



inturotel

INTUROTEL 2021 SUSTAINABILITY REPORT

ENVIRONMENT:

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

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Total Consumption						
	Cala Esmeralda		Sa Marina		Esmeralda - Azul	
	2019	2020	2019	2020	2019	2020
Paper/Cardboard	6,04	1,01	5,66		23,39	15,55
Grass	4,08	0,92	2,96		10,54	4,60
Plastic	3,86	0,76	3,57		13,17	10,22
Other	46,63	8,30	7,15		80,08	52,54
Electricity	838.216	354.144	901.693		2.883.878	731.971
Gas Oil	23.100	15.780	32.175		143.804	25.970
Water	17.865	6.334,03	24.548		112.580	34.558

Note: Paper, glass, plastic and other are in tons. Electricity is in kilowatts; gas oil is in litres and water in m³. 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.

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Consumption per overnight stay						
	Cala Esmeralda		Sa Marina		Esmeralda - Azul	
	2019	2020	2019	2020	2019	2020
Paper/Cardboard	0,10	0,10	0,06		0,04	0,46
Grass	0,06	2,48	0,03		0,02	0,1
Plastic	0,06	0,07	0,04		0,02	0,1
Other	0,78	0,82	0,86		0,32	31,4
Electricity	14,24	38,72	11,00		6,79	68,19
Gas Oil	0,78	3,01	4,09		2,93	8,25
Water	303,84		302,00		286,40	

Note: Paper, glass, plastic and other are in tons. Electricity is in kilowatts; gas oil is in litres and water in m³. Esmeralda – Azul refers to the following group of hotels: Esmeralda Park, Esmeralda Garden, Cala Azul Park, Cala Azul Garden.

EMPLOYMENT AND TRAINING

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

WORK CHARACTERISTICS OF THE COMPANY	2.019
Number of employees	467
% Permanente seasonal employees	67,70
% Temporary employees	32,30
% Full time employees	98,33
% Part time employees	1,66
% Employees covered by a collective agreement.	100
SOCIAL INDICATORS	
% Male employees	42,87
% Female employees	57,12
% Employees aged between 16 and 25	17
% Employees aged between 26 and 45	54
% Employees aged between 46 and 67	29
Number of immigrants employees	85
Number of workers with disabilities	8

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Training carried out in 2019 by the Inturotel Hotel and Resorts group was as follows:

TITLE COURSE
INTUROTEL SERVICESTION AIE
Marketing on-line
French level II
English management level
Cohesion of work teams.
First Aid
PROMOTORA TURÍSTICA MEDITERRANEA, S. A
Postural hygiene.
Environmental guidelines in hotels and CSR.
Review of good hygiene practices in food handling and sanitary prerequisites in restoration.
Review of good hygiene practices in food handling and sanitary prerequisites in restoration.
Marketing On -line
Prevention of occupational risks of work teams in gardening..
Basic course in occupational risk prevention.
Cohesion of work teams.
Cohesion of work teams.
Postural hygiene.
Postural hygiene.
Postural hygiene.
EURO MAR D'OR SA
Environmental guidelines in hotels and CSR.
Review of good hygiene practices in food handling and sanitary prerequisites in restoration.
Review of good hygiene practices in food handling and sanitary prerequisites in restoration.
Review of good hygiene practices in food handling and sanitary prerequisites in restoration.
Review of good hygiene practices in food handling and sanitary prerequisites in restoration.
Show cooking: the art of seducing by cooking.
Japanese cuisine
Japanese cuisine: WOK
New Trends and elaborations
Cohesion of work teams.
First Aid

SOCIETY.

- Purchasing an 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, suchs 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 without clients through social media, which we use to inform them of events and local festivals

2021 OBJECTIVES

- **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 permanent 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 with sponsorship 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 area and to the most important natural and cultural area.

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Summary of company policies

At a general level, we are committed to:

- Promoting a culture of ongoing improvements at all levels and in all aspects.
- Compliance with all the applicable legislation and regulations in force.

As for the quality of the service we offer, we aim:

- To meet our guests' needs, expectations and wishes.
- To ensure hygiene and food safety, in accordance with the principles of the HACCP system.

In terms of environmental sustainability, we seek to ensure:

- Architecture that blends into the background setting, with small buildings surrounded by well-tended gardens that reduce the impact on the landscape to an absolute minimum.
- The purchase of local products, thus reducing CO₂ emissions caused by their transportation, while also supporting local arable and livestock farming.
- Waste separation, with the participation of our staff, providing guests with separate skips in order to recycle paper, packaging and glass.
- Sensitization, promoting waste minimization among staff and guests alike, while also supporting a more sustainable model of tourism. In activities for families, we try to foster the concepts of nature protection and environmental care.

With regard to our staff, we are committed to:

- Keeping our workforce as stable as possible and striving to ensure their wellbeing, hiring staff from among the resident population who lives in the vicinity or in towns close to your hotels.
- Fostering a good work climate, allowing staff to reconcile their working and family lives and promoting a good working atmosphere and safe conditions.
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With regard to the social impact that we make, we aspire:

- To work toward the reinvestment of capital in local society and to promote local *businesses*.
- To promote growth employment among residents from the Balearic