



**insotel**  
HOTEL GROUP

## CORPORATE SOCIAL RESPONSIBILITY REPORT & ENVIRONMENTAL POLICY



## QUALITY AND ENVIRONMENTAL POLICY

At Insotel Hotel Group we are committed to client satisfaction and loyalty. We provide high quality products and services and focus on the welfare of our clients and encourage our staff to work as a team, to achieve the targets set and to continuously improve the Group's different procedures.

Aware of the need for its activities and services to be carried out with the appropriate respect for the environment in order to achieve sustainable tourism, Insotel Hotel Group has made the following commitments:

1. Comply with current tourism and environmental legislation.
2. Determine the environmental impact of our business and prevent contamination.
3. Raise awareness, encourage training and communication related to the environment among collaborators, clients, suppliers and the people and companies involved in developing and implementing the principles of this environmental policy.
4. Guarantee the continued improvement of our environmental management by establishing goals and targets to preserve the environment, carrying out audits to check the system's documentation, implementation, maintenance and performance.
5. Protect the environment, including the prevention of contamination and other specific commitments applicable to the organisation's situation.

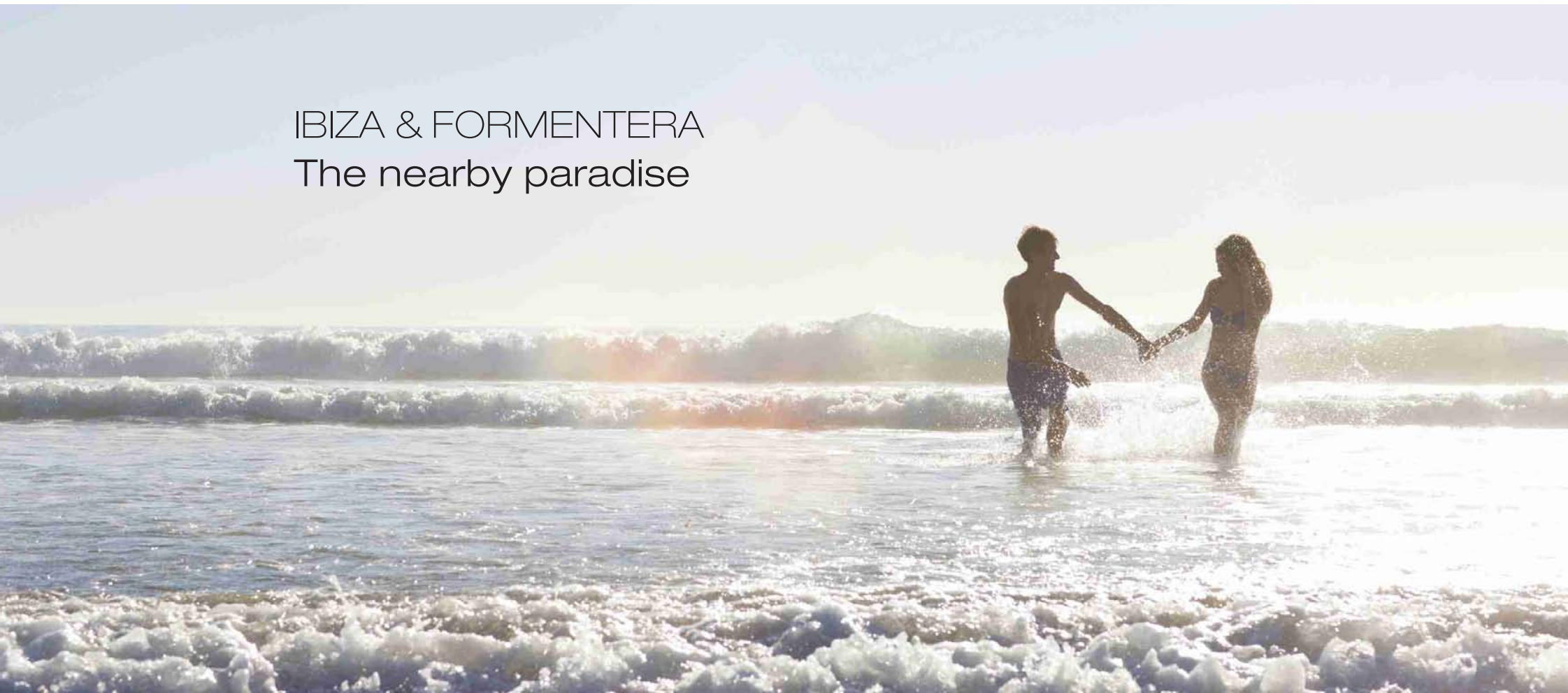
This undertaking to comply with the quality and environmental policies is shared by all workers of the Insotel Hotel Group, adopting the following maxim: **Quality and sustainability are not just something you have; they are something you put into practice.**



