



Informe de Sostenibilidad 2016-2017

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WELCOME

Med Playa is a friendly, family company, with ample tradition and experience, specialised in holidays by the sea. We offer an excellent value for money with great facilities, a working team with a calling towards service and commitment to the company and environmental protection.

Here at the Med Playa group hotels, we are aware that the tourism industry has many impacts on destination areas, both positive (generation of income, employment and business opportunities, etc.) and negative (exploitation of natural resources, environment and landscape degradation, creation of pollution, etc.). As such, it is our responsibility to promote the protection of our employees and the environment around us.

Through the policies on sustainability, guests, employees, providers, shareholders and the company in general, actively collaborate with us with the aim of minimising any negative impacts.

VISION

Ensure the efficiency, good operation of the sustainability procedures and good practices at all the hotels of the Med Playa group.

MISSION

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

ENVIRONMENTAL POLICY

Our environmental policy is focused on defining the actions carried out in our establishments in order to improve how our management functions with regards to the community, as well as fair treatment of employees and the environment, aimed at guests and clients, workers in the establishment and providers.

1. Make efficient use of our facilities and equipment with the active participation of the staff and the guests in order to reduce the consumption of water and power, as well as CO2 emissions.
2. Achieve a reduction in waste creation at our hotels by following a series of ecological initiatives to reduce waste.
3. Encourage recycling by promoting the selective collection of waste.
4. Develop a purchasing policy specifying environmental and social objectives and obligations.
5. Conserve biodiversity in our environment through participation in different activities.
6. Optimise the use of chemical products.
7. Promote the societal benefits of our employees encouraging well-being and healthy living, improving our employment policies with training programmes, and defending equal opportunities for all.
8. Contribute in the development of our community by contracting local providers and distributors.
9. Make our local culture more widely known, promoting the use of tourist attractions, excursions and other activities in our community, and enhancing our cuisine including typical dishes in our menus.
10. Participate actively in environmental and societal projects taking place in our community in the form of cooperation or donations.

SUSTAINABILITY POLICY

QUALITY POLICY

Constant improvement and quality control are part of the company's culture, always aimed at meeting the needs and expectations of our clients and involved in all connected processes and with the active participation of all staff in the organisation.

PURCHASING POLICY

The objective of Med Playa is to achieve the best efficiency throughout the purchasing process, guaranteeing the delivery of quality products and services to its clients, demanding that its providers comply with current regulations, and promoting values in sustainability.

HEALTH AND SAFETY POLICY

Med Playa Management has full responsibility for the definition, development, structuring, reviewing, dissemination and compliance with our pre-emptive policy, and as such, providing the material and human resources necessary for its implementation. In order to exercise its responsibility, the company's management will have the support of middle management and the worker(s) assigned to prevention matters. Additionally, we will have the collaboration and consultancy at our disposal from leading companies in the prevention service sector, while applying the prevention plan to all activities within the company.

CHILD PROTECTION POLICY

We at Med Playa are committed to child protection and doing everything we can to defend it. The staff accepts and acknowledges our responsibilities in developing social awareness of problems that are damaging to minors.

HUMAN RIGHTS PROTECTION POLICY

Med Playa has the responsibility to protect, support and promote fundamental human rights in the impacts of influence and activity, providing the necessary framework for striving to freely improve working conditions.

COMMUNITY PARTICIPATION POLICY

Med Playa participates actively wherever it carries out its activities and contributes to the improvement and progress of its social surroundings, and in doing so, creates opportunities for the social and economic development of the community.

APPLICABLE LEGISLATION

Med Playa adheres to current legislation on international and national environmental matters as well as legislation from different autonomous and local communities.

PARTNERS

Med Playa forms part of Travelife, a leading initiative in training, management and certification for those tourism companies committed to achieving sustainability. Recognised by numerous tour operators and travel associations. Year after year, Med Playa has received several gold awards for its hotels.

Hospitality Award "A Real commitment to sustainability" and certificate of the 'Efficient Sustainable Hotel', awarded to the Hotel Riviera in Benalmádena-Costa by the ISTUR Group (Institute of Tourism Sustainability) at FITUR 2015.

Award for Sustainability and Energy Efficiency awarded by Endesa at the Hotel Rio Park in Benidorm.

Member of Unicef and its "Hoteles Amigos" programme for protection against child exploitation. Raising funds and making donations.

