



Informe de Sostenibilidad 2016-2017

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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 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 prevention service 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 Hotel Rio Park in Benidorm.

Member of Unicef and its "Hoteles Amigos" programme for protection against child exploitation. Raising funds and makes donations.

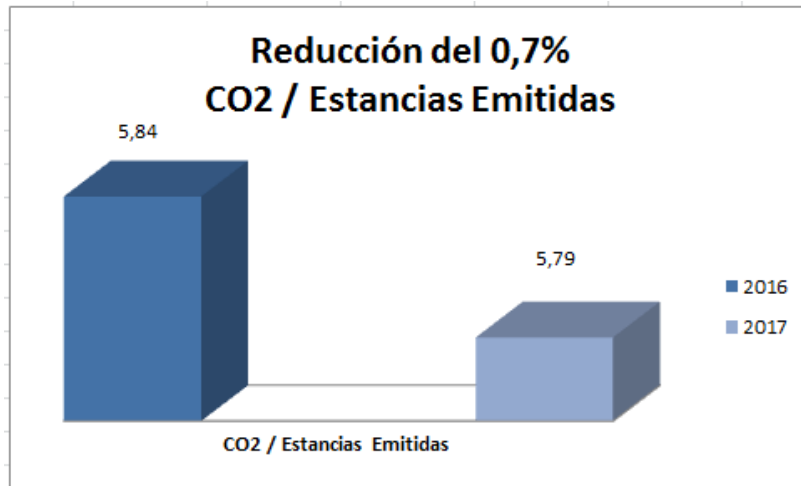
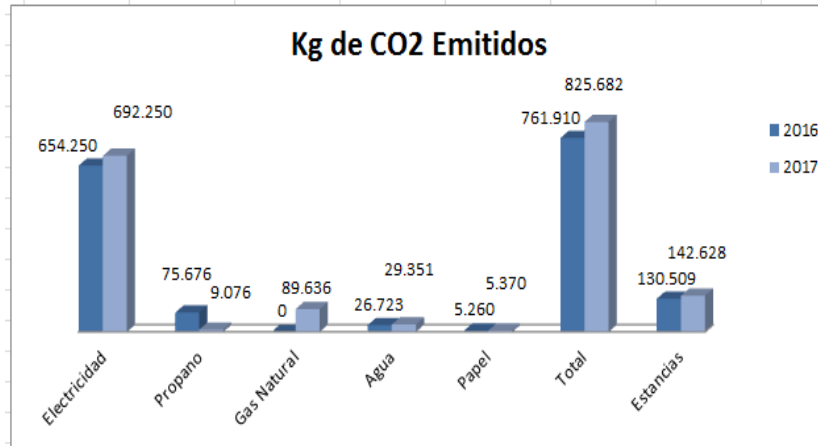
OBJECTIVES 2016-17



1. Reduce CO2 emissions by 0.5% vs. 2016.
2. Change from using propane gas to natural gas.
3. Reduce energy consumption by 5% vs. 2016.
4. Try to reduce or at least maintain the same water consumption vs 2016, while taking into consideration the increase involved in the new building and having a jacuzzi in each new room
5. Reduce waste by at least 5% vs 2016.

