
HIPOTELS BARROSA GARDEN SUSTAINABILITY REPORT 2019-2022



Hipotels Barrosa Garden

September 2023

DECLARATION OF THE MANAGEMENT



Hipotels is a family-run hotel Chain with a moderate growth that seeks to provide the best quality regarding services, installations and placement.

It is a hotel management enterprise focused on the European medium-high segment vocational tourism. The quality of our product as well as the varied range of services that we offer, together with an excellent price-quality relationship, has allowed us to become a trustworthy enterprise and a reference within the tourism sector.

Our main aim is to satisfy the needs, expectations and requests that our guests might have, through a work system characterized by prevention, detection, correction and continuous improvement of our processes.

Because we are well aware of the limited natural resources and of impacts on the environment that arise from the development of our activities, and in order to reach a sustainable development, we compromise to protect and maintain the environment.

By establishing a Management System this will lead us to the achievement of our targets aimed at the improvement of our results.

To accomplish all of these, we stand by the following principles:

- ✓ Foster motivation and training of our humane team in order to guarantee the proper functioning of the activity that they carry out and for them to participate in the protection and conservation of nature.
- ✓ We are working for the safety and health of our clients and employees, following the established laws of prevention. We are working hard to improve the conditions of our employees.
- ✓ Prevent pollution from its origin by adopting measures such as minimize the production of sewage by reusing and recycling. At the same time adequate the installations in order to optimize the energetic consumptions and the rational use of water.
- ✓ Revise and evaluate periodically the fulfilment of the established principles in the Policy together with the targets and the remaining elements of the Management System.
- ✓ Inform our guests as well as any person or entity that may require it, of the environment aspects regarding the use of our activities, products and services as well as of its control.

For these all we guarantee that our organization will fulfil the legislation and applicable regulations in all areas such as social, employment, environment and human rights, like anything else the company subscribes in order to improve the life quality of the employees, our community and the whole society.

El Presidente
Juan Llull

PRESENTATION, OBJECTIVES AND SCOPE



We present the 2019-2022 sustainability report of **Hipotels Barrosa Garden** Hotel in which we report on the social and environmental performance.

The objectives of this report are:

- To highlight the work carried out to date in the area of social responsibility.
- To meet the information expectations of our stakeholders.
- Incorporate improvement objectives for the 2023-2024 period, acting as a guide for continuous improvement.
- Strengthen the responsible dimension of our company acting as a differentiating and competitive value.

The content of this report is the result of the reflection and commitment to continuous improvement carried out by the management and employees of the hotel Hipotels Barrosa Garden, taking into account the corporate objectives and values.

If you have any doubts about the interpretation of the report or need further information, please contact our organisation by email at dir.barrosagarden@hipotels.com

QUALITY AND SUSTAINABILITY AWARDS



ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



WATER SAVING PROGRAM

- Increased customer awareness through practices such as changing pool towels as needed, etc.
- Training in good practices and raising staff awareness of environmental issues..
- Control irrigation according to need and increase automatic irrigation in more areas.
- Increase areas from manual irrigation to drip irrigation.
- Review of irrigation taps and immediate notification of breakdowns and their consequent resolution.



ENERGY SAVING PROGRAM

- Training in best practices and raising staff awareness of environmental issues.
- Progressive installation of LED lighting in rooms, offices and offices.
- Change of lighting in the kitchen from 36W or 58W fluorescent to 18W Down Light.
- Change of lighting in swimming pool vessels to LED.
- Automatic lighting of the hotel by external luminosity according to programmed set point.
- Installation of variable speed drives in pressure groups.
- Automatic doors in dining room to save on air conditioning.
- New refrigeration plant with type A recovery.
- Change air-conditioning machine rooms with more efficient motors and frequency variators to improve consumption.

