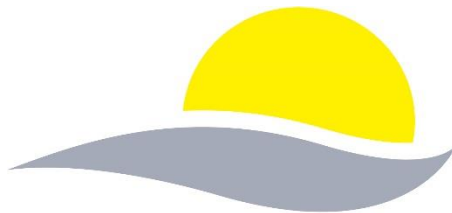


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**TUI SENSIMAR NATURA PALACE  
SUSTAINABILITY REPORT 2018-2017**

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**TUI SENSIMAR**

**JANUARY 2019**

# DECLARACIÓN DE LA DIRECCIÓN



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.

The President  
Juan Llull

# PRESENTATION, OBJECTIVES AND SCOPE



We present the 2018-2017 sustainability report of TUI Sensimar NATURA PALACE in which social and environmental performance is reported.

The objectives of this report are:

- Value the work so far developed in social responsibility.
- Satisfy the expectations of information to our stakeholders
- Incorporate improvement objectives for the 2020/2019 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 a consequence of the reflection and commitment to continuous improvement made by the management and employees of TUI Sensimar Natura Palace, taking into account corporate objectives and values. To answer any questions about the interpretation of the report or to expand information, contact our organization via email [dir.naturapalace@hipotels.com](mailto:dir.naturapalace@hipotels.com)

## PREMIOS DE CALIDAD Y SOSTENIBILIDAD





## Water Consumption Savings Program

- Ecological faucets for water saving.
- Atomizers in all faucets, in all customer rooms and personnel areas.
- WC double discharge cistern, with the saving of water that entails.
- We reduce garden area with sprinkler irrigation and increase drip irrigation
- Comprehensive monitoring of irrigation areas
- Native ornamental plants in gardens that require little irrigation



## Energy Saving Program

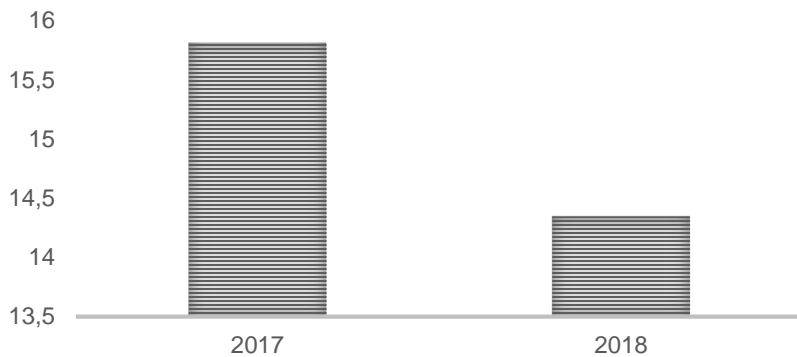
- LED lights (not containing Mercury) instead of traditional halogen lamps.
- The electricity in the room only works with a card.
- The AA stops automatically when the terrace door opens.
- Alarms in the cold stores so they are not open



TUI SENSIMAR

## ENVIRONMENTAL PERFORMANCE OBJECTIVES 2018-2017 INDICATORS

### CONSUMO ENERGÍA ELÉCTRICA KWH/ESTANCIA

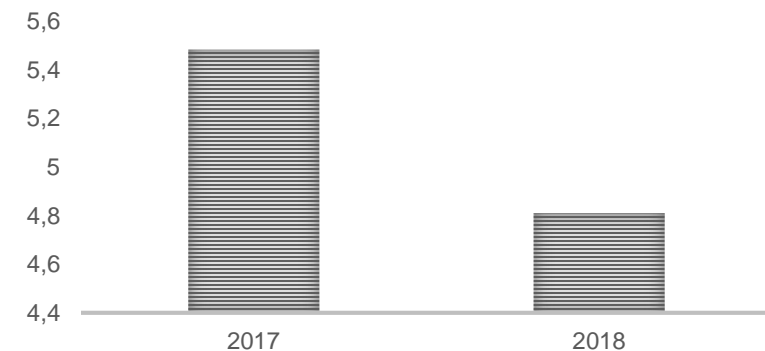


#### TARGET PERIOD 2018

Reduce electricity consumption per stay: This 2018, has been reduced by 9% compared to 2017, LED lights are being installed in personnel areas and noble areas and rooms. This 2018 alarms have been installed in the cold rooms and work is being done to raise awareness among workers.