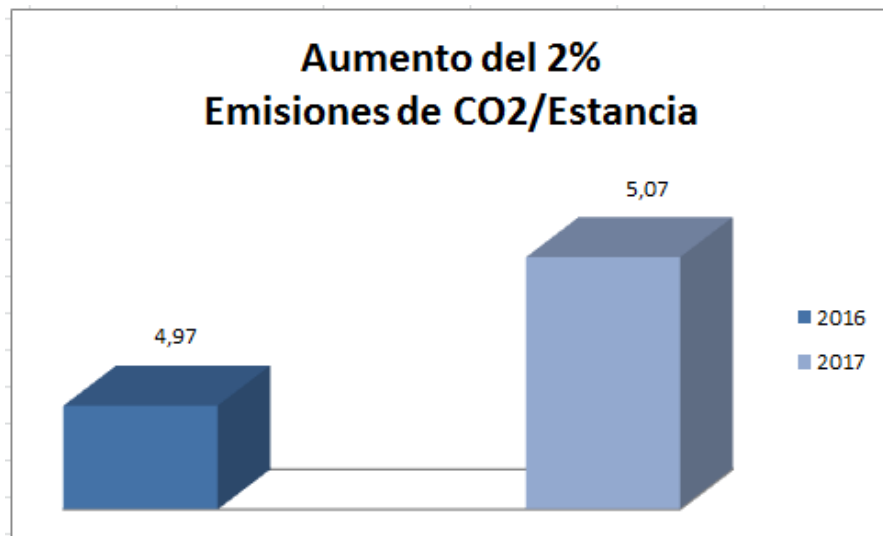
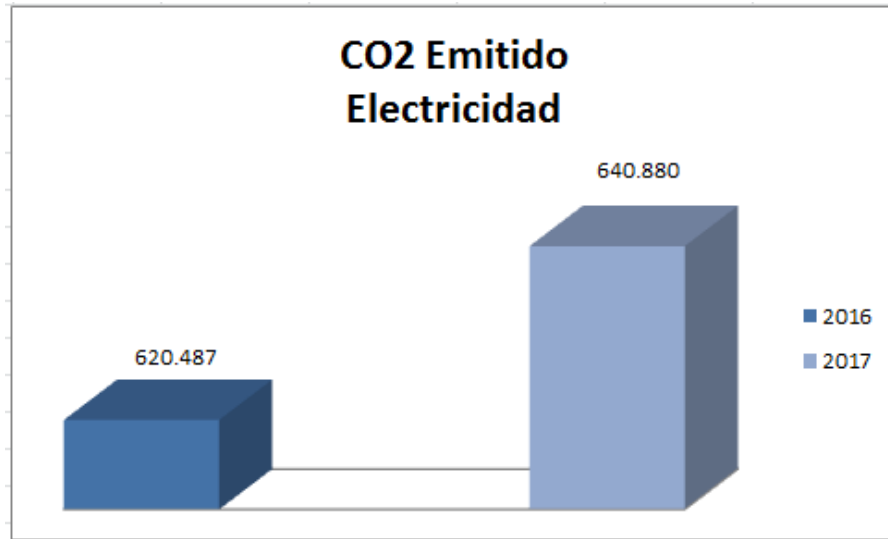
OBJECTIVES 2016-17



1. Reduce electricity consumption once the technical measures, consisting of the progressive replacement of the incandescent lamps still in use, have been implemented. We estimate that this, together with the greater awareness of all our staff and with the changes in habits conveyed through training courses and the distribution of manuals on best energy saving practice, will allow us to reduce consumption by 1%.
2. Reduce the amount of water consumption measured in litres/stay for 2017, which was 235 litres in 2016.
3. Plan to reduce the weight in kilos of laundry washed, which includes providing the beds with duvet covers and thereby eliminating both the bedspread and the upper bed sheet.
4. Renew and install more paper, plastics and glass recycling containers.
5. Have information from Benalmádena Council available regarding areas of natural interest in the municipality (flora, fauna, hiking, beaches, etc). This information will be held at Reception and will be given to customers who request it.

