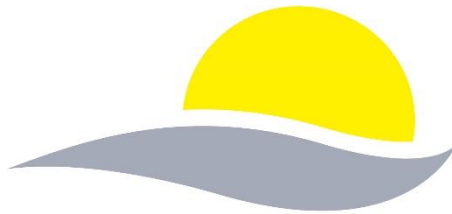

**TUI SENSIMAR PLAYA LA
BARROSA
SUSTAINABILITY REPORT
2018-2017**



TUI SENSIMAR

JANUARY 2019

MANAGEMENT STATEMENT



Hipotels is a family hotel chain with a moderate growth, seeking to offer the best quality in service facilities and location.

It is a Hotel Management Business aimed at European holiday tourism of medium-high level. The quality of our product and the whole range of service that we offer, with the great relation quality-Price, consolidates us as a brand of trust and a reference in the sector.

Our main concern is to satisfy the needs, expectations and requirements of our guests/customers, through a work system in which prevention, detection, correction and continuous improvement of our processes

Conscientes de la limitación de los recursos naturales, de los impactos medioambientales asociados al desarrollo de nuestra actividad y con el fin de contribuir a un desarrollo sostenible, nos sumamos al compromiso de proteger y conservar el medioambiente.

Mindful of the natural resources limitation, the environmental impacts associated with the development of our activity and in order to contribute to sustainable development, we are committed to protecting and conserving the environment.

Because of it, we have established a Management System that will lead us to achieve our objectives aimed at improving the results. According to the following principles of action:

Promote the training and motivation of our team to ensure the proper operating method of the activity that it develops, as well as its participation in the protection and conservation of the nature.

- ✓ To ensure the safety and health of our clients and workers by complying with the prescriptions established by the law about prevention, as well as aiming to improve the working conditions of our workers.
- ✓ Prevent pollution at source by taking actions such as reduce waste generation by facilitating its reuse and recycling, as well as adapting our facilities to optimize energy consumption and ensure the rational use of water.
- ✓ Periodically review and evaluate compliance with the principles set in our policy, the targets and other Management System
- ✓ Inform our customers as well as anyone that requires them of the environmental aspects related to the use and enjoyment of our activities, products and services.

For this, we guarantee that our organisation will comply in all areas with applicable legislation and regulations, in the social field, workplace, environmental and human rights, as well as other voluntary actions aimed to improving our employees lives, the communities in which we operate and the society as a whole.

El Presidente
Juan Llull

PRESENTATION, OBJECTIVES AND SCORE



We present the sustainability report of 2018-2017 of TUI SENSIMAR Playa la Barrosa in which social and environmental performance is reported.

The targets of this report are:


- To value the work developed so far in social responsibility.
- To satisfy the information stabilises to our interest groups
- to include the improvement targets for the period 2020/2019 acting as a guide of constant improvement
- to strengthen the responsibility dimension of our company acting as differentiating and competitive value.

The content of this report is a consequence of the reflection and bet for the continuous improvement carried out by the management and the employees of TUI SENSIMAR Playa la Barrosa, keeping in mind the targets and corporate values.

to answer any questions about the interpretation of the report or for further informations contact our organization by email.

dir.playalabarrosa@hipotels.com

QUALITY AND SUSTAINABILITY AWARDS

	Travelife Gold Award 2018		TUI Medio Ambiente 2017 / 2018 / 2019		TUI Top Quality 2017/ 2018/ 2019
	TUI Holly 2017		HolidayCheck Award 2018		Bookin.com Guest Review Awards 2018
	Certificado de Excelencia de Tripadvisor 2017 / 2018 y Salón de la fama		PREDIF, Turismo accesible		Plan de empleo para personas vulnerables en Cádiz

ENVIRONMENT PERFORMANCE OBJECTIVES 2018-2017 INDICATORS



Water consumption saving program

- bio faucets for water saving
- the atomizer in all the faucets except shower in all the guest room and staff areas
- double flush WC with water saving the result
- reduction of the pool depth
- reduce garden area with sprinkler irrigation and increment the drip irrigation
- we install new meters in the irrigation system to prevent leakage
- the garden covers to keep humidity
- decoration local plant that needs low irrigation



