
HOTEL PLAYA LA BARROSA SUSTAINABILITY REPORT 2019

SEPTEMBER 2021

STATEMENT OF THE MANAGEMENT

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 Lull

PRESENTATION, OBJECTIVES AND SCOPE

We present the **2019 sustainability report of the Hotel Playa la Barrosa** in which the social and environmental performance is reported.

The objectives of this report are:










- Value the work carried out so far in social responsibility.
- Satisfy the information expectations of our stakeholders
- Incorporate improvement objectives for the 2021-2022 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 reflection and commitment to continuous improvement made by the management and employees of the Hotel Playa la Barrosa, taking into account the corporate objectives and values.

To answer any questions in the interpretation of the report or to expand information, contact our organization through this email

dir.playalabarrosa@hipotels.com

QUALITY AND SUSTAINABILITY AWARDS

	Travelife Gold Award 2013-2015; 2015-2017; 2017-2019;		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		HolidayCheck Award 2016 & 2018		Booking.com Guest Review Awards 2018
	Certificado de Excelencia de Tripadvisor 2017; 2018 y Salón de la fama 2012; 2013; 2014; 2015; 2016; 2017; 2018; 2019		PREDIF, Turismo accesible 2019		Plan de empleo para personas vulnerables en Cádiz

ENVIRONMENT PERFORMANCE OBJECTIVES 2019 INDICATORS



Water Consumption Savings 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 2019 INDICATORS



WE REDUCE WASTE

- Wrappers and containers in kitchen products - Non-individual Bulk Butter,
- Non-individual Bulk Yogurt
- Kg of clothes washed per stay: 2,301 kg in 2019
- Number of room towels washes / Pool towels / cover washes.
- Plastic packaging of Amenities (bath gel, Shampoo) has doubled in size
- Solo se ponen cañitas en las bebidas cuando es imprescindible y el cliente así lo solicita
- Straws are only put into drinks when it is essential and the client requests it
- Homemade jams - reducing glass containers
- Food carts, covers are used instead of plastic wrap.
- **Project 2022**
 - Gel and shampoo dispensers in all rooms.

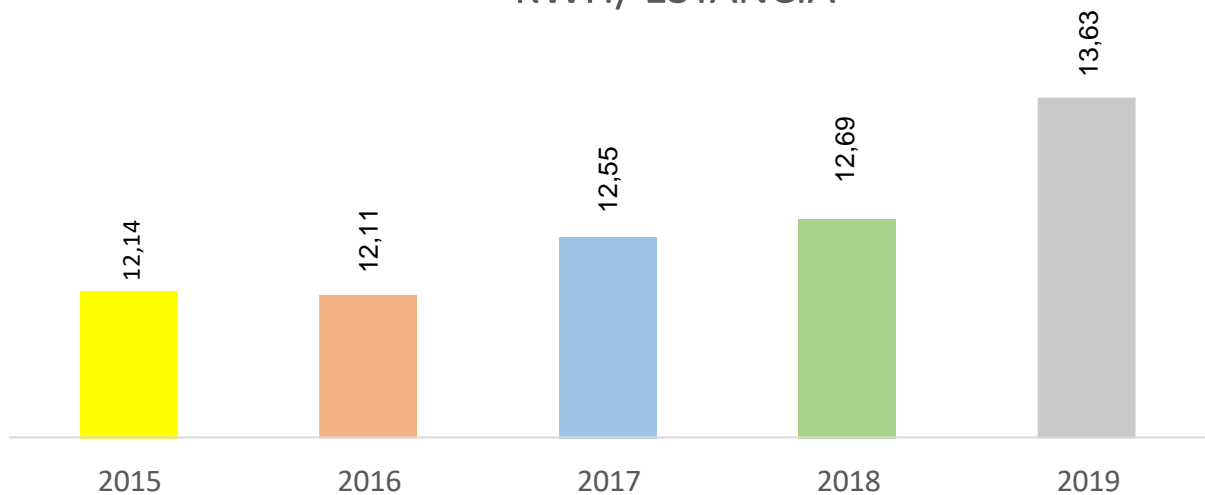


WE REUSE WASTE

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

ENVIRONMENT PERFORMANCE OBJECTIVES 2019 INDICATORS

CONSUMO ENERGÍA ELÉCTRICA POR ESTANCIA KWH/ ESTANCIA



OBJETIVO PERIODO 2019-2020, Reduce electricity consumption per stay by 0.5%:

