
**HOTEL TUI BLUE PLAYA LA
BARROSA BY HIPOTELS
SUSTAINABILITY REPORT
2021-2022**

SEPTEMBER 2023

STATEMENT FROM THE DIRECTION



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

It is a hotel management company oriented to European vacation tourism of the medium-high segment. The quality of our product and the complete range of services we offer, accompanied by an optimal quality-price ratio, has made us consolidate ourselves as a trusted brand and a reference in the sector.

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

Aware of the limitation of natural resources, of the environmental impacts associated with the development of our activity and in order to contribute to sustainable development, we join the commitment to protect and conserve the environment.

Therefore we have established a Management System that will lead us to achieve our objectives aimed at improving results. Always attending to the following principles of action:

- ✓ Promote the training and motivation of our staff to ensure the proper development, as well as their participation in the protection and conservation of nature.
- ✓ Ensure the safety and health of our clients and staff, complying with the regulations established by law on prevention, as well as aspiring to improve the working life conditions of our staff.
- ✓ Prevent pollution at its source by adopting measures such as minimizing the generation of waste, 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 established in our policy, the objectives, as well as the rest of the elements of the Management System.
- ✓ Inform our clients as well as any person or entity that requires it, of the environmental aspects related to the use and enjoyment of our activities, products and services.

For all this, we guarantee that our organization will comply in all areas with the applicable legislation and regulations, in the social, labor, environmental and Human Rights fields, as well as other voluntary actions aimed at improving the lives of our employees, the communities in which we operate and of society as a whole.

The president
Juan Llull

PRESENTATION, OBJECTIVES AND SCOPE



We present the 2023 sustainability report of Hotel Playa la Barrosa, which reports on its social and environmental performance.

The objectives of this report are:

- Highlight the work carried out so far in social responsibility.
- Satisfy the information expectations of our interest groups
- Incorporate improvement objectives for the period 2023-2025 acting as a guide for continuous improvement.
- Strengthen the responsible dimension of our company by acting as a differentiating and competitive value.

The content of this report is a consequence of the reflection and commitment to continuous improvement carried out by the management and employees of the Hotel Playa la Barrosa, taking into account the corporate objectives and values.

To answer any questions regarding the interpretation of the report or further information, contact our organization via email

dir.playalabarrosa@hipotels.com

QUALITY AND SUSTAINABILITY AWARDS

	Travelife Gold Award 2013-2015; 2015-2017; 2017-2019; 2019-2021		TUI Environment 2013; 2014; 2015; 2016; 2017; 2018; 2019		TUI Top Quality 2015; 2017; 2018; 2019
	TUI Holly 1996; 1997; 1999; 2001; 2003; 2006; 2009; 2010; 2013; 2015; 2017		Holiday Check Award 2016 , 2018, 2022, 2023		Bookin.com Guest Review Awards 2018
	Certificate of Excellence Tripadvisor 2017; 2018 y Hall of Fame 2012; 2013; 2014; 2015; 2016; 2017; 2018; 2019, 2021, 2022		PREDIF, Accessible tourism 2019		Employment plan for vulnerable people in Cádiz
	Collaboration with the Araabal Association for and to help the reintegration of people.		TUI QUALITY HOTEL, Tui Global Hotels Awards 2023		

ENVIRONMENTAL PERFORMANCE 2021-2022



REDUCE SINGLE-USE PLASTICS AND REPLACE IT WITH MATERIALS THAT DAMAGE LESS TO THE ENVIRONMENT

- Replace plastic straws with biodegradable straws, recyclable in blue container
- Recycled and recyclable plastic amenities, soy ink and stone paper
- Reusable Bamboo Cocktail Stirrers
- Eliminate disposable cups with reusable polycarbonate cups
- Showers in noble areas, soap dispensers have been installed
- Incorporate bulk butter into dinner, it was done at breakfast
- Reuse glycerin hand soaps left by the customer, reuse for clothes in the washing machine
- Reduce the number of plastics per room: hat, razor, toothbrush, makeup remover pads, will be at the client's request. Amenities only on request.
- Returnable supplier fruit boxes.
- Biodegradable bags will be implemented in all toilets in 2021.
- Washing of sheets, they are only changed when the client wishes
- Homemade jams – reducing glass containers

