



CORPORATE ENVIRONMENTAL POLICY

SPAIN

SIRENIS
HOTELS & RESORTS

SIRENIS HOTELS & RESORTS is a family hotel chain with hotels in Ibiza, Punta Cana, Riviera Maya and Riviera Nayarit.

The BASIC PRINCIPLES of Sirenis Hotels & Resorts are based on three essential pillars:



SOCIAL
RESPONSIBILITY



CLIENT
SATISFACTION



RESPECT FOR
THE ENVIRONMENT

Our commitments to Quality, the Environment and Social Responsibility are defined based on these principles.



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QUALITY

CONTINUOUS IMPROVEMENT OF OUR CLIENTS' SATISFACTION:

1. Establishing direct, close contact with them
2. Measuring the level of satisfaction of our clients in an objective way
3. Taking their complaints and claims into account for our continuous improvement project

GUARANTEEING THE QUALITY OF THE SERVICE:

1. Adapting operations to new needs that are detected
2. Actively listening to clients
3. Collaborating with our suppliers and partners to seek and develop new products
4. Renewing and updating facilities to improve service
5. Undertaking periodic reviews of the Management System

RESPECTING AND COMPLYING WITH LEGAL REQUIREMENTS, AS WELL AS COMMITMENTS IMPOSED BY THE COMPANY ITSELF.





ENVIRONMENT



RESPECT FOR THE ENVIRONMENT:

1. Reducing the waste generated and facilitating its separation
2. Providing continuous Environmental training to our collaborators
3. Reducing the consumption of natural resources, minimising the impact of operations
4. Commitment to the preservation of the biodiversity of the region



SOCIAL RESPONSIBILITY



COLLABORATION WITH LOCAL DEVELOPMENT:

1. Applying a purchasing policy that favours local products
2. Presenting local cultures to clients

MAINTAINING CLEAR OPPOSITION TO CHILD LABOUR AND SEXUAL EXPLOITATION.

ENSURING EQUALITY ON OUR TEAMS.





SUSTAINABILITY STRATEGY

In our efforts to improve each year, we have designed a strategy. We know that our operations have an environmental impact, and we therefore wish to provide solutions for causing the least possible damage to our surroundings.

- Measurement and monitoring of the consumption of our hotels
- Training of our employees
- Implementation of environmental measures at all hotels
- Involvement of our clients
- Collaboration with the local community
- Collaboration with environmental associations



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GREEN FITTINGS IN OUR ROOMS

TEMPERATURE REGULATORS

In each room we have a temperature regulator, so that when the desired temperature is reached, the air conditioning is automatically turned off. In the majority of our hotels, the air conditioning system is programmed so that it turns off when a window or balcony door is open.

EFFICIENT FITTINGS

New electrical devices have been purchased in order to reduce consumption; all electrical appliances and materials that we replace are therefore as sustainable as possible.

ENERGY SAVING LIGHTING

We are replacing conventional lighting for LED and energy saving light bulbs.

ENVIRONMENTAL INFORMATION

In different areas of the hotels, there are labels and posters with information on good environmental practices, requesting the collaboration of our employees and clients.

AUTOMATED CARD SYSTEM

We only have electricity in the rooms when the magnetic key is entered into the device. In this way, we ensure that energy is not wasted when the client is not using the room.





GREEN FITTINGS IN OUR BATHROOMS

ENERGY SAVING TIPS

All our bathrooms and toilets have signage with information on ways to save water, to raise awareness among our customers and prevent unnecessary water wastage.

TOWELS

We give clients the option of reusing towels or requesting new ones, information on which can be found in the bathroom. If the towel is left on the floor we will know that they want the towels to be changed, while if they are hung up we will know that they wish to reuse them, saving water and energy with this simple gesture.

WATER ECONOMISING DEVICES

We have installed water economising devices on the taps in both the rooms and communal areas to reduce the flow of water without affecting the quality of the service.

REDUCTION OF PACKAGING

In order to reduce and generate less waste, soap dispensers have been installed in rooms, creating a significant reduction of waste generated by the client.





