

RIU Hotels & Resorts

# Sustainability Report 2019

**RIU** RSC



# Contents

# A letter from our CEO. Carmen Riu & Luis Riu

Carmen Riu and Luis Riu took on the roles of CEO in 1998, positions they still hold today. They direct the company together, complementing one another and each contributing their skills to the business.

Dear friends:

We are pleased to present the third annual RIU Hotels Sustainability Report, describing the company's activity in Corporate Social Responsibility (CSR) in 2019 and all the environmental and social support activities carried out by our hotels thanks to the dedication and efforts of the RIU team members.

2019 was a year in which our identity matured. We left philanthropy behind and began to make our way slowly but firmly along a path towards CSR, a path which, as the pages of this report show, has led to records in social investment in RIU destinations and has managed to mobilise the solidarity of both our employees and customers.

This has all been achieved thanks to the application of a social innovation methodology which is unique to the industry, encompassing reports, internal interviews, meetings with stakeholders and field visits. Intense research that has helped identify social and environmental gaps in the communities around our hotels and has helped target our social investment to the places where it is needed most.

Despite the uncertain times that 2020 has brought, we will continue to work with determination towards our objective: a responsible hotel industry wherever our activity has an impact, always maintaining the same enthusiasm, effort and quality in customer service.



# Corporate Social Responsibility at RIU Hotels



# A letter from the director of RSC



Catalina Alemany

Our 2019 annual report is a reflection on a period of major changes, in which we have implemented a new decision-making model for CSR which has been a priceless lesson for us all.

If I had to summarise in a single word the fruit of these last twelve months, I would say it had to be TRUST.

The trust we have placed in our academic and voluntary sector partners in this important period, the trust that our stakeholders have earned by discovering the importance of dialogue and long-term alliances, and the trust that we inspire in our customers by offering them more responsible holidays.

We are facing new challenges, such as improving some of the indicators in which our performance has not been satisfactory over the last year, or measuring the results of our projects and, above all, increasing our capacity to generate well-being in the local community.

These are not easy times, but we start from the privileged position of a job well done and with an unstoppable team, and that is why we know that we will slowly but surely achieve the goals we set ourselves.



# CSR milestones



**1953** First hotel for the chain. CSR is in the RIU DNA since it was founded



**2011** Creation of the Corporate Social Responsibility department



**2012** Hotels begin Travelife certification



**2014** Definition of the 12 RIU Social Responsibility commitments



**2017** First RIU Sustainability Report



**2019** Application of diagnostic methodology for the first time in the selection of social projects

# The 12 Commitments

RIU Hotels has 12 Corporate Social Responsibility commitments in its management model that define the basis of its business activity. The commitments are aligned with the United Nations Sustainable Development Goals both from a social and environmental point of view.



## Social commitments

- Our team
- Customer satisfaction
- Sustainability awareness
- Commitment to the community
- Rigour in health and safety
- Child protection



## Environmental commitments

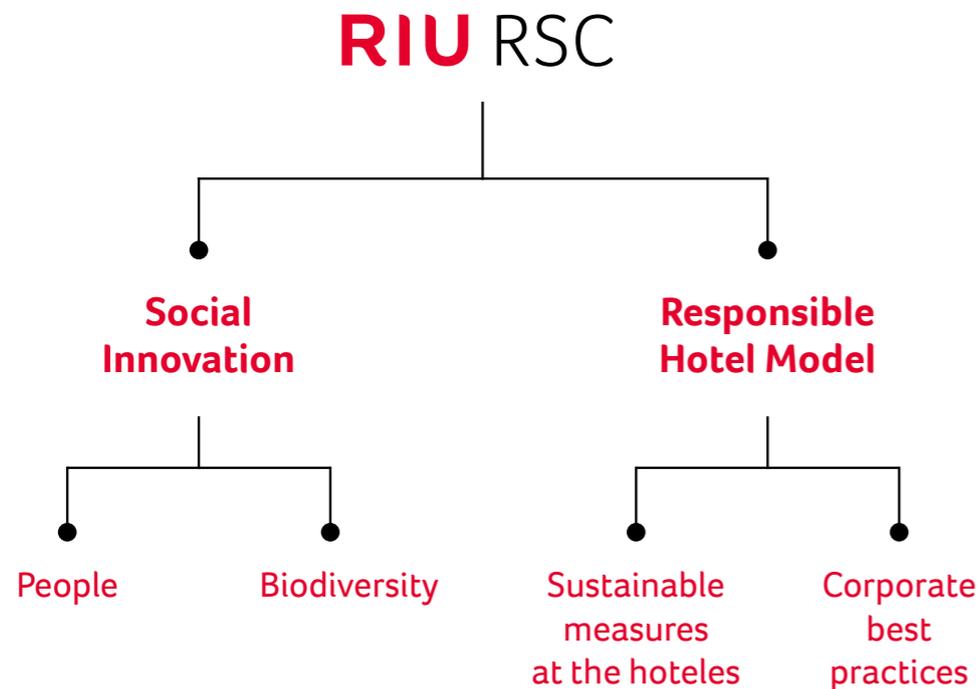
- Water use and recycling
- Waste management
- Energy saving
- Protection of wildlife
- Reduction of CO2 emissions
- Certification in sustainability



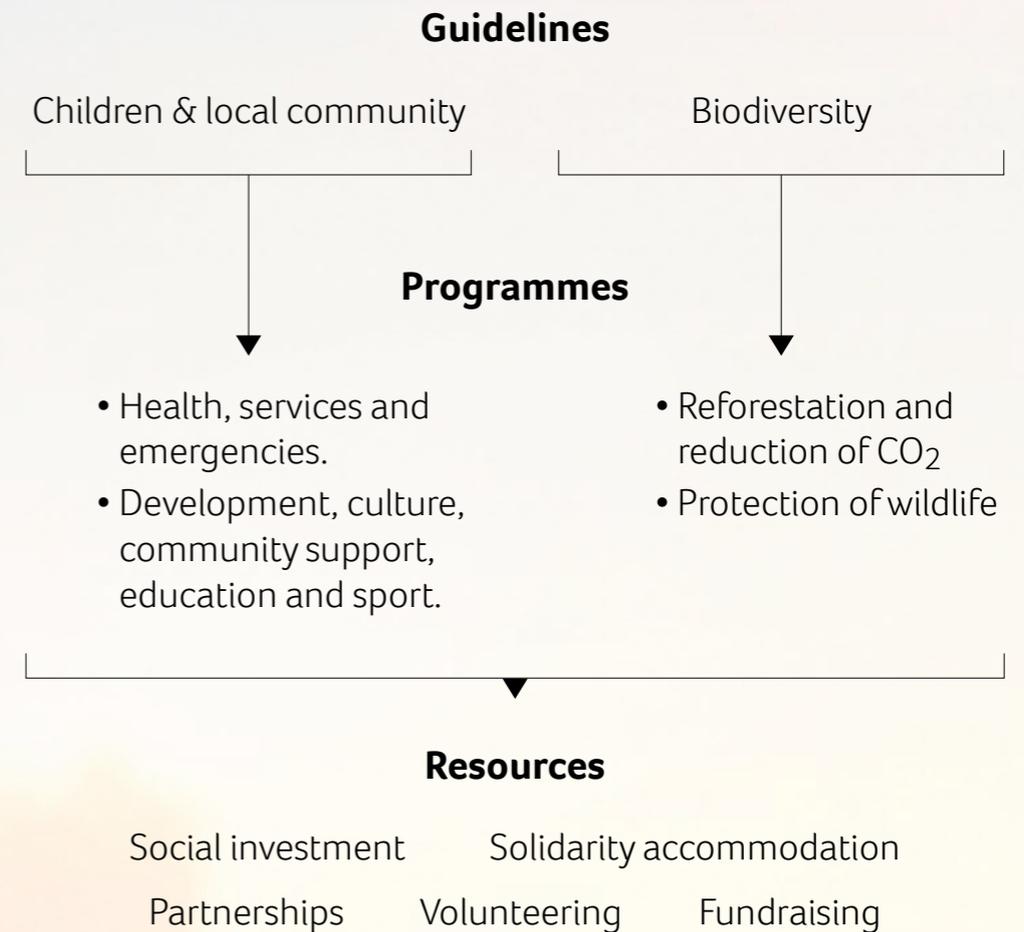
# A Social Innovation model

In 2019, RIU Hotels created a new methodology for selecting the social projects to carry out in each destination, based on objective and scientific criteria and with two clear objectives: people and biodiversity. This social innovation process is the first of its kind in the hotel industry. In addition to being more effective and efficient, it also links investment to the volume of business in each destination, thus applying criteria of proportionality.

In order to achieve a more responsible hotel model, RIU has also implemented its 12 CSR commitments across the entire organisation, both in corporate offices and hotels.