ENVIRONMENTAL ASPECTS

CO2 Emissions of Electricity

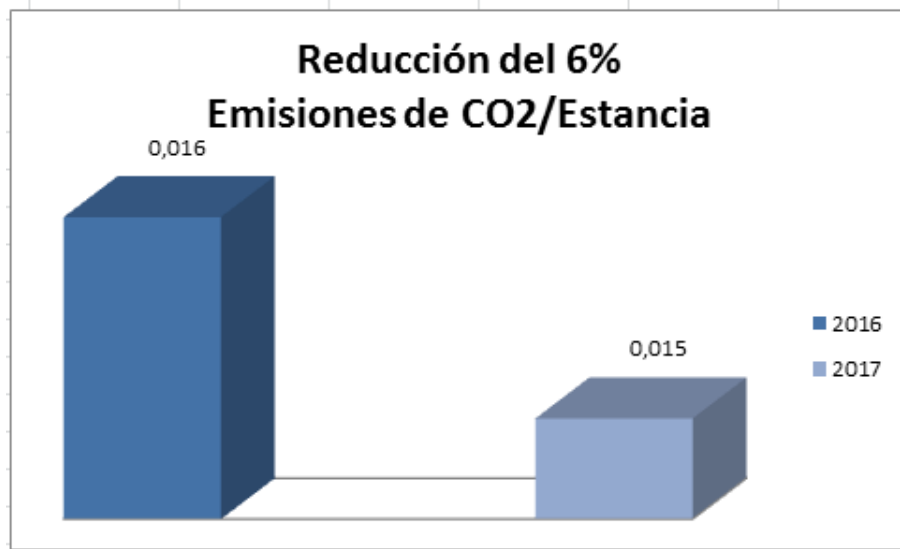
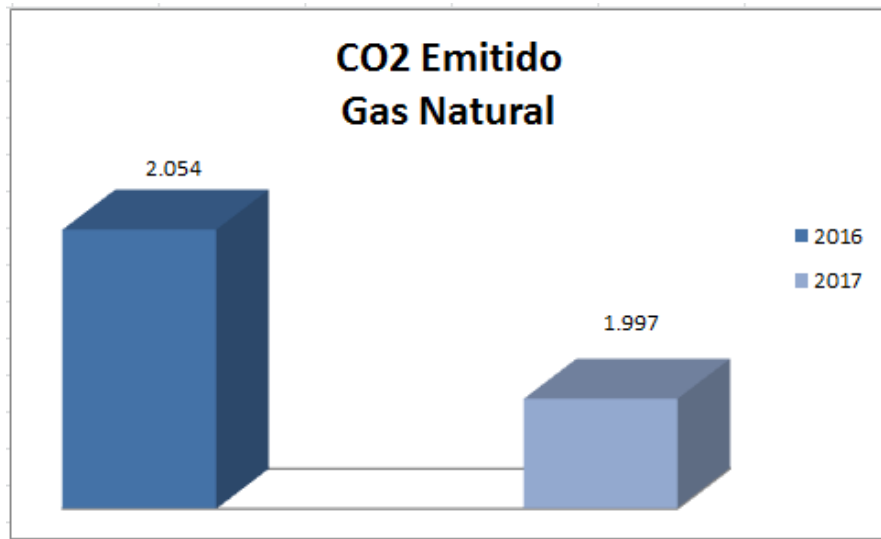


