



SUSTAINABILITY REPORT

2019

Hotel
BAHÍA PRINCESS

Report presentation

Princess Hotels & Resorts is a hotel company with a family vocation. Located in first-class tourist destinations, we work according to a sustainable management model that has a positive impact on the different work areas.

In the tourism sector, sustainability is essential so as not to compromise the development of future generations, especially in the Canary Islands because of their insularity. That is why we strive to improve our efforts and in 2014 we certified 2 of our hotels in environmental management ISO14001. Later we bet to certify our hotels in sustainability adhering to the Travelife sustainable tourism certification.

The objective of the report is to clearly provide information on the sustainability of the hotel in 2018, so that it can be seen by everyone, and mark the future goals we want to achieve. That is why we make this report public and available on the company's website.

The sections of this report will show the actions that have been carried out at the hotel in 2018, expressing the results in the most graphic way possible.

We sincerely believe that our effort in the different areas of sustainability (economic, environmental and social) is the way forward in the Canary tourism sector.

Mission

We are a holiday hotel in coastal area, with modern architecture and innovative style. We like to meet people to offer unique experiences, achieving profitability for our shareholders and the sustainability of our activity.

With a clear vocation of service, people are always first.

View

To be a leading 4 * hotel in the sector, which seeks excellence in service and quality relationships with our customers and workers.

Values

1. Innovation, customer orientation and spirit of improvement. It is our philosophy, to seek excellence and differentiate ourselves, so that our clients come back.

2. Sustainability Respect for the environment and people. In continuous search for the minimization of our environmental impact in a sustainable way.

3. Social Responsibility Committed to our immediate environment, community and society in general.

4. Integrity Carry out a responsible management based on honesty, trust and equity as fundamental values.

SUSTAINABLE DEVELOPMENT GOALS



We are witnessing the progressive implementation of the Sustainable Development Goals (SDGs) in our Princess 360° Program.



The "virtuous circle" of Princess 360° represents the 4 pillars of our program: the environment, social commitment, customers and the worker as an internal customer.

Princess Commitments



90° Environment

- Water use
- Waste management
- Energy saving
- Natural areas
- Reduction of CO2 emissions (greenhouse effect)
- Certification in sustainability

180° Social

- Social/cultural action
- Childhood protection

270° Our clients

- Customer Awareness and Satisfaction

360° Our employees, suppliers and collaborators

- External collaborators
- Team
- Health and safety

90°

Environment

Water use

In Tenerife every drop matters, the old settlers already used systems for their capture and distribution like the ditches.

Efficient measures applied at the hotel for water savings:

- Double discharge buttons on toilets.
- Detectors of presence in urinals of common areas.
- Single lever taps that facilitate flow regulation.
- Efficient showers and sinks with atomizers.
- Showers with thermostatic tap for water saving.
- Irrigation at dawn and with automatic control.
- Preventive maintenance of the facilities to prevent leaks and ensure their proper functioning.

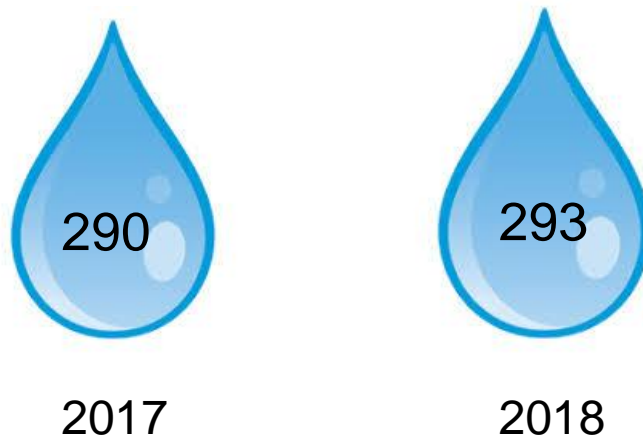
Directions to our guests

- Change of towels only if they are on the floor.
- Good consumer practices.

Awareness and training to our team:

- Our staff receives training focused on minimizing water expenditure.
- Code of Good Practices adapted to each department.

Hotel drinking water consumption in L / stay:



The slight increase in water consumption during 2018 is due to the cleaning of common areas (solarium, terraces, garages, etc.), due to the dirt generated by the works of the surrounding hotels.

Energy use

Energy consumption entails the release of CO₂ into the atmosphere, thus contributing to climate change.

That is why we apply measures for its reduction in the Hotel:

- Replacement of the luminaire with LED and low consumption.
- We have acquired efficient equipment to ensure the greatest comfort to our customers with rational energy consumption.
- Devices for automatic disconnection of air conditioning if customers open balcony doors.
- Presence sensors in bathrooms.
- Creation of an R&D department that works on the development of controls to improve energy efficiency (temperature control, ignition schedules, etc.).
- Cold opening taps for saving hot water.