## CSR action areas: destinations



## Social investment in CSR

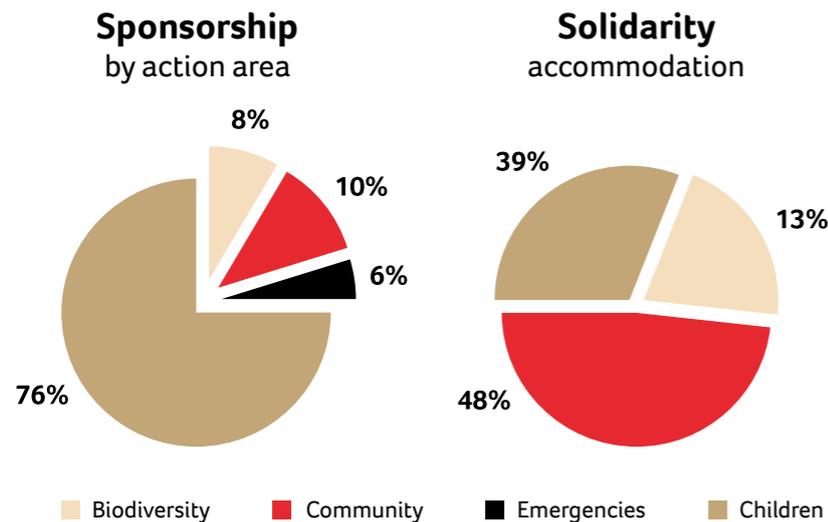
2018	2019
850.000 €	1.200.000 €

# A Social Innovation model

## The Path to Social Innovation

1. General examination of the RIU destination.
2. Identification of social and environmental problems.
3. Definition of potential partnerships with stakeholders and meeting schedule.
4. Internal diagnosis and interviews with the RIU team in the country.
5. External diagnosis with stakeholder groups to see the destination situation in person.
6. Preparation of a report to define actions coherent with the CSR strategy.
7. Preparation of project description.
8. Selection of the most significant projects and their investment.
9. Formation of partnerships and beginning of selected social and environmental actions.
10. Monitoring of projects and annual impact report

## 2019 share of social investment and solidarity accommodation by action area



## Company-wide Strategy in Corporate Offices and Hotels

To ensure the social and environmental commitments are assumed by the entire organisation and the 99 company hotels, a strategy has been defined to connect the 12 RIU CSR commitments with people, work systems and their applications.

### Travelife certification

Verification by an independent body of compliance with commitments as the basis for constant improvement. In 2019, 83 RIU hotels were certified.

### Sustainable criteria

Apply sustainable criteria in decision making

- Sustainable procurement
- Elimination of plastics
- Paper certification
- Fair trade
- Animal welfare
- Hotel construction and renovation

### Best practices

Support best environmental practices in hotels

- Water use
- Energy use
- Waste management
- Pollution reduction
- Paper consumption

### Circular Economy

Convert waste into resources:

- Circular Hotels Project with TIRME (Mallorca)
- Certification by MAC Insular of construction waste at Hotel Riu Concordia (Mallorca)

### Human Resources

- Commitment to equality
- Training in managerial and management skills

# People



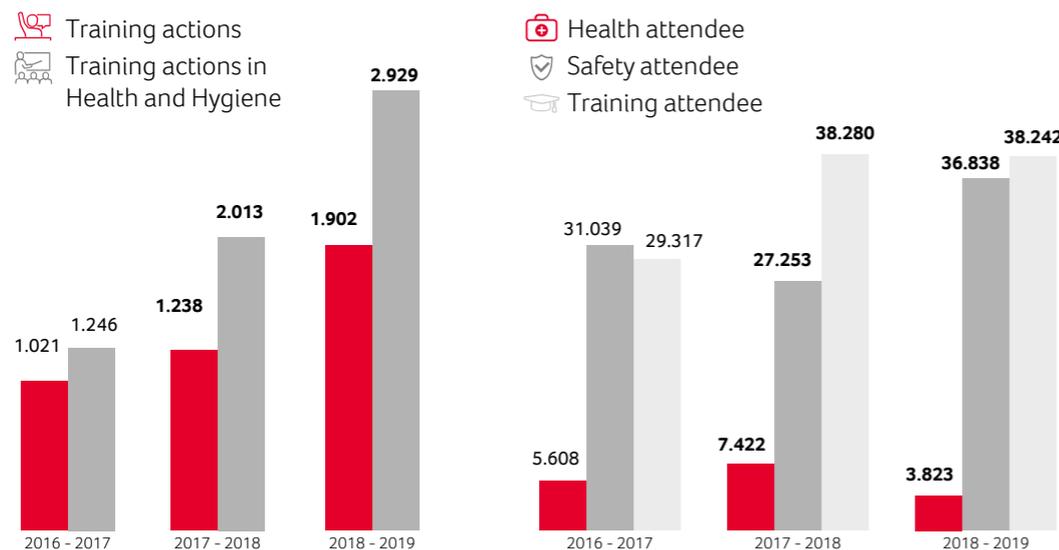
# Our Team

The greatest assets RIU Hotels & Resorts has are its people and a philosophy based on the idea of “service with a heart”, placing customer well-being at the centre of all its activities. The company is fully confident of the capabilities of its employees, and therefore prioritises their development and training.

## Total employees 2019

**31.270** 29.985 in 2018

## Training 2019



## Staff by gender



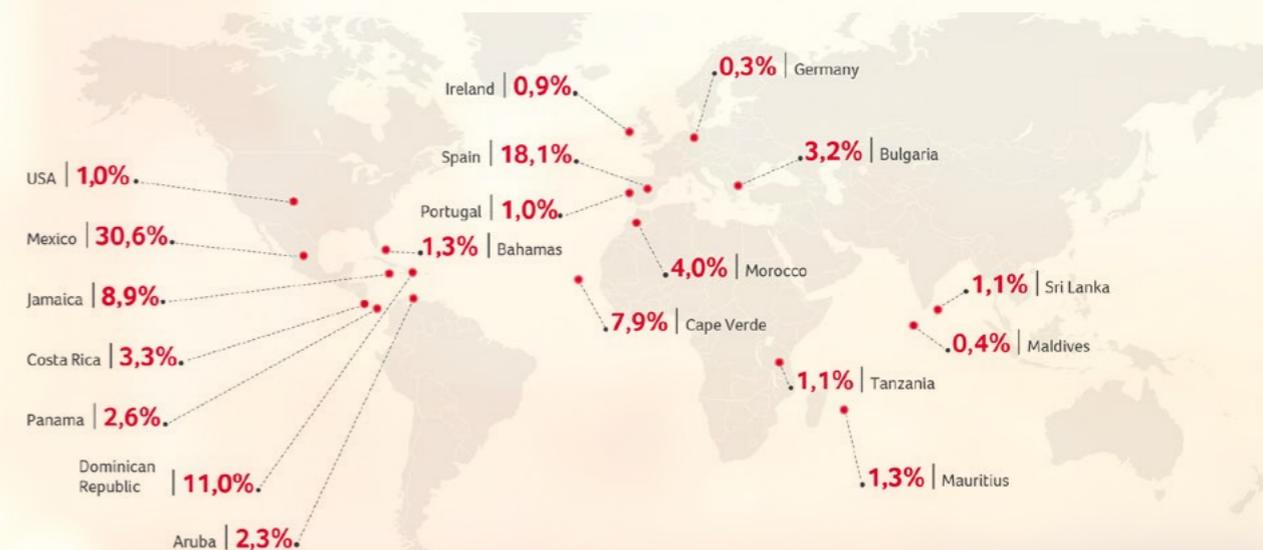
## Management team



## Staff by contract type



## Staff distribution by destination



# The Customer

The RIU Hotels priority has always been customer satisfaction, as that is the basis of our business success.

Success is based on the Customer Satisfaction Index (CSI), consisting of a survey carried out by an independent company that reflects the opinions of guests about all the hotel departments. This system that offers comparable and reliable data that is then analysed to deal with any problems and define areas for improvement.

**77%** Very satisfied customers

**+4%** Increase in the annual goal



At RIU Hotels, the total satisfaction of our customers is the raison d'être of our business.



# Childhood

## Help in Action



### “Here Too” Project. Since 2017- Mallorca, Spain

RIU provides grants for breakfast and sports activities for students in several schools in Mallorca.

- Grants for lunch for 10 students, coordination of extracurricular activities for more than 100 children, and work experience for women taking part in the social and workplace insertion programme.



### “Calm Spaces” Project. Since 2019 - Madrid, Spain

Throughout the school year, RIU supports the “Calm Spaces” project to provide psychosocial care for primary school students in two educational centres in Madrid.

- 26 children and 15 families get access to free therapeutic resources.



## Ban Uni Man pa Crianos Muchanan



### Since 2019 - Aruba

Organisation helping to feed the most vulnerable schoolchildren on the Trai Merdia programme. RIU is responsible for funding lunch for 80 children who form part of the Trai Merdia after-school programme for three years.

