

Q QUALITY POLICY

The strategic principles of **Atlantis Hotels & Resorts** are meeting our customer's requirements, satisfying their expectations, respecting the Environment and integrity with the community, as well as the health and safety of our employees. This is because this is a company that has clear vocational values to achieve the Leadership in the Hotel Tourist Services industry.

We have the technical, economic and human resources to do this, and we will continue making the necessary efforts to adapt these resources to changing times. Analysing the risks before relevant situations.

Consistent with this statement the senior management of the **Atlantis Hotels & Resorts** declare and assume the following commitments and principles for Quality Management:

Communication at all levels of the organisation: The errors are a source of improvement, let us deal with them, and let us seek the why and, above all, the how, so that they do not happen again.

Appropriate learning for each need and shortcoming. Promoting versatility and competence within the organisation and departmental levels.

Leadership: creating a team is the start, keeping it together is a process and working in a team is a success. Training and information is key to all this, as well as a positive work climate.

Innovation, motivation and total safety, through continuous improvement are the commitment of the **Atlantis Hotels & Resorts**, involving all the staff of **Atlantis Hotels & Resorts** in order to achieve the objectives, taking into account equal opportunities for both genders in achieving them.

Full dedication to the chain, the hotel and of course to satisfying our internal and external customers, as well as the integration, involvement, participation and cooperation with our community at different levels and in all areas.

Accessibility for people with disabilities (sensory, physical, intellectual and psychological) and social responsibility are integral parts of **Atlantis Hotels & Resorts**.

Dynamism, a smile and friendliness set us apart from the rest of hotels in the sector.

A smile at **Atlantis Hotels & Resorts** is not just an option but an obligation for and with our colleagues and customers.

Let us work together as a Team, for our Customers and for our future.

ENVIRONMENTAL POLICY

The balance between nature and society is the means to a Sustainable establishment, and consistent with this **Atlantis Hotels & Resorts** is committed to responsible surroundings and respect for the environment and society by opting for an inheritance in the future.

Consistent with this statement the senior management of the **Atlantis Hotels & Resorts** state and assume the principles of the World Charter for Tourism, as well as the following:

Minimise the environmental magnitude and impacts of its activity, relying on awareness, motivation and training of staff, in this area, as well as in Prevention of accidents

Set reference frameworks to determine and review the objectives based on customer satisfaction (internal and external), provision of the service and environmental goals. As well as promoting a warm and positive work climate, where respect and equality are fundamental pillars, for conciliation between work and personal life.

Documented, implemented, maintained and communicated to all staff of the hotel.

Involve all staff, suppliers, subcontractors and customers for the continuous improvement in all areas of sustainability (socio-cultural, economic, and environmental), pollution prevention and research in new biodegradable products. As well as the commitment against the commercial sexual exploitation and harassment in particular of children, adolescents and women

Obligation to comply with applicable law and specific provisions on responsible management, both internal and external, as well as any other requirement that Atlantis Hotels & Resorts subscribes to as necessary.

Our commitment to a clean tourist activity and a full satisfaction of both the internal and external customer.

This environmental policy is a common feeling of **Atlantis Hotels & Resorts**.

We work together as a Team, for the Environment and for our future.

ENVIRONMENT POLICIES IN OUR HOTEL

The **Gran Hotel Atlantis Bahía Real Fuerteventura** is a certified "*Biosphere Hotel*" after having successfully completed the process of implementation and auditing of its brand name, launched in the fourth quarter of 2007.

The *Biosphere Hotel Certification* is a private, voluntary and independent certification system that not only establishes quality requirements such as those demanded by ISO 9001, or by environmental standards such as ISO 14001, EMAS, etc., but considers quality and environment requirements and includes sustainability requirements, such as social responsibility, conservation of cultural heritage, while meeting the expectations of tourists on destination and increasing the quality of life of the host population.

At the hotel the following environmental practices are implemented:

1. Reduction of paper consumption:

Communication between departments is email-based. Our copiers have controls to regulate the use of unnecessary paper Chlorine-free paper is used. Management System Documents are generated by the Q Gestion management software.

2. Water consumption reduction:

The hotel uses low-flow faucets. Drip Irrigation. Tanks with volume reducer. Spa water jets are only activated when clients are present. Wastewater is collected in our pipeline network, led to the treatment plant and reused to irrigate our gardens.

