



Informe de Sostenibilidad 2016-2017



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WELCOME

MedPlaya is a family business, close, with tradition and great experience, specializing in holiday coast. We offer excellent value for money with good facilities, a team with dedication to service and commitment to society and environmental protection.

In the hotels of the Medplaya group we are aware that the tourism industry generates many impacts in the areas of both positive destination (income generation, employment and business opportunities, etc.) and negative (over-exploitation of natural resources, degradation environmental and landscape, generating pollution, etc.) so our responsibility is to promote the protection of our employees and the environment around us.

We have developed and implemented policies of sustainability in which guests and employees actively contribute with us in order to minimize negative impacts

VIEW

Ensure efficiency, the proper functioning of the procedures of sustainability and good environmental practices in all hotels of Med Playa group.

MISSION

Provide all our suppliers, customers and employees with services, products and experiences of hotels with environmental responsibility and innovation.

ENVIRONMENTAL POLICY

Environmental policy's main objective is to define the actions that are carried out at our facilities in order to improve the conduct in relation to society, the good treatment of employees and the environment, aimed at guests and customers, employees and suppliers establishment.

1. Make efficient use of our facilities and equipment with the active participation of staff and guests in order to reduce water and energy consumption as well as CO2 emissions.
2. Achieve in our hotels a reduction in waste generation by tracking a series of ecological waste reduction initiatives.
3. Encourage recycling by promoting selective collection of waste.
4. Develop a purchasing policy in which environmental and social objectives and requirements are specified.
5. Conserving biodiversity of our environment by participating in different activities.
6. Optimize the use of chemicals.
7. Enhance the social benefits of our employees by promoting wellness and health protection, improving our employment policies and training programs advocating equal opportunities for all.
8. Contribute to the development of our community by hiring local suppliers and distributors.
9. Introduce our local culture encouraging the use of tourist attractions, tours and other activities in our community and enhancing our cuisine with the introduction of dishes on our menu.
10. Actively participate in environmental and social projects developed in our community in the form of cooperation or donations.

QUALITY POLICY

Continuous improvement and quality control are part of the company culture always geared to meet the needs and expectations of customers and involved in all processes and connected with the active participation of all staff of the organization.

PURCHASING POLICY

The aim of Med Playa is to achieve greater efficiency throughout the buying process, ensuring its customers delivering quality products and services, requiring suppliers compliance with current regulations and promoting environmental sustainability values.

HEALTH AND SAFETY POLICY

The Management of MedPlaya is the maximum responsible for the definition, development, articulation, revision, dissemination and implementation of preventive policy, providing adequate human and material resources for its implementation. To exercise your responsibility, the management of the company will have the support of middle management, the worker is appointed in prevention and collaboration and counselling prevention service of leading companies in the sector in the implementation of the prevention plan all activities of the company.

CHILD PROTECTION POLICY

In MedPlaya we are committed to the protection of children and do everything possible for their defense. The staff supports and recognizes our responsibility to develop a social awareness of the problems that cause harm to the child.

PROTECTION POLICY OF HUMAN RIGHTS

MedPlaya has the responsibility to protect, support and promote fundamental human rights in the impact of influence and activity, providing the necessary strive to freely improve working conditions framework.

POLICY OF COMMUNITY INVOLVEMENT

MedPlaya actively participates in all places where it operates and contributes to the improvement and advancement of their social environment by creating opportunities for economic and social development of the community.

REFERENCE LEGISLATION






MedPlaya uses existing legislation on environment at the international and national level as well as the several autonomous and local communities.

COLLABORATORS

- MedPlaya as part of Travelife, a leading initiative for training, management and certification for tourism businesses committed to the achievement of sustainability. It is recognized by numerous tour operators and travel associations. MedPlaya has achieved year after year various gold awards for its hotels.
- Hospitality Award for "A Real commitment to sustainability" and certificate of 'Hotel Sustainable Efficiency', awarded by the ISTUR Group (Institute of Sustainable Tourism) in FITUR 2015.
- Award for Sustainability and Energy Efficiency awarded by Endesa in the Rio Park Hotel Benidorm.
- Member of UNICEF and its program "Hotels Friends" for the protection of child exploitation. It raises funds and makes grants.