REDUCE ELECTRICAL ENERGY

- Defined a protocol for ignition times for kitchen electrical equipment
- Implement the protocol and supervision by the CHIEF KITCHEN, of the correct lighting of the kitchen equipment
- Work on training, awareness and involvement of staff:
- LED lights (which do not contain Mercury) instead of fluorescent or low consumption lamps.
- Electricity in the room only works by card.
- The AC stops automatically when the terrace door is opened.
- The installation has two cooling plants with heat recovery.
- We take advantage of the heat from the gases emitted by the boilers.

ENVIRONMENTAL PERFORMANCE 2021-2022



WATER REDUCTION

- Ecological faucets for water saving.
- Sprayers on all faucets, except showers, in all guest rooms and staff areas.
- Double flush cistern toilet, with the water savings that entails.
- We reduced the garden area with sprinkler irrigation and increased drip irrigation
- We have installed new meters on the irrigation blockages to prevent leaks.
- Garden blankets to maintain humidity.
- Native ornamental plants in gardens that require little irrigation



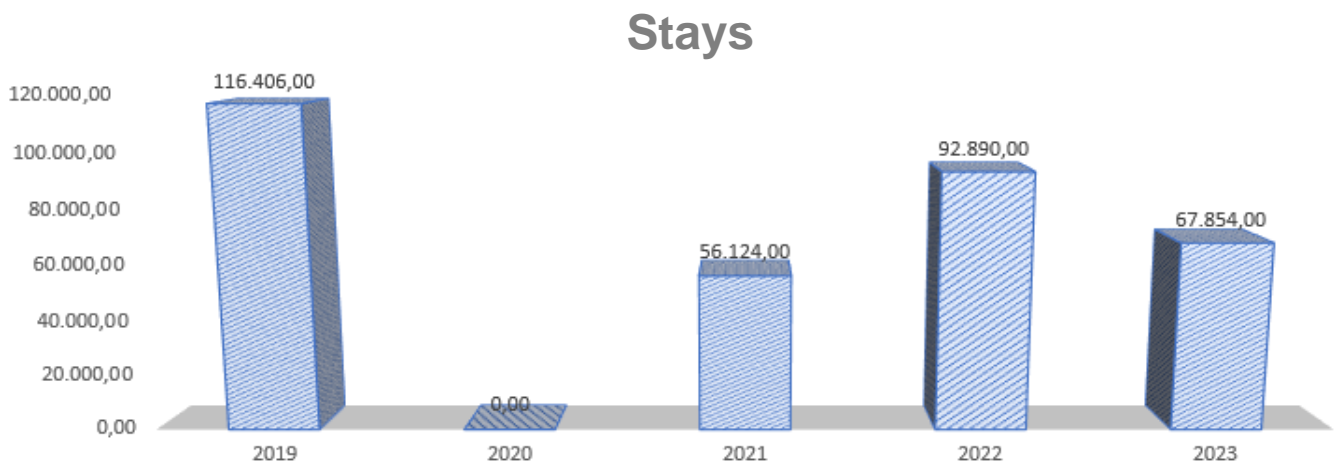
ENVIRONMENTAL PERFORMANCE OBJECTIVES 2021-2022 INDICATORS



IMPORTANT ASPECT OF PERFORMANCE RESULTS

It is important to highlight that the 2021 data is not representative given the COVID context. In 2021 the opening time has been shorter (hotel opening from June to October, in addition to a very low occupancy given the context of COVID19). The hotel facilities, such as the pool and engines, have been in operation all year, so the 2021 annual results are not representative.

