



Sustainability Report Med Playa
Hotel Rio Park **2019 – 2020**



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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 establishments, 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 water 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. Develop 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 activities, 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 a 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 and 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 posible 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 vaules 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.



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 associations of old people, 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 hotels.



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 with natural gas, achieving a reduction in emissions 19% CO2.



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



MEDPLAYA COMMITMENTS 2019-2020

These are the commitments for Sustainable Development made in 2019-2020 and which will also serve as a guide in the future.



- Responsible use of water
- Energy Efficiency
- CO2 Emission reduction
- Food Waste reduction
- Promotion of social action
- Good practices and protection of the environment

OBJECTIVES HOTEL RIOPARK 2019-2022

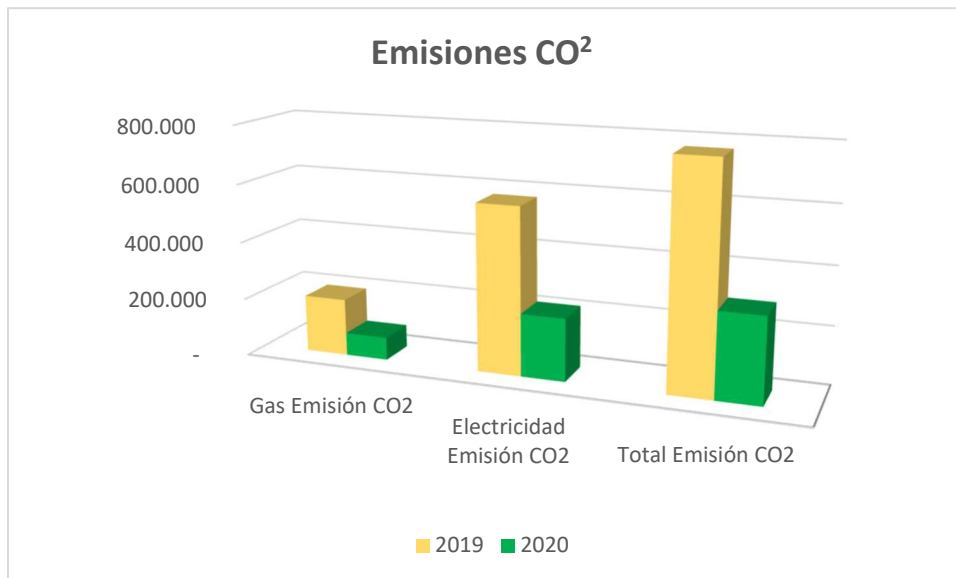
The Sustainable Development Goals have been created by the United Nations with the aim of ending poverty, protecting the planet and ensuring that people enjoy peace and prosperity. These challenges and strategies are also assumed by the Med Playa group and in which it exerts more influence on: Main Sustainable Goals where the group has the greatest impact:

- Gender equality
- Clean water and sanitation
- Affordable and clean energy
- Decent work and economic growth
- Industry, innovation and infrastructure
- Responsible production and consumption
- Climate action



- Reduce CO2 emissions by 2%.
- Reduce electricity consumption by 5% with the installation of Led luminaires, which will account for 70% of the hotel's lamps.
- Reduce water consumption by 5% with the installation of economizer product units.
- Reduce 5% of the Kg of waste with the elimination of single-use plastics (straws, glasses, plates and cutlery) and the reduction of the use of single-doses by going to use bulk formats (dispensers of sauces, dressings, ice cream and yogurt in buckets).
- Use only recycled paper in the hotel