AN ECOLOGICAL TOUCH IN OUR COMMUNAL AREAS

COMMUNAL AREAS

Our patios and communal areas are large, to encourage clients to spend more time in them, thereby preventing unnecessary energy consumption.

DRIP IRRIGATION

Areas which require frequent watering have drip irrigation installations, providing only the water that plants require and preventing water being wasted.

INDIGENOUS SPECIES

Thanks to the structure of certain hotels and their green areas, in the communal areas, the Ibiza wall lizard (*Podarcis pityusensis*) is present.

LIGHTING CONTROL

We have lights programmed to turn on and off in the outdoor areas, making the most of natural light.

XERISCAPING

The plants that have been selected for the communal green areas of the hotels are indigenous plants which require only a limited amount of water for maintenance.





THE ENVIRONMENT IN ALL OUR ACTIONS

CLEANING PRODUCTS

We mostly use concentrated cleaning products, ensuring great results in reducing environmental impact.

ECOLOGICAL CRITERIA

All our suppliers are carefully selected, particularly favouring local suppliers who care about the environment.

LOCAL CULTURE

We want our guests to discover the island and its charms aside from its traditionally established, most commercial elements, and we therefore offer information and scheduled excursions at reception.

MONITORING OF ENERGY CONSUMPTION

We carry out monthly monitoring on the hotel's consumption to optimise it and be able to adopt the most appropriate measures.

SELECTIVE WASTE COLLECTION

Proper separation of waste begins from its creation, therefore we have numerous separated waste bins in all our communal areas, as well as our staff areas.





THE ENVIRONMENT IN ALL OUR ACTIONS

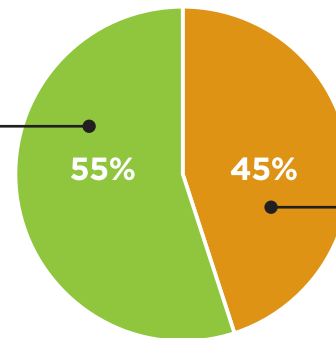
BULK PURCHASING

Following our purchasing protocol, we purchase products with environmentally friendly packaging, with less packaging material for large quantities of product, in order to reduce the carbon footprint of their transport.

LOCAL PRODUCTS

At our all-inclusive buffets, clients can sample local products in almost all services, such as cheeses and cold meats, as well as purchasing local wines to sample during their stay.

Suppliers of locally
produced fresh food



Suppliers of externally
produced fresh food





OUR CERTIFICATIONS



SIRENIS SEAVIEW COUNTRY CLUB
SIRENIS HOTEL CLUB AURA
SIRENIS HOTEL GOLETA & SPA
SIRENIS HOTEL TRES CARABELAS & SPA
CENTRAL OFFICES



SIRENIS SEAVIEW COUNTRY CLUB
SIRENIS HOTEL CLUB AURA



SIRENIS SEAVIEW COUNTRY CLUB
SIRENIS HOTEL CLUB AURA
SIRENIS CALA LLONGA RESORT
SIRENIS HOTEL CLUB SIESTA



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2018 ENVIRONMENTAL INFORMATION

Measurement and monitoring of
consumption of:

- ELECTRICITY
- DIESEL AND GAS
- WATER
- URBAN WASTE



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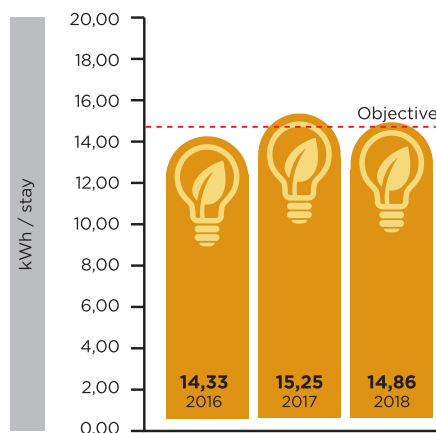




