



CORPORATE SOCIAL RESPONSIBILITY

Achievements 2019

At RIU Hotels & Resorts, we work
every day so that our hotels are
becoming
more responsible with the environment
and the community.

These are our commitments
and objectives

ENVIRONMENT

We are aware of our activity's direct impact on the environment and therefore attempt to minimize it through a number of different initiatives.



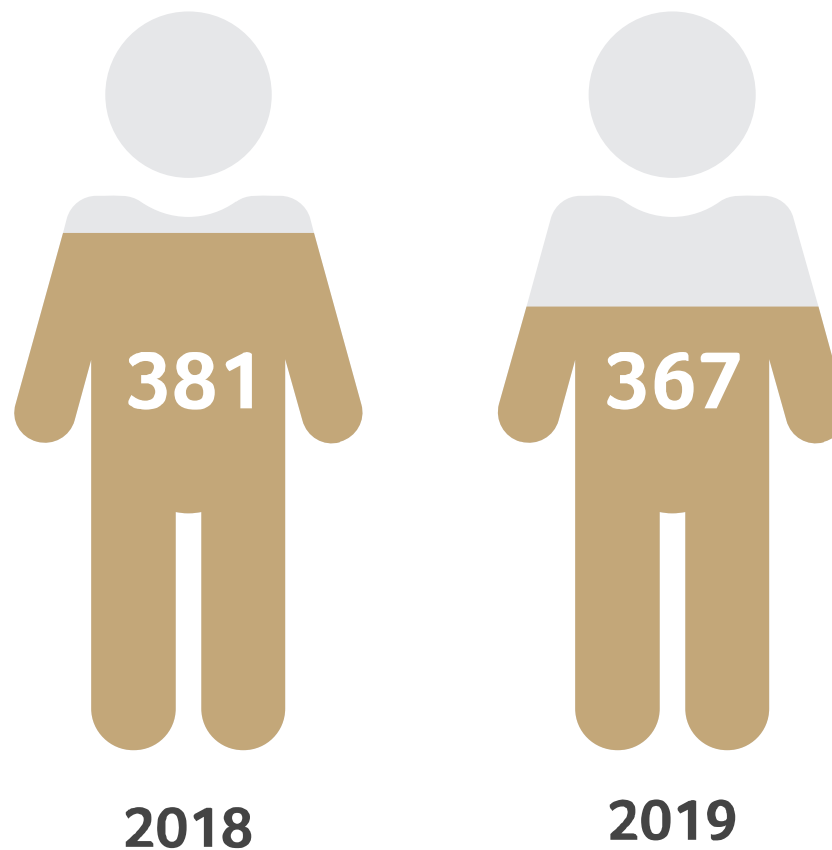


SAVING WATER

We believe in responsible water use and strive to minimize waste and maximize reuse.

WATER

Litres per guest night.