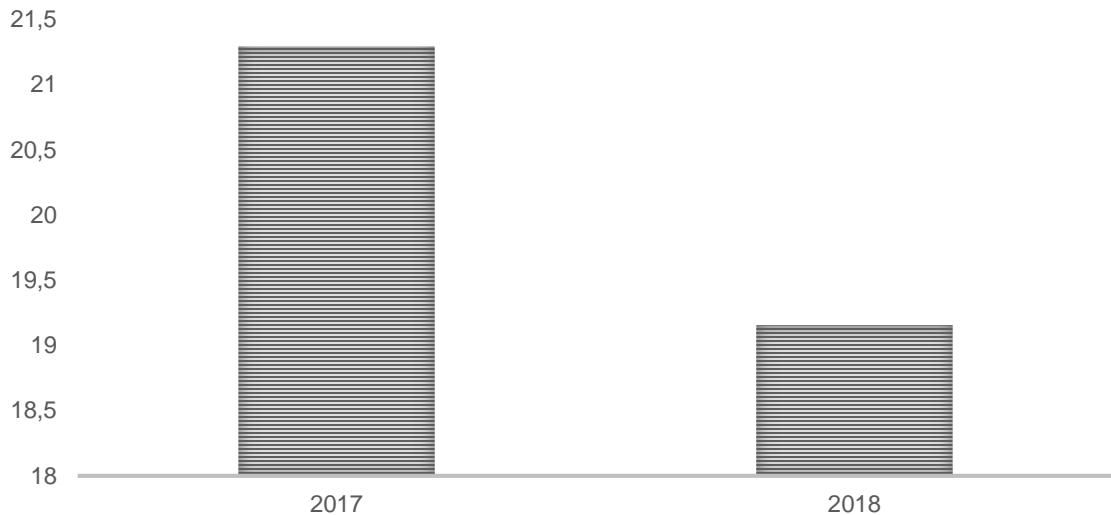
As for propane gas, this has also been reduced by 12%

### CONSUMO DE PROPANO KWH/ESTANCIA





## CONSUMO ENERGÉTICO GLOBAL KWH/ESTANCIA



If we take into account the global energy consumption of 2018, it stands at 19 kWh stay, compared to 2017 it has been reduced by 10%, it is considered a very satisfactory result. It should be noted that in 2018, an energy supplier with 100% renewable energy has been hired



**Certificado Energía 100% Verde**

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

CLUB LANZAROTE, S.A.

**HOTEL NATURA PALACE & SPA**

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

Fenie 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



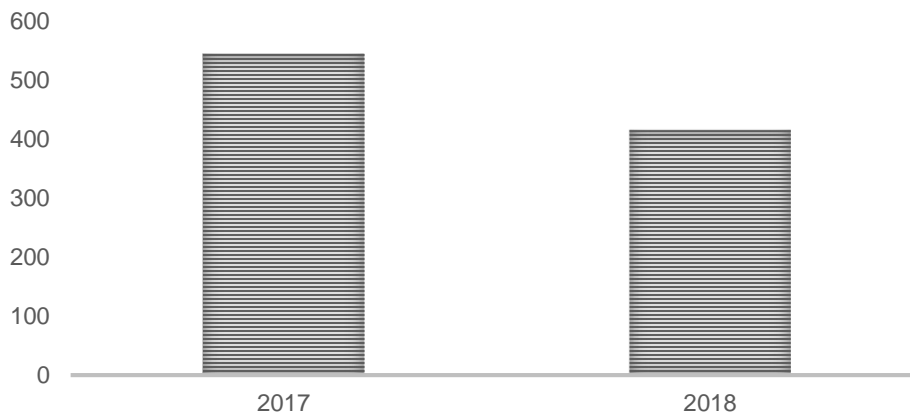


## ELECTRICITY

- There is no electricity in the room unless you insert the key into the slot in the entrance. (safety and economy)
- Our facilities are mostly equipped with energy saving light bulbs (save 80% of energy and last 8 times longer).
- In low season, we try to accommodate all our guests in the same wing of the hotel, avoiding turning on lights and airs unnecessarily.
- Solar panels, solar thermal energy are available to heat pool water and domestic hot water.
- There is an energy management system for greater control of: Indoor and outdoor lighting Air conditioning / conditioners Cisterns Swimming pools Boilers and solar panels



