



# SUSTAINABILITY REPORT

Realizado por Cristóbal González. Última modificación septiembre 2018.



## **INTRODUCTION**

The Apartotel Isla Paraiso - Sa Mirada are part of the hotel chain Set Hotels. Company created in 1995 and that integrates a family group of companies linked to the tourism sector.

Currently the company operates 9 establishments located, all of them on the island of Menorca and has more than 200 workers.

We are a dynamic company and we are in continuous growth.

Our company is committed to quality service, we are committed to taking care of the environment, controlling the impact that our activity can generate in the environment and committed to society and workers.

In Isla Paraiso - Sa Mirada and in general in Set Hotels, we work every day so that our hotels are responsible and respectful with the environment and the community.

Below we will detail some of our commitments and objectives

## **ENVIRONMENTAL**

- Minimize the use of water: Performing good preventive maintenance by the Technical Services Department to prevent water leaks, using night irrigation, cleaning and descaling of tank discharges. In April 2018 we changed the water filters for some of reducers. (See results in consumption table).
- Minimize electricity consumption: Through good environmental practices, changing the bulbs to low consumption and LED, deliver only one key per room instead of two (which "obligates" the customer not to leave the card when it leaves the room), have detectors in the doors of the terraces that when they open the door turns off the air, put a limiter in the air conditioning machine that only lets lower-raise the air within the parameters recommended by Royal Decree 1826/2009. (See results in consumption table).
- Minimize gas consumption: Maintenance of the ratio per stay the result from 2015 to 2018 with a significant increase in stays with a pension in this period ..
- Minimize the consumption of toner and paper: This year we have reduced the number of copies, because many forms are already in Drive and it is not necessary to file copies to process them. Toners have been reduced due to the replacement of a reception printer with an inkjet printer, much more efficient.
- We recycle the used oil and we control the liters of oil that have been purchased.
- Waste management: we try to reduce to the maximum the amount of waste that our activity can produce and manage in a responsible way, we separate the waste in order to be recycled and treated.

## Our improvements this year to contribute to environmental improvement



- Try to reduce the use of straws in bars and restaurants by designing an informative poster about what it costs to manufacture, what it costs to decompose and the deaths of marine species that it causes.



Purchase reusable cups to reduce the use of disposable plastic cups. Creating an informative poster for the clients and facilitating the return of the glasses

Distributing baskets around the pools and bars so you can leave them there.

## OUR COMMITMENT TO THE COMMUNITY

The plan of commitments of the company carried out from this hotel with the community and workers is:

- Have an urn for donations to the red cross. In 2016, 83.75 € were donated and 32.64 € were donated in 2017

- Collaboration with local cooperatives with the purchase of products from the island promoting their promotion among customers.

- Concern for the work and personal conciliation of our workers, offer insurance to employees, enjoy services in Seth establishments with discounts to staff, organization of

paddle tournaments so they can disconnect and interact with their colleagues outside working hours, agreement with companies to offer discounts to our employees, promote equality with a high number of women in management positions.

- We have harassment protocol and hiring the child and a system so that the worker can transmit complaints / suggestions to the center in different ways.

We can find more corporate social responsibility actions in the CSR policy available in the Green Corner.

#### HOTEL ISLA PARAISO-SA MIRADA SEGUIMIENTO CONSUMOS ENERGÉTICOS

ESTANCIAS	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
ESTANCIAS 2015	4,690	6,749	12,452	14,111	8,385	3,057	50,429	0.00%
ESTANCIAS 2016	5,860	8,841	12,391	13,474	8,389	4,623	54,888	8.84%
ESTANCIAS 2017	7,276	7,578	11,383	13,497	7,736	4,577	53,092	-3.27%
ESTANCIAS 2018	6,510	8,247	11,029	13,292	7,041		46,119	-15.98%

CONSUMO ELECTRICO	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
KW/H 2015	30,980	53,812	89,900	85,620	54,058	23,262	337,632	0.00%
KW/H 2016	36,642	60,149	68,159	73,489	63,954	28,520	330,913	-1.99%
KW/H 2017	49,212	56,170	70,070	83,955	55,836	34,760	350,003	3.66%
KW/H 2018	42,668	52,812	81,577	71,051	50,339		298,447	-14.73%

CONSUMO ELECTRICO/ESTANCIA	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
KW/H Estancia 2015	6.61	7.97	7.22	6.07	6.45	7.61	6.70	0.00%
KW/H Estancia 2016	6.25	6.80	5.50	5.45	7.62	6.17	6.03	-9.95%
KW/H Estancia 2017	6.76	7.41	6.16	6.22	7.22	7.59	6.59	9.35%
KW/H Estancia 2018	6.55	6.40	7.40	5.35	7.15	0.00	6.47	-1.84%

