

Date: 20 de June 2021

Management System Review

Points to be discussed

Conclusions

QUALITY AND ENVIRONMENTAL POLICY:

The Integrated Quality Policy and the Environmental Policy were approved on 01 March 2018. In the present meeting it is decided to leave the same, as it serves as a reference system for the establishment of objectives focused on the improvement of quality in the restoration process of the hotel.

The Quality policy and the Environmental policy have been communicated and explained to all the workers of the organisation throughout the 2020 season (despite the situation due to COVID which did not allow us to open as we normally do), as well as being installed on the website at the opening of 2020, in the month of July.

Regarding the communication of the integrated policy, the person in charge of Quality and Environment has given it to each of the heads of departments, placing it publicly in their respective work stations so that all workers have access to it, as well as in different areas of the hotel for viewing by all customers and suppliers.

INTERNAL AUDITS

The internal audit report, carried out by Leandro Narciso Rufo, external consultant, is reviewed. The Auditor has the certificate of "Quality and Environmental Systems Management Technician", in addition to having enough experience in the quality and environmental sector, through which you can check his training as an auditor of quality and environmental systems.

The audit of the quality system and the environmental system took place on 01 June 2021 on the premises of the HOTEL ISLA DEL PINAR RESORT S.A. The environmental audit was carried out on the same premises.

The internal audit report of the quality and environmental system showed **0 non-conformities**.

The top management is very satisfied to have obtained this result, as the controls to be carried out in the management system have been increased, which has led to a decrease in the number of deviations.

QUALITY AND ENVIRONMENTAL OBJECTIVES:

In general, the objectives have been revised in order to set more concrete targets. The following is a review of the objectives set for 2020-2021 (these are the same objectives as the previous year, as it was not possible to quantify them correctly due to the fact that last season we opened on July 1st and closed on September 10th):

Objective 1 (QUALITY): To be among the 15 best rated hotels in TUI BLUE (The objective will be considered to have been achieved when we have been included in the TUI BLUE list as one of the 10 most recommended hotels. This is an ambitious target, considering that in 2021 there will be 65 hotels).

The Head of Quality and Environment proposed this objective as it is an objective that clearly denotes a position of category and high customer satisfaction, taking into account the difficulty of this objective due to the high competition of the TUI BLUE Hotels, as the number of the chain has increased year after year.

It was decided to take on this ambitious objective given the quality service offered and the company's experience and track record in the sector.

In the objective sheets you can check the fulfilment and monitoring of each of the goals established for their achievement.

Objective 2 (ENVIRONMENT): The objective will be considered to be met when the average energy consumption does not exceed by more than 1% (14.77 kWh/pax) the consumption per number of guests staying in the hotel with respect to the average consumption of the previous year (14.63 kWh/pax).

It was decided to set an objective on this environmental aspect as it is a significant aspect on which the organisation can set measurable and achievable goals.

For its control, the RCMA has established an environmental indicator where energy consumption is controlled according to the number of guests.

In the objective sheets, it is possible to check the fulfilment and monitoring of each of the goals established for their achievement.

Objective 3 (ENVIRONMENT) The objective will be considered to be met when the average water consumption has not increased by more than 5% compared to the average consumption of previous years.

It was decided to establish an objective on this environmental aspect as it is a significant aspect on which the organisation can establish measurable and achievable goals.

In the objective sheets themselves, it is possible to check the fulfilment and monitoring of each of the targets set for their achievement.

NON-CONFORMITIES/ INCIDENTS:

In 2020, no incidents or non-conformities have been found, neither derived from customers nor internally detected by our staff.

Senior management is very satisfied with the fact that no incidents were found, although staff will also be given talks, as we believe this was due to the fact that we were only open for three months in the previous year.

It should also be noted that there were no customer complaints throughout the year 2020, which shows the professionalism of all our employees with customers, in addition to the constant maintenance of the infrastructure, including cleaning, which shows a high degree of satisfaction of all guests.

It is agreed to transmit to the staff, especially the reception staff, the need to detect Non-Conformities and Incidents in order to establish channels for the improvement of the service provision processes..

CORRECTIVE AND PREVENTIVE ACTIONS:

As of the date of this meeting, no corrective or preventive actions have been established, as no non-conformities have been detected in this respect, including the internal and external audit process.

Improvement

The improvement actions established in 2020 were those relating to the contingency plan against COVID-19,

and there were no others relating to improvements in infrastructure, image, etc. Due to the low level of activity of the hotel in the year 2020.

