



Sustainability Report 22/23

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 use. In addition, social commitment is of great importance to us, so that the community and the local population can benefit.

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

With this report, we would like to inform all stakeholders about our sustainability measures and progress made over the past 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, employee education and promotion, as well as on 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 set the following goals: improve water and energy efficiency, reduce waste and recycle valuable materials, mediate with guests and cooperation partners, sustainable procurement and voluntary 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 holiday, a better world".

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

Our Code of Conduct affirms a commitment to climate protection and raises 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 engagement.



ENVIRONMENT



Energy

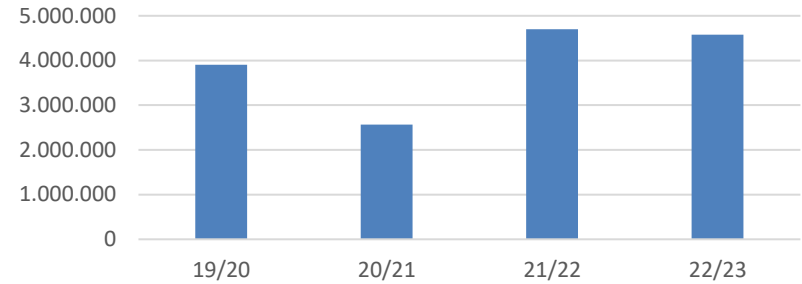
Our hotel has different infrastructures that require energy, such as the swimming pool, air conditioning, refrigerators. The aim is to reduce our CO2 emissions by 80% from 2020 onwards. We want to obtain energy exclusively from renewable energies and increase our energy efficiency. In recent years, steps 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.

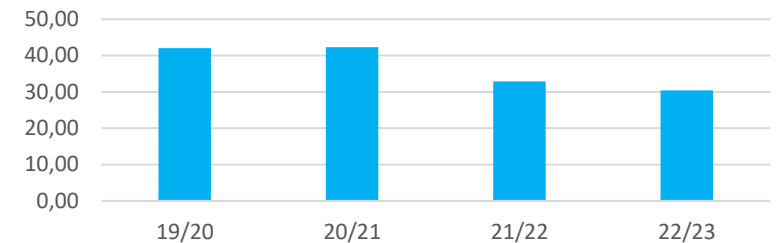
In 2023, a new electricity supply contract was signed with electricity from 100% renewable sources.

As of July 2021, the hotel has installed a 108 Kwp photovoltaic park with the aim of reducing total electricity consumption by >10%. On the other hand, the progressive implementation of LED lighting is also being carried out.

Total energía Kwh

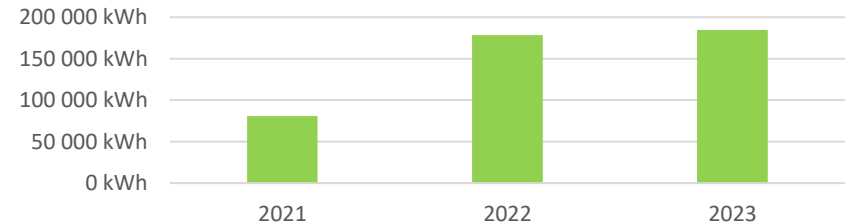


Total energía Kwh/overnight



Photovoltaic production Kwh

inicio 16/07/2021



There is a 3% reduction in total energy consumption of 127,000 kWh in 22/23 compared to 21/22 although the kWh/customer ratio reflects a saving of 7% due to a 3% increase in the efficiency of the photovoltaic park. Note: The ratios 19/20 and 20/21 are not representative due to the pandemic.