ENVIRONMENTAL ASPECTS



CO2 EMISSIONS

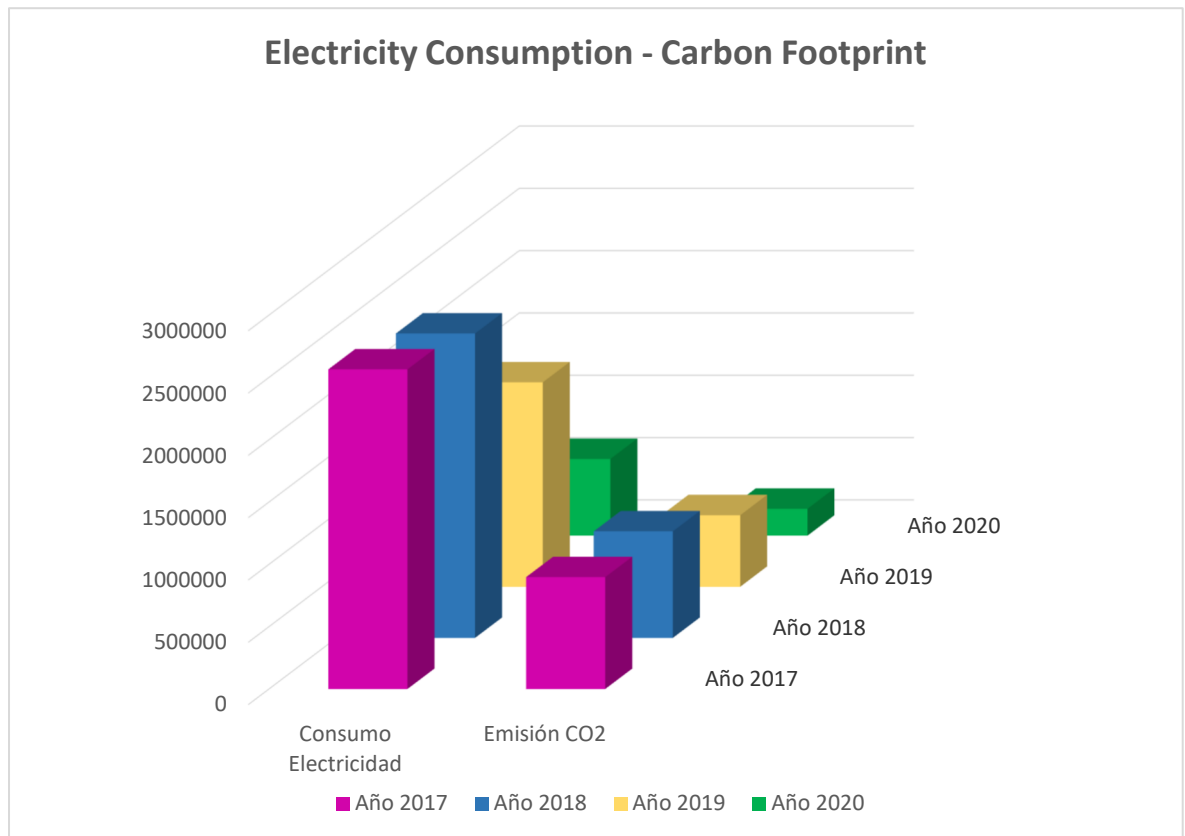


It has been possible to reduce CO2 emissions by 60% compared to the previous year, due to the closure of activity since March 2020, leaving the facilities with minimal services.



Energy Consumption:

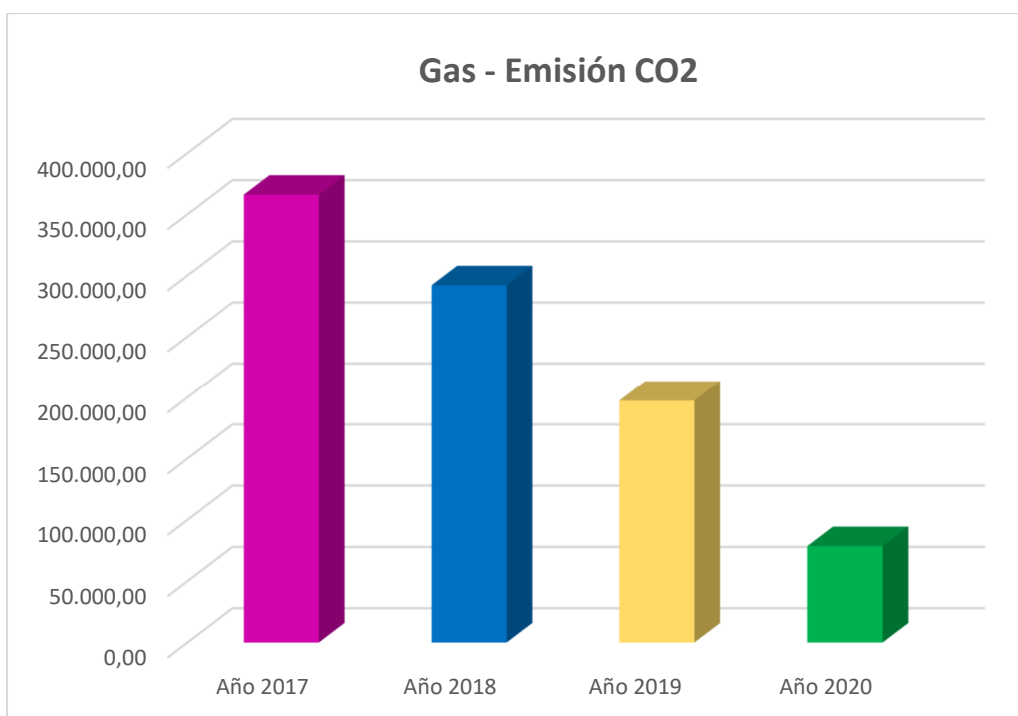
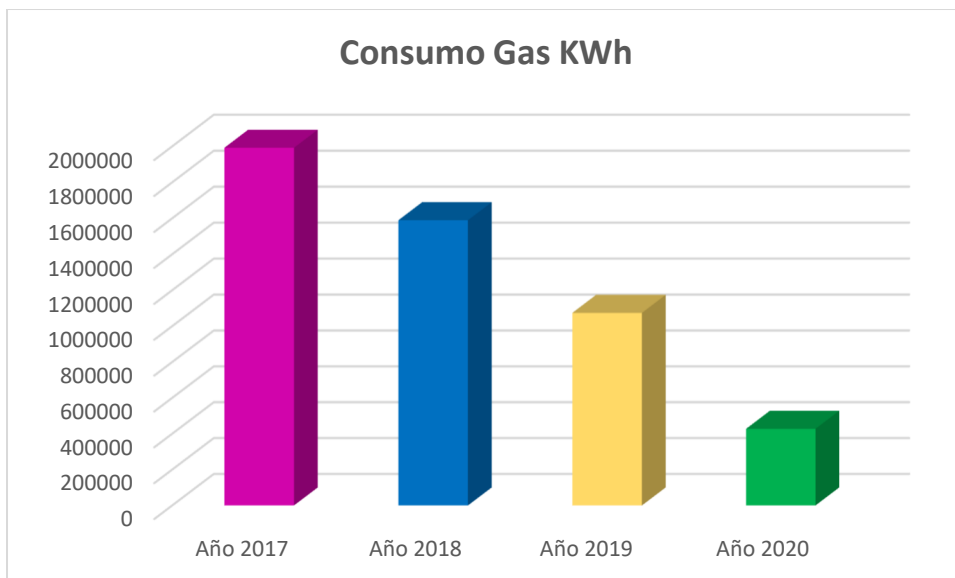
Electricity



The consumption of electricity as well as the carbon footprint has been decreasing in recent years, in 2020 with more reason for the closure of activity.



