

**Points to be discussed**

**Conclusions**

**QUALITY AND ENVIRONMENTAL POLICY:**

The Integrated Quality Policy and the Environmental Policy were approved on March 1, 2018, having been adapted to the new versions of the standards. In the present meeting it was decided to leave it, as it serves as a reference system for the establishment of objectives focused on the improvement of quality in the hotel restoration process.

The Quality and Environmental policies have been communicated and explained to all workers of the organization during the entire 2019 season, and were also installed on the website at the opening of 2018.

With regard to the communication of the integrated policy, the head of Quality and Environment has given it to each of the department heads, placing it publicly in their respective workplaces so that all workers have access to it, as well as in different areas of the hotel for all clients and suppliers to see.

**INTERNAL AUDITS**

The internal audit report, carried out by Leandro Narciso Rufo, external consultant, is reviewed. The Auditor has the certificate of "Technician of Management of Systems of the Quality and the Environment", besides possessing enough experience in the sector of the quality and the environment, by means of which his qualification as auditor of systems of quality and environment can be verified.

The audit of the quality and environmental system took place on 20th January 2020 in the facilities of the HOTEL SENSIMAR ISLA CRISTINA PALACE & SPA. The environmental audit was carried out in the same premises.

In the report of the internal audit of the quality and environmental system was reflected 0 Non-conformities.

The top management is very satisfied with this result, as the controls to be carried out on the management system have been increased, hence the number of deviations has been reduced

**QUALITY AND ENVIRONMENTAL OBJECTIVES:**

**In general, the objectives have been revised to establish more concrete goals. The objectives set for the year 2019-2020 are reviewed below:**

**Objective 1(QUALITY): The objective will be considered fulfilled when we have been incorporated into the Sensimar list as one of the 10 most recommended. It is an ambitious objective, taking into account that in 2018 there are 60**

The Quality and Environment Manager set this objective as it clearly denotes a position of category and high customer satisfaction, taking into account the difficulty of this objective due to the high competition of Sensimar Hotels, as the number of the chain has increased year after year.

It was decided to assume this ambitious objective given the quality service offered and the experience and trajectory of the company in the sector.

In the objective sheets themselves, it is possible to check the fulfilment, as well as the follow-up, of each of the goals established for their achievement.

Objective 2 (ENVIRONMENT): The objective will be considered to have been met when, on counting average energy consumption, the consumption by number of guests staying in the hotel in 2018 is no more than 1% (14.77 Kwh/pax) higher than the average consumption of the previous year (14.63 Kwh/pax)

It was decided to set an objective on this environmental aspect as it is a significant aspect on which the organization can set measurable and achievable goals.

For its control, the RCMA has established an environmental indicator where energy consumption is monitored according to the number of guests.

In the objectives sheets, it is possible to check the fulfilment, and thus the monitoring, of each of the goals established for their achievement.

Objective 3 (ENVIRONMENT) The objective will be considered to have been met when average water consumption has not increased by more than 1% (0.37 m3/pax) compared to the average consumption of the previous year (0.36 m3/pax).

It was decided to set a target on this environmental aspect as it is a significant aspect on which the organisation can set measurable and achievable targets.

In the objective sheets themselves, it is possible to check the fulfilment, as well as the monitoring, of each of the goals established for their achievement.

#### NON-CONFORMITIES/ INCIDENTS:

Many non-conformities/incidents have been found associated with different processes in the company. Despite the fact that there are many, more than 90% of them have been detected by the company's personnel, which shows the high degree of involvement of all the workers with the management system and with the detection of incidents for the improvement of the organisation's processes.

The incidents detected by processes are as follows:

- Problems in reception 3 incidents.
- Infrastructure maintenance 2 incidents
- Machinery and equipment 10 incidents.
- Control points in cleaning 1 incident
- With suppliers 6 incidents

All of them are included as specified in the document "Management of Nonconformities" establishing Immediate Provisions, Proposal of Solution as well as Monitoring of the Actions.

In all cases, the assessment of the effectiveness of each of the actions undertaken is established as positive, having been resolved almost immediately in 100% of the cases.

It is also worth noting the absence of complaints from clients throughout 2018, which denotes the professionalism of all our employees with clients, as well as the constant maintenance of the infrastructure, including cleaning, which denotes a high degree of satisfaction of all guests.

It is agreed to transmit to the staff, especially to the reception staff, the need to detect non-conformities and incidents in order to establish channels for the improvement of the service provision processes.

### CORRECTIVE AND PREVENTIVE ACTIONS:

As of the date of this meeting, no corrective or preventive actions have been established, as no non-conformities have been detected in this respect, including internal and external audit processes.

#### Improvement

The improvement actions established for the year 2019 have been those referring to the infrastructure of the hotel, since before the opening of this season, the swimming pool furniture has been changed, the restaurant area has been modified in its entirety giving a greater touch of modernity and comfort to the clients, etc.

Changes in external and internal issues that are relevant to the management system, including legal and other requirements

Currently, senior management has no plans to make any changes that might affect the integrated management system.

After the external audit, the company, with the help of an external consultant, will review all the manuals and procedures and work instructions to correct the observations derived from the audit as well as other faults that may be found, in addition to continuing to refine and adapt the documentation to the new versions of the standards

#### Effectiveness of actions taken to address risks and opportunities

The effectiveness of the actions, as well as the value of the impact established for each risk and opportunity is annexed to these minutes.

The organization considers the identification and evaluation of risks and opportunities to be optimal, having identified the associated process, the interested party involved, as well as the action and mitigation plans proposed.

