



insotel
HOTEL GROUP

CORPORATE SOCIAL RESPONSIBILITY REPORT & ENVIRONMENTAL POLICY 2021



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.**



Vice-President 1 - Managing Director
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

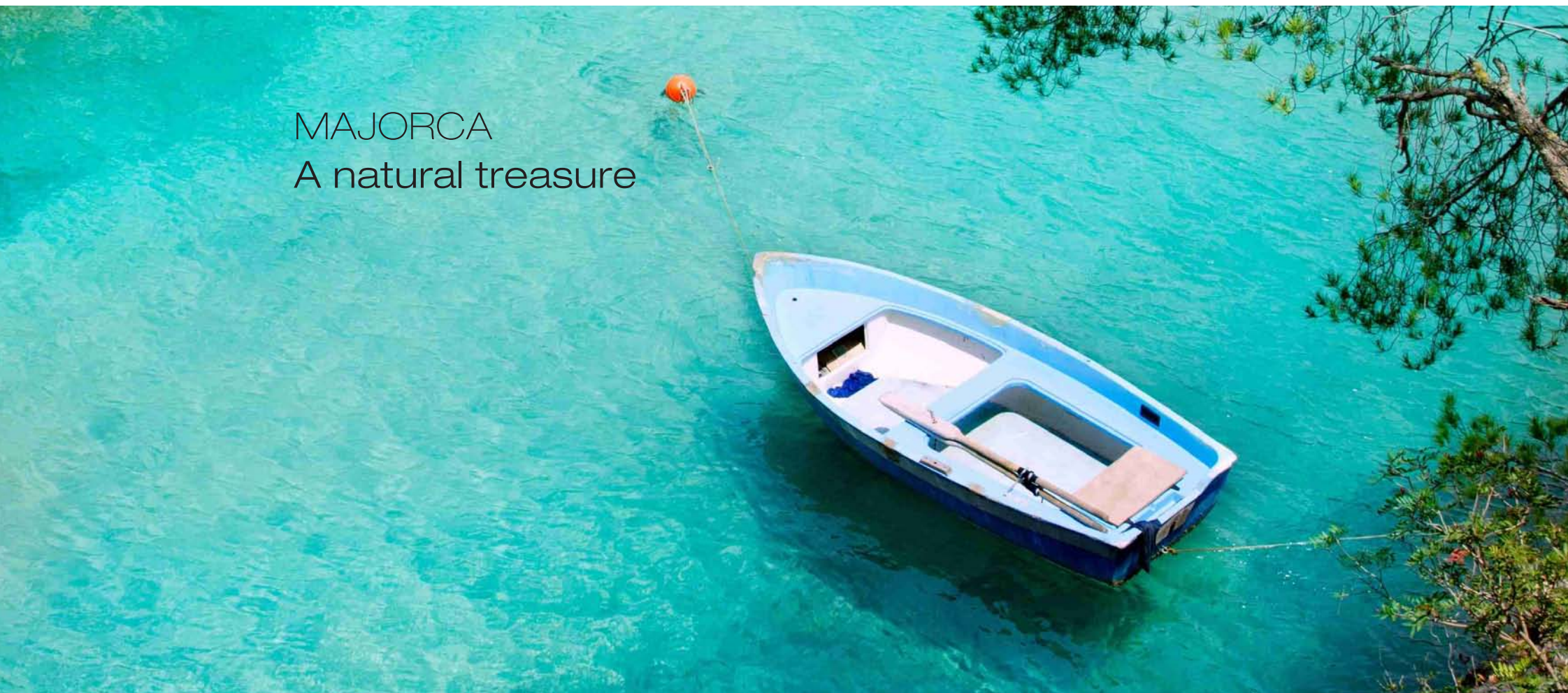
A Phoenician jetty, still in use. It dates back to the end of the 8th century BC although it may have been used early as a seasonal base for expeditions from the south of the Iberian Peninsula.





