Corporate Social Responsibility and Sustainability Management Plan
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INTRODUCTION

Many are the reasons that have led us to develop a Corporate Social Responsibility and Sustainability Plan at Jumeirah Port Soller, both internal, due to company requirements, and external.

Regarding the latter we highlight the existence of a new economic and social reality that has arisen in recent decades, and the spread of successful practices at the best companies anywhere in the world. Such practices have resulted in successful application experiences, and numerous studies now show that companies aligned with this concept obtain positive results in terms of their general management.

Corporate Social Responsibility is a corporate policy by which an organisation strategically incorporates into its value creation processes the interests and concerns of agents with a stake in them (shareholders, workers, customers, citizens, suppliers, financiers, regulators, social agents, social organisations, etc.) and specifically a commitment to global sustainability (environmental, social and economic).

In addition to complying with applicable legislation, the adoption of corporate responsibilities not established in the law is an innovate and emerging concept, above all when we consider that this is not so much due to a moral influences, but rather a new means of understanding management at organisations and their extensive societal relationships.

Being responsible involves a comprehensive and integrated commitment based on the five main business impact vectors: economic, labour, environmental, social and good governance:

- Comprehensive because it forms part of the company model, affects all areas and extends along the value chain.

- Integrated because it is used in management, processes and procedures.

Of course, this is a plan that must be executed over time, highlighting the idea of Process, that is, the aim is to work over the medium-long term during which roles will have to be defined, and a series of stages passed that are necessary to meet the proposed objectives. Similarly, it will be important to recognise and act on the resistance that is inherent to any process of change.
OBJECTIVES

➢ The main objective of the Corporate Social Responsibility and Sustainability Management Plan is to guide the decision-making, management and day-to-day operation of the company in a sustainable and responsible manner.

➢ Develop the business in a sustainable and responsible manner, whilst taking into account issues related to Human Rights, the Environment, Sociocultural variables, Quality and Health and Safety.

➢ In addition to the legal commitment to comply with applicable laws and regulations (both national and international), acquire commitments related to ethics, solidarity, responsibility and sustainability.

➢ Develop a monitoring and audit program to ensure compliance with the Plan and applicable Environmental legislation on Sustainability Management and the early detection of potential significant environmental impacts on the company's activities.

➢ Define the steps to minimise any impacts derived from the business's activities on the environment, by paying attention to existing regulations and studies on Best Practice and Best Available Techniques.

➢ Present strategies and actions on prevention, eradication and/or minimisation related to controlling contamination, waste generation and the conservation of resources via effective practice; under the premise of Reducing, Reusing and Recycling wherever possible.

GOAL

The scope of the Corporate Social Responsibility and Sustainability Management Plan covers all areas of Jumeirah Port Soller Hotel & SPA and their integration with Stakeholders and the Environment.

REFERENCES

We have used various references in developing the Corporate Social Responsibility and Sustainability Management Plan at Jumeirah Port Soller.

Amongst which we highlight the following:
A. CORPORATE SOCIAL RESPONSIBILITY AND SUSTAINABILITY MANAGEMENT PLAN

The actions and premises that implemented in this document are based on the company’s Vision, which specifically mentions our dedication to our colleagues, customers, business partners and owners, as stated below:

The Jumeirah Vision

“To be a world class international hotel and hospitality management company, committed to being the industry leader in all of our activities through dedication to our colleagues, customers, business partners and owners”

Since its creation in 2012, Jumeirah Port Soller Hotel & SPA, has gradually introduced the principles and practices of sustainable tourism into its operation.

In fact, we were awarded LEED GOLD, “Leadership in Energy & Environmental Design” certification almost from the outset, an international recognition for sustainable buildings. Developed by USGBC (United States Green Building Council), LEED promotes sustainable construction and development practices, through a set of rating systems, which recognise projects that implement strategies to improve environmental and health performance. It therefore constitutes recognition of the implementation of green and responsible construction practices, during design, construction, operation and maintenance solutions.