## CONSUMO DE AGUA EN LITROS/ESTANCIA



Water consumption in 2018 has been reduced by 23%, since double discharges from the bathrooms are being progressively changed, and consumption monitoring and leak control have been improved, apart from the training of personnel, (adjust to maximum washing train, washing machines, leak warning ...)



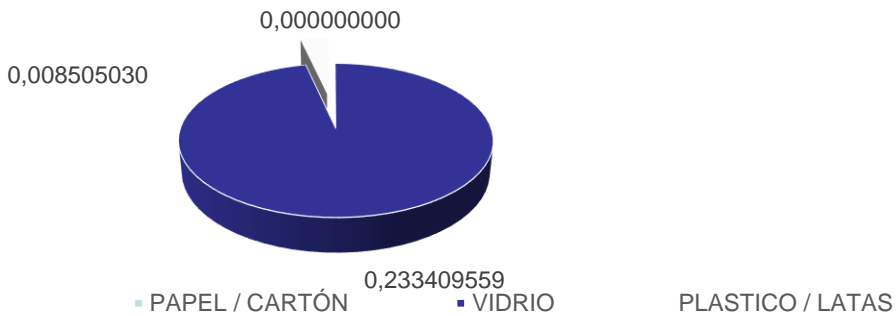


## WATER

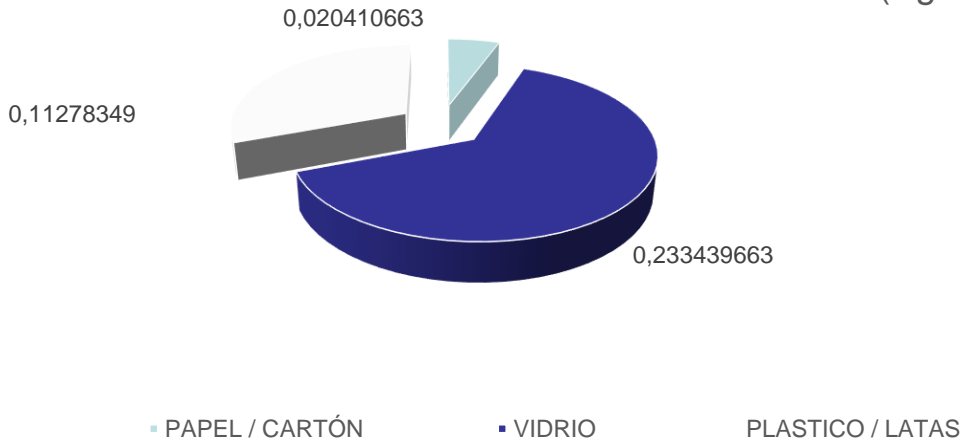
- We have installed double-discharge push-buttons in all our tanks in the bathrooms of the rooms and in the public areas of the Hotel.
- The change of towels is made at the request of the client (if the client leaves the towels hanging, it means that he is still able to be used again).
- The change of the sheets in the occupied rooms is done every 3 days, and at the request of the client, it will be changed more frequently.
- The taps are with water savers and the dishwashers are equipped with dispensers to save water consumption.
- Water meters are monitored, which are sectorized by areas in order to detect possible water leaks



GENERACION DE RESIDUOS 2017



GENERACION DE RESIDUOS 2018(Kgr./Est.)

