

# **SUSTAINABILITY REPORT**

## **2019-2020**

### **Hotel Calypso**



## WELCOME

Med Playa is a friendly, family company, with a long tradition and extensive experience, specialising in holidays by the sea. We offer excellent value for money 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

Our environmental policy is focused on defining the actions carried out in our establishments in order to improve how our management functions with regards to the community, as well as fair treatment of employees and the environment, aimed at guests and clients, workers in the establishment and suppliers.

1. Make efficient use of our facilities and equipment with the active participation of the staff and the guests in order to reduce the consumption of water and power, as well as CO2 emissions.
2. Achieve a reduction in waste creation at our hotels by following a series of ecological initiatives to reduce waste.
3. Encourage recycling by promoting the selective collection of waste.
4. Develop a purchasing policy specifying environmental and social objectives and obligations.
5. Conserve biodiversity in our environment through participation in different activities.
6. Optimise the use of chemical products.
7. Promote the social benefits of our employees by encouraging well-being and healthy living, improving our employment policies with training programmes, and defending equal opportunities for all.
8. Contribute in the development of our community by contracting local suppliers 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 including typical dishes in our menus.
10. Participate actively in environmental and social projects taking 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 clients and involved in all connected processes and with the active participation of all staff in the organisation.

## **PURCHASING POLICY**

The objective of Med Playa is to achieve the best efficiency throughout the purchasing process, guaranteeing the delivery of quality products and services to its clients, demanding that its suppliers comply with current regulations, and promoting values in sustainability.

## **HEALTH AND SAFETY POLICY**

Med Playa Management has full responsibility for the definition, development, structuring, reviewing, dissemination and compliance with our pre-emptive policy, and as such, providing the material and human resources necessary for its implementation. In order to exercise its responsibility, the company's management will have the support of middle management and the worker(s) assigned to prevention matters. Additionally, we will have the collaboration and consultancy of a prevention service at our disposal from leading companies in the prevention service sector, while applying the prevention plan to all activities within the Company.

## **CHILD PROTECTION POLICY**

We at Med Playa are committed to child protection and doing everything we can to defend it. The staff accepts and acknowledges our responsibilities in developing 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 in the impacts of influence and activity, providing the necessary framework for striving to freely improve working conditions.

## **COMMUNITY PARTICIPATION POLICY**

Med Playa participates actively 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 '**Environmentally Sustainable Efficient Hotel**' certificate, awarded by the **ISTUR Group (Institute for Sustainable Tourism)** 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 2019-2020



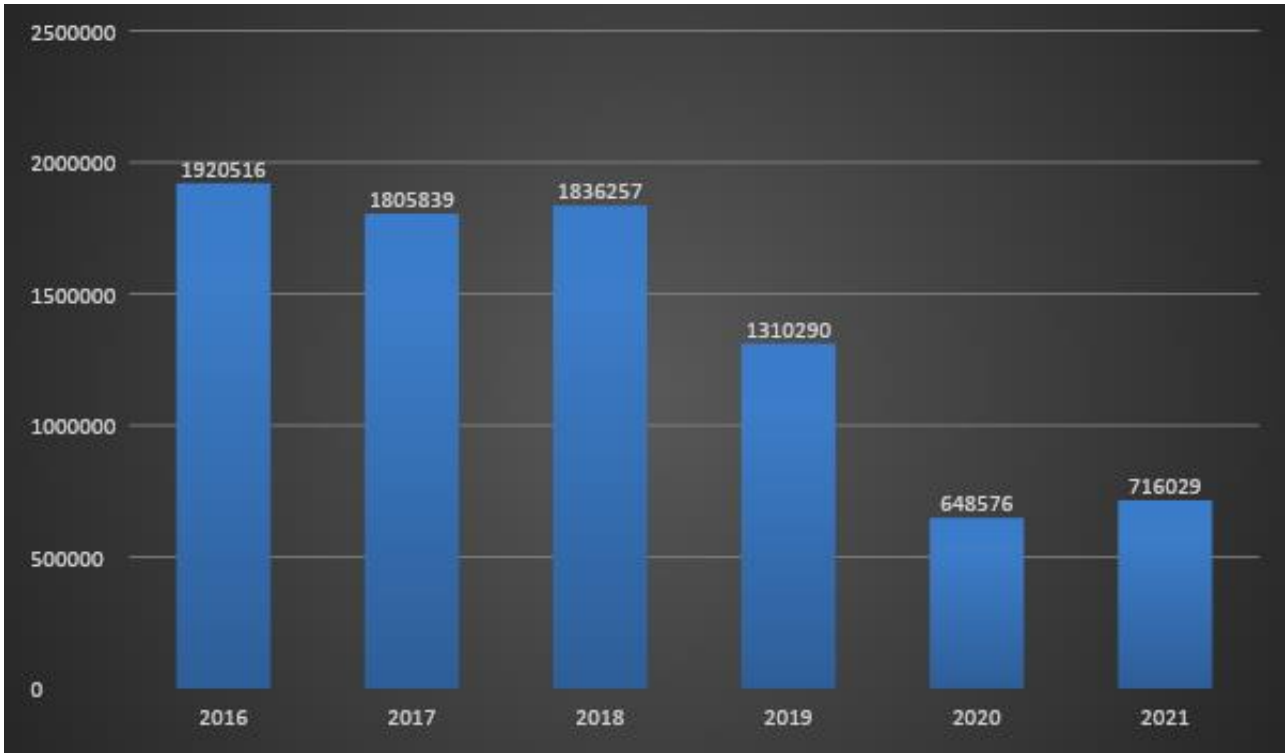
The years 2020 and 2021 (season ended on 19 Sept.) were affected by the Covid19 pandemic, which means that hotel occupancy has been very low compared to normal seasons, as well as the length of season which has also been shortened to a considerable extent, as the hotel was open for three months rather than the usual nine months.

