



HOTEL PLAYA AZUL Sustainability Report 2018

Hotel Playa Azul is part of the Minorcan chain Set Hotels S.L, a hotel company created in 1995 from a family group of companies linked to the tourism sector based in Menorca whose origin dates back to 1963. Currently the company operates 9 establishments located in Menorca and has more than 200 workers. We are a dynamic company in constant evolution, and from our beginnings we know that to achieve a high degree of satisfaction Our customers must achieve a high quality standard for our establishments.

We know that investing in quality, taking into account respect for the environment, is investing in our future. To achieve this, we try to ensure that our entire team, in a constant framework improvement, these are some of our objectives:

Respect for the environment.

Respect for nature and the environment is, above all, a matter of common sense since our environment influences and directly affects our health and our own well-being. Attack the environment and attacking nature is, in the long run, attacking ourselves. If we do not know how to use logical and balanced way the resources that nature offers us are breaking a chain of balance and harmony, which will turn against us.

We try to reduce the consumption that can affect nature, likewise we have agreements with Companies specialized in the collection of products considered dangerous and polluting.

Consumption of paper and toners.

	HOTEL PLAYA AZUL			VARIACIÓN
AÑO	2016	2017	2018	2017-18
TONERS	187.43 €	450.90 €	240.00 €	-46.77%
COPIAS	580.74 €	407.89 €	353.30 €	-13.38%
FOLIOS	163.90 €	164.30 €	151.50 €	-7.79%
	932.07 €	1,023.09 €	744.80 €	

The toners used once the season is over are taken by a specialized company to be treated responsibly.

Consumption electricity kw / Estancia

CONSUMO ELECTRICO/ESTANCIA	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
KW/H Estancia 2016	0.00	0.00	8.46	9.58	9.81	9.73	10.59	9.78	9.73	4.66%
KW/H Estancia 2017	0.00	0.00	9.14	10.98	10.69	11.54	8.62	10.91	10.36	6.46%
KW/H Estancia 2018			7.66	9.02	10.02	11.45	10.48		9.94	-4.03% Objetivo 2018 9.84

The overall goal of the year is 9.84 Kw / Stay, we currently have an average of 9.94 Kw / Stay, if we take into account that the month of October is going to lower consumption because the time does not require so many hours of air conditioning, will meet the objective.

We have seen that where the consumption is triggered is when the machine of A.A is started and we have decided to optimize the management, we decided to turn off the machine certain hours of the day where we consider that they hardly affect the client.

Water Consumption

CONSUMO AGUA	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
Consumo m3 2016			1,341	1,861	2,111	2,083	1,750	850	9,996	-4.71%
Consumo m3 2017			1,495	1,915	2,153	2,208	1,789	1,231	10,791	7.95%
Consumo m3 2018			1,187	1,716	1,837	1,900	1,531		8,171	-24.28%

CONSUMO AGUA/ESTANCIA	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
m3/ Estancia 2016	0.00	0.00	0.32	0.28	0.26	0.26	0.26	0.27	0.27	1.01%
m3/ Estancia 2017	0.00	0.00	0.30	0.28	0.28	0.28	0.25	0.27	0.27	1.39%
m3/ Estancia 2018			0.28	0.26	0.24	0.25	0.22		0.25	-10.77%

This year we have placed water-reducing filters in the taps and showers of the rooms and we have significantly reduced water consumption.

gasoil

CONSUMO GASOIL	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
Consumos Litros 2016			2,148	2,268	2,036	2,601	2,935	1,680	13,668	-1.17%
Consumos Litros 2017			2,409	2,340	2,643	2,567	2,662	2,000	14,621	6.97%
Consumos Litros 2018			2,018	2,406	2,006	2,042	1,507		9,979	-31.75%

CONSUMO GASOIL/ESTANCIA	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
Consumos Litros mes/ est. 2016	0.00	0.00	0.51	0.34	0.26	0.32	0.44	0.53	0.37	4.76%
Consumos Litros mes/ est. 2017	0.00	0.00	0.48	0.34	0.34	0.32	0.37	0.44	0.37	0.47%
Consumos Litros mes/ est. 2018			0.47	0.36	0.26	0.27	0.21		0.30	-19.57%

Every year, diesel fuel consumption is reduced without affecting customer satisfaction.

