



Informe de Sostenibilidad 2016-2017

2016-2017 Sustainability Report



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WELCOME

Med Playa is a friendly, family company, with ample tradition and experience, specialised in holidays by the sea. We offer an excellent value for money with great facilities, a working team with a calling towards service and commitment to the company and environmental protection.

Here at the Med Playa group hotels, we are aware that the tourism industry has many impacts on destination areas, 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.

Through the policies on sustainability, guests, employees, providers, shareholders and the company in general, actively collaborate with us with the aim of minimising any negative impacts.

VISION

Ensure the efficiency, good operation of the sustainability procedures and good practices at all the hotels of the Med Playa group.

MISSION

Provide all of our clients, suppliers and employees with the services, products and experiences of our hotels using 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 providers.

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 societal benefits of our employees 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 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 including typical dishes in our menus.
10. Participate actively in environmental and societal 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 providers 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 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.

APPLICABLE LEGISLATION

Med Playa adheres to current legislation on international and national environmental matters as well as legislation from different autonomous and local communities.

PARTNERS

- Med Playa forms part of Travelife, a leading initiative **in training, management and certification** for those tourism companies committed to achieving sustainability. Recognised by numerous tour operators and travel associations. Year after year, Med Playa has received several gold awards for its hotels.
- Hospitality Award "A Real commitment to sustainability" and certificate of the '**Efficient Sustainable Hotel**', awarded by the **ISTUR Group (Institute of Tourism Sustainability)** at FITUR 2015.
- Award for Sustainability and Energy Efficiency awarded by Endesa at the HotelRioPark in Benidorm.
- Member of Unicef and its "Hoteles Amigos" programme for protection against child exploitation. Raising funds and makes donations.

Certifications

Every two years, Med Playa renews its Sustainability certifications through Travelife, an organisation recognised by numerous tour operators and travel associations, an enterprise leading in training, management and certification for tourism companies based on comprehensive, universal principles and criteria for Sustainable Tourism. These principles are aimed at ensuring responsible management in the area of Sustainability for tourist destinations. Every two years, Med Playa is awarded several Gold certifications for its hotels.

