



Sustainability Report Med Playa
Hotel Rio Park **2021 – 2022**



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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 which 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 which take place in our destinations by either actively taking part or 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.



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.



12



Pez Espada
Torremolinos

Riviera
Benalmádena

Bali
Benalmádena

Balmoral
Benalmádena

Flamingo Oasis
Benidorm

Riudor
Benidorm

Regente
Benidorm

Rio Park
Benidorm

San Eloy
Tossa de Mar

Esmeraldas
Tossa de Mar

Santa Mònica
Calella

Calypso
Salou

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 is certified with BIOSCORE in 11 of our 12 hotels.



The Rio Park hotel, as with other hotels in the chain, is certified in BREEAM

BREEAM® ES

Estándar en Construcción Sostenible
www.breeam.es
www.breeam.com

BREEAM ES En-Uso

Este documento certifica que:

HOTEL RIOPARK
Avda. Murcia, 16
03503 - Benidorm

ha sido evaluado según:

BREEAM ES En Uso 2014

por un Asesor para:

HOTEL RIO PARK SAU

Código del Certificado: **BUSO-0121-002/P1**

Edición del Certificado: **01**

Edificio (Parte 1): 56,05%
Muy bueno

★★★★★★

Gestión del edificio (Parte 2): Enter Score
No evaluado

★★★★★★

Krean, S.COOP.
Organización Autorizada

Andrew John Ferdinando
Asesor BREEAM ES

B-ES-054/USO
Código Licencia

Carlos Calvo
Director General ITG

Javier Torralba
Director BREEAM ES

05 de abril de 2021
Fecha de expedición

05 de abril de 2024
Fecha de radicación

Certificado expedido por BREEAM España para el Asesor arriba citado, en base a su Informe de Evaluación. Este certificado es propiedad de la Fundación Instituto Tecnológico de Galicia (ITG) y está sujeto a sus términos y condiciones. La obtención del presente certificado no exime del cumplimiento de los requisitos legalmente aplicables al proyecto certificado. Para la comprobación de su autenticidad, por favor consulte www.greenbooklive.com/check, www.breem.es o póngase en contacto con BREEAM España.

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de galicia

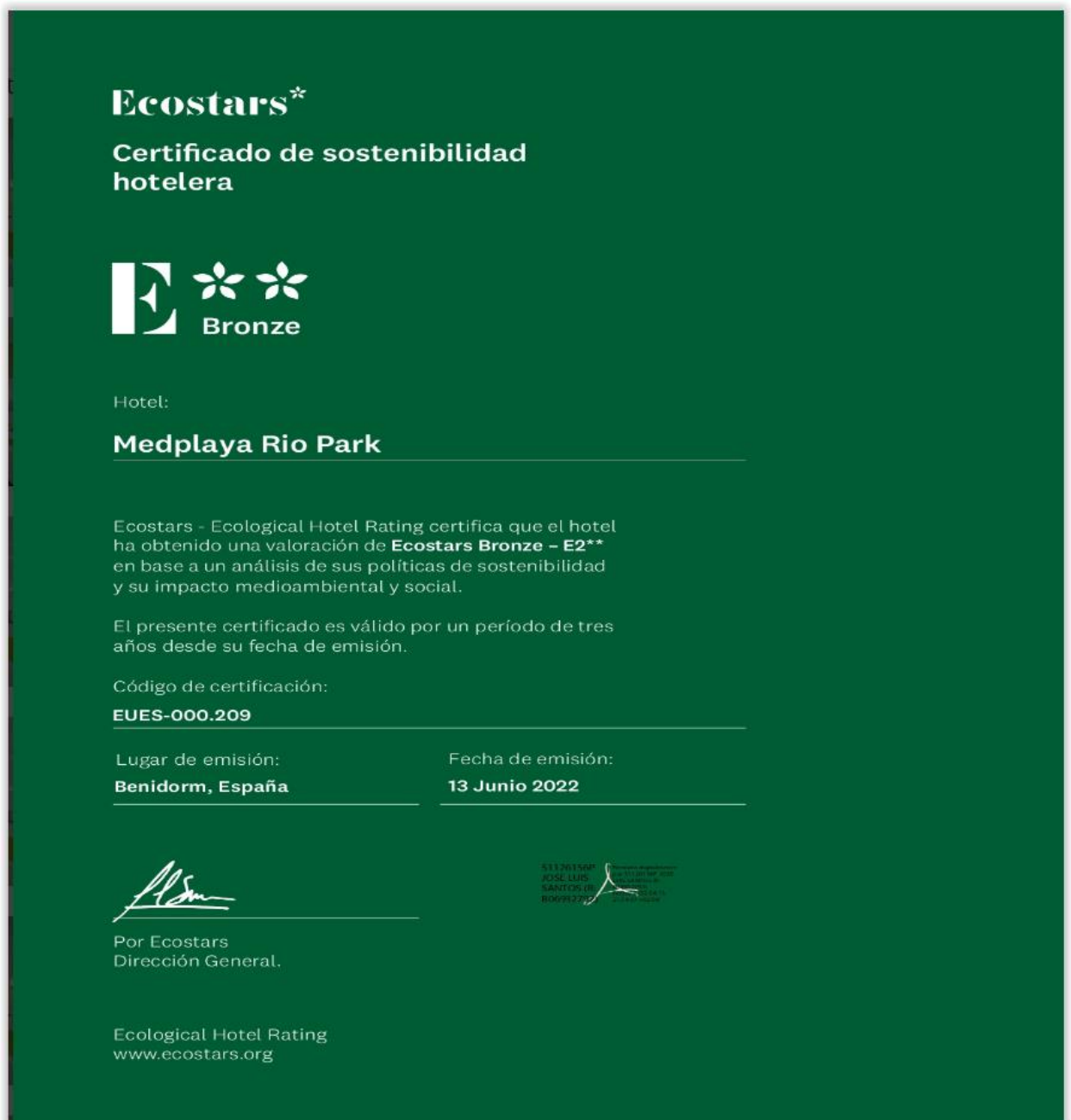
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We have also been certified with ECOSTARS obtaining bronze level.



