



Compromiso
de Calidad Turística CALIDAD TURÍSTICA



APARTMENTS CASAS PEPE **SUSTAINABILITY REPORT 2019-2020



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COMMITMENT AND SOCIAL RESPONSIBILITY

Casas Pepe has a key factor for the development of its activities in a sustainable way, based on the management of business in a way that preserves the environment, satisfying present service needs without compromising those of future generations, and considering at all times as a pillar of the good functioning of the organization, the relationship with the different interest groups that make up our tourist environment: our Human Capital, our customers and suppliers, other external stakeholders (social and tourist organizations and NGOs) and society in general.

1. Clients

Satisfying customers' needs and expectations in an optimal, reliable and competitive way and promoting long - lasting commercial relations, based on a permanent attitude of service, trust and value contribution, complying with the most demanding standards of business ethics.

Maintaining a two-way communication channel, using new technologies, making known the activities and news of the organization, and collecting the needs and requirements of our customers.

Removing architectural barriers to people with disabilities. We offer apartments adapted for people with reduced mobility and also common areas that have ramps, adapted bathrooms, access to swimming pool through a ramp, televisions with incorporated teletext for people with hearing and communication difficulties.

Date	Projection
2015	Construction of two apartments for the disabled
2015	Removal of architectural barriers in the swimming pool
2016	Substitution of the stairs of access to the complex, by ramps
2017	Hotel Cardio protected
2017	Shopping cart service to minimize the generation of plastic waste
2018	Installation of electronic keys with contactors to reduce energy consumption
2018	Installation of water sieves in taps to reduce water consumption

Establishing requirements for our services that include functional and performance requirements, legal and regulatory requirements, quality requirements, those established by the customer, those relating to food safety, as well as any other essential for the end consumer and society.

The availability of a menu of allergens and the creation of a special area within the buffet breakfast service with personalized and special attention to all our customers affected by any type of severe food intolerance (celiac, allergic to dairy or egg and its derivatives, and other allergen pathologies), as well as specialized training in this area for all catering staff.

2. Employees

Promoting people management policies, carrying out activities to improve training, awareness and professional competence, establishing, among others, programs for continuous training, better conditions for personal and professional development in the workplace, ensuring their health and welfare, and promoting communication, tolerance, equality and integration among the staff that make up Casas Pepe Apartments.

Date	Projection
Annual	Education and training of employees, according to their job position
2017/18/19	Gratification to the staff with excursions
2019	Indefinite hiring of personnel
2019	Donation of TV to staff

3. Society

Over the last few years, we have incorporated many actions into our daily work with administrative or voluntary entities from the weakest or most disadvantaged social sectors, such as:

Date	Projection
2018	Donations to the Red Cross
2018	Donations to Médicos del Mundo
Annual	Donations to Aldeas Infantiles
Annual	Collection for later donations of solidarity corks to the company Martínez Cano to collaborate with the Iraitza Association.
2019	Collaboration with the food collection campaign of San Bartolomé de Tirajana

4. Environment

Our commitment to our own natural environment and the environment surrounding Casas Pepe Apartments as such, is our desire to continue to make progress in reducing the environmental impact that may generate our activity by carrying out responsible water management (use of fluxors instead of cisterns in toilets and urinals); irrigation with recovered natural water, optimizing the use of energy resources, including changes of equipment for new generation, using cleaning products, disinfection or refrigerants more ecological and little harmful to the environment, using new communication technologies to eliminate the expenditure on paper derivatives and accessories, reducing, reusing and recycling products and materials (paper, cardboard, glass, plastic containers, batteries, FC lighting tubes, cooking oils and greases, etc.), and responsibly managing the waste generated, and using in our food production processes the largest amount of durable and therefore non-disposable packaging.

