

Santa Mónica

Caletilla

medPlaya.com

Informe de Sostenibilidad 2016-2017

WELCOME

Med Playa is a friendly, family company, with ample tradition and experience, specialised in holidays by the sea. We offer an excellent quality-price ratio 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, providers and employees with the services, products and experiences of our hotels using environmental responsibility and innovation.

SUSTAINABILITY 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 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.

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, the worker(s) assigned to prevention matters. More so, we will have at our disposal the prevention service collaboration and consultancy from leading companies in the 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 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.

Certifications

Every two years, Med Playa renews its Sustainability certifications through Travelife, an organisation recognised by numerous tour 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.

Every two years, Med Playa is awarded several Gold certifications for its hotels.

2016



Hotel Esmeraldas

Hotel Santa Mónica

Hotel Flamingo Oasis

Hotel Riudor

Hotel Regente

Hotel Rio Park

Hotel Riviera

Hotel Pez Espada

Hotel Bali



2017

Hotel Calypso

OBJECTIVES 2016-2017



1. Reduction of CO2 emissions by changing use from propane to Natural Gas. There is also a 95% reduction in diesel consumption.
2. Reduce energy consumption compared to previous years with an investment in changing bulbs on all terraces to LED lights.
3. Provide 260 charity meals for the TV3 Marató. Provide 30 charity lunches and 30 dinners for the entertainers of Calella beach.

ENVIRONMENTAL ASPECTS

CO2 Emissions

Reduction: In 2016 we eliminated the use of propane, using Natural Gas instead (more efficient and less polluting)

We have reduced Diesel oil consumption by 98%, consumption will be occasional when using the generator.