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

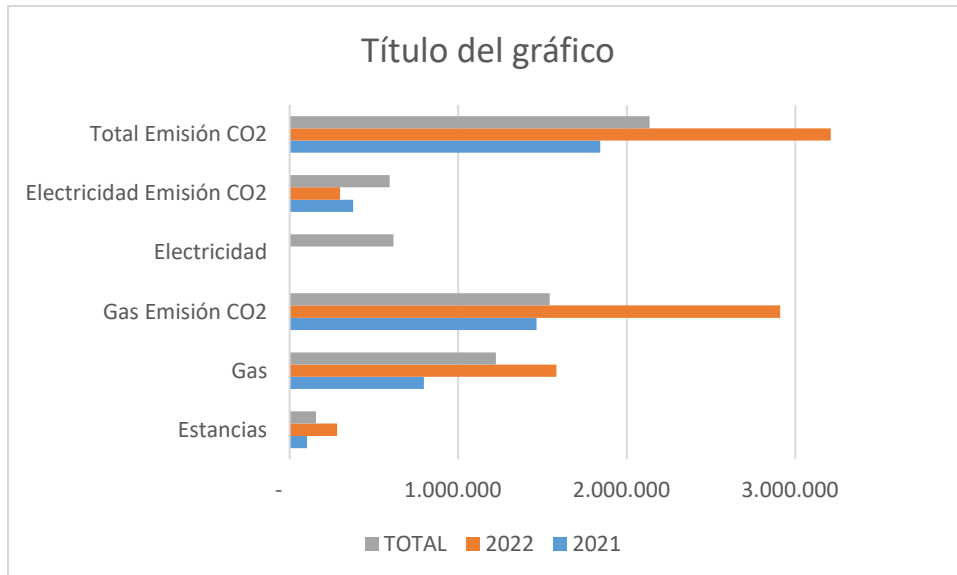
The Sustainable Development Goals have been created by the United Nations with the aim of ending poverty, protecting the planet and ensuring that people enjoy peace and prosperity. These challenges and strategies are also assumed by the Med Playa group and in which it exerts more influence on: Main Sustainable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

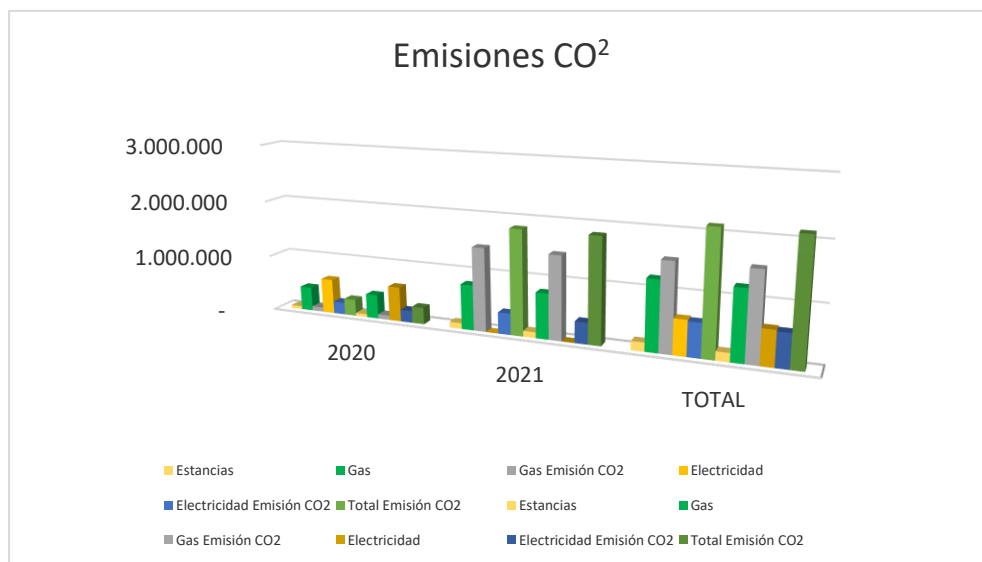


- **Reduce CO2 emissions by 2%.**
- **Reduce electricity consumption by 5%** with the installation of Led luminaires, which will account for 70% of the hotel's lamps.
- **Reduce water consumption by 5%** with the installation of economizer product units.
- **Reduce 5% of the Kg of waste** with the elimination 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