Date	Projection
2017	Obtaining Travelife Gold Environmental Certification
2017	Installation of recycling bins for customers
2017	Change of luminaire to install LED light to reduce energy consumption.
2018	Dosing of cleaning products for your savings
2018	Obtaining of the Environmental Certification Iso 14001
2018	Awareness of customers and staff on environmental measures
2019	Purchase of water-saving floor cleaning machine
2019	Removal of artificial turf in gardens to reduce water consumption
2019	Change of Heat Pump for sanitary water with new technology

5. Business management

Our attitude in this sense, is to give a focus to our activity that responds to the challenge of a responsible economic sustainability, without unnecessary risks, orienting the technological solutions within our reach to maintain a lasting and consolidated development by providing differentiated services that contribute to economic progress, from a responsible conduct required from all employees of Casas Pepe as well as its suppliers.

Date	Projection
Annual	Review of service providers to Casas Pepe
Annual	Internal environmental and tourist quality audits
Annual	Planning of investments to be made in the coming years.
Annual	Management review of all environmental management
Diary	Planning of tasks to be carried out by staff in the different departments
Annual	Staff Vacation Period Planning

6. Local Suppliers

One of the factors we take very seriously when designing a strategy is local suppliers. It is very important to have a consumption of local products to reduce transport and thus preserve the environment. The consumption of products from local suppliers should be a priority, not only to help local producers, but also to avoid buying products from other countries, which in many cases are not of higher quality than here.

We therefore consider two major axes on which the decisive importance of local suppliers revolves. On the one hand, betting on local suppliers avoid as much as possible contamination with the transfer of goods from other points. In this way we can save on packaging material, packaging and specific chemicals for preservation. In this way we avoid the excess of waste and residues associated with long-distance transport and the manipulation of the product to make changes from one means of transport to another.

On the other hand, the second effect is to support local entrepreneurs by purchasing their products. It is an opportunity for them to enter markets that would otherwise be unthinkable to access and it also generates value in the area that feeds the confidence of its inhabitants.

Date	Projection
2017	Consolidation of the working relationship with the local company Aguas de Fargas
2017	Consolidation of the working relationship with the local company Viveros Mogán
2018	Consolidation of the working relationship with the local aluminium company José Viera Pérez
2018	Consolidation of the working relationship with the local laundry company La Salina
2018	Consolidation of the working relationship with the local electrical repair company Rubén Gil León
2019	Beginning of the working relationship with the local cooling machine repair company Duoclima
2019	Beginning of the working relationship with Soaldea Fruit Cooperative for the supply of fruits and vegetables from our Restaurant.

OCCUPATIONAL SAFETY AND HEALTH

The Management of Casas Pepe Apartments is responsible for formulating the strategy and approving the Company's corporate policies, as well as organizing the internal control systems. In the exercise of these responsibilities, aware of the fundamental importance of all aspects relating to the health and safety of workers, and in congruence with the values of the Company, and approves this Occupational Health and Safety Policy.

1. Purpose

The purpose of the Occupational Health and Safety Policy is to achieve a safe and healthy working environment in the sense established by law, as well as in its spheres of influence.

2. Basic principles of action

To achieve this goal, Casas Pepe Apartments assumes and promotes the following basic principles that should govern all its activities:

a) Respect the basic pillars of the Group's concept of occupational health and safety: 1. The quality, productivity and profitability of its activities are as important as the health and safety of workers. These are all permanent and fundamental objectives of the Group. The safety of workers must always prevail. All accidents must be avoided and the necessary resources allocated. 3. Continuous improvement in all areas of occupational risk prevention management is a fundamental variable for the future of the company.

b) To guarantee that, in all the decisions of Casas Pepe Apartments, the necessary fulfillment of the legal, labor and technological frame will be present, as well as the own internal regulation.

c) Ensure the complete integration of occupational health and safety principles in all the company's risk prevention management systems.

d) To develop and implement a global occupational health and safety system for the company based on occupational health and safety standards, which determines minimum levels and ensures the harmonization of the criteria applied. The integration of occupational health and safety criteria in all phases of the production process, in all working methods and in all decisions, in such a way that managers, technicians, managers and workers assume their responsibilities in the matter. The identification, evaluation and effective control of the risks associated with the work. 3. The adequacy between the employee and his or her job through health surveillance and training of workers. An evaluation mechanism for occupational health and safety in accordance with established standards to identify possible deviations, exchange best practices and establish a global culture of excellence in risk prevention.