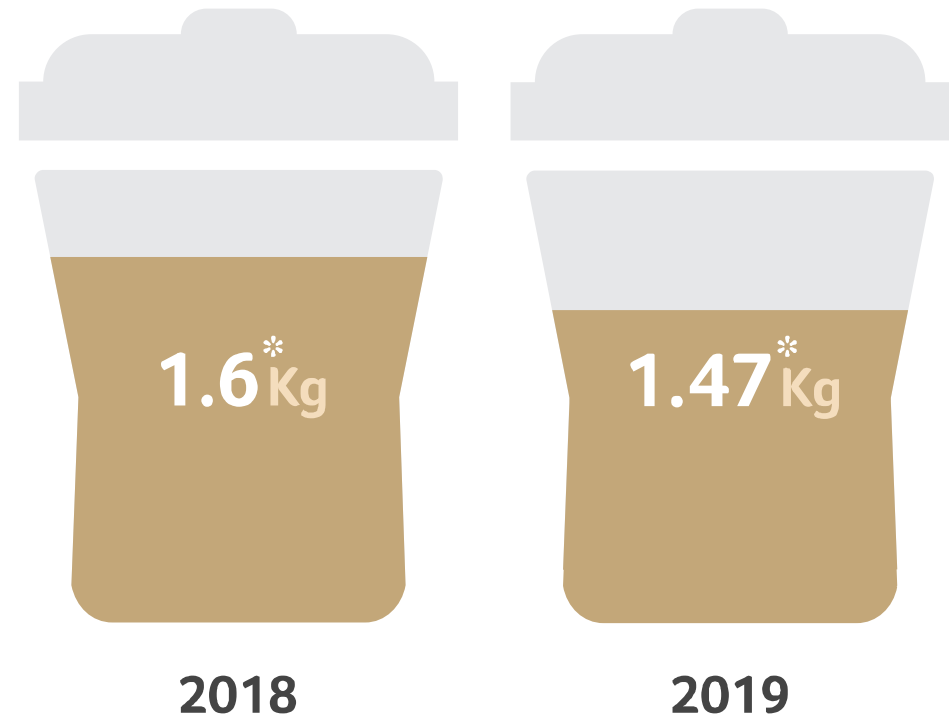
WASTE MANAGEMENT

We reduce the amount of waste our activity generates as far as possible and manage it responsibly, separating the waste in order to be recycled and treated.

WASTE

Kg per guest night.

* Estimated data.



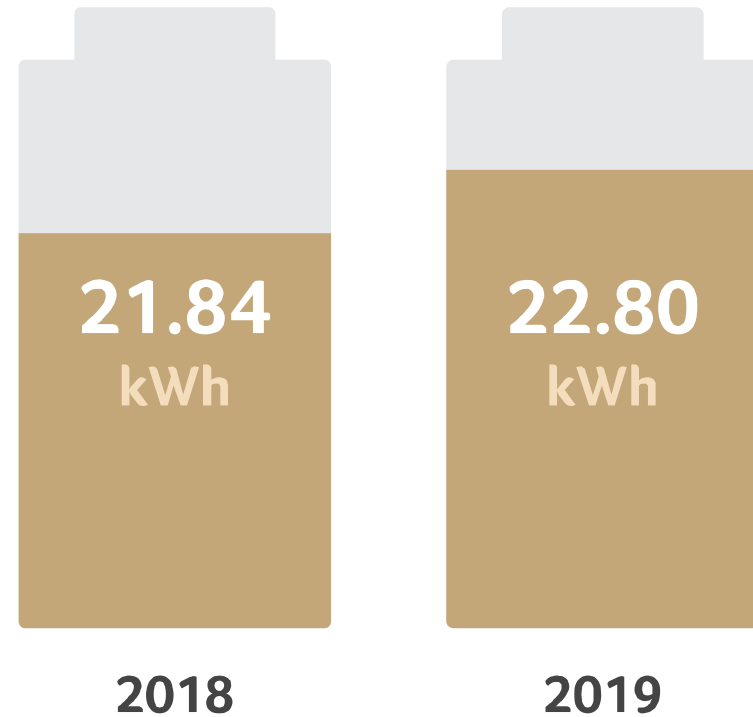


ENERGY SAVING

We work with efficient equipment to reduce energy consumption of both electricity and fuels.

