

2022 SUSTAINABILITY REPORT

PUNTA CANA PRINCESS
HOTEL



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INTRODUCTION

The five-star Punta Cana Princess All Suites Resort is located in the Dominican Republic, in an area renowned for exceptional natural beauty, quality sand and crystal-clear waters. The famous Bávaro beaches, bathed by the Atlantic Ocean, offer visitors a spectacular landscape surrounded by turquoise waters, fine white sand and a natural environment dominated by coconut palms.

Punta Cana Princess All Suites Resort in Playa Bávaro stands out for its excellent location, with landscaped areas and rooms by the sea for peaceful holidays with easy access to a range of facilities and services. The comfort of this prestigious resort will satisfy the expectations of even the most demanding guests. It is guaranteed to impress.

Considering the present and future impact on the environment, Punta Cana Princess All Suites Resort is committed to adopting ethical and responsible behaviour to mitigate any damage that its activities may cause to the ecosystem, developed on the basis of the proper management of renewable and non-renewable resources, as detailed below.



MISSION, VISION, VALUES

VISION

Become a leader in the sun, beach and entertainment sector by guaranteeing the quality and effectiveness of our services through the professional development of our staff.

MISSION

Perfect our holiday concept based on the effective management of our teams.

VALUES

Honesty, friendliness, commitment, quality, fairness, satisfaction, responsibility.

SUSTAINABILITY

Maintain our commitment to ethical and responsible behaviour in order to reduce the damage that the nature of the business could cause to the ecosystem, developed on the basis of proper management of resources without compromising on efficient service.

SOCIAL RESPONSIBILITY

Develop programmes that allow us to engage with and contribute to our local communities.

INTEGRITY

Maintain a management style based on honesty, responsibility and trust as fundamental pillars.



ENVIRONMENTAL POLICY

Punta Cana Princess & Spa, as a company dedicated to the hospitality industry, is naturally focused on establishing standards for the conservation, protection and improvement of natural resources. It is our responsibility to make sustainable use of our natural resources and to eliminate any activity that causes the deterioration and pollution of the ecosystem and the environment.

We carry out environmental impact studies, which we use as a basis for environmental management.

Our policy includes the following commitments:

- 🌍 Maintain compliance with current environmental legislation and regulations.
- 🌍 Establish environmental objectives and targets and carry out internal and external audits to ensure continuous improvement of our environmental management system and contribute to the protection of the environment.
- 🌍 Raise awareness, educate and train all employees on environmental issues.
- 🌍 Keep customers informed, encourage their cooperation and create a special bond to preserve the environment.
- 🌍 Implement preventive actions, controls and corrective measures to reduce our impact on the environment.
- 🌍 We are committed to conducting our business with the maximum respect and care for the environment, continuously improving, wherever possible, our environmental techniques, practices and actions.



HUMAN RIGHTS POLICY

Principios:

- Legality in all actions - Punta Cana Princess does not participate in actions that compromise or jeopardise legality and basic ethical principles.
- Rejection of any form of discrimination - Punta Cana Princess does not accept any form of discrimination based on age, race, colour, sex, religion, political opinion, national origin, sexual orientation, social origin or disability.
- Respect for human beings (rejection of forced labour, child labour and lack of freedom) - Punta Cana Princess prohibits all forms of forced labour by adopting employment practices that comply with the conventions of the Ministry of Labour. Punta Cana Princess & Spa promotes safe childhood and eradicates child labour through its recruitment policies. Punta Cana Princess & Spa upholds the freedom of association and the effective recognition of the right to collective bargaining.
- Quality and safety of services - Punta Cana Princess guarantees that the services and products it provides do not pose a risk to the health and safety of its employees, customers or the communities for which they are intended, and is committed to correcting any non-compliance.