General Management  
**Javier Mari Washbourne**  
September 2017



## IBIZA & FORMENTERA The nearby paradise







## NEPTUNE GRASS



The superb quality of the waters around Ibiza and Formentera, so turquoise and crystal clear, is thanks to the presence of the largest underwater meadows of Posidonia Oceánica or Neptune Grass in the Mediterranean, declared a World Heritage Site by UNESCO in 1999.

Neptune Grass is endemic to the Mediterranean Sea. Although it lives in the water, it's not seaweed but a true plant with roots, stems and leaves. Its presence is of vital importance because of the valuable role it plays in filtering sediment, making the water exceptionally clear and ensuring the quality and oxygenation of an underwater ecosystem where hundreds of species of marine plants and animals feed and reproduce. Once the Neptune Grass has bloomed, its debris creates reefs outside the water that run parallel to the coast, protecting it from erosion by acting as a breakwater. It therefore maintains the coastal balance and helps the fine sand to settle, forming our beaches and dunes.





## THE SALT MARSH NATURAL PARK OF SES SALINES



Another outstanding animal species is the Ibiza wall lizard (*Podarcis Pityusensis*). Endemic to these islands, there are several dozen different subspecies with a huge range of colours from brown to blue. Formentera's lizards aren't afraid of humans and they fearlessly populate the most arid and barren landscapes. Other outstanding island fauna includes the garden dormouse (*Eliomys Quercinus*) and several endemic species of snails and beetles.

This Park is a wonderful example of the wealth of Mediterranean biodiversity. It provides a unique nesting and resting area for migrating birds. As a natural area of special interest, it includes a range of terrestrial and marine habitats of great interest in terms of their ecology, landscape, history and also culture.

### FLORA AND FAUNA

The Park is home to wonderful examples of most of the plant species found on the *Islas Pitiusas* or "pine islands". Plant life on Formentera is predominated by coastal pine woods and juniper and the flora surrounding its lagoons, dune systems and cliffs, covered by thriving communities of sea fennel. Also typical are the many zones with mobile and semi-mobile dunes.

Some 210 species of bird have been registered in the Natural Park, especially populations of waterfowl such as the flamingo, black-winged stilt, common shelduck, Kentish plover and other seabirds such as Audouin's gull and the Balearic shearwater. One of the largest concentrations of black-necked grebes in Europe can be found in the Estany Pudent.





