



Informe de Sostenibilidad 2017-2018

WELCOME

Med Playa is a friendly, family company, with a long tradition and extensive experience, specialising in holidays by the sea. We offer an excellent quality-to-price ratio with great facilities, a working team with a vocation of customer service and a commitment to the company and environmental protection.

Here at the Med Playa group hotels, we are aware that the tourism industry has an impact on the destination areas in a number of ways, both positive (generation of income, employment and business opportunities, etc.) and negative (exploitation of natural resources, environment and landscape degradation, creation of pollution, etc.). As such, it is our responsibility to promote the protection of our employees and the environment around us.

We have developed and put into practice policies on sustainability in which both guests and employees actively collaborate with us with the aim of minimising any negative impacts.

VISION

Ensure the efficiency, the proper implementation of the sustainability procedures and the best environmental practices at all the hotels within the Med Playa group.

MISSION

Provide all of our clients, providers and employees with the services, products and experiences within our hotels in accordance with environmental responsibility and innovation.

ENVIRONMENTAL POLICY

The main objective of our environmental policy is to define the actions carried out in our establishments in order to improve the way we manage in terms of the community, of the fair treatment of employees and of the environment, aimed at guests and clients, workers in the establishment and providers.

1. Make efficient use of our facilities and equipment with the active participation of the staff and guests with the aim of reducing the consumption of water and power, as well as CO2 emissions.
2. Achieve a reduction in the waste generated by our hotels through following a series of ecological initiatives in order to reduce waste
3. Encourage recycling by promoting the selective collection of waste.
4. Implement a purchasing policy specifying environmental and social objectives and obligations.
5. Conserve the biodiversity of our environment through the participation in various activities
6. Optimise the use of chemical products.
7. Promote social benefits for our employees, encouraging well-being and healthy living, improving our employment policies with training programmes, and championing equal opportunities for all.
8. Contribute to the development of our community by using local providers and distributors.
9. Make our local culture more widely known, promoting the use of tourist attractions, excursions and other activities in our community, and enhancing our cuisine by introducing typical local dishes onto our menus.

10. Actively participate in the environmental and social projects that take place in our community in the form of cooperation or donations.

QUALITY POLICY

Constant improvement and quality control are part of the company's culture, always aimed at meeting the needs and expectations of our customers, applicable to all connected processes and having the active participation of all staff within the organisation.

PURCHASING POLICY

The objective of Med Playa is to achieve the greatest efficiency throughout the purchasing process, guaranteeing the delivery of quality products and services to its customers, ensuring that its providers comply with current regulations, and promoting values in sustainability.

HEALTH AND SAFETY POLICY

The Management of Med Playa takes full responsibility for the definition, development, structuring, review, dissemination and compliance with our prevention policy, and as such, provides the material and human resources necessary for its implementation. In order to exercise its responsibility, the company's management has the support of middle management, the worker(s) assigned to prevention matters and the collaboration and advice from leading companies in the prevention service sector, while applying the prevention plan to all activities within the company.

CHILD PROTECTION POLICY

At Med Playa, we are committed to child protection and doing everything we can to promote child protection. The employees accept and acknowledge our responsibilities in raising social awareness of problems that are damaging to minors.

HUMAN RIGHTS PROTECTION POLICY

Med Playa has the responsibility to protect, support and promote fundamental human rights within its area of influence and activity, providing the necessary framework to work towards voluntarily improving working conditions.

COMMUNITY PARTICIPATION POLICY

Med Playa actively participates wherever it carries out its activities and contributes to the improvement and progress of its social surroundings, and in doing so, creates opportunities for the social and economic development of the community.

LEGAL FRAMEWORK

Med Playa complies with all current legislation on national and international environmental matters as well as legislation from the various autonomous and local communities.

PARTNERS

- Med Playa forms part of Travelife, a leading initiative in **training, management and certification** for tourism companies committed to achieving sustainability. Recognised by numerous tour operators and travel associations, year after year, Med Playa has been awarded various gold awards for its hotels.
- Hospitality Award "A Real Commitment to Sustainability" and '**Sustainable Efficient Hotel**' certificate awarded by the **ISTUR Group (Institute of Tourism Sustainability)** at FITUR 2015.
- Award for Sustainability and Energy Efficiency awarded by Endesa at the Rio Park Hotel in Benidorm.
- Raises funds and proceeds for the Red Cross and is a member of Unicef and its "Hoteles Amigos" programme for the protection of child exploitation.

