

Sustainability Report 2019/2020

TUI MAGIC LIFE FUERTEVENTURA



Dear Ladies and Gentlemen,

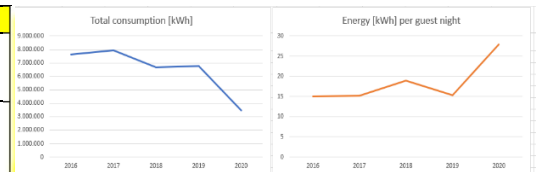
The following sustainability report is intended to give you more information on the sustainable commitment of our hotel.

Energy

Targets, annual improvements and energy consumption projects

- Our hotel has different infrastructures that require energy, such as pools, air conditioning heating pumps boilers and similar. The aim of our hotel is to reduce CO₂ emissions yearly.
- From 2017 to 2020, the hotel's total energy consumption has been effectively reduced.
- The hotel in 2020 had the obligation to closed because of the COVID-19 Pandemic, that is the main reason of the power consumption in the resort declined by nearly a 50% in comparison to the previous year and was significantly increased the amount of kwh per guest night compared to previous years.
- Likewise, in 2019 the total energy consumption in the resort dropped by an 11,22% in comparison to 2016. The gas consumption declined by a 5,15%, the electricity consumption declined by a 14,75% and the water consumption dropped by a 20,49%, etc.
- The most representative decreases are seen in all energy consumptions over the years reducing CO₂ emissions.

	2016	2017	2018	2019	2020
Total consumption [kWh]	7.635.365	7.930.562	6.667.073	6.778.328	3.480.647
Energy [kWh] per guest night	15,0076	15,2083	18,9756	15,3496	27,8363



Measures taken:

- Since 2016 implementing LED light technologies into the Hotel.
- Electric panels and LED light at Pools, to improve energy efficiency.
- Eco Glass Filter Media (Active Clear Glass) like alternative to sand at swimming pools filters. Saving on backwashing and the resultant water, energy and chemical treatment costs.
- Installed three salt chlorinators, two in swimming pools and one in the Splash. Salt chlorinators destroy the chloramines that cause skin and eye irritation after bathing and the usual smell of a chlorine pool and help to reduce the cubic meters of water renewal, energy and chemical treatment costs.
- Used of photocells, clocks and motion sensors, to improve energy efficiency.
- Replacement of machinery and equipment by new technologies, seeking to improve energy efficiency.

Water

Targets, annual consumption indicators and water savings projects

- In addition to the protection of energy resources, the reduction of water consumption is a central aspect of our hotel. The aim of our hotel is to reduce the total water consumption yearly.
- From 2016 to 2020 the hotel's total water consumption has been effectively reduced.
- Likewise, in 2019 the water consumption in the resort dropped by a 20,49% in comparison to 2016. The water consumption in 2020 is not vital information for the reason that the hotel had the obligation to closed because of the COVID-19 Pandemic.

	2016	2017	2018	2019	2020
Total consumption [m ³]	162.407	151.414	138.026	129.133	75.667
Water [litre] per guest night	0,3192	0,2904	0,3928	0,2924	0,6051



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Measures taken:

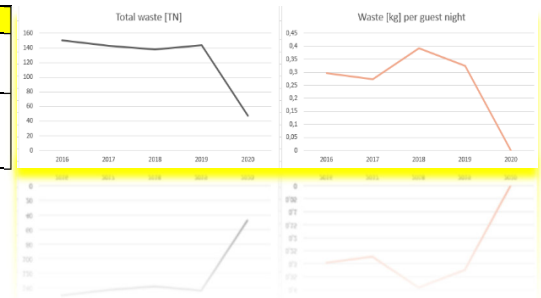
- Pipes are regularly checked for leakage
- Since 2012 flow restrictions have been installed in all rooms and working areas
- Use of drip irrigation in the garden
- Eco Glass Filter Media (Active Clear Glass) like alternative to sand at swimming pools filters. Saving on backwashing and the resultant water, energy and chemical treatment costs
- Installed three salt chlorinators, two in swimming pools and one in the Splash. Salt chlorinators destroy the chloramines that cause skin and eye irritation after bathing and the usual smell of a chlorine pool and help to reduce the cubic meters of water renewal, energy and chemical treatment costs.

Waste

Targets, annual waste generation indicators and waste savings projects

- With 0,3793 kg of waste per guest night, we are able to significantly reduce the amount compared to previous years. It is important for us to further reduce these in the coming years.
- Likewise, from 2016 to 2020, our hotel has effectively reduced the amount of waste, based on waste indicators for recycling; such as paper and cardboard, plastic, glass, etc.

	2016	2017	2018	2019	2020
Total waste [TN]	150,58	143,16	138,18	143,80	47,43
Waste [kg] per guest night	0,2960	0,2745	0,3933	0,3256	0,3793



Measures taken:

- Sensitise the guests to separate waste
- Regular training of employees for proper waste separation
- Recyclables, such as paper and cardboard, plastic, glass, etc. are collected by certified companies
- Implemented a "Plastic Reduction Guidelines for Hotels"

Employees

Targets, Laboral projects and measures to promote employees.