Senior management believes that the mitigation plans will considerably reduce the associated risk, which will be assessed on a quarterly basis.

### TRAINING PLAN:

An effort is being made with regard to training, because the management thinks it is the best way to achieve improvements in the prevention of pollution as well as in the reduction of consumption of natural resources.

Management has decided to plan the following courses for this year 2020:

- Customer service in the reception department, bellboys and floors.
- Incident control in the gardening department.
- Talks on incident reporting to all staff
- Resource-saving techniques for the flat department.

(\*) This training plan will be open to possible needs detected, either by the System Manager or senior management, or by the company's own employees.

Evaluation of employee training during 2019:

The following list of training courses has been carried out during 2019:

- A course on incident detection for all personnel; planned for the first half of this year, which was carried out by the RCMA.
- A course on food handler for some of our workers; planned for the first half of this year.
- A training talk on correct waste segregation, during the second half of 2019, carried out by the RCMA itself.
- Specialist course in neuromuscular bandaging for Rocío Romero Mora, head of the SPA, planned for the second semester.

The RCMA considers the assimilation of the knowledge transmitted in the training actions given to be optimal, since at no time have any incidents been seen due to a poor assimilation of concepts from each of the courses received by the different workers.

With respect to the emergency plans, spill drills were carried out, as indicated in the procedure, and the result of these positive controls was that the personnel who participated knew how to respond correctly.

### EVALUATION OF SUPPLIERS:

- No serious supplier non-conformities were detected, although a series of incidents were resolved immediately, which are commented on below:
- Viñafiel: Several bottles arrive expired. It is claimed via email and is resolved immediately.
- Sayson Craftsmanship: Several expired sobressada tubs arrive. They are claimed by mail and they are replaced by others without expiring.
- Ansar distributions: Delivery notes arrive with errors
- Oleosalgado: We detect drums that come to us with sunken caps and slight leaks.
- Toscano Elaborations: Errors in number of lots in delivery notes, already corrected.
- Compinport: They send us a larger order than we have requested, recalculated for payment
- There has been no outsourcing of services.
- It is agreed to keep the list of suppliers updated. Throughout the year new service providers have been included and several test orders have been placed, with the result being favourable. They were therefore automatically approved and registered on the organisation's Approved Suppliers List.
- It is agreed to insist on and inform the supplier of the need to comply with environmental commitments, informing them of the importance of compliance by their suppliers to the company's environmental management system.

### COMPLAINTS AND CUSTOMER SATISFACTION:

During the season, we have not received any complaints from customers, although we have received small incidents and comments that have been corrected immediately.

As far as customer satisfaction is concerned, everything is documented in the "Customer Satisfaction" Procedure, through the satisfaction surveys carried out by Sensimar, and the Sensimar Questionnaire Record of Minutes, where all comments and suggestions for improvement discussed at the monthly meetings between department heads are reflected, as well as the changes adopted as a result of complaints and/or suggestions made by customers during the season.

The main conclusion we have reached has been that our customers affect us in the high quality of the services we provide, having increased the average score with respect to the 2018 season, going from an average of 9.10 out of 10, slightly higher than that obtained in the previous campaign, 9.11.

### MACHINERY MAINTENANCE PLAN.

The machinery with which the HOTEL SENSIMAR ISLA CRISTINA PALACE & SPA is currently working has passed the programmed revisions correctly during the year 2019, having registered no serious incidents in its maintenance.

However, any slight incident suffered throughout the season, is recorded in the Register of Incidents and in the monthly report of preventive maintenance of Mantécnica Mantenimiento Integral, which were resolved immediately by the staff of the Hotel itself.

For all other equipment and/or machinery subject to maintenance, all the operations approved for each one are kept up to date, with the hotel's senior management having this great control over all the hotel's machinery as it is very important in the good running of the services offered by the hotel.

### RECOMMENDATIONS AND SUGGESTIONS FOR IMPROVEMENT:

Several suggestions for improvement have not been received from the staff. These suggestions are included in the Review Procedure by management in the Filled in Records. On the other hand, suggestions are also included in the Register of Minutes, Sensitivity Questionnaire, which is the result of the results, complaints and/or suggestions made by customers.

Communication by workers is continuous and fluid, and in addition to having the formats for issuing suggestions, Management and the Quality and Environment Manager consider the registers indicated as a communication mechanism for finding out the opinions and suggestions of workers.

### PROCESS PERFORMANCE AND SERVICE CONFORMITY

The monitoring of processes through indicators is considered a very significant and valid way to do so.

The analysis, the evolution and trend of the processes, are the following:

- INDICATOR 1: INTERNAL AUDIT MANAGEMENT:

0 deviations have been detected in the internal audit carried out in 2019, and there have been no repeated deviations from one audit to another.

- INDICATOR 2: OCCUPANCY RATE CONTROL. This indicator is a commercial indicator and is therefore included in the company's internal programme (Mostel Hotel). However, we have extracted the data and obtained more than 55,000 guests in 2019 (5.97% less than in 2018). In view of this, the hotel's top management considers it essential to try to continue to maintain agreements with international chains in order to attract European clients.

-- INDICATOR 3: CUSTOMER COMPLAINTS. It is verified that we have not had any customer complaints during the whole season. The organisation is very satisfied given the number of clients who have stayed at the hotel.

