



SUSTAINABLE REPORT
GLOBALES PLAYA ESTEPONA 2019



OUR BUSINESS

Globales is a well-established hotel company with more than 40 years of experience in the sector.

Globales employs more than 3,000 people and ranks 8th out of 50 brands with the largest hotel presence in Spain. In addition to the national market, the main markets of **Globales** are the British, French, Italian and German.

Most hotels operated by the company have a category of 3 and 4 stars. Generally speaking, the company's current offer is based on products that operate under an all-inclusive scheme, with products also operating under different types of pensions and schemes. In recent years, special offers such as snacks, pizzerias and a la carte and gastro-nomic restaurants have been incorporated into various hotels.

Recently, the company has created the Premium 4-star category that consists of the **Globales Mediterrani**, **Globales Lord Nelson**, **Globales Santa Lucía** and **TUI Sensimar Don Pedro**.

The company has increased its portfolio in 3 establishments in 2019 incorporating into its operation the **TUI Sensimar**

Don Pedro, the **Globales Cala Bona Suites** and the **Globales Los Patos Park**. This has increased its total available offer by 545 rooms.

The company owns 49 establishments of which it currently operates 41. **Globales** is present in 2 continents and 5 countries.

LATAM
Nº Países: 2
Nº hoteles: 3
Nº Habitaciones: 434

EUROPA
Nº Países: 3
Nº hoteles: 41
Nº Habitaciones: 8.787

The total rooms operated by the company are distributed among 5 countries as follows:

- Spain:** 93%
- Switzerland:** 1%
- Belgium:** 1%
- America:** 5%



GLOBALES PLAYA ESTEPONA

Globales Playa Estepona in the province of Malaga, is the largest hotel with water park on the Costa del Sol. Although it is a hotel in Estepona, it is very well connected with Marbella and Puerto Banús.

This accommodation is perfect for families, since it combines the quality and comfort of a four-star hotel, with the fun of its huge water park and the comfort of an all-inclusive hotel.

In addition, in 2015 all rooms were renovated and in 2016 an extension was made with new rooms, including some rooms adapted for the disabled.

The restaurant service was also improved, with a gym and an ice cream shop. Outside, the hotel's water park was completed with a new children's pool and an adult pool.

The clients of the **Globales Playa Estepona** can choose between standard rooms, junior suite rooms and family junior suite rooms and rooms adapted for people with reduced mobility. All of them with the best comfort.

With an area of more than 40,000 square meters, the **Globales Playa Estepona** has free parking, five swimming pools (three for adults and two for children), extensive gardens, facilities for games and sports, a 'beach club', a

'miniclub', the best entertainment for all ages, a shop, a cafeteria and a buffet restaurant to try the best cuisine by the sea.

Your vacations and getaways have a privileged destination: the **Globales Playa Estepona**. Of course with the excellence, comfort and attention of the Globales brand.