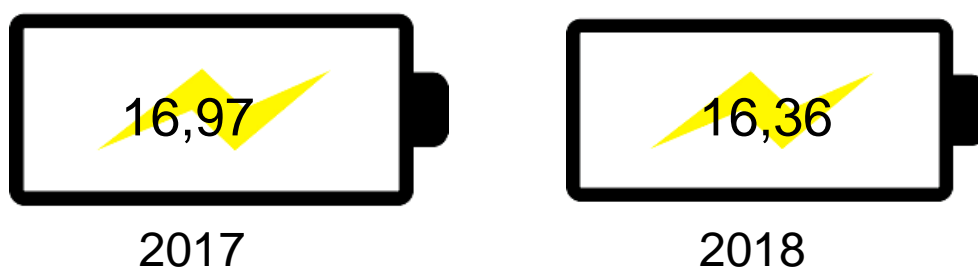
Directions to our guests:

- Indications of good consumption practices.

Awareness and training to our team:

- Our staff receives training focused on minimizing energy expenditure.
- Code of Good Practices.

Hotel energy consumption in kWh / stay (counting all energy sources):



Energy consumption (per hotel stay) decreased by 3% in 2018. This is mainly due to the lower consumption of gas due to the application of good consumption practices.

Waste management

The correct waste management is essential in an island system such as Tenerife.

In the Hotel we apply numerous measures to improve its efficiency. We always follow the 3 R rule. Reducing is the best way not to generate a waste.



- Product purchase in bulk and in large format to reduce packaging waste.
- Consumption reduction of dangerous chemical products through the use of certified organic products.
- Reduction of plastic bags by removing them from the rooms and common areas.



- Reusable bottles for cleaning products.
- Use of reusable cups in the pool areas.
- Refillable gel dispensers in bathrooms and showers.
- We opt for suppliers that make use of reusable containers.



- Waste separation facilities for subsequent management and recycling.
- Regulation for the treatment of any dangerous or special product.
- Hazardous waste manager authorized by the Canary Islands government

Directions to our guests:

- Recycling bins in common areas.



- Information on good practices in the directory and at the hotel reception.

Awareness and training to our team:

- Our staff receives training focused on reduction, reuse and recycling.
- Code of Good Practices.

Carbon footprint

The activities of the hotel sector generate gas emissions into the atmosphere, causing greenhouse effect and climate change.

In Princess we want to reduce the impact we generate in the environment by reducing this footprint in our hotels, which is why we have begun to calculate our carbon footprint.

What do we measure?

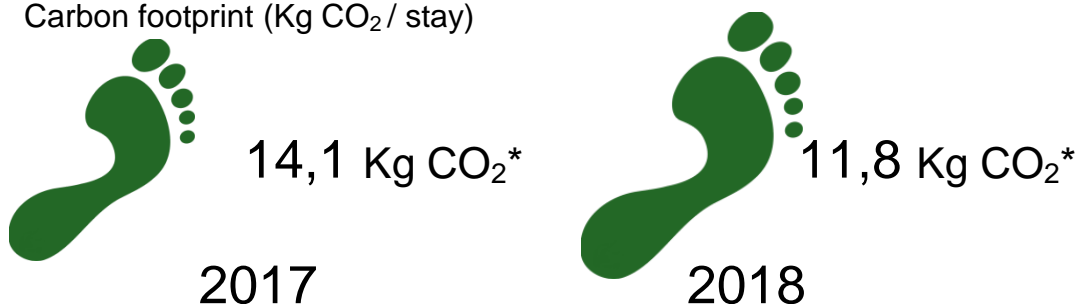
Direct emissions due to 2 factors: combustion of fossil fuels in the hotel and consumption of refrigerant gases.

Indirect emissions are due to hotel electrical energy consumption. The electrical production of the island is not 100% renewable, so it emits greenhouse gases. We take them into account!

Measures at the hotel to reduce emissions:

- Use of less polluting systems.
- Use of more efficient machinery and equipment.
- Preventive maintenance of equipment, improving its efficiency and prolonging its life, thus avoiding the manufacture of new materials.
- Change of refrigerant gases with others with a lower atmospheric heating potential (PCA).
- Bet on renewable energy.
- Code of good practices.
- Operational control to reduce consumption.
- Measurement of the carbon footprint of scope 1 (direct) and 2 (indirect energy) of the hotel.
- Commitment to reduce emissions.

Carbon footprint (Kg CO₂/ stay)



* Does not include consumption of refrigerant gases.

Natural areas

The protection of natural spaces with high ecological or landscape value is essential for its conservation.