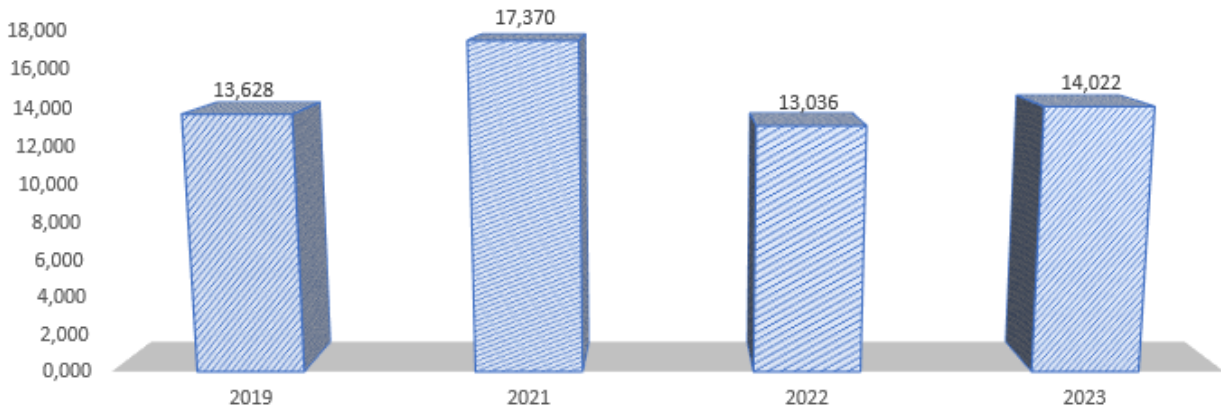
As for the data for the year 2023, they are until the month of August 2023.



ENVIRONMENTAL PERFORMANCE OBJECTIVES 2021-2022 INDICATORS



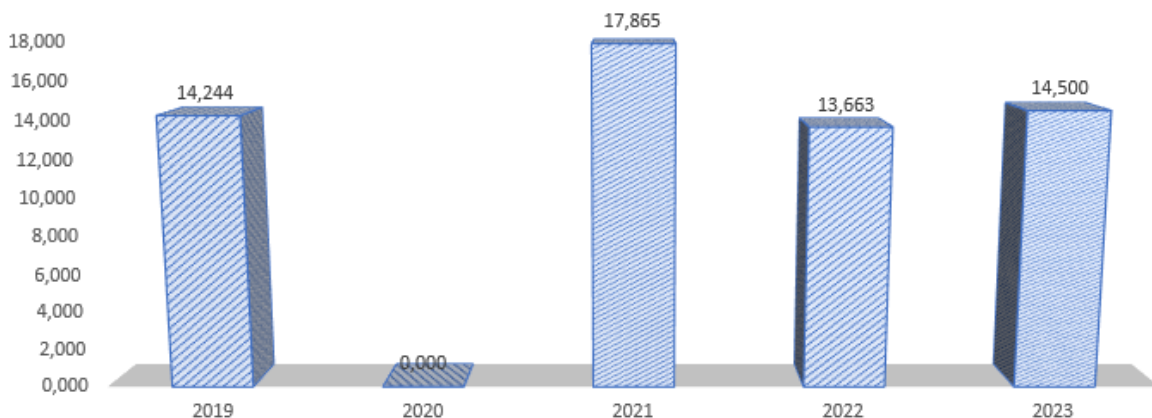
KWH PER STAY (ELECTRICITY)



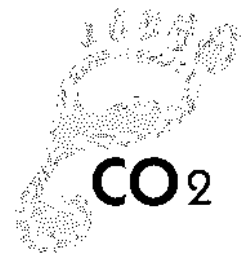
2021-2022 PERIOD GOAL, Achieve 12.19 kWh / Stay :

In 2022 the objective could not be achieved, however, there is a reduction of 4.34% less compared to 2019. It has not been possible to reach the objective because the year 2022 has had the record of extreme heat up to 42 days (half of the summer heat wave) despite all the measures that are being carried out. In the attached graph you can see the global energy consumption per stay, having managed to reduce the value of 2022 compared to 2019.