Energy Saving Program

- led lights that no contains mercury instead of traditional halogen lights
- the room electricity works only with the keys
- the aa stops automatically when the balcony door opens
- the building features two cooling floors with heat recovery
- we use the gas heat given by the boilers

ENVIRONMENT PERFORMANCE OBJECTIVES 2018-2017 INDICATORS



WE REDUCE WASTE

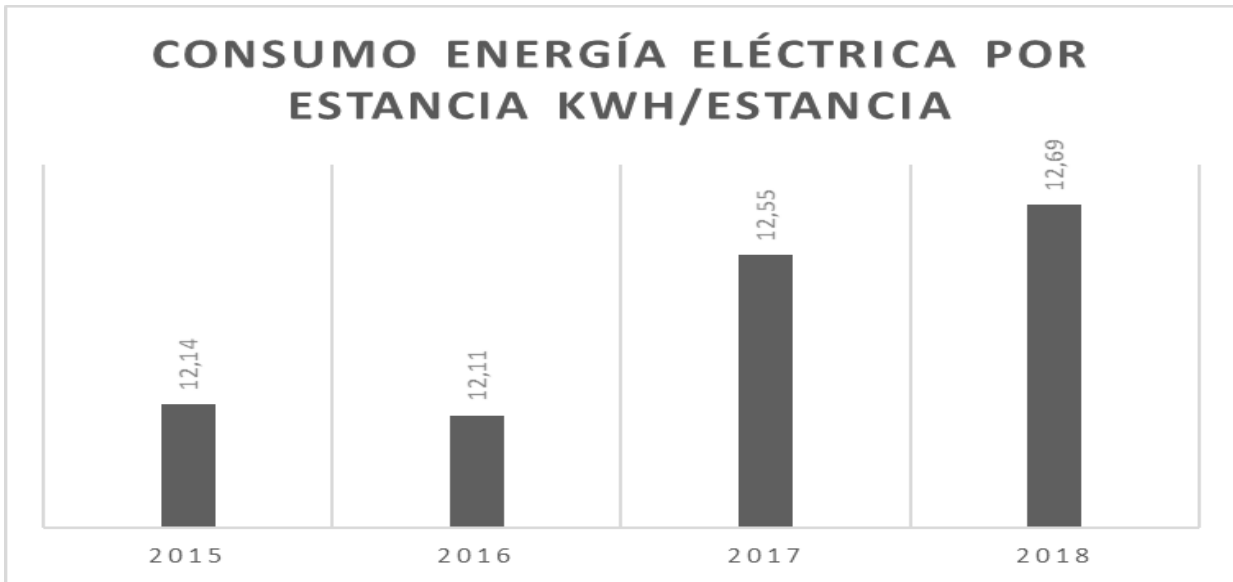
- reduce the waste
- kitchen packaging and containers
- Butter in bulk not individual
- yogurt in bulk
- washing linen
- amenities plastic packaging double sized
- we only use straws when is essential or customer asks
- washing linen only when a guest wants
- homemade jam reducing glass containers
- food trolley we use case instead of cling film



