



2016 - 2017 Sustainability Report



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Included in this report are the activities and principal results of Med Playa in the area of Sustainability for the years 2016-17.

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.



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.

Med Playa has achieved several Gold certifications for its hotels for each two year period.

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*

*in process

Recognition and awards

In May 2016, 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.



In June 2016, Hotel Calypso Salou was given an award by Caritas Salou for its commitment and collaboration with the community and people in situations of poverty, vulnerability or social exclusion.



In October 2016, Hotel Bali in Benalmádena created a leaflet listing walking routes and gave the rights of use to the Town Council for the promotion of tourism, producing 10,000 copies.



Med PlayaMed Playa is a member of Unicef with its "Hoteles Amigos" programme for protection against child exploitation.



Activities carried out

Over the last two years, various activities have taken place aimed at the development of the environmental management programme, such as:



- 10 internal audit reports have been undertaken at the hotels in: Tossa de Mar-Calella-Benalmádena-Torremolinos and Benidorm



- The Audit company's services have been contracted in order to improve the management and energy efficiency throughout the various processes of the company. Regular reports on electricity consumption and energy audits are received.



- Similarly, we have collaborated with the Hotel Technological Institute and an energy audit has been carried out at Hotel Bali in Benalmádena.



- The Sustainability folder has been created on Sharepoint in order to store and share related information.



- Collaboration with the training content for the proposal by the Med Playa Training Campus for its course on Sustainability.



- Sustainability management has been incorporated as a value for the expansion of the chain.
- Corporate welcome brochures on Sustainability have been created for hotel rooms.
- Dissemination and publicity about the project, press releases and social networking activities, etc. have been carried out.

Posts

MedPlaya Hotel Flamingo Oasis shared MedPlaya Hotels's post.
Published by Anna Codina | 1 hr · 3 hrs · 6

MedPlaya Hotels
Published by ElGiroscopi | 1 hr · 4 hrs · 6
Viewing: English +

At MedPlaya we have always been aware of the importance of having a sustainability plan in order not to unnecessarily compromise the planet's resources and the possibilities of future generations.

Travelife



MedPlaya hotels receive Travelife certification: sustainability in tourism
At MedPlaya we have always been aware of the importance of having a sustainability plan in order not to unnecessarily compromise the planet's resources and the possibilities of future generations.

MedPlaya Hotels
Te gusta esta página · 13 de diciembre de 2017 · 6

MedPlaya Benidorm comienza la recogida de naranjas y limones de cosecha propia para ofrecer a los clientes de sus hoteles.

MedPlaya plantó hace 4 años naranjos y limoneros aprovechando los terrenos de las instalaciones de su Central de Compras GCH situada en el término municipal de l'Alfàs del Pi. Este año espera recoger cerca de 5000 kilos de naranjas y limones de gran calidad, para consumo propio. Estos cítricos se cultivan con métodos más sostenibles que los cultivos industriales y tienen una gran calidad de sabor y presentación.

Me gusta Comentar Compartir

37 Comentarios relevantes ▾

In 2017, Med Playa celebrated its 50th Anniversary with various activities, notable among which were:

Photo contests with gifts and free stays for clients.

Choice of Star staff member, most valued through online comments.

Special services for clients.

Exclusive fiestas at all Med Playa hotels



Objectives 2016-17



- Reduce CO2 emissions vs 2014-2015. 
- Reduce kWh consumed vs 2014-2015. 
- Provide more than 150 hours of training on Sustainability. 

