



## OUR SUSTAINABILITY REPORT FOR THE YEAR

**2018-2019**

*We are pleased to share with you our Sustainability Report for the year 2018- 2019.*

At the end of each year we feel it is necessary to share, in a report such as this one, the steps we have taken in our commitment towards sustainable growth. A path we travel thanks to the great effort of all of us who make up the company; and who have two main premises: the respect for our environment and the objective of procuring a better social situation.

As a company, we establish our corporate philosophy in the **mission, vision and values**, which describe our personality like we created our Quality Policy, our sensibilities and our concerns; in short, they guide us and are vitally important to understand who we are and how we work in Spring Hotels.

We are a group with a long family tradition and a clear international vocation, which operates in diverse sectors and has the best professionals

who offer high quality innovative services and products with the objective of improving our clients' expectations.

To consolidate our position in the sectors we lead and invest in international expansion whilst maintaining our seal of excellence and innovation in the products and the services we offer.

Our Company has excelled in past decades for its vision, so we have set ourselves the goal of remaining pioneers in incorporating technological advances and in respecting the environment that surrounds us, and which we will continue to treat with the care it deserves.

Furthermore, we want our family values to infuse our employees and have them feel proud to be a part of the Group.

Family Values: The family tradition is a hallmark that has been present in our entire business career this is an inherent quality of our brand.

Value of the human factor: The value given to the people that make up SPRING GROUP and which make possible its existence acquires great relevance in the work philosophy. The professionals who make up this Company are those who, with their talent, dedication and effort, have made possible each of the challenges we have set. They are the people, individually and collectively, which enable sustainable and balanced growth with the environment.

Strong customer focus: Customers are the source and engine of our entire activity. The commitment to them is one of the pillars. Meeting customer expectations, - even aspiring to surpass them if possible- is the main objective of the professionals of and we focus all our working ability, dedication and experience in reaching this objective.

Quality and rigor in our service: Only by committing to high standards of quality and rigor is it possible to surpass our client's expectations. This is why we focus our strengths in developing tools that guarantee the compliance of the highest standards of quality.

Commitment: We work with the philosophy that a product or service that we offer is a promise to our clients, a promise we are committed to delivering. This premise is part of our identity.

Innovation: Our vocation of leadership has led to an unequivocal commitment to innovation in all of the management processes, products and services. We believe that innovation is the way to move forward and grow our organization, thanks to the talent provided by a qualified team.

Dynamism and versatility: Wanting to be an innovating company involves a daily questioning of whether what is being done could be achieved in another way, with the goal of finding new solutions to the challenges faced by our company. This requires dynamic and versatile management skills that adapt to the needs of the moment.

### Our short report:

17.03.2018- Foundation Pry. Don Bosco- used clothes given by donation

23.03.2018- Association Canteen of La Buena Estrella- 161€ collected from the sale of household goods.

31.03.2018-APANATE- Association of Parents and Children with Autism- 3.579, 73 € collected and donated from editing- producing-selling our own calendar for 5€/ each.

15.04.2018- Ayuntamiento of Arona- we have donated 100 liters of water, juices, and food supply when a building in Los Cristianos was falling down.

31.05.2018 -Red Cross- Cabildo de Tenerife-10 boxes of food supply and 10 boxes of used clothes

28.09.2018- Virgen de la Esperanza-300 toilette- papers

16.12.2018- Virgen de la Esperanza- Hotel Vulcano has been collaborating with for the past five years in the project, having sponsored 200 Children

04-10.02.2019: World Surf League- we were sponsors of the Event

03.05.2019: Association Canteen of La Buena Estrella- El Fraile, giving food, painting the social lunchroom.

03.03.2019: Mila de Oro- Playa de Las Americas Canary Run for wellbeing, sponsors

09.12.2019- Virgen de la Esperanza- Hotel Vulcano has been collaborating with for the past six years in the project, having sponsored over 300 Children this year

Other:

- Corporate Volunteering: XII. Golf Tournament, 180 players

Spring Hotels has donated part of the incomes of this tournament, as we have done in previous years as part of our program “Spring Solidario” belonging to our area of Corporate Social Responsibility.

- We have increased the measures to reconcile work and home life, seniority acknowledgement, team building, recognition of the employee of the month, special amenities and distribution of bonuses for high management.
- We have invested time & money in training initiatives for our employees.

1. **Online Employee Portal**
2. **Development** of a Welcome Orientation plan for new employees
3. Team Building Initiatives for departments
4. University of Spring: **AMBASADOR PROGRAM**
5. **SPRING OLIMPICS** for employees
6. **TR CARBOT** introducing the electric car for housekeeping
7. Gym & Wellbeing, Spa for our customers
8. Nutrition classes, Feng-Shui, yoga, pilates etc. for our customers
9. **36 Scholarship**, bursary for recent graduated students
10. **Training programe**: PF DUAL, PROGRAMA DE FORMACION EJECUTIVOS

Distinctions:

THE COUNCIL OF TENERIFE: “Social Seal” (Sello Social) for our trajectory in social responsibility and our commitment to the improvement of wellbeing in the community.

NEXT PROJECT TO COMPLETE:

TRAVELIFE: Gold Certificate which is awarded for the commitment towards the protection of culture and traditions, support of the local community and environmental preservation, to the HOTEL VULCANO.