- Defence, promotion and dissemination of rights - Punta Cana Princess rejects any manifestation of physical, psychological or moral harassment or abuse of authority, or any other behaviour that intimidates or violates the rights of individuals. It also promotes respect for human rights in the societies and communities in which it operates and encourages dignified and respectful treatment of all people, both internally and externally.
- Due diligence - Punta Cana Princess conducts all its activities with due diligence to ensure that the rights of third parties are not violated and are respected, and to mitigate the negative impacts of its activities.
- Commitment and formalisation - Punta Cana Princess, through its Code of Conduct and specific anti-harassment and anti-sexual harassment procedures, establishes systems and procedures for the detection, reporting, protection and suppression of actions or behaviours that violate fundamental social rights and established principles.












SOCIO-CULTURAL POLICY

Punta Cana Princess & Spa ensures the protection of children and the most vulnerable social groups, including the disabled and elderly.

It supports training initiatives for its members on the care, protection and equality of different social groups.

Punta Cana Princess & Spa adheres to the Code of Ethics for the Protection of Children, in which it trains its employees, partners and others, and constantly communicates its commitment to upholding these principles.

-  Mechanisms are in place to report practices of sexual exploitation of children and the promotion of child prostitution.
-  The obligations established by Law 5-13 on Equal Opportunities for Persons with Disabilities are disseminated and compliance is ensured.
-  Hotel Punta Cana Princess ensures gender and ethnic equality within and outside of its facilities.
-  Any act of racial, religious or cultural discrimination within or outside the premises of Hotel Punta Cana Princess will be reported.
-  Hotel Punta Cana Princess respects the freedom of expression of its employees and affiliates as long as it does not violate any moral or ethical code.
-  Hotel Punta Cana Princess ensures that guests receive a proper interpretation of the natural, cultural and archaeological attractions of the places visited.
-  It implements mechanisms and publicity actions to prevent and denounce any commercialisation of parts of the country's historical, archaeological and cultural heritage.
-  Hotel Punta Cana Princess promotes and carries out actions for the preservation of the tangible and intangible cultural heritage of the country and especially of the different communities in which it operates.
-  Various traditional activities are preserved and promoted as part of the services offered by partner companies.

CHILD PROTECTION POLICY

1. Any use of minors for sexual exploitation on our premises is strictly prohibited.
2. Anyone who recruits, transports, transfers, harbours, receives or harbours a minor within our facilities for any of the following purposes will be reported to the authorities.
 - (a) The imposition of forced labour or services, slavery or practices similar to slavery or servitude, or begging.
1. Anyone who violates the sexual freedom of a minor on the premises of Hotel Punta Cana Princess, using force or intimidation, will be reported to the authorities as a perpetrator of sexual assault.
2. Anyone who commits acts on the premises of Hotel Punta Cana Princess, without violence or intimidation and without consent, that violate the sexual freedom or sexual indemnity of a minor, will be reported to the authorities as a perpetrator of sexual abuse.
3. Anyone who commits acts of a sexual nature with persons under the age of 18 on the premises of Hotel Punta Cana Princess, under false pretences, will be reported to the authorities.
4. Anyone who commits acts of a sexual nature with a minor under the age of thirteen on the premises of Hotel Punta Cana Princess will be reported as a perpetrator of sexual abuse of a minor.
5. It is prohibited and anyone who commits acts that violate the sexual indemnity of a minor under thirteen years of age on the premises of Hotel Punta Cana Princess, and the assault is committed with violence or intimidation, will be reported for the crime of sexual assault of a minor.
6. It is forbidden and anyone who performs or causes another person to perform acts of obscene exposure before minors for exhibitionism on the premises of Hotel Punta Cana Princess will be reported.
7. It is forbidden and anyone who directly sells, distributes or exhibits pornographic material to minors on the premises of Hotel Punta Cana Princess will be reported.
8. Anyone who promotes or facilitates the prostitution of a minor on the premises of Hotel Punta Cana Princess, whether or not through the use of force, intimidation or deception, or by taking advantage of their superiority, or the needs or vulnerability of the minor, will be reported for prostitution and corruption of minors. The same applies to anyone who solicits, accepts or obtains sexual relations with a minor in exchange for money or favours.
9. It is forbidden and anyone who captures or uses minors or disabled persons for exhibitionist or pornographic purposes or exhibitionist shows on the premises of Hotel Punta Cana Princess, whether public or private, or to produce any kind of pornographic material, whatever the medium, will be reported.