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



REDUCING WASTE

- Use of mainly Bulk Yoghurts, with the associated reduction in the use of plastic from individual packs.
- Minimising the use of paper napkins in favour of cloth napkins.
- Modification of the size of Amenities (shower gel, shampoo) to a larger size to reduce consumption.
- Use of straws for drinks only when it is essential or when requested by the customer, using paper straws instead of plastic ones.
- 15,000 polycarbonate cups have been ordered to replace the single-use plastic cups.



WE RE-USE WASTE

- Reuse of paper.
- Use of paper drinking straws.
- Reuse of bottles and other materials (paper, plastic, glass, etc.) for handicrafts in Miniclub.
- Use of chemical dispensers in the Flooring Department by using unique containers, providing a longer life for the container.

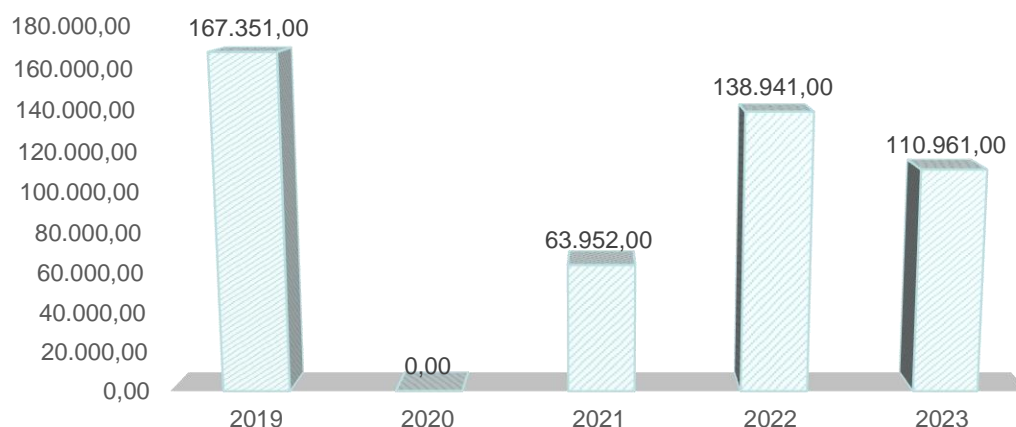
ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



IMPORTANT ASPECT OF PERFORMANCE RESULTS

It is important to highlight that the data for 2020 and 2021 are not representative, as the hotel was closed in 2020 and in 2021 it was only open for 2 months, given the COVID context. In addition, the hotel facilities, such as the swimming pool and motors, irrigation and some machinery have been in operation all year round, so the annual results for 2021 are not representative. In the case of 2023, data up to August 2023 have been included.

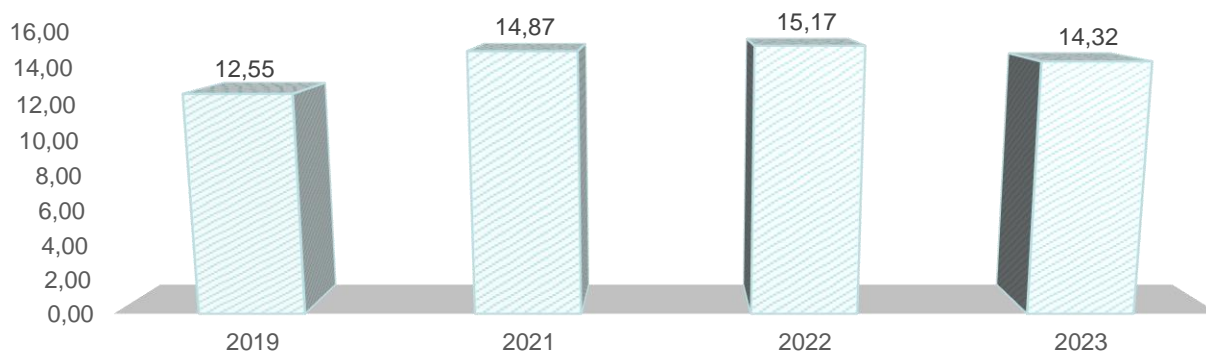
STAYS



ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



KWH PER STAY (ELECTRICITY)