Changes in external and internal issues relevant to the management system, including legal and other requirements.

At present, the top management does not plan to make any changes that could affect the integrated management system.

After the external audit, the company, with the help of an external consultant, will review all manuals and procedures and work instructions to correct the observations from the audit and any other shortcomings that may be found, as well as further refining and adapting the documentation to the new versions of the standards.

Effectiveness of actions taken to address risks and opportunities

The effectiveness of the actions, as well as the value of the impact established for each risk and opportunity is attached to these minutes.

The organisation considers the identification and assessment of risks and opportunities to be optimal, having identified the associated process, the stakeholders involved, as well as the action and mitigation plans proposed.

Senior management believes that with the mitigation plans proposed we will achieve a considerable reduction in the associated risk, which will be assessed quarterly, one by one.

TRAINING PLAN:

An effort is being made in terms of training, because the management believes that it is the best way to achieve improvements in pollution prevention and in the reduction of the consumption of natural resources.

Management decided to plan the following training for the year 2021:

- July 2021: Food handlers.
- July 2021: Waste segregation.

(*) This training plan will be open to possible needs detected, either by the System Manager or senior management, or by the company's own employees.

Evaluation of employee training during 2020:

The following list of training courses has been carried out during 2020:

- José Flores "Director": Community Manager Expert + Video Editing.
- Chef: He has taken a course in Creative or Signature Cuisine + Spanish and International Cuisine.
- Purchasing Manager: He has taken a course on Computer Applications of Spreadsheets.

The RCMA considers the assimilation of the knowledge transmitted in the training actions given to be optimal, as at no time have any incidents occurred due to a poor assimilation of the concepts of each of the courses received by the different workers.

With regard to the emergency plans, spillage drills were carried out, as indicated in the procedure, and the results of these controls were positive, as the personnel who took part were able to respond correctly.

SUPPLIER EVALUATION:

- No serious non-conformities were detected at suppliers during 2020, with senior management also believing that this was due to low activity during the pandemic year, which is why they intend to continue to emphasise purchasing staff to effectively detect incidents and implement corrective actions where appropriate.
- There has been no subcontracting of services.
- It was agreed to keep the list of suppliers up to date. Throughout the year, new service suppliers have been included and several test orders have been placed with them, the results of which have been favourable. As a result, they were automatically approved and registered on the organisation's List of Approved Suppliers.
- It was agreed to insist on the supplier and inform him of the need to comply with the environmental commitments, informing him of the importance for the company's environmental management system of compliance by its suppliers.

COMPLAINTS AND CUSTOMER SATISFACTION:

During the season, we have not received any customer complaints.

With regard to customer satisfaction, everything is documented in the "Customer Satisfaction" Procedure, through the satisfaction surveys carried out by TUI BLUE, and in the **TUI BLUE Questionnaire Minutes Register** where all the comments and suggestions for improvement that have been discussed in the monthly meetings between heads of department are reflected, as well as the changes adopted as a result of complaints and/or suggestions from customers during the season.

The main conclusion that we have reached is that our customers have stressed the high quality of the services we provide, having increased the average score with respect to the 2019 season, with an average of 9.11 out of 10, somewhat higher than the 9.10 obtained in the previous season.

MACHINERY MAINTENANCE PLAN.

The machinery with which the HOTEL ISLA DEL PINAR RESORT S.A. currently works has passed the scheduled revisions correctly during the year 2020, with no serious incidents having been recorded in its maintenance.

However, any minor incident suffered throughout the season is recorded in the **Incident Register** and in the monthly preventive maintenance report of Humiclíma and Carrier, which were immediately resolved by the Hotel's own staff.

For all the other equipment and/or machinery subject to maintenance, all the operations approved for each one are kept up to date. The hotel's top management is very concerned about having this great control over all the hotel's machinery, as it is very important for the good management of the services offered by the hotel.

RECOMMENDATIONS AND SUGGESTIONS FOR IMPROVEMENT:

A number of suggestions for improvement have not been received from staff. These suggestions are included in the Management Review Procedure in the Filled-in Registers. On the other hand, suggestions are also recorded in the TUI BLUE Questionnaire Minutes Register as a result of the results, complaints and/or suggestions from customers.

Communication from employees is continuous and fluid, and in addition to having the formats for issuing suggestions, Management and the Head of Quality and Environment consider the indicated registers as a communication mechanism for finding out the opinions and suggestions of employees.

PROCESS PERFORMANCE AND SERVICE COMPLIANCE

The monitoring of processes by means of indicators is considered a very meaningful and valid way of doing this.