4.97 CO2 emissions emitted / stay in 2016

5.07 CO2 emissions emitted / stay in 2017



CO2 Emissions of Natural Gas

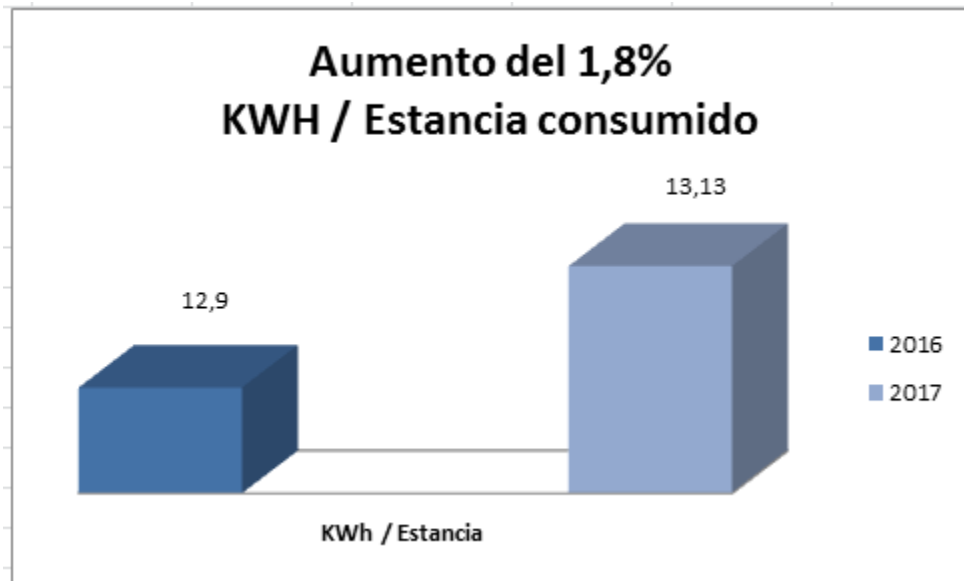
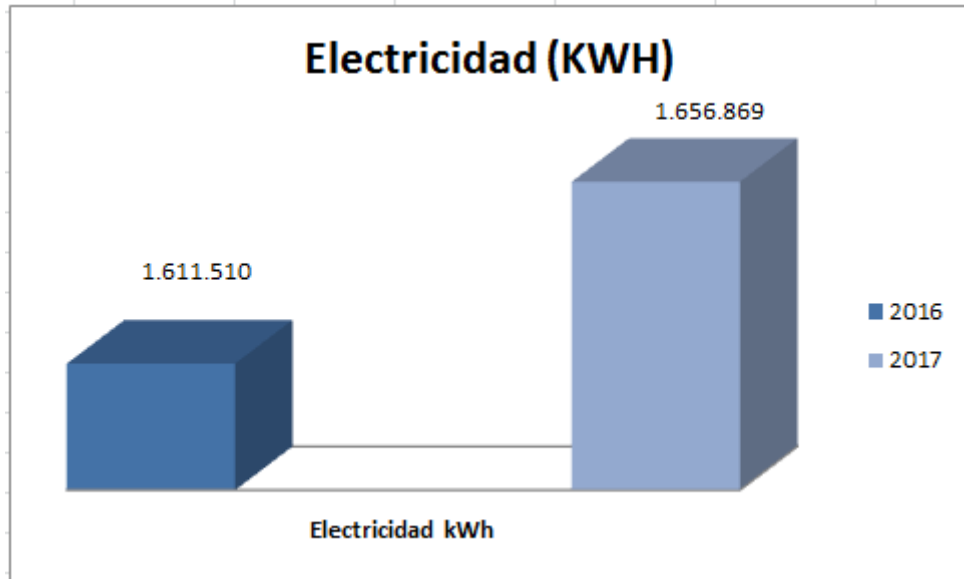


0.016 CO2 emissions emitted / stay in 2016

0.015 CO2 emissions emitted / stay in 2017



Electricity



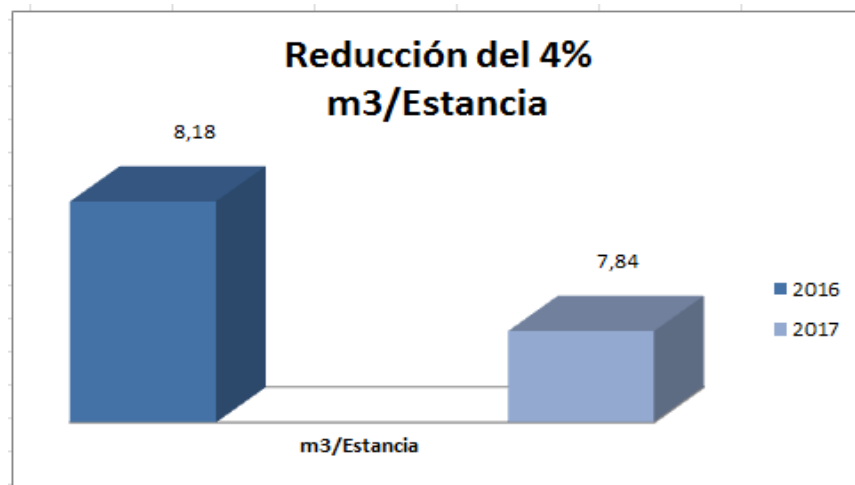
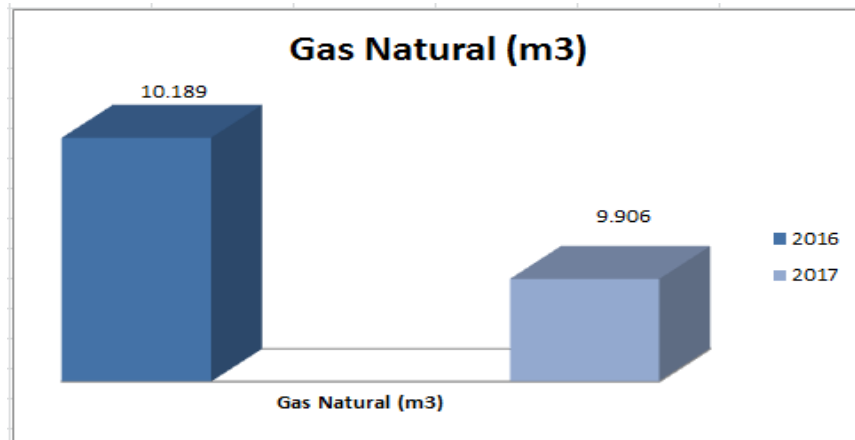
And an increase of 1.8% in electricity consumption per stay.