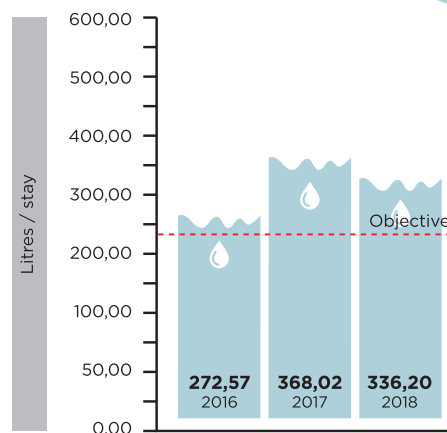
ECOLOGICAL FOOTPRINT

SIRENIS HOTEL TRES CARABELAS & SPA

ELECTRICITY



WATER

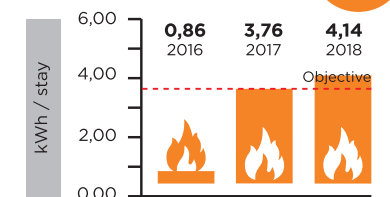


DIESEL



The use of diesel in the facilities has been eliminated. Neither in 2017 nor in 2018 has been used.

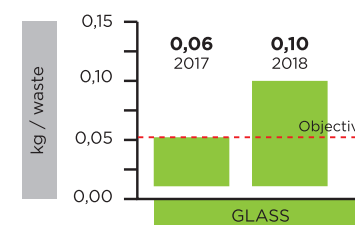
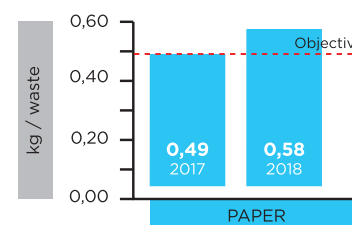
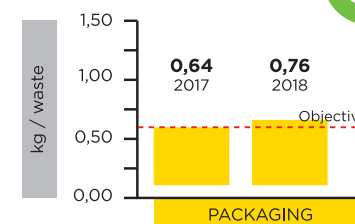
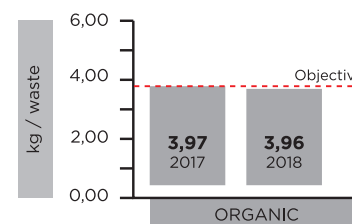
GAS



RESULTS

The Hotel Tres Carabelas & Spa stopped using diesel in its facilities in 2017 and has begun using natural gas, reducing the environmental impact by reducing CO2 emissions. Electricity and water consumption rates have improved thanks to the adjustments made in the complex. In relation to urban waste, it is found that all rates of recycling separation have significantly improved.

URBAN WASTE



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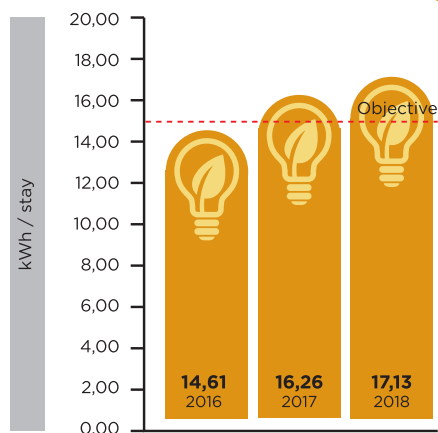




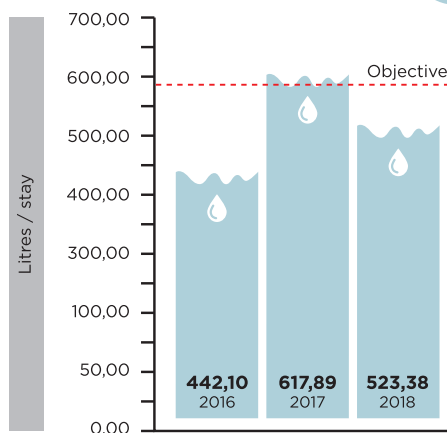
ECOLOGICAL FOOTPRINT

SIRENIS HOTEL GOLETA & SPA

ELECTRICITY



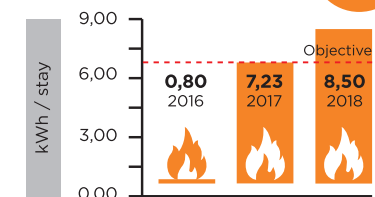
WATER



DIESEL

The use of diesel in the facilities has been eliminated. Neither in 2017 nor in 2018 has been used.