3. Sludge extracted from the water cleaning process is dried and treated with poly electrolytes and leftovers are delivered to a landfill approved by the authorised manager.

4. The hotel uses an **intelligent lighting system** in common areas and in customers rooms the air conditioning system shuts down if the door is open.

5. A darkness-sensitive software that turns on the lights by calculating the lighting percentage is used.

6. We maintain an appropriate stock (according to the occupational demands) to prevent expiration of products (paints, glues, writing correctors, toners). All this without storage problems, such as risk of fire or lack of space.

7. A good insulation and a good use and operation of thermostats help reduce air conditioning and cold room energy consumption.

8. A preventive maintenance plan of air compressor systems and equipment is available to avoid excessive consumption.

9. The products used in the SPA are environment friendly and experiments with animals were not carried out in their manufacturing process.

10. The hotel staff knows the importance of **insource waste segregation**, so waste recycler companies were hired. To comply with the existing integrated management system all operators are certified.

11. Used oil is delivered to an oil management company, where it is transformed into biodiesel. It issues less harmful gases than other fuels, has reduced CO₂, is biodegradable and eliminates more CO₂ than the CO₂ delivered by its combustion, it is not spilled on the ground or poured down the drain or into the sea. **The oils are stored and given to a management company.** A single drop of oil can pollute 1000 litres of water.

12. Collected cardboard can be used as raw material for **paper production.**

13. Print toner recycling: Cartridge regeneration (process by which the basic elements of the cartridge are renewed) is implemented to recover original spare parts and leave the pack in the best possible conditions to be reused. Regenerated consumables have the same quality as newly manufactured items and cost between 40% and 50% less.

14. An industrial waste management company is responsible for the withdrawal and discharge of waste materials in safe containers, for the incineration of non-recoverable resources and for the cleanup and reuse of recoverable component.

The hotel provides the customers the following means to contribute to the system:

- Battery containers at reception.
- A Travel Guide with all the available environment friendly activities in Fuerteventura.
- Clients are encouraged to ask for the protected areas and avoid driving on them, since there are protected endangered species that depend directly on these ecosystems.
- Venues especially enabled for tourism can be chosen. Customers can consult the concierge or ask for the Tourist Guide.
- We encourage the use of public transportation. Front Desk provides the information necessary to do so.
- Room lights have a card control rack that saves energy.
- Water is a scarce commodity, therefore the company provides tips in small signs on bed linen and towel use to reduce water consumption. For example, dirty towels can be left in the bath tube and clean or barely used ones on the rack in order to be reused.
- Water tanks include a water volume discharge option (large and small buttons).
- We encourage our guests to respect silent areas while promoting peace and relaxation.
- Waste separation bins in the pool area

HUMAN RIGHTS POLICY

Human rights bring together the basic principles of freedom for all human beings. These principles are based on all human beings, regardless of their religion, gender, nationality, skin colour, sexuality, age, culture or capacity, having universal rights.

The premise of Gran Hotel Atlantis Bahía Real is to meet these objectives for our employees, as well as for our customers, suppliers and the community around us.

As such, we state:

1. The labour policy of the hotel is regulated by the Workers' Statute, in the National Hotel Sector Labour Agreement and in the Provincial Hotel Sector Agreement for the province of Las Palmas.
2. Underage persons are not hired, in accordance with the Spanish legislation to that effect.

3. All hotel staff, regardless of their sex, have the same rights and payment conditions in accordance with point 1.
4. The hotel has a harassment policy.
5. Slavery is prohibited and penalised in Spain.
6. With its activity, the hotel does not force the community to move away from its surroundings, but rather supports the community.
7. Access to water and sanitation is a right of every human being. The water supply of the hotel has a potability certificate and in Spain, sanitation is free for all Spanish citizens, the State being responsible for it.
8. Culture: In its activity, the hotel promotes knowledge of the customs and traditions of Fuerteventura, the Canary Islands and Spain, and relies on its surroundings to carry out its hotel activity, working with local suppliers and products.
9. The hotel always attempts to interact positively with its surroundings, fighting in particular so that there are no vulnerable groups, such as children or the wild flora and fauna of the the island which, thanks to its diversity, is a reserve of the Biosphere.

