

Sustainability report Social 2016- 2017





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## GOALS 2017



- **Collect 1.000€ for Charity in 2017**
- **Organize 380 supportive meals**

## S O C I A L   G O A L S

### Local and social actions

#### Results achieved in 2017

**235** meals through the Doble Amor association in Benidorm

**70** meals through Red Cross in L'Aiguera festivals

**305** supportive meals



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**832,05 €** raised through donations from clients and the Company.

**46,27 €** in donations to the Red Cross



The goals are not achieved and different actions are carried out:

- Collaborate with Doble Amor association to help people with intellectual disabilities with special education.
- Promote local gastronomy in the buffet menus with dishes such as Paella Valenciana, Fideua, Local Fish, desserts or other products of the area.
- Encourage local festivals by co-financing the drafting of annuals of the Festival and "Penyas Comission".

- Provide information to guests on schedules, buses, cultural activities, excursions, local leisure...
- Collaborate with Asmibe. A regional association that Works with disabled people.
- Collaborate with TAPIS. It's a service offered by the Council of Social Welfare of the City of Benidorm for people with special difficulties of social and/or work insertion, specifically for disabled people.
- Collaborate with FORCAL, a training center specializing in practical work education.
- Participate in the Red Cross program for the collection of donations.
- Participate with "be to be" for donations.

## ECONOMICAL ASPECTS

Med Playa is a hotel group based in Girona, which specializes in the management of tourist establishments located on the Coast. Founded in 1967 on the Costa Brava, its expansion started in Benidorm and continued along the Costa del Sol, Salou and Maresme with the purchase of several hotels already built including the historic Pez Espada in Torremolinos (Malaga). Currently the group has 16 establishments, 13 of them are owned and has a turnover of more than 79 million euros (2016) and a workforce of 1630 employees in high season.

















Hotel Riudor

3 stars category

Capacity 168 rooms

Benidorm – Alicante - España

Accreditation Travelife Gold

	SOLARIUM		OUTDOOR SWIMMING POOL		RESTAURANT
	INTERNET CENTRE		DISABLED FACILITIES		24 HOUR RECEPTION
	CAFE		BAR		LOUNGE
	WI-FI		LUGGAGE STORAGE		LARGE-SCREEN TELEVISION
	ORGANISED TRIPS (NOT INCLUDED)		CAR RENTAL		CURRENCY EXCHANGE
	NO PETS				

% places vs Benidorm.	1,02%
% overnight stays vs Benidorm.	1,19%
Gross profit per room available.	12,55 €
Expenditure on energy measures and modernize facilities	2.564,0 €
Travelife Sustainability Programme.	1.400,0 €
Sustainability Training	1.650,0 €
Donations raised for NGOs	<b>878,32 €</b>
Donations Nepal's Earthquake 2015	750,0 €

## INTEREST GROUPS

### Shareholders

All the members of the board of directors of MedPlaya and those persons involved with management responsibilities, maintains with their shareholders a relationship based on the sustainable reciprocal benefit governed by the principles of trust, transparency and ethics.



## Employees

One of the main objectives of Med Playa Group is to promote a work environment and human development of all employees. The diversity of capacities and experiences, and the integration of different people and cultures is one of Med Playas's sources of success.

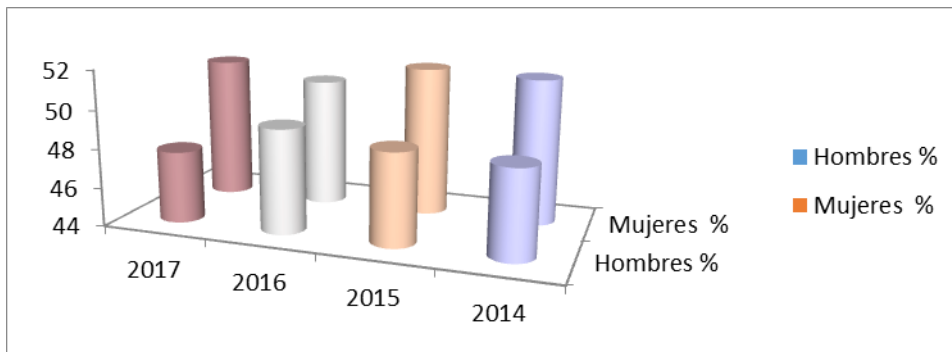




## Social information summary for the Hotel Riudor

Number of men and women:

	2017	2016	2015	2014
<b>Hombres %</b>	47,69	49,35	48,73	48,52
<b>Mujeres %</b>	51,41	50,65	51,67	51,48



From 2014 to 2017 we have just about maintained the same percentage of men and women.