12.9 kWh consumed in 2016

13.13 kWh consumed in 2017



Natural Gas



Significant decrease of 4.2% in natural gas consumption per stay in 2017

It has been possible to reduce the gas energy consumption through preventive maintenance actions on the premises. Also, the slight increase in electricity consumption corresponds to an increase in the number of stays in 2017 compared to 2016 with 1,385 more overnight stays, equivalent to a 1.10% increase.

8.18 kWh produced in 2016

7.84 kWh produced in 2017



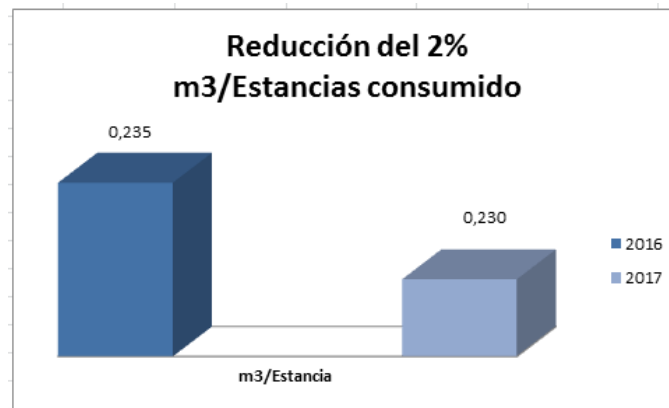
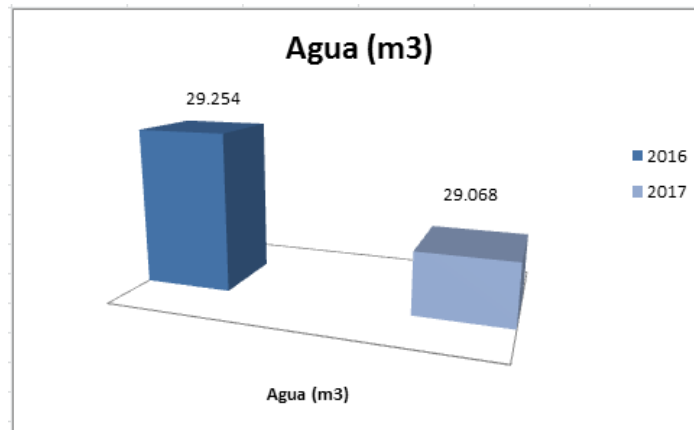
Renewable Energy

121,371 kWh produced in 2016



121,116 kWh produced in 2017

Water (m3)



0.235 m3 / stay used in 2016



0.230 m3 / stay used in 2017

In order to use water efficiently, we carry out preventive maintenance on the premises, comparisons of consumption are made against other hotels and products and, in addition, work to raise awareness among staff is carried out.

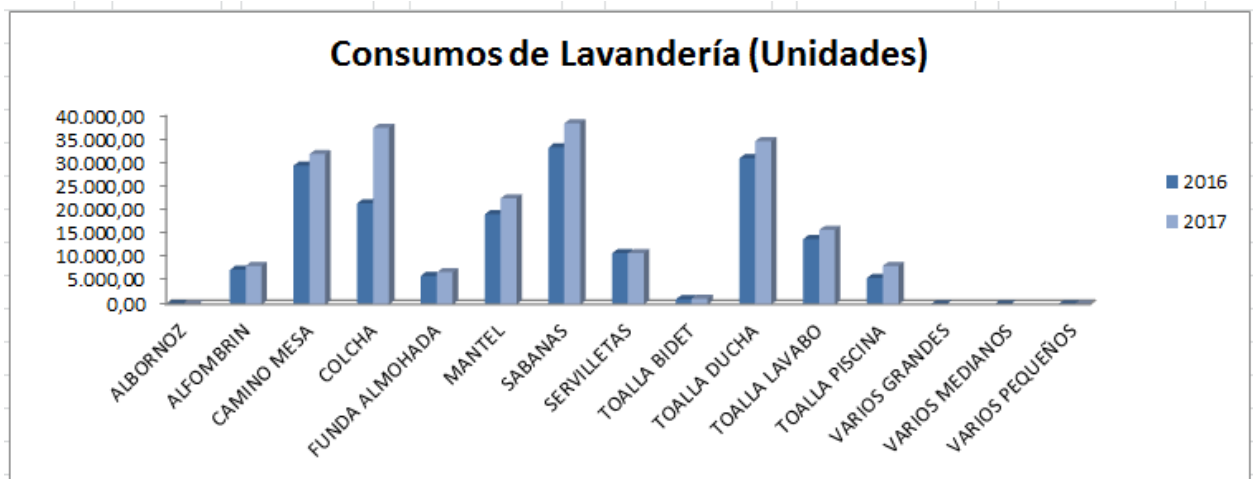
Other consumption

The average length of stays in 2016 and 2017 were very similar and the consumption of laundry has been kept under close control.