The hotel adheres to the following guidelines:

Human rights policy: Brings together the rights of the employees, as well as of the subcontractors.

1. The hotel has an employment policy which defines how it treats its employees.
2. All the workers have a contract, which they receive and sign before beginning to work.
3. All the workers understand their contract and work conditions and have a copy of it.
4. No worker must pay to work in this establishment, and similarly, they are entitled to stop working, in accordance with the applicable labour legislation.
5. The hotel does not withhold documents of the employees, such as passports, identification cards or other.
6. All the employees receive their wages in accordance with the wage scales of the Las Palmas Hotel Sector Agreement.
7. The hotel keeps proof of payment of wages and a copy of the payslips of its employees.
8. All the employees receive, as a minimum, the minimum interprofessional wage, or the wage set by the Las Palmas Hotel Sector agreement, if it is higher.

9. Overtime is governed in accordance with the Hotel Sector Agreement, and the payment/recuperation of it is governed by said agreement, and it is done at the liberty of each worker.
10. The hotel has a strict disciplinary policy (Workers' Statute and 5th National Hotel Sector Working Environment Agreement), in which the levels of misconduct are clear.
11. There is a complaints procedure, and the workers know how to file a complaint through it.
12. The workers are free to join a trade union.
13. The hotel has a non-discrimination policy applicable to all the workers.
14. Workers between 16 and 18 years of age have specific working conditions in accordance with the Spanish labour legislation applicable to the hotel sector.
15. The hotel carries out training and/or communication on environment, quality, training, equality, safety at work, and communicates the activities carried out with the community.
16. The hotel takes care that the subcontractors fulfil the labour legislation applicable to them in their development.

Policy for with the Community: The hotel supports the rights of the Community around it, to which end:

1. The hotel has a written policy which indicates the relationship it has with the Community. It relates actively with the Community, consulting and working together to achieve objectives of the highest importance.
2. The hotel offers essential services, which, if they do not exist in the community, are offered without an unreasonable charge.
3. The Community can access the hotel and its services.
4. The hotel has standardised processes to protect, identify, direct and act in situations in which minors may be exploited, in particular sexual exploitation. Courses are held with the employees on this matter, as well as what they must do if they detect situations of this type.
5. The hotel actively collaborates so that the culture, tradition and traditional rights of the *majoreños* (inhabitants of Fuerteventura) are respected, giving the customers information about them.
6. There is access to natural resources, particularly water, and there are no sanitation restrictions.
7. No kind of historical or archaeological product is sold, and if it were, it must have the proper licenses and permissions.

8. The majority of the island of Fuerteventura is Natural Park and Reserve of the marine-terrestrial Biosphere. These areas are identified and the hotel has a plan to minimise its negative impact on the environment, integral to the development of its hotel activity.

DISCIPLINARY POLICY

1. The disciplinary code of this company is governed by the provisions of the 5th National Labour Agreement for the Hotel Sector, as well as by the provisions of the Workers' Statute. The disciplinary policy of the hotel is based on articles 54 of the Workers' Statute, and on article 40 of the 5th National Labour Agreement for the Hotel Sector. The Human Resources policy of this establishment is governed by the Hotel Sector Agreement for the Province of Las Palmas, as well as by the Workers' Statute, since we are a company domiciled in Spain and member of the European Economic Community. The labour policy of this establishment is based on the principle of non-discrimination of its employees in the phases of staff selection, hiring, as well as training and internal promotion.
2. As a general rule, in the face of any personal problem, the hierarchical line is to be followed in commenting said problem. 1) Head of Department 2) Head of Human Resources and finally Hotel Director. Rumours and comments are to be avoided in the Hotel. If there is a problem, it must be resolved.
3. Any incident which makes it impossible for us to come to provide our services must be communicated to our Head of Department or Head of Human Resources. A telephone call must be made in advance so that another person can be found to replace the service.
4. It is forbidden to be in the hotel outside our working timetable and on free days without the permission of a Head of Department.
5. It is the responsibility of all employees to create an environment in which cooperation and teamwork are prioritised, so as to meet the needs of guests and companions with these rules.
6. We should be ambassadors of our Hotel inside and out.

CHILD PROTECTION AND RIGHTS

If you observe any sort of suspicious activity or/and behaviour towards a child that jeopardize its rights or protection - including protection against sexual abuse-, we recommend you to notify the police or/and the local authorities in charge of this matter.