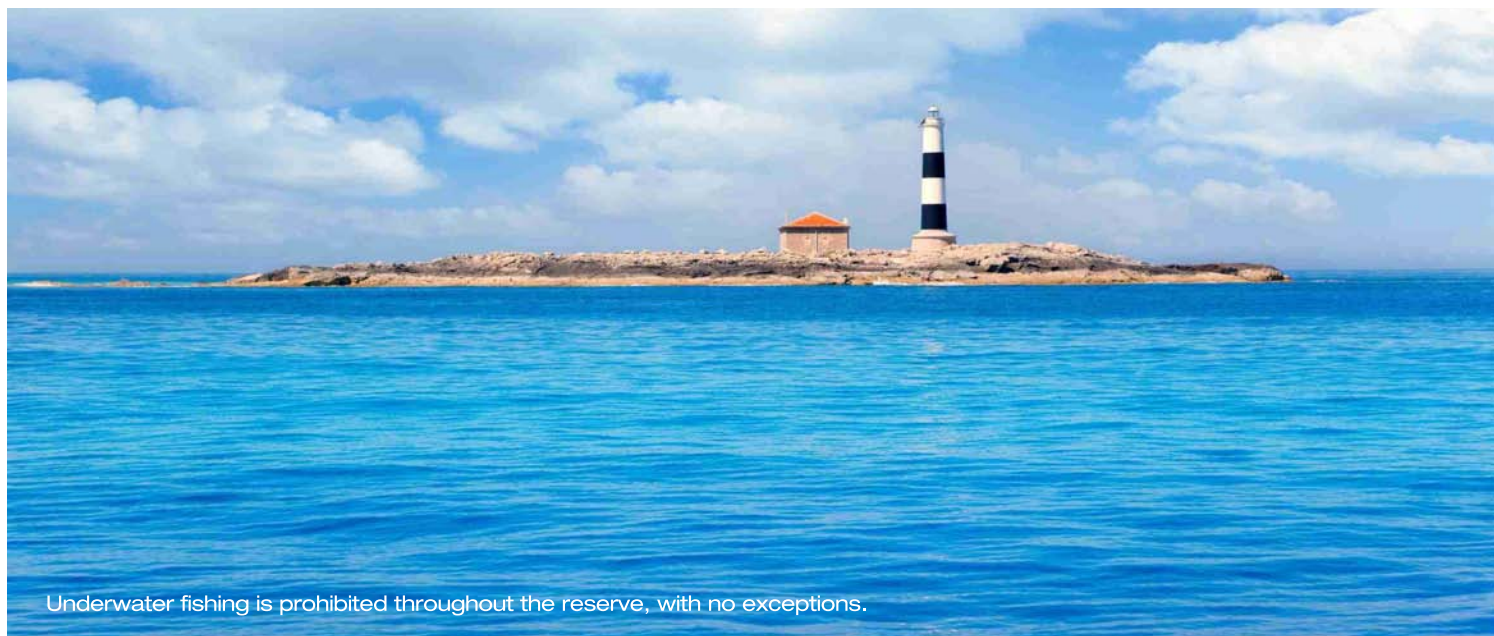


## ES FREUS MARINE RESERVE

It's located between the islands of Ibiza and Formentera and encompasses the southern and northern ends of Ibiza, the west of Formentera and the area between them. This strip of water is dotted with small islets such as Porcs, Penjats, Espalmador and Castavi, the remains of a geological past when both islands were joined together. The boundaries of the Es Freus Marine Reserve were extended in 2015. It now covers an area of 13,617 marine hectares and is the second largest protected marine area in the Spanish Mediterranean after the Migjorn Reserve of Mallorca. It ranges from shallow zones up to depths of more than 60 metres and is home to a wide variety of underwater landscapes, particularly the Neptune Grass meadows declared a World Heritage Site by UNESCO.



The Es Freus Marine Reserve of Ibiza and Formentera was created in 1999 with the objective of protecting ecosystems, stopping the deterioration of habitats and recovering and repopulating threatened species and areas.



Underwater fishing is prohibited throughout the reserve, with no exceptions.



## WORLD HERITAGE

### DALT VILA

This is the old town of Ibiza, declared a World Heritage Site by UNESCO in 1999. Surrounded by impressive walls, it serves as a lookout point for most of the island, including Formentera.



### SA CALETA PHOENICIAN SETTLEMENT

A Phoenician jetty, still in use. It dates back to the end of the 8th century BC although it may have been used early as a seasonal base for expeditions from the south of the Iberian Peninsula.