The 2018 result has increased by 4.5% compared to 2015, it is considered that this increase is justified by the following:

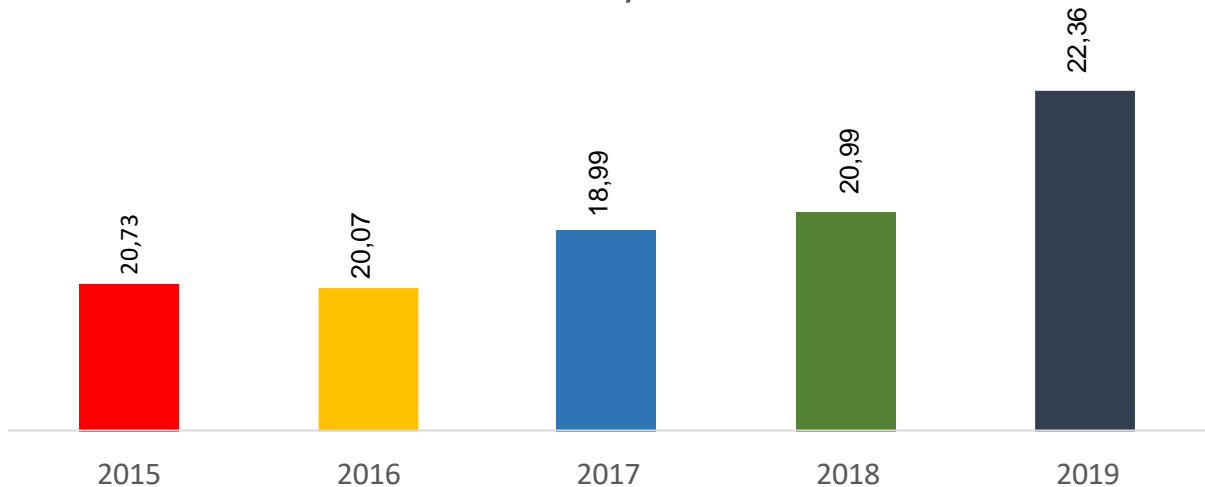
New installations 13 swimming pools in rooms: the consumption associated with their motors is 43,200 kWh. Facilities have been expanded: Beach walkway, beach toilets and new fryer. The outdoor lighting meter and the sports area are shared, which was previously divided between the BPK hotel and the PLB, but in 2018 it was not the case, since 100% of the consumption has been attributed to our Hotel for 2 months. In 2018, the heating should have been started, due to early opening date, days of heating use: In 2017 18 days vs. 100 days in 2018.

However, work will continue to improve this environmental aspect.

With regard to the increase in consumption in 2019, it is proven that it was the second warmest year in history, according to Copernicus (Reference: <https://www.tiempo.com/ram/2019-ha-sido-el-2-año-mas-calido-de-la-historia-segun-copernicus.html>). On the other hand, natural gas for domestic hot water and cooking gas has been reduced, as well as the electricity consumed for the Spa.

ENVIRONMENT PERFORMANCE OBJECTIVES 2019 INDICATORS

CONSUMO ENERGÉTICO GLOBAL DEL HOTEL ESTANCIA KWH/ ESTANCIA

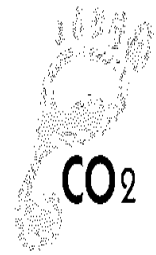


If we take into account the global energy consumption of 2018, it stands at 20.99kWh per stay, compared to 20.73kWh per stay, it is considered that given the changes in the facilities, it is a very satisfactory result.