Should someone mention to you that they have observed activities that jeopardize the protection and/or child rights - including sexual protection- please also recommend him to inform the police or/and the corresponding authorities.

WILDLIFE

Fuerteventura is an island reserve of the Biosphere, so we remind and thank you for maintaining the habitat around us unaffected.

We are grateful to you for following these recommendations:

1. We thank you for not interacting with the wild animals you may find on your visit to the island: do not pet them, feed them, or frighten them, and pay for photographs to be taken by third parties.
2. We thank you for not littering or picking wild flowers, plants and/or animals from their natural habitat.
3. We remind you that if you visit any zoo or similar excursion in which there are wild animals, please ensure that the wild animals in them are protected.
4. If you observe that the animals are unprotected or in poor condition, notify the competent authorities, or notify us at the hotel, and we will notify the competent authorities.
5. Check carefully that companies promoting themselves as “eco-friendly” really are eco-friendly.
6. We thank you for your cooperation in actions which help to put a stop to animal abuse.
7. We recommend that you make donations to NGOs on the island which take charge of helping unprotected animals.

Please, let us all together respect the natural development of the fauna and flora which make up the natural biodiversity of the island.

POLICY FOR WITH THE COMMUNITY

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REPORT OF ACTIONS FOR WITH THE COMMUNITY 2018

Supporting the Community around it is one of the hotel's basic principles. Therefore, the habitual development of its activity is supported by the community, just as it supports the Community on a daily basis:

The hotel actively relates with the Community in many different ways throughout the whole year:

Responsible purchases policy, with local products, producers and companies predominant:

- 1- When evaluating suppliers, the hotel's Purchases Department always prioritises native producers, companies and/or products of Canary Island origin, and in particular from Fuerteventura.
- 2- The Purchases Department has signed a framework agreement with the Department of Agriculture, Livestock and Fisheries of the Government of the Canary Islands, and we are one of the tourist companies which buy products from small-scale Canary Island producers (farmers, fishermen and women and/or livestock farmers).

Policy for dynamising the culture and tradition of Fuerteventura and the Canary Islands

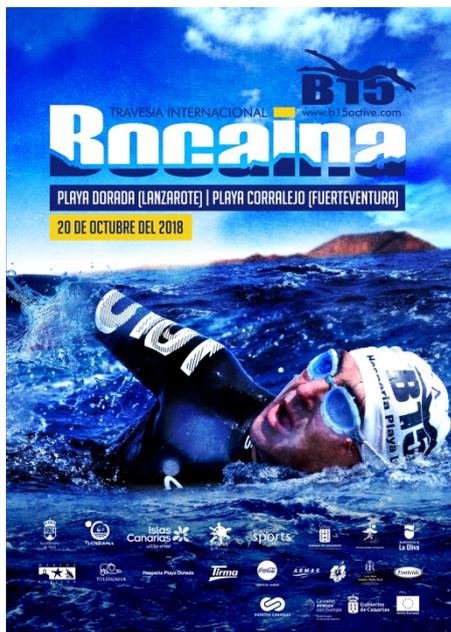
1. The hotel actively collaborates so that the culture, tradition and traditional rights of the *majoreros* (inhabitants of Fuerteventura) are respected, giving the customers information about them.
2. The hotel periodically organises events of a Canary nature in its facilities, such as gastronomical buffets and days dedicated to Canary traditions, not only Canary Islands Day, the 30th May.
3. In the hotel Spa, we offer beauty treatments based on native products, such as Aloe Vera.
4. The hotel objectively publicises the natural resources of the Island of Fuerteventura on its website and its information pillar.
5. The majority of the island of Fuerteventura is Natural Park and Reserve of the marine-terrestrial Biosphere. These areas are identified and the hotel has a plan to minimise its negative impact on the environment, integral to the development of its hotel activity.
6. The hotel collaborates with its facilities, services and/or economic funds so that the Community can develop its cultural, gastronomic, sporting and similar activities, which return value to the

present and future of all members of the Community. The following activities have been carried out in the year 2018:

Sponsorship of the 6th Corralejo Sports Club Handball Camp, Caima.



Sponsorship of the Lanzarote-Fuerteventura swim.





