



Sustainability Report 2018-2019-2020



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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

*“Our mission is to promote sustainability and bring improvement to the social conditions of our scope of action”*

## 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 employee’s 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.

## **SUMMARY**

This sustainability report includes the activities and main results of the Hotel Flamingo Oasis, Managed by the Med Playa Group in the field of sustainability during the period of 2018-2019-2020.

CO2 emissions have been reduced mainly due to the incorporation of less polluting fuels in the production systems of domestic hot water and kitchens, placing them at 2.50kg per stay and the consumption of drinking water has increased due to the closing periods with consumption but without stays.

1263 workers have been trained in different subjects, representing 91% of the average workforce. 12570 hours have been invested in training and 83 training actions have been carried out, assuming an investment of 107.620€.

12 Travelife Gold acreditations have been renewed and the Endesa award for Sustainability and Energy Efficiency was received by Calypso Hotel in Salou, for the modernization of the

Boiler room, and the CAIXABANK Corporate Social Responsibility award was also received for the elimination of single-use plastics and the reduction of food waste.

In the Area of Social action, different actions have been carried out, establishments aimed to help treat illness, promoting festivals, sports, culture or caring for the flora and fauna and at the national and international level aimed at helping in disasters, poverty or child protection such as Caritas, Red Cross and UNICEF. In other lines of action, we have focused on the training and employment of people with disability or in risk of social exclusion, collaborating with social programs such as INCORPORA from La Caixa, Red Cross, OSCOBE and vocational training schools

## CERTIFICATIONS AND AWARDS

Medplaya has implemented the Environmental Management System and certification for tourism companies based on global principles and criteria with a universal nature of Sustainable Tourism through Travelife, an entity recognized by numerous tour operators and travel associations, a leading initiative in training and management. These principles are aimed at ensuring responsible management in terms of sustainability of tourist destinations and through this Environmental Management System, 12 Gold certifications have been achieved in the hotels.



12





The Med Playa Group obtains the Endesa award for sustainability and energy efficiency for the energy efficiency measures implemented in the Hotel Calypso in Salou, consisting of a modernization of the boiler room, replacing one of them with diesel oil for natural gas, achieving a reduction in emission of 19% CO2.



On the Right, Ellen LLupens, Deputy Manager at Hotel Calypso.

Caixa Bank awards Med Playa the corporate Social Responsibility award for the elimination of 5.8 million single-use plastic pieces and the reduction of food waste from its buffets.

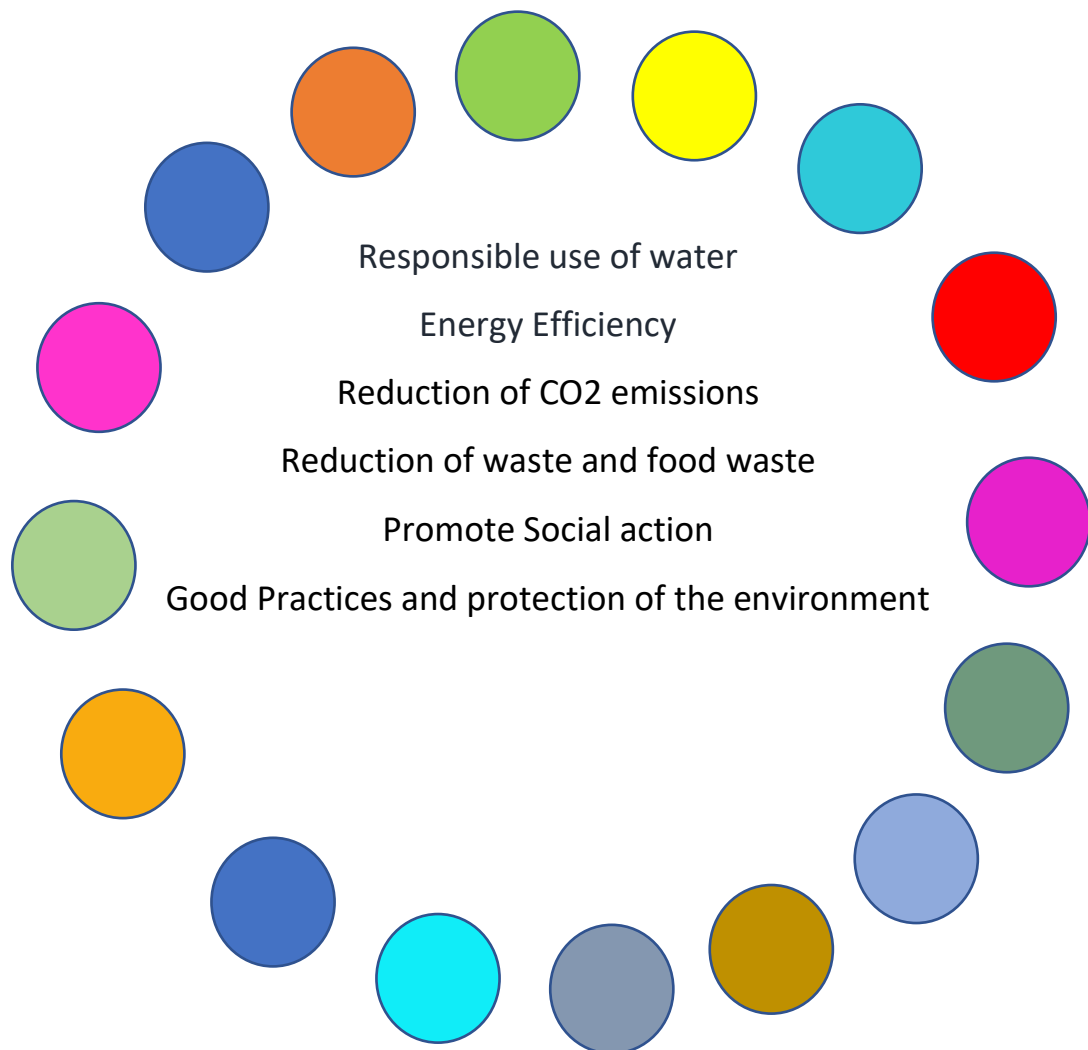


On the right Agustí Codina, President and General Manager For Med Playa and on the left Jordi Avellí Operations Manager.