ENVIRONMENTAL ASPECTS

CO2 EMISSIONS

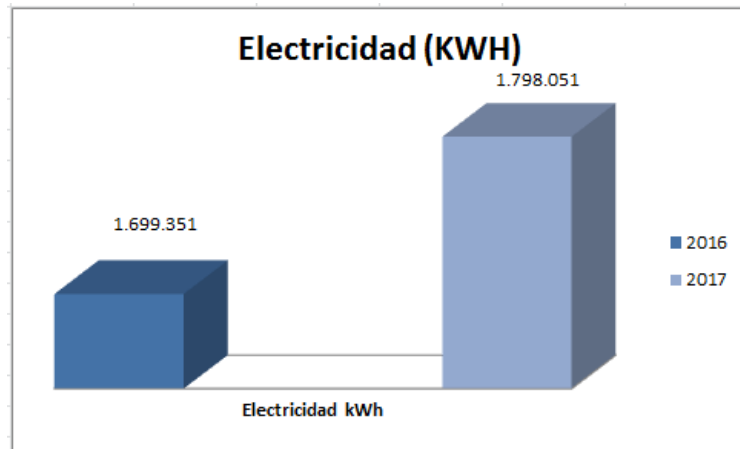


5.84 Kg of CO2/ emitted per stay in 2016

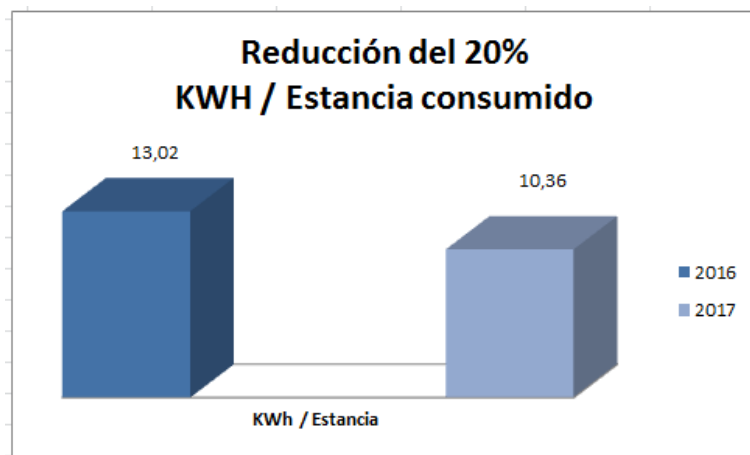


5.79 Kg of CO2/ emitted per stay in 2017

ELECTRICITY



In the first three months of 2017 there was an increase in electricity arising from the construction of the new building, which caused abnormalities in the annual calculation

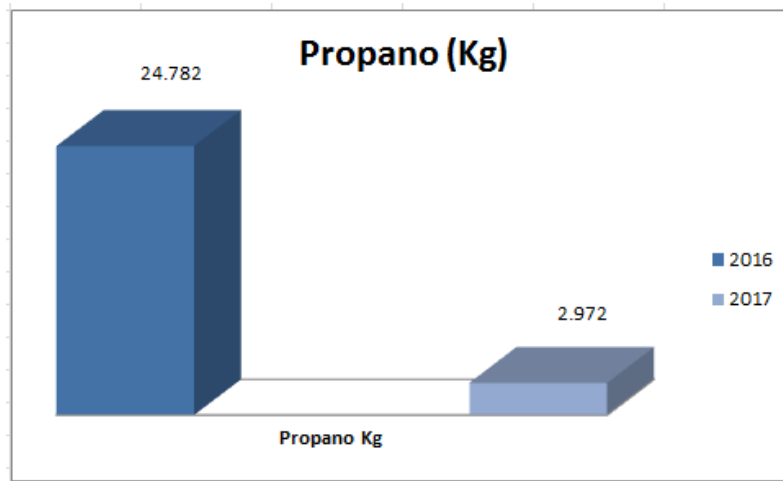


13.02 kWh emitted / stay in 2016

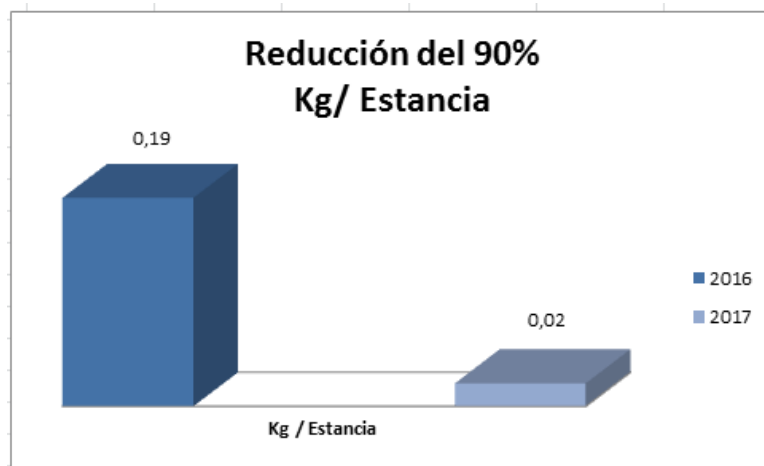


10.36 kWh emitted / stay in 2017

PROPANE



In January 2017, natural gas was introduced into the kitchen, using propane only for washing linen and, in April 2017, the boilers were changed to natural gas, thus eliminating the use of propane and generating large energy savings.