8.71 days average stay in 2016

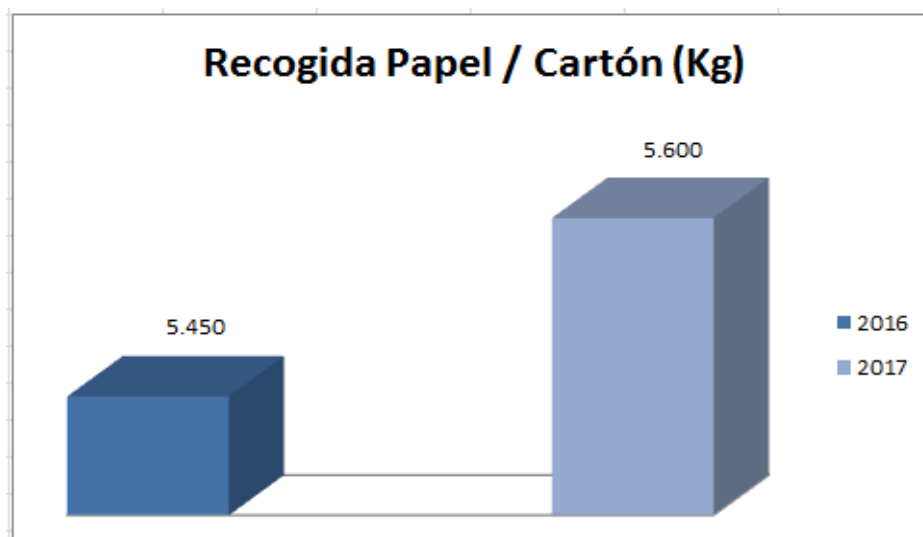
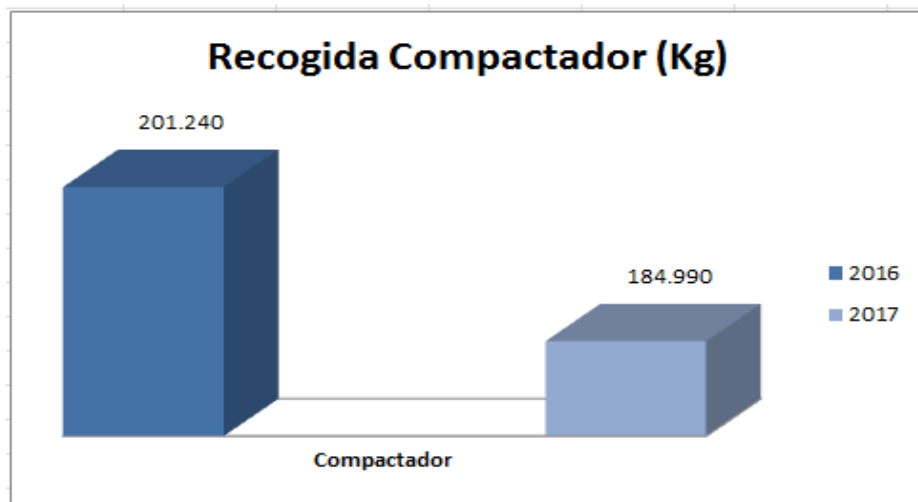


