GRUPOTEL ORIENT

SUSTAINABILITY REPORT
(Indicators 2016-2018)

May, 31st 2019
A sustainability indicator is any economic, social, political, or biological element that provides information about certain aspects of the natural world, environmental policies or other related economic and social factors. A sustainability indicator system enables us to make strategic, environmental and social decisions and helps us to turn this information into action.

We use the tool Sustainablekeyindicators.com, based on the GRI (Global Report Initiative), the international guide more used for sustainable development and indicator guidelines.

The aim of this management is to evaluate sustainable behavior to provide us information in order to ascertain whether our organization has the ability to meet the established requirements, whether these be legal requirements or ones to which the Management or third parties must adhere (ISO 14001:2015 norms, Travelife System, ...)

GRUPOTEL ORIENT is a member of the Sustainable Hotels net in Balearic Islands.
**ENERGETIC CONSUMPTION**

**ENERGETISCHE VERBRAUCH**

![Graph showing energetic sources consumption per stay]

**Consumos de electricidad y Gas Natural por estancia (estancia: un cliente por un día)**

*Electricity and Natural Gas consumption per stay (stay: guest per day)*

*Strom und Gas Verbrauch per Aufenthalt (Aufenthalt: Gast pro Tag)*

We have LED lighting in most areas of the hotel and have a preventive maintenance plan that allows us to ensure the best performance of our energy facilities.

Every year we set new goals and challenges in reference to energy consumption, always guaranteeing the comfort of our customers.
We monitor daily the water consumption at the hotel, thanks to the installed counters. We have quality regulators in our taps which combine modern comfort with sustainable consumption.

Since 2015 we monitor the consumption of water for swimming pools and osmosis system.
GESTIÓN DE LOS RESIDUOS / MANAGEMENT OF WASTE
BEWIRTSCHAFTUNG VON ABFÄLLEN IN GRUPOTEL ORIENT

COLABORE CON NOSOTROS SEGREGANDO SUS RESIDUOS
SPREAD YOUR WASTE
VERTEILUNG IHR ABFAHLL

SU CAMARERA DE LIMPIEZA TAMBIÉN SELECCIONARÁ SUS ENVASES Y REVISTAS SI LAS DEJA A LA VISTA.
YOUR CLEANING WAITRESS WILL ALSO SELECT YOUR PACKAGING AND MAGAZINES IF LEFT IN SIGHT.
IHRE ZIMMERMÄDCHEN WIRD AUCH IHRE PACKAGING UND MAGAZINE WÄHLEN.

![Image of garbage bins]

![Image of cleaning staff]

![Image of cleaning cart]
SUSTAINABILITY SOCIAL TARGETS
WELFARE AND LABOUR STANDARDS IN GRUPOTEL ORIENT

Labor practices (% employees in the workplace province and % Part-time workers)

% of male and female employees

% employees by age
81% of our suppliers are local entities

Grupotel Hotels & Resorts support the local community trying to get as much as possible local products and to work with local agrarian cooperatives.

The SON RAMON winery (founded 1649) lies in the municipality of Llubi, between the towns of Llubí and Muro.

As long ago as 1760, the estate was formed by 37 hectares of vineyards and an old Majorcan wine cellar, which is still conserved today. At the beginning of the past century phylloxera plague invaded Mallorca, and as in many other wineries all the vines had to be pulled up.

In 2005, the Ramis-Fornés family launched a new project with the oenologist Josep Lluís Pérez to plant ten hectares of vines and build a new winery equipped with the latest wine-making technology.

We would like to present you a virgin olive oil made exclusively from our Finca Son Perera. You will find it in our
• Participation in the World Environment Day campaign, June 5

Every year, on June 5, the Xarxa de Hoteles Sostenibles de Baleares, in collaboration with the FEHM and the ACH, organizes a campaign to spread the World Environment Day among customers and the entire Balearic society.

In 2018 the United Nations motto for this day was the idea of raising awareness among the population in the urgent reduction of the production and excessive use of disposable plastics, which pollute our oceans, damage marine life and threaten human health. The campaign consisted in presenting the theme of the Day through a poster facilitated by the XHSB, FEHM and ACH and awareness of the clients regarding such problem.

Previous years have also participated in the campaigns, according to the corresponding slogans proposed by the United Nations, and the campaigns organized by the XHSB.
• **Operation Kilo**

It is an initiative of the FEHM for the collection of dry food with long-term expiration date in hotel establishments, to be donated later to local NGOs, which are responsible for their distribution in soup kitchens or directly to families in need. Attached photo of the campaign of 2018.

![Operation Kilo Photo]

• **Collaboration with the social dining room of Es Refugi**

Es Refugi is a non-profit association that works to welcome and alleviate the basic needs of people who, due to very different circumstances, are in a situation of risk of social exclusion.

The general profile of the beneficiaries of the actions of the Altruist Association Es Refugi are people with broken family, work and social ties.

The Entity collaborates with the General Directorate of Social Services of the Balearic Government, the Institut Mallorquí d’Afers Socials of the Consell de Mallorca, with the Social Serveis Department of the City of Palma de Mallorca, with Casa Familia and the Servei d’Acolliment i Promoció Socio-labor of the City Council of Palma de Mallorca. Likewise, in winter it also cooperates with the Mobile Red Emergency Social Unit of the Red Cross, UMES.

Grupotel Orient collaborates with the association delivering dry and perishable food for its social dining room, twice a year, in May and in August.
• Organization of **internal cleaning days** in the **Porcincula area**

• **Bottle caps for a new life**

The Grupotel Orient collects plastic stoppers in all departments and requests the participation and collaboration of hotel customers in favour of the "SEUR Foundation" campaign, in which the money collected with the collection of stoppers, is intended to help children with some kind of disease.