Gran Hotel
Atlantis Bahía Real
FUERTEVENTURA

Collaboration with La Oliva Council in the Carnival and Popular Festivals.

La estética de lo antiguo, o retro, o el gusto por los objetos del pasado, o vintage, marcan la original temática del Carnaval de Carnaval 2018, que los presentamos en este programa. Esperamos disfrutar una vez más del ingenio y la creatividad de los carnavaleros del municipio, desempolvando ropajes y cachibaches de lo más hondo del armario, y elaborando también nuevos y creativos inventos.

Los carnavales son la fiesta de la diversión, de la fantasía y la imaginación, y por supuesto, del humor y la ironía, elementos que no van a faltar en cada uno de los actos programados. Queremos invitarlos también a indagar en la presente alegría Retro Vintage, una temática que nos invita a mirar atrás, a rescatar los sentimientos del pasado y la alegría de vivir, y a reflexionar también sobre cómo ha evolucionado este municipio, pasando en pocas décadas de la tradición rural y pesquera de nuestros abuelos y abuelas a un destino turístico de primer orden.

Les invitamos, en resumen, a desatar su imaginación y a disfrutar plenamente de este Carnaval de Carnavales, una de las fiestas más emblemáticas y señaladas de toda La Oliva, agradeciendo, como siempre, la implicación de los colectivos, entidades públicas y privadas, y a tantas y tantas personas que, siendo justos, sería imposible nombrarlas. De nuevo, gracias, y les esperamos en estos carnavales.

Les presentamos este programa de carnaval elaborado con mucha ilusión, dedicación y humildad, con el deseo de llegar a todos los carnavaleros y vecinos de La Oliva en su conjunto. Me encantaría enormemente poder aportar mi granito de arena, ahora como concejal de Festejos, a aquello que tantas veces he vivido desde dentro. Como responsable y como carnavalero, siento esta fiesta como ninguna otra, y por eso espero que la disfruten en toda su extensión.

Del 22 de febrero al 4 de marzo viviremos un sinnúmero de emociones en las calles, de carrozas, gaitas y pasacalles, música y disfraces, la creatividad y el ingenio de los grupos, la magia y la pasión de los más pequeños. Sobre todas las cosas, viviremos la diversión del carnaval.

La organización desde el Ayuntamiento de La Oliva se vacía cada año con todos los medios y personas a su alcance. A todos ellos, muchas gracias. Y muchas gracias especialmente a los grupos carnavaleros, colectivos, empresas y personas implicadas en hacer posible esta gran fiesta. Les deseo, de todo corazón, que disfruten de este Carnaval de Carnavales Retro Vintage.

Los logos de los colaboradores incluyen: Ayuntamiento de La Oliva, Ayuntamiento de Fuerteventura, y una gran variedad de empresas locales.

Collaboration 2ª Solidarity motorcycle route through Fuerteventura

2ª RUTA MOTERA SOLIDARIA POR FUERTEVENTURA
Domingo 08 de julio de 2018

Hora de concentración: 09:30h. Salida: 10:00h.
Lugar: Avenida Marítima de Pto. del Rosario.
(Gasolnero bp múltiple chico)

Participación: 10€ por casco (se entregan dos boletos del sorteo de Oro de Cruz Roja), incluye almuerzo, picnic y cobertura de ambulancia.

Venta de boletos: en Cruz Roja Pto. del Rosario, Avda. Constitución nº3
• en el punto de salida

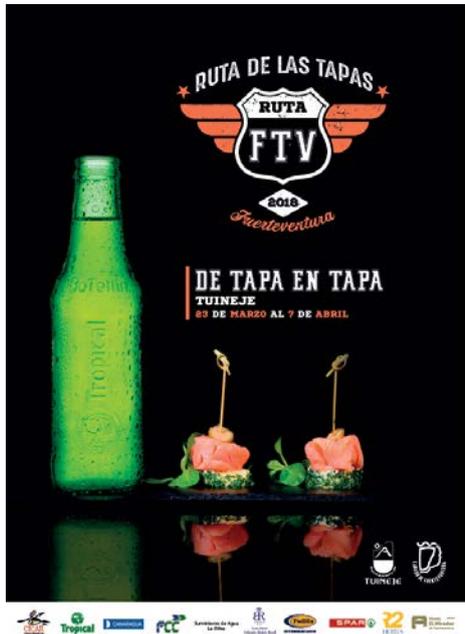
COLABORADORES: Pantarreal, Barceló, electrOn, Coca-Cola, Cruz Roja Española, Si.

