

## 2013 – 2018 Environmental Objectives and Sustainability Program Relaxia Lanzaplaya

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### Objectives

	2014	2015		2016		2017		2018
	CONSUMPTION	OBJECTIVE	CONSUMPTION	OBJECTIVE	CONSUMPTION	OBJECTIVE	CONSUMPTION	OBJECTIVE
Electricity (Kwh/CN)	4.69	4.69	4.57	4.57	4.36	4.36	5.17	5.17
Water (litre/CN)	194	194	185	185	241	185	198	198
LPG (Kwh/CN)	5.64	5.64	5.39	5.39	5.80	5.39	5.21	5.21

Historical higher values

Historical lower values

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### Energy

Based on the average energy consumption (Kw/h) per customer at night in 2014: **4.69 kw/h/CN**.

The **goal for 2015** is to maintain that average, according to the level of occupation. The occupation of 2014 was 122,752 customers.

**Average year 2014:**  
4.69 kw/h/CN

At the end of 2015, it was verified that the target has been exceeded, having consumed an average of **4.57 Kw/h/CN** for a total of 122,748 clients. This data is taken as **objective** for the year 2016.

**Average year 2015:**  
4.57 Kw/h/CN

At the end of 2016, it was verified that the objective has again been exceeded, taking the new consumption average obtained as a target for the year **2017: 4.36 Kwh/CN**.

**Average year 2016:**  
4.36 Kwh/CN

At the end of 2017, it was verified that the objective has not been achieved. The average consumption has been **5.17 Kwh/CN**. For **2018** this figure is taken as the **goal**, given that an increase in electricity consumption is foreseen due to the installation of an aero thermal pump in December-17 to heat the water in the complex, which will result in a decrease in LPG consumption but in an increase of the electric power consumption. The installation of air conditioning that will start up in March-18 will also affect the increase in electricity consumption, and will cool the air in both the common areas and the apartments. It is planned to take advantage of the residual heat, for the heating of the pools.

**Average year 2017:**  
5.17 Kwh/CN

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### LGP

The average consumption of LPG (kw / h) per customer at night in 2014 is taken as a base: **5.64 kw/h/CN**. The **goal for 2015** is to maintain that average, according to the level of occupation. The occupation of 2014 was 122,752 customers.

**Average year 2014:**  
5.64 kw/h/CN

At the end of 2015, it was observed that the target marked for LPG consumption by CN is exceeded for this year, with the new average, **5.39 kWh/CN, the target for 2016.**

**Average year 2015:**  
5.39 Kw/h/CN

At the end of 2016, it was verified that the objective has not been reached, since the average consumption per night customer has risen to 5.8 Kwh / CN. The base of the year 2015 is taken as the **target for 2017: 5.39 Kwh / CN.**

**Average year 2016:**  
5.80 Kwh/CN

At the end of 2017, it is verified that the average LGP consumption has been below the target, 5.21 Kwh / CN, this being the new 2018 target, although it is expected that the average consumption will be much lower than this amount due to the new aero thermal installation which, since December 2017, has been responsible for heating the sanitary water.

**Average year 2017:**  
5.21 Kwh/CN

### Water

The average water consumption (litres) per customer at night in 2014 is taken as a base. The **goal for 2015** is to maintain that average, **194 l/CN**, according to the level of occupancy. The occupation of 2014 was 122,752 customers. Once finished the year 2015 it was observed that the average of annual consumption by CN has been of **185 litres**, reason why the objective has been surpassed. The **goal for 2016** is to maintain or improve that average.

**Average year 2014 :**  
194 l/CN

**Average year 2015:**  
185 l/CN

At the end of 2016, it was observed that water consumption has exceeded the target by 56 l / CN on average. The base of the year 2015 is maintained as a target for **2017: 185 l/CN.**

**Average year 2016:**  
241 l/CN

At the end of 2017, it was observed that the average water consumption per customer has fallen again but has not reached the target yet. The outsourcing of the laundry service has contributed to the decrease in consumption. The amount of 198 l/CN is set as the objective for 2018, due to the fact that two new service points have been created (bar-disco and La Cueva restaurant) that will contribute to the increase of water consumption, compensating in some way the closure of the laundry service. The impact on consumption of both points will be observed during 2018

**Average year 2017:**  
198 l/CN

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### **Environmental management system**

Implementation of the S.G.A. ISO 14.001. January 2014.

Maintenance of S.G.A. Monitoring audit of ISO 14001 January 2015.

Implementation of the "Travelife" System of Sustainable Tourism. February 2015

Maintenance of S.G.A. Monitoring audit of ISO 14001 January 2016.

ISO 14.001 renewal. January 2017

Maintenance of S.G.A. Follow-up audit of ISO 14001 March 2018 (adaptation to the new regulation)

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### Environmental program

#### Electricity

Subject	Action	Responsible	Date	Status
Data collection	Start recording monthly consumption values and electric costs	Natalia Rodríguez	January-14	Executed
Replacing lighting	Go replace the current low-energy bulbs, LED technology bulbs, as they have to replace these.	Angel Eugenio (Chief maintenance)	Continuous	In execution
Consumption reduction	Installation of presence detectors in the bathrooms of reception clients.	Antel Eugenio	April-2016	Executed
Repair of automatic reception doors	Repair the automatic reception doors, so that they remain closed, to avoid cold air (air conditioning) from the reception area.	Angel Eugenio (Chief maintenance)	October-16	Executed
Improvement of energy efficiency	An aero thermal installation is planned for heating the ACS (elimination of LPG consumption).	Engineer Perez Moreno	2017/18	Executed December 17.