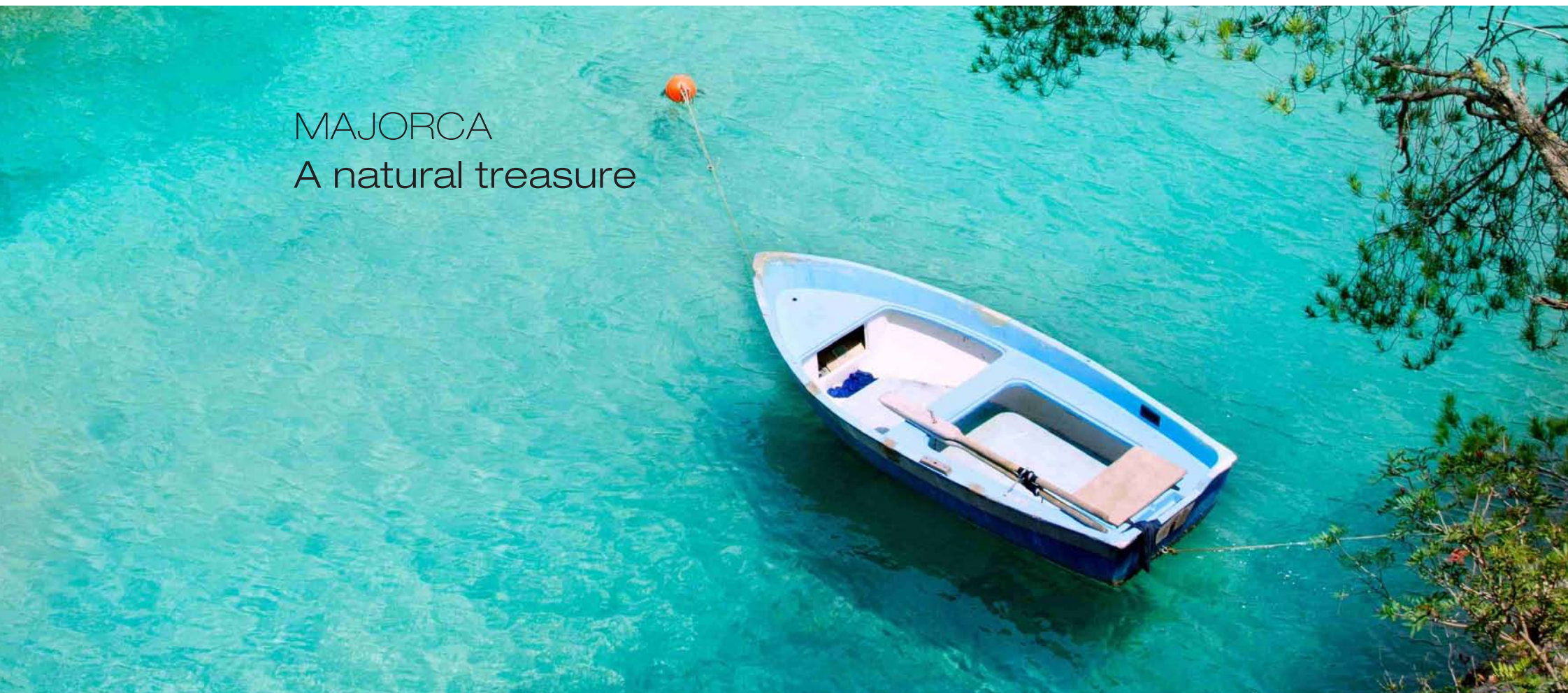






# MAJORCA

## A natural treasure







## MAJORCA



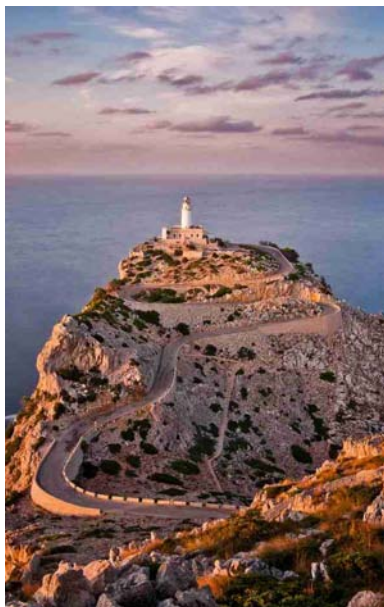
Majorca is a land of olive trees and windmills, fun and relaxation, and most of all of the best and most beautiful beaches in the Mediterranean. Every year, Majorca is chosen as the top destination for tourists, keeping its charm intact.

In Majorca's coves and beaches, time seems to come to a stop. Es Trenc, Cala Domingos, Cala Mondragó and Cala Mandià are some of the beaches waiting for you to discover them. Each of them offers the possibility of giving in to relaxation and rest while gazing at the Mediterranean. Thanks to its thousand-year-old history, Majorca has summer celebrations and many secrets to be revealed; the island is a treasure chest full of charms you will soon discover. As well as its beaches, Majorca's visitors can leave the island with a suitcase full of memories of spots of great interest like the Palma Cathedral, the Bellver Castle, Formentor, the Drach Caves and Sa Calobra.





