



## INTUROTOEL 2018 SUSTAINABILITY REPORT

### ENVIRONMENT:

Regarding energy consumption, the first table shows total consumption at the various hotels in terms of energy consumption and waste generation.

<b>inturotel</b>						
<b>Total Consumption</b>						
	<b>Cala Esmeralda</b>		<b>Sa Marina</b>		<b>Esmeralda - Azul</b>	
	<b>2017</b>	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>	<b>2018</b>
<b>Paper/Cardboard</b>	4,75	4,94	5,88	5,08	21,86	21,62
<b>Grass</b>	3,16	3,14	2,37	3,06	9,03	7,72
<b>Plastic</b>	3,88	3,41	1,58	1,57	4,79	4,59
<b>Other</b>	45,66	46,73	64,77	64,77	167,02	165,16
<b>Electricity</b>	758.278	839.798	917.726	889.244	2.855.983	2.816.967
<b>Gas Oil</b>	23.900	28.920	42.765	48.195	163.846	155.597
<b>Water</b>	19.064	18.375	21.848	21.664	120.084	118.998

Note: Paper, glass, plastic and other are in tons. Electricity is in kilowatts, gas oil is in litres and water in m<sup>3</sup>. Esmeralda – Azul refers to the following group of hotels: Esmeralda Park, Esmeralda Garden, Cala Azul Park, Cala Azul Garden.

The second table shows consumption per stay and the generation per overnight stay of the different fractions that are recycled in terms of paper, glass, plastic and organic waste.

<b>inturotel</b>						
<b>Consumption per overnight stay</b>						
	<b>Cala Esmeralda</b>		<b>Sa Marina</b>		<b>Esmeralda - Azul</b>	
	<b>2017</b>	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>	<b>2018</b>
<b>Papel /Cartón</b>	0,08	0,08	0,06	0,06	0,05	0,05
<b>Cristal</b>	0,05	0,05	0,04	0,03	0,05	0,05
<b>Plástico</b>	0,07	0,05	0,02	0,02	0,01	0,01
<b>Resto</b>	0,83	0,78	0,77	0,77	0,03	0,04
<b>Electricidad</b>	13,82	14,29	10,78	10,41	6,94	6,76
<b>Gasoil</b>	0,43	0,39	0,45	0,49	0,40	0,38
<b>Agua</b>	341,45	329,10	257,16	253,11	296,78	288,69

Nota: Papel, Cristal, Plástico, resto está en kg. Electricidad en Kw y Gasoil y agua en litros.  
Esmeralda-Azul: Se corresponde al conjunto de los siguientes hoteles, Esmeralda Park, Esmeralda Garden, Cala Azul Park, Cala Azul Garden.

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### EMPLOYMENT AND TRAINING

Regarding the workers at the different hotels it is worth mentioning the following:

<b>PRACTICAS LABORALES</b>	<b>ESM/AUZL</b>	<b>SA MARINA</b>	<b>HCE</b>
Number of employees	333	74	95
% permanente seasonal employees	63 %	50 %	75 %
% temporary employees	31 %	50 %	25 %
% full time employees	95 %	97 %	100 %
% part time employees	5 %	3 %	0 %
% employees covered by a collective agreement.	100 %	100 %	100 %
<b>INDICADORES SOCIALES</b>			
% male employees	44 %	40 %	51 %
% female employees	56 %	60 %	49 %
% employees aged between 16 and 25	21 %	13 %	21 %
% employees aged between 26 and 45	53 %	66 %	57 %
% employees aged between 46 and 67	26 %	21 %	22 %
Number of immigrants employees	62	14	23

## INTUROTEL 2018 SUSTAINABILITY REPORT

**Training** carried out in 2018 by the Inturotel Hotel and Resorts group was as follows:

TÍTULO CURSO	HORAS
First Aid	6
Labor News	8
Control de Costes	60
Pizza Specialty	9
Food handing and hygiene	10
Cocktail bar	3
Mallorcan Pastry	6
Cooking Techniques	6
Wok Specialty	4
Environmental guidelines and corporate social responsibility	2
Basic Level French (I)	20
Sushi Specialty	4
Cohesión among work teams	8
First Aid	6
Swimming pool maintenance	10
Sushi Specialty	4
Inside Plants	15
Food handing and hygiene	10
Mallorcan Pastry	6
Environmental guidelines and corporate social responsibility	2
Cohesión among work teams	8
Legionella Renewal	10
Legionella	25
Basic Level French (I)	20
First Aid	6
Cooking Techniques	6
Cohesión among work teams	8
<b>TOTAL</b>	<b>282</b>



### **SOCIETY.**

#### **- Purchasing and promotion of local produce.**

We belong to the Cala d'Or Hotel Association, the Mallorca Hotel Federation and the Spanish Confederation of Hotels and Tourist Accommodation.

We are committed to local development and serve local cuisine, giving priority to local suppliers.

During our various refurbishments we have used local suppliers and fitters.

#### **- Sponsorships and charitable projects.**

Sponsor of the Portocolom Sailing School.

Sponsor of the S'Horta and Cala d'Or children's football clubs and the Portocolom Triathlon Club (Portocolom Triathlon School).

We contribute financially to the Budget of local festivals and the organisation of special Sporting and cultural events, such as the Cala d'Or Jazz Festival.

Es Revetlers annual dance and concert.

We collaborate with the Deixalles Foundation.

We have a collaboration agreement with the Portocolom Yacht Club to sponsor water sports.

We help the Kilo Operation through the Hotel Federation.

#### **- Promotion and dissemination of traditional Mallorca culture.**

We make our guests aware of our island's popular traditions, such as "Ball de Bot", "Nit de Sant Joan", "Es Correfoc", etc. We collaborate with traditional markets and encourage our guests to discover and visit all the cultural events in Cala D'Or and its surrounding area, taking advantage of the various exhibitions, concerts and popular festivals.

We can communicate instantly with our clients through social media, which we use to inform them of events and local festivals

## 2019 OBJETIVES

### - ENVIRONMENT:

Reduce electricity consumption by 1% compared to the previous year.

Reduce the consumption of gasoil by 1% compared to the previous year.

Reduce the consumption of propane gas by 1% compared to the previous year.

Reduce the water consumption by 1% compared to the previous year.

### - WASTE:

Reduce the amount of waste per stay by 1% for paper, containers, glass and organic waste.

### - EMPLOYMENT PRACTICES AND TRAINING:

Increase the number of permanente seasonal employees.

Increase the number of full time contracts.

Increase the number of training activities.

### - SOCIETY:

Purchase and promotion of local produce.

- Increase the consumption of local produce.

- Increase the services of local fitters and suppliers.

Local sponsorship and projects.

- Continue withth esponsorship and charitable projects from 2016.

Promotion and dissemination of traditional culture.

- Continue with the ' Ball de Bot' activities.

- Continue with the 'Nit de Sant Joan'.

- Continue with outings to markets in the área and to the most important natural and cultural área.