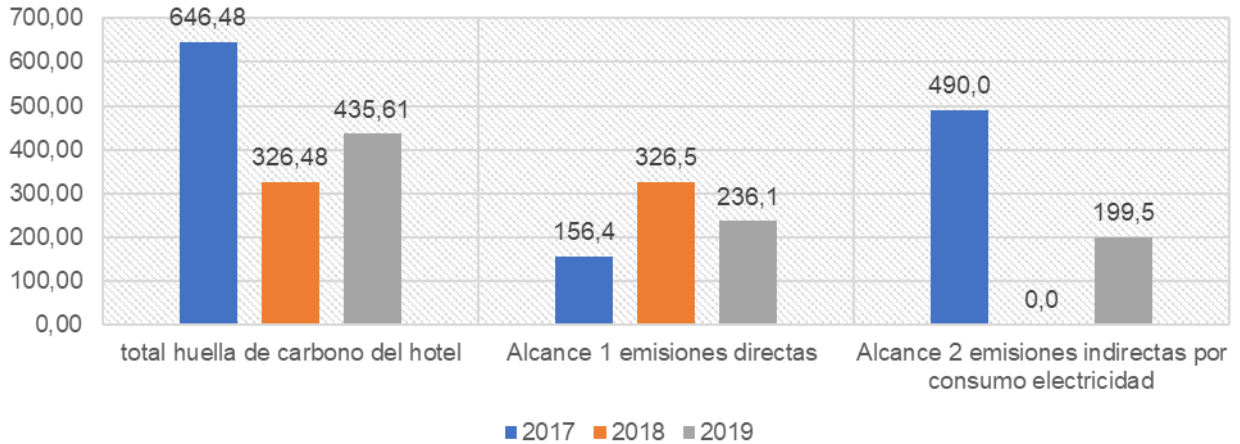
kWh/ stay	2015	2016	2017	2018	2019
electric power	12,14	12,11	12,55	12,69	13,64
Propane	8,5884	7,9569	6,4413	6,9465	-----
Natural gas boilers	-	-	-	1,35	6,35
natural gas cooker	-	-	-	-	1,45
TOTAL	20,73	20,07	18,99	20,99	22,36

Natural gas was installed in 2018, which will already be fully implemented in 2019, an aspect that leads us to the third carbon footprint objective.

ENVIRONMENT PERFORMANCE OBJECTIVES 2019 INDICATORS



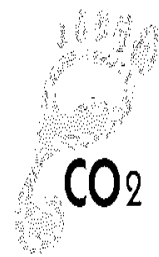
HUELLA DE CARBONO DEL HOTEL EN
TONELADAS DE CO₂



- Regarding the carbon footprint, the results are presented since 2017 in tons of CO₂. As you can see, there is a considerable reduction in 2018, due to the contracting of 100% renewable electricity. However, in June 2019 this contract has been canceled, and therefore 199.5 tons of CO₂ have been emitted, in relation to electricity consumption. If consumption by scope is taken into account, in terms of direct hotel emissions (boiler and kitchen gas combustion emissions, a reduction can be seen from 326 tons to 236 tons, derived from the change of domestic hot water boiler and kitchen gas, from propane to natural gas, which has a lower CO₂ emission factor.

- The following table shows the kg of CO₂ per stay and by type of emitting source :

ENVIRONMENT PERFORMANCE OBJECTIVES 2019 INDICATORS



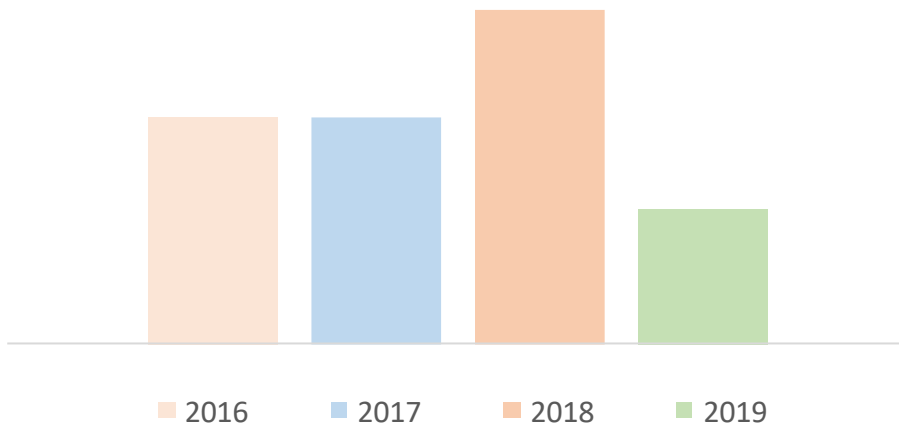
FUENTE EMISORA	indicador	2017	2018	2019
ALCANCE 1				
Agua Caliente sanitaria y cocina	Gas Propano kgCO ₂ / estancia	1,48	1,60	0,00
Agua Caliente sanitaria y cocina	Gas Natural kgCO ₂ / estancia		0,03	1,26
Fugas de Gases refrigerantes	Gases Refrigerantes kgCO ₂ /estancia		1,02	0,77
ALCANCE 2				
Consumo eléctrico	energía eléctrica kgCO ₂ / estancia	4,64	0,00	1,71
TOTAL HUELLA DE CARBONO kgCO₂/estancia		6,12	2,65	3,74

