

BEYOND MARKET GROWTH - DELIVERING ALPHA IN AN EVOLVING INDUSTRY

HISPANIA

Not just another hotel

September 22, 2017

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## 2017 SUMMER SEASON CONFIRMS HIGH EXPECTATIONS, FOCUS ON EXECUTING STRATEGY TO DELIVER NEXT WAVE OF INCOME GROWTH

- JULY RECORD MONTH: 10% and 16% growth in international tourist arrivals and spending in Spain in July 2017, respectively
  - STRONG UNDERLYING OPERATING PERFORMANCE YTD: +17% growth in GOP, driven by a strong growth in RevPar (+10%)



"The player in a solid growing industry"

- >10% REVPAR GROWTH EXPECTED FOR FY17: off-season strength helps de-seasonalise Hispania's income profile
- NIL BREXIT IMPACT SO FAR: +8% UK revenues growth in July and August in the BAY portfolio<sup>1</sup>
- 5 CAPEX DEPLOYMENT ON SCHEDULE: Don Gregory re-opened in mid-August
- **EXECUTING STRATEGY TO DELIVER FURTHER GROWTH:** Focus on executing Capex Plan and implementing asset management initiatives

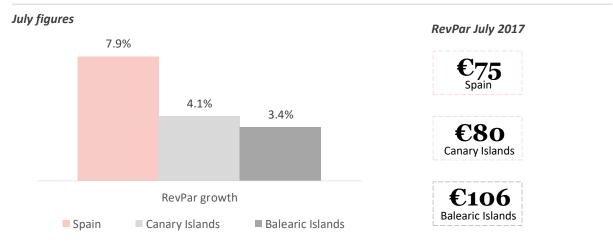


Summer Season Highlights Asset Management Framework Capex Deployment Strategy Operating Optimization Plan

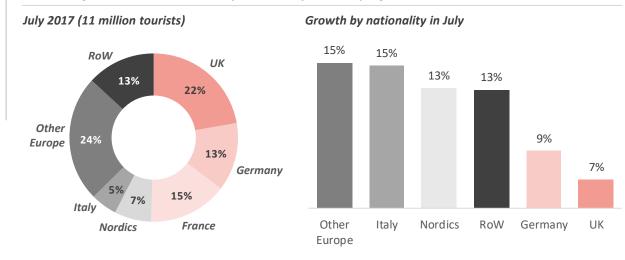
#### HITTING NEW RECORD HIGHS IN INTERNATIONAL ARRIVALS AND SPENDING IN JULY

#### Summer Season Has Started Once Again Beating Last Year's Record Figures...

- International tourist arrivals grew by 10% in July 2017, accumulating an 11% increase over the course of the year with c.47 million visitors
  - 90% of total tourists travelled for leisure reasons (+9.0% vs. previous year)
- Balearic and Canary Islands still rank as key favourite holiday destinations, each accounting for 17% of total visitors YTD
- International tourism spending grew by 16% in July to €11.9bn (+15% YTD)
  - UK spending grew by 7% in July 2017, accounting for c.20% of total expenditure



#### ... Boosting International Arrivals by 10% in July and Keeping a Diversified Tourist Base





Source: INE

## SUMMER SEASON CONSOLIDATES STRONG YTD PERFORMANCE



## Summer Season results in-line with YTD outcomes





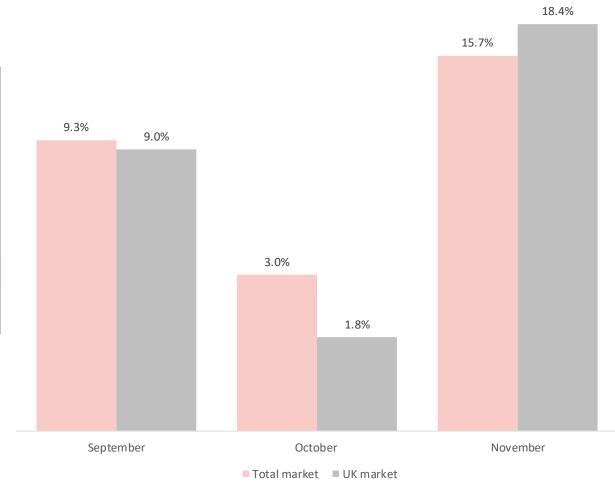


## **AUTUMN BOOKINGS ASSURE EXPECTATIONS OF >10% REVPAR GROWTH FOR FY2017**

## Increasing Revenues on Books in the BAY Portfolio Confirm a Solid Growth for Year-end

y-o-y growth<sup>1</sup>

- >10% RevPar growth expected for FY17, based on YTD results and bookings
- Healthy reservations rhythm for the upcoming three months (+10% on an accumulated basis)
  - The British market still shows high single digit growth (+9%) confirming their appetite for Spain as their preference holidays destination
- No impact is envisaged in the context of the recent terrorist attacks in Barcelona
  - No reduction in bookings so far (latest attacks in London only had a negative impact on the bookings of the following two weeks)
  - Limited expected impact given the late timing in the holiday season of the event and strong late tourist demand, as indicated by BofAML