Cada vez más cerca de las personas Cruz Roja Española

Collaboration with NGO Fuerteventura Dog Rescue



Collaboration with gastronomical events of the island: Ruta de las Tapas.



The hotel has also participated with:

- Sports clubs.
- Neighbourhood associations.
- High level sportspeople.
- Cultural associations.
- Carnival murgas (musical street theatre groups).
- Carnival comparsas (troupes).
- Hotel and Catering Schools.
- Cocktail courses and demonstrations.
- Majorero (Fuerteventurian) businesses.

In total, the hotel has carried out more than twenty collaborations in support of the Community in 2018.

SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY POLICY

The company's main ethical responsibilities to the workers and the community are:

- 1- To serve society with useful services under fair conditions.
- 2- To create wealth as effectively as possible.
- 3- To respect human rights with decent working conditions that promote health and safety at work and the human and professional development of the workers.

- 4- To respect the environment, preventing all kinds of pollution as far as possible by minimising waste generation and rationalising the use of natural and energy resources.
- 5- To comply rigorously with the laws, regulations, rules and customs, respecting the contracts and commitments acquired.
- 6- Follow-up of the fulfilment of the legislation by the company.
- 7- Maintenance of business ethics and the fight against corruption.
- 8- Supervision of the working and health conditions of the workers.
- 9- Resource and waste management follow-up.
- 10-Revision of the company's energy efficiency.
- 11-Correct water use.
- 12-Fight against climate change.
- 13-Assessment of environmental and social risks.
- 14-Supervision of supply chain suitability.
- 15-Design and implementation of company association and collaboration strategies.
- 16-To involve the consumers, local communities and the rest of society.
- 17-To involve the employees in the corporate social responsibility good practices.
- 18-Marketing and building of our corporate reputation.

PROGRESS IN SUSTAINABILITY REPORT 2018

Gran Hotel Atlantis Bahía Real, as part of its vocation of being highly responsible with the environment and its surroundings and under its environmental-friendly policy, has implemented the following series of measures to minimise the impact it generates as far as possible. Keeping this in mind the hotel analyses and evaluates every year in a detailed and conscious manner the environmental goals established for the current year and how to improve these.

Energy:

The hotel has an automatic IT system which switches the lights on and off according to the established level of brightness.

The hotel has LED and halogen technology light bulbs.

The hotel has had a lighting study carried out so that the impact is as low as possible for the fauna, especially birds, around us.

The rooms have a central system for automatically switching off the lights.

The air conditioning/heating disconnects when the terrace door is opened.

The hotel has a biomass plant which generates alternative energy to traditional sources.

Energy consumption kwh/person

Year	2016	2017	2018
Consumption kWh/person	46.7	45.2	43.9

As reflected in the chart, the hotel has significantly improved in the last 3 years, 2.80 points of difference, which shows that work was executed in a conscience manner analyzing how to continuously improve, either internally in the costs as well as externally in productive and friendly measures with the environment.

Water

All the taps in the rooms are equipped with aerators to reduce water flow while maintaining water pressure.

The toilet flushes are set to less than 6l of water per flush and double flush systems are installed.

Regenerated water is used to water the garden, supplied to the plants by means of a special irrigation system.

Thanks to daily control of the water consumption, our maintenance team can immediately correct any irregularity, leaks, and take measures in terms of quality.

Water consumption m3/person

Year	2016	2017	2018
Consumption m3/person	0.37	0.38	0.42

The difference of -0.04 with respect to 2017, represents 4% less total customers, which is not appreciable in swimming pools, laundry, etc. as a significant fact

Chemical products:

The use of disinfectants and chemical products is limited; priority is given to ecological products and chemical products which are biodegradable. The quantity is measured using dosing devices; cleaning methods without chemical products are also promoted.

The staff regularly receives training on the correct use of cleaning products.

Laundry

The hotel carries out this service. A daily control of the laundry items treated in the laundry is carried out: Bedclothes, towels, table cloths, uniforms, etc.

At check-in, the customers receive information about the importance of collaborating with the environment, and about the use of changes of towels both for the swimming pools and the

rooms. This service is fundamental for the laundry consumption results, as can be seen in the corresponding table, and from the historical values from the different years.

