

SUSTAINABILITY REPORT

Hotel Port Ciutadella is part of the Minorcan chain Set Hotels SL, created in 1995, at the moment the chain consists of 8 establishments, has more than 200 workers and is in continuous growth.

We are a dynamic company in constant evolution and from our beginnings we know that to achieve a high degree of satisfaction of our customers we must achieve a high standard of quality for our establishments.

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 Hotel Port Ciutadella and in general in Set Hotels, we work every day so that our hotels are responsible with the environment and the community.

These are some of our commitments and objectives:

Environment:

ELECTRICAL CONSUMPTION

Minimize electricity consumption - through good environmental practices, keep changing the light bulbs with low consumption and LED, deliver only one key per room instead of 2, (which "forces" the customer not to leave the card when it leaves the room) in 2015 and 2016 we have managed to improve the result, not in 2017 due to an improved management of the sstt department hence the change of responsibility

ELECTRICIDAD	KWH	ESTANCIAS	KWH/ESTANCIA
2015	581175	31380	18.52
2016	579054	32414	17.8
2017	596570	31380	19.01



While we try to adequately manage electricity consumption there is a part that makes it difficult for us to control what the customer's consumption is, the months of June, July, August and September are especially hot with temperatures that do not fall below 30 degrees on many occasions. which causes the electricity consumption by the customer to be high.

WATER CONSUMPTION

- we try to minimize the use of water - through a good prevention by the SSTT to avoid water leaks, night irrigation, cleaning and descaling of tank discharges

AGUA	M3	ESTANCIAS	L/ESTANCIA
2015	9337	30041	0,31
2016	2072	31564	0,06
2017	1329	31380	0,04

The objective of the season is 0.29 m3 / stay and 0.22 m3 / average stay has been consumed, goal is achieved. The final accountant does not work at all well, it is one that the City Council has pending review.

GASOIL CONSUMPTION

- minimize gasoil consumption, in 2015 a consumption of 0.63 liters of stay is achieved, in 2016

GASOIL	LITROS	ESTANCIAS	L/ESTANCIA
2015	19780	31380	0,63
2016	23215	32414	0,71
2017	21840	31380	0,69

Se establece como objetivo de la temporada bajar el consumo de gasoil por estancia hasta 0,66 litros, en 2016 se había consumido 0.71 litros / estancias, no se han hecho acciones para bajar . Las placas no funcionaron bien a principio de temporada y repercutió negativamente en el consumo, si bien a final de temporada ya estaban a pleno rendimiento.

GENERATION OF URBAN WASTE

In HPC the containers are exterior so we do not know exactly how much the hotel itself generates and how much the neighbors .:

	TOTAL 2015	TOTAL 2016	TOTAL 2017
ESTANCIAS	31380	32414	31380
VIDRIO	4548 kg	4933 kg	4444 kg
PAPEL Y CARTÓN (KG)	3478 kg	4396 kg	3956 kg
ENVASES LIGEROS (KGS)	3865 kg	2712 kg	2460 kg

The glass increases a bit and may be due to the increased recycling from the hotel. Carton tb increases a lot but I do not think it's just due to the management of the hotel, I think tb the neighbors contribute

In 2017 many light containers can be deposited in a yellow container, which increases the volume.

GENERATION OF HAZARDOUS PRODUCTS

This year we have almost no hazardous products since the containers are recycled in the yellow container.

Aerosols have not been generated.

Fluorescents have been generated 50 units that were managed with Dielectro.

Saline alkaline batteries have been taken to Dielectro



Commitment to the community

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

Labor integration within the company of groups at risk of social exclusion:

Collaboration with Caritas Diocesana de Menorca to carry out unpaid internships in companies.

Collaboration with Caritas Diocesana de Menorca to carry out training courses with people at risk of social exclusion.

Set Hotels carries out a selection process to incorporate people with disabilities into our workforce.

Collaboration with the Disabled Persons Foundation of Menorca and the Coordinator of Disabled Persons of Ciutadella.

We currently have 3 people with disabilities working in the company. Agreement with Incorpora, program of the "La Caixa" Foundation that promotes the labor insertion of people with risk of exclusion.

Collaboration agreement with the entity "Projecte Home de Balears" to promote the insertion in the working world of the users of the entity.

Collaboration agreement with the Insular Council of Menorca to encourage the insertion in the labor world of people at risk of exclusion.

Agreement with the School of Tourism of the Balearic Islands to incorporate trainees.



RESPONSABILIDAD SOCIAL CORPORATIVA

Collaboration with NGOs, foundations and / or local entities and institutions (town halls, AMPAS, sports and / or cultural associations ...) promoting, respecting and supporting the culture and traditions of our island:

Collaboration with AMPA La Salle Alaior; Collaboration with the Christmas tombola. Collaboration with the Ayto. Del Migjorn Gran;

We collaborate with lifeguards on the beaches of the Santo Tomás area, helping with their maintenance and paying part of the costs of the lifeguards and the landscaping service of the promenade, and at the request of the town hall, we provide our staff with cleaning services. of maintenance of the urbanization, etc.

Economic contributions to town halls for patron saint festivities (Hotel Playa Azul for the festivities of Cala'n Porter, Hotel Agamenón for the festivities of Es Castell).

