



Sustainability Report Med Playa Hotel Rio Park
2016 – 2017 - 2018



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WELCOME

Med Playa is a Family owned company, with a wealth of experience in offering beach Holidays to our customers. We pride ourselves in offering excellent value for Money with comfortable hotels in great locations, a team of hotel staff dedicated to giving great service, and a dedication to our local environment and sustainable tourism.



In all the hotels of the Med Playa chain, we are very aware of the variety of ways in which tourism can impact the destination – both positive (increase in business for the area, resulting in more work for local people etc) and negative (impact on the natural environment of the destination, waste and pollution generation), therefore our responsibility is to create an environment that protects both our staff and our surrounding environment.

We have created and put into place a sustainable policy in which both our guests and staff participate and contribute actively with us with the clear aim of minimising any negative impact created by our business.

VISION

To ensure the efficiency and correct execution of our Sustainable procedures, and to ensure all our hotels in the Med Playa chain work with Good environmental practices.

MISSION

To provide all our customers, suppliers and staff with services, products and experiences in our hotels, respecting our responsibility to the environment and showing initiative.

ENVIRONMENTAL POLICY

Our Environmental policy has a principal objective, which is to define the actions we Will take in our hotel stablishments, with the aim of improving how we work with the local environment, our staff, Guest and suppliers.

1. Ensure an efficient use of our installations and team, by actively working toward the objective of reducing wáter and energy consumption, and also CO2 emissions.
2. Achieve in our hotels a reduction in the generation of waste by following a series of ecological initiatives relating to waste reduction.
3. Encourage Recycling by promoting selective collection of waste.
4. Develope a purchasing policy with specifies the objectives and needs coherent with environmental sustainability.
5. Conserve the biodiversity of our environment by participating in different activities.
6. Optimise the use of chemical products.
7. Maximise the social benefits of our staff by ensuring their well being, their health, and improving our staff policies with training programmes and ensuring equal opportunities exist for every team member.
8. Contribute to the development of our Community by hiring local suppliers and distributors.
9. Promote our local culture and environment by providing information on tourist attractions, excursions and other actitivies, and at the same time maximizing our gastronomic offering in hotels by introducing typical local dishes to our menus.
10. Actively participate in environmental and social projects with take place in our destinations by either actively taking part of by financial donations.

QUALITY POLICY

Quality Control and a continued desire to improve, is an integral part of the culture of our company, and always with the aim of meeting the needs and expectations of our customers. All members of the Medplaya team take an active part in all the procedures and processes related to Quality Control.

PURCHASING POLICY

The objective of Med Playa is to achieve the best efficiency possible related to our purchasing process, ensuring we provide our customers with products and services of a Good quality, thereby requiring our suppliers to make sure they meet all current legal requirements and respecting the values related with the sustainability of the environment.

HEALTH & SAFETY POLICY

The Management of Med Playa takes total responsibility for the definition, development, creation, review and putting into action all the preventative procedures and policies related to Health & Safety. In order to carry out this responsibility, the Management of the company relies on the support and help of suppliers and staff who are assigned to participate in this policy, and also counts on the cooperation and assistance of leading companies related to this subject thereby applying a Plan of Prevention of Risks to all activities carried out by the company.



CHILD PROTECTION POLICY

At Med Playa we are committed to Child Protection and doing everything possible to ensure children are protected from any risks. The whole team of staff understands and follows our responsibilities to make sure we have a social conscience with regard to any problems that could occur and put children at risk.

POLICY FOR PROTECTION OF HUMAN RIGHTS

Med Playa has the responsibility to protect, support and promote basic human rights within our area of influence and activity, thereby providing the required framework to improve working conditions.



POLICY FOR PARTICIPATION IN OUR LOCAL AREA

Med Playa actively participates in the Community of all the destinations we have hotels in, and we contribute to the improvement and progress of the environment thereby creating opportunities for social and economic development.

LEGAL REFERENCE

Med Playa uses the current legislation with regard to the environment at all levels; International, Country, Regional and Local.

COLLABORATORS - PARTNERS

- Med Playa renews its Sustainability certifications through Travelife, an organisation recognised by numerous Tours 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. Med Playa has achieved several Gold certifications for its hotels for each two year period.
- ISO 14001 establishes an Environmental Management System and reduces the impacts of the environment.
- Hospitality Award “A Royal commitment to sustainability” and certificate of the “Efficient Sustainable Hotel”, awarded by the ISTUR Group (Institute of Tourism Sustainability) at FITUR 2015.
- Endesa awarded the prize for Sustainability and energy efficiency to the Med Playa Hotel Chain for the measures implemented at the Hotel Rio Park in Benidorm.
- Member of Unicef with its “Hoteles Amigos” programme for protection against Child exploitation.



In 2017, Med Playa celebrated its 50th Anniversary with various activities, notable among which were:

Photo contests with gifts and free stays for clients.

Choice of Star staff member, most valued through online comments

Special services for clients

Exclusive fest at all Med Playa Hotels



OBJECTIVES HOTEL RIOPARK 2016-17-18



- Reduce -2% Co2 emmissions Vs 2014-15.
- Reduce energy consumption by 2% Vs 2014-15
- Reduce Water consumption by 2% Vs 2014-15