Later, in 2014, we were again given the opportunity to improve and were awarded HES (Sustainable Efficient Hotels) Gold Certification by the Spanish Institute for Tourism Sustainability (ISTUR) The HES® model is part of a system which covers aspects, characteristics and parameters which are
analysed and assessed taking into consideration the hotel Value Chain and the 4 aspects of Sustainable Development, and is a mark of quality registered by the Ministry of Industry, Energy and Tourism, the Regulations of which are “positively assessed” by the Spanish Ministry of Agriculture, Food and the Environment.

Last year 2015, we achieve the Green Globe certification, considered one of the most prestigious certifications worldwide for the sustainable travel and tourism sector. Green Globe certification offers the largest and most widely recognised program to enable us to implement our environmental policies and strategies, together with our commitment to society and the prosperity of our surroundings.

Regarding this year, 2016, we move forward in this direction trying to get the Recertification with Green Globe. But of course, the attainment of such certification is not an end in itself, but rather constitutes a starting point on the road towards a truly comprehensive policy on Sustainability and Corporate Responsibility, one that is integrated with all areas and strategies at our hotel.

To achieve it we must build on the company’s Values as, to a large extent, they represent many of the values inherent in the policies on Sustainability and Social Responsibility.

**Integrity:** Our actions are guided by honesty and frankness. We say what we think, do what we say and encourage trust in ourselves.

**Teamwork:** We work towards shared objectives via frank communication, mutual assistance and a positive attitude.

**Recognition:** We ensure the work and achievements of colleague is supported and recognised.

**Innovation:** We are open to change, we challenge conventional thinking, constantly improve our processes and implement new ideas in advance of our competitors.

**Continuous growth:** We offer an ideal environment in which to develop and grow our business and colleagues.

**Priority on people:** We particularly value the relationship with colleagues, customers and business partners, and they reward us by viewing us as their partners.

We also learn and adopt as our own the principles or Hallmarks which are in our DNA and which reinforce our service culture and ethics:

- I will smile and greet our guests before they do.
- My initial response to a request from a guest will never be no.
- I will treat all of my colleagues with respect and integrity.
Lastly, we highlight one of our main trademarks, which characterises our service commitment to our guests and forms the essence of our luxury hotel brand. I am referring to our differentiator **STAY DIFFERENT™** that promises unique and innovative experiences related to the local culture, offering an attentive and generous service.

Our **Values, Hallmarks** and our promise to **Stay Different™**, constitute our greatest intangibles when generating value and are firmly rooted in our corporate culture. Luckily they are all directly or indirectly related to behaviours and attitudes that favour policies on responsibility and sustainability.

Within this framework and in line with the corporate strategy, at Jumeirah Port Soller we wish to continue progressing in this area and therefore believe that the Green Globe process may constitute a significant advance in the development of the policies on Social Responsibility and Sustainability. Therefore, and in line with the current phase of the Green Globe certification process, we believe that the first step consists of performing an analysis of the current situation, and using it as a basis for setting objectives for the short, medium and long-term.

Our Corporate Social Responsibility and Sustainability Management Plan covers four main areas:

**I. Environmental** – be actively involved in conserving resources, reducing contamination, conserving biodiversity, ecosystems and landscapes.

**II. Sociocultural (Stakeholders)** – participate in Corporate Social Responsibility activities, communal development, local employment, fair trade, support for local businesses, respect for local communities, implement a policy against commercial exploitation, equitable recruitment, and employee protection.

**III. Quality, Excellence and Continuous Improvement** – any activity that is economically sustainable through the creation of competitive advantages in the industry, with an inspirational service that not only meets, but exceeds guests expectations; continues to contribute to the economic well-being of the surrounding community through local development, employment, the purchase of local products, etc. A sustainable company must benefit its colleagues, customers, business partners, owners and other interested parties.

**IV. Health, Safety and Emergencies** – Jumeirah Port Soller Hotel & SPA meets all applicable health and safety regulations, and ensures the availability and effectiveness of protective devices for both employees and customers, and has drawn up a strategic plan in the event of an emergency or catastrophe.
B. SUSTAINABLE MANAGEMENT

B1. PLANNING AND IMPLEMENTATION OF CORPORATE SOCIAL RESPONSIBILITY AND SUSTAINABILITY MANAGEMENT PLAN

Jumeirah Port Soller Hotel & SPA must establish and maintain the Management Plan and ensure compliance with requirements included in this section. These elements are illustrated in Figure 1, which takes the form of a Quality procedure based on an analysis of the Current Situation and which generates mechanisms for Review and Continuous Improvement.

