

SUNPRIME[™]
HOTELS



Sustainability Report 2020

SUNPRIME WATERFRONT PALMA BEACH

Introduction to our business

Sunprime Waterfront Beach has been practicing sustainability issues for many years. Thus, this is the four issue of our Sustainability report which reflects the approach for continuous improvement in contributing to a sustainable tourism sector.

The hotel opened in 2013 under the Sunprime brand, a new concept for the chain with adults only hotels. Welcome every year approx. 9.932 hotel guests from Nordic Leisure Travel Grup Operators mostly from Sweden, Norway, Finland, Denmark.

The hotel has 191 rooms, operating from March - October. The hotel employs approximately 74 employees, locals in their biggest majority.

We offer opportunities to make people, guests and staff, enjoy new experiences, discover cultures and create fantastic memories. But we are also conscious of that our actions have an impact on the whole world, by creating workplaces, economic profit and protection towards the environment. We are convinced that sustainable tourism can generate economic and social development and at the same time minimize the impact towards the environment.

We are compromised with the environment, work with our values and follow our Ethic Code to obtain our goals:

Stimulate a sustainable tourism that considers the economic, social and environmental impacts from today and to our future

Environmental Highlights

Efficient use of our facilities with our guests and workers' participation to reduce the water and energy consumption.

WATER.

- Aerators in all faucets and showers in the apartments.
- WC with a maximum water discharge of 6 liters
- Gardens irrigation with timer
- Weekly control of water consumption in the apartments
- Daily control of swimming pools' water counter

ENERGY

- 100% Led bulbs in whole rooms of the hotel
- Centralized AC with automatic disconnection
- Change all appliances into A+++ type
- Undergo an energy audit

CHEMICAL PRODUCTS

- Use of cleaning products with Eco-label certification
- Automatic chlorine dispenser in all swimming pools
- Monthly consumption control

WASTE

- Reduce waste production.

We introduced purchasing of bio-degradable bags replacing the plastic ones used in our Spa, restaurant...

From summer 2019, pledge which aims to remove 70 million of single use plastic, Sunprime Waterfront Palma Beach Is saying **No to Straws** and will replace its single use plastics with PLA (biodegradable) ones.

- Monthly control of garbage collection
- Use of bulk products
- Contract with authorized agents
- Staff training

We recognize that purchasing decisions can contribute significantly to environmental protection.

Social Highlights

In Sunprime Waterfront Palma Beach we work with the local community in order to make sure that the sustainable development is a reality.

- Collaboration with the hotel association in Playa de Palma “GERENCIA AHPP”
- Promoting employment of people living in the area
- Economic help to associations within our community

FEHM

Food Bank – food donation to homeless people.

EBEN-EZER

Animal shelter Sheets/towels/blankets/yoga mat

Our hotel’s human team is the key to reach our goals. We offer the maximal job stability and take part of their personal and professional development.

Total staff	74
Permanent contract	45
Temporary staff	29
Male/Female	45%-55%

Tourism and travel affect not only the environment but also the local inhabitants at the destinations we travel to. To succeed in this effort, we have established four work guidelines

- Working conditions
- Child labour
- The environment
- Child sex tourism

The guidelines are based on the UN Convention on the Rights of the Child and the conventions on working conditions and workers' rights, as set out by the UN's labour agency: ILO.

1. Working conditions

We work towards working conditions that include:

- the freedom to join a trade union
- a minimum wage
- a good working environment
- regulated working hours

2. Child labour

We work towards:

- The prohibition of child labour (we accept no employees younger than the laws of the respective countries allow)

3. The environment

We aim to:

- Influence partners to act in as environmentally conscious ways as possible in their activities (for example in the areas of energy, water and chemical consumption and in waste separation)
- Reduce the amount of carbon emissions and waste at the destinations.
- Encourage a healthy development of tourism at the destinations
- Stimulate the use of local products and labour.

4. Child Protection from sexual abuse in tourism

We condemn all forms of sexual exploitation of children and support all laws to prevent and punish such offences. We have entered into an agreement with The Code to adopt and implement: “Code of conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism”.

The Code of Conduct covers the following criteria:

- We have established a policy regarding commercial sexual exploitation of children
- We inform and train our staff
- We inform our travelers
- We add a clause to all our hotel contracts
- We inform local partners about our standpoint
- We annually report to the Code’s international secretariat

QUALITY ASSURANCE

In Sunprime Waterfront Palma Beach we know that our major active is our people. Our guests’ fidelity would not be possible without their work.

That is why we work very hard on ensuring that the quality and security standards in our hotels are effective and reachable.

We analyses on a weekly basis our guests’ satisfaction index:

- Weekly meeting between management and heads of department
- We share the results with all teams and develop an action plan
- Monthly analysis of the development
- Risks evaluation – identifying the dangers / plan to remove or minimize them.
- Emergency plans – how to react in case of emergency.
- Clear action protocols that are adapted to current needs.
- Monthly Food-Pool-Room audits by Cristal International and SGS.
- Yearly emergency drill

Sustainability programme

The sustainability responsibilities include:

- Monitoring and reporting sustainability performance every year
- Working with external sustainability organizations to further our knowledge and support best practice
- Integrating sustainability processes into the day-to-day operations of our businesses.

In Sunprime Waterfront Palma Beach we know that sustainable tourism is the tourism that takes into consideration the economic, social and environmental impacts from today and in the future.

That is why we work together with Travelife since many years ago. Being audited and certified makes that our commitment will be shared by our staff, guests and providers.

Travelife is the only certification system developed by and for the tourism industry. It is the only system that contemplates all aspects as sustainable: loyal commerce, culture, social labour and economic development.

We live on an island, with a limited territory. We have to take care of it and defend it with all the tools that Travelife offers us.

As Sunprime Waterfront Palma Beach Manager, I assume and demand the responsibility to follow our sustainability goals on a daily basis in order to achieve a more sustainable society.

Marie Pålsson

Resort Manager Sunprime Waterfront Palma Beach



Measuring & monitoring performance

ENERGY CONSUMPTION (KWH/BEDNIGHT)

Year	2018	2019	2020
Value	17,16	24,78	46,06

WATER CONSUMPTION (KWH/BEDNIGHT)

Year	2018	2019	2020
Value	416,01	339,12	491,21

WASTE (GR/BEDNIGHT)

Year	2018	2019	2020
Unsorted	0,03	0,02	0,02
Sorted	1,49	1,48	1,48

CHEMICAL CONSUMPTION (GR/BEDNIGHT)

Year	2018	2019	2020
Value	77,66	179,01	185,31

Action plan

- Efficient use of our facilities with our guests and workers participation to reduce the water and energy consumption.
- Reduce waste production.
- Sustainable purchasing policies.
- Optimize the use of chemical products.
- Ensure that all new employees are informed of our environmental activities by completing training in basic environmental and Sustainability issues and business-related environmental aspects every year.
- Clear health & safety policies and defending equal opportunities.
- Defending human rights and children protection.
- Helping the local culture.
- Sustainability is the fundamental foundation of our group and includes our three main goals:
 - Responsibility and consciousness towards the environment, rational use of natural resources, water and energy.
 - Respect and keep relations with the local community, businesses and providers.
 - Business profitability.

Contact us

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NOTES

“If you wish to receive a copy of our sustainability report in English, please send an email to: *Marie.Palsson@sunprime.net* and we will be more than glad to provide it to you”

“Si desea recibir una copia de nuestro informe de sostenibilidad en castellano, envíenos un correo electrónico: *Marie.Palsson@sunprime.net* y estaremos encantados de proporcionárselo”