CONSUMO AGUA	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
Consumo m3 2015	1,349	1,703	2,451	2,301	1,995	1,001	10,800	0.00%
Consumo m3 2016	1,717	2,812	3,128	3,483	2,530	1,416	15,086	39.69%
Consumo m3 2017	2,605	2,582	3,452	3,643	2,623	1,673	16,578	9.89%
Consumo m3 2018	2,105	3,301	3,324	2,751	1,828		13,309	-19.72%

CONSUMO AGUA/ESTANCIA	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
m3/ Estancia 2015	0.29	0.25	0.20	0.16	0.24	0.33	0.21	0.00%
m3/ Estancia 2016	0.29	0.32	0.25	0.26	0.30	0.31	0.27	28.34%
m3/ Estancia 2017	0.36	0.34	0.30	0.27	0.34	0.37	0.31	13.61%
m3/ Estancia 2018	0.32	0.40	0.30	0.21	0.26	0.00	0.29	-7.58%

CONSUMO GAS	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
Consumos KG 2015	300	400	400	400	400	200	2,200	0.00%
Consumos KG 2016	200	400	500	400	500	400	2,400	9.09%
Consumos KG 2017	200	400	400	400	400	300	2,100	-12.50%
Consumos KG 2018	400	400	400	400	400		2,000	-4.76%

CONSUMO GAS/ESTANCIA	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
Consumos KG mes/est 2015	0.06	0.06	0.03	0.03	0.05	0.07	0.04	0.00%
Consumos KG mes/est 2016	0.03	0.05	0.04	0.03	0.06	0.09	0.04	0.23%
Consumos KG mes/est 2017	0.03	0.053	0.04	0.03	0.05	0.07	0.04	-9.54%
Consumos KG mes/est 2018	0.06	0.049	0.04	0.03	0.06	0.00	0.04	9.64%

. Closing of the 2018 season, this is the evolution of our energy consumption since 2015, the year in which we took over the management of this complex.

Decrease in the KW / h consumed

Decrease in the consumption of m3 of water consumed

Maintenance of Kg of propane gas consumed (only kitchen) to elaborate food in a number of pensions that has been growing year after year

Aceite	2015	2016	2017	2018
Litros Año	900	970	960	900
PENSIÓN (MP + HD)	42513	46383	35716	49613
TOTAL LITROS/ CLIENTE PENSION	0.0212	0.0209	0.0269	0.0181

	H.ISLA PARAISO			VARIACIÓN
AÑO	2016	2017	2018	2017-18
TONERS	1,419.42 €	1,921.54 €	1,670.90 €	-13.04%
COPIAS	161.31 €	65.39 €	25.00 €	-61.77%
FOLIOS	246.98 €	268.55 €	198.60 €	-26.05%
	1,827.71 €	2,255.48 €	1,894.50 €	

As shown in the previous table, what we have bought at the date of July already almost exceeds the total purchased in 2017.

**PRODUCTOS ALGENDAR D'EN GOMILA**

Cantidades en Kilogramos

**TOTAL 2017 Fin Julio 2018 Previsión 2018 Diferencia 2017-18**

	TOTAL 2017	Fin Julio 2018	Previsión 2018	Diferencia 2017-18
<b>CARNICERIA</b>	<b>444.88</b>			
EMBUTIDOS MENORCA	444.88			
CARNIXUA	115.63	105.24	210.48	
PASTA SOBRASADA	0.50			
SOBRASADA "ALGENDAR" KG	252.24			
SOBRASADA CURADA	74.92	203.48	406.96	
SOBRASADA ENVASADA KG	1.59			
<b>QUESOS</b>	<b>1,037.00</b>			
MAHON	19.87			
QUESO TIERNO "ALGENDAR" KG	19.87	453.53	907.06	
PIEZAS	1,017.13			
CUÑA QUESO OBSEQUIO	645.00	310.00	620	
QUESO CURADO KG	5.22	25.08	50.16	
QUESO SEMI "ALGENDAR" KG	314.87	355.35	710.7	
QUESO SEMI ENVASADO KG	10.65			
QUESO SEMI KG	41.39			
<b>Total Kilos</b>	<b>1,481.87</b>	<b>1,452.68</b>	<b>2905.36</b>	<b>1,423.49</b>

