



# SUSTAINABILITY REPORT

## 2018

Hotel  
JANDÍA 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 public report, exposed 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 beachfront holiday hotel, with traditional 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 the 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 closest environment, community and society in general.
- 4. Integrity** Carry out a responsible management based on honesty, trust and equity as fundamental values.



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 Fuerteventura every drop counts, the old settlers already used systems for their capture like the gaviás or the nateras. In the Hotel we take measures to avoid wasting water.

Efficient measures applied at the hotel for water savings:

- Volume reduction of discharge in the toilets.
- Efficient showers and sinks with atomizers.
- Water reuse to complete its cycle.
- Morning watering with automatic control to prevent water evaporation.
- Preventive maintenance of the facilities to prevent leaks and ensure their proper functioning.

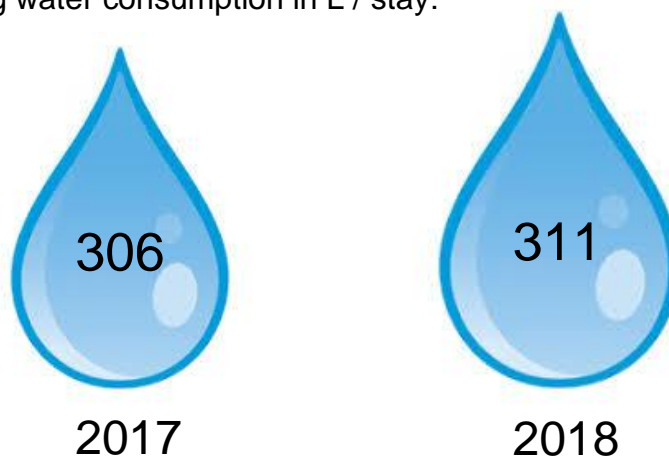
Directions to our guests

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

Sensitization and training to our team:

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

Hotel drinking water consumption in L / stay:



Water consumption per stay increased in 2018. This is mainly due to the lower number of stays in 2018.

We consider that this value is improvable so we have set an objective in that regard.



## Energy use

Energy consumption entails the release of CO<sub>2</sub> into the atmosphere, thus contributing to climate change.

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

- Replacement of lights with LED and low consumption.
- We acquire 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.
- Creation of an R&D department that works on the development of controls to improve energy efficiency (temperature control, ignition schedules, etc.).

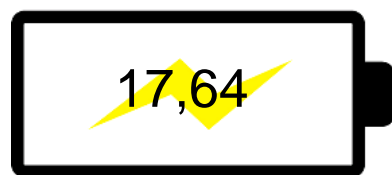
Directions to our guests:

- Indications of good consumption practices.

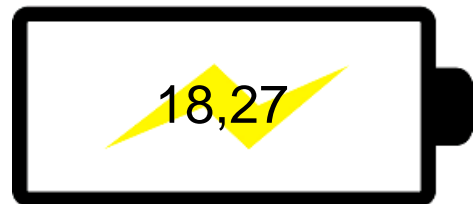
Sensitization and training to our team:

- Our staff receives training focused on minimizing energy consumption.
- Code of Good Practice.

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



2017



2018

The energy consumption per hotel stay has a slight increase in 2018.

## Waste management

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

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.
- Reduction of the consumption of dangerous chemical products through the use of certified organic products.
- Reduction of plastic bags by removing them from the rooms and common areas.



- Reuse of dosing 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.

Sensitization 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?

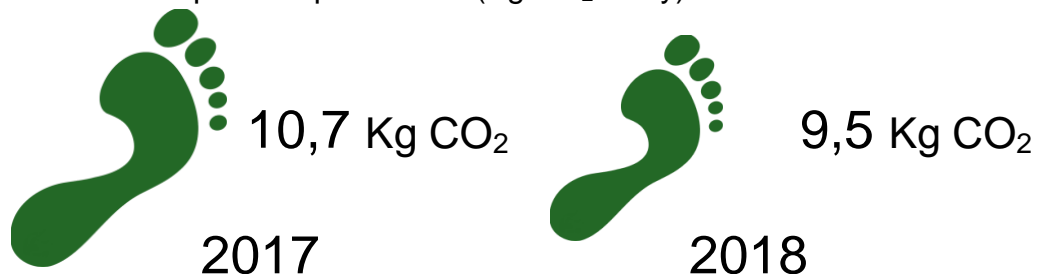
Direct emissions due to 2 factors: combustion of fossil fuels in the hotel and consumption of refrigerant gases.