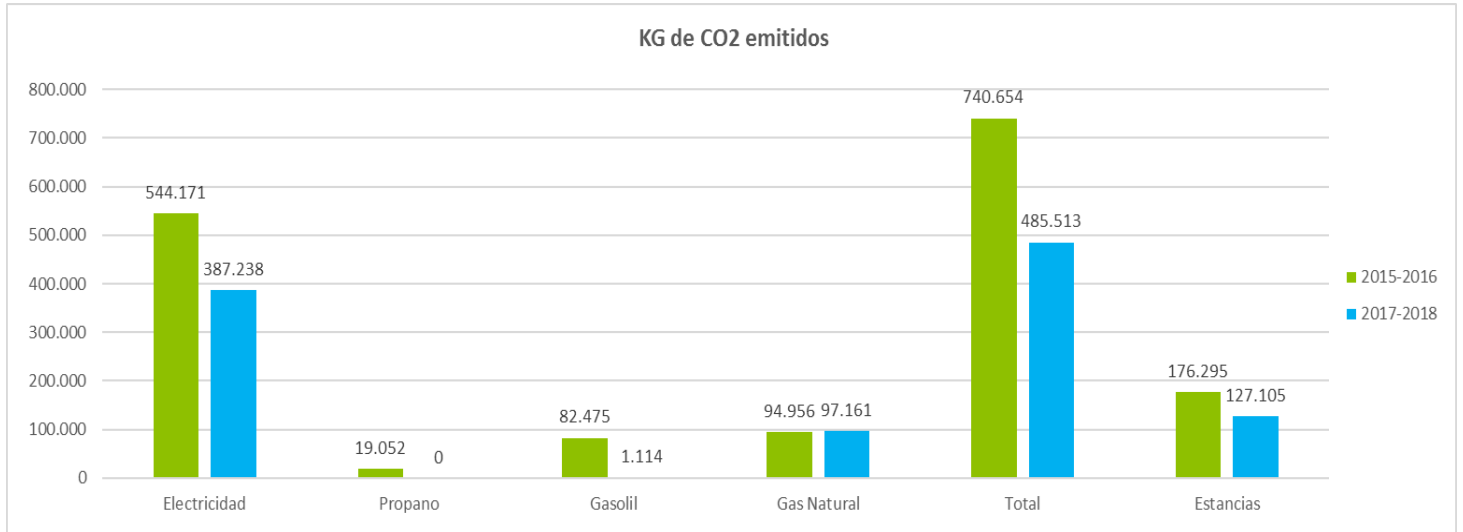
Diesel oil consumption control chart



Energy Management Report

	Occupancy			Totals						Gasoil Consumption per Guest					
	2015	2016-17	2018	2015		2016-17		2018		2015		2016-17		2018	
				Kwh	€	Kwh	€	Kwh	€	Kwh	€	Kwh	€	Kwh	€
January															
February	1038									0,00	0,00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
March	8460	12763	1272	98.831,99	5773,55					11,68	0,68	0,00	0,00	0,00	0,00
April	11648	23157	8741							0,00	0,00	0,00	0,00	0,00	0,00
May	9186	19597	12015							0,00	0,00	0,00	0,00	0,00	0,00
June	12581	26304	14514					4.034,78	260,4	0,00	0,00	0,00	0,00	0,28	0,02
July	15299	30450	15366	100.899,82	6011,8					6,60	0,39	0,00	0,00	0,00	0,00
August	15492	31586								0,00	0,00	0,00	0,00	#DIV/0!	#DIV/0!
September	12316	24555		98.912,69	5128,54					8,03	0,42	0,00	0,00	#DIV/0!	#DIV/0!
October	4003	8423								0,00	0,00	0,00	0,00	#DIV/0!	#DIV/0!
November															
TOTAL	90023	176835	51908	298644,5	16913,89	0	0	4034,7826	260,4	3,32	0,19	0,00	0,00	0,04	0,00

CO2 Emissions



* data to June 2018

COMPARISON of 2015-2016 with 2017-2018

4.20 kg of CO₂/ emitted per stay 2015-16



3.82 kg of CO₂/ emitted per stay 2017-18

CO₂ emissions from the main sources of energy used have been reduced by making greater use of renewable energy, introducing technological innovation and modifying consumption habits.

Investment: change LED lights

Energy consumption has been reduced by performing preventive maintenance actions within the facilities, purchasing more efficient materials and machinery, optimising consumption schedules, installing low consumption lighting, consolidating environmental management programmes and improving working procedures.

