



Mogán Princess **** Sustainability report

At Princess Hotels & Resorts, we work hard to develop a responsible management to positively impact our environment and the local community.

Mogán Princess Management
01/03/2018



Our vision

Princess Hotels & Resorts is a family hotel company with a vocation of respect towards the environment and the multicultural diversity of the different places and communities where we operate.

We are present in such different realities as Spain, Dominican Republic and the Mayan Riviera in Mexico, where we intend to improve the quality of our services in order to maximize our client's satisfaction, develop a responsible policy towards our employees and contribute to the wellbeing of the local communities and its environment.

Objectives

As part of this multicultural family, we at Mogán Princess are totally committed to developing a sustainable policy on tourism as a source of wealth and permanent prosperity for the region and for our business.

For this, we focus our efforts on:

- Transmitting our staff, guests and suppliers the importance of preserving the environment by minimizing our ecological impact
- Contributing to improve the lifestyle of the local community by supporting their cultural tradition and economy
- Seeking customer satisfaction in order to achieve their loyalty through excellence
- Motivating our employees through fair, legal and equal labor management
- Investing in energy efficient technology and innovation
- Managing ethically and transparently

Environmental sustainability

At Mogán Princess, we focus on reducing the environmental impact by controlling our water, energy and waste consumption.

The hazardous materials / substances are removed by companies authorized for their treatment and recycling.

¿How do we manage, reduce and minimize our impact?

Reducing:

- Reducing the water consumption with flow limiters and double flow pulsers in the tanks.
- Installing switches with timer, regulated according to the hours of natural light: At 00:00 the whole exterior lighting of balconies and pool is turned off.
- Investing in the purchase of new more efficient technologies in terms of energy consumption.
- Reducing the amount of plastic bags we use, eliminating them from the bins in the rooms and common areas.
- Reducing cardboard packaging and asking our suppliers to make use of reusable containers.
- Reducing the consumption of electricity with LEDs and other low consumption bulbs.
- Reducing packaging waste by buying in bulk.
- Reducing the consumption of chemical products through the use of new ecological products.

Reusing:

- Reusing plastic spray bottles for cleaning products.
- Reusing old linen as cleaning clothes.
- Reusing storage containers.
- Using refillable gel dispensers in the bathrooms throughout the hotel.

Recycling:

- Separating waste and recycling all possible materials: paper, cardboard, glass, plastics and aluminum cans.
- Collecting the used oil from the kitchen, which is removed by a specialized company for its treatment and use as a biofuel.

The empty containers of chemical products used for the maintenance of swimming pool water, as well as those of other toxic products such as paints or solvents, are always withdrawn by the same supplier companies. In concrete, all the following toxic products are removed by the company that provides them:

- Sodium hypochlorite
- Hydrochloric acid
- PH reducer
- Algicide
- Granulated Trichlor
- Liquid Flocculant
- Paint thinner
- Namel paints
- Plastic paints
- Energy saving lightbulbs
- Fluorescent light bulbs
- Batteries
- Toner
- Computer components
- Wifi antennas
- Mobile phones

HISTORICAL PROGRESS IN WATER SAVING, SEE ANNEX I

HISTORICAL PROGRESS IN ENERGY SAVING, SEE ANNEX I

HISTORICAL PROGRESS IN WASTE MANAGEMENT, SEE ANNEX II

Social sustainability



At Mogán Princess, we know that our staff is our main asset; therefore, we prioritize their welfare by respecting their fundamental rights.

How do we support and respect our employees and their human rights?

- Complying with current labor legislation regarding hiring, work hours and disciplinary procedures.
- Insuring their health according to legislation.
- Respecting the legislation on equality and human rights by not discriminating against any employee for reasons of race, belief, nationality or gender.
- Providing healthy menus (breakfast, lunch and dinner) for all our employees on duty, respecting their dietary requirements in case of health issues, religious beliefs and vegetarian options.
- Implementing health, safety and hygiene procedures.
- Providing adequate security measures to protect our employees from any external or internal threat.
- Offering reduced rates for employees who can enjoy stays at other hotels throughout the hotel chain.
- Providing areas where our employees can enjoy their breaks and arranged schedules during their work hours according to legislation.
- Respecting union representation and assembly rights.
- Promoting teamwork and internal communication.

In the attached table, we can see the evolution of the hiring of Mogán Princess, with the breakdown of employees by gender and nationality, which shows compliance with the company's conviction regarding equality and non-discrimination:

	STAFF HIRING REPORT – MOGÁN PRINCESS		
	2015	2016	2017
Employees n.	147	151	155
Men	71	72	80
Women	76	79	75
Nationals	134	143	145
Non nationals	13	8	10

In this regard, our Human Resources Department is immersed in the creation of an Equality policy, which will reflect the internal regulations to which we commit ourselves and which we actually put into practice in our recruitment process.

On the other hand, we encourage the training of our workers and therefore, the internal promotion, through training courses:

2016:

- Food handling
- Environmental awareness
- Course on allergens
- Basic life support and DESA
- Fire protection level I
- Fire protection level II
- Waste management (Ecoembes)
- Protection of minors from sexual exploitation
- Legionellosis
- Pool maintenance

2017:

- Food handling
- Course on allergens
- Basic life support and DESA
- Fire protection level I
- Fire protection level II
- Legionellosis
- Pool maintenance

2018:

Increase in the number of training courses, for which only so far this year, courses on:

- Investigation of accidents (01/31/2018)
- Work training at height (02/23/2018)
- Prevention in the workplace (02/27/2018)
- Manipulation of loads (02/27/2018)
- Legionellosis (05 to 09/03/2018)
- Sustainability in the tourism sector, including: Resource and environmental management, Commitment to the local community, Protection of children against abuse, among the most notable modules (08/03/2018)
- Data protection (03/21/2018)

In addition to having already scheduled courses in food handling, postural hygiene, firefighting, cooking specifics: Italian cuisine or pastry, etc., so during this 2018, we plan to increase the training significantly by more than 50%.

Sustainability of the local community

At Princess, we try to contribute to the welfare of the different local communities in which we operate by generating development opportunities and supporting social projects. Specifically, the Princess Mogán, together with the Princess Taurito (same Management), as entities integrated in the Community, commit themselves to contribute to the improvement of the social environment, generating opportunities for their economic and social development.

- **How do we get involved, support and preserve the economy and culture of the local community?**
- Through a direct recruitment policy that seeks talent within the local community.
- Paying all our taxes locally and without delay, thus contributing to the improvement of local infrastructure.

- Promoting local markets, shops, restaurants and businesses in the municipality among our guests, tour operators and business partners.
- Prioritizing local suppliers and products, thus improving the local economy.
- Protecting children. The abuse against them is pursued in the Canary Islands, as in all of Europe, but we train our staff to be vigilant.
- Supporting and contributing to the social work institutions such as the Red Cross or the Association against Alzheimer of the Canary Islands.
- Collaborating with the local Red Cross, through the daily donation of food, as well as involving our clients, by giving them the possibility of making monetary donations in our hotel.
- Donating stays and services for their draw in charity acts organized by the Canarian Association against Alzheimer.
- Collaborating with suppliers committed to society, such as our external laundry company "Ilunion", part of the "ONCE" foundation, which employs more than 13,000 people with disabilities throughout Spain.
- Donating stays to the City of Mogán, to accommodate participants in events that promote local culture and sustainability. In 2017, we donated 6 stays for the "28th Meeting of Veneguera" to promote local music, respect for the environment and ethnography of the Municipality.



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