We believe that the protection of these spaces is essential for the tourism sector, since it is up to the tourist to choose the Canary Islands as their destination.

The promotion to tourists of these spaces as well as the measures for their correct conservation is vital, as well as a differentiating element.

The Bahía Princess hotel (red circle) has 2 Natura 2000 spaces nearby:



Natura 2000 is a European ecological network of biodiversity conservation areas.

Its purpose is to ensure the long-term survival of species and habitat types in Europe, contributing to stop the loss of biodiversity. It is the main instrument for nature conservation in the European Union.

Natura 2000 areas near the hotel are:

- Barranco del Infierno: It is located in the highlands of Anaga. The presence of riparian habitats -in regression in the archipelago-, and of endangered species, confer great scientific and conservationist importance, especially when some of these species only live in that area, such as the chahorra (*Sideritis infernalis*).
- Teno-Rasca marine strip: This space is located in the western sector of the island of Tenerife. This marine strip has very varied funds and of great structural complexity. It has important meadows of “sebadales”, sea caves, reef structures,

etc. The fish community is represented by at least 358 species. The special conditions of warm and calm waters during much of the year, together with the great depths that are reached near the coast, offer unmatched characteristics for the presence of large and medium cetaceans, registering up to 22 different species. Some of them, such as the bottlenose dolphin or the short-finned pilot whale, maintain populations resident in the area throughout the year. In addition, the loggerhead turtle and the green turtle are usually present in its waters.

You can not fail to mention in the center of the island of Tenerife the Teide National Park. Created in 1954, it belongs to the system of national parks in Spain, the highest degree of protection of a natural area in our country. The Teide is formed by several volcanoes that have been overlapping and is the highest mountain in Spain (3,718 m.). Most of that set is located above 2,000 meters and covers an area of 18,990 hectares, this space being the best example of high mountain volcanic ecosystem in the Canary Islands.



Its unique flora full of endemisms includes a dozen endangered species, and invertebrates have exclusive forms of which only a few specimens are known.

Due to its significant and relevant geological and landscape values, to which it would be necessary to add its botanical and faunal importance as well as archaeological, cultural and historical, the Teide National Park became part of the list of World Heritage Sites in the convention of UNESCO World Heritage in 2007.

180°

Social

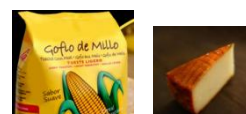
Social/ cultural action

The Bahía Princess hotel tries to contribute to the well-being of the different local communities in which we operate by generating development opportunities and supporting social projects.

How do we get involved, support and preserve the economy and culture of the local community?

Working side by side with companies committed to society, such as Sinpromi and Coordi, which employs people with disabilities.

Giving priority to local suppliers and products, thus improving the local economy.



Advertising local cultural and sports activities.

Involving our clients in the local culture, taking them to the South CIT on the day of the Canary Islands, where they can discover the traditions and folklore of the Canary Islands.



Collaborating with non-profit companies such as Caritas, Hospital Nuestra Señora de la Concepción, Hogar Santa Rita and Cruz Roja.



Participating in "Neighborhoods for Employment. This project consists in training actions to help integration of people belonging to vulnerable groups.



Childhood protection

Princess Hotels & Resorts is aware that child sexual exploitation is a scourge that affects the Tourism industry. That is why we subscribe to the following criteria:

- We have a child protection policy.



POLICY FOR THE PROTECTION OF CHILDREN

At Princess Hotels & Resorts we are fully committed to supporting the rights of children as stated by UNICEF, and in particular the following points:

- We train our staff on this issue.
- We provide information to customers through informative material.
- We adopt preventive measures to prevent development or dissemination of tourism programs that promote sexual contacts with minors.



**El comercio sexual
con personas menores de 18 años
es un CRIMEN**

270°

Our clients

Clients

At Princess Hotels & Resorts, customer satisfaction comes first as our success is based on it. That is why we seek above all that your stay at the hotel be as pleasant as possible. It is our team that establishes a close contact with the client, always serving them with a smile and anticipating their needs.

At Princess we work for the client's well-being:

- We take care of even the smallest detail, providing a personalized, warm and respectful treatment. We try to make the client feel at home.
- Healthy menus: Gastronomy is a basic pillar, we offer a variety of products suitable for all types of needs, with vegetarian options, gluten-free and lactose-free.
- We prioritize the local product, always prioritizing Canarian producers.



- Weekly there are thematic nights where the gastronomic richness of the clients is promoted with dishes from different cultures. In addition, one day a week the Canarian gastronomic culture is promoted with traditional food from the islands.
- Princess Hotels & Resorts offers its clients a complete program of activities with fitness classes, stretching, water exercises, etc. For all audiences.