e) Demand respect for the safety standards established by Casas Pepe Apartments from contractors and make them participants in the preventive culture implemented. f) Encourage the participation of all workers in the promotion of safety and health, cooperating with the Group to increase safety standards. g) To promote the preventive culture of APARTAMENTOS CASAS PEPE S.A. through:
1. The permanent formation and qualification of the employees, in order to involve each worker and to mentalize him on the incidence of his work in the safety of the people, processes and facilities. The promotion of behaviors that respect the safety and health of workers. 3. The exchange of best practices in the application of the global occupational health and safety standards defined, continuously improving them, becoming increasingly demanding and effective. h) Obtain and maintain certifications in the field of health and safety in accordance with the most demanding international standards, from the perspective of continuous improvement and technological innovation in the general quality of the production system. i) Establish close collaboration relations with the different Public Administrations competent in the field of occupational health and safety in order to be a positive reference in this field.

Date	Measurements
2017	Supply of approved, easy-to-use cleaning materials

2018	Creation of accesses to all common areas with ramps
Annual	Occupational risk prevention training and periodic medical check-ups
Annual	Fire Training and Drills
Annual	Training against possible sexual harassment
Annual	Civil Liability Insurance
Annual	Permanent contact with the Employees' Mutual Fund
Annual	Service contract with a specialized company for compliance with the prevention of occupational risks.
Annual	Annual technical visit by Antea, a company collaborating in the prevention of occupational risks.

WORKERS' RIGHTS

In Casas Pepe, we watch over the fulfilment of the basic labour rights and duties of the workers, as we understand that the employees are our first client and the basis for the development of our service. Ensuring your safety and well-being are fundamental rules for this company.

- At Casas Pepe we respect the right to work and the free choice of profession or trade.
- The right to freedom of association, the right to free association, the right to take collective action in defence of the collective interests of workers and employers, as well as the right of workers to strike in defence of their interests.
- The employees of this company have the right to information, consultation and participation.
- The right to effective occupational safety and health protection.
- The right to receive information on general and specific occupational safety and health risks, applicable protective and preventive measures and activities, first aid, evacuation of workers, etc.
- Training is a continuous objective of this company and every year we provide theoretical and practical training in preventive matters.
- Employees at Casas Pepe have the right to periodic medical surveillance. Always with the consent of the worker himself. And they are consulted and informed on everything related to safety and health at work. In the face of imminent risk, the workers of this establishment have the right and are authorised to paralyse their activity, provided that this entails a serious risk.
- Casas Pepe is a company that protects workers from any type of discrimination based on age, race, colour, sex, religion, political opinion, national origin, sexual orientation, social origin or disability and offers special protection in the case of minors and maternity.
- Casas Pepe workers receive written employment contracts, specifying the terms and conditions agreed between the company and the worker.
- The people who form part of Casas Pepe's working staff are part of the staff by free choice and are free to leave this company without being penalised for this reason.
- Casas Pepe does not keep employees' personal documents, including their passports. All employees have their personal files stored in a safe place.

- Casas Pepe remunerates the work of its staff with a salary above the national minimum.
- Working hours comply with national or international legislation or industry benchmark and working hours are freely accepted by staff.
- At Casas Pepe there are written discipline and grievance policies that are communicated to employees.
- Casas Pepe workers receive regular training on the policies promoted by Travelife, such as: the environment, working with the local community, labour rights, quality, health and safety, and equal opportunities.
- Whenever possible, the company will recruit local people to work on the property.
- Casas Pepe actively encourages its staff to develop their roles and skills through training and development opportunities.

Date	Measurements
2017	Training with specific courses according to category
2018	Establishment of fixed breakfast schedules
2018	Hourly control with fingerprint (if the personnel wishes it, a monthly report is issued)
2019	Travelife Training (Environmental/Human Rights/Child Protection)

COMMITMENT TO CHILD PROTECTION

As a company committed to respecting children, at Casas Pepe we work to support children's rights.

We are aware that, although our accommodation has Adults Only status, we may nevertheless deal with minors related to our hosted customers, passers-by in the area close to the accommodation, or minors related to our staff.

Our staff is prepared and aware that children have human rights in the same way as adults, but they are also entitled to special protection because of their greater vulnerability.

