

## Sustainability Report Hotel Port Mahón (HPM) y Agamenon (HAG)

The Hotels Port Mahon and Agamenon are part of the Menorcan chain Set Hotels, created in 1995 and currently consists of 9 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, always respecting the environment, committed to our staff and everything that we surrounds.

Optimize work processes and innovate the product to satisfy our customers even above their expectations

- Standardize services in all our establishments
- Loyalty to our guests
- Comprehensive control of the impact that our activity generates in the eternal
- Comply with all regulations
- Commitment to society and our workers

Tourism brings many benefits to their destinations, but managed incorrectly can also have a negative impact on the environment and Set Hotels is committed to managing and promoting the sustainability of our destination, a commitment endorsed by the environmental certifications we have achieved in many years of work (ISO 9001/14001 and Travelife Gold).

### Actions that we carry out:

- We inform the client how he can contribute
- Green Seth Corner
- We separate urban, dangerous and special waste
- Awareness and training for our staff - Travelife training, talks to new employees, good environmental practices manuals
- The delivery of documentation and payroll to our employees is done via e-mail to save paper
- Water saving measures - we encourage our customers to reuse towels and bedding, right-hand mixers, flow reducers installed in taps and showers, drip irrigation, gardens with native plants, we monitor monthly consumption

- Energy saving measures - change of light bulbs to LEDs, timers, the exterior lighting is turned off at 11.00-00.00 to save energy, lighting of the rooms with saving switches, activated with cards, leaving the fuscirit curtains closed to keep the temperature in the rooms, sensors of automatic disconnection in A / C (HAG), monthly monitoring of consumption
- Means of prevention of spills in case of accident
- We perform environmental drills
- We monitor the noise we produce and our atmospheric emissions
- We apply environmental criteria in our purchases

#### **Responsible commitment with our workers**

At Set Hotels we respect the rights of each of the individuals, we have a policy of NO discrimination, as well as protocols for the protection of lesser rights and prevention of psychosocial risks that are known to all our employees.

We favor the reconciliation of work life with the personal and family life of our workers, we support internal promotion and we train our staff so that they can advance and improve within the scope of work.

We act in accordance with Spanish legislation that does not allow us to go against any human rights and we have a system so that our employees can make their complaints or suggestions to the company, either through their heads of departments, directors or by e-mail to our HR manager.

Employees have a Loyalty program that can be enjoyed together with their family discounts at Set hotels and other establishments on the island.

#### **Commitment to the community**

In accordance with the plan of responsible contents with the community, these are some of the actions that we carry out from Hotel Port Mahon and Agamenon:

- support for the economy of the area by buying local products:
  - purchase of sausages and cheeses from local producers, during the year 2017 between all the hotels we have bought almost 1500 kg of sausages and local cheeses and our goal for 2018 is to double the purchase.
  - Agreements with fruit and vegetable suppliers to buy more KMO products
  - Promote island wines
  - Purchase of meat from the island (especially lamb and suckling pig), by 2018 an agreement will be made with the Cooperativa del Campo to buy more types of meat and sausages.
- Donation of € 1 for each change of pool towel to the Red Cross
- Urn donations from the Spanish Cancer Association

- Recruitment of students who have practiced in our hotels through the courses carried out by the School of Tourism and Caritas (2 floor maids, 2 restaurant maids)
- Collaboration with ASPANOR to hold a bridge tournament and raise funds
- Practices students with disabilities in cooking collaborating with the Menorca Disability
- Collaboration with € 1 for each buffet sold in the Christmas campaign in Port Mahon
- Purchase of lottery in Red Cross benefit by staff
- Collaboration with the "Gegants de

### Information on environmental performance:

Analysis of environmental indicators:

- Energy consumption: ELECTRICITY: the objective of maintaining the 2016 data is achieved in HPM. Although the ratio per stay in HAG is not maintained, the consumption of total kw from April to October does (291,221 in 2016 and 291,976 in 2017).