In accordance with the established objectives, work will be done on reducing electricity consumption and on good maintenance of cold appliances.

NOTE, emission factors for electricity, those provided by the electricity supplier and in terms of natural gas and propane, factors in accordance with the Guide for the Carbon Footprint Calculation of the Generalitat de Catalunya 2020 edition. Refrigerant gas emission factors 134th and 404th, Atmospheric Warming Potentials indicated in the Fourth Assessment Report of the IPCC

ENVIRONMENT PERFORMANCE OBJECTIVES 2019 INDICATORS

WATER CONSUMPTION LITERS/ STAY



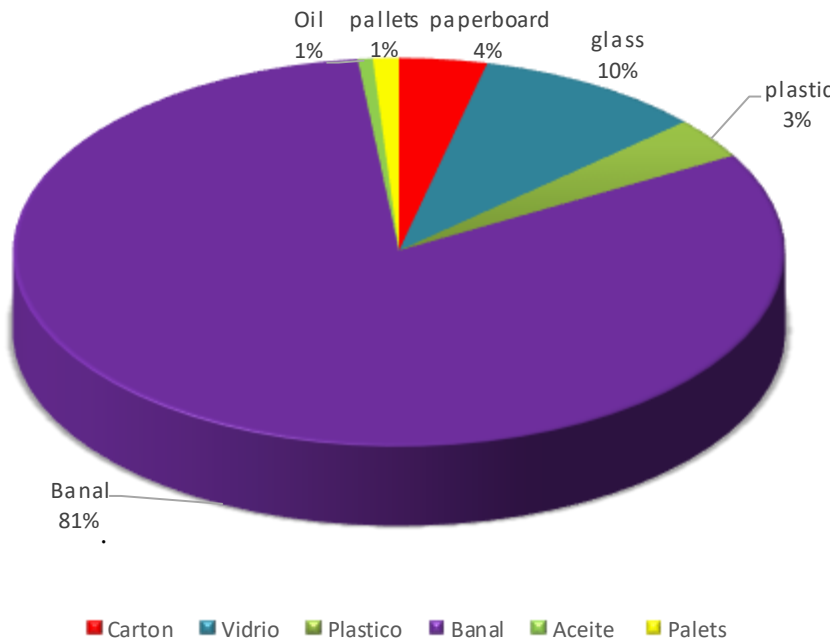
· The water consumption in 2019 has been at 130l / stay, it is considered that the consumption is highly optimized and adequate, however the reduction is justified due to:

- Water aerators
- New washing machine

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

ENVIRONMENT PERFORMANCE OBJECTIVES 2019 INDICATORS

Waste management 2019



Paperboard	Glass	Plastic	Banal	Oil	Pallets
6670	17417	6207	146825	1145	1965

OBJECTIVE PERIOD 2019-2020:

INCREASE BY 2% THE PLASTIC FRICTION

Due to the fact that actions have been implemented to reduce waste from packaging of amenities, the objective has not been reached. The objective remains that a good segregation is made in the hotel, and on the other hand that plastic waste is reduced. From 2017 to 2018 the number of shower gel and shampoo packaging has been reduced to 5462 unit that represents 13%.

ENVIRONMENT PERFORMANCE OBJECTIVES 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
- Se implantaran las bolsas biodegradables en todos los aseos en 2021.
- Biodegradable bags will be implemented in all toilets in 2021.