Gas Consumption

CONSUMO GAS	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
Consumos KG 2016			840	655	1,190	595	1,190	595	5,065	-18.33%
Consumos KG 2017			865	655	1,023	1,130	1,064	798	5,535	9.28%
Consumos KG 2018			784	1,081	1,123	1,065	969		5,022	-9.27%

CONSUMO GAS/ESTANCIA	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año	% Difaño Anterior
Consumos KG mes/est 2016	0.00	0.00	0.20	0.10	0.15	0.07	0.18	0.19	0.14	-13.43%
Consumos KG mes/est 2017	0.00	0.00	0.17	0.10	0.13	0.14	0.15	0.17	0.14	2.64%
Consumos KG mes/est 2018			0.18	0.16	0.15	0.14	0.14		0.15	6.92%

The consumption of gas compared to last year has been reduced, also because we have had fewer stays than in 2017, but we are making more in the kitchen, we try that the products that come out of the kitchen are made by us.

Total Consumption

CONSUMO TOTAL	Marzo	Abril	Mayo	Junio	Julio	Agosto	Septiembre	Octubre	Total Año
kWh (Electricidad + Gas + Gasoil)			63,900.08	98,744.27	112,442.44	123,142.59	101,907.33	0.00	500,136.69
kWh total / estancia			14.90	14.89	14.64	16.00	14.51		15.01

Comparative with other hotels of the company with the same characteristics.

	ENERGÍA TOTAL (ELECTRICIDAD+GAS+GASOIL)/ESTANCIA						
HOTEL	MAYO	JUNIO	JULIO	AGOSTO	SEPT	OCTUBRE	TOTAL AÑO
HPM	13.90	13.95	17.23	16.23	15.55		15.86
HPC	28.19	21.34	26.41	24.27	25.26		27.77
HA	14.72	18.33	20.86	20.83	14.96		19.09
HST	25.12	20.31	24.53	23.76	25.34		23.74
H55	80.13	25.74	16.18	18.54	21.09		21.87
HPA	14.90	14.89	14.64	16.00	14.51		15.01

As you can see in this comparison with the other hotels of the company in the global calculation is the hotel that spends less energy per stay

Recycling used oil

We recycle it and keep track of the liters bought and recycled. In the year 2018 until the end of August we have spent 750 liters of oil.

		2015	2016	2017	2018
510_H.Playa Azul cocina	marzo				50
	abril	100	100	150	40
	mayo	120	160	80	180
	junio	160	100	140	130
	julio	220	120	180	170
	agosto	220	100	140	180
	septiembre	140	60	100	
	octubre	0	10	50	
TOTAL		1320	1740	1200	
PENSIÓN (descontando SA)		39056	36940	40341	
TOTAL / PENSIÓN (descontando SA)		0.0338	0.0471	0.0297	#¡DIV/0!


Waste management

We try to reduce as much as possible the amount of waste that the hotel can produce and manage a In a responsible way, we separate the different waste so that it can be recycled and treated.

RESIDUOS URBANOS ESTABLECIMIENTOS (DATOS PROPORCIONADOS POR CRSU)						
HOTEL PLAYA AZUL						
AÑO	2015		2016		2017	
ESTANCIAS	39118		37005		39265	
	TOTALES	P/ ESTANCIA	TOTALES	P/ ESTANCIA	TOTALES	P/ ESTANCIA
VIDRIO		0.0000		0.0000		0.0000
PAPEL Y CARTÓN	2581	0.0660	1641	0.0443	2984	0.0760
ENVASES LIGEROS	1375	0.0352	999	0.0270	1922	0.0489

Management of hazardous waste

At the end of the season we call the approved companies to treat this type of waste

RESIDUOS PELIGROSOS HOTEL PLAYA AZUL								
	2010	2011	2012	2013	2014	2015	2016	2017
Envases vacíos contam (KG)(sin ecoembes)	68	102	77	18	25	sin datos	0	0
Aerosoles peligrosos (sin ecoembes) (KG)		1		3	1	0	0	0
Tubos Fluorescentes (KG/UNID)	2	3	8	140 unid	67 unid	140 unid	140 unid	90 unid
Pilas salinas (KG/UNID)	1	3	2	96 unid	sin datos	sin datos	10KG	sin datos
RAES (kg)				20	20	20	60	42
Soluciones ácidas (kg)	10	21	3	5	4	sin datos	15 KG	20
Toners impresión (unid)	2	4	11	6	9	7	13	5
Fecha de actualización: Noviembre 2017								

Consumption of chemical products

We know the importance of our environment and we try to reduce consumption, the goal is control and make an efficient management of the consumption of chemical products. The year 2016 was consumed

a total of 2278.5 k, the year 2017 consumed 2647 kg, in the current year 2018 until July 31 the Total consumption is 1230 kg.