Our Hotels

Costa Brava – Costa Barcelona – Salou – Benidorm – Costa Del Sol

Hotel Esmeraldas - Tossa de Mar



Hotel San Eloy - Tossa de Mar



Hotel Monterrey - Platya de d'Aro



Hotel Santa Mónica - Calella



Hotel Calypso - Salou



Hotel Piramide Salou - Salou



Hotel Rio Park - Benidorm



Hotel Riudor - Benidorm



Hotel Regente - Benidorm



Hotel Flamingo Oasis – Benidorm



Hotel Agir- Benidorm



Hotel Balmoral - Benalmádena



Hotel Bali – Benalmádena



Hotel Riviera - Benalmádena

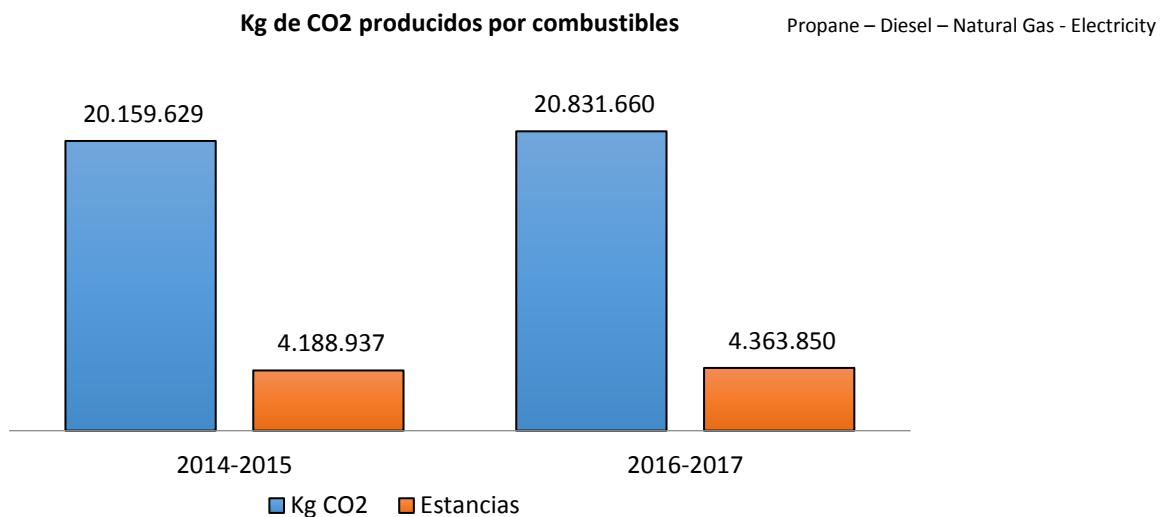


Hotel Pez Espada - Torremolinos



Environmental aspects

CO2 Emissions



4.81 kg of CO2 emitted per stay 2014-15

4.77 kg of CO2 emitted per stay 2016-17

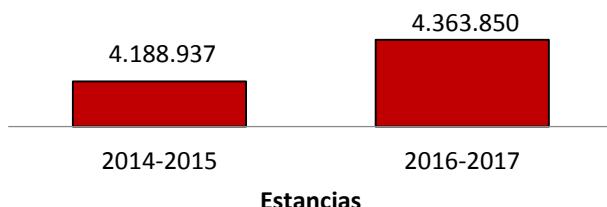
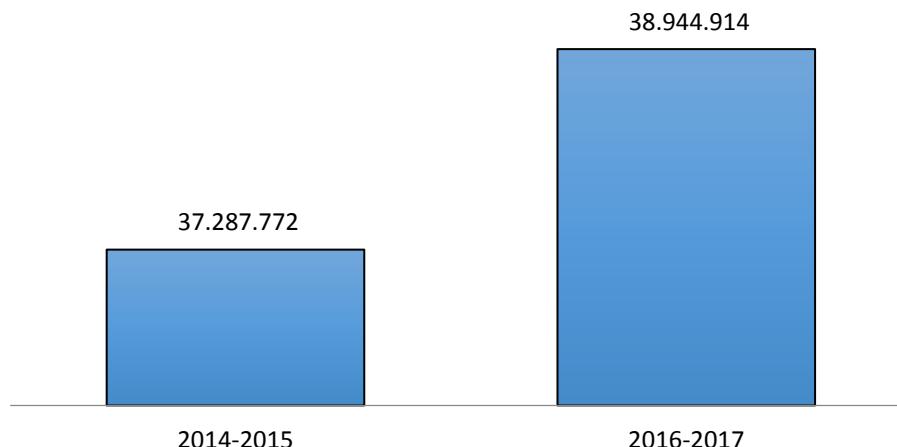
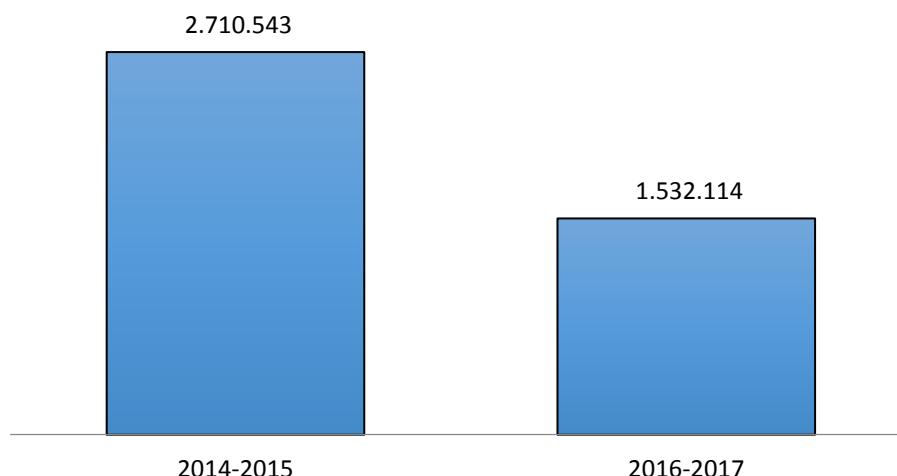