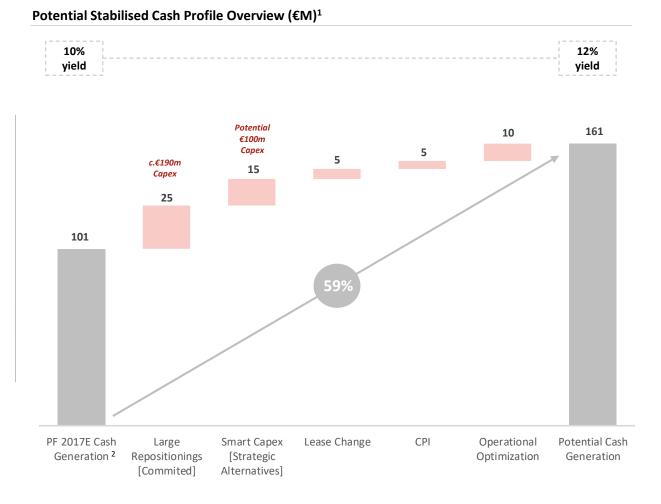


## STRATEGY IMPLEMENTATION TO UNLOCK €60M OF ADDITIONAL CASH GENERATION

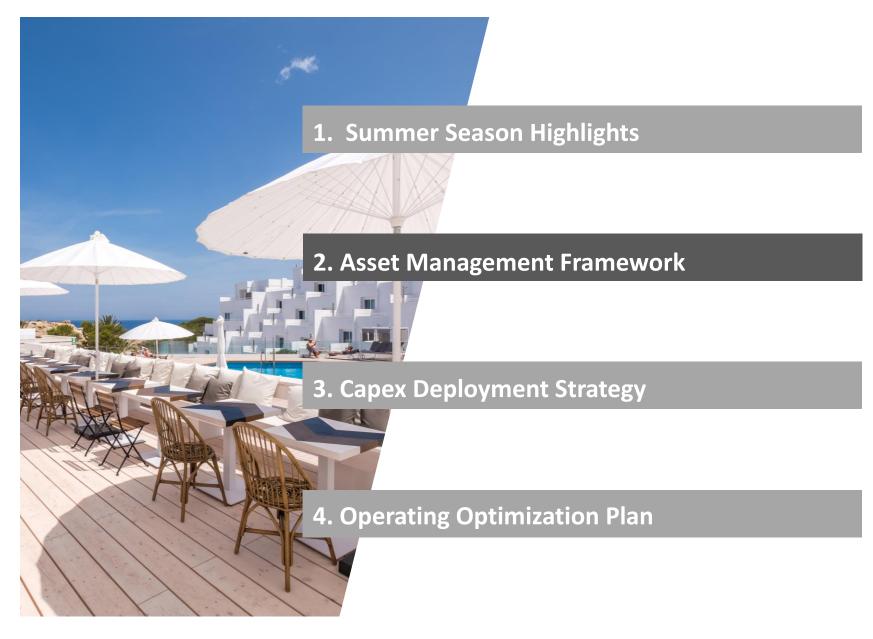
### Capex to be deployed in coming years will be the largest contributor to additional cash generation, mainly from committed large repositionings

- Moving from a fixed to fixed & variable lease agreement in selective assets with exposure to the "sun & beach" tourist industry, significantly improving yields
- Asset Management focus on Operational Performance
- All-in net cash stabilised yield on investment of c.12% vs. current c.10%
- Further growth potential (beyond the surplus of €60M)
  - Creation of destination resorts
  - Continuous asset management
  - Continued market growth

(2) PF for assets partially closed for works (Mirador, Don Gregory)









## HISPANIA STRATEGY FOCUSED ON EXTRACTING VALUE FROM THE NEW HOTEL PARADIGM

THE LODGING INDUSTRY IS EVOLVING INTO A NEW PARADIGM PRODUCT DIFFERENTATION AND MANAGEMENT INCREASE **VALUE MAXIMIZATION OPPORTUNITIES** 

3

HISPANIA'S ASSET MANAGEMENT FRAMEWORK IS FOCUSED ON DELIVERING ALPHA THROUGH THE CYCLE



Summer Season Highlights Asset Management Framework Capex Deployment Strategy Operating Optimization Pla

## NEW TRENDS IN THE HOSPITALITY ECOSYSTEM RAISE VALUE MAXIMIZATION OPPORTUNITIES

#### **Customer Experience Top Priority for Driving Pricing and Occupancy**

## Not just another hotel

#### **OLD Behavior**

#### Hotel Performance

- Focus on occupancy and cost control, limited pricing strategy
- 95% TTOO
- Customers shoveled into asset by TTOOs

### Customer Experience

- Given "guaranteed" occupancy and tariffs, providing "experience" is not on the radar screen
- No reviews available online



- Minimize investment in order to maximize returns
- Mindset on 'maintenance' and 'facelift'
- No need for owner to go crazy on thinking about what to build and with whom to partner



Example:

(Barceló

Teguise Beach)

- Aspire to fixed return: no incentive in taking further risk
- Guaranteed contracts with TTOO



Tripadvisor (who cares...)

Total ADR: €53

Occup.: 92%

GOP: €0.6m

#### **NEW Paradigm**

- Focus on occupancy AND PRICING, based on dynamic pricing strategy
- Unbundling Packages & Transport
- Online distribution
- Investment driven by need to contribute to customer experience
- Online review is key on decision-making. Need to "cultivate" Tripadvisor / Booking
- Owner actively involved in design and partner selection
- Design / quality critical for successful customer experience
- Increasing levels of investment and thinking into what to build
- Participate in improved performance, while operator willing to incentivize owner's investment with extra hotel performance
- Increased number of variable lease agreements







Tripadvisor (1 out of 38)

Total ADR: €157 (+3x)

Occup: 86%

GOP 2017E: €7m (+12x)



## NEW PARADIGM ESTABLISHES ASSET MANAGEMENT AS A KEY STRATEGY TO ACHIEVE FULL POTENTIAL VALUE

1 ASSET QUALITY & POSITIONING VIA CAPEX

PRICING & DISTRIBUTION STRATEGY

3 HIGH PERFORMANCE OPERATIONS

4 INTERNATIONAL MANAGEMENT STANDARDS ('INSTITUTIONAL INVESTIBLE ASSET')

"Drive sustainable growth over time, while creating a more resilient Hotel Portfolio"



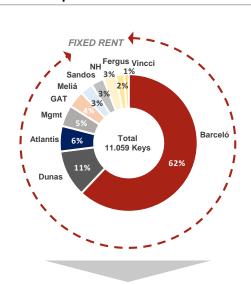
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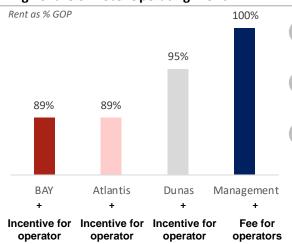
# CONTRACT STRUCTURE IS BUILT ON THE BASIS OF ALIGNMENT BETWEEN OPERATOR AND OWNER, ALLOWING FOR EFFECTIVE IMPLEMENTATION OF ASSET MANAGEMENT INITIATIVES