## MED PLAYA COMMITMENTS 2019-2019

These are the commitments for sustainable development made in 2018 and 2019 and that will serve as guide for the future



## OBJECTIVES 2018-2019-2020



- Reduction of CO2 emissions an 2% vs 2016-17.
- Reducir el consumo energético un 2% vs 2016-17.
- Reduce 5% cardboard paper waste and glass vs 2016-17.
- Action plan for 2019 with the main purpose of eliminating the consumption that generates wastes as well as single-dose containers that can be replaced by bulk formats with much less impact on the environment:

-Elimination of plastic spoons and drinking straws by January 2019, 50% reduction of use compared to 2018

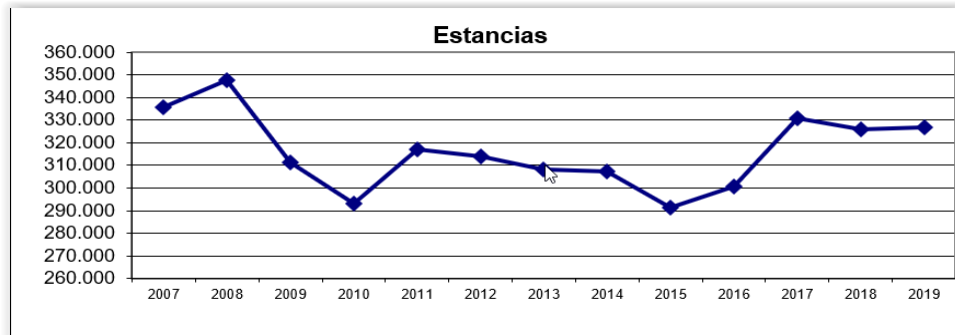
-Jams: Elimination of single dosage and substitute for jams in bulk, reduction of 50% compared to 2018.

## ENVIRONMENTAL ASPECTS

### ANNUAL SUMMARY TECHNICAL REPORT 2.018, 2.019 y 2.020 - TRAVELIFE

#### OCUPATION:

The night stays in 2019 have been practically the same as in 2018 a slight increase of 1%, those in 2020 only contemplate the period from January until march before closing due to the pandemic.



The actions carried out in these two years in energy management have been the following:

- **DIESEL:**

This energy that was used exclusively for the production of ACS, as from June 2018 has been stopped been used due to the migration to Natural Gas (from now on GN) With this implementation, we will use cleaner energy, with less carbon footprint and it will be more efficient. We have also increased the security of the facility since we eliminate the supply by truck and the boilers in the basement -2.

- **PROPANE GAS:**

As with diesel, propane was used exclusively for cooking and stopped been used at the end of May 2018 with the migration to NG. In principle, NG is another LPG (liquified petroleum gases) like propane, but, although the carbon footprint that it produces is very similar, it is more efficient and cleaner energy. With this transition it has been possible to eliminate the problems of loading the filling of the buried tank and the dangers associated with the safety and transfer of gas

- **NATURAL GAS:**

This energy began to operate at full capacity as for April 2018 for the production of DHW by means of new condensing boilers, more efficient than the previous ones and for the supply of gas for the kitchen equipment. There is a minimum consumption since January 2018 for tests and operations that can not be linked to the occupation of those first months.

○ **WATER:**

Water consumption in 2019 has increased by 1.09% compared to 2018, coinciding with the slight 1% increase in occupancy. And this, for obvious reasons and comparing data from previous years, is a rule that is usually fulfilled since the trend of occupation tends to have its curve the same as that for water consumption. In 2020, as from March, consumption is mainly for maintenance of the hotel facilities during closing period.

○ **ELECTRICITY:**

Electricity consumption in 2019 has increased in the same line as occupancy compared to 2018, exactly 1.02%, although 2019 was the second hottest year in history, only behind 2016, with that in mind, the air conditioning requirements were more demanding and due to the morphology of the building and its geographical location, the cold mode (air conditioning in summer) is the most demanded. Therefore, from our point of view, it is already an achievement to have had a similar consumption to 2018. In 2020, consumption as from April is practically the necessary for the maintenance of the facilities during the closure.

**Energy Management (energy consumption):**

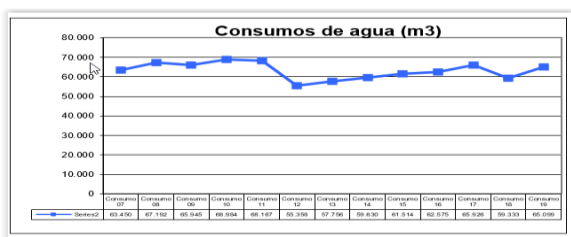
**Diesel:** Not comparable 2018 to 2019 since in mid-2018 the consumption of this energy disappeared. In 2020 this source of energy does not exist.

**Propane Gas:** As with diesel, 2018 is not comparable to 2019 since in mid-2018 the consumption of this energy disappeared. In 2020 this source of energy does no longer apply.

**Natural Gas:** Nor the NG consumed in 2018 is comparable to 2019 since the consumption from January to May 2018 is not characteristic since it was the start-up of the installation and it did not work at full capacity until April 2018. Likewise 2020 cannot be compared with 2019 due to closure.

Let's see first the two energy's (water and electricity) that can be compared during years 2018 and 2019.