- INDICATOR 4: INCIDENTS. A total of 22 (2 more than in 2018) incidents have been recorded among clients, the reception department, maintenance, purchases, suppliers, etc. The organization considers this data to be very satisfied, as despite the fact that two more have been detected, we believe that this is due to the fact that the staff have detected them in a more timely manner and have reported them to the RCMA, following the talk given by the RCMA itself.

- INDICATOR 5: CLEANING CONTROL. This is a fortnightly indicator of cleaning control by the housekeeper. In the 2019 season, 7 incidents have been obtained (the same as in 2018), and the top management is quite satisfied to have obtained this result, as cleanliness is one of the main points that customers look at most when staying.

- INDICATOR 6: GARDENING CONTROL. As far as gardening work is concerned, all of them have been carried out within the stipulated period with the exception of one which was due to the fact that the gardener was in poor health and in the correct way. However, the garden area of the hotel has been significantly improved since the outsourcing of the work by the external company, as was the case last year.

- INDICATOR 7: CONTROL OF EQUIPMENT. This indicator checks that all our equipment has passed the review on time (although some was planned for one month and was carried out in the following month). The organisation makes special mention of this indicator, as it is a key indicator for the correct maintenance of our infrastructures. The indicator, as can

be seen, is on the right track.

- INDICATOR 8: CONTROL OF BREAKDOWNS. This indicator especially controls the breakdowns detected by any person in the hotel and which have been resolved on time as far as possible, with only one being obtained (5 fewer than in 2018)

- INDICATOR 9: CONTROL OF SUPPLIERS. This indicator reflects the total number of non-conforming orders to suppliers among the total number of orders placed in the month. During this season a total of 9 non-conforming orders have been detected (we believe this has been increased due to the greater demand from our purchasing department as a result of the talk transmitted by the RCMA)

- INDICATOR 10: AVERAGE SATISFACTION. This indicator has been incorporated to control our customers' perception. As commented in the section on "Customer satisfaction", a satisfactory score is verified. Even so, it is proposed as an improvement action for next year to try to improve the score in the sections that we have obtained a lower satisfaction with respect to the whole of Sensimar hotels, which would be Wellness and entertainment.

The result of the quality indicators is valued as positive. The procedures are validated as they reflect the results of the processes in general above the established critical points.

## **ENVIRONMENTAL ASPECTS AND OPERATIONAL CONTROL:**

Management considers the environmental aspects identified as significant to be valid, having carried out this evaluation on 01/02/2020.

The operational control established, as well as the environmental monitoring and measurement plan is considered valid, as no incidents have been detected during the operational control carried out.

It has been decided to carry out an evaluation of environmental aspects for the entire hotel, the significant environmental aspects that have been derived from the evaluation have been

Limpieza / Mantenimiento	Aerosoles	Envases vacíos	Residuos de envases de aerosoles	3	300	6,28	12,58	SI
Mantenimiento	Agua	-	Consumo de agua caliente	1	280	5,87	24,74	SI
Instalaciones	Envases	Residuos envases	Residuos Envases	3	250	5,24	29,98	SI

Instalaciones	Gasóleo	Emisiones	Consumo de Gasóleo	1	240	5,03	40,04	SI
Oficina Habitaciones Limpieza	Agua	-	Consumo de agua	1	240	5,03	45,07	SI
Instalaciones	-	-	Consumo de energía eléctrica	1	240	5,03	55,14	SI

Management considers the environmental aspects identified as significant to be valid. Environmental aspects were not considered to be all those considered to be indirect due to the low volume generated and the fact that environmental controls have been established for the suppliers that manage them.

The operational control established, as well as the environmental monitoring and measurement plan is considered valid. For this reason, the RCMA has satisfactorily carried out the monitoring and measurement plan on a quarterly basis.

### **IDENTIFICATION, CONTROL AND MONITORING OF SIGNIFICANT ENVIRONMENTAL ASPECTS AND EMERGENCY PLANS ("ENVIRONMENTAL PERFORMANCE")**

The company has noticed a certain improvement as the management system is implemented.

#### Energy management system

In 2019, the use of the energy management system implemented in 2017 has been improved, allowing the monitoring and processing of water, DHW, diesel and electricity consumption. It includes consumption of light from air conditioners independently.

In 2019 the number of people hosted on the platform will be introduced every day. The platform has been configured to calculate the consumption ratio of each supply per hosted and to show these ratios from the previous year, so that there are historical comparisons for each day with the monthly average for the same month of the previous year and to be able to detect deviations or anomalies with greater precision.

We remind you that this system is based on a software platform and a set of meters and communication devices that allow the collection of consumption measurements and send them via Internet to a remote server. The consumption data, reports, configuration, etc. are accessible via the Internet as it is a "cloud" application.

Some of the benefits of having this type of tool are listed:

- It allows savings in energy consumption by improving both the quantity and availability of data. Furthermore, the use of a computerised system allows real-time analysis to be carried out in a way that would otherwise be impossible, allowing alerts to be given of deviations in consumption or any other anomaly, even if these are very small.

- Energy consumption has a great impact on the environment and therefore on the sustainability of the planet. Investing in energy management is an act of responsibility on the part of the client as it allows them to reduce energy consumption and CO2 emissions into the atmosphere.

- Saving in consumption leads to economic savings

Optimises employee working time, especially when remote reading is available.