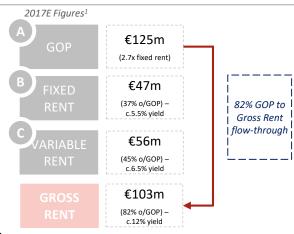
90% of Hispania's Portfolio is Actionable

#### **High Share of Hotel Operating Profit...**

#### ...Which Now Reaches 82% of GOP







- 90% of the portfolio is 'actionable', based on:
  - Mix of Operators
  - Contract Structure (with variable component)
- Significant opportunity in the Canary Islands with large negotiating power

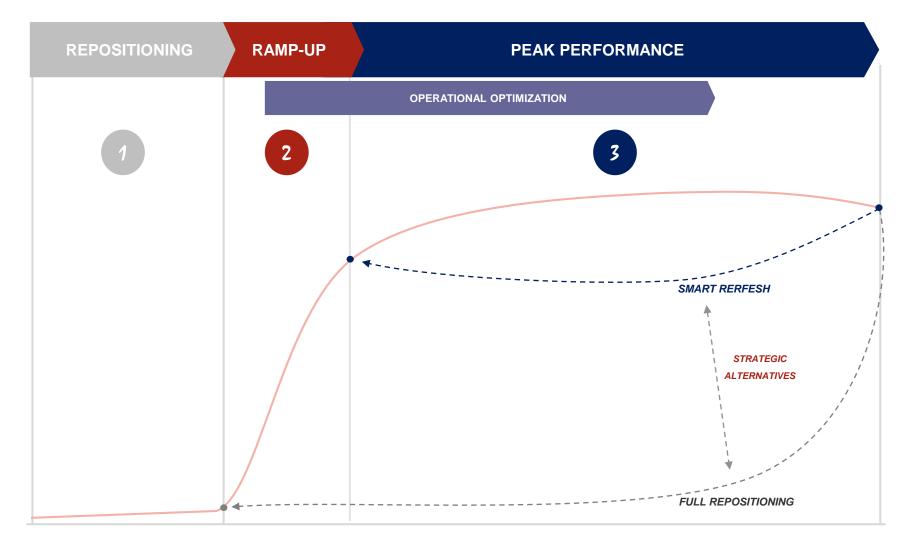
- Contract design of fixed & variable lease
  - c.5.5% Fixed Yield with 2.7x rent cover
  - Variable rent allows to capture a high share of hotels' results (+6% additional yield)
  - Operator incentives to improve operations provide alignment of interests
- Current contractual rent structures provide Hispania with 82% gross rent capture of GOP

Fixed & Variable Contract designed for incentivizing operators to be part of such improved performance



Notes:
(1) Excludes Fixed Rent Hotels

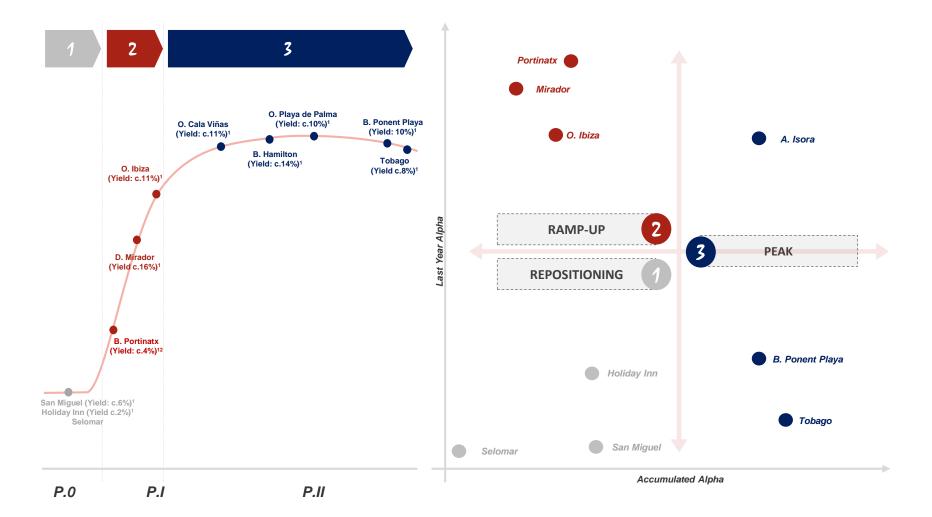
## AZORA'S ASSET MANAGEMENT FRAMEWORK: MONITORING ASSETS THROUGHOUT THEIR LIFECYCLE IN ORDER TO DELIVER ALPHA AT EVERY STAGE





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## HISPANIA'S PORTFOLIO ASSETS LIFECYCLE POSITIONING - SELECTED CASES





Notes:

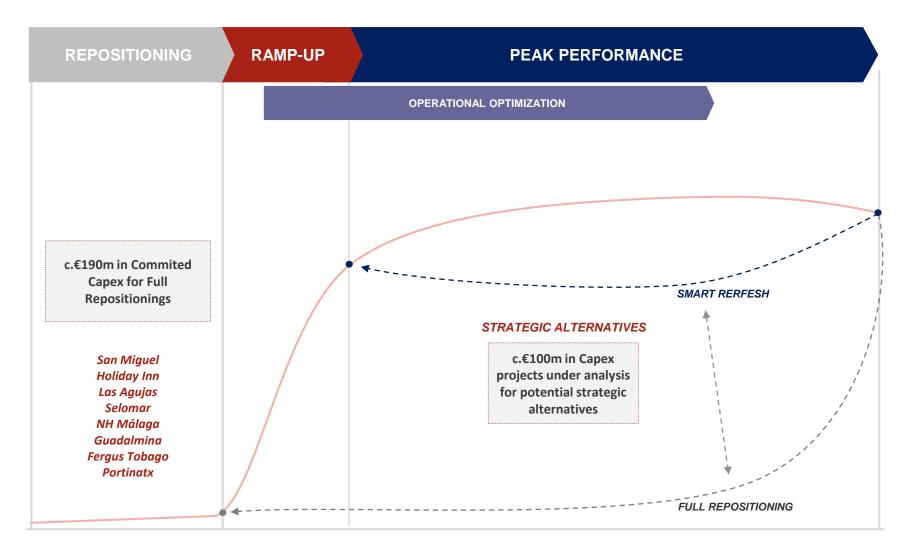
(1) NOI Yield (before deducting FF&E)