The average workforce 2017-16 was :

The average workforce 2015-14 was:

Años 2017-2016

51,03	48,52
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Años 2015-2014

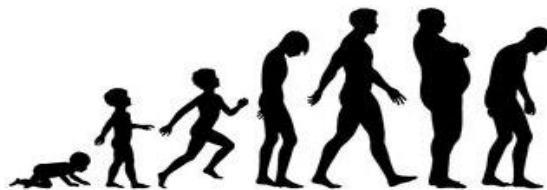
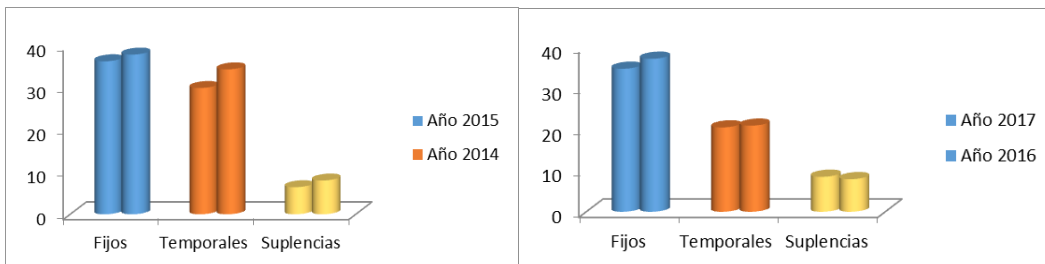
51,58	48,63
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**Types of contracts**

<b>Tipología de los Contratos</b>			
	<b>Fijos</b>	<b>Temporales</b>	<b>Suplencias</b>
Año 2017	34,75	20,50	8,50
Año 2016	37,17	20,92	7,92
Año 2015	36,25	29,92	6,42
Año 2014	37,83	34,33	8,00

For several years the staff has been rejuvenating because a significant amount of employees are being pre-retired every year. When they retire, those who are now substituting them will get a permanent contract.



**Rotation:**

**Staff Rotation**

<b>Year</b>	2014	2015	2016	2017
<b>Rotation %</b>	24,42	15,95	14,34	16,14

From 20105 there is less staff rotation due to the linear occupancy of the Hotel.

**Total absenteeism:**

<b>Total absenteeism</b>				
	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>IT</b>	1,2	1,00	3,39	2,26
<b>AT</b>	0,16	0,32	0,49	0,37
<b>Total...</b>	<b>1,36</b>	<b>1,32</b>	<b>3,88</b>	<b>2,62</b>

In 2017 we managed to reduce work accidents and sick leave, our goal is to reduce it to the average of previous years.

The average age of staff is lowering as some pre retire and younger employees are substituting them.