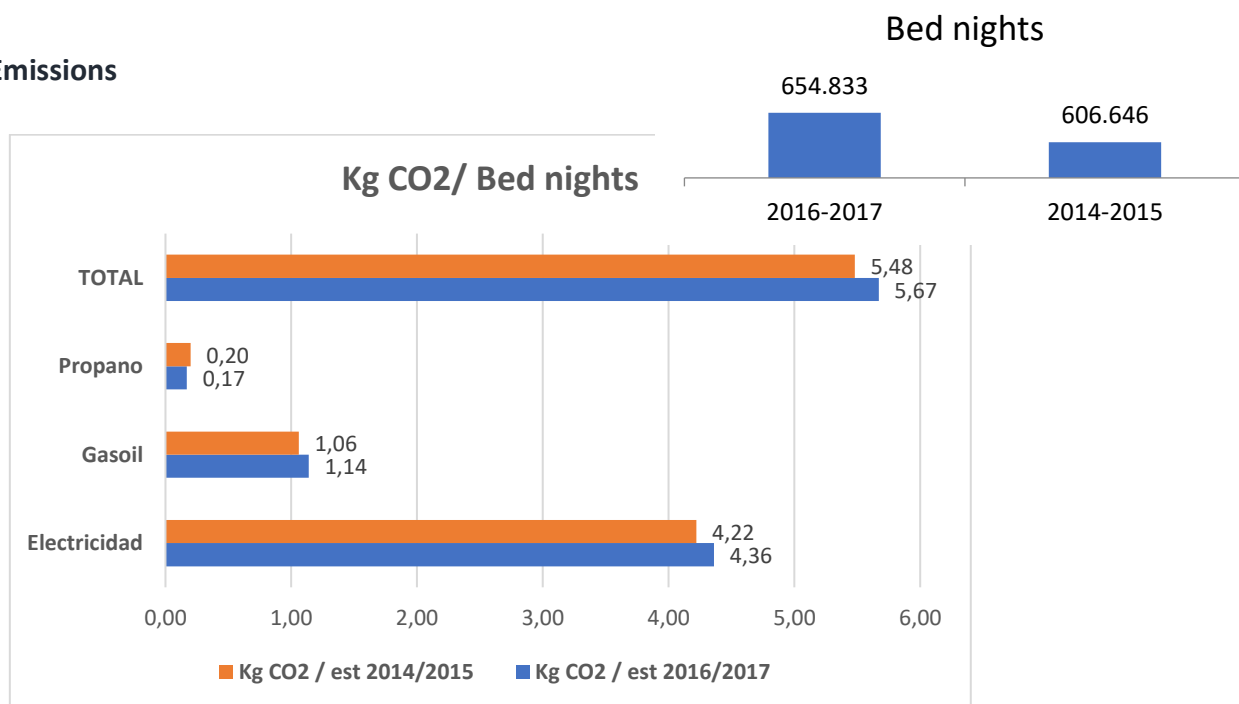
OBJECTIVES 2016-17



- Reduce CO2 emissions by 3% vs 2014- 15
- Reduce energy consumption per stay by 3% vs 2014- 15
- Boost recycling vs 2014-15.
- Increase collaboration with social organisations.

ENVIRONMENTAL ASPECTS

CO2 Emissions



Propane Gas

Compared to the previous period, the consumption of propane gas has been reduced, mainly due to the increase in the use of ready prepared food products, which reduces the need for processing and increases replenishment, and has been affected by the acquisition of new equipment with an improved performance.

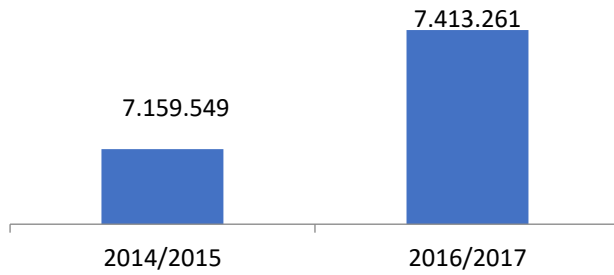
Diesel oil

There has been an increase due to incidents that occurred with the production of solar energy, the installation being out of service for a prolonged period of time. More demanding regulations should also be taken into account, which have required stricter compliance measures, meaning an increase in the set point in order to achieve a higher temperature in the return flow.

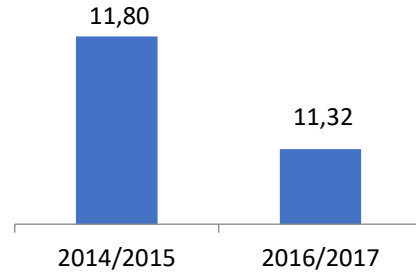
Electricity:

The majority of electricity usage is linked to hotel occupancy and air conditioning. Both of these experienced an increase in the period compared to the previous period, particularly air conditioning during the summer of 2017, when temperatures well above the average were recorded and which lasted for an abnormal length of time. However, a decrease in consumption per stay has been achieved.

Kwh electricity



KWH / Beb nights



Renewable energy

There was a significant reduction due to the incidents that affected the solar energy contribution, meaning the equipment was completely out of service for a prolonged period of time.

383,686 kWh produced in 2014-2015

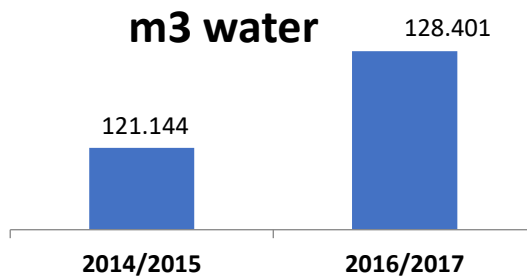


115,105 kWh produced in 2016-2017

Water

There was an increase in the cubic metres used, which is in line with the increase in the number of stays over the period, achieving a per stay saving of 4 litres per stay with the average consumption per stay at 196.08 lt.