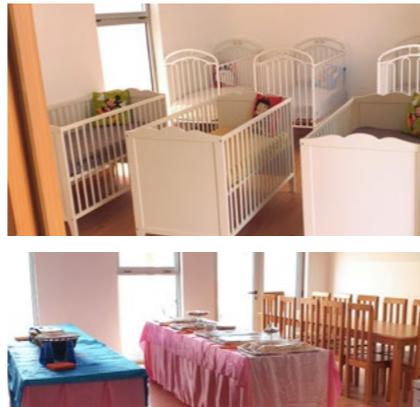


# Childhood

## Casa Solidariedade Espargos

Since 2019 - Espargos, Cape Verde

Social centre hosting 200 children aged up to 15 years old, most of them the children of hotel employees, to help improve their situation while their parents are at work. RIU has co-financed the remodelling of the centre with other hotel groups based in Cape Verde.



## Second Mile Educational Centre, Ciudad De Dios

Since 2019 - Bavaro, Dominican Republic

Focused on educating and supporting boys and girls in their schooling, nutrition and psychological health, providing moral and physical support so that children have the tools they need to become part of society in a dignified way. The Segunda Milla School applies its support programme in the community and sponsors the education of 400 children.



## Negril Orthopaedic Clinic

Since 2009 - Negril, Jamaica

RIU Hotels sponsors the lease and maintenance of this clinic which treats children with orthopaedic injuries and provides free accommodation for volunteer doctors from Canada and USA.

- Since it opened, 23 missions by American and Canadian specialists have been carried out.
- In 2019, 86 patients were treated and 208 orthopaedic devices were provided.



## People

## Paediatric Clinic

Since 2019 - Artola, Costa Rica

RIU is responsible for the remodelling of this medical centre which attends to children aged up to 14 and sponsors the personnel expenses for medical staff.

- The clinic conducts an average of 70 consultations per month and can offer preventative care to around 5,000 children.



## Red Cross

Since 2019 - Madrid, Spain

RIU assists this humanitarian organisation in the "Early Childhood" project consisting of a number of initiatives to support families at risk of social exclusion in the upbringing of their children aged up to 6.

- 120 families (250 people) participate.



## Dr. Sonrisas

Since 2016 - Mexico

RIU offers free stays in its hotels to families and children undergoing treatment for complicated or serious illnesses

- 39 stays were donated for 115 people including children, tutors and volunteers.



# Childhood

## Educaclown

Since 2017 - Mallorca, Spain

RIU sponsors the therapeutic activity of this NGO in the Llar d'Infància de Es Pil·larí, using performing arts to educate and motivate children who cannot live in their family environment.



## Joan Riu School and Children's Residence

Since 1980 - Girona, Spain

RIU covers the costs of the school and its temporary residential care service help care for boys and girls with serious disabilities who cannot be cared for at home.

- 23 children have stayed at the Joan Riu residence in 2019.
- 50 patients have been treated at the Special Education School.



## Sonrisa Médica

Since 2013 - Mallorca, Spain

RIU Hotels finances the work done by this association of hospital clowns at Son Llàtzer.

- Visits to 4,380 children and their companions, 11,902 adults and work with 7,691 healthcare workers.



## People

## Aitana Foundation

Since 2015 - Cancun, Mexico

Sponsorship of transport to hospital for sick children to receive medical treatment, and also assistance in the construction of the Casa Aitana, and coverage of all the cost of children's chemotherapy medication at Cancún Hospital since 2018.

- 476 beneficiaries of this association in 2019.
- RIU helped in the transfer of 65 children to hospital.
- 42 children received their chemotherapy treatment and 18 new cases were diagnosed.

## RIU CSR



## Campaner Foundation

Since 1996 - Republic of Niger

RIU works with this NGOs focused on the eradication of Noma, covering the operating and maintenance costs of the services of two reception centres in Niger, a higher education centre, a medical centre and a primary school.

- 14 children live in the reception centre in Diffa, 34 in Niamey, and care is provided to 40 people on average every day at the Diffa outpatient centre.



# Childhood

## Make a Wish

Since 2016 - Spain

RIU helps by contributing accommodation for children who are receiving medical treatment, organising activities and transfers, and welcoming families to hotels with the greatest affection.

- In November, Dídac's dream came true when he visited New York. He and his family spent three unforgettable days staying at the Riu Plaza New York Times Square.



## Manos que Sanan

Since 2017 - Mexico

RIU help with accommodation in its hotels, welcoming sick children and their families with open arms and making the days they spend in the hotel an unforgettable holiday.

- Donations of stays for 38 sick children and 44 adults.



## Pro Nins + Mater Misericordiae

Since 1988 - Mallorca, Spain

RIU collaborates with this association, focused on helping children with disabilities.



## People

## Save the Children

“Ludotecas” Project.

Since 2019 - Cancun, Mexico

RIU sponsors this recreational space in Cancun where around 40 boys and girls aged between 6 and 12 learn cognitive skills and how to act in different situations such as: violence, sexual abuse, child labour, commercial sexual exploitation and addiction.

“Atención a Childhood” Project.

Since 2019 - Madrid, Spain

This takes place in a help centre in Madrid which helps promote child development in the early years of their life. The direct beneficiaries of the programme sponsored by RIU are 65 children and 30 mothers. Individual assistance sessions are also held for each family.

## SVGA -Stichting voor Verstandelijk Gehandicapten Aruba

Since 2019 - Santa Cruz, Aruba

Association that works on motor stimulation with boys and girls with disabilities on the island of Aruba. With the support of RIU, a physical therapist has been hired with an annual salary for a period of three years.

## RIU CSR



Save the Children



# The Local Community



## África Avanza

Since 2014 - Cape Verde

Free accommodation and all-inclusive meals in RIU hotels for Spanish doctors and collaborators who receive visits and do operations in Cape Verde.

- 212 operations, 1,122 visits and check-ups were carried out.



## Canary Islands Breast Cancer and Gynaecology Association

Since 2010 - Gran Canaria, Spain

RIU collaborates with donations of accommodation, sponsorships and use of its hotel facilities for events to raise awareness about breast cancer.

- Total number of beneficiaries: 1,425



## Chance

Since 2015 - Dominican Republic

RIU is founding member of this project that pursues the social development of the community through the training and employment of young people at risk of exclusion or disadvantaged people.

- 5 editions of CHANCE has produced 66, 28, 57, 48 and 66 graduates (265 in total)



# The Local Community

## Coco's Bienestar Animal. Cat Café Project

Since 2012 - Playa del Carmen, Mexico

The Cat Café project run by RIU hotels together with COCO's, controls overpopulation among cats and dogs, and controls the rodent population reducing health risks to guests.



## Els Ferrerets

Since 2014 - Mallorca, Spain

RIU Hotels is the sponsor of the Els Ferrerets de Mallorca cycling team made up mostly of company employees. The chain pays for the equipment of the entire team and most promotional activities.

- 43 members and 52 official outings.



## Antidrug Foundation Aruba, Fada

Since 2019 - Aruba

Cooperation in the fight against drug addiction and other addictive behaviours. RIU covers transportation costs, event rooms and their set-up, as well as free accommodation.



## People

## Impulsa Foundation

Since 2016 - Mallorca, Spain

Strategic project run by the Confederation of Business Associations of the Balearic Islands (CAEB), the Balearic Islands Government and a group of business leaders representing the region, including RIU Hotels, which aims to boost the islands' global competitiveness.

## RIU CSR



## Hands for Hunger

Since 2019 - Bahamas

For eight months after Hurricane Dorian, RIU sponsored the purchase of groceries and essential goods such as items for babies, thousands of bottles of water, non-perishable canned food, energy foods, etc.



## JSF Travel & Tourism

Since 2017 - Mallorca

International business school created by the Junípero Serra Foundation in 2002, of which RIU and other companies in the travel industry are sponsors as it specialises in training in travel for executives.



# The Local Community

## Mano Amiga

Since 2019 - Cancun, Mexico

RIU covers up to 80% of the monthly fixed tuition costs of students in this educational centre in Cancun where children and young people with less opportunities get access to comprehensive training tools.

- 36 students benefited from this scholarship.



## Mimi Na Wewe Foundation

Since 2019 - Zanzibar, Tanzania

RIU has allocated resources to this community organisation to increase the capacity of primary schools in Chaani, adapt existing classrooms and build toilets.



## Palma 365

Since 2014 - Mallorca, Spain

Non-profit public organisation focused on tourism and the international promotion of the island of Mallorca, made up of the Palma City Council, the Balearic Islands Port Authority and 28 private companies, including RIU Hotels.



## People

## Palma Beach

Since 2016 - Mallorca, Spain

Platform formed by entrepreneurs from Playa de Palma, including RIU Hotels, to promote excellence through activities and events of various kinds and better quality in the area through the implementation of a new and sustainable tourism model.



## Pro Cycling Camp, RIU Team

Since 2016 - Gran Canaria, Spain

Professional cycling team sponsored by RIU Hotels and made up of riders of three different nationalities, including some members of the RIU team in the Canary Islands.