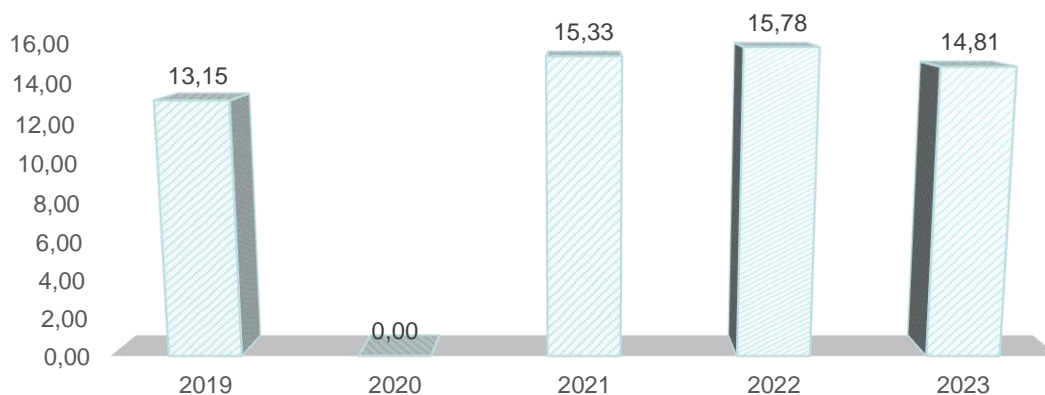


REDUCE ELECTRICITY CONSUMPTION COMPARED TO 2019.

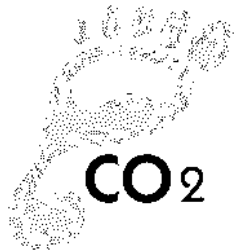
In 2022, stays were reduced by 17% compared to 2019 and there was also a baseline consumption for all the hotel's facilities, on the other hand there was an increase in summer temperatures, it should be noted that the year 2022 was the hottest year since temperature records have been kept. In addition, a change was made to the energy management system, which initially had to be adjusted and did not work properly.

The objective for 2023-24 is to reduce the consumption per stay by 20% in order to achieve 12 kWh/stay, improving the result of 2019. As can be seen in the graph, consumption is already being reduced in 2023, even though it is not a full year.

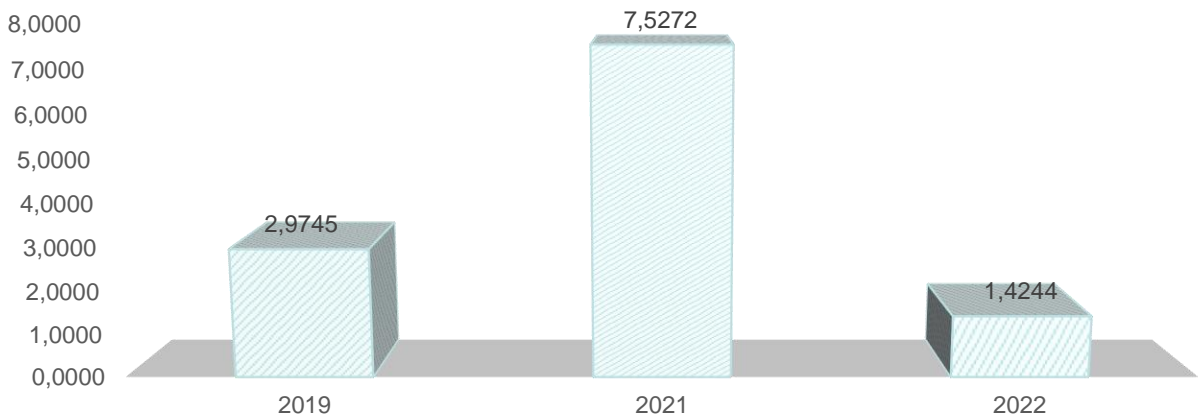
KWH PER STAY (GLOBAL HOTEL ENERGY)



ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



KG CO2/ESTANCIAS



CARBON FOOTPRINT

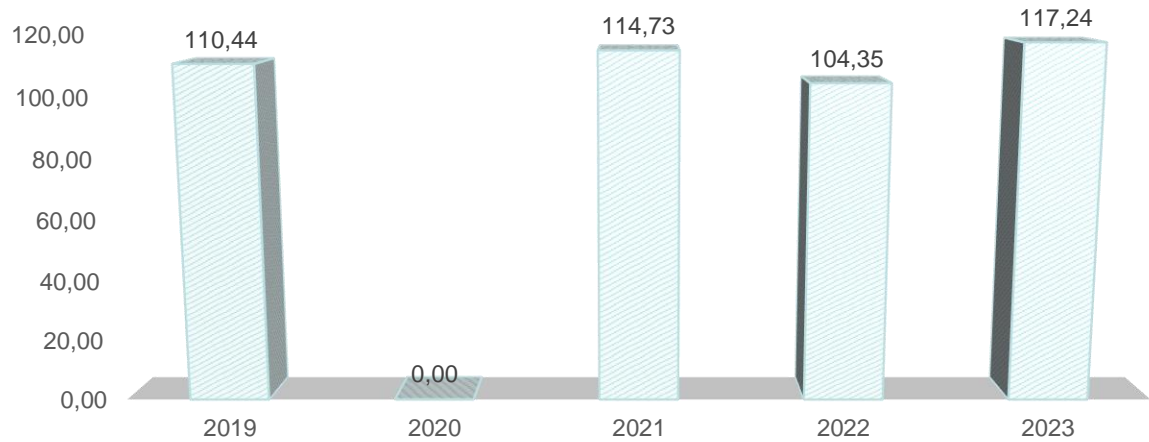
Our carbon footprint in 2022 has been reduced per stay compared to 2019 due to the hotel switching to 100% renewable energy in 2022. It should be noted that in 2021 the figure is very distorted due to the fact that the hotel was only open for two months in summer and had less occupancy and therefore is not representative.

ENVIRONMENTAL PERFORMANCE OBJECTIVES

2019-2022 INDICATORS



LITRES PER STAY



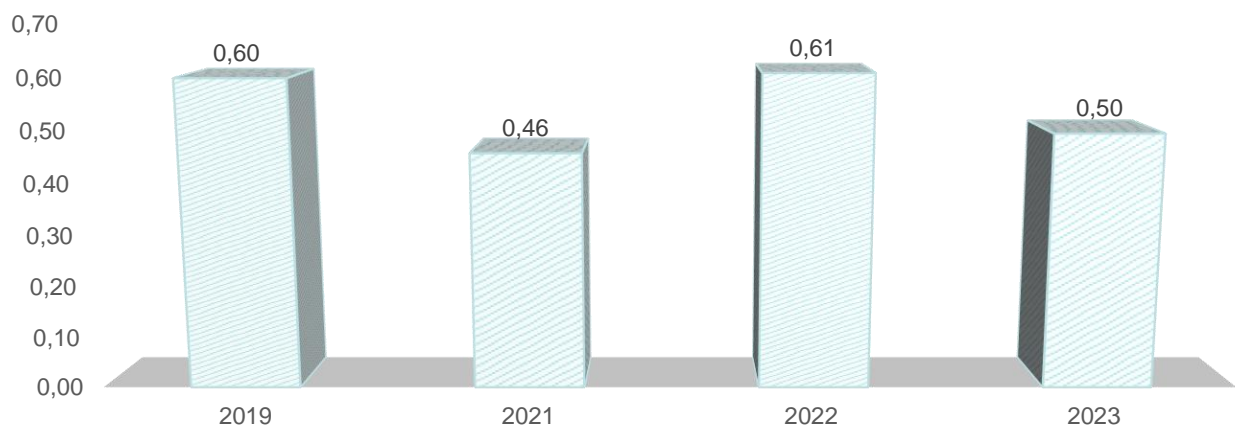
WATER CONSUMPTION

Hipotels has been working for many years to reduce water consumption; the indicator is considered optimal, but good environmental practices are still maintained.