Having been promoted by Management, we are currently at the point of Defining Policies and Procedures, and Planning the Social Responsibility and Sustainability Management System, to proceed with System Implementation following the signing of this document.

Figure 1.

Although as mentioned, all departments at Jumeirah Port Soller are directly involved in implementing the plan, put in place and supervised by General Management, in order to facilitate and promote its development, in February 2015 the Social Responsibility and Sustainability Committee was created, internally known as the “Green Team”, which also has the role of managing and facilitating activities aimed at achieving Green Globe certification.
Under the supervision and with the consent of the General Management the Green Team will in turn establish the strategy for communicating the plan to Stakeholders, to ensure that all agents related to the hotel activity are aware of and involved in actions aimed at achieving the objectives described in this plan.

To achieve this, we commit doing so continually and using all means available such as:

- ✓ Noticeboards.
- ✓ Faro (internal newsletter).
- ✓ Mercury (Intranet).
- ✓ E-Mail.
- ✓ WEB.
- ✓ Social Networks (Facebook, Twitter, etc.).
- ✓ Weekly Colleague Meetings.
- ✓ Departmental Line Up’s.
- ✓ ExCom meetings (Management Committee).

**B.2 POLICIES AND PROCEDURES:**

**B2.1 Planning and implementation of Corporate Social Responsibility and Sustainability Management Plan:**

The Hotel General Management shall sign and ensure compliance with all policies and procedures established in said plan. To do so, in coordination with the Human Resources Management, which is responsible for the Corporate Social Responsibility area, it will take charge of establishing the measures to be adopted to achieve the goals proposed on the dates required for all Social Responsibility and Sustainability related activities.

In turn, the Green Team, shall form a committee to facilitate the obtaining of Green Globe certification and subsequently favour knowledge and continuous improvement in said areas, attempting to promote, reinforce and communicate activities undertaken in accordance with the policies established in the field of Human Resources.

**B2.2 Legal compliance:**

The hotel posses the licences required by Spanish and European Union law and ensures compliance with all international or local legislation that affects its sector, and its regulations; including health protection, safety, decent working conditions, environmental aspects, etc. In turn we respect and favour the Universal Rights recognised by diverse bodies such as UN, EU, etc.
B2.3 Employee training:

At Jumeirah Port Soller Hotel & SPA we consider employee Training and Development to be one of our main assets, and continuously provide training activities in all areas, designing career plans to facilitate internal promotion.

In addition to initial Orientation and Reorientation each season, which aim to provide educate regarding the History and Culture of the company and the different hotel areas in general, as well as our Positioning, Safety and action in the event of Emergencies, Occupational Risk Prevention, HR policies, fight against Fraud, respect for Fundamental Rights and this year as a novelty, governed by a new section called Green Globe, team members have the opportunity to learn about our Social Responsibility and Sustainability policy, in which respect for the Environment and action to be taken in this area take on special relevance.

Once employees start working they undergo training depending on their area, and a Job Training Calendar is set up for new incorporations.

On the other hand, via the TMS (Talent Management System), each year we undertake an assessment of the performance of all team members, assessing the relevant areas according to their post and level of responsibility at the company. After a joint interview with the immediate superior, a set of objectives is set and these are used to propose the necessary Training and Development activities.

Similarly, following interviews with area Managers and the General Management, each year an Training Needs Analysis is performed followed by the subsequent definition of a Training Plan for the season, which in addition to contemplating the hotel's specific needs also considers the strategic priorities of the company.

B2.4 Customer satisfaction:

At Jumeirah Port Soller Hotel & SPA we consider Customer satisfaction to be one of our main priorities. In tune with the company's line of business and culture, we implement this idea based on our principles, values and the promise to Stay Different™ mentioned in Section A of this document, with the aim of employing Genuine Hospitality to archive a fully satisfied and unique experience on the part of the customer.