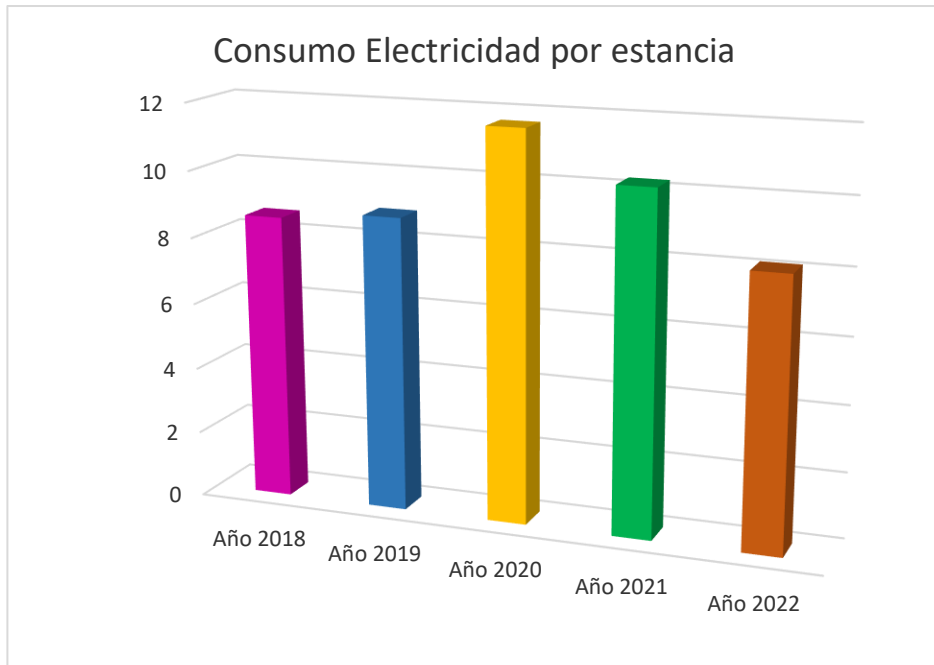


CO₂ emissions have been reduced by 60% compared to the previous year, due to the closure of activity since March 2020, leaving the facilities with minimal services.

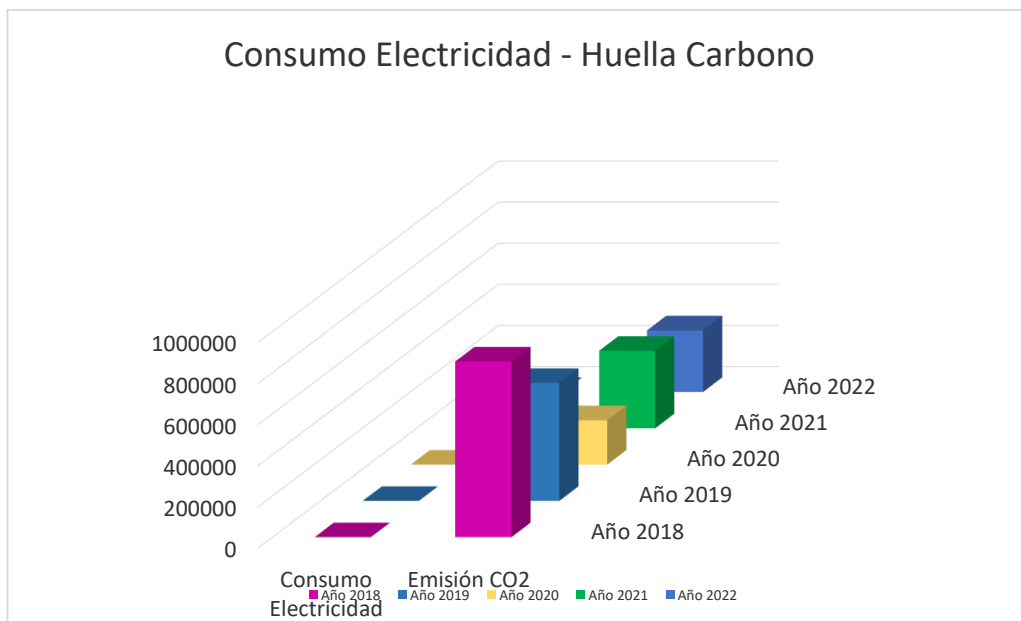


Energy Consumption:

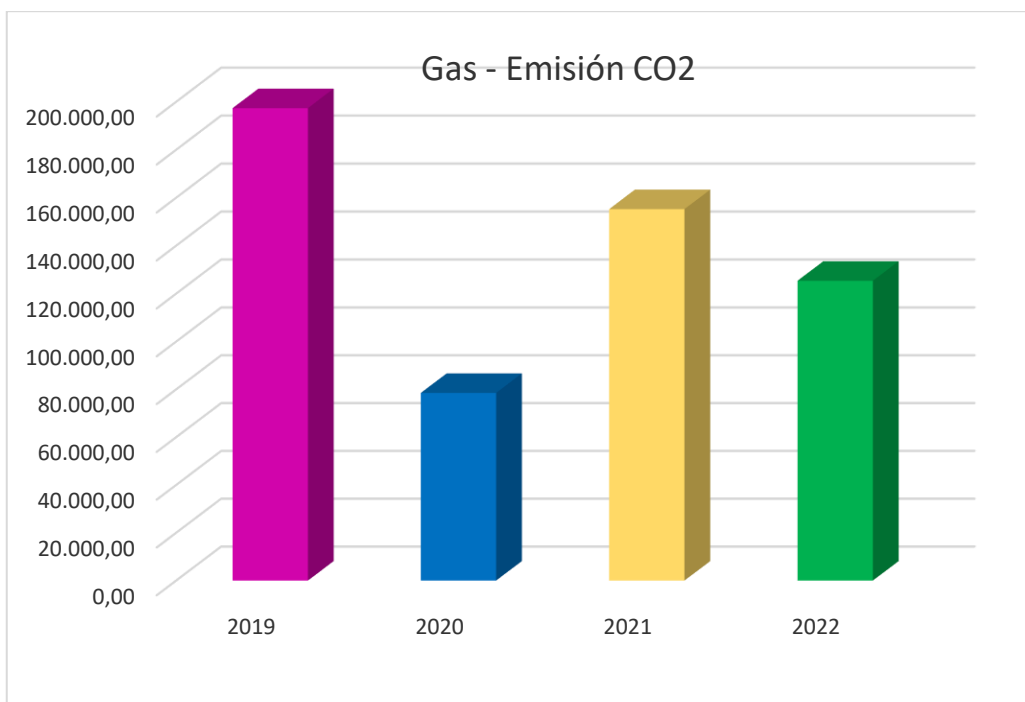
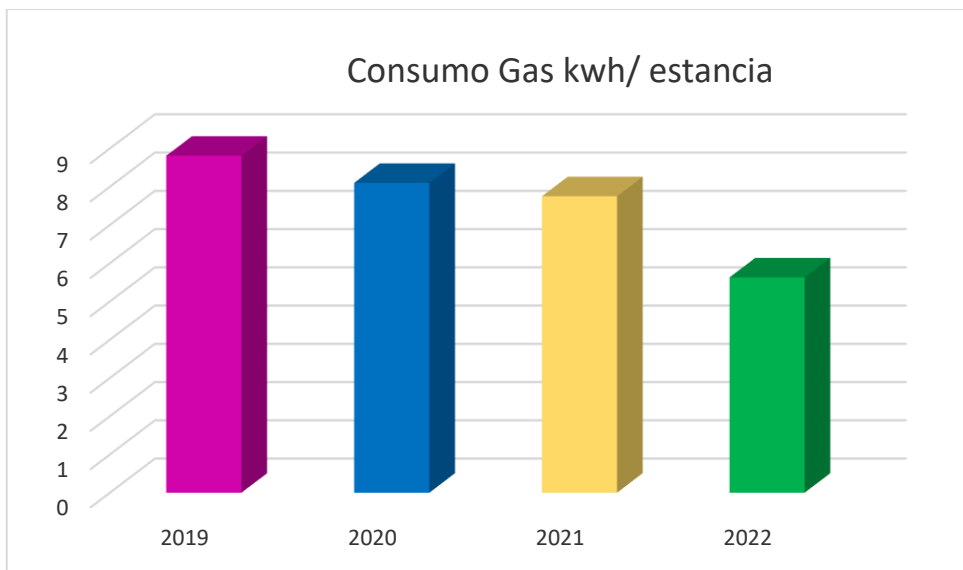
Electricity



Electricity consumption as well as our carbon footprint has been decreasing in recent years.



