Hospitality, Gastronomy, and Tourism Technical Studies.
- We collaborate with the "Tourist for a Day" Program from the Padre Manuel González Secondary School.
- We offer our spaces for exhibitions of local artists.
- We assist with donations and various requests to nursing homes, kindergartens, and educational institutions.
- We developed the Integration Easter Project.
- We built our garden together with the students of the Young Labrador Educational Center.



CONSERVATION AND DISSEMINATION OF CULTURAL AND NATURAL HERITAGE

- We prioritize the inclusion of local and regional products on our menus.
- We have a code of conduct and best practices for a responsible visit by our guests to our destination.
- Project "Steppe Garden": we plant and identify plants native to the steppe, the location of the hotel, for our guests' knowledge.
- We decorate our Mora Restaurant with native plant species.



WE DEVELOP SUSTAINABLE GASTRONOMY

- Products suitable for our breakfast: lactose-free options, seed milk, and gluten-free baked goods and cookies.
- Dishes suitable for celiacs.
- We prioritize the purchase of km 0 (local proximity) products.
- We promote our cultural heritage through local, regional, and national cuisine.
- Our menus feature many regional species, such as Paramela, Manzanilla, and Calafate, as well as Guanaco and Lamb meats.
- We have incorporated a Braille menu. We firmly believe in the importance of accessibility, ensuring that all guests can fully enjoy their stay.

