

BIENNIAL REPORT

2022 | 2023





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INTRODUCTION

We are entering a new era in which **innovation, sustainability and talent** drive the company's strategy towards **sustainable development**.

New thinking and creative ideas call for greater **awareness and engagement** from both our teams and our guests. We seek their **full commitment** to boldly tackling the new challenges of the future.

As we **transition towards a circular economy**, we approach all our projects with the aim of **preserving** products and materials, **eliminating** waste at the design stage and **regenerating** the natural systems within our reach.

Resource efficiency and climate neutrality, approached and monitored from a fully innovative perspective, are central to our commitment to limiting the global temperature rise.

People development **is the cornerstone of the humanisation** of THB hotels and our pursuit of **excellence**. We aim to be a place to grow – a place to believe.

We are witnessing a **shift in priorities**, aligned with the 2030 Agenda: a time to unleash all our creativity to create a new way of hosting, operating and delivering sustainable experiences. And we firmly believe we must rise to the occasion – for the planet and for society.

The THB hotels biennial report compiles the initiatives we implement to ensure that the evolution of our business and its improvements support social, economic and environmental balance, in pursuit of sustainable development across these areas.

SUSTAINABLE DEVELOPMENT GOALS





THB hotels

THB hotels

THB hotels offers **hotels specialising in family and adults-only tourism**, as well as options for travellers seeking **active holidays** or **rest and wellness**, along with hotels featuring facilities suitable for hosting all kinds of **events** – all located in prime settings with stunning sea views.

Key milestones in 2022 and 2023 include the **addition of THB San Fermín** (Benalmádena – Costa del Sol), **THB Niágara** (Playa de Palma – Mallorca) and **THB Bamboo Alcudia** (Alcudia – Mallorca).

Certifications and recognition



Since 2007, **THB hotels** has adhered to **ISO 9001** and **ISO 14001** standards for quality and environmental management across its properties. Annual follow-up audits are conducted by an accredited organisation.



Since 2017, we have **calculated and recorded the carbon footprint** of all our establishments. We have renewed the “calculo” (calculate) label for each of them and have also obtained the additional “reduzco” (reduce) label awarded by the Spanish Ministry for Ecological Transition.



We currently verify the greenhouse gas emissions report, prepared in accordance with the **GHG Protocol**, through an accredited entity.

Key figures

Data as at 31/12/2023

✈ 18 hotels | 4 destinations

✈ 3.254 rooms

✈ 6.397 beds

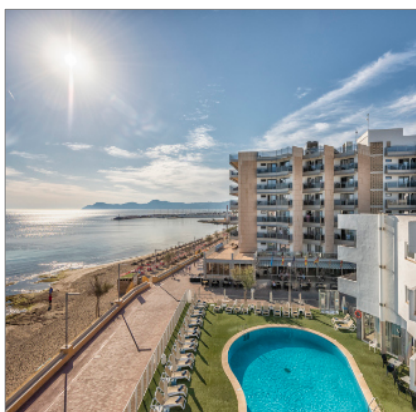
✈ 1.411.954 stays in 2022
161 nationalities

✈ 1.542.883 stays in 2023
194 nationalities

Mallorca



THB Gran Playa****



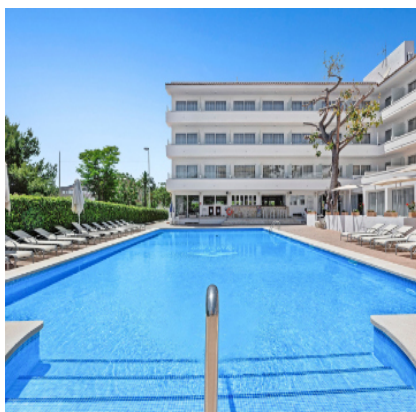
THB Gran Bahía****



THB Guya Playa****



THB Cala Lliteras****



THB Dos Playas***



THB Felip****



Key figures

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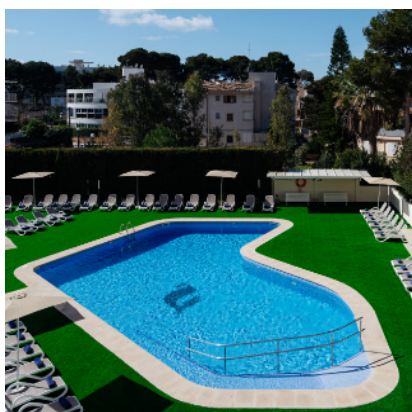
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THB Sa Coma Platja****

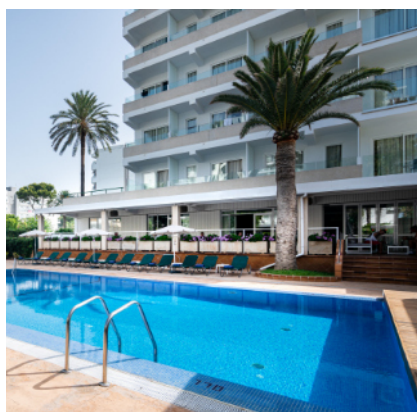


THB María Isabel****



THB El Cid****

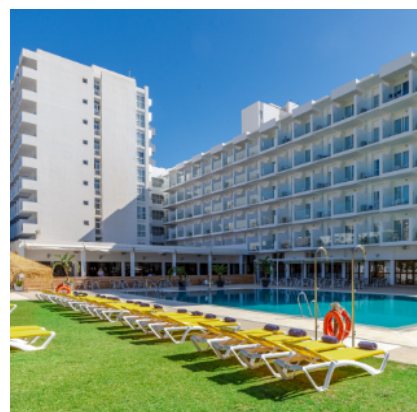
Costa del Sol



THB Niágara****



THB Bamboo Alcudia****



THB San Fermín***



Key figures

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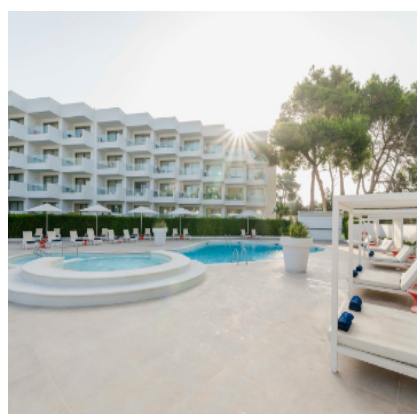
Ibiza



THB Los Molinos****



THB Ocean Beach****



THB Naeco Ibiza****

Lanzarote



THB Flora***



THB Royal****



THB Tropical Island****



WITH THE GUEST

THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

With the guest

The wider hotel industry is focused on meeting the needs of an increasingly diverse audience. We understand that our guests are looking for much more than just a place to sleep. They want personalised experiences tailored to their wishes and expectations.

For this reason, at THB hotels, it is essential to progressively introduce improvements aimed at different segments: sports, friends, families, events or adults only.





Responsible travellers

We encourage our guests to discover the destination from a sustainable perspective, promoting responsible practices both during their stay at the hotel and while exploring the surrounding area. To support this, we launched the “Responsible Travellers” initiative, through which:

- ✦ We share practical tips to help preserve, protect and regenerate the destination’s ecosystems.
- ✦ We promote opportunities to experience the local area and its culture, encouraging interaction and learning with the host community, while respecting its values and traditions.
- ✦ We provide guidance on how to behave when visiting natural areas and sites with unique cultural or historical significance.
- ✦ We support local development by encouraging the consumption of local products and services.



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

PROMOTE LOCAL CULTURE

Route through the Son Real Necropolis



Do you want to enjoy a very special route along the beaches of the island of **Mallorca** to the **Necropolis of Son Real**? Well, put on your boots because we're going on an excursion.

The **Finca de Son Real**, which is publicly operated, is between **Can Picafort** and **Son Serra de Marina** in the municipality of **Santa Margalida**. In this place we will find the farm whose main activity is organic farming and the breeding of farm animals native to the Balearic Islands.

Among the treasures it hides we can find several archaeological remains such as the necropolis and a beautiful virgin coast of unique beauty.

S'Albufera Natural Park in Mallorca

mayo 30, 2023



This is one of the island's most iconic areas, with the greatest protection and curiously located very close to the tourist areas of Port d'Alcudia and Can Picafort. A place to get lost and escape from the hustle and bustle of the world, but also offering numerous attractions for families to spend a day surrounded by the island's typical flora and fauna.