The analysis, evolution and trend of the processes are as follows:

- INDICATOR 1: MANAGEMENT OF INTERNAL AUDITS:

0 deviations have been detected in the internal audit carried out last year 2020 and in this year 2021, with no deviations having been repeated from one audit to the next.

- INDICATOR 2: OCCUPANCY RATIO CONTROL. This indicator is a commercial indicator, so it is included in the internal programme of the company (Mostel Hotel). However, we have extracted the data and we have obtained more than 12,415 guests in 2020 (a much lower % than in 2019, logically due to COVID). In view of this, the hotel's senior management considers it essential to try to continue to maintain agreements with international chains to attract European and Spanish clients, as well as establishing initiatives such as hiring clients in the hotel itself to manage our social networks.

- INDICATOR 3: CUSTOMER COMPLAINTS. It can be seen that we have had no customer complaints during the entire season. The organisation is very satisfied given the number of customers who have stayed at the hotel.

- INDICATOR 4: INCIDENTS. It is verified that there have been no incidents in 2020 due, we believe, to the short time we have been open (01.07.2020 TO 10.09.2020).

- INDICATOR 5: CLEANING CONTROL. This is a fortnightly indicator of cleaning control by the housekeeper. In the 2020 season there have been no incidents.

- INDICATOR 6: GARDENING CONTROL. With regard to gardening work, all of them have been carried out within the stipulated timeframe, except for one, which was due to the gardener being unhealthy and in the correct manner. Nevertheless, the garden area of the hotel has been significantly improved since the subcontracting of the external company, as in the previous year.

- INDICATOR 7: CONTROL OF EQUIPMENT. This indicator shows that all our equipment has been checked on time (although some was scheduled for one month and has been carried out in the following month). The organisation makes special mention of this indicator, as it is a key indicator for the correct maintenance of our infrastructures. As can be seen, the indicator is on the right track.

- INDICATOR 8: MONITORING OF BREAKDOWNS. This indicator especially controls the breakdowns

detected by any person in the hotel and which have been solved on time as far as possible, having not been obtained in the year 2020. The trend is positive.

- INDICATOR 9: CONTROL OF SUPPLIERS. This indicator reflects the total number of non-conforming orders placed with suppliers compared to the total number of orders placed in the month. During this season, no non-conforming orders have been detected (already mentioned in previous sections).

- INDICATOR 10: AVERAGE SATISFACTION. This indicator has been incorporated to monitor the perception of our customers. As mentioned in the "Customer satisfaction" section, the score is satisfactory. Even so, it is proposed as an improvement action for next year to try to improve the score in the sections where we have obtained a lower level of satisfaction with respect to all the TUI BLUE hotels, which would be Wellness and entertainment.

The result of the quality indicators is assessed as positive. The procedures are validated by reflecting the results of the processes in general above the critical points established.

ENVIRONMENTAL ASPECTS AND OPERATIONAL CONTROL:

Management considers the environmental aspects identified as significant to be valid, with this assessment having been carried out on 01/06/2021.

The operational control established, as well as the environmental monitoring and measurement plan are considered valid, as no incidents were detected during the operational control carried out.

It has been decided to carry out an assessment of environmental aspects for the entire hotel, and the significant environmental aspects that have been derived from the assessment are as follows:

Limpieza / Mantenimiento	Aerosoles	Envases vacíos	Residuos de envases de aerosoles	3	300	6,28	12,58	SI
Mantenimiento	Agua	-	Consumo de agua caliente	1	280	5,87	24,74	SI
Instalaciones	Envases	Residuos envases	Residuos Envases	3	250	5,24	29,98	SI
Instalaciones	Gasóleo	Emisiones	Consumo de Gasóleo	1	240	5,03	40,04	SI
Oficina Habitaciones Limpieza	Agua	-	Consumo de agua	1	240	5,03	45,07	SI
Instalaciones	-	-	Consumo de energía eléctrica	1	240	5,03	55,14	SI

Management considers the environmental aspects identified as significant to be valid. All those considered as indirect environmental aspects were not considered because they generate a low volume of them and because environmental controls have been established for the suppliers that manage them.

The operational control established, as well as the environmental monitoring and measurement plan are considered valid. This is why the RCMA has satisfactorily carried out the monitoring and measurement plan on a quarterly basis.

