

SUSTAINABILITY REPORT 2022

GRAND BAVARO
PRINCESS HOTEL



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INTRODUCCION

On 25 September 2015, world leaders adopted 17 Sustainable Development Goals (SDGs) to protect the planet, and fight and seek to eradicate poverty, in order to build a more prosperous, just and sustainable world for future generations. These goals were set within the 2030 Agenda for Sustainable Development.

We have consistently maintained these approaches over the years, seeking to create and improve sustainable tourism, to reduce our impact on the environment, and create awareness among our internal and external clients about the correct use of resources and responsible consumption in all our areas.

As a strategic approach to sustainability, we are attentive to the levels of consumption in our facilities. We know that consumerism is the main activity of our customers in the hotel business, which is why responsible awareness and appropriate systems must be aligned with our sustainability policy and that is why we remain steadfast and committed.

At Grand Bavaro Princess, we remain firm and attentive to the new sustainability measures each year, reaffirming our commitment and dedication to compliance.

Signatures of our Committee

Jorge De La Vieja
Managing Director

Josue Uribe Sub- Gerente
Deputy Manager

Eng. Santiago Guerrero
Maintenance Manager

Luisa Castillo
HR Manager

Awilda Rodriguez
Quality Manager

MISSION, VISION, VALUES

Princess Hotels & Resorts is a family-owned hotel company with a commitment to respect the environment and the multicultural diversity of the different places and communities where we operate. With a presence in social environments as diverse as Spain, the Dominican Republic and the Riviera Maya in Mexico, our aim is always to improve the quality of our services in order to maximise customer satisfaction, develop a responsible policy towards our employees and contribute to the well-being of local communities and their environment.

Mission:

We are holiday hotels located by the sea, featuring cutting-edge architecture and integrated into our environment. We like to meet people to deliver unique experiences, achieving profitability for our shareholders and sustainability for our business. With a clear commitment to service, people always come first.

Vision:

To be the leading 4* and 5* hotels in the sector, seeking excellence in service and long-lasting, high-quality relationships with our customers and employees.

Values:

Innovation, customer orientation and spirit of improvement. It is our philosophy to strive for excellence and differentiate ourselves, so that our customers return.



CORPORATE SOCIAL RESPONSIBILITY PRINCESS HOTELS & RESORTS



Grand Bávaro Princess reaffirms its commitment to social responsibility, environmental protection and conservation of its surroundings, under the sustainability guidelines, with a system that includes all our employees in the task of caring for our environment.

This is why we regularly carry out activities focused on environmental responsibility, participation and coordination of work practices that contribute to socio-cultural development.



We are 100% committed to the development of our community, taking part in its growth and stability, always doing our bit, also involving our managers and other employees in our efforts.



TRAINING AIMED AT THE WELL-BEING AND GROWTH OF EMPLOYEES

Through training programmes, employees will continue to receive talks on topics including health, new communication techniques, resource management, and others.



BEACH CLEAN-UP AND AWARENESS-RAISING DAYS WITH OUR EMPLOYEES

We hold clean-up days with our employees, fostering a culture of teamwork that involves department managers and their staff.



COMMITMENT TO OUR ENVIRONMENT

01 – Waste management:

We collect our waste in a safe and responsible manner, using specialised and certified waste collection and treatment companies.

02 – Services:

We are known for providing an excellent service to our customers and we have a sustainability policy that meets the standards of satisfaction they deserve.

03 – Water:

Ongoing campaign to ensure the responsible use of water. We have switched to automated systems in showers, toilets, taps with environmentally friendly systems to achieve this goal.