S'Albufera de Mallorca was declared a Natural Park on January 28, 1988, and is the largest wetland area in the Balearic Islands.

To preserve the natural habitat as much as possible, access to the S'Albufera Visitor Center is 1.1 km from the parking lot. Entrance to the park is free, but you must apply for a permit at the center. This process takes just a few seconds, and they also provide you with a map showing the different routes available. Near the center, there is a seating area, a room with a small permanent exhibition, and access to the different trails, with a beautiful bridge where the more daring ducks come to say hello.

ENVIRONMENTAL EDUCATION: TIPS ON CARING FOR THE PLANET AND OUR ACTIONS



26th January is **World Environment Education Day**, which dates back to 1975 and the International Seminar on Environmental Education held in Belgrade. The event was attended by experts from more than 70 countries and served to lay the foundations for the **principles of environmental education within the framework of United Nations programmes**.

One of the results of this seminar was the Belgrade Charter, which reflects the **key values of Environmental Education**:

"To develop a world population that is aware of, and concerned about, the environment and its associated problems, and which has the knowledge, skills, attitudes, motivations and commitment to work individually and collectively towards solutions to current problems and the prevention of new ones."

At THB hotels we believe that it is essential to **generate awareness of the importance of protecting and caring for our environment**. For this reason, we have come up with 10 tips for environmental education that can easily be incorporated into our daily lives. **Each individual action will impact significantly on environmental issues**.

Environmental education must be centred on the **responsible use of those natural resources that are in short supply**, such as potable water, as well as encouraging recycling and correct waste management and reducing individuals' contribution to pollution – all crucial measures for addressing climate change.



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

New gastronomic concepts

Food Truck

We've launched a bold, refreshed menu for snacks in our hotels, served on wheels and celebrating sunshine, open-air living and great food.

We aim to foster a real connection between chef and guest by removing barriers – cooking near the guest, even with the guest.

Street food has come to stay in our hotels. Food stalls are placed in strategic areas, offering quick service, always with quality food.



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

New gastronomic concepts

Cake & Shake

"Telling a sweet story."

That's the aim behind this space. The idea is to offer calm, balanced settings for conversation and connection, in the welcoming atmosphere of a traditional tart shop.



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THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

New gastronomic concepts

Wine gastronomy

This project, developed in collaboration with local wineries whose wines are certified with the “Vino de la Tierra” quality label, is designed to showcase, enjoy, taste and explore local, regional and native products through food and wine.

We offer wine on tap for guests to serve and bottle themselves, allowing them to enjoy a truly authentic wine experience right in our hotel restaurants.

This is a circular initiative: we clean and reuse glass bottles, generating no waste.

We reduce glass waste, serve bulk local wine with a strong sense of authenticity and use the opportunity to tell the story of the destination’s winemaking tradition.





New spaces

In 2022, we completed a major refurbishment of the THB San Fermín Hotel, fully renovating the rooms, restaurant and café area. The outdoor area was also upgraded, with the addition of two new relaxation pools.





New spaces

In 2023, the **THB Bamboo Alcudia** underwent a **full renovation** under the “sustainable hotel” concept, with the goal of becoming a “carbon-neutral hotel” by 2025.

State-of-the-art facilities and technologies have enabled an 80% reduction in Scope 1 and 2 emissions, along with an offsetting strategy for the remaining amount to ensure net-zero emissions, thus contributing to the hotel group’s broader decarbonisation effort.





New spaces

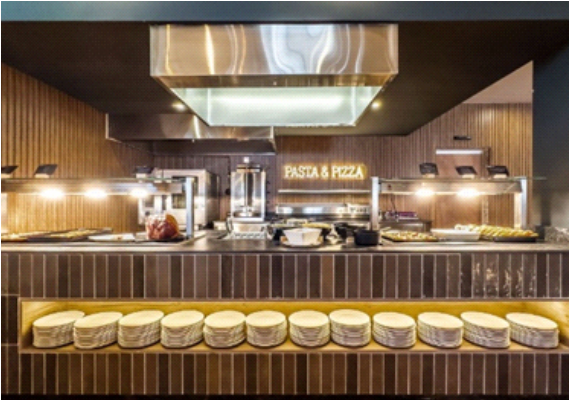
New leisure and sports areas have also been introduced: splash pools, revamped gyms and bike workshops.





New spaces

We have also added new culinary spaces, such as “The Mexican Restaurant” and “The Asian Restaurant”, where guests can enjoy a dining experience that adds value and emotion to their stay.





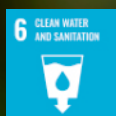
CHALLENGES FOR THE FUTURE

- ✦ Enhancing the food offering in several of our hotels: The introduction of new food trucks in hotels located in Mallorca and on the Costa del Sol aims to diversify the culinary experiences and better meet our guests' preferences.
- ✦ Refurbishment of facilities: Renovation of suites at the THB Los Molinos hotel, as well as the buffet restaurants at THB Los Molinos, THB Flora and THB Niágara. These refurbishments will be accompanied by an enhanced breakfast offering, ensuring a refreshed and higher-quality experience for our guests.
- ✦ Brunch breakfast: Extending breakfast hours and upgrading the food offering to deliver a more satisfying experience for our guests at THB Los Molinos and THB Niágara.





WITH THE PLANET



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

With the planet

Since its foundation, THB hotels has been mindful that our tourism activity takes place in exceptional surroundings and revolves around daily, personalised interaction with our guests. That is why we work every day on a sustainability programme that promotes environmentally respectful practices and reduces our negative impact on the environment.



Circularity plans

In line with Law 3/2022 of 15 June on urgent measures for the sustainability and circularity of tourism in the Balearic Islands, we developed circularity plans in 2023 for our hotels in the Balearics.

These plans include an initial assessment, which involved calculating indicators related to water and energy management, waste generation and other data concerning investment and training in circularity and sustainability.

Based on the results of this assessment, we have outlined improvements for the coming years:

- ✦ Commitment to renewable energy
- ✦ Waste quantification to identify areas where it can be minimised
- ✦ Material optimisation
- ✦ Use of locally sourced products

3rd October 2023

THB hotels: moving towards a circular economy



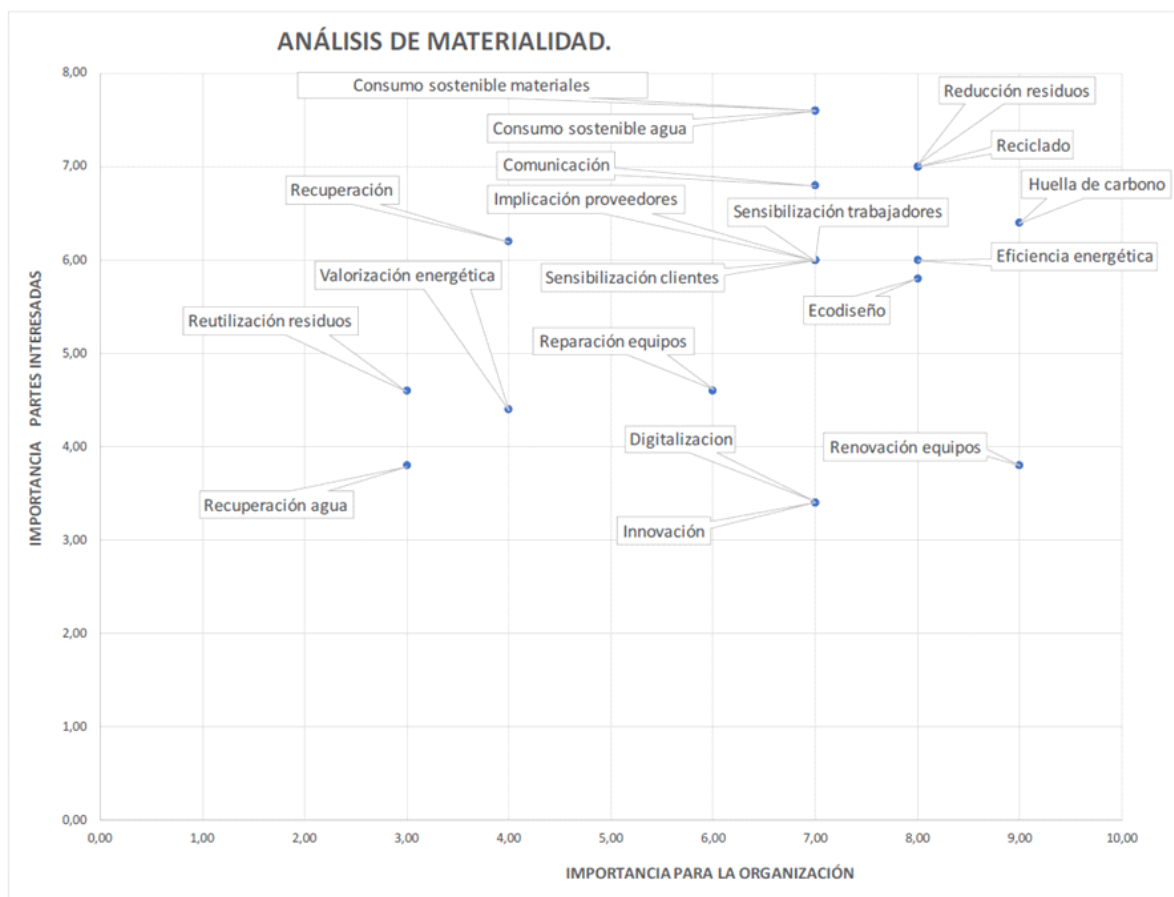
At THB hotels we believe that fighting climate change is a task for us all, which is why we are working together with our employees, partners, suppliers and customers on cutting our carbon emissions at each stage of our guests' stay.