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



KWH PER STAY (NATURAL GAS)



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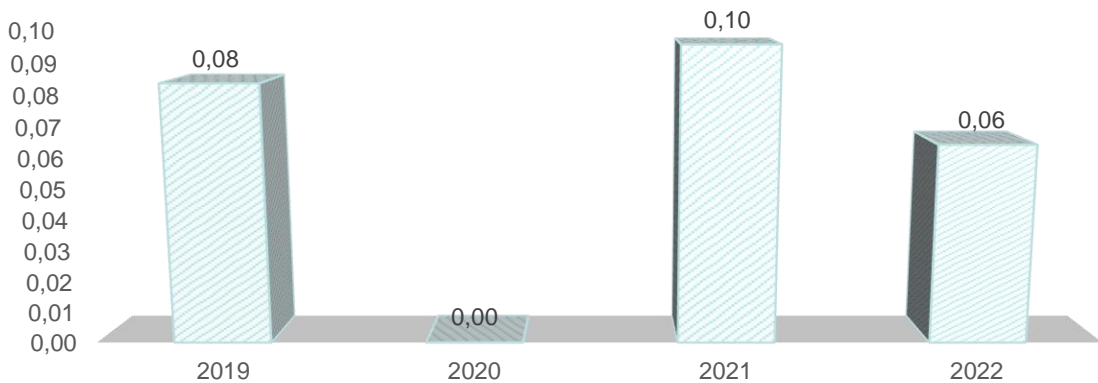
NATURAL GAS CONSUMPTION

In 2019 we will switch to NATURAL GAS, a more favourable energy source for the reduction of atmospheric pollution and our carbon footprint. In reference to the ratio per stay it is considered a satisfactory result; nevertheless, improvement objectives have been defined for 2023-2024.

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



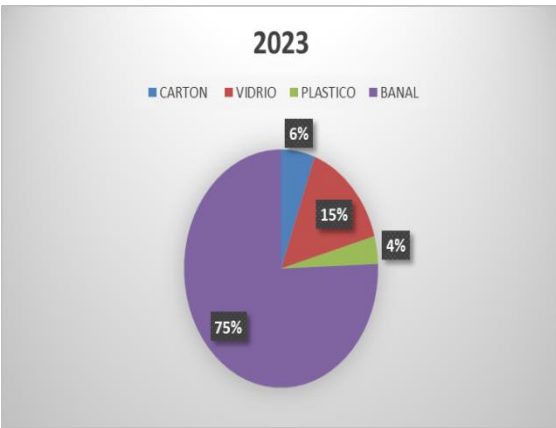
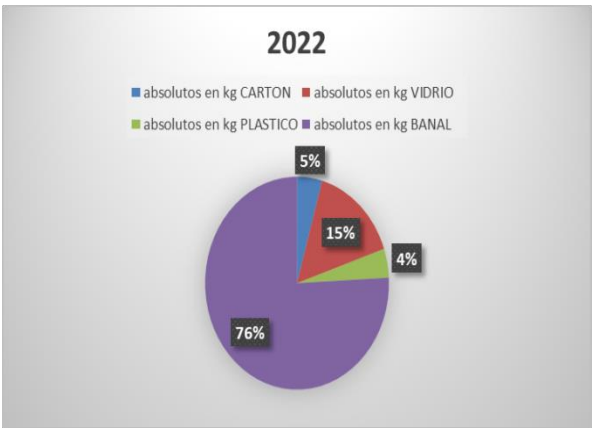
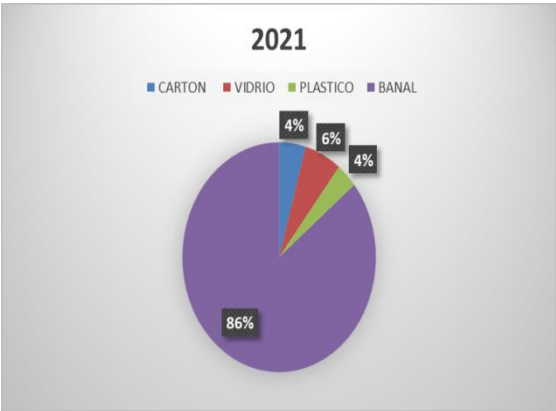
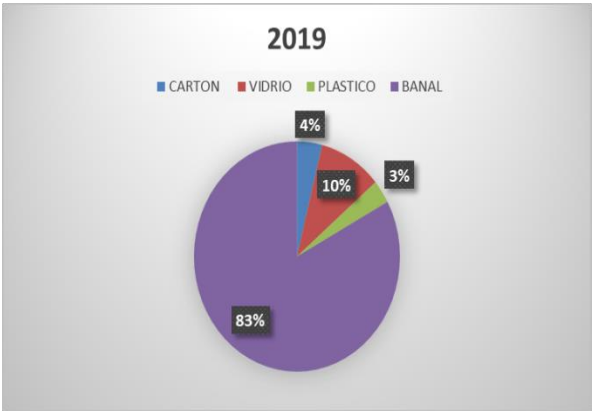
LITRES PER STAY/CLEANING AND DESINFECTING PRODUCTS