MAJORCA

A natural treasure





MAJORCA



Majorca is a land of olives 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 m², that brings children closer to the ecological reality of Majorca and its indigenous animals.
- **Train to Sóller.** Since 1912 the Soller Railroad has unired 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 specialities. The most wel 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.
- **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 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.
- Turn off taps while brushing your teeth, shaving or lathering.
- Use the bins to separate different types of waste.
- Do not waste food from the buffet.



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 Gotel 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 Group has been awarded the following environmental certificates:



ISO 9001 STANDARD

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



ISO 14001 STANDARD

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



All our hotels have
TRAVELIFE GOLD
certification.



Insotel Club Tarida Playa, Insotel Hotel Formentera Playa and Insotel Club Maryland have achieved 2 stars of the **PLASTIC FREE** certification.



ENVIRONMENT | ENERGY EFFICIENCY

• ELECTRIC ENERGY

Every year, equipment is replaced with more efficient models. We want to preserve our surrounding environment, and we strive to make good use of natural resources and reduce pollution.

MEASURES IMPLEMENTED:

- ▶ Gradual changeover to **LED** and **LOW CONSUMPTION** light bulbs.
- ▶ Installation of **SOLAR PANELS** to heat domestic hot water at:
 - Inotel Hotel Formentera Playa
 - Inotel Punta Prima Resort & Spa
 - Inotel Punta Prima Prestige Suites & Spa
- ▶ Replacement of older **HOUSEHOLD** appliances with **MORE EFFICIENT** new models.
- ▶ **MAGNETIC DOOR CONNECTOR** on terrace and balcony doors to disconnect the air conditioning.
- ▶ **SMARTCARDS** TO SWITCH OFF LIGHTS AND AIR CONDITIONING.

- ▶ **AUTOMATIC CONTROLS** to switch outdoor lighting on and off.
- ▶ **ELECTRIC VEHICLES** for our staff involved with technical services, apartments, receptions and discount stores.
- ▶ **BICYCLE HIRE** at the hotel establishments of Formentera, Mallorca and Menorca.
- ▶ **CHARGING POINTS FOR ELECTRIC CARS:**
 - Inotel Hotel Formentera Playa



- **RATIO PER STAY 2019: 13,13 kWh/stay**
- **RATIO PER STAY 2020: 28,48 kWh/stay**

Due to the low stays resulting from the Covid-19 pandemic, the ratios have increased.



ENVIRONMENT | ENERGY EFFICIENCY

• OTHER ENERGY

So that the energy we use is more efficient and less polluting, we not only work on the area visible to the customer, but we also make constant internal improvements.

HEATING FUEL:



- **RATIO PER STAY 2019:**
0,36 litres/stay
- **RATIO PER STAY 2020:**
0,51 litres/stay

PROPANE GAS:



- **RATIO PER STAY 2019:**
0,11 Kg/stay
- **RATIO PER STAY 2020:**
0,14 Kg/stay

CO2 EMISSIONS:

- ▶ **BIOMASS BOILER:**
 - Insotel Tarida Beach Sensatori Resort
- ▶ **MORE EFFICIENT BOILERS** installed at:
 - Insotel Fenicia Prestige Suites & Spa
 - Insotel Cala Mandia Resort & 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.



- **RATIO PER STAY 2019:**
6,51 Kg CO2/stay
- **RATIO PER STAY 2020:**
13,06 Kg CO2/stay

Rates have all increased due to the Covid-19 pandemic. As hotels continue to have fixed consumption and cost, and stays have fallen, the ratios have increased.

ENVIRONMENT | WATER SAVINGS

Insotel Hotel Group has taken the following measures to save water.



Since water is a scarce and vital resource, particularly in our environment, at Insotel Hotel Group, we implement good practices in order to consume water in a responsible way. We are committed to introducing new systems to save and recycle water in our hotels.