We would like to point out that the data in this report are subject to these circumstances, even so, we have continued to improve in some sustainability-related aspects, as this is our objective in any situation that alters the normal operation of the hotel.

### ➤ **REDUCTION IN ENERGY CONSUMPTION by 11.82 % vs 2017-2018**

1. Changing bulbs for LED lighting in the two buildings, Calypso II in 2017/2018 and Calypso I in 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).

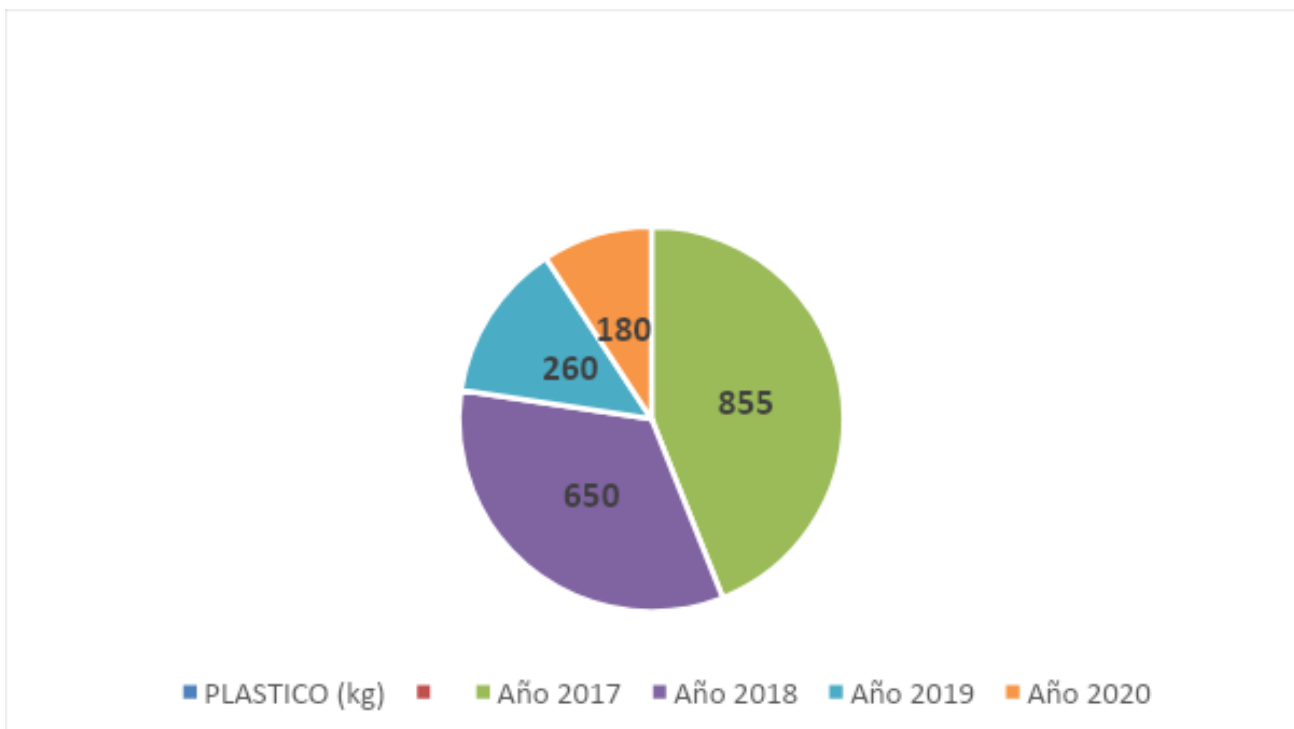
ENERGY CONSUMPTION	HOTEL CALYPSO****					
	2016	2017	2018	2019	2020	2021
	2016-2017		2018-2019		2020-2021	
ENERGY CONSUMPTION	1920516	1805839	1836257	1310290	648576	716029
ENERGY CONSUMPTION (kw)	1.920.516	1.805.839,00	1.836.257,00	1.310.290,00	648.576,00	716.029,00
Energy consumption by client/night	7,270	6,658	7,340	5,894	24,649	14,729
Energy consumption by client/year	2.653,42	2.430,29	2.678,96	2.151,26	8.997,04	5.375,92
<b>STAYS</b>	<b>264.183</b>	<b>271.215</b>	<b>250.184</b>	<b>222.314</b>	<b>26.312</b>	<b>48.615</b>
OBJECTIVES %	8,409113869		19,69794097		40,24788139	