**Water (m3):**



65.099 m3 2.019

59.333 m3 2.018

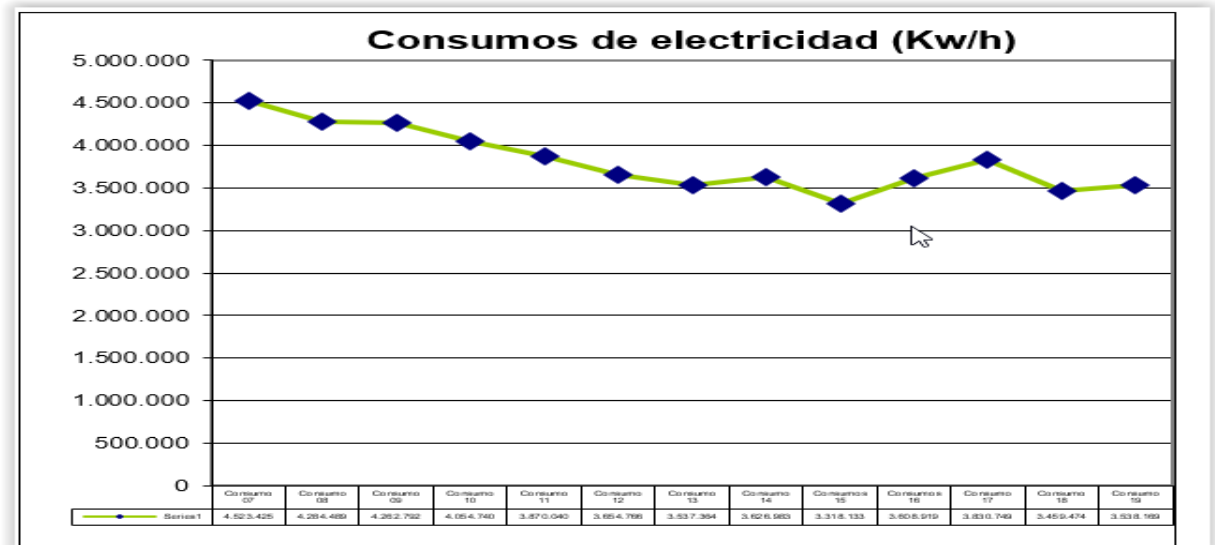
**5.766 m3 increase**

## Electricity (Kw/h):

3.538.169 Kw/h 2.019

3.459.474 Kw/h 2.018

**78.695 Kw/h increase**



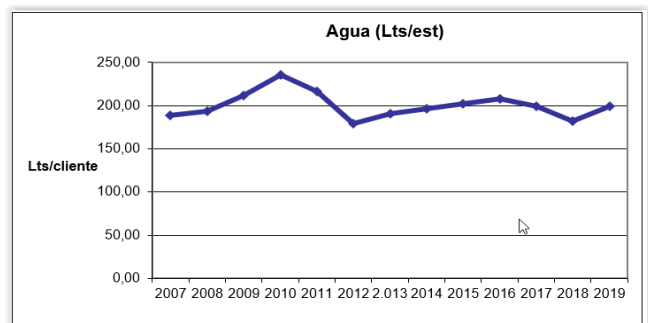
## Energy Management distribution by client (annual average):

### Diesel, Propane y Natural Gas:

It is not applicable to carry out a distribution of energies for night stay in these three energies since two disappeared in the middle of 2018 and the GN was not put into operation afterwards. Consumption in 2018 with 2019 is not comparable as there has been five months of operational test.

### Water (Lts/stay):

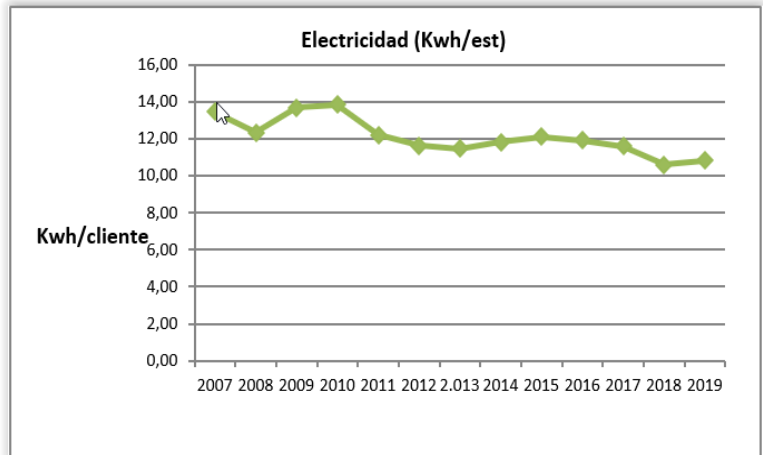
	Lts
Consumption 19	199
Consumption 18	182
<b>Increase (Lts):</b>	<b>17</b>



There has been an increase in 17 litres by stay in comparison to 2018.

## Electricity (Kw/Stay):

	Kw/h
Consumption 19	10,82
Consumption 18	<u>10,61</u>
<b>Increase (Kw):</b>	<b>0,22</b>
<b>Increase (w):</b>	<b>218</b>



There has been an increase in electricity of 0.22Kw for stat in comparison to 2018 its 220w for stay

## Natural Gas Incorporation:

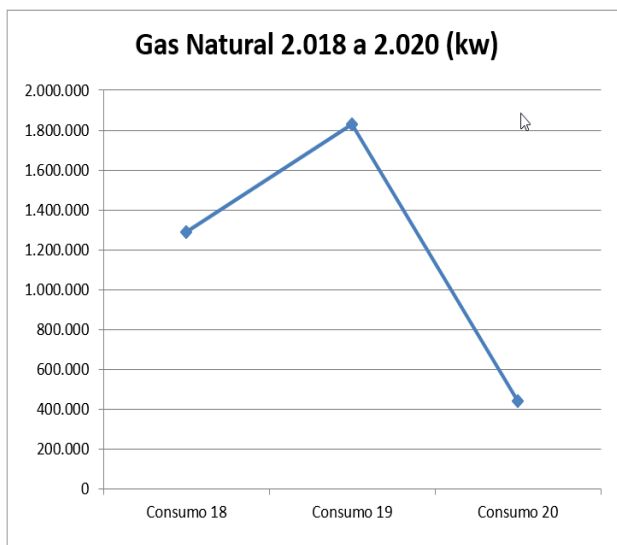
As we have been explaining in this report, GN was incorporated to our premises as from April 2018. This is why we make a separate study. To be considered:

From January to March 2018 the registered consumption is not representative since it is from pressure tests, equipment test and adjustments in the installation.