MEASURES IMPLEMENTED:

- ▶ **TAPS WITH SENSORS IN PUBLIC AREA BATHROOMS** to avoid water waste.
- ▶ **DUAL-FLUSH TOILETS.**
- ▶ **FLOW RESTRICTORS** in showers and hand basins.
- ▶ **DRIP IRRIGATION.**

▶ **SYSTEMS TO USES TREATED WASTE WATER FOR IRRIGATION** at:

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

▶ **REGULAR INSPECTIONS** to prevent leaks and daily monitoring of consumption to prevent serious water loss.



- **RATIO PER STAY 2019: 0,31 m3/stay**
- **RATIO PER STAY 2020: 1,24 m3/stay**

ENVIRONMENT | ENERGY MANAGEMENT

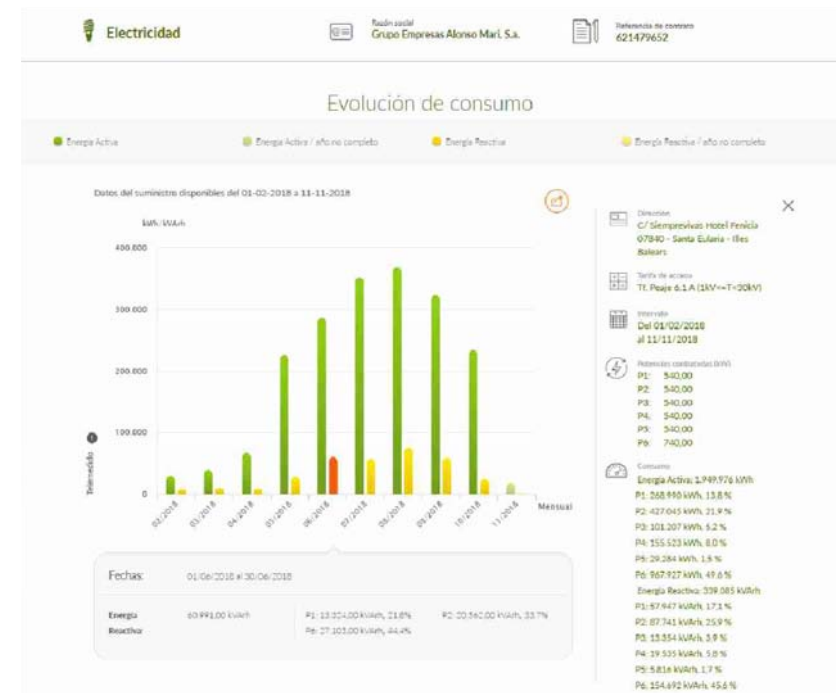


Our establishments have the following systems:

BMS INSTALLATION

BMS or Building Management Systems have a range of functions which control and restrict the energy consumed by the hotel's installations.

Our electric energy provider allows us to monitor our electricity use on a daily basis via its online platform. Furthermore, the hotels conduct daily checks of all energy used, totally or partially, to prevent increased energy use, energy loss, breaks and failures.



HUMAN RESOURCES | ANNUAL SUMMARY 2019-2020



► For Insotel Hotel Group, our employees are the driving force behind our hotels and, for this reason, we offer them training and services to ensure that working at our company is a positive experience, both for them and for our customers.

ANNUAL AVERAGE STAFF

2019

633

2020

400

ANNUAL AVERAGE MENS

2019

313

2020

193

ANNUAL AVERAGE WOMEN

2019

320

2020

207

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.

