

SUSTAINABILITY REPORT

GLORIA PALACE SAN AGUSTIN

Thalasso & Hotel

Period | January - December 2017

GLORIA
Thalasso & Hotels

www.gloriapalaceth.com

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INTRODUCTION

Sustainable tourism is an exceptional opportunity to combine the activity of leisure and relaxation of the human being with its surroundings. Achieving that human activity has a null environmental impact is practically impossible, but it is within everyone's reach to make it as small as possible, in order to facilitate its assimilation and preserve natural resources, unique environments, flora and fauna, etc. , these aspects that if exhausted, would endanger the very survival of the human species, as well as cause an irreversible damage to the tourist activity. That is why at GLORIA Thalasso & Hotels we have done intense work for more than a decade to reach our goal ECO GLORIA 20/20, integrating it within its main strategic objective: sustainable development. We have achieved that 25% of the energy consumed comes from non-polluting renewable sources. The use of solar thermal energy, as well as aerothermal, allows us to drastically reduce atmospheric emissions, complying with the Kyoto Protocol on climate change of the United Nations and the core

objective of the aforementioned Project. These important results place GLORIA Thalasso & Hotels to date as one of the reference tourism companies and leaders in the application of Sustainable Tourism.

[GLORIA PALACE SAN AGUSTIN Thalasso & Hotel](#) adapts to the guidelines set by the EMAS Regulation. Adherence to this Regulation is a voluntary decision from the business point of view, although motivated at all times by the growing interest of the company in view of addressing the increasing awareness of customers, employees, tour operators, etc. with the aspects related to the environment and the imperative need to contribute in reducing the adverse effects of the activity we develop.



DESCRIPTION OF THE ESTABLISHMENT

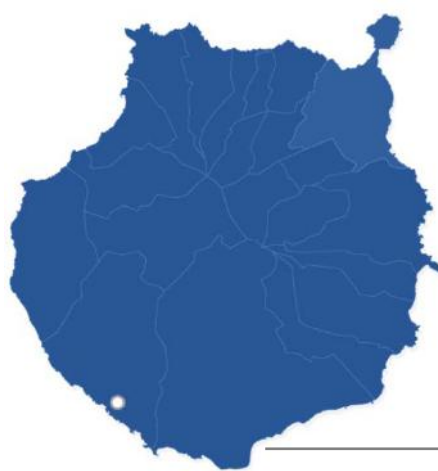
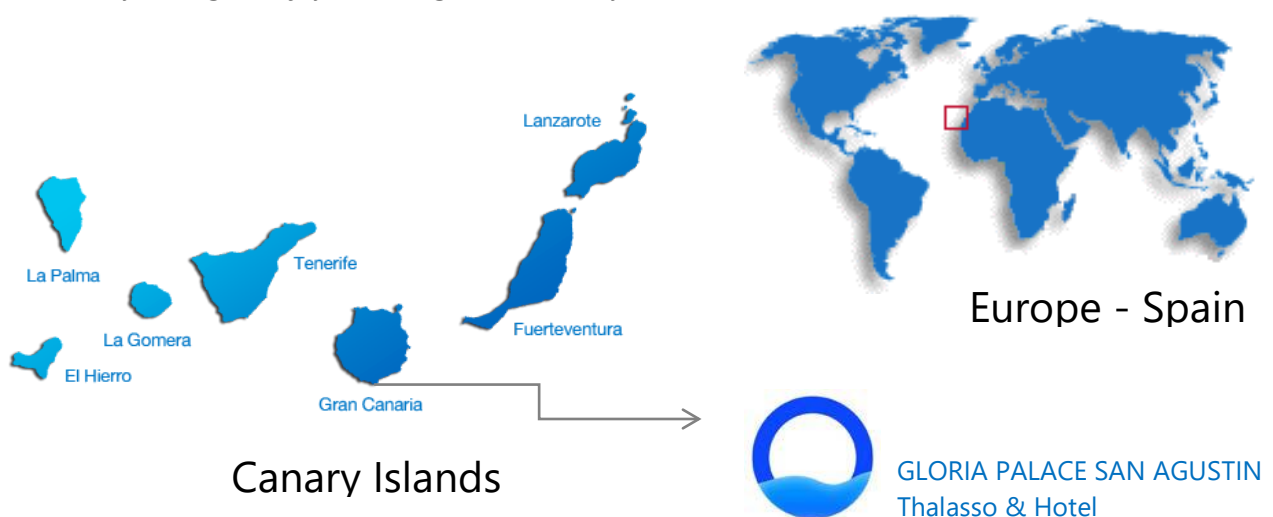
| | |
|--|---|
| <i>Establishment Name</i> | GLORIA PALACE AMADORES THALASSO & HOTEL |
| <i>Category</i> | 4-Stars Hotel |
| <i>Business Activity</i> | HOSPITALITY INDUSTRY (ACCOMMODATION, RESTAURANT AND THALASSOTHERAPY ACTIVITY) |
| <i>C.N.A.E. (National Classification of Economic Activities)</i> | 55.10 |
| <i>Company</i> | TOURIN EUROPEO S.A. |
| <i>Address</i> | C/ Las Margaritas S/N C.P. 35100 San Bartolomé de Tirajana |
| <i>Hotel Address</i> | C/ La Palma N° 2, C.P. 35139 Mogán Gran Canaria – Islas Canarias |
| <i>Telephone</i> | 928 128 510 |
| <i>E-mail</i> | info.amadores@gloriapalaceth.com |
| <i>Webpage</i> | www.gloriapalaceth.com |
| <i>Number of Rooms</i> | 392 |