NOI Yield for first full year of opening after full refurbishment, stabilized yield expected at 8.5%





## HISPANIA CAPEX PLAN IS TAILORED TO EACH ASSET'S STAGE WITHIN THE CYCLE





## SUCCESFUL EXECUTION: OCCIDENTAL IBIZA – OVERVIEW

#### Turning a Low Quality 3\* Family Product into a 4\* in Ibiza





#### **Back in 2014**

€10m total investment for 346 keys (c.€29k/key)

3\* family hotel outdated

Barceló operating it under its unique brand by then "Barceló"

300m away from the beach

Low quality product offering



#### Now

€4.5m of Capex invested in 2015 and €3.5m invested in 2016

4\* family hotel with superb online recognition

Currently operating under Occidental brand repositioning the asset

Full refurbishment of all rooms and other facilities

Significant Alpha created vs market



## SUCCESFUL EXECUTION: OCCIDENTAL IBIZA - HOTEL CONDITION BACK IN 2016...

#### **Hotel Pre-Refurbishment**





## SUCCESFUL EXECUTION: OCCIDENTAL IBIZA – WORKS EXECUTED

## **Significant Change in All Rooms and Facilities**







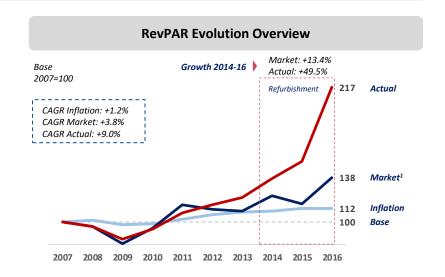


## SUCCESFUL EXECUTION: OCCIDENTAL IBIZA – CURRENT PERFORMANCE

#### Significant Improvement of Overall Customers' Satisfaction

#### **Excellent Online Reviews**

"Best one yet" – Spain, September 2017
"Great hotel, great place to stay" – UK, September 2017
"Excellent value for money" – UK, September 2017
"Amazing hotel" – UK, September 2017



#2/<sub>15</sub>
tripadvisor

In Ibiza (1,997 opinions) in terms of value for money









**⊚** tripadvisor∘



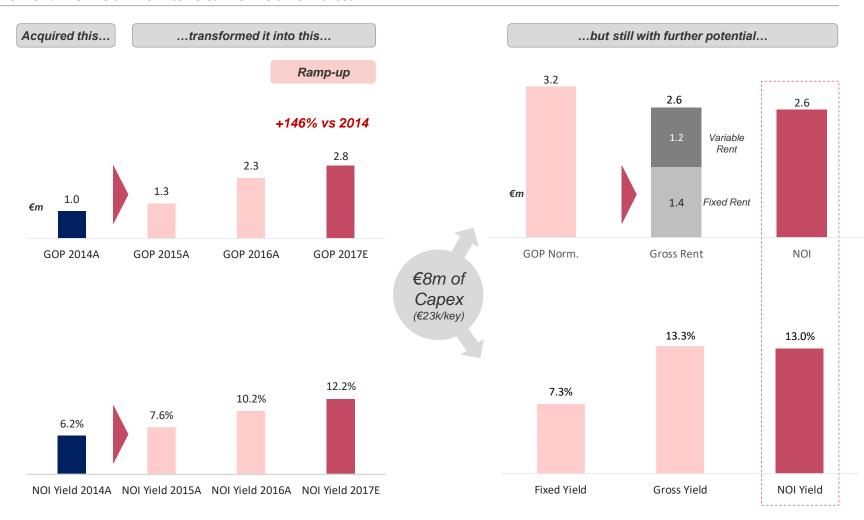
**Booking.com** 





## SUCCESFUL EXECUTION: OCCIDENTAL IBIZA – PROJECTED RETURNS ON THE ASSET

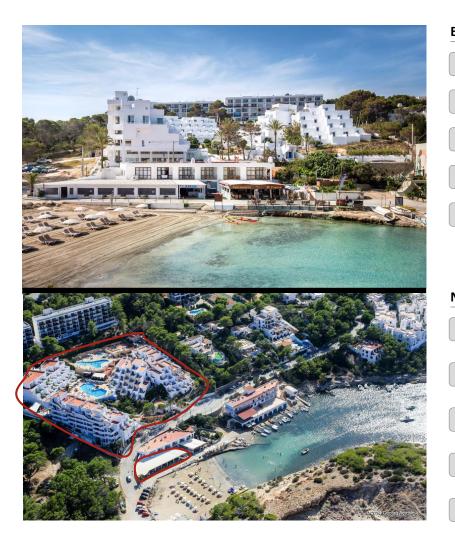
#### From 6.2% NOI Yield in 2014 to 13.0% NOI Yield Normalised





## SUCCESFUL EXECUTION: PORTINATX – OVERVIEW

Turning a Low Quality 3\* Family Product into a 4\* plus Only-Adults in Northern Ibiza



#### **Back in 2016**

€11m total investment for 134 apartments and studios (€82k/key)

3\* Aparthotel targeting families

Underperforming local operator

Beach-front location in Northern Ibiza

Low quality product offering



Hotel 4\* plus targeting Only Adults

€8m Capex deployed for Phase I: full update of rooms / common areas

#1 hotel in Portinatx by Tripadvisor

Phase II identified: new F&B restaurant, fitness area and others (€4m)

Lease agreement with Barceló



## SUCCESFUL EXECUTION: PORTINATX – HOTEL CONDITION BACK IN 2016...

This is Where we Landed One Year Ago...