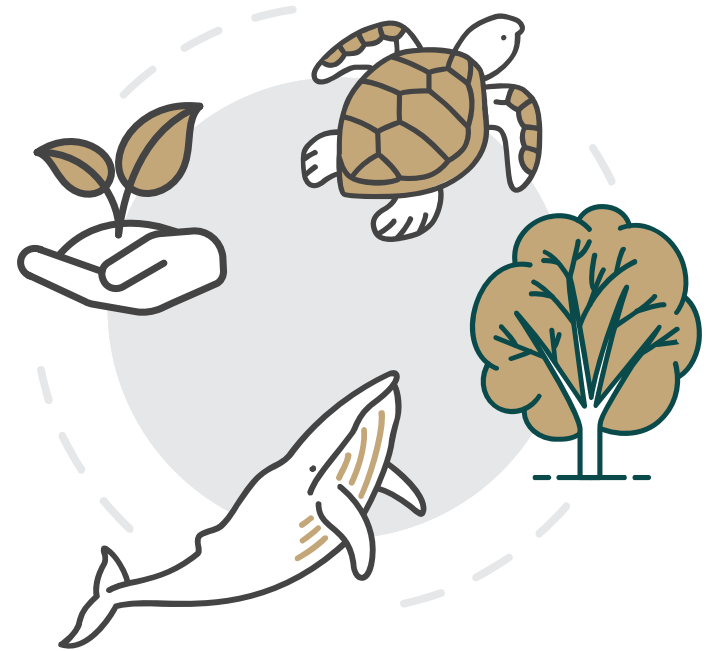
ENERGY

kWh per guest night.



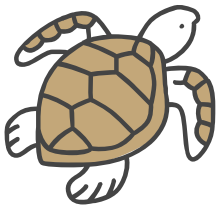
WILDLIFE PROTECTION

We participate in conservation programs of the natural environment through actions to protect endangered species or its habitat.





