



ENVIRONMENT:

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

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Total Consumption						
	Cala Esmeralda		Sa Marina		Esmeralda - Azul	
	2015	2016	2015	2016	2015	2016
Paper/Cardboard	6.22	6.04	4.01	8.75	16	13.30
Glass	2.00	4.07	2.37	6.46	7.00	6.43
Plastic	4.62	3.86	1.36	3.99	5.00	2.23
Other	39.87	46.64	62.83	63.45	191	197.56
Electricity	827,655	844,919	1,009,856	990,288	3,274,584	3,278,777
Gas Oil	21,000	27,525	33,524	31,710	216,664	442,972
Water	18,900	17,527	24,003	23,690	132,061	131,957

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	
	2015	2016	2015	2016	2015	2016
Paper/Cardboard	0.11	0.11	0.05	0.06	0.04	0.03
Glass	0.04	0.07	0.02	0.09	0.01	0.01
Plastic	0.08	0.07	0.02	0.02	0.01	0.00
Other	0.71	0.84	0.76	0.78	0.43	0.42
Electricity	9.41	14.49	12.24	12.03	7.39	6.97
Gas Oil	0.27	0.34	406.45	385.22	0.489	0.523
Water	365.96	339.37	291.02	287.79	305.90	305.65

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

	Sa Marina	Cala Esmeralda	Esmeralda Azul
EMPLOYMENT PRACTICES			
Number of employees	88	92	429
% permanent seasonal employees	57.95	52.18	62.47
% temporary employees	42.04	47.82	33.81
% full time employees	98.86	96.74	81.59
% part time employees	1.14	3.26	18.41
% employees covered by a collective agreement	100	100	100
SOCIAL INDICATORS			
% male employees	57.96	53.27	44.78
% female employees	42.04	46.73	52.22
% employees aged between 16 and 25	29.55	39.13	23.08
% employees aged between 26 and 45	52.27	50.00	57.10
% employees aged between 46 and 67	18.18	10.87	19.82
Number of immigrant employees	6	2	45

Training carried out in 2016 by the Inturotel Hotels and Resorts group was as follows:

- Selection and retention strategies
- Google AdWords
- Social media management
- Getting direct bookings or bookings via intermediaries
- French
- Food and drink management and administration
- English for housekeeping
- Intermediate English for restaurants
- Advanced level English
- Swimming pool maintenance
- Advanced Excel, Solver and macros
- Health in the workplace. Goodbye to pain
- Windows 10
- Related party transactions and prices
- Cohesion among work teams
- Basic level English (II)
- Prevention of workplace risks in the hotel and catering sector
- Food handling and hygiene
- Corporate compliance
- Financial year closing

The total number of training hours for 2016 was **625**, with attempts always made to cover all the different departments.



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.

- **Sponsorship 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 Mallorcan 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.

2017 OBJECTIVES

- **ENVIRONMENT:**
 - Reduce electricity consumption by 1% compared to the previous year.
 - Reduce the consumption of gas oil 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 the 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 areas.