



SUSTAINABILITY REPORT
GLOBALES 2019



OUR BUSINESS

Globales is a well-established hotel company with more than 40 years of experience in the sector.

Globales employs more than 3,000 people and ranks 8th out of 50 brands with the largest hotel presence in Spain. In addition to the national market, the main markets of **Globales** are the British, French, Italian and German.

Most hotels operated by the company have a category of 3 and 4 stars. Generally speaking, the company's current offer is based on products that operate under an all-inclusive scheme, with products also operating under different types of pensions and schemes. In recent years, special offers such as snacks, pizzerias and a la carte and gastro-nomic restaurants have been incorporated into various hotels.

Recently, the company has created the Premium 4-star category that consists of the **Globales Mediterrani, Globales Lord Nelson, Globales Santa Lucia and TUI Sensimar Don Pedro hotels.**

The company has increased its portfolio in 3 establishments in 2019 incorporating into its operation the Hotel **TUI Sensimar Don Pedro, the Hotel Globales Cala Bona Suites** and the **Globales Los Patos Park** Hotel. This has increased its total available offer by 545 rooms.

The company owns 49 establishments of which it currently operates 41. Hoteles Globales is present in 2 continents and 5 countries, with its establishments being distributed as follows:

LATAM
Nº Countries:
2
Nº Hotels:
3
Nº Rooms:
434

EUROPA
Nº Countries:
3
Nº hotels:
41
Nº Rooms:
8.787

The total rooms operated by the company are distributed among 5 countries as follows:

- Spain: 93%
- Switzerland: 1%
- Belgium: 1%
- America: 5%

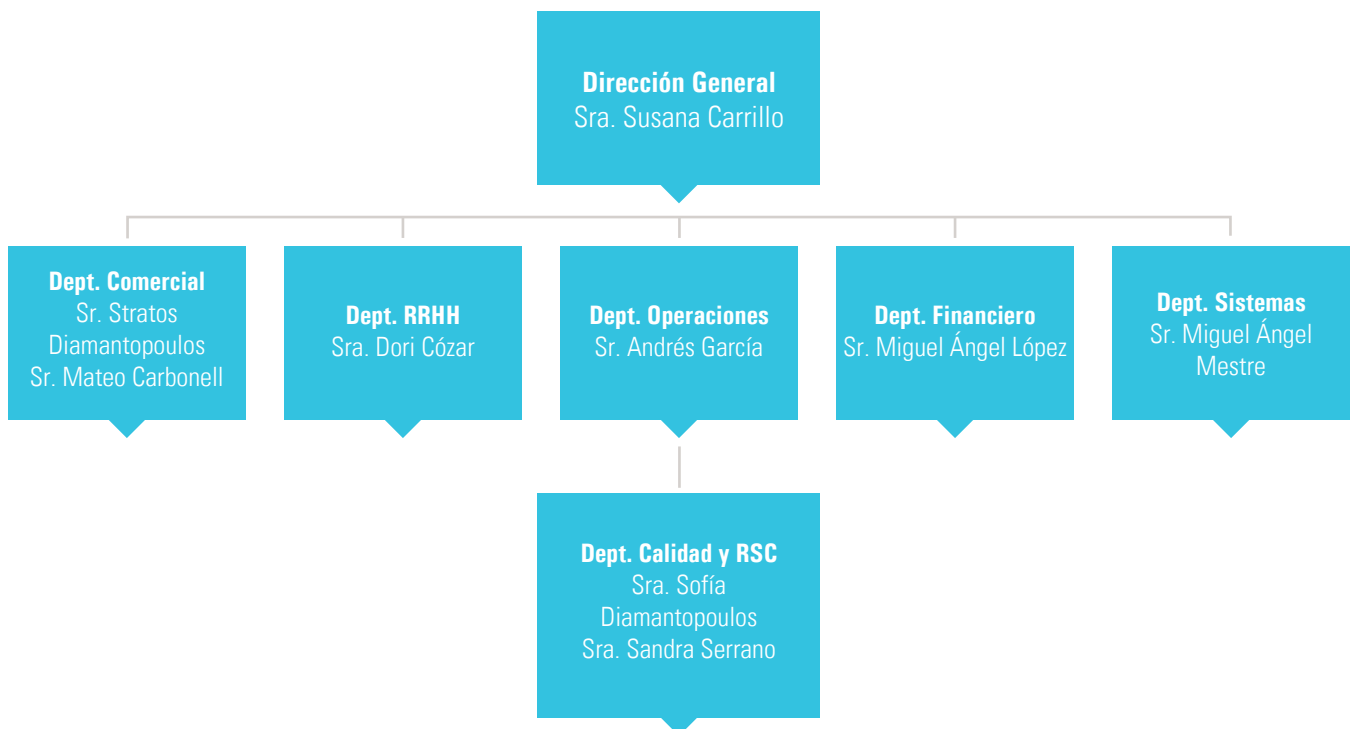
SUSTAINABILITY TEAM AND SUSTAINABLE DEVELOPMENT GOALS