Renewable energy

735,513 kWh produced 2014-15

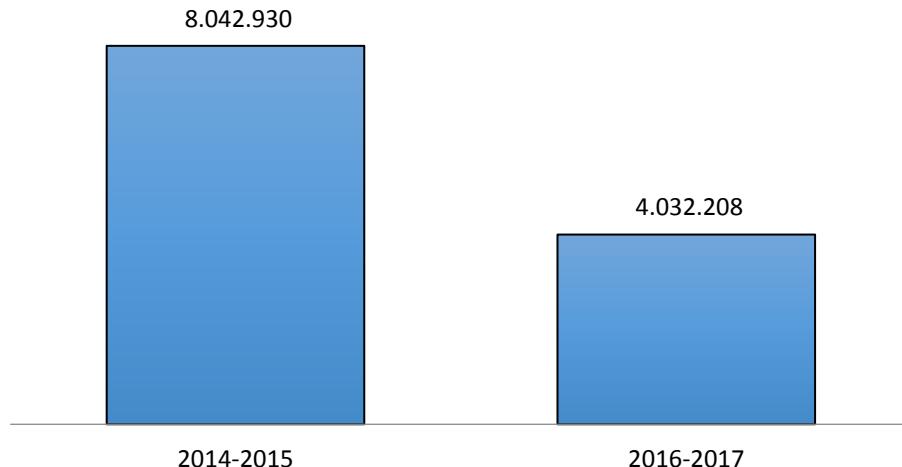


722,091 kWh produced 2016-17

Energy Consumption**Electricidad Kwh****Propano Kwh**

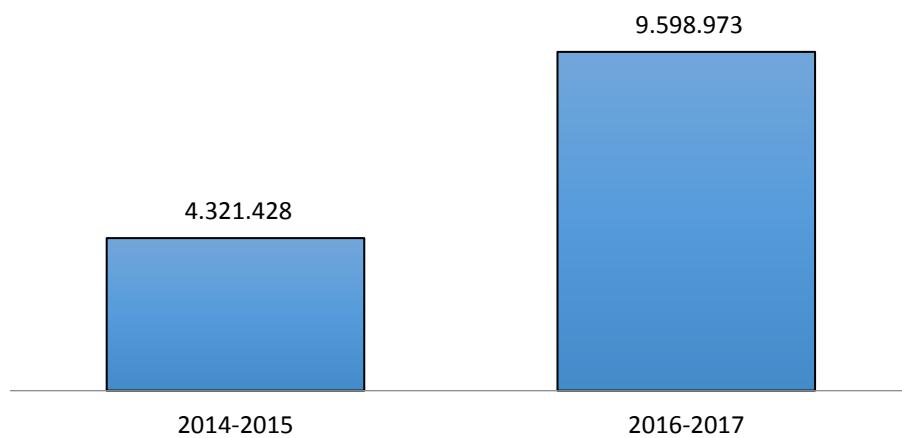
1kg propane = 13,385 kWh

Gasoil Kwh



1lt diesel = 10.6 kWh

Gas Natural Kwh

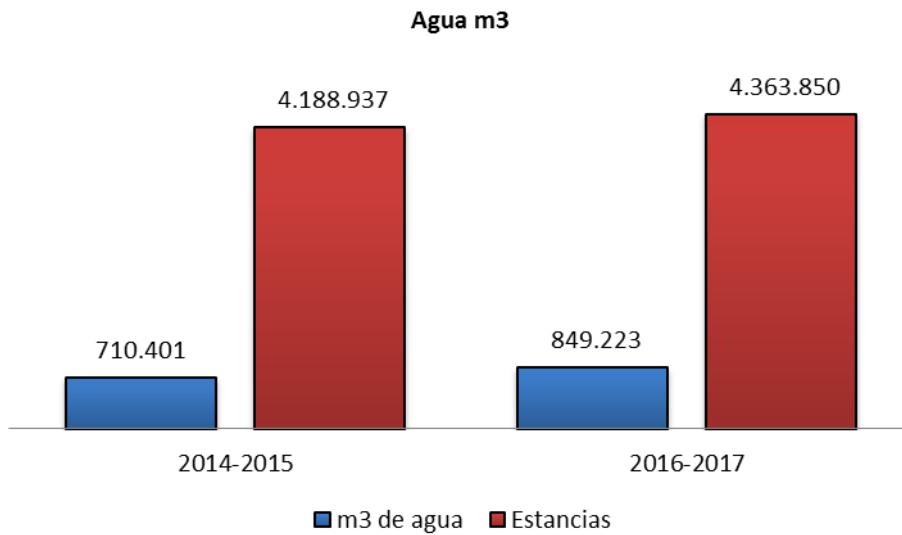


1Nm³ natural gas = 10.7 kWh

12.50 kWh /stay consumed 2014-15

12.40 kWh /stay consumed 2016-17





169.58 L of water per customer and per day 2014-15

194.60 L of water per customer and per day 2016-17

Conclusions

There have been 174,913 more stays during 2016-17 vs 2014-15. The CO₂ emitted from the main sources of energy has slightly reduced and the production of renewable energies has fallen slightly.

Greater consumption of electricity, mainly in air conditioning, due to the high temperatures recorded and the unseasonable weather, going from cold to hot from one month to another and with no intermediate points. The consumption of propane and diesel oil has reduced, replaced by natural gas at Rio Park-Riudor-Santa Monica and Pez Espada Hotels.

There was an increase of 15% in water consumption per client per day, mainly due to the water supply from the well at Hotel Rio Park ceasing, changing to a local mains supply.