Laundry consumption kg/person

Year	2016	2017	2018
Consumption kg/person	6.05	6.49	6.96

In this case, the figure increases by 0.50 for a number of reasons already highlighted since 2017:

1. Change of swimming pool sun loungers for larger ones, motivating the purchase of larger towels of higher grammage.
2. Change of bed linen in rooms, with higher quality sheets with a higher thread count, which as a result are heavier, to meet the hotel's 5*Deluxe categorisation in 2017.

Waste:

Waste management at Gran Hotel Atlantis Bahía Real is organised in the following manner:

The purchase of small quantities is avoided, and purchases are made in less individual packets.

We negotiate with our local suppliers to offer as many goods as possible in reusable boxes.

We have specialised subcontractors to collect waste such as batteries, printer toners, oil, plastic, metal, etc. for recycling or correct disposal. Annual certified receipts with the quantities generated, as well as receipts left every time waste is taken away.

We follow a policy of purchases from our suppliers in which their contribution to protecting the environment is prioritised.

We follow a paper reduction policy, attempting to print as little as possible and using email as our means of communication.

Waste management is a very current topic with which we work on a daily basis, and which forms part of the policies and mission of the hotel within its day-to-day system. Furthermore we are working on our ongoing project of effective waste management that mainly affects our house keeping and kitchen departments. We always motivate collaboration and participation by both external and internal customers.

Consumption of bags per year: -3%.

Year	2016	2017	2018
Consumption	183,600	179,500	147,900

As reflected in the chart, the consumption of bags has improved significantly in recent years, awareness of this is growing in the affected departments, such as: housekeeping, as well as in other departments where they are used to a lesser extent.

Consumption of water bottles per year: -7.7%

Year	2016	2017	2018
Consumption	1,794	1,609	1,486

Similar to the consumption of bags, the consumption of plastic bottles has been considerably better than in the last 2 years, which entails a -7.7% improvement. This shows that the environmental practices applied in the day to day in the Hotel, are integrated and a responsible use of the bottles is made.



ENERGY SAVING

1. Use of low consumption light bulbs in most parts of the hotel.
2. Use of timers for lights, Use of timers in machinery (swimming pool pumps, air conditioners in communal zones, etc.).
3. Use and revision of thermostats with automations and temperature control.
4. Use of electronic key cards which cut the supply to rooms when the customers are out.
5. Water selector in the toilet systems, with 2 types of flush.
6. Daily control and reading for water, electricity and gas consumption to detect any possible leaks or deviations.
7. Continual awareness-raising among staff about energy-saving.
8. Automation of the irrigation system in the gardens.

WASTE MANAGEMENT

1. Cardboard collection.
2. Used cooking oil collection.
3. Paper recycling and reuse of paper on both sides of the page in internal use.
4. Glass recycling.
5. Battery recycling.
6. Film recycling.
7. Printer toner and ink cartridge recycling.

8. Non-organic waste selection point in the hotel where it is categorised for later disposal in the correct manner.
9. Resins and PVC containers are returned to the supplier.
10. Used lights and fluorescent bulbs/tubes are sent to an authorised waste manager.
11. Reduction of paper use in the rooms.
12. In the rooms, the customer decides whether they want to use the gel and shampoo dispensers at their disposal, or to use the classic amenities, which can generate more waste.
13. Preference for suppliers using reusable packaging (for example plastic crates for fruit and vegetables instead of wooden or cardboard boxes).
14. Preference for products supplied in large containers instead of small ones.
15. Garden pruning offcuts used to make compost by means of an external supplier.
16. Promotion of reusable items.

OTHER

1. Once purified, the hotel sanitation waste water is reused for watering the gardens.
2. Purchases of amenities made with reusable and / or disposable and non-polluting material.
3. Pool and room towel management by means of a saving system and reduction of environmental impact, backed up by environmental awareness-raising messages.
4. We stock the hotel gardens with native plants which favour savings in water consumption and which partly avoid the use of plant-protection products.
5. Reusable hotel materials for Mini Club activities: wine cork tops, plastic bottles, among other.s
6. Periodical cleaning of the beach area in front of the hotel.
7. Customer information about Fuerteventura as BIOSPHERE RESERVE Island.