#### HPM

| CONSUMO ELECTRICO/ESTANCIA | Enero | Febrero | Marzo | Abril | Mayo  | Junio | Julio | Agosto | Septiembre | Octubre | Noviembre | Diciembre | Total Año |
|----------------------------|-------|---------|-------|-------|-------|-------|-------|--------|------------|---------|-----------|-----------|-----------|
| KW/H Estancia 2008         | 20.95 | 16.84   | 13.89 | 11.88 | 10.30 | 11.79 | 12.49 | 12.76  | 13.31      | 14.33   | 27.41     | 29.91     | 14.41     |
| KW/H Estancia 2009         | 37.38 | 29.89   | 20.27 | 13.98 | 11.47 | 12.95 | 13.89 | 13.58  | 12.34      | 14.87   | 26.63     | 31.15     | 16.50     |
| KW/H Estancia 2010         | 32.31 | 30.69   | 26.70 | 15.23 | 12.37 | 12.79 | 12.95 | 11.52  | 12.05      | 13.33   | 36.60     | 33.22     | 16.60     |
| KW/H Estancia 2011         | 40.86 | 26.36   | 20.28 | 11.48 | 12.45 | 11.45 | 11.67 | 12.93  | 12.66      | 12.85   | 26.18     | 33.95     | 15.30     |
| KW/H Estancia 2012         | 43.92 | 37.81   | 21.59 | 11.72 | 10.89 | 12.92 | 12.73 | 13.73  | 10.82      | 11.91   | 30.06     | 37.92     | 15.72     |
| KW/H Estancia 2013         | 42.86 | 33.78   | 20.97 | 13.87 | 10.15 | 9.55  | 12.47 | 12.30  | 11.51      | 13.86   | 21.93     | 39.62     | 14.97     |
| KW/H Estancia 2014         | 47.71 | 38.17   | 22.63 | 12.10 | 9.79  | 10.44 | 11.47 | 11.41  | 12.90      | 13.44   | 21.26     | 22.95     | 14.25     |
| KW/H Estancia 2015         | 35.24 | 38.80   | 23.24 | 12.56 | 8.62  | 10.84 | 13.60 | 12.61  | 11.29      | 11.99   | 0.00      | 0.00      | 13.70     |
| KW/H Estancia 2016         | 26.30 | 24.84   | 16.18 | 13.15 | 9.07  | 10.02 | 11.47 | 11.03  | 11.31      | 11.90   | 22.94     | 0.00      | 12.85     |
| 7KW/H Estancia 2017        | 30.06 | 27.07   | 13.45 | 10.29 | 9.43  | 10.90 | 11.38 | 11.89  | 9.62       | 9.58    | 0.00      | 0.00      | 12.07     |

#### HAG

| CONSUMO ELECTRICO/ESTANCIA | Marzo | Abril | Mayo  | Junio | Julio | Agosto | Septiembre | Octubre | Total Año |
|----------------------------|-------|-------|-------|-------|-------|--------|------------|---------|-----------|
| KW/H Estancia 2008         | 0.00  | 0.00  | 13.68 | 15.58 | 17.94 | 19.15  | 15.49      | 23.71   | 17.08     |
| KW/H Estancia 2009         | 0.00  | 0.00  | 17.17 | 17.04 | 18.52 | 16.08  | 14.33      | 20.00   | 16.85     |
| KW/H Estancia 2010         | 0.00  | 0.00  | 12.39 | 14.01 | 14.60 | 14.29  | 15.41      | 21.34   | 14.70     |
| KW/H Estancia 2011         | 0.00  | 0.00  | 16.30 | 12.80 | 13.53 | 13.70  | 15.98      | 28.90   | 14.95     |
| KW/H Estancia 2012         | 0.00  | 0.00  | 12.00 | 15.73 | 14.55 | 16.43  | 12.21      | 22.47   | 14.81     |
| KW/H Estancia 2013         | 12.40 | 12.66 | 8.42  | 11.53 | 15.65 | 14.17  | 12.22      | 12.84   | 12.52     |
| KW/H Estancia 2014         | 0.00  | 12.66 | 9.35  | 13.29 | 12.28 | 12.72  | 13.58      | 12.16   | 12.36     |
| KW/H Estancia 2015         | 0.00  | 15.96 | 10.81 | 11.11 | 14.43 | 13.03  | 12.45      | 11.13   | 12.60     |
| KW/H Estancia 2016         |       | 16.44 | 10.36 | 11.74 | 12.94 | 12.42  | 12.75      | 11.80   | 12.41     |
| KW/H Estancia 2017         |       | 14.58 | 11.45 | 14.13 | 13.53 | 13.71  | 11.13      | 13.85   | 13.09     |