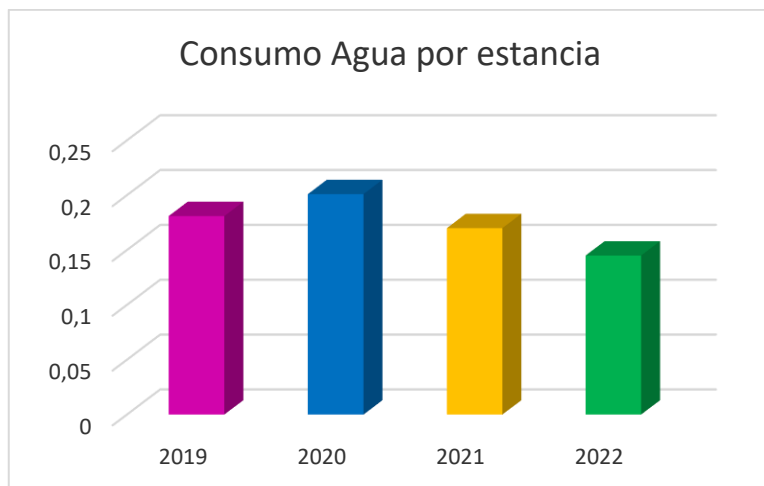
Natural Gas Consumption



Gas consumption has also been reducing year after year, it must also be taken into account that in 2020 the hotel closed and so we have the pandemic data.



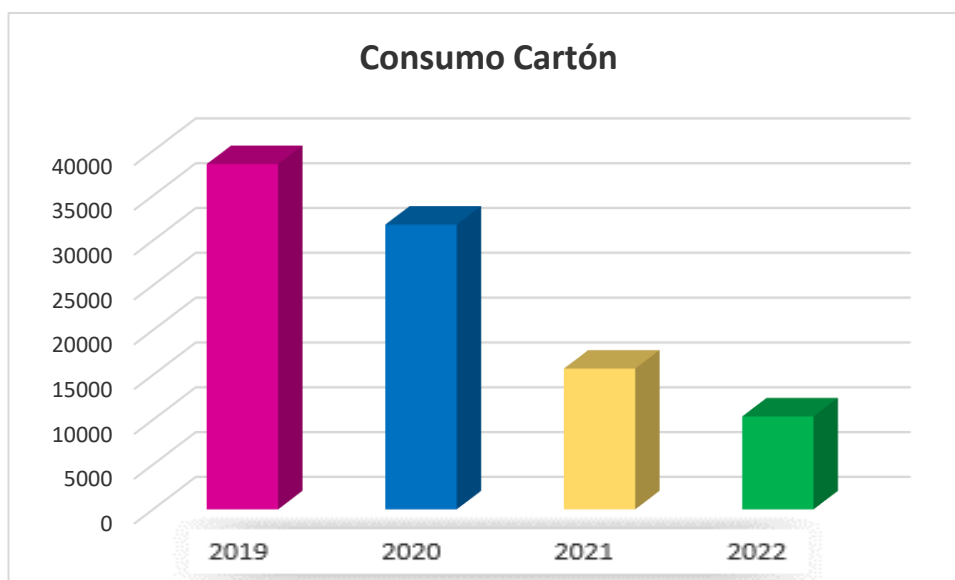
Water Consumption: Supplier Company (regional)



Water consumption has been reduced in the last 2 years, which represents considerable savings.