ENVIRONMENTAL ASPECTS

CONSUMPTION AND CO2 EMISSIONS

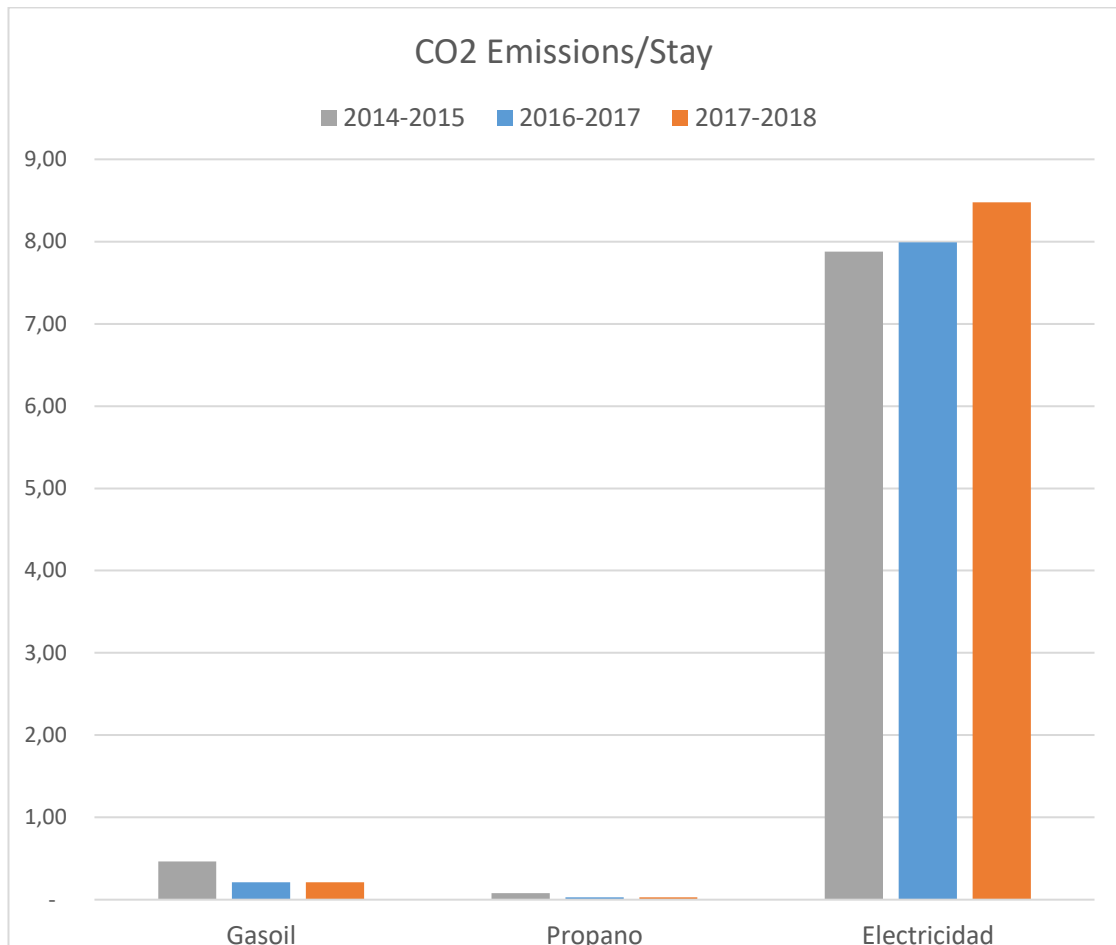
Year	Stays	Gasoil	Huella de carbono	gasoil / Stay	Propane	Huella de carbono	Propane / Stay	Electricity	Huella de carbono	Electricity / Stay
2014	300.964	147.280	410.278	0,49	26.222	77.040	0,09	2.298.320	804.622	7,64
2015	306.858	133.600	372.170	0,44	20.654	60.682	0,07	2.491.803	872.131	8,12
TOTAL	607.822	280.880	782.447	0,46	46.876	137.722	0,08	4.790.123	1.676.753	7,88

Year	Stays	Gasoil	Huella de carbono	gasoil / Stay	Propane	Huella de carbono	Propane / Stay	Electricity	Huella de carbono	Electricity / Stay
2016	318.706	133.600	410.278	0,42	9.587	77.040	0,03	2.450.050	857.500	7,69
2017	309.072	-	-	-	-	-	-	2.564.587	897.600	8,30
2018	282.255	-	-	-	-	-	-	2.442.587	854.900	8,65
TOTAL	910.033	133.600	410.278	0,21	9.587	77.040	0,03	4.892.637	1.712.400	8,21

2014-15 VS 2016-17-18	Stays	Gasoil	Huella de carbono	gasoil / Stay	Propane	Huella de carbono	Propane / Stay	Electricity	Huella de carbono	Electricity/ Stay
Consumption Difference x stay	302.211	-147.280,00	-372.169,50	-0,25	-37.289,00	-60.681,50	-0,05	102.514,00	35.646,90	0,33

➤ Gasoil and Propano have reduction due we remove for Gas Natural in 2016.

➤ The Consumption of Electricity have increased due more number of Guest in house and the building Works in The refurbish of Central Kitchen and rooms.



CO2 Emissions



4,27 kg of CO₂/ Stay Issued 2014-15

2,24 kg de CO₂/ Stay Issued 2016-17 -18



It has been possible to reduce Co2 emissions by 2,23Kg per stay of the main energy sources used, making greater use of energy, introducing technological innovation, changes in energy sources and modifying consumption habits.