WE REUSE WASTE

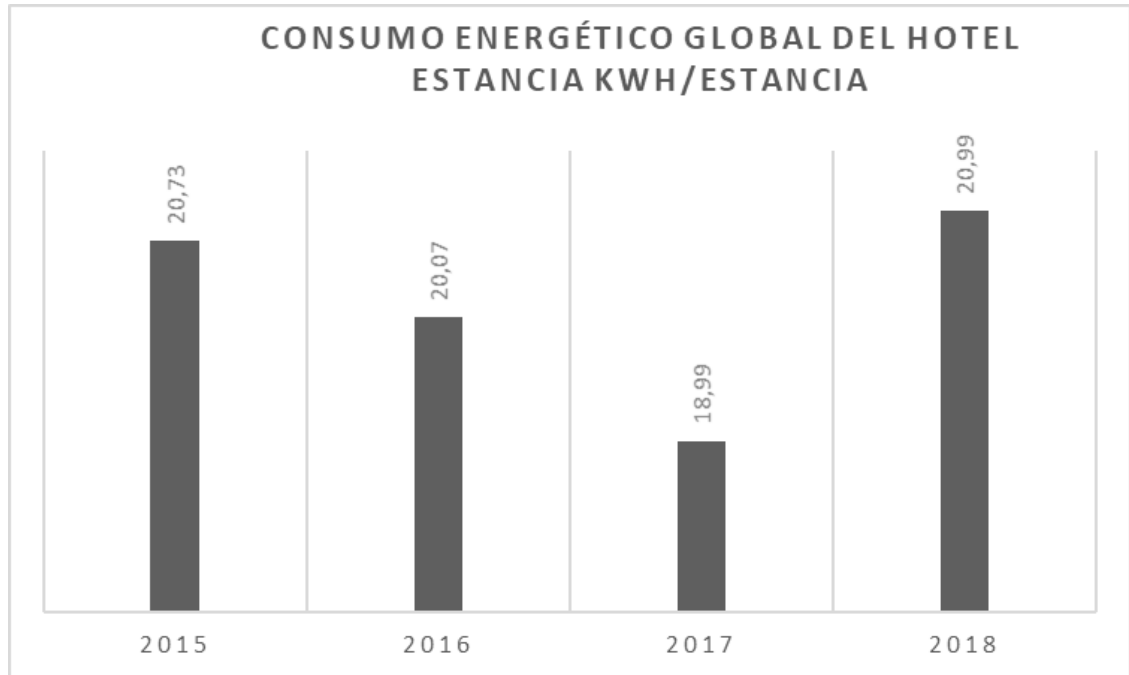
- hand of life linen use as cloths
- polycarbonate glass in the pool
- corks birds house and crafts

ENVIRONMENT PERFORMANCE OBJECTIVES 2018-2017 INDICATORS



- **OBJETIVO PERIODO 2018-2017**, Reduce by 5% of the electricity consumption per stay.
- the 2018 result has increased by 4,5 respect 2015.
- it is considered that this increase is justified by the following:
- new facilities 13 pool in the hotel rooms.
- the power associated with its engines is 43200 kWh. facilities have also been expanded: beach catwalk, beach toilets, and a new fryer .
- in addition, we share the meter of the outdoor lighting (before the sports area was shared with the hotel Barrosa park and in 2018 it didn't happen, they charged 2 months the 100% of the consumption. furthermore, in 2018, we switch on the heating by an early date . en 2017 18 days against 100/days in 2018.
- however, we will keep working on improving this environmental aspect.

ENVIRONMENT PERFORMANCE OBJECTIVES 2018-2017 INDICATORS



If we take into consideration the whole energetic consumption of 2018 its stands at 20.99 kWh per stay respect of 2015 at 20.73 per stay, we believe that, given the facilities changes, is a very satisfactory result.

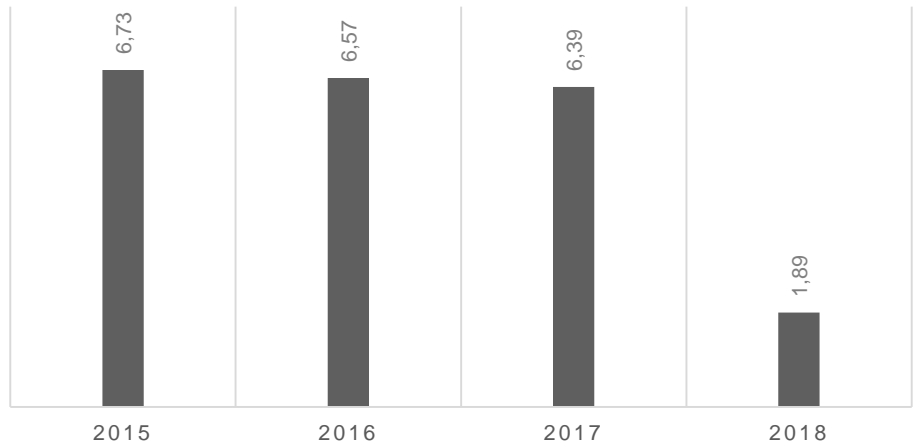
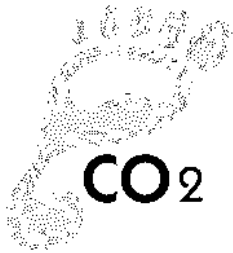
	2015	2016	2017	2018
electric power kWh per stay	12,14	12,11	12,55	12,69
Propane kWh per stay	8,5884	7,9569	6,4413	6,9465
natural gas kWh per stay	-	-	-	1,35
TOTAL	20,73	20,07	18,99	20,99