CO2 EMISSIONS

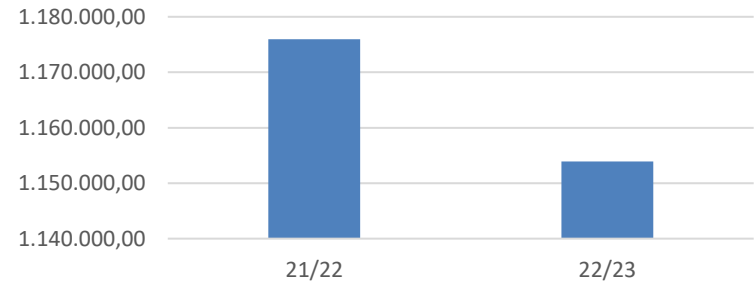
During this year we managed to negotiate with Iberdrola the supply of 100% of the electricity contracted exclusively from 100% renewable sources.

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

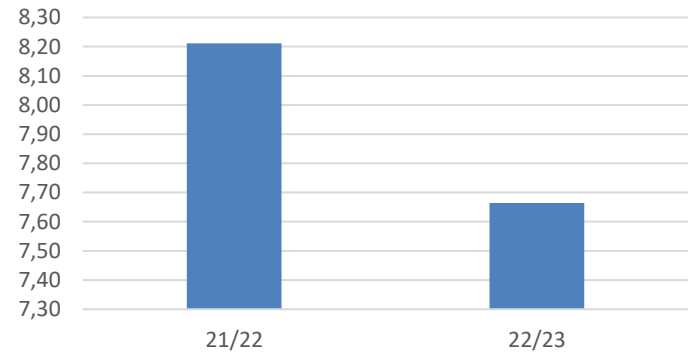
As of July 2021, the hotel has installed a 108 Kwp photovoltaic park, with the aim of reducing an estimated annual emissions value of 90 tons, or the equivalent of 540 adult trees



CO2 emissions Kg



CO2 emissions Kg/overnight



Emissions were reduced by 1.87% in total due to electricity savings and by 5% for overnight stays due to the increase in overnight stays and by 7% per overnight stay due to the 5% increase in overnight stays.

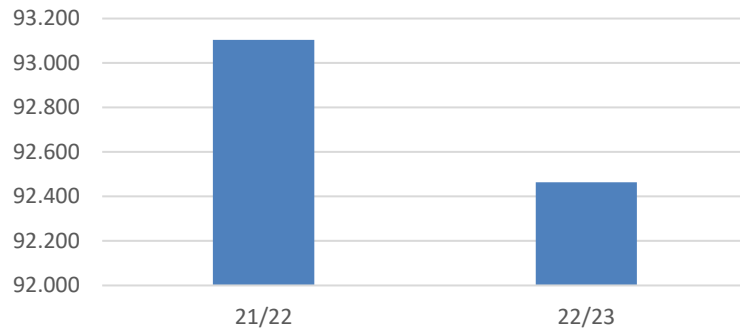
Water

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

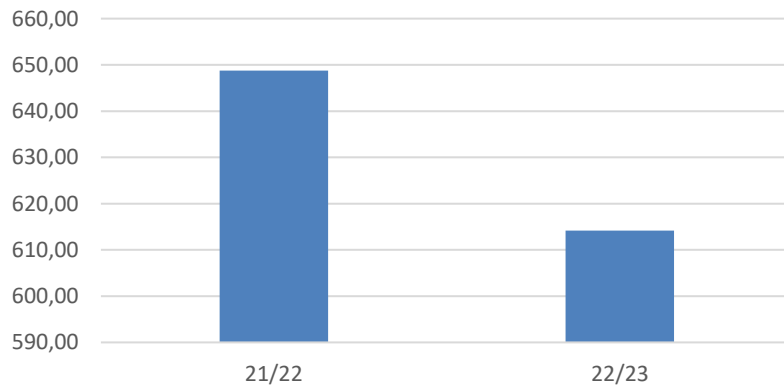
Thus, by installing restrictions and maintaining the hotel infrastructure, we avoid unnecessary water losses.

We also make our staff and guests aware of the issue of water consumption due to the drought affecting the Algarve.