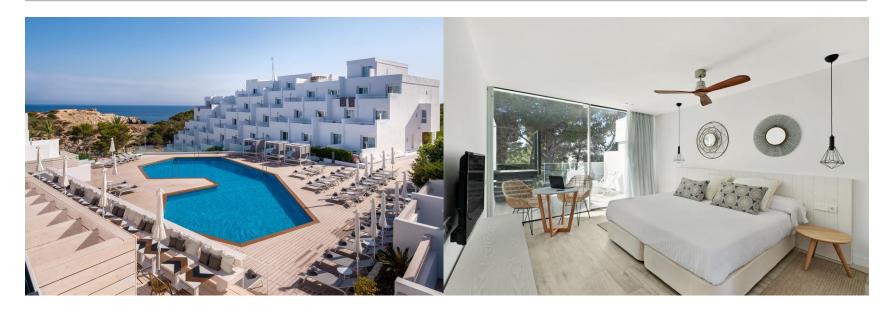






## **SUCCESFUL EXECUTION: PORTINATX – WORKS EXECUTED**

#### ...and This is What we Turned it to







## SUCCESFUL EXECUTION: PORTINATX – CURRENT PERFORMANCE

#### Significant Improvement of Overall Customers' Satisfaction

#### **Excellent Online Reviews**

#### +12 p.p. in ReviewPro Reviews

In Portinatx

"Just amazing" – Denmark, September 2017 **'An unforgettable experience"** – Spain, September 2017 **"Excellent, I will recommend it"** – Spain, September 2017 "Wonderful peaceful retreat" – UK, September 2017

"Fantastic hotel with exceptional food" – UK, September 2017

Before







Now

In Portinatx





In Ibiza (244 opinions)











**Booking.com** 



**Expedia** 

Guest satisfaction crystallizing into a substantial increase in ADR in current reopening year. Further potential still to be unlocked



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## **SUCCESFUL EXECUTION: PORTINATX – NEW PHASE IDENTIFIED**

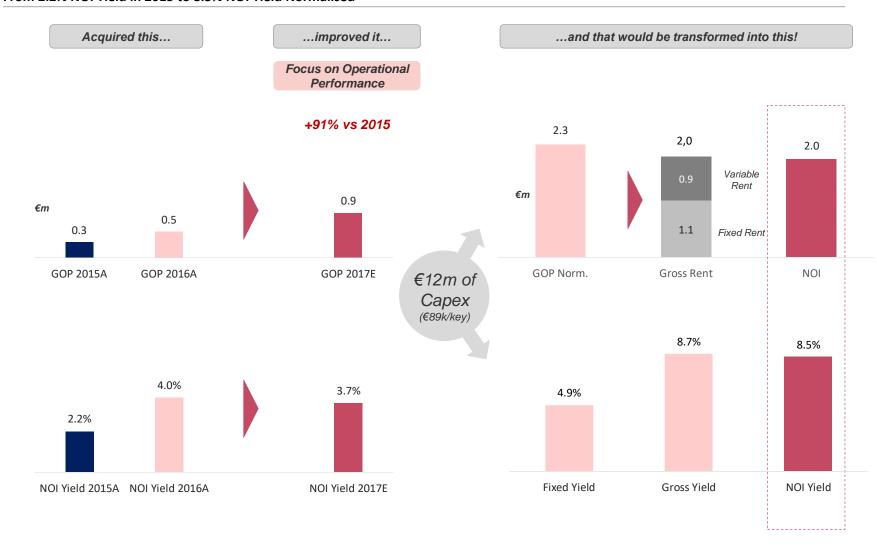
## Further Upgrade Potential to "Round" Hotel Offering





## SUCCESFUL EXECUTION: PORTINATX – PROJECTED RETURNS ON THE ASSET

#### From 2.2% NOI Yield in 2015 to 8.5% NOI Yield Normalised





## SUCCESSFUL EXECUTION: DUNAS DON GREGORY / MIRADOR – SMART CAPEX APPROACH

Smart Capex Allows Additional Step-up on Peak Performance Hotels through Limited Investment

#### **Dunas Don Gregory 4\* Only Adults**











Expected NOI Yield Post Refurbishment c.14%

#### Dunas Mirador 3\*



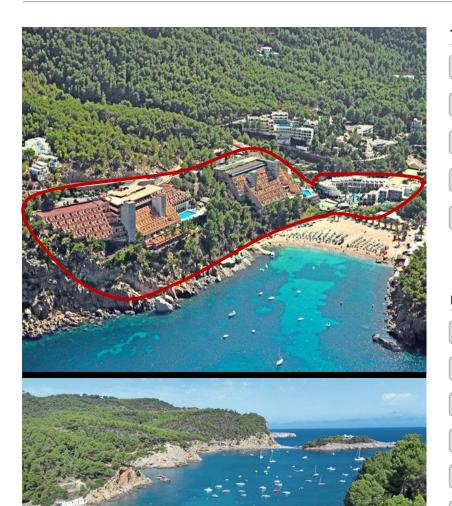


Expected NOI Yield Post Refurbishment c.18%



## **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – OVERVIEW**

Turning a Low Quality Product into a Reference Mediterranean Resort in Ibiza



#### **Today**

€32m total investment for 484 keys (€66k/key)

Low quality product offering

Two different operators

Non-replicable location in Ibiza

Control of hotel room stock in the area. No other hotels competing



#### **Projected**

€50m of capex for full repositioning

Single top-tier Spanish operator for the resort

Reduced room count to increase number of suites

Unmatched resort with 3 hotels with different segmentations

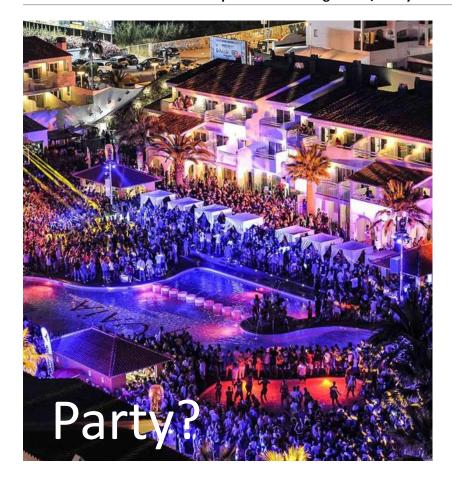
Creation of new F&B outlets and beach club

