

Sustainability Report 2021

SUNWING ARGUINEGUIN SEAFRONT

Introduction to our business

Sunwing Arguineguin Seafront has been practicing sustainability issues for many years. Thus, this is the eighth issue of our Sustainability report which reflects the approach for continuous improvement in contributing to a sustainable tourism sector.

Sunwing Arguineguin Seafront. opened in 1986 under the family concept Sunwing brand, We welcomes every year approximately 220.962 hotels guests from Operators mostly from the Nordics.

The hotel has 252 rooms, 2 restaurants and 2 pools (1 for children and 1 for adults), and operate all year round. The hotel employs approximately our 141 full time employees, the majority being local residents.

We offer opportunities to make our , guests and staff, enjoy new experiences, discover cultures and create fantastic memories. We are also aware that our actions have an impact on the world, by creating work places, economic profit and offering some protection to the environment. We are convinced that Responsible Tourism can generate economic and social development and at the same time minimize the negative impact to the environment.

We are comitted with the environment, work with our values and follow our Code of Conduct in order to achieve our goals to:
Stimulate a Responsible Tourism that considers it economic, social and environmental impacts which result in a sustainable travel industry.

Environmental Highlights

Efficient use of our facilities with our guests and workers' participation to reduce the water and energy consumption.

WATER.

- Aerators in all faucets and showers in the apartments.
- WC with a maximum water discharge of 6lt
- Gardens irrigation with timer
- Weekly control of water consumption in the apartments
- Daily control of swimming pools' water counter

ENERGY

- 100% Led bulbs in whole rooms of the hotel
- Centralized AC with automatic disconnection
- Change all appliances into A+++ type
- Undergo an energy audit

CHEMICAL PRODUCTS

- Use of cleaning products with Eco-label certification
- Automatic chlorine dispenser in all swimming pools
- Monthly consumption control

WASTE

- Reduce waste production.

We introduced recyclable bags in our Mini Markets and reusable shopping bags Are also available for our guests to buy.

Sunwing Arguineguin Seafront Is saying No to Straws and is replacing it's single use plastics with PLA (biodegradable) items

- Monthly control of garbage collection
- Use of bulk products
- Contract with authorized agents
- Staff training

We recognize that purchasing decisions can contribute significantly to environmental protection.

Social Highlights

Undoubtedly the COVID-19 situation that we have experienced has affected the entire society.

We have had to keep our hotels closed for several months due to safety measures imposed on tourism as have most businesses in the area..

We have received more requests and have collaborated where possible with social projects in the local community, donating food, clothing, furniture and equipment to help with those less fortunate and unable to find work. ...

We have also collaborated with local authorities, police and business associations more widely distributed on the island.

We Collaboration with hotel and business associations.

- Promote the employment of the people who live in the area.

Our staff are key to reaching our goals. We offer the maximal job stability and take part of their personal and professional development.

Currently we employ:

Total staff	141
Permanent contract	108
Temporary staff	33
Male/Female	41%-59%

Tourism and travel affect not only the environment but also the local inhabitants at the destinations we travel to. We adopt the following guidelines into our Code of Conduct.

- Working conditions
- Child labour
- The environment
- Child sex tourism

The guidelines are based on the UN Convention on the Rights of the Child and the conventions on working conditions and workers' rights, as set out by the UN's labour agency: ILO.

1. Working conditions

We will work towards working conditions that include:

- the freedom to join a trade union
- a minimum wage
- a good working environment
- regulated working hours

2. Child labour

We will work towards:

- The prohibition of child labour (we accept no employees younger than the laws of the respective countries allow)

3. The environment

We will aim to:

- Influence partners to act in as environmentally conscious ways as possible in their activities (for example in the areas of energy, water and chemical consumption, and in waste separation)
- Reduce the amount of carbon emissions and waste at the destinations.
- Encourage a healthy development of tourism at the destinations
- Stimulate the use of local products and labour.

4. Child Protection from sexual abuse in tourism

We condemn all forms of sexual exploitation of children and support all laws to prevent and punish such offences. We adopt the “Code of conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism” as follows:

- We condemn commercial sexual exploitation of children
- We inform and train our staff
- We inform our travelers
- We add a clause to all our hotel contracts
- We inform local partners about our standpoint
- We annually report to the Code’s international secretariat

QUALITY ASSURANCE

In Sunwing Arguineguin Seafront we know our guest loyalty and supports would not be possible without our people

We work very hard on ensuring that the quality and security standards in our hotels are effective and reachable.

We analyse on a weekly basis our guests’ satisfaction index:

- Weekly meeting between management and heads of department
- We share the results with all teams and develop an action plan
- Monthly analysis of the development
- Risks evaluation – identifying the dangers / plan to remove or minimize them.
- Emergency plans – how to react in case of emergency.
- Clear action protocols that are adapted to current needs.
- Monthly Food-Pool-Room audits by Cristal International .
- Yearly emergency drill.

