



2021 ANNUAL REPORT SUSTAINABILITY REPORT



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WITH PEOPLE



The team

We believe in people and their talent, enabling them to make the most of their abilities and competences, and providing ongoing training and updating their skills. We have a **talent plan** designed to develop the full potential of the working teams, boosting their motivation, as well as a **human development programme** that will enable them to improve their professional skills. However, we also work to ensure their wellbeing. These are our core values in terms of talent, although we have also introduced a humanising factor into the company, as this is one of the major challenges we face regarding our teams. We work to detect needs and deal with each situation of personal development individually, adapting to the characteristics and motivation of each person, mentoring them throughout the process until their dream comes true.



THB College

THB COLLEGE, AT THE HEART OF THB hotels' EDUCATIONAL SOCIAL RESPONSIBILITY STRATEGY.

A FACTORY FOR RESPONSIBLE PROJECTS DESIGNED FOR DEDICATED PEOPLE

THB College came about from the desire to effectively communicate and transmit the company's corporate values and philosophy; it was the result of the need for a lever that would help us to disseminate and raise awareness, as well as eventually to transform the company and introduce organisational changes.

Our idea was to offer something that would make a real impact and reach all areas of THB hotels.

Adhering strictly to our values – the core concepts that underpin the THB College project, namely **EDUCATION, INNOVATION AND FUTURE VISION**, we started to visualise, devise and strategically plan our education project.

We believe in the power of education as a means of transforming societies, and there could be no better way of demonstrating this than founding a School that reflected this conviction.



THB College

THB College is not a school in the traditional sense: it is a **school for social innovation** where everyone has a part to play: the hotel managers are “guides”; the department heads are “ambassadors”; and the project heads are “mentors”. Between us, we work to make the organisation just that little bit better. Working for a better world...our slogan.

What goes on in the classrooms and workshops, what these people contribute...is all based on drive, enthusiasm, the desire to progress...which always makes all the hard work and effort that goes into these ambitious projects truly worthwhile, almost magically making for a great ATMOSPHERE.

We help them plan their dreams, and, if they allow us, accompany them on the road to making them come true.

THB College

THB College nace como una herramienta para gestionar la formación y el talento de las personas que forman parte de THB hotels. Es un proyecto en el que ponemos nuestro empeño y creatividad para favorecer el desarrollo de todos los equipos de trabajo, atendiendo a las necesidades de formación y capacitación de cada uno.

THB College ha desarrollado unos completos programas de formación que combinan aprendizaje teórico, mentoring, desarrollo de habilidades y posibilidad de reconocimiento individual a través de objetivos reales.

Programa Formación Dual

El Programa de Formación Dual tiene el objetivo de fomentar la empleabilidad y las oportunidades laborales de los jóvenes.

Se trata de un proyecto pionero para crear una red de talentos “trabajadores - alumnos”, que permitan formación académica, impartida por THB College, además de hacer énfasis en el trabajo en los hoteles de THB hotels.

Programa Talents

Apoyamos por una formación que asegure el desarrollo y crecimiento profesional de todas las personas que quieran crecer con nuestro proyecto. El Programa Talents te permitirá ganar experiencia en el mundo hotelero a través de talleres, formación, mentorías según tu especialidad. Ofrecemos una visión global de la empresa y las funciones de los diferentes áreas, que te ayudarán a elegir mejor: conocimiento y herramientas para tu desarrollo profesional.



THB hotels

THB hotels cuenta con hoteles ubicados en los mejores destinos turísticos de España: Mallorca, Ibiza y Lanzarote.

Hoteles dedicados al turismo familiar o de ocio adulto, enfocados en turismo activo, de bienestar o wellness, ecoturismo, MICE o eventos especiales. Todos ellos con impresionantes vistas al mar.

Trabaja con nosotros

FORMA PARTE DE NUESTRO EQUIPO DE PROFESIONALES

En THB hotels estamos en la búsqueda constante de profesionales prácticos, con ganas de trabajar, que se responsabilicen de su trabajo, que sean la máxima calidad y calidad en su desempeño. Pensamos orientados al cliente y a la obtención de resultados, que se comprometan y formen parte de la organización y, sobre todo, que sepan y quieran trabajar en un gran equipo.

Te ofrecemos la oportunidad de formar parte de una compañía hotelera en evolución, donde nuestro objetivo es que puedas crecer con nosotros y llegar los lejos como deseas.