With regard to the consumption of cleaning products, excluding pool maintenance products, a saving of products per stay can be seen between 2019 and 2022. The consumption per stay in 2021 is not representative as the hotel was only open for 2 months, and the COVID19 context required the use of disinfectants to comply with safety and disinfection protocols.

Even if the result is satisfactory in 2022, concentrated products and dilution plants are used to reduce consumption as much as possible.

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



In terms of Urban Waste collection, we can observe an improvement in the management of these with a consequent drop in the percentage of banal waste in the year 2022 versus 2019. Both plastic and glass have been recycled in greater quantities.

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2019-2022 INDICATORS



GESTIÓN DE RESIDUOS TÓXICOS									
ECOGESTION									
RESIDUO	2015	2016	2017	2018	2019	2020	2021	2022	2023
AEROSOL									
ENVASES PLÁSTICOS CONTAMINADOS									
MATERIALES CONTAMINADOS									
ENVASES METÁLICOS CONTAMINADOS									
BATERÍAS DE NI/Cd									
PILAS SALINAS/ALCALINAS							30	15,1	
RESIDUOS APARATOS ELECTRÓNICOS Y ELÉCTRICOS							50		
RESTOS DE PINTURA Y BARNICES									
TUBOS FLUORESCENTES Y BOMBILLAS DE BAJO CONSUMO								100,8	
envases de fitosanitarios							1,41		1,52
Total de peligrosos					0	0	80	115,9	0
OTROS GESTORES									
RESIDUO	2015	2016	2017	2018	2019	2020	2021	2022	2023
Aceite Vegetal					1.145	0	420	1.295	
Pilas y Toners (Kg)						0		16,94	
Restos de poda (Kg)					5.840	0	6.320	7.180	4.910
Residuo metálico (Kg)					7.860		5.164	8.438	430
Escombros m3					125	0	215	180	85

OTHER WASTE

The hotel separates dangerous waste from other waste, in accordance with regulations.

In addition, we also separate pruning waste, cooking oil and rubble for recovery.