- We are aware that children's rights are set out in the United Nations Convention on the Rights of the Child (CRC), an international human rights treaty, so this is an issue of great importance to us.

In this accommodation we try to carry out the four general principles that underpin all the rights of the Convention. These are the ones:

- prioritizing the interests of children
- the child's right to life, survival and development
- the right of the child to be heard and to express his or her views on matters affecting him or her.
- the right of the child to be treated fairly, without discrimination.

- **Employing children in our business**

In this accommodation we do not employ children as staff, but we support Spanish laws that protect children's fundamental rights, such as the right to attend school and the right not to participate in hazardous work.

- **What to do if they detect child abuse**

In all cases, care must be taken to protect the child. This protection implies, among other measures, ensuring that it receives immediate protection and attention, and intervening in the justice system. Minors should not be interrogated under any circumstances. Only the minimum information about the event should be sought that will make it possible to determine what happened, when, where and by whom. It is important to assure him that it is not his fault and to reinforce in him the idea that he was

very brave in daring to reveal what happened. After thanking you for telling us, assure us that you will be provided with assistance and protection.

Immediately seek help. When we suggest adopting a proper listening attitude, we mean letting the minor express himself or herself spontaneously without interrupting or silencing him or her. In the professional context it is recommended that doctors, psychologists, teachers and social workers record the child's textual statements. If what you say is not enough to determine the urgency and severity of the event, you should ask broad questions appropriate to your age. Begin, for example, by saying "tell us what happened" and, after listening to your answer, continue with phrases such as "tell us more about that". Try, if possible, to know who, what, where and when the event took place. Never force a child to speak in front of a suspected adult.

- **What to do when the victims are very small, with disabilities or language limitations?**

Children with mental disabilities or retardation, psychiatric or psychological problems, and the deaf and dumb can confusingly reveal the sexual abuse they suffered. Toddlers from infancy to age 3 do not have developed language with the ability to express what happened. Other times, they do not understand that the aggressor's actions are abusive, especially if they occurred in the context of a game.

- **Immediate Attention:** If there is a need for medical attention because the child's health or life is at risk, it is essential to go to the nearest health care centre for appropriate care. At the same time, it is necessary to inform the local body for the protection of children's rights. It is responsible for providing immediate assistance and coordinating intervention when special protection measures need to be taken.

- **Denunciation:** Any person who suspects or becomes aware of mistreatment or situations that threaten the psychological, physical, sexual or moral integrity of a child or adolescent, as well as any other violation of their rights has the obligation to report it to the protection agency.

Date	Measurements
2018	Measures to control access to pages not suitable for minors
2018	Identification System for users who may visit web pages that violate the integrity of minors.
Annual	Specific training on child protection

TOURIST QUALITY GUARANTEE

Casas Pepe, aware of the benefits of the continuous improvement of its management processes at all levels and the constant adaptation to the requirements of our clients, has implemented an Integrated Management System for Tourism Quality and the Environment in accordance with UNE 182001 and ISO 14001, respectively.

To make it happen:

- Casas Pepe plans its activities, establishing guidelines for action, controls and monitoring them as a basis for quality and contribution to environmental protection.
- The necessary measures are adopted to prevent or eliminate the environmental impacts of our activity and the products and services we use (materials, energy, waste generation), providing the organization with the necessary human and material resources, which are conveniently managed with the aim of having an appropriate environmental behavior.
- There is a firm commitment to comply with the requirements requested by our clients and interested parties, applicable legal requirements in environmental matters, prevention and those that affect the provision of our services and other requirements that we voluntarily adopt.
- The necessary improvement actions are promoted to obtain the objectives and goals that we establish, and that are a constant reference in the management of the services in order to continuously improve the effectiveness of the Management System.
- The good development of the implemented Management System requires the involvement of all personnel and for this information, communication and training are essential.
- Casas Pepe integrates the implemented Management System into its daily operation, periodically checking it and establishing the appropriate corrective/preventive actions.
- Extension of the principles applied to our company, suppliers and subcontractors, making them participants in our quality and environmental policy.