LOCATION

Gran Canaria is one of Europe's leading holiday destinations, with over 3 million tourists in recent years. Over 60km of beaches and an annual average temperature of 22° offer a unique, safe and friendly setting to enjoy an unforgettable holiday.



Gran Canaria

Gloria Palace San Agustín Thalasso & Hotel is located in a quiet area of the south-east of Gran Canaria. The flag-ship hotel of the chain is defined by its sea-views, great food in all its bars and restaurants and an extensive range of Wellness services in its Thalasso Gloria centre, one of the most complete in all of Europe. Furthermore, the 2-bedroom family suites and the friendly, familiar service from the staff make it the ideal hotel to enjoy a family holiday too.



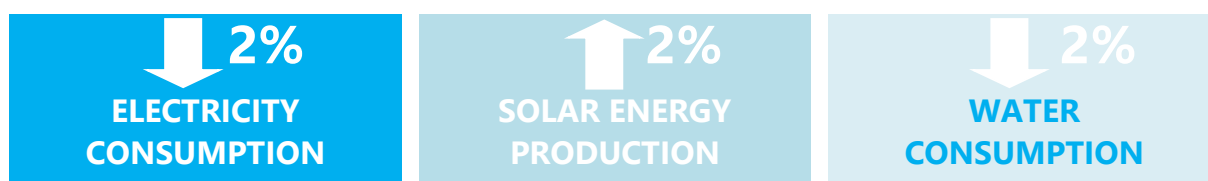
GLORIA Thalasso & Hotels (TOURIN EUROPEO S.A.) is committed to providing well-being through hospitality and service of the best quality which contributes to the sustainable growth of the company and the environment where they operate, by assuming the following Management Policy applicable to Hotel, Restaurant, Laundry and Thalassotherapy/Spa services:

- To obtain the highest satisfaction of the customer's needs and expectations in order to achieve the customer's loyalty using the necessary resources to get the objective.
- To maintain a permanent adaptation of the compliance with legislation and current normative. This has to be applied due to our activities and geographic location, as well as the one that the company voluntarily endorses, and any other requirements that apply to us, respecting and supporting the fundamental Human rights recognized internationally within our sphere of influence and paying special attention to the principle of no discrimination in all areas and child protection.
- To promote, internally, externally and actively, the protection of the environment, including the prevention of pollution.
- To establish objectives and goals to guarantee the continuous improvement of our management (quality, environmental and energy management), the Organization's environmental behaviour and the energy performance. Evaluate, control and reduce the environmental impacts caused by the company to prevent pollution, ensure the availability of information and resources to achieve the objectives and do internal and external audits of the system in order to verify its proper functioning.
- To contribute with the necessary resources to guarantee the staff training which guarantees the compliance with this policy as well as the participation and involvement. This will promote the team work and the necessary interdepartmental collaboration and communication, creating personal and professional development opportunities that consequently will contribute efficiently to the sustainable development of the company.
- To sensitize the staff and customer towards a greater sustainability, facilitating their participation in order to minimize the environmental impact from the activity.
- To raise awareness and induce to products and service providers and other collaborators to focus on quality, environment, energy management and occupational risk prevention.
- To support the acquisition of energy efficient products and services and to design our processes in such a way as to achieve an improvement of the energy performance.
- To support the economy, culture and local traditions, giving priority to: offer our services to people from the locality; local products and providers and spread to our customers the local gastronomy, festivals and traditions.