- 92 wins, 115 podiums
- 1 Spanish championship and 9 in the Canary Islands



## The Spanish Jamaican Foundation

Since 2006 - Jamaica

RIU is a member of this foundation that strengthens ties between Spain and Jamaica through educational, environmental, cultural and health projects for the community.

- RIU sponsors the food for the students of a soccer academy and also supports numerous sports, training and cultural activities related to the Spanish language.



Sustainability Report 2019

# Biodiversity



# Protection of wild life



RIU participates in conservation activities for wildlife and biodiversity through programmes to protect endangered species and their habitats, reforestation and support for foundations that protect the environment.

## Costa Rica Wildlife Refuge

Since 2014 - Guanacaste, Costa Rica

The National Private Wildlife Refuge in the Matapalo coastal mountains is a 200-hectare protected natural area with considerable environmental, economic and social value. The importance of this area stems from the fact that it is a biological corridor for migratory species as well as home to a great variety of flora and fauna. This natural refuge is home to:

- 130 protected species of flora as they are threatened and/or endangered, including trees such as mahogany, black laurel or hookah.
- 80 species of resident and migratory birds.
- 30 species of mammals.
- 10 species of reptiles.



# Protection of wild life

## Projeto Biodiversidade

### Since 2016 - Sal island, Cape Verde

RIU helps this Cape Verdean non-profit organisation to protect wildlife and, above all, the *Caretta caretta* turtle, one of the 11 most endangered species of sea turtles on the planet and which has an important nesting and breeding area in Cape Verde. This organisation defends biodiversity and aims to develop sustainable conservation projects among the local community.

- Projeto Biodiversidade registered 7,725 new nests on the island of Sal and 68,362 turtles were released.



## BIOS Cabo Verde

### Since 2011 - Boavista, Cape Verde

With the support of RIU, this NGO has helped increase knowledge about marine biodiversity in the Cape Verde islands and worked with national authorities to develop protective laws for species and habitats and management plans for the conservation of endangered marine species.

- In Boavista, 5,794 turtle nests were registered and 78,330 turtles were released.



## Biodiversity

## RIU CSR

### RIU Hotels, BIOS CV and Projeto Biodiversidade

RIU Hotels, BIOS CV and Projeto Biodiversidade have created an alliance in the African island archipelago to protect the *Caretta caretta* turtle and all the wildlife in Cape Verde through plans to protect the environment and the ecosystem in Isla de Sal and Boa Vista. The chain takes part in the following activities:

- Protecting turtle nests on the beach and preserving their habitat under the supervision of NGOs.
- Raising awareness among guests through activities such as visits accompanied by authorised guides and turtle release sessions.
- Supporting awareness campaigns to discourage people from eating turtle meat and eggs or buying items made from their shells.
- Financing night patrols on the beaches and volunteer camps during the egg-laying and hatching season.
- Preventing activities or events on the beaches and prohibiting night lighting in the hotel surroundings.
- This benefits the local population through generating employment for patrols or tour guides and raises awareness through educational programmes in schools.
- RIU supports the humpback whale protection programme and helps raise awareness through informational campaigns about a whale species that has one of its breeding areas in Cape Verde.



# Protection of wild life

## Amigos de Sian Ka'an

Since 2019 - Quintana Roo, Mexico

This is one of the most important organisations in Mexico focused on environmental conservation and sustainable development. RIU Hotels sponsored the short-term renovation of facilities to improve the conditions at the "Pez Maya" Biological Station which will help to promote the conservation activities carried out by Amigos de Sian Ka'an in the State of Quintana Roo among partners and visitors..



## CINVESTAV-CONANP

Since 2019 - Cancun, Mexico

RIU provides accommodation for researchers from the CINVESTAV Primary Production Laboratory (Centre for Research and Advanced Studies of the National Polytechnic Institute of Mexico) who do research in the protected Natural Areas in the Nichupté mangroves, considered important Blue Carbon ecosystems and mitigators of the effects of climate change.



## Oceanus

Since 2019 - Mexico

Organisation focused on the conservation of natural resources, promoting the participation of local people, institutions and communities. Thanks to RIU Hotels, 1,000 coral colonies have been planted and the maintenance of the nursery on the Isla Mujeres reef has been financed. The programme's annual goal is to plant 10,000 colonies, averaging at least 1,000 colonies per site.



## Biodiversity

## Plant-for-the-Planet Plantamos Conciencias 2<sup>nd</sup> Edition

Since 2018 - Spain

This international foundation aims to use environmental academies to inspire young people to lead a revolution that will return the climate to normal and mitigate the effects of climate change on the planet. RIU Hotels joined them in a new edition of the "Plantamos Conciencias" campaign involving hotel employees and their families.

- Reforestation of 450 trees and plants in Valleseco, Gran Canaria.
- Participation of 80 RIU Hotels employees and 50 children aged between 5 and 17.
- Plant-for-the-Planet offered environmental training for all the children involving practical and theoretical workshops.

## Turtugaruba

Since 2019 - Oranjestad, Aruba

RIU sponsored travel for two of the organisation's biologists to attend the Florida Keys Sea Turtle Workshop and help in the conservation of sea turtles and their habitat in the Caribbean. The Florida Keys sea turtle workshop brings together professionals from all over the world who work in the medical treatment, rehabilitation and captive care of sea turtles.



## RIU CSR



# Hotels with a Sustainable Conscience

A close-up photograph of a water droplet on a green leaf, symbolizing nature and sustainability. The droplet is perfectly spherical and reflects the surrounding green environment. The leaf is a vibrant green and runs diagonally across the frame. The background is a soft, out-of-focus green.

RIU Hotels believes that the organisation's social and environmental commitment has to manifest itself in its 99 hotels. The more than 31,000 employees, suppliers, partners, and also customers themselves, must all share a sustainable conscience that will help lead us towards a more responsible hotel management model.

# Water use and recycling

RIU has taken measures to ensure the responsible use and management of water, minimising waste and maximising reuse through the use of water saving and recycling systems in hotels.

## Water use and management measures

- Double flush push buttons on toilets.
- Mixing-valve taps in showers that improve temperature regulation.
- Efficient showers and toilets with flow reducers and timers.
- Replacement of bathtubs with showers in hotels.
- Use of typical local plants except for areas next to the pool.
- Drip and sprinkler irrigation, with pressure limiters.
- Moisture detectors.
- Irrigation when there is less sun to avoid evaporation.
- Progressive implementation of a double circuit to reuse soapy water in toilets and for irrigation.

## Water use indicators

Litres per guest / night



# Waste management

The company minimises the amount of waste generated by its activity and manages waste responsibly, separating it so that it can be recycled and treated.

## Waste management measures

- Purchase of large format products to reduce packaging waste.
- Preference for packaging made from recycled or biodegradable materials
- Hotels have facilities for the separation of waste.
- There is a special protocol for the disposal of hazardous waste.
- Chemicals, paints, solvents, light bulbs, cells and batteries have specific protocols.
- The disposal of chemicals and toxic waste is managed responsibly, separating it so it can be recycled and treated by authorised agents.
- There are waste bins in the hotel public areas to dispose of paper, glass, plastic and organic waste.

## Waste indicators

*Kilos per guest / night*



## Circular Hotels

Since 2019, the Riu San Francisco and Riu Festival hotels on the island of Mallorca form part of the “Circular Hotels” project created by TIRME. This project aims to reduce, reuse and recycle as much as possible of the waste produced by hotels.

The project measures the number of kilos of organic waste that are converted into compost before being used by farms to grow the fruit and vegetables used by RIU hotels.



## Construction waste management at Riu Concordia

In alliance with MAC Insular, RIU Hotels managed construction waste from the Riu Concordia renovation, ensuring it could be tracked, avoiding the unjustified disposal of recyclable waste and thus contributing to a circular economy.

Of the tons of waste that were delivered to MAC Insular from the Riu Concordia renovation, 13,484 tons were construction and demolition debris and 242 tons bulky waste such as furniture, fixtures, etc.

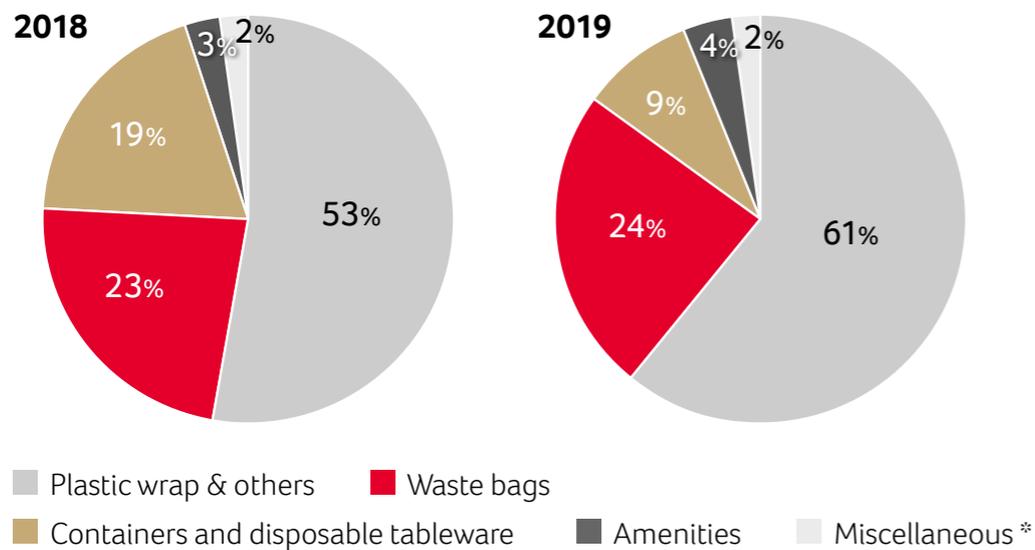
This project received a Re Think Hotel Award, which acknowledges the best sustainability and rehabilitation projects in the Spanish hotel industry.