Improves preventive maintenance of equipment and machines

The use of this tool as an Integral Energy Manager allows:

- See instantaneous consumption

- Create alarms for instant warnings (via email and/or SMS). The consumption ratios per guest per day have been entered and if the consumption exceeds a certain threshold for each consumption, this alarm is generated. There are also alarms to control other incidents (reactive energy consumption, excess power consumed, etc)

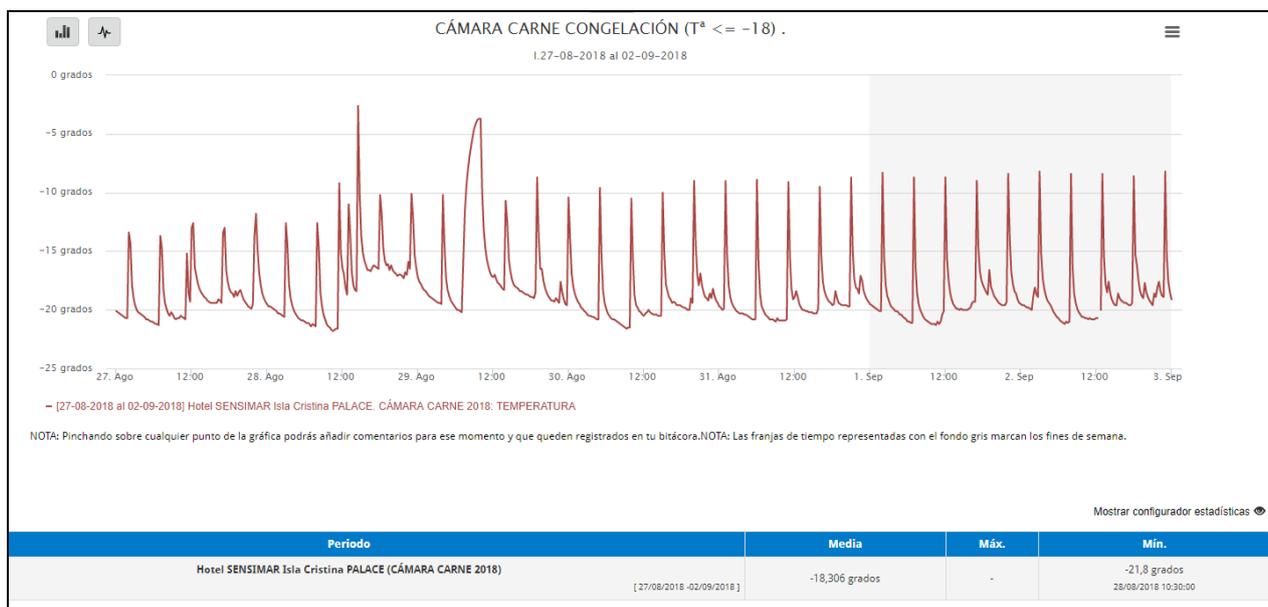
- Store historical data
- Create reports and perform detailed analysis
- Create reports on electricity consumption and cost taking into account the electricity tariff. The tax meter itself is remotely managed.

## Temperature monitoring system in cold rooms

In 2019, the temperature monitoring system will continue to be used for the 13 cold rooms in the hotel kitchen. This system allows the temperature in each chamber to be consulted instantaneously and is integrated into the energy management system, thus enabling the data and alert management described above.

Thanks to this system, the temperatures in the chambers remain within a certain range, with the consequent benefit in consumption and cost.

In addition, the alarm system allows for the rapid detection of an incident (door open, camera malfunctioning, etc.), which enhances the above benefits.



## ENERGY CONSUMPTION 2019

All company employees (who receive ongoing training year after year) and subcontractors are generally responsible for implementing good practices for electricity consumption in accordance with the instructions derived from their specific manuals.

The person responsible for the Environmental Management System monitors electricity consumption on a monthly basis through bills and meter readings.

## Power supply

As for the consumption of electricity, the Hotel Sensimar Isla Cristina Palace & SPA has the installation duly legalized before Industry. In 2017 the periodic inspection was carried out by an OCA, and the next one is due in 2022.

It also has a high voltage installation that has also passed the revisions that apply to it according to RD 337/2014.

In August 2018, the contract with the electricity supplier VM Energya was renewed with a fixed two-year tariff and a very competitive price. In this way, it will be protected against possible increases in the price of electricity, which is expected

to continue rising.

## Consumption 2019

The most important consumption indicators for 2019 are presented below. Employment has decreased in 2019 compared to the previous year although average consumption is slightly up on the average of the last two years. We will use the ratio of consumption per guest for each supply as a key indicator for comparison.

	AÑO	TOTALES	COMPARATIVO MEDIA HISTÓRICOS
OCUPACION (PAX)	2017	60.129	9,32%
	2018	58.718	1,50%
	2019	55.411	-5,97%

In short, the consumption ratio is improved or maintained for all supplies except diesel and propane. In the case of propane, it can be said that in 2019 production in the kitchen has increased, so the increase does not really mean a loss of efficiency.