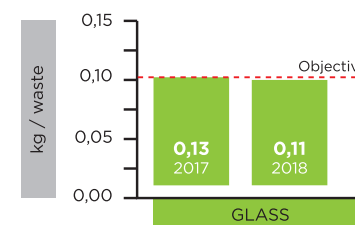
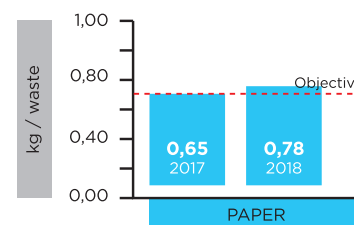
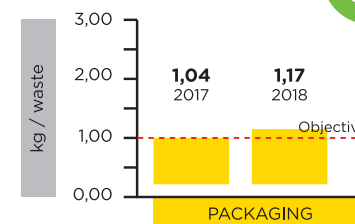
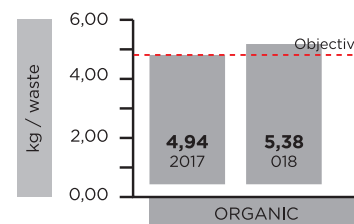
GAS



RESULTS

It should be noted that the use of diesel in the facilities ended in 2017 and the use of natural gas has begun, reducing the environmental impact by reducing CO2 emissions. The hotel's electricity and gas consumption have increased, facilitated by the moderate decrease in occupancy. It is also worth pointing out the decrease in water consumption levels per stay, due to the improvement of the facilities. On the other hand, it should be noted that the Sirenis Hotel Goleta & Spa supplies water to Sirenis Vital Spa. As for the separation of urban waste, we can observe an improvement in the separation of containers and cardboard.