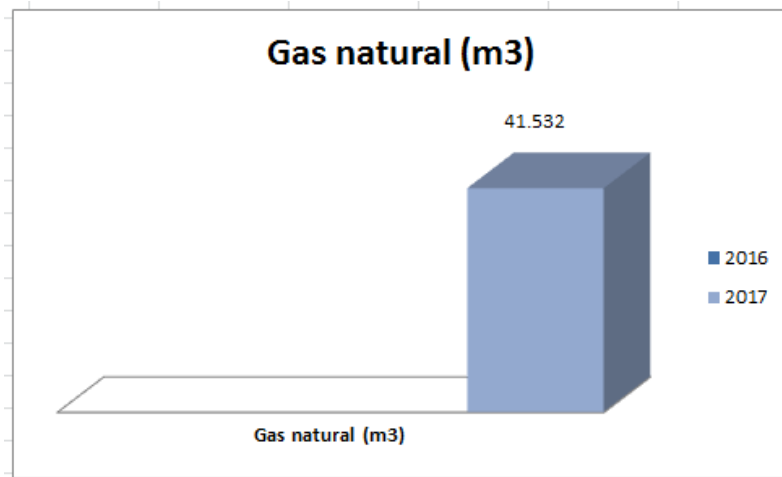


0.19 Kg emitted / stay in 2016

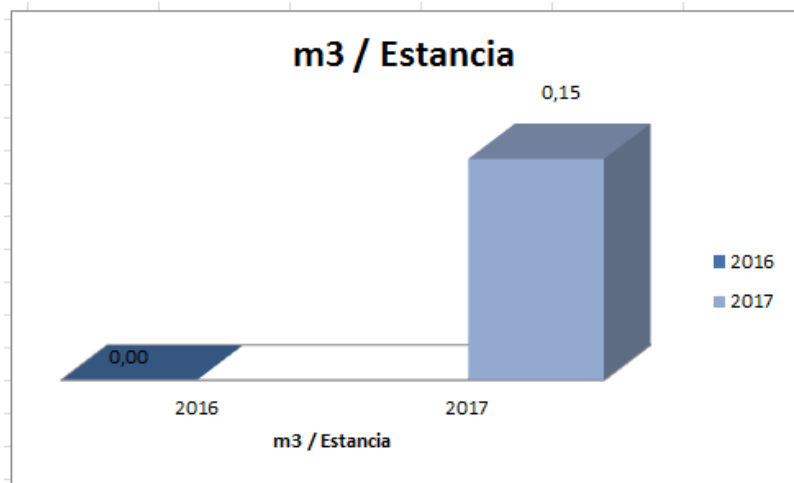
0.02 Kg emitted / stay in 2017



GAS NATURAL



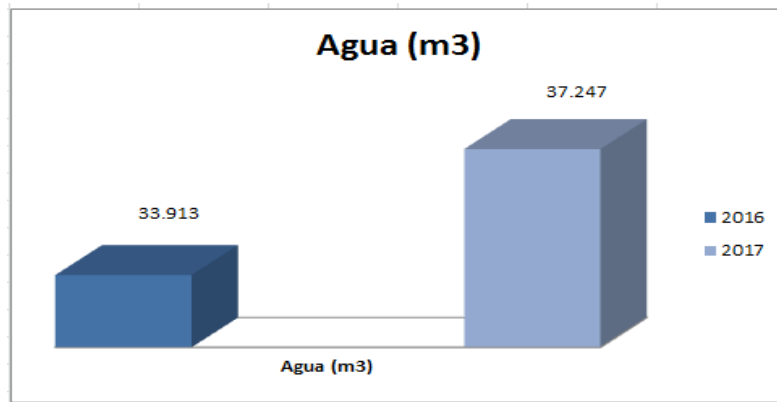
Natural Gas began to be used from the beginning of 2017, first in the kitchen and a few months later in the laundry.



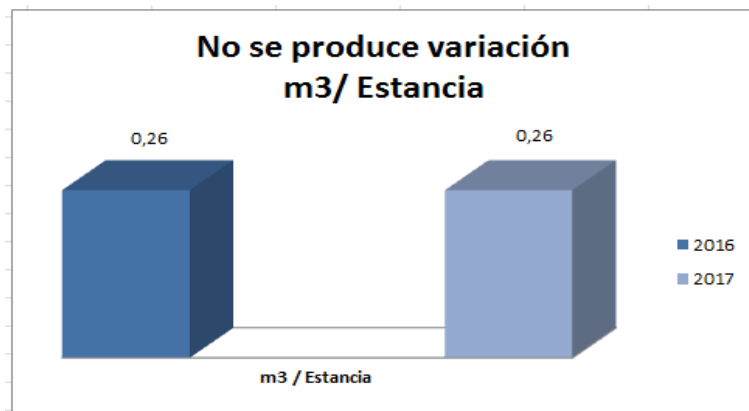
Kg of Propane emitted / stay in 2016-17

M3 of Natural Gas emitted / stay in 2016-17

WATER



As happened with electricity, in the first months of 2017 we suffered an increase in water consumption caused by the construction of the new building, negatively impacting the final result