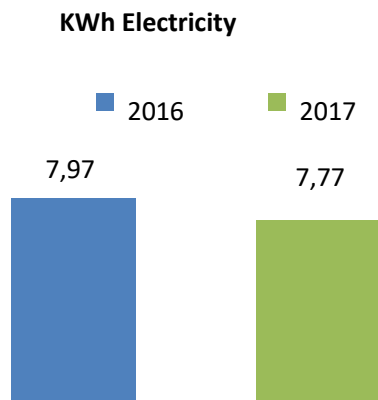


Energy Management Report

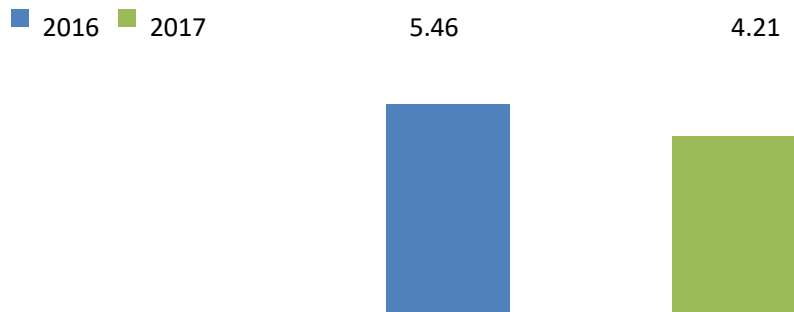
	Occupancy			Totals						Energy Consumption per Guest					
	2016	2017	2018	2016		2017		2018		2016		2017		2018	
				kWh	€	kWh	€	kWh	€	kWh	€	kWh	€	kWh	€
January				5856	2172,7	5449	2087,32	7456	2074,85	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
February				5615	2053,74	8757	2193,47	7068	1813,28	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
March	5021	7742	1272	54220	6534,29	70592	7354,21	30070	4106,7	10,80	1,30	9,12	0,95	23,64	3,23
April	11524	11633	8741	78497	8643,21	75445	7652,44	81801	8430,03	6,81	0,75	6,49	0,66	9,36	0,96
May	9673	9924	12015	76474	8518,84	75087	7666,54	81601	8510,91	7,91	0,88	7,57	0,77	6,79	0,71
June	12614	13690	14514	86652	9328,21	101109	10492,69	94227	10135,24	6,87	0,74	7,39	0,77	6,49	0,70
July	15150	15300		113320	11084,27	121285	13130,2			7,48	0,73	7,93	0,86	#DIV/0!	#DIV/0!
August	15780	15806		118274	11503,27	123766	13018,37			7,50	0,73	7,83	0,82	#DIV/0!	#DIV/0!
September	11981	12574		99706	9906,85	65015	2539,24			8,32	0,83	5,17	0,20	#DIV/0!	#DIV/0!
October	4529	3894		41354	5020,42	44301	5088,87			9,13	1,11	11,38	1,31	#DIV/0!	#DIV/0!
November				3659	1809,94	6122	1845,79			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
December				4243	1899,09	6661	1922,77			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
TOTAL	86272	90563	36542	687870	78474,83	783589	74991,91	382223	35071,01	7,97	0,91	7,77	0,83	8,27	0,96