IDENTIFICATION, CONTROL AND MONITORING OF SIGNIFICANT ENVIRONMENTAL ASPECTS AND EMERGENCY PLANS ("ENVIRONMENTAL PERFORMANCE")

The company has seen some improvement as the management system has been implemented.

The year 2020 was characterised by the worldwide pandemic situation caused by the COVID 19 coronavirus. At a national level, there was a state of alarm accompanied by a general confinement that forced the closure of certain establishments to the public. Thus, our hotel was only open this year in July, August and nine days in September.

Moreover, the daily occupancy rate has fallen considerably (about 50% in July and 20% in August). This will be a determining factor in terms of energy consumption and performance ratios.

Energy management system

In 2020, we will continue to use the energy management system implemented in 2017, which allows us to monitor and process the consumption of water, DHW, diesel and electricity. It includes electricity consumption of air-conditioning units independently.

In 2020, each day the hotel is in operation, the number of guests is entered into the platform. The platform has been configured to calculate the consumption ratio of each supply per guest and display these ratios for the previous year, so that historical comparisons of each day can be made with the monthly average for the same month of the previous year and deviations or anomalies can be detected with greater precision.

We remind you that this system is based on a software platform and a set of meters and communication devices that allow consumption measurements to be collected and sent via the Internet to a remote server. Consumption data, reports, configuration, etc. are accessible via the Internet as it is an application "in the cloud".

Some of the benefits of having this type of tool are listed below:

- It allows savings in energy consumption by improving both the quantity and availability of data. In addition, the use of a computerised system allows for real-time analyses that would otherwise be impossible, allowing for alerts of deviations in consumption or any other anomalies, even if they are very small.
- Energy consumption has a major impact on the environment and therefore on the sustainability of the planet. Investing in energy management is an act of responsibility on the part of the client as it allows them to reduce energy consumption and CO2 emissions into the atmosphere.
- Savings in consumption lead to economic savings
- It optimises the working time of employees, especially when remote reading is available.
- Improves preventive maintenance of equipment and machines.

The use of this tool as an Integral Energy Manager makes it possible:

- View instant consumption
- Create alarms for instant warnings (via e-mail and/or SMS). Consumption ratios per guest per day have been introduced and, if consumption exceeds a certain threshold for each consumption, this alarm is generated. There are also alarms to control other incidents (reactive energy consumption, excess power consumption, etc).
- Store historical data
- Create reports and perform detailed analysis
- Create consumption and electricity cost reports taking into account the electricity tariff. The fiscal meter itself is remotely managed.

Temperature monitoring system in cold stores

In 2020, the temperature monitoring system continues to be used for the 13 cold rooms in the hotel kitchen. This system allows the temperature in each chamber to be consulted instantaneously and is integrated in the energy management system, thus allowing the management of data and alerts described above.

Thanks to this system, the temperatures of the chambers remain within a certain range, with the consequent benefit in terms of consumption and cost.
In addition, the alarm system makes it possible to detect an incident quickly (open door, malfunction of the chamber, etc.), which enhances the above benefits.

ENERGY CONSUMPTION 2020

All company employees (who receive continuous training year after year) and subcontractors are generally responsible for applying good practices for electricity consumption in accordance with the instructions derived from their specific manuals.

The person in charge of the Environmental Management System monitors electricity consumption on a monthly basis through invoices and meter readings.

Electricity supply

With regard to electricity consumption, the TUI BLUE Isla Cristina Palace Hotel has the installation duly legalised before the Industry. In 2017, the periodic inspection was carried out by an OCA, and the next one is due to be carried out in 2022.

It also has a high voltage installation that has also passed the revisions that apply according to RD 337/2014.

In August 2018, the contract with the electricity supplier VM Energía was renewed with a two-year fixed tariff and a very competitive price. In this way it will be protected against possible increases in the price of electricity, as it is expected to continue to increase.

Consumption 2020

The most important consumption indicators for 2020 are presented below. Due to the pandemic, the hotel has only been open for two months this season and therefore the absolute consumption is considerably lower than in previous years. However, since occupancy has decreased considerably in the opening months, the consumption ratios per guest increase, since although there is less occupancy, the decrease is so significant that the hotel's baseline consumption prevails, i.e. there is a minimum consumption necessary for all processes to function even if there are no guests (swimming pool, air conditioning, etc.).

However, in the particular case of diesel consumption, this is not the case: the absolute consumption decreases so significantly that the ratio per guest also decreases considerably compared to other years. This is due to the

fact that diesel is only used when the hotel is in operation and because the jacuzzi and the heated swimming pool were closed.