**COMP COMPRA FRUTA Y VERDURA DE MENORCA KM 0 por años**

			Agromenorca	Fres i Bó	total
	2016	2017	31-jul-18	31-jul-18	31-jul-18
<b>HAGA</b>	4,569.00	3,935.00	<b>1,526.98</b>	238.55	1,765.53
<b>HST</b>	6,148.00	7,554.00	<b>2,196.29</b>	1,132.45	3,328.74
<b>IP</b>	6,152.00	4,510.00	<b>2,280.84</b>	550.90	2,831.74
<b>HPA</b>	5,365.00	8,103.00	<b>2,573.06</b>	891.50	3,464.56
<b>LD</b>	5,140.00	5,862.00	<b>2,777.80</b>	1,114.40	3,892.20
<b>HPC</b>	3,806.00	3,694.00	<b>1,111.82</b>	153.60	1,265.42
<b>HPM</b>	2,979.00	3,743.00	<b>1,432.33</b>	377.65	1,809.98
<b>H55</b>			<b>3,297.00</b>	577.70	3,874.70
<b>totales</b>	<b>34,159.00</b>	<b>37,401.00</b>	<b>17,196.12</b>	<b>5,036.75</b>	<b>22,232.87</b>

<b>SA COOPERATIVA DEL CAMP</b>	
<b>IP</b>	
Salchicha	56
Chorizo criollo	11
chistorra	62
butifarra	70
estof ternera	214
estof cordero	73
cuixot	1.2
<b>Total</b>	<b>487.2</b>

(Todos los valores de 2018 están valorados hasta septiembre).

*Evolución de los Residuos generados.*

RESIDUOS PELIGROSOS ISLA PARAISO-SA MIRADA			
	2015	2016	2017
Envases vacíos contam (KG)(sin ecoembes)	2KG	53kg	0KG
Aerosoles peligrosos (sin ecoembes) (KG)	0	0	0
Tubos Fluorescentes (KG/UNID)	11 kg	22kg	16kg
Pilas y baterías (KG/UNID)	23kg	6kg	SIN DATOS
RAES (kg)	863kg	388kg	27 kg + 194 KG DE AA SA MIRADA
RAES AMB GASOS	395KG		
Soluciones ácidas (kg)	SIN DATOS	SIN DATOS	SIN DATOS
Toners impresión (unid)	36	25	30

Fecha de actualización: Noviembre 2017

Generación de Residuos Urbanos 2015 al 2017.

ISLA PARAISO - SA MIRADA						
AÑO	2015		2016		2017	
ESTANCIAS	48817		54694		80542	
	TOTALES	P/ ESTANCIA	TOTALES	P/ ESTANCIA	TOTALES	P/ ESTANCIA
VIDRIO		0.0000		0.0000	953	0.0118
PAPEL Y CARTÓN	3384	0.0693	4262	0.0779	5944	0.0738
ENVASES LIGEROS	2752	0.0564	433	0.0079	4551	0.0565

RECURSOS HUMANOS DISTRIBUCION ESTADISTICA

Sexos

	2014		2015		2016		2017	
	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres
HAG	9	14	11	17	13	14	10	12
HPM	26	18	26	19	22	17	28	24
HPA	16	20	19	19	18	18	24	18
HST	24	23	26	25	27	28	30	23
Mestral	15	17	20	16	21	17	20	18
HPC	19	20	18	22	24	24	16	25
Central	2	3	2	4	2	4	4	4
HIP			25	26	25	23	26	24
TOTAL	111	115	147	148	152	145	158	148

CARGOS DIRECTIVOS

	2014		2015		2016		2017	
	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres
HAG	1	1	1	1	1	2	1	2
HPM	3	2	3	2	3	3	2	4
HPA	2	3	2	3	2	3	3	3
HST	3	3	3	3	3	3	3	3
Mestral	4	2	4	2	3	2	3	1
HPC	2	4	2	4	2	4	2	4
HIP			4	3	4	3	4	3
	15	15	19	18	18	20	18	20

Nacionalidades IP

HIP	2015			2016			2017		
	hombres	mujeres	total	hombres	mujeres	total	hombres	mujeres	total
España	23	21	44	23	17	40	23	18	41
Alemania				1		1	1		1
Ingles					1	1		1	1
Italia						0	1	1	2
Rep. Dominicana					1	1		1	1
Brasil	1	1	2		1	1		1	1
Gambia	1		1	1		1	1		1
Peru		2	2		2	2		2	2
Bolivia		2	2		1	1			0