#### Water

Subject	Action	Responsible	Date	Status
Reduction of water consumption	Installation of water savers in taps and showers. Reduce up to 6 l/m minimum in taps and 10 l/m in showers.	Chief maintenance	2013	Ended Oct-13
Data collection	Start recording monthly consumption values and water costs	Natalia Rodríguez	January-14	Executed
Reduction of water consumption	Renovation of water savers in faucets and showers of the apartments, according to Travelife criteria: taps: 5 l/m; showers: 10 l/m.	Chief maintenance	2017	Executed

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### LPG

Subject	Action	Responsible	Date	Status
Data collection	Start recording monthly consumption values and costs of LPG.	Natalia Rodríguez	January-14	Executed
Consumption reduction	An aero thermal installation is planned for heating the ACS. Reduction of LPG consumption.	Engineer Perez Moreno	2017/18	Executed December 17.

### Waste

Subject	Action	Responsible	Date	Status
Training	Training in the correct separation and recycling of waste. Dissemination of informative posters by departments and informative material.	Natalia Rodríguez	2013	Executed
Clean point for separation of waste for customers	Purchase of containers and construction of 1 clean point in the complex to allow the separation of waste (cardboard and paper, plastics and light packaging and glass) by customers	Management; Chief procurement; Chief maintenance	January-2014	Executed
Separation of waste in reception	Installation of two deposits of selective waste (yellow and blue) in reception.	Natalia Rodríguez. Chief reception	January-2014	Executed
Collection of urban solid waste data produced by departments	Each department must begin to record in the register created for that purpose, the solid waste that it throws.	Natalia Rodríguez. Departments head	April-2017	Executed

### Discharges

Subject	Action	Responsible	Date	Status
Hiring analytical sanitary water discharges to the municipal sewerage network	Contract the periodic (annual) discharge of discharges to the municipal network to verify compliance with the parameters allowed in the regulations on discharges.	Natalia Rodríguez	January-2014	Executed. Results received on 01/28/14

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Resolution of deviations analytical values	Study the causes that produce deviations and correct them to give values allowed by municipal regulations. See the report of non-conformity: GM-02-2014	Natalia Rodríguez; director; Chief maintenance	1st quarter 2014	Ended
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### Customers

Subject	Action	Responsible	Date	Status
Board installation "Relaxia Responsible"	Creation, purchase and installation in the reception of the "Relaxia Responsible" board to publish information in front of the customers of the environmental and social actions that take place in complex.	Natalia Rodríguez	May-13	Ended
Informative posters "Relaxation Responsible and Hygiene"	Creation, purchase and installation of informative posters to be placed in the apartments in which the customers are explained the ecological and ergonomic cleaning system used for cleaning the apartments (environmental and social measure), and in which it is requested the collaboration of the client in environmental management through responsible consumption of resources	Natalia Rodríguez	December-13	Ended

### Employees

Subject	Action	Responsible	Date	Status
Awareness talks on Good Environmental Practices and Sustainable Tourism	To give an informative session on awareness of waste management and good environmental measures in general, in addition to the other Sustainable Tourism practices according to Travelife criteria, to staff of all departments	Natalia Rodríguez	November 2016	Ended

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### Office paper

Subject	Action	Responsible	Date	Status
Reduction of office paper consumption	Provide a computer to the chiefs departments that lack of it, for internal communication via email and to keep the records via computer as much as possible	Management	4th quarter 2017	Pending approval

### Chemical products

Subject	Action	Responsible	Date	Status
Record of the quantity of chemical products that each department purchases	The records provided to each department head (flats, toilets and kitchen) of the quantity of chemical products purchased each month should begin to be completed.	Department head	Sept-17	In execution

### Environmental management system

Subject	Action	Responsible	Date	Status
Implementation of the ISO 14.001 system	Conducting a phase I audit	Natalia Rodríguez	December 2nd 2013	Executed
	Conduct phase II audit	Natalia Rodríguez	January 20-21-22, 2014	Date of certificate: 4-2-2014 Executed
S.G.A. follow-up	Conducting follow-up audit ISO 14.001	Natalia Rodríguez	January 20-21, 2015	Executed
Implementation of the „Travelife“ brand	Implementation audit	Natalia Rodríguez	November 4th, 2014	Obtaining the Travelife Gold el 16/7/2015
S.G.A. follow-up	Conducting follow-up audit ISO 14.001	Natalia Rodríguez	January 27-28, 2016	Executed

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Renewal of Travelife brand	Carrying out the Travelife renewal audit	Natalia Rodríguez	Nov-16	Executed Pending resolution of non-conformities
S.G.A. follow-up	Performing renewal audit ISO 14.001	Natalia Rodríguez	January 18-19-20, 2017	Executed
S.G.A. follow-up	Conducting follow-up audit ISO 14.001. Adaptation to 2015 version.	Natalia Rodríguez	March 14-15 and 16, 2018	