The General Management adopts these principles and agrees to stick to them and review them in order to continually improve the Management System in place. They will consider complementarily objectives in line with them and follow them up through management indicators. All the parties of GLORIA THALASSO & HOTELS have to be involved with this Policy and give priority to the joint efforts for its achievement.



ENVIRONMENTAL OBJECTIVES 2017



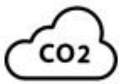
| Core indicators 2017 | | |
|---|--|----------------------------------|
| Global Production | Figure B | |
| Cumulative stays | 354.152 | |
| | Cifra A | Cifra R |
| Electric power consumption | 4.125,64 MWh | 0,01165 MWh / stay |
| Energy consumption to produce cold | 1.534,01 MWh | 0,00433 MWh / stay |
| Propane consumption | 327,13 MWh | 0,00092 MWh / stay |
| Diesel consumption | 12,10 MWh | 0,000034 MWh / stay |
| Solar energy consumption | 1.266,78 MWh | 0,00358 MWh / stay |
| Biomass energy consumption | 2.814,70 MWh | 0,00795 MWh / stay |
| TOTAL ENERGY CONSUMPTION | 0,0285 MWh/stay | |
| Hypochlorite consumption | 57,805 tn | 0,000163 tn / stay |
| Chlorine consumption | 0,855 tn | 0,0000024 tn / stay |
| pH consumption | 5,35 tn | 0,0000151 tn / stay |
| Bromine consumption | 2,80 tn | 0,0000079 tn / stay |
| ANNUAL MASS-FLOW | 0,00015 toneladas/estancia | |
| Water consumption | 75.187 m ³ | 0,2123 m ³ / stay |
| OVERALL ANNUAL WATER CONSUMPTION | 0,2123 m³ / estancia | |
| Generation of hazardous waste | 0,41 tn | 0,0000012 tn / stay |
| OVERALL ANNUAL HAZARDOUS WASTE | 0,0000012 tn / estancia | |
| Generation of non hazardous waste (oil) | 2.270 litros | 0,0064 litros / stay |
| Generation of non hazardous waste | 220,66 tn | 0,000623 tn / stay |
| OVERALL ANNUAL WASTE GENERATION | 0,000623 tn / stay | |
| Overall Atmospheric emissions | 1.704,72 tn CO ₂ | 0,0048 tn CO ₂ / stay |
| Biodiversity | 28.414,8 m ² | 0,08023 m ² / stay |
| Carbon Footprint | 1.704,72 tn CO ₂ | 0,0048 tn CO ₂ / stay |

SOCIAL PERFORMANCE

Group Value



We work with suppliers based on a quality criteria and commitment with the environment where we operate.



Proximity purchases.

We promote the proximity purchases to reduce CO2 emissions.



Low consumption products.

We incorporate products that are low energy consumption (computer and office equipment) and that do not contribute to the greenhouse effect.



Long-Life products.

Products which have a long service life or returnable products such as glass bottles instead of plastic bottles for drinks.



A batch buying.

Batch buying to minimize wastes.



Goods in bulk.

Delivering and packaging of goods in bulk rather than by single unit.



Disposable and used products.

Collection, recycling or reuse of waste produced by the supplier.



We inform our guests how they can contribute to the development of a Responsible tourism, in order to make their trips an enriching experience. We also offer information about activities, religious and cultural events that take place in the vicinity of our Hotels.



We are part of the Federation of Hospitality and Tourism entrepreneurs of Las Palmas (FEHT) and we are associated with the Island Association of Hotels and Apartments entrepreneurs of Lanzarote, Gran Canaria Spa, Wellness & Health Association, Nautical Station Gran Canaria and Gran Canaria Tri, Bike & Run Association.



Most of our staff lives locally or nearby, which provides welfare and economic stability of the population.

2017
GLORIA PALACE AMADORES
Thalasso & Hotel
AVERAGE STAFF

226

WOMEN

50%

HOMBRES

50%



Risk Assessment. We have our own Risk Assessment Department to train and inform all our employees about the risk each of them have in their jobs in order to reduce workplace accidents. We endeavour to ensure the safety and promote the health, diversity and wellbeing of our people.