From April 2018 onwards, it can be considered that the consumption are normal

But in March 2020, the Hotel closed due to the pandemic and it did not open until August 2021 (in red)

Mes	ENERO	FEBRERO	MARZO	ABRIL	MAYO	JUNIO	JULIO	AGOSTO	SEPT	OCTUBRE	NOVIB	DICIEM	TOTAL AÑO	MEDIA MES
Consumo 18 Kwh	33.856	99.590	33.158	125.045	135.351	112.293	83.475	109.461	132.065	130.657	167.171	127.422	1.289.544	107.462
Consumo 19 Kwh	205.734	180.971	135.231	202.136	165.355	155.678	136.898	108.495	127.354	127.142	156.947	147.702	1.829.641	152.470
Consumo 20 Kwh	193.750	14.594	229.218	0	0	4.495	0	0	0	0	0	0	442.057	36.838

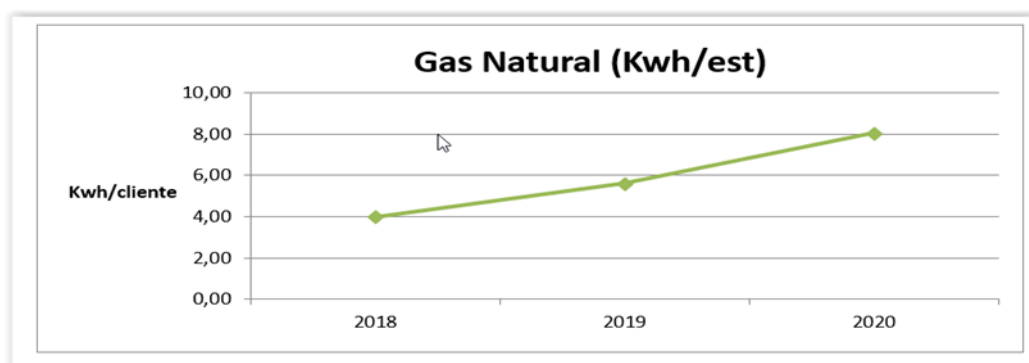


### Natural Gas distribution of consumption by client (annual average):

Let's see the distribution of GN per customer. In terms of energy, this comparison is not very significant for the following reasons;

- From January 2018 to March 2018 there was consumption, but I have already explained that it was for testing and commissioning. It is not logical to distribute by customer, since diesel and propane were still consumed in these months.
- Year 2019, this year is already comparable to any characteristic year.
- Year 2020, it is not a characteristic year, nor is it 2,021, in 2,020, there were only three months of consumption before the closure due to a pandemic. In annual terms it is not comparable.

Even so, the presentation of these years is as follows:



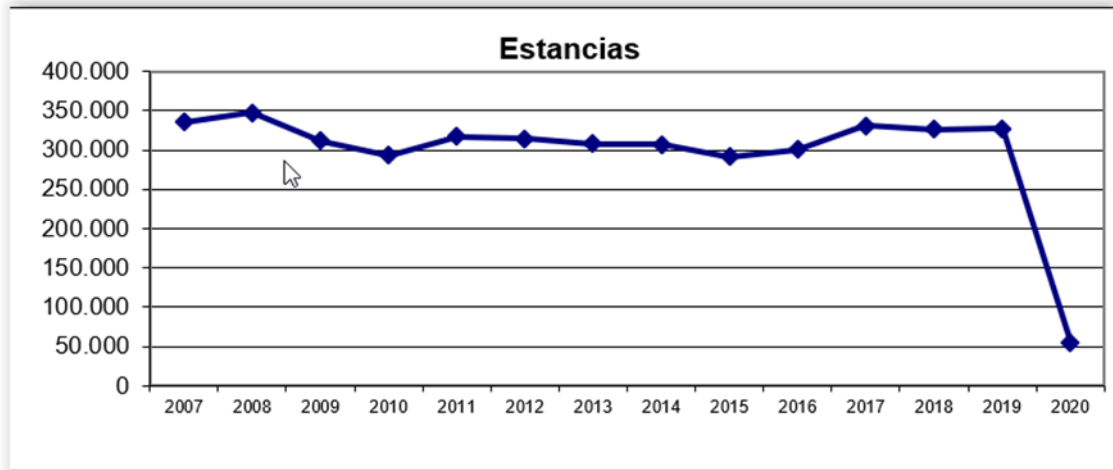
It will take us yet to have a few years that are truly comparable to each other. This year 2,021, it will not be comparable either for these reasons:

- We were closed from January to July.
- In mid-July, the start-up of the facilities began, there was consumption but there were no customers.
- On August 6 it was opened to clients, we can talk about a month already regularized (less 5 days).
- As of July, due to preventive maintenance procedures, thermal shocks in the DHW installation intensify, this means keeping the boilers at full capacity to keep the DHW tanks at 70 °C once a week with the consequent consumption of NG.

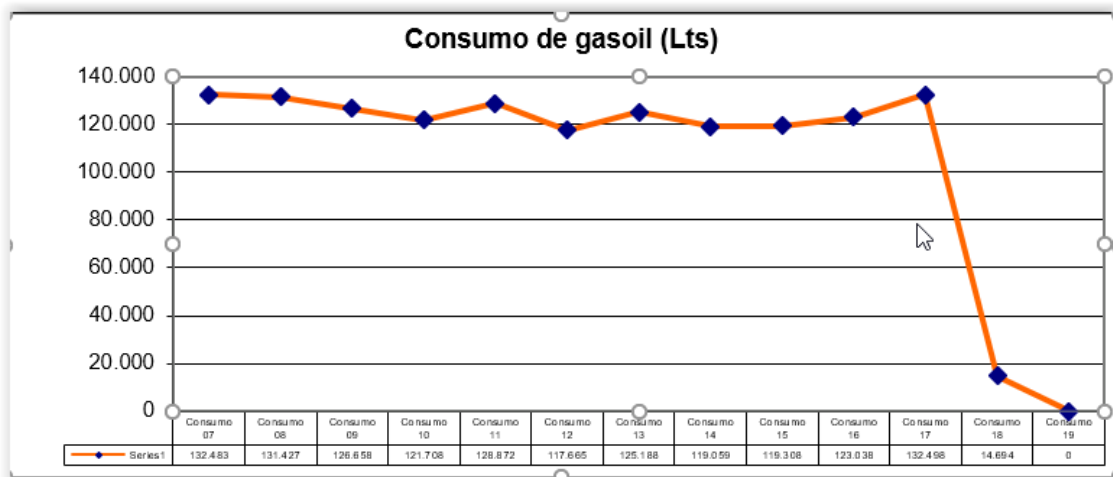
## Comparisons including the year 2,020

The year 2,020 is included with only two and a half months of consumption with clients, since since March 19 the hotel closed its doors.