The disparity in consumption means that the year is not representative and comparisons with other years or the fulfilment of objectives are not applicable.

YEAR TOTALS COMPARATIVE HISTORICAL AVERAGES

OCUPACION (PAX)	2018	58.718	1,50%
	2019	55.411	-5,97%
	2020	12.411	-346,47%

Note: Consumption as of October 2020 will be totalled.

ABSOLUTE CONSUMPTIONS YEAR TOTALS COMPARATIVE AVERAGE HISTORICAL AVERAGES

PROPANO (kwh)	2018	27.272	9,32%
	2019	35.101	24,93%
	2020	8.769	-255,64%

PROPANO (litros)	2018	4.099	9,32%
	2019	5.276	24,93%
	2020	1.318	-255,64%

AGUA GENERAL (m3)	2018	21.559	1,83%
	2019	18.475	-18,66%
	2020	5.024	-298,47%

AGUA CALIENTE (m3)	2018	3.235	18,55%
	2019	2.308	-32,21%
	2020	660	-320,24%

ELECTRICIDAD (kwh)	2018	858.769	1,39%
	2019	824.464	-5,61%
	2020	361.821	-132,61%

DIESEL (litros)	2018	34.958	16,04%
	2019	37.397	12,81%
	2020	6.604	-447,81%

DIESEL (kwh) 2018	344.252	16,04%
2019	368.270	12,81%
2020	65.033	-447,81%
ENERGIA TOTAL (kwh) 2018	1.230.293	5,66%
2019	1.227.836	0,79%
2020	435.624	-182,14%

CONSUMPTION/STAY YEAR COMPARATIVE CONSUMPTION AVERAGE HISTORICAL AVERAGE
CONSUMPTION

PROPANO (kwh/pax) 2018	0,46	7,90%
2019	0,63	29,96%
2020	0,71	22,30%
AGUA GENERAL (m3/pax) 2018	0,37	0,40%
2019	0,33	-10,64%
2020	0,40	13,46%
AGUA CALIENTE (m3/pax) 2018	0,0551	17,47%
2019	0,0417	-23,39%
2020	0,0531	8,97%
ELECTRICIDAD (kwh/pax) 2018	14,63	-0,10%
2019	14,88	1,52%
2020	29,15	49,40%
GASOIL (kwh/pax) 2018	5,86	14,73%
2019	6,65	18,62%
2020	5,24	-19,36%
ENERGIA RELATIVA (kwh/pax) 2018	20,95	4,23%
2019	22,16	7,46%
2020	35,10	38,59%

* Note: each year's value is compared with the arithmetic mean of the previous 2 years.

The measurements of the mechanical meters are checked every 15 days and a comparison is made between the measurements recorded by the management system for the whole season and those of the mechanical meters (the value of the meter on a specific day at the end of the season is subtracted from the value of another day at the beginning of the season). An error of less than 1% is established in the measurements.

In August 2020, the diesel meter ceased to be operational, but consumption measurements from the tank level continued to be taken.

The graphical representations of the above consumption are presented below.

EMISSIONS DATA 2020

For the emissions figures the same applies as for the consumption figures presented above: the total emissions per guest in 2020 increase very significantly and, given the exceptional nature of the year, cannot be compared with the historical consumption of previous years. As with consumption, the total emissions of the hotel have decreased.

EMISSIONES HISTÓRICAS	AÑO	Energía (kwh)	Energía primaria (kwh)	Emisiones (Tn CO2)	COMPARATIVO MEDIA HISTÓRICOS
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PROPANO	2018	27.272	28.636	6,26	9,32%
	2019	35.101	36.856	8,06	24,93%
	2020	8.769	9.208	2,01	-255,64%

ELECTRICIDAD	2018	858.769	2.113.431	319,46	1,39%
	2019	824.464	2.029.006	306,70	-5,61%
	2020	361.821	890.441	134,60	-132,61%

DIESEL	2018	344.252	385.562	91,47	16,04%
	2019	368.270	412.463	97,85	12,81%
	2020	65.033	72.837	17,28	-447,81%

EMISSIONES TOTALES	2018	1.230.293	2.527.628	417,19	4,72%
	2019	1.227.836	2.478.325	412,61	-0,65%
	2020	435.624	972.486	153,89	-169,61%

EMISSIONES/ESTANCIA	AÑO	TOTALES	COMPARATIVO MEDIA HISTÓRICOS
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PROPANO (kg CO2/pax)	2018	0,11	7,90%
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2019 0,15 29,96%

