



ENVIRONMENTAL POLICY

DOMINICAN REPUBLIC



GRAND**SIRENIS**
PUNTA CANA RESORT



PUNTA CANA - DOMINICAN REPUBLIC

SIRENIS HOTELS & RESORTS is a family hotel chain with hotels in Ibiza, Punta Cana, Riviera Maya and San Andrés.

The BASIC PRINCIPLES of Sirenis Hotels & Resorts are based on three essential pillars:



SOCIAL
RESPONSIBILITY



CLIENT
SATISFACTION



RESPECT FOR
THE ENVIRONMENT

Our commitments to Quality, the Environment and Social Responsibility are defined based on these principles.



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QUALITY

CONTINUOUS IMPROVEMENT OF OUR CLIENTS' SATISFACTION:

1. Establishing direct, close contact with them
2. Measuring the level of satisfaction of our clients in an objective way
3. Taking their complaints and claims into account for our continuous improvement project

GUARANTEEING THE QUALITY OF THE SERVICE:

1. Adapting operations to new needs that are detected
2. Actively listening to clients
3. Collaborating with our suppliers and partners to seek and develop new products
4. Renewing and updating facilities to improve service
5. Undertaking periodic reviews of the Management System

RESPECTING AND COMPLYING WITH LEGAL REQUIREMENTS, AS WELL AS COMMITMENTS IMPOSED BY THE COMPANY ITSELF.



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ENVIRONMENT



RESPECT FOR THE ENVIRONMENT:

1. Reducing the waste generated and facilitating its separation
2. Providing continuous Environmental training to our collaborators
3. Reducing the consumption of natural resources, minimising the impact of operations
4. Commitment to the preservation of the biodiversity of the region



SOCIAL RESPONSIBILITY



COLLABORATION WITH LOCAL DEVELOPMENT:

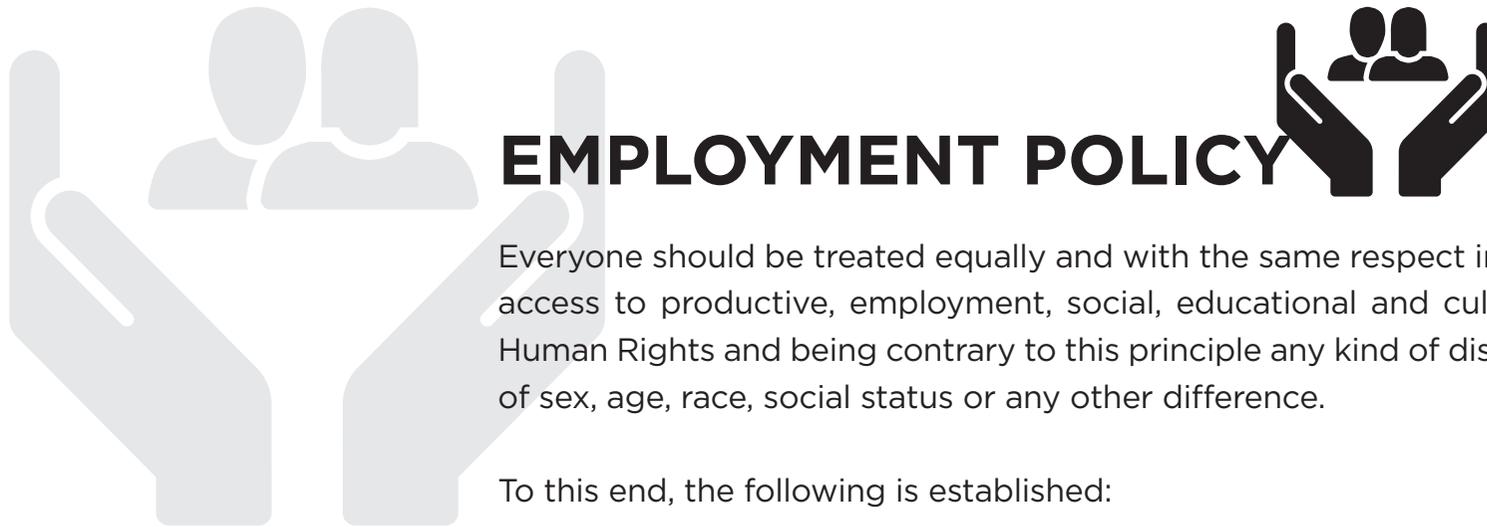
1. Applying a purchasing policy that favours local products
2. Presenting local cultures to clients

MAINTAINING CLEAR OPPOSITION TO CHILD LABOUR AND SEXUAL EXPLOITATION.

ENSURING EQUALITY ON OUR TEAMS.