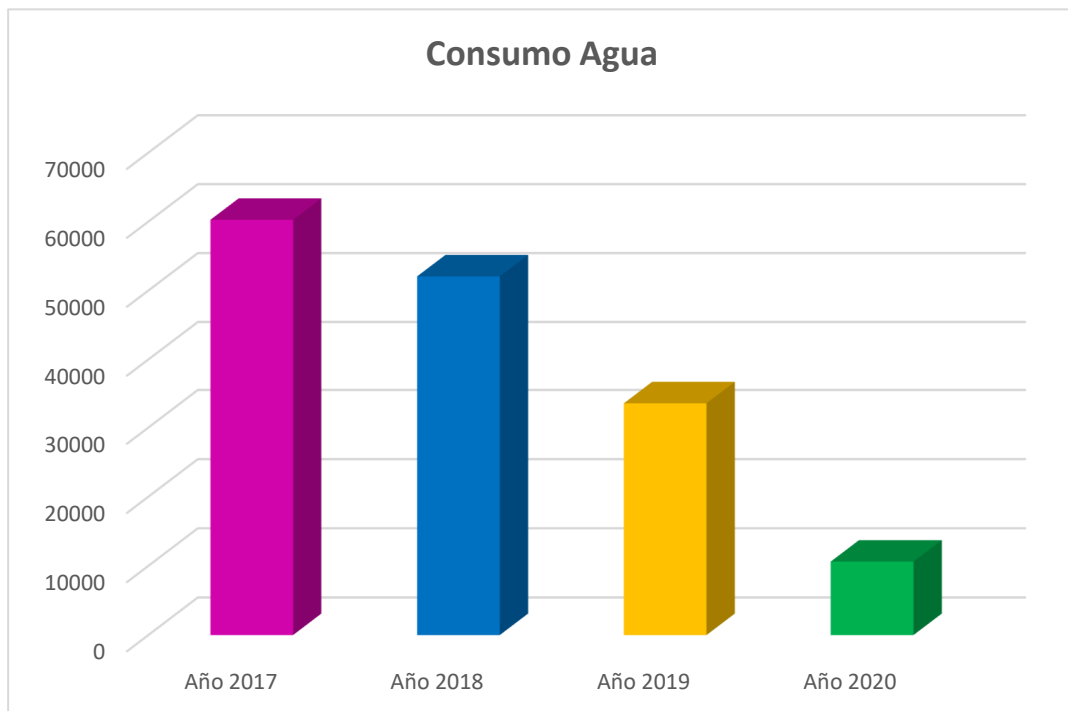
Natural Gas Consumption



Gas consumption has also been decreasing year by year.



Water Consumption: Supplier Company (regional)

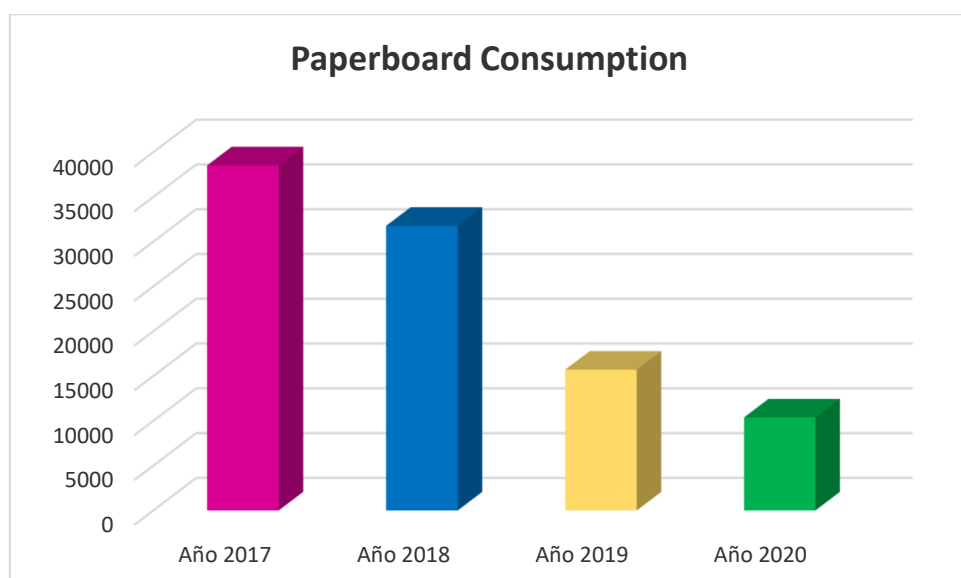


The consumption of water has been reduced in the last 4 years which comes to suppose a considerable saving.



