

# Sustainability report

SUNPRIME CORAL SUITES & SPA 2023

SUNPRIME<sup>™</sup>  
HOTELS



# Presentation of hotel facilities

Sunprime Coral Suites & Spa is located Avenida Noelia Afonso, 10 Playa de las Américas, Arona, Tenerife, Canary Islands in Spain. The hotel was built in 1991 and extends over an area of 5283 plot of land.

- Basement with the back of the house areas (store rooms, boiler room, staff areas, offices, laundry room)
- Ground floor with reception, Lobby Bar, salons for coffee breaks
- 1 blocks of apartments, and 191 of apartments/rooms
- Gardens with Mango Tree, Banana Tree, Xerophytes plants...
- Fitness & Spa rooms and Gym
- 1 Restaurant, pool bar and 4 meeting rooms
- 2 of pools
- 2 Solariums on the top floor of the building, one of them has 4 "islands" that consists of a double bed located on a platform surrounded by water that flows from small jets.

Hotel Coral Suites & Spa accommodates approximately 65553 guests during the summer season and around 65869 during the winter with a team of 94 employees (per month) during the summer period. (Period 01/05/22–30/04/23)

- 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.
- Our hotel uses 100% renewable electricity.



# Energy use

Despite the continuous improvement in the services offered to Sunprime Coral Suites & Spa guests, including the new 4 "islands" pools installations on the top floor, 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	2020-21	2021-22	2022-23 Target
Total energy (kWh)	914333,5	655646,8	912235,1	1084646
Total Energy (kWh/guest night)	7,351720672	11,18889382	8,464019559	8,253153962

## MEASURES TAKEN:

- More than 100 % 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 chiller
- 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 4 pools on the top floor, 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.

The consumption of energy and water has increased in 2019 y 2020 due to works carried out in the hotel, including the said 4 islands on the top floor.



	2019-20	2020-21	2021-22	2022-23 Target
Fresh water m <sup>3</sup>	29288,11	19969,62	27461,05	31360,44
Total water consumption/ guest night (ltr/GN)	0,235491758	0,340790129	0,254792722	0,238623975

## 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
- Dual flush push buttons on toilets.

# 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	32886,85	17269	29423	25300
Sorted Waste per bed night/kg	0,264427515	0,294702891	0,272996344	0,192509625
Unsorted Waste	405000	280000	331750	275500
Unsorted Waste per bed night/kg	3,256412318	4,778320079	3,078086437	2,096300467

# Labour & human rights



At Sunprime Coral Suites & Spa, 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
Average number of employees	75	51	63	80
Male	33	17	18	20
Female	42	34	45	60
Local	55	38	42	55
Other Nationalities	20	13	21	25

Whilst we encourage non-discrimination, we employ a large number of local people to support local community where the hotel operates. Our target for summer season is to employee at least 70 % local staff. The greatest asset of Sunprime Coral Suites & Spa 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 UNICEF with a direct monthly donation
- World Animal Protection
- Cruz Roja (Red Cross): food donations for Christmas campaign & direct monthly donation.
- Local Charities: Cáritas
- Cooperation with the Hotel Associations of Tenerife, Ashotel

### **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 [repcionoceanview@coral-hotels.es](mailto:repcionoceanview@coral-hotels.es) 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: [repcionoceanview@coral-hotels.es](mailto:repcionoceanview@coral-hotels.es) y estaremos encantados de proporcionárselo.





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