

# SUSTAINABILITY REPORT

## SUNWING RESORT CALA BONA BEACH



Aware of the need to protect the environment and prevent pollution, at Hipotels we apply good environmental practices and have an Environmental Management System:



We have saving devices installed and avoid polluting discharge to water.



We have saving devices installed and have responsible consumption.



We believe that our staff environmental training is indispensable for the proper functioning of the environmental best practices



Our atmospheric emissions do not have a contaminant load we carry out preventive maintenance to all our equipment.



*We recycle in origin and whether we have any hazardous waste, this is managed through an authorized agent.*

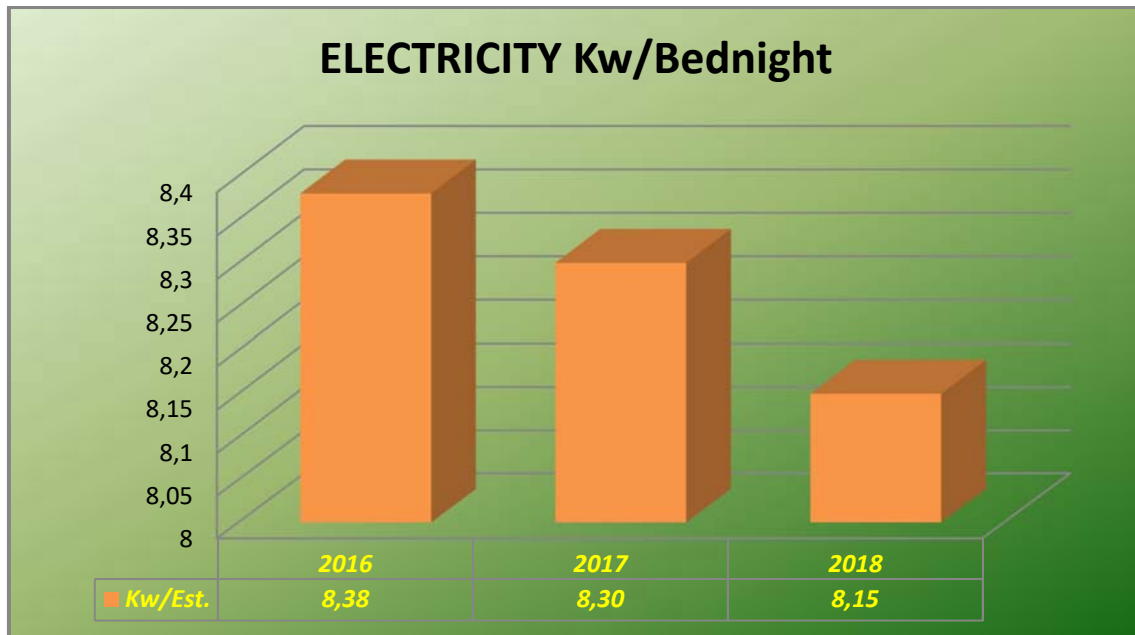


*Most of our products come from local suppliers, avoiding contamination in transport and we do encourage the development of local community.*

ENVIRONMENTAL RESULTS

ELECTRICITY-OBJECTIVES PERIOD 2019-2021

Keep the electricity consumption in the ratio of 8,15 kW/bed night, despite having added more food services with a new kitchen at Antonio's kitchen.



In our effort to maintain consumption as we promised, we have achieved a slight decrease of it, which has been possible mainly by staff training and best practices implementation.

- Presence detector, clock timer.
- Progressive replacement to LED luminaries to all installations.