Enviromental GOALS 2016-17



- Reducing CO2 emissions by 5% per stay 
- Reduce energy consumption by 3% 
- Reduce cardboard / paper waste to a 10 k per stay 
- Reduce waste of plastic cans 8k per stay 
- Reduce water consumption by 2% 

Environmental Aspects

Energies (electricity, propane, gasoil)

Summary for years of energy consumption and CO2 emissions

Comparative 14-15

año	estancias	gasoil	l/cl	agua	m ³ /cl	propano	m ³ cli			electricidad	Kw/cl	huella carbono	co2 x cliente
año 2014	110.517	48.000	0,43	18.453	0,17	22.000	0,20			984.183	8,91	542.814,00	4,91
año 2015	115.326	48.000	0,42	15.516	0,13	18.126	0,16			982.707	8,52	530.915,00	4,60
total	225.843	96.000	0,85	33.969	0,30	40.126	0,36	-	-	1.966.890	8,71	1.073.729	9,52
		267.427,20	h carbono			117.890				688.411	total	1.073.728	

Comparative 16-17

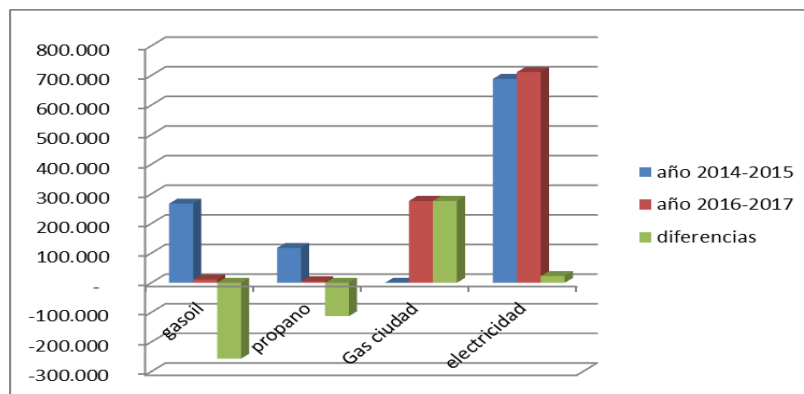
año	estancias	gasoil	l/cl	agua	m ³ /cl	propano	m ³ cli	Gas ciudad	m ³ cli	electricidad	Kw/cl	huella carbono	co2 x cliente
año 2016	112.054	4.000	0,04	18.096	0,16	1.800	0,02	45.143	0,40	990.612	8,84	460.203,00	4,11
año 2017	107.184		-	17.326	0,16		-	48.959	0,46	1.042.354	9,72	543.934,00	
total	219.238	4.000		35.422		1.800		94.102		2.032.966	9,12	1.004.137,0	
		11.143,00				5.288,00		276.472,00		711.234,0		1.004.137,00	

Differences of Co2 emissions 2014-2015 and 2016-2017

	gasoil	propano	Gas ciudad	electricidad	total	Co2x estancia
año 2014-2015	267.427	117.890		688.411	1.073.728	4,75
año 2016-2017	11.143	5.288	276.472	711.234	1.004.137	4,58
diferencias	- 256.284	- 112.602	276.472	22.823	- 69.591	- 0,17

As you can see it is possible to reduce the CO2 emissions by 69.591 tons

Table of Co2 emissions.



CO2 Emissions



4,75 kg of CO2 / stay emitted 2014-2015

4,58 kg of CO2 / stay emitted 2016-17



Informe sobre los progresos obtenidos en las medidas de sostenibilidad social y medioambiental 2016-2017

We have reduced CO2 emissions by 0,317 per stay of the main sources of energy used, mainly due to the replacement of gasoil and propane for natural gas from February 2016 using more efficient boilers.

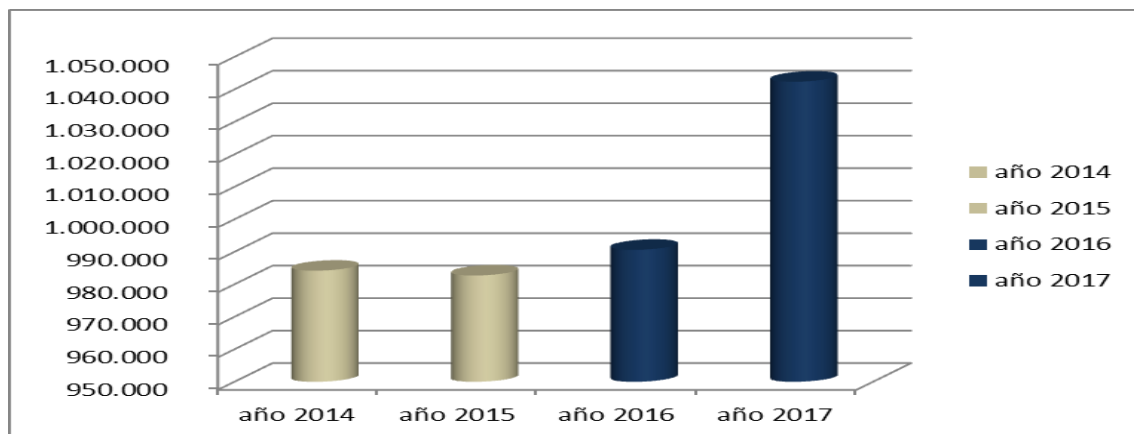
Energy Consumption:

Electricity ,  National Supplying Company

Increase of 66.076 kWh, which represents an increase of 0,41KWh per customer, as shown in the table below, the main reason being that during this period we finished the refurbishment of the new rooms, all of which have a small fridge, more powerful fancoils and kettles.