At **Globales** we want to continue to strengthen a responsible and sustainable hotel model, that is why in 2018 we started the integration of sustainable objectives to our business. Through the creation of different working groups, we aim to advance on this important matter. In 2019 we continue to meet and increase our sustainability objectives

and strengthen our commitment to the environment and our social environment.

The company's sustainability development and implementation team is composed as follows:

ORGANIGRAMA RESPONSABILIDAD SOCIAL CORPORATIVA



OBJECTIVES



The sustainable development goals for 2019 are aimed at fulfilling our commitment to the protection and conservation of our environment. This document aims to set out the different sustainable development objectives that the company has set and the different strategic lines that it has followed and will continue to follow to achieve them. To this end, our sustainable development program is set out as follows:

	Sustainable development goals	Strategic lines	Page
1	Customer health and safety	Customer privacy and surveillance	4
2	Employment and training	Internal and external training. Collaboration with internship agreements	4
3	Energy consumption and efficiency	Record of energy consumption. New investments in renewable energies	4 / 5
4	Human and labour rights	Diversity and equal opportunities	5
5	Socioeconomic development in local communities	Help and cooperation to the local communities where our hotels operate	5
6	Waste and spills	Training, recycling and control of all our waste and spills	5 / 6
7	Corporate Responsibility	Boost reputation and recognition in Social Networks	6
8	Digitalization and Innovation	We promote new technologies to improve the experience of our customers and collaborators	6 / 8
9	Sustainability in our hotels	Investments and improvement of control to make our hotels more sustainable	8
10	Centralized purchasing management and promotion of local supplier	Selection of suppliers based on transparent criteria	9
11	Promote responsible projects	Awareness-raising of our teams on corporate responsibility issues.	9
12	Ethics and tourism industry	Commitment to defending childhood.	9
13	Increase of hotel portfolio certified in sustainability	19 establishments certified in 2018, 2 in 2019	10
14	Promoting reduction of food loss and waste.	Training and awareness	10

Origin: Sustainable goals 2019 Globales

1 CUSTOMER HEALTH AND SAFETY

In **Globales** the health and safety of our customers are fundamental, this is why in 2019 we have:

- Continued with the update of our systems and improved our work processes to increase the security and protection of the personal data of our customers. All this in accordance with the general Data Protection Regulation and industry best practices.
- Increased and improved the video surveillance systems in our establishments to safeguard the safety of our customers and employees.

2 EMPLOYMENT AND TRAINING

Our company understands that the human resources available to it are an essential element in its operation and very important in its effort to achieve the different sustainable development objectives that it has set. This is why in 2019 a strategic line has been adopted based on internal and external training and the continuous commitment to education through collaboration with different organizations. Among other actions, in 2019 we have:

- Opted for an internal promotion system to reward our employees and in order to offer career plans with internal growth options. In 2019, 72 promotions have occurred in our chain, 15 more than in 2018, this represents a year to year increase of 126%.
- Created the platform "share your know-how" in which the Operations Department has conducted trainings to department heads throughout the chain in which each Corporate Director has explained the content of the different manuals of corporate procedures of their respective departments, thus sharing their know-how among their collaborators.
- 122 training courses have been completed, a considerable increase compared to 31 courses taught during 2018.
- Renewed our collaboration agreements to assist in the training of students through the realization of internships. We maintain agreements with local bodies such as the Red Cross, the Deixalles Foundation, the Gypsy Secretariat Foundation and national and international universities. Currently more than 178 interns are in training in different establishments of our organization.