Solid Waste

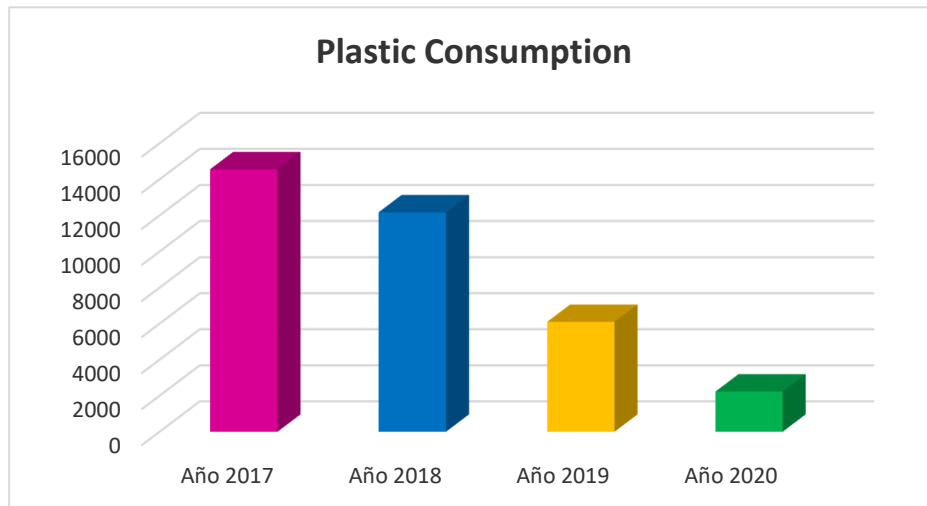
Paperboard



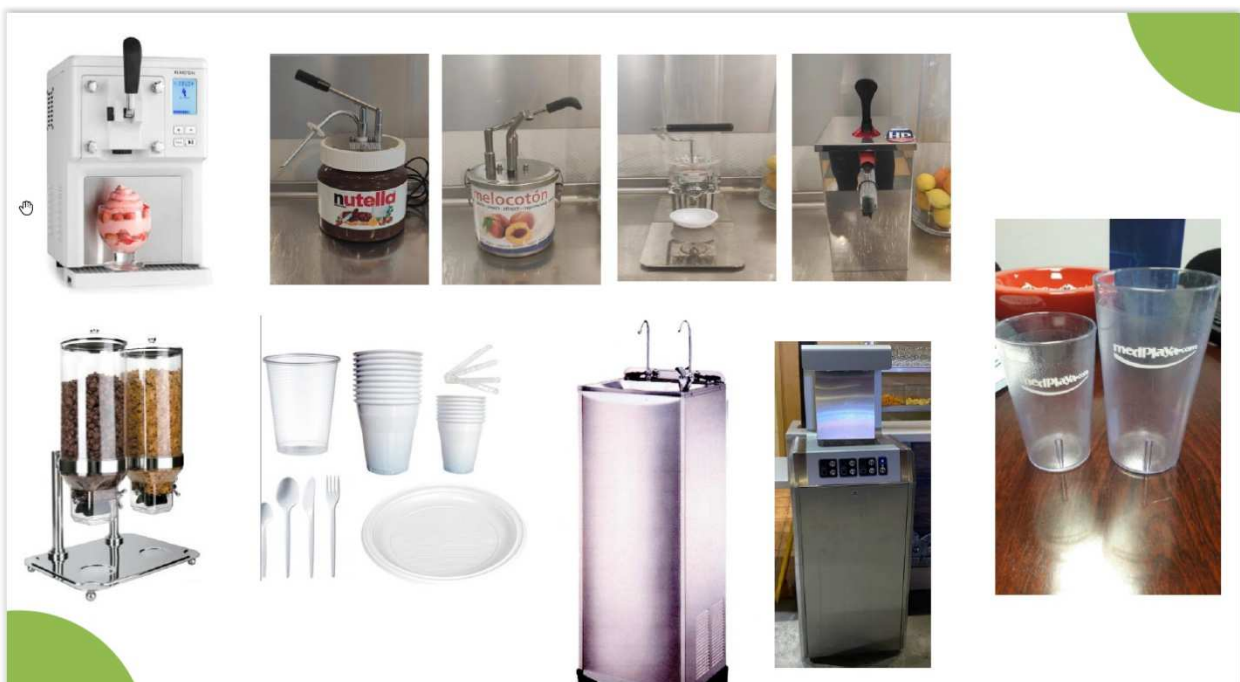
The consumption of cardboard has been reduced to more than 60% Vs 2018, the objective for 2022 is to reduce the consumption of cardboard by 5% with respect to years of full activity.



Plastic



Plastic Consumption Vs 2018 is reduced by 80% in use, the objective for 2022 is to reduce plastic consumption by 5% compared to years of full activity.



For this, it is committed to resuming the project of elimination of single-dose products

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 artisanal 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 formo f collection of donations or extraordinary raffles (Bussy Bees, Gandia Children preventorio, Double Love Association,...).
- Collaboration is carried out by the Incorpora program of “la Caixa” in alliance with COCENFE for people at risk of social exclusion to carry out non-labor practices in various departments such as Kitchen, Restaurant and Bar.
- At times of the Covid pandemic, perishable food is transferred to staff members.



- At times of the pandemic, food supplies worth € 564.29 are donated to the Alicante Gastronómica Solidaria association.

ECONOMIC ASPECTS

During the years 2019-2020, in its commitment to quality, the Med Playa Group has made various investments and operations to improve the Hotels.