8,71 kWh consumed in 2014-2015

9,12 kWh consumed in 2016-2017



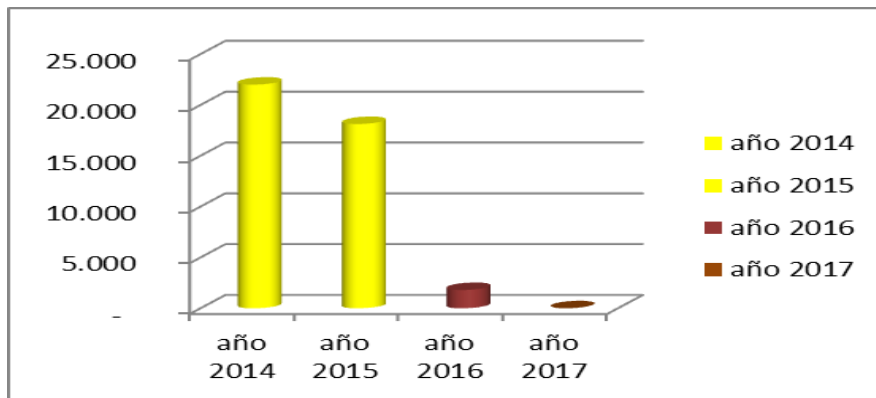
Propane Consumption,  REPSOL National Supplying Company

Propane consumption is only for kitchen machines. There is a small part of these which is electrical and thanks to preventive measures and acquiring more efficient machines we are able to reduce consumption.

In February 2016 propane is replace for natural gas, adapting al kitchen machinery.

0,36 m³ per customer consumed in 2014-2015

0,02 m³ per customer, consumed in 2016-2017



Comparative in **Kwh** : PCS values 14,08

Year 2014-2015 average per stay was **2.85KWH**

Year 2016-2017 average per stay is **1,23 KWH**

There is a difference of at least **1,62 Kwh** per stay.

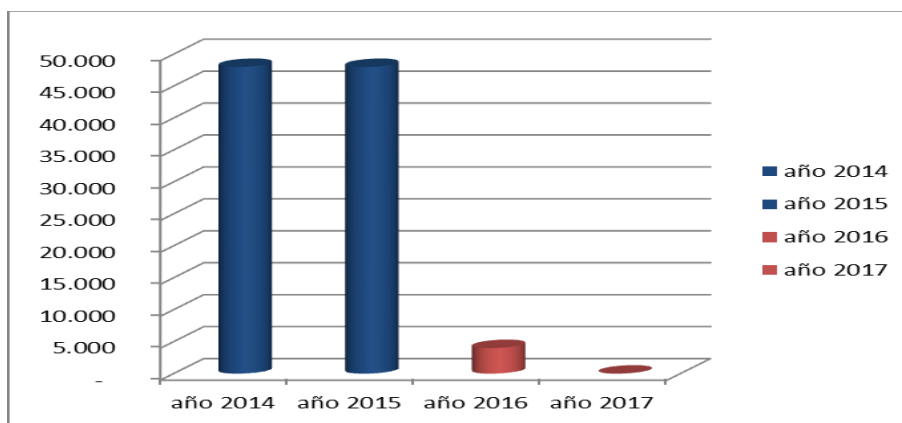


Gasoil consumption,

ZARCAA

Local Supplying Company

In 2010 the boiler room was adapted to minimize consumption and performed one of the most important changes, installing an air conditioner with heat pump to stop heating rooms with the hot water from the boiler. This measure stabilized consumption to 48,000 liters per year.



We must highlight that in February 2016 we changed the Diesel oil boiler to Gas Propane with the following energy savings.

Comparative in **Kwh**: values in PCS 10,18

Year 2013-2014 the average per stay was **4,50 Kwh**

Year 2015-2016 the average per stay is **2,33 Kwh**

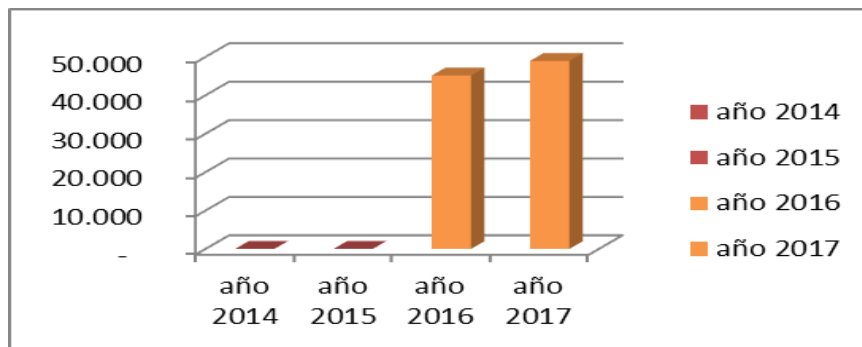


Natural gas consumption by the company from Alicante Incrygas, is substituted by propane and gasoil destined to supply kitchen machinery and water heating.