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Energy consumption per stay

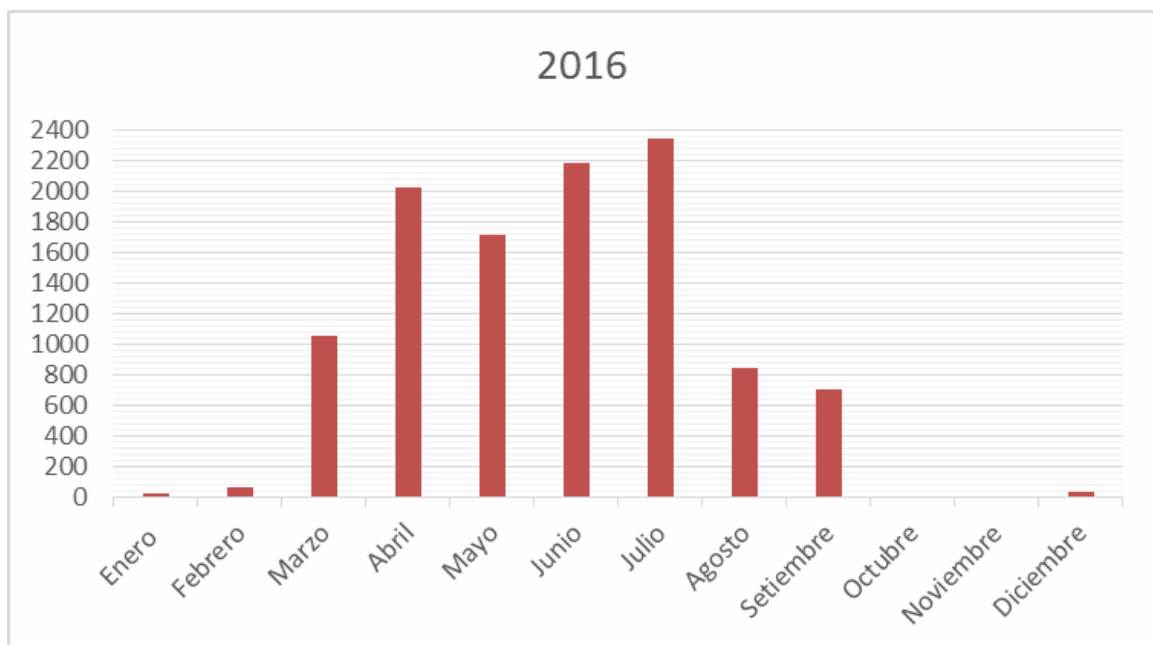


KWh Natural Gas

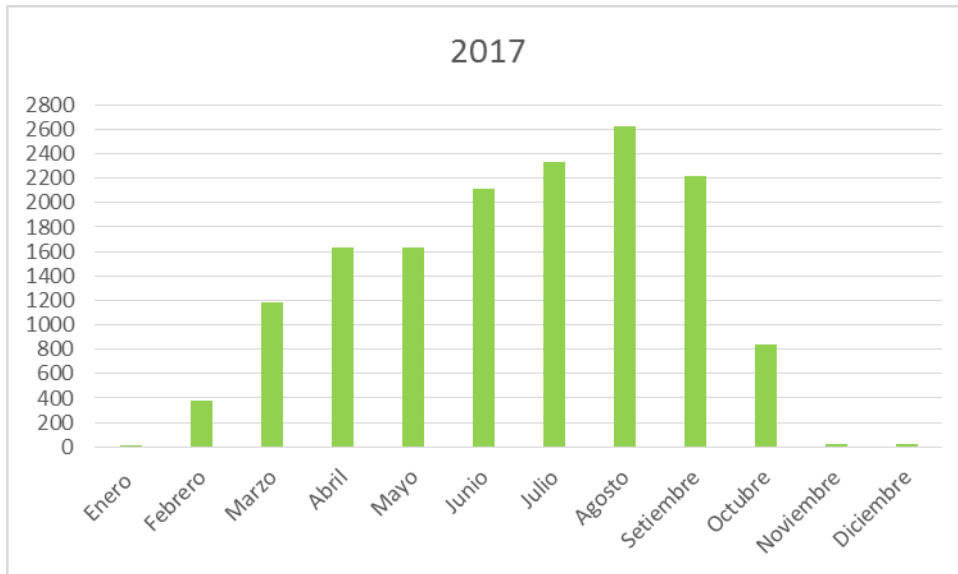


WATER CONSUMPTION CHART M3

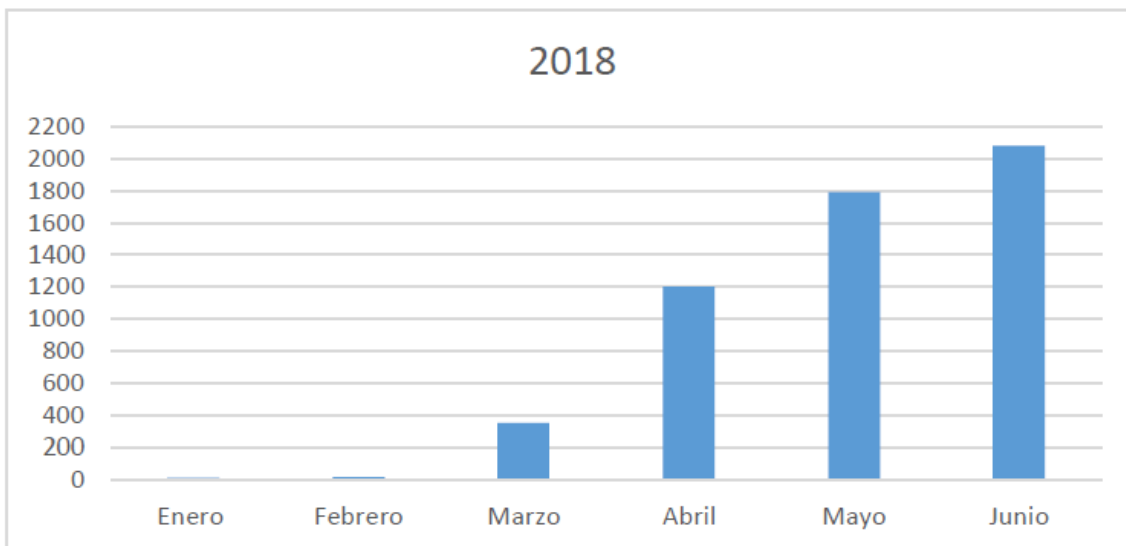
0.13 Litres of water per customer per day



0.17 Litres of water per customer per day



0.15 Litres of water per customer per day



SOCIAL ASPECTS

Local activities

- Collaboration with Calella Town Council in the Marató de TV3 (annual charity programme which raises funds for the study and eradication of various diseases) which in 2017 was held in support of "Infectious Diseases", by providing a room in the Hotel to hold a Charity Dinner.
- 49 Charity Lunches and 35 Dinners were provided for the support of the beach entertainers of the Tourist Calella Association.