Solid Waste

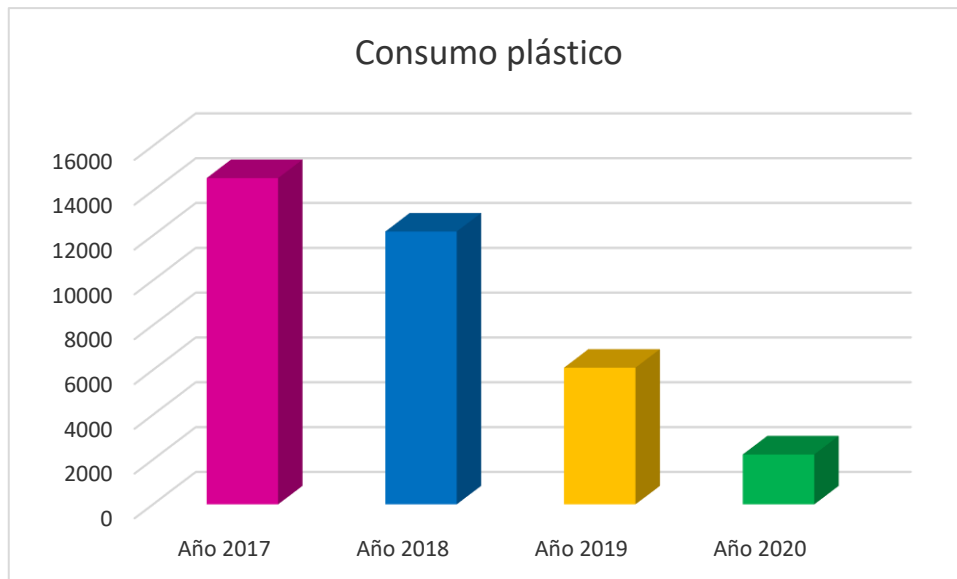
Paperboard



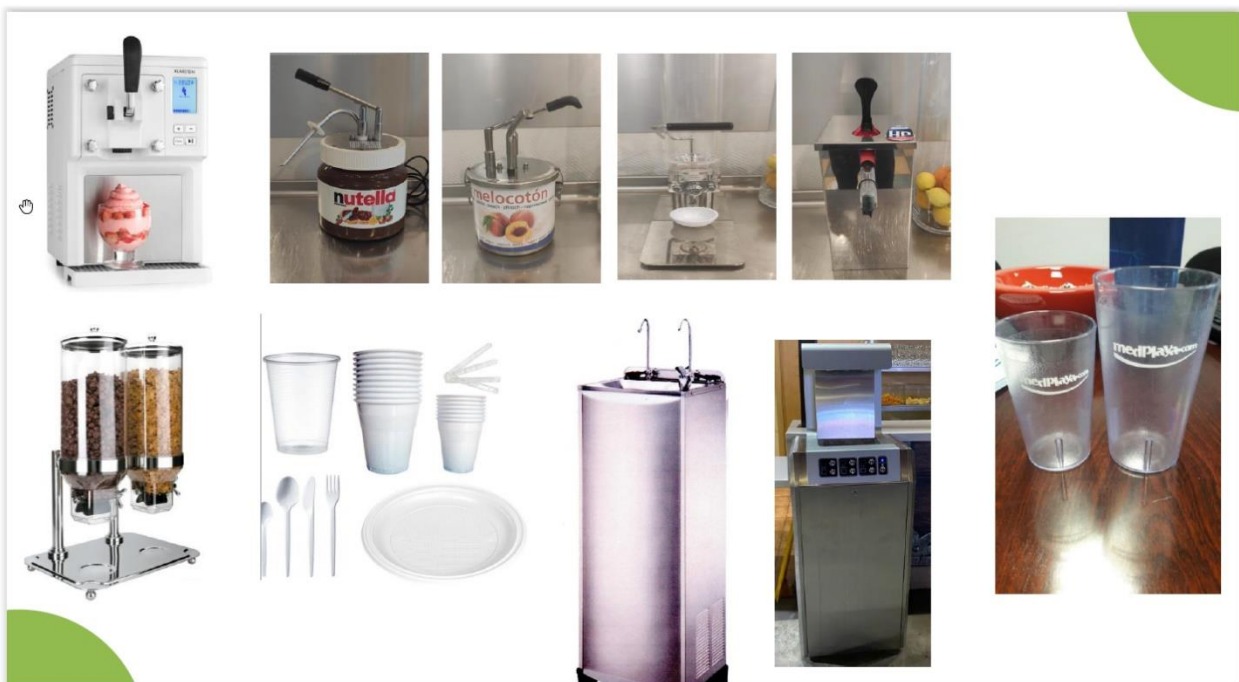
The consumption of cardboard has been reduced to more than 60% Vs 2018, the objective for 2022 is to reduce the consumption of cardboard by 5% with respect to years of full activity.



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 purpose, the project to eliminate single-dose products and implement polycarbonate cups is being 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,...).
- 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.
- We collaborate with a horse association and have raised about €400.

ASPECTOS ECONOMICOS

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 various hotels already built, including the historic Pez Espada in Torremolinos (Málaga). The group currently has sixteen establishments, thirteen of which are owned and has a turnover of more than 80 million euros and a workforce of 1,398 workers.

During the years 2021 and 2022, the renovations of the PEZ ESPADA, FLAMINGO OASIS AND RIUDOR hotels were carried out.

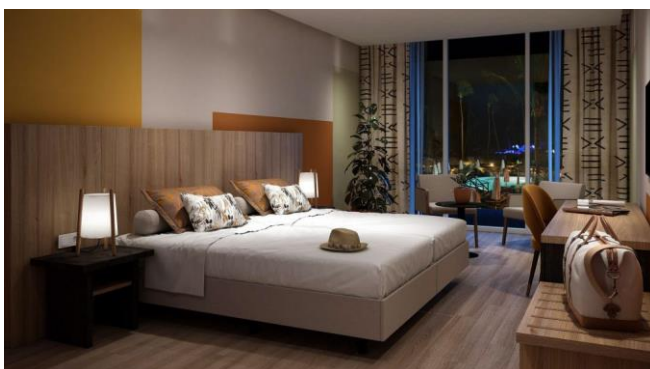
Hotel PEZ ESPADA renovation:



Hotel RIUDOR renovation:



Hotel Flamingo Oasis renovation:



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	2,64 %
% stays vs Benidorm	2,88%
Gross Income per room	10,38 €
Expenses for energy measures and modernization of Facilities.	30.000.000,00 €
Donations raised for Unicef (Group Level)	3.344,00€