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EMPLOYMENT POLICY

Everyone should be treated equally and with the same respect in the workplace, with equal access to productive, employment, social, educational and cultural resources, protecting Human Rights and being contrary to this principle any kind of discrimination on the grounds of sex, age, race, social status or any other difference.

To this end, the following is established:

- A **procedure for Sexual Harassment, Harassment and Discrimination** which guarantees straightforward, confidential and impartial follow-up in order to address complaints presented for these reasons, in which those involved feel that they receive fair and appropriate treatment.
- A **Policy of Work Inclusion** which promotes the retention and work development of people in a vulnerable situation in terms of equality conditions.
- An **Ethical Code** which establishes behavioural guidelines for all employees who work in Sirenis brand companies in the Caribbean area, according to its Mission, Vision and Values.
- A **Policy for work-life balance** with the aim of regulating necessary activities in order to establish a procedure of good practice for flexible working hours, so that our employees can develop themselves in their academic training, personal health, and family issues in general.



SUSTAINABILITY STRATEGY

In our efforts to improve each year, we have designed a strategy. We know that our operations have an environmental impact, and we therefore wish to provide solutions for causing the least possible damage to our surroundings.

- Measurement and monitoring of the consumption of our hotels
- Training of our employees
- Implementation of environmental measures at all hotels
- Involvement of our clients
- Collaboration with the local community
- Collaboration with environmental associations



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GREEN FITTINGS IN OUR ROOMS

TEMPERATURE REGULATORS

In each room we have a temperature regulator, so that when the desired temperature is reached, the air conditioning is automatically turned off. In the majority of our hotels, the air conditioning system is programmed so that it turns off when a window or balcony door is open.

EFFICIENT FITTINGS

New electrical devices have been purchased in order to reduce consumption; all electrical appliances and materials that we replace are therefore as sustainable as possible.

ENERGY SAVING LIGHTING

We are replacing conventional lighting for LED and energy saving light bulbs.

ENVIRONMENTAL INFORMATION

In different areas of the hotels, there are labels and posters with information on good environmental practices, requesting the collaboration of our employees and clients.

AUTOMATED CARD SYSTEM

We only have electricity in the rooms when the magnetic key is entered into the device. In this way, we ensure that energy is not wasted when the client is not using the room.

PRESENCE SENSORS

All rooms are equipped with a new technology of presence sensors that control lighting and A/A temperature upon the guest leaving the room, without the need of a magnetic card.





GREEN FITTINGS IN OUR BATHROOMS

ENERGY SAVING TIPS

All our bathrooms and toilets have signage with information on ways to save water, to raise awareness among our customers and prevent unnecessary water wastage.

TOWELS

We give clients the option of reusing towels or requesting new ones, information on which can be found in the bathroom. If the towel is left on the floor we will know that they want the towels to be changed, while if they are hung up we will know that they wish to reuse them, saving water and energy with this simple gesture.

WATER ECONOMISING DEVICES

We have installed water economising devices on the taps in both the rooms and communal areas to reduce the flow of water without affecting the quality of the service.

REDUCTION OF PACKAGING

In order to reduce and generate less waste, soap dispensers have been installed in rooms, creating a significant reduction of waste generated by the client.



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AN ECOLOGICAL TOUCH IN OUR COMMUNAL AREAS

COMMUNAL AREAS

Our patios and communal areas are large, to encourage clients to spend more time in them, thereby preventing unnecessary energy consumption.

DRIP IRRIGATION

Areas which require frequent watering have drip irrigation installations, providing only the water that plants require and preventing water being wasted.

LIGHTING CONTROL

We have lights programmed to turn on and off in the outdoor areas, making the most of natural light.

XERISCAPING

The plants that have been selected for the communal green areas of the hotels are indigenous plants which require only a limited amount of water for maintenance.





THE ENVIRONMENT IN ALL OUR ACTIONS

CLEANING PRODUCTS

We mostly use concentrated cleaning products, ensuring great results in reducing environmental impact.

ECOLOGICAL CRITERIA

All our suppliers are carefully selected, particularly favouring local suppliers who care about the environment.

LOCAL CULTURE

Grand Sirenis Punta Cana offers a Taino Experience, to showcase the local culture and educate while entertaining our guests.

MONITORING OF ENERGY CONSUMPTION

We carry out monthly monitoring on the hotel's consumption to optimise it and be able to adopt the most appropriate measures.

SELECTIVE WASTE COLLECTION

Proper separation of waste begins from its creation, therefore we have numerous separated waste bins in all our communal areas, as well as our staff areas.





THE ENVIRONMENT IN ALL OUR ACTIONS

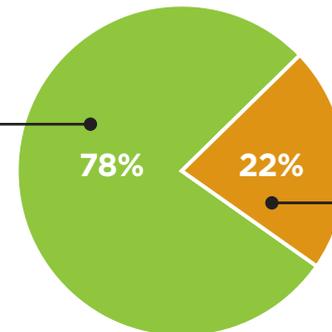
BULK PURCHASING

Following our purchasing protocol, we purchase products with environmentally friendly packaging, with less packaging material for large quantities of product, in order to reduce the carbon footprint of their transport.