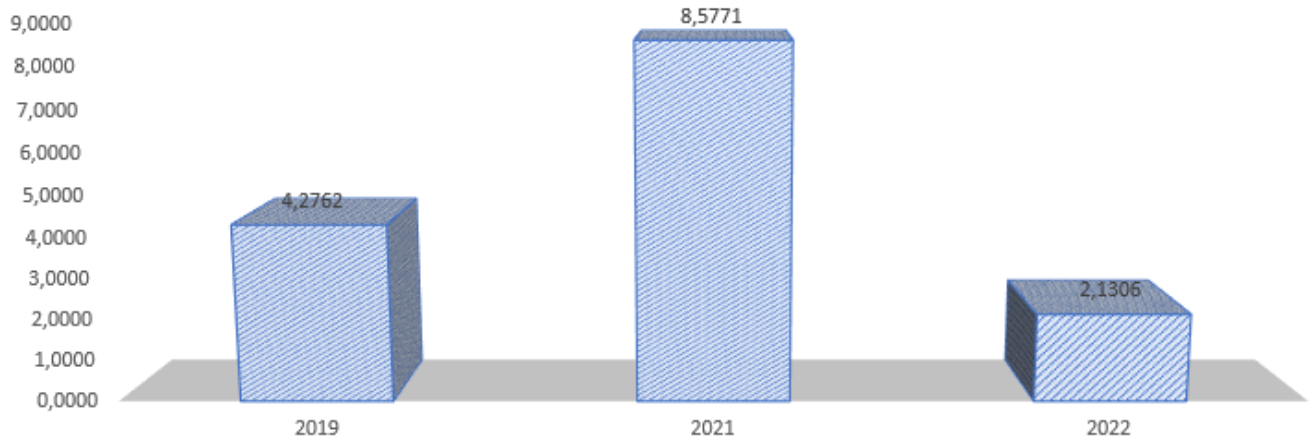
KWH PER STAY (HOTEL GLOBAL ENERGY)



ENVIRONMENTAL PERFORMANCE OBJECTIVES 2021-2022 INDICATORS



KG CO₂/ STAY



- Regarding the carbon footprint, our emission intensity“kg CO₂/Stay has been reduced by more than 50%, it should be noted that in 2022 there will be 100% renewable energy available.



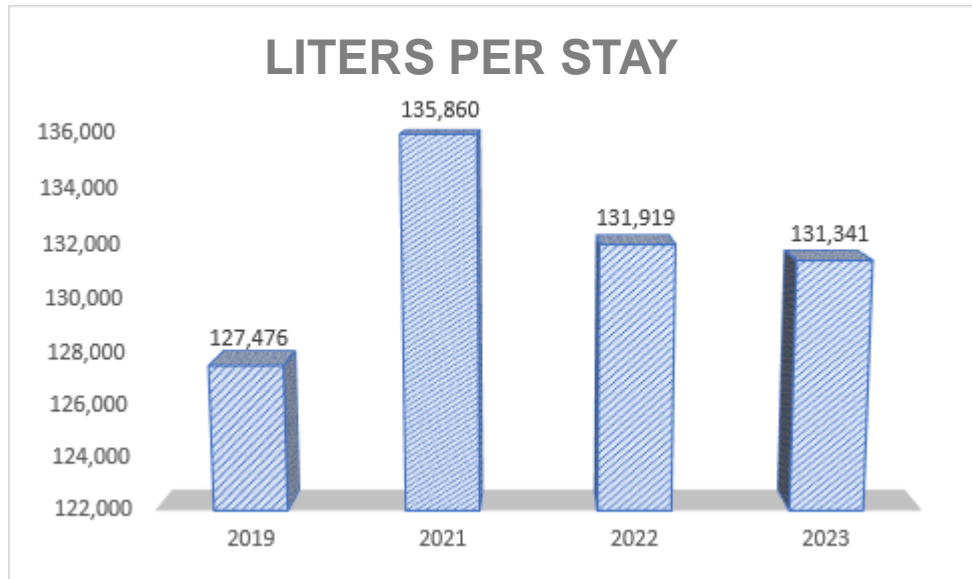
DATOS DE LA REDENCIÓN DE CUPS

Año de garantías: 2022

CUPS / NIF Consumidor: ES0031101481148001TS

Nº Registro	CUPS / NIF Consumidor	Redimidas (MWh)	Tipo Energía	Tipo Tecnología	Nº Registro Origen	Código Instalación	Titular de la Instalación/Comercializadora
2023030000001373 5034	ES0031101481148001TS	543	Renovables	EÓLICA	2022030000005725 8779	ES0021000010721 285AQ1F001	R2515 - IBERDROLA CLIENTES, S.A.U.
202303000000132 4163	ES0031101481148001TS	436	Renovables	EÓLICA	2022030000002977 9332	ES0031000001010 103ER1F001	R2515 - IBERDROLA CLIENTES, S.A.U.
2022030000004584 1618	ES0031101481148001TS	267	Renovables	EÓLICA	2022030000001922 3529	ES0031000000400 685KZ1F001	R2515 - IBERDROLA CLIENTES, S.A.U.