3 ENERGY CONSUMPTION AND EFFICIENCY

Globales is aware that a lot of the natural resources it uses are limited and exhaustible. As far as energy consumption and efficiency are concerned, the company intends to continue to improve its efficiency in the use of this resource. For this purpose, we have carried out the following actions:

- Records have been made of all energy consumption in our establishments on a daily basis. The completion of these records has facilitated us to carry out monitoring studies of consumption evolution. In case of observing inconsistencies in our records we have taken corrective actions.
- Invited all our customers and employees to be more aware of the use of energy and other resources in our hotels by placing information on the benefits of saving energy in the most frequented areas of our hotels.
- We have implemented automatic or dependent light shutdown systems in our facilities.
- We carry out constant checks of all the energy sources that exist in our different hotels to ensure their correct functioning.

4 HUMAN AND LABOUR RIGHTS

As mentioned above, the company is convinced about the importance of the staff that makes it possible to operate our various establishments. In this sense, **Globales** has incorporated awareness programs of different human and labour rights in its staff into its sustainable development objectives. Specifically, we have committed to the promotion of diversity and equal opportunities in our workplaces and carried out the following:

- Made important efforts to train our employees in labor and on different human rights. In 2019 we have encouraged the knowledge of our human and labor rights protocol among the employees of the chain.
- Created the Equality Plan of **Globales** in which we develop policies that guarantee the principles of fairness and equal opportunities at work which that allow for an adequate development in a quality and safety environment.

5 SOCIO-ECONOMIC DEVELOPMENT IN LOCAL COMMUNITIES

An important part of our sustainability program has to do with promoting the well-being of the local communities in which our various hotels operate. This is why:

- We collaborate with the communities of neighbors, town halls, non-profit associations and local development agencies in our different destinations.
- We cooperate with more than 35 different organizations and our goal in 2020 is to continue to increase our collaboration rate.

6 WASTE AND SPILLS

In order to reduce the environmental impact of our operation to the possible minimum, we have taken various measures to improve the way in which we handle and dispose of the various wastes and discharges that we generate as part of our operation. As a result, this year **Globales** has focused on training, recycling and control of waste and spills in its various establishments carrying out the following:

- Promotion and training activities in our establishments on the separation and recycling of garbage.
- We encourage separation and recycling in our establishments through the placement of recycling points with trash bins marked with colors and pictograms according to the type of waste that must be disposed of in them. These cubes are placed both in areas of exclusive access of our staff and in the common areas in which our customers are located.
- Incorporated new room cleaning systems. Cleaning product dispensers have been placed in our cleaning departments that have helped us reduce the amount of containers we dispose of in our operation. Similarly, we no longer use cleaning products that were harmful to the environment (bleach, ammonia and chlorohydrin) and have replaced them with products that have a lower environmental impact. To achieve this, a cleaning product usage manual has been created which, among other things, indicates which products are most efficient and least harmful to the environment.
- We continue to work on reducing the use of lightweight packaging (bottles, cans) along our chain. We are choosing to purchase and use higher volume formats such as Bag in box products that have less environmental impact.
- Plastic goods have been reduced by 70% since 2016.
- We have removed plastic straws from the company and only recyclable cardboard straws are used.
- A sustainable hotel model has been created by removing single-use plastic utensils (cups and plates) from our snack areas.
- We raise our employees' awareness through trainings and communications on how to properly manage waste.
- We communicate to our customers our waste management policy and we encourage them to cooperate with us in this regard through the recycling points established in the hotels.
- We continue to manage the hazardous waste that we generate through an approved company specialized in the treatment and disposal of them.

7 CORPORATE RESPONSIBILITY

An important part of our sustainability program is to make our customers aware of our efforts to protect the environment and our society. To do this:

- We continue to enhance the national and international reputation and recognition of our corporate social responsibility as an added value to our employees and customers, publicizing all our corporate policies and the actions taken in the company for that purpose.
- The Corporate Social Responsibility Department continues to work on all inquiries or suggestions related to these issues and continues to see to the compliance with applicable law.