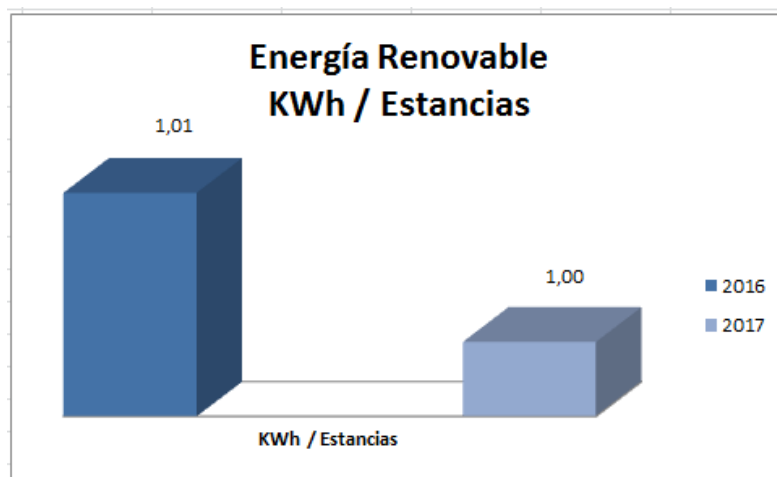
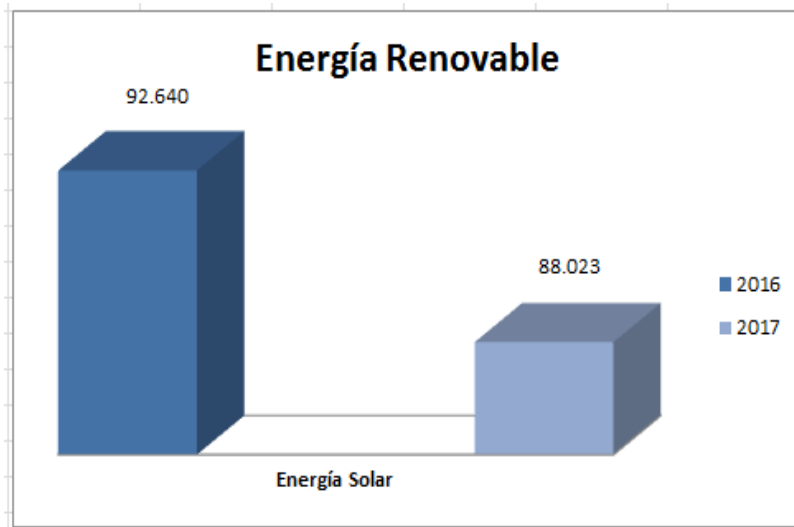


0.26 m3 emitted / stay in 2016

0.26 m3 emitted / stay in 2017



RENEWABLE ENERGY



1.01 kWh consumed in 2016

1.00 kWh consumed in 2017

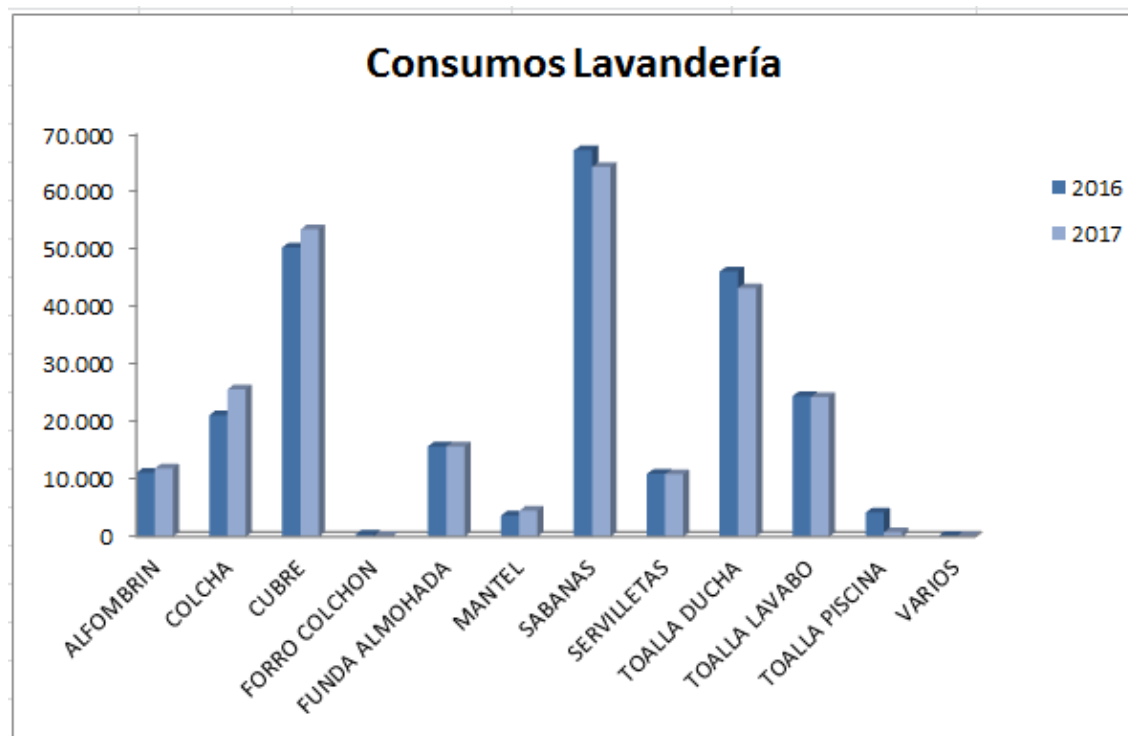


OTHER CONSUMPTION

Despite the fact that the average stay has increased, laundry consumption, at least for most products, has been kept in check and has even decreased for some items.