In 2018 we install natural gas, that will be totally installed by 2019, aspect the drift us to the third target of carbon footprint.

ENVIRONMENT PERFORMANCE OBJECTIVES 2018-2017 INDICATORS



CARBON FOOTPRINT PER STAY KG CO2/STAY



Certificado Energía 100% Verde

Fenfe Energía, S.A. y la CNMC certifican que la energía eléctrica suministrada a:

JUMARI, S.A

Es de origen 100% renovable,
contribuyendo de esta forma a la protección del medio ambiente.

Fenfe Energía, S.A. sólo comercializará al consumidor energía verde certificada. Por lo tanto, se habrá inyectado en la red tanta electricidad, proveniente de instalaciones productoras de electricidad de origen renovable, cogeneración o residuos en una cantidad equivalente al consumo eléctrico del consumidor.

Periodo Año 2018



fenfe energía



•OBJECTIVE PERIOD 2018-2017, REDUCTION OF CO2 EMISSIONS

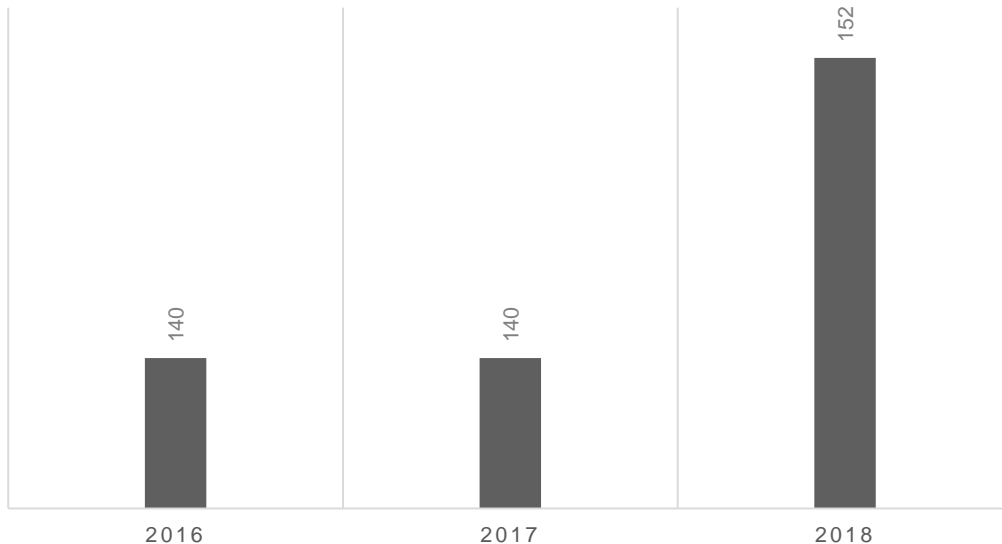
If we take into consideration the carbon footprint per stay that has been considerably reduced thanks to the switch to natural gas and we hired an energy supplier with 100% renewable energy.