CONSUMOS ABSOLUTOS	AÑO	TOTALES	COMPARATIVO MEDIA HISTÓRICOS
PROPANO (kwh)	2017	25.429	4,23%
	2018	27.272	9,32%
	2019	35.101	24,93%
PROPANO (litros)	2017	3.822	4,23%
	2018	4.099	9,32%
	2019	5.276	24,93%
AGUA GENERAL (m3)	2017	22.287	4,59%
	2018	21.559	1,83%
	2019	18.475	-18,66%
AGUA CALIENTE (m3)	2017	2.868	9,43%
	2018	3.235	18,55%
	2019	2.308	-32,21%
ELECTRICIDAD (kwh)	2017	882.681	10,87%
	2018	858.769	1,39%
	2019	824.464	-5,61%
DIESEL (litros)	2017	30.254	1,46%
	2018	34.958	16,04%
	2019	37.397	12,81%
DIESEL (kwh)	2017	297.929	1,46%
	2018	344.252	16,04%
	2019	368.270	12,81%
ENERGIA TOTAL	2017	1.206.039	8,41%
	2018	1.230.293	5,66%
	2019	1.227.836	0,79%

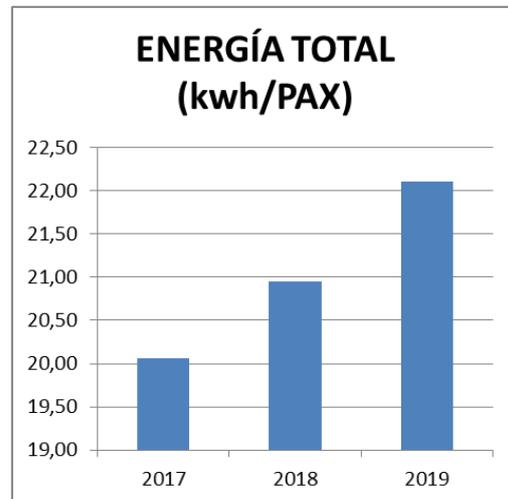
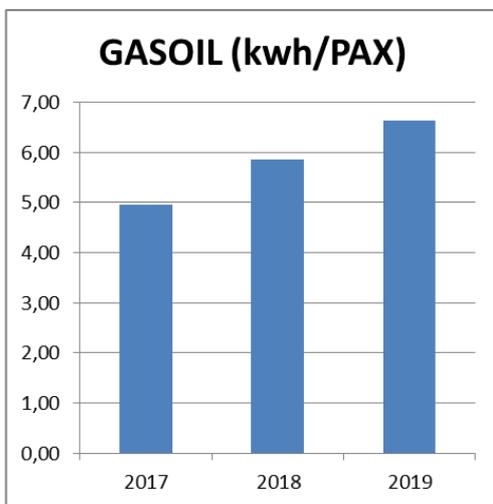
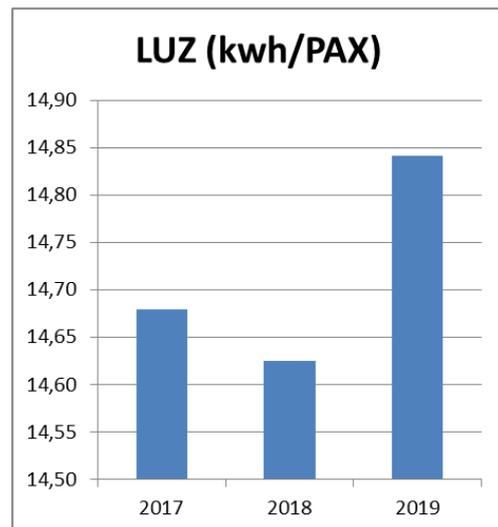
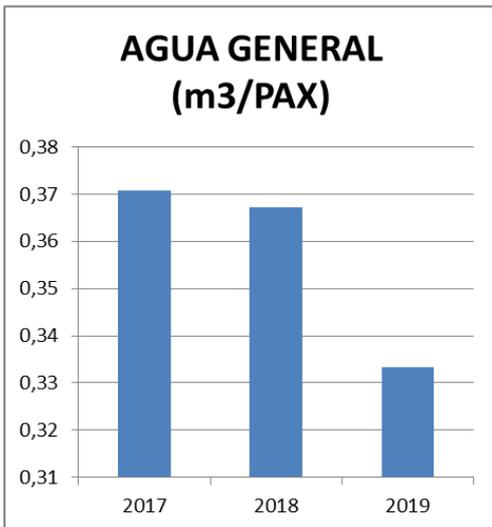
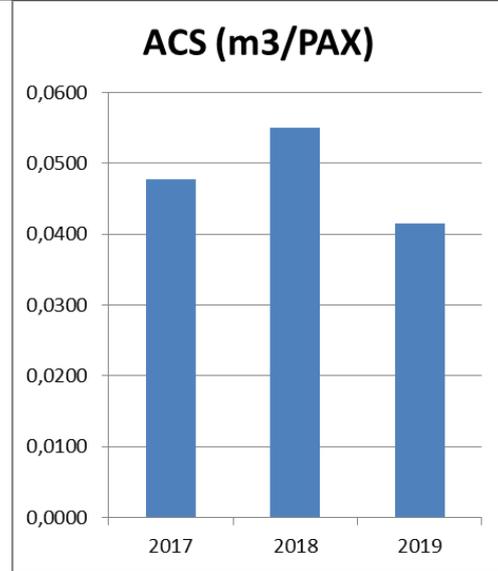
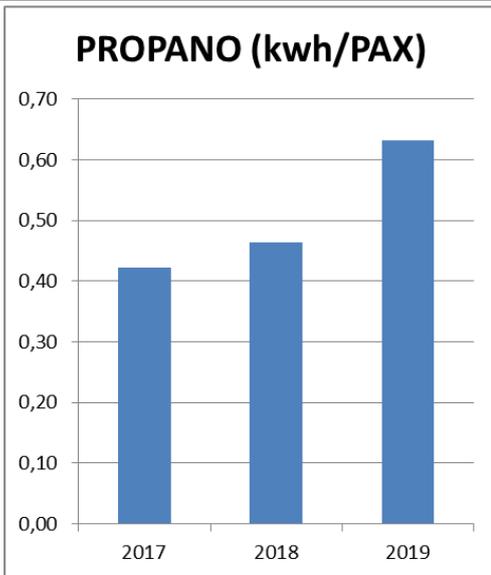
CONSUMOS/ESTANCIA	AÑO	CONSUMO	COMPARATIVO MEDIA HISTÓRICOS
PROPANO (kwh/pax)	2017	0,42	-5,68%
	2018	0,46	7,90%
	2019	0,63	29,79%
AGUA CALIENTE (m3/pax)	2017	0,0477	-0,06%
	2018	0,0551	17,47%
	2019	0,0415	-23,70%
AGUA GENERAL (m3/pax)	2017	0,37	-5,37%
	2018	0,37	0,40%
	2019	0,33	-10,64%
ELECTRICIDAD (kwh/pax)	2017	14,68	1,73%
	2018	14,63	-0,10%
	2019	14,84	1,28%
GASOIL (kwh/pax)	2017	4,95	-8,80%
	2018	5,86	14,73%
	2019	6,63	18,41%
ENERGIA RELATIVA (kwh/pax)	2017	20,06	-1,03%
	2018	20,95	4,23%
	2019	22,10	7,23%