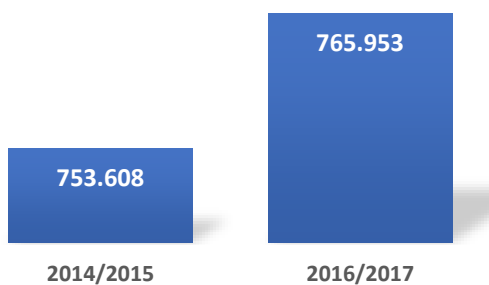
In order to use water efficiently, a preventive maintenance control is maintained in the facilities, comparisons of consumption are made with other hotels and against other products, as well as efforts to raise the awareness of personnel.



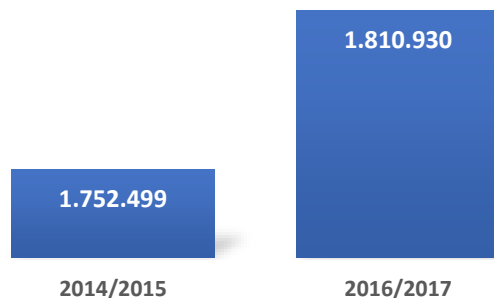
Other consumption

In the 2016/2017 period there was an increase in the number of stays compared to the previous period, which justifies the increase in the total items, both in the restaurant and the apartments. However, if we compare the ratio per stay, we see that there has been a decrease, falling from 1.24 pieces in 2014/2015 to 1.17 in 2016/2017 and in the apartments of 2.89 pieces to 2.76 respectively, affected by an increase of 0.22 days in the length of the average stay and the commitment to improving the management of the use of hotel linen by both customers and employees.

Restaurant Laundry



Rooms Laundry



Residues

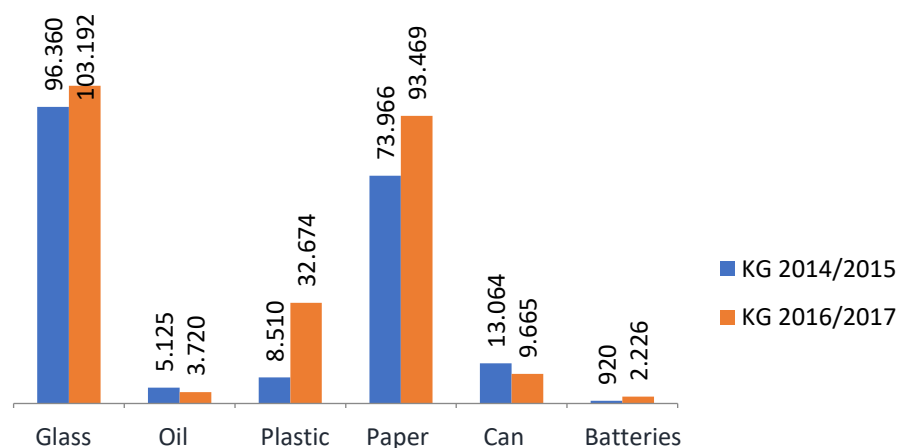
A 1,405 litre reduction in the amount of oil recycled has been achieved due to a reduction in the use of fried foods and an optimization of the use of fryers, extending the useful life and thus reducing the oil purchases from 0.04 litres to 0.03 litres per stay.

Regarding batteries, there has been a considerable increase due to changing the locks in 100% of the rooms and some of the safes, which meant a total recycling of 1,868 units. Note that with this change there will be less need to use batteries.

In terms of cardboard and plastic, there has been an increase due to the rise in the number of recycling points installed in each floor to facilitate recycling by customers. Cardboard and packaging of merchandise continues to be eliminated, electronic communication is encouraged, office paper is reused and awareness of proper use has been raised

Regarding glass, there has been an increase proportional to the increase in customers, leaving the ratio per customer equal to the previous period.

Regarding cellulose, an increase has been seen over the period, rising from 3.87 pieces per stay in the 2014/2015 period to 3.92, mainly due to the increase in the number of themed nights that require its greater use, with the increase of cellulose pieces being lower than the decrease of items laundered.