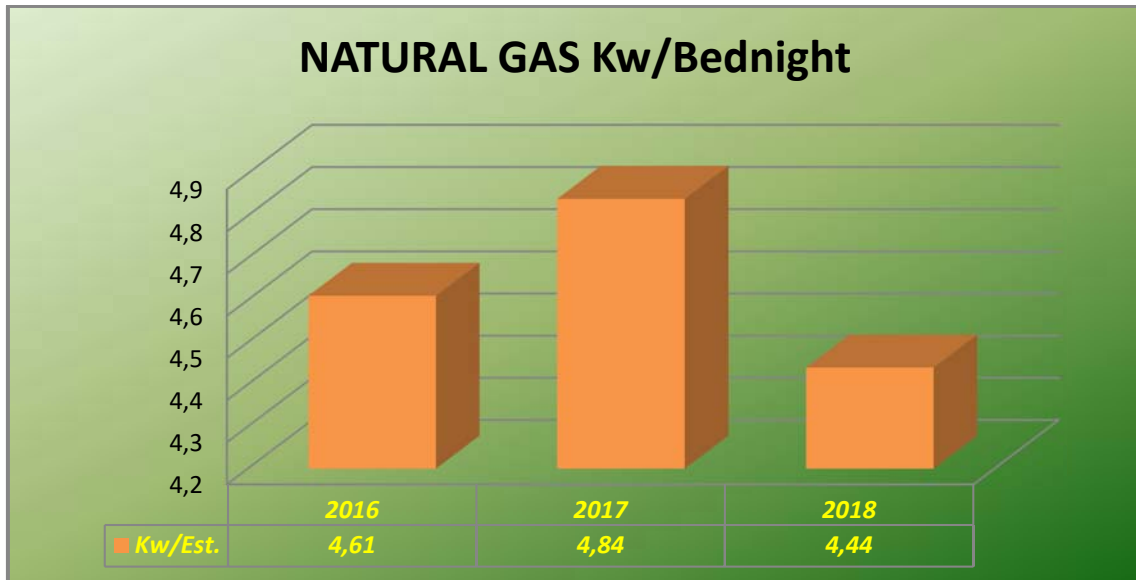
**CHECK DAILY CONSUMPTION**

Best practices implementation / raising awareness among staff

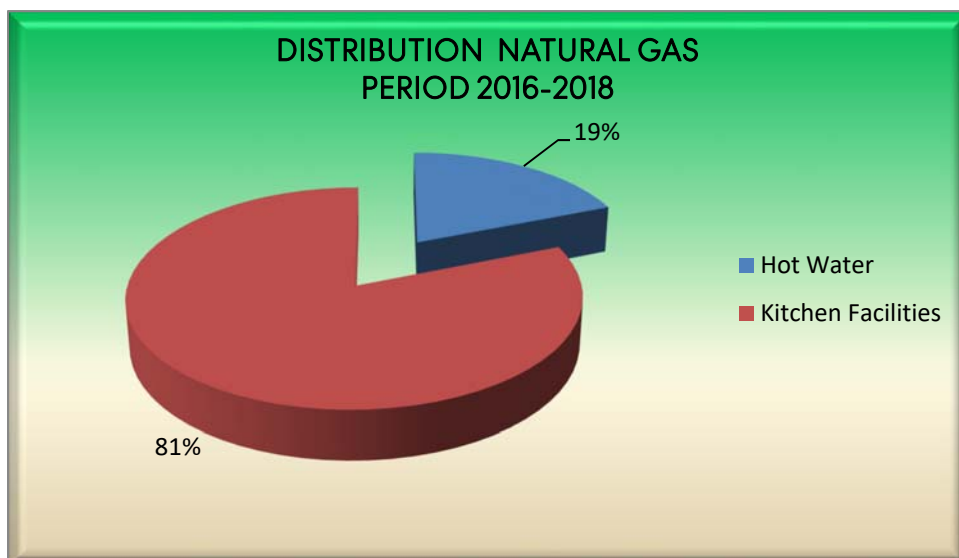
Recheck schedules as needed.

Replace high voltage lamps to low consumption bulbs

ENVIRONMENTAL RESULTS



During this period, we have achieved slight savings mainly because of a new and better observance on use of central heating in the complex. Because of a new kitchen at Mimosa building to offer a better service to the guests, we are expecting an increase of consumption on coming seasons, even though we still committed to put our efforts to try to optimize the consumption during those seasons ahead.