A series of measures, indicators and improvements have been made available to the Hotel by the General Management to ensure that we meet this objective, coordinated by both Accommodation Management and the Business Excellence department, where Continuous Improvement procedures are established using assessment systems, non-conformances and solution proposals which are reassessed after a certain period of time to see if they were effective.

Some of the tools used for monitoring and reviewing them are:
JD Power Survey, Leading Quality Assurance (LQA), Internal Audits, Guest Comments Cards, Emails, and other online platforms such as Tripadvisor, Booking.com as well as all social network channels.

**B2.5 Responsible marketing:**

All communication employing promotional materials at Jumeirah Port Soller is created and vetted by the Sales and Marketing team and conforms to the governing principles of the Jumeirah Group, its regulations and local laws, as well as cultural standards. Any customer dissatisfaction is monitored through guest comments forms.

**C. DESIGN AND STRUCTURE**

Jumeirah Port Soller Hotel & Spa is strategically located in the north east of Mallorca, at Puerto de Sóller, which is comprised of a small fishing town famous for its bay, port and its position as one of the most enchanting locations on the whole island: the Valle de Los Naranjos, in the Sierra de Tramuntana, declared a UNESCO world heritage site. Crowning a spectacular cliff overlooking the Mediterranean Sea, Jumeirah Port Soller Hotel & Spa is divided into several low-rise buildings, respecting the harmony of the natural landscape and integrating the visitor in the exceptional natural environment, with elegance and serenity. Coherent with the Jumeirah group promise, STAY DIFFERENT™, it welcomes its guests with impeccable, discrete and genuine service. Luxury with roots, a stay with a difference at a hotel true to the local culture, environment and products.

We have a total of 121 rooms and suites, 5 bars and restaurants named after local places, which offer fresh and seasonal local produce.

We also have the Talise Spa with spectacular views of the mountain, 10 treatment cabins, an external heated thermal and hydropool area, 2 external pools, one heated all year round and the Barbaroja’s Kids Club for the entertainment of the smallest members of the household.

On the other hand we are proud of our extensive collection of Art created by resident Balearic artists and inspired by the sea and the Sierra de Tramuntana natural environment.

As mentioned in the introduction to this document, the Hotel was built with a view to sustainable development, and has been awarded Leed Gold certification on account of its facilities, instruments and materials which are aimed at favouring Sustainability and respect for the Environment by conserving energy, water and gas emitted to the atmosphere and waste generation.
C.1 Local culture:

We inform our customers and our colleagues about our local environment, culture and heritage using diverse media. In turn, through our promise to Stay Different™, we always make the relationship between our activities and local culture a priority in all areas. Amongst the multiple examples of how we achieve this, we would like to highlight the following:

- Use of local food products.
- Halls bear the names of local villages and/or nearby places.
- The hotel contains numerous works of art by local artists and of local motifs.
- We favour excursions to nearby locations and establishments.

Room Management ensures customers are informed about the different events, fiestas and celebrations and notable news for nearby towns and the different leisure offers available.

On the other hand Human Resources Management ensures hotel Colleagues are also aware of them and participate. In this section we also highlight cultural promotion by organising trips to the Cinema for Colleagues sponsored by the Hotel as well as joint visits to different localities and places of cultural interest.

C.2 Communication strategy:

We communicate with our customers, visitors and the rest of our Stakeholders in a respectful, honest and comprehensive manner, including communication over social or electronic media. We likewise communicate our activities related to Social Responsibility and Sustainability using social networks, and posters, etc.

C.3 Health and Safety:

We follow strict health and safety legislation, regulations and procedures to achieve a safe workplace, minimising the risk of injury.

To this end, team members are appropriately trained to be aware of health and safety issues at work and make customers aware of hazards by the use of appropriate signage.

In addition to continuous training in Health and Safety issues (Emergencies, First Aid, Occupational Health and Safety, Food Safety) we also perform live Emergency, Fire Extinction, etc. simulations.