SOCIAL PERFORMANCE ACTIONS INDICATORS



HIPOTELS' COMMITMENT TO HUMAN RIGHTS AND LOCAL COMMUNITIES

- ✓ To create working environments where trust and respect for the dignity of people, cordiality and teamwork prevail. HIPOTELS does not tolerate any form of harassment based on any characteristic protected by the laws in force.
- ✓ Hipotels tries to guarantee equal opportunities and is committed to put the means to help all the staff to their professional and personal development; Likewise, no discrimination is allowed on the grounds of race, skin colour, nationality, religious, political or trade union ideas, sex, marital status, age, disability or family responsibilities.
- ✓ Work towards the integration of the diversity and complexity of its human resources, while guaranteeing the collective application of the same internal regulations.
- ✓ Contribute positively to the development of the local communities where it operates, carrying out social actions to improve the quality of life, and respecting the value of local culture and traditions, acting as a transmitter to HIPOTELS customers.
- ✓ To deal with suppliers of goods and services in an ethical and lawful manner; all suppliers must comply with current regulations.
- ✓ Ensure the protection and safety of minors in all activities and facilities.

SOCIAL PERFORMANCE ACTIONS INDICATORS 2019-2022



Social Programme with the Local Community



- Information is provided to clients about RESPONSIBLE TOURISM.
- Information is provided to staff on Hipotels' CHILD PROTECTION protocol, and Hipotels has a code of ethics.
- Collaboration with charities, environmental education activities.
- "Clean up our beach", an activity in which both clients and heads of departments participate in the collection of rubbish on the beach.
- Integration of people with Down's Syndrome
- Social action "Todos con Jairo" (Everyone with Jairo), collection of 400 € by the Barrosa Garden hotel staff.



Social Programme with Staff

- Meetings are held with staff and work climate surveys are carried out.
- Delivery of Christmas hamper with Christmas products to all 1st and 2nd managers of the hotel.
- End of season lunch with all hotel staff.
- Progressive change of lockers in men's and women's changing rooms.
- Raffle of gift sets: raffle of different gift sets of products for the company's employees.
- Staff raffles: participation with the hotels in the area in a raffle of stays for employees at the end of the season.

SOCIAL PERFORMANCE ACTIONS INDICATORS



Staff ratios:

PERSONNEL RATIO	MEN	WOMEN
2019	39,8	60,2
2021	36,2	63,8
2022	38,8	61,2
2023	40,2	59,8

Types of recruitment:

TYPE OF CONTRACT	FIXES	EVENTUALS
2019	91,7	8,3
2021	94,4	5,6
2022	99,3	0,7
2023	94,1	5,9

Internal promotions:

INTERNAL PROMOTIONS	MEN	WOMEN
2019	7	5
2021	2	1
2022	1	7
2023	4	5

Training hours:

TRAINING HOURS	TOTAL	HOURS PER EMPLOYEE
2019	584	3,8
2021	618	4,6
2022	1009	2,4
2023	701	1,7

- There is no gender discrimination, staff are promoted according to training and permanent employment is encouraged.

SOCIAL PERFORMANCE ACTIONS INDICATORS



2022
Promotions and
consolidations

Presentation of diplomas for promotions and consolidations of staff from various departments, accompanied by an aperitif.



International
Housekeeping
Day 2022

We value and take into account daily efforts

End-of-season
lunch for all
hotel staff

End of season celebration for all staff with lunch at Bodega Vélez and tombola with lots of prizes.

Celebration of
the Women's
Association
"Asocum" 2022

Day of use and enjoyment of the facilities with buffet lunch included for the Association of Women against Breast Cancer (Asocum).

Graduation
Ceremony
2022

Graduation of the "IES LA PEDRERA BLANCA" in our Ronda hall with a buffet dinner.

IV Open Day

Open day for the families of the hotel staff. Visit of the hotel, breakfast in rest. Buffet, games in Multiport area and handicraft workshop.



