



# GARAJONAY

APARTAMENTOS



## SUSTAINABILITY REPORT

2019-2022



### MACARONESIAN

HOTELS & RESORTS

## **1. THE COMPLEX AND ITS LOCATION**

Garajonay Apartments are located in the San Eugenio area, in the heart of the tourist area of Costa Adeje, in the municipality of Adeje (south of Tenerife). Its location near the beach and tourist attractions, together with an enviable climate throughout the year, make it a popular destination for tourists from various European countries.

The complex has 28 rooms in total, 19 with one bedroom and the other 9 with two bedrooms. All have a sofa bed, air conditioning, kitchenware, safe, fridge, microwave and ceramic hob; seating area, single or double beds, satellite TV, Wi-Fi and balcony or terrace. Likewise, Garajonay has a swimming pool with a solarium area.

Currently our clientele is made up exclusively of clients of the Tui tour operator. Throughout the year we receive tourists from Holland, and during the winter season, (November to April) to Nordics; and during the summer season (May to October) to British and Irish visitors.



## **2. ABOUT THIS REPORT**

With this document, Apartamentos Garajonay intends to compile the actions carried out during the 2019-2021 period in terms of environmental responsibility with the aim of developing a more sustainable tourism model.

All the information mentioned here concerns Apartamentos Garajonay in the activities that are carried out directly by us.

### **3. RESPONSIBILITY POLICIES**

Apartamentos Garajonay has an adequate responsibility policy with the sector. We have responsible declarations in social and quality matters, human and labor rights and child protection.

These statements are printed and posted on the company notice board and are also available on our website for public consultation, at the following link:

<https://www.garajonaytenerife.com/sostenibilidad/>

### **4. ENVIRONMENTAL TARGETS**

For the 2022-23 season, the Garajonay Apartments have proposed to achieve at least 50% of the following environmental and CSR objectives:

- 1. Improvement in performance and qualification in environmental audits**, mainly with the Travelife seal.
- 2. Elimination of paper whenever as possible**, favoring the use of QR codes and web apps.
- 3. Improvement of the availability of recycling containers to promote proper segregation** and greater collaboration from customers and workers.
- 4. Reduction in water consumption** both due to an improvement in the aerators installed in all the bathrooms and due to greater awareness on the part of customers and employees.
- 5. Adaptation and improvement of the pool pump area** for greater efficiency in the processes and therefore savings in both water consumption and products.

### **5. TRAINING**

The knowledge and training of Garajonay employees is a fundamental aspect for their personal fulfillment and with a view to the quality of the service provided to the customer. For this reason, for the 2022 financial year, training actions will be introduced to inform about the relationship of hotel activity with sustainability, emphasizing the contribution that each of us can make for a more sustainable tourism.

To this end, two actions are planned for the year 2022:

- Hotel waste management course
- CSR and involvement in the local environment of the hotel sector.

## **6. ENFORCEMENT WITHIN THE COMPLEX**

Below is evidence of the most relevant actions in terms of sustainability carried out during the year 2020-2021.

Among them are actions purely linked to the improvement of the natural environment, but also to social integration, social cohesion and promotion of local culture.

### **Environmental actions:**

- Plastic packaging has been reduced, prioritizing products in large containers.
- Water consumption has been reduced with the installation of new aerators in the taps.

### **Quality assurance actions:**

- Some boxes have been installed at the entrance of the establishment to improve the check-in process for arrivals outside reception hours.
- The CIT Sur organized a distinction in recognition of regular clients of the destination, being recognized several clients of Macaronesian Hotels.

### **Staff safety and welfare actions**

- The hotel encourages the training and hiring of local staff. Currently, 90% of the workforce is from the island.
- As part of the IV recognition act for workers in the Ashotel hotel sector, several people employed in the Macaronesian Hotels establishments in Tenerife and La Gomera were appointed.

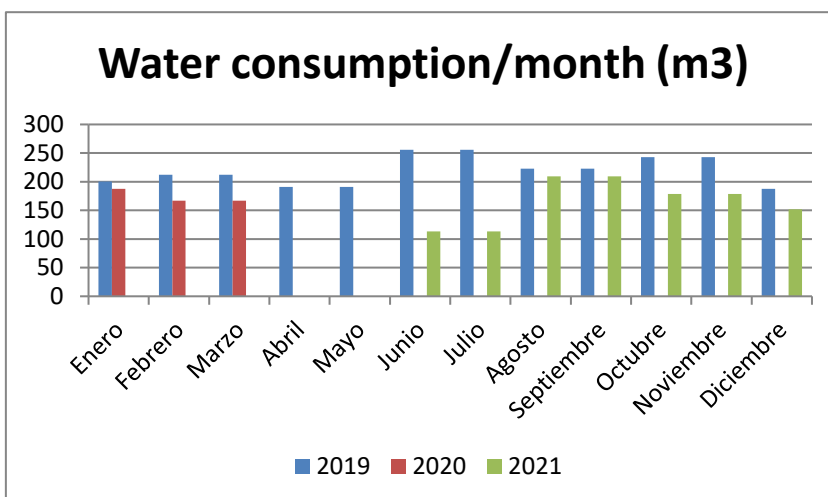
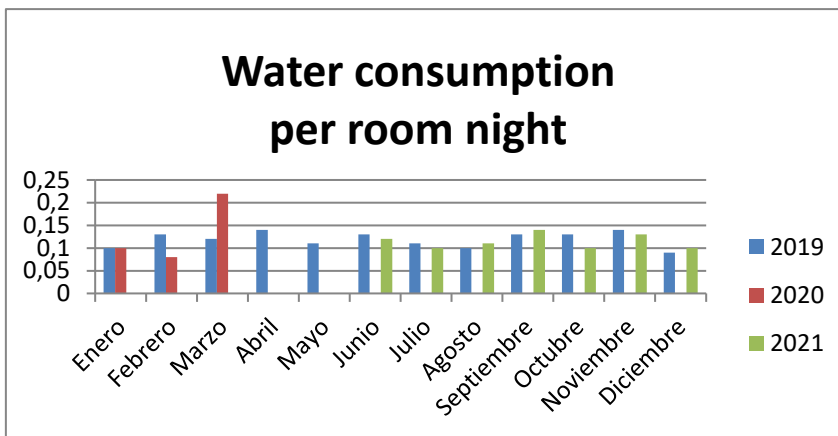
**Social actions in favor of the Community and local culture**