Total water consumption m3



Total water consumption lit/overnight



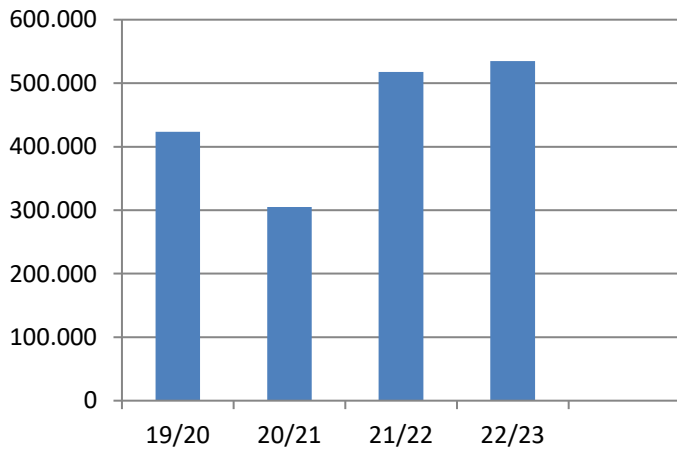
Management of waste and contaminants

With less than 2.5 kg of waste per night per guest, we managed 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 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

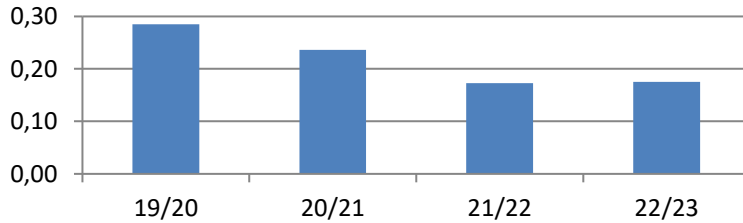


Since the opening of the Club in 2008, we have implemented a waste management system where we encourage our guests and our staff to separate their waste. Our certified partners recycle valuable materials such as paper, plastic, glass or hazardous waste that are collected by certified companies. We recycle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

