



Sustainability Report 20/21

Contact/Responsibility:

World of  TUI

ROBINSON
QUINTA DA RIA





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Prologue

Environmental issues and sustainability are an important and central part of our hotel strategy. Not only to reduce our CO₂ emissions, but also to reduce energy consumption, waste and chemical usage. In addition, social commitment is of great importance to us, so that the community and the local population benefit.

In order to continually review and improve our commitment to the environment and sustainability, we are certified to various external standards.

With this report, we would like to inform all stakeholders about our sustainability measures and the progress made in the last three years. .

Matthias Jehle
Club Director / General Manager

Management and sustainability

Our hotel is in great demand for its own corporate responsibility. We know that we have a high impact on the environment, economic development, education and promotion of employees, as well as their health and well-being.

The aim is to minimize our impact on the environment now and in the future, strengthen local communities and do the best we can for our guests. To this end, we have established the following objectives: improve water and energy efficiency, reduce waste and recycle valuable materials, mediate with guests and cooperation partners, sustainable procurement and volunteer activities.

That's why our sustainability strategy is based on: avoid, reduce, recycle, beautify, communicate and understand. They support the TUI Group's sustainability strategy "A better vacation, a better world".

Objectives are formulated, activities are planned to achieve those objectives, activities are documented during the year, year-end comparisons of results against objectives and on this basis objectives and activities for the following year are formulated.

Our Code of Conduct affirms our commitment to climate protection and raising employee awareness of the issue through training.

The promotion of our employees and good working conditions, as well as the development of the destination on the ground, are important objectives.

The sustainability report is based on three main areas: environment, community and local and social commitment.



ENVIRONMENT



Energy

Our hotel has different infrastructures that require energy, such as the swimming pool, air conditioning, refrigerators. The goal is to reduce our CO2 emissions by 80% by 2020. We want to obtain energy exclusively from renewable energies and increase our energy efficiency. In recent years, measures have been taken to achieve the objectives:

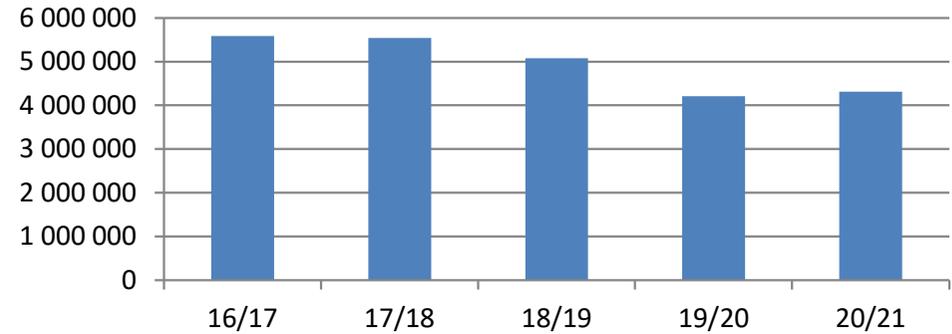
In 2013, an Energy Efficiency Master Plan was created with the aim of unifying energy efficiency measures and environmental sustainability measures, seeking the best solutions on the market for both.

In 2020, a new electricity supply contract was signed with electricity from 100% renewable sources.

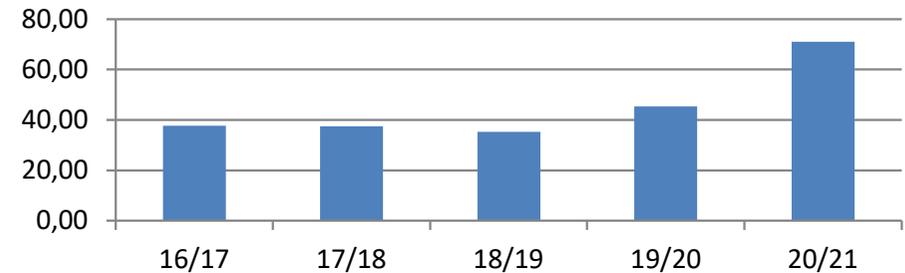
As of July 2021, the hotel has installed a 108 Kwp photovoltaic park with the aim of reducing total electricity consumption by 10%.