## MAJORCA. Places of interest



- **Cape of Formentor.**

The impressive cliffs of Cabo de Formentor represent one of the most typical pictures of the island. It is a viewpoint spread over several kilometres that mixes imposing views of the Mediterranean and Menorca with a stunning beach surrounded by pines trees.

- **Palma, the Ciutat de Mallorca.** It has a beautiful old town with stately courtyards, charming streets, modernist buildings and its majestic Cathedral that overlooks the sea.

- **Towns of Majorca.** The island of Majorca is full of villages that bring us back to the olden days like Banyalbufar, Fornalutx, Sóller, Alcudia, Valldemosa and Deià. In them you can enjoy the local character of Majorca.

- **Serra de Tramuntana.** The mountains of Majorca were declared Cultural Heritage of Humanity by Unesco for the beauty of its crops and water distribution mechanisms.

- **Caves.** Majorca has an exceptional underground landscape due to its calcareous nature. The most well known caves are the caves of the Drach, Campanet and Artà, all very close to the Insotel Cala Mandia Resort & Spa.







## MAJORCA. Recreational activities



- **Sports for all.** Hiking through Mondragó Park, cycling routes all over the island, golf by the sea, psicobloc in Cala Varques ... and of course diving, snorkeling, kayaking, sailing, stand up paddle boarding and other water sports all in the Mediterranean Sea.
- **Aquarium.** An aquarium that recreates marine habitats and ecosystems in 55 tanks containing a total of 5 million litres of seawater and more than 700 species of turtles, sharks, moray eels, seahorses, rays...
- **Natura Parc.** A park with an area of 30,000 m<sup>2</sup>, that brings children closer to the ecological reality of Majorca and its indigenous animals.
- **Train to Sóller.** Since 1912 the Soller Railroad has united Palma with Sóller along with its famous wooden train. Travel among orange, olive and almond trees, through stunning scenery.
- **Waterparks.** Majorca offers fantastic ways to spend a day at the water slides, swimming pools and attractions. The best-known water parks are Aqualand Aquacity, Aqualand Aquapark and Hidropark.
- **Popular markets.** We recommend the urban markets of Santa Catalina and l'Olivar in Palma. But do not forget the craftwork of Binissalem, the surprising purchases in Consell and fruits and vegetables in Santa María ...
- **Delicious cuisine.** The cuisine of Majorca allows you to taste many local specialties. The most well known are sobrasada and ensaimada, but we also recommend pa amb oli, trampó, lechona and a magnificent bakery.





# MENORCA

## Balance and tradition







## MENORCA. Places of interest



Welcome to Menorca and its 216 kilometres of coast, where you can admire green fields, the gorgeous blue of its Mediterranean waters and its charming whitewashed houses. Menorca's great ecological and landscape richness makes it the Mediterranean's most attractive natural destination. Proof of this is that the island was declared a Biosphere Reserve by the Unesco.

### PLACES OF INTEREST

Small in size but big when it comes to tourist attractions, Menorca has a large number of interesting places to visit:

- **Mahón.** The capital of the island that does not possess the tranquillity that characterises Menorca. It is home to the second largest natural port in Europe, 6 kilometres long and the perfect place to taste the delicious gastronomy menorquina.
- **Ciutadella.** It is unthinkable to visit Menorca and not to walk the streets and squares in the historical centre of Ciutadella, full of charming corners and a beautiful port where you can also indulge yourself in gastronomy.
- **Punta Prima.** In addition to the beautiful beach, Punta Prima has a coastal defence tower built at the end of the XVIII, the Tower of Son Ganxo, with beautiful views over the island and its well-known lighthouse.
- **Naveta des Tudons.** Sample the long history of Menorca, this prehistoric funerary monument built around 1000 BC. It is probably the most visited point on Menorca. It is considered the oldest building in Europe.
- **S'Albufera des Grau.** As Menorca's most important natural park, which is clearly responsible for its designation as a Biosphere Reserve, hundreds of native animal and plant species, especially waterfowl and birds of prey, can be seen in this vast natural expanse.



## MENORCA. Beaches & Recreational activities



### BEACHES

Menorca is known for the beauty of its crystalline water coves. To the north there are beaches of wilder character, while to the south await beaches more familiar and accessible.