URBAN WASTE

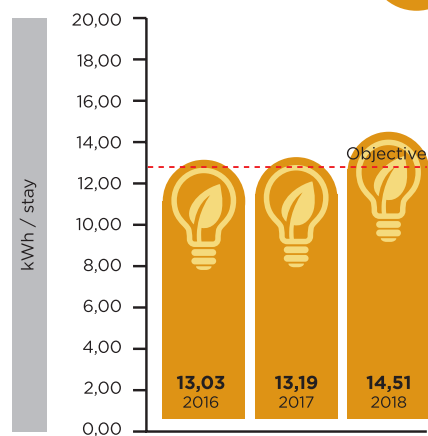




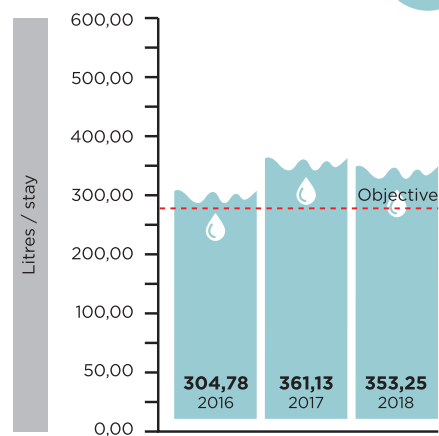
ECOLOGICAL FOOTPRINT

SIRENIS HOTEL CLUB AURA

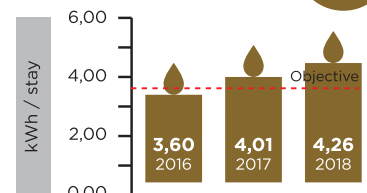
ELECTRICITY



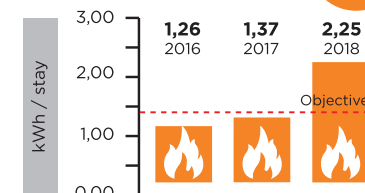
WATER



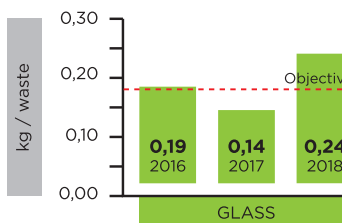
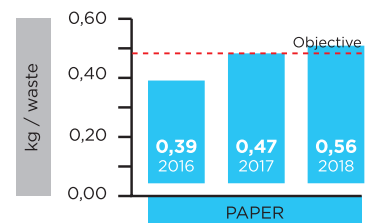
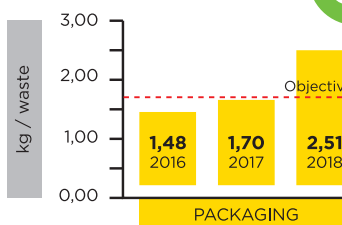
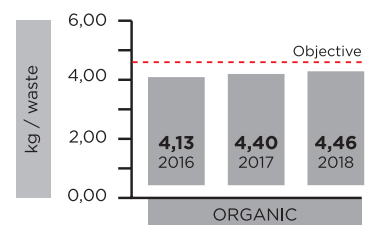
DIESEL



GAS



URBAN WASTE



RESULTS

General consumption levels have increased during this season due to the decrease in stays. As regards water consumption, it is observed that it has stabilised after the increase in pool and room glasses. The production of waste has increased in general, but there is an improvement as regards all recycling separation levels, with each of them having increased.



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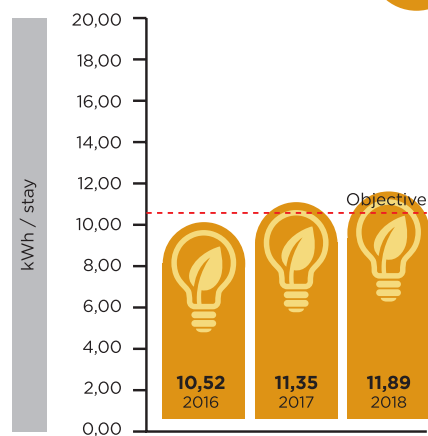




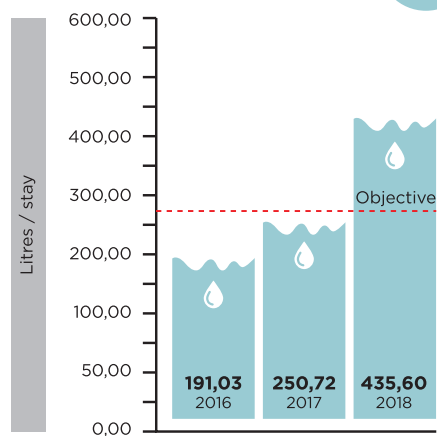
ECOLOGICAL FOOTPRINT

SIRENIS SEAVIEW COUNTRY CLUB

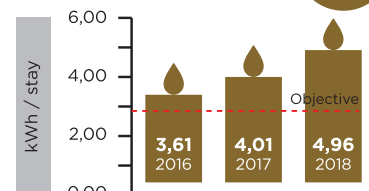
ELECTRICITY



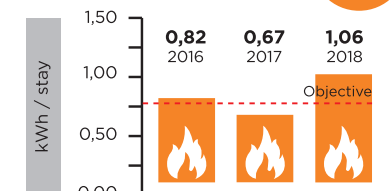
WATER



DIESEL



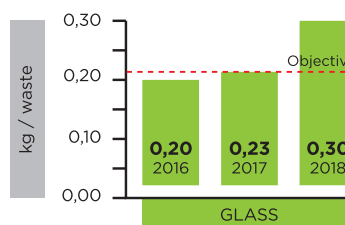
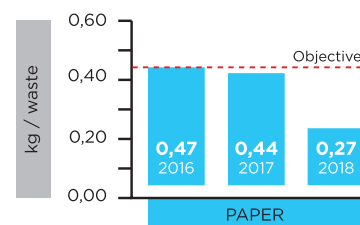
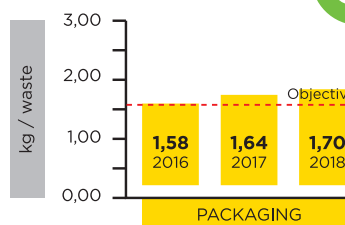
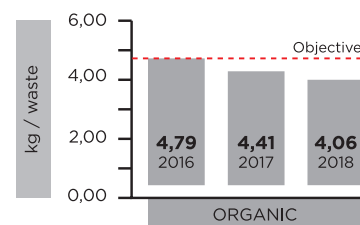
GAS



RESULTS

The aspects analysed remain fairly stable, highlighting the moderate increase in the consumption level due to a decrease in occupancy. The observable results in the management of non-hazardous waste similar to urban waste are satisfactory, with an improvement in the rejection ratios due to better separation from the beginning of the generation of the waste, with the packaging and glass ratio increasing.