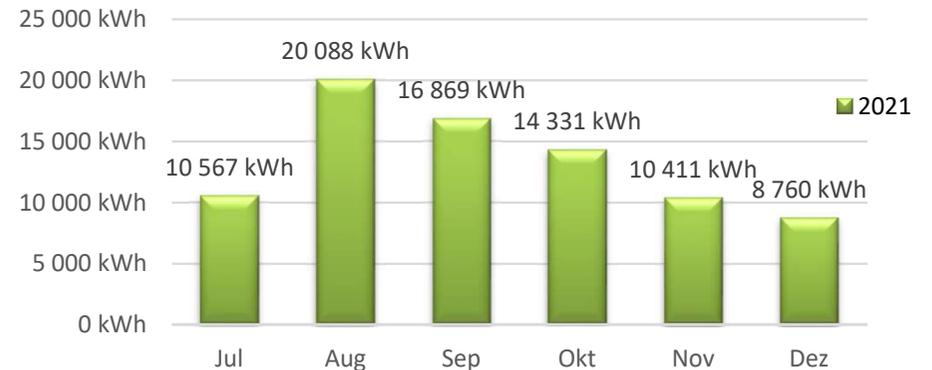
TOTAL



TOTAL ENERGY KWh /CD



QR FV Production



As a result of the Club's closures due to the Covid -19 pandemic , the results obtained during this year are not can be compared with previous years even though when the periods when the Club was open its occupancy was very low.

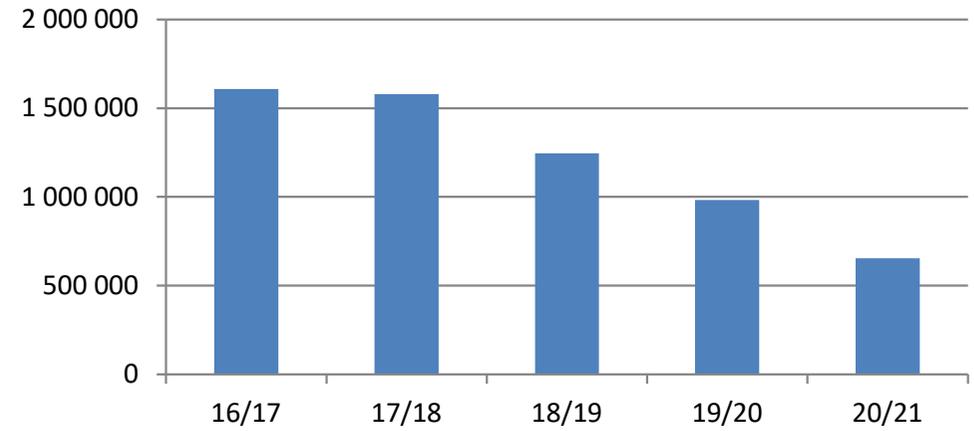
CO2 EMISSIONS

During this year we managed to negotiate with Iberdrola the supply of 100% of the electricity contracted exclusively from 100% renewable sources.

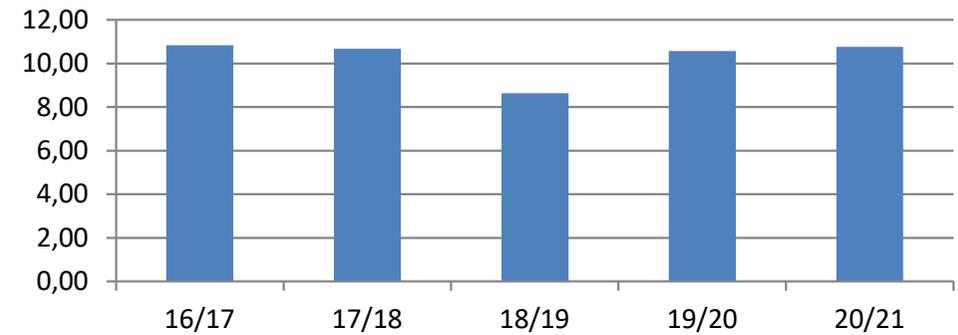
One of the objectives of the Energy Master Plan during the renovation works is to study the feasibility of eliminating fossil fuels as energy.

As of July 2021, the hotel has installed a 108 Kwp photovoltaic park, with the aim of reducing an estimated annual emission value of 90 tons, or the equivalent of 540 adult trees.

Emisiones CO2 Kg



CO2 Kg/CD



As a result of the Club's closures due to the Covid-19 pandemic, the results obtained this year cannot be compared with previous years, as even during the Club's opening periods, its occupancy has been very low.