Energy Consumption:

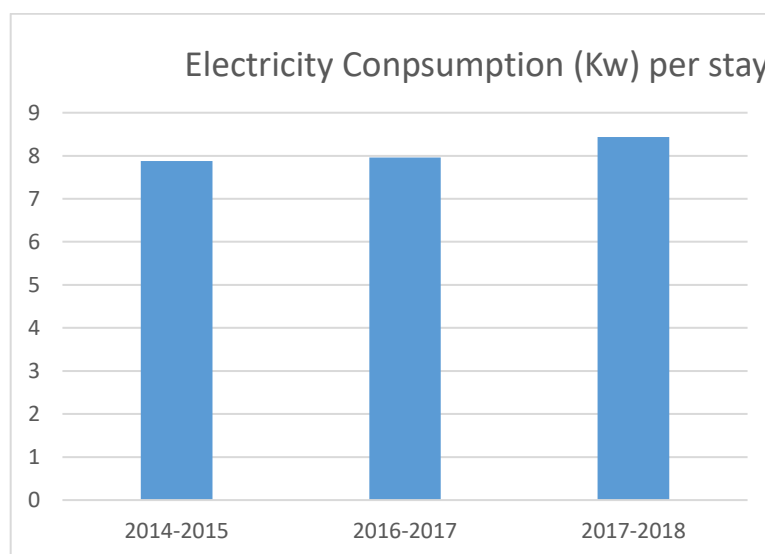
Electricity,  Supplier Company (State)

It increases by 224.514 KWh, which represents an increase of 0.55KWh per stay. In The period 2016 – 2017 There is a greater occupation, 22.383 more stays, in addition to the works that are carried out to improve the facilities that increase electricity consumption, and the same happens in 2018.

7,88 KWh consumed in 2014-2015

7,96 KWh consumed in 2016-2017

8,43 KWh consumed in 2018



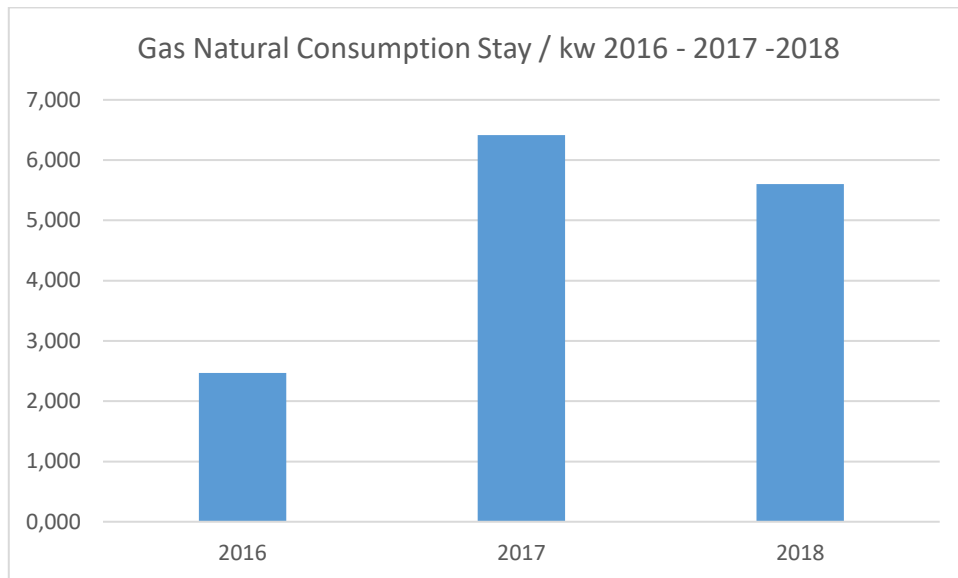
- In January 2016, 2 entire floors of rooms were renovated. In these reforms, low consumption LED lights have been installed in 68 rooms.
- In the corridors of the refurbished plants, lights with presence detector have been installed to reduce the cost of electricity, as well as cardholder control in all the renovated rooms.
- In 2018, the reform continued from 10th floor to 8th floor inclusive, with a total of 102 rooms with the new LED consumption systems with greater savings.

Natural Gas Consumption

In 2016 the installation of Natural Gas is carried out. Both Propane and Diesel are discontinued. Natural Gas is considered the most environmentally friendly energy.

	Year 2016					Year 2017					Year 2018				
Month	Occupancy	Total Consumption (kWh)	Consumption x stay (kWh/stay)	Objective	Compliment	Occupancy	Total Consumption(kWh)	Consumption x stay (kWh/stay)	Objective	Compliment ?	Occupancy	Total Consumption (kWh)	Consumption x stay (kWh/e stay)	Objective	Compliment ?
January	25535	Gasoil	5,398	5,344	yes	25526	180547	7,073	7,002	yes	16102	208809	12,968	12,838	yes
Februar	20912	Gasoil	5,908	5,849	yes	17998	180677	10,039	9,938	yes	14692	135140	9,198	9,106	yes
March	24797	Gasoil	5,517	5,462	yes	19802	170219	8,596	8,510	yes	16870	172379	10,218	10,116	yes
April	25976	Gasoil	4,402	4,358	yes	23318	157285	6,745	6,678	yes	21528	155685	7,232	7,159	yes
May	27886	Gasoil	4,394	4,350	yes	28059	172544	6,149	6,088	yes	26641	153345	5,756	5,698	yes
June	27758	32100	1,156	1,145	yes	28438	141670	4,982	4,932	yes	26952	11173	0,415	0,410	yes
July	30112	25357	0,842	0,834	yes	30898	141513	4,580	4,534	yes	30325	20927	0,690	0,683	yes
August	31679	176736	5,579	5,523	yes	31903	155668	4,879	4,831	yes	31194	176736	5,666	5,609	yes
Septem ber	27009	108068	4,001	3,961	yes	26860	161622	6,017	5,957	yes	26245	108068	4,118	4,076	yes
October	27255	123531	4,532	4,487	yes	27180	160806	5,916	5,857	yes	25897	122464	4,729	4,682	yes
Novemb er	25268	162609	6,435	6,371	yes	25336	160806	6,347	6,283	yes	24014	162609	6,771	6,704	yes
Decemb er	25927	161802	6,241	6,178	yes	25227	208809	8,277	8,194	yes	23106	161802	7,003	6,933	yes
Total	320114	790203	2,469	2,444	yes	310545	1992166	6,415	6,351	yes	283566	1589137	5,604	5,548	yes

- Diesel and Propane consumption are completely erased, and consumption by Natural Gas is introduced.
- The incorporation is made in mid-2016, and between 2017 -2018 there is a decrease in consumption.