ENERGY SOURCE	2015	2016	2017	2018
electric power kWh per stay	4,7346	4,7229	4,8945	0
Propane kWh per stay	1,99784	1,85094	1,49838	1,6159
natural gas kWh per stay				0,27405
Total ENERGY CONSUMPTION per stay	6,73	6,57	6,39	1,89

ENVIRONMENT PERFORMANCE OBJECTIVES 2018-2017 INDICATORS



WATER CONSUMPTION LITERS / STAY



The water consumption in 2018 has been 152l per stay this consumption is considered to be highly optimized and appropriate however, the increase is justified by:

- new facility: 13 pool in the hotel room
- facilities have been extended toilet at the beach
- the opening season has been longer 284 days against 232.

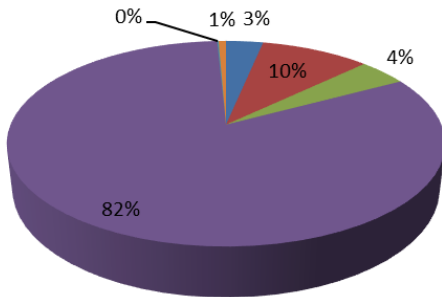
Anyway we keep working on training good practice with the staff adjust to the maximum the washing chart, washer, leaking warning.

ENVIRONMENT PERFORMANCE OBJECTIVES 2018-2017 INDICATORS



gestión de residuos 2018

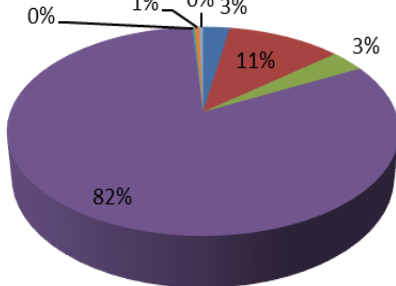
■ CARTON ■ VIDRIO ■ PLASTICO ■ BANAL ■ RESIDUOS PELIGROSOS ■ ACEITE VEGETAL



gestión de residuos 2016

■ CARTON ■ VIDRIO ■ PLASTICO ■ BANAL

■ RESIDUOS PELIGROSOS ■ ACEITE VEGETAL ■ PALETS ■ MADERA



OBJECTIVE PERIOD 2018-2017

INCREASE BY 2% THE PLASTIC FRICTION

It is worth noting that from 2016 to 2018 plastic and metal recycling has been increased by 1% compared to 2016.

However measures have been introduced in order to reduce the waste of amenities packaging, an action value as positive since the target is to make good segregation in the hotel and on the other hand to reduce the plastic waste.

From 2017 to 2018 the number of shower gel and shampoo packaging has been reduced to 5462 unit that represents 13%.

ENVIRONMENT PERFORMANCE OBJECTIVES 2020-2019



REDUCE THE PLASTICS OF A SINGLE USE AND SUBSTITUTE FOR MATERIALS THAT DAMAGE LESS THE ENVIRONMENT

- replace plastic straws with biodegradable straws recyclable in the blue container
- recycled and recyclable plastic amenities soybeans ink and stone paper
- reusable bamboo cocktail sticks
- remove disposable cups by reusable polycarbonate cups and crockery
- soap dispensers have been installed
- include at dinner butter in bulk done in breakfast
- reuse hand glycerin soap left by the guest to wash linen
- pilot test sugar dispenser
- reduce the number of plastic per stay shower cap shaver toothbrush make up remover pads will be for a customer demand
- returnable supplier fruit boxes

REDUCE ELECTRICITY 0.5% compared to 2018

- define a power time protocol for electrical kitchen equipment
- introduce the protocol and supervision by the head chef of the correct ignition of the kitchen equipment
- introduce a monitoring system of the energy transfer between two hotels in order to know the % of energy saving
- working on the training awareness and involvement of the employment
- elaborate a new own environmental billboard of hotel
- develop own manuals of good practices of hotel
- spread a decalogue of good practice in everyday life for all the staff
- install a panel in the staff area where environmental news are published
- publishing of this news is handled by a department for 15 days on a rotation basis
- to carry out an act of acknowledgment of the department or employed that better realize this initiative