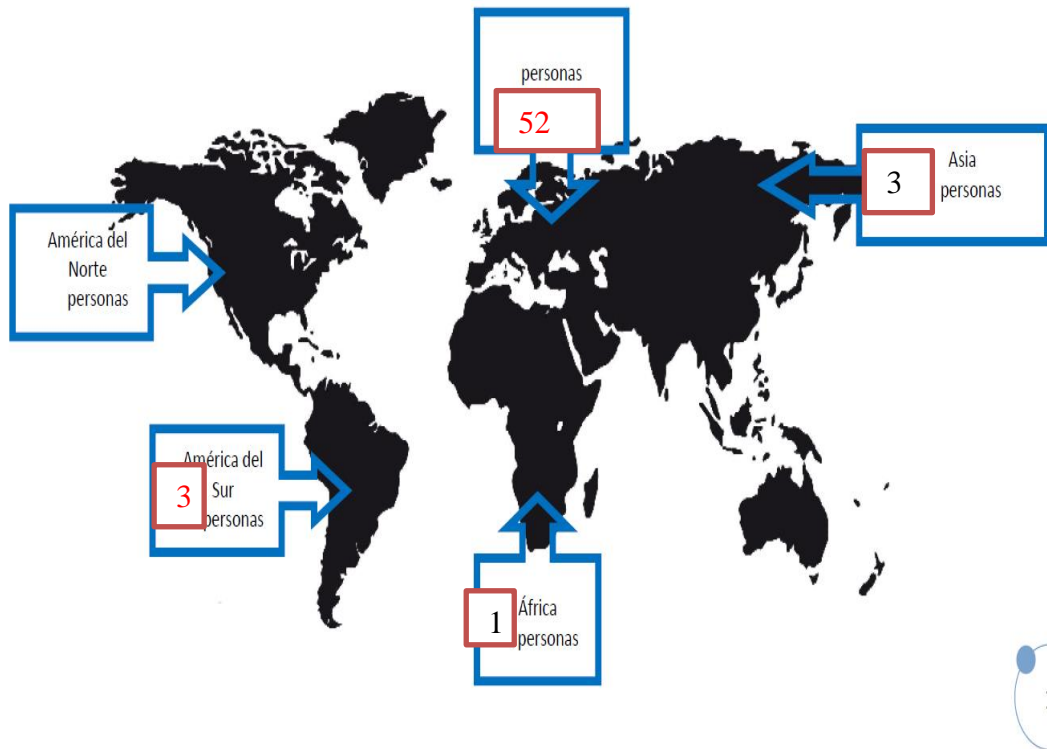
**43,12** Average age in 2016

**7,91** average of years worked in the company.

#### Different nationalities that coexist during the year

<b>Nacionalidad</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
España	47	48	49	51
Reino Unido	11	10	1	1
Francia				
Pakistan	2	2	2	2
Slovaquia		1		
Rumania	2	2	1	1
Colombia	2	3	2	2
Bolivia	2		2	1
Ecuador			1	
Marruecos	1	1	2	1
India				1
total rotacion de trabajadores	67	67	60	60
Total nacionalidades	7	7	8	7

Since 2012 it has been noted that number of foreign employees has fallen. Due to the crisis many people have opted to return to their countries. From 2016 these number increase, there has also been a change in the Entertainment Staff that are now employed by an external company (That belongs to Med Playa), this is the main reason why the amount of foreigners employed has decreased.



## Overtime

	BAR	COCINA	MANTENIMIENTO	PISOS	RECEPCION	RESTAURANTE	TOTAL HORAS
AÑO 2014		192,5	282,75	187	171	90	437
AÑO 2015		102,5	314	229	177	106	492
TOTAL.....		295	596,75	416	348	196	2780,75
AÑO 2016		11,5	432,75	178	108	108	352
AÑO 2017			382,05	229	101	118	380
TOTAL.....		11,5	814,8	407	209	226	732

Every year we try to reduce to the maximum the overtime to improve the comfort of our employees.

### **Employee benefits**

- Discounts on reservations in our Med Playa Hotels.
- Discounts in local companies such as Gyms, Opticians, Dental clinics, Themed parks.
- There is an increase in publicity of local commerce, promotions, offers, discounts...etc
- Possibility of obtaining surplus food.
- Possibility of pre-retirement

### **Internal promotions:**

- In September 2014 Mari Nieves Garcia is pre retired and Inre Mioara (from Rumania) is promoted and gets a permanent contract.
- In September 2014 Maria Pruna is pre retired and Gaby Hortensia is promoted with a permanent contract.
- Sara Tabita was promoted in 2014 and gets a permanent contract.
- Josefa Garcia Moreno is pre retired in August 2015 and Silvia Garcia is promoted.
- In December 2015 Fernando Milla & Guillermo Nieves were pre-retired. Andrés Mateu was promoted has Head of Reception and Jaime Selles was promoted to an indefinite contract.
- In January 2016 Antonio Agustín is promoted from kitchen assistant to chef with a permanent contract.
- In 2017 Antonio Carvajal is promoted to reception assistant for 5 months.
- In 2017 and 2018 Amilex Cruz who has been in work practice is given the opportunity to cover a substitution as a reception assistant.