Polyvalent SPA facility with day and night use



## SAN MIGUEL RESORT – CONCEPT DEFINITION

#### Focus on a Mediterranean Concept rather than Night Life / Party







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## **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – CONCEPT DEFINITION**

## **Mediterranean Concept Based on 4 Pillars**

#### Location



Gastronomy



Design



**Soft Entertainment / Relax** 





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## **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – SEGMENTATION**

#### **Different Segmentation across the Resort**



## **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – WORKS**

#### **Hotel Galeón**









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## **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – WORKS**

## **Hotel Cartago**









## **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – WORKS**

## **Hotel San Miguel**







# **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – WORKS**

Hotel San Miguel Floor Plan: 95 keys with >27sqm





# **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – WORKS**

#### **Beach Club**





# **UPCOMING REPOSITIONING: SAN MIGUEL RESORT – WORKS**

#### **SPA Facilities**

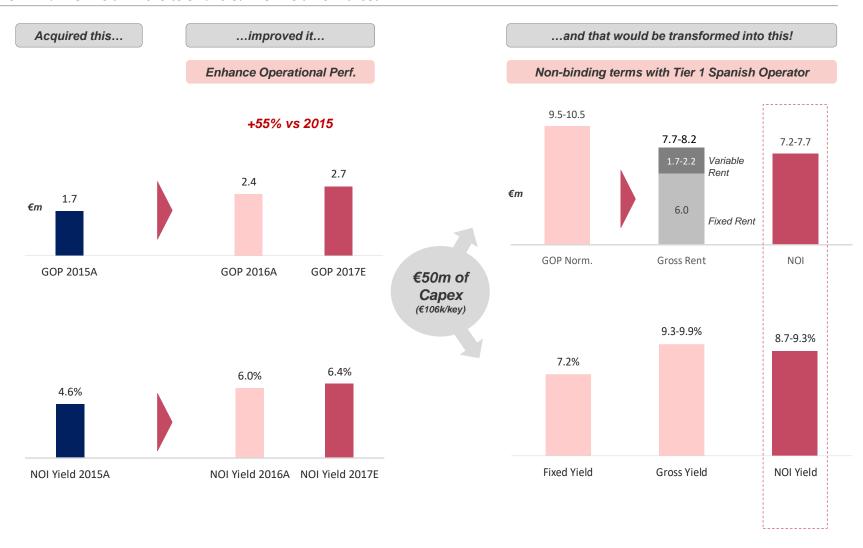






## UPCOMING REPOSITIONING: SAN MIGUEL RESORT – PROJECTED RETURNS ON THE ASSET

#### From 4.7% NOI Yield in 2015 to 8.7%-9.3% NOI Yield Normalised





# **UPCOMING REPOSITIONING: HOLIDAY INN MADRID – OVERVIEW**

Turning a Bad Condition and Underperforming Asset into the Reference Hotel in Madrid's Prime CBD



#### **Back in 2015**

€32m investment for acquiring 262 keys (84% o/total)

Lease agreement for 49 keys (until 2037)

Local underperforming operator

Franchise Agreement with Holiday Inn

Almost breakeven operation



### **Projected**

€34m of Capex for full repositioning

Signing a lease / franchise agreement with international brand

Become reference hotel for Madrid CBD

F&B outlets to capture significant demand

Rooftop to become place to be in Madrid



# **UPCOMING REPOSITIONING: HOLIDAY INN MADRID – CURRENT SITUATION**

#### This is Where we Landed Two Years Ago









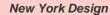


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# **UPCOMING REPOSITIONING: HOLIDAY INN MADRID – CONCEPT**

#### Possibility of Living Two Different Experiences under the Same Roof











L.A. Design







# **UPCOMING REPOSITIONING: HOLIDAY INN MADRID – CONCEPT**

#### Two Room Types with the Same Room Structure















# **UPCOMING REPOSITIONING: HOLIDAY INN MADRID – CONCEPT**

### Overview of the proposed "Los Angeles Room"





# **UPCOMING REPOSITIONING: HOLIDAY INN MADRID – CONCEPT**

## East and West Wings Separated by a Red Line







## UPCOMING REPOSITIONING: HOLIDAY INN MADRID – PROJECTED RETURNS ON THE ASSET

#### From Losses in 2015 to 9.4% NOI Yield Normalised





6.2

NOI

9.4%

NOI Yield

Variable

Fixed Rent

Rent

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# **UPCOMING REPOSITIONING: SELOMAR – NEW ACQUISITION**

#### Turning a Closed Hotel into a 4\* plus Reference Hotel in Benidorm



We Acquired This...

...and will Be Transformed into This

€16m for 245 rooms (€65k/key)

Hotel closed since 2008

Prime beach-front location within Benidorm

One restaurant and rooftop with swimming pool



#### **Expected 12% NOI Yield Post-Refurbishment**

A NOI Yield

Acquisition

Post-Refurbishment

Expected Capex of c.€19m to be deployed over 2018 / 2019

n.a.

c.11%

4\* plus - Adults Only hotel

Investment

€16m (€65k/key)

€35m (€140k/key)

Lease agreement with Barceló

Leading F&B facilities to capture non-hotel guests

To be converted into the reference hotel in Benidorm



# **UPCOMING REPOSITIONING: TOBAGO – NEW ACQUISITION**

#### Turning a 3\* Hotel into a 5\* or 4\* Reference Hotel within the Area



### **Expected 9-10% NOI Yield Post-Refurbishment**

Acquisition Post-Refurbishment

A NOI Yield c.8% c.9-10%

B Investment  $\notin 20m \ (\notin 73k/key)$   $\notin 30-34m \ (\notin 117-130k/key)$ 