COMMITMENT ON HUMAN RIGHTS AND LOCAL COMMUNITIES OF HIPOTELS

- ✓ Creating a working environment where prevails trust and respect for people dignity, friendliness and the effort of teamwork. Hipotel does not tolerate any form of harassment based on any characteristic empowered by the laws
- ✓ Ensure equal opportunities and commit to providing ways to assist the entire staff in their professional and personal development. No discrimination is permitted on grounds of race, colour, nationality, religious ideas, political trade union sex civil status age disability or family responsibilities.
- ✓ Work to integrate the diversity and complexity of their human resources while ensuring the collective application of the same internal regulations.
- ✓ To contribute positively to the development of the local communities where it operates, by carrying out social actions to improve the quality of life, and to ensure respect for the value of local culture and traditions, acting as transmitters to HIPOTELS customers.
- ✓ To engage with suppliers of goods and services in an ethical and lawful way any supplier must comply with the regulations in force
- ✓ Ensure the protection and safety of minors in all activities and facilities.

SOCIAL PERFORMANCE ACTIONS INDICATORS



External Social Program

- Donations
- Caritas Diocesans - Delivery of Food Association Valvanuz Virgin - Caritas Solidarity Market -
- Donation of Furniture and Lingerie and Linen
- Ana-Collection of Plastic lids
- Ana Donation
- Support Signature -
- Adoption of Whales and Dolphins Challenge-Room Furniture, Tapiflex and Customer Mattresses
- Asodown- Lingerie and Linen Donation
- Visits of Open Doors Alzheimer's Center visits group of 15 pax + monitors Asodown Center visits group 15 pax + monitors.
- Visit of Suppliers.
- Visit employees with family members



Social Program with Staff

- Staff Rooms for Relax
- Rest area in Personal Dining
- Staff End of Season party
- Christmas Basket End of Season
- MEDICINE ASSISTANCE FAVOURING TESTS - 20% DISCOUNT (ANALYTICS, radiography, ETC.)

SOCIAL PERFORMANCE ACTIONS INDICATORS



Staff ratios :

Year	Mens	Women
2013	37	70
2014	42	75
2015	50	73
2016	51	72
2017	55	85
2018	55	85

Social coexistence :

Year	Foreign	Spanish people
2013	3	104
2014	2	115
2015	10	110
2016	13	110
2017	11	116
2018	11	116

Internal promotions :

Year	Mens	Women
2013	3	4
2014	3	0
2015	4	8
2016	3	2
2017	2	2
2018	5	2

Internal consolidations :

Year	Mens	Women
2013		
2014		
2015		
2016	0	1
2017	4	7
2018	2	2

Fixed discontinuous contracts * /temporary:

Open days per year

Year	Fixed	Temporar y	Days
2013	107		172
2014	116	1	214
2015	112	11	214
2016	112	11	230
2017	144	86	232
2018	161	81	284

SOCIAL PERFORMANCE ACTIONS INDICATORS



TUI SENSIMAR

Accidents :

Year	No. of accidents
2013	12
2014	6
2015	15
2016	7
2017	9
2018	13

sick leave:

Year	Nº of illnesses
2013	17
2014	29
2015	25
2016	33
2017	43
2018	45

Training 2013	2014	2015	2016	2017	2018
<ul style="list-style-type: none"> • basic German • risk in work • gardening • TUI SENSIMAR concept • customer service • supervision kitchen hipotels • implementation standards • evacuation plan • security classes • handlers • drill/fire test 3 times per season 	<ul style="list-style-type: none"> • standard concept TUI SENSIMAR • glazier commissary • Diet and nutrition • Environ-ment • course with general kitchen supervisor • pastry clases in PALACE (visita cristal) • Manipulation washing chart • Handlers • drill/fire test 3 times per season 	<ul style="list-style-type: none"> • standard concept TUI SENSIMAR • Environ-ment cours • Tele-phone sales • Food Manipulation • First aid course • Basic PRL • Online training basic German • drill/fire test 3 times per season 	<ul style="list-style-type: none"> • standard concept TUI SENSIMAR initial meeting • Food Manipulation • legionnaire's disease • first aid basic • PRL • online training German, French, english • Hospitality sales • Comunity manager • Stress management • Sales techniques • improving the team work performance • Basic Exel 2017 • drill/fire test 3 times per season 	<ul style="list-style-type: none"> • standard concept TUI SENSIMAR initial meeting • online training German french english A1 B1 • Hospitality sales • High level Comunity manager • Team management • Stress management improving the team work performance • sales techniques • basic exel 2017 • cocktails introduction • Personal Data Protection Law • F&B training • Floral decoration • Coffee training • Food Manipulation • Pairing course • drill/fire test 3 times per season 	<ul style="list-style-type: none"> • New management system avalon training • PRL training • Food Manipulation • lifting platform training • EPIS training • drill/fire test 2 times per season