*\*Nota: se compara el valor de cada año con la media aritmética de los 2 anteriores*

The measurement of the mechanical counters is checked every 15 days and a comparison is made between the measurements recorded by the management system for the whole season and those of the mechanical counters (the value of the counter on a particular day at the end of the season is subtracted from the value of another day at the beginning). An error of less than 1% is established in the measurements.

In August 2018 the diesel meter ceased to be operational but consumption measurements continued to be taken from the level of the tank. In June 2019 the meter was replaced and its automatic measurement was recovered through the management system.

The graphical representations of the consumption shown are as follows.

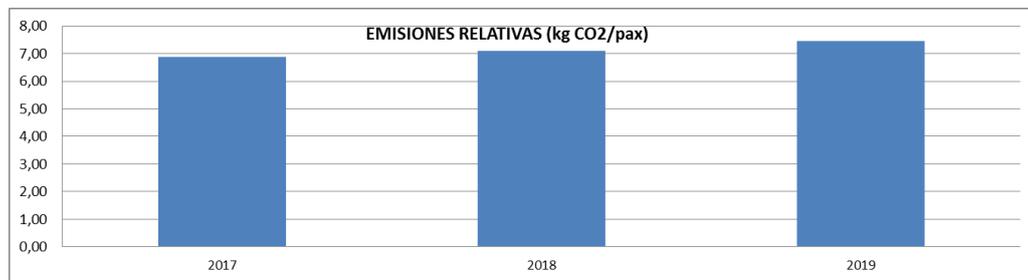


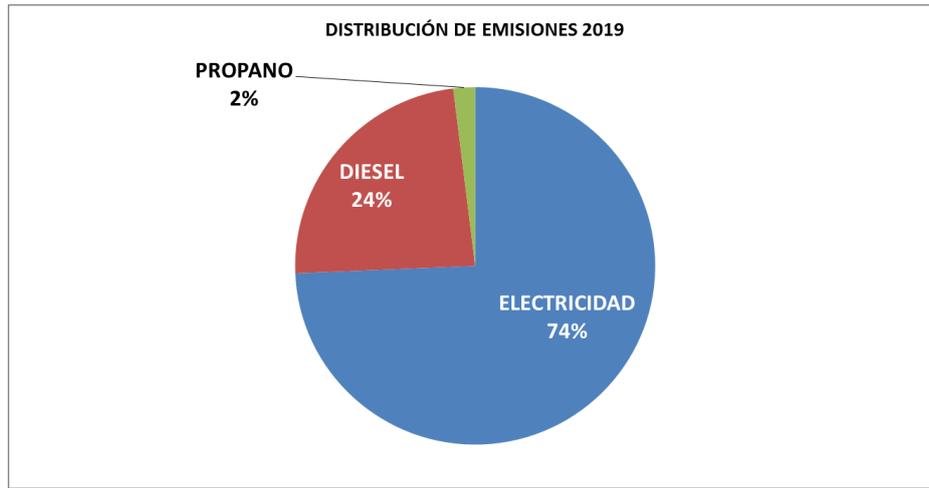
### 2019 EMISSION DATA

The total emissions per guest in 2019 increase slightly by a margin of 5% over the historical range of previous years, as we can see in the following tables. However, the hotel's total emissions have decreased (-0.65%). The fact that diesel consumption has increased increases the ratio of emissions per guest. At present, the change of fuel to natural gas is being assessed, which would improve these ratios.