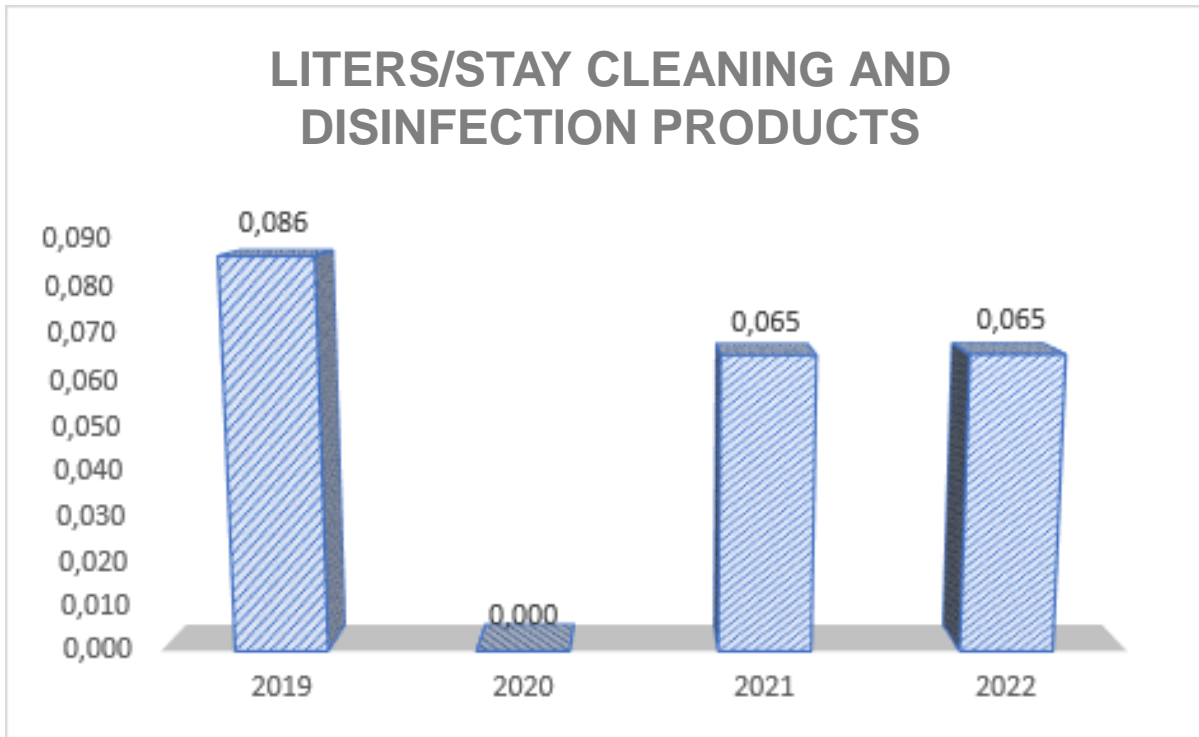
ENVIRONMENTAL PERFORMANCE OBJECTIVES 2021-2022 INDICATORS



Water consumption in 2022 is greater than 130 liters/Stay, which was the defined objective, however, it is considered that consumption is highly optimized and adequate.

Work continues on training good practices with staff (adjust the washing train, washing machines, leak warning...)

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2021-2022 INDICATORS



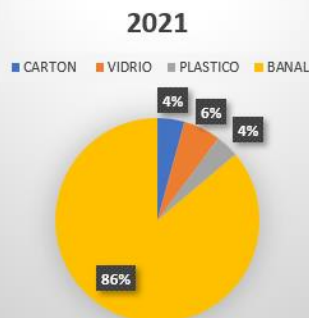
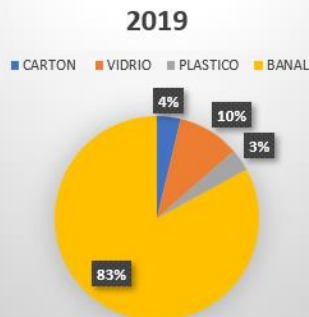
- Exhaustive control of cleaning products is carried out. The one achieved is considered an optimal value.