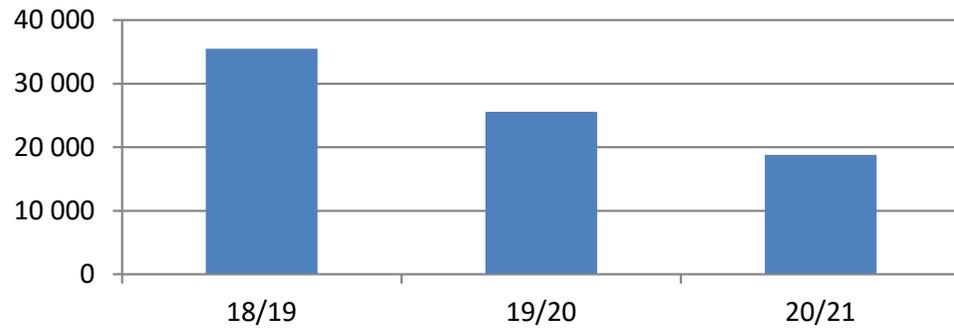
Water

In addition to protecting energy resources, reducing water consumption is a central objective of our hotel.

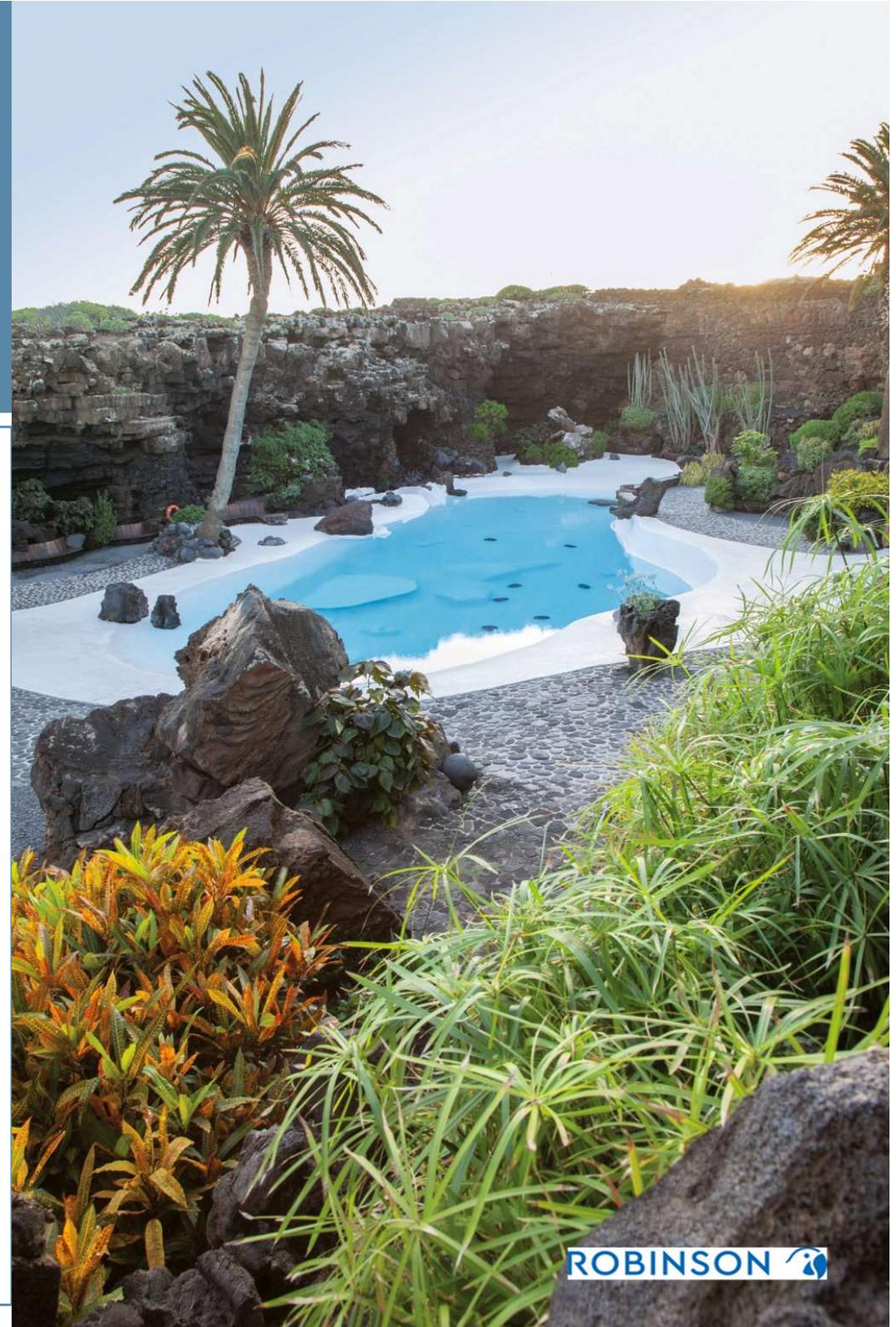
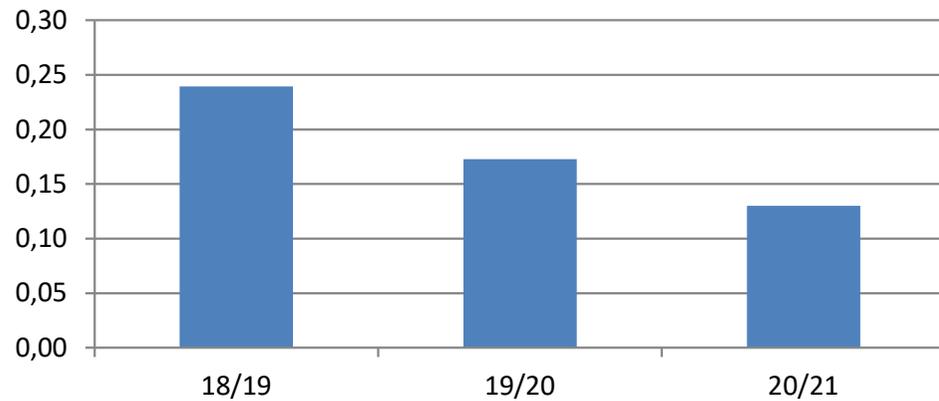
Thus, by installing restrictions and maintaining the hotel infrastructure, we avoid unnecessary water losses.