INTEREST GROUPS

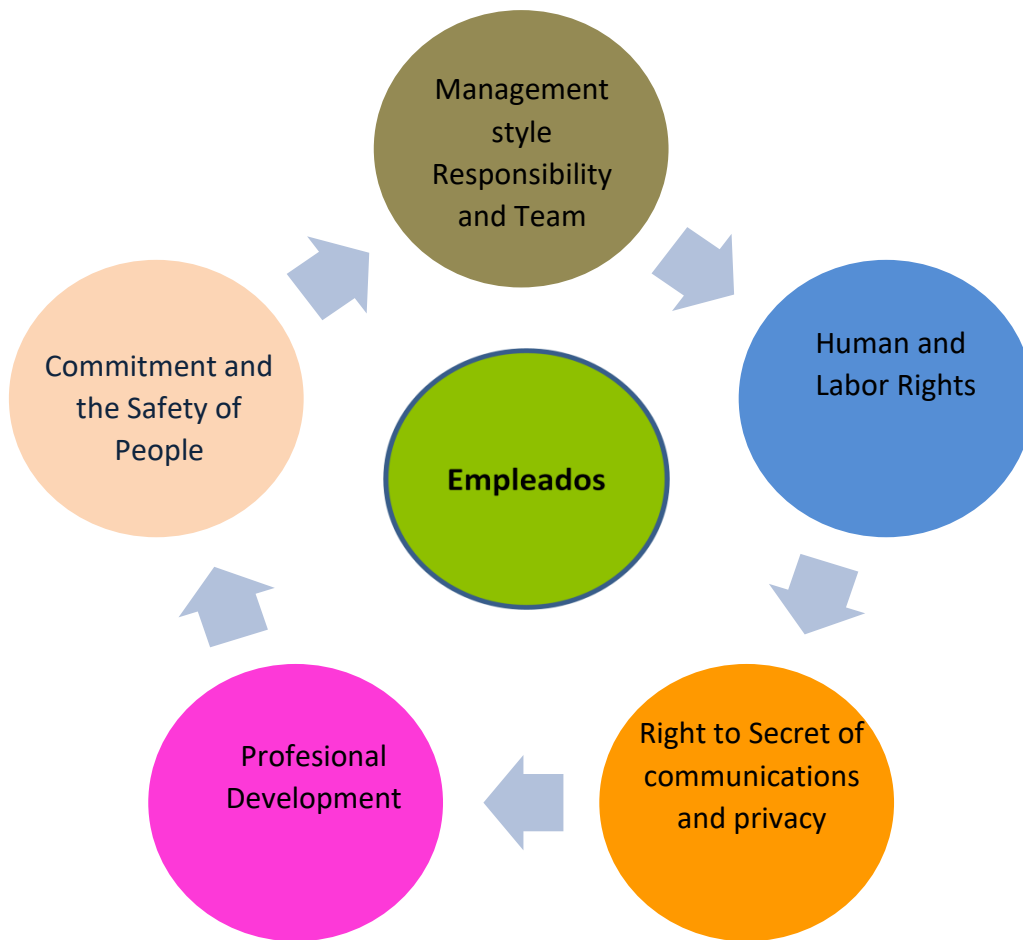
Shareholders

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.

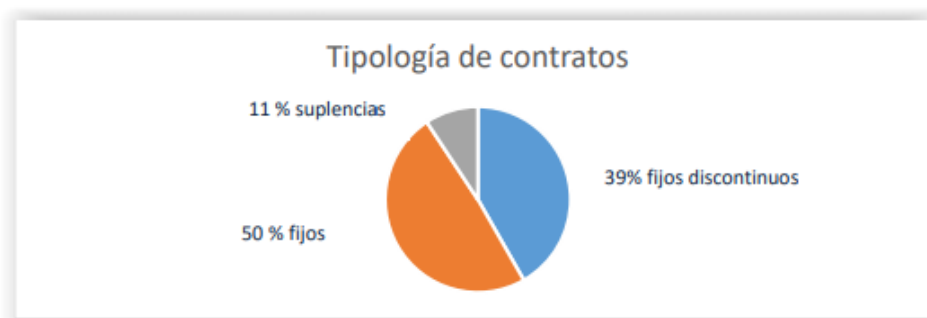
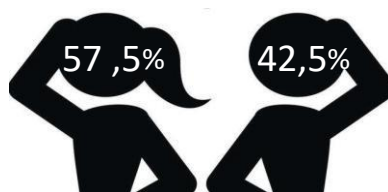