- ♥ **Annual Training Plan** designed on the basis of all identified training needs in a personalized way. It includes training actions about social, economic and environmental sustainability to increase our competitiveness, as well as to facilitate the professional and personal development of everyone who works for GLORIA. During 2017 the Company has invested 117.006€ in training programmes and 23.853€ in actions for the skills development. 464 personnel have participated in the training courses that have been organised.
- ♥ **CAR** (Commitment-Action-Result) this is our talent development and performance management system. It allows us to become self-conscious of gaps between where I am today and where I want to be, and working with action plans in order to develop our strengths and improvement in all areas.
- ♥ **Mentoring Program** to facilitate and support development of talent.
- ♥ **ISCI** (Employee Satisfaction Index). Every six months we ask all our employees, to complete a questionnaire and based on their feedback we commit to them to carry out specific actions, encouraging the participation of all the staff.
- ♥ **Advantages for our employees and their family.** They can enjoy all the services in GLORIA Thalasso & Hotels, while benefiting from advantageous discounts.
- ♥ **Labour integration of disabled or people at risk of exclusion.** Cooperation agreement with a special job centre (Desarrollo Social CEE), to provide auxiliary services. The annual invoicing amounted 1.1€ billion in 2017.
- ♥ Regular communication with local administrations and associations supplying job opportunities.



FUNDACIÓN ADECCO

NOS IMPORTA
LO QUE A TI
MÁS TE
IMPORTA.
LA FAMILIA



Our company adheres to “**Red Canaria de Responsabilidad Social empresarial**”, and follows the principles of the United Nations Global Compact as an internal reference framework for designing the Company’s Corporate Responsibility strategy and management.

We have joined in with the UNICEF campaign “**HOTELES AMIGOS**”. This initiative envisages both customers and employees donations. After 5 years, more than 150.000€ has been already raised due to the commitment of clients and employees.

In 2017 we renewed our engagement with **ADECCO FOUNDATION**, launched in 2015, with the aim to carry out and to promote joint actions in the area of corporate diversity and socio-occupational integration. One of these initiatives is the “**Plan Familia**”. This Plan focuses on employees who have a family member with a certified disability equal to or greater than 33 per cent.

Core activities are orientation, advisory and accompanying the person with disabilities, providing necessary resources for each case. Thereby we want to contribute to improving the living conditions of our employees and their families, by providing for specialized assistance in order to acquire the tools and resources needed which facilitates access to employment in order that they can lead a normalized life.

Engagement with local governments to support measures aimed at the most disadvantaged social groups. We also offer our accommodation infrastructure in case of emergency or natural disasters.

In 2017 we have maintained our collaboration through contributions, to **CAIPSHO SAN FERNANDO CARITAS DEL SUR**, that works to improve the life and social conditions of people who demand their essential subsistence needs. For 4 weeks a year we provide 30 full meals a day, from Monday to Sunday, for people occupying the centre’s 30 places.

We have also helped with events and **Fundraising Activities** for UNICEF, Las Palmas Down Syndrome Association, Spanish Association against Cancer (AECC), Gran Canaria Deaf persons Association and Alzheimer’s Association, among others.

In the field of **culture and sports**, other highlights include our commitment to BCC Dance School, as well as sports clubs events, among others, Club Daysan, Club Praxis (rhythmic gymnastics), or Arenas Sur School (Solidarity Run)

In conjunction with the city council of Mogán and Cabildo of Gran Canaria, we have supported initiatives such as the **GLORIA MOGÁN OPEN WATER** and the **GLORIA CHALLENGE MOGÁN GRAN CANARIA**. This event has made Gran Canaria, Mogán Amadores Beach and the coastline around the municipality of Mogán once again be the stage for a top world triathlon event.



TRAVELIFE

GLORIA PALACE SAN AGUSTIN Thalasso & Hotel have been certified with the TRAVELIFE international certification programme, which specialises in sustainability management for the tourist industry and guarantees responsible management and fulfilment of all the sustainability commitments.

The TRAVELIFE programme consists of 163 basic requirements based on 13 categories that encompass the following themes:

- Best practice in the organisation's policies.
- Human rights.
- Labour conditions and relations.
- Environment.
- Compliance with legislation.
- Local development.
- Commitment to communities and customers.

ISO 9001:2015

GLORIA PALACE SAN AGUSTIN Thalasso & Hotel has been approved by Lloyd's Register Quality Assurance to the Quality Management System **ISO9001:2015**, applicable to Hotel, Restaurant and Thalassotherapy services.

Certificate No: **SGI 6005232** Validity date: 20/01/2021

ISO 14001:2015

GLORIA PALACE SAN AGUSTIN Thalasso & Hotel has been approved by AENOR, **GA-2006/0320**, to the Environmental Management System ISO14001:2015.

Validity date: 09/08/2021

EMAS

GLORIA PALACE SAN AGUSTIN Thalasso & Hotel has an environmental management system that complies with the requirements of Regulation EC N° 1221/2009 modified by the EU Regulation 2017/1505, certified by AENOR, **VM-12/033**

EMAS REGISTRATION No ES-IC-000106

Validity date: 09/08/2019