WATER: the objective of reducing the data with respect to 2016 by 5% in HPM is not achieved and it does in HAG

HPM:

| CONSUMO AGUA/ESTANCIA | Enero | Febrero | Marzo | Abril | Mayo | Junio | Julio | Agosto | Septiembre | Octubre | Noviembre | Diciembre | Total Año   |
|-----------------------|-------|---------|-------|-------|------|-------|-------|--------|------------|---------|-----------|-----------|-------------|
| m3/ Estancia 2008     | 0.22  | 0.22    | 0.19  | 0.18  | 0.19 | 0.22  | 0.22  | 0.19   | 0.21       | 0.22    | 0.25      | 0.26      | <b>0.21</b> |
| m3/ Estancia 2009     | 0.32  | 0.21    | 0.23  | 0.19  | 0.19 | 0.21  | 0.21  | 0.20   | 0.20       | 0.23    | 0.28      | 0.27      | <b>0.22</b> |
| m3/ Estancia 2010     | 0.27  | 0.24    | 0.29  | 0.24  | 0.23 | 0.22  | 0.21  | 0.21   | 0.22       | 0.22    | 0.35      | 0.28      | <b>0.23</b> |
| m3/ Estancia 2011     | 0.34  | 0.25    | 0.24  | 0.20  | 0.21 | 0.18  | 0.19  | 0.21   | 0.18       | 0.23    | 0.27      | 0.24      | <b>0.21</b> |
| m3/ Estancia 2012     | 0.27  | 0.44    | 0.21  | 0.19  | 0.20 | 0.21  | 0.21  | 0.20   | 0.19       | 0.20    | 0.29      | 0.24      | <b>0.22</b> |
| m3/ Estancia 2013     | 0.37  | 0.32    | 0.23  | 0.22  | 0.21 | 0.19  | 0.21  | 0.22   | 0.24       | 0.26    | 0.39      | 0.21      | <b>0.23</b> |
| m3/ Estancia 2014     | 0.32  | 0.24    | 0.20  | 0.20  | 0.21 | 0.19  | 0.15  | 0.19   | 0.18       | 0.19    | 0.22      | 0.22      | <b>0.19</b> |
| m3/ Estancia 2015     | 0.27  | 0.28    | 0.23  | 0.29  | 0.19 | 0.18  | 0.18  | 0.20   | 0.15       | 0.19    | 0.00      | 0.00      | <b>0.20</b> |
| m3/ Estancia 2016     | 0.24  | 0.30    | 0.19  | 0.22  | 0.23 | 0.26  | 0.25  | 0.25   | 0.24       | 0.24    | 0.28      | 0.00      | <b>0.24</b> |
| m3/ Estancia 2017     | 0.32  | 0.30    | 0.26  | 0.26  | 0.25 | 0.24  | 0.26  | 0.25   | 0.24       | 0.23    | 0.00      | 0.00      | <b>0.25</b> |

HAG:

| CONSUMO AGUA/ESTANCIA | Marzo | Abril | Mayo | Junio | Julio | Agosto | Septiembre | Octubre | Total Año   |
|-----------------------|-------|-------|------|-------|-------|--------|------------|---------|-------------|
| m3/ Estancia 2008     | 0.00  | 0.00  | 0.28 | 0.41  | 0.43  | 0.47   | 0.30       | 0.48    | <b>0.39</b> |
| m3/ Estancia 2009     | 0.00  | 0.00  | 0.36 | 0.37  | 0.41  | 0.40   | 0.28       | 0.37    | <b>0.37</b> |
| m3/ Estancia 2010     | 0.00  | 0.00  | 0.41 | 0.39  | 0.46  | 0.58   | 0.70       | 0.45    | <b>0.51</b> |
| m3/ Estancia 2011     | 0.00  | 0.00  | 0.53 | 0.37  | 0.35  | 0.35   | 0.33       | 0.69    | <b>0.39</b> |
| m3/ Estancia 2012     | 0.00  | 0.00  | 0.50 | 0.40  | 0.32  | 0.32   | 0.31       | 0.48    | <b>0.36</b> |
| m3/ Estancia 2013     | 0.26  | 0.28  | 0.30 | 0.33  | 0.33  | 0.29   | 0.31       | 0.31    | <b>0.30</b> |
| m3/ Estancia 2014     | 0.00  | 0.28  | 0.27 | 0.31  | 0.33  | 0.31   | 0.29       | 0.26    | <b>0.30</b> |
| m3/ Estancia 2015     | 0.00  | 0.47  | 0.35 | 0.30  | 0.31  | 0.32   | 0.28       | 0.18    | <b>0.31</b> |
| m3/ Estancia 2016     |       | 0.29  | 0.22 | 0.28  | 0.27  | 0.47   | 0.15       | 0.16    | <b>0.27</b> |
| m3/ Estancia 2017     |       | 0.14  | 0.16 | 0.19  | 0.14  | 0.30   | 0.23       | 0.19    | <b>0.20</b> |

GASOIL: HPM achieves the goal of reducing consumption by 5% (it is possible to lower 7.84%). In HAG it is not possible to reach the consumption of 0.40 of 2015, but it is possible to maintain the one in 2016.

#### HPM

| CONSUMO GASOIL/ESTANCIA        | Enero | Febrero | Marzo | Abril | Mayo | Junio | Julio | Agosto | Septiembre | Octubre | Total Año | % Dif año Anterior |
|--------------------------------|-------|---------|-------|-------|------|-------|-------|--------|------------|---------|-----------|--------------------|
| Consumos Litros mes/ est. 2013 | 2.72  | 2.13    | 1.38  | 0.81  | 0.67 | 0.48  | 0.47  | 0.46   | 0.60       | 0.81    | 0.69      | -2.29%             |
| Consumos Litros mes/ est. 2014 |       |         | 0.00  | 1.00  | 0.60 | 0.46  | 0.47  | 0.40   | 0.46       | 0.62    | 0.45      | -34.63%            |
| Consumos Litros mes/ est. 2015 |       |         | 0.00  | 0.82  | 0.50 | 0.48  | 0.42  | 0.41   | 0.47       | 0.64    | 0.45      | 1.06%              |
| Consumos Litros mes/ est. 2016 | 2.04  | 1.70    | 1.01  | 0.80  | 0.54 | 0.46  | 0.41  | 0.37   | 0.45       | 0.62    | 0.61      | 33.77%             |
| Consumos Litros mes/ est. 2017 | 1.45  | 1.58    | 0.82  | 0.69  | 0.49 | 0.41  | 0.36  | 0.36   | 0.46       | 0.52    | 0.56      | -7.84%             |

#### HAG

| CONSUMO GASOIL/ESTANCIA        | Abril | Mayo | Junio | Julio | Agosto | Septiembre | Octubre | Total Año | % Dif año Anterior |
|--------------------------------|-------|------|-------|-------|--------|------------|---------|-----------|--------------------|
| Consumos Litros mes/ est. 2015 | 0.45  | 0.42 | 0.49  | 0.29  | 0.43   | 0.30       | 0.44    | 0.40      | 46.15%             |
| Consumos Litros mes/ est. 2016 | 0.84  | 0.37 | 0.50  | 0.34  | 0.39   | 0.41       | 0.57    | 0.46      | 25.66%             |
| Consumos Litros mes/ est. 2017 | 0.87  | 0.49 | 0.39  | 0.27  | 0.45   | 0.38       | 0.76    | 0.46      | 0.00%              |