Circularity plans

Further on in this report, we describe in greater detail the initiatives introduced to enhance the circularity of our hotels and, in turn, of the destinations where we operate.



Materiality analysis



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

Waste control plan and smart weighing

We have committed to a new waste monitoring and control system that allows us to obtain real-time data from each hotel via a customised online platform. The system records the volume of each waste fraction generated and logs the contents of each bin in real time.

With QR codes used as identifiers, we can track the quantities of each type of waste and even who is handling it. This enables us to take tailored action and set realistic, data-driven reduction targets.



Waste control plan and smart weighing

"In 2023, we implemented a smart weighing system. This system allows us to monitor, track and accurately measure the waste generated across our operations, including fractions such as organic waste, paper and cardboard, glass, general waste, packaging and crockery."

The results so far have been very positive. In most of our hotels, we have seen a significant reduction in the volume of general waste – a clear sign that our teams are increasingly aware of the importance of environmental management. This progress is not only due to the smart weighing system itself, but also to the environmental awareness project we have been running across our hotels, which has helped staff to better understand the importance of correct waste separation.

Thanks to this joint effort, we are achieving more sustainable resource management and meeting our environmental targets."

Marga Negre
Quality and Sustainability



More efficient resource consumption

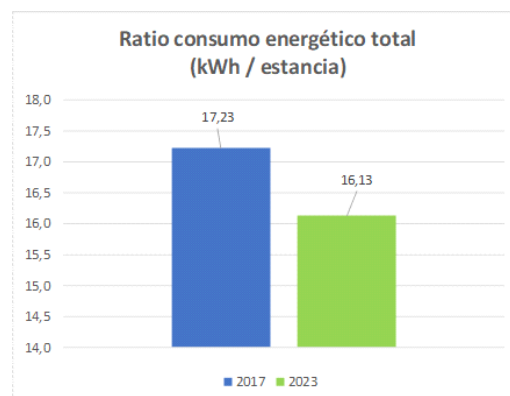
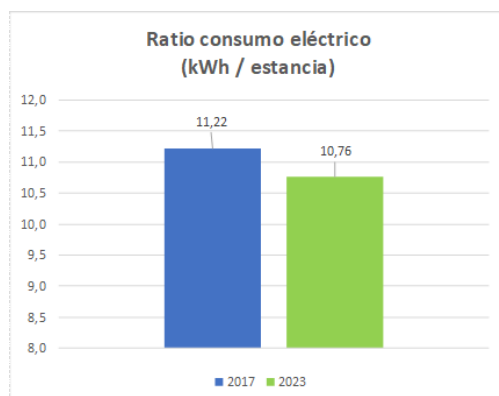
Electricity consumption

Photovoltaic panel installation

During the reporting period (2022–2023), photovoltaic panels were installed in our hotels as an innovative and sustainable solution to meet rising electricity demand and reduce environmental impact. With this strategy, we aim not only to promote the use of renewable energy but also to generate our own electricity, reducing costs and fostering energy independence. We consider this a key step in THB hotels' transition towards a cleaner and more efficient future.



We reduced overall energy consumption by 6.4% between 2017 and 2023.



THB hotels

WITH THE GUEST

WITH THE PLANET

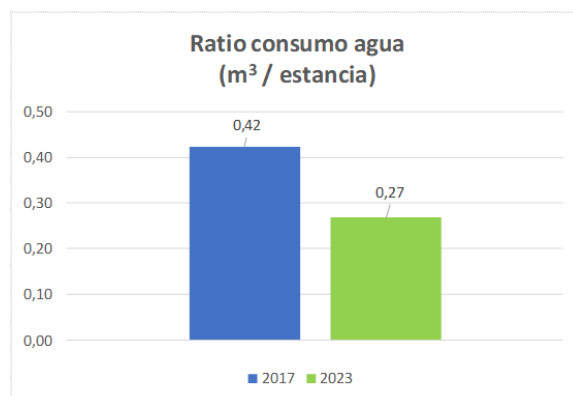
WITH PEOPLE

WITH SOCIETY

We optimise water consumption

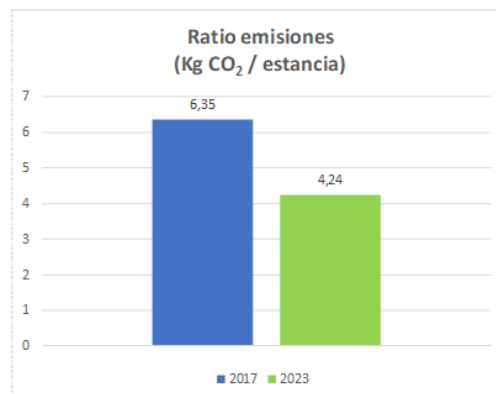
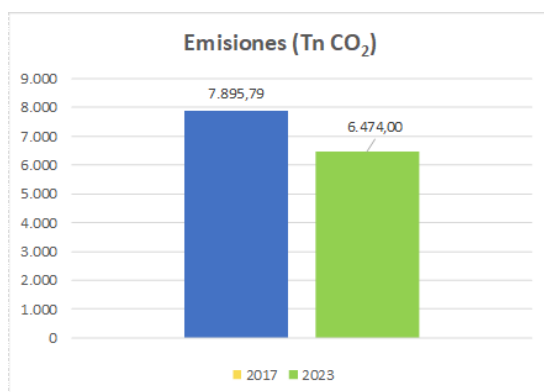


Between 2017 and 2023, **we reduced water consumption per stay by 55.6%.**

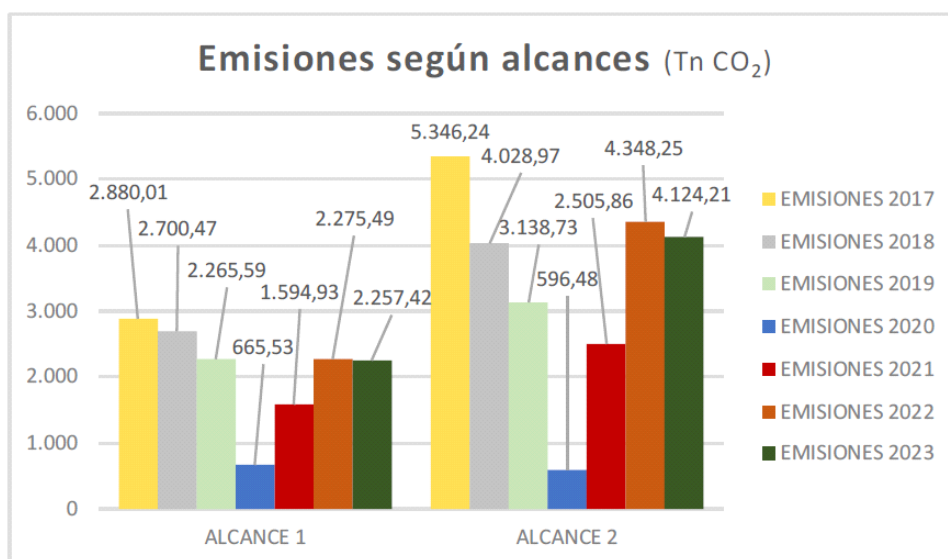


Carbon footprint. Fewer emissions

Since 2017, we have calculated the annual carbon footprint of our operations, with the aim of progressively reducing emissions.



