



REPORTE DE SOSTENIBILIDAD 2016/17



HOTEL BAHIA PRINCESS****

This extraordinary 275 roomed Hotel consists of two Buildings that surround the heart of the hotel:

The pool area with its large terraces.

The hotel Bahía Princess has 4 swimming pools, with outdoor terrace with views to the pool and under palm trees.

Undoubtedly, one of the most memorable moments that you can live in our hotel consists of a romantic dinner in the light of the candles when, thanks to the lighting, the complex shines magically at night.



About this report

This is the first public sustainability report of the Bahia and Guayarmina Princess and covers the period from 2016 through to the end of 2017 (reporting periods are from 1st January to 31st December). The information regarding policy, strategy, and philosophy covers all locations owned or managed by the Princess group.

APPLICATIONS INSIDE THE HOTELS

The Bahia and Guayarmnia Princess performs eco auditing in its hotels Travelife being our main auditor.

On the basis of its findings, we have implemented and made improvements in the following fields.

- Waste management (liquid & solid)
- Water & energy saving
- Environmental friendly purchasing policy
- Public awareness & communication (personnel, guests, associates, press)

We always try to be equipped with all necessary safety tools and signage, we carry out frequent quality checks from internal and external cooperators such TUI, Cristal , Biolab, SGS, Travel life, and all of our staff belong to our safety team.

During 2017, there were 2 cases of guests injuries, where we consider that our safety practices needed to be adjusted. Our main goal for 2018 is to minimize to zero all these incidents.

We are members of CIT Sur

The Center for Initiatives and Tourism

Via all of the associate members we promote:

Rural Tourism

Local Purchasing : mainly from agricultural and vinicola and livestock suppliers.



Events:

Collaborate in the realization of tourist, recreational, artistic, sports and festive events such as World Tourism day at the South Airport.



Culture:

Imparting knowledge of Tenerife's cultural characteristics and conservation of the local traditions. Hoteliers accompany guests to events where they can see the traditions of Tenerife being promoted.



Conservation:

Contribute to the conservation and defense of the landscape and Wildlife, the beauty and healthiness of the environment. We would ask that you please do not take part in activities that may harm animals or their habitats.



School Campaign:



We welcome Primary and secondary schools into the hotels so that they can see how a hotel works and to give them the opportunity to interact at first hand with visitors.

The hotels Bahia and Guayarmina Princess implemented an environmental policy in its hotels in 2013.

We recognize the importance to protecting our environment and how this plays its role in the sustainable development of tourism.

We implemented Environmental Management System procedures in order to reduce, minimize and manage their environmental impact. By developing Environmental Management procedures, the hotel defines all the environmental aspects of its operations and has established policies and programmes that aim to continuously improve its environmental performance and results.

For this reason the Management is committed:

- To comply with the law, rules and regulations related to the hotel activities and have an impact on the environment.
- To evaluate the environmental implications of the hotel activities with the goal to minimize or eliminate any harmful effects.
- To take any action needed in order to prevent any form of pollution that will affect the local natural environment and the quality of tourism services provided.
- To aim for continuous improvement through setting new goals and continual research for improved environmental practices.
- To work closely with local government, authorities and local community in order to integrate local perspectives into environmental protection decision making.



COMMUNITY POLICY:

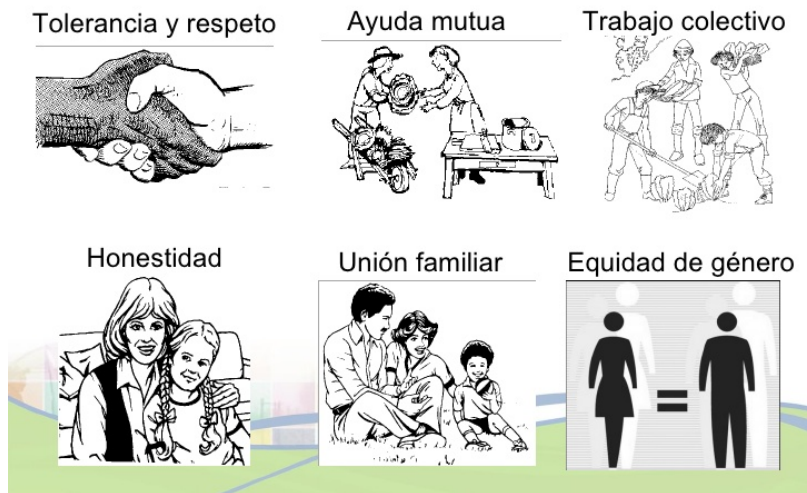
The Bahia Princess Hotel, as an integrated entity in the Community, has the obligation to contribute to the improvement and greater welfare of the social environment where it operates, generating opportunities for economic and social development through the following commitments:

- **Integration:** Respect, support and promote culture, norms and conservation of the local environment.
- **Collaboration:** Maintain a permanent dialogue with the local community and social agents to know their needs and contribute to their progress through responsible behavior.
- **Purchases:** Prioritize the acquisition of local products to reinforce the economic and social development of the community, provided that quality standards, price and health and safety criteria are guaranteed.
- **Employment:** Prioritize the hiring of local staff to promote the development of the societies where the company is present and the enrichment of the cultural diversity of our work teams.
- **Social investment:** Establish a collaboration strategy with social entities, through a procedure for analyzing and evaluating applications, which encourages participation in the following lines of action:
- **Community support initiatives**



- Biodiversity projects
- Children's health programs
- Donations of rooms and services: Donations of furniture , mattresses, sheets towels. Plates, Cutlery and Glasses.

VALORES COLECTIVOS QUE PROMUEVEN LA IDENTIDAD COMUNITARIA



We also have a contract with Ilunion (Once Group One of the largest charity employers of disabled people in Spain particularly the Blind or partially sighted) for Laundry services where all employees have some disability.



We also belong to a Community Social Project Rayuela who insert young people at risk from exclusion into the work place.

We are also collaborating with the Cruz Roja, and every month we donate food to the local charity Caritas ie Rice, Pasta, Milk and Lentils, they in turn distribute to needy families in the area.

The Princess Group is committed to

- Promoting Human Rights, and in particular children's rights by training staff and providing information to clients.
- Reject, eradicate and condemn any form of exploitation of human beings, especially of a sexual nature, particularly when this affects minors.

The Company does not utilize or promote forced or child labor of any kind. We adhere strictly to our country laws governing labor standards.

EQUAL OPPORTUNITIES EMPLOYER The Bahia and Guayarmina Princess are committed to providing equal opportunities to all employees and job applicants. It aims to ensure that no job applicant shall receive less favorable treatment on the grounds of sex, age, marital status, sexual orientation, race, color, religion or belief, nationality, ethnic or national origin. Furthermore, there is no discrimination relating to employees and job applicants with special needs such as disability or part time or fixed term status unless this can be justified.

Treating others on their merits and disassociating themselves from any form of direct or indirect discrimination, victimization or harassment.

- Bringing to the attention of their Department Manager any suspected working practice in breach of this policy.
- Working together to promote a harmonious working environment free from discrimination, harassment and bullying.



We regard direct or indirect discrimination, victimization and harassment as a serious matter. Employees who fail to comply with this policy will be subject to the Company's disciplinary procedure.

All breaches of this policy will be regarded as serious disciplinary matters and will, if there has been victimization, intentional discrimination or deliberate harassment be regarded as potential gross misconduct leading to summary dismissal.

We recognize that misunderstandings can arise where people of a different sex, interests and cultures work together.

Any employee who believes that he or she is being treated in a way that is contrary to this policy should raise the issue with their Department Manager.

If an employee feels that it is inappropriate to approach their Department Manager he or she may contact the Human Resources Department or our equal opportunities team.

The Human Resources Department, carries out a periodic review of our equal opportunity policy and monitors the effects and the application of this policy across the company.

We employed in Guayarmina Princess in 2017 226 employees 57% Male and 43 % Female in the hotel Bahia Princess 128 employees 56% Male and 44% Female



Energy:



In 2016 our KW used by pax was 13.04 in 2017 we managed to reduce this to 12.97 KW per person and in 2018 our goal is to continue reducing this amount

Lighting accounts for much of our electricity bill and over the last two years 2016 and 2017 we have changed the majority of our lighting to LED lights low consumer bulbs. Our goal in 2018 is to have all of our bulbs LED

We have also included motion sensors in our public bathrooms and on the balconies the balcony lights are on a timer.



The housekeepers are trained to reduce water and energy by turning off appliances such as TV's and adjusting the air conditioning. With the collaboration of our guests water is saved by only taking towels on request and the sheets are changed every 4th day.

Also we have in the bathrooms: Recessed flush valve 3/4 "dual flush 6 / 3L toilet.



Recessed shower mixer 5 litres per minute
Basin mixer Flow (l / min at 3 bar) 5

Waste Management Our teams go to seminars on projects of Urban waste and we recycle glass, plastic paper used cooking Oil, Batteries and Ink Cartridges.

Our future goals include attending Ashotels seminars on :
Calculation of carbon footprint and sustainability in hotel establishments and working closely with the local and national community to make our hotels as environmentally friendly as possible.