Propane Consumption, Supplier Company (State)



Propane consumption was intended only for kitchen machines. There was a small part of these that were electric and thanks to the preventive measures and acquiring more efficient machines it was posible to reduce the consumption of the year 2012 - 2015.

From 2016, natural Gas is installed, completely erasing propane consumption.

Diesel Consumption, Supplier Company (Local)

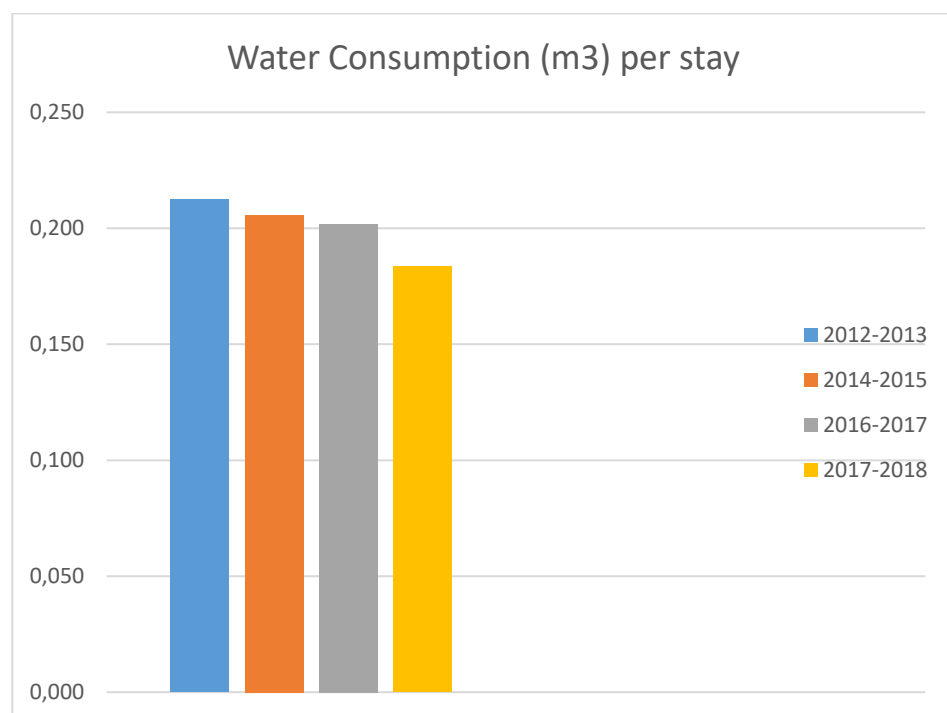


Gasoil consumption remained at stable levels in the previous periods, but finally it was decided to end this energy source, carrying out the installation of NATURAL GAS in 2016.

Water Consumption: Supplier Company (regional)

Total water consumption in m3, 2014-15- vs 2016-17-2018

	Total Consumption (m³)	Consumption x stay (m³/stay)		Total Consumption (m³)	Consumption x stay (m³/stay)		Total Consumption (m³)	Consumption x stay (m³/stay)
Year 2014	59.086	0,196	Year 2016	67.033	0,209	Year 2018	52.060	0,184
Year 2015	66.016	0,215	Year 2017	60.265	0,194			
Total	125.102	0,206	Total	127.298	0,202	Total	52.060	0,184



Water consumption has been reduced in the last 2 years by 0.022m3 per stay. This means a saving of 22 liters of water per customer per day. ✓

The Hotel is in a phase of renovation of rooms in which the bathtub is replaced by a shower, with the main objective of reducing water consumption in the rooms.

- In the new renovated rooms the bathtubs have been replaced by shower trays so that water savings can be increased.

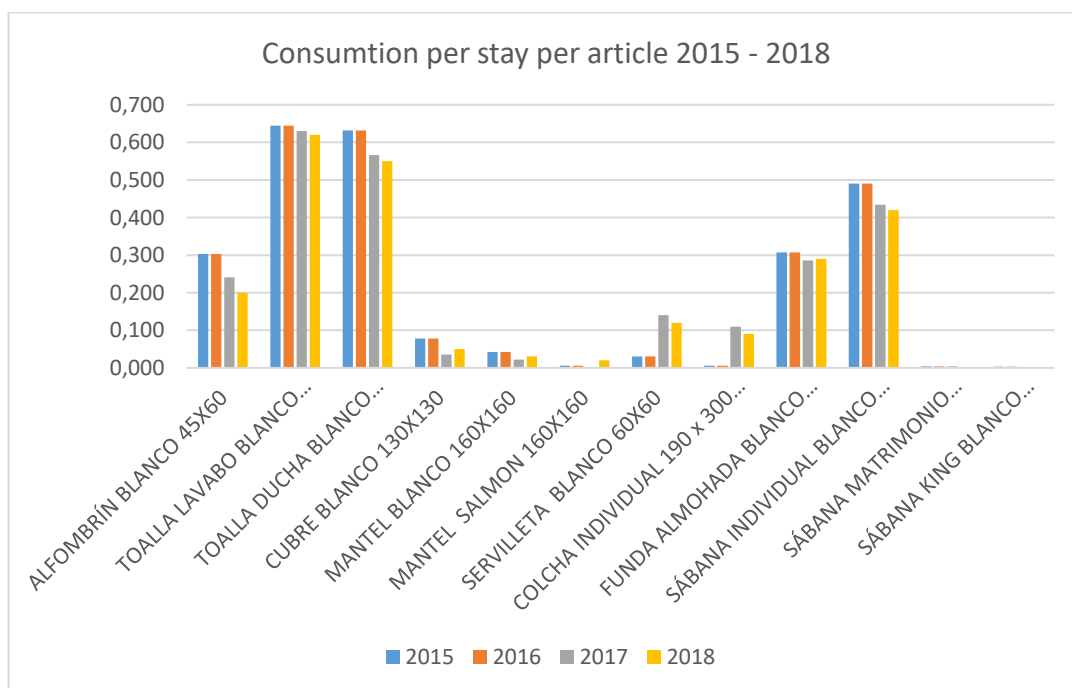
Laundry

Although the average stay per Room has been reduced from 9.21 to 8.38 due to lower TTOO, new travel trends, this has not resulted in an increase in laundry consumption, but has been saved by improvement procedures implemented regarding the rotation of lingerie as well as greater dissemination and communication with the client about environmental sustainability measures.