URBAN WASTE

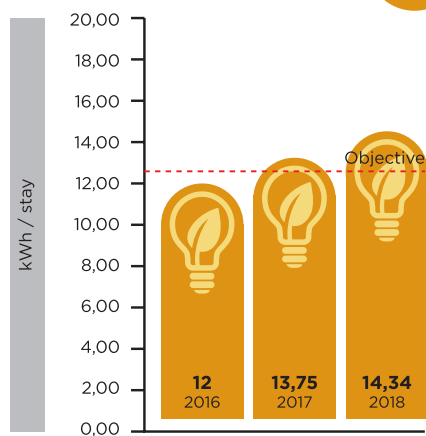




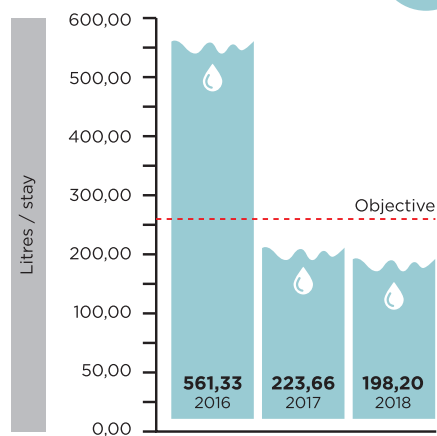
ECOLOGICAL FOOTPRINT

SIRENIS HOTEL CLUB SIESTA

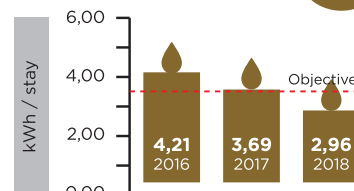
ELECTRICITY



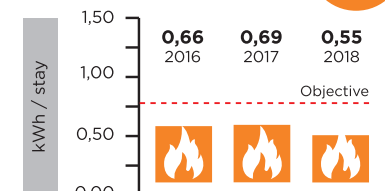
WATER



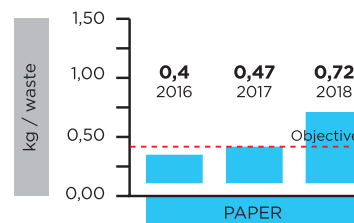
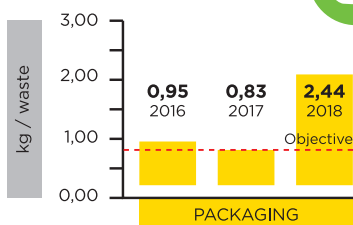
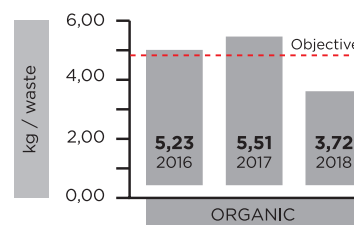
DIESEL



GAS



URBAN WASTE



RESULTS

The results obtained during this season at the Hotel Sirenis Club Siesta are quite positive since there is a decrease in consumption in general, reflecting the improvements made in the facilities. Regarding the management of non-hazardous waste similar to urban waste, a notable improvement can be seen since rejection levels have been reduced and recycling levels have increased, evidencing the improvement in separation.



