



**SUSTAINABLE REPORT**  
**TUI SENSIMAR DON PEDRO 2019**



## OUR BUSINESS

Hotel **Tui Sensimar Don Pedro** is a four-star hotel in Cala San Vicente, refurbished in 2019.

**Tui Sensimar Don Pedro** is an adults-only hotel in Mallorca. The hotel is at the foot of the beach, and within 50 meters, there are many shops, bars and restaurants in Cala San Vicente. In addition, it is very close to Puerto de Pollensa and Pollensa, just 7 kilometers from each place.

**Tui Sensimar Don Pedro** has 153 rooms. Among them we find several types, doubles, doubles with sea view, doubles with pool view, suites and luxuries, two types of restaurants (buffet and a la carte), two swimming pools, gym and beauty treatments.

Among the services offered by the hotel we can find:

### SERVICIOS

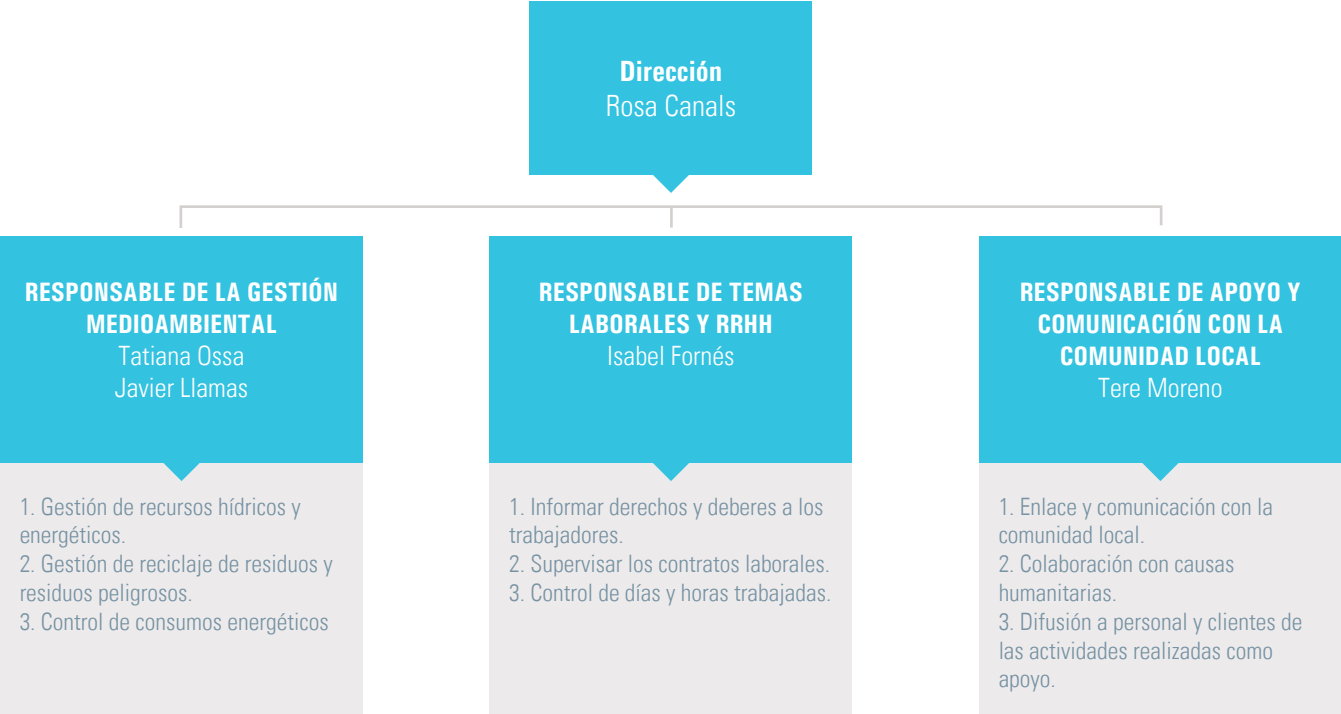
- ✓ Recepción 24 horas
- ✓ Wifi
- ✓ Aire acondicionado
- ✓ Cambio de moneda
- ✓ Gimnasio
- ✓ Alquiler de coches
- ✓ Todo incluido
- ✓ Animación
- ✓ Caja de seguridad en habitación
- ✓ Cambio de toallas

## SUSTAINABILITY TEAM

At **Tui Sensimar Don Pedro** we want to strengthen a responsible and sustainable hotel model, that is why, in 2016, the integration of sustainable objectives was initiated through specific working groups to advance in each matter and in 2019 we continue to work with these same groups to achieve our sustainable goals.

Our Sustainability and Environment Development and Implementation team is integrated by the people named in the following chart:

### CORPORATE SOCIAL LIABILITY ORGANIZATION CHART



## SUSTAINABLE DEVELOPMENT GOALS



Below we describe the sustainable goals set for 2019.