Between 2017 and 2023, we reduced CO2 emissions per stay by 33.2%.



CHALLENGES FOR THE FUTURE

✚ **Expansion of renewable energy:** Extending the installation of photovoltaic panels across our properties to increase the use of clean energy and reduce our carbon footprint.

✚ **Sustainable water management:** Implementing the Pool Project to optimise water use and reduce consumption across our facilities, reinforcing our commitment to water efficiency.

✚ **Promoting the circular economy:** Rolling out circularity plans in all destinations, encouraging more responsible resource management and minimising waste generation.

✚ **Energy transition:** Procuring green energy across all our hotels to ensure our electricity comes from sustainable, environmentally friendly sources.

✚ **Environmental certification:** Achieving Ecostars certification as part of our commitment to the highest sustainability standards in the hospitality sector. Using Workspace to optimise operational processes.

✚ **Climate neutrality:** Developing initiatives to offset emissions, with the aim of becoming carbon-neutral hotels and actively contributing to the fight against climate change.

✚ **Awareness of responsible consumption:** Implementing targeted actions to raise guest awareness and promote more responsible water use.





WITH PEOPLE

3 GOOD HEALTH
AND WELL-BEING



4 QUALITY
EDUCATION



5 GENDER
EQUALITY



8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

With people

We believe in people, in their talent and in nurturing their skills, competencies, training and continuous development.

To this end, we have a Talent Plan aimed at unlocking the full potential of our teams. We also run a Human Development Programme with proposals to strengthen professional skills while prioritising employee well-being and occupational health.



THB hotels

WITH THE GUEST

WITH THE PLANET


WITH PEOPLE

WITH SOCIETY

Cuida-T Project

Through its strategic CUIDA-T project, THB hotels is aligned with SDG 3 – ensuring healthy lives and promoting well-being at all ages – helping to build a thriving workforce and support sustainable development. Conscious of our corporate responsibility, we have defined the strategy to be pursued in the coming years and allocated the necessary resources to achieve it.






PROYECTO CUIDA-T
ODS 3 | SALUD Y BIENESTAR

Garantizar una vida sana y promover el bienestar para todos en todas las edades.

TALLER:


Por el Corazón
Prevención de enfermedades




Aprende a adoptar posturas de trabajo que minimicen o reduzcan el dolor de espalda de tus tareas.

DÍA: 28 Y 29 DE ABRIL

LUGAR: THB SUR MALLORCA



OBJETIVOS DE DESARROLLO SOSTENIBLE






PROYECTO CUIDA-T
ODS 3 | SALUD Y BIENESTAR

Garantizar una vida sana y promover el bienestar para todos en todas las edades.

SENSIBILIZACIÓN Y COMUNICACIÓN INTERNA

BIENESTAR EMOCIONAL

↓




PLAN DE IGUALDAD

↓

Higiene Postural:
Actividad física y prevención de lesiones

Sensibilización:
Entorno sano y seguro

Bienestar emocional:
Energía y felicidad





Bed-lifting mechanisms

In 2023, we launched a project to replace all hotel beds with models featuring lifting mechanisms to support housekeeping teams.

This improves working conditions and occupational health by preventing awkward postures, reducing strain-related injuries and streamlining cleaning processes.



Inmentum Programme

The INMENTUM PROGRAMME is designed to support employees through training, tools, resources, advice and best practices that create a safe space to talk about mental health in the workplace. Launched in 2023, the programme promotes emotional education as a protective factor in preventing mental health issues. It also encourages early detection of symptoms, teaches interpersonal and intrapersonal skills and supports healthy lifestyle habits.



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

Gender equality and anti-sexual violence awareness

We have delivered workshops to raise awareness among our teams on topics such as formal and real equality, equal opportunities, gender-based discrimination, horizontal and vertical segregation, the glass ceiling, the gender pay gap, work-life balance and shared responsibility, and the integration of the gender perspective.



Physical activity and injury prevention workshops

Your health, our priority

This initiative, part of the CUIDA-T Project, aims to train and raise awareness among participants to adopt working postures that minimise pain and reduce risks across the different tasks and activities carried out in the hotels. It also emphasises the importance of adopting healthy habits.

The foundation of this project is a culture of prevention – a proactive attitude towards risk, and a consistent way of thinking and acting.

Ultimately, it's about instilling values that promote healthy living.



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

THB College

THB College was created to spread and share the company's values philosophy. It responds to the need for a platform that helps us raise awareness, promote understanding and drive organisational transformation and change.

We wanted something that would truly “take root” and reach every corner of THB hotels.

We believe in the power of education to transform society – and what better way to realise this than through a school that embodies these principles?



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

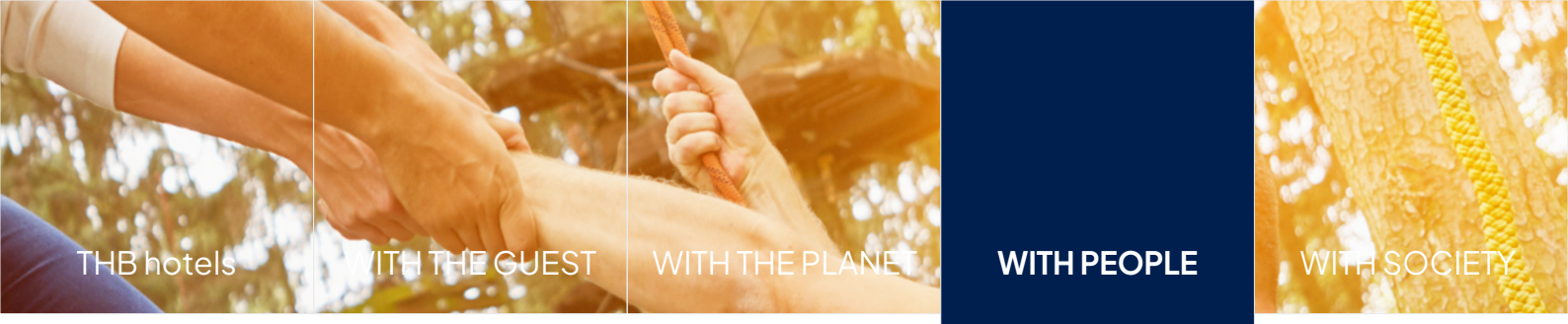
Dual Training Programmes

THB College

The Dual Training Programme at THB College aims to foster education, employability and job opportunities for young people. It is a pioneering project to develop new talent, combining academic training – provided by THB College – with practical experience at THB hotels establishments.

