

Environmental issues
Last updated: 2019

Issue	Name of legislation / regulation and date	How it relates to my business	Controls / actions to comply	Evidence to show compliance	Who is responsible for compliance?
Waste management - general	In 2015 we completed our Internal Environmental Regulation based on the 14/2014 Law of Harmonization and Simplification in matters of environmental protection and natural resources by the Parliament of the Canary Islands which is in concordance with the 2011/92/UE European Parliament Directive on environmental issues.	<p>Waste materials are being stored securely and separately.</p> <p>Our waste management operation far exceeds local requirements and is ahead of other similar establishments in the area.</p> <p>Waste materials are being disposed of by a licensed waste company owned by the Town Hall.</p> <p>This waste management company is constantly checked to ensure its operations comply with law requirements and it's fully licensed to carry waste.</p>	<p>Disposal of waste materials arising from hotel operations is conducted by trained personnel.</p> <p>Evidence of compliance includes waste transfer notes from the Local Town Hall (Ayuntamiento de Arona).</p>	<p>Yes</p> <p>All waste materials are separated and stored securely in labelled containers.</p> <p>All waste company licences issued by the local town hall are valid and copies are kept at the property. In Tenerife such issues are directly controlled by the local Town Hall and the Island Council.</p> <p>Please see our internal Environmental Policy (in Spanish only).</p> <p>Green Commitment and Ecoenergetica Certificate issued by AXPO & ECOENERGETICA DE CANARIAS</p>	Jason Abelo, Engineer

Labour and human rights
Last updated: 2019

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Employee rights/obligations/wages	In Tenerife conditions for employees working in hotels comply with the COLLECTIVE AGREEMENT OF THE HOTELS SECTOR. This agreement signed by all Unions aswell as several Asociaciones working in the sector complies with the current Spanish and European laws and regulates employee/employer rights/obligations in the province of Santa Cruz. Rewieeved yearly. currently	In the Spring Hoteles Group wages exceed or meet the local COLLECTIVE AGREEMENT OF THE HOTELS SECTOR which is applied to all workers, including temporary, part-time, casual. The conditions and wages established in this collective agreement actually exceed the National standard and minimum wage.	Our HR Department keeps records of hours worked and wages paid for the last five years (as required by the 7/1995 Tourism Law).	Records on our employees and their contracts cannot be shared with third parties according to the Spanish Privacy Law, so we cannot share that with you, but attached you can find a transcript of this Collective Agreement in Spanish. A copy of this text is also available to any hotel employee in the HR Department office.	Raul Fernandez, RRHH Manager

Sexual harassment training	Article 33 of Law 31/1995 on Prevention of workplace safety hazards refers to sexual harassment and has been the base of our Action Protocol Against Sexual Harassment.	To provide a pleasant work environment for every employee it is important to inform/train/prevent actions which could be considered as sexual harassment.	Besides of our own Action Protocol, we use the services of third party FREMAP, specialized in keeping trainings and information meetings. A section on sexual harassment is included in the training	Registers of trainings held throughout the years. Attaching Our internal Action Protocol Against Sexual Harassment (Spanish only).	Alejandro Virgos, Directos de Prevencion
Equality and diversity policy	EU Parliament 2002/73/CE Directive; Spanish Law 3/2007 of 22nd of March on Equality among men and women at workplaces.	Our company promotes equality and diversity at the workplace. We issued our own Equality Plan and brochure related to the issue which is distributed during our annual Labour rights - Health and Safety seminar.	Besides our own Plan and brochures we also use a specialized third party company called FREMAP and their brochures.	Attaching our brochure on Equality at the workplace. Attaching our Equality and diversity Policy.	Alejandro Virgos, Prevention

Health & Safety
Last updated: 2019

Issue	Name of legislation / regulation and date	How it relates to my business	Controls / actions to comply	Has compliance been achieved?	Who is responsible for compliance?
Health and Safety issues / Action plan at workplace	Spanish Law 31/1995 on the 8th of November addresses the Health and Safety prevention issues at the workplace	<p>Must conduct a risk assessment as it is a legal requirement.</p> <p>Must have a written risk assessment report, explaining findings and actions taken to mitigate risk.</p>	<p>Risk assessment identifies potential hazards in the workplace, including those relating the chemicals use and equipment & how employees might be harmed.</p> <p>Specialized third party company FREMAP assessed the H&S issue. On a regular basis they train personnel.</p>	<p>Copy of risk assessment available.</p> <p>H&S action plan to control or eliminate risks in the workplace available.</p> <p>Written reports that document reviews of the action plan. Attaching FREMAP brochure on Health & Safety (available in several languages- attaching English)</p>	Alejandro Virgos, Prevention

Fire hazard training	Spanish Law 1942/1993 on the 5th of November regulates Fire Plans, training and prevention.	It is required by law to have an updated Fire Plan and to train personnel. Specialized and fully licensed companies can offer the whole range of services starting from the Action Plan, regular fire extinguisher checks and refills and personnel trainings.	Third party company SUMINISTROS SUINCA is a specialized local company in the matter. Our contract covers Fire Plan approval and regular check, fire extinguisher regular checks and personnel training.	Yes. This is a legal requirement.	Alejandro Virgos, Prevention
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Financial responsibility
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Financial responsibility	Law 7/1995 on Canary Islands Tourism Organization establishes rights/obligations of companies working in the tourism industry in the Canary Islands.	As a company working in the hotel industry it is a legal requirement to fully comply with all related laws and norms.	As a general practice of the Spanish Tax and Revenue Office (Hacienda) visits seldom picked companies and audits them.	Yes. All legal requirements are met.	David Gonzalez, Administration

Permits and Licences

Property name SPRING HOTEL VULCANO & UP!	Number of rooms / beds 371
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Permit name	YES/NO
BUSINESS OPERATING LICENCE	YES
FIRE SAFETY LICENCE	YES
ENVIRONMENTAL IMPACT LICENCE	YES
PROPANE GAS TANK LICENCE	YES
ALCOHOL LICENCE	YES
MUSIC / LIVE MUSIC LICENCE	YES
TELEVISION LICENCE	YES
FOOD SAFETY OR HYGEINE LICENCE	YES
PLANNING PERMISSIONS	YES
INSURANCES	YES