SOCIAL ASPECTS

Local Activities

The intended objectives have been achieved and various other actions have been carried out:

- Provide work for people with disabilities.
- Encourage local cuisine in the buffet menus with dishes such as Paella Valenciana, Fideua, fish, desserts and other products from the area.
- Provide information to customers about schedules, trains, buses, cultural activities, excursions, local leisure, etc.
- Collaborate with Emaus, an international association working for geriatric centres and schools.
- Collaborate with Forcal, a training centre specialising in work practices education.
- Delivery of garments and objects left and not claimed by customers to the Benidorm Solidarity Association to be given to those families most in need.
- Donation of material and equipment to the I.E.S. Mediterrenia.
- Carry out fund raising activities on behalf of Busy Bees Benidorm.
- Organise a padel tennis tournament for the employees of the company.
- Collaborate in saints festivals in of Benidorm.
- Participate in costume parties by making a float and taking part in the Benidorm Fancy Dress Party parade.
- Setting up a library to facilitate the exchange of books.
- Holding the employee's family day, providing dinner and a children's show.
- Achieve special prices for employees in partner organisations such as IMED Levante, Carmen dry cleaner.
- Exchange of services with Terra Natura for the Christmas party for their respective employees.
- Collect toys during the Christmas campaign in order to deliver them to organisations working work with underprivileged children.

ECONOMIC ASPECTS

Med Playa is a hotel group based in Girona, which specialises in the management of tourist establishments located on the coast. Founded in 1967 on the Costa Brava, its expansion began in Benidorm and continued along the Costa del Sol, Salou and Maresme with the purchase of several, already built hotels, including the historic Pez Espada de Torremolinos (Málaga).

Currently, the group has sixteen establishments, thirteen of which are owned, and has a turnover of more than 79 million euros (2015) and a staff force of 1630 workers in high season.

































Hotel Flamingo Oasis

Category 4 stars

Capacity 399 rooms

Benidorm coastal area – Alicante - Spain

Certification Travelife

 DISCO	 CAR PARK	 SOLARIUM
 GYM	 SAUNA	 MINI-GOLF
 OUTDOOR SWIMMING POOL	 RESTAURANT	 INTERNET CENTRE
 DISABLED FACILITIES	 MEETING ROOM	 SHOP
 24 HOUR RECEPTION	 KIDS CLUB	 CAFE
 ENTERTAINMENT PROGRAMME	 HEATED POOL	 BAR
 LOUNGE	 LUGGAGE STORAGE	 LARGE-SCREEN TELEVISION
 OUTDOOR CAR PARK (UNSUPERVISED)	 CHILDREN'S PLAYGROUND	 ORGANISED TRIPS (NOT INCLUDED)
 GARDEN	 CAR RENTAL	 CURRENCY EXCHANGE
 GAMES ROOM	 NO PETS	 ALL INCLUSIVE
 FREE WIFI	 MEDIKIDS ENTERTAINMENT- HIGH	

% bed places in Benidorm.	1.02 %
% overnight stays in Benidorm.	2.83 %
Gross profit per available room.	€ 69
Expenses allocated to energy measures and modernisation of facilities.	€ 168,812
Travelife Sustainability Programme.	€ 1,440
Sustainability Training	€ 5,814

STAKEHOLDERS

Shareholders

All the members of the Med Playa board of directors and those with management responsibilities maintain a relationship with its shareholders based on reciprocal, sustainable benefit, governed by the principles of trust, transparency and ethics.

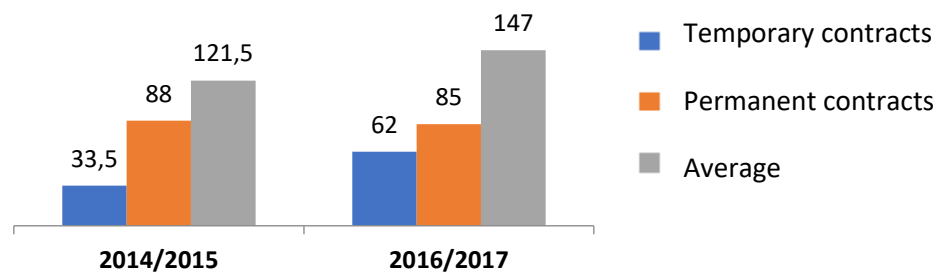


Employees

One of the main objectives of the Med Playa Group is to promote a working environment that facilitates the professional and human development of all employees. The diversity of abilities, experiences and the integration of different people and cultures is one of the foundations of the

