



SEASIDE COLLECTION



SUSTAINABILITY POLICY

Providing exceptional holiday experiences
that don't cost the earth.

POLICY STATEMENT

Tourism brings considerable economic benefits to destinations, but if managed incorrectly, it can create a heavy burden upon local environments, infrastructures and society. With this in mind, Seaside Hotels continuously seeks to further its commitment to the UN Sustainable Development Goals.

We do this by identifying the impacts relevant to our business and by putting processes into place across daily operations to prevent, reduce or mitigate negative outcomes and to strengthen the positive environmental, economic and social benefits.

OUR CORE VALUES

Remain a family owned company with financial stability.

Sharing with employees, customers and suppliers our vision for the future and working alongside them in order to protect the environment.

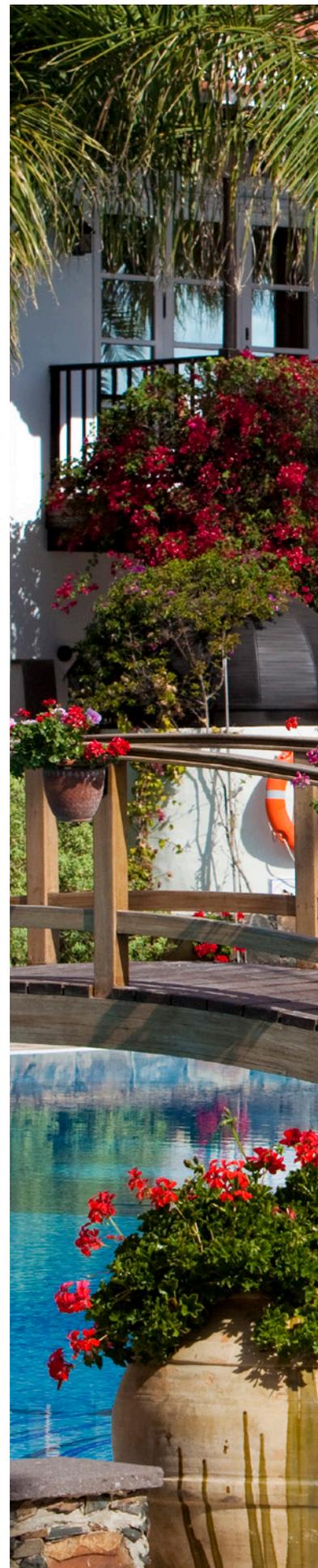
Support the local community and ensure the responsible maintenance and development of the cultural and social environment.

Provide consistent levels of service, quality and gastronomy, assuring guest loyalty.

Investment plan incorporates refurbishments to maintain the hotels at an optimal standard together with the introduction of new sustainability initiatives to ensure a continued reduction in environmental impacts, encouraging sustainable development.

Ethical and transparent hotel management, communicating the results of our customers' satisfaction and the working environment of our employees.

Innovative future projects ensure a stable model of growth, professionalism and service to our guests.





OUR ENVIRONMENT

ENVIRONMENTAL MANAGEMENT

The operation of four hotels requires the use of significant natural resources. We take this responsibility seriously and include environmental management within key roles across the business. All of our hotels continue to meet the high standards required to achieve Travelife GOLD and TUI Environmental Champion awards for sustainability. These strict standards enable us to review and consistently improve our environmental performance every year.

ENERGY

Energy consumption is monitored meticulously in order to achieve continued overall reductions year on year and to reduce associated carbon emissions. We will continue to empower our technical services teams to identify the latest innovations in technology and renewable energy systems that facilitate reduction without compromising the guest experience.

WATER

Water is a precious resource, and we continue to strive for reductions overall year on year. All sources of water, including grey water are disposed of correctly, in line with local legislation and without negative impacts upon local environments or populations. In addition to intelligent irrigation systems, low flow / flush bathroom fittings and continued staff training, Seaside Hotels will carry out a detailed water assessment at one hotel site in 2020 to further identify opportunities for ongoing reduction.





OUR ENVIRONMENT

WASTE

We currently operate a range of waste reduction programmes across all operational departments. We have recently introduced a programme specifically aimed at reducing or eliminating unnecessary single-use plastics, and we are involved in trials that collect organic waste for composting. Where waste is unavoidable, we ensure that it is separated for recycling and proper disposal, paying particular attention to hazardous waste. We hold regular training for our employees to ensure the ongoing integration of waste reduction practices and encourage their suggestions for change.