All team members are provided with safety equipment and uniforms according to the risks associated with their posts.
On the other hand, the Engineering department, in conjunction with the Safety department and General Management has established control and monitoring activities for any facilities or equipment that may undermine the safety of Customers, Team Members, etc. and deployed strategic plans approved for the purpose, which are periodically reviewed according to the law and may even be more restrictive due to company policy. In addition, Governmental Organisations and private external and internal bodies perform inspections and audits.

We possess advanced, latest generation means to both prevent and manage Emergencies and Fires, and of course also possess a Self-protection Plan and other plans which are activated as required due to specific circumstances (emergency) and their scope and/or intensity.
D. SOCIAL/ECONOMIC

D.1 Community development:

Both Jumeirah Port Soller and the Company recognise their roles and responsibilities in contributing to the sustainable development of the communities in which they operate. This policy aims to maximise the Community Investment returns and its impact on the local community.

Each year we identify participation areas where we can actively support our local community and participate in a mutually beneficial manner with our Interest Groups, such as for example:

Health: Support for initiatives aimed at improving the health and well-being of local communities.

Education: Support for initiatives focussed on training and development of professional competences, which improve employability in the tourism and hospitality sector.

Cultural preservation: Support for initiatives aimed at preserving local culture and heritage and promoting cultural diversity.

Economic development: Support for initiatives aimed at improving the capacity of small and medium-sized businesses (SMBs), which are strategically linked, to the business' needs for more effective economic growth.

Environmental protection: For initiatives that help protect the integrity of the environment. We would also like to support initiatives which you use innovative products and services to help solve the problems.

To achieve this we always establish ongoing and reliable contacts with different organisations, both governmental and non-profit, such as for example the Deixalles Foundation, the Spanish Association Against Cancer, The Red Cross, the Balearic Blood and Tissue bank and a very long etc.

D.2 Local employment:

At Jumeirah Port Soller, our employment processes do not discriminate on the grounds of race, sex, nationality, etc., and appeal to ethics and the law supported by the Company's Human Resource policies.

We actively operate in this area on two fronts:

- Favouring multiculturalism by employing people from different nationalities (33 in 2015).
  - Favouring local employment by closely collaborating with local placement agencies, providing them with our offers and interviewing their candidates.
We also collaborate with different universities and business schools, where we publish our offers there and offer conferences and training on employment in the Hotel sector, so that students can learn more closely about the reality in the sector and future options.

D.3 Fair trade:

Fair trade at Jumeirah Port Soller is driven by the acquisition of goods and services, as contained in the internal and external regulations, which guarantees the use of appropriate methods for selecting suppliers and acquiring goods and services, attending to quality, price, time, source and delivery, incorporating products from Fair Trade sources.

And in turn, we are involved in the process of continuous improvement under this section, assessing new options particularly related to the selection of products and suppliers, ensuring compliance with Safety and where applicable reduced environmental impact, such as for example in the use of Sello Ecolab cleaning and laundry products, which is characterised by its support for the development of sustainable products in this area.

D.4 Local entrepreneurship:

At Jumeirah Port Soller we prioritise the development of local institutions when selecting suppliers, thereby favouring economic development in the area. And in turn we generate indirect income in nearby areas by recommending their goods and services to our guests.

And in turn, as commented in section C.2 we favour the employability of people who live in our area in multiple ways.

D.5 Respect for the local population:

At Jumeirah Port Soller, in compliance with the law, and our conduct manual, ethics, principles and values we promote respect for the local culture and population in several ways, either during our Welcome Orientation training, the explicit information in our Welcome Manual, or the information we provide Customers and Colleagues about different festivities, activities and other relevant activities, as provided by our Stay Different™ stamp, as mentioned previously. We also collaborate with them in undertaking different Social Responsibility activities, which we generally undertake in collaboration with local non-profit and other governmental organisations. And in turn there exists a policy that has been specially developed to promote and ensure respect for local populations.

D.6 Exploitation:

Similarly to the previous section, and in accordance with the law, our conduct manuals and our ethics and principles, we do not contribute to or tolerate any type of exploitation in any of its
manifestations, and ensure compliance with the Human Rights recognised by the several bodies that promote them.