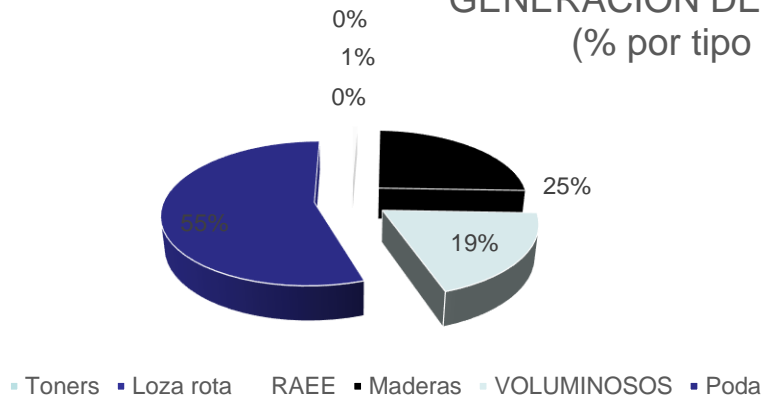


# ENVIRONMENTAL PERFORMANCE OBJECTIVES 2018-2017 INDICATORS

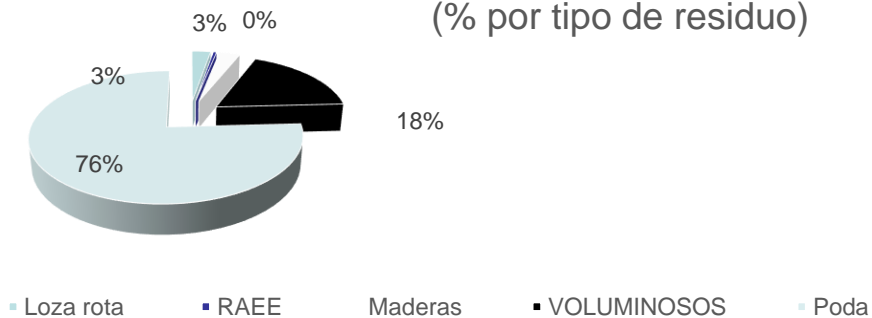


TUI SENSIMAR

### GENERACION DE RESIDUOS 2017 (% por tipo de residuo)



### GENERACION DE RESIDUOS 2018 (% por tipo de residuo)





## WASTE

- We separate our waste and throw it in the respective echo points (yellow, green and blue).
- We separate and manage hazardous and special waste, through authorized management companies,
- We reuse paper for notebooks.
- We reuse clothes used for cleaning cloths.
- Exhausted equipment (printer ink, blown bulbs, batteries etc ...) are returned to accredited suppliers.
- The culinary oils used that come from our kitchen are poured into appropriate containers and returned to an accredited supplier.
- We encourage the "no printing" of emails.



WATER CONSUMPTION  
REDUCTION by 5%  
compared to 2018

- Go from 415.53l / stay to 394.75l / stay
- Continue with the training of good practices with the staff (adjust to the maximum washing train, washing machines, leak warning ...)
- Improve tracking with meters, and fix leaks,
- Progressively change the double download buttons in WC
- Change to shower trays
- New train washing lower consumption

REDUCTION ENERGY  
CONSUMPTIONS  
REGARDING 2018

- Reduce electricity consumption by 2.5% from 14.34kWh / stay to 13.98kWh / stay
- Improvements to be implemented IN ELECTRICAL ENERGY: study changing the chiller plant with heat recovery
- Continue with the replacement of LED lighting in the rooms and in staff areas improve the lighting efficiency
- Good staff practices
- Reduce propane consumption by 1.5% from 4.8 kWh / stay to 4.7kWh / stay
- Improvements in the propane consumption part install gas meter in kitchen
- hire more thorough maintenance of solar panels
- Work on the training, awareness and involvement of staff:
  - 1. Prepare new environmental posters of Hipotels
  - 2. Develop manuals of good environmental practices of Hipotels
  - 3. Disseminate a decalogue of good practices in daily life for all staff

## COMMITMENT ON HUMAN RIGHTS AND LOCAL COMMUNITIES OF HIPOTELS

- Create work environments where trust and respect for people's dignity, cordiality and teamwork effort prevail.
- HIPOTELS does not tolerate any form of harassment based on any characteristic protected by current laws Ensure equal opportunities and undertakes to put the means to help all staff to their professional and personal development;
- Likewise, no discrimination is allowed based on race, color, nationality, religious, political or union ideas, sex, marital status, age, disability or family responsibilities.
- Work for the integration of the diversity and complexity of its human resources, while ensuring 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 enforce the value of local culture and traditions, acting as transmitters to HIPOTELS clients.
- Relate to suppliers of goods and services in an ethical and lawful manner;
- Every supplier must comply with current regulations Ensure the protection and safety of minors in all activities and facilities.