Comparative in **Kwh**: values in PCS 11,70

	Gas ciudad	m3 cli	Kwh/ estancia		Gas ciudad	m3 cli	Kwh/ estancia
año 2014	-	-	-	año 2016	45.143	0,40	4,71
año 2015	-	-	-	año 2017	48.959	0,46	5,34
Total.....	-	-	-	Total.....	94.102	0,43	5,03

We consumed 2,14 KWh per stay , if we deduce the Kwh saved in propane and gasoil we have a positive balance of 1,65 KWH saved per stay in 2016.



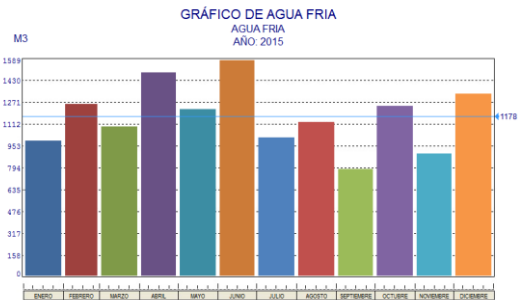
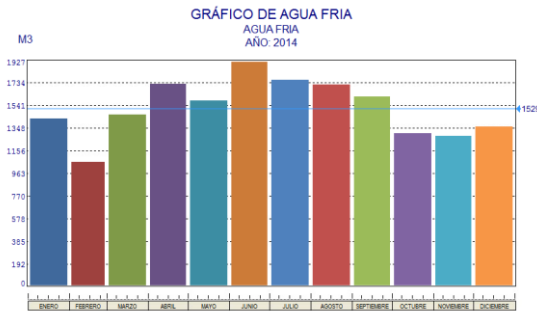
Environmental Management (Use of Water)

Water Consumption:  Regional Supplying Company 

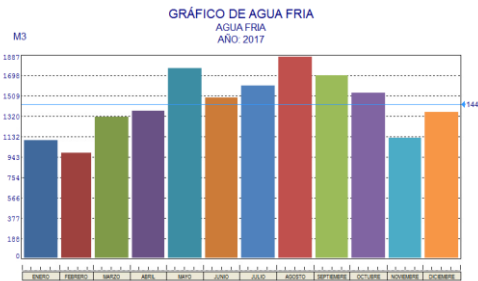
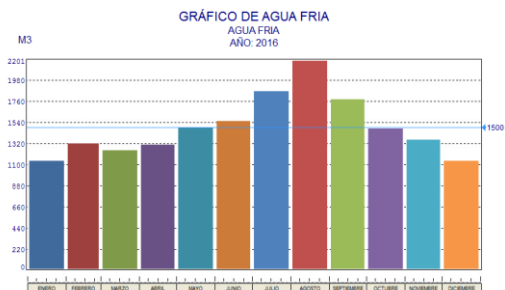
Total water consumption in m3, 2014-15- vs 2016-17

Año	Agua	m3 / clie	Año	Agua	m3/clie
año 2014	18.453	0,17	año 2016	18.096	0,16
año 2015	15.516	0,13	año 2017	17.326	0,16
total	33.969	0,15	Total.....	35.422	0,16

Water Consumption per months, years, liters and customers



150 litres of Water per Customer and day (2014-2015)



160litres of Water per customer and day (2015-2016)

10 liters of Water more per client per day.

At the end of 2014 aerators in showers, taps and cisterns buoys get changed. For efficient use of water, a control of preventive maintenance is kept in the facilities and the staff awareness remains. Due to a more modern water meter, we now have a more accurate reading as the old one did not work properly. We have also had less guest in the last two years due to the refurbishment of 105 of our rooms.

Laundry

From 2016 we can appreciate more laundry due to the fact that the rooms have been refurbished and the average stay has decreased increasing the amount of laundry. We also have to keep in mind that after the refurbishment the amount of bed linen has increased as well as the weight of the linen. Laundry controls have been adjusted.