SERVICIOS DEL HOTEL

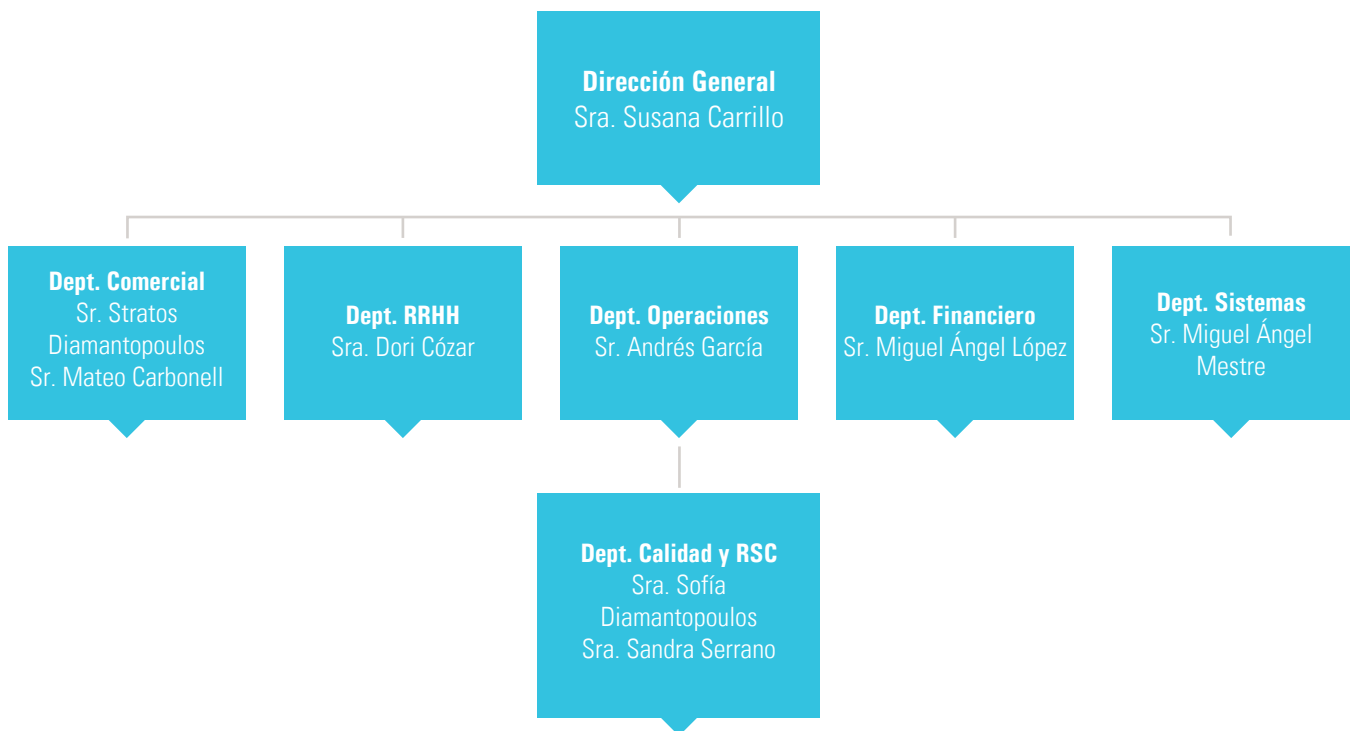
- ✓ Recepción 24 horas
- ✓ Wifi
- ✓ Aire acondicionado
- ✓ Cambio de moneda
- ✓ Gimnasio
- ✓ Alquiler de coches
- ✓ Todo incluido
- ✓ Animación
- ✓ Caja de seguridad en habitación
- ✓ Cambio de toallas