Certifications

Every two years, Med Playa renews its Sustainability certifications through Travelife, an entity recognised by numerous tour operators and travel associations as a leading initiative in training, management and certification for tourism companies based on global principles and criteria with a universal character of Sustainable Tourism. These principles are aimed at ensuring responsible management in terms of the sustainability of tourist destinations. And every two years, Med Playa obtains various Gold certifications for its hotels.

OBJECTIVES 2017-18



➤ **REDUCTION IN ENERGY CONSUMPTION by 8.78% vs 2016-2017**

1. Changing bulbs for LED lighting in the two buildings, Calypso II in 2017/2018 and Calypso I planned for 2019/2020.
2. Installation of thermal and acoustic insulation (rock wool) in all the rooms in Calypso I (2019-2020).
3. Changing of frames and window panes on all the balconies in Calypso I, achieving a significant energy saving (2019-2020).
4. Complete overhaul of the hot and cold water system in Calypso I, improving insulation, preventing leaks and optimising the quantity of hot and cold water for the rooms (2019-2020).

➤ **REDUCTION IN GAS CONSUMPTION by 38.5% VS 2016-2017**

1. Changing of three boilers (two hot water circuits for rooms and another hot water circuit for the kitchen) from gas to electric, 2017/2018, with the aim of reducing gas consumption.

➤ **REDUCTION OF PLASTIC by 60% vs 2016-2017.**

1. Replacing plastic cups with reusable polypropylene cups. Replacing plastic spoons with wooden sticks. Replacing porexpan cups with recyclable cardboard and eliminating plastic straws (2019).

➤ **REDUCTION OF PAPER by 8% compared to 2016-2017.**

1. Changing the current 6-sheet, folio-sized "Welcome" brochure, to a single-sheet pocket-sized format. Sending payroll and teaching materials through the employee's portal.
2. Installation of the TAKHYS: APP for internal communication between operational departments and for all kinds of corporate documentation.

➤ **REDUCTION OF CO2 EMISSIONS of 4% vs 2016-2017.**

1. Cyclo-tourism. Installation of a "bikestation" in the hotel, in order to encourage the use of bicycles by customers, as well as healthy routes (brochure), reducing the use of fossil fuels through the use of urban transport
2. Reduction in CO2 emissions through the replacement of gas boilers with a greater energy efficiency.

➤ **PROMOTING MORE SOCIAL AND CHARITABLE ACTIVITIES**

1. Increase participation to a total of 9 internships (3 in the kitchens, 1 in the bar, 4 in the restaurant and 1 in Technical Services) for students at risk of social exclusion with programmes organised by CRUZ ROJA and FORMACIÓ I TREBALL (INCORPORA CAIXA), compared with 6 students in 2017 and 5 in 2018.

2. Participation in the Fundació Formació i Treball (Training and Work Foundation) projects, Composting organic matter (2019).
3. Furniture donation from 255 rooms for reuse by a Senegalese association (2019-2020). In November 2018, delivery of a wheelchair requested by the same association.

REDUCTION IN ENERGY CONSUMPTION of 11.82% vs 2016-2017.