We also make our staff and guests aware of the issue of water consumption.

Agua fornecida m³



Agua fornecida L/CD



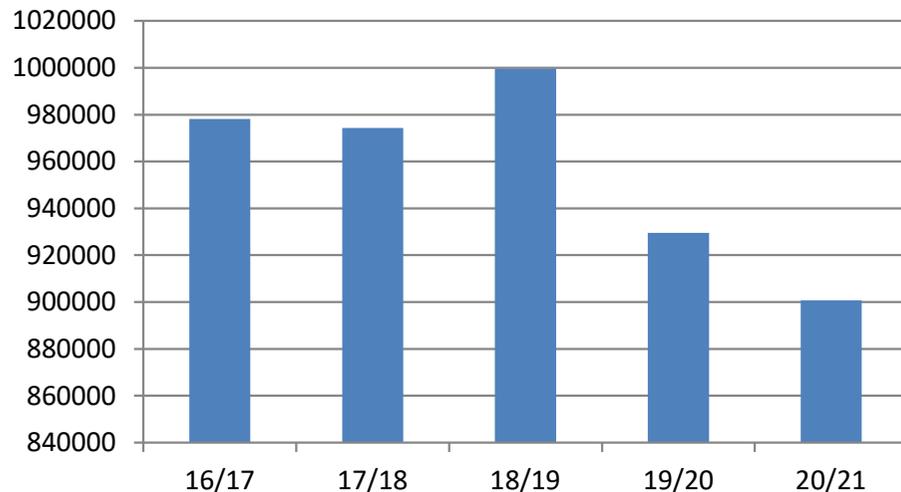
Waste and contaminant management

With 2.5 kg less waste per night per guest, we were able to reduce the amount compared to previous years, but we are concerned about its reduction in the coming years.

We measure food waste and take steps to reduce it even further. This is how we train our employees and inform our guests about our food and measures to avoid waste. We source our food from sustainable and regional sources.

The products we use, such as detergents, are environmentally certified and biodegradable. The objective here is to reduce the amount of detergent used by 10%.