Si quieres formar parte de THB hotels envía tu currículum a formacion.cad@thbhotels.com.

DESARROLLO HUMANO Y EXCELENCIA



THB College

THB COLLEGE, Special mention for the DUAL PROJECT

A pioneering 'in Company' programme where the students learn in real scenarios. We replace the classrooms for actual hotels, where they can put all knowledge and skills acquired into practice. What's more, the students receive a vocational training certificate and a commitment to their future development in the company's hotels.



"The added value is being able to carry out our work in a responsible and humanised context.

As a result, the future challenges stem from a team that is fully aware and can generate know-how based on a sense of conviction and authenticity."

Ana Zorita-Viota
THB College Management Team

"The advisory team at THB College, helps the students to adapt and make the most of their talents, whilst working on their transversal competencies and skills to ensure their personal and professional success and development."

Fernanda Almazán Teaching Coordinator



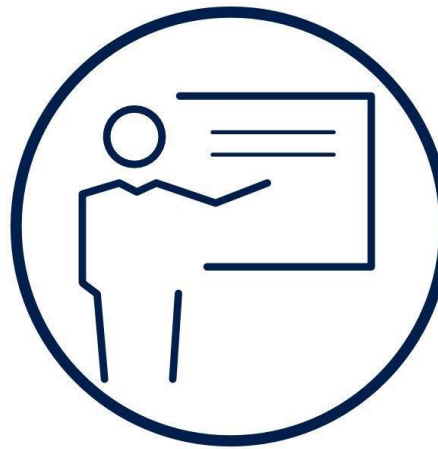


IN 2021:



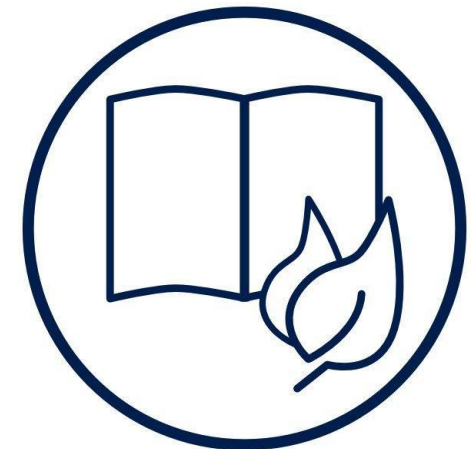
1053

PEOPLE TRAINED



327

COURSES TAUGHT



165

TRANSVERSAL
MODULES
(IN SUSTAINABILITY)



Customer satisfaction



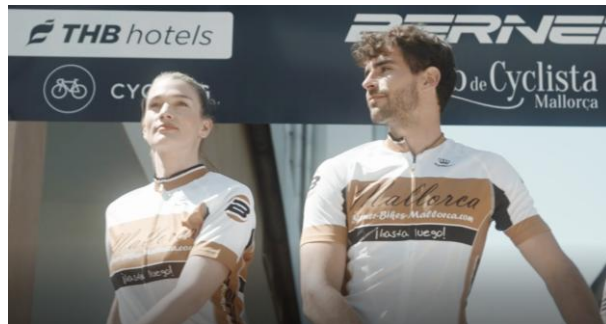
In 2021, the **THB Royal Hotel** was awarded four-star status, due mainly to the renovation of its facilities and the introduction of additional services.



Safe hotels within the framework of our **COVID-19** prevention programme, transmitting to our customers our efforts to offer them safe spaces in which to enjoy their stay.



Monitoring **customers' opinions** in real time during their stay.



Development and **launch of the Active Tourism Project**.



Customers voted the THB Royal hotel on Lanzarote the **best Club Mármara** of the 2021-2022 winter season.



New outdoor **Children's play area** at the THB Cala Lliteras to offer little ones fun and games in a natural setting.



Healthy workplace

In 2019, THB hotels, within the framework of its **CUIDA-T strategic project**, focused on **SDG3** to **defend and guarantee a healthy lifestyle**, promoting wellbeing for all ages, in order to build up a **prosperous human team and sustainable development**. Aware of our responsibility as a company, we planned the strategy we will be following in the coming years and identified the resources we will assign to achieving these goals.

Although it was unexpectedly interrupted by the pandemic, far from abandoning the project, we tailored it to meet the new needs and global circumstances, converting it into one of our **management priorities for corporate progress**.