| CONSUMO GAS/ESTANCIA     | Abril | Mayo | Junio | Julio | Agosto | Septiembre | Octubre | Total Año |
|--------------------------|-------|------|-------|-------|--------|------------|---------|-----------|
| Consumos KG mes/est 2013 | 0.19  | 0.15 | 0.13  | 0.07  | 0.09   | 0.14       | 0.07    | 0.13      |
| Consumos KG mes/est 2014 | 0.27  | 0.20 | 0.23  | 0.12  | 0.12   | 0.14       | 0.15    | 0.17      |
| Consumos KG mes/est 2015 | 0.29  | 0.08 | 0.14  | 0.11  | 0.13   | 0.11       | 0.17    | 0.14      |
| Consumos KG mes/est 2016 | 0.22  | 0.22 | 0.20  | 0.14  | 0.14   | 0.20       | 0.12    | 0.17      |
| Consumos KG mes/est 2017 | 0.32  | 0.15 | 0.12  | 0.16  | 0.14   | 0.15       | 0.26    | 0.17      |

The reasons that the engineer would have for defining a goal lower than 2016 are unknown, and without actions or investments that could lead to HAG.

GAS: It is not possible to reach the goal of maintaining the 0.14 of 2015 data in HAG. As with diesel, the 2016 figures have been maintained. Likewise, the reasons for raising a 2015 target are unknown.

Generation of hazardous waste (Fluorescents, toners, batteries, paper, cardboard, packaging, hazardous waste containers, etc.)

INDICADOR DATOS GENERACIÓN RESIDUOS PELIGROSOS Y OTROS RESIDUOS

HOTEL PORT MAHON

|                                      | 2008      | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015      | 2016 | 2017  |
|--------------------------------------|-----------|------|------|------|------|------|------|-----------|------|-------|
| Envases vacíos contam (KG)           | 145       | 198  | 105  | 95   | 68   | 53   | 95   | sin datos | 80   | 6 uds |
| Aerosoles (KG)                       | 5         | 3    | 3    | 6    | 5    | 3    | 4    | sin datos |      |       |
| Tubos Fluorescentes/lamparas (KG/Ud) | 7         | 12   | 7    | 18   | 16   | 18   | 12   | 14        | 14   | 28    |
| Pilas salinas (UNID)                 |           | 3.00 | 117  | 132  | 125  | 186  | 103  | 108       | 108  |       |
| Pilas boton (UNID)                   |           |      |      |      |      | 13   | 3    | 6         | -    |       |
| Baterias Emergencias                 |           |      |      |      |      | 10   | 3    | NA        | -    |       |
| Material absorbente contaminado (KG) | 8         | 10   | 15   | 20   | 6    |      |      |           |      |       |
| RAES (kg)                            | 14        | 30   | 13   | 19   | 27   | 30   | 100  | 60        | 60   | 14    |
| Soluciones ácidas (kg)               | ----      | 11   | 12   | 10   | 12   | 4    | 6    | sin datos | 10   | 10    |
| Aceite de cocina usado (kg)          | 660       | 750  | 300  | 300  | 120  | 220  | 290  | 345       | 245  | 320   |
| Toners impresión (unidad)            |           | 33   | 43   | 41   | 31   | 54   | 19   | 43        | 44   | 63    |
| medicamentos caducados (unidad)      | sin datos | 13   | 6    | 7    | 2    | 7    | 13   | sin datos | 6    | 19    |

INDICADOR DATOS GENERACIÓN RESIDUOS PELIGROSOS Y OTROS RESIDUOS

HOTEL AGAMENON

|                                      | 2008  | 2009  | 2010 | 2011 | 2012 | 2013   | 2014    | 2015    | 2016    | 2017 |
|--------------------------------------|-------|-------|------|------|------|--------|---------|---------|---------|------|
| Envases vacíos contam (KG)           | 112   | 111   | 32   | 68   | 35   | 49     | 74      | 60      | 14      |      |
| Aerosoles (KG)                       | 5     | 2     | 1    | 2    | 5    | 1      | 6       |         |         |      |
| Tubos Fluorescentes (KG)             | 3     | 7     | 8    | 5    | 7    | 5      | 6       | 5       | 6       | 23   |
| Pilas salinas (KG/UNID)              | 6     | 1     | 1    | 3    | 5    | 47 uds | 180 uds | 286 uds | 306 uds |      |
| Material absorbente contaminado (KG) | 8     | 1     | 1    |      |      |        |         |         |         |      |
| restos de pinturas (Kg)              | 5     | 8     | 2    |      |      |        |         |         |         |      |
| RAES (kg)                            | 14uds | 13uds | 3    | 28   | 16   | 10     | 20      | 40      | 60      | 91   |