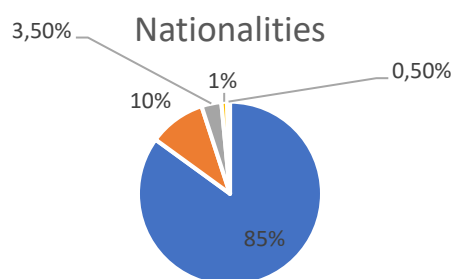
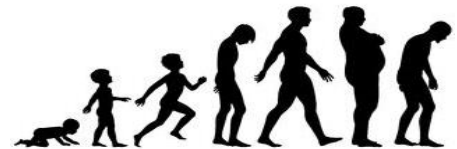
success of Med Playa. The average workforce for 2016-2017 was **147** employees

Employment

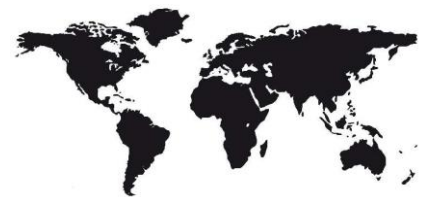


Average Age

Age/period	2014/2015	2016/2017	Diff.
18-25	3.42	9.8	6.38
26-35	18.8	17.2	-1.6
36-45	30.77	31.5	0.73
46-55	32.48	32	-0.48
56-65	14.53	9.5	-5.03



■ España ■ Europa ■ Sur America ■ Africa ■ Asia



2016-2017 vs 2014-2015, the workforce has undergone a rejuvenation, notably decreasing the number of overtime hour due to an increase in the workforce. The average age has reduced, the internationality has been maintained and there has been a negligible accident rate.

Employees social benefits

- Discounts on reservations of the hotels of the chain.
- Discounts at local businesses: Gym, opticians, dentists, amusement parks.

Promotions:

- In the Bar Department, Rosa Maria Saval was given a permanent contract
- In the Reception Department, Javier Garcia and Eva Sánchez were given permanent contracts.
- In the Maintenance Department, Jorge Ferrándiz was hired and in the Kitchen Department, Jose Arrebola was taken on within the company's promotion of employment for people with disabilities scheme.
- In the Kitchen Department, Mario Pascotto, second head chef, was made a permanent employee.

Training

Over the last two years, various training courses have been delivered in various areas:

- Prevention and control of Norovirus.
- Legionella prevention.
- Prevention of occupational hazards. This training is carried out throughout the year with all the staff who have recently joined the workforce, and permanent staff take the course every three years. This course can be completed in person by attending the courses organised by the ASEPEYO prevention service or through the online platform
- HACCP food security management.
- Management of food allergens
- Environmental sustainability.
- Attractive Buffets
- Extraordinary Teams
- Replenishment courses
- Gastronomy
- Sales
- Attracting the Customer
- Basic English for Employees

Others

Since 2007, the Hotel has held an innovation competition*

In 2016, the winners were:

- Juan Arredondo, Fabian Murillo, Daniel Arpón

In 2017, the winners were:

- Maria Jose Jiménez, Verónica Benito, Miguel Ortega and Maria Jose Sánchez

Customers

The satisfaction of our customers is a fundamental principal for the Med Playa group and customers are treated with honesty, professional responsibility, confidentiality, privacy and proper use is made of their data.

The client can leave an opinion by contacting the Med Playa Call Centre or leaving a comment on medplaya.com.

Another tool used to find out about customer satisfaction is



which analyses online opinions and allows the reputation and online presence to be aggregated, organised and effectively managed on the main online travel agencies, opinion websites and social networks.



Reviews



Global Review Index



Amigo Card Loyalty Programme

Our repeat customers are rewarded through a system of accumulating points which can be exchanged for services, gifts and discounts on their reservations.

Currently, within the Med Playa group, there are 77,637 loyal customers, of which 6,842 joined through the Flamingo Oasis during the 2016-2017 period.

77,637 loyal customers



Suppliers

The Med Playa Group applies a strict and detailed procedure for the evaluation and selection of suppliers based on social, ethical and environmental criteria.

Standards for codes of conduct and sustainability policies can be accessed on the website at www.medplaya.com.