### Bednights

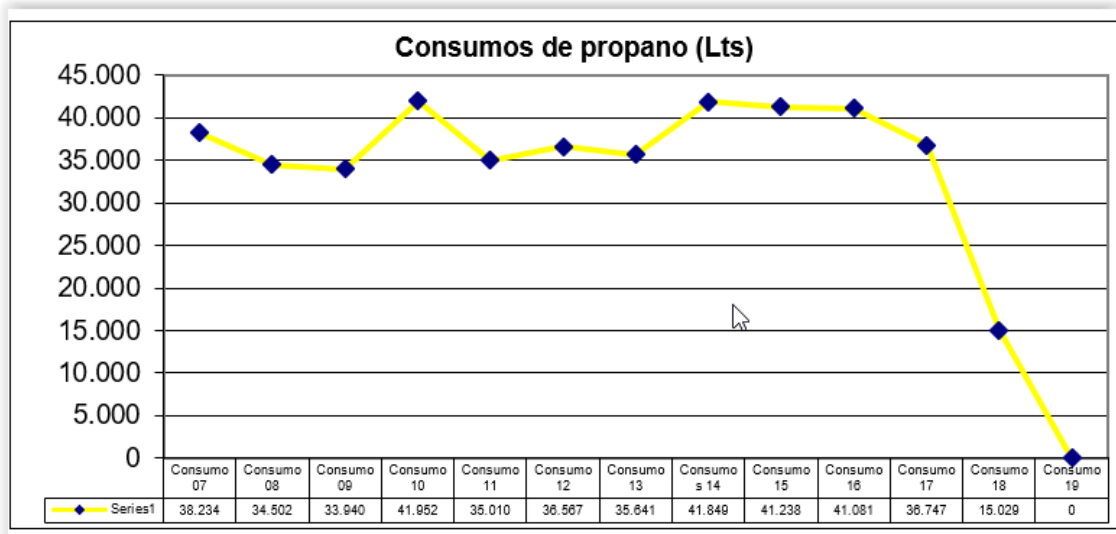


### Diesel consumption

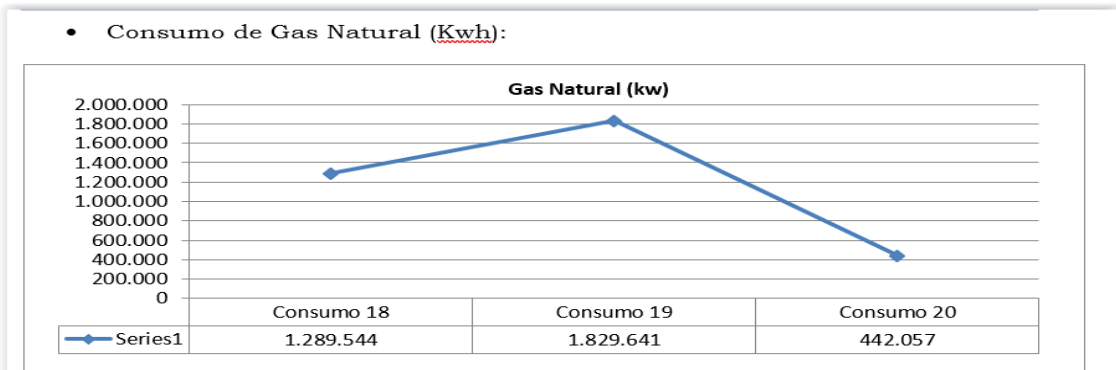




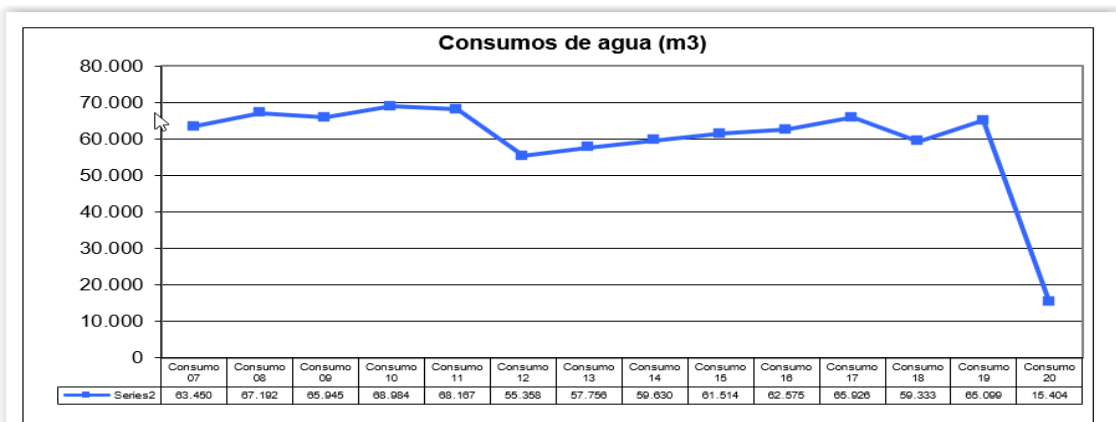
## Propane consumption



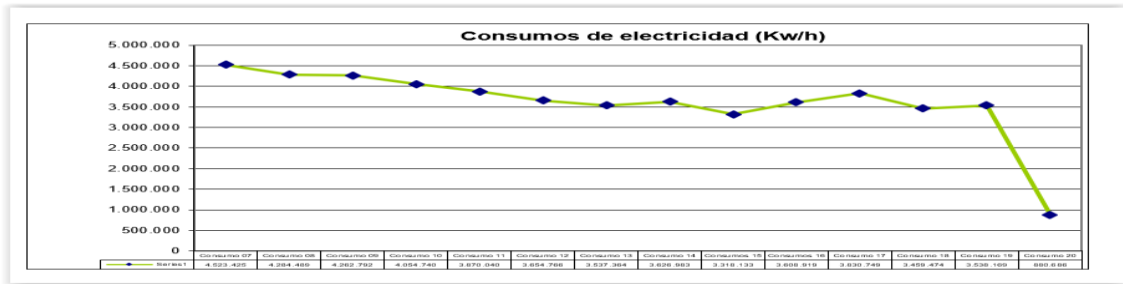
## Consumption of natural gas



## Water Consumption



## Electricity consumption



### CARBON FOOTPRINT - CO2 PRODUCTION

Likewise, the CO2 production that takes place in these years (2018, 2019 and 2020) is not comparable in terms of increase or decrease in the carbon footprint since these three years each have their uniqueness. Just commenting that the migration of NG and the elimination of diesel and propane is already a good indicator where we are heading and the environmental awareness of Medplaya in the implementation of a much cleaner and more efficient energy. It is therefore good to know that the transport of dangerous goods by road from storage to our loading point of both diesel and propane has been eliminated, increasing safety since transfer, handling and filling operations have been eliminated in our deposits.