The objective was achieved and other actions have been carried out:

- Promote local cuisine on buffet menus with dishes such as Fricandó, Bacalao a la llauna, Faves a la catalana, Botifarra, Pa amb tomàquet, Samfaina, Crema Catalana
- Promote local fiestas with leaflets, posters and information on events, timetables, and places.
- Inform customers of train schedules, buses, etc. for all kinds of cultural events.
- Collaborate with the Club de Calella Tennis Taula sports association
- Collaborate in the publication of local magazines
- Collaborate with the Penya Barcelonista
- Have advertising available for various local restaurants.

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 Hotel Santa Mónica (Calella). Currently the group has sixteen establishments, thirteen of which it owns. It has an annual turnover of around € 80 M and a workforce of 1398 staff.

Hotel Santa Mónica

Category 3 stars

Capacity 216 rooms

Coastal area Calella - Barcelona - Spain

Stakeholders

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.



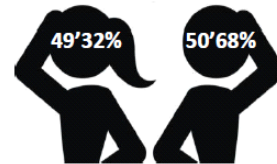
Employees

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.

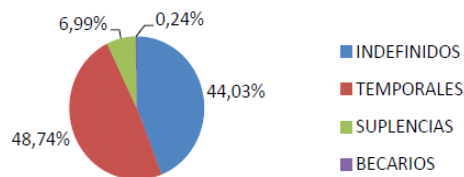


INFORME ANUAL DE PLANTILLA CORPORATIVO 2017

La plantilla media del año 2017 fue de **1.457** trabajadores/as en el grupo Med Playa, siendo el 49'32% mujeres y el 50'68 hombres.



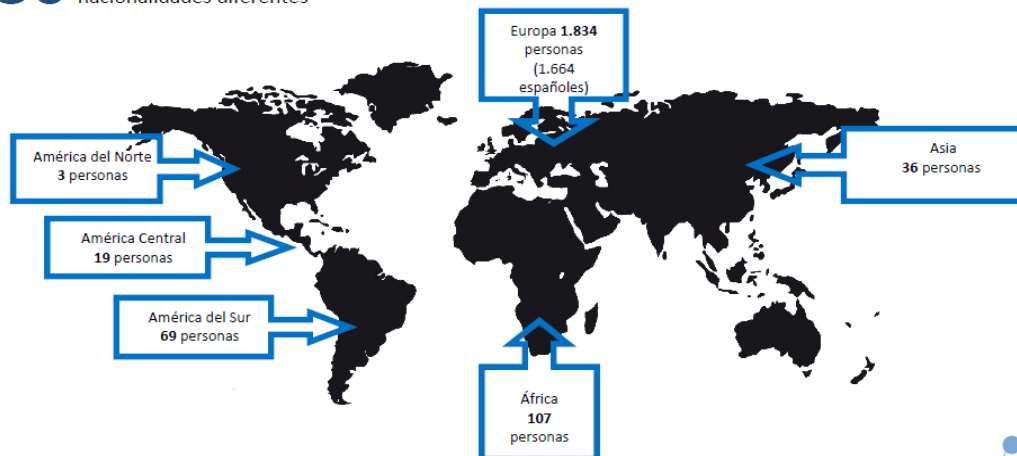
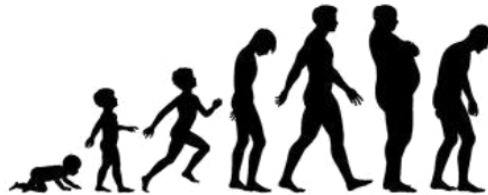
TIPOLOGÍA DE CONTRATOS



41'20 años es la media de edad

9 años es la media de antigüedad

50 nacionalidades diferentes



Promotion:

- In July 2017 Angela Trotter became a permanent employee.
- In March 2018 Marina Serret from the Administration department and Victoria Sobol from Reception moved from Temporary to Permanent-seasonal.
- Within the last 2 years, Mercedes Cervilla, Rosa Santamaria and Concepción Sánchez, apartment chambermaids, have retired.