04 – Energy Saving:

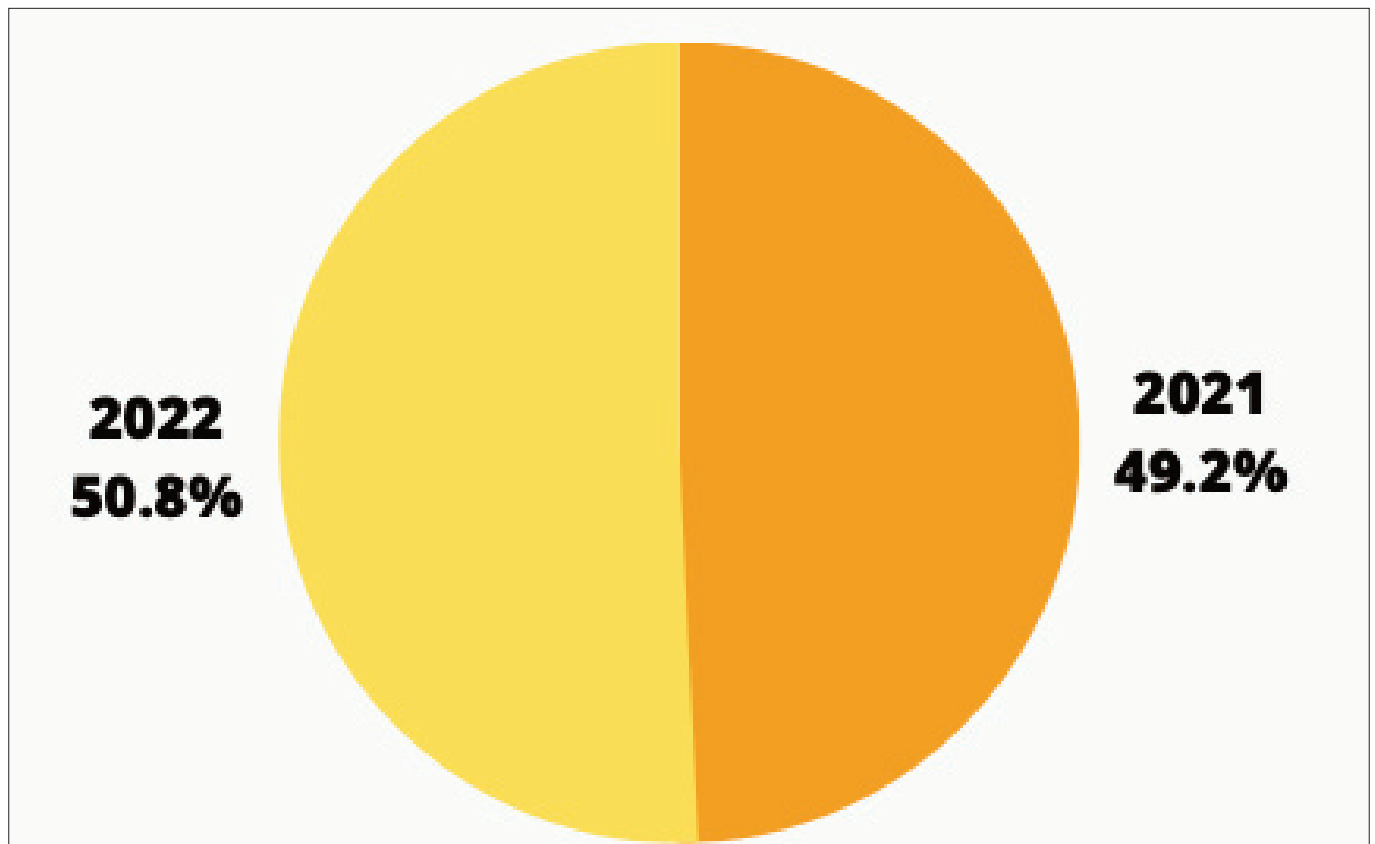
We have implemented an energy saving team. We have an energy saving engineer, who is in charge of monitoring and proposing improvements for the sustainable development of our hotel.



RESPONSIBLE ENERGY CONSUMPTION MEASURES

We are at the forefront of responsible electricity consumption. We have implemented automated systems to monitor lights being switched on and off, achieving savings in operating levels and providing benefits to the environment.