9,21 days of average length stay 2014-15

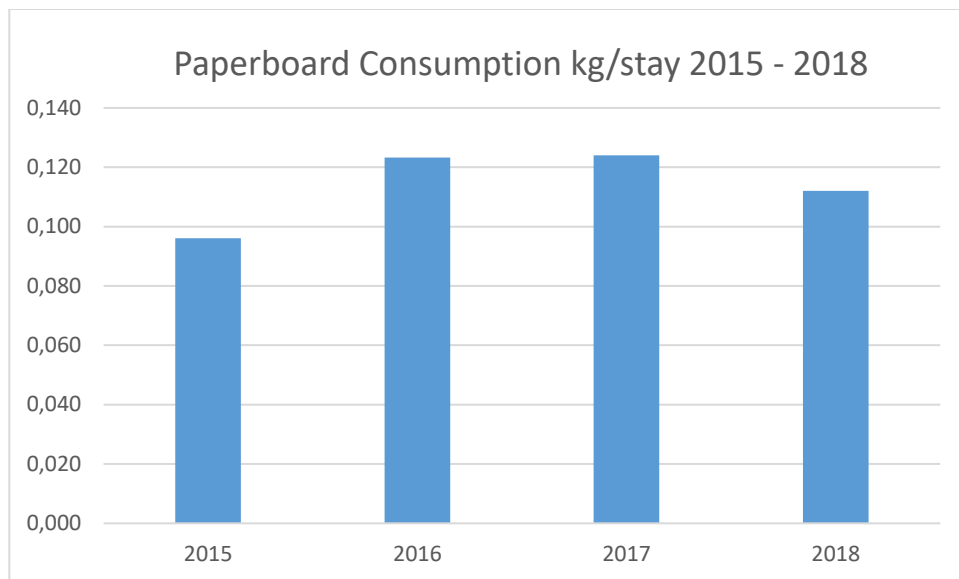


8,38 days of average length stay 2016-17-18



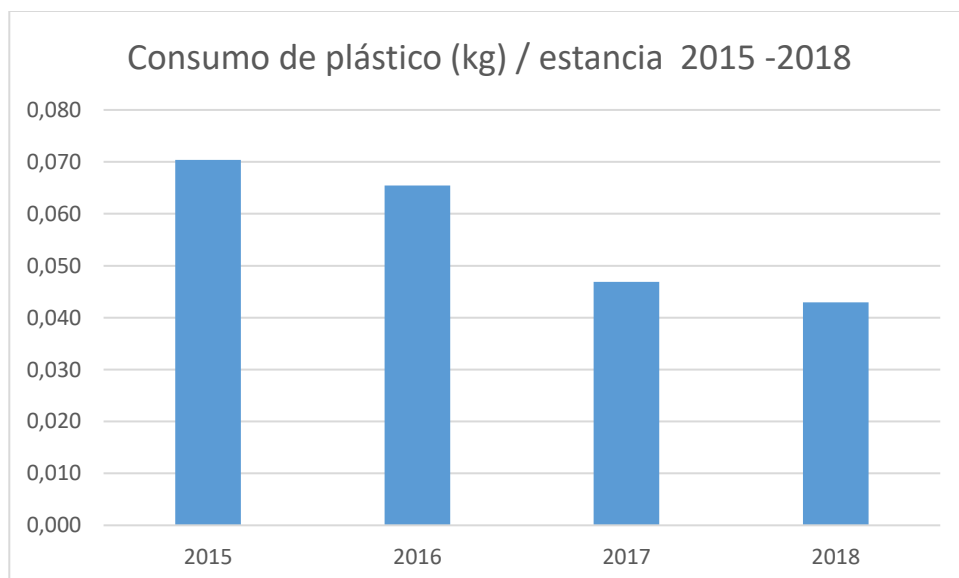
Solid Waste

Paperboard



The consumption of cardboard kg/stay has been increased, due to the renovation Works carried out, and the way in which the replaced components come this has been increased. The objective is to reduce it and return to levels equal to or lower than in 2015.

Plastic



A plastic consumption of 0,30kg per stay has been reduced in the period of 2015 – 2018. For this purpose, a control of solid and plastic waste consumption has been carried out.

SOCIAL ASPECTS

Local Actions

The intended objective is achieved and other different actions are carried out:

- Collaborate with the association Double Love in helping people with intellectual disabilities with special education and offering job.
- Help Humanitel, Association of disable people, by buying their products.
- Promote local cuisine in the buffet menus with dishes such as Paelle Valenciana, Fideua, Fish, desserts or other products in the area.
- Promote local festivities by co-financing the preparation of the Commissions for parties and club books, collaboration with the purchase of artesanal products.
- Provide information to customers about schedules, train buses, cultural activities, excursions, local leisure, etc.
- Collaborate with the Pre-social Workshop of Social Insertion (T.A.P.I.S): It is a service offered by the Department of Social Welfare of the City of Benidorm for people with special Difficulties of social or employment, specially people with disabilities.
- Collaborate with Forcal, a training center specialized in practical labor education.
- Participate in the UNICEF HOTELES AMIGOS program for the protection of child exploitation. Raising funds and making donations.
- Collaborates in special parties such as Christmas, Med Summer Fest, Halloween with non-profit associations in the form of collection of donations or extraordinary raffles (Bussy Bees, Gandia Children preventorio, Double Love Association,...).



