

Sustainability report

SUNPRIME POLLENSA BAY 2023

SUNPRIME[™]
HOTELS



Presentation of hotel facilities

Sunprime Pollensa Bay is located in a quiet residential area on the beach at the beginning of the Bahía de Pollensa, in Alcudia. The hotel was built in 1966 and extends over an area of 2.555,24 m² plot of land.

- Basement with the back of the house areas (Staff dining room, store room, Kitchen, changing rooms, providers access, backoffice, boiler room, maintenance room, and Mini market store room)
- Ground floor with reception, restaurant, pool bar, lobby, indoor bar and toilets.
- 1 blocks of hotel rooms, and 163 rooms
- Gardens with tennis court and a green area for yoga classes.
- Fitness & Spa rooms and Gym
- 1 Restaurant
- 1 Pool

Hotel Sunprime Pollensa Bay, accommodates approximately 6.074 guests during the summer season with a team of 72 employees during the summer period (Period April–October)

- Majority of guests come from Nordic countries
- Employees are mainly locals, with a small number of Nordic staff to cover Spa and Fitness
- Having clear and comprehensive policy statement
- Striving to reduce our use of energy and water, and re-use and recycle the resources consumed by our business wherever practical
- Encouraging the development and integration of sustainable technologies, including renewable energy
- Monitoring and measuring our environmental performance on a monthly basis
- Providing the necessary resources to meet our objectives and targets and on-going training for our staff on environmental, social and health & safety issues
- Communicating our policies practises and programmes to all our staff, guests, suppliers and the public.



Energy use

Despite the continuous improvement in the services offered to Sunprime Pollensa Bay guests, including the new spa & private pool installations, new appliances in the rooms (microwave ovens, toasters, boilers, etc.) or the introduction of all-inclusive concept, has resulted a slight decrease in energy consumption which the challenging years of Covid with restrictions, shorter season and lower occupancy negatively affected the achievement of our targets



	2019-20 ¹	2020-21	2021-22	2022-23 Target
Total Energy(kWh)			162 496,62	
Total Energy (kWh/guest night)			17,76	17,50

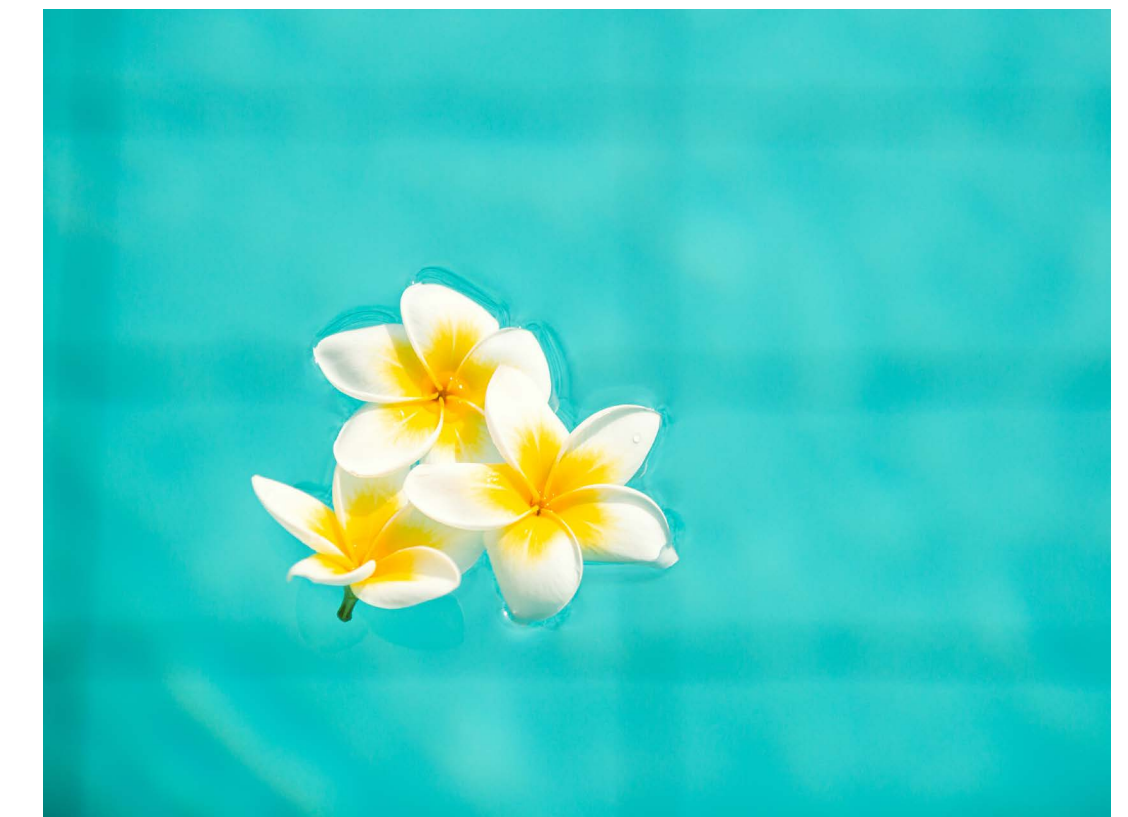
Closed

MEASURES TAKEN:

- More than XX % of light bulbs have been replaced by LED ones.
- Timers and photocells have been installed for the controlled operation of outdoor lights.
- Room temperatures are individually controlled by thermostats and there are automatic systems which turn the lights and the air conditioning off when guests leave their rooms.
- A heat recovery system has been installed for heating the hotel's tap water from the air conditioning chillers.
- A Building Management System is centrally adjusting the operating time of high energy consumption machinery.
- New technology generators in pool plants giving a safe and healthy operation and reduction of the chemicals.
- Sand filters have been replaced with crystal filters reducing the number of back washes needed to keep the clearance of the water reducing energy and water consumption.
- Outsourced electricity is providing green energy sources.

Water use

In addition to the protection of energy resources, the reduction of water consumption is a central aspect of our hotel. Continuous improvement in the services offered to our guests, new private pools, or climate change (global warming) or Covid restrictions for a shorter season and lower occupancy has resulted a slight increase in water consumption, negatively affecting the achievement of our targets.



	2019-20	2020-21	2021-22	2022-23 Target
Fresh water m ³			11429	v
Total water consumption/ guest night (ltr/GN)			300	275

MEASURES TAKEN:

- Flow restrictions have been installed in all rooms and regularly checked.
- Showers in kitchens or outdoors automatically stop the flow of water.
- The gardens are normally irrigated only during night hours.

Waste

Unfortunately, the Covid restrictions and Health and Safety strict protocols, including specific numbers of persons in common areas, use of gloves, masks, food portions in combination with very low occupancy negatively affected our waste and declined substantially from our targets.

MEASURES TAKEN:

- Sensitize the guests to separate waste. Recycling stations are placed strategically around the resort areas, and in most of the rooms.
- Recyclables such as paper, plastic, tin, glass, batteries, lamps, toners, electrical equipment, used oils are collected by certified companies.
- We don't buy small quantities or amenities such as shampoos, soaps, shower caps, and breakfast portions such as butter or marmalade.



	2019-20	2020-21	2021-22	2022-23 Target
Sorted Waste			84 171	
Sorted Waste per bed night/kg			1,85	1,9
Unsorted Waste			34 124	
Unsorted Waste per bed night/kg			0,75	0

Labour & human rights



At Sunprime Pollensa Bay, we strive to provide a safe workplace where human rights are respected in accordance with the collective agreements with the unions and the applicable legislation. We are an equal

opportunity employer and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operated.

EMPLOYEES	2019-20	2020-21	2021-22	2022-23 Target
Male	Closed		32	t
Female	Closed		38	42
Local	Closed		68	70
Other Nationalities	Closed		2	2

Whilst we encourage non-discrimination, we employ a large number of local people to support local community where the hotel operates. Our target for 2022-2023 season is to employee at least 95 % local staff. The greatest asset of Sunprime Pollensa Bay is our

employees, and we invest heavily in their continuous training and development and the upgrading of their skills. Please find below the number of course programs and the hours of training per year

Code of Conduct and Ethics

NLTG 's supplier code of Ethics and Conduct sets out the minimum standards of business behaviour expected of Suppliers, who must have processes in place to monitor and maintain these standards, including within their own supply chains.

Suppliers must comply with child protection laws, including United Nations Convention on the Rights of the Child and the international Labour Organization Convention Numbers 138 and 182. Suppliers must also comply with local laws regarding the minimum age of employees and all legal requirements for the work of authorised young workers, particularly those relating to hours, wages and safe working conditions.

NLTG Supplier Code of Conduct

COMMUNITY AND SOCIAL ACTIVITIES (EVENTS AND DONATIONS)

- Save the children
- World Animal Protection
- Alcudia cat friends
- Donated used furniture to employees

CONTACT US:

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If you wish to receive a copy of our sustainability report in Spanish and/or Castellano, send us an email to pollensabay@sunprime.net and we will be happy to provide it to you.

Si desea recibir una copia de nuestro informe de sostenibilidad en español/castellano, envíenos un correo electrónico: pollensabay@sunprime.net y estaremos encantados de proporcionárselo.





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