Sustainability programme

We are convinced that Responsible Tourism can generate economic and social development and at the same time minimize the negative impact to the environment.

The sustainability responsibilities include:

- Monitoring and reporting sustainability performance every year
- Working with external sustainability organizations to further our knowledge and support best practice
- Integrating sustainability processes into the day-to-day operations of our businesses.

In 2004 we were the first hotel in Spain certified by Eco-Label.

From 2011 we have the Travelife certification, Being audited and certified ensures that our commitment will be shared by our staff, guests and suppliers. Travelife is the only certification system developed by and for the tourism industry. It is the only system that contemplates all aspects as sustainable: loyal commerce, culture, social labour and economic development.

We live on an island, with a limited territory. We have to take care of it and defend it with all the tools that Travelife offers us.

As Sunwing Arguineguin Resort Manager, I assume and demand the responsibility to follow our sustainability goals on a daily basis in order to achieve a more sustainable society



David Callow
Resort Manager Sunwing Arguineguin Seafront



The Carbon Footprint

CLIMATE CHANGE

The climate change is a change in climate attributed directly or indirectly to human activity that alters the composition of the global atmosphere and adds to the natural climate variability observed over comparable time periods.

Climate change is one of the main threats to sustainable development and constitutes a major global challenge as it is causing environmental impacts on the global economy, health, biodiversity, the environment and human well-being.

Climate Change, and the adverse consequences that derive from it, are an important concern throughout the planet. We are seeing more and more organizations and entities, under no obligation to do so, promoting sustainability through voluntary commitments with well-defined goals.

The calculation of a carbon footprint exemplifies a responsible attitude and raises awareness amongst our customers and the general public that all our activities, even those that we think of least, are a source of emissions, and it is everyone's responsibility, to apply best practices in an effort to minimize our impact on the environment and join the fight against Climate Change even with the smallest of actions.

HOTEL SUNWING ARGUINEGUIN		
SCOPE 1	Fixed installations	174.990,22 kg CO ₂
	Travelling in vehicles*	0,00 kg CO ₂
	Refrigeration/air conditioning	0,00 kg CO ₂ eq
TOTAL SCOPE 1		174.990,22 kg CO ₂ eq
SCOPE 2	Electricity	191.585,25 kg CO ₂
SCOPE 1+2		366.575,47 kg CO ₂ eq
CARBON FOOTPRINT HOTEL SUNWING ARGUINEGUIN		366,58 t CO₂eq

Plan for improvement and goals.

2022 PLAN FOR IMPROVEMENT AND GOALS.

- Accreditation Travelife® Program.
- Reduction of GHG emissions. Reduce and offset the carbon footprint from the year 2019 by 5%.
- Reduce at least 1% of electricity, water and chemical consumption.
- Prohibit the use of plastics in the hotel.

2023 PLAN FOR IMPROVEMENT AND GOALS.

- Reduction of GHG emissions. Reduce and offset the carbon footprint for 2023 by 5%.
- Effective waste management.
- Use of chemical products in operations. we will only accept 100% eco-friendly cleaning products and detergents

Measuring & monitoring performance

ENERGY CONSUMPTION (KWH/BEDNIGHT)

Year	2019		2021
Value	15.60		

WATER CONSUMPTION (KWH/BEDNIGHT)

Year	2019		2021
Value	169.31		

WASTE (GR/BEDNIGHT)

Year	2019		2021
Unsorted	0.02		
Sorted	1.55		

CHEMICAL CONSUMPTION (GR/BEDNIGHT)

Year	2019		2021
Value	115.50		

Action plan

- Efficient use of our facilities with our guests and workers participation to reduce the water and energy consumption.
- Reduce waste production.
- Sustainable purchasing policies.
- Optimize the use of chemical products.
- Ensure that all new employees are informed of our environmental activities by completing training in basic environmental and Sustainability issues and business-related environmental aspects every year.
- Clear health & safety policies and defending equal opportunities.
- Defending human rights and children protection.
- Helping the local culture.
- Sustainability is the fundamental foundation of our group and includes our three main goals:
 - Responsibility and consciousness towards the environment, rational use of natural resources, water and energy.
 - Respect and keep relations with the local community, businesses and providers.
 - Business profitability.

Contact us

GENERAL MANAGER

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NOTES

“If you wish to receive a copy of our sustainability report in English, send us an email to arguineguin@sunwing.net and we will be more than glad to provide it to you”

“Si desea recibir una copia de nuestro informe de sostenibilidad en castellano, envíenos un correo electrónico: arguineguin@sunwing.net y estaremos encantados de proporcionárselo”