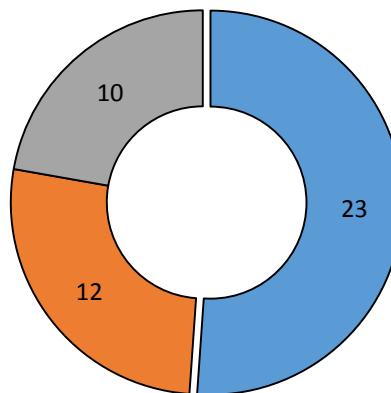
Waste

The diversity of data from waste managers makes a detailed analysis of treated waste difficult. The Sustainability program has helped to establish selection and storage tasks and allows us to be optimistic about the results, leaving the way open for the indicators to be standardised.



Social aspects

There have been 23 social activities aimed at foundations, associations, and organisations with different ends, vulnerable groups, etc. Delivery of essentials, food collection, fundraising, charity raffles, etc., have been carried out; we have collaborated with national and international organisations, Caritas, Unicef, etc.; we have promoted, announced and carried out activities aimed at sports, culture and local fauna, town festivals, traditions, produced leaflets, etc.



■ Acciones sociales ■ Entidades beneficiarias ■ Actividades culturales

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 in Torremolinos (Malaga). Currently the group has sixteen establishments, thirteen of which are owned. It has an annual turnover of € 80 million and a workforce of 1,398 employees.