Measuring 2021–2022 energy consumption



In this comparison, we can see that we did not have excessive consumption compared to 2021, thanks to our energy saving measures.

These results show the 12-month cumulative figure for each year, kWh / guest/ night.



OTHER ENERGY SAVING INITIATIVES

LED lighting

We have replaced 100% of our fluorescent lighting with energy-saving LED systems.

Natural lighting

Our roofs in the communal areas feature aesthetic and sustainable options such as skylights, which allow the entry of natural light.

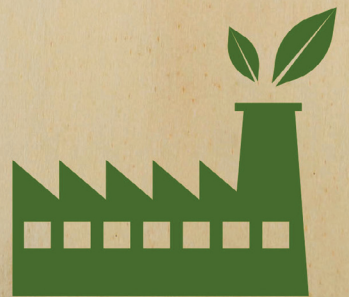
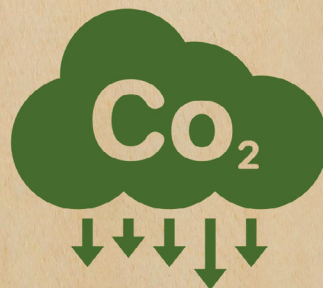
Occupancy sensors and lighting controls

We have installed an automated system in our guest rooms that allows us to sense movement and use this information to control the switching on and off of air conditioners, lights and appliances.



At Princess Hotels & Resorts we are convinced that effective relationships between employees, guests, suppliers and the community will lead us to meet common objectives of fair development with benefits for all, seeking a balance between being an environmentally friendly, socially responsible and economically profitable company based on our mission, vision and values.

Involving our guests is key to achieving the company's sustainability goals, so we invite them to participate in our activities, learn about local events from hotel staff, and send us feedback on their experience during their stay with us.



RESPONSIBLE WATER USE MEASURES

Our goal is to contribute to the responsible use of water through water management in our operations and by actively raising awareness among our customers and employees.