EMISIONES	AÑO	Energía (kwh)	Energía primaria (kwh)	Emisiones (Tn CO2)	COMPARATIVO MEDIA HISTÓRICOS
PROPANO	2017	25.429	26.700	5,84	4,23%
	2018	27.272	28.636	6,26	9,32%
	2019	35.101	36.856	8,06	24,93%
ELECTRICIDAD	2017	882.681	2.172.278	328,36	10,87%
	2018	858.769	2.113.431	319,46	1,39%
	2019	824.464	2.029.006	306,70	-5,61%
DIESEL	2017	297.929	333.680	79,16	1,46%
	2018	344.252	385.562	91,47	16,04%
	2019	368.270	412.463	97,85	12,81%
EMISIONES TOTALES	2017	1.206.039	2.189.771	413,35	8,98%
	2018	1.230.293	2.527.628	417,19	4,72%
	2019	1.227.836	2.478.325	412,61	-0,65%

EMISIONES/ESTANCIA	AÑO	TOTALES	COMPARATIVO MEDIA HISTÓRICOS
PROPANO (kg CO2/pax)	2017	0,10	-5,68%
	2018	0,11	7,90%
	2019	0,15	29,96%
ELECTRICIDAD (kg CO2/pax)	2017	5,43	1,19%
	2018	5,44	0,18%
	2019	5,54	1,79%
DIESEL (kg CO2/pax)	2017	1,32	-8,80%
	2018	1,56	14,73%
	2019	1,77	18,62%
EMISIONES RELATIVAS (kg CO2/pax)	2017	6,87	-0,39%
	2018	7,10	3,27%
	2019	7,45	6,13%





### **Water consumption**

The relative water consumption per guest not only remains within the 5% margin with respect to previous years but also drops by 0.12%.

During the year, monthly monitoring was carried out and comparisons with the previous year in periods of activity did not reveal any anomalies.

### **WASTE**

#### **HAZARDOUS WASTE**

The Sensimar Isla Cristina Palace & Spa is registered as a Small Producer of Hazardous Waste in the Andalusian Registry under No. 212891 in compliance with the RD 833/1988 approving the Regulation of Hazardous Waste, Law 7/2007 of July 9, Integrated Management of Environmental Quality, and Decree 73/2012 of March 20. An authorised company has been contracted to manage this waste: Antonio España e Hijos S.L.

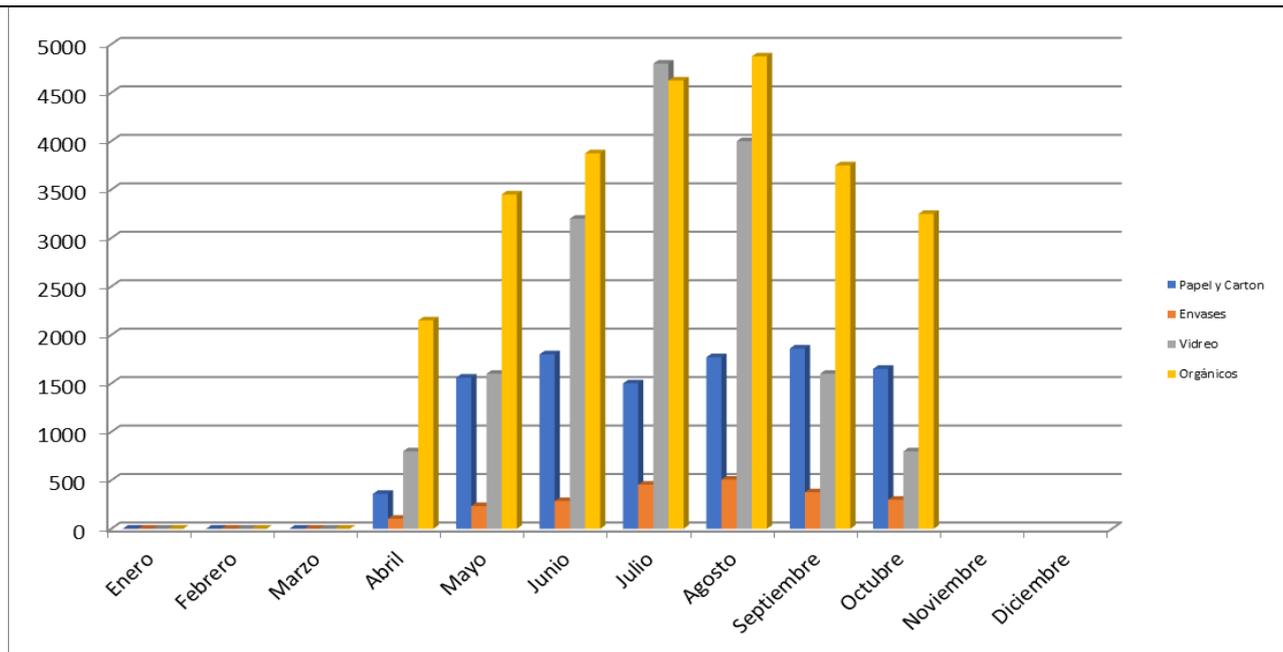
This waste is deposited in sacks and containers indicated for storage located in Parking 2 until it is collected.

On the other hand, the generation of hazardous waste has been considerably reduced from 2018 to 2019, mainly due to a better environmental behaviour of our operators, who, through the communication channels established by the RCMA, improve the control of waste segregation and therefore generate more waste.

#### **NON-HAZARDOUS WASTE**

On the other hand, we generate non-hazardous waste typical of the normal operation of the Hotel and which represents the highest percentage of the volume of non-hazardous waste. We are referring to paper and cardboard, plastic containers, glass and organic waste. This waste is deposited in the containers in the waste room and loading docks and is collected by the Municipal Waste Company. The quantities generated in the 2019 season are as follows:

**TOTALES RESIDUOS NO PELIGROSOS ANUAL (KG)**



On the other hand, we have the non-hazardous waste that represents a smaller percentage of the same as it would be: Vegetable oil, electrical waste, alkaline batteries, toner and fluorescent tubes. These wastes are collected by the same company that collects hazardous waste and are deposited in their own containers for storage located in Parking 2 of the Hotel, with the exception of vegetable oil, which is deposited in the waste room.