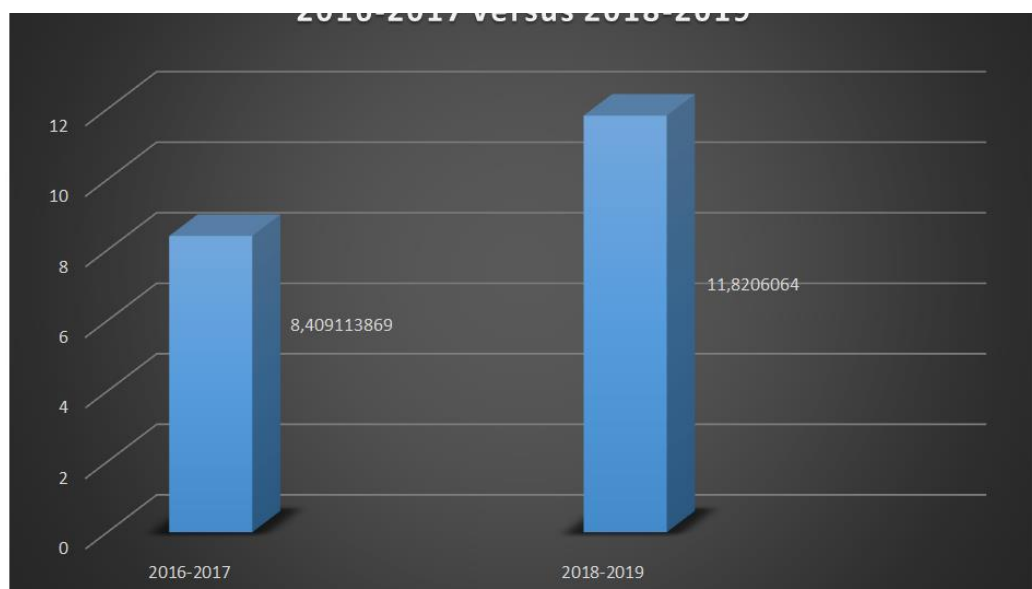
In 2017-2018, the renovation of 275 rooms in the Calypso II building was carried out, changing the bathrooms and rooms entirely. These works entailed a significant energy saving, since all the lighting of rooms and corridors was changed to LED, as well as changing the room keys to cards, which automatically turn the electricity on and off, saving on lighting and air conditioning/heating.

In addition, thermal and acoustic insulation was installed in all rooms.

And finally, in terms of energy savings, aluminium frames and window panes have been changed on all balconies, achieving significant savings.

The same refurbishment is planned for the Calypso I building, beginning in November 2019.

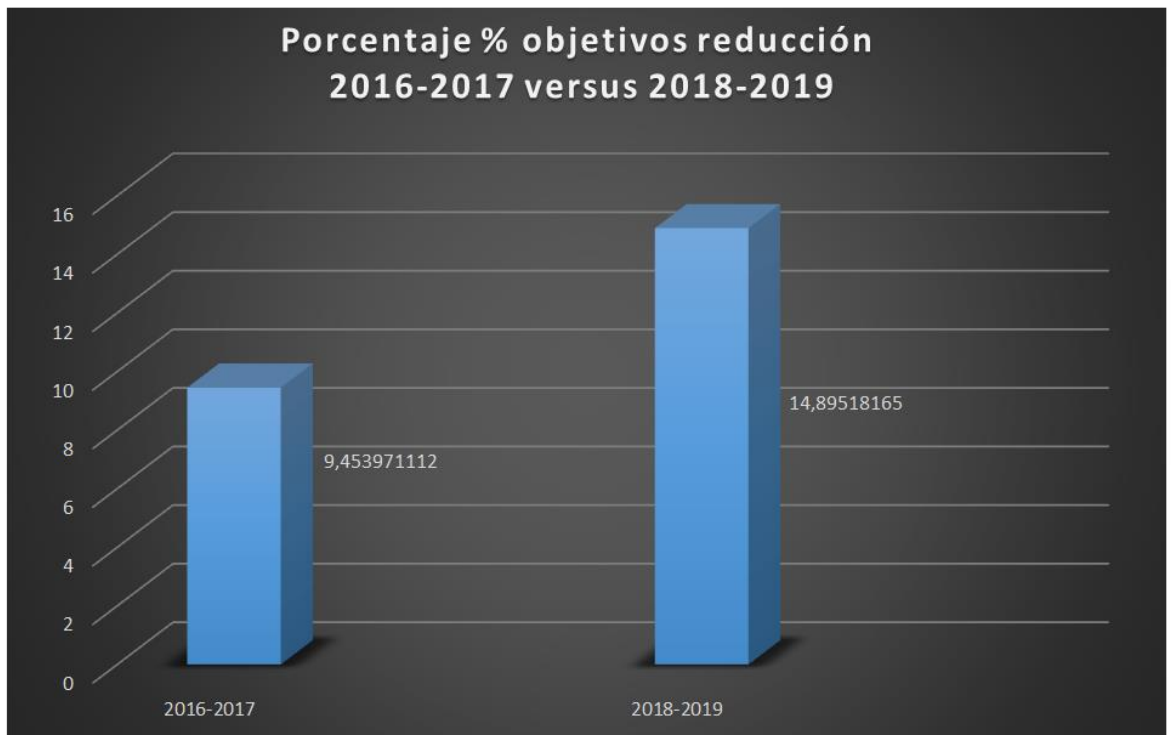
CONSUMO DE ELECTRICIDAD	HOTEL CALYPSO***			
	2016	2017	2018	2019
	2016-2017		2018-2019	
CONSUMO DE ELECTRICIDAD (kw)	1.920.516	1.805.839,00	1.785.520,00	1.564.272,00
Consumo de energía por cliente/noche	7,270	6,658	7,137	6,293
Consumo de energía por cliente/año	2.653,42	2.430,29	2.604,94	2.297,02
ESTANCIAS	264.183	271.215	250.184	248.565
OBJETIVOS %	8,409113869		11,8206064	