WILDLIFE PROTECTION



Sea Turtles

Cape Verde and
Costa Rica



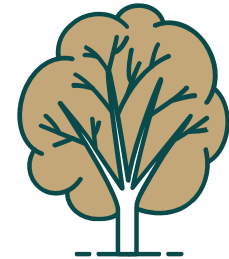
Riu Refuge

Costa Rica



Whales

Cape Verde



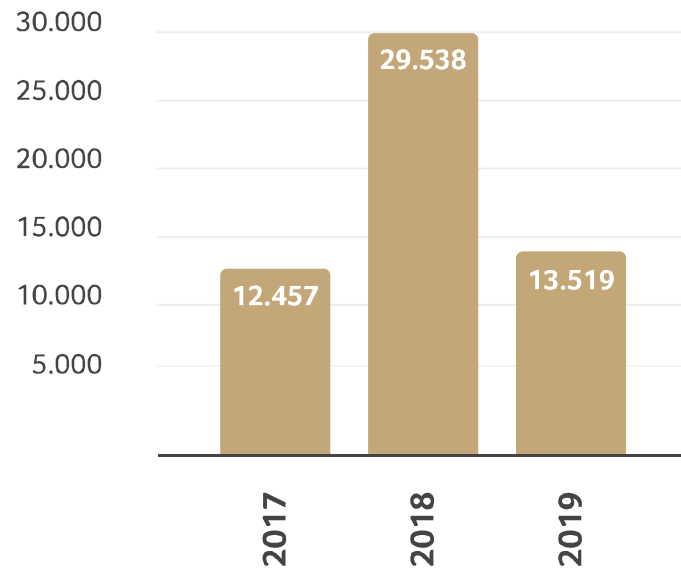
Reforestation Program

"Plant for the Planet"
Gran Canaria

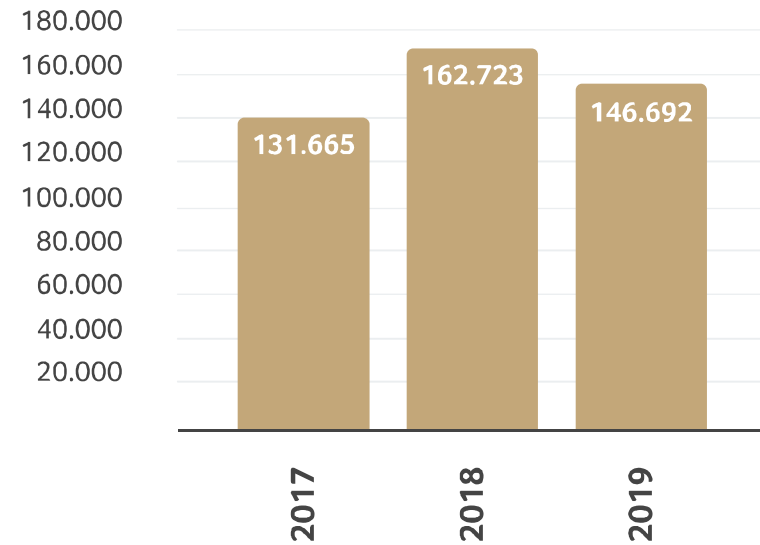
SEA TURTLES

Results 2019 in Cape Verde

Nests



Hatchlings Released

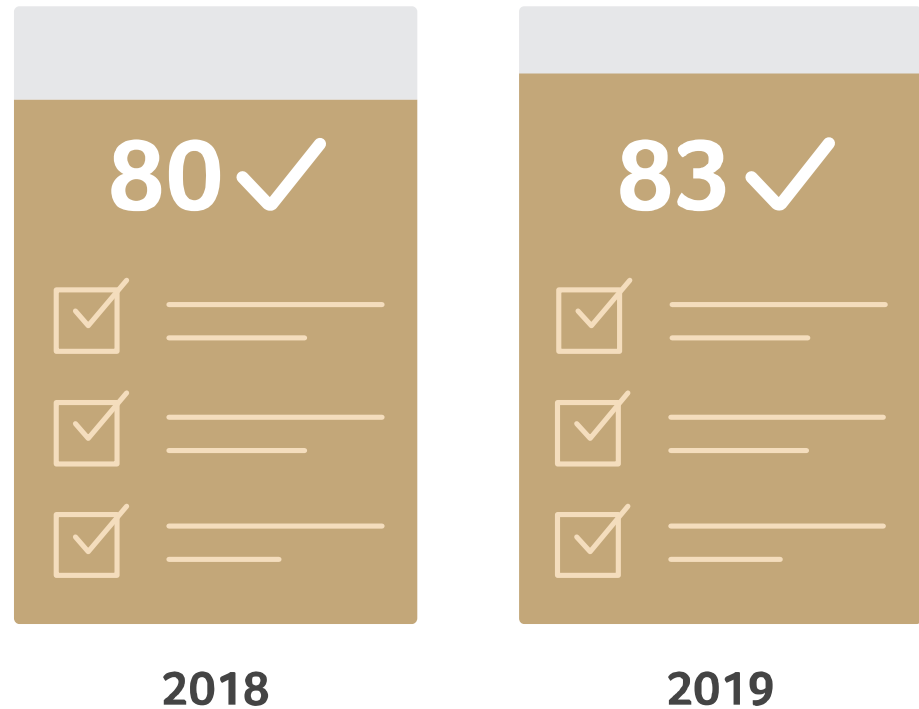




SUSTAINABILITY WARRANTY

We have decided to get certified with TRAVELIFE system ensuring the sustainable management of our hotels and the fulfillment of these commitments.

Number of TRAVELIFE certifications.



SOCIAL

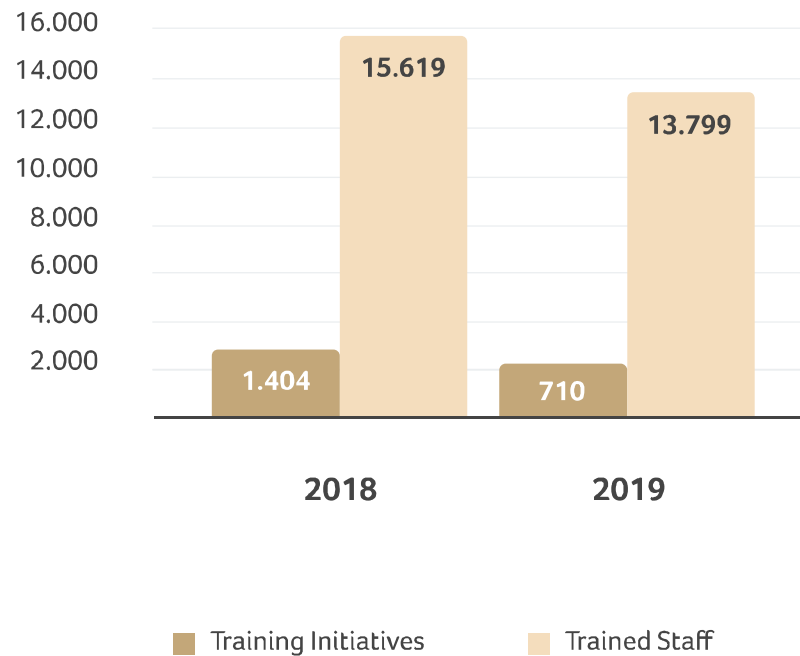
RIU's social commitment consists of its responsibility towards its customers, employees and the community in which it carries out its business. It must conform to the utmost respect and integrity.