- High job satisfaction is an important goal for our hotel. This requires a fair payment and a balanced work-life balance for all employees.
- Conversion of temporary into permanent labour contracts, 24 employees in 2017, 23 employees in 2018, 7 employees in 2019 and 2 further employees in 2020
- Internal promotion, 8 employees in 2017, 15 employees in 2018, 6 employees in 2019 and 4 employees in 2020
- Hiring (men/women); In 2017, the percentages shown 56.94% men / 43.06% women. In 2018 the figures shown 60.37% men / 39.63% women. In 2019, the percentage showed 54,32% men / 45,68% women, whereas in 2020 the figures show 52,47% men / 47,53% women
- Recruitment of local staff. The 41.35% of the employees are from the Canary Islands, with a 68,06% of the employees coming from the mainland in Spain. The 31.94% of the staff is foreign.
- Contribution to the professional development under a traineeship scheme, in collaboration with different educational entities. 6 trainees in 2017, 5 trainees in 2018, 1 trainee in 2019 and 1 trainee in 2020

Measures taken:

- Respect for the human and labour rights. Non-discrimination and equality.
- Rights and obligations. Compliance with the Labour Regulations.
- Professional development and continuing training
- Occupational Health & Safety
- Freedom of association and representation
- Training and education programs for employees
- Survey regarding the employee satisfaction



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Procurement

Targets and measures of the hotel with regard to purchasing and suppliers

- One of the main goals of our hotel is to strengthen the local economy. Here, we have set ourselves the goal to prefer the purchasing of environmentally friendly and regional products. 90% of our food comes from the region, following an incremental trend that, at the end of year 2020, showed with this increase the right way followed by the organization in the previous years. Moreover, we maintain intensive contact with our suppliers.

Measures taken:

- The resort's policy aims to use, insofar as it is possible, products and services provided by suppliers that comply with the resort's sustainability policies, also favouring those that cause a lower impact on the environment. The reduction of transport-related pollution is also a major aspect that is considered and that determines the selection of the local suppliers to the extent possible
- Focus on sustainable and environmentally friendly products from the region
- Regular exchange with our main suppliers

Our guests

- The guests can ask questions about sustainability issues to the Environmental Manager,
 - The information given to guests and clients, either directly in the rooms or through the info channel TV, the website, etc.
 - The guests can take part in Handicrafts Workshop and Cleaning Action to Raise Environmental Awareness
 - The guests can report possible observations and give feedback at the web site or direct to the Environmental Manager
- A sound nature as well as a pleasant environment are one of our concerns, also with regards to our guests. On request, discussions between guests and sustainability managers are possible at any time to explain or answer questions about sustainability.
 - Our guests are always invited to participate in some of our environmental and sustainability activities, such as Beach-Clean Ups, etc. Notifications can be found in the rooms as well as in the lobby or at the reception.
 - We communicate our activities locally via different channels, App, brochures, notice-boards etc.

Our Engagement

Projects and initiatives how the hotel is supporting locale and international organizations,

The collaboration actions listed below have been performed with the following local entities:

- Initiatives and programmes to support the Community.

ENTITY	SOCIAL GROUP / PROGRAMME	ACTION	AREA - DATES
FUNDACIÓN SEUR	"Taponos para una nueva vida" (Caps for a New Life)	By collecting caps to be recycled, we helped children with no financial resources to gain access to medical treatment or to orthopaedic devices to improve their quality of life.	SINCE 2014
TWINKLE TRUST ANIMAL AID	"El Capitán/ Animal-project.de"	Collaboration with a non-profit association that takes care of street cats in Fuerteventura, especially in the tourism areas. The Royal Society for the Prevention of Cruelty to Animals (RSPCA) is also a member of the World Society for the Protection of Animals (WSPA)	SINCE 2007
WINDSURFING & KITEBOARDING WORLD CUP	WINDSURFING & KITEBOARDING WORLD CUP	Collaboration with the WINDSURFING & KITEBOARDING WORLD CUP	YEARLY