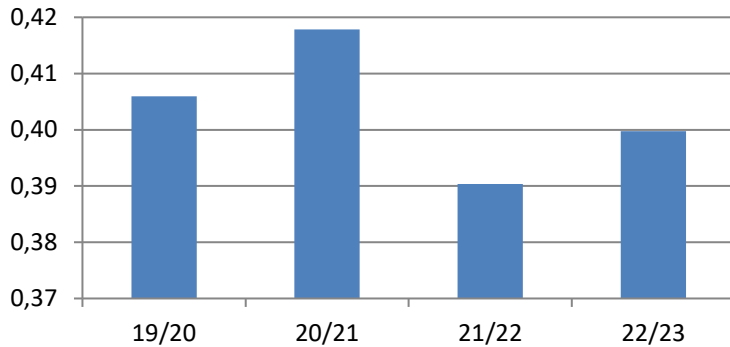
URBAN WASTE MANAGEMENT



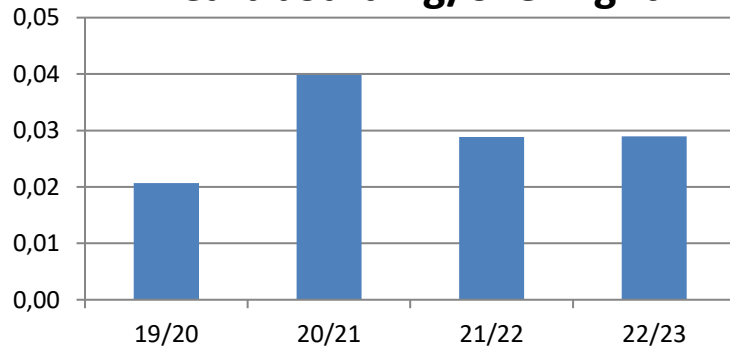
Plastic packaging Kg/overnight



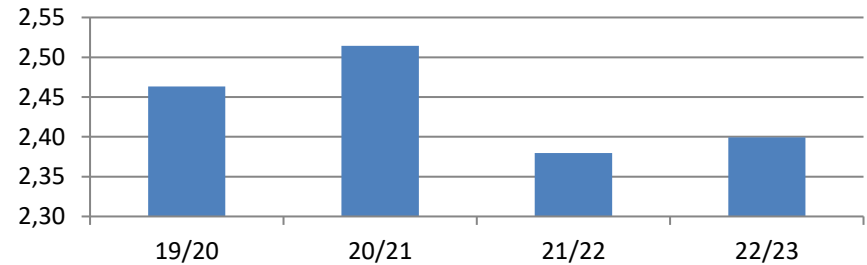
Glass Kg/overnight



Cardboard Kg/overnight



Food waste Kg/overnight



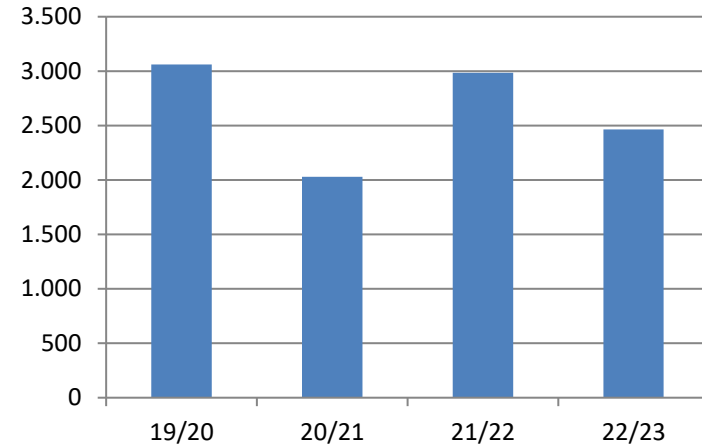
With the concern to reduce the impact of our plastic waste production, in 2021 water dispensers were installed for customers and employees resulting in an actual reduction of 210,000 bottles, 20,000 soft drink bottles, 115,000 half-litre bottles and 75,000 1.5l bottles, (based on 2019 consumption). The production of organic and plastic waste remains virtually stable with a variation of less than 1% per overnight stay.

SPECIAL AND HAZARDOUS WASTE MANAGEMENT

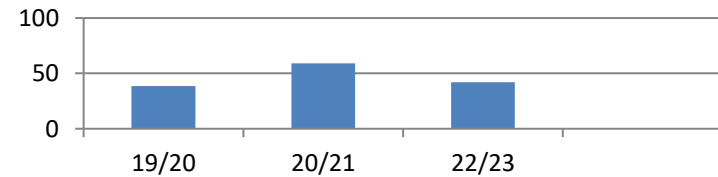
- All special and hazardous waste from Robinson Quinta da Ria is removed and managed by accredited waste managers.



Vegetable oil Kg.



Alkaline batteries Kg.

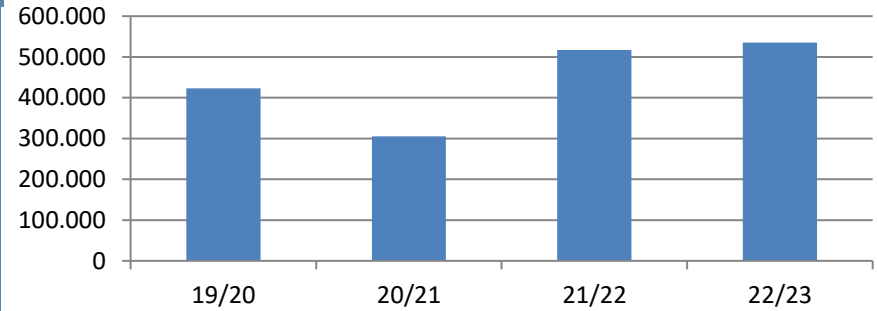


The production of this waste remains stable with a slight downward trend.