The Hotel uses mainly three types of paper:

- PAPEL FOTOCOPIADORA A4 80 GR. para fotocopiadora, fax e impresoras
- BOLSA 120X170 SILK3 SALARIO KRAFT AUTOPEGADO para sobres
- PAPEL TERMICO 80X60 rollos tpv

Consumption was as follows:

	2018	2019
PAPEL FOTOCOP. A4 80 GR. VISTACOPY	94600	91600
BOLSA 120 X 170 SILK3 SALARIO KRAFT AUTOPEGADO	2199	1987
PAPEL TERMICO 80 X 60	319	301

As can be seen, there has been a decrease in paper consumption in 2019 compared to the previous season. This decrease is associated with numerous factors such as paper saving, reuse etc.

It should be noted that the disinfection of swimming pool water is carried out using an electrolysis system, which obtains the chlorine for this disinfection from salt dissolved in the water, which means that no chemical compounds containing chlorine need to be consumed. This also means less consumption of potentially dangerous products for both people and the environment.

### **ATMOSPHERE**

#### **BOILER EMISSIONS**

At this point it should be noted that the hotel is classified "no group" under 02 01 03 03 "boilers with a rated thermal output < 2.3 MWt" and therefore has no obligations with regard to air pollution.

In addition to internal maintenance by its technical services personnel, the hotel has contracted the services of a specialised company through a duly approved technician (official title of installer and maintainer of boilers and air conditioning equipment) who carries out all the preventive maintenance included in the RITE. All of this is done in accordance with the maintenance book, which complies with all current legal requirements.

The aim of this maintenance is to prevent disorders in the installation that could lead to atmospheric

**emissions exceeding the required levels.**

### **REVIEW OF LEGAL REQUIREMENTS**

The legal and environmental requirements that affect the activity of HOTEL SENSIMAR ISLA CRISTINA PALACE & SPA have been revised, including mainly those that especially affect environmental authorisations, as well as other legal environmental requirements applicable to the restoration process, in order to have everything unified in the same register. The rest of the legal requirements contemplated in the identification and evaluation of environmental requirements are considered valid, updated to 01 February 2020. It is intended to carry out a re-evaluation of these 6 months later, as indicated in the procedure Identification and Evaluation of Legal Requirements.

### **STAKEHOLDER COMMUNICATIONS**

Throughout the year we have only established communications with the suppliers that provide us with the services, having provided us with all the corresponding certificates. The evidence of the application as well as of the reception of the documentation is in SUPPLIER ACCREDITATIONS.

### **PREVIOUS REVIEWS OF THE SYSTEM**

Several years after obtaining the ISO 9001 and ISO 14001 certificates, we can say that the management system currently represents for SENSI MAR ISLA CRISTINA PALACE HOTEL & SPA an effective model to ensure the quality of the services we provide and also serves as a model to know what we should do to continuously improve.

We must not forget that the ISO 9001 certificate has served to improve the image of the organization and to differentiate us from the rest of our competitors.

There have been no non-conformities in services offered to customers, which denotes the high degree of staff involvement with the integrated management system. However, there is some concern about not detecting this type of incident, as it is thought that in a job like the one we do, it is very likely that there will be incidents during the course of the work.

Of the improvement actions established in the previous review of the system by management, all are considered to have been fulfilled.

It is considered that greater control has been established over each of the key processes identified in the scope of certification, as these have been monitored more closely and modified in some cases

### **ACTIONS AND DECISIONS TO IMPROVE SYSTEM EFFICIENCY, SERVICE IMPROVEMENT AND RESOURCE NEEDS**

**Actions concerning the efficiency of the system and its processes, modify the indicators of:**

- Define more clearly the inspection control methodology of each of the departments.
- Training actions on environmental awareness for all the operators in the hotel by our external consultant.

**Actions concerning the improvement of the service**

- Greater control of suppliers, favouring suppliers with better environmental performance in both products and services. Those specified in each of the goals established in the proposed objectives.

### **Resource requirements**

- Depending on the human and infrastructure needs (especially the most efficient one) new resources will be added to the Hotel.

### **RESULT OF THE ENVIRONMENTAL REVIEW**

Both the environmental policy and the integral policy sufficiently demonstrate the commitment to continuous improvement.

The objectives focused on the significant aspects most representative of the company and the policy have been made to follow the canons by which the company wants to go.

Both the legislation and the environmental aspects identified have been adapted to the company's premises, so it is considered appropriate for the next financial year to continue with them unless others appear that have not been identified. The intention for future years is to focus on finding public or private organisations that can provide us with documentation or brochures as requirements for pollution prevention, to be distributed both among our workers and among subcontractors.

As far as possible improvements in the system requirements are concerned, we will try to give more responsibility to the operators in terms of reducing hazardous and non-hazardous waste by means of environmental awareness activities, including the correct segregation of such waste.

### **CONCLUSIONS**

The conclusions drawn from the review of the system and the analysis of data from the integrated management system are generally satisfactory, as most aspects of the system have been adapted and integrated into the two systems.

The company's management believes it is appropriate to thank all the company's employees for the efforts made throughout the year to ensure that the integrated management system and the achievement of the objectives have been successful.

In this meeting we will follow up on the Quality and environmental objectives proposed at the beginning of the year, for which we have data from the current campaign.

We also trust that the difficulties we have encountered since the implementation of the system will be overcome and that the important human effort and, above all, the commitment of the management to this project, in which we believe and will continue to carry out, will remain, always trying to improve.