SUSTAINABLE AWARENESS

We sensitize our employees, customers and suppliers to how important small initiatives add up to big results.

Staff sustainability training



Campaign #BeRIUponsible



SUSTAINABLE HITS



**Circular Economy
Projects**



**RIU Sustainability
Report 2018**



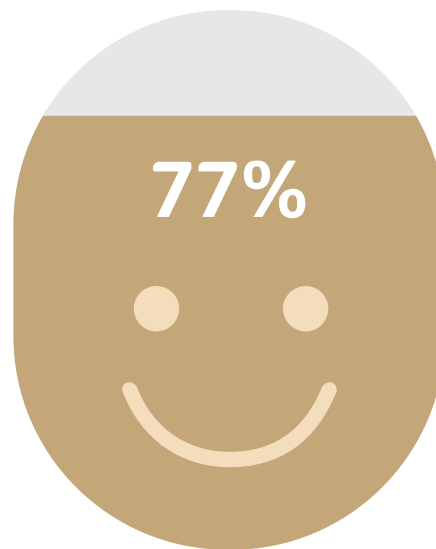
**World Environment Day:
5th June 2019.**

Campaign "Beat Air Pollution"
52 hotel carried out actions.

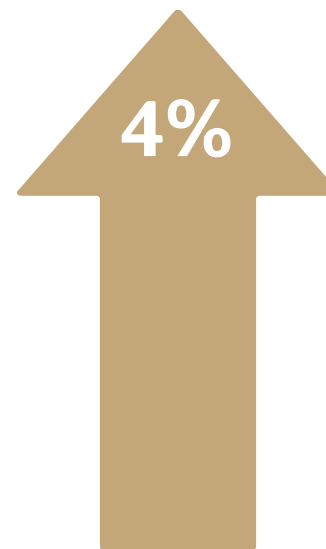


CUSTOMER SATISFACTION

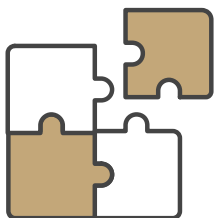
At RIU Hotels, we have always had our guests' total satisfaction as a maxim, since that is the basis of our business success.



Very satisfied
customers



More on
the annual target



OUR TEAM WORKING

Our main asset is people; therefore we prioritize opportunities for personal and professional development of our team.

PROGRESS	2017	2018	2019
STAFF	28.894	29.985	31.270
Permanent	64,6%	64,4%	65,6%
Full-Time	97,8%	97,8%	98,1%
Male / Female	57,5% 42,5%	57% 43%	56,3% 43,7%
Women Managers	24,9%	25,5%	27,1%

COMMITMENT TO LOCAL COMMUNITY

We are integrating with the community of places where we operate, contributing to its improvement and enhanced well-being through social projects and generating development opportunities.