PURCHASING POLICY

- We continuously research the market to promote the inclusion of products and/or services with sustainable specifications in accordance with the sustainable purchasing practices contained in this policy.
- We guarantee equal opportunities for all suppliers to offer their products and services.
- We use a methodology to measure the performance of suppliers in the supply chain in relation to environmental aspects and evaluate them on a regular basis.
- We select national suppliers according to criteria of objectivity, impartiality and equal opportunities, to avoid favouritism or conflicts of interest, based on ethics and free competition (competitive prices, added value and financial strength).
- We select local suppliers, taking into account civil society organisations and community groups that are usually excluded, such as indigenous cooperatives that develop products for the hotel sector.
- We communicate our commitment to social and environmental sustainability to our regular suppliers by providing them with a copy of this policy.



- Wherever possible, Punta Cana Princess makes purchasing decisions that favour:
 - Products that reduce greenhouse gas emissions or are produced with renewable energy.
 - Products that reduce the use of chemicals that are hazardous to the environment, employees and public health.
 - Products that contain the highest possible percentage of post-consumer recycled content.
 - Products that reduce air and water pollution.
 - Products that reduce waste.
 - Products that are reusable.
 - Products that perform multiple functions (e.g. copier/printer, multi-purpose cleaner) and reduce the total number of products purchased, or products that are recyclable.
 - Local people sell their products directly to customers at the craft fair.
 - Our green products come from companies that work directly with local producers.
- Predefined processes and procedures for supplier selection, contracting and purchasing. Compliance with this policy aims to ensure a supply chain that is sustainable over time and responsible to society and the environment.
- This policy will be published in the appropriate internal media and distributed to all employees, suppliers, collaborators, third parties and related parties of Hotel Punta Cana Princess. Continuity in daily operations is sufficient evidence of acceptance of this policy and compliance is enforceable.

At Princess Hotels & Resorts, we are convinced that maintaining an effective relationship between our employees, guests, suppliers and the community will enable us to meet shared fair development objectives with benefits for all, finding a balance between being an environmentally friendly, socially responsible and financially profitable company, based on our mission, vision and values.

Involving our guests is key to achieving the company's sustainability goals, so we invite them to participate in our activities, learn about local events from hotel staff, and send us feedback on their experience during their stay with us.



SUSTAINABILITY PRACTICES

Climate change, global warming and the unsustainable exploitation of natural resources have brought the issue of sustainability to the forefront of social, political and business agendas. At Hotel Punta Cana Princess & Spa, we are committed to contributing to the preservation and care of the environment and the ecosystem by maintaining a management system in accordance with our Environmental Policy.

In order to achieve the above objective, our sustainable practices are as follows:

-  Waste recycling programme.
-  Strategies to reduce water consumption.
-  Strategies to reduce energy consumption.
-  Noise control measures.
-  Energy savers with presence detectors in guest rooms.
-  Campaign to promote the re-use of towels in guest rooms.
-  Campaign to promote the re-use of sheets in guest rooms.
-  "NO STRAWS ON THE BEACH" environmental practice.
-  Environmental activities with hotel staff.
-  Environmental training and awareness for employees.
-  Programme to reduce negative environmental impacts on the beach.
-  Measures to protect air quality.
-  Purchasing from suppliers with environmental certifications.
-  Contributions to the community.
-  Ecological practices for pest reduction using traps and biodegradable products.
-  Planting trees native to the Dominican Republic.
-  Safe final destination for hazardous waste generated by the hotel.
-  On-site production of food products.
-  Policies for the protection of endangered and exotic animals.
-  Policies for the non-exhibition, non-trade and non-exploitation of archaeological artefacts.
-  Child protection policies.