	Sustainable development goals	Strategic lines	Page
1	Customer health and safety	Customer privacy.	4
2	Energy consumption and efficiency	Efficient and rational use of energy avoiding waste.	4
3	Efficient water consumption	Apply conservation and saving measures.	4
4	Waste and dumping	Avoid and minimize waste creation.	5
5	Reduction of light packaging	Working on reducing lightweight packaging	5
6	Encouraging responsible projects	Awareness in our teams	5 / 7
7	Promote local suppliers	Selection of suppliers based on transparent and defined criteria	7
8	Employment and training	Internal and external training. Program communicate your know-how	7
9	Human and labor rights	Diversity and equal opportunities	8
10	Socioeconomic development in local communities	Help and cooperation in the local communities in which we operate	8
11	Corporate Responsibility	Boost reputation and recognition in Social Networks	8
12	Digitalization and innovation	We promote new technologies	8 / 9
13	Ethics and tourism industry	Commitment to defend childhood	9
14	Policy of correct purchase and offer of food	In order to avoid waste and unnecessary purchases	9

## 1 CUSTOMER HEALTH AND SAFETY

- We continue to ensure the safety of our customers through compliance with the Data Protection Act (Ley de Protección de Datos).
- As an objective for 2020 we have set the installation of video surveillance cameras to ensure the safety of our customers and employees.
- The cosmetics offered in our hotel are free of parabens. Likewise, soap dispensers have been installed in the rooms, this causes that two single-dose plastic containers are removed from our set of amenities.
- Increase the range of products offered to our customers with food intolerances.

## 2 ENERGY CONSUMPTION AND EFFICIENCY

- All hotel lighting has been replaced with energy-efficient or LED lighting.
- Presence detectors have been installed in all the corridors of the different floors of the hotel.
- The hotel has switched to propane gas so the energy saving percentage is higher.
- A general air conditioning machine has been changed by a Class A Inverter.
- All televisions have been changed to flat screens to reduce energy consumption.
- A company has been hired as an energy consultant, which will provide us with an energy consumption reading every 15 minutes, in this way we will detect at all times any kind of failure or breakdown.
- We continue to monitor consumption internally through the EHOT program.
- All the machinery of the culinary room has been newly acquired and an electric kitchen oven has been replaced with a gas oven.
- Electromagnets have been placed in the windows of all rooms, thus avoiding a misuse of air conditioners.
- The capacitor battery has been changed to compensate for reactive power consumption.

## 3 EFFICIENT WATER CONSUMPTION

Fresh water is a necessary and scarce commodity for life, this is why it is essential to apply conservation and saving measures in order to be able to have access to this resource when necessary. To do this, we will take certain steps to reduce water loss and waste:

- We have intermediate meters to have greater control of our consumptions (they have not been installed yet; we have called for them to come next week).
- Flow reducers have been installed in faucets and showers throughout the hotel.
- The size of the pool basin has been reduced by 60 cm.
- All droplet tanks have a double pushbutton (3 and 6 liters).
- Internally, water consumption is controlled through the EHOT program.

## 4 WASTE AND SPILLS

We apply measures to prevent, minimize, reuse, recycle and re-evaluate materials. In this way we tend to avoid and minimize the creation of waste whenever possible.

- Promotion and training on the separation and recycling of garbage, both in areas of customers and personnel by placing recycling points with separator bins, indicated with colors and pictograms depending on the type of waste.
- Total elimination of single-use materials and utensils.
- Give managers the damaged or obsolete material or equipment for recovery and repair (toner, batteries...).
- Print double-sided, draft quality and black and white whenever possible.
- Reuse paper printed only on one side and envelopes used for hotel internal mail.
- New room cleaning systems. Cleaning product dispensers have been placed and the use of cleaning products that were harmful to the environment (bleach, ammonia and chlorohydrin) has been removed. Products that are more efficient and less harmful to the environment have been standardized through a manual.
- Creation of a new recycling zone for hazardous waste.

## 5 REDUCING LIGHT PACKAGING

- We continue to work on reducing lightweight packaging (bottles, cans) by opting for higher volume formats such as bag in box.
- We have eliminated plastic 100% opting for polycarbonate cups and melamine plates, to adapt to the new single-use plastic regulations.
- Replacement of plastic straws by recycled carton straws.
- Replacement of plastic cups by 100% recycled cardboard cups.
- Elimination of single-dose butter and jams and incorporation of dosing formats.
- Replacement of two soap mini-doses by a soap dispenser in the room.

## 6 ENCOURAGING RESPONSIBLE PROJECTS

To do this, suppliers, customers and workers need to be made aware of good environmental practices. The most important thing is to make each and every one of these people see the importance of the environment and the environmental impacts that their activity entails not only for the environment but also for health. For this reason:

SOSTENIBILIDAD  
*ÉTICA*  
EQUIDAD  
INNOVACIÓN  
DESARROLLO  
DERECHOS



- We specifically and appropriately inform all employees in terms of sustainability.
- We install a suggestion box in which all the ideas that workers have to improve processes and procedures are collected and examined.
- We hold monthly meetings with team leaders with the aim of seeing the status of the implementation of good practices.
- We encourage employee participation in environmental management issues. Cleaning activities have been organized in beach areas.
- We collaborate with a Red Cross charity box in the cause "Food Safety, Health, Water and Sanitation in Africa".