➤ **REDUCTION OF PLASTIC by 80 % vs 2017-2018.**

1. Replacing plastic cups with reusable polypropylene cups. Replacing plastic spoons with wooden sticks. Replacing polystyrene cups with recyclable cardboard and eliminating plastic straws (2019). In 2020, there was a significant reduction of plastic and glass bottles, replaced by Bag in Box and barrels.

HOTEL CALYPSO****	
PLASTIC (kg)	
Year 2017	855
Year 2018	650
Year 2019	260
Year 2020	180

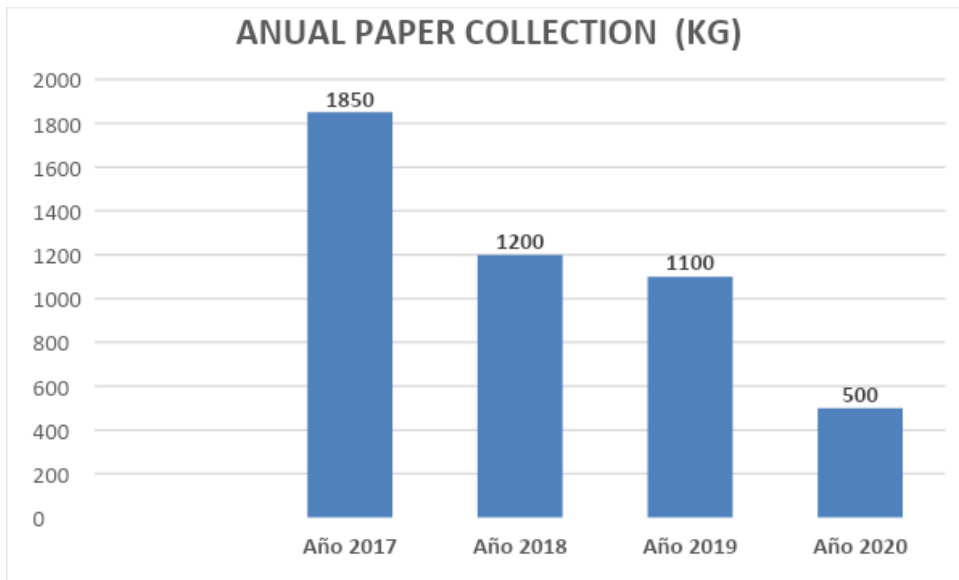




➤ **REDUCTION of PAPER by 75 % compared to 2017-2018.**

1. As we discussed in the previous report, we have installed TAKHYS: APP for internal communication between operational departments and for all kinds of corporate documentation.
2. All printed information left in the rooms for guests has been removed. All this information is currently displayed on the screens located in the hallways of the two buildings.
3. Offices work with a minimum volume of paper, prioritising black and white and double-sided printing. Internal and external communication channels via e-mail, SAP and company mobile phone. Paper recycling.