- **Punta Prima.** Easy access and numerous services, from this beach you can see both the lighthouse of Punta Prima and the islet of Cagaire and Isla del Aire. Ideal for water sports.
- **Cala Galdana.** With a particularly familiar atmosphere, it is one of the most extensive coves in Menorca.
- **Binigaus.** An example of a virgin beach, Binigaus marks the beginning of the cliffs at the area of the Poniente menorquin and it is common to practice of nudism here.
- **Macarella.** Picture of some of the most famous postcards of Menorca, in this cove the sea has a particularly intense blue colour, rivalling Cala en Turqueta.

### RECREATIONAL ACTIVITIES

- **Sunsets.** You cannot go to Menorca and not marvel at the incredible sunsets, especially beautiful from the various lighthouses of Favàritx, Punta Nati and Cavalleria.
- **Hiking.** An ancient path of 185 kilometres, the Camí de Cavalls, completely surrounds Menorca. It is ideal for walking, cycling or horseback riding.
- **Diving.** The crystalline waters that surround the island make it the ideal place to practice this sport, which will also allow you to discover the local marine fauna and flora.
- **Kayak.** This sport, which isn't the most difficult of sports is the perfect way to explore the Bay of Fornells. It will also allow you to enjoy a very special view of Menorca.
- **Cycling.** The low altitude of Menorca allows you to use the bicycle as much as possible.

**GASTRONOMY:** The red lobster of Menorca and the Mahonés Cheese have its own denomination of origin.

- **Pomada:** A traditional drink made with the gin Xoriger, and lemonade.
- **Sweets:** the carquinyols, crespells, panellets and rubiols



The INSOTEL HOTEL GROUP strives to maintain this environment  
What can you do?



- Use public transport, bicycle or walk.
- Respect the local culture.
- Don't feed or disturb any local fauna that may be found within the hotel's facilities.
- Take showers instead of baths.
- Reuse towels instead of replacing them.
- Set the air conditioning thermostat at a higher temperature.
- Turn off lights in any rooms you're not using.
- Reuse plastic bags.
- Buy local drinks and food.
- Choose local products for your gifts and souvenirs.



# CORPORATE SOCIAL RESPONSIBILITY POLICY

The management of Insotel Hotel Group is responsible for defining, implementing and distributing the principles contained in this Corporate Social Responsibility policy.

Insotel Hotel Group, committed to safeguarding the dignity of all its workers, undertakes to maintain a working environment that respects personal freedom. No employee of Insotel Hotel Group is discriminated against due to their place of birth, race, sex, religion, opinion or any other personal or social condition or circumstance. Any employee is free to form part of the Insotel Hotel Group workforce of their own volition and to leave their employment when they decide to, as established by law. Situations of harassment, both sexual and moral, will not be tolerated at its work centres, nor will children aged under sixteen be employed.

The salary received by Insotel Hotel Group employees is in line with that established in the applicable collective bargaining agreements.

One of the basic principles and fundamental aims of Insotel Hotel Group is to promote improvements in working conditions in order to raise levels of safety and protect the health of those working for the Group. To this end, it complies with current legislation in the area of Occupational Health and Safety, ensuring that all workers know the rules regarding health and safety in the workplace.

Human resources represent the essence of Insotel Hotel Group. Their dedication and professional development help to improve its competitiveness and the service provided to clients. It therefore promotes training for its workers, in order to keep the skills which are required up-to-date and therefore ensure they perform their responsibilities to the highest standards. The promotion of Insotel Hotel Group employees is based exclusively on requirements regarding the technical ability and skills required for the professional position in question.

Insotel Hotel Group is committed to supporting community initiatives in those places where its hotels are located, preserving and protecting the environment as established by its environmental policy. It is also committed to hiring local staff and collaborating with non-profit associations that help people at risk of social exclusion to find employment. Regarding its suppliers, it always signs agreements with local suppliers and those from the Balearic Islands.





# CORPORATE SOCIAL RESPONSIBILITY REPORT

Respect for the environment and sustainability form part of the Insotel Hotel Group's philosophy. Our facilities are equipped with cutting edge advances in water and energy saving, waste reduction and staff awareness, among other measures.