# Plastics Reduction

In one year and in 19 destinations, RIU has avoided the consumption of 180 tons of plastics. However, the company couldn't reach the target marked for 2019 to eliminate single-use plastics and because of the COVID, 2020 will represent a year of setback in its achievements.

## Single-use plastic consumption



\* Coffee kit, vinyl gloves, AI wristbands, laundry bags, straws and cocktail decorations

## Plastic reduction indicators

Approximate weight

Items	weight (t)
Disposable tableware and containers	153,32
Straws	25,59
Laundry bags	0,87
Cocktail decorations	0,74
<b>Total</b>	<b>180,52</b>



**180,52 t**

## How long does it take for plastics to decompose?



## How many years does it take for a yogurt tub to decompose in the ocean?

It has recently been found on a beach in Spain a 44-year-old Yoplait yoghurt container, practically intact and without any sign of decomposition.



# Energy saving

RIU uses efficient equipment to reduce the use of both electricity and fuel, consuming energy rationally, making better use of natural resources and helping reduce pollution.

## Energy saving measures

- LED and low energy lighting in hotels and RIU corporate offices.
- Replacement of electrical appliances with high-efficiency appliances or 'A' class energy certification.
- Implementation, whenever possible, of geothermal air conditioning systems to improve energy efficiency by 400%.
- Replacement of diesel boilers with natural gas boilers that generate cleaner energy.
- Automatic disconnection devices for air conditioning in rooms when guests open doors or windows, avoiding unnecessary energy use and losses.
- Use of solar lighting in garden areas.
- Timers programmed in parallel with sunlight hours.
- Use of solar thermal energy for hot water systems.

## Energy use indicators

*Kilowatt hours per guest / night*



2018

21,84 kWh



2019

22,80 kWh



## Riu Plaza España Hotel wins prize for its aérothermal energy project

The hotel received the award in the 5th edition of the Re Think Hotel Awards that acknowledge the best sustainability and rehabilitation projects in the Spanish hotel industry. The aérothermal energy project is a renewable energy system that uses clean technology with state-of-the-art heat pumps to provide hot water throughout the year.

The process is simple: the appliance extracts energy from the air and transfers it to the water using a refrigerant gas to extract heat from the air and heat the water up to 90 ° C.

### Main benefits:

- High energy efficiency.
- Renewable energy, therefore sustainable.
- Requires minimal maintenance as it works just like any other electrical appliance.
- As there is no boiler, there is also no combustion, smoke or waste.
- Contributes to Sustainable Development Goals 7,11 and 13.

# Reduction in CO<sub>2</sub> emissions

The use of coal, oil and, to a lesser extent, natural gas, generates carbon dioxide emissions, one of the main causes of the greenhouse effect. The objective of RIU Hotels is to continue reducing pollution and CO<sub>2</sub> emissions generated by its activity.

## Measures to reduce emissions

- Use of less polluting systems, especially with regard to air conditioning, the top contributor to our carbon footprint.
- Replacement of diesel boilers and appliances with appliances that use natural gas.
- Use of less polluting and more efficient machinery and appliances.
- We are committed to recycling solid waste, thus avoiding the manufacture of new materials and an increase in greenhouse gases.
- Identify the devices responsible for the highest emissions and improve their efficiency.

## CO<sub>2</sub> emission indicators

Kilos of CO<sub>2</sub> per guest / night



# Sustainability certification



Since 2012, RIU hotels have been certified under the international TRAVELIFE certification programme, specialised in sustainability management for the travel industry, which guarantees responsible management and compliance with all our sustainability commitments.

## Requirements

- Best practices in organisational policy.
- Human rights.
- Employee relations and work conditions.
- Environment.
- Compliance with legislation.
- Local development.
- Commitment to communities and customers.

## Number of Travelife certifications



**80** Hotels



**83** Hotels

## How does a RIU hotel earn TRAVELIFE certification?

-  1. **Collection of data** on water or energy use in hotels and implementation of measures to control waste and dangerous substances.
-  2. **Publication of codes of ethics** and technical reports by teams responsible for the hotel's environmental, social and human resources management.
-  3. **On-site monitoring by an independent auditor.** Each hotel must meet the program requirements to earn certification.
-  4. **TRAVELIFE prepares a report** that assesses the progress and deficiencies found in each hotel.
-  5. **The actions required to improve** the strategy of each hotel are defined based on the auditor's report.
-  6. **Gold Award certification is granted** if the hotel meets the TRAVELIFE international standards and complies with best practices in environmental and social management.

## 23 TUI Umwelt Champion Awards 2019



Since they were created in 1996, the primary objective of the TUI Umwelt Champion Awards is to recognise the hotels that best meet technical and organisational requirements in sustainable and responsible hotel management.

# Sustainable procurement

The RIU Hotels Procurement Department favours companies and suppliers that stock sustainable products and prioritises those that meet the 12 commitments the company requires in terms of respect for people and the environment.

- Coffee and teas with a Rainforest Alliance certificate
- Replacement of normal straws for compostable straws
- Priority acquisition of local products
- Biodegradable cleaning products and detergents
- Purchase of seasonal fruit and fish
- Promotion of hydroponic crops in destinations with adverse conditions
- Reduction in consumption of endangered marine species
- Cellulose sourced from sustainable forests
- Recycled cardboard packaging instead of plastic
- Oeko-Tex and Made in green certified textiles
- Optimisation of goods transportation to reduce CO<sub>2</sub> emissions
- Elimination of chemicals considered harmful to human health and the environment
- Cloth or compostable laundry bags
- Compostable glasses and containers for take-away services
- Eggs from cage-free hens\*
- MSC certified fish
- FSC certified toilet paper and tubes
- AENOR certified milk (animal welfare) \*

*\*Pilot projects in some RIU destinations in Spain.*



## Sustainability training

**Staff trained and courses taken in 2019**



**13.799**



**710**

# Responsible communication

RIU Hotels has a communication, information and inquiry strategy regarding sustainability and best practices to encourage greater social and environmental responsibility among its guests and employees.

- **Green Book**, a publication in guest rooms with information on the natural environment and culture of the region and with suggestions on best environmental practices.
- **Riu Magazine**, magazine that has two articles in each issue on social and environmental projects being carried out together with non-profit organisations.
- **Interactive digital totem signs**, suggest how guests can make their stay more sustainable and highlight actions and projects RIU is involved in in the area as well as the hotel's certifications.
- **Chatbot or "Virtual Concierge"**, mobile application which can help resolve any incident, doubt or question in the hotel and also offer users an immediate response. The app also includes information on the hotel's social and environmental commitments.
- **Communication campaigns**. RIU communication in relation to CSR aims to highlight the projects in which it is involved and the actions taken to contribute to social and environmental projection. In summer 2019, the "If you're a responsible tourist, join the Be RIUsponsible team" campaign was launched to help guests learn more about best practises and the measures taken by the company in regard to each of its 12 CSR commitments.



**Join the team**  
**Be RIUsponsible!**



# Health and safety

The Health and Safety Policy is constantly being reviewed to verify the effectiveness of programmes that guarantee working conditions and a healthy and safe environment for customers and employees.

## Safety

- Review of the devices installed to prevent fires, gas leaks, and other risks, while protocols have also been defined for evacuations of buildings.
- Information and training for employees on actions, responsibilities and obligations related to health and safety in the performance of their work.
- Adoption of measures to preserve the health and safety of employees and guests recommended by the competent authorities and those responsible for workers.
- Application of protocols regarding viral infections caused by internal or external agents which can spread very easily between customers and hotel employees once they get inside the hotel.

## Food quality

- RIU has a food safety policy applied to the different stages of food handling, processing and service to protect customers and staff.
- The company complies with all legal requirements on food safety, which are also developed and improved upon through the Food Hygiene Control System.

## Privacy and data protection

- At RIU we have a Data Privacy and Security Department responsible for guaranteeing confidentiality and security for customer, employee and supplier data.