8 DIGITIZATION AND INNOVATION

Globales is strongly committed to the use of new technologies to achieve the sustainable development goals that it has set. As a result, the company:

SUSTAINABILITY
EQUITY *ETHICS*
INNOVATION
DEVELOPING
RIGHTS



- Promotes the use of new technologies to differentiate the experience of our customers and optimize the operation of its hotels.
- Works with a set of solutions created in-house, designed with the aim of eliminating the use of paper and to give added value to our customers and collaborators. By way of example, incidents, breakdowns and planning of preventive maintenance tasks are carried out through a specific software which maintains a virtual database in which all records and manuals can be consulted without the need to print them.
- Tablets in the Restaurant and Kitchen Department have been acquired, to inform our customers of all allergens that each dish of our menu wheel contains without the need of printing technical data sheets or menus unnecessarily.
- Works with an electronic invoicing system, thus eliminating all the paper associated with generating invoices.
- Provides tourist and Corporate Social Responsibility information to our customers and collaborators through totems available in our establishments.
- Operates an employee portal in which it offers our employees the possibility to consult their contract, payroll and other relevant documentation without the need to print it.

9 SUSTAINABILITY IN OUR HOTELS

As mentioned above, we pay special attention to the energy consumption of our hotels. Our commitment to an efficient use of electricity also applies to the consumption of other supplies such as water and different fuels. To do this, we have performed the following tasks:

- Increased presence of automatic control and management systems in different facilities throughout our establishments.
- Increased equipment with energy efficient ratings.
- Increased LED illumination regulated by presence detection sensors.
- Monitor and analyze energy and water consumption.
- Installation of double-pushbutton tanks with adjustable discharge volume.
- Installation of aerators and flow reducers in washbasins and showers in our establishments to reduce water consumption levels.
- Performed the thermal insulation in our facilities.
- Implementation of sustainable mobility technologies. Creation of a bike friendly space at Hotel Globales Mimosa and installation of electric car chargers.
- Creation and implementation of a daily control methodology for turning off and on lights.
- Elaboration of irrigation guidelines in our establishments.
- Increased machinery that uses natural gas as fuel in different hotels to promote energy savings and the use of renewable energy.

10 CENTRALIZED PURCHASING MANAGEMENT AND PROMOTION OF LOCAL SUPPLIERS

One of the goals of our sustainable development plan is the promotion of local suppliers. For this purpose, we have taken steps to select our suppliers based on transparent criteria. That's why we've:

- Continued advancing towards the creation of a centralized purchasing model.
- Selected our suppliers based on transparent and defined criteria.
- Opted for local suppliers. 78% of our suppliers are locally sourced. As an example, in the Balearic Islands we have 52 local suppliers, 9 in the Autonomous Community of Andalusia and 23 in the Canary Islands

11 PROMOTE RESPONSIBLE PROJECTS

In order to continue to advance the progress made in relation to our sustainability goals, we have decided to promote a selection of responsible projects and sensitize our teams in the different subjects that are related to our corporate responsibility. As an example, we have collaborated with the Red Cross by placing solidarity change boxes in our hotels to support the cause "Food Security, Health, Water and Sanitation in Africa" and have organized beach cleaning activities in several hotels.

12 ETHICS AND TOURISM INDUSTRY

Finally, we have incorporated objectives related to ethics and the tourism industry into our sustainability program. For this reason:

- We are committed to defending childhood and their rights in the tourism industry and for this a protocol of action and training has been created in defense of the child.
- We have adhered to the ECPAT Code of Conduct for the protection of children against sexual exploitation in tourism. It is an instrument of self-regulation and corporate social responsibility that strengthens the protection of children and adolescents from sexual exploitation in travel and tourism, promoted by ECPAT (End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes) and UNWTO. For more information <http://www.thecode.org/>



13

INCREASED HOTEL PORTFOLIO CERTIFIED IN SUSTAINABILITY

In 2018 we certified 19 of our properties in Travelife and in 2019 we will certify to 2 more hotels and recheck the certification of 2 hotels that were already certified. As a

result, by the end of this year our hotels will be certified Gold by Travelife.

14

AWARENESS FOR REDUCING FOOD LOSS AND WASTE

The loss and waste of food represents a misuse of labor, water, energy, land and other natural resources that were used to produce them, which is why we raise awareness and train our collaborators and suppliers through the policy

of correct food rationing, monitoring, the recording of food discarded and the correct management of purchases from hotels.