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 (Malaga). Currently the group has sixteen establishments, thirteen of which are owned. It has a anual turnover of € 80 million and a workforce of 1,398 employees.




















Hotel Rio Park

2 Star Hotel

Capacity 458 rooms

Benidorm Coast Area – Alicante - España

Acreditación Travelife Oro

	SOLARIUM		PISCINA EXTERIOR		RESTAURANTE
	INTERNET CORNER / INTERNET CENTRE		FACILIDADES PARA MINUSVÁLIDOS		TIENDA
	RECEPCIÓN 24H.		CAFETERÍA		PROGRAMA DE ANIMACIÓN
	INTERNET		BAR		SALÓN
	WIFI		MALETERO		MINI CLUB
	PING PONG		VENTA DE EXCURSIONES		ALQUILER DE COCHES
	CAMBIO DE DIVISAS		SALÓN DE JUEGOS		NO SE ADMITEN ANIMALES

% place vs Benidorm .	2,61 %
% stays vs Benidorm .	2,82 %
Gross Income per room	10,40 €
Expenses for energy measures and modernization of Facilities.	103.000,00 €
Donations raised for Unicef (Group Level)	3.344,00€

INTEREST GROUPS

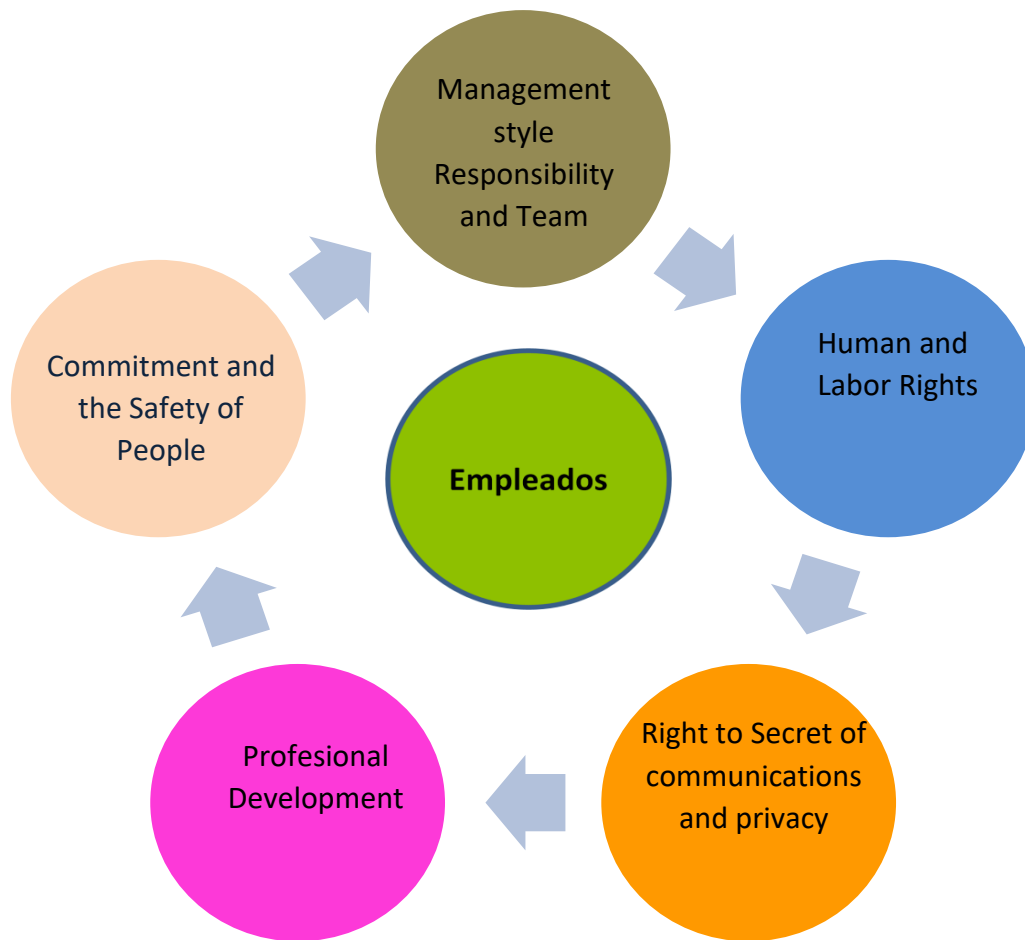
Shareholders

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.

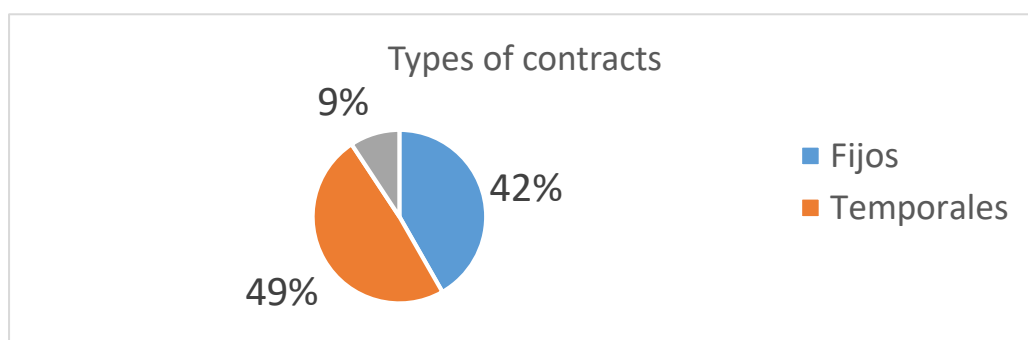
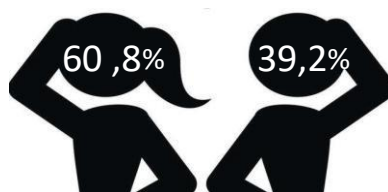