	Total 2016	Total 2017	Total 2018
TOTALES HPA PISOS:	490	1121	392
TOTALES HPA COCINA:	1158.5	1096	656
TOTALES HPA SSTT:	630	430	182
	Totales kg 2016	Totales kg 2017	Totales kg 2018

HR data (Department of Human Resources).

Workers by sex

Workers by sex in the different hotels of the company:

	2014		2015		2016		2017			2014		2015		2016		2017	
	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres		Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres
HAG	9	14	11	17	13	14	10	12	HAG	39.13	60.87	39.29	60.71	48.15	51.85	45.45	54.55
HPM	26	18	26	19	22	17	28	24	HPM	59.09	40.91	57.78	42.22	56.41	43.59	53.85	46.15
HPA	16	20	19	19	18	18	24	18	HPA	44.44	55.56	50	50	50.00	50.00	57.14	42.86
HST	24	23	26	25	27	28	30	23	HST	51.06	48.94	50.98	49.02	49.09	50.91	56.60	43.40
Mestral	15	17	20	16	21	17	20	18	Mestral	46.88	53.13	55.56	44.44	55.26	44.74	52.63	47.37
HPC	19	20	18	22	24	24	16	25	HPC	48.72	51.28	45.00	55.00	50.00	50.00	39.02	60.98
Central	2	3	2	4	2	4	4	4	Central	40.00	60.00	33.33	66.67	33.33	66.67	50.00	50.00
HIP			25	26	25	23	26	24	HIP			49.02	50.98	52.08	47.92	52.00	48.00
TOTAL	111	115	147	148	152	145	158	148		49.12	50.88	49.83	50.17	51.18	48.82	51.49	48.51

Executive positions

Managerial positions by sex in the different hotels of the company:

	2014		2015		2016		2017			2014		2015		2016		2017	
	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres		Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres
HAG	1	1	1	1	1	2	1	2	HAG	50	50	50	50	33.33	66.66	33.33	66.67
HPM	3	2	3	2	3	3	2	4	HPM	60	40	60	40	50.00	50.00	33.33	66.67
HPA	2	3	2	3	2	3	3	3	HPA	40	60	40	60	40.00	60.00	50	50
HST	3	3	3	3	3	3	3	3	HST	50	50	50	50	50.00	50.00	50	50
Mestral	4	2	4	2	3	2	3	1	Mestral	66.67	33.33	66.67	33.33	60.00	40.00	75	25
HPC	2	4	2	4	2	4	2	4	HPC	33.33	66.67	33.33	66.67	33.33	66.66	33.33	66.66
HIP			4	3	4	3	4	3	HIP			57.14	42.86	57.14	42.86	66.66	33.33
	15	15	19	18	18	20	18	20		50	50	51.35	48.65	47.37	52.63	48.65	51.35

nationality

The evolution by nationalities in the Playa Azul Hotel is as follows:

		2014			2015			2016			2017		
		hombres	mujeres	total	hombres	mujeres	total	hombres	mujeres	total	hombres	mujeres	total
HPA	España	15	17	32	18	14	32	17	12	29	21	11	32
	Peru	1		1						0			0
	Rumania		2	2		2	2	1	3	4	1	3	4
	Bulgaria		1	1		1	1		1	1		1	1
	Colombia					1	1		1	1		1	1
	Uruguay					1	1			0			0
	Lituania									0	1		1
	Cuba								1	1		1	1
	Rusia									0		1	1
	Marruecos									0	1		1
	Inglaterra				1		1			0			0

In the Sethotels company, as a whole, we have a percentage of personnel with other nationalities and every year the number of non-Spanish personnel is increasing.

TOTALES	2014	2015	2016	2017
ESPAÑA	193	250	247	248
OTRAS NAC.	33	45	50	58
%	2014	2015	2016	2017
ESPAÑA	85.40	84.75	82.49	80.53
OTRAS NAC.	14.60	15.25	17.51	19.47

Corporate Social Responsibility

The company Sethotels S.L. has created a plan of commitments with the community and its workers so that the impact of the company is positive in it.

- Donation of 1 euro for each washing of the pool towel to the Red Cross, in 2016 € 1,313.30 were donated and in 2017 € 1,534.07 were donated.
- Collaboration with local cooperatives with the purchase of products from the island, promoting their promotion among our customers.
- Collaboration with the neighborhood association of Calan Porter with the participation in the raffle of a "Gift Voucher" for a stay at the hotel, this raffle is held every year on the occasion of the festivities.
- We work with local suppliers that have Km 0, such as "Algendar d'en Gomila", "Agromenorca", "frec i bó" and "Cooperativa del campo" and we try to collaborate with them so that customers know the local product and try at the same time that the local economy benefits from the tourism industry.