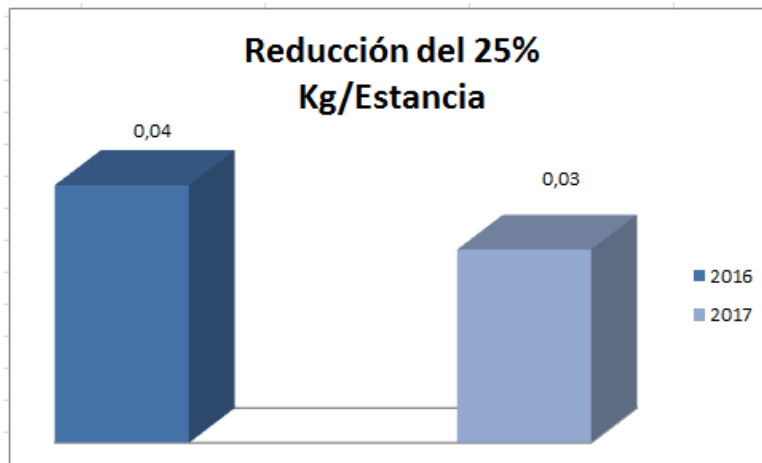
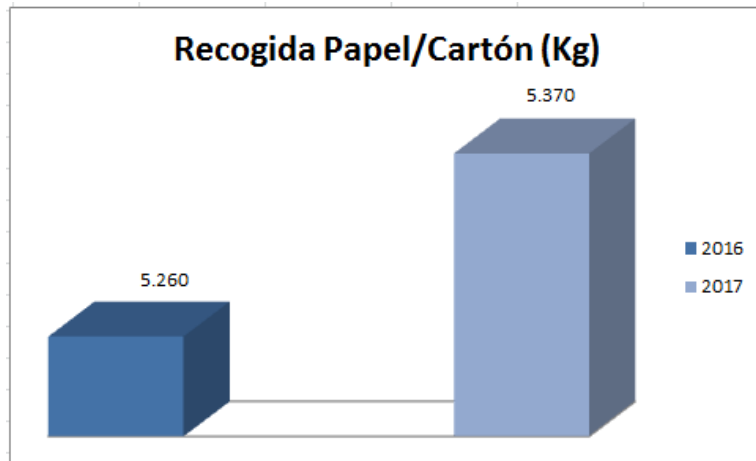
6.56 average stay length in 2016

7.45 average stay length in 2017



WASTE

PAPER AND CARDBOARD

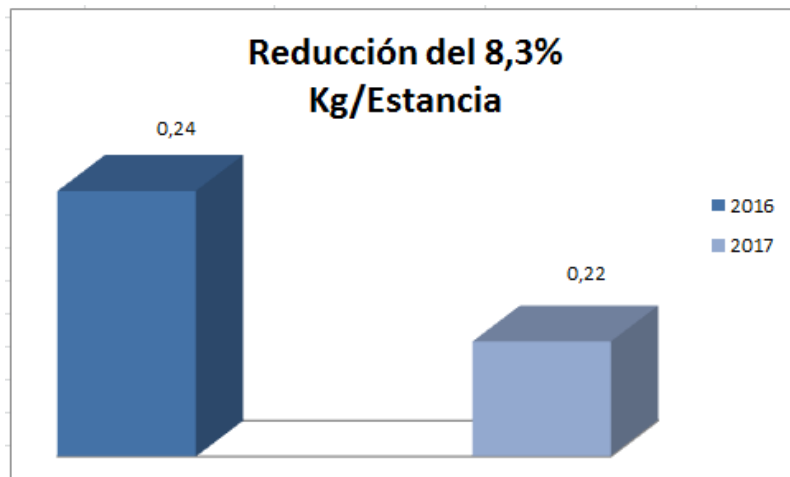
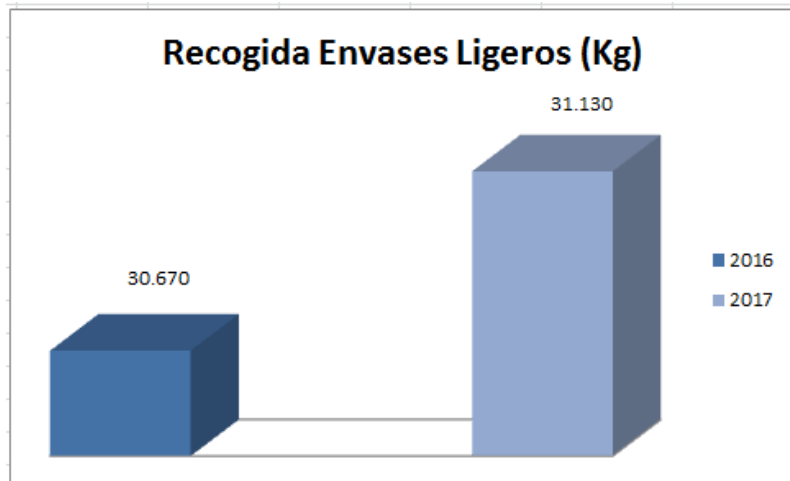