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ISLAND GOVERNMENT OF FUERTEVENTURA AND COUNCIL OF PÁJARA	"Collaboration and Participation"	We collaborated and participated in the events and festivities organised by the Government of the Island of Fuerteventura (Cabildo) and the Council of Pájara and supported the environmental campaigns led by these institutions	YEARLY
LOCAL SPORTS DEPARTMENT AND SCHOOLS	"Donations"	Collaboration with the Community of Pájara, donating over 1,000 tennis balls that were distributed as a social action in different children's sports schools and schools	YEARLY
LOCAL SOCIAL AFFAIRS DEPARTMENT	"Donations"	Collaboration with the Community of Pájara, donating all the old chairs and tables from our Mini Club	YEAR 2017
COUNCIL OF PÁJARA	"Donations"	Collaboration with the Pre-school and Primary Education School "CEIP Cristóbal García Blairzy", donating 30 chairs and 15 tables, and with the Nursery, donating 10 highchairs for babies.	YEAR 2018
COMMUNITY OF PÁJARA	"Donations"	Collaboration with the Community of Pájara, donating a large number of chairs and pieces of furniture that were removed from the hotel after the refurbishment to our employees and to inhabitants from this municipality. This action was performed as a contribution to the social development.	YEAR 2018
COUNCIL OF PÁJARA	"Donations"	Collaboration with the Community of Pájara, donating 500 chairs and 190 tables for community purposes as an action aimed at the social development.	YEAR 2018
COUNCIL OF TUINEJE	"Donations"	Collaboration with the Community of Tuineje, donating 500 chairs and 190 tables for community purposes as an action aimed at the social development.	YEAR 2018
"FUDENAS NORTH-SOUTH" MOUNTAIN-BIKE RACING EVENT	"Donations"	Collaboration with the different editions of Civic-Military Mountain Bike Racing Event "FUDENAS", donating bottles of water. 3,000 registered participants crossed the island of Fuerteventura in a north-south direction, with a maximum height difference of 307 metres.	YEARLY
YOUNG STUDENTS	"Traineeship"	"Contribution to the professional development of young students", hiring them in our hotel under a traineeship scheme in collaboration with several educational entities.	SINCE 2010

- Donations of accommodation and assignment of facilities

ENTITY	SOCIAL GROUP / PROGRAMME	ACTION	AREA - DATES
TUI ONE SERVICE	"Charity Day"	Collaboration with the TUI Group to raise funds for several social-purpose charities. Donation of 2 × two-night, all-inclusive stays for 2 pax each.	YEARLY
COUNCIL OF PÁJARA	24th Edition of the Cultural Activities Week "LA CEBADA"	Collaboration with the local Culture Department, donating 2 × two-night all-inclusive stays and 4 × one-night, all-inclusive stays for 2 pax each.	2018

- Biodiversity and Social Well-Being Project

ENTITY	SOCIAL GROUP / PROGRAMME	ACTION	AREA - DATES
FUERTEVENTURA	... STAR GAZING (STARLIGHT)	Declared a Starlight Reserve, Fuerteventura features some protected natural areas that keep the natural lighting conditions and the sharpness of the night sky intact. From the viewpoints, the sky of Fuerteventura can be gazed with no light pollution. www.starsbynight.es	
FUERTEVENTURA	BIOSPHERE RESERVE	Declared a UNESCO Biosphere Reserve on the 26 th of May 2009, Fuerteventura is a renowned Sustainable Tourism destination, where the preservation of the traditional values and activities coexist with the tourism industry. It is a privileged spot where visitors can observe the volcanic areas, with a wide range of world-class fossil samples and around 50 sites of palaeontological interest. Fuerteventura is one of the largest deserts and semidesert areas in the European Union, with over one hundred kilometres of coastline, most of which is still virgin.	



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FUERTEVENTURA	TURTLE PROJECT	The Project for the Reintroduction of Loggerhead Sea Turtles (<i>Caretta caretta</i>) in Fuerteventura aims to recover this turtle species, which disappeared from the Fuerteventura coast over one century ago. The island is a world reference for the recovery of the marine fauna.	
FUERTEVENTURA	ORNITHOLOGISTS' MECCA	The Government of the Island of Fuerteventura promotes the ornithological tourism through its Environment Department. For this purpose, this institution has installed interpretation and information boards in the Ornithological Reserve of the country estate El Jarde, in the municipality of Antigua, in order to promote this type of tourism in the island.	
INTERNATIONAL ENVIRONMENT DAY	"Plant Five Trees"	On the 5 th of June, for the "World Environment Day", together with our guests and their children, we planted five trees around the Mungo Club	SINCE 2016
OUR EMPLOYEES AND GUESTS	"Handicrafts Workshop and Cleaning Action to Raise Environmental Awareness"	With the "Handicrafts Workshop", children and their families learned to recycle by playing, doing crafts with recycled materials. The "Cleaning Action to Raise Environmental Awareness" brought the management, the heads of departments, the employees, our guests and other people together, collaborating and cleaning the natural surroundings of our hotel (the ravine areas, the beach, etc.) The "Sustainability Day" is an action intended to contribute to mitigate the serious environmental crisis that we are facing and to try to take advantage of this attitude in order to change the way we treat the environment, so as not to compromise it for the future generations, maintaining and promoting an environmentally-friendly workplace and offering our guests the possibility to fulfil, either directly or indirectly, their commitment to sustainability.	YEARLY

Certificates and awards

Certificates and awards.

- The resort is certified according to TRAVELIFE GOLD's Sustainability System since 2013
- The resort is also ISO 14001 certified since 2014, after the implementation of its Environmental Management System (EMS)

Policies

- TUI MAGIC LIFE Mission Statement
- Environmental policy
- Labor policy
- Health and safety policy
- Community policy
- Quality Policy
- Labour Policy
- Social Policy
- Sustainability Commitments