**D.7 Equal opportunities:**

At Jumeirah Port Soller, as we mentioned in section C.2 we do not undertake any type of discrimination on account of race, sex, nationality, etc., and both during the employment and promotion of Colleagues are only guided by strictly employment-related information. And in turn we inform and train personnel in this regard, both during Orientations and in the Welcome Manual and Code of Conduct.

**D.8 Employee protection:**

Our salaries and benefits meet and tend to exceed national regulations and laws aimed at employee protection, such as sector collective bargaining, supranational laws, European regulations, etc. And in turn, of course, everything related to the payment of salaries and other remuneration is undertaken in accordance with applicable legislation, and there is no room at our company for any type of fraud or accounting financial engineering with the intention to defraud.

At the Human Resources department we ensure that working hours do not exceed the maximum limits established by employment legislation, and that all rest periods are observed, in accordance with applicable legalisation.

The company’s activities do not negatively impact or put in danger resources or services in the local community, but rather the reverse, the company’s activities generate safe jobs and reflect its positive influence in the Community.

Jumeirah Port Soller is characterised by its Open Doors policy informing workers that if they have the slightest suspicion that their rights may be being violated they should inform the authorities and of course they can inform their superiors or Human Resources in order to ensure rapid and transparent action.
E. CULTURAL HERITAGE

Jumeirah Port Soller Hotel & SPA personnel are equipped to inform and guide guests towards places of cultural interest and entertainment or restaurant events and/or activities. The local Spanish culture and idiosyncrasy and more specifically that of Mallorca and Puerto de Sóller and its adjoining towns, is explained and disseminated through the channels mentioned in the previous sections.

And of course we comply with the laws, rules and regulations on the protection of historical sites and cultural heritage and we feel proud of being given the opportunity to enjoy them.

Jumeirah Port Soller places great emphasis on being part of a local environment as regards cultural and social activities, as well as incorporating the use of foods and goods and services from local companies. We feel very proud of our extensive network, and spend a lot of time and energy explaining our collaboration with local suppliers on sports related matters.

F. ENVIRONMENT

As we commented in the introduction, there are many reasons why we aim to preserve the Environment and develop policies and activities aimed at Sustainability.

Today we are well aware of the potential adverse effects of global warming and the reduction of the ozone layer leading to the so-called greenhouse effect.

At Jumeirah Port Soller we are aware of the issues related to the above and others related to Waste generation and Water consumption, Global Population growth, the lack of Natural Resources and a very long etc.

All of these variables are interrelated and produce devastating effects and some irreversible such as those mentioned previously together with the Loss of Biodiversity, Environmental Contamination, etc.

Therefore, and in tune with the Jumeirah Group's Sustainable Development policies, we propose incorporating a specific section on the Environment within the Corporate Social Responsibility and Sustainability Management Plan, to reflect the various measures adopted to achieve the lowest possible environmental impact, and in any event to promote policies and actions aimed at continuous improvement in this direction, prioritising the reduction of CO₂ emissions by implementing a global action plan because, as we will see in the next section, reducing consumption and emissions of the gases generated by the different energy sources reduces CO₂ emissions.
F.1 LEED GOLD:

Jumeirah Port Soller has been awarded LEED (The Leadership in Energy and Environmental Design) GOLD certification, an internationally recognised quality seal of approval created in 1998 by the USA Green Building Council with 4 certification levels. Bronze, Silver, Gold and Platinum.

LEED is accepted in the construction sector as a Global Standard for the design, construction, and operation of Sustainable Buildings. The system is based on assessing 6 aspects of buildings:

1. Site sustainability.  
2. Water efficiency.  
4. Materials and resources.  
5. Indoor environmental quality.  
6. Technology and process innovation.

F.2 Best Environmental Practice and Best Available Techniques:

As recommended by the Spanish authorities, at Jumeirah Port Soller we follow the Best Environmental Practice and Best Available Techniques guidelines created to minimise impacts related to hotel and tourism activity, particularly in the following four areas:

- Energy consumption.  
- Gas emissions to the atmosphere.  
- Water consumption and waste water.  
- Waste generation and management.  