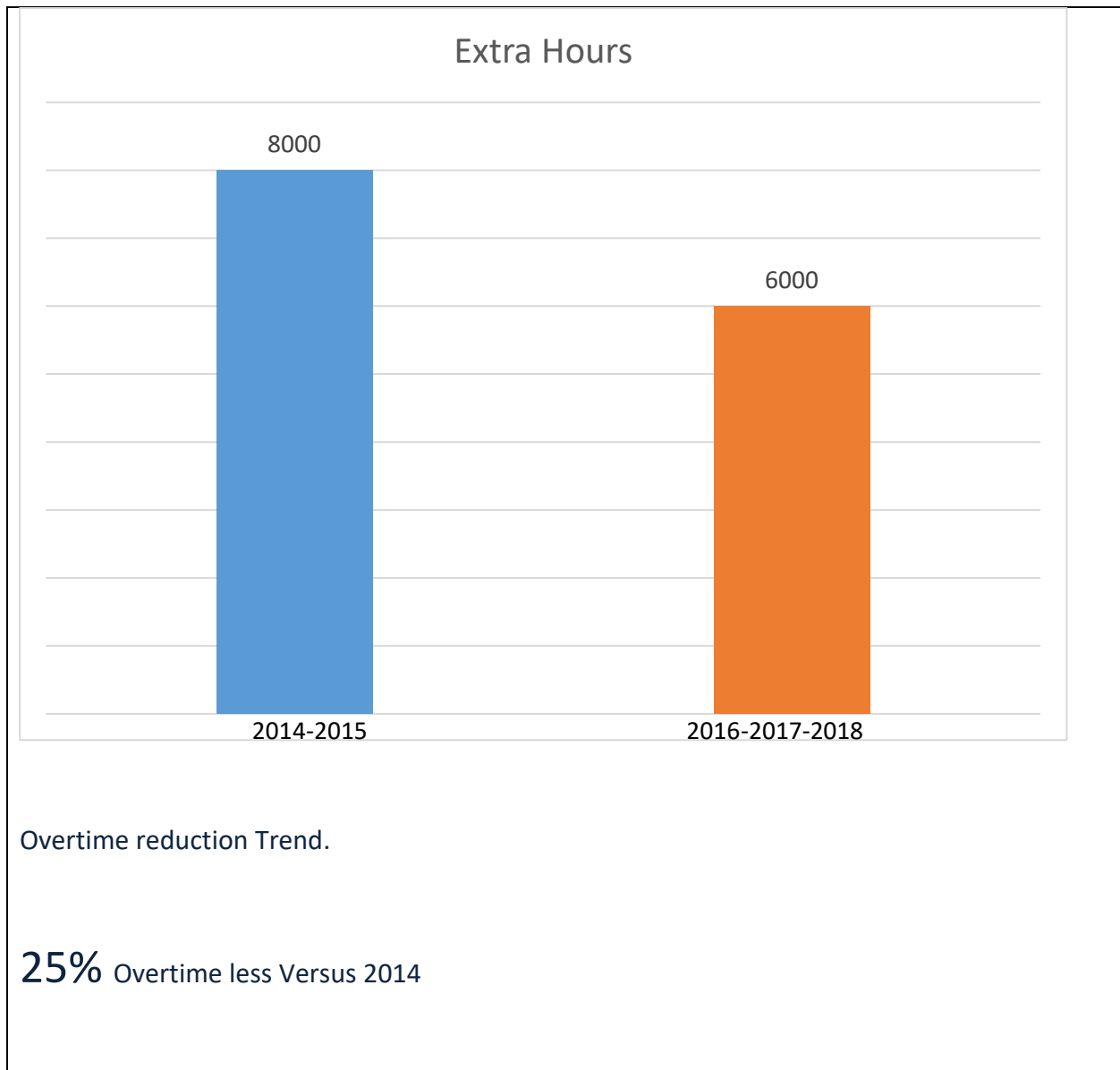
Employees

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 integrations of different people and cultures is one of the foundations of the success of Med Playa.



The average workforce for 2016-17-18 was **143,41** employees



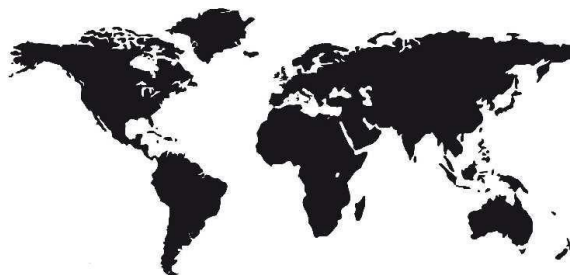
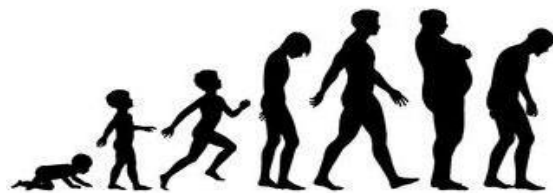


0,85 Accident Rate

43,8 Average Age

9,45 Years of Service

9 Different Nationalities



Compared to the years 2014-15, the total number of staff has remained although rooms have been reduced. The accident rate has dropped significantly from 1,35 to 0,85. The proportion of female staff has increased its quota from 53,9 to 60,80%. The fixed staff share 46% and the eventual 54%. The Workforce is rejuvenated, seniority, internationality are shortened, overtime is reduced and there is almost no accident rate.