REDUCTION IN GAS CONSUMPTION of 14.89% vs 2016-2017.

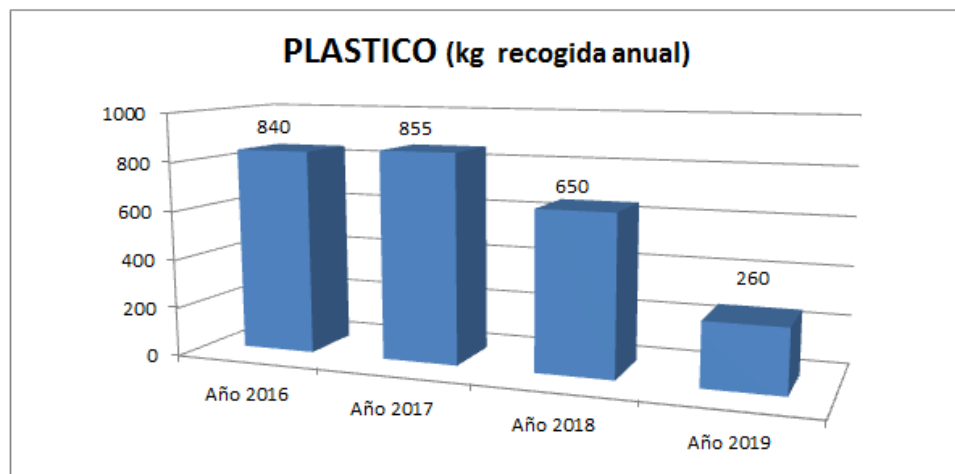
Change of three boilers (two hot water circuits for rooms and another hot water circuit for the kitchen) from gas to electric, 2017/2018, with the aim of reducing gas consumption.

CONSUMO DE GAS	HOTEL CALYPSO***			
	2016	2017	2018	2019
	2016-2017		2018-2019	
CONSUMO GAS (m3)	123.697	114.984	95.119	80.427
CONSUMO GAS (kw/h)	1.447.254,90	1.345.312,80	1.112.892,30	940.995,90
Consumo gas por cliente/noche	5,478	4,960	4,448	3,786
Consumo gas por cliente/año	1.999,55	1.810,52	1.623,63	1.381,79
ESTANCIAS	264.183	271.215	250.184	248.565
OBJETIVOS %	9,453971112		14,89518165	



REDUCTION IN PLASTIC of 60% vs 2016-2017.

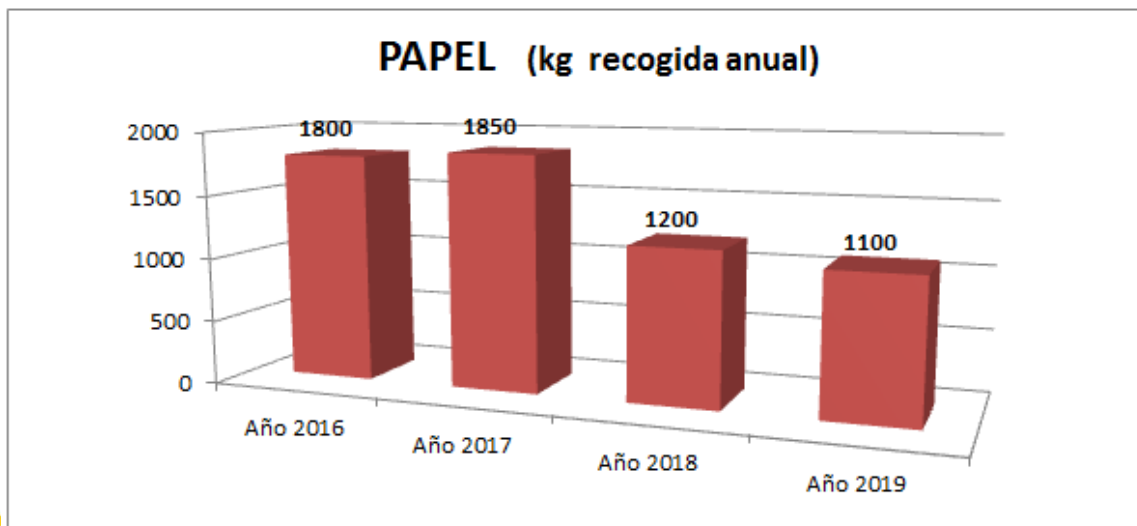
Replacing plastic cups with reusable polypropylene cups. Replacing plastic spoons with wooden sticks. Replacing porexpan cups with recyclable cardboard and eliminating plastic straws (2019).