We perform many actions to minimise said impacts and favour the development of our activity in the most sustainable manner possible. Amongst which we highlight the following:

Energy:

1. Replacement of PL 26w Downlight lamps, with LED lamps.  
2. Installation of presence sensors in communal areas (halls, toilets, back office) so that the light only switches on when there are people present and when necessary.  
3. We post energy saving signs in bathrooms and back of house areas.  
4. We have solar thermal and photovoltaic panels for heating DHW and generating electrical energy.  
5. We have an external thermal insulation system on façades that impedes the loss of energy through thermal bridging.  
6. Our metallic carpentry includes protection against thermal bridging, and our room glazing includes the cool-lite solar control system, which reduces light transmission and limits the amount of solar energy that enters the building.
7. Air conditioning control management and room access systems developed by Messerchmitt which guarantee guest comfort and the efficient power consumption management, turning off lights when nobody is present.
8. We provide information through the available channels on the need to switch off lights in rooms and offices when not in use.
9. We provide information and training on the responsible use of Air Conditioning and Heating.

Water consumption and waste water:

1. Sinks include filters to reduce water flow rate.
2. 3l/6l button on toilet tanks.
3. Signs in rooms to reuse towels and not waste water; water is reused for gardening.
4. Tap timers on employee sinks, which turn off the tap after a period of time.
5. Sensors in male urinals to time flushing.
6. Flow rate and pressure reducers on sink taps.
7. Greywater recycling system, which once treated is used to fill tanks.
8. Use of detergents with a lower environmental impact (ECOCERT).
9. Awareness raising and training on responsible water consumption.

Atmospheric emissions:

1. Firstly, we would like to highlight that our best practices on energy consumption and waste generation already minimise environmental impact, by reducing gas emissions to the atmosphere.
2. Boiler leaks, cleaning and maintenance.
3. High energy efficiency boilers.
4. Correct usage of monitored heating.
5. Training and awareness raising on the use of heating and the appropriate temperature.

Waste generation and management:

1. We minimise our printed production output and prefer (wherever possible) to communicate using electronic media, such as email, web, social media.
2. Our suppliers often supply us their products in boxes that are reused and returned. We do what we can to raise our suppliers awareness to avoid the use of boxes and cases when they can be used.
3. Bedding, duvets and towels used in the hotel are reused as cleaning cloths.
4. We do not use plastic cups or disposable cutlery.
5. We give preference to the selection of suppliers that use returnable/reusable glass.
7. Awareness raising and training campaigns on recycling and waste management.
G. 2016 OBJECTIVES AND CRITICAL POINTS

Once known all sections of the Plan, in addition to all actions continuously conducted to date, as described in Figure 1 (p. 8), monitoring actions and corrective actions are an essential section. It is therefore important to know the objectives we intend to achieve this season for 2016 and the critical points on which direct much of our resources. Among them include:


2) With regard to customer satisfaction as a priority action we propose to increase the score of CSI to reach a score of 856.

3) Regarding the Training and Development propose to effectively insert the TMS, favoring internal promotion by 15%.

4) Achieving recertification ISO 22000: 2005 which contains the "key elements" covering industrial safety requirements such as:

   - Requirements to develop a HACCP or HACCP according to the principles contained in the Codex Alimentarius.
   - Requirements for good manufacturing practices or prerequisite program.
   - Requirements for a Management System.

5) Develop a Plan for Biodiversity science-based and consistent with local and European laws.

6) Water Consumption: 2% reduce water consumption.

7) Increase by 2% total amounts recycled PET, plastics, oil, paper and glass.

8) Install a charging point for electric vehicles.

9) CO2 compensation of professional travel in projects related to reforestation.
H. STRATEGIC BIODIVERSITY PLAN

In line with the Spanish law (Real Decreto 1274/2011), of 16 September, approving the Strategic Plan of the natural heritage and biodiversity 2011-2017, in application of Law 42/2007 of 13 December, approving Heritage Natural and Biodiversity; Jumeirah Port Soller Hotel & Spa, set the strategic lines of Biodiversity Plan.