SOCIAL PERFORMANCE ACTIONS INDICATORS 2019-2022



COLLABORATION WITH THE TEACHING COMMUNITY

Collaboration for student internships with:

- ✓ University of Seville.
- ✓ I.E.S. La Pedrera Blanca. Student internships
- ✓ Youth Delegation of Chiclana City Council
- ✓ Diocesan Caritas of Cadiz
- ✓ Centre "Maralba Formación".
- ✓ Arrabal Aid Association of Malaga
- ✓ Fernando Quiñones Provincial Institution
- ✓ Spanish Red Cross
- ✓ Seas Estudio Superiores Abiertos, Sanvalero Groups
- ✓ Mundifor formations
- ✓ Centro de estudios Socrates S.L
- ✓ Alema, Tourism and Environment

PROMOTING OUR CULTURE AND FOLKLORE

- ✓ **Andalusian Gala Dinner** every Wednesday with sherry tasting at the entrance to the restaurant.
- ✓ **Flamenco performances** every Wednesday, presented by local schools and groups of artists.
- ✓ **Workshop activities** as part of the entertainment program (**Spanish classes**).
- ✓ **Celebration of the San Juan Night**: a traditional festival to welcome the summer solstice with the traditional "Burning" of the wishes.
- ✓ **"Learn to Cook our Rice"**: once a week there is a live demonstration, in the pool bar, of how spanish rice is prepared.
- ✓ **Semana Santa**: The Hotel offers a wide range of information on itineraries and places of tourist and religious interest, both in Chiclana and in nearby villages. The Hotel is scented with incense typical of these dates and typical desserts are prepared for this local festival, with gastronomic workshops with the guests.

SOCIAL PERFORMANCE ACTIONS INDICATORS



LOCAL COMMUNITY OBJECTIVES

- ✓ Hipotels Barrosa Garden is a hotel integrated in the local community in which it operates, this integration is carried out from collaborations and participations in different social actions and improvements in the welfare of their environment along with the care of the environment, thus promoting greater opportunities for economic and social development, as well as promoting and giving priority to the recruitment of local people..
- ✓ Information is provided for clients on RESPONSIBLE TOURISM.
- ✓ Training is provided to staff on Hipotels' CHILD PROTECTION protocol, and Hipotels has a code of ethics..
- ✓ We collaborate with charities and activities with the educational community - University and Vocational Training.
- ✓ Promotion of our culture and folklore - Andalusian Gala with flamenco show every Wednesday.
- ✓ Cultural and environmental activities within the animation program.

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2023-2024



**REDUCE NATURAL GAS
CONSUMPTION by 3%:**
5.20 kWh/Stay by 2023-24

- Continue with good practices / raise staff awareness
- Optimise the operation of Rational ovens (processing and machine times, training in their use).

**REDUCE ELECTRIC ENERGY
CONSUMPTION by 20%:**
12 kWh/Stay by 2023-24

- Continue with good practices / raise staff awareness
- Adjust operation of boilers to schedule, setpoint and demand-driven boiler operation
- **AIR CONDITIONING:** new refrigeration plant with type A recovery.
- Change of air-conditioning rooms with more efficient motors and frequency inverters.
- Automatic doors in the restaurant to save on air conditioning.
- **LIGHTING:** Replacement LED luminaire in offices, kitchens and bedrooms
- LED lighting in swimming pool basins
- Automatic hotel lighting based on external luminosity and according to programmed set points
- Installation of variable speed drives in the pressure group.

SOCIAL OBJECTIVES

- Six-monthly meetings with all the staff in each department to ascertain needs, present proposals and assess the results at the end of the year.
- Drawing up a work climate survey and establishing an improvement action plan based on the results.
- Christmas hampers for 1st and 2nd heads of department.
- End-of-season lunch for all staff.
- Tombola with prizes at the end-of-season lunch.
- Agreement with the ULPGC/EUTL for study placements
- IES internships
- Integration of people with Down's Syndrome
- Promotion of local culture and gastronomy (Andalusian night)
- Spanish classes
- "Let's clean our beach": Environmental activity for staff and customers
- solidarity bottle tops collection for the NGO "Ayudame a ayudar".