# Decalogue of the responsible guest



**Don't waste food**



**Protect childhood**



**Help us recycle**



**Reuse your towel**



**Embrace the culture and customs of the destination**



**Behave politely**



**Save energy during your stay**



**Respect the local wildlife**



**Don't waste water**



**Reduce your carbon footprint**

# Signatories of the ECPAT Code

RIU Hotels has been a member of the ECPAT network for the protection of children and adolescents against sexual exploitation in tourism since 2012, and is committed to fulfilling the requirements in the ECPAT Code of Conduct, known as The Code.

## The Code

- Corporate ethics policy against the sexual exploitation of children.
- Training employees on this issue in all the countries where we operate.
- Commitment from suppliers to reject the commercial sexual exploitation of children.
- Information for customers through the website.
- Information to key local agents in each destination.
- Application of preventative measures to prevent access to tourism programmes that promote sexual contact with children.

## Recognition for RIU in its fight against child sexual exploitation

Within the framework of the International Forum on “The commercial sexual exploitation of children and adolescents in travel and tourism”, ECPAT Mexico acknowledged the work of all of the RIU hotels in Cancun, Costa Mujeres and Playa del Carmen and their commitment to strengthen their implementations of The Code in their hotels.

## Participation of Partners and Suppliers



**15.557**

RIU partners have participated in ECPAT training



**1.134**

RIU suppliers have signed the ECPAT clause



# Social and Environmental Actions in 2019



## **RIU Hotels and the Campaner Foundation organised the “Salvasonrisas” campaign to fight Noma**

On Africa Day on May 25, RIU Hotels & Resorts and the Campaner Foundation launched the “Salvasonrisas” campaign in all its hotels in Spain with the sale of special bracelets to customers and employees. The money raised in the 24 hotels that took part, went to the Campaner Foundation, an NGO that provides development assistance and also helps in the fight against Noma, a disease known as “the thief of smiles” that affects 140,000 children worldwide.



## **The Government of Aruba acknowledges RIU’s good work in Social Responsibility on the island**

Aruba’s Minister of Social Affairs and Employment, Glenbert Croes, presented the General Manager of the Riu Palace Antillas Hotel, Juan Blanco, a plaque in recognition of all the social projects RIU is involved in to help in development and improvements in the community. During the award ceremony, the Minister praised “the enormous sensitivity” of the entire team at the Riu Palace Antillas Hotel which contributed to all kinds of social causes.



# Social and Environmental Actions in 2019

## RIU wears pink to combat breast cancer

RIU joined the fight against breast cancer by organising a T-shirt sale to raise funds for the Canary Islands Association against Cancer. Both RIU customers and staff in Gran Canaria took part in the fundraising event, showing once again this year their significant support for this organisation.



## RIU Hotels celebrates Women's Day

International Women's Day is celebrated on March 8 in many countries around the world. It is a day when women are recognised for their achievements regardless of any nationality, ethnic, linguistic, cultural, economic or political differences. The company made a tribute video to post on social media dedicated to the thousands of women who form part of RIU in the 19 destinations in which we operate.



## Hotels with a Sustainable Conscience

### CSR meetings with RIU Hotels stakeholders

RIU organised meetings and round tables with Spanish non-governmental associations and the media to present its Corporate Social Responsibility strategy and strengthen its social and environmental partnerships.

RIU Hotels organised a round table event with voluntary sector partners in Spain to participate in the colloquium "Towards a More Responsible Hospitality Industry" at the Riu Plaza España Hotel in Madrid. Participants reflected with total transparency on the challenges RIU has to face in the medium term as hotel company. The following organisations attended the meeting: Ayuda en Acción, Save the Children Spain, Pequeño Valiente, Spanish Red Cross, Make a Wish, CRIS Cancer, Tomillo Foundation, Africa Moves Forward and Plant-for-the-Planet.

## RIU CSR



### The EPIC Gran Canaria RIU Hotels & Resorts race ends with 30% more participants

The second edition of the EPIC Gran Canaria Riu Hotels & Resorts race was held with great success, participation and spectators, with 30% more participants than in the first edition of the race in 2018. In this second event, 150 more athletes took part in the EPIC Gran Canaria Riu Hotels & Resorts, further enhancing its status as one of the top cycling events.



# Social and Environmental Actions in 2019

## RIU joined the UN programme for a planet with “No air pollution”

On World Environment Day, hotels invited employees and customers to take part in reforestation and waste collection to combat one of the greatest environmental challenges of our time: air pollution and greenhouse gas emissions. RIU organised tree planting in its hotels all over the world, as well as clearing waste in public areas in the neighbouring communities.



## RIU Hotels volunteers in Mallorca collect 22 kilos of waste from the Son Real and Son Serra beaches as part of the “Circular Seas” project

On the morning of Saturday, September 28, members of hotel staff took part in this comprehensive programme to clean the coast and seabed led by Coca-Cola in Spain. The RIU Hotels team collected 22 kilos of waste from the beaches of Son Real and Son Serra, primarily plastics and textiles, which will be recycled within the Coca-Cola value chain to help contribute to the creation of a roadmap for the circular economy.



## Hotels with a Sustainable Conscience

## The RIU team in Baja California removes 800 kilos of waste to prevent it from reaching the sea

RIU Hotels & Resorts joined the “Zero Waste Los Cabos” programme, organising a cleaning brigade that collected 800 kilos of waste in Arroyo Seco in Baja California. 155 employees from all the departments at the Riu Palace Baja California, Riu Santa Fe and Riu Palace Cabo San Lucas hotels took part. The RIU Hotels team decided to do the cleaning at a time of year in which the stream runs dry to clear the path for the water before the beginning of the rainy season in Baja California. On previous occasions, tons of rubble and debris have been dragged by the current into the sea, contaminating the seabed and the ecosystem.

## RIU CSR



## RIU Hotels carries out its second reforestation project in Gran Canaria planting 450 plants and trees

In March, the second “Planting Consciences” reforestation campaign was held together with the Plant-for-the-Planet foundation. Around 80 RIU employees and 50 children, mostly the children of the employees, helped plant trees and plants in Valleseco, the first time this has been done by a travel company in the area. The planting was carried out by more than 80 RIU Hotels employees and 50 children aged between 5 and 17, mostly of them relatives of the employees themselves. Together with gardeners from RIU and Limonium Canarias, they planted 450 trees and bushes.



# RIU Hotels & Resorts. The company



# About us

RIU Hotels & Resorts was founded in Mallorca, Spain, in 1953, as a small family holiday business by the Riu family, the original and current owner, now in its third generation. The company specialises in the holiday hotel trade, and over 70% of its establishments offer RIU's recognised all-inclusive service.

With the launch of its first city hotel in 2010, RIU expanded its product range with its own line of urban hotels, called RIU Plaza. At present, RIU Hotels & Resorts has 99 hotels in 19 countries which, every year, welcome more than 4.9 million guests and in which a total of 31,270 employees work.

The chain is defined by its strict commitment to quality, by its offer of outstanding facilities in the best beach and city destinations, by its varied and carefully prepared dining options and by personalised service with a heart. The staff are what set the chain apart from the competition. They make up RIU's main asset and its greatest source of pride.



# RIU data sheet

Data at 31 December 2019



## Positioning

38<sup>th</sup> chain in the world (Hotels magazine 2019 ranking)  
4<sup>th</sup> in Spain by revenue and 4<sup>th</sup> by number of rooms  
(Hosteltur magazine 2019 ranking)

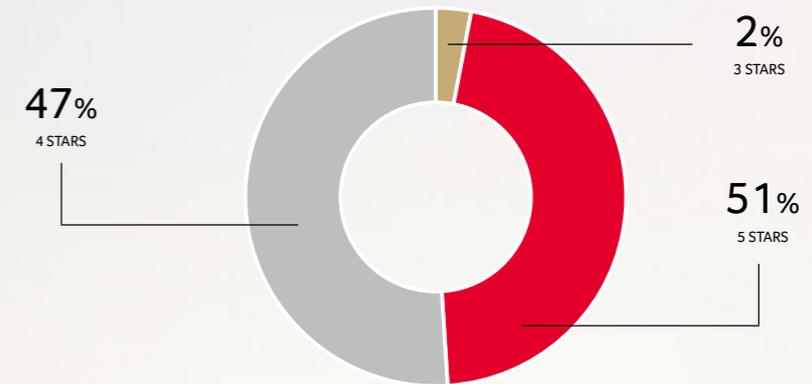
## Commercial Partnerships

Riu Hotels S.A. Founded in 1977, hotel development company (49% TUI capital, 51% Riu family capital).