REDUCE ELECTRICAL ENERGY

- 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

SOCIAL PERFORMANCE ACTIONS INDICATORS

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



Programa Social Externo

- Donations
- Caritas Diocesans - Delivery of Food Association
- Asociación Valvanuz Virgen - Caritas Solidarity Market
- Caritas - Donation of Furniture and Lingerie and Linen
- Ana-Collection of Plastic lids
- Ana donation
- Support Firmm - Adoption of Whales and Dolphins
- Reto - Room Furniture, Tapiflex and Customer Mattresses
- Caritas - Forgotten customer items
- Asodown - Lingerie and Linen Donation
- Open House Visits
- 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
- Battle of Chiclana Exhibition
- We support Project Lines Platalea



Programa Social con el Personal

- 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
2019	51	89

	Women	Mens
All management	46%	55%
Direction	100%	0%
Department's manager	38%	63%
2nd Head of department	38%	63%
Sector Chiefs/ Bosses of departure	50%	50%
Receptionist/ cooks/ Waiters	50%	50%

Coexistencia social:

Year	Foreigners	Spanish
2013	3	104
2014	2	115
2015	10	110
2016	13	110
2017	11	116
2018	11	116
2019		

Promociones internas:

Year	Mens	Women
2013	3	4
2014	3	0
2015	4	8
2016	3	2
2017	2	2
2018	5	2
2019		

Consolidaciones internas:

Year	Mens	Women
2013		
2014		
2015		
2016	0	1
2017	4	7
2018	2	2
2019	1	1

Discontinuous fixed contracts */ eventual:

Days open per year

Year	2019 fixed	8	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

SOCIAL PERFORMANCE ACTIONS INDICATORS

Accidents :







Year	No. of accidents
2013	12
2014	6
2015	15
2016	7
2017	9
2018	13
2019	14

sick leave :

Year	Nº of illnesses
2013	17
2014	29
2015	25
2016	33
2017	43
2018	45
2019	39

Formación 2017	2018	2019
<ul style="list-style-type: none"> • standard concept TUI SENSIMAR initial meeting • online training German, French, English A1 B1 • Hospitality sales • High level Community manager • Team management • Stress management improving the team work performance • sales techniques • basic excel 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 	<ul style="list-style-type: none"> • Environment course • Cidesal - course • Get over yourself and coaching course • First aid course • leadership course • Food Manipulation • New course swimming pool regulation • Coffee course • Legionella Course • drill/fire test 3 times per season

SOCIAL PERFORMANCE ACTIONS INDICATORS

Local "Holy Week"	Cultural visit with clients to the traditional processions of Holy Week in Chiclana de la Frontera.	
Employees "General Assembly"	General Assembly with the entire team - promotions and consolidations - awards and recognitions to employees.	
Environment "International Environment Day "	International Environment Day - We plant a Juniper in our Garden with all the Department's manager.	
Environment "Exposition"	Exhibition of environmental and social actions by each Department, which have been carried out in recent years.	
Local "Feria de Chiclana"	Visit to the Chiclana Fair with clients and employees.	
Tradition "Local culture"	Visit to the Hotel de las Chiclaneras and Chiclaneros Mayores.	

SOCIAL PERFORMANCE ACTIONS INDICATORS

Social	Summer Labor Contracts for 4 boys with Down Syndrome (Kitchen, Reception, Maintenance, and Housekeeping).	
Tradition “Local culture”	We celebrate the Feast of San Juan.	
Tradition	Exhibition of local and artisan products of the region; Almond Cake of the Closing Nuns of the Convent of the Augustinian Recoletas.	
Employees	Employees of the month.	
Tradition “Beach cleaning”	Annual Beach Cleaning with Employees, collaborators, suppliers and clients.	
Social “Charity Day”	Day of social action with Tombola. All proceeds were donated in full to the Asodown Association.	

SOCIAL PERFORMANCE ACTIONS INDICATORS

Social "Charity Day"	Asodown School Show. 15 boys and girls show us their art on stage.	
Local	Sighting of Stars and Planets with the Astronomical Association of San Fernando.	
Tradition "Harvest day"	Harvest Day.	
Environment	International Tourist Day, celebrating Travelife and TUI Umwelt certification	
Employees	Visit to the Dam Museum in Puerto Real with the Department's manager.	
Social "La Aurora"	Breakfast at the Hotel of the members of the Alzheimer's Association "La Aurora" with their caregivers	