Physical activity and injury prevention workshops



First aid workshops



"Changing habits" workshops



Healthy workplace

THB hotels' **CUIDA-T** project aims to ensure occupational health and safety. The question of gender is a fundamental aspect, and one that we have included as a core element of our project.



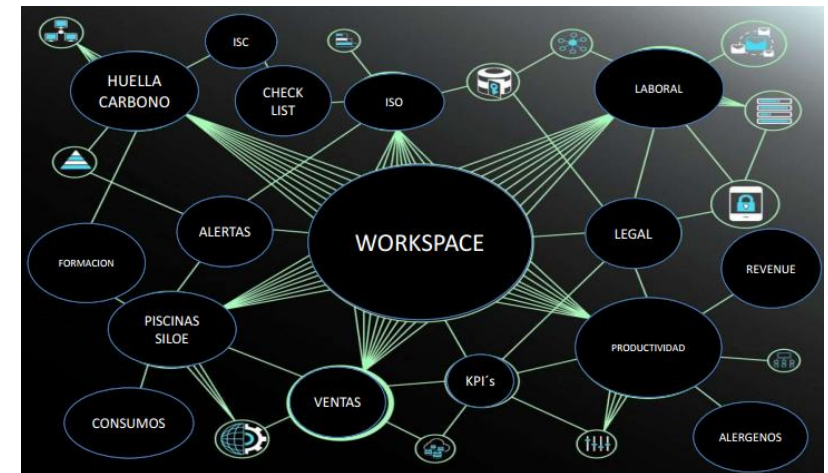
Improvements to processes. Workspace

Workspace is the tool designed by THB hotels for the integral management of the information generated at its properties. The project, which was launched in 2015, undergoes constant updates.

Workspace can be used to optimise decision-making times, save resources and carry out exhaustive controls on our processes; in short, improve operations at our properties and the monitoring procedures conducted by the company's executive managers.

Functions available in 2021

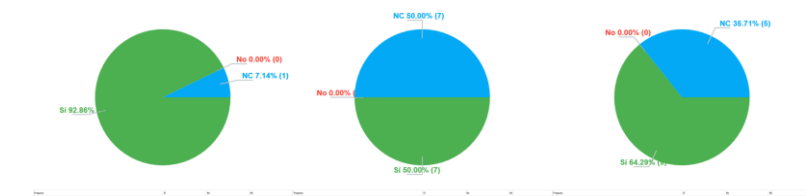
- Correlation of all stakeholder information.
- Incident and non-conformity management, as well as the monitoring of ENVIRONMENTAL ALERTS.
- Management of NAOS STRATEGY products and suppliers.
- Energy and water consumption management, incorporating all counter and meter data records.
- People management.
- Real time integrated management of guest satisfaction.
- Analysis of production information.
- Incorporation of the environmental management module.



Ver Partes Interesadas - Proveedores

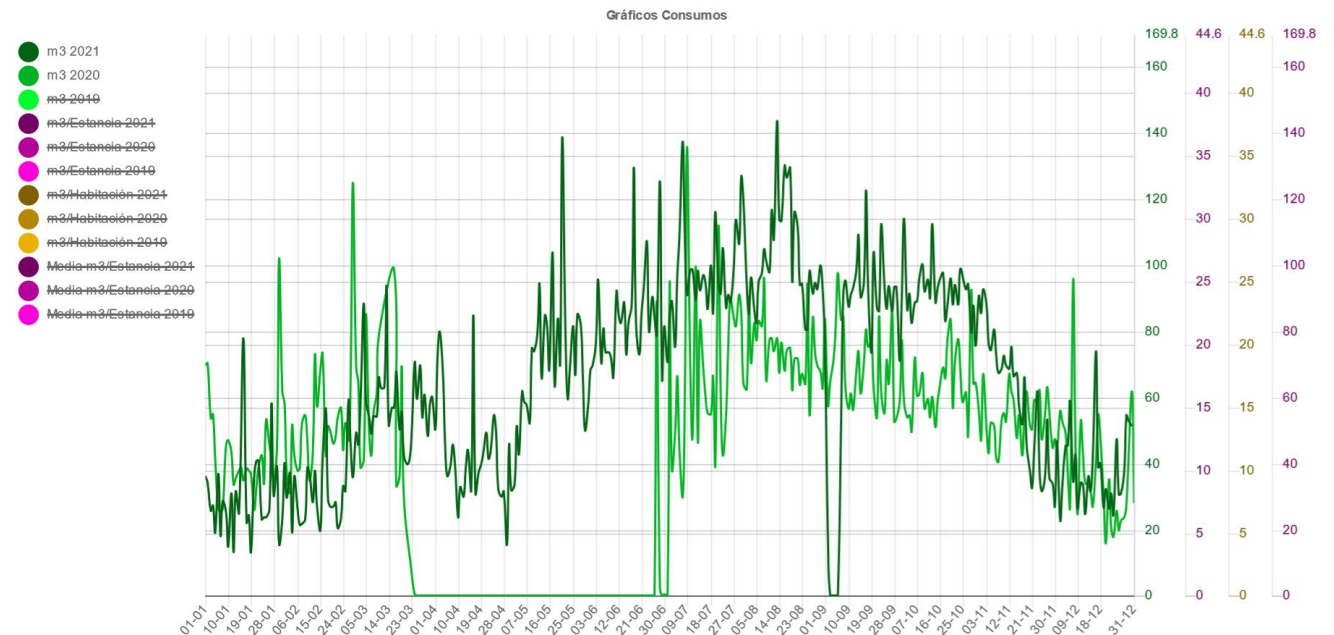
Resúmenes controlados de proveedores.