Work continues on training good practices with staff.

ENVIRONMENTAL PERFORMANCE OBJECTIVES 2021-2022 INDICATORS



Waste management 2019-2022



OBJETIVO PERIODO 2021-2022:

INCREASE THE FRACTION OF RECYCLED PLASTIC BY 2%.

It has been possible to increase the recyclable fraction of plastic by 2%. It should be noted that the fraction that goes to recycling has increased from 17% since 2019 to 24% in 2022. In addition, according to the table below, it can be seen that the amount of waste generated is being reduced in general and especially work has been done to reduce banal waste by adjusting organic waste for greater optimization of food processing planning.

kg	PAPER-BOARD	GLASS	PLASTIC	BANAL
2019	6.670	17.417	6.207	146.825
2021	2.729	3.741	2.322	54.557
2022	3.455	12.662	3.949	64.510
2023	3.139	8.732	2.375	44.511



COMMITMENT TO HUMAN RIGHTS AND LOCAL COMMUNITIES OF HIPOTELS

- ✓ Create work environments where trust and respect for people's dignity, cordiality and teamwork efforts prevail. HIPOTELS does not tolerate any form of harassment based on any characteristic protected by applicable laws.
- ✓ Guarantee equal opportunities and undertakes to provide the means to help the entire staff in their professional and personal development; Likewise, any type of discrimination based on race, color, nationality, religious, political or union ideas, sex, marital status, age, disability or family responsibilities is not permitted.
- ✓ Work to integrate 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 ensuring respect for the value of local culture and traditions, acting as transmitters to HIPOTELS clients.
- ✓ Engage with 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.

Objectives 2023 -2024

ENVIRONMENTAL DIMENSION



Environmental Objective:

Objective No. 1:

Reduce Electricity by 10%, to 12.19kWh:

- Implement in-person sensors in common personnel areas.
- Organize monthly environmental patrols with representatives from each department.

Objective No. 2:

REDUCE WATER CONSUMPTION BY 1% TO 130 L/S.

- Automatic taps in the bathrooms in common areas.
- Dual flush toilet flushers in the bathrooms in common areas.
- Changing sprinklers in the gardens with rotators.

Objetivo Social:

Objective No. 1:

CAREER PLAN

- Profile Category
- Annual evaluation
- Promotion for 2 years
- Consolidation
- Language test
- Annual Training Quadrant
- Impart local culture in the company, Exhibition of watercolors "A memory of Cádiz", paintings made by a doctor with multiple sclerosis turned artist
- Dual Training Program at Instituto Pedrera Blanca in the accommodation module
- Insertion into the workplace of people with different abilities, integration into the workforce of staff with Down Syndrome in collaboration with Asodown.
- Dissemination of the Eremita Ibis Program, a species in danger of extinction.

SOCIAL PERFORMANCE ACTIONS INDICATORS



External Social Program

• Donations

- Donation of materials and belongings to "Cáritas"
- Plastic caps collection – "Help me help"
- Donation of medicines to the SIGRES point
- Asodown monetary and material donation
- Donation of Amenities hygiene products to the Evangelist Church. Coordinated by Chiclana City Council.
- Collaboration with the Arrabal Association in training and labor integration
- Collaboration in the Dual Training Program in the Accommodation module. La Pedrera Institute

• Open Door Visits

- Alzheimer Center visits group of 15 people + monitors
- Asodown Center visit group 4 pax + monitors
- Supplier Visit
- Visit Employees with their families
- Exhibition of watercolors "A memory of Cádiz", paintings made by a doctor with multiple sclerosis turned artist
- We support the Eremita Ibis program, an endangered species.