## 7 PROMOTE LOCAL SUPPLIERS

We select our suppliers based on transparent and defined criteria.

- We select those environmentally friendly suppliers that guarantee the quality of their goods and services taking into account an environmental perspective.
- We prefer suppliers of local goods and services and seasonal products. SMEs should also be encouraged.
- We negotiate with the supplier the return of any leftover material and empty containers for reuse.
- We create a specific area in our buffet which contains KM 0 products, this makes us use suppliers from the Alcudia area.

## 8 EMPLOYMENT AND TRAINING

- In **Tui Sensimar Don Pedro** we place our bets on a system of internal promotion of our collaborators.
- We have 1 consolidated internal promotion and 3 promotion proposals.
- Our central offices have created the platform "share your know-how". The operations department of the company has been conducting trainings to the Heads of Department and each Corporate Director has explained the Procedure Manual of his/her department and has shared his "know-how" among his collaborators.
- Our collaborators have carried out several courses and trainings by external companies such as; Saniconsult, Activa Formació, and Educatur Consultora.
- High percentages of employees are recruited from the local community in order to increase the economic stability of the island, generate income for families and create stability for future generations to prosper, the goal is to achieve minimum levels of staff to ensure optimal working conditions and exceptional customer service.
- Workplace safety: Annual courses are taught to train staff with regard to what they should and they shouldn't do. In addition, working conditions are reviewed to prevent accidents and ensure the well-being of our staff.



## 9 HUMAN AND LABOR RIGHTS

- The human and labour rights protocol has been made available to all hotel workers and training relating to it has been carried out.
- Hygiene Control: The company will ensure the regular monitoring of the health of the workers at its service according to the risks inherent to their work, through regular medical examinations, respecting the principles of dignity and confidentiality, both at the beginning of the employment relationship and, if this relationship has been initiated, if any situations that so require it arise.

## 10 SOCIO-ECONOMIC DEVELOPMENT IN LOCAL COMMUNITIES

We collaborate with the neighboring community. Some examples include:

- Donation of plastic chairs and tables.
- Donation of two stays at one of the chain's hotels as a prize to the "Cursa Coves Blanques".

## 11 CORPORATE RESPONSIBILITY

- We enhance the national and international reputation and recognition of our corporate social responsibility as an added value to our employees and customers.
- In addition, all our corporate policies have been included in the different departments of the Hotel and in turn, we have a working group in social networks, which works together with our central office's team.
- For this reason, we have created a team to work on Corporate Social Responsibility matters at the Sensimar Don Pedro hotel.

## 12 DIGITALIZATION AND INNOVATION

We promote new technologies to differentiate the experience of our customers and optimize the operation in the hotel. We have implemented a set of solutions created in house, designed with the aim of eliminating paper and providing added value to our customers and collaborators.

- All incident and breakdowns management as well as planning of preventive maintenance tasks are carried out through our Ehot program.
- We work with the Voxel platform and carry out all invoicing electronically so that all the paper of invoice generation is eliminated.
- All department registrations and manuals are recorded and consulted through our Ehot program.
- We have an employee portal where the collaborator can consult their contract and payroll without having to print them.

- The Head of the Cleaning and of the Technical Services Departments have tablets where they can view all the incidents which have occurred in our rooms and common areas thus avoiding the use of paper.
- We have a tablet at the disposal of our customers where they can check allergens.
- 100% flat-screen TVs have been installed to save energy and communicate information to the customer.

## 13 ETHICS AND TOURISM INDUSTRY

- We have the commitment to defend children and their rights in the tourism industry and for this purpose a protocol of action and training has been created in defense of the child.
- The **Tui Sensimar Don Pedro** has joined the Spanish network against the sexual exploitation of childhood and adolescence and the promotion of children's rights. We intend to meet the objectives of the Network and show our support for the campaigns and initiatives of FAPMI-ECPAT Spain and other global organizations against the sexual exploitation of minors in travel and tourism, as a serious problem which we, as professionals in the tourism sector, must provide an active response.

## 14 POLICY OF CORRECT PURCHASE AND OFFER OF FOOD

At **Tui Sensimar Don Pedro** we are aware of the need to care for our environment and the importance of the maximum use of our resources. That is why, in order to save anything that is not necessary to consume and in order to avoid waste and unnecessary purchases, we have implemented this policy dedicated to establishing clear guidelines on how to proceed in this regard:

- Single-dose presentation to avoid waste.
- Promoting show-cooking.
- Replenishment of the buffet according to the needs of our customers.
- A gastronomic restaurant has been created inside the hotel, which enhances a tasting menu service and avoids the waste of food.