2020 0,16 22,30%

ELECTRICIDAD (kg CO2/pax) 2018 5,44 0,18%

2019 5,54 1,79%

2020 10,85 49,40%

DIESEL (kg CO2/pax) 2018 1,56 14,73%

2019 1,77 18,62%

2020 1,39 -19,36%

EMISIONES RELATIVAS (kg CO2/pax) 2018 7,10 3,27%

2019 7,45 6,13%

2020 12,40 41,32%

Water consumption

Relative water consumption per guest increased by 13.46%, although it has already been mentioned that the reason for this is the drastic decrease in occupancy: although there are fewer people, processes such as irrigation, pool purification, etc. remain the same regardless of the amount of occupancy.

During the year, monthly monitoring was carried out and the comparisons with the previous year in periods of activity did not show any anomaly.

There is no legionella, swimming pool, etc. part missing.

OBJECTIVE 2 (ENVIRONMENT): The objective will be considered to be met when the average energy consumption does not exceed by more than 5% the consumption per number of guests staying at the hotel in the current year with respect to the average consumption of previous years. In 2020, this target was not achieved for the reasons mentioned above due to the Covid-19 situation, although the total energy consumed in the hotel decreased considerably (-182.14% compared to previous years).

Although the target was not achieved, total energy consumption and total emissions have decreased in 2020 compared to previous years (-182.14% and -169.61% respectively). On the other hand, the target considers consumption per guest in absolute terms (total annual energy consumption between annual stays). This means that with a decrease in occupancy, given that the hotel has a certain base energy consumption that does not depend on occupancy, there is a proportional increase in consumption per guest, regardless of energy use.

It was decided to set an objective on this environmental aspect as it is a significant aspect on which the organisation can set measurable and achievable targets.

For its control, the RCMA has established an environmental indicator where the energy consumption is controlled according to the number of guests.

In the objective sheets, it is possible to check the fulfilment and monitoring of each of the goals established for their achievement.

As of the date of this meeting, the energy monitoring has been carried out.

OBJECTIVE 3 (ENVIRONMENT): The objective will be considered to be met when the average water consumption has not increased by more than 5% compared to the average consumption of previous years. However, in 2020, the total water consumption per guest has increased significantly (13.46%), for the reasons mentioned above.

It was decided to set an objective on this environmental aspect as it is a significant aspect on which the organisation can set measurable and achievable goals.

In the objective sheets themselves, it is possible to check compliance with and monitoring of each of the targets established for their achievement.

WASTE

HAZARDOUS WASTE

The HOTEL ISLA DEL PINAR RESORT S.A. is registered as a Small Producer of Hazardous Waste in the Andalusian register under number 212891 in compliance with RD 833/1988, which approves the Regulation of Hazardous Waste, Law 7/2007, of 9 July, on Integrated Management of Environmental Quality, and Decree 73/2012, of 20 March. For the management of this waste we have contracted a company authorised for this management: Antonio España e Hijos S.L.