Social Benefits for Employees

- Discounts of hotel reservations for the chain.
- Discounts at local companies: Gym, opticians, dentists, amusement Parks.
- Advertising of local businesses, promotions, offers, discounts, etc.
- Possibility of obtaining surplus food.

Promotion:

- Pedro Guerreo, waiter converts indefinite contract.
- Todor Rusev, waiter converts indefinite contract.
- Abigail Rojas, receptionist converts indefinite contract.
- Salvador Lacarcel, receptionist converts indefinite contract.
- Miguel Angel Navarro, 2nd Hedo f Kitchen conferts indefinite contract.
- Eva Zaragoza, helper Kitcheen converts indefinite contract.
- Nicoleta Trif, promotes cook and converts indefinite contract.
- Jose Miguel González Bernal, promotes category helper Kitchen
- Ángela Montes, junior Kitchen converts indefinite contract.
- Possibility of employment to Young people with reduce intelectual capacity is encouraged.



Training

During these three years, various training courses have been given in different areas:

- Norovirus prevention and control
- HACCP Food Safety Management
- Legionella Prevention
- Occupational Risk Prevention
- Food Allergen Management



“Raise awareness among the hotel staff of the importance and treatment of these cases and compliance with the new regulations of the European Union in this matter, to meet and meet the demands of those customers with food allergies”.

Environmental Sustainability

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

- Seduce the customer

“Improve the skills to get customers to have fun during their stay at the hotel, feel very comfortable, repeat and share their experience”.

- Professional Well-being

“Directed to the Department of Floors with the objective of improving the physical condition in the workplace, applying specific and appropriate postural relaxation techniques and exercises to the activity that is carried out by reducing the negative physical impact associated with the work of the workplace”.



Others

Since 2007 the Hotel holds a competition for innovation



The Facilities in the Staff Dining Room have been improved, equipping it with a hot buffet and a cold buffet. In addition to changing the chairs, putting on a new TV and offering a 14-day menu Wheel.



Customers

Customers satisfaction is the main base of the Med Playa Group and a deal of honesty, profesional responsibility, confidentiality, privacy and proper use of your data is maintained with them..

The client can contact the Call Center Med Playa to leave their opinio or send a comment on medplaya.com

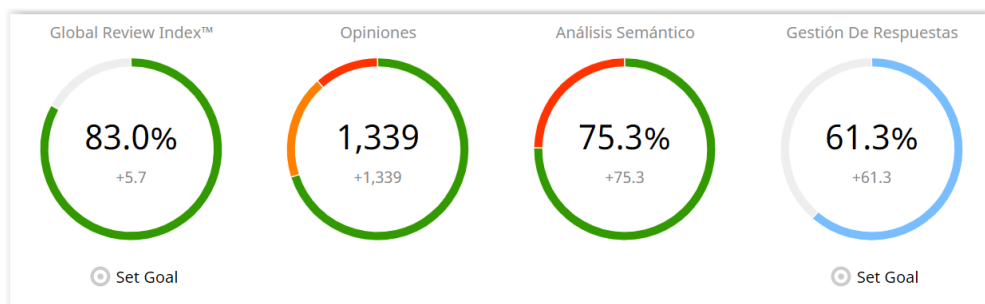


Another tool used to know customer satisfaction is

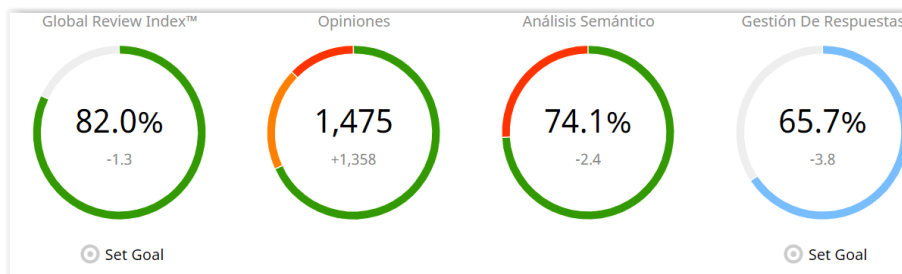


Analyzes online opinions and allows you to add, organize and effectively manage online reputation and presence in the main online travel agencies, opinion websites and social networks.

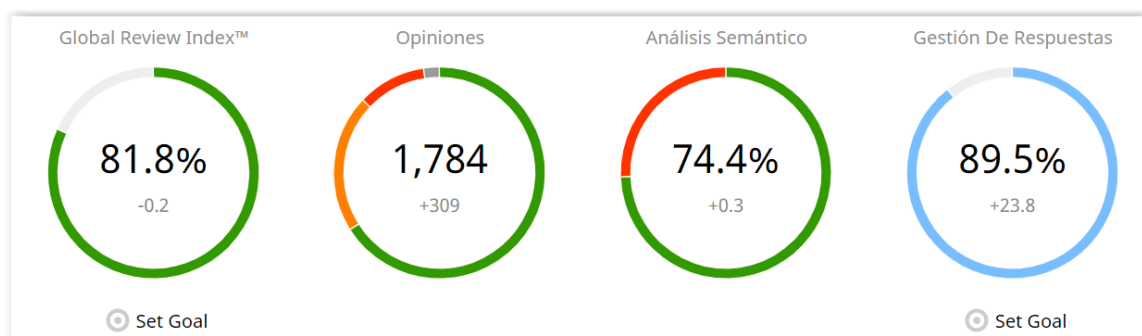
2016



2017



2018



Loyalty program Amigo Card

Our repeat customers are rewarded through a point accumulation system and are exchanged for services, gifts and discounts on their reservations.

Currently in the Med Playa Group they are accounted for.



Suppliers

The Med Playa Group applies a strict and detailed procedure on the evaluation and selection of suppliers based on social, ethical and environmental criteria. Standards code of conduct and sustainability policies are provided with access to the website www.medplaya.com.