0.04 Kg collected / stay in 2016



0.03 Kg collected / stay in 2017

LIGHT PACKAGING

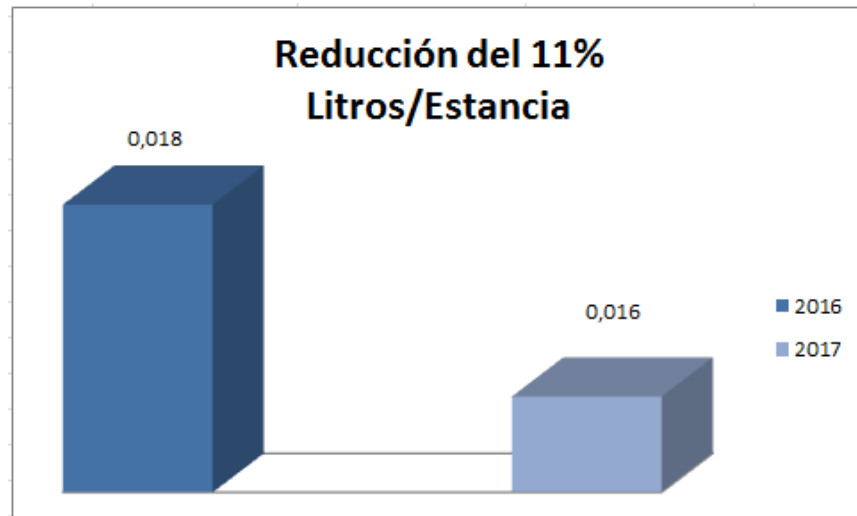
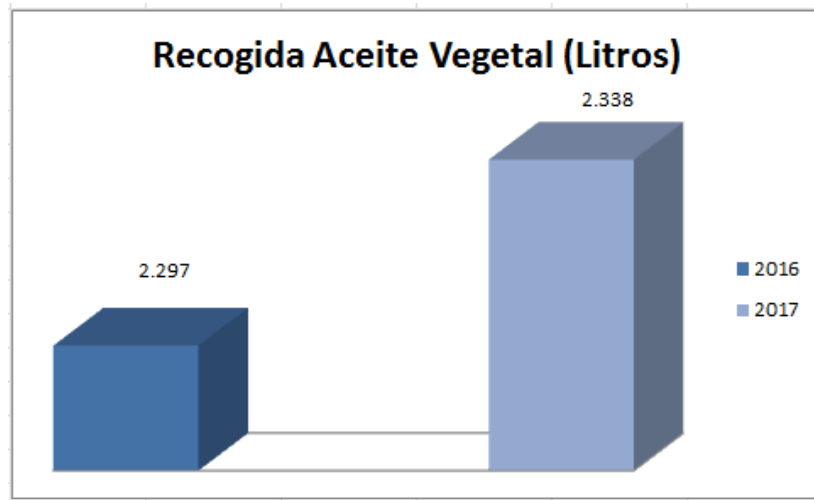