|                               |     |     |     |     |     |     |           |     |     |     |
|-------------------------------|-----|-----|-----|-----|-----|-----|-----------|-----|-----|-----|
| Soluciones ácidas (kg)        |     | 17  | 15  | 10  | 5   | 3   | 13        |     | 15  | 15  |
| Aceite de cocina usado (kg)   | 120 | 170 | 240 | 120 | 150 | 260 | 500       | 570 | 405 | 430 |
| Tóners impresión (unid)       | -   | 9   | -   | -   | 15  | 19  | 19        | 8   | 6   | 2   |
| medicamentos caducados (unid) | 3   | -   | -   | -   | 3   | 7   | sin datos | 9   | 4   | 6   |

#### Comparison 2016-2017:

- Increase the quantity of toners managed in HPM, since in 2016 no collection was made every 6 months (only done in April 2016). This year accumulates part of the units that were spent last year.

- In HAG the number of toners has decreased, since this season no copies have been made for the SAGA guide in September-October. In addition, in both hotels, the reception printer has been replaced with a multifunction printer that gives better performance.

- Generation of urban waste (paper, cardboard ...): annual data of volume generated from January to September is available. Both hotels use common containers located on public roads so they are not shared with the neighborhood.

|                             | HPM  | HAG  |
|-----------------------------|------|------|
| <b>papel (kg)</b>           | 6619 | 1796 |
| <b>envases ligeros (kg)</b> | 3819 | 5612 |
| <b>vidrio (kg)</b>          | 8496 | 5422 |

Generation of special waste:

#### KITCHEN OIL CONSUMPTION

WASTE FRYING OIL: the total vegetable oil collection in HPM has been 320 kg, higher than the 245 kg that were removed last year, although it is similar to what was managed in 2015, which was 345 kg. In HAG, the collection was 430 kg, a figure similar to the 405 kg in 2016.

The data can not be compared between the two hotels, since the models of fryers are not the same. In HPM 2 fryers of 10 liters / ud are used and in HAG they are also 2 pcs but of 20 liters / ud. In HAG there is also another fryer up for the snack service.

**PAPER AND  
TONER  
CONSUMPTION**

|        | HOTEL PORT MAHÓN |      |       |       |       |       |       |       |       | VARIACIÓN |
|--------|------------------|------|-------|-------|-------|-------|-------|-------|-------|-----------|
| AÑO    | 2009             | 2010 | 2011  | 2012  | 2013  | 2014  | 2015  | 2016  | 2017  | 2016-17   |
| TONERS | 49               | 51   | 51    | 41    | 53    | 37    | 39    | 54    | 19    | -64.81%   |
| COPIAS | n/a              | n/a  | 12051 | 22417 | 17784 | 17498 | 20211 | 17809 | 44394 | 149.28%   |
| FOLIOS | 205              | 241  | 165.6 | 155   | 170   | 145   | 150   | 150   | 150   | 0.00%     |

|        | HOTEL AGAMENÓN |      |       |       |       |       |       |       |       | VARIACIÓN |
|--------|----------------|------|-------|-------|-------|-------|-------|-------|-------|-----------|
| AÑO    | 2009           | 2010 | 2011  | 2012  | 2013  | 2014  | 2015  | 2016  | 2017  | 2016-17   |
| TONERS | 16             | 14   | 12    | 10    | 16    | 6     | 2     | 3     | 2     | -33.33%   |
| COPIAS | n/a            | n/a  | 25420 | 19876 | 26649 | 35525 | 31331 | 51305 | 39665 | -22.69%   |
| FOLIOS | 50             | 73   | 56    | 35    | 70    | 85    | 65    | 70    | 65    | -7.14%    |

Keep in mind that since May HPM has 2 Canon multifunction printers, so there are more copies and fewer toners.

In euros, HPM's spending has been reduced compared to 2016, going from 2372 to 1756 euros. As in HAG that has gone from 1070 to 799 euros.