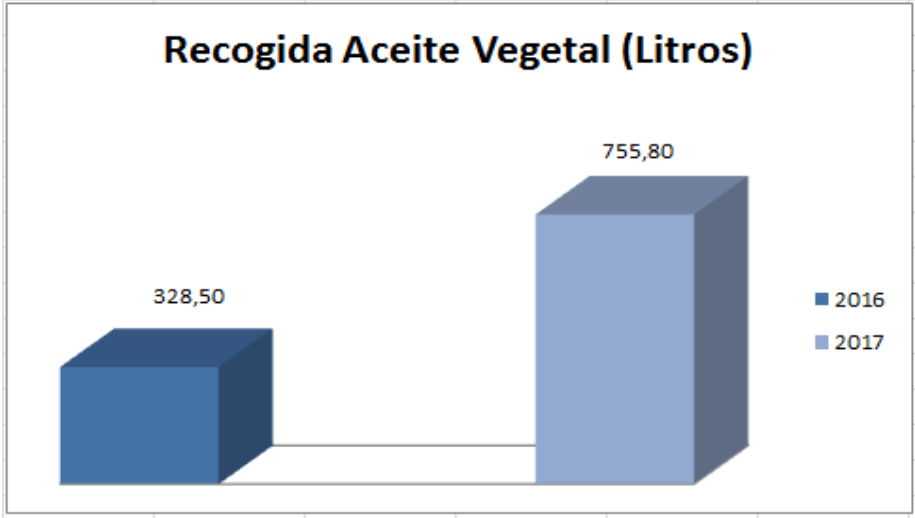
8.24 days average stay in 2017



Waste

The production of solid waste has been significantly reduced in relation to 2016 by almost 8%. However, the collection of paper and cardboard has increased slightly due to the higher number of customers registered in 2017. Packaging of merchandise has been eliminated, electronic communication is encouraged, office paper reused and awareness has been raised regarding the proper use of the paper.





SOCIAL ASPECTS

Local activities

730 meals provided to people at risk of social exclusion through Cáritas Bnd.

The intended objective was achieved and various other actions were carried out:

- Collaboration in the "Sin Barreras" programme of Benalmádena City Council, offering a lunch once a year for 15-20 disabled people from the municipality.
- Economic contribution to the grass-roots movement to raise funds to build a monument to Mr Antonio Martín González "El Cura", inaugurated on 12/06/16.
- Agreement with the Red Cross to place a piggy bank on Reception to collect donations from customers of the hotel.
- Agreement with Bancosol for job placements for people at risk of exclusion.
- Promotion of local gastronomy through the inclusion of at least one local culinary dish every day in our buffet. Also holding an Andalusian themed night every week.
- Information to the clients about the local fiestas through posters in Reception with bus schedules and details of the main activities taking place.
- Six-monthly donations to the Hermanitas de los Pobres congregation of nuns.
- Collaboration in the Municipal Padel Tennis Tournament, with the awarding of prizes to winning pairs.
- Collaboration with the Law Enforcement Forces, providing hotel staff for their celebratory meal.

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 de Torremolinos (Málaga). Currently the group has 16 hotels, managing 3,929 rooms with 8,080 hotel beds.

Hotel Riviera

Category 4 stars

Capacity 190 rooms

Benalmádena Costa (Málaga) – Spain

Travelife Gold certification

At Fitur 2015, the Riviera Med Playa Hotel (Benalmádena), received a certificate in the Gold category for being a Sustainable Hotel and the «A Real Commitment to Sustainability» Prize.

 PARKING	 SOLARIUM	 GIMNASIO
 SAUNA	 PISCINA EXTERIOR	 RESTAURANTE
 SERVICIO DE HABITACIÓN	 FACILIDADES PARA MINUSVÁLIDOS	 RECEPCIÓN 24H.
 CAFETERÍA	 PROGRAMA DE ANIMACIÓN	 BAR
 SALÓN	 MALETERO	 TELEVISIÓN CON PANTALLA GIGANTE
 PING PONG	 VENTA DE EXCURSIONES	 JARDÍN
 ALQUILER DE COCHES	 CAMBIO DE DIVISAS	 NO SE ADMITEN ANIMALES
 SPA	 RESTAURANTE A LA CARTA	 ALQUILER TOALLA PISCINA
 WIFI GRATIS		

% bed places in Benalmádena	1.31%
% overnight stays in Benalmádena	2.9%
Gross profit per available room	€ 17.54
Expenses allocated to energy measures and modernisation of facilities	€ 36,361.50
Travelife Sustainability Programme	€ 1,440.00
Sustainability Training	€ 2,754

STAKEHOLDERS

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.