## ENVIRONMENT | CERTIFICATION

The Insotel Hotel Group has been awarded the following environmental certificates:



### ISO 14001 STANDARD

Conversion to the new 2015 version will be carried out this year.



Insotel Tarida Beach Sensatori Resort has taken part in the **UMWELT TUI** Championship.



### ISO 9001 STANDARD

Conversion to the new 2015 version will be carried out this year.



Insotel Tarida Beach Sensatori Resort and Insotel Fenicia Prestige Suites & Spa have been audited by **Travelife** in 2017.



## ENVIRONMENT | COMMITMENT

Insotel Hotel Group takes part in the following initiatives:



Insotel Hotel Group and Trasmapi have collaborated with the “SavePosidoniaProject” by contributing €10,000 each.



Insotel Hotel Group is committed to phasing out paper invoices and already bills tour operators digitally via VOXEL.



## ENVIRONMENT | ENERGY EFFICIENCY

Insotel Hotel Group has implemented the following energy-related measures:



Installation of **SOLAR PANELS** to heat domestic hot water at:

- Insotel Hotel Formentera Playa
- Insotel Punta Prima Resort & Spa
- Insotel Punta Prima Prestige Suites & Spa



Installation of **HEAT RECOVERY UNITS** at:

- Insotel Punta Prima Resort & Spa
- Insotel Punta Prima Prestige Suites & Spa
- Insotel Cala Mandia Resort & Spa
- Insotel Tarida Beach Sensatori Resort
- Insotel Fenicia Prestige Suites & Spa
- Insotel Hotel Formentera Playa

These are cold water production plants for air conditioning which make use of the waste heat from cold condensation to produce domestic hot water. In installations without hot air recovery units, this is emitted into the atmosphere and lost. The recovery system therefore results in significant energy savings.



Installation of a **BIOMASS BOILER** at Insotel Tarida Beach Sensatori Resort



Installation of **2 NEW BOILERS** at:

- Insotel Punta Prima Resort & Spa
- Insotel Punta Prima Prestige Suites & Spa



Gradual changeover to **LED and LOW CONSUMPTION** light bulbs in all establishments





## ENVIRONMENT COMPARATIVE ANNUAL SUMMARY 2016/2015



### **ELECTRICITY**

CONSUMPTION: +0,32%

CONSUMPTION  
PER VISIT: -7,23%



### **HEATING FUEL**

CONSUMPTION: +8,91%

CONSUMPTION  
PER VISIT: +0,71%



### **WATER**

CONSUMPTION: +4%

CONSUMPTION  
PER VISIT: -4%



### **CO2 EMISSIONS**

EMISSIONS: -1%

EMISSIONS  
PER VISIT: -8%



## BMS INSTALLATION

Systems have a range of functions which control and restrict the energy consumed by the hotels' installations.

## BLAUENERGY

[illegible]





## ENVIRONMENT

# RECYCLING AND ENVIRONMENTAL MANAGEMENT

- Our hotels in Menorca belong to the **Sant Lluís Council community of recycled water users** and are the major consumers of recycled water in the community, an initiative recognised on World Tourism Day in 2013.

Water consumption totalled 53,560 m<sup>3</sup> in 2016.

- These hotels have also been recognised by the association:



for recycling **35,000 kg** of glass, becoming the establishments recycling the largest amount of glass in Menorca.

- Our hotels also collaborate with their local residents' associations. For instance, our hotels in Cala Tarida have been involved in **monitoring and controlling** the yellow seaweed in the bay.

- Insotel Hotel Group uses **treated waste water** for irrigation at:

- Insotel Hotel Formentera Playa
- Insotel Tarida Beach Sensatori Resort
- Insotel Club Tarida Playa

- Insotel Club Maryland has a **desalinisation plant**.

- Insotel Tarida Beach Sensatori Resort has **osmosis plants**.

- **We've implemented environmental awareness programmes at our hotels:**

- Our customers are informed that they can reuse towels to reduce water, energy and chemical consumption.
- Separate bins are provided for cardboard, glass and plastic.
- Flow reducers have been installed in showers and washbasins.
- Full and half-flush systems have been installed in cisterns and bathrooms
- Card keys that turn off the lights and air conditioning.
- Sensors on doors of terraces and windows that turn off the air conditioning.