HOTEL CALYPSO***	
Year 2017	1850
Year 2018	1200
Year 2019	1100
Year 2020	500

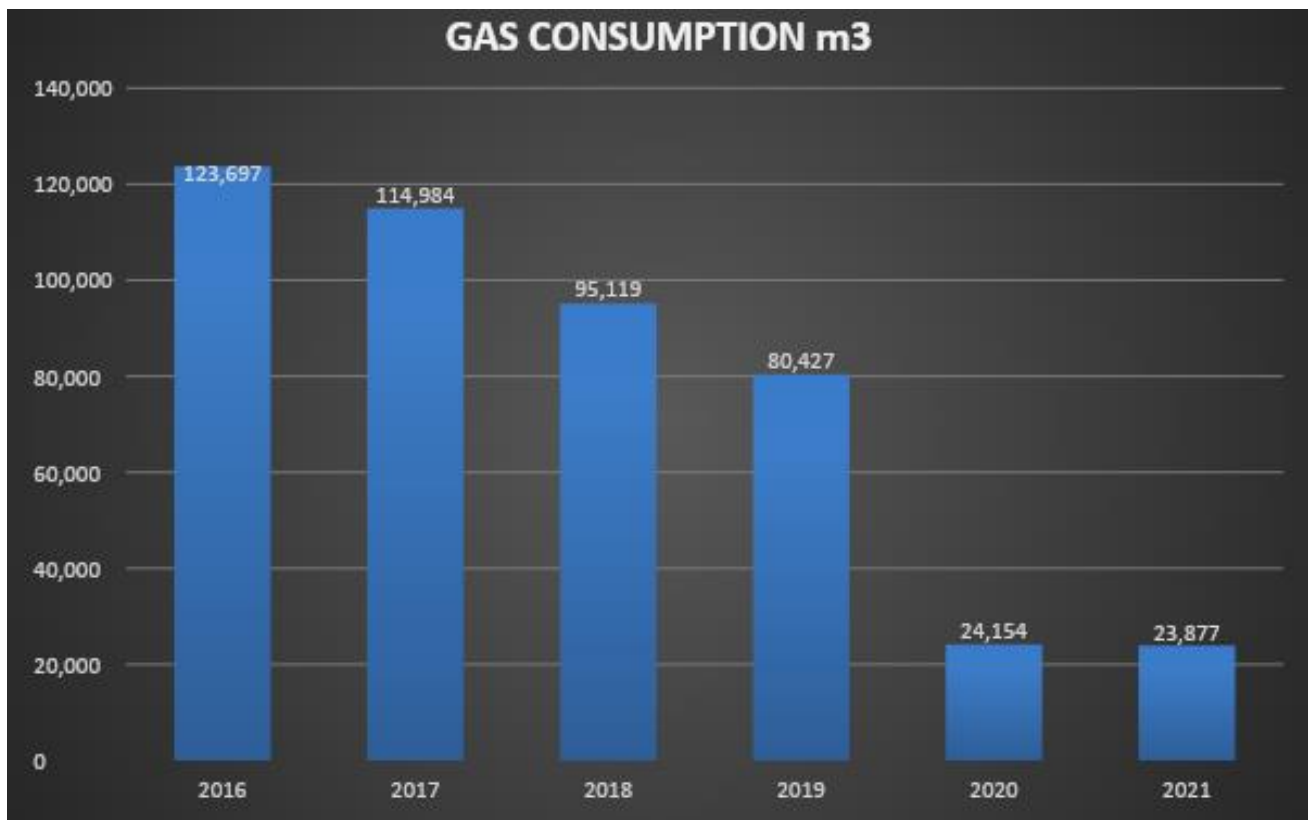


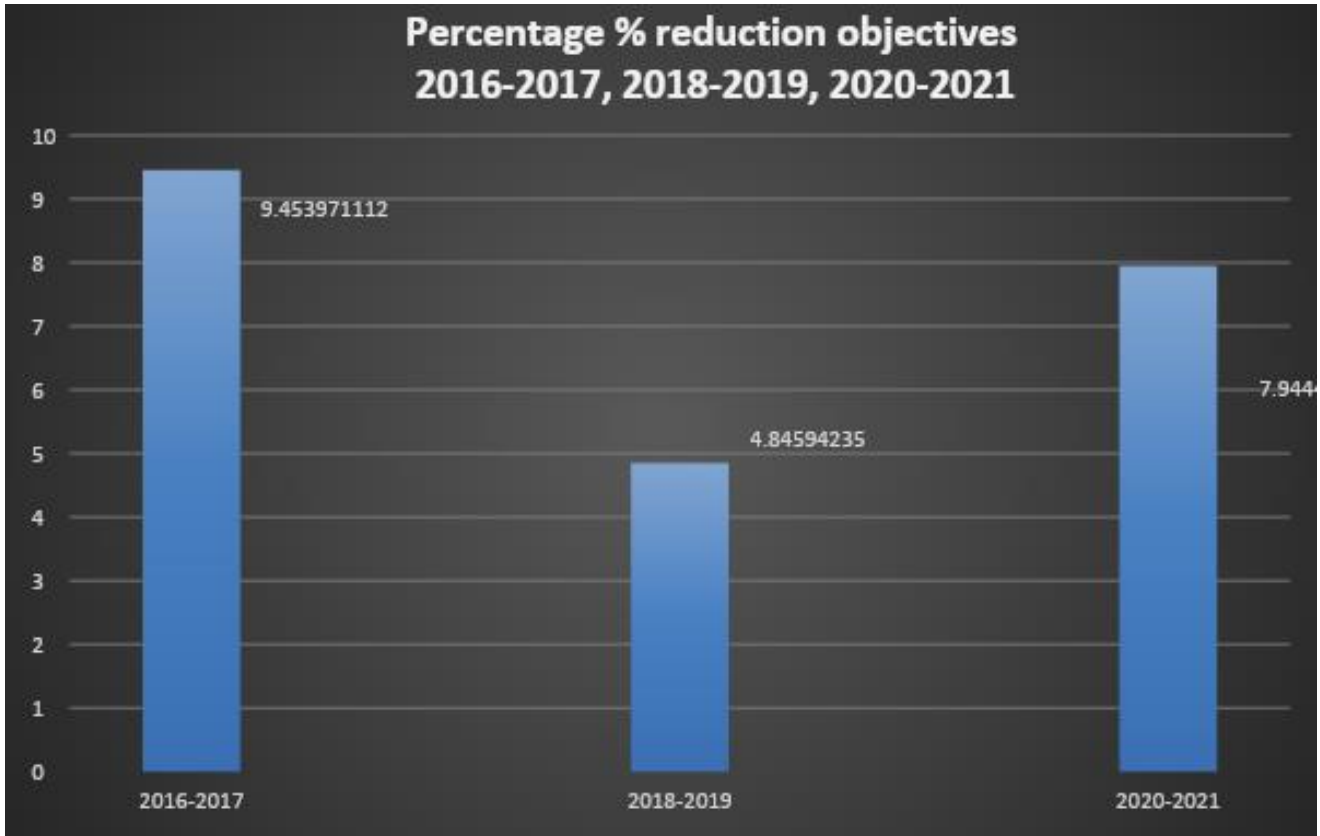
## ➤ REDUCTION IN GAS CONSUMPTION

Gas consumption data are presented. Comparative reduction targets, in %, for 2016-2017, 2018-2019, 2020-2021 are shown in a graph. These targets are calculated on the basis of the consumption per “customer/night”. This is a real figure, independent of the number of days and number of customers.

As mentioned above, the years 2020 and 2021 are marked by the **COVID19** pandemic. The Calypso Hotel’s operations have suffered as a result of the dramatic drop in tourism. Thus, the cost of infrastructure maintenance involves the operation of all facilities, whether the hotel is at 100% or 25% occupancy. The number of customers must also be taken into consideration, as the more customers, the more cost reduction. This significantly affects the data for the last two years.

GAS CONSUMPTION	HOTEL CALYPSO****					
	2016	2017	2018	2019	2020	2021
	2016-2017		2018-2019		2020-2021	
GAS CONSUMPTION (m3)	123.697	114.984	95.119	80.427	24.154	23.877
GAS CONSUMPTION (kw/h)	1.447.254,90	1.345.312,80	1.112.892,30	940.995,90	282.601,80	279.360,90
Gas consumption by client/night	5,478	4,960	4,448	4,233	6,242	5,746
Gas consumption by client/year	1.999,55	1.810,52	1.623,63	1.544,95	2.278,44	2.097,43
STAYS	264.183	271.215	250.184	222.314	45.272	48.615
OBJECTIVES %	9,453971112		4,84594235		7,944426431	