Total Urban Waste Kg

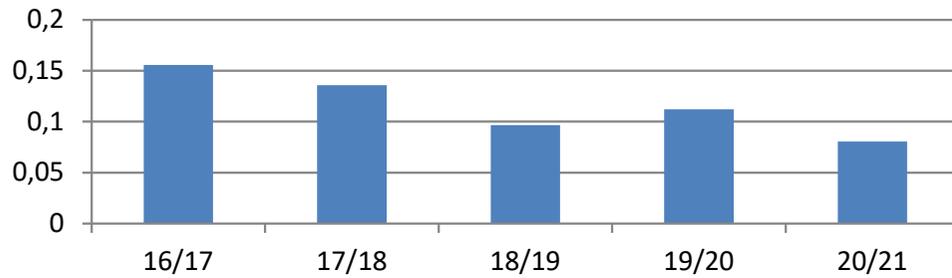


Since the Club's opening in 2008, we have implemented a waste management system where we encourage our guests and staff to separate their waste. Our certified partners recycle valuable materials such as paper, plastic, glass or hazardous waste that are collected by certified companies. We recycle paper, plastic and tinsplate packaging, glass, batteries, towels, etc.

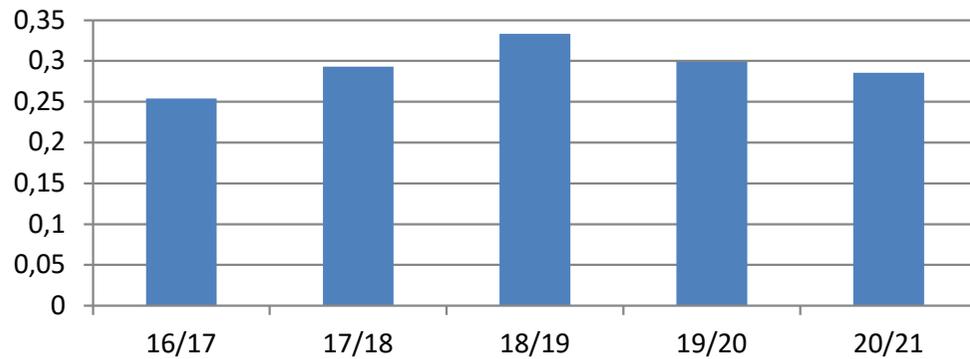
GESTIO DE RESIDUOS URBANOS



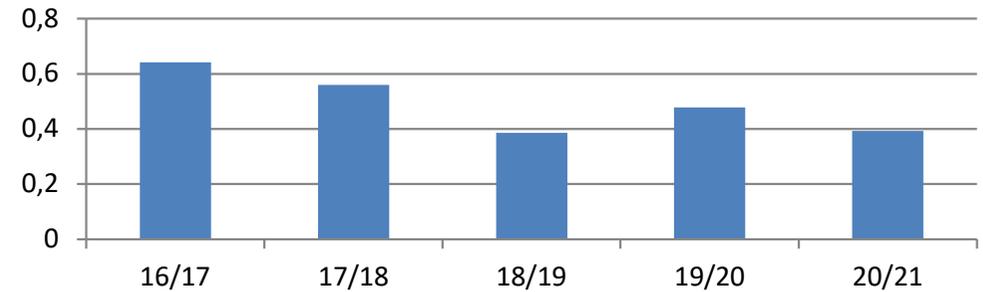
Plastic Kg /CD



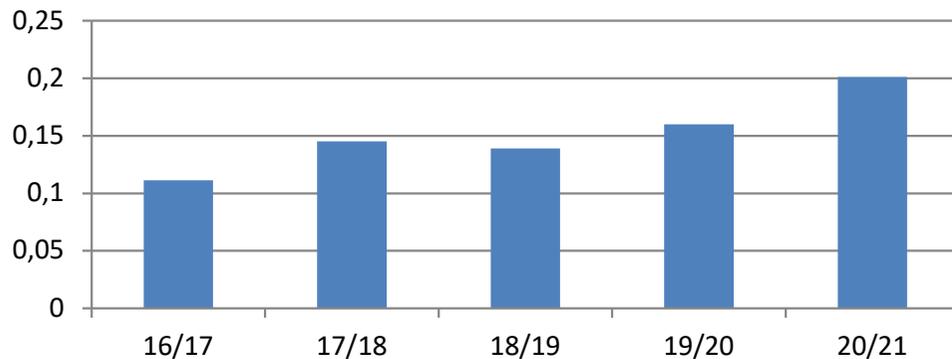
Glass Kg /CD



MSW Kg /CD



Kg /CD



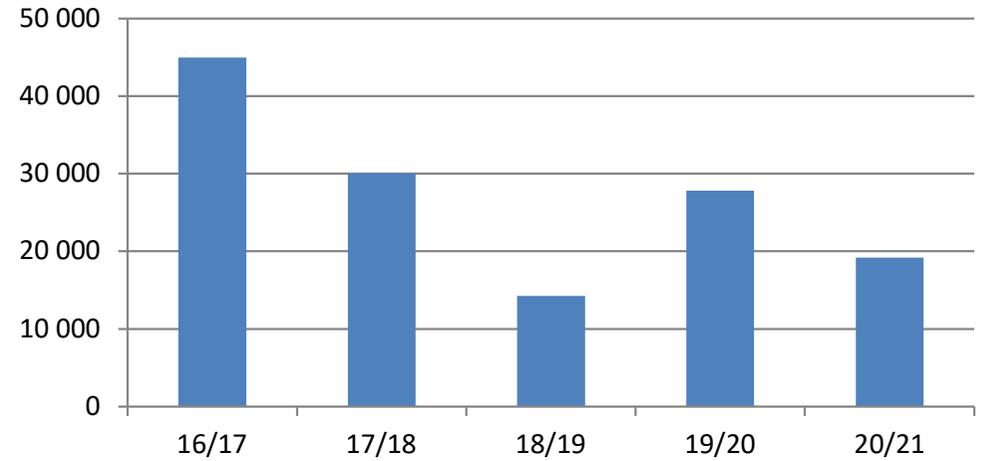
Due to the Club's closures due to the Covid-19 pandemic, the results obtained this year cannot be compared with previous years, because