7,45 days of average stay 2014-15



6,21 days of average stay 2016-16

Consumo de Ropa lavada comparandolo con los años anteriores											
	estancias	T.Lavabo		T.Ducha		Alfombrines		Fundas Almohada		Sábanas	
Total 2014	110.304	54.484	0,49	39.049	2,82	12.118	0,11	69.107	0,63	54.484	0,49
Total 2015	115.326	56.705	0,49	24.854	4,64	12.304	0,11	57.008	0,49	56.705	0,49
Total 2016	112.064	59.982	0,54	42.865	2,61	12.350	0,11	70.768	0,63	59.982	0,54
Total 2017	107.895	66.094	0,61	66.362	1,63	36.873	0,34	38.053	0,35	56.244	0,52

Consumo de Ropa lavada comparandolo con los años anteriores											total ropa kil	estancia		
	Cubres		Mantel sal.		Servilletas		Albornoz		Colcha ind		colcha/sabán			
Total 2014	12.118	0,11	966	0,01	26.575	0,24	0,00		8.579				277.480	2,52
Total 2015	12.304	0,11	601	0,01	24.880	0,22	0,00		7.897				253.258	2,20
total 2016	12.350	0,11	952	0,01	22.784	0,20	717	0,0	3.185	0,03		-	285.935	2,55
Total 2017	7.932	0,07	767	0,01	14.235	0,13	4.235		8.388	0,08			299.183	2,77

Total of kg per stay 2014-2015....2.36 kg of laundry per client per day.



Total of kg per stay 2016-20172.66 kg of laundry per client per day.

The clients are informed that the towels will be change only if left on the floor together with a leaflet informing them about the collaboration in reducing the consumption.

Environmental Management

Solid Waste

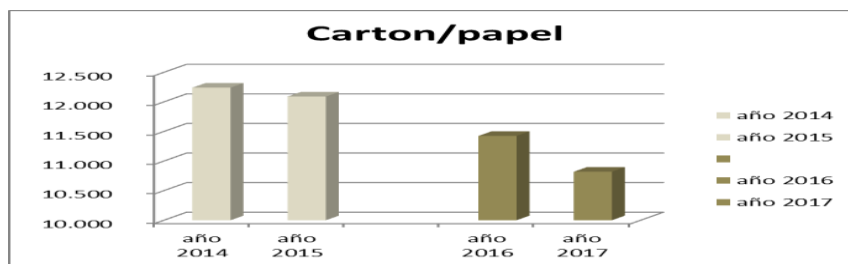
Conclusions of Results.

The amount of cardboard and packaging of goods has decreased due to the decrease in stays due to the refurbish of 2 floor during 3 months. Also because of the cheaper deals to customers for using drinks in “bag in box”, barrels etc. We also emphasize the use of electronic communication, the reuse of office paper and awareness on rational use of waste. Also due to the previously mentioned facts, reduction of waste such as glass, cans, plastics, toner and office paper per stay is achieved, while glass, fluorescent tubes, batteries, oils and organic matter has increased due to more stays.

Cardboard/paper Evolution of Recovery of cardboard/paper per month and kg per customer.



Carton y Papel	2014	2015	2016	2017
estancias	105138	115326	112054	107184
enero	1.230	975	625	775
febrero	1.100	925	675	680
marzo	900	1.250	880	770
abril	1.050	1.100	980	805
mayo	850	925	1.100	990
junio	1.115	945	1.200	930
julio	825	755	990	1.025
agosto	1.026	875	1.010	1.020
septiembre	980	780	875	945
octubre	1.302	990	990	890
noviembre	1.040	1.325	975	995
diciembre	823	1.245	1.125	995
totales.....	12.241	12.090	11.425	10.820
Kilos por cliente re	11,64	10,48	10,20	10,09
	Toneladas	Kilos/estanci		
total 2014-15	24.331	11,06		
total 2016-17	22.245	10,15		



The reduction achieved is of 0.91 per stay comparing 2014-15 with 2016-17

Recycled cardboard/paper:

The recycled cardboard is mainly used to produce new cardboard boxes. The old cardboard becomes pulp once in the recycling plant and rebuilt as new boxes. Also, consumers can reuse the original packaging for storing objects or to send another package.

The paper has a very simple recycling process and indeed **in Spain 2.5 million tons of paper are recycled**. The recycling of paper prevents deforestation, **decreasing 86% water consumption and 65% of the energy**. For each page that is recycled, the saving operation is equivalent to an hour of two light bulbs 20 watts.

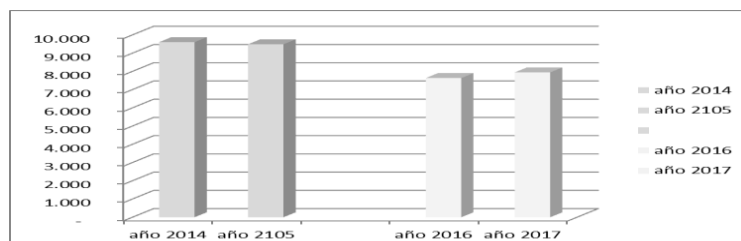


Cans/plastic

Latas y Plásticos	2014	2015	2016	2017
estancias	105138	115326	112054	107184
enero	965	440	345	410
febrero	897	520	380	390
marzo	875	610	550	495
abril	779	550	655	480
mayo	989	740	700	675
junio	945	890	790	855
julio	987	1.390	845	905
agosto	755	1.102	955	865
septiembre	678	660	775	745
octubre	701	510	750	655
noviembre	558	1.130	705	705
diciembre	475	945	725	765
totales.....	9.604	9.487	8.175	7.945
Kilos por cliente re	9,13	8,23	7,30	7,41
	Toneladas	Kilos/estanci		
total 2014-15	19.091	8,68		
total 2016-17	16.120	7,35		

Reduction of 1,33 k per stay is achieved comparing 2014-15 and 2016-17

As you can see in the graphic.