# SOCIAL PERFORMANCE ACTIONS INDICATORS



## External Social Program

- Agreement with ULPGC / EUTL
- Recruitment of Grevislan staff (integration of people with disabilities)
- Collaboration with Yaiza City Council with volunteers for Environmental Cleaning
- Collaboration with Sara Association
- Collaboration with ASOLAN for Sustainable Tourism
- Regional themed dinner
- Gastronomic courses
- Spanish classes



## Social Program with Staff

- Personnel Baskets
- Internal promotions
- Annual Meeting between Management and workers
- Christmas dinner
- Christmas Prize
- Draw Suggestions mailbox
- Possibility of Housing for Personnel with permanent contract

# SOCIAL PERFORMANCE ACTIONS INDICATORS



TUI SENSIMAR

## Staff ratios:

	Mujer	Varón	SUMA
2013	51	58	109
2014	48	53	101
2015	51	51	102
2016	57	56	113
2017	59	68	127
2018	62	72	134

## Social Coexistence:

	ESPAÑOLA	EXTRANJEROS	Suma:
2013	57	52	109
2014	50	51	101
2015	54	48	102
2016	62	51	113
2017	71	56	127
2018	80	54	134

## Internal promotions:

	Mujer	Varón
2014		1
2015	1	3
2016	3	4
2017	3	4
2018	4	2

## Fixed discontinuous contracts: Open days per year: 365

	EVENTUALES	FIJOS	SUMA
2013	54	55	109
2014	46	55	101
2015	51	51	102
2016	55	58	113
2017	66	61	127
2018	69	65	134



# SOCIAL PERFORMANCE ACTIONS INDICATORS



TUI SENSIMAR

## Accidents:

Nº DE ACCIDENTES	
2013	9
2014	8
2015	8
2016	16
2017	12
2018	18

## Sick leave:::

Nº DE BAJAS TOTALES	
2013	34
2014	38
2015	40
2016	51
2017	52
2018	69

## PERSONAL TRAINING 2013 - 2019

2013	2014	2015	2016	2017	2018	2019
Atencion al cliente	Sistema APPCC	Calidad y norma ISO 9001	Riesgos del puesto	Gestion control financiera	Avalon	Gestion ambiental
Prevencion riesgos laborales	Ges y emerg ambientales	PRL Online	Prevencion Riesgos laborales	Enologia	Atencion al cliente	Alta dirección ejecutiva
Sistema APPCC	Planes generales de higiene	Gestion ambiental Travelife	Curso Ingles	Seguridad contraincendios	Ley de proteccion de datos	Prevencion Legionela
Seguridad Contraincendios	Experto en sistema creta y nominas	Coaching	Ley de protección de datos	Contraincendios	Alta direccion ejecutiva	Espacios Confinados
Riesgos del puesto de trabajo	Limpieza Diversey	Gestion prevencion riesgos laborales		Master direccion empresas superior	Mantenimiento de piscinas	Primeros Auxilios
	PRL Online	Excelencia, mejora y calidad		Decoracion floral eventos y hoteles	Gestion del cambio	
	Riesgos del puesto de trabajo			Riesgos del puesto	Plan de emergencia	
	Sietetica y nutricion					
	Plan de emergencia					

# SOCIAL PERFORMANCE ACTIONS INDICATORS



**March 8, 2019 - International Women's Day celebration.**



**Management training and second in team management. 2019**



**Prize to the Housekeeping Department with the highest rate of improvement in customer satisfaction. 2019**

# SOCIAL PERFORMANCE ACTIONS INDICATORS



Awards obtained at the Personal 2019 dinner.



During the auction we have raised € 357 for the TUI Care Foundation. October 2019