### Kgs CO2

Propane = liters x 0.50 = Kgs

Propane = Kgs x 12.63 = Kw

Diesel = lts X 10.74 = Kwh

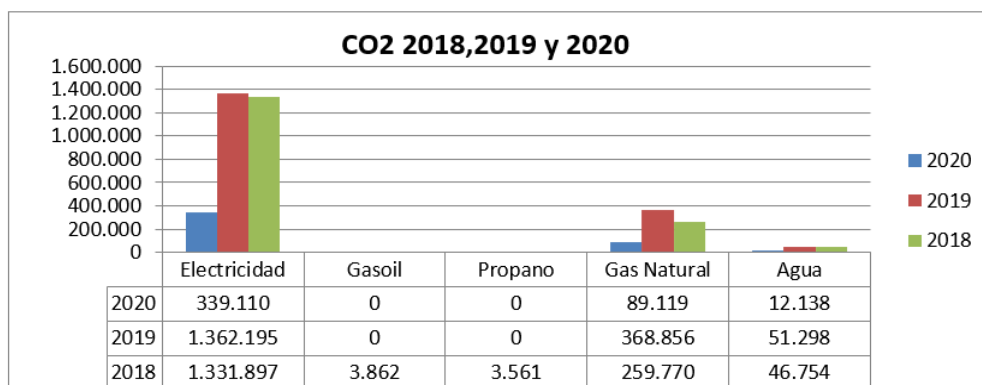
Migration to GN in May 2.018

Diesel and propane consumption from January 2018 to May 2018

Real natural gas consumption as of June 2.018

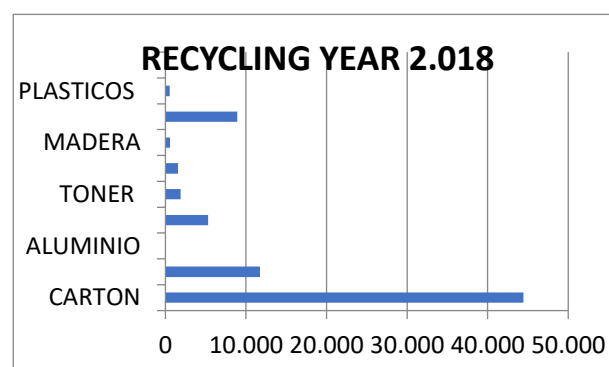
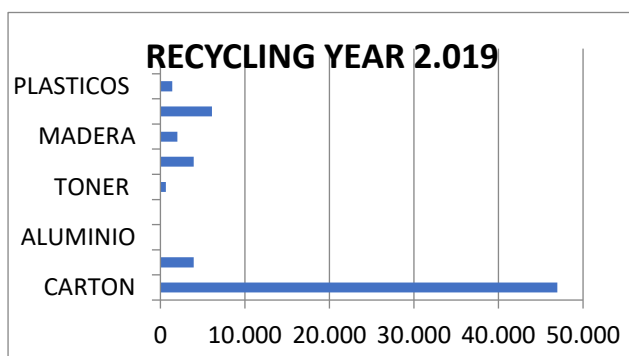
	KW			Factor de emisión/conversión CO2	Kg CO2		
	2020	2019	2018	(Kg eq de CO2/Kwh)	2020	2019	2018
Electricidad	880.806	3.538.169	3.459.474	0,385	339.110	1.362.195	1.331.897
Gasoil	0	0	14.694	0,2628	0	0	3.862
Propano	0	0	15.219	0,234	0	0	3.561
Gas Natural	442.057	1.839.641	1.288.544	0,2016	89.119	368.856	259.770

	m3			Factor de emisión/conversión CO2	Kg CO2		
	2020	2019	2018	(Kg eq de CO2/m3)	2020	2019	2018
Agua	15.404	65.099	59.333	0,788	12.138	51.298	46.754



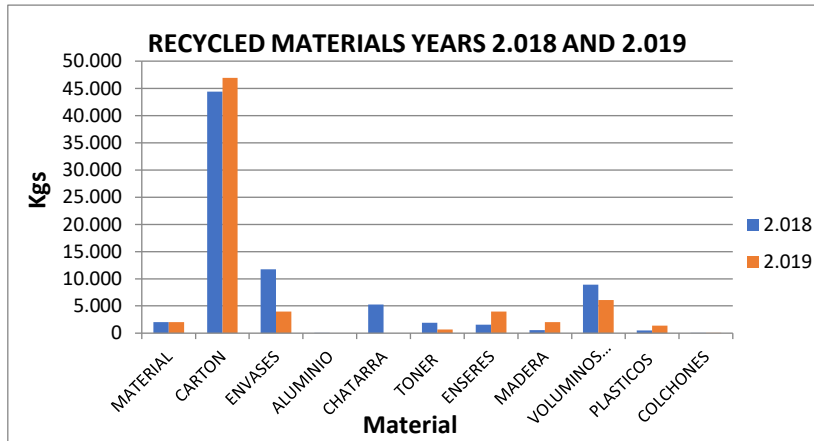
## Recycled material

➤ In the year 2.018 these were the amounts collected by Recuperaciones Vives;



YEAR 2.018	
MATERIAL	KGS
PAPERBOARD	44.417
PACKAGING	11.744
ALUMINUM	40
SCRAP	5.280
TONER	1.890
EQUIPMENT	1.570
WOOD	550
BULKY / GARBAGE	8.930
PLASTICS	520
MATTRESSES	50

YEAR 2.019	
MATERIAL	KGS
PAPERBOARD	46.950
PACKAGING	3.951
ALUMINUM	0
SCRAP	0
TONER	655
EQUIPMENT	3.951
WOOD	2.000
BULKY / GARBAGE	6.080
PLASTICS	1.410
MATTRESSES	11



- Amounts of glass collected, manager Camacho Recycling, in 2020 there was no waste generation.