Recycled cans and plastic:

They are single-use containers. Its manufacture is a major cost. With the energy needed to manufacture a can we could watch TV for 2 hours.

Recycling is melting used aluminum cans, form sheets with molten metal and make them new cans or other aluminum products.

Recycling consists in crumbling and melting the plastic bottles used to make carpets.

Waste plastics come from oil, so not to recycle them means the depletion of a nonrenewable resource and increases CO2 emissions. Plastics take a long time to break down and recycling is complicated because they must pass an arduous process of classification of different types that compose them in recycling plants. Most of waste plastics come from a single use containers and from wrappings and packaging



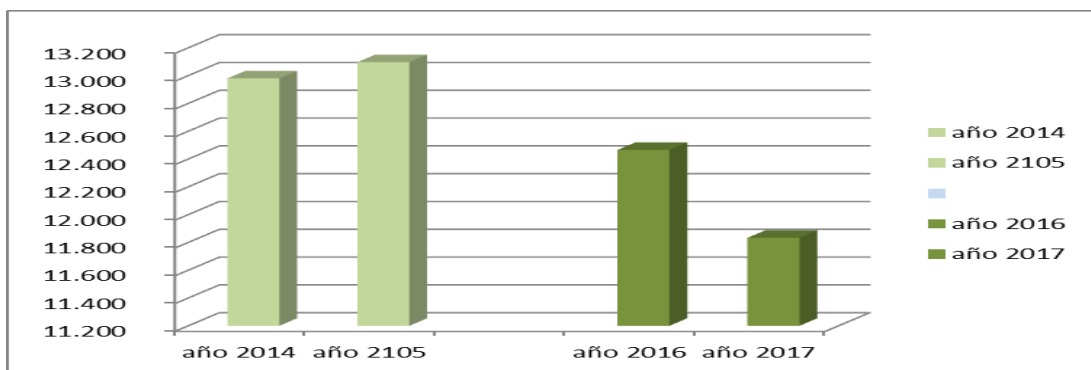
Glass

In the table below we can see that glass recycling has increased because of more stays. The glass is fully recyclable, but its manufacture requires large energy investments as it is produced at high temperatures. It is the best container to hold any drink or food despite being replaced by other containers. Glass containers are used for more than one use before recycling, but in recent years we have begun to use the packaging of "non-returnable" glass and there is no standardization of packaging bottles to replace some others.

For every glass bottle recycled we save the energy necessary to have a TV on for 3 hours or the energy for 5 lamps 20W for 4 hours.

Recycling consists in crushing glass bottles used and melting them down to make new glass products.

Cristal	2014	2015	2016	2017
estancias	105138	115326	112054	107184
enero	280	976	975	775
febrero	1.020	980	1.020	1.025
marzo	1.140	1.089	1.045	900
abril	320	675	1.010	990
mayo	1.340	1.245	1.035	1.027
junio	1.170	1.076	1.025	1.050
julio	930	1.125	1.155	1.090
agosto	1.330	1.275	1.025	1.045
septiembre	1.850	1.245	1.050	1.065
octubre	1.260	1.156	1.055	905
noviembre	1.280	1.210	1.025	1.055
diciembre	1.060	1.045	1.045	906
totales.....	12.980	13.097	12.465	11.833
Kilos por cliente	12,35	11,36	11,12	11,04
	Toneladas	Kilos/estanci		
total 2014-15	26.077	11,85		
total 2016-17	24.298	11,08		



A reduction of 1.79k is achieved per stay comparing 2014-15 to 2016-2017

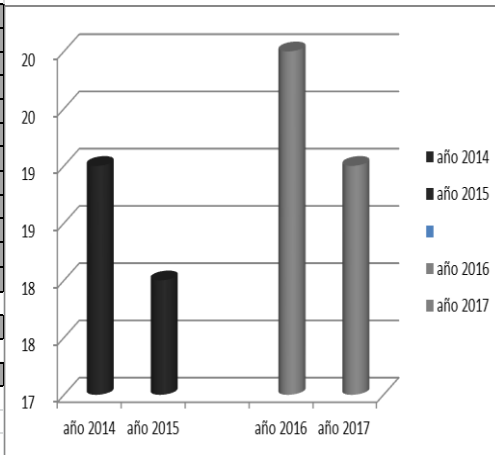


Ink Cartridges

Printers are purchased with the idea of using recycled parts, the ink cartridges are used more than once and the waste is destined for authorized waste management.

