

## 2013 – 2018 Environmental Objectives and Sustainability Program Relaxia Los Girasoles

### Objectives:

	2014	2015		2016		2017		2018
	CONSUMPTION	OBJECTIVE	CONSUMPTION	OBJECTIVE	CONSUMPTION	OBJECTIVE	CONSUMPTION	OBJECTIVE
Electricity (Kwh/CN)	3.89	3.89	3.59	3.59	3.76	3.76	5.34	5.34
Water (litre/CN)	370	370	340	340	300	300	309	300
LPG (Kwh/CN)	3.88	3.88	5.07	3.88	2.78	0.00	0.00	

Historical higher values

Historical lower values

### Energy

Based on the average energy consumption (Kw / h) per customer at night in 2014: 3.89 kw/h/CN. The **goal for 2015** is to maintain that average, according to the level of occupation. The occupation of 2014 was 35,339 customers.

**Average year 2014:**  
3.89 Kw/h/CN

At the end of 2015, it is observed that the objective of electric consumption has been exceeded, marking the new objective for the year **2016, 3.59 Kwh / CN**. The total number of customers was 38,432.

**Average year 2015:**  
3.59 Kwh/CN

At the end of 2016 it was observed that the electricity consumption has been higher than the objective. This value is set for 2017, **3.76 Kwh/CN**, given that an aero thermal machine was installed in November, which eliminates the consumption of LPG, but increases that of electric power. The number of customers was 43,581.

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

At the end of 2017, it was observed that the electricity consumption has been higher than the target, as was expected when the LPG boilers were removed in November 2016 for water heating. This **value is set for 2018, 5.34 Kwh/CN**,

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

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### LPG

The average consumption of LPG (kw/h) per customer at night in 2014 is taken as a base: 3.88 kw/h/CN

**Average 2014:**  
3.88 kw/h/CN

The **goal for 2015** is to maintain that average, according to the level of occupation. The occupation of 2014 was 35,339 customers.

At the end of 2015, it was observed that the target set for the year has not been reached. The **objective for 2016** is to reduce the consumption of LPG until reaching the value reached in 2014, **3.88 Kwh/CN**.

**Average year 2015:**  
5.07 Kwh/CN

At the end of 2016, it was observed that the target set for the year has been exceeded. Due to the new aero thermal installation made in November, the consumption of LPG has been eliminated, so that **the 2017 target** becomes **0.00 Kwh/CN**.

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

At the end of 2017, it was observed that no LPG has been consumed, as planned. The installation remains operative in case of emergency in case of failure of the aero thermal installation. As of now, consumption targets for this indicator are no longer established.

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

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### Water

The average water consumption (m3) per customer at night in 2014 was taken as a base. The **goal for 2015** is to maintain that average, **370 I/CN**.

**Average year 2014 :**  
**370 I/CN**

Once finished the year 2015 it was observed that the average annual consumption by CN has been **340 I/CN**, reason why the objective has been exceeded. The **goal for 2016** is to maintain or improve that average.

**Average year 2015:**  
**340 I/CN**

At the end of 2016, water consumption was **300 I/CN**, which is the new **target for 2017**.

At the end of 2017, it was verified that the water consumption was **309 I/CN**. The amount of **300 I/CN** is **maintained for 2018**.

**Average year 2016:**  
**300 I/CN**  
**Average year 2017:**  
**309 I/CN**

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### Environmental Management System

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

Maintenance of S.G.A. ISO 14001 Follow-up monitoring January 2015

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Maintenance of S.G.A. ISO 14001 Follow-up monitoring January 2016  
 Travelife implementation 2016  
 Renewal of S.G.I. ISO 14.001 January 2017  
 Maintenance of S.G.A. ISO 14001 Follow-up monitoring March 2018 (adaptation to new regulation)

### Environmental program

#### Electricity

Subject	Action	Responsible	Date	Status
Training	Train our employees in the proper use of electricity	Natalia Rodríguez (Environmental Management responsible)	2013	Dissemination of informative posters by departments
Replacement of old low efficiency equipment	Replace old, low efficiency equipment, as necessary, with high energy efficiency equipment.	Chief Procurement	Continuous	
Installation of a new hydro compressor	Installation of a new hydro-compressor with greater energy efficiency.	Chief maintenance	April-14	Ended
Installation of a new sanitary water and swimming pool heating pump	New water heating pump with greater energy efficiency.	Chief maintenance	July-14	Ended
Replacement reception lighting with LED (not halogen)	Replace the 14 low-energy bulbs with LED lights as they melt.	Management	Nov-15	Ended
Replacing apartments lighting with LED	Replace the current lighting with LED lights to improve the energy efficiency of the complex.	Management/ Chief procurement	End 2017	Budget request