EQUIPO DE SOSTENIBILIDAD

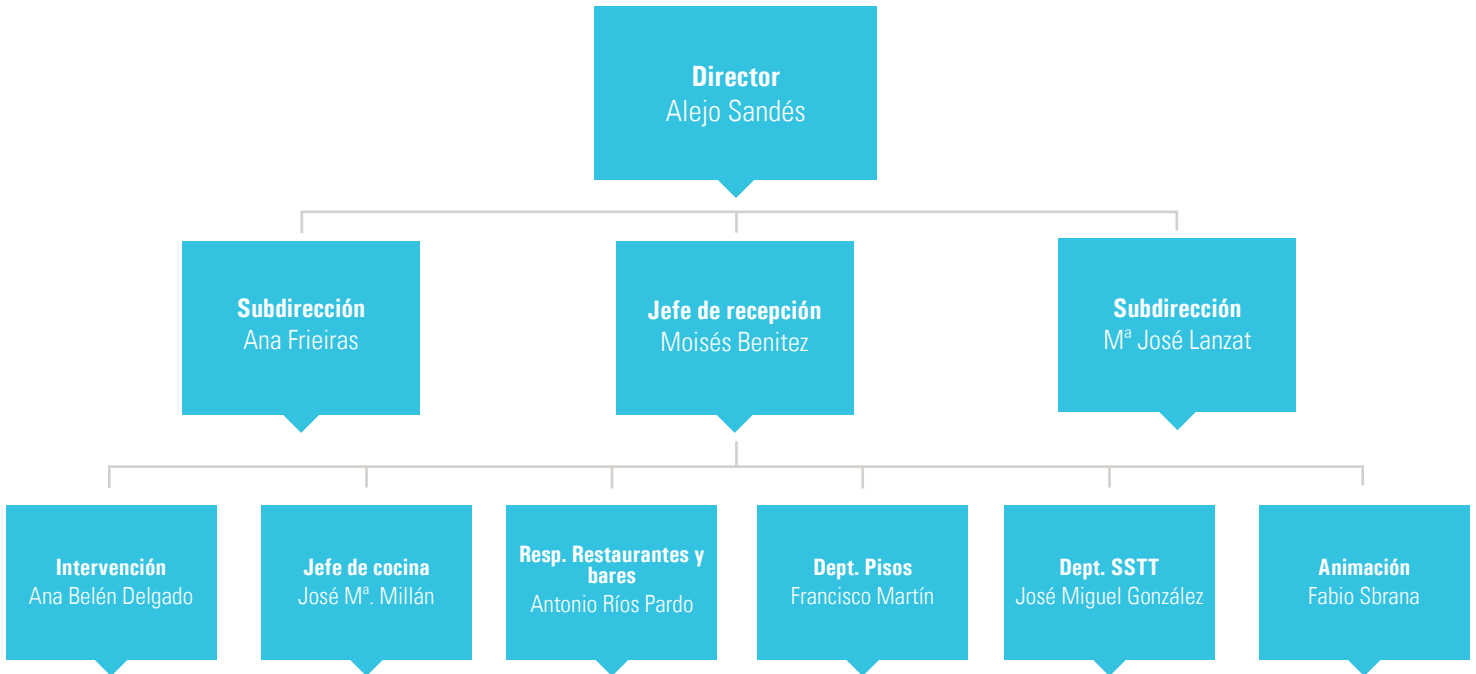
At **Globales** we want to continue reinforcing a responsible and sustainable hotel model, that is why, in 2018 we began the integration of sustainable objectives through specific work groups to advance in each subject and in 2019 we

continue to meet and increase our objectives sustainable. We continue working with the sustainability and environment development and implementation team, which was created in 2018.