- **Bicycle hire** at the hotel establishments of Formentera, Mallorca and Menorca.

- **Two charging points** in Formentera for **electric cars**.

- **Electric vehicles** for our staff involved with technical services, apartments, receptions and discount stores at our hotels in Ibiza, Formentera and Menorca.



## COMMITMENT TO THE LOCAL COMMUNITY

At each of its hotels, Insotel Hotel Group is strongly committed to the local community:

- ▶ Insotel Hotel Group buys **locally sourced products** from suppliers such as Distribuciones Chico, Gaseosas La Ibicenca and Garu, among others.



- ▶ To promote the region's cuisine, our hotels prepare **menus using typical products** from the Balearic Islands.

- ▶ Insotel Punta Prima Resort & Spa collaborates with the "la Caixa" Incorpora programme which promotes the integration of people with difficulties in finding employment.



- ▶ In 2014 a children's playground was provided for the residents of Sant Lluís, Punta Prima.

- ▶ It also collaborates with the Sant Lluís Council by providing rooms for the organisers of the local saint's day festival.

- ▶ It has sponsored the Sant Lluís Cultural and Sports Centre for the 2016 to 2019 seasons.







# INSOTEL HOTEL GROUP'S COMMITMENT TO SOCIETY

Insotel Hotel Group realises that it can help others by ensuring good environmental management.

► Insotel Hotel Group has donated furniture, blankets and other domestic goods to:

- Spanish Red Cross
- Caritas
- Queen Sofia Residential Home

► It has also sold furniture, donating the proceeds as follows:

- €6,852 to APNEEF - Association of People with Special Needs in Ibiza and Formentera
- €6,852 to ASPANADIF - Association of Parents with Disabled Children and Teenagers of Ibiza and Formentera
- €6,852 to AEMIF - Multiple Sclerosis Association of Ibiza and Formentera

► Every year, when the hotels close, any food left over in a good condition is donated to Caritas.

► In Ibiza and Formentera, Insotel Hotel Group collaborates with the NGO



which helps the families of children suffering from cancer and works to defend and promote children's right to education in developing countries. One of the NGO's most ambitious projects is the construction of new classrooms and schools in Madagascar.

► It also collaborates by allowing various local NGOs and associations to stay at the hotels free of charge.

► The Group participates with tour operator charity dinners by providing free accommodation and trips for children who can't afford a holiday.

► It also sponsors the van used by Formentera Hospital.



## CHILD PROTECTION POLICY

At Insotel Hotel Group, we support the right of all children under the age of 18 not to suffer from any physical, emotional or sexual abuse, negligence or exploitation of any kind. In accordance with the Convention on the Rights of the Child, we undertake to respect and protect everyone aged under 18 who stays or works at the hotels in the Insotel Hotel Group.

- The well-being of children is fundamental.
- Everyone aged under 18 is entitled to equal protection against abuse, negligence or exploitation, irrespective of their age, disability, gender, race, religion, beliefs or sexual orientation.
- We work with local child protection agencies, charitable organisations and security forces to ensure our actions are appropriate.
- We value all children; we listen to them and respect them.
- We inform all our staff of this child protection policy to ensure they're aware of the signs of child abuse, negligence or exploitation, as well as to ensure they know what measures to take in order to protect a child who may be at risk, within or around the hotel establishments of Insotel Hotel Group.



## PROCUREMENT POLICY

In terms of supplier relations, Insotel Hotel Group takes into account the links that make up the industry, from the end client to suppliers of raw materials.

The aim of Insotel Hotel Group's general procurement policy is to meet the operational needs of its hotels and corporate centres in a balanced, sustainable way in order to produce more profit by reducing costs and boosting income but without diminishing quality.

Following this policy, its Purchasing Department manages the selection of suppliers based on the following criteria:

- Geographical zone of supply by the supplier.
- Quality certifications.
- Environment certifications.
- Health certifications.
- Financial conditions.
- Non-infringement of human rights.

Insotel Hotel Group strives to ensure its supplier relations are satisfactory and long-lasting. It is of note that, in 2017, none of its suppliers have infringed human rights in their labour practices.





**insotel**  
HOTEL GROUP