Most cartridges can be recycled up to six times. They are renewed and refilled. Recycled cartridges produce the same quality and have the same performance as new cartridges.

Toner/cartuchos inyectados	2014	2015	2016	2017
estancias	105138	115326	112054	107184
enero	4	2	3	
febrero				3
marzo	3		1	
abril	3	6	4	3
mayo				1
junio	1		2	
julio		1		3
agosto			4	2
septiembre	2			
octubre	5	7	4	4
noviembre				
diciembre	1	2	2	3
totales.....	19	18	20	19
por cliente reciclado	0,02	0,02	0,02	0,02
	Unidades	Unid/estancia		
total 2014-15	37	0,02		
total 2016-17	39	0,02		



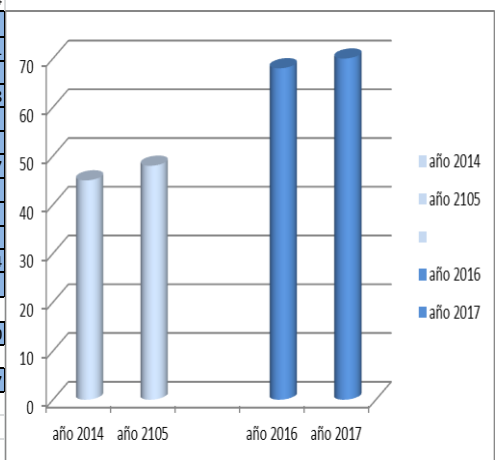
Fluorescent / Bulbs

More fluorescents and bulbs are consumed.

On one hand in the new rooms led light have been installed achieving considerable energy savings. But on the other hand in each of the new rooms there is an extra light meaning more bulb changes.

The low consume bulbs, discharge lamps, fluorescent and LEDs are lamps that have small amounts of mercury inside, so we recycle in order to control and prevent emissions of toxic substances into the atmosphere. They must remain in one piece, avoiding breakage as much as possible.

Florescentes	2014	2015	2016	2017
estancias	105138	115326	112054	107184
enero	28		14	
febrero		32		21
marzo			21	
abril				18
mayo			12	
junio				
julio	9			17
agosto		12	12	
septiembre				
octubre				
noviembre	8	4		14
diciembre			9	
totales...Kg.....	45	48	68	70
Kilos/ estancia	0,0004	0,0004	0,0006	0,0007
	Kilos	Kilos/estancia		
total 2014-15	93	0,0004		
total 2016-17	138	0,0006		





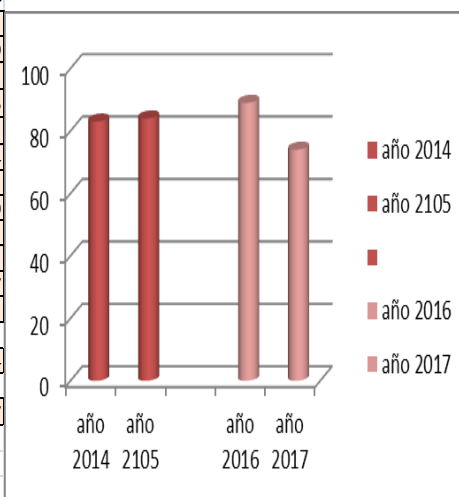
Batteries

More batteries have been consumed.

Batteries are taken to a recycling plant, where mercury is separated from other metals that can be recovered. Thus, hazardous waste is recycled and prevents polluting the environment and harming the health of people

Did you know that in order to **make a battery** we spend about 20 times more energy than the battery is able to provide over its lifetime?

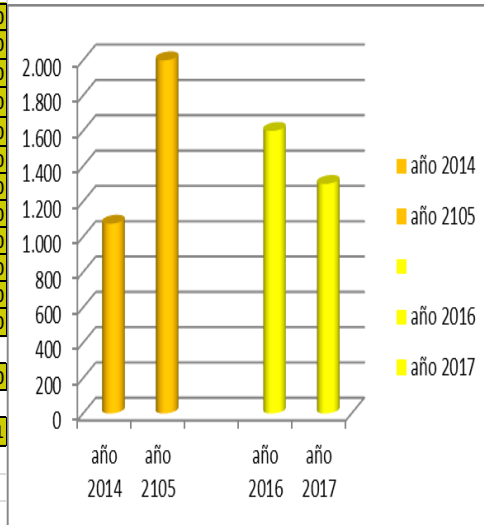
Pilas	2014	2015	2016	2017
estancias	105138	115326	112054	107184
enero			18	
febrero				19
marzo	21	23	12	
abril				15
mayo	18		19	
junio		26		4
julio	12			
agosto		11		19
septiembre	11		21	
octubre				
noviembre		24		17
diciembre	21		19	
totales.....Kg.....	83	84	89	74
totales/estancia	0,0008	0,0007	0,0008	0,0007
	Kilos	Kilos/estanci		
total 2014-15	167	0,0008		
total 2016-17	163	0,0007		



Oils. The consumption of oils has been reduced.