#### We Acquired This...

€20m total investment for 275 rooms (€73k/key)

3\* hotel with low quality product offering

Local operator with know-how in the area

Beach-front location in Palmanova

One bar, one restaurant and one swimming pool



#### ...and will Be Transformed into This

Two Capex plans have been contemplated in the lease agreement

5\* hotel with €14m Capex

4\* hotel with €10m Capex

Creation of suites reducing keys to 256

New rooftop bar, meeting rooms and bigger pool bar

New thematic restaurant and a spa to be set in a beach-front local

Only 5\* beach-front hotel in Palmanova



# COMMITED CAPEX CALENDAR OF c.€190M - KEY REPOSITIONINGS

### c.€190m in Key Capex Projects

	Sep 2017	Dec 2017	Jun 2018	Dec 2018	Jun 2019	Dec 2019	Total Capex	
Portinatx		PHASE II					€4m	€8m already executed
Holiday Inn							€34m	
NH Málaga							€18m	
Fergus Tobago							€14m	
Selomar							€19m	
Guadalmina							€18m	
San Miguel			Club San	Cartago/Ga	león		€50m	
Las Agujas							€32m	







# THE LARGE SCALE OF THE UNDERLYING BUSINESS IS A CLEAR OPPORTUNITY TO UNLOCK VALUE THROUGH PERFORMANCE OPTIMIZATION

#### P&L UNDERLYING<sup>1</sup>

TOP LINE

**€342M REVENUES** 

**VALUE DRIVER** 

PRICING &
DISTRIBUTION
STRATEGY

REVPAR GROWTH (WITHOUT PRICE INCREASE!)

RevPAR Increase 1% 2% 3% 4% 5%

Impact in Sales  $+ \notin 3m$   $+ \notin 7m$   $+ \notin 10m$   $+ \notin 14m$   $+ \notin 17m$ 

**BOTTOM LINE** 

*(€216M) OPEX* 

SYNERGIES & BENCHMARKING

-		Cost	Optimizatio			
	Costs Decrease	1%	2%	3%	4%	5%
	Impact in Opex	(€2m)	(€4m)	(€6m)	(€9m)	(€11m)

€125M GOP

82% GROSS RENT FLOW-THROUGH

**GOP Impact GOP Increase** 4% 9% 13% 18% 22% Impact in GOP +€6m +€11m +€17m +€22m +€28m **Total GOP** €131m €137m €142m €148m €153m Impact in NOI +€3m +€7m +€10m +€14m +€18m Marginal Flex. NOI 60% 62% 62% 63% 63%



Notes:
(1) 2017 Actionable Portfolio

# HISPANIA HAS ROLLED OUT A HOSPITALITY EXCELLENCE ASSET MANAGEMENT PROGRAM WITH DISTINCT TOUCHPOINTS

Top line

**Cost Line** 

**Dashboard Cockpit** 

€342M¹ total revenue (2017E) c.€65M sales commissions (2017E)

REVENUE management







Evolving into a new distribution paradigm with a strong focus on direct sales

€216M¹ operating cost base (2017E)







High performance operations leveraging on economies of scale and best practices across portfolio

Business Intelligence tools to track hotels' results and customer experience valuation

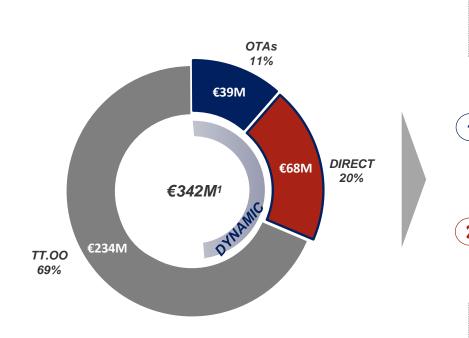
Although Hispania is not a hotel operator, the Asset Management Team works closely with our hotel operators to leave no stone unturned