even during the periods when the Club was open, its occupancy has been very low, even so with concern to reduce the impact of our production of plastic waste, in 2021 water dispensers were installed for customers and employees, with a real reduction of 210,000 bottles, 20,000 bottles of water with das, 115,000 of half a liter and 75,000 of 1.5l, (based on 2019 consumption).

SPECIAL AND HAZARDOUS WASTE MANAGEMENT

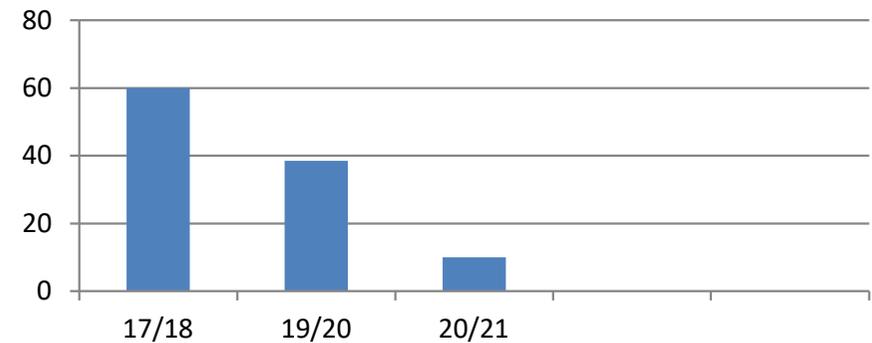
- All special and hazardous waste from Robinson Quinta da Ria is removed and managed by accredited waste managers.



oil kg.



Stacks alkaline kg.



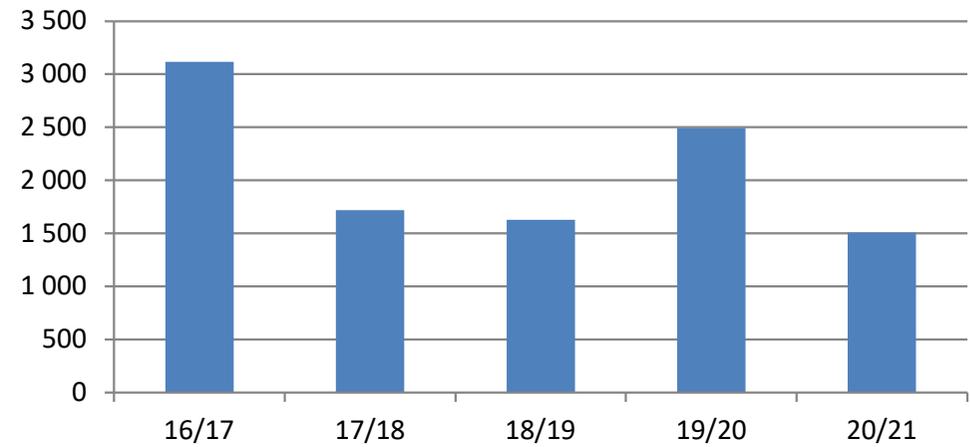
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total waste dangerous kg



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Community and distribution chain