**GLASS 2.018**

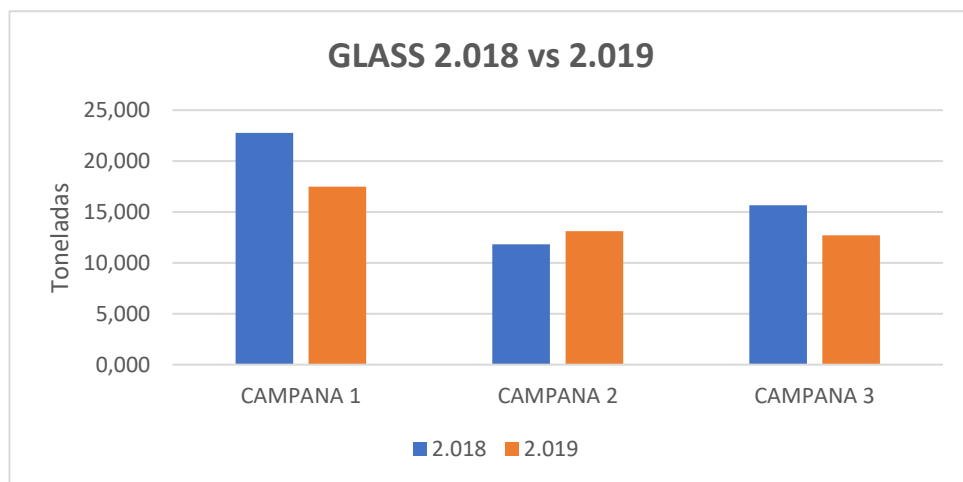
**TONELADAS**

<b>CONTAINER 1</b>	22,760
<b>CONTAINER 2</b>	11,810
<b>CONTAINER 3</b>	15,650
	<b>50,220</b>

**GLASS 2.019**

**TONELADAS**

<b>CONTAINER 1</b>	17,492
<b>CONTAINER 2</b>	13,099
<b>CONTAINER 3</b>	12,690
	<b>43,281</b>



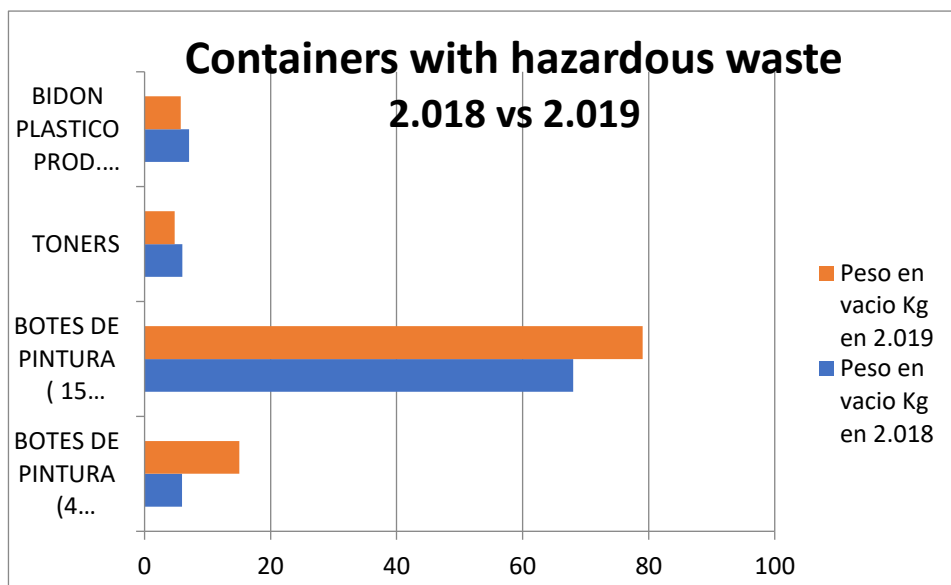
### RECYCLED HAZARDOUS MATERIAL

These are empty containers with traces of hazardous material, for example; Paint cans, toners, containers with remains of material with PEL labeling (drums with remains of danger of environmental spills, etc.).

	YEAR 2018			TOTALS 2.018	
	UNITS	FULL WEIGHT Kg	EMPTY WEIGHT Kg	FULL WEIGHT Kg	EMPTY WEIGHT Kg
PAINT POT (4 liters/5Kg)	17	5	0,35	85	6
PAINT POT (15 liters/25 kg)	80	25	0,85	2.000	68
TONERS	15		0,4	0	6
PLASTIC DRUM	22	25	0,32	550	7
				2.635	87

	YEAR 2019			YEAR 2019	
	UNITS	Full Weight Kg	Empty Weight Kg	Full Weight Kg	Empty Weight Kg
PAINT POT (4 liters/5Kg)	43	5	0,35	215	15
PAINT POT (15 liters/25 kg)	93	25	0,85	2.325	79
TONERS	12		0,4	0	5
PLASTIC DRUM	18	25	0,32	450	6
				2.990	105

	Empty Weight Kg en 2.018	Empty weight Kg en 2.019
PAINT POT (4 liters/5Kg)	6	15
PAINT POT (15 liters/25 kg)	68	79
TONERS	6	5
PLASTIC DRUM	7	6
	87	105