SPONSORSHIP & ALLIANCES

Childhood



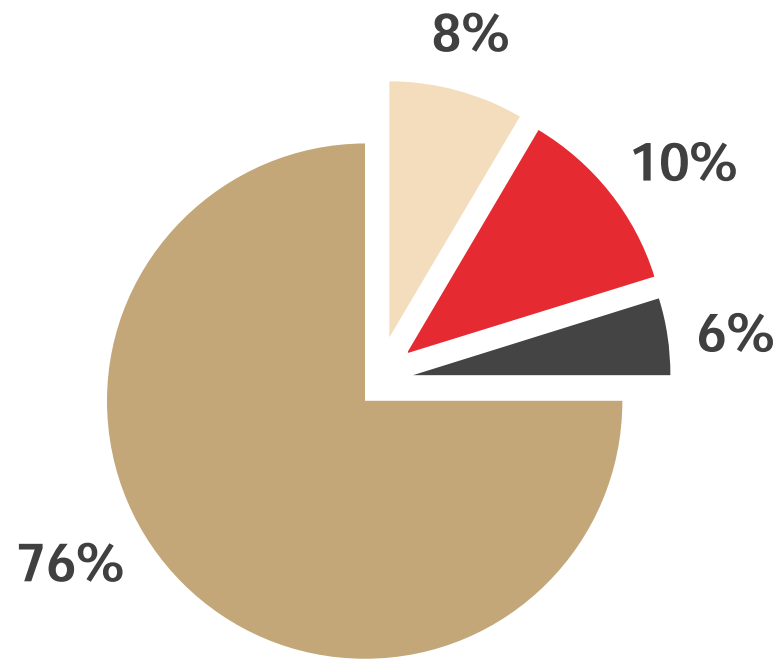
Community



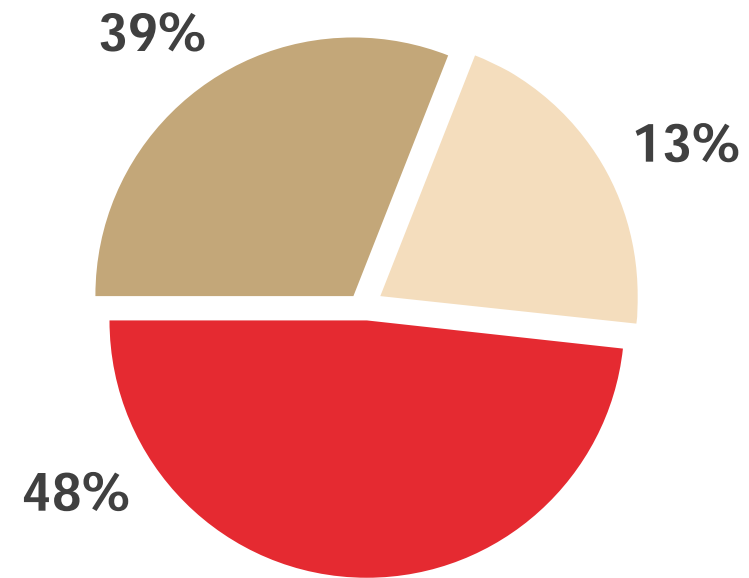
Biodiversity



Sponsorship by workline



Solidarity Accommodation



Biodiversity Community Emergency Aid Childhood



CHILDREN PROTECTION

We are aware that Commercial Sexual Exploitation of minors throughout the world is an issue which involves the tourism industry. Through adherence to the ECPAT code we are committed to complying with the criteria of the code with actions and good practices aimed at eradicating the Problem.

Ecpat Achievements 2019



Destinations 2019

Spain, Portugal, Cape Verde, Morocco, Aruba, USA, Jamaica, Mexico, Costa Rica, Sri Lanka, Ireland, Mauritius, Maldives, Bahamas, Dominican Rep. and Panama.



Training

15.557 participants.



Suppliers Commitments

1.134 suppliers with signed ECPAT clause.



HEALTH AND SAFETY RIGOR

We understand that it is essential to ensure safety and health in all service processes and for that we protect customers and employees from potential hazards.



Examinations & Analytical

15.699 performances.



Vaccination campaigns

5.145



Health training

3.823 participants.



Safety training

36.838 participants.