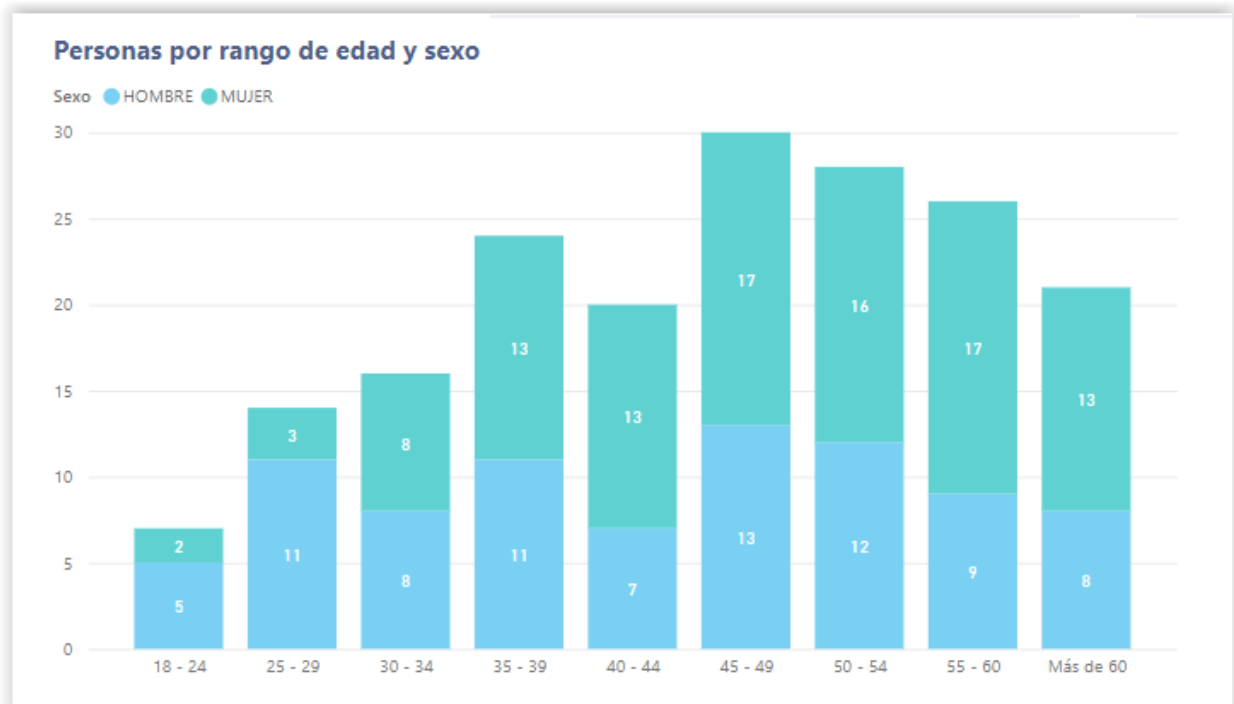
Employees

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 2021-22 was **143,68** employees

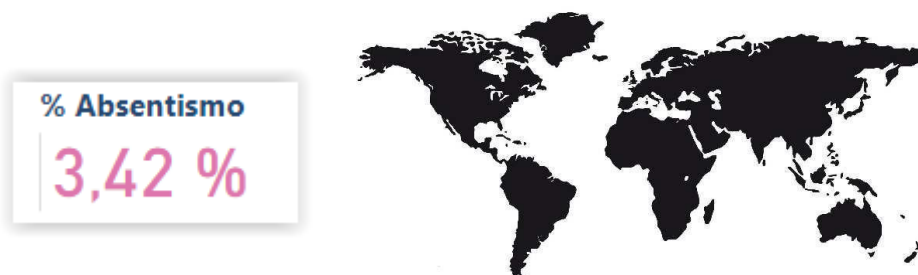




44,8 Middle Aged

10,45 Nearing retirement age

9 Nacionalidades diferentes



Compared to the years 2018-19-20, the total number in staff. The accident rate increases compared to the previous period, influenced by the year 2020 with 0% accident rate due to the closure periods, however, excluding this period the average is 0.17, which represents a difference of 0.25. The proportion of female staff has grown slightly, surpassing that of men, although the distribution between women and men remains practically equal. The permanent workforce increases with a quota of 75% and the temporary workforce by 19%. The workforce is aging slightly, due to job

stability and with a slight increase in seniority, internationality increases slightly, and overtime is reduced.

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.
- Organisation of company tournaments

Promotion:

- In 2021/2022, the Bar Department has made 1 category changes from assistant waiter to waiter:
Domingo Martinez, .
- In 2021, Leticia Lebron Assistant Director at Rio Park, promoted to Director at Medplaya Hotel Riudor.
- In 2021 Eva Maria Luque, deputy housekeeping manager of Hotel Riopark, is promoted to housekeeping manager at Hotel Regente.
- 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.
- We collaborate with Institutes in the area to carry out internships for students.

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

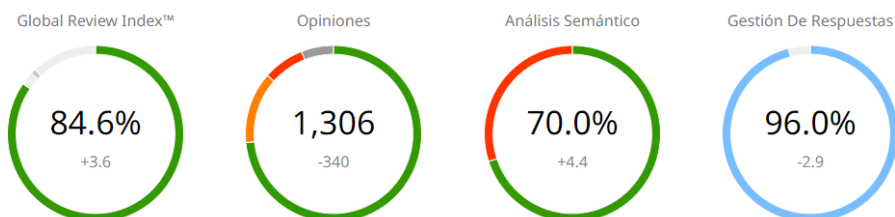


Another tool used to know customer satisfaction is **ReviewPro** GUEST INTELLIGENCE. Analyzes online opinions and allows you to add, organize and effectively manage online reputation and presence in the main online travel agencies, opinión websites and social networks.

2021 – now correct



2022 – now correct



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.