EXPERT PROGRAMME IN HOTEL MANAGEMENT



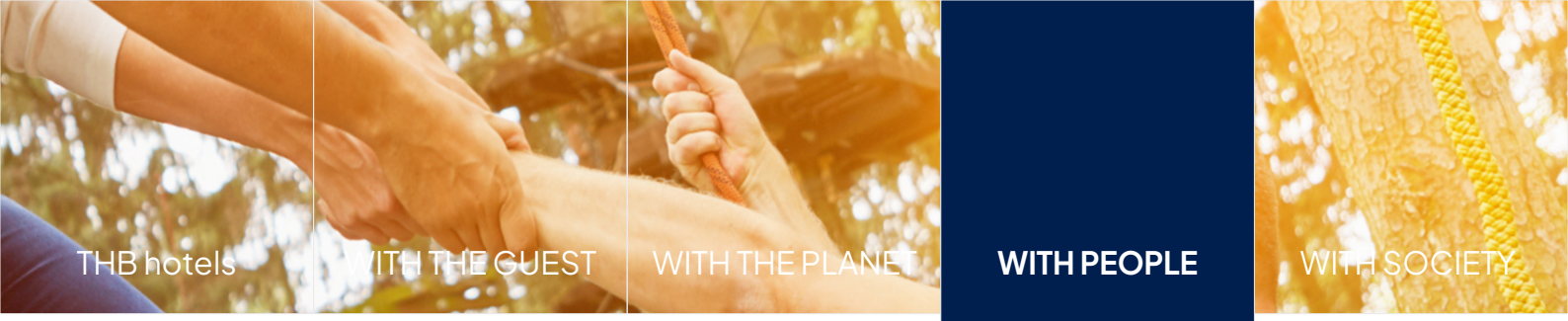


Dual Training Programmes



EXPERT PROGRAMME IN HOTEL MANAGEMENT





THB hotels

WITH THE GUEST

WITH THE PLANET

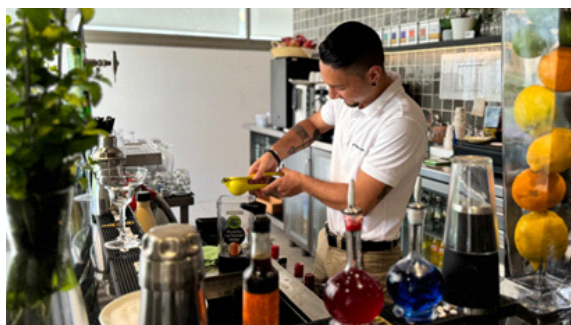
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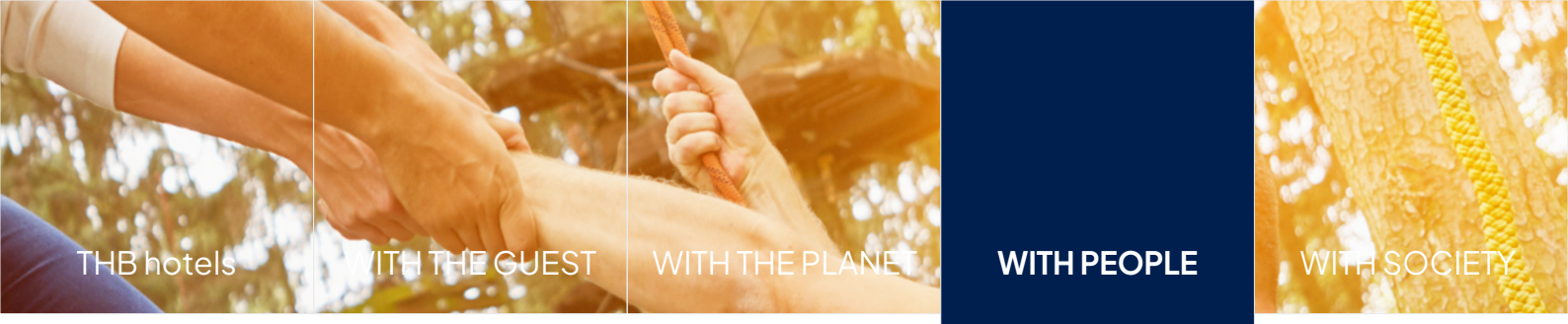
WITH SOCIETY

Dual Training Programmes

THB College

RESTAURANT PROGRAMMES





THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

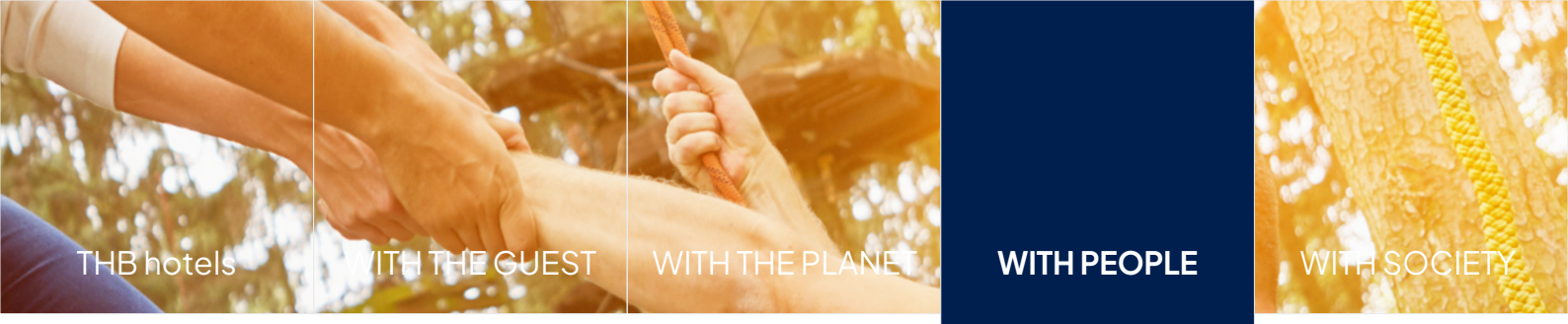
WITH SOCIETY

Dual Training Programmes



COOKING AND GASTROCULTURE PROGRAMME

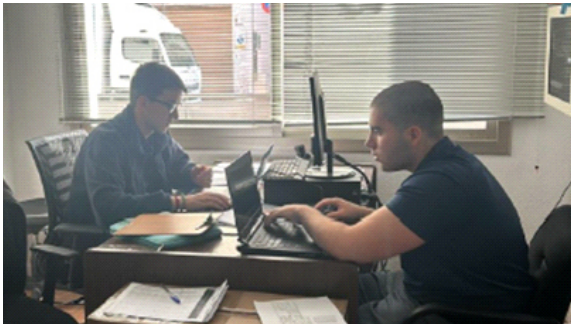


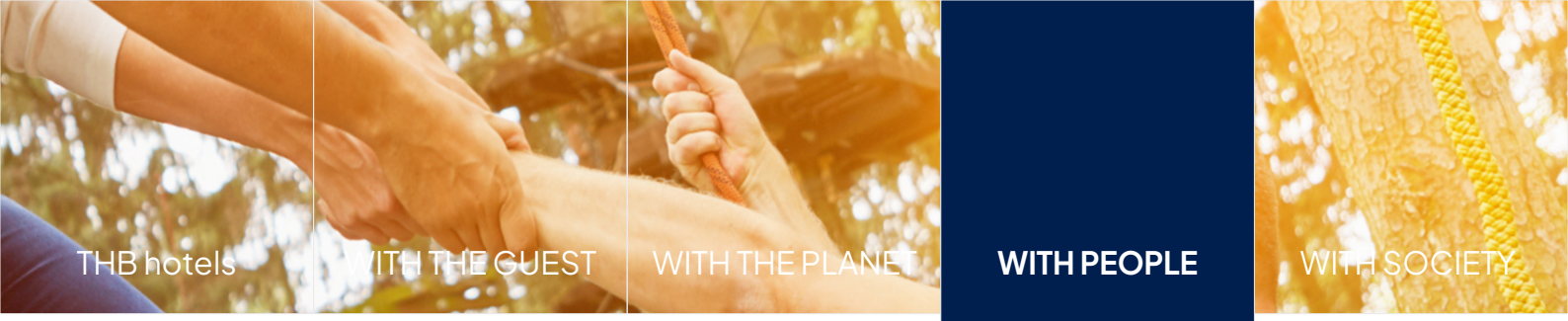


Dual Training Programmes!



HOTEL MAINTENANCE PROGRAMME





Talents Programme



Our people make the difference. Employees – and the value they bring – are the driving force behind companies and what truly sets them apart.

The Talents Programme **allows THB hotels employees to gain experience in the hospitality sector through cross-disciplinary training pathways based on their area of specialisation.** Our aim is to offer a broad understanding of the company and its various departments, providing essential knowledge and tools for the professional development of future talent.

El PROGRAMA “TALENTS”

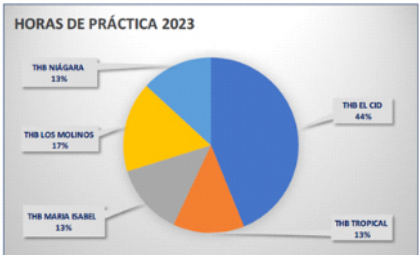
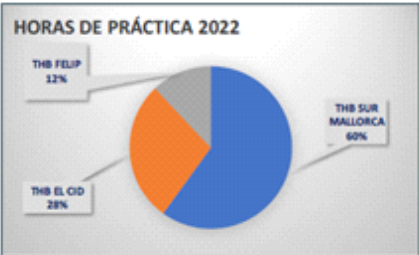
En el 2023 continuamos con el programa “Talents”, cuya finalidad es proveer a los participantes de una visión global de la empresa y de las funciones de las diferentes áreas, brindando conocimiento y herramientas indispensables para su desarrollo y crecimiento profesional.