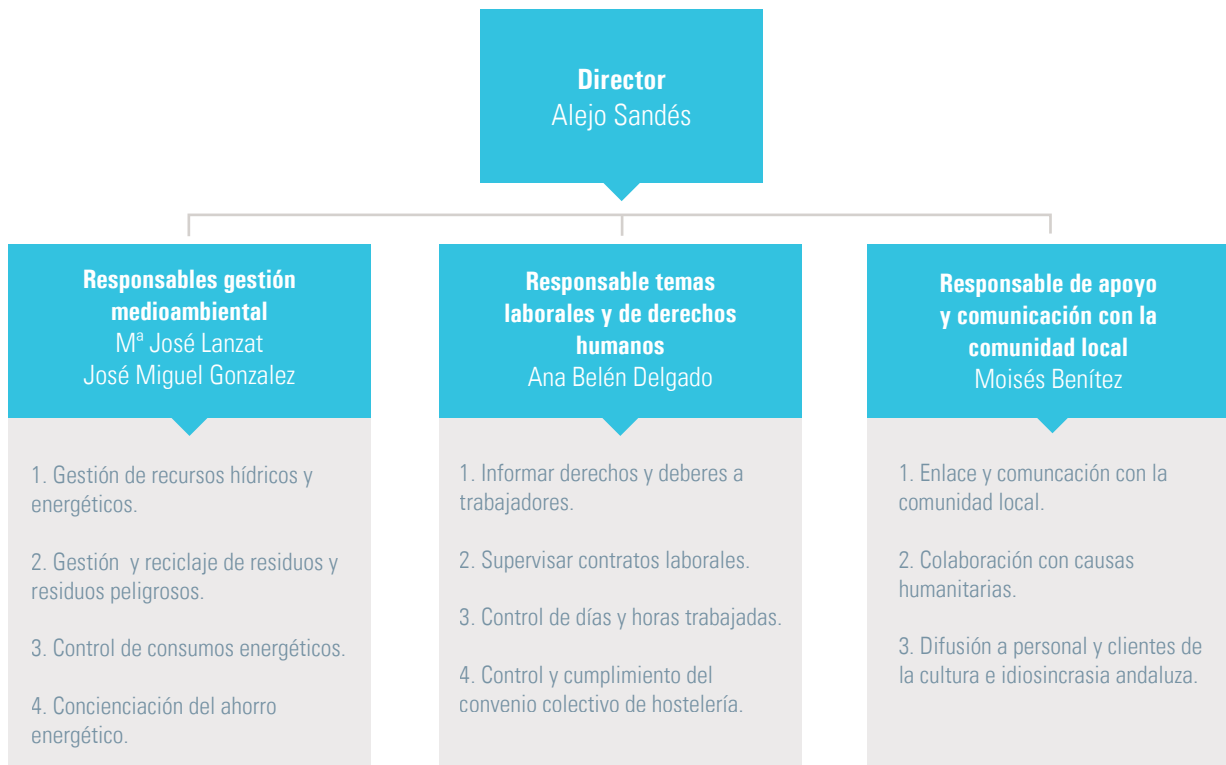
ORGANIGRAMA RESPONSABILIDAD SOCIAL CORPORATIVA HOTELES GLOBALES



ORGANIGRAMA GLOBALES PLAYA ESTEPONA



CORPORATE SOCIAL RESPONSIBILITY ORGANIZATION CHART- GLOBALES PLAYA ESTEPONA



OBJETIVOS DE DESARROLLO SOSTENIBLE



The sustainable development goals for the *Globales Playa Estepona* 2019 are aimed at our commitment to the protection and conservation of our environment:

	Sustainable development goals	Strategic lines	Page
1	Salud y seguridad del cliente	Privacidad del cliente.	6
2	Empleo y formación	Formación interna y externa. Colaboración con convenios de prácticas. Difunde tu Know-how	6
3	Consumo y eficiencia energética	Registro de consumos energéticos. Nuevas inversiones de energía renovable	7
4	Derechos humanos y laborales	Diversidad e igualdad de oportunidades Promociones internas	7
5	Desarrollo socioeconómico en comunidades locales	Ayuda y cooperación a las comunidades locales donde operan nuestros hoteles	7
6	Residuos y vertidos	Formación, reciclaje y control de todos nuestros residuos y vertidos	9
7	Responsabilidad Corporativa	Potenciar la reputación y reconocimiento en RSC	9
8	Digitalización e Innovación	Impulsamos las nuevas tecnologías para mejorar la experiencia de nuestros clientes y colaboradores	9/10
9	Sostenibilidad en Globales Playa Estepona	Inversiones y mejora de control para hacer nuestro hotel más sostenible	10
10	Gestión centralizada de compras e impulso del proveedor local	Selección de proveedores en base a criterios transparentes	10
11	Impulsar proyectos responsables	Sensibilización hacia nuestros equipos en estos temas	10
12	Ética e industria turística	Compromiso de defender la infancia y sus derechos en la industria turística	11
13	Pro reducción de la pérdida y desperdicio de alimentos	Formación y concienciación	11

1 HEALTH, SAFETY AND QUALITY OFFERED TO OUR GUEST

- We continue to update the security of our customers according to the General Data Protection Regulation.
- The installation of video surveillance in the bar area has been increased to safeguard the safety of our customers and employees.
- Incorporation of tablets with the recipes and allergens of the dishes offered, to ensure the food safety of our customers
- Incorporation of an external company Geshotels, so that, through its audits, it assures us of the total quality offered to the client
- Incorporation of a tourist consultant to conduct visits as a mystery guest, to ensure that the corrective measures proposed, are incorporated into the improvement of our client's service.