We donated 1 euro / towel wash pool to CRUZ ROJA, collaborating in this way with the social projects that this entity carries out in our Island. Annual liquidation is attached in subsequent sheets.

Sponsorship of football and basketball groups from different municipalities of the island: Raffles for accommodation, buffets, Spa, etc. and assignment of SPA facilities for the templates.

We have polls in the receptions of our establishments so that the clients make donations to non-profit entities (eg the Association of Help-Against Cancer, Animal Protector of Menorca, Red Cross, Age Concern).

In hotels such as Port Ciutadella, specific actions are carried out, such as this year, the collection of plastic caps to help the Son Espases Hospital in Mallorca to finance the treatment of two sick children.

Purchase of the Lottery for the benefit of the Red Cross by the staff. We provide free facilities (meeting rooms, rooms and Spa facilities) to various associations and non-profit social interest entities; Pej rooms for Bridge in the Hotel Port Mahón in favor of ASPANOB, etc. We periodically deliver disused items and forgotten items from clients to Cáritas Menorca (for example (sofas, mattresses, chairs, tables, TVs ..) or to different schools and day care centers.

Collaboration with Caritas Menorca giving 1 euro from the sale of each of the Christmas buffets and New Year's Eve dinners at Hotel Port Mahon. Collaboration in the "kilo" program of Caritas Menorca, donating non-perishable food when closing the seasonal establishments.



We collaborate with the membership of the Scientific, Literary and Artistic Athenaeum of Mahon.

We collaborate with the Es Migjorn Gran Music Band hosting musicians in our establishments during the summer concert season. We collaborate with the local Cooperatives of Menorca with the purchase of jams, sobrasadas, cheeses and other products from the land. We encourage the purchase of local products from suppliers on the island.

COMMITMENT PLAN RESPONSIBLE WITH OUR WORKERS

We have a loyalty program for our employees: We favor the reconciliation of work life with the personal and family life of our workers.

We offer discounts on Insurance (doctors, vehicles, home) for employees.

We facilitate the use of accommodation, restaurants, bars and Spa facilities of the different Seth establishments with a% discount also valid for direct family members of employees. We have an agreement with discounts for our employees in establishments on the island. We have a policy of NO discrimination as well as protocols for the protection of the rights of minors and the prevention of psychosocial risks (psychological harassment and sexual harassment based on sex) that are known to all our workers.

We act in accordance with the Spanish legislation that does not allow to go against any of the human rights. We have a system so that our employees can send their complaints or suggestions to the company, either directly through their heads of departments, directors and / or by email to the head of HR.

In these tables we analyze the members of the staff of our hotel, as we have said we have a policy of non-discrimination, when selecting personnel we have in mind the skills and curriculum of the person.

Template by sexes evolution

2014		2015		2016		2017	
Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres
19	20	18	22	24	24	16	25

2014		2015		2016		2017	
Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres
48.72	51.28	45.00	55.00	50.00	50.00	39.02	60.98

**MANAGEMENT
POSITIONS**

2014		2015		2016		2017	
Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres
2	4	2	4	2	4	2	4

2014		2015		2016		2017	
Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres	Hombres	Mujeres
33.33	66.67	33.33	66.67	33.33	66.66	33.33	66.66

Template by nationalities

As you can see our staff is made up of people of different nationalities, which allows us to enrich ourselves from different cultures and idiosyncrasies.

	2014			2015			2016			2017		
	H	M	total	H	M	total	H	M	total	H	M	total
España	15	19	34	14	20	34	20	22	42	12	23	35
Cuba	1		1	1		1			0			0
REP DOC	1		1	2		2	1		1	1		1
Peru	1		1						0			0
Uruguay	1		1	1		1			0			0
Nicaragua								1	1		1	1
Italia									0	1	1	2
Marruecos							2		2			0
Ecuador		1	1		1	1			0			0
Colombia					1	1	1	1	2	2		2



Buy local products KMO:

In all our buffets we find identified KMO products, with these measures we give support to local producers.

Since 2017 we have begun to account for these purchases, we attach a table.

PRODUCTOS ALGENDAR D'EN GOMILA

	TOTAL 2017	Total 2017	Fin Julio 2018	Previsión 2018	Dif. 2017- 18
	kgs				
CARNICERIA	444.88				
EMBUTIDOS MENORCA	444.88				
CARNIXUA	115.63	115.63	105.24	210.48	
PASTA SOBRASADA	0.50				
SOBRASADA "ALGENDAR" KG	252.24	329.25			
SOBRASADA CURADA	74.92		203.48	406.96	
SOBRASADA ENVASADA KG	1.59				
QUESOS	1,037.00				
MAHON	19.87				
QUESO TIERNO "ALGENDAR" KG	19.87	19.87	453.53	907.06	
PIEZAS	1,017.13				
CUÑA QUESO OBSEQUIO	645.00	645.00	310.00	620	
QUESO CURADO KG	5.22	5.22	25.08	50.16	
QUESO SEMI "ALGENDAR" KG	314.87	366.91	355.35	710.7	
QUESO SEMI ENVASADO KG	10.65				
QUESO SEMI KG	41.39				
Total Kilos	1,481.87	1,481.87	1,452.68	2905.36	1,423.49

At the end of July 2018 the total of kgs bought from Algendar d'en Gomila is almost the same number of kgs bought in all 2017