5.3 million euros in the Hotel Calypso in Salou in the renovation of rooms with the aim of improving them through geometry, lighting and color, their energy efficiency, accessibility and security and also improvements in common areas.

1.3 million euros in the Aparthotel San Eloi in Tossa de Mar are allocated to 38 rooms and to the swimming pool, games and leisure areas with priority for children's activities. 1.8 million euros in the renovation of the Hotel Santa Mónica in Calella, all rooms have been updated and decorated in a modern and contemporary style, taking into account their comfort and energy efficiency.

Work project 2019 of the Hotel Rio Park, with the aim of betting on quality tourism and seeking to always satisfy the demands of its guests, and to provide the best service, surrounded by amenities and details that make them feel at home , the rehabilitation and remodeling of some of its areas is carried out.

The works began in January and ended in May, coinciding with the start of the tourist season. The reform involved an investment of € 8,900,000, in addition to the € 3,274,000 that the two previous phases of the work cost. With the remodeling, the Hotel Río Park went from two to four stars.

Built in 1970-71, the hotel consists of 408 rooms and 14 floors. In a first phase (2017), two plants were remodeled, in a second phase (2018), three more plants and in 2019 the most important action was carried out, with the renovation of the other seven plants. 408 rooms were operated, in which the furniture and flooring were completely changed. The current bathtubs were also replaced by shower trays for potential, thus the comfort of the clients and increasing the saving of water consumption.

Taking advantage of the works, the complex's double rooms were replaced by triple and family rooms. Of the latter, 48 were quadruples with the aim that the family audience - which is the majority in the summer season - has all the comforts. After the remodeling, the Rio Park Hotel has 408 rooms, of which 146 are doubles, 214 are triples and 48 are quadruple or family rooms, including 13 adapted rooms.

Another novelty is the remodeling of the reception and the creation of new public baths, as well as the improvement of the accessibility of the elevators. For this reason, two lifts were installed plus one of them specifically designed for people with reduced mobility. And it is that the adaptation for the elimination of architectural barriers was a constant in the project.

The remodeling was also applied to the exterior of the hotel where a new aquatic play area with a lagoon-type pool was created for adults, and a "Splashpad" pool (a water games park without depth) as well as a specific leisure area for the little ones. This is a bet in which the Med Playa chain affects all the renovations it carries out in the hotel complexes it manages. Having a water area for minors is a differentiating element compared to other chains and, in addition, it allows families to have a new recreational service at their disposal. Taking advantage of the execution of the project, the hotel's air conditioning system was renewed, replacing the previous chillers with current ones with inverter systems of high energy efficiency and low CO2 emissions with little polluting gas R134.

Regarding the façade, the current iron railings were replaced by a new concept of glass and stainless steel that contributes to giving a much more current image. Finally, the entire buffet area was renovated and an al fresco restaurant was created, with top quality products that can be tasted on the terrace.

The investment made is amortized over a period of 10 years. The expected EBITDA has an increase of 85%. The ADR increases by 32% and the RevPar increases by 30%.





Alliances

The Azora group acquired seven hotels from the Med Playa hotel group in 2019; the Pez Espada Hotel in Torremolinos and the Riviera Hotel in Benalmádena, located on the Costa del Sol and the Flamingo Oasis, Riudor, Regente Agir and Rio Park hotels located in Benidorm. Azora will carry out the reform and repositioning of the hotels, mainly to 4 * category hotels, for a total of 30 million euros; while the Med Playa Group will continue to manage them.

HOTEL RIO PARK

















Hotel Rio Park

4 Star Hotel

Capacity 408 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.	103.000,0 €
Donations raised for Unicef (Group Level)	3.344,0€