CHEMICAL USAGE

Every effort is made to ensure that the use of chemicals is minimised where possible and every care is taken to prevent accidental spillage. Employees required to handle chemicals are properly trained and provided with Personal Protective Equipment. We operate our washing machines with specific programmes to avoid wasting detergents unnecessarily, and we are actively trialling new innovations in chemical free cleaning in the Grand Hotel Residencia.





OUR COMMUNITY

THE SEASIDE FAMILY

Based on the solid values of a family company, we consider our employees to be our most valuable asset. It is our responsibility to provide a safe, healthy, friendly and rewarding environment for our staff and to ensure that our policies favour a work-life balance. As an inclusive employer, we welcome all individuals into the Seaside family and commit to providing a non-discriminatory workplace that supports and encourages personal development, is flexible and provides care above and beyond legislation.

ANTI-BRIBERY AND CORRUPTION

Seaside Hotels operates its business with full integrity and respect for the law. We operate a zero-tolerance approach to bribery and corruption in relation to bribes (payment, offer or promise to pay or provide anything of value), gifts and hospitality. We do not make political donations, our financial support is directed towards local, charitable causes.

MODERN SLAVERY

Seaside Hotels is committed to preventing acts of human trafficking and modern slavery from occurring within its business and throughout its supply chain. We expect our suppliers, contractors and other business partners to uphold the same high standards.





OUR COMMUNITY

LOCAL COMMUNITY

In line with the values of our Founder, Seaside Hotels is committed to supporting economical and social development in the communities in which we work. We prioritise the employment of local staff and collaborate with HECANSA, the official training school in the Canary Islands to develop skills and increase employability. Our intern programme offers positions to gain work experience at the highest level and our work placements enable students to put their academic skills into practice in a workplace environment.

Seaside Hotels prioritise local purchasing and our commitment to procuring artisanal products not only contributes to a thriving local economy but enables continuity of local traditions. Wolfgang Grobauer, Grand Hotel Residencia's Michelin Star chef was named as the first Ambassador of the salt mines in Pozo Izquierdo, Gran Canaria for his commitment to utilising this ingredient and his ongoing support of local industry and traditions.

We work closely with the Tourist Boards of Gran Canaria and Lanzarote and support their focus on promoting the Canary Islands to a wider visitor demographic keen to explore the natural and cultural heritage of the destination.

A diverse visitor portfolio is advantageous for local businesses and helps to combat issues associated with seasonality.

COMMUNITY OUTREACH

Seaside Hotels proudly support the Randstad Foundation. Our annual donation enables them to fulfil their commitment to supporting the inclusion of people with disabilities into the labour market and their continued efforts to integrate employees with disabilities into the work force. In addition to a corporate donation, we also open our hotel for work experience days, hosting young trainees of the 'Down's Syndrome Association of Las Palmas' for an introduction into the theory and practice of working in a hotel.





OUR GUESTS

AN EXCEPTIONAL GUEST EXPERIENCE

Quality is important to our business and every member of our team strives to exceed our guests' expectations. To support our aim of total customer satisfaction and continuous improvement across our business, guests are invited to complete feedback questionnaires, the results of which are shared with management teams and staff. On some occasions, we respond individually to guests regarding their stay and manage our online reputation via our social media team, responding to all client comments across various platforms including tripadvisor, holidaycheck, booking.com, Zoover and Facebook.

HEALTH AND SAFETY

The safety and wellbeing of our guests and staff is of utmost importance to us. Seaside Hotels are fully compliant with all relevant health and safety legislation across all of our operational areas. This includes swimming pool safety, fire prevention, hygiene standards and general safety in public areas. We are regularly inspected by local authorities and by representatives of the Tour Operators that we work with, and key staff are trained to evaluate and mitigate risks should they arise.





OUR GUESTS

PROTECTION OF CHILDREN

Being a responsible business also means taking great care to avoid the exploitation of children. Seaside Hotels do not use child labour and respect the minimum legal working age in all of their hotels and have the same expectations of their suppliers.

We are aware that travel and tourism facilities can be misused for the purposes of violating children's rights and we do not condone any such action. Our staff are trained to identify inappropriate or suspicious behaviour or neglect and to report this immediately to senior management. Our guests are advised on the same course of action by information on our guest sheet available in all rooms.

In our hotel children's clubs, we work with staff who are fully background checked prior to being offered employment and who are suitably trained in the appropriate management of children's facilities and actions to take should they become aware of suspicious behaviour.







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