Programa Social con el Personal

- Staff rooms for rest
- Rest area in staff dining room
- End of Season Staff Meal
 - Aperitif-lunch for awards celebration
- Christmas basket
- End of season tombola
- 30% DISCOUNT ON OPTICS
- International Housekeeping Week Raffle for the department

SOCIAL PERFORMANCE ACTIONS INDICATORS

Staff ratios:

Year	Men	Women
2013	37	70
2014	42	75
2015	50	73
2016	51	72
2017	55	85
2018	55	85
2019	51	89
2021	59	88
2022	47	91
2023	51	88

	Women	Men
Management positions	46%	55%
Management	100%	0%
Chiefs	38%	63%
2º Chiefs	38%	63%
Sector/game heads	50%	50%
Receptionist/cooks/waiters	50%	50%

Social coexistence

	Forelgn	Spanish
2013	3	104
2014	2	115
2015	10	110
2016	13	110
2017	11	116
2018	11	116
2019	3	144
2021	6	141
2022	6	132
2023	6	133

Internal promotions:

Year	Men	Women
2013	3	4
2014	3	0
2015	4	8
2016	3	2
2017	2	2
2018	5	2
2019	8	3
2021	7	1
2022	7	2
2023	10	7

Internal consolidations:

Year	Men	Women
2013		
2014		
2015		
2016	0	1
2017	4	7
2018	2	2
2019	1	1
2021	1	2
2022	0	4
2023	1	0

Fixed discontinuous*/eventual contracts: Days open per year

Year	Fixed	Eventual	Opening days
2013	107		172
2014	116	1	214
2015	112	11	214
2016	112	11	230
2017	144	86	232
2018	161	81	284
2019	169	49	270
2021	145	2	137
2022	244	5	220
2023	218	11	218

SOCIAL PERFORMANCE ACTIONS INDICATORS

Losses due to accidents :

Year	No accidents
2013	12
2014	6
2015	15
2016	7
2017	9
2018	13
2019	14
2021	7
2022	14
2023	9

Sick leave:

Year	No sick leave
2013	17
2014	29
2015	25
2016	33
2017	43
2018	45
2019	39
2021	25
2022	92
2023	56

Formation 2019	2021	2022	2023
<ul style="list-style-type: none"> • Environment course • cidesal course • Get over yourself and coaching course • First aid course curso de liderazgo • Food handler • New swimming pool regulations course • coffee course • Legionella Course • Drill 3 times a season 	<ul style="list-style-type: none"> • Covid Workplace Health and Safety Course • Medallia Course • Drill 2 times a season • Food handler course • Risk Prevention Training • Correct machine handling course • Grinder • Diversey Covid-19 Training • Environmental Training 	<ul style="list-style-type: none"> • Safety and Health in the Workplace. • Basic Express Course • Dingus course. • cidesal course • Mahou beer dispenser course - San Miguel. • Legionella Course • Food handler • Conflict Resolution Course. • Ham cutting course. • Heimlich Maneuver Course. • Drill 3 times a season 	<ul style="list-style-type: none"> • Safety and Health in the Workplace. • cidesal course • Initiation to the Freixenet group tasting. • Internal training for room staff. • Food handler • Risk Prevention Training • Diversey Training • Editor tasting sales course • Legionella Course • Fire and Emergency Extinguishing Course. • Work at heights course. • Environmental Training • Drill 3 times a season

SOCIAL PERFORMANCE ACTIONS INDICATORS

2022

LOCAL CULTURE	Visit to Holy Week in Chiclana with clients	
GUESTS/ EMPLOYEES	<u>Celebration of the 30th anniversary of the first opening of the Hotel:</u> Exhibition of environmental measures implemented in the Hotel and sample of typical local products.	 
GUESTS/ EMPLOYEES	<u>30th anniversary:</u> Guitar performance by Pepe Santana (colleague in the kitchen department)	
GUESTS/ EMPLOYEES	<u>30th anniversary:</u> "Venencia" contest	
GUESTS/ EMPLOYEES	<u>30th anniversary:</u> We planted a palmetto (native plant) with the involvement of clients and the gardener	
"GENERAL ASSEMBLY" EMPLOYEES	General Assembly with the entire team – promotions and consolidations – awards and recognitions to employees.	