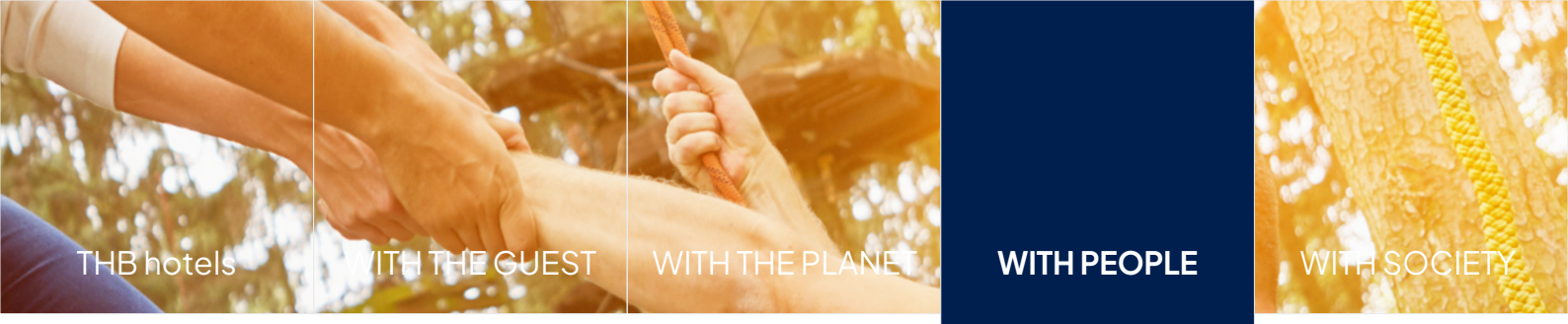
PROGRAMA DE DIRECCIÓN HOTELERA Y SERVICIOS TÉCNICOS “TALENTS” 2023		
ÁREA DE GESTIÓN	DEPARTAMENTO	PROGRAMA CON DIRECCIÓN
ALOJAMIENTO	RECEPCIÓN	GESTIÓN DE DIRECCIÓN
	PISOS	GESTIÓN DE PISOS
	MANTENIMIENTO	GESTIÓN DE SSTT
	RECEPCIÓN	GESTIÓN DE DIRECCIÓN
FOOD AND BEVERAGE	BAR Y RESTAURANTE	GESTIÓN DE RESTAURACIÓN
	COCINA	GESTIÓN DE COCINA

2022 - TOTAL HORAS DE PRÁCTICA OFRECIDAS	
HOTEL	HORAS DE PRÁCTICA
THB SUR MALLORCA	1200
THB EL CID	560
THB FELIP	240
	2000

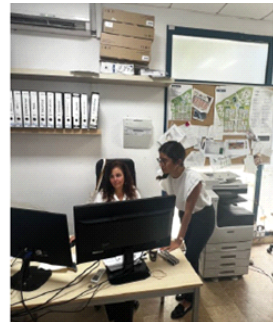
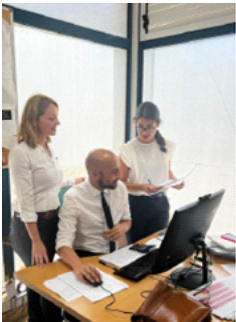
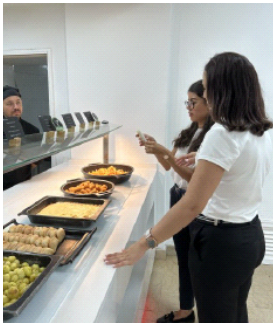
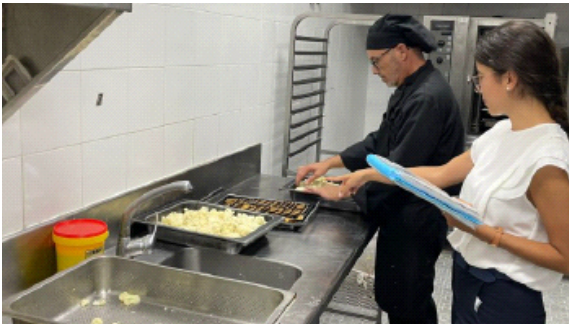
2023 - TOTAL HORAS DE PRÁCTICA OFRECIDAS	
HOTEL	HORAS DE PRÁCTICA
THB EL CID	1000
THB TROPICAL	300
THB MARIA ISABEL	300
THB LOS MOLINOS	380
THB NIÁGARA	300
	2280

In 2023, in addition to greater participation from more hotels in the chain, THB hotels’ central offices also began offering placements.





Talents Programme



THB hotels

WITH THE GUEST

WITH THE PLANET

WITH PEOPLE

WITH SOCIETY

THB College



1580

PEOPLE TRAINED



1050

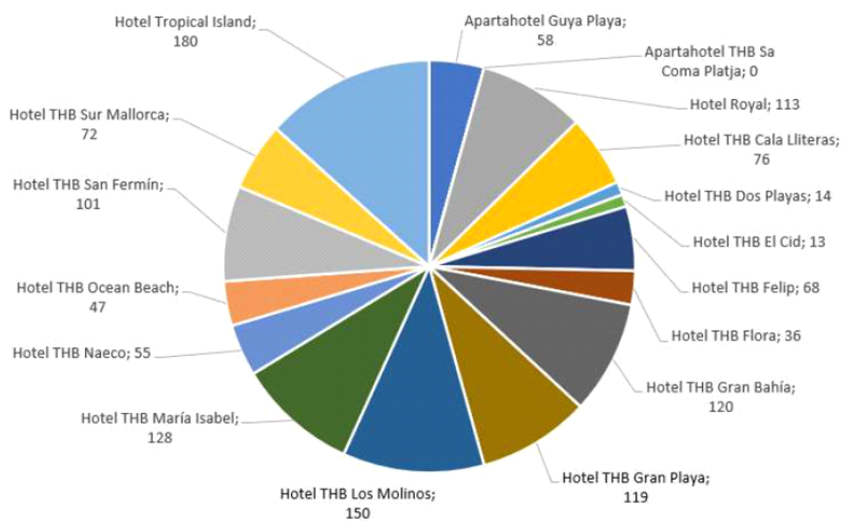
COURSES DELIVERED



305

CROSS-CUTTING MODULES
(FOCUSED ON SUSTAINABILITY)

TODOS - TOTAL FORMACIONES, TODOS LOS DEPARTAMENTOS



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TECH Project



Our platform is focused on supporting the organisation in managing, transforming and developing its business processes.

Our goal is to drive the company's digital transformation by improving and expanding process monitoring to meet defined objectives.

We understand that data and analysis are nothing new – what has changed is the paradigm of technologies and tools used to interpret them.

By analysing trends and patterns in the data we collect, we can make visionary, highly effective decisions.

Between 2022 and 2023, as well as continuing to develop management KPIs and corporate dashboards, we redefined our strategy with internal and external partners through the integrated **COMPETENCY MANAGEMENT** application.

EVALUACION ANUAL DE PROVEEDORES Y DESARROLLO PLAN DE ACCION

Nº	Categoría	Nombre	Participación	Estado
A001410	Proveedores de Producto	1890 OCEANARIA DE BE	5.25	No Proveedor
A000203	Proveedores de Servicio	ADALMOS L	2.29	Proveedor de THB Hotels
A002367	Proveedores de Servicio	AGROVER LEGUMINOSAS	3.47	No Proveedor
A000214	Proveedores de Servicio	AGROVER LEGUMINOSAS	3.17	No Proveedor
A002367	Proveedores de Servicio	AGROVER LEGUMINOSAS	3.47	No Proveedor
A000211	Proveedores de Producto	ALDEUSA	4.00	No Proveedor
A002177	Proveedores de Servicio	ALFONSO GARCIA COND	1.65	Proveedor de THB Hotels
A000473	Proveedores de Producto	ALPANI ALIMENTACION	3.30	No Proveedor
A000653	Proveedores de Servicio	ALVAREZ EQUIPAMENT	2.56	Proveedor de THB Hotels
A002185	Proveedores de Servicio	AVIA SERVICIO DE POMA	1.65	Proveedor de THB Hotels
A001814	Proveedores de Servicio	AVIA SERVICIO DE POMA	2.63	Proveedor de THB Hotels
A000173	Proveedores de Servicio	AVIA SERVICIO DE POMA	3.47	No Proveedor
A001368	Proveedores de Producto	AVIA SERVICIO DE POMA	3.00	No Proveedor
A002358	Proveedores de Servicio	AVIA SERVICIO DE POMA	3.83	No Proveedor
A001772	Proveedores de Producto	AVIA SERVICIO DE POMA		