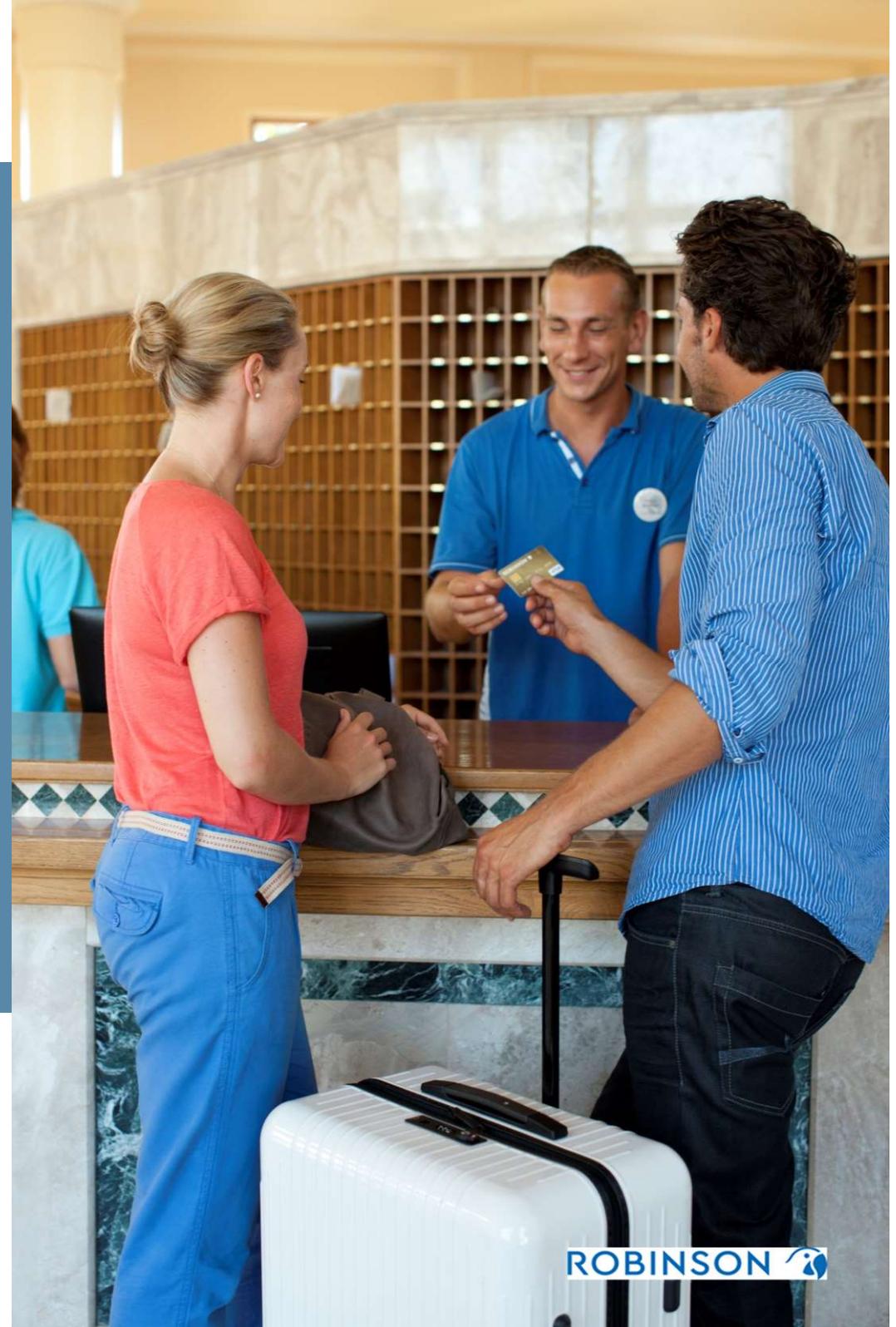
ours _ employees

Our hotel currently has an average of 170 employees from 10 nations. 60% of employees are local. The female quota is 50%. Implementation of the personnel structure.

National and international standards on environmental protection, labor law and safety are applied. Through extensive training and education programs every six months, we don't just train our employees on sustainability issues. By continually raising awareness among our colleagues (through emails, posters or descriptions), we try to increase environmental responsibility.

High professional satisfaction is important to us. Therefore, we regularly conduct employee satisfaction surveys by external organizations to increase loyalty and satisfaction.

Compliance at all levels, the possibility of anonymous reporting to management, extensive training and internal job offers are a central and important component of our hotel.