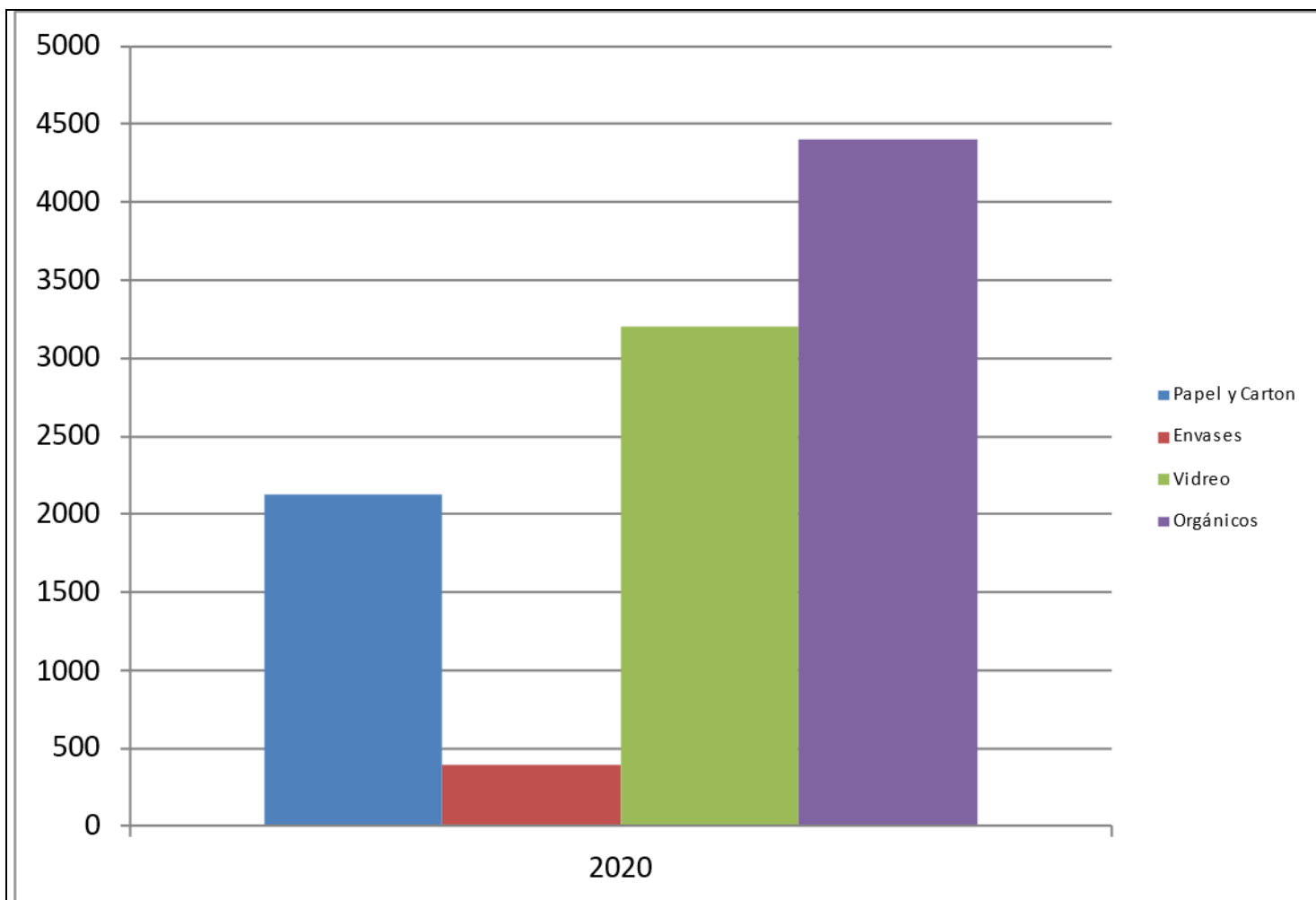
This waste is deposited in sacks and containers indicated for storage located in Parking 2 until it is collected.

On the other hand, the generation of hazardous waste has decreased considerably from 2019 to 2020, mainly due to the improved environmental behaviour of our operators, who, through the communication channels established by the RCMA, improve the control of waste segregation and therefore generate more waste.

NON-HAZARDOUS WASTE

On the other hand, we generate non-hazardous waste from the normal operation of the Hotel, which represents the highest percentage of non-hazardous waste volume. We refer to paper and cardboard, plastic containers, glass and organic waste. This waste is deposited in the containers in the rubbish room and loading bays and is collected by the Municipal Waste Company. The quantities generated in the 2020 season are as follows:

TOTALES RESIDUOS NO PELIGROSOS ANUAL (KG)



On the other hand, we have non-hazardous waste, which accounts for a smaller percentage of waste, namely: Vegetable oil, electrical waste, alkaline batteries, toner and fluorescent tubes. This waste is collected by the same Hazardous Waste collection company and is deposited in its own containers for storage located in the Hotel's Car Park 2, with the exception of vegetable oil, which is deposited in the rubbish room.

The Hotel mainly uses three types of paper:

- PHOTOCOPIER PAPER A4 80 GR. for photocopier, fax and printers.
- 120X170 SILK3 SALARIO KRAFT SELF-ADHESIVE PAPER for envelopes.
- THERMAL PAPER 80X60 tpv rolls

Consumption was as follows:

	2019	2020
PAPEL FOTOCOP. A4 80 GR. VISTACOPY	91600	35000
BOLSA 120 X 170 SILK3 SALARIO KRAFT AUTOPEGADO	1987	950
PAPEL TERMICO 80 X 60	301	159

As can be seen, there has been a decrease in paper consumption in 2020 compared to the previous season. This decrease is logically associated with the global pandemic, as it has not been open for barely three months.

It should be noted that the disinfection of the water in the swimming pools is carried out using an electrolysis system, which obtains the chlorine for this disinfection from salt dissolved in the water, which means that no chemical compound containing chlorine has to be consumed. This also means less consumption of potentially hazardous products for both people and the environment.