CORPORATE TRAINING PLAN SUMMARY 2017

ATTENDEES

1,356 workers from the Med Playa group attended the training events organised. This figure corresponds to **93.07%** of the average workforce.

TRAINING HOURS

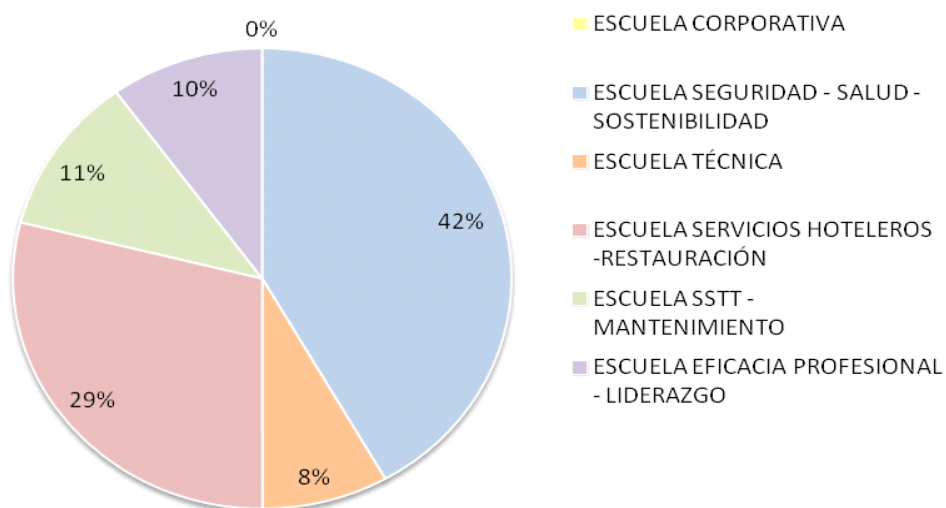
13,211 hours have been spent in training, of which 65.51% corresponds to face-to-face training, 30.49% to E-learning and 4% to mixed training.

ACTIVITIES

134 training activities have been carried out and for **367 groups** in the different centres of the hotel chain.

Below, we provide a chart showing the areas of training into which these 134 activities were divided:

ESCUELAS FORMATIVAS



COST OF TRAINING

The investment in training activities at the chain level was **€ 127,870.94**, of which

76% of the cost of training has been subsidised.

Training

May 2016, **Sustainability Course**. The main objective of the educational sustainability programme for MED PLAYA Hotels is to ensure the knowledge and skills needed so that staff and the managers of their establishments can effectively carry out their functions and at the same time contribute to compliance with the objectives and commitment to sustainability set out by the company.

June 2016, **Seduce the Customer Course**. Under the slogan 'Seducing the customer!' the objective of the training is to improve the skills of the Med Playa workforce to ensure that customers enjoy themselves during their stay at the hotel, feel comfortable, return and share their experience.

The specific objectives of the course are:

- Generate and activate problem-solving and customer service skills.
- Evolve towards a proactive and efficient attitude to achieving customer satisfaction and trust.
- Identify the difficulties in becoming excellent professionals and gain the know-how in order to manage them effectively.
- Practice personal and professional self-motivation, focusing on the "what for".
- Acquire the knowledge and basic tools in order to increase customer satisfaction and trust in the Med Playa Group.

Course July 2016 **Food Safety Management / HACCP** Getting to know the basics of HACCP Systems implemented in the establishment, identifying allergens as a new danger. Knowing the present risks, identifying the dangers, and knowing how to act in a planned way to avoid them. Knowing what we can control and what we can't. Becoming aware of the importance of planning. Becoming aware of the need for proper recording.

