

## HOTEL | TUI MAGIC LIFE CALA PADA



### INTRODUCTION

This document sets out the **SOCIAL-CULTURAL, ENVIRONMENTAL AND FINANCIAL** actions carried out to comply with the requirements established in **TRAVELIFE's** Sustainability Standard, showing the hotel's commitment to sustainable development.

In accordance with the Policy on Commitment to the Local Community, **NORDOTEL** has the obligation to contribute to improve and increase the well-being of the social environment where **NORDOTEL** operates, creating economic and social development opportunities..

### DURING THE SAID PERIOD, THE FOLLOWING OBJECTIVES AND GOALS HAVE BEEN ACCOMPLISHED:

#### CERTIFICATION

- The hotel is currently processing the renewal of Travelife's standard certification.

## INTEGRATION

- The hotel guarantees the utmost respect for the autochthonous culture, encouraging visitors to explore the destination by means of thematic and promotional activities offered to the guests through the information presented in the hotel.
- The natural values of the environment of the hotel are taken into account, respecting the local communities and the surrounding ecosystems, as well as the natural parks, the special protection areas and other related elements.

## COLLABORATION AND DIALOGUE

The hotel, through the Management Teams, is in constant communication with the social and institutional agents of the Balearic Islands, fostering cooperation and collaboration actions intended to:

- Abide by and comply with the local and regional legislation, including the environmental, social and human resource laws and other applicable regulations.
- Implement policies aimed to save natural resources, water, energy, etc.
- Monitor the main announcements and news of interest that are posted on the website of the Council of Santa Eulalia del Río and of the Government of the Balearic Islands (Govern Balear) in order to assess improvement opportunities and work on the same direction.

**EJEMPLO: A water saving campaign put forward by the local Council and Alianza del Agua de Ibiza (Ibiza's Water Alliance) has been implemented, reinforcing the message sent to both the guests and the employees, so as to encourage them to save water.**

**Water saving devices have been installed in the hotel rooms.**

## PROCUREMENT

The hotel's policy consists of procuring, insofar as it is possible, products and services provided by suppliers and providers that comply with the hotel's sustainability policies, favouring those that also generate a lower impact on the environment. Reducing the contamination caused by transport is one of the key elements considered and, therefore, this aspect determines, whenever possible, the choice of the local providers and suppliers.

**The 66% of the suppliers and providers are local from the Balearic Islands, where the remaining 34% come from the mainland of Spain or other countries.**



## EMPLOYMENT - HUMAN RESOURCES

**NORDOTEL** in line with its Social Policy, undertakes to comply with labour contracts in accordance with the applicable laws, favouring the integration of the community in a high percentage of the jobs offered.

Considering the social aspects of sustainability, the following elements are taken into account:

- **Converting temporary staff into permanent staff**
- **Internal promotion**
- **Hiring (men/women)**
- **Recruitment of local staff**

## SOCIAL INVESTMENT

The collaboration actions described below have been carried out with the following local entities:

- **Initiatives supporting the community and health programmes:**

ENTITY	SOCIAL GROUP/PROGRAMME	ACTIVITY	AREA - DATES
STURGE WEBER UK FOUNDATION	COLLABORATION	Providing a room better than the one initially booked	September 2016 / 2018 / 2019 & 2021

- **Donation of accommodation and assignment of facilities:**

ENTITY	SOCIAL GROUP/PROGRAMME	ACTIVITY	AREA - DATES
FUNDACION DEIXALLES	DONATION	Donation of furniture, curtains, beds, lamps, bed bases, minibars	March 2017 and April 2018. 2019 and 2021
FUNDACION AMFIM	DONATION	Donation of funds: 2018 / 2020 / 2021. Funds raised at the reception	2018 / 2020 & 2021



## ENVIRONMENT

- Consumption comparisons have been analysed but, due to the global pandemic declared in 2020, the resort has been affected by a low demand of guests both for that year and for the current year. As a result, the hotel has had to close temporarily for some periods and, to assess the consumption measurements, some periods in 2019 and 2021 have been selected, so that the comparison can be based on similar contexts, in order to obtain coherent but approximate conclusions.
- In line with our sustainability policy, we undertake to prevent contamination and pollution, to protect the environment and to comply with the environmental legislation within a Continuous Improvement framework.
- Thus, every year, we strive to measure, mitigate and compensate for the impact of our operations on the environment, implementing policies focused on saving energy, water and natural resources in general, resulting in financial savings for the business unit.

## CONCLUSIONS – ACTION PLAN: OBJECTIVES

The main aspects and the **Social-Cultural, Environment and Financial** actions to be considered for the next year are set out below, in order to act consistently in line with our sustainability policy and with the requirements established in the standard.

- To continue to carry out the Continuous Improvement Process through real, short-term objectives.
- To continue to monitor and control the hotel's waste, in order to find out any opportunities for improvement.
- **Electricity:** to reduce the power consumption in September, in order to reach a consumption rate per pax and night close to the annual average of 8.66 kWh/p.p./night
- **Propane gas:** For the monthly loads, estimating the actual consumption would be advisable, as this information would enable us to make a month-on-month comparison.
- **Water consumption:** to reduce the monthly consumption to figures below 0.60 m<sup>3</sup> per pax per night, in order to avoid consumption peaks during the low-occupancy months.
- A botanical garden has been created in the hotel, emphasising both the autochthonous and foreign species of highest interest, in order to raise awareness amongst our guests about the value of the local biodiversity.
- An **Environmental and Flora and Fauna Information Board** has been installed and a presentation video with environmental and recycling information is also displayed on the **Infochannel** in the rooms. Besides, our **APP** is also advertised in the information provided to the guests, in order to encourage them to participate in the energy and water saving actions.

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