2 EMPLOYMENT AND TRAINING

We are committed to an internal promotion system to reward our employees. In 2019, promotions have been made at the hotel level, as well as a total of 28 employees have promoted from eventual to indefinite discontinuous contracts. And there have been a total of 7 internal promotions.

The "share your know-how" platform has been created. The company's Operations Department has been training the Department Heads of the entire chain and each Corporate Director has explained the Procedures Manual of their department and so they will share their know-how among their collaborators.

In 2019 the staff of our hotel participated in the following 12 training courses: five more than in 2018.

- Emergency Formations and Fire Drill.
- First aid training
- Upselling and crossselling formations.
- Animation Formations
- F&B Formations
- Cooking Formations (HACCP, good hygiene practices) Formations of Toxiinfecciones.
- Training with all departments on use with cleaning product dispensers
- Restaurant and Bar Formations.
- Internal training at the chain level for all department heads to implement a brand, a philosophy, a commitment.
- Training new trends in the buffet of the 21st century
- Grab & Go Training

We collaborate with the international Tourism Schools.

This year we had two fellows of Dutch nationality, at the reception. They have done work at the hotel reception, such as check-in, merchandise sales and all the tasks that a Reception Assistant develops.

3 ENERGY CONSUMPTION AND EFFICIENCY

- Records of all energy consumption that are generated in our hotel are registered, facilitating a monthly review and corrective actions in case of deviation.
- Methodology of switching off and on the lights in our hotel. In our hotel, since 2016, we have been renovating 95% of the traditional lighting into LED, and 5% of the remaining lighting we aim to change it progressively.
- Perform water audits to determine water consumption, find out about system deficiencies and determine how and where you can save in each process. In addition, the amount of water used in the cleaning of the facilities, in the toilets, showers and toilets will be taken into account. We counter in laundry, to know exactly the consumption that the department reports to us.
- Modify the shower and urinal discharge system to achieve the ideal consumption marked.

4 HUMAN AND LABOR RIGHTS

- We continue to train our employees in the human and labor rights protocol.
- Through the equality plan created in **Globales**, policies are developed that guarantee the principles of equal opportunities and allow an adequate professional development in an environment of quality and safety at work.

5 SOCIO-ECONOMIC DEVELOPMENT IN LOCAL COMMUNITIES

- We maintain good feedback with the neighborhood, interested in any inconvenience we may cause (noise).
- We maintain a good relationship with the Neighborhood Associations of the area, attending and participating in meetings and meetings, being Estepona Beach a reference and pillar in the Isdabe Community.
- Collaborate with charities by donating food at the end of the season in social canteens, offering them material that we will not use, such as blankets we have and do not use. And we also collaborate with various local associations for help against childhood cancer (AVOY) and the DUCHESNE foundation.
- We are hiring, when possible, local companies, in areas such as: lifeguard (AQUATAS), safety (MALACA), pest prevention (ANTICIMEX), etc ...