- We consider the full satisfaction of our customers to be our primary objective, providing the service according to their specifications, whose quality and reliability correspond to the expectations of perfection that have served as a basis for placing their trust in our service.
- We will work with the objective of continuous improvement in our processes and working conditions, both towards customer satisfaction as the worker and the environment.
- We maintain contact with customers and external stakeholders to accommodate the service provided to current needs and environmental, occupational health and safety requirements.
- We develop the services we provide to our clients with honesty, respect, integrity and transparency in order to achieve the maximum confidence of society in our professional work, and taking special care of those who require it due to their special needs.

Among the certifications that support our commitment to the environment and guarantee tourist quality are:

GOLD -TRAVELIFE

-COMMITMENT TO TOURIST QUALITY

-YOUR TOP QUALITY 2018

-ISO 14001

-Q OF SPANISH TOURIST QUALITY

-YOUR UMWELT CHAMPION 2019



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Date	Projection
2011	Q TOURIST QUALITY
2017	TRAVELIFE GOLD
2018	TUI TOP QUALITY
2019	ISO 14001

2019	COMMITMENT TO QUALITY TOURISM
2019	TUI UMWELT CHAMPION
2019	ISO 14001

INVESTMENTS AND IMPROVEMENT PLANS

Casas Pepe, works every year not only to be a more efficient and committed to the environment, its community and its employees, but also redoubles efforts to keep up with the competition in the tourist area of Playa del Ingles. A verifiable example of this is the annual reforms carried out in order to update the accommodation infrastructure and the proposed improvements in the services contracted out to tour operators. Each year, new proposals for improvement become goals achieved, which in turn translate into the satisfaction of customers and employees.

Date	Projection
2017	New walls
2017	Construction of new Solarium on the roof of the restaurant taking advantage of location and sea views.
2017	Adaptation of Aptos 31-71-76 for people with reduced mobility.
2017	Planning of pool perimeter closing with glass according to the norm.
2017	Digitization of documents and reduction of printing and storage of paper documents.
2017	Construction of changing rooms for late departures adapted for people with reduced mobility.
2017	Construction of a new jacuzzi with ramp access.
2018	Expansion of the dining area of the restaurant and installation of a cold table and a new coffee terminal.
2018	Construction of a garbage room with water and air conditioning facilities to meet the standard.

2018	It is contracted with Tour Operators regime Accommodation and Breakfast.
2018	Delivery of new uniform and new non- slip footwear for the staff of Floors, Maintenance and Restaurant
2018	New photographic report (including aerial photos) to update the website and tour operators' catalogues.
2018	Placement of lockers for staff of the Department of Floors, Maintenance and Restaurant.
2018	Reduction in the generation of individual plastic waste .
2018	Installation of flow reducers in sinks, showers, toilets and sinks to reduce water consumption.
2018	Installation of containers for the collection of used luminaires.
2019	Periodic replacement of air conditioning filters to prevent consumption from rising.
2019	Removal of plastics from the restaurant (sandwich holders, plastic canes, plastic utensils, picnic cutlery...) and purchase of polycarbonate swimming pool utensils to replace the glass.
2019	Increased height of balcony railing apartments for greater security.
2019	Battery-powered smoke detectors are replaced by others connected to electricity.
2019	Construction of a new swimming pool that does not require heating due to its shallow depth, which keeps the water warm.
2019	Replacement of paving stones with platelets. These platelets can be cleaned with the scrubber, using less water. Previously this area had to be hosed down because of the porosity of the cobblestones.
2019	Installation of artificial turf which does not require irrigation or maintenance tasks, which also implies a reduction in electricity consumption. It does not need fertilizers or use of herbicides or pesticides, which translates into a decrease in chemical products.
2018	New photographic report (including aerial photos) to update the website and tour operators' catalogues.
2018	Placement of lockers for staff of the Department of Floors, Maintenance and Restaurant.

2019	The interior walls of the apartments have been painted white, providing greater luminosity. Foscubits and curtains have been removed from kitchens and corridors, giving more natural light and a sense of spaciousness.
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Improvement proposal implemented in 2018

- Increase in the degree of satisfaction of the staff by keeping their belongings stored in lockers, ensuring greater security and privacy to them