PRINCESS AND YOU 360° SUSTAINABLE

CSR (Corporate Social Responsibility) implies an ethical behaviour that has added value to Princess Hotels. The Corporate Social Responsibility Plan for Princess Hotels was developed in 2019 based on the following 10 points:

- 🌍 Integrate Corporate Social Responsibility in education, training and research.
- 🌍 Good governance and transparency to build trust.
- 🌍 Responsible human resources management and promotion of employment.
- 🌍 Socially responsible investment in R&D&I.
- 🌍 Improve the company's relationship with its suppliers.
- 🌍 Encourage responsible consumption by everyone.
- 🌍 Instil respect for the environment at a general level.
- 🌍 Foster development cooperation in all sectors.
- 🌍 Promote coordination and participation actions.
- 🌍 Energy efficiency of equipment and electrical appliances.



SOLIDARITY AND ENVIRONMENTAL ACTIONS

Beach cleaning: We held a beach cleaning day with our staff to educate and clean up our coastline.



Mangrove cleaning: We organised a cleaning session in the surrounding mangroves to preserve our ecosystem.



Donation of toys: We made a delivery of toys to the Educational Centre of Cortezito in Bávaro on 14/02/2022, together with other hotels belonging to the Princess chain, as part of our "Pack for a Purpose" programme.



International Wetlands Day: We celebrated International Wetlands Day on 02/02/2022 with a cleaning day in our mangroves.



Fire equipment handling course: We held a firefighting course on 05/04/2022 to teach our staff how to identify and use different types of fire extinguishers depending on the type of fire, and what to do in the event of a fire.



Solid and hazardous waste management training: We held a waste management training session on 19/04/2022 to ensure that our employees correctly classify waste and are aware of our contribution to the environment.



International Recycling Day: We celebrated International Recycling Day on 17/05/2022 by filling our garden with colour using recycled materials from our facilities. The aim was to raise awareness among our guests and staff that nothing should be thrown away and that used materials can be reused.



Donation to retirement home: We donated daily necessities to the retirement home in the province of Higüey on 04/05/2022, together with Caribe Club Princess & Bávaro Princess hotels, in an effort to contribute to the betterment of society.



World Oceans Day: We celebrated this day by organising a beach cleaning day on 08/06/2022 with our employees, which brought the issue to the attention of our guests.



Chemical handling course: We provided training to all staff who work with chemicals to ensure that they are fully aware of the correct handling of chemicals and the potential dangers to health and the environment if incorrectly managed.



First aid course: We arranged a course to provide our employees with the basic knowledge they need to be able to effectively help the people around them, whether they are guests, colleagues, family, etc.



Accessible tourism and dignified treatment course: We held a course to train our staff on how to treat people with disabilities and provide them with a dignified service.



March against breast cancer: We decided to organise a march on 19/10/2022 to raise awareness among our staff and guests of the importance of early detection of breast cancer, the most common cancer in women.



Chemical handling course: We provided training to all staff who work with chemicals to ensure that they are fully aware of the correct handling of chemicals and the potential dangers to health and the environment if incorrectly managed.



Energy saving training: We held a course to raise employee awareness of the importance of energy saving and how it can help break the cycle of pollution.



Staff party: As a token of appreciation for the daily efforts of our staff, we held our customary staff party on 14/12/2022, with a delicious lunch, dancing and awards.



Staff area cleaning: We held a cleaning day with our staff to educate and clean our facilities.



Beach cleaning: We held a beach cleaning day with our staff to educate and clean up our coastline.



Employee eye test: Recognising that our employees are the foundation of our daily operations, we decided to provide an eye test, offering high quality equipment with excellent payment options, to demonstrate our commitment as a company to their health and well-being.