SOSTENIBILIDAD

ÉTICA

EQUIDAD

INNOVACIÓN

DESARROLLO

DERECHOS



6 WASTE AND SPILLS

- Promotion and training of the separation and recycling of garbage, both in guest and personal areas by placing recycling points with separate bins, marked with colors and pictograms depending on the type of waste.
- New cleaning systems for rooms, kitchens and restaurants. Cleaning product dispensers have been placed and have been eliminated. Products that are more efficient and less harmful to the environment have been standardized through a manual.
- We continue working on the reduction of light packaging (bottles, cans) opting for larger volume formats such as Bag in box.
- Plastic patches have been removed from our hotel.
- Incorporation of propylene cups to eliminate single use glasses.
- Sensitization of our employees through training and communications on how to properly manage waste.
- Our waste management policy is communicated to customers and we encourage them to follow our policy.
- Our animation team conducts recycling workshops with children. Recycling Art
- Raise awareness among all staff of the importance of recycling: cardboard, plastic, glass.
- We continue to manage hazardous waste through companies authorized for this purpose.
- This year the glass was implanted in our terrace bar, as in the main bar, considerably reducing the use of plastic.
- 60% increase in sales of glass and thermal jug of merchandising globally that reduces plastic consumption

7 CORPORATE RESPONSIBILITY

We continue to strengthen the national and international reputation and recognition of our corporate social responsibility as an added value to our collaborators and customers, making known all our corporate policies and the actions carried out in the company in this regard.

The CSR Team of **Globales Playa Estepona** continues to work together on all queries and suggestions related to these issues and we continue to ensure compliance with applicable legislation in all areas of our hotel.

8 DIGITIZATION AND INNOVATION

We promote new technologies to differentiate the experience of our customers and optimize the operation in hotels.

We have implemented a set of solutions created in house, designed with the objective of eliminating paper and giving added value to our clients and collaborators.

- All incident management, breakdowns and planning of preventive maintenance tasks are carried out through our E-hot program.
- All records and manuals of the department are registered and consulted through our E-hot program.
- We work with the Voxel platform and perform all electronic invoicing, so that all the paper of the invoice generation is eliminated.
- Creation of an employee portal where the collaborator can consult his contract and payroll, without the need to print them.
- Implementation of electronic devices such as tablets in the departments of Floors and Technical Service.

9 SUSTAINABILITY IN OUR HOTELS

- We emphasised on the energy consumption of **Globales Playa Estepona**, which is why we are committed to efficient management that allows the reduction of different consumptions.
- We implement traditional irrigation methods, because in Andalusia water is a scarce asset and we know in an ancestral way how to minimize the use of water.

10 CENTRALIZED MANAGEMENT OF PURCHASES AND OF THE LOCAL SUPPLIER

- We continue moving forward through a centralized purchasing model.
- We select our suppliers based on transparent and defined criteria.
- We bet on local suppliers. 83% (3% more than the previous year) is of local origin. In our hotel we work with the following local suppliers:
- We consider local suppliers those suppliers that are strictly local or based in Andalusia and therefore have hired local staff, tax or minimize displacement and CO2 emissions.
- We have in our buffet a corner of Andalusian food that helps boost the purchase and promotion of our products.

11 PROMOTE RESPONSIBLE PROJECTS

- Awareness towards our teams in this matter.
- Beach cleaning has been organized.
- It has collaborated with a solidarity piggy bank of the Red Cross in the cause Food Security, health, water and its sanitation in Africa ”.

12 ETHICS AND TOURISM INDUSTRY

Commitment to defend children and their rights in the tourism industry and for this purpose a protocol for action and training in defense of children has been created.

Likewise, as part of **Globales**, we have joined the Spanish network against sexual exploitation and we promote the rights of children by supporting FAPMI-ECPAT initiatives, and we have committed ourselves to participate in awareness-raising campaigns for both suppliers and tourists.

13 AWARENESS TOWARDS REDUCING THE LOSS AND WASTE OF FOOD.

At **Globales Playa Estepona** we are aware of the care of our surroundings and the maximum use of our resources. That is why, in order to save everything that is not necessary to consume and avoid waste and unnecessary purchases, we implement this policy dedicated to establishing clear guidelines on how to proceed in this regard:

- Presentation of food pods to avoid waste.
- Replenishment of the buffet according to customer needs.
- Live cooking empowerment.