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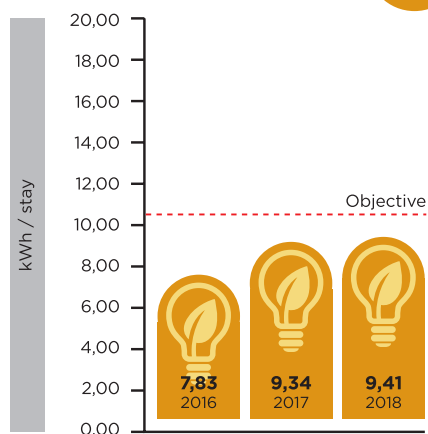




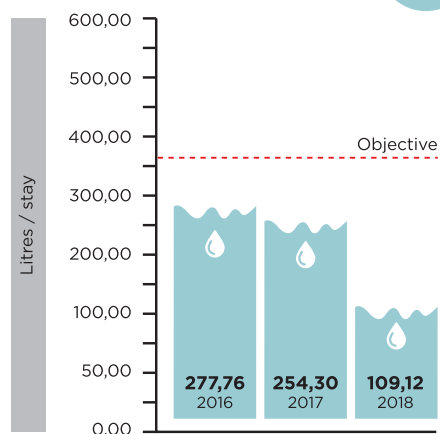
ECOLOGICAL FOOTPRINT

SIRENIS CALA LLONGA RESORT

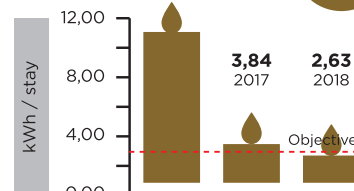
ELECTRICITY



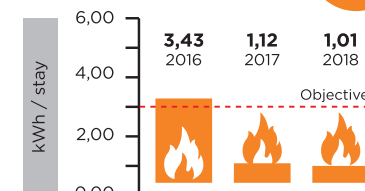
WATER



DIESEL



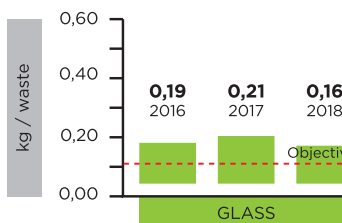
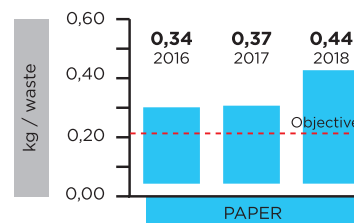
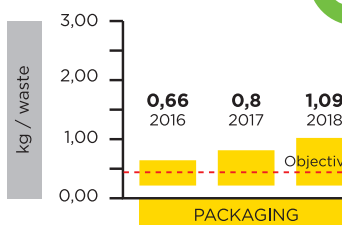
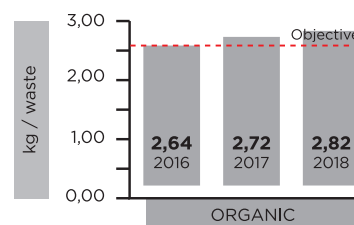
GAS



RESULTS

As regards consumption, it is observed that in general it remains below the set targets and there has been a reduction compared to the previous year during this season. It is worth pointing out that the decrease in water consumption is due to the installation of flow reducers in rooms and common areas, as well as the improvement of facilities. In spite of not reaching the targets, an improvement in the separation of containers and paper is observed.

URBAN WASTE



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ENVIRONMENTAL NEWS IN 2018



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ENVIRONMENTAL PROJECTS



Water is one of the limiting factors of the island of Ibiza, and so it has been proposed to establish a system to obtain it. For this purpose, we are working on the following projects:

- **DESALINATION:**

We are in the process of construction and legalisation of desalination systems to reduce the consumption of aquifers of the region.

- **TWO-PHASE COOLER, SIRENIS HOTEL CLUB AURA.**

The water that our coolers use is captured under the phreatic level, at a temperature far below ambient temperature, therefore we reduce energy consumption by having to cool water less.

- **RENOVATION OF ROOMS**

Rooms have been remodelled, making them more sustainable.

- **FLOW LIMITERS:**

We have been installing flow limiters in the hotel rooms and communal areas in order to reduce water consumption.

REUSABLE CUPS PROJECT

Since the 2015 season we have run various projects to promote the use of reusable cups in order to reduce and end the use of plastic. We have run these projects in the Sirenis Seaview Country Club and the Sirenis Hotel Club Aura, conducting trials with reusable rice cups and carbonate cups. During the 2018 season, the use of plastic cups was eliminated, and reusable cups were used exclusively in these hotels.