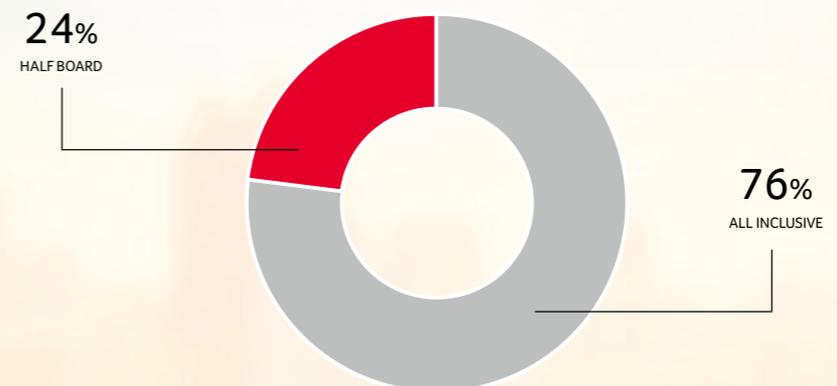
RIUSA II S.A. Founded in 1993, hotel operation company (TUI and RIU capital, 50% each)

RIU has been a shareholder in TUI AG since 2005. Since the merger of TUI Travel PLC and TUI AG in 2015, RIU now has 3.56% of the shares in TUI Group.

## Distribution by Rating



## All Inclusive vs Half Board



## Plaza vs. Holiday



# RIU around the world



# The chain's milestones



**1953** The chain's first hotel  
Hotel Riu San Francisco. *Playa de Palma*



**1977** Riu Hotels S.A. founded  
Sociedad de desarrollo hotelero



**1985** First hotel outside  
of the Balearic Islands  
Hotel Riu Palmeras. *Gran Canaria*



**1991** First international hotel  
Hotel Riu Taino. *Punta Cana*

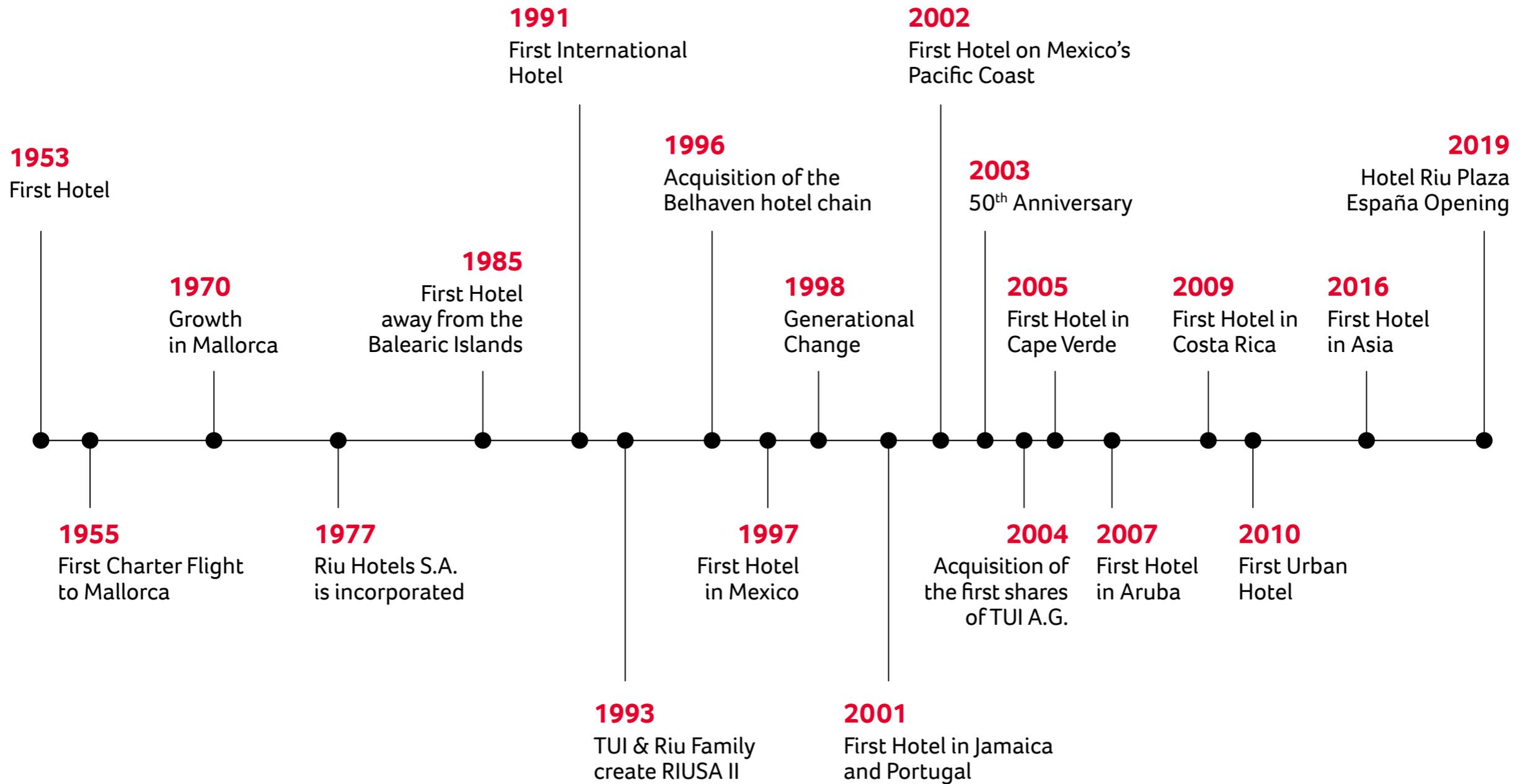


**2010** First urban hotel  
RIU begins to operate city hotels



**2016** First hotel in Asia  
Hotel Riu Sri Lanka. *Sri Lanka*

# RIU Chronology



# Openings & Renovations

## 2020 - 2021 Openings



**Hotel Riu Palace Santa Maria**  
Sal Island / Cape Verde (2021)

**Hotel Riu in Dubai**  
Dubai / United Arab Emirates (2020)



**Hotel Riu Plaza en Londres**  
London / United Kingdom (2021)

**Hotel Riu Plaza Manhattan Times Square**  
New York / USA (2021)



**Hotel Riu en Senegal**  
Pointe-Sarène / Senegal (2021)

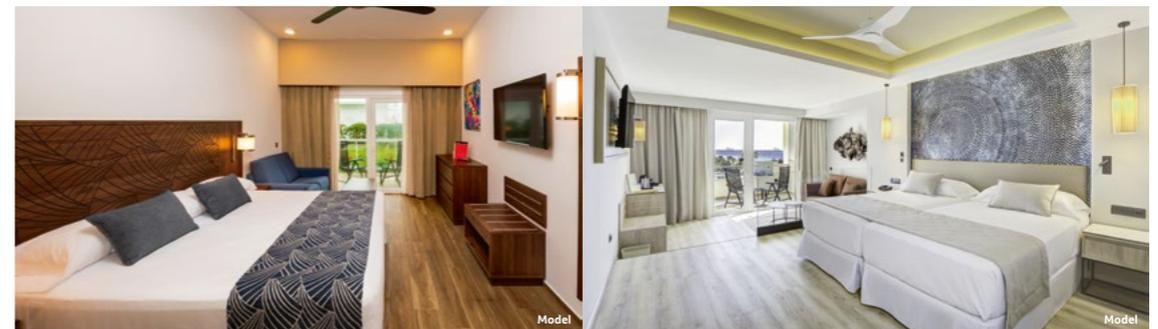
**Hotel Riu Plaza en Toronto**  
Toronto / Canada (2021)