- Specific training such as Legionella, occupational hazard prevention, fire training, working at heights...

Year 2018 :

- 7 organization habits for management
- Sustainability from the Virtual Campus
- Professional wellness for maids
- Various courses, first aid, APPCC, PRL

## Others

Since 2007 the hotel makes an improvement contest\*

# CONCURSO DE MEJORAS



MEJORAS PARA EL TRABAJADOR

MEJORAS PARA EL CLIENTE

MEJORAS DE AHORRO

Todos los premiados pasarán a concursar con los demás premiados de la misma categoría para un premio superior en la

## GRAN FINAL: 3 GANADORES

(UNO DE CADA CATEGORÍA)

4-2017

Winners summary from 2014 to 2017 :

In 2014 the winners were:

- Juan Pedro García. Design menus for people allergic to gluten.
- Adriana Yadira. Put some lids on the hot buffet so that when it turns on they keep the heat and saves energy.

In 2015 the winners were:

- Magdalena Pérez Suarez. Wash the glasses that are placed in the bathrooms with the crockery machine to achieve a total disinfection.
- Jose Mesas. Set up a parking lot for scooters in the garden outside the hotel.
- Juan Pedro García

In 2016 the winners were:

- Maria Isabel Gozavez, add plastic stickers to the bottom of the bed legs to avoid scratching the floors.
- Magdalena Pérez, to carry out an annual meeting with the rest of the hotels staff.
- Juan Pedro Garcia, to be able to “ charge to the room ”

In 2017 the winners were:

- Antonio Cobo, put up awnings on the bar and pool terrace for client comfort.
- Francisco Cobo, use the old water deposit room to store sun beds and chairs...etc



## Clients

Customer satisfaction is the main base of the Med Playa group. With the client we maintain a treatment of honesty, professional responsibility, confidentiality, privacy and proper use of their data.

The cliente can contact the Call Center Med Playa to leave their opinión or send suggestions on medplaya.com



Another tool used to understand customer satisfaction is:

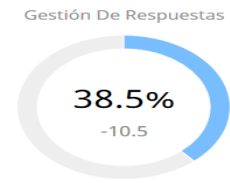
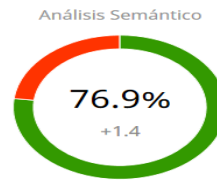
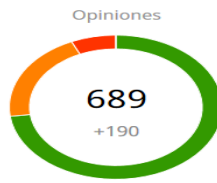


It analyzes online reviews and allows you to efficiently add, organize and manage reputation and online presence at leading online Travel agencies, opinión websites and social networks.