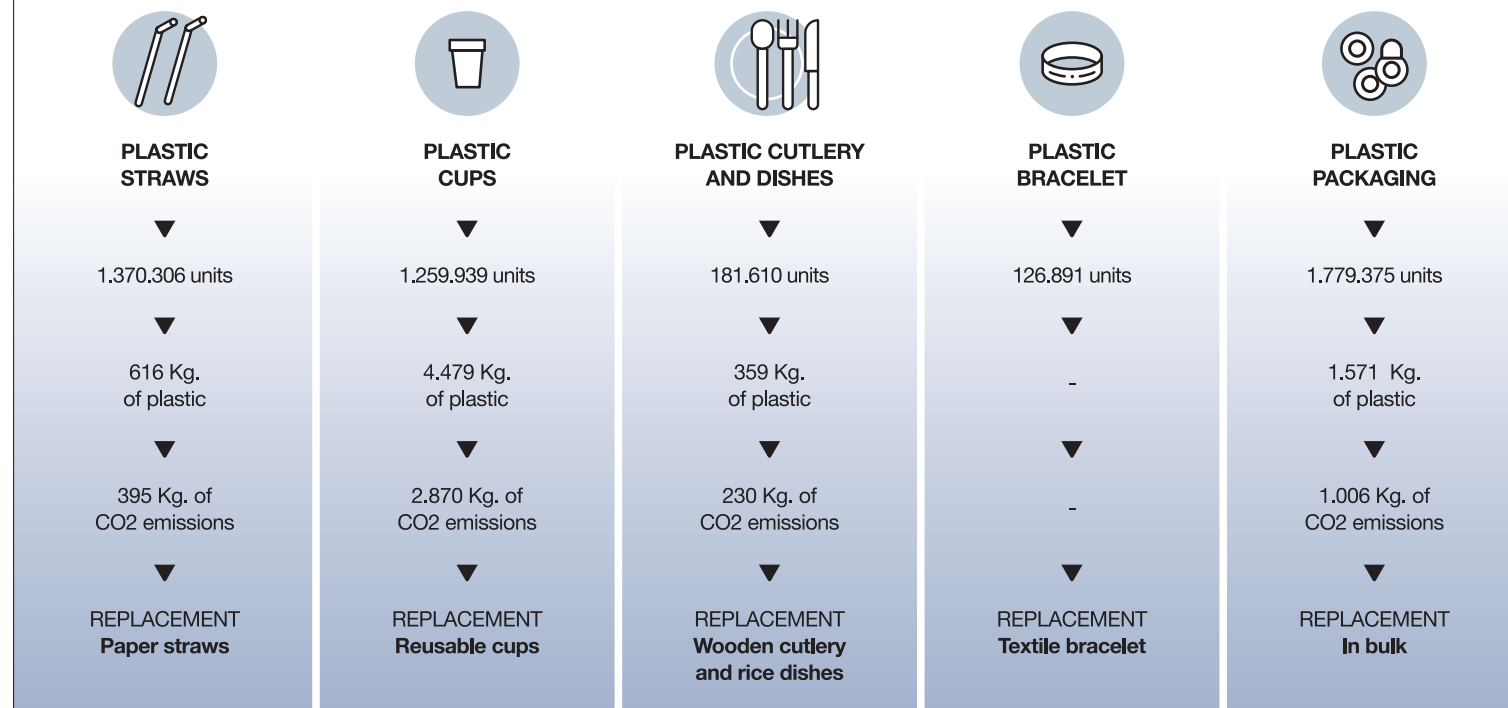


Insotel Hotel Group is committed to phasing out paper invoices and already bills tour operators digitally via VOXEL..

ENVIRONMENT | OBJECTIVES MET IN 2019-2020



During the 2019 season, the following plastic items have been removed:



A reduction of all single-use plastic items has been implemented in 2019.

The elimination of single-use plastics has been continued in 2020.

ENVIRONMENT | OBJECTIVES MET IN 2019-2020



At Insotel Cala Mandia Resort & Spa, we have conducted **BEACH CLEAN-UPS WITH CUSTOMERS.**



We have implemented a “**RECYCLING DAY**” at all hotel mini clubs.



Thanks to the **Be Blue** brand, we highlight the importance of caring for our planet.