SOCIAL PERFORMANCE ACTIONS INDICATORS

2022

LOCAL CULTURE	Weekly visit with clients to the Chiclana Food Market and the Wine and Salt Interpretation Center	 
LOCAL CULTURE	Visit to the San Antonio Fair and Festival in Chiclana with clients and employees.	
LOCAL CULTURE	Weekly bicycle route discovering the surroundings with clients (Pinares, salt flats, beaches, old fishing port)	
ENVIRONMENT	Weekly visit with clients to the different departments and environmental information called "behind the scenes"	
EMPLOYEES	Walk through the Sancti Petri Castle by Catamaran, apartments and SSTT department.	
EMPLOYEES	Recognitions to staff. Photos of workers praised by clients in the hotel or on social networks or who have different initiatives or contributions within the company are displayed.	








SOCIAL PERFORMANCE ACTIONS INDICATORS

2022

LOCAL CULTURE	<u>Vintage festival</u> Cooking master class Traditional dish "Vine Garlic"	
LOCAL CULTURE	Celebration of the Hispanic Heritage Day	
LOCAL CULTURE	<u>Week of Spanish writers born in the province</u> Week of Spanish writers born in the province	
SOCIAL ACTION	<u>International Breast Cancer Day</u> All proceeds were donated entirely to the Spanish Association against Cancer	
ENVIRONMENT	Weekly photography contest under the motto "Connected with Nature"	
EMPLOYEES	International Housekeeping Week Tribute to the cleaning and flooring staff with daily surprises	
EMPLOYEES	Buffet Breakfast for the entire Hotel Team	




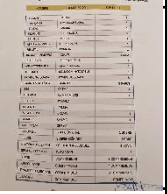



SOCIAL PERFORMANCE ACTIONS INDICATORS

2022

EMPLOYEES	Motivational Talks by Víctor Pacheco.	
SOCIAL	Collaboration with the Arrabal Association in training and labor integration.	
SOCIAL	Open day visit by the families of the Hotel workers.	
SOCIAL	Collaboration in the Dual Training Program in the Accommodation module. La Pedrera Institute	
EMPLOYEES	Retirement farewell tribute to Manolo Metre.	
SOCIAL	Donation of Amenities hygiene products to the Evangelist Church. Coordinated by Chiclana City Council.	
SOCIAL/ ENVIRON- MENTAL	Delivery of 40 kg of plastic bottle caps to the NGO "Ayudame a ayudar (Help me to Help)."	

SOCIAL PERFORMANCE ACTIONS INDICATORS

2022

SOCIAL ACTION "La Aurora"	Visit and breakfast with members of the Association of Relatives of Alzheimer's Disease+ "La Aurora"	
SOCIAL ACTION "ASODOWN"	Visit and breakfast with members of "Asodown"	
SOCIAL ACTION	Financial and material donation to Asodown.	
SOCIAL ACTION	Donation of medicines to the SIGRES point	
SOCIAL ACTION	Donation of materials and belongings to "Cáritas"	 
EMPLOYEES	Lunch and staff party "End of season"	





SOCIAL PERFORMANCE ACTIONS INDICATORS

2023

LOCAL CULTURE	Exhibition of local and artisan products	
EMPLOYEES	Special mentions, promotions and staff consolidations	
LOCAL CULTURE	Weekly visit to the Market and the Wine and Salt Interpretation Center	
LOCAL CULTURE	Traditional "Ronqueo" and gastronomic week with typical Almadraba Tuna dishes	
LOCAL CULTURE	Night of San Juan with burning of Juanillo	
EMPLOYEES	Visit to the San Antonio Fair and Festival in Chiclana with employees	

SOCIAL PERFORMANCE ACTIONS INDICATORS

2023

ENVIRON- MENT	Weekly visit with clients to the different departments and environmental information called "behind the scenes"	
LOCAL CULTURE	vintage festival	
LOCAL CULTURE	Weekly bicycle route discovering the surroundings with clients (pine forests, salt flats, beaches, old fishing port)	
EMPLOYEES	International Housekeeping Week Tribute to the cleaning and flooring staff with daily surprises	
LOCAL CULTURE	Cooking master class Traditional dish "Vine Garlic"	
ENVIRON- MENT	Monthly beach cleaning with clients and employees.	