## Laundry:

### Rooms department:

	2018		2019		2020		TOTAL	
	Unid.	Unid./estancia	Unid.	Unid./estancia	Unid.	Unid./estancia	Unid.	Unid./estancia
<b>Pisos Lavanderia</b>	<b>Estancias:</b>	<b>326.166</b>	<b>Estancias:</b>	<b>326.855</b>	<b>Estancias:</b>	<b>44.387</b>	<b>Estancias:</b>	<b>697.408</b>
Albornoz	536	0,00	613	0,00	120	0,00	1.269	0,00
Alfombras Baño	95.519	0,29	94.508	0,29	14.228	0,32	204.255	0,29
Alfombrin Suites	14.575	0,04	13.323	0,04	1.619	0,04	29.517	0,04
Colcha Individual 190x300	2.456	0,01	2.190	0,01	1	0,00	4.647	0,01
Colcha Individual estampada 160x260	10.806	0,03	10.170	0,03	1.404	0,03	22.380	0,03
Colcha King	0	0,00	11	0,00	0	0,00	11	0,00
Forro Colchon	4.555	0,01	4.110	0,01	471	0,01	9.136	0,01
Funda Almohada	131.000	0,40	132.225	0,40	21.644	0,49	284.869	0,41
Funda Almohada Suite	0	0,00	0	0,00	0	0,00	0	0,00
Funda Nordica	2.219	0,01	1.113	0,00	0	0,00	3.332	0,00
Funda nord. med playa individ.			954	0,00	642	0,01	1.596	0,00
Manta	433	0,00	504	0,00	96	0,00	1.033	0,00
Relleno Nordico	0	0,00	0	0,00	0	0,00	0	0,00
Sabana Cuna	467	0,00	383	0,00	44	0,00	894	0,00
Sabana Individual 190	28.133	0,09	142.388	0,44	21.514	0,48	192.035	0,28
Sabana Individual blanco 160	137.924	0,42	25.787	0,08	1.572	0,04	165.283	0,24
Sabana King Suites	357	0,00	303	0,00	4	0,00	664	0,00
Sabana Matrimonio 240	7.896	0,02	7.684	0,02	1.335	0,03	16.915	0,02
Sabana Matrimonio Suites	0	0,00	0	0,00	0	0,00	0	0,00
Toalla Baño Suite	20.743	0,06	18.326	0,06	2.096	0,05	41.165	0,06
Toalla Bidet Suites	-713	0,00	0	0,00	0	0,00	-713	0,00
Toalla Lavabo Suite	25.060	0,08	20.394	0,06	2.499	0,06	47.953	0,07
Toalla piscina Suite	5.555	0,02	4.324	0,01	198	0,00	10.077	0,01
Toallas Ducha	189.009	0,58	184.578	0,56	25.011	0,56	398.598	0,57
Toallas Mano	207.315	0,64	200.911	0,61	28.329	0,64	436.555	0,63
Varios	134	0,00	296	0,00	20	0,00	450	0,00
<b>TOTAL</b>	<b>883.979</b>	<b>2,71</b>	<b>865.095</b>	<b>2,65</b>	<b>122.847</b>	<b>2,77</b>	<b>1.871.921</b>	<b>2,68</b>

The total number of pieces per stay in the flats department in the period of analysis is 2.68, which is compared to the previous period where consumption was 2.76, a saving of 0.08 pieces per stay.

### Restaurant:

	2018		2019		2020		TOTAL	
	Unid.	Unid./estancia	Unid.	Unid./estancia	Unid.	Unid./estancia	Unid.	Unid./estancia
<b>Restaurante-Lavanderia</b>	<b>Estancias:</b>	<b>326.166</b>	<b>Estancias:</b>	<b>326.855</b>	<b>Estancias:</b>	<b>44.387</b>	<b>Estancias:</b>	<b>697.408</b>
Cubre Manteles Grandes	49.681	0,15	49.897	0,15	6.415	0,14	105.993	0,15
Cubre Manteles Pequeños	28.747	0,09	25.911	0,08	3.909	0,09	58.567	0,08
Mantel Grande Amarillo	1.994	0,01	1.886	0,01	307	0,01	4.187	0,01
Mantel Grande Azul	1.212	0,00	1.095	0,00	10	0,00	2.317	0,00
Mantel Pequeño Amarillo	732	0,00	492	0,00	112	0,00	1.336	0,00
Mantel Pequeño Azul	569	0,00	373	0,00	12	0,00	954	0,00
Mantel Pequeño Rojo	177	0,00	119	0,00	34	0,00	330	0,00
Manteles Banquete	0	0,00	0	0,00	0	0,00	0	0,00
Manteles Normales	0	0,00	0	0,00	0	0,00	0	0,00
Servilletas	188.810	0,58	196.843	0,60	24.456	0,55	410.109	0,59
<b>TOTAL</b>	<b>271.922</b>	<b>0,83</b>	<b>276.616</b>	<b>0,85</b>	<b>35.255</b>	<b>0,79</b>	<b>583.793</b>	<b>0,84</b>

In restaurants, the same trend for floors follows, with a garment-per-stay ratio of 0.84, reflecting a reduction of 0.33 compared to the previous period, where consumption was 1.17 garments / stay.

## 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	 MEDKIDS 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.

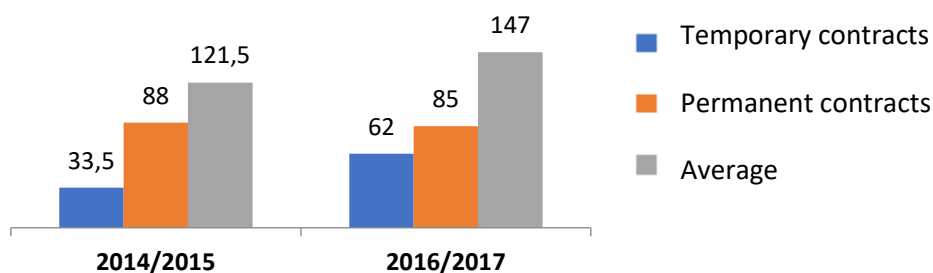


## Employees

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

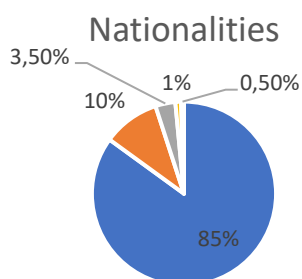
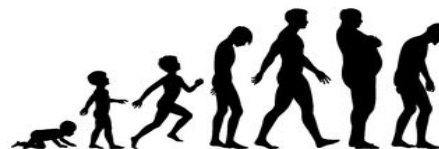
success of Med Playa. The average workforce for 2016-2017 was **147** employees

## 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 José 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](http://www.medplaya.com).