Interest groups

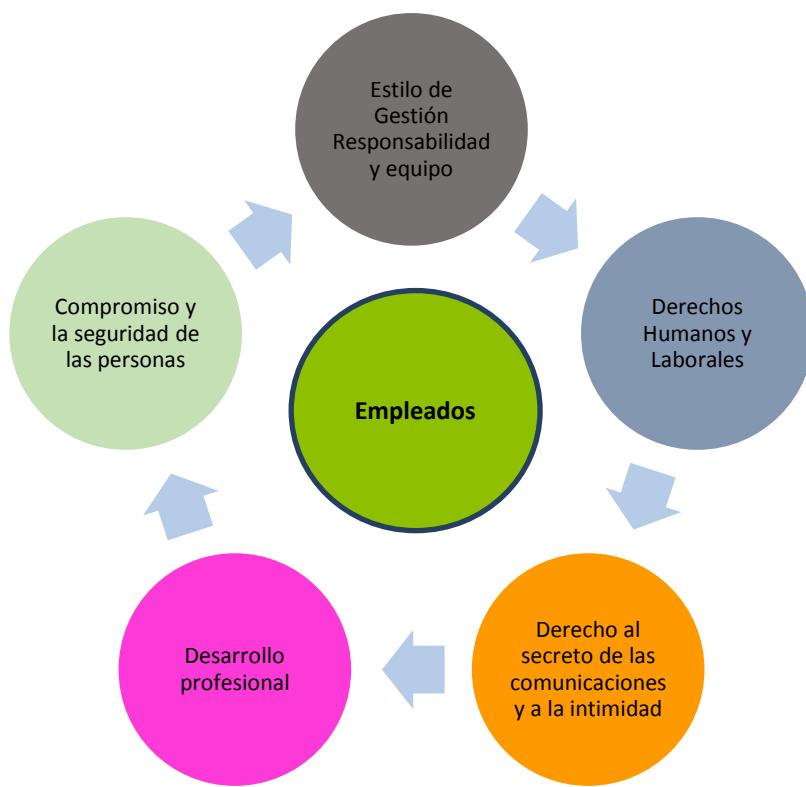
Shareholders

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

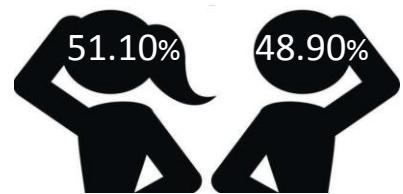
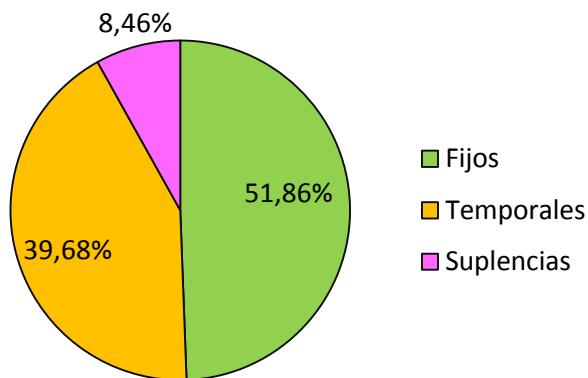
One of the main objectives of the Med Playa Group is to promote a working environment that facilitates the professional and human development of all employees. The diversity of abilities, experiences and the integration of different people and cultures is one of the foundations of the success of Med Playa.



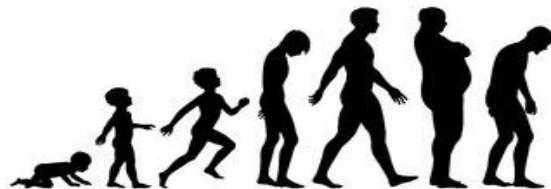
Employee Profile

The average workforce for 2016 was **1,398** employees

Contracts

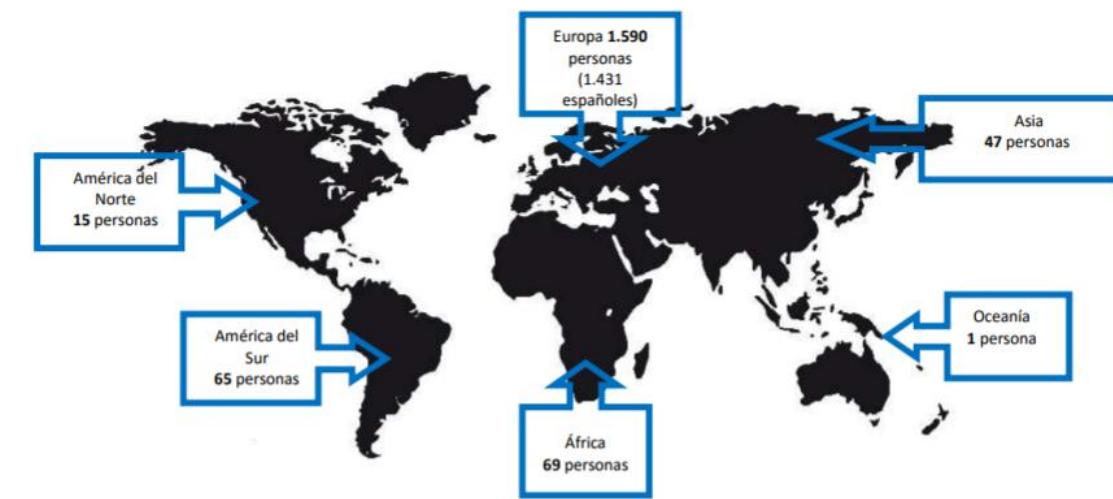


41.38 Average age



8 Years of service

55 Different Nationalities



Social benefits for employees

- Discounts on reservations for Hotels in the chain.
- Discounts at local companies: gyms, opticians, dental clinics, amusement parks.
- Access to publicity of local businesses, promotions, offers, discounts, etc.
- Internal promotions.