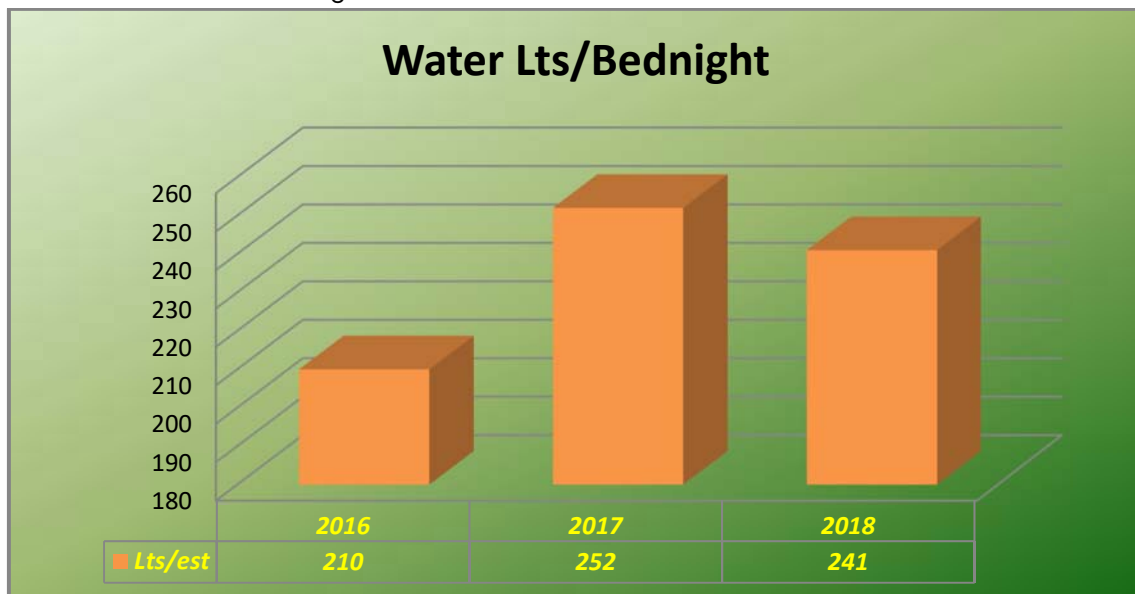
ENVIRONMENTAL RESULTS

WATER-OBJECTIVES PERIOD 2019-2021

OBJETIV N°1:

REDUCE CONSUMPTION

Final value 193 L. / Bed night



Unfortunately a series of events on several installations prevented of from reaching our stablished goals by 2018 despite so, last year we could manage to start turning the situation by sorting out some of the deficiencies on the pools installations and we are actually working on what we believe is an important point for saving, repair rundown irrigation systems.

Meanwhile, we will not stop:

- Best practices policy
- Raising awareness among staff
- Check taps and showers
- Daily control on water consumptions
- Reduce time on watering the plants
- Change sprinkler for others more efficient.

**ENVIRONMENTAL RESULTS**

**CHEMICAL PRODUCTS SWIMMING POOLS-OBJETIVE PERIOD 2019-2021**

REDUCE 3% CONSUPTION OF CHEMICAL PRODUCTS OF USE ON SWIMING POOLS WATER TREATMENT.

	2016	2017	2018
Kg product	6280	12820	5685
Kg Active ingredient	2584	3659	2145
Kg Product/Bednight	0,032	0,065	0,030
Kg Active ingredient/Bednight	0,013	0,019	0,011

Initially we could not reach the goal of reducing the use of products due to a general failure on the electrolysis system of the biggest pool in the complex, this forced us to go back to use chemical products during 2017, although it was fixed and improved during 2018, we have a great challenge to go for this period of time and we are confident the results will show a reduction of use of chemicals as proposed. To ensure the achievement of the results we will apply the following criteria:

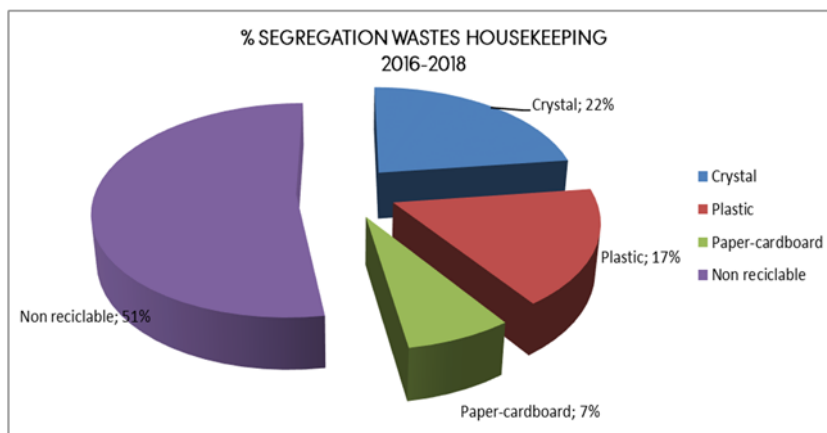
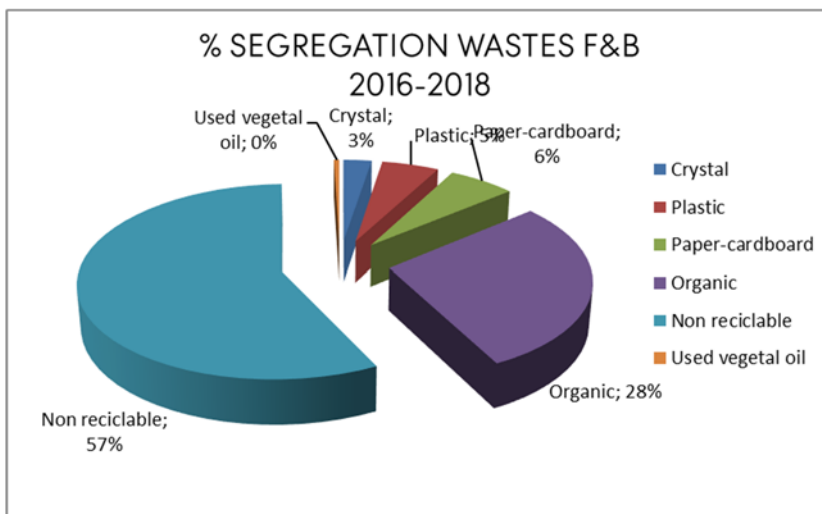
- 1- Reducing water volume at the pools so will need less products.
- 2-Optimization use of the new electrolysis system.

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## ENVIRONMENTAL RESULTS

<b>WASTES PERIOD 2016-2018</b>				
<b>Wastes(Kg) F&amp;B</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>TOTAL</b>
Crystal	5353	5397	5895	16645
Plastic	12100	12263	9515	33878
Paper-cardboard	14685	12861	12228	39774
Organic	69727	54836	60110	184673
Non recyclable	132486	128079	108215	368780
Used vegetal oil	940	1100	1100	3140
<b>Total</b>	<b>216348</b>	<b>235291</b>	<b>197063</b>	<b>648702</b>
<b>Wastes (Kg) Housekeeping</b>				
<b>Wastes (Kg) Housekeeping</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>TOTAL</b>
Crystal	8877	11370	16325	36572
Plastic	9082	9312	9313	27707
Paper-cardboard	3881	3798	3639	11318
Non recyclable	24105	29582	30017	83704
<b>Total</b>	<b>59887</b>	<b>45945</b>	<b>59294</b>	<b>165126</b>



*NEW OBJECTIVES 2017-2019*

**Water:**

REDUCE CONSUMPTION OF WATER TO INITIAL AUDIT PERIOD

Objective value 193 L. / Bed night

- Keep with best environmental practices
- Raising awareness among staff
- Check taps and showers
- Daily control on water consumptions
- Optimize watering via sprinklers

**Energy:**

KEEP ELECTRICITY CONSUMPTION IN THE RATIO OF 8, 15 kW/bed night DESPITE NEW SERVICES DURING THIS PERIOD

Objective value 8, 15 Kwh/Bed night.

- Continue with daily control of electric consumptions
- Keep with best environmental practices
- Raising awareness among staff
- Recheck schedules as needed
- Continue with replacement of luminaries plan

**Chemical products:**

KEEP CONSUMPTION OF CHEMICAL PRODUCTS FOR SWIMMING POOL WATER TREATMENT IN THE RATIO OF 0, 30 Kg/bed night

Objective value 0.030Kg/Bed night

- Keep daily check of chemicals consumption
- Constant overhaul and Maintenance of pool equipment
- Exhaustive revision of the structural components of the pools in order to avoid water leakage.
- Exhaustive recheck of the in/out water system of the pools to avoid water leakage.