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EVALUACION ANUAL DE PERSONAS Y DESARROLLO PLAN DE ACCION

THB hotels

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PERSONAS

SUMINISTROS

RESIDUOS

SSTT

PROVEEDORES

PRODUCTOS

ENCUESTAS

CURRÍCULUMS

GRÁFICOS

APPOC

GESTIÓN DE ALERTAS

SISTEMAS DE GESTIÓN

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v2.9.107 Orange-Auto

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Análisis Competencias

EXPORTAR

Análisis Competencias

Search:

						2023			2022		
Departamento	Categoría	Tipo Contrato	Cont. Programa	Promoción	Despido	Puntuación	Media 2023	Estado	Puntuación	Media 2022	Estado
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Recepción & servicio al client	Consejero de noche	Indefinido tiempo Parcial Rpto Discordinario	-	No	No			No Promoción	7.86	No Promoción	Evaluación 2022
Recepción & servicio al client	Consejero de noche	Indefinido tiempo Parcial Rpto Discordinario	-	Si	No	6.43		No Promoción		No Promoción	
Cocina & buffet	Jefe de cocina	Indefinido tiempo Parcial Rpto Discordinario	-	Si	No			No Promoción	7.86	Revisión Temporal	Evaluación 2022
Cocina & buffet	Jefe de cocina	Indefinido tiempo Parcial Rpto Discordinario	-	No	No	4.17		No Promoción		Revisión Temporal	
Maestranza y/o zona comedor	Jefe seral: cocinas	Indefinido tiempo Parcial Rpto Discordinario	-	No	No			No Promoción	3.75	Revisión Temporal	Evaluación 2022
Limpieza general	Gobernanta	Indefinido tiempo Parcial Rpto Discordinario	-	No	Si			No Promoción	2.29	Revisión Temporal	Evaluación 2022
Cocina & buffet	Ayudante cocinero	Indefinido tiempo Parcial Rpto Discordinario	-	No	No			No Promoción	5.00	No Promoción	Evaluación 2022
Cocina & buffet	Ayudante cocinero	Indefinido tiempo Parcial Rpto Discordinario	-	Si	No	8.21		No Promoción		No Promoción	Evaluación 2023
Recepción & servicio al client	Recepcionista	Indefinido tiempo Parcial Rpto Discordinario	-	No	No			No Promoción	7.14	No Promoción	Evaluación 2022
Recepción & servicio al client	Recepcionista	Indefinido tiempo Parcial Rpto Discordinario	-	No	No	5.00		No Promoción		No Promoción	Evaluación 2023
Limpieza general	Camarero de piso	Indefinido tiempo Parcial Rpto Discordinario	-	No	Si			No Promoción	9	Revisión Temporal	Evaluación 2022
Recepción & servicio al client	Jefe recepcion	Indefinido tiempo Completo transaccion	-	No	No			No Promoción	8.17	No Promoción	Evaluación 2022

REPORTE DE NIVEL PROFESIONAL DE TRABAJADORES (PERSPECTIVA GENERO)

THB hotels Inicio COMERCIAL PRODUCCIONES PERSONAS SUMINISTROS RESIDUOS SSTT PROVEEDORES PRODUCTOS ENCUESTAS CURRÍCULUMS GRÁFICOS APPCC GESTIÓN DE ALERTAS SISTEMAS DE GESTIÓN

Atlas/Segs/Promogras Horarios Laborales Empleados Evaluaciones Cuadro mando Prevención de Riesgos Plantillas Documentos Reporting Laboral Payflow Nivel Profesional

Inicio Personas Formulario Nivel Profesional Nivel Profesional **EXPORTAR**

Hotel: Todos Año: 2023 Mes: Todos Actualizado: 17-11-2023 10:58:52

Sociedad	Gaya Playa	Si Coma Playa	Bambú	Cala Lliteras	Des Pieses	El Cid	Felpu	Gran Bañia	Gran Plaza	María Isabel	Níjara	Sur Mallorca	Los Molinos	Nauco	Conan Beach	Royal	Flore	Tropical Island	San Fermi
Total Empleados Alta	57	80	121	65	20	187	49	83	73	65	0	67	116	39	33	133	128	304	57
Total Hombres Alta	24	34	62	39	10	51	21	35	28	25	0	27	56	12	12	52	56	156	29
Total Mujeres Alta	33	46	59	26	10	56	28	48	45	40	0	40	60	27	21	81	72	148	28
% Hombres Alta	42.11%	42.50%	51.24%	46.15%	50.00%	47.66%	42.86%	42.17%	38.26%	38.46%	0.00%	40.30%	48.28%	30.77%	36.36%	39.10%	43.75%	51.32%	50.9%
% Mujeres Alta	57.89%	57.50%	48.76%	53.85%	50.00%	52.34%	57.14%	57.83%	61.64%	61.54%	0.00%	59.70%	51.72%	69.23%	63.64%	60.90%	56.25%	48.68%	49.1%

We also worked on migrating applicable legal requirements in the different destinations, particularly in the environmental field, enabling real-time diagnostics of each property and of the company as a whole.



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IMPLEMENTACION COMPLETA DE MIGRACION AL NUEVO DESARROLLO DE REQUISITOS LEGALES

THB hotels

Documento ID 277 - at-declaracion-responsable-inicio-act-20220825100811-20230824103425.pdf

Fecha	Usuario	Observaciones
24-08-2023 10:34:30	Marga Nagre	Documento Subido
24-08-2023 10:37:36	Marga Nagre	No se dispone de Licencia de Actividad porque el Ayuntamiento ha indicado que la licencia del hotel tiene que tener una pendiente del 2% lo cual está previsto hacerlo este invierno con el hotel cerrado. Además se tendrá que Manual de uso elaborado por el arquitecto responsable

☐ Solventado

Actividades Clasificadas

Actividad	Verificado	Historial	Descargar	Expiración	Usado	Creado
Plan Circularidad HOTEL THB VARIA (54025_May2023 (1))	✓	#	DESCARGAR	10-10-2024	Marga Nagre	21-09-2023
at-declaracion-responsable-inicio-act-20220825100811	✓	#	DESCARGAR	Marga Nagre	24-08-2023	
certificado-financiero-4-grebo2022023103637	✓	#	DESCARGAR	Marga Nagre	24-09-2023	
matrícula-actividad-Formación-en-hotel-20230419112000	✓	#	DESCARGAR	Marga Nagre	24-09-2023	
licencia-turismo-ultima-2023-20230712123290	✓	#	DESCARGAR	Marga Nagre	24-08-2023	
inscripción-4-estrellas-y-145-nab-tacones-	✓	#	DESCARGAR	Marga Nagre	21-09-2023	



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*"At THB hotels, we are committed to sustainability through a comprehensive and transparent approach to managing our resources and business relationships. To achieve this, we use the Workspace digital tool, which allows us to monitor the essential supplies in our hotels – such as water, electricity and gas – on a daily basis, **ensuring efficient and responsible energy consumption.**"*

Additionally, Workspace enables us to track and monitor urban waste generated in our establishments, supporting sustainable waste management and reducing our environmental impact.

As part of our commitment to sustainability, we conduct an annual evaluation of our suppliers. This process allows us to select partners who share our values and align with our sustainability policies, ensuring that our collaborations support our objective of reducing environmental impact and promoting responsible practices throughout our supply chain."

Sergi Raventós
Operations





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CHALLENGES FOR THE FUTURE

✚ **Promoting professional development:** We are expanding the number of placements available for dual vocational training students, offering them the opportunity to complete their internships in our hotels and central offices, thereby contributing to their training and supporting talent development within the hospitality sector.

✚ **Expansion of the Talents Programme:** We will increase the number of training opportunities for our staff through the Talents Programme, with the aim of strengthening team skills and encouraging professional growth within THB hotels.

✚ **Improving accessibility and comfort:** Introduction of bed-lifting mechanisms in all hotels in the Balearic Islands to support the housekeeping department and ease their workload.