# HISPANIA'S PORTFOLIO IS ON THE EARLY STAGES OF THE JOURNEY TOWARDS ADPATING TO THE NEW DISTRIBUTION PARADIGM

Top line Cost Line Dashboard Cockpit

#### HISPANIA'S CURRENT DISTRIBUTION MIX

#### STEPS TOWARDS NEW DISTRIBUTION MIX



CURRENT MIX: STATIC + INTERMEDIATED

REVENUE MANAGEMENT CAPABILITIES >

MAXIMIZE YIELDING INVENTORY

+

NEW CHANNEL MIX: INCREASING MARGIN OF SALES

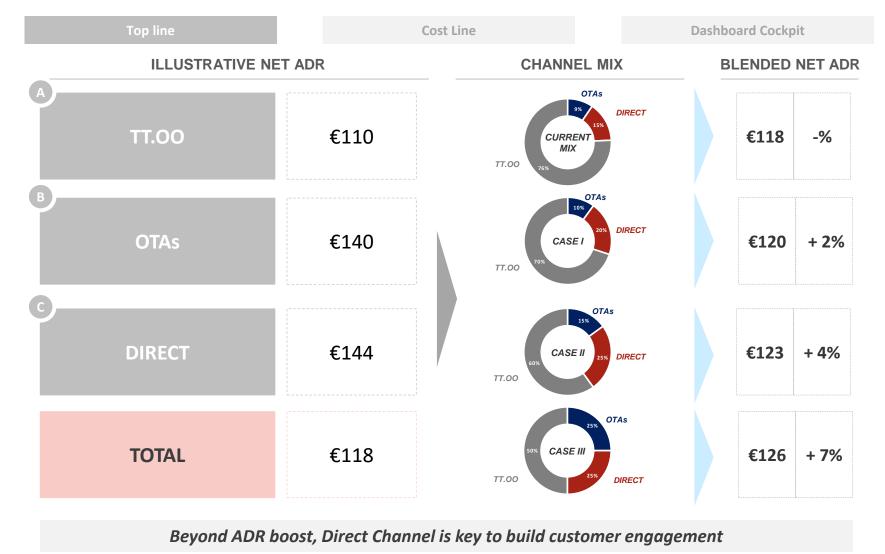
**NEW MIX: DYNAMIC + DESINTERMEDIATED** 

BARCELÓ IS LEADING THE CHANGE IN THE INDUSTRY



Notes: (1) 2017 Actionable Portfolio

### TRANSITIONING TOWARDS DIRECT CHANNEL PROVIDES SUBSTANTIAL ADR GROWTH





# THE PORTFOLIO HAS SIGNIFICANTLY IMPROVED DIRECT SALES SHARE... BUT STILL A LARGE HEADROOM TO GROW FURTHER

**Dashboard Cockpit** Top line **Cost Line Direct Sales by Hotel** Barceló has Significantly Improved Direct Sales Hotel 1 50% % Revenues c.21% c.13% c.13% c.17% c.19% c.21% Hotel 2 33% Hotel 3 Hotel 4 20% CAGR 30% 39 Hotel 5 NEW 31 Hotel 6 **PARADIGM** 25 Hotel 7 20 Hotel 8 15 15 Hotel 9 €m 20% Hotel 10 Hotel 11 Hotel 12 Hotel 13 2011 2012 2013 2014 2015 2016 18% Hotel 14 18% Hotel 15 18% High Increased in Direct Sales vs H1 2016 After Refurbishment Hotel 16 16% ON GOING Hotel 17 16% Hotel 18 **ATLANTIS SUITES B. PORTINATX** 15% Hotel 19 Hotel 20 12% +68% 127 Hotel 21 +439% Hotel 22 408 €k Hotel 23 Hotel 24 STATUS QUO Hotel 25 24 Hotel 26 Hotel 27 2016 2017 2016 2017 Hotel 28



0%

10%

20%

30%

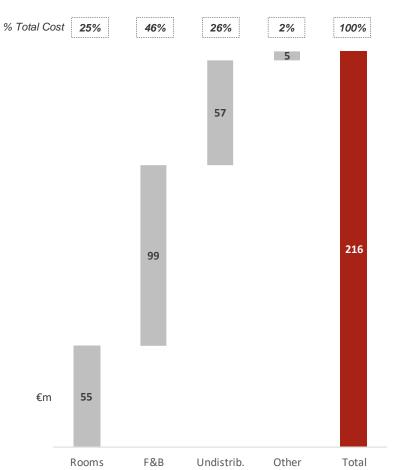
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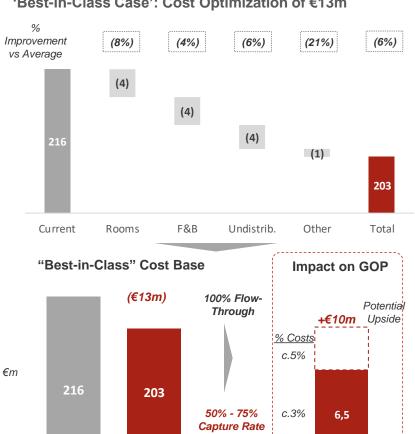
50%

60%

# THE PORTFOLIO SIZE OPENS AN OPPORTUNITY TO UNLOCK COST SAVING THROUGH **ECONOMIES OF SCALE**

Top line **Cost Line Dashboard Cockpit Actionable Portfolio Operating Costs' Breakdown** 'Best-in-Class Case': Cost Optimization of €13m







**GOP Impact** 

Current

Best-in-Class

# SMART BUY INITIATIVE LAUNCHED TO LEVER UPON ECONOMIES OF SCALE

Top line		Cost Line		Dashboard Cockpit
	HISPANIA¹ €M	SCOPE €M	SCOPE	% TOTAL PORTFOLIO
Smart Buy #1: Laundry	€6.1M	€3.9M	Canary Islands	63%
Smart Buy #2: Surveillance	€2M	€1.6M	Canary Islands	80%
Smart Buy #3: F&B	€43.9M	€12,2M	Atlantis Dunas	28%
Smart Buy #4: Utilities	€12.8M Energy audits that ir	€12.8M nvolve quantifying of savings a	Hispania <sup>1</sup> and decision-making	100%
Smart Buy Total	€64.8M	€30.5M	<u>-</u>	47%

SAVING INITIATIVES LAUNCHED AFTER CONSUMPTION ASSESSMENTS IMPROVING EFFICIENCY WITHOUT REDUCING QUALITY STANDARDS

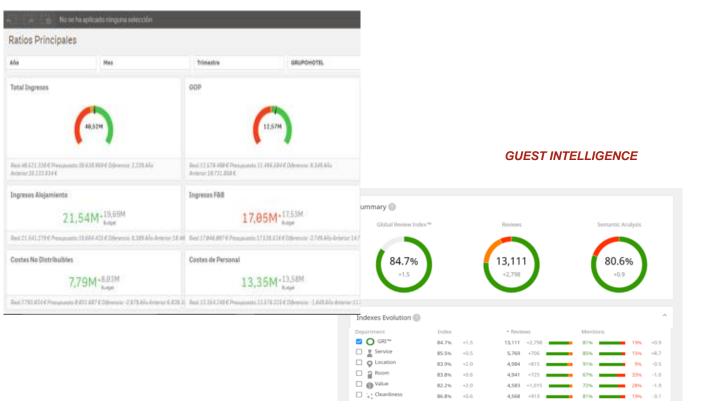


# CONTINOUSLY TRACKING HOTEL'S PERFORMANCE THROUGH OUR BUSINESS INTELLIGENCE COCKPIT

Top line Cost Line Dashboard Cockpit



#### **BUSINESS INTELLIGENCE**



#### **COMPLIANCE**

Regulatory & Legal Compliance

Risk Management

Labor Control

**Know Your Client** 

**Contracts Compliance** 





# >€30M OF ADDITIONAL SHAREHOLDER VALUE ALREADY DELIVERED THANKS TO THE IMPLEMENTATION OF HISPANIA'S ACTIVE OPERATING OPTIMIZATION APPROACH