0.24 Kg collected / stay in 2016



0.22 Kg collected / stay in 2017

VEGETABLE OIL



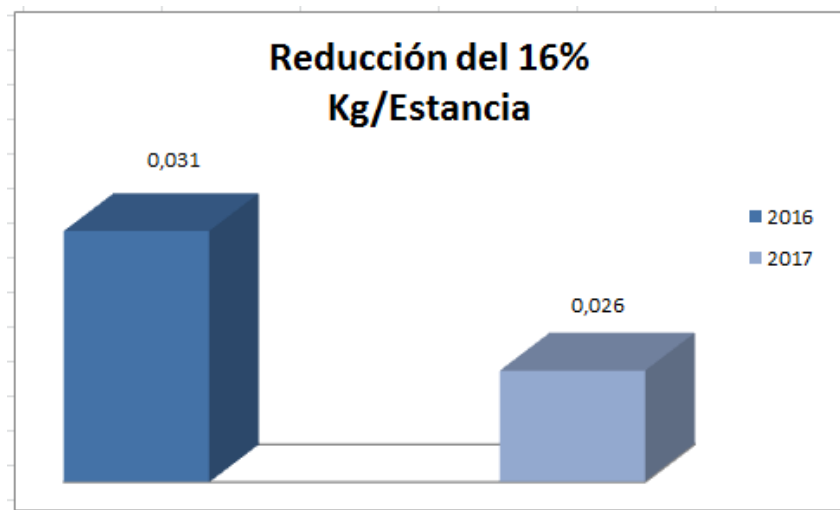
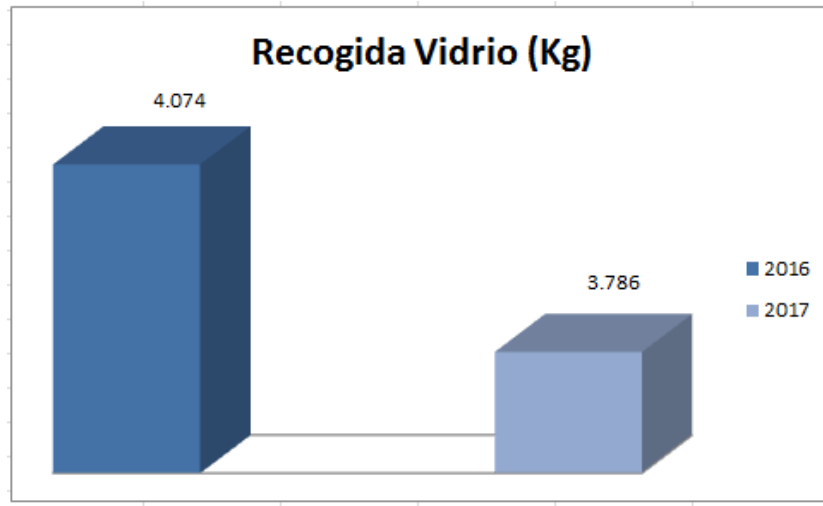
0.018 Kg collected / stay in 2016



0.016 Kg collected / stay in 2017



GLASS



0.031 Kg collected / stay in 2016



0,026 Kg collected / stay in 2017

SOCIAL ASPECTS

- Collaboration with the Cirhma Foundation in the collection of plastic stoppers in order to raise funds so that a 24-month-old baby, suffering from Prader Willy Syndrome, can receive the therapeutic physiotherapy treatments he needs to improve his quality of life.
- Collaboration with the Hospital Clowns Association.
- Supporting Bancosol in its Social and Occupational Inclusion Project to help in the social and occupational integration of people at risk of exclusion, allowing them to carry out their work placements for the courses run in our establishment.
- Help the Association of Russian Speakers, offering one of our rooms, free of charge for the seventh consecutive year, for the Children's Christmas Tree festival for the distribution of toys.
- Charity donation to Caritas of curtain material to be given to families in need.
- Gift of a stay in a double room for two people on a half-board basis as part of the "Sponsor an Angel" Charity Gala.
- Gift of a voucher for a one-night stay in a double room with bed and breakfast, as a contribution to the Summer Culture Festival (organised by the Cultural Department of the Torremolinos City Council).
- Collaboration in the holding of the first La Carihuela Entrepreneurs and Freelancers Meeting.
- Collaboration with Torremolinos Televisión in allowing the recording of its "Entre 3" programme, promoting the resources of the municipality, in our facilities.
- Sponsoring the City Council in the 1st Torremolinos Dance Show.

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 in Torremolinos (Málaga). Currently the group has sixteen establishments, managing 3,929 rooms with 8,080 hotel beds.

Hotel Pez Espada

Category 4 stars

Capacity 235 rooms

Torremolinos Coastal Area – (Málaga) - Spain

Travelife Gold Certification

 PARKING	 SOLARIUM	 GIMNASIO
 PISCINA EXTERIOR	 RESTAURANTE	 SERVICIO DE HABITACIÓN
 FACILIDADES PARA MINUSVÁLIDOS	 SALAS DE REUNIONES	 TIENDA
 RECEPCIÓN 24H.	 CAFETERÍA	 PROGRAMA DE ANIMACIÓN
 BAR	 SALÓN	 MALETERO
 TELEVISIÓN CON PANTALLA GIGANTE	 VENTA DE EXCURSIONES	 JARDÍN
 ALQUILER DE COCHES	 CAMBIO DE DIVISAS	 NO SE ADMITEN ANIMALES
 PELUQUERÍA	 ALQUILER DE BICICLETAS	 ALQUILER TOALLA PISCINA
 WIFI GRATIS		

In 2018, incorporating a recreational room and an open-air children’s playground

% bed places in Torremolinos.	1.41 %
% overnight stays in Torremolinos.	2.82 %
Gross profit per stay	€ 12.18
Gross profit per stay	€ 14.79
Expenses for energy measures and modernisation of facilities (new building work)	€ 5 million
Travelife Sustainability Program.	€ 1,400.00
Sustainability Training	€ 3,424.28

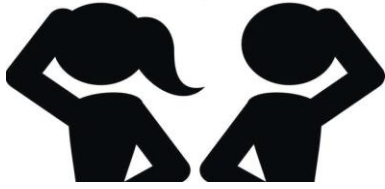
STAKEHOLDERS

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.