This plan, like the law, is based on the recommendations defined by the UN Convention on Biodiversity: "Biodiversity or biological diversity is the variability of living organisms of all kinds, including diversity within species, between species and of ecosystems ".

Biodiversity has intrinsic value and therefore its conservation is an ethical responsibility of society as a whole. It also has economic and social value because it provides many essential goods and services to humans. Biodiversity provides food and forms the basis for the improvement of crops and breeds of domestic animals, contributing to global food security. In addition, it is a source of various raw materials such as wood, fuel, fiber, etc.

It is a vitally important resource for research and development of medicines and other basic products for the quality of life of society. It used in a sustainable way is an unlimited supply of resources and services varied. The functioning of ecological systems contributes to the regulation of biogeochemical cycles; purification of air and water; the decomposition of wastes; the control of pests and diseases; generation and renewal of soil fertility and the pollination of wild plants and crops; etc. Conservation of biodiversity and the maintenance and restoration of ecosystems are also relevant in the fight against climate change, one of the major environmental challenges facing humanity. Maintaining ecosystems in good ecological status contributes to climate stabilization and moderation of extreme weather events, and allowing greater flexibility of ecosystems.

In line with the UN Convention on Biological Diversity (CBD), which was negotiated under the auspices of the United Nations Program for the Environment and was opened for signature at the Conference of the United Nations Conference on Environment and development, called "Earth Summit" held in Rio de Janeiro in June 1992; Jumeirah Port Soller establish three main objectives:

1) The conservation of biological diversity.
2) sustainable use of its components.
3) The fair and equitable sharing of benefits arising from the utilization of genetic resources.

To achieve this, our Biodiversity Plan include the following indicators, which must be met, communicated and properly evaluated each year:

a) The endangered species, products derived therefrom, or items derived from unsustainable practices are not sold, traded or displayed in Jumeirah Port Soller. To do this, we create a LSOP in which all protected species and invasive species declared by the government of Spain and the Community of the Balearic Islands are detailed. Among them, due to their probability of occurrence include:
- Flora Endangered Species: Saladina and Posidonia


- Invasive Plants: Ivy German, Bracken.

b) In Jumeirah Port Soller appropriate measures are taken in order to prevent that noise has an impact on wildlife just as artificial light, according to the law. To do this, at the beginning of the activity an environmental impact and whose operating license was developed sections such risks are evaluated resulting friendly hotel.

c) In Jumeirah Port Soller we not have any wild animals in captivity in accordance with the legislation and best authorized and human practices.

d) The Company policy prohibits the use of invasive alien species in the gardens, landscapes and other areas of operation. Also reported in the LSOP Biodiversity.

e) In sensitive areas, measures are taken to prevent the introduction of exotic species and pests and a plan for disposal, restoration and rehabilitation where appropriate, also according to the LSOP Biodiversity.

f) In the event that an invasive species is detected and causing damage immediately, they will carry out the tasks of extinction relevant as well as rehabilitation and reforestation by maintenance departments and gardening, which know the main invasive species and they know how to rehabilitate or replant.

g) The business joins and collaborates with sponsorship Mamosa S.A., an organization dedicated to the conservation and management of a private nature area within corporate influence area.

h) In turn we compensate the amounts of CO2 consumed by business travel in projects related to reforestation and support of protected areas.

i) Visitors are provided with information about protected areas within the catchment area of the hotel.

j) Visitors are encouraged to visit protected areas

k) Visitors are provided with information on species of native flora and fauna found in the area.

l) In accordance with relevant laws and with LSOP published, commercial activities have no negative impact on local wildlife or plants

m) In turn, commercial activities have no impact on the habitat of local wildlife or plants.
n) The company provides financial assistance to support initiatives to protect local wildlife and natural habitat, such as support for Mediterranean Wildlife Foundation to support especially the wild species of Black Vulture.

o) There are policies to manage the number of the IUCN Red List and on national lists of species with habitats in areas affected by operations by level of extinction risk, according to the LSOP Biodiversity.