✚ **Improvements at central offices:** Due to the growth of THB hotels and the resulting increase in staff numbers, we will undertake renovations to create new workspaces and improve the façade, adapting to our current and future needs.



WITH SOCIETY



With society

We firmly believe in partnerships with organisations as a bridge between the needs of the third sector and THB hotels' corporate social responsibility strategy. We build on these synergies to provide meaningful support and establish relationships based on trust, resulting in long-term collaboration. This approach allows us to plan long-term objectives and strengthen the bonds between all participants in the various initiatives to ensure greater effectiveness of the actions taken.



Collaboration in sporting events

At THB hotels, we strongly believe that **sport is a powerful driver of inspiration, self-improvement and well-being for individuals and communities**. Supporting sporting events and sponsoring local teams and competitions not only allows us to promote an active, healthy lifestyle, but also helps strengthen ties with the communities where we operate. From team sponsorship to participation in major competitions, our commitment to sport reflects our dedication to **encouraging effort, teamwork and perseverance** – values we see as fundamental both in sport and in our company culture.

- ✦ Participation in the Spartan Race Mallorca
- ✦ Sponsorship of the Fundació Palma Futsal and its sports team
- ✦ Sponsorship of the Endurance – THB hotels running team
- ✦ Sponsorship of the Rafa Nadal Academy padel ranking
- ✦ Sponsorship of the 3 Días Trail Ibiza race
- ✦ Sponsors of the Azul Marino and Palmer Basket basketball teams
- ✦ Sponsors of the THB San Fermín darts tournament (2023)
- ✦ Sponsors of the PROA GROUP charity golf tournament for ADAA (Patients' Companions Support Association)
- ✦ Sponsors of the Llevant Padel Tour Portocristo tournament
- ✦ Sponsors of the Balearic Islands Football Federation (2023)
- ✦ Sponsorship of the Padel Indoor Manacor tournament
- ✦ Sponsors of the Volvo Golf Cup
- ✦ Participation in the summer swimming tournament organised by Club Natación Voltor, contributing to the purchase of medals for the winners
- ✦ Sponsorship of the women's football team at Club Futbol GOIRE Lanzarote, including the provision of training facilities at THB Tropical Island Hotel
- ✦ Donations for various golf tournaments (Piña Club AECC Golf Tournament, H Cup Golf Tournament)



THB hotels

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WITH SOCIETY

Collaboration in sporting events



Sponsorship of the Rafa Nadal Academy padel ranking



Sponsorship of the 3 Días Trail Ibiza race



Sponsorship of Palmer Basket basketball team



Sponsorship of Azul Marino basketball team



THB hotels

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WITH SOCIETY

Collaboration in sporting events



Participation in the Spartan Race Mallorca



Sponsorship of the Endurance – THB hotels Sport Club running team



Sponsorship of the PROA GROUP charity golf tournament for ADAA



Sponsorship of the Fundació Palma Futsal and its sports team



Collaboration on social and employment initiatives

Social responsibility is a cornerstone of our identity at THB hotels, and our work with social organisations reflects our deep commitment to the community. **We support initiatives that improve the lives of vulnerable groups and promote social and labour inclusion**, as we are convinced that business success must go hand in hand with the well-being of our surroundings. With every project and partnership, **we aim to create value for society**, actively contributing to key areas such as inclusion, **education and support** for those most in need.

- ✦ Sponsorship of the Shambhala Talks organised by the Shambhala Foundation
- ✦ Toy collection campaign for the Social Services of Can Picafort (Ca Ses Monges)
- ✦ Donation of textiles (sheets and towels) from THB Gran Bahía to Fundació Deixalles
- ✦ Collaboration with Fundació Deixalles to provide internship placements in our establishments
- ✦ Sponsorship of the Ibiza Inclusion Awards event
- ✦ Collection of reusable goods in good condition for Fundació Deixalles – Ibiza
- ✦ Clothing donation partnership with the Association for the Disabled of Lanzarote (Adislan)
- ✦ Collaboration with the Red Cross employment plan, serving as a bridge between unemployed individuals and companies
- ✦ Toy collection campaign for the Red Cross at our central offices in Can Picafort
- ✦ Participation in the “Companies that Help” programme led by the Spanish Confederation of Business Associations (CEOE) through its Foundation, coordinating solidarity initiatives
- ✦ Solidarity room in support of Cáritas at the THB Gran Playa hotel
- ✦ Donation of furniture for Ukrainian refugees
- ✦ Labour inclusion of vulnerable young people through collaboration with Fundación Diagrama and our THB College Dual Programme
- ✦ Participation in the Hotel Management Talent programme and hospitality internships with the Hospitality School of the Balearic Islands

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Collaboration on social and employment initiatives

- ✦ We have formed an alliance to promote the labour integration of groups at risk of social exclusion as part of our development plan, in collaboration with Fundación Incorpora
- ✦ Catering internships carried out by users of Aproscm
- ✦ Toy collection campaign in support of the Red Cross at our central offices in Can Picafort
- ✦ Collaboration with the Spanish Association Against Cancer through its charity concert
- ✦ Partnership with Orfeo Balear
- ✦ Collaboration with Fundación Rana and Fundación Nazaret
- ✦ Donation of surplus food at the end of the season by THB San Fermín Hotel to the Málaga Social Dining Hall
- ✦ Donation to AMSUDAN
- ✦ Participation in the HABECU charity tournament
- ✦ Donation of materials for reuse, in collaboration with Fundació Deixalles



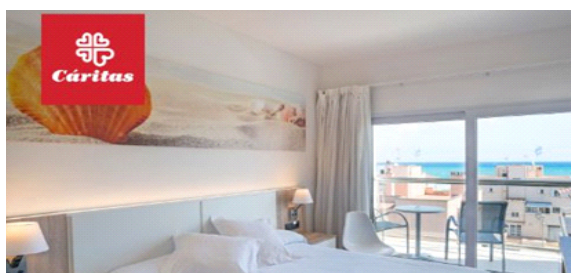
Sponsorship of the Shambhala Talks organised by the Shambhala Foundation



Sponsorship of the Ibiza Inclusion Awards event



Clothing donation partnership with the Association for the Disabled of Lanzarote (Adislan)



Solidarity room in support of Cáritas at the THB Gran Playa hotel



Partnership with Orfeo Balear



Donation of furniture for Ukrainian refugees



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Collaboration on environmental initiatives

Reaffirming our **commitment to environmental care**, over the past two years we have actively participated in several initiatives that support the preservation and sustainability of our surroundings. These actions reflect our desire to collaborate with organisations dedicated to **ecosystem protection and resource reuse**.

✍ Tursiops: Donation of 5% of Boxing Day campaign proceeds towards sperm whale research in 2022 and 2023

✍ Fundació Deixalles: Donation of materials for reuse, promoting a more circular economy

✍ Ibiza Sostenible: Participation in a seagrass recovery project – key to marine biodiversity



Tursiops 2022



Tursiops 2023



Fundació Deixalles



Ibiza Sostenible



CHALLENGES FOR THE FUTURE

✦ **Promoting solidarity:** We are committed to strengthening our solidarity initiatives, encouraging cooperation and mutual support to help improve quality of life in the communities where we operate.

✦ **Encouraging sport and physical activity:** We will continue to support the development of sport through sponsorships and programmes that promote physical well-being and values such as discipline and teamwork.

✦ **Cultural promotion:** We aim to enhance our cultural initiatives by supporting art, music and other cultural expressions that enrich our guests' experiences and contribute to the development of the destinations where we are present.

✦ **Expanding and strengthening our environmental partnerships:** In the coming years, our goal is to continue supporting innovative projects that promote sustainability and the conservation of ecosystems. We will keep working alongside organisations and communities to drive initiatives that generate a positive and lasting impact on our environment.





MALLORCA

THB GRAN PLAYA****
THB GRAN BAHÍA****
THB GUYA PLAYA****
THB CALA LLITERAS ****
THB DOS PLAYAS***
THB SA COMA PLATJA****
THB FELIP ****
THB NIÁGARA ****
THB MARÍA ISABEL****
THB EL CID ****
THB BAMBOO ALCUDIA****

IBIZA

THB LOS MOLINOS****
THB OCEAN BEACH****
THB NAECO IBIZA****

COSTA DEL SOL

THB SAN FERMÍN***

LANZAROTE

THB FLORA***
THB ROYAL****
THB TROPICAL ISLAND****

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