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Replacing garden lighting with LED	Replace the current lighting with LED lights to improve the energy efficiency of the complex.	Management/ Chief procurement	End 2017	Budget request
Installation of presence sensor in public toilets	Installation of sensors in bathrooms of customers of common areas	Management/Maintenance	July 2016	Executed
Replacement refrigerators by A +	Approval of replacement of refrigerators as they are damaged by others of greater energy efficiency (A +). Initially 4 units have been purchased.	Procurement/Management	November-16	Continuous
Sensor installation in common areas	Installation of photosensitive sensor for automatic on and off, depending on daylight, in common areas (roads).	Director	1st quarter 2017	

### Water

Subject	Action	Responsible	Date	Status
Public toilets	Water savers in taps and showers. Reduce up to 5 l / m minimum in taps and 10 l / m in showers.	Management/ Chief procurement	December-2015	Executed
Water taps and showers in apartments	Water savers in taps and showers. Reduce up to 5 l / m minimum in taps and 10 l / m in showers.	Management/ Chief procurement	December-2015	Executed
Public toilets	Change water taps timers so that they take less time to close (automatic closing)	Director	July-16	Executed
Training	Train our employees in the proper use of water	Natalia Rodríguez (Environmental Management responsible)	2013	Dissemination of informative posters by departments
Water tanks	Progressive replacement as they are breaking the current double discharge by another device that allows four emptying measures, choosing the second more thrifty	Management/Maintenance	2016	Continuous
Water taps and showers in apartments	Although sinks in the customer rooms have water saving devices (pearlizers), the flow rate requested by Travelife (5 l/min) has not been achieved. A plan must be established to review all and each of the taps of the customer rooms to achieve	Management/Chief SSTT	September-17	Executed

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	the required flow rate (5 l/min), either installing more savings devices or regulating the sink valve to achieve this flow.			
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### LPG

Subject	Action	Responsible	Date	Status
Installation of a new sanitary water and swimming pool heating pump	New water heating pump that allows a reduction in LPG consumption	Chief maintenance	July-14	Ended
Repair of a hot water tank that is inactive	The repair of this accumulator will allow the reduction of the consumption of LPG	Chief maintenance	October-15	Ended
Elimination of the use of LPG for heating sanitary water	Aero thermal equipment has been installed to heat the sanitary water as well as the water in the pools, which means the complete elimination of the use of LPG. However, the installation is left as support in case of emergency.	Perez Moreno Engineering department	November-16	Ended

### Waste

Subject	Action	Responsible	Date	Status
Clean point for the 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	Oct-2014	Ended
Training	Training in the correct separation and recycling of waste	Natalia Rodríguez (Integrated management)	2013	Dissemination of informative posters by

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		system responsible)		departments and informative material
Waste separation cubes in the pool bar	Purchase of cubes for glass and light packaging / plastic for the pool bar	Management/ Chief procurement	Oct-16	Executed

### Customers

Subject	Action	Responsible	Date	Status
Board installation "Responsible Relaxia "	Creation, purchase and installation in the reception desk of the "Responsible Relaxia " board to publish information about the policies and environmental and social actions that are carried out in the complex	Natalia Rodríguez (Integrated management system responsible)	December-13	Executed
Informative posters "Responsible Relaxation 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 the responsible consumption of resources.	Natalia Rodríguez (Integrated management system responsible)	December-13	Executed
Air conditioning stickers	In October 2016, air conditioning units were installed in all the bungalows, and stickers were placed on the terrace doors indicating to the customer that they should keep the doors and windows closed while it is in operation.	Director.	October-16	Executed
Reception desk Responsible Relaxia	Disseminate information to customers about policies, and other Travelife requirements: good use of beaches, sustainable tourism practices, protection of animals, dissemination of places of interest and protected, etc.	Natalia Rodríguez (Integrated management system responsible)	September-17	Executed

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### Office paper:

Subject	Action	Responsible	Date	Status
Reduction of paper consumption	SSTT records, floors and reception by computer instead of paper	Director	October-17	Implemented

### Environmental management system

Subject	Action	Responsible	Date	Status
ISO 14.001 system implementation	Conducting a phase I audit	Natalia Rodríguez (Integrated management system responsible)	December 2nd, 2013	Executed
	Conduct phase II audit	Natalia Rodríguez	January 20-21-22, 2014	Executed
S.G.A. follow-up	Conducting follow-up audit ISO 14.001	Natalia Rodríguez	January 20-21, 2015	Executed
S.G.A. follow-up	Conducting follow-up audit ISO 14.001	Natalia Rodríguez	January 27-28, 2016	Executed
Travelife brand implementation	Implementation of the Travelife Sustainability brand	Natalia Rodríguez	December 2016	PAC pending
S.G.A. renewal	Performing renewal audit ISO 14.001	Natalia Rodríguez	January 2017	Executed
S.G.A. follow-up	Conduct of follow-up audit ISO 14.001 (adaptation to the new Standard)	Natalia Rodríguez	March 2018	

### Social/Environmental actions

Subject	Action	Responsible	Date	Status
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Request the contribution of customers with one or more social actions	Put a piggy bank in the reception and ask the customer for his/her donation for a specific cause. Inform the customer about said social action.	Natalia Rodríguez (responsible consultant for Travelife criteria implementation)	October-17	Executed
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