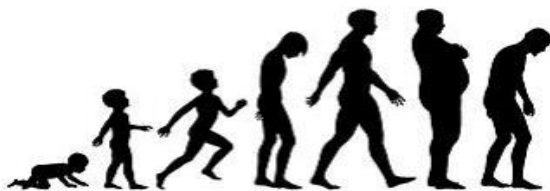
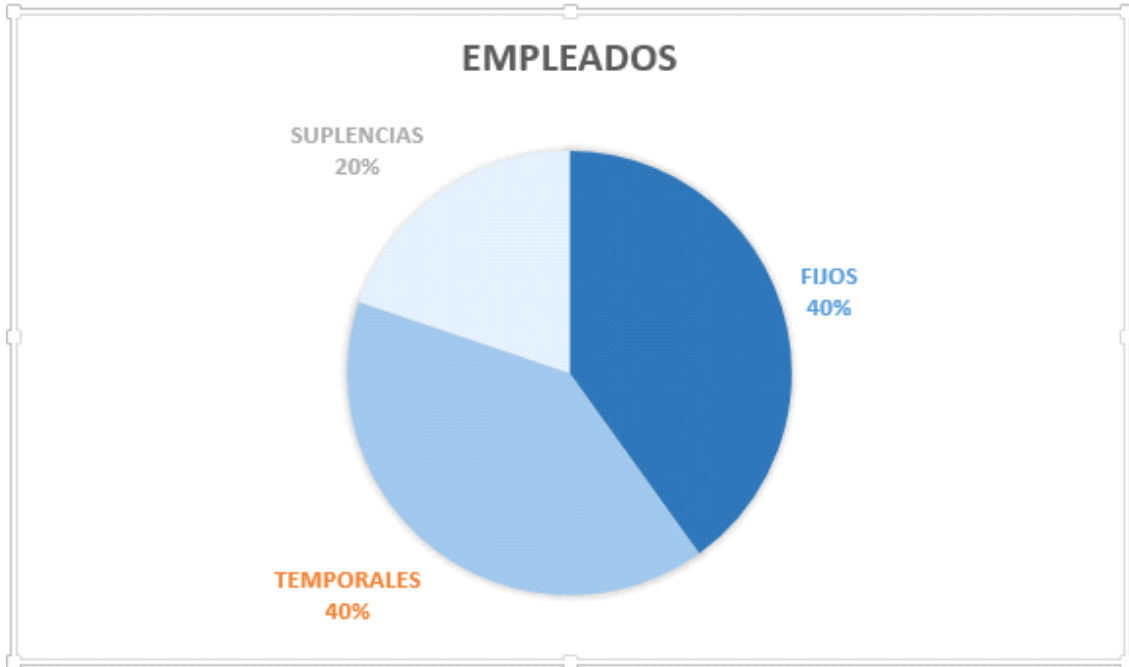
Employees

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



The average workforce for 2016 was 72 employees

And in 2017 it was 71 employees



- 0.72 Accident rate
- 46 Average age
- 7.8 Average length of service in years
- 10 Different nationalities



Employee social benefits

- Discounts on reservations of the hotels of the chain.
- Discounts at local businesses: Gym, opticians, dentists, amusement parks.
- Publicity Advertising for local businesses, promotions, offers, discounts, etc. are increased.
- Possibility of taking surplus food.

Promotions:

Seasonal to Permanent

Ana Vanessa Mallen 2016

Manuel Santana 2017

José Reygaza 2016

Promotions

Manuel Santana (Deputy Head Chef) 2016

Training

Over the last two years, various training courses have been taught in different areas:

2016

- HACCP and Norovirus Course
- Basic life support and automated external defibrillation (AED)
- Sensi-Mar Riviera Programme
- Attractive buffets
- Replenishment, keys to good presentation and service (Quick Chef)
- Extraordinary teams: leading and transforming emotions, relationships and results

- Management of remote teams
- Sustainability Training
- Hygiene-sanitary maintenance tasks for the prevention of Legionella
- Prevention of Occupational Hazards

2017

- Leading efficient 5* host teams
- Hazard analysis and control of critical points - HACCP, food handling
- Action against critical outbreaks, Norovirus
- Sustainability
- Swimming Pool maintenance
- Hygiene-sanitary maintenance tasks for the prevention of Legionella
- Gastronomy training: Replenishment and presentation of buffet – head chefs.

Others

Since 2007, the Hotel has held an innovation competition*

In 2016, the winners were:

Antonio Jesús Duran Raimundo

Maria Jesús–Montero Cosano

Julie Sara Taes

In 2017, the winners were:

Raquel Talavera Casado

Antonio Jesús Duran Raimundo




Customers

The satisfaction of our customers is a fundamental principal for the Med Playa group and customers are treated with honesty, professional responsibility, confidentiality, privacy and proper use is made of their data.

The client can leave an opinion by contacting the Med Playa Call Centre or leaving a comment on medplaya.com.



We also provide them with a questionnaire on arrival at the hotel which they return to us upon departure.

Another tool used to find out about customer satisfaction is  **ReviewPro** GUEST INTELLIGENCE which analyses online opinions and allows the reputation and online presence to be aggregated, organised and effectively managed on the main online travel agencies, opinion websites and social networks.



Amigo Card Loyalty Programme

Our repeat customers are rewarded through a system of accumulating points which can be exchanged for services, gifts and discounts on their reservations.

Currently they are accounted for in the Med Playa group.



77,637 loyal customers