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SOCIAL
PERFORMANCE



SIRENIS
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SOCIO-OCCUPATIONAL CONDITIONS



At the company, we firmly believe in individuals and in enhancing the company's values in the long-term with regard to local culture, families and the environment.

For these reasons, we offer numerous benefits for our employees in our socio-occupational conditions plan:

- Continuous training: for the whole time that they are with us, employees receive training on numerous areas, including food hygiene and the environment.
- Discounts on accommodation: by belonging to the Sirenis family, special prices at our complexes can be enjoyed.
- Internal promotion: before beginning an external selection process, the possibility of covering the vacancy with internal personnel is studied.

SOCIAL INTEGRATION



At Sirenis we believe in equality, and therefore do not discriminate due to sex or nationality. We have personnel from the following countries:

Bulgaria - Cuba - Dominican Republic
Slovakia - Spain - The Philippines
Hungary - Italy - Morocco - Mexico
Poland - United Kingdom - Romania
Senegal - Uruguay

WORKERS: MEN VS WOMEN 2018



Number of FEMALE
staff in 2017
517 WOMEN
(53,69%)

Number of MALE
staff in 2017
446 MEN
(46,31%)



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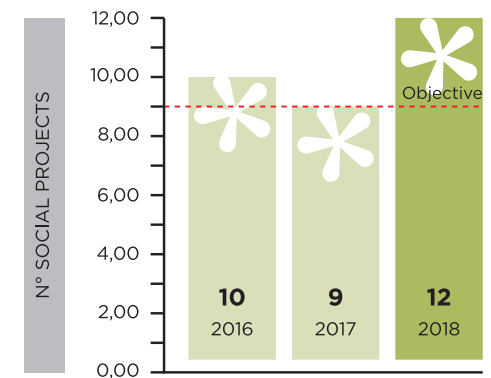


SOCIAL PROJECTS

LOCAL COMMUNITY

Sirenis Hotels & Resorts has carried out several collaborative actions with various institutions and associations on the island that demonstrate that the hotel chain's commitment to the local community goes beyond mere words written on paper.

- Contribution to the Ibiza and Formentera Red Cross, donating room furniture from the Sirenis Hotel Club Aura.
- Involvement in the running of the "Playing for Change Day Ibiza" Festival, which is held annually at Hotel Sirenis Cala Llonga Resort.
- Contribution to the Deixales Foundation for the social and labour integration of people with difficulties, donating furniture from the Sirenis Hotel Club Aura.
- Donations in aid of the Ibiza and Formentera Asperger's Association in the reception of the Hotel Sirenis Cala Llonga Resort.
- Contribution of the Sirenis Hotel Tres Carabelas & Spa and Sirenis Hotel Goleta & Spa, providing the facilities for the teaching of life-saving courses for young people at risk of exclusion.
- Piggy banks at the reception of the Hotel Sirenis Cala Llonga Resort in aid of the Ibiza and Formentera de Asperger's Association.
- Charity furniture market in aid of Run4us, for the study of rare diseases in the Hospital Vall d'Hebrón, in the Sirenis Hotel Club Aura.
- Charity furniture market in aid of ASPANADIF (Ibiza and Formentera Association of Parents of Children and Adolescents with Disabilities) in the Sirenis Hotel Club Aura.
- Contribution of the Sirenis Hotel Tres Carabelas & Spa and Sirenis Hotel Goleta & Spa to APNEEF (Ibiza and Formentera Association of Persons with Special Needs), providing their facilities in order to carry out activities for young people with special needs, for the "Leisure and Respite" programme.
- The Sirenis Seaview Country Club and Sirenis Hotel Club Aura contributed to the Llar Pare Morey juvenile centre, providing their water park facilities in order to conduct activities for minors from the centre.
- Charity furniture market in aid of DOGSPITAL in the Sirenis Hotel Club Aura.
- Contribution to ASPANIDIF for the manufacture of bags for our Sirenis Friends.



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THANK YOU VERY MUCH

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