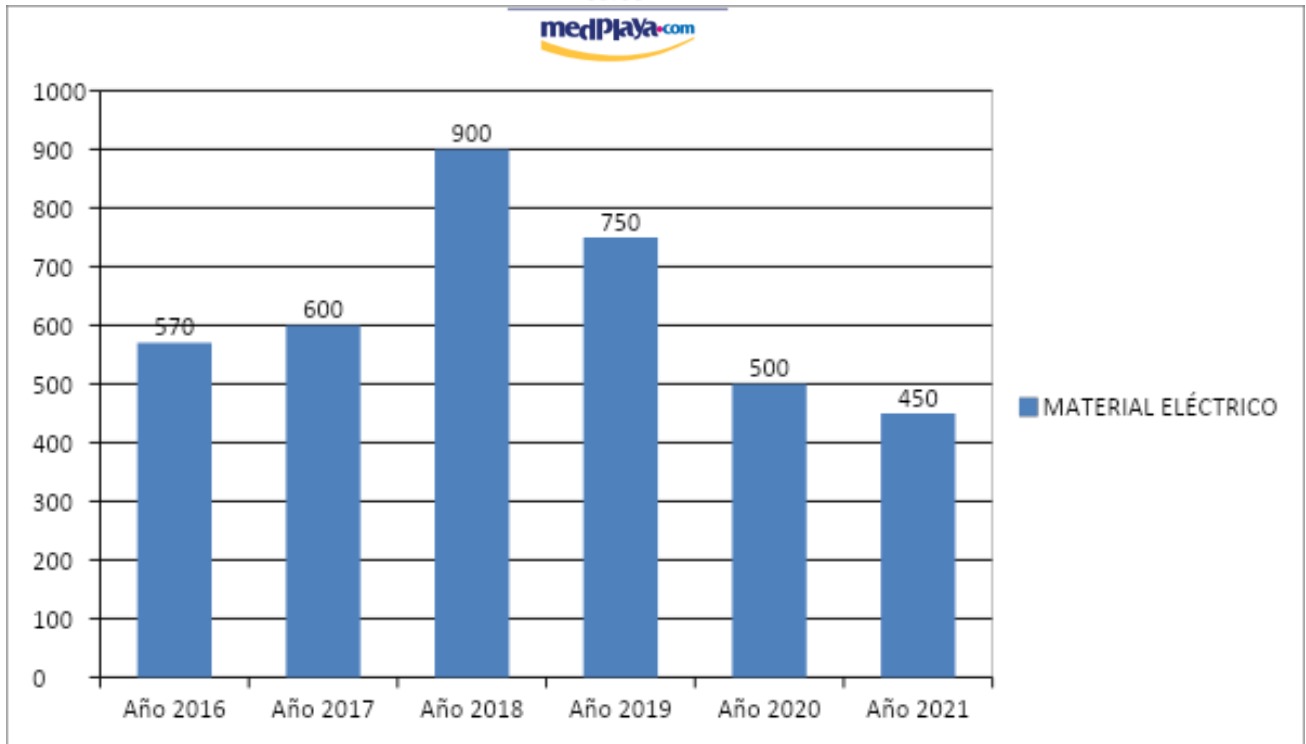


➤ **REDUCTION IN CONSUMPTION OF ELECTRICAL EQUIPMENT OF 30% vs 2017-2018**

Data on the collection of electrical equipment is presented. There is an upturn in 2018 which is explained by the works carried out at Calypso II. At the beginning of that year, during the dismantling process, it was possible to collect more wiring, other electrical equipment for scrap.

Emphasis is placed on their collection to be in line with good environmental practices.

HOTEL CALYPSO****	
ELECTRICAL EQUIPMENT	
Year 2016	570
Year 2017	600
Year 2018	900
Year 2019	750
Year 2020	500
Year 2021	450



➤ **PROMOTING MORE SOCIAL AND CHARITABLE ACTIVITIES**

Every year the Calypso Hotel welcomes interns for different departments. In the last two years, this has not been possible due to the pandemic.

1. Donation of furniture from 266 rooms for a second use to a Senegalese association (2019-2020), as well as all decommissioned equipment (satellite dishes, fridges, televisions, etc.), following the complete renovation of the hotel’s main building.
2. CÁRITAS. As every year, at the end of the season, we make donations of food near its use-by date to Cáritas. In 2019 and 2020 we can say that an average of 700 kilos of food was delivered.