SPECIAL AND HAZARDOUS WASTE MANAGEMENT

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

Total dangerous waste Kg



The increase in total hazardous waste is due to the increase in E-waste Production.

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 not only educate our employees on sustainability issues. By continually raising awareness among our colleagues (through emails, posters or descriptions), we try to increase environmental responsibility.

High job satisfaction is important to us. Therefore, we regularly run 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 transports.

We involve 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. BR

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 about 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 rooms, 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 tourism opportunity to bring good things to people and communities in destinations. The TUI Care Foundation attaches particular importance to changing the location. In order to achieve positive and sustainable change, strong partnerships are created with regional and international organizations. 100% of donations flow into 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 up 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 project by the TUI Care Foundation to strengthen the influence and participation of socially disadvantaged women. This project takes place in Málaga and here the kitchen becomes the key to innovative offerings 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 shops selling local products such as wine, olives and Andalusia's famous air-dried ham. Many of the offerings take place in "Spanish curralones", traditional flat blocks that enclose an interior courtyard, where the women live with their families.

The project is supported by educational organizations, shops, food suppliers, tourism companies and the local government. They will also provide training for women to develop their entrepreneurial and leadership skills.

The Cape Verde Islands are one of the most important turtle nesting sites in the world. Hundreds of thousands of turtles nest on Sal beaches in Cape Verde every year. For this reason, the project to adopt a turtle was created by the TUI Care Foundation.

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 deeds, so that the difference is not so great and equality of opportunities becomes a reality. In 2023 we were able to finance and open a new Snoezelen Room at the Facilities of SER IGUAL.

protection of children



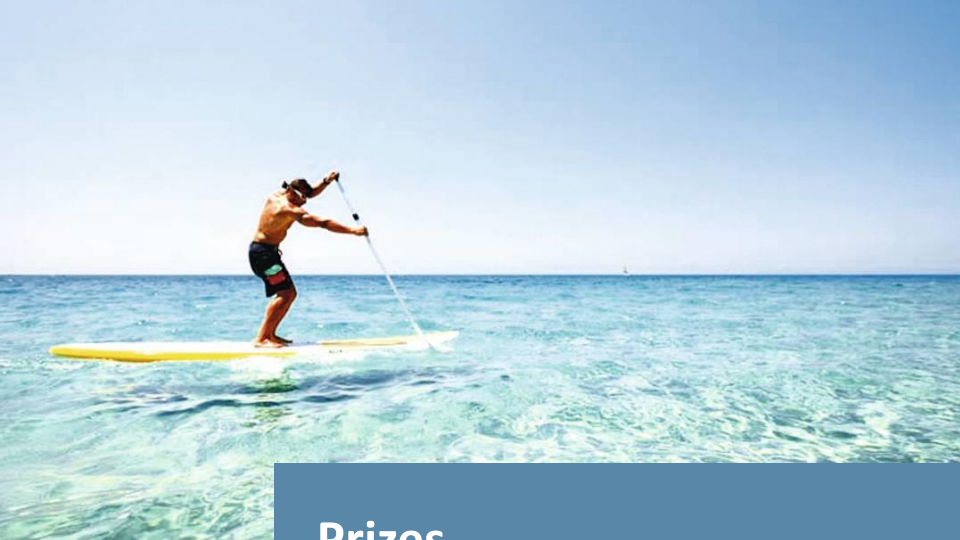
We denounce any form of exploitation of children, which constitutes a fundamental disrespect for the rights and integrity of children.

We do not employ children and report any suspicious activity involving them 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 where they are involved in the exploitation of children.



Certifications



Prizes



The internationally recognized Travelife quality seal is used within the TUI Group, in particular to assess sustainability performance. To receive the quality label, 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 stamp of approval awarded in gold by 163 is valid for two years.



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