ID	Hotel	Fecha Alerta	Origen	Tipo	Categoría	Descripción	Estado	Temperatura	Gravedad	Estado
1095	Hotel THB Las Indias	21-10-2021	Proveedores	No Informado	Incidente	SANPISCO S.A.	Sanpisco no cumple con la norma			Alerta
1102	Hotel THB Las Indias	20-11-2021	Proveedores	No Informado	Incidente	SANPISCO S.A.	SANPISCO no cumple con la norma			Alerta
1108	Hotel THB Las Indias	19-11-2021	Proveedores	No Informado	Incidente	REPRESA/PROCESOS S. AUTOMATIZADOS	REPRESA/PROCESOS S. AUTOMATIZADOS			Alerta
1112	Hotel THB Las Indias	20-11-2021	Proveedores	No Informado	Incidente	SI 400197	MANIPULACIÓN DE ALIMENTOS			Alerta
1140	Hotel THB Las Indias	20-11-2021	Proveedores	No Informado	Incidente	SI 400197	Problema de gestión			Alerta
1174	Hotel THB Las Indias	19-10-2021	Proveedores	No Informado	Incidente	SI 400197	Problema de gestión			Alerta
1115	Hotel THB Las Indias	20-10-2021	Proveedores	No Informado	Incidente	SI 400197	Operación de mantenimiento			Alerta
1114	Hotel THB Las Indias	20-10-2021	Proveedores	No Informado	Incidente	SI 400197	Operación de mantenimiento			Alerta



Digitalisation and automation

The development of analytical and transversal **technology** that provides integral assistance in adopting corporate decisions is essential in order to keep up with the rapid pace and constant changes in the business ecosystem. Today, we can safely say that it is a reality and we have presented our **environmental management module** to our work teams. We are particularly proud of this module due to the positive impact it will have on our management system, guaranteeing precise measurements, exhaustive analyses and enhanced improvement decisions.



Future challenges



- 20% increase in the number of students trained within the framework of the CUIDA-T Project.
- 35% increase in the number of transversal training hours included in THB College's training itineraries.
- Increase the training offer and digitalisation of contents.
- Introduction of the "Coffee with Dual" student mentoring procedure.



- Implementation of the corporate equality plan to continue guaranteeing equal opportunities for men and women.
- Boost the functions of Workspace to include aspects such as legal requirement management, analytics, a library of manuals and work procedures, people management, selection processes and career development.



Future challenges



- Boost the functions of Workspace to include aspects such as legal requirement management, analytics, a library of manuals and work procedures, people management, selection processes and career development.



- 20% increase in the number of students that successfully complete the Dual Project.
- 35% increase in the number of transversal training hours included in THB College's training itineraries.
- Continuation of the certification process of the Hotel-Schools..
- Obtaining environmental management system certification for THB College.
- Consolidation of the TALENTS PROGRAMME. Management development programme and personalised career plans.





MALLORCA

THB GRAN PLAYA****
THB GRAN BAHÍA ****
THB GUYA PLAYA****
THB CALA LLITERAS****
THB DOS PLAYAS***
THB SA COMA PLATJA****
THB FELIP ****
THB SUR MALLORCA****
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****