AWARENESS

From their arrival to the hotel, we raise customer awareness about sustainability. We have information available at the hotel reception and guest rooms. Workshops are also held for children on recycling and sustainability.

360°

Our employees, suppliers and
collaborators

External Collaborators

We work daily to raise awareness of all involved parties in our hotel and to get them involved in sustainable management.

Suppliers:

Following our supplier policy, our purchasing department is always committed to companies that comply with respect for people, safety and environment (sustainability).

Sustainable purchases:

- Priority to local products (made in the Canary Islands).
- Use of cleaning chemicals with EU ECOLABEL certificate.
- Without using cleaning chemicals with hazard phrases H350 and H351 "can cause cancer".
- Cardboard containers instead of plastic.
- Reuse of all wooden pallets and fruit and vegetables boxes.

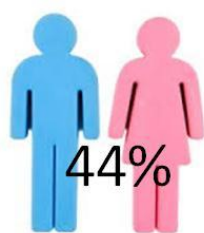
Outsourcing:

We choose companies that continue with the commitments that our group demands. We always coordinate with various companies to ensure that they comply with current legislation and that safety and health of their workers prevail.

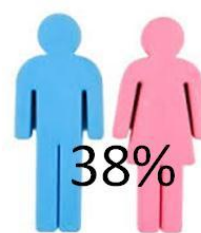
Team

Princess Hotels & Resorts Team is our main asset, which is why we prioritize their well-being while respecting fundamental rights.

- Legal: We comply with current labour legislation.
- Equality: We do not discriminate against any employee based on race, belief, nationality or gender. Proportion of women in the workforce, it decreased in 2018 due to the closure of the Guayarmina hotel. Permanent employees from Guayarmina get hired at Bahía.



2017



2018

- Security: We provide adequate security measures to protect our employees.
- Discounts: We offer reduced rates for employees in group hotels.
- Team / collaboration: We promote communication and teamwork.
- Representation: Respect for union representation and right of assembly.
- Information: Measures on safety, quality and sustainability in various documents presented in the personnel areas.
- Training: To promote personal development and help with continuous improvement, various training courses are carried out at all levels to keep our staff updated on sustainability, prevention, safety, etc.

Nº training provided:



11 trainings

2017



11 trainings

2018

Health and Safety

Canary Islands are characterized by being a safe destination. Success of the islands as a tourist destination depends on it. From Princess Hotels & Resorts we work every day to contribute.

- We continually evaluate our health and safety policies.
- Performing evaluations improving our team work (Ergonomic evaluations, Industrial hygiene, etc.).
- The machinery is maintained preventively to ensure its proper functioning. This reduces and prevents accidents and emergencies.
- Evacuation drills for various causes such as fire or bomb.
- We have a Food Hygiene control system (HACCP) implemented and audited at the different points of sale, with the aim of protecting our customers.
- Deal with customers implies that we have customer data to provide the service. Therefore we comply with the legal requirements set by the Data Protection Act (LOPD 3/2018).

We look for the causes of occupational accidents to take measures within our preventive culture and continuous improvement. This results in a low number of work accidents.

Goals

The spirit of improvement is marked in our values. To achieve this continuous improvement each period we set goals and assess their compliance.

Compliance with objectives set in 2017

- ✔ Reduce electricity consumption (kWh / stay)
Electricity consumption has been reduced by 0.3% in comparison with 2017.
- ✔ Change all the bulbs to LED or low consumption.

Goals 2020

Water consumption reduction (L / stay) by 5%

Flow restrictors will be installed in taps and showers. New push buttons on toilets.
Improvement of water management in swimming pools.
Awareness and implementation of good practices.

Electricity consumption reduction (KWh / stay) by 5%

Awareness of guests.
Implementation of good practices in the kitchen.

Continue collaborating with local community

Support of charitable activities.
Conducting conferences or seminars.
Client participation in cultural activities.

Increase and maintain equal opportunities

Respect for gender equality, ideologies and races.
Prioritizing internal promotions.
Continuous training.

Single use plastic reduction

Use of biodegradable straws.
Paper cups.
Remove the portions of butter packaged.

Reduction of office paper consumption by 50%

Single invoice to the client, without copy.
Integration of reservations automatically.
Use of new technologies to interact with the client.
Use of tablet's in F&B and technical services.
Pre check-in from mobile / computer.

Sustainability Certification

Since 2015 Princess Hotels and Resorts are certified with the international TRAVELIFE certification program, specializing in sustainability management in tourism industry, which guarantees responsible management and compliance with all sustainability commitments.



TRAVELIFE program has 163 requirements based on 13 categories that include the following topics:

- Good practices in Organizational Policies
- Labour Relations and Conditions
- Environment
- Compliance with legislation
- Local development
- Commitment to communities and customers