### Año 2016



### Año 2017



## Loyalty Program Amigo Card

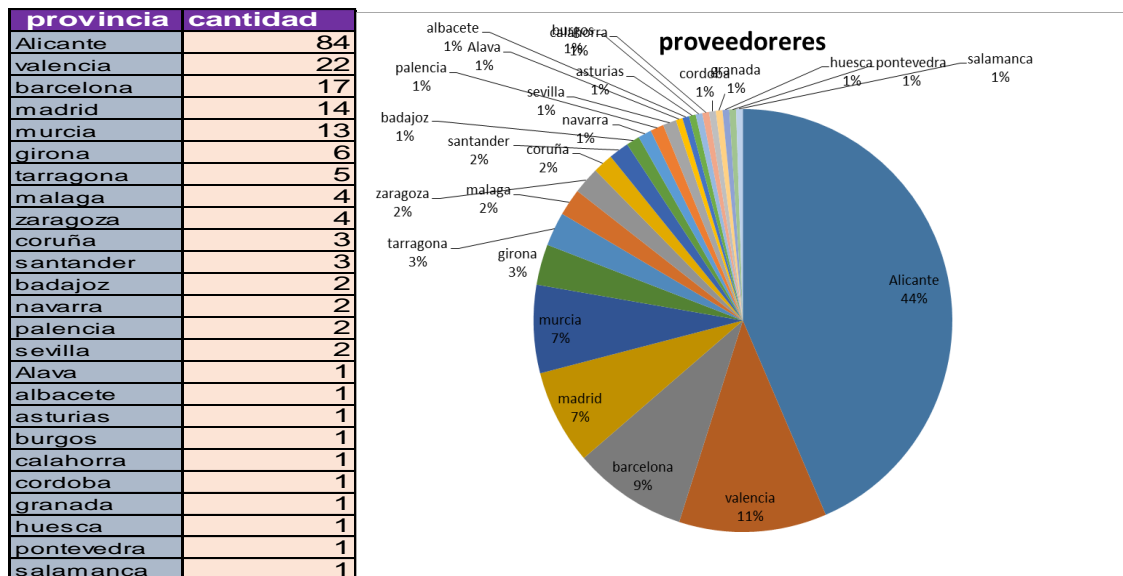
Our repeat customers are rewarded through a point accumulation system. These are exchanged for services, gifts and discounts on upcoming reservations. Currently in the Med Playa group we have



January 2018

## Suppliers

Med Playa group applies a strict and detailed procedure on the evaluation and selection of suppliers based on social, ethical and environmental criteria. Standard codes of conduct and sustainability policies are provided with web access [www.medplaya.com](http://www.medplaya.com).



In this chart it can be observed that 44% is bought in the same province and 18% in the neighboring provinces.

## **2017 CORPORATE TRAINING PLAN SUMMARY**

### **ASISTANTS**

A total of **1.356 Employees** of the Med Playa group have assisted to the actions carried out. This is the equivalent to **93,07 %** of the staff

### **TRAINING HOURS**

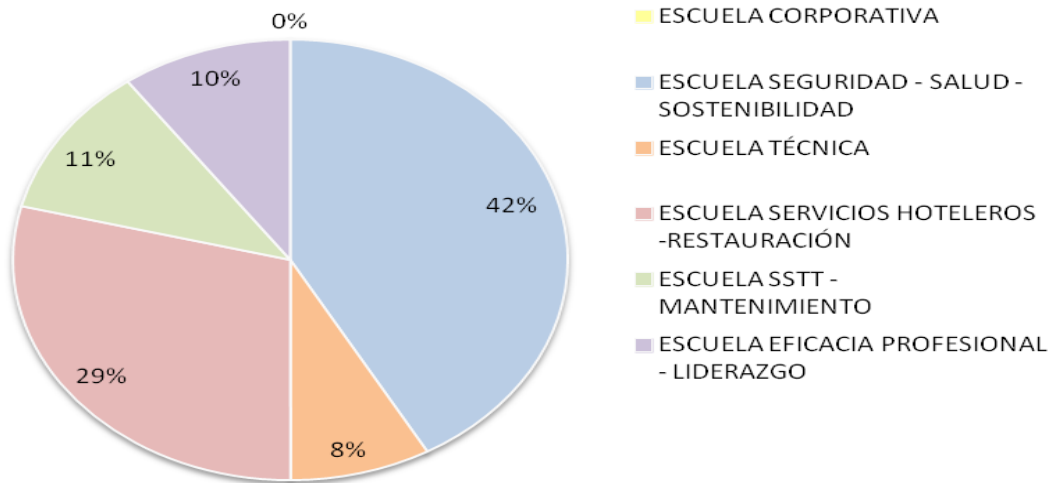
**13.122 HOURS** have been invested in training, of which 65,51% are class room training, 30,49% online and 4% mixed.

### **ACTIVITY**

There has been **134 training activities** and **367 groups** in different centers on the chain.

Below you can appreciate the different training areas :

## ESCUELAS FORMATIVAS



### TRAINING COSTS

The total invested in training has been **127.870'94€** of which **76%** of the training cost has been subsidized.

## 2018 GOALS



- **COLLECT 1.000 euros for donations.**
- **Carry out 350 solidary meals.**