WATER MANAGEMENT

Action plan	Area for improvement	Objective	Result
Water Saving Plan	Water flow reducers	Install water flow reducers on taps	Flow meters placed at strategic points
	Water leaks	Fix water leaks	Some major leaks were repaired in our leak repair operation
	Reuse towels and sheets	Reduce water and energy consumption and use less water	We've reduced water consumption by implementing the reuse of towels and sheets
	Micro sprinkler system	Use micro sprinklers to water the gardens	We water our gardens with micro sprinklers to reduce water consumption
	Consumption control devices	Change and maintain water control equipment	Various water meters have been replaced throughout the facilities



ENERGY MANAGEMENT

Action plan	Area for improvement	Objective	Result
Energy Saving Plan	Maintenance of the energy saving system in the rooms	Carry out a preventive maintenance programme for the energy saving system in the rooms	We carried out preventive maintenance internally, but we're planning to carry out maintenance with an external company for better results
	Notice to close windows when air conditioning is on	Place notices in all rooms advising guests to keep the window closed when the air conditioning is on	Notices were displayed in all rooms
	Purchase of efficient equipment	Our Purchasing Policy encourages the purchase of environmentally friendly electrical equipment.	Environmentally certified electrical appliances have been purchased, such as our LED televisions, which are certified with the European A+ label
	Raise employee awareness of energy saving	Create a culture of energy saving among all our employees	We conducted a training campaign for staff, with an emphasis on new recruits
	Make 100% of our lighting fixtures energy efficient	Replace traditional light bulbs with energy saving bulbs	We currently have 93% energy saving bulbs



WASTE MANAGEMENT

RECYCLING FOOD SERVICE AREA

Recycling of vegetable oil in kitchens: As part of our recycling programme in the kitchens, we reuse oil to minimise hazardous waste, for health reasons and to comply with our hygiene and food safety regulations. We change all the oil used in the kitchen every three days.

Once the oil has been removed from the kitchen, it is taken to a collection centre dedicated to the storage of oil and then collected by the company Resicla SRL, which converts it into diesel oil.

Waste separation in kitchens and restaurants: We separate waste in the kitchens into organic and inorganic waste on a daily basis.

Inorganic: Separation is carried out using containers designed and labelled for this purpose. Plastic and metal containers are taken to the collection centre, where they are collected by Resicla SRL.

Organic: After separation, the organic waste is taken to the wet waste room, where it is collected by a company authorised to carry out this type of collection. It should be noted that 40% of the waste generated on our property is destined for animal feed (pigs).

In our restaurants, we separate organic waste from recyclable waste and every waiter's station has containers for separating plastics (yoghurt, butter, jam, etc.).

Reuse of cups in bars: We use polypropylene cups in our bars, which are reused after washing and disinfection (as required by our Health and Food Safety System). There are collection points for these cups throughout the hotel. This measure has enabled us to eliminate single-use plastic cups, which are not very environmentally friendly.

RECYCLING HOUSEKEEPING AREA

Waste separation in the rooms: Our housekeeping staff are trained and instructed to separate waste when cleaning rooms.

Plastic bottles are taken to the collection centre at the end of the working day for housekeeping staff, where they are collected by RESICLA SRL.

WASTE MANAGEMENT

OTHER AREAS

Recycling paper in offices: Recycling paper is seen as a way of saving material and preventing the ongoing problem of deforestation, which is caused in part by the need to obtain wood to make paper. This problem results in huge green areas such as forests and jungles becoming vast deserts where the natural biodiversity is lost and it is impossible for any form of life to grow or thrive. In this way, the recycling of paper at Punta Cana Princess is an important activity because it allows us to reuse part of a material that would otherwise be discarded, thereby benefiting the environment. This material is collected by the company RESICLA SRL.

Recycling cardboard: The stores department have the most contact with cardboard. As with other waste, we have a collection point for cardboard. Staff from RESICLA SRL fold and organise it ready for collection.

Hazardous Waste

We ensure that the hazardous waste generated on our site has a safe final destination. It is disposed of by RESICLA SRL, a company with all the necessary permits for this task. At PCP, we safely remove the following waste:

- AAA and rechargeable batteries
- Vehicle batteries
- Vehicle tyres
- Mineral Oil
- 96" fluorescent lamps
- 48" fluorescent lamps
- Lamp ballasts
- Toner
- Compact fluorescent lamps
- Paint tins
- Coolant tanks
- Bulb sockets
- Empty cans of vegetable oil



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