OUR COMMITMENTS

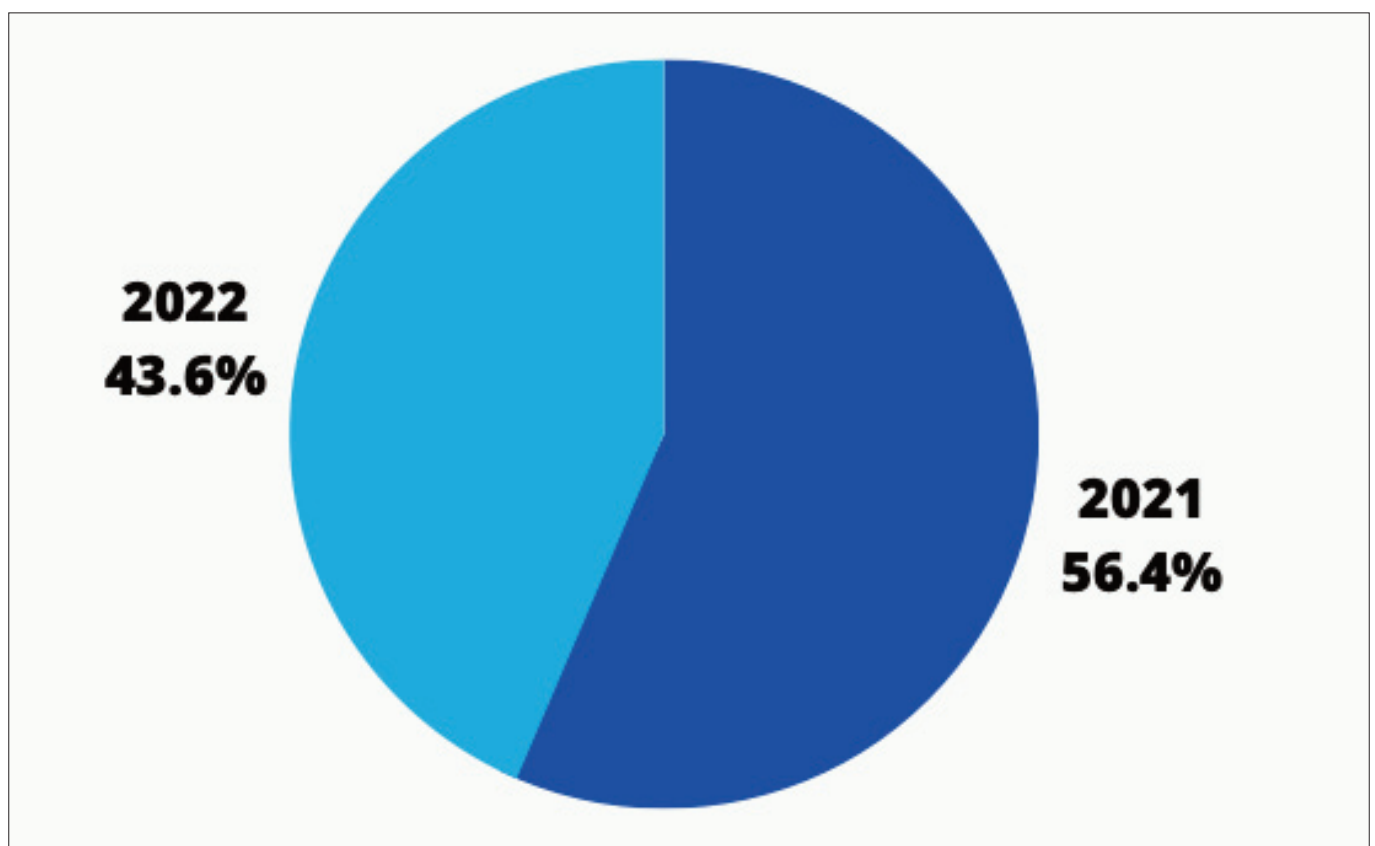
Reduce water consumption by 50% during daily tasks in the operation. Reducing water use in our operations has been a challenge that we are gradually meeting, with the implementation of:

1. Timed showers.
2. Reduced frequency of washing of bed linen and towels, with the programme for the conscious use of supplies.
3. Installation of dry toilets, with tablet system.
4. Continued work to ensure that suppliers and partners proactively improve their water management as conscious primary users.



MEASUREMENT OF 2021-2022 WATER CONSUMPTION

We were able to considerably reduce total annual water consumption in our facilities during 2022. This was as a result of constant water monitoring and auditing to determine water consumption in our water tanks, laundry services, cleaning, swimming pools, restaurants and bars, garden irrigation, etc. These results show the 12-month cumulative figure for each year, m3/h / guest / nights.



REDUCING OUR DIRECT IMPACT ON THE ENVIRONMENT

This report provides an insight into how we have undertaken this urgent transformation at all levels to achieve a reduction in greenhouse gas emissions. Each one of us carries a fundamental part of the responsibility for moving towards a better future. If we make a change, no matter how small, but we make it together and consistently, that change will have a global impact.