Course February 2017 **GASTRONOMY: REPLENISHMENT AND PRESENTATION OF BUFFET:**

The main objective of the course is to improve 2 basic processes for the quality of our Buffets: the presentation and replenishment of the product. Bringing together all those responsible for the kitchen to share knowledge and also taking the opportunity to get to know the Quick Chef facilities and their production processes which we believe can enrich the course content.

Course June 2017 **HACCP / Food Handling**: Among the objectives to be met by the teacher/tutor during the course is to provide food handlers with all the knowledge, skills and attitudes necessary to comply with Regulation (EC) 852/2004, to apply the correct food handling practices and to help our company ensure that all the food sold is safe.

Course June 2017 **BASIC LIFE SUPPORT AND USE OF THE DEFIBRILLATOR (BLS + EAD)**: Provide the knowledge and skills necessary to perform first qualified assistance to the victim, demonstrating how to: 1.- Identify and assess a cardio-respiratory arrest. 2.- Apply a quality cardio-pulmonary resuscitation (CPR). 3.- Correctly use a defibrillator (EAD). 4.- Place an unconscious victim into the Recovery Position.

November / December 2017 Course **EXECUTIVE GOVERNANCE**:

To learn about the approach to the work of the department, the processes, the procedures and all the work tools.

To be able to properly carry out the administrative, management, control and supervisory tasks of the department.

To provide technical and operational assistance to the waiting staff.

To acquire the management skills to facilitate the creation of a close personnel team committed to the objectives of the department and the company.

To value the importance of communication and leadership in building a team.

All new recruits carry out an "On Line" training course in occupational risk prevention and food handling. Its objectives are to train and make professionals aware of prevention issues in general and to raise awareness of possible general risks and teach them how to properly apply the means of prevention within their reach. It is an initiative that, in the medium term, aims to help reduce accidents at work and improve working conditions.

In 2018 the Training platform was updated and this new portal will now be used both for courses and for the code of conduct, data protection etc.

Others


The Med Playa Group operates an IMPROVEMENT Contest in which the staff members of each hotel propose various IDEAS for making improvements in terms of Staff/Customers/Savings.

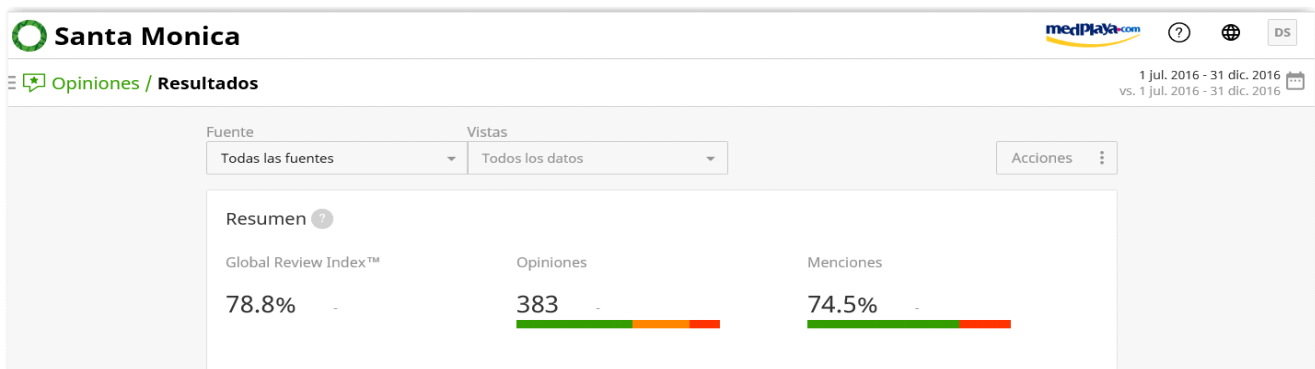
Customers

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. We also keep a record through internal satisfaction surveys.





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. 73,998 Loyal Customers

Suppliers

The Med Playa Group applies a strict and detailed procedure for the evaluation and selection of suppliers based on social, ethical and environmental criteria. Standards for codes of conduct and sustainability policies can be accessed on the website at www.medplaya.com.