Used oil can be recycled and it is a simple action that helps the environment twice. Besides avoiding contaminating rivers, soils or damaging the pipes, it is used to create various organic products such as biodiesel or soaps.

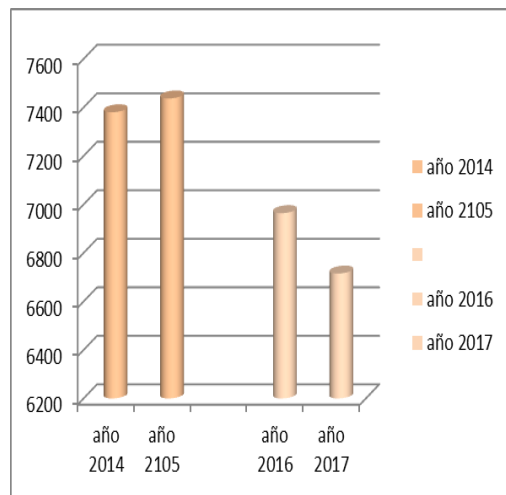
aceites	2014	2015	2016	2017
	105138	115326	112054	107184
enero	100	200	150	50
febrero	150	200	100	100
marzo	100	200	150	150
abril	100	250	200	100
mayo	50	150	100	100
junio	50	150	200	150
julio	50	150	100	100
agosto	75	150	150	150
septiembre	50	200	150	150
octubre	100	150	100	50
noviembre	100	100	100	100
diciembre	150	100	100	100
totales.....	1075	2000	1600	1300
total/estancia	0,0102	0,0173	0,0143	0,0121
	Litros	Litros/estanci		
total 2014-15	3.075	0,0138		
total 2016-17	2.900	0,0132		



Organics

Organic waste can be recycled and used as fertilizer (compost) and it can also be used to produce biogas and fertilizer called digestate.

DESECHOS	2014	2015	2016	2017
	105138	115326	112054	107184
enero	600	640	445	437
febrero	552	549	515	428
marzo	631	639	525	555
abril	600	619	575	590
mayo	628	628	588	595
junio	602	630	596	625
julio	649	659	646	665
agosto	699	672	670	675
septiembre	629	608	611	555
octubre	571	578	584	570
noviembre	585	593	591	505
diciembre	634	622	618	515
Totales.....	7380	7437	6964	6715
Total/estancia	0,0702	0,0645	0,0621	0,0626
	Kilos	Kilos/estanci		
total 2014-15	14.817	0,0673		
total 2016-17	13.679	0,0624		

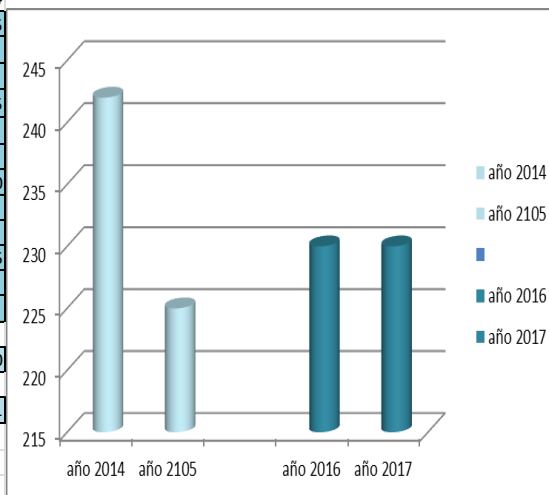




Office paper

The amount of office paper is reduced by reusing it to print on the other side.

PAPEL OFICINA	2014	2015	2016	2017
	105138	115326	112054	107184
enero				62,5
febrero	64	50	62,5	
marzo				
abril				62,5
mayo	50	62,5	62,5	
junio				
julio				50
agosto	64		60	
septiembre		62,5		
octubre			45	55
noviembre	64			
diciembre		50		
Totales.....	242	225	230	230
Total/estancia	0,0023	0,0020	0,0021	0,0021
	Kilos	Kilos/estancia		
total 2014-15	467	0,0021		
total 2016-17	460	0,0021		



At present, 90% of paper paste is manufactured with wood. Paper production represents approximately 35% of trees cut down, amounting to 1.2 % of the production volume worldwide. Recycling a ton of newspaper saves approximately a ton of wood, while recycling a ton of printed paper or copies saves just over two tons of wood.

Enviromental GOALS 2018-19



- Reduce 10% of CO2 emissions per stay vs 2016-2017.
- Reduce in 5% toner consumption. vs 2016-2017.
- Reduce in 10% the consumption of fluorescents/bulbs vs 2016-2017
- Reduce in 5% the consumption of batteries vs 2016-2017.