SOCIAL PERFORMANCE ACTIONS INDICATORS



Visit Feria
"Chiclana"

Visit the Feria from Chiclana with guests and personal.



Asodown

Seasonal employment for 4 guys with Down Sindrom (Kitchen, Reception, Maintenance, Administracion)



Asodown

Show from 20 guys with Down Sindrom



A.F.A "La Aurora"

Breakfast at the Hotel of the members of the Alzheimer's Association "La Aurora" with their caregivers



Visit
"Semana Santa"

cultural tour with clients, learning more about the tradition of the passion week from Chiclana

Tradition

Trade Fair with typical products of the region

SOCIAL PERFORMANCE ACTIONS INDICATORS



Environ-
ment

Beach Cleaning



"Asociacion
amigos del
pueblo
saharauí"

DELIVERY OF TOWELS AND
LINGERIE FOR THE
SAHARAUIS REFUGEE CAMP

Ana

Colection from plastic



Employees

Employee of the month



Employees

Open day for family members of
employees



Tradition

Traditional Feast of San Juan

Employees



Excursion to Sancti Petri castle

Employees



2 new Uniforms for each

Employees

Draw of goodies for christmas

Employees

End of Season Lunch for all employees

SOCIAL PERFORMANCE ACTIONS INDICATORS



Cycling School of Chiclana	It is celebrated in the TUI Sensimar Playa La Barrosa, the III. Gala of the Cycling School of Chiclana with a presence of 38 children and their families, where they also attend personalities of the Hon. Chiclana Town Hall.
SC Goldau	Friendly match between the Swiss team SC Goldau, hosted at the TUI Sensimar Playa La Barrosa against the Chiclana Industrial
Antonio León Blanco	Friendly football match between the team of friends of Antonio Leon Blanco, former Real Madrid player and the Hipotels team.
International Women's Day	Photo of all the female staff of the TUI SENSIMAR Playa la Barrosa, in support of the international day of women.
Environment	Beach Cleaning
GUESTS	Environmental Workshops



SOCIAL PERFORMANCE ACTIONS INDICATORS



local	International Day of Tapas	
Visit Feria "Chiclana"	Visit the Feria from Chiclana with guests and personal.	
Tradition	Traditional night of San Juan	
Asodown	Seasonal employment for 4 guys with Down Sindrom (Kitchen, Reception, Maintenance, Administracion). Delivery of a special watch to our four companions by one of our clients	
local	Tour to the craft market	


SOCIAL PERFORMANCE ACTIONS INDICATORS



AECC	Campaign against cancer	
Environment	Environmental Scavenger Hunt	
TUI CHARITY DAY	TUI SENSIMAR Playa la Barrosa Charity Day (Charity Bingo, charity raffle). All proceeds from the Bingo, raffle and donations, has been donated to Ana	 
ASODOWN	Show from 20 guys with Down Sindrom	
A.F.A "La Aurora"	Breakfast at the Hotel of the members of the Alzheimer's Association "La Aurora" with their caregivers	

SOCIAL PERFORMANCE ACTIONS INDICATORS



Junta de Andalucía	Promotion of the Junta de Andalucía in typical Andalusian products, with show cooking and tasting. all this on the promotional framework named "TASTY Andalusia".	
Employees	open day and breakfast for the relatives of our staff	
Employees	Draw of goodies for christmas	
Employees	End of Season Lunch for all employees	