- A collaboration agreement is maintained with SINPROMI.
- Collaborated with the Quirón Clinic to provide accommodation for relatives of hospitalized people.
- A donation was made to the Cabildo de La Palma to help the families affected by the Cumbre Vieja volcano (September 2021).
- An apartment was provided for the accommodation of international police officers for the 2021/22 winter campaign.

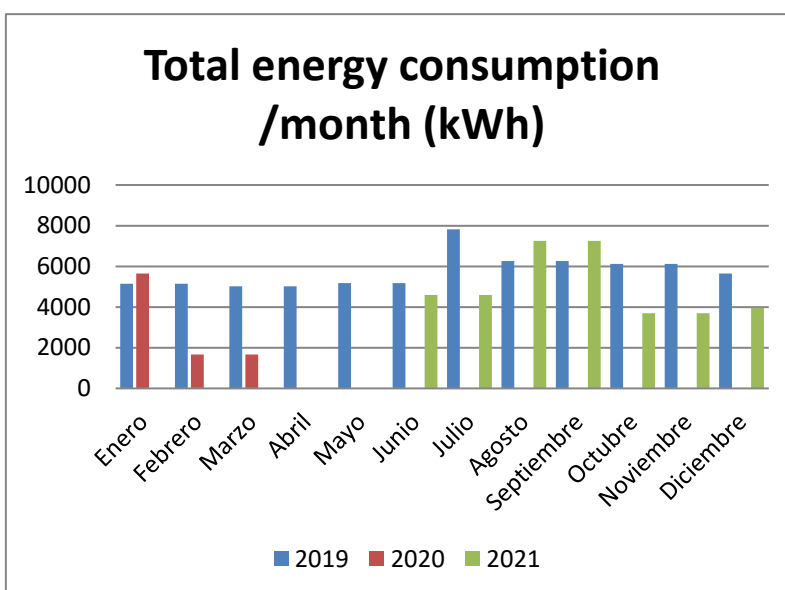
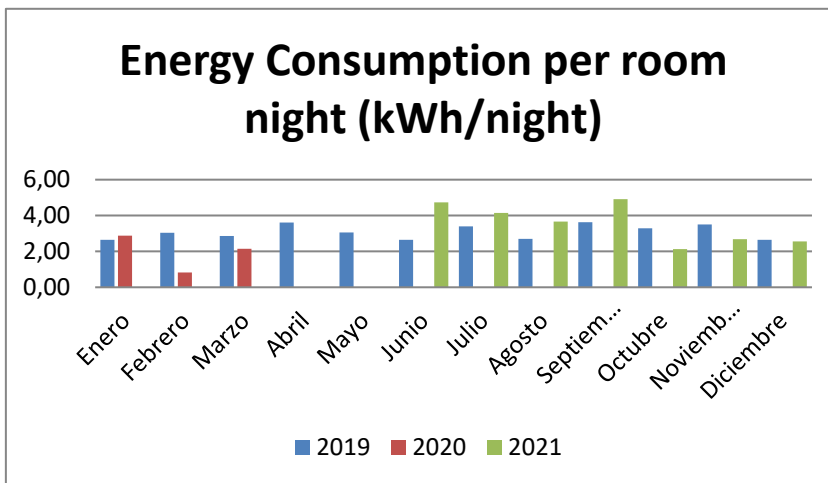
**7. -ENVIRONMENTAL PERFORMANCE**

**Waste:** The establishment has different selective collection points for the generated waste available to customers and employees.

**Water:** Consumption per overnight stay has been reduced by one point, thus achieving the objective of up to 0.11 m<sup>3</sup> per overnight stay.



**Electricity:** The reduction objective, which was set at 3.05 kWh per overnight stay, has not been achieved, actually rising to 3.44 kWh on average. This year's measure was distorted by the closure due to covid-19, since there is consumption not related to occupancy and the calculation per overnight stay was penalized as there were very low occupancies during the reopening.



## **8. EQUAL-OPPORTUNITY EMPLOYER**

Our establishment is committed to providing equal opportunities to all employees and job applicants regardless of their gender, age, marital status, sexual orientation, race, religion or any other type of personal characteristic, with an information and complaint procedure in case that any person feels that their rights are being violated in this regard.

## **9. SERVICE QUALITY**

In our complex we monitor the comments and scores through the questionnaires of our main collaborator TUI, as well as Tripadvisor and Google, managing in all cases to exceed the minimum established threshold with scores well above the average for the destination.