Indirect emissions due to hotel electrical energy consumption. 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.
- Exchange of refrigerant equipment gases with others with a lower global warming potential (GWP).
- Bet on renewable energy.
- Code of good practices.
- Operational control over consumption.
- Measurement of the carbon footprint of scope 1 (direct) and 2 (indirect energy) of the hotel.
- Commitment to reduce emissions.

Carbon footprint scope 1 and 2 (Kg CO<sub>2</sub> / stay)



## Natural Areas

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

We believe that the protection of these areas 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 Jandía Princess hotel (red circle) has 3 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.

The Natura 2000 areas near the hotel are:

- Jandía: It encompasses much of the isthmus of Jandía, especially the mountainous area and the west coast. This reserve was completed because it has all the important habitats of the island and has a large number of endemisms. Only in flora there are 7 species of plants that are only found in this natural park, 2 endemisms of Fuerteventura and 27 endemisms of the Canary archipelago.

- Matorral Beach: This protected area corresponds to the Jandía saladar. The salt flats are habitats in regression throughout the archipelago; very few remain in good condition. They have an important floristic wealth and serve as important areas for seabirds landing.
- Sotavento de Jandía beaches: It is a marine reserve in the southeast of the island. His statement is due to the presence of natural habitat type of community interest, sand banks permanently covered by shallow seawater and species of community interest *Tursiops truncatus* (bottlenose dolphin) and *Caretta caretta* (loggerhead turtle).

In addition, we promote the use of native flora in the facilities. This is the case of the Canary palm (*Phoenix canariensis*) endemism of the Canary Islands, whose population is inventoried and protected.



Because native flora is more adapted, needs less resources.

180°

Social



## Social/cultural action

Princess Hotels & Resort tries to contribute to the well-being of different local communities in which we operate generating development opportunities and supporting social projects. Specifically in the Jandía Princess, as an entity integrated in the community, we feel the obligation to contribute to the improvement and greater well-being of the social environment where we operate, generating opportunities for economic and social development.

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

Collaborating with companies committed to society, such as "NOVAVIDA" which employs people with disabilities.

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



Local sport through sponsorship of the Jandía Saladar Fight Club.

Advertising and organizing cultural and sports activities such as the Wind & Kitesurf World Championship, the charity concert of Pájara band, parties a traditional island music group.



Offering training for both our employees and the local community through conferences such as the one given by the actor El Langui in which special emphasis is placed on personal and professional improvement.

Preparing future generations; organizing guided tours for students in hospitality training cycles.



## Childhood protection

Involved against child exploitation.

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 like 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 the arrival to the hotel, we raise customer awareness about sustainability in their stay. We have information available at the hotel reception and in the 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.

### 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 your well-being while respecting your 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, is at the level of the active population of women on the island, which is 46%.



- 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.

Training hours:





## 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 to improve 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).

## Goals

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 2016

- ❌ **Reduce electricity consumption (kWh / stay) by 5%**  
Electricity consumption has been reduced by 3.5% but the target has not been reached. The main measure taken has been the adoption of good practices and the replacement of a low-consumption luminaire.
- ✅ **Reduce drinking water consumption (L / stay) by 5%**  
Water consumption has been reduced by 13%. This has been achieved thanks to the measures taken as the application of flow reducers in taps.
- ✅ **Urban waste reduction**  
Compost is made with the remains of the pruning of the hotel gardens. We ask our suppliers to reduce packaging and use reusable packaging. Emphasis is placed on the correct recycling of waste.
- ✅ **We avoid leaks of chemical products**  
Our goal is to maintain 0 leaks = 0 accidents
- ✅ **Increase the number of local suppliers by 5%**  
The number of local suppliers has been increased and we keep working to increase it.
- ✅ **Increase in the contracting of services to local companies**  
We work mainly with local companies.
- ✅ **Collaborate with social aids in the community**  
Collaboration with institutions that help various causes and support local Sports Clubs.  
We want our clients to become part of this custom and collaboration.  
We collect plastic bottle caps, which we proceed to deliver to charities.
- ✅ **Increase and maintain equal opportunities**  
Respect for gender equality, ideologies and races.  
Prioritizing internal promotions.  
Continuous training. Every year more and more varied trainings are given to the staff.  
Since 2016, more than 10 workers have been promoted.

## Goals 2020

*Water consumption reduction (L / stay) 2%.*

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

*Reduction of LPG consumption (Kg / stay) by 3%*

Progressive change with more efficient boilers.  
Reduction of faucets flows leads to a lower cost of hot water.  
Awareness and implementation of good practices in cooking.

*Continue collaborating with the 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.

## 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
- Labor Relations and Conditions
- Environment
- Compliance with legislation
- Local development
- Commitment to communities and customers