LOCAL PRODUCTS

At our all-inclusive buffets, clients can sample local products in almost all services, such as cheeses and cold meats, as well as purchasing local wines to sample during their stay.

Suppliers of locally
produced fresh food



Suppliers of externally
produced fresh food





OUR CERTIFICATIONS



Travelife is an internationally recognised accommodation sustainability programme. Containing a range of criteria that assess accommodation performance in the areas of human rights, labour, community engagement and environmental impacts.



The iconic Blue Flag is one of the world's most recognised voluntary eco-labels awarded to beaches, marinas and sustainable boating tourism operators. In order to qualify for the Blue Flag, a series of stringent environmental, educational, safety and accessibility criteria must be met and maintained.



The Green Key award is the leading standard for excellence in the field of environmental responsibility and sustainable operation within the tourism industry. This prestigious eco-label represents a commitment by businesses that their premises adhere to the strict criteria set by the Foundation for Environmental Education.





2018 ENVIRONMENTAL INFORMATION

Measurement and monitoring of
consumption of:

- ELECTRICITY
- WATER
- DIESEL AND GAS
- URBAN WASTE
- PAPER
- GLASS
- PACKAGING



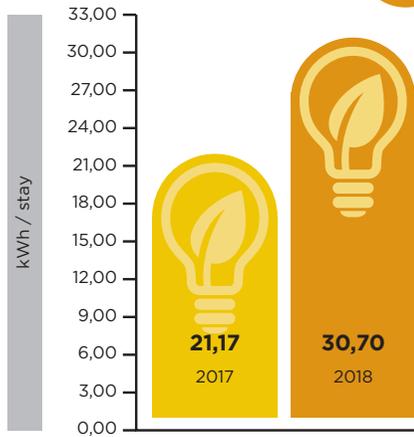
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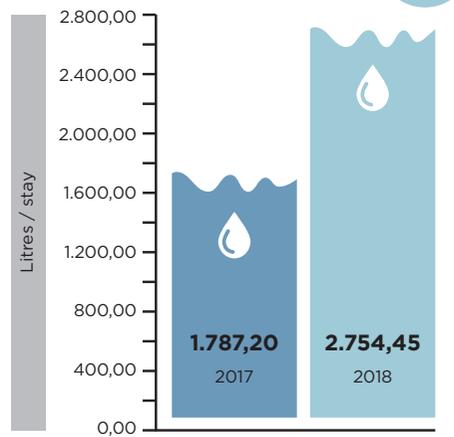
ECOLOGICAL FOOTPRINT

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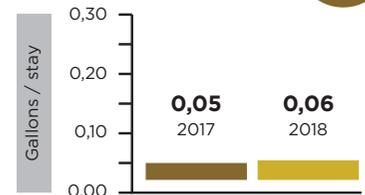
ELECTRICITY



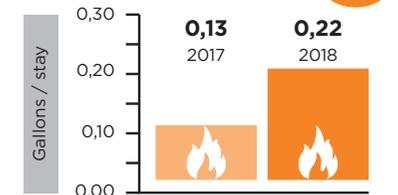
WATER



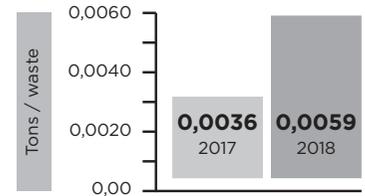
DIESEL



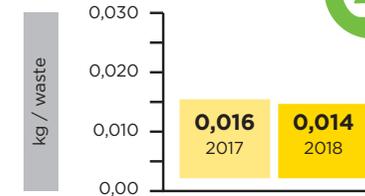
GAS



URBAN WASTE



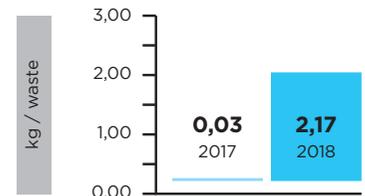
PACKAGING



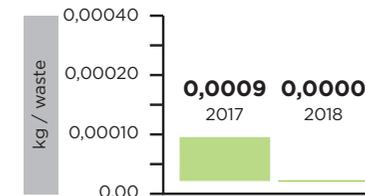
RESULTS

Consumption levels have remained quite stable compared to the previous year, with no large increases recorded. An increase in water consumption has been observed as a result of the increase in number of the swimming pool basins and of the hotel rooms. Waste production has increased in general, but an improvement in waste category separation has been observed.

PAPER



GLASS





ENVIRONMENTAL NEWS IN 2018



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ENVIRONMENTAL PROJECTS

WATER

- **WATER TAPS:**

We have been installing water taps with automatic stop system to save water.