Purchasing and Stakeholders



For our purchasing managers, sustainable and environmentally friendly products should be preferred. Therefore, any renovation of technical equipment, its compatibility with the environment must be tested. When shopping for groceries, we prefer fresh and sustainable regional products to avoid long transport.

We engage our stakeholders along the entire value chain. When choosing a contractual partner, we pay attention to common goals in terms of climate protection and dialogue with the experiences of science and governmental and non-governmental organizations and coordinate with the local community. .

Our Guests



Our hotel is committed to its environment, which it shares with its guests and staff. Upon request, discussions between guests and environmental officials can be explained or answered on sustainability at any time.

Our guests are always invited to participate in our environmental measures and our sustainability efforts. Instructions can be found in the lounges as well as in the lobby or reception.

We communicate our activities through our sustainability report and social communication channels.

Social and local commitment.



social commitment



Together with holiday guests and the TUI Care Foundation, we use the opportunity of tourism to bring good things to people and communities in destinations. The TUI Care Foundation attaches particular importance to the change in location. In order to achieve positive and sustainable change, strong partnerships are created with regional and international organizations. 100% of donations flow to the projects. In 2017, 7.3 million euros were raised in donations and ten new projects were started, which are now supported by the TUI Care Foundation.

Together with tourists, the TUI Care Foundation supports projects that open new perspectives for young people, preserve nature and wildlife, and promote sustainable development and prosperity in destinations around the world.

For example, the TUI Care Foundation and its partners are enabling a wine project in Lanzarote, as the sun and volcanic rock provide ideal conditions for the local malvasia grape, thus preserving Lanzarote's vineyards and creating jobs.

More information at: www.tuicarefoundation.com

In addition, there is a new TUI Care Foundation project to strengthen the influence and participation of socially disadvantaged women. This project takes place in Malaga and here the kitchen becomes the key to innovative offers to experience the rich cultural heritage of the city and at the same time open up new perspectives for these Malaga women.

As part of the project, up to 70 women will develop and implement gastronomic offers for tourists, including cooking courses, market visits and guided tours. They will also partner with stores that sell local products such as wine, olives and Andalusia's famous air-dried ham. Many of the offerings take place in the "Spanish curralones", traditional flat blocks that enclose an interior courtyard, where the women live with their families.

The project is supported by educational organizations, stores, food providers, tourism companies and the local government. They will also train women to develop their entrepreneurial and leadership skills.

The Cape Verde Islands are one of the most important nesting sites for turtles in the world. Hundreds of thousands of turtles nest on the beaches of Sal, in Cape Verde, every year.

For this reason, the project to adopt a turtle was created by the TUI Care Foundation. With the adoption of a turtle, you have the opportunity to name the supported turtle and choose the desired hatch date for the turtle within the hatching period, from June to October 2021. Once the adoption is complete, you will receive a confirmation from the adoption of the loggerhead turtle. Once the turtle is born, the local conservation organization Project Biodiversity will email you an adoption certificate and a photo of the newborn turtle.

More information at: www.tuicarefoundation.com

social commitment



Being equal is more than saying it, it's doing something. With this slogan we want to promote the local association SER IGUAL which, through a team of specialized caregivers, volunteers and parents, works to transform words into actions, so that the difference is not so big and equal opportunities become a reality.

child protection



We denounce any form of exploitation of children, which constitutes a fundamental disregard for the rights and integrity of children.

We do not employ children and report any suspicious activity involving children to local authorities. Training sessions educate our staff on how to protect children and how they can detect any actions against their protection, as well as how to act and report such incidents to management.

We reserve the right to terminate any relationship with individuals or companies when they are involved in the exploitation of children.



certifications



The internationally recognized Travelife seal of quality is used within the TUI Group, in particular to assess sustainability performance. To receive the seal of quality, a corresponding sustainability organization is required, as well as measures that incorporate ecological and social aspects. Audits are carried out by an external auditor. The seal of approval granted in gold by 163 is valid for two years. .



prizes



The greenest hotels in the TUI Deutschland range receive the TUI Environmental Champion Award. The basis for awarding the title is Travelife's criteria. An additional verification of the success is the feedback in the questionnaire to the guests of the TUI to the question: "To what extent are you satisfied with the environmental protection measures? Both values go hand in hand in the annual review and in the award of the best hotels. selection and evaluation process is verified by an independent expert on behalf of TUI Deutschland .