INTEREST GROUPS

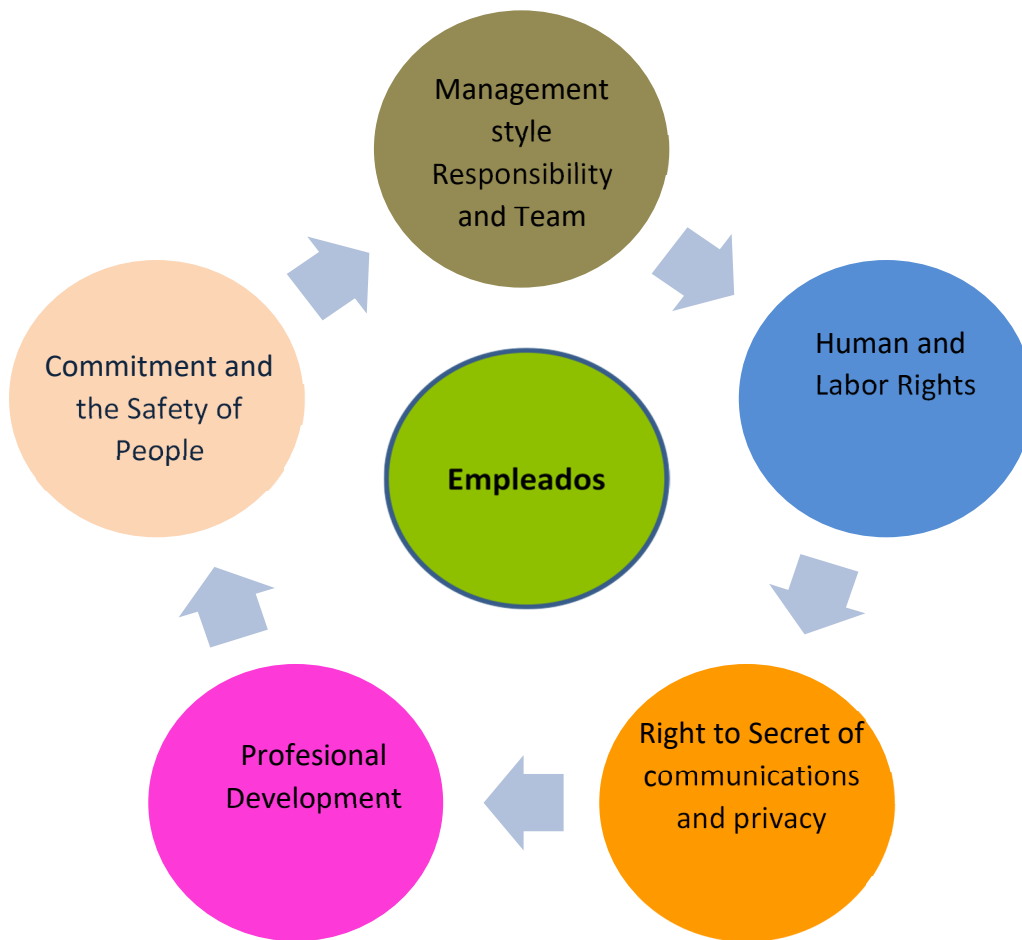
Shareholders

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.

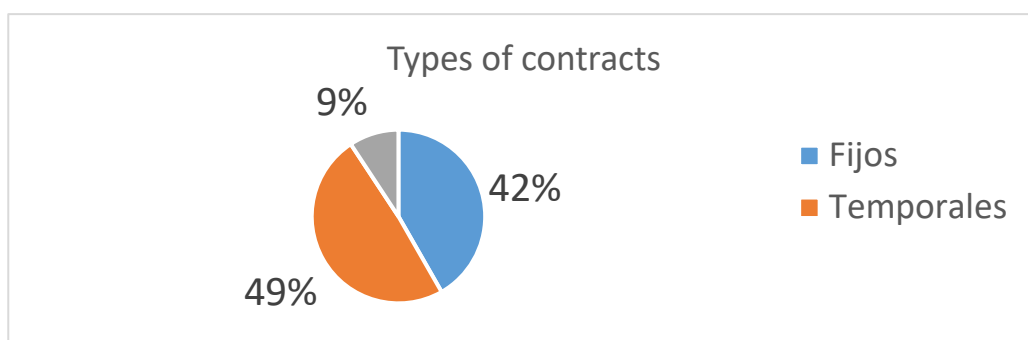
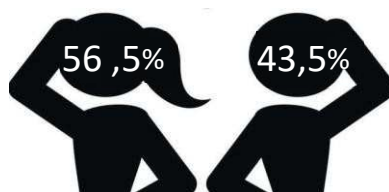


Employees

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.