Training

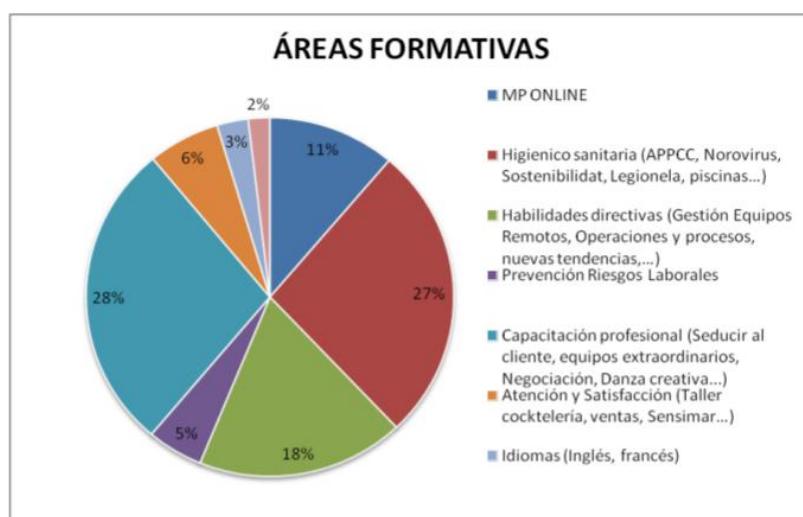
Attendees in 2016 **1,174** employees.

Total hours of training **11,906.5** hours.

Hours of Sustainability training **162** (2017) hours.

Activities **72** training activities.

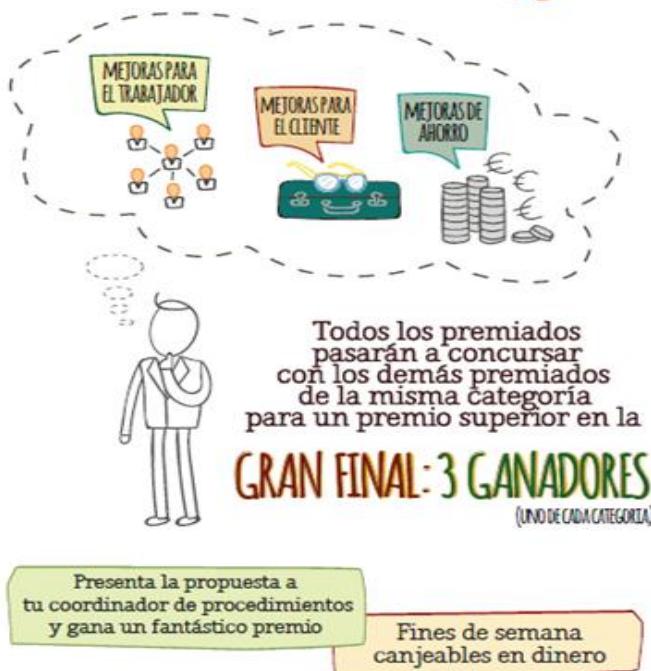
Cost of Training **€ 104,944**



Improvement Competition

Each year, we continue to hold the "Improvement Contest" in which prizes are awarded in various categories - "IMPROVEMENTS FOR THE WORKER", "IMPROVEMENTS FOR THE CUSTOMER" and "IMPROVEMENT IN SAVINGS FOR THE COMPANY" - for each business area, the winners of which participate in a company-wide Grand Final.

CONCURSO DE MEJORAS



Customers

Each year, the number of customers registered in the "Amigo Card" Loyalty Programme has continued to increase. With this programme, our repeat clients are rewarded through a point accumulation system, obtaining various benefits in terms of services, gifts and discounts on bookings. Currently, across the Med Beach group there are a total of:

73,998 loyalty card members

Informe sobre los progresos de so:



Customer satisfaction

Customer satisfaction is our main objective. During 2016-2017, the online reputation index reached a chain average of:

GLOBAL REVIEW PRO INDEX