¿CUÁNTO TIEMPO TARDA EN DESAPARECER?
HOW LONG UNTIL IT'S GONE?
QUANTO TEMPO IMPIEGA PER SMALTIRSI?

 450 It takes 450 years to disappear.	 100-1000 It takes 100-1000 years to disappear.	 450 It takes 450 years to disappear.
 200 It takes 200 years to disappear.	 20-150 It takes 20-150 years to disappear.	

¿QUÉ HACEMOS EN INSOTEL? AHORA USAMOS
WHAT DO WE DO IN INSOTEL? NOW WE USE
COSA FACCIAMO IN INSOTEL? ORA USIAMO

 We use 100% recycled glass bottles.	 We use 100% recycled plastic cutlery.	 We use 100% recycled plastic cups.
 We use 100% recycled chopsticks.	 We use 100% recycled plastic plates.	

Ayúdanos a salvar nuestro planeta
Help us save our planet
Aiutateci a salvare il nostro pianeta

INSOTEL GROUP - CERO PROYECTO
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ENVIRONMENT I OBJECTIVES MET IN 2019-2020



OTHER OBJECTIVES:

- ▶ MORE WASTE SEPARATION POINTS FOR PLASTIC, ORGANIC WASTE, GLASS AND PAPER have been added, both for customers and internally.
- ▶ At Insotel Hotel Formentera Playa and Insotel Club Maryland, ORGANIC WASTE HAS BEEN SEPARATED.
- ▶ HAZARDOUS WASTE CONTINUES TO BE TREATED IN ALL ESTABLISHMENTS, with authorised waste management entities.
- ▶ We continue to use VOXEL to bill tour operators, THEREFORE ELIMINATING PAPER RECEIPTS.
- ▶ EDUCATIONAL TRAINING FOR WORKERS ON ENVIRONMENTAL ISSUES.
- ▶ 2019: ENVIRONMENTAL TRAINING FOR WORKERS WITH SPECIALISED COMPANIES.



COMMITMENT TO THE LOCAL COMMUNITY

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

► Insotel Hotel Group is committed to using **local products** supplied by local providers.

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

► 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
- ▶ In Ibiza and Formentera, Insotel Hotel Group collaborates with the NGO Juntos, which supports families and children with cancer. Some of its key projects are:
 - Providing support through workshops and activities to children at the following hospitals, Can Misses, Son Espases and Hospital 12 octubre.
 - Renovation of the children's games room at Can Misses Hospital.
 - Psychological help, economic support, transport, school support, etc. for children of Ibiza and Formentera.
 - Renovation of the paediatric emergency department at Can Misses Hospital.
 - Physical exercise and rehabilitation programme.
 - Advice on good food habits and physical activity at schools and colleges.
 - Coquitos: head scarves for children undergoing cancer treatment.
 - Funds for research into childhood cancer.
- ▶ Every year, when the hotels close, any food left over in a good condition is donated to Caritas.
- ▶ 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.
- ▶ A charity dinner was held for the "Spanish Association Against Cancer" at Insotel Hotel Formentera Playa, free of charge.
- ▶ From 2019 those guests who book through our website have the possibility to make a donation to the NGO Juntos and/or the Save Posidonia Project.



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.



NEW OBJECTIVES AND PROJECTS

UPCOMING PROJECTS

- Continuing sustainability training for staff.
- Elimination of all single-use plastics for customers.
- Commitment to NATURE FRIENDLY BILLING: Include invoicing with supplier in VOXEL billing.
- Improve waste management. Create waste indicators (kg/guests).
- Invest in water saving systems. New water saving kits.
- Renewal of the TRAVELIFE GOLD certification in all hotels.
- Improving quality of service.
- Reduce energy use.
- Reduction of water consumption.
- Participate in the “Be Blue” Project together with Transmapi.
- Installation of digital energy consumption control systems.
- Installation of systems to improve preventive maintenance and avoid leaks and excessive consumption.
- Use of internal communication systems to save paper.



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