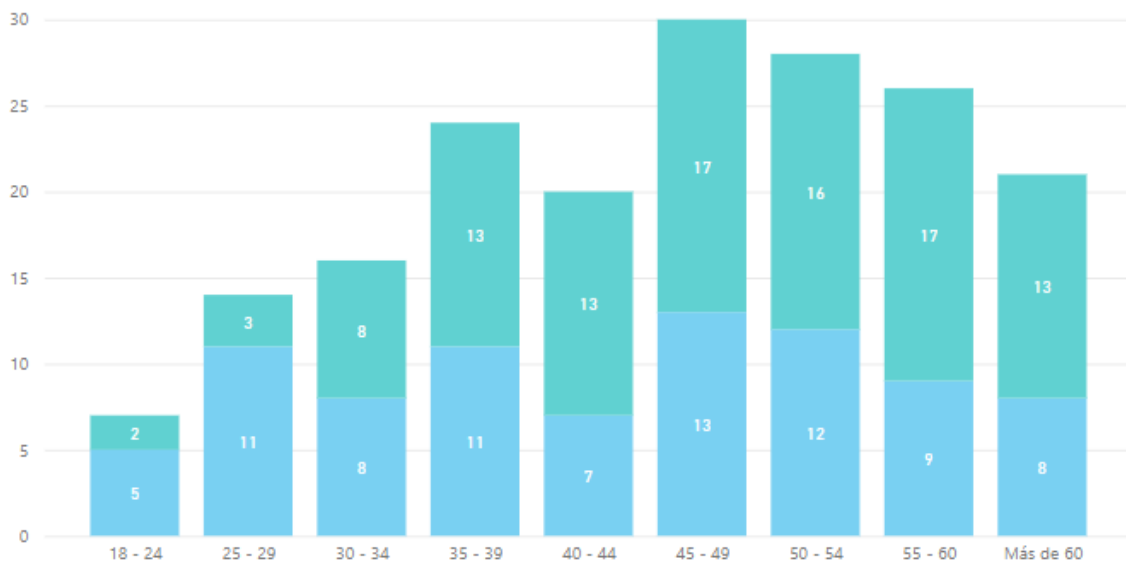


The average workforce for 2019-20 was **135,88** employees



Personas por rango de edad y sexo

Sexo ● HOMBRE ● MUJER

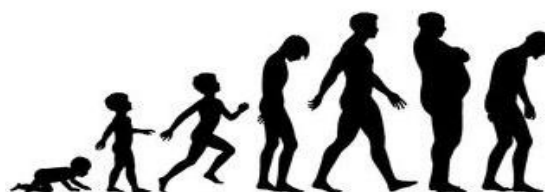


3,42 Accident Rate

43,8 Average Age

9,45 Years of Service

9 Different Nationalities



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:

- In 2020, the Bar Department has made 3 changes in category from busboy to waiter:
Miguel Ángel Almansa, Saedhur Rehman, Consuelo Blanquer.
- In 2020, the Restaurant Department has made 2 changes in category from waiter to waiter:
Maria Teresa Espino, Francisca Mayor.
- Benet Presas Master Deputy Director at Rio Park promoted to Director at Medplaya Hotel Agir.
- Miguel Angel Navarro, 2nd Head of Kitchen is promoted to Head of Kitchen at Hotel Cooperativo Medplaya Regente.
- Eva Maria Luque, deputy HouseKeeper, goes on a permanent contract.
- Jose Miguel González Bernal, promoted to chef category.
- Work with young people with reduced intellectual capacity is encouraged.
- Collective agreement with chambermaids based on workloads once the 2019 reform is completed, with the new room distribution. Just as there are 8 more people hired than in October 2018.
- The hiring of part-time days is encouraged in order to promote family conciliation.
- At Christmas 2020, despite the fact that the hotels were closed and the majority of the employees at ERTE, Medplaya makes an economic effort to give all its employees the typical Christmas basket, wishing them happy holidays.



Training

During these two 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 demand 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.”

- Executive Management Kitchen and Buffet Benidorm

“Update and optimize knowledge in Kitchen, bar and restaurant equipment management in order to maximize revenue, primary cost & expense and increase profits”.

- Professional Well-being

“Directed to the Department of Chambermaid 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”.

- Prevention Against Coronavirus infection at Work

“Provide the worker who joins after confinement by coronavirus information on how to act in this new situation”.



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 **ReviewPro**
GUEST INTELLIGENCE
Analyzes online opinions and allows you to add, organize and effectively manage online reputation and presence in the main online travel agencies, opinión websites and social networks.

2019



2020



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.