SOCIAL RESULTS

Staff recruitment evolution

*Staff ratios:*

	Men	Women
2017 (189)*	79	110
2018 (191)*	70	121

\* No discrimination based on gender

*Social coexistence:*

N° per nationality (2018)

ARGENTINIAN	2
BOLIVIAN	2
BRASILIAN	2
BRITISH	2
COLOMBIAN	5
CUBAN	1
CZECH REPUBLIC	1
DANISH	1
ECUADORIAN	7
FINNISH	3
HONDURAS	1
LEBANESE	1
MOROCCAN	8
NIGERIAN	1
NORWEGIAN	2
PAKISTANI	1
SENEGALES	1
SLOVAKIA	1
SPANISH	133
SRI LANKA	1
SWEDISH	15
MONTENEGRIN	1

\* Social integration, no discrimination due to origin.

Handicapped staff

2, 5% of the staff is handicapped while legal requirement is 2%.



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**SUNWING RESORT CALA BONA BEACH**



\* Strict compliance to all relative Legislation about disabled people.

**SOCIAL RESULTS**

Staff evolution

*Part time contracts/fixed contracts:*

	Fixed	Part Time
2017 (185)	64,6%	35,4%
2018 (191)	62,8%	37,2%

*Accidents:*

	Nº accidents
2017	7(0,04%)
2018	6 (0,03%)

*Sick leave:*

	Nº sick leave
2017	29 (0,16%)
2018	30 (0,16%)

*Professional training 2017 y 2018*

Work accidents prevention and investigation	6 hours
RCP	8 hours
HACCP	12 hours
Food handling	8 hours
Postural Hygiene	3 hours
PMS Avalon	68 hours
Pest control	1 hours
Basic environmental management	8 hours
Bar tender cocktail	7 hours
Swimming Pool maintenance	6 hours
English for hotel middle level	28 hours
Plants active substances handling	7 hours
Kitchen food excellence	100 hours
Labour Risk Prevention	17 hours
Data Protection	10 hours
Guest Service	7 hours
LRP-Construction	4 hours
LRP-Bar	6 hours
LRP-Entertainment	14 hours
LRP-Buffer	42 hours
LRP-Main store	3 hours
LRP-Housekeeping	56 hours
LRP-Kitchen	35 hours
LRP-Repair&Maintenance	5 hours
LRP-Minimarket	6 hours
LRP-Reception	21 hours
LRP-SPA	6 hours

## LOCAL COMMUNITY

### **OBJECTIVES**

*Sunwing Cala Bona Beach Resort is a hotel integrated in the local community in which it operates, in this case Cala Bona, belonging to the municipality of Son Servera, this integration is carried out from collaborations and participation in various social activities and improvement of the well-being of the environment together with the care of the environment, thus promoting greater opportunities for economic and social development as well as encouraging and giving priority to hiring local people.*

*We provide information for customers about responsible tourist and recommendations when you leave the beach, being a natural area.*

*We provided training to staff, on the protection of minors based on our Protocol, we also have a code of ethics, which can be found at receptions.*

*We performed actions of support to local society by promoting:*

*1-Collecting plastic caps, that later can be exchanged by money which will be donate to improve life quality of local handicapped person.*

*2-At the end of season forgotten objects and not claimed, are delivered to the local parish.*

*3- Cooperation with food deliver to volunteer archaeologists, within the programme drawn up by the town hall for the restoration of the archaeological site of Mestre Ramon, an ancient settlement belonging to the bronze Age.*

*4-Cooperation with local entities helping disabled people "Estel de Llevant" and "Aproscom" by donating goods as furniture, clothing and supporting them in their activities*

*5. Participation in the day of the patron Saint of the Guardia Civil Police with food supplies in one of their major event.*

*6 - Promote the Red Cross Gold draw within our staff.*

*- Regarding social integration*

*1- Promote local food in our buffets.*

*2- Promote local festivals and markets either in our own TV channel or local TV channel LUX MALLORCA "promoció patrimoni natural i cultural de les Illes"*

*3- Promote good practices on the beach among our guests.*

*4- Promote "Responsible Tourist and Traveller"code of ethics*