ATMOSPHERE

BOILER EMISSIONS

At this point it should be noted that the hotel is classified "without group" under heading 02 01 03 03 "boilers with rated thermal input < 2.3 MWt" and therefore has no obligation with regard to atmospheric pollution. In addition to internal maintenance by its technical services staff, the hotel has contracted the services of a specialised company through a duly approved technician (official title of installer and maintainer of boilers and air-conditioning equipment) who carries out all the preventive maintenance required by the RITE. All of this is carried out in accordance with the maintenance book, which complies with all current legal requirements. The aim of this maintenance is to prevent installation malfunctions that could lead to atmospheric emissions that exceed the required levels.

REVIEW OF LEGAL REQUIREMENTS

The legal and environmental requirements that affect the activity of HOTEL ISLA DEL PINAR RESORT S.A. have been reviewed, including mainly those that affect environmental authorisations in a special way, as well as other environmental legal requirements applicable to the restoration process, in order to have everything unified in the same register.

The rest of the legal requirements contemplated in the identification and evaluation of environmental requirements are considered valid, updated as of 01 June 2021. It is intended to re-evaluate them 6 months later, as indicated in the procedure Identification and Evaluation of legal requirements.

STAKEHOLDER COMMUNICATIONS

Throughout the year, communications have only been established with the suppliers who provide us with services, and they have provided us with all the corresponding certificates. The evidence of the request as well as of the receipt of the documentation is in ACCREDITATIONS SUPPLIERS.

PREVIOUS REVISIONS OF THE SYSTEM

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Several years after obtaining the ISO 9001 and ISO 14001 certificates, we can affirm that the management system currently represents for TUI BLUE ISLA CRISTINA PALACE HOTEL, an effective model to ensure the quality of the services we provide and also serves as a model to know what we must do to continuously improve.

We must not forget that the ISO 9001 certificate has served to improve the image of the organisation and differentiate us from the rest of our competitors.

There have been no non-conformities in services offered to customers, which shows the high degree of staff involvement in the integrated management system. However, there is some concern about the non-detection of this type of incidents, as it is thought that in a job like the one we do, it is very likely that there will be incidents during the development of the work.

Of the improvement actions established in the previous management review of the system, all are considered to have been fulfilled.

It is considered that greater control has been established over each of the key processes identified in the scope of certification, as they have been more closely monitored and in some cases modified.

ACTIONS AND DECISIONS FOR THE IMPROVEMENT OF SYSTEM EFFECTIVENESS, SERVICE IMPROVEMENT AND RESOURCE REQUIREMENTS

Actions concerning the effectiveness of the system and its processes, modify the indicators of:

- Define more clearly the inspection control methodology for each of the departments.
- Training actions on environmental awareness for all the hotel's operators, by our external consultant.

Actions concerning service improvement

- Paintwork: Aesthetic change of the building, modifying the colour of the white colour to TUI BLUE.
- Environmental commitment: The plastic customer keys have been replaced with Bamboo ones.
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Resource requirements

- Depending on the human and infrastructure needs (especially the most efficient one), new resources will be incorporated in the Hotel..

OUTCOME OF THE ENVIRONMENTAL REVIEW

Both the environmental policy and the integrated policy sufficiently demonstrate the commitment to continuous improvement.

The objectives focused on the most representative significant aspects of the company and the policy have been drawn up to follow the canons that the company wants to follow.

Both the legislation and the environmental aspects identified are adapted to the company's premises, and it is therefore considered appropriate to continue with them for the next financial year, unless others appear that have not been identified. The intention for future years is to focus on looking for public or private organisations that can provide us with documentation or brochures as requirements for pollution prevention, to be distributed to both our workers and subcontractors.

As for possible improvements in the requirements of the system, we will try to give more responsibility to operators in terms of reducing hazardous and non-hazardous waste by means of environmental awareness activities, including the correct segregation of waste.

CONCLUSIONS

The conclusions drawn from the review of the system and the data analysis of the integrated management system are generally satisfactory, as most of the aspects related to the system have been adapted and integrated into the two systems, despite the world pandemic situation, which has made us open for only 2 months in the whole year 2020 and has made us carry out several ERTES to all permanent and temporary staff.

The management of the company believes it is appropriate to thank all the workers of the company, for the effort made throughout the year so that the integrated management system, as well as the achievement of the objectives has gone in the right direction.

At this meeting, the Quality and Environment objectives proposed at the beginning of the year are monitored, for which we have data from the current campaign.