- **RENOVATION OF ROOMS**

Rooms have been remodelled, making them more sustainable.

- **FLOW LIMITERS:**

We have been installing flow limiters in the hotel rooms and communal areas in order to reduce water consumption.

ENERGY

- Using occupancy timers and sensors to keep the lights and equipment on only when needed.
- We are using LED energy saving lamps in all possible areas strategically distributed in the necessary areas.
- **PRESENCE SENSOR SYSTEM:** We only have electricity in the rooms when our Presence Sensors detect guests inside the room. In this way, we ensure that energy is not wasted when the guest is not using the room.



SKIPPING STRAWS, SAVE WILDLIFE PROJECT

We have reduced the use of straws in our bars and restaurants creating awareness with our guests of the damage they cause in the environment.



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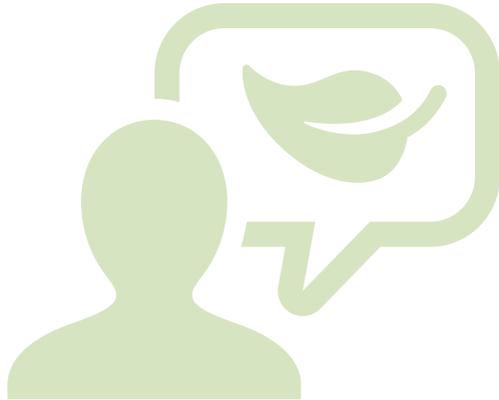


SOCIAL PERFORMANCE



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SOCIO-OCCUPATIONAL CONDITIONS



At the company, we firmly believe in individuals and in enhancing the company's values in the long-term with regard to local culture, families and the environment.

For these reasons, we offer numerous benefits for our employees in our socio-occupational conditions plan:

- Continuous training: for the whole time that they are with us, employees receive training on numerous areas, including food hygiene and the environment.
- Discounts on accommodation: by belonging to the Sirenis family, special prices at our complexes can be enjoyed.
- Internal promotion: before beginning an external selection process, the possibility of covering the vacancy with internal personnel is studied.

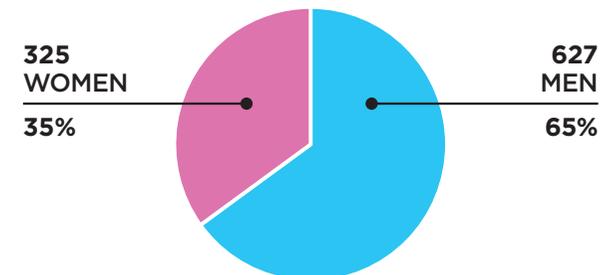
SOCIAL INTEGRATION



At Sirenis we believe in equality, and therefore do not discriminate due to sex or nationality. We have personnel from the following countries:

Bulgaria - Cuba - Dominican Republic - Slovakia - Spain - The Philippines - Hungary - Italy - Morocco - Mexico - Poland - United Kingdom - Romania - Senegal - Uruguay

WORKERS: MEN VS WOMEN 2018

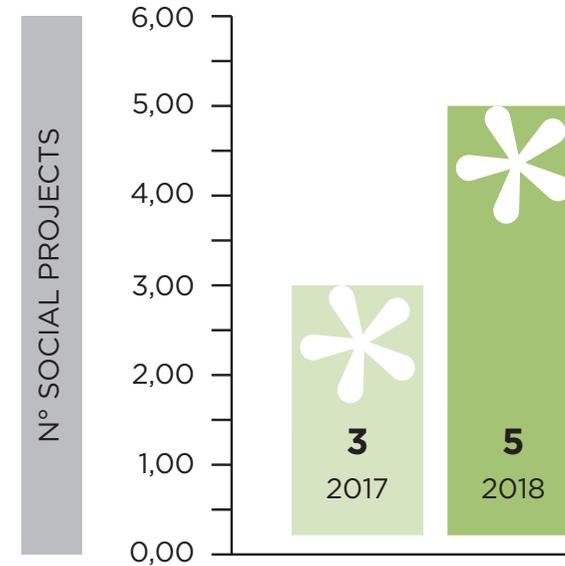


SOCIAL PROJECTS IN THE AREA

LOCAL COMMUNITY

Sirenis Hotels & Resorts has carried out several collaborative actions with various institutions and associations that demonstrate that the hotel chain's commitment to the local community goes beyond mere words written on paper.

- Collaboration with the drug rehabilitation center Hogar Crea.
- Collaboration with the Elderly home of Higüey.
- Collaboration with La Ceiba Polyclinic.
- Collaboration with civil defense.
- Relocation of wild bees with beekeepers from the local community.



THANK YOU VERY MUCH

