

# Sustainability report

SUNWING CALA BONA 2023

SUNWING<sup>®</sup>  
FAMILY RESORTS





# Presentation of hotel facilities

Sunwing Cala Bona Seafront located in Cala Bona. The hotel was built in 1989 and extends over an area of 20,610 m<sup>2</sup> plot of land.

- Basement with Teen Lounge and spa but also and separate with the back of the house areas (store rooms, boiler room, staff areas, laundry room)
- Ground floor with reception, Show area, Dining room, Bar
- 3 blocks of apartments, and 348 of apartments/rooms
- Garden area of approximately 6200 m<sup>2</sup>
- In a small adjacent building we find the fitness and Gym area
- 3 Restaurants
- 5 pools

Sunwing Cala Bona Seafront accommodates approximately 16,600 guests during the summer season with a team of 168 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 Shows, Spa, Fitness and Lollo & Bernie Club
- 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, practices and programmes to all our staff, guests, suppliers and the public





# Energy use

Despite the continuous improvement in the services offered to XXXXX beach 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.



	2020-21	2021-22	2022-23	2023-24 Target
Electricity (kWh)			2301572	
Electricity (kWh/ guest night)			14,76	14,5

MEASURES TAKEN:

- More than 90 % of light bulbs have been replaced by LED ones.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.
- New AC plant with improved performance and low energy 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.



	2020-21	2021-22	2022-23	2023-24 Target
Fresh water m³			32210	
Total water consumption/ guest night (ltr/GN)			244	230

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

As part of our sustainability project, we make daily efforts to reduce waste in every possible way. This includes implementing comprehensive recycling programs, reducing single-use plastics, composting organic waste, and promoting digital communication to minimize paper usage. We also encourage mindful consumption among our staff and stakeholders, and continuously seek innovative solutions to minimize our environmental footprint across all operations.



**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. portions such as butter or marmalade.

	2020-21	2021-22	2022-23	2023-24 Target
Sorted Waste			112943,7	
Sorted Waste per bed night/kg			0,60	0,75
Unsorted Waste			119416,3	
Unsorted Waste per bed night/kg			0,63	0,60

# Labour & human rights



At Sunwing Cala Bona Seafront, 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	2020-21	2021-22	2022-23	2023-24 Target
Male			62	
Female			106	
Local			126	80%
Other Nationalities			42	

Whilst we encourage non-discrimination, we employ a large number of local people to support local community where the hotel operates. Our target for 2024 season is to employee at least 80 % local staff.

The greatest asset of Sunwing Cala Bona Seafront is our employees, and we invest heavily in their continuous training and development and the upgrading of their skills. 20223 season we executed 29 course programs and 551 hours of training and development.



# 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.

(link to NLTG Code of Conduct for suppliers)

## COMMUNITY AND SOCIAL ACTIVITIES (EVENTS AND DONATIONS)

- Local church toys donation
- Fundació Deixalles all kinds of bed linen and towels
- Sonrisa Médica aims to raise funds for the association of clowns who perform in children's hospitals.
- Collaboration with hotel and business associations
- Promote the employment of the people who live in the area
- Financial aid to associations within our community through sponsorships.

## CONTACT US:

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