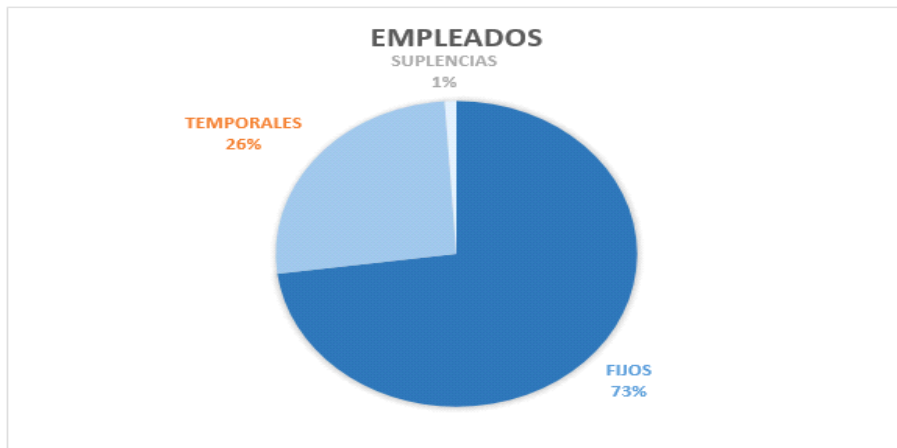
Employees

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 was **68** employees

And in 2017 it was **72** employees



0.17

Accident rate

55

average age

25

average length of service in years

6

different nationalities



In 2017, both the workforce and the percentage of women employees increased, seasonal positions and casual staff increased slightly and permanent staff decreased. The length of service decreased and the number of nationalities increased.

Employee welfare benefits

- Discounts on reservations for hotels in the chain.
- Discounts at local businesses: gym, opticians, dentists, amusement parks.
- Publicity Advertising for local businesses, promotions, offers, discounts, etc. are increased.
- Possibility of taking surplus food.

Change of Director:

- Francisco Ruano Montero

Promotion:

- Sebastián Pérez Pérez (Head Chef)
- Sandra Peláez Olivares (Housekeeper)

Moved to permanent:

- Lorena Vela Gutiérrez
- Maria Ángeles Ramírez Sánchez

Training

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

- Norovirus - Guidelines for action against viral outbreaks (October 2017).
- 5 seconds to tempt the client (May 2017).
- Gastronomic training: Buffet replenishment and presentation (February and March 2017).

- HACCP: Food Handling (May 2017)
- TMS version update (February 2017)
- Course on food hygiene and hazard analysis system and checkpoints (May 2016)
- Seducing the customer (May 2016)
- Norovirus (April 2016)
- Attractive buffets online (2016 online)
- Replenishment, keys for a good presentation and service (2016 online)

"To raise awareness among hotel staff of the importance and treatment of these cases and compliance with the new regulations of the European Union in this matter, to satisfy and meet the need of those customers with food allergies."

- Environmental sustainability

"To provide the necessary knowledge, skills and attitudes so that, in compliance with the Travelife sustainability program, the correct environmental management practices are applied and contribute to corporate social responsibility policies".

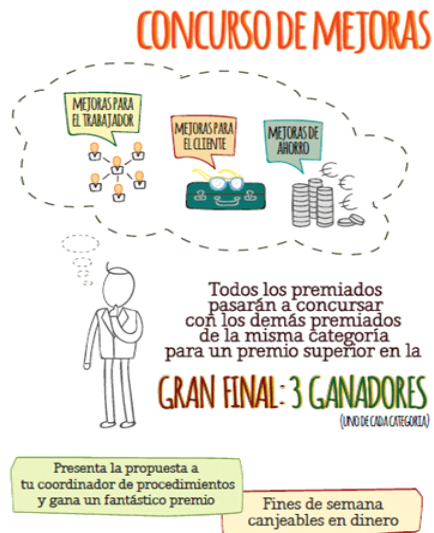
- Proactive sellers.



"To transform those employees within a reactive demand-led marketplace into genuine host-salespeople within a complex supply-led marketplace so that they know how to and have the willingness to act as a single pro-active and multi-skilled team of host-salespeople."

OTHERS

Since 2007, the hotel has held an innovation competition*



In 2016, the winners were:

- Marlene Santos Sampaio
- Maria Carmen Redondo Martín
- Juan A Suarez Miguel



And in 2017:

- Inmaculada Muñoz Diaz
- Francisco Alarcón Fernandez


Customers

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

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



We also provide them with a questionnaire on arrival at the hotel which they return to us upon departure.

Another tool used to find out about customer satisfaction is  **ReviewPro** GUEST INTELLIGENCE 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.

2017

Opiniones / Panel de control / Resumen



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 they are accounted for in the Med Playa group.

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