## 2020 Renovations



**Hotel Riu Tikida Garden**  
Marrakech / Morocco

**Hotel Riu Concordia**  
Palma de Mallorca / Spain



**Hotel Riu Montego Bay**  
Montego Bay / Jamaica

**Hotel Riu Palace Jandia**  
Fuerteventura / Spain

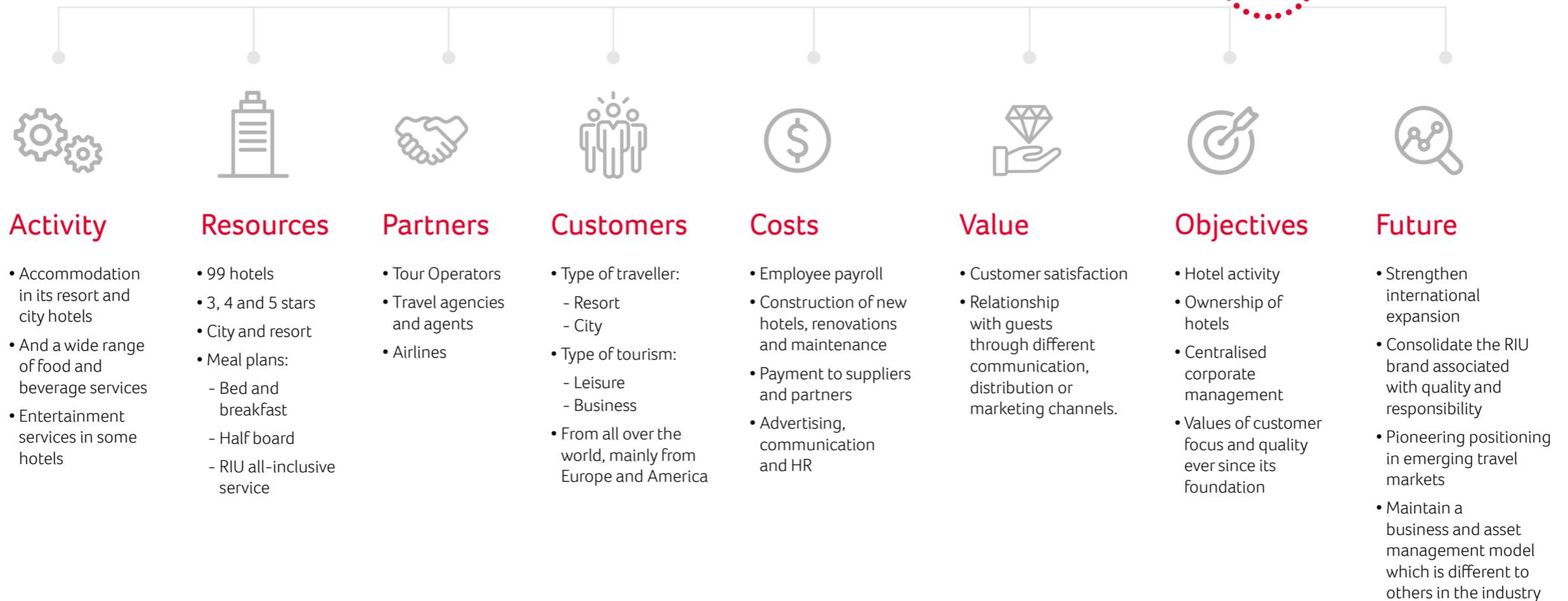


**Hotel Riu Buenavista**  
Tenerife / Spain

**Hotel Riu Plaza The Gresham Dublin**  
Dublin / Ireland Expansion

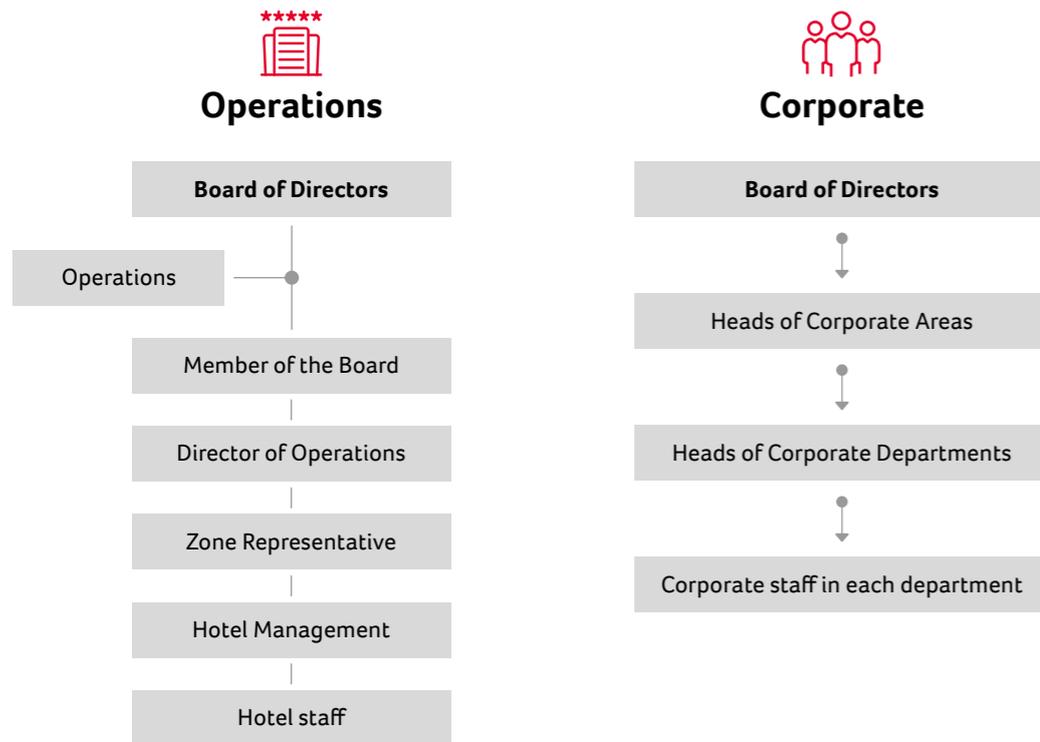
# Business model

The uniqueness of the RIU Hotels business model is that it is based on the premise of what is truly important: customer service and customer satisfaction. This information is vital in assessing the day-to-day running of hotels, what is done well, what needs improvement and where there are serious problems that have to be dealt with.



# Management model

RIU Hotels has a number of regulations and procedures that govern the structure and operation of its Board of Directors. These principles are aligned with the 12 RIU Corporate Social Responsibility commitments and define the company's decision-making process and relationships between members of the Board and their teams.



## Risk Management

As an international company with operations in 19 countries, RIU is exposed to internal and external risks that may affect the value and reputation of the company and its ability to meet objectives or to implement its business strategies. To minimise these risks, the company employs processes for different company positions which aim to mitigate the risk wherever it takes place and before the company's stakeholders.

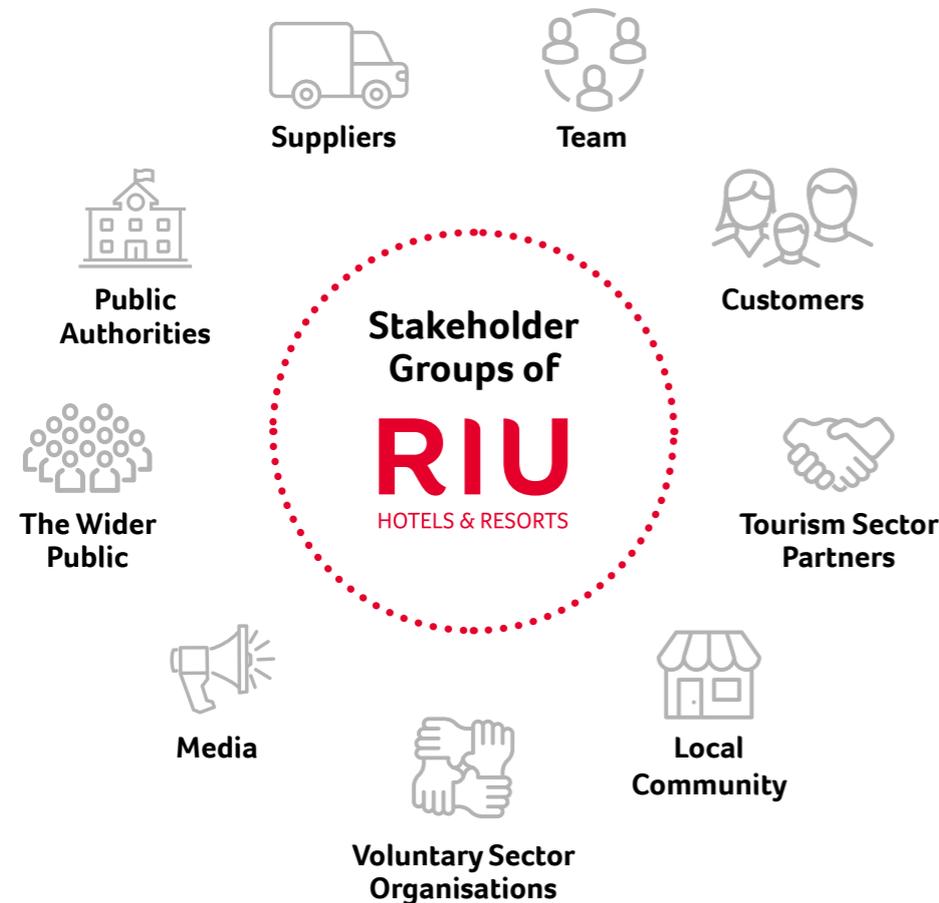
## Governance Structure and Composition

The Board of Directors of RIU Hotels is responsible for representing each of the company departments with relationships and reporting on both a corporate and operational basis



# Relationships with stakeholder groups

## Stakeholder Groups of RIU



## Communication Tools

These are essential for learning more about the expectations and needs of stakeholders and respond to them in a transparent and effective way, seeking balance and mutual benefit.

Internal	External
Group emails and bulletins	Conventions, profesional forums
Informative meetings	Customer satisfaction surveys
Corporate manuals	Press room
Training	Website
Online and offline newsletters	Press releases
Intranet	Sustainability report
Workplace environment surveys	Digital totem signs
Corporate Apps	Meetings with the public, private and voluntary sectors
	Social media
	Chatbot and mobile apps
	Loyalty programs and their communication channels
	Call Center
	Site Inspections

## Social Networks

 Facebook	<b>2.505.909</b>	 Instagram	<b>344.000</b>
 Twitter	<b>235.800</b>	 Youtube	<b>12.400</b>
 Pinterest	<b>16.457</b>		