Hotel Grand Bávaro Princess

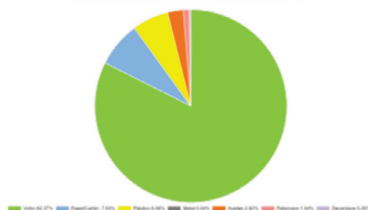


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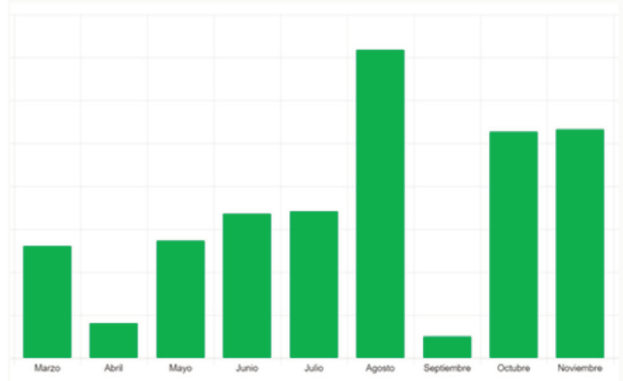
KILOGRAMOS DE RESIDUOS RECOLECTADOS										
Tipo	Vidrio		Papel / Cartón		Plástico		Metal		Aceites	
Residuo	Botellas	Otros	Papel	Cartón	Botellas	Otros	Latas	Chatarra	Vegetal	Hidrocarburo
Kg.	160.956.00	1.302.00	544.00	14.492.00	11.511.60	421.40	80.00	5.151.68		
TOTAL	162.258.00		15.036.00		11.933.00		80.00		5.151.68	2.043.00

REDUCCIÓN DE RESIDUOS Y EMISIONES. HUELLA DE CARBONO TOTAL										
Mes	Vidrio	Papel / Cartón	Plástico	Metal	Aceite Vegetal	Total Kg. Mes	Electricidad kWh/Kg	Petróleo(Litros)	Kg de CO2 no Emitido	Arboles
Enero	25.653.00	925.00	1.086.50			27.664.50	11.143.38	2.469.60	10.266.80	15.72
Febrero	14.110.00	1.167.00	1.558.00			16.835.00	14.373.21	2.880.54	7.776.10	19.83
Marzo	2.414.00	2.094.00	1.707.90		696.00	6.871.90	18.548.20	4.074.49	5.603.84	35.58
Abril	8.585.00	560.00	243.20		840.00	10.228.20	4.060.81	1.112.10	3.804.62	9.52
Mayo	9.316.00	1.901.00	349.60		1.660.00	13.226.60	10.203.96	3.109.31	5.729.06	32.30
Junio	13.855.00	1.590.00	277.40		820.00	16.542.40	8.702.62	2.707.25	6.359.34	27.02
Julio	15.470.00	1.410.00	311.60		3.08	17.194.68	8.229.92	2.501.15	6.409.79	23.96
Agosto	26.157.00	1.624.00	410.00	80.00	41.00	28.312.00	10.175.89	3.093.64	10.181.10	27.60
Septiembre	8.925.00	470.00	201.40		184.50	9.780.90	3.464.73	964.54	3.496.54	7.99
Octubre	21.743.00	990.00	410.40		492.00	23.635.40	7.341.86	2.079.51	8.267.34	16.82
Noviembre	14.330.00	1.085.00	1.831.60		291.10	17.537.70	15.626.02	2.932.70	8.322.50	18.44
Diciembre	1.700.00	1.220.00	3.545.40		164.00	6.629.40	25.544.54	3.920.39	7.348.24	20.73
TOTAL	162.258.00	15.036.00	11.933.00	80.00	5.151.68	194.458.68	137.414.94	31.845.21	83.563.27	255.50

KILOGRAMOS DE RESIDUOS RECOLECTADOS



KILOGRAMOS DE CO₂ NO EMITIDOS





SUSTAINABLE DEVELOPMENT GOALS

- Optimised use of resources and materials. Reduced energy consumption.
- Plan to reduce water consumption, with timers installed on all taps.
- Sustainable recycling management: paper, glass, plastic, organic waste.
- Use of eco-friendly cleaning materials that do not impact biodiversity.
- Performance assessment to develop effective Human Resources management.
- Management of training and skills development for our employees.
- Internship programme and collaboration agreements with universities and schools, facilitating professional access to young graduates.
- Use of an online reputation tool to monitor comments published on the internet about our services.
- Combat gender inequality by facilitating access to quality education, timely health care, job development and community participation.
- Provide decent jobs for the population and share economic progress in order to positively influence the life of each employee and in turn boost the economy.

Grand Bavaro Princess has been recognised as a respectful nature lover, faithfully caring for natural resources and using them appropriately.





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