

# *Sustainable Report*

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In Princess Hotels & Resorts, we are working very hard in order to have a positive effect for our environment and also for the local community.



Hotel Maspalomas Princess and Hotel Tabaiiba Princess Management

15.10.2017

## *Our Vision*

Princess Hotels & Resorts are family hotels which respect the environment and the multicultural diversity of different places and communities where we work.

We are committed to improve our services, facilities and guest's satisfaction, taking into consideration the well-being of our employees, the local community and their environment.

## *Our Mission*

As part of this multicultural family our responsibility to develop and maintain our sustainable politics in the interest of strengthen tourism, be a source of wealth and permanent prosperity for the region and for our business.

We do the following actions:

- We transmit the importance of the environment protection to our employees, guests and suppliers.
- Contribute to enhance the life style of the local community and supporting their culture and economy.
- Reaching guest's satisfactions in order to become loyal guests

## *Environmental Responsibility*

In Maspalomas Princess and Tabaiaba Princess we reduce the environmental impact through the control of our water, energy and residue consumption. Materials, chemical products are picked up by companies, who are authorized for their recycle and processing.

### **How we manage, reduce and minimize our impact on the environment?**

#### Reduce:

- Reducing the consumption of lightening with LEDs bulbs.

- Reducing the consumption of water with flow limiters and also our and our sprinkler system runs with timer switches and flow limiters
- We do not put plastic bags in the bins of rooms, public areas and public toilets.
- Investigating in new technologies, which are energy savers.

#### Reuse:

1. Reusing the plastic bottles for cleaning. The products of cleaning arrive in eco pack and the cleaning ladies can refill their bottles.
2. The soap dispensers are refillable in every room and public toilets.
3. Around the pool area, we use plastic glasses, which are reusable.

#### Recycle:

1. Separating every residue and recycling every possible material: paper, carton, glasses, plastics, batteries, bulbs and aluminum cans.
2. Collecting the tired oil from the kitchen in the interest of converting it into bio diesel.
3. All of the chemical products are collected by their own suppliers.

## *Labor Responsibility*

In Maspalomas Princess and Tabaiba Princess we are aware, that our staff is our main resource, therefore we give priority for their well-being and their fundamental rights.

### **How we make sure that we have good working conditions for our employees and how we protect human rights?**

1. Complying with current labor legislation regarding hiring, working hours and disciplinary procedures.
2. Maintain the above mentioned subject according to the legislation
3. Respecting the laws of equality and human rights by not discriminating any employee for reasons of race, belief, nationality or gender.
4. Implementing health, safety and hygiene procedures.

5. Offering discounts for our employees, that they can enjoy our other hotels in a low rate.
6. Respecting the representation of labor union and the right of assembly

Find enclosed the attached excel table, which shows exactly that we are definitely not discriminative and we contracts employees regardless their gender, race:

<b>Report of employees from Hotel Maspalomas &amp; Tabaiba Princess</b>				
<b>Employees</b>	<b>2016</b>	<b>%</b>	<b>2017</b>	<b>%</b>
<b>Men</b>	178	46%	179	46%
<b>Women</b>	208	54%	212	54%

Furthermore our Human resource department is establishing an equality policy, which is going to be implemented in our daily procedures.

On the other hand we organize different type of courses to improve our employees knowledge.

Courses in 2016 and 2017:

**2016:**

- Food handling
- Allergen courses
- Fire protection 1 and fire protection 2
- Knowledge of pool maintenance
- Knowledge of Legionela
- Child protection
- Basic vital support courses
- Environmental awareness courses
- Waste Management courses

**2017:**

- Food handling
- Environmental awareness courses
- Allergen courses
- Basic vital support courses
- Fire protection 1 and fire protection 2
- Knowledge of Legionella
- Knowledge of pool maintenance

**2018:**

- We will have the following courses:
- Knowledge of Legionella
- Responsibles for the investigation of accident
- Food handling and Allergen courses
- Fire protection 1
- Sustainable tourism: managing resources, knowledge of environment, agreement with the local community and child protection.
- Data Protection
- We will have much more courses.

### *Responsibility towards the local community*

At Princess, we try to contribute to the welfare of the different local communities in which we operate, generating opportunities for development and supporting social projects.

Especially in Hotel Maspalomas Princess and Tabaiba Princess, as part of the community, we feel obligatory to contribute the improvement to the greater well-being of the social environment where we operate and generate opportunities for economic and social development.

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

1. Through a direct recruitment policy that seeks talent within the local community.
2. Paying all our taxes locally and without delay, thus contributing to the improvement of local infrastructure.
3. Promoting local markets, shops, restaurants, local businesses and surroundings among our guests, tour operators and business partners.
4. We work together with 71 local suppliers, out of 115, so it means that more than 62 % of our suppliers are local suppliers.
5. Child protection → Child protection policy.
6. The abuse against children is pursued in the Canary Islands, as in all of Europe, but we train our staff to be attentive.
7. We collaborate with CAIPSHO (homeless shelters) every year with meal.
8. We collaborate with the “Niños del mundo” association with food.
9. We collaborate with suppliers, who are committed to the society, like our external laundry, called “ilunion” who have more than 13,000 of disabled employees.
10. We support the different religious festivity in San Fernando with meal.



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