REDUCTION IN PAPER of 8% compared to 2016-2017.

Changing the current 6-sheet, folio-sized "Welcome" brochure, to a single-sheet pocket-sized format. Sending payroll and teaching materials through the employee's portal.

Installation of the TAKHYS: APP for internal communication between operational departments and for all kinds of corporate documentation.



REDUCTION IN CO2 EMISSIONS of 4% vs 2016-2017.

Cyclo-tourism. Installation of a "bikestation" in the hotel, in order to encourage the use of bicycles by customers, as well as healthy routes (brochure), reducing the use of fossil fuels through the use of urban transport.



Reduction in CO2 emissions through the replacement of gas boilers with a greater energy efficiency.

		Consumo anual	Unidades de medida física	Factor de emisión (Kg de CO2 eq/kWh)		Kg de CO2 eq
2016	Electricidad	1.920.516	kWh	0,385	Kg de CO2 eq/kWh	739.398,66
2017	Electricidad	1.805.839	kWh	0,385	Kg de CO2 eq/kWh	695.248,02
2018	Electricidad	1.785.520	kWh	0,385	Kg de CO2 eq/kWh	687.425,20
2019	Electricidad	1.564.272	kWh	0,385	Kg de CO2 eq/kWh	602.244,72

	Consumo anual	Unidades de medida física	Factor de conversión	kWh	Factor de emisión (Kg de CO2 eq/kWh)		Kg de CO2 eq	
016	Gas natural	123.697,00	Nm3	10,7056	1447254	0,2016	Kg de CO2 eq/kWh	291.766,41
017	Gas natural	114.984,00	Nm3	10,7056	1345312	0,2016	Kg de CO2 eq/kWh	271.214,90
018	Gas natural	90.113,00	Nm3	10,7056	1054322	0,2016	Kg de CO2 eq/kWh	212.551,32
019	Gas natural	80.427,00	Nm3	10,7056	940995	0,2016	Kg de CO2 eq/kWh	189.704,59

	Producto	Consumo anual	Unidades de medida física	Factor de emisión (Kg CO2 eq/ud)		Kg de CO2 eq
2016	Agua	54.201,00	m3	0,788	Kg de CO2 eq/m3 de agua	42.710,39
2017	Agua	54.034,00	m3	0,788	Kg de CO2 eq/m3 de agua	42.578,79
2018	Agua	47.336,00	m3	0,788	Kg de CO2 eq/m3 de agua	37.300,77
2019	Agua	44.661,00	m3	0,788	Kg de CO2 eq/m3 de agua	35.192,87

2016 total kg de CO2 eq	1.073.875,45	% PROGRESIVO
2017 total kg de CO2 eq	1.009.041,7062	reducció del 6,03%
2018 total kg de CO2 eq	937.277,2832	reducció del 7,11%
2019 total kg de CO2 eq	827.142,18	reducció del 11,75%

PROMOTING MORE SOCIAL AND CHARITABLE ACTIVITIES

Increased participation to a total of 9 internships (3 in the kitchens, 1 in the bar, 4 in the restaurant and 1 in Technical Services) for students at risk of social exclusion with programmes organised by CRUZ ROJA and FORMACIÓ I TREBALL (INCORPORA CAIXA), compared with 6 students in 2017 and 5 in 2018.

Participation in the Fundació Formació i Treball (Training and Work Foundation) projects, Composting organic matter (2019).

Furniture donation from 255 rooms for reuse by a Senegalese association (2019-2020). In November 2018, delivery of a wheelchair requested by the same association.

