

We publish this declaration, already in its 17th edition, which reports on the environmental management carried out in the Hotel corresponding to the period of January - December 2017. This environmental declaration has been verified by TÜV International (TÜV Rheinland Group) as Environmental Verifier accredited by ENAC (ES-V-0010).

NOTE. In the years 2013 (floor UNO and 100), 2014 (floor 400) and 2015 (floor 200 and 300) (*) the hotel made a comprehensive reform of the entrance, common areas and all rooms. By not hosting customers during the closing weeks but having consumptions for works (water, electricity ...) there were atypical results. However, the results of all these reforms reflect significant improvements, which will be detailed in the various sections of this statement. In addition, the occupancy of rooms was optimal throughout the year 2017 which favors the environmental results obtained since the consumption of resources in common areas (for example, kitchen cameras, pool water, etc.) is used in a larger number of clients. .

	(2013)*	(2014)*	(2015)*	2016	2017
Overnight stays	49.869	42.546	42.546	53.389	52.057
Workers	52	53	52	55	57

On the other hand, in cases where appropriate, reflected the comparative parameters of excellence established in sectoral reference (DRS) collected in the Decision (EU) No. 2016/611 of the Commission of 15 April 2016.

DIRECT ENVIRONMENTAL ASPECTS

Direct environmental aspects: Direct environmental aspects and impacts associated in the Tigaiga are the following: water, electricity, oil and propane gas consumption, atmospheric emissions, noise levels, the generation of wastewater and waste generation.

The significant environmental aspects: any relevant change in the environment, **significant environmental aspect** means either detrimental or beneficial, caused directly by the activities, products and services of the Hotel. The criteria used to evaluate the environmental aspects is approaching the limit of reference previously defined; Alternatively, if consumption is higher than the average of the last four years or if the contamination is less than the average of the past four years.

2017 assessment the following are identified as significant: water consumption in the gardens, the consumption of products for cleaning floors and kitchen Department and the collection of batteries including button batteries.

Direct environmental aspects and impacts the Tigaiga partners are as follows:

1. water consumption

Impact	Use of renewable but potentially scarce resources
Latest improvements adopted to reduce consumption	Gardens: to replace or upgrade plants in the garden are studying the need for irrigation before planting new species. Planting fits the irrigation system, giving preference to the irrigation drip and at night.

Indicator	2013	2014	2015	2016	2017
Total consumption (m3)	16.108	16.443	17.041	15.374	15.848
Water consumption per overnight stay (l/pax) without garden	272 l/pax	235 l/pax	265 l/pax	195 l/pax	193 l/pax
Water consumption in	526 l/m2	534 l/m2	585 l/m2	572 l/m2	670 l/m2

Garden (litre/m2)					
Rain	184	184	168	180	60
Source http://www.agrocabildo.org/agrometeorologia_lluvias.asp?id=1					
Water consumption per worker (l/worker)	322 l worker	322 l worker	309 l worker	279 l worker	278 l worker

Indicator: Water consumption per overnight stay (in liters/pax)

Source: The Hotel Tigaiga internal register

Clarification	Total water consumption in the year 2017 and also the water consumption per overnight remained stable in relation to the year 2016. Note: the significant reduction for overnight stay occurred in previous years because of reforms and improvements made.
Significant aspect: water consumption per meter garden box	Water consumption per meter garden box increases in 2017. This factor depends on weather conditions and the past three years were the warmest since records according to AEMET.
Document of sectoral reference (DRS): comparative excellence 140 litres/overnight parameter. Since we are a 4 star hotel in Tenerife with a constant exploitation throughout the year, the resulting value is higher than the markup in the DRS (gardens, high occupations and services open throughout the year, swimming pool).	

2. electricity consumption

Impact	Use of non-renewable resources
Latest measures taken	Shop: Acquisition of apparatus for floors, restaurant and kitchen Department controlling their energy efficiency to achieve a decrease of consumption.

3. solar thermal energy

Impact	Solar power installed in the Hotel Tigaiga covers much of energy needs without using non-renewable natural resources, reducing air pollution.
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4 consumption of diesel and propane gas

Impact	Use of renewable but potentially scarce resources
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Indicator: Consumption of electricity, oil and propane (in MWh)

Indicator	2013	2014	2015	2016	2017
Total electricity consumption (in MWh)	635,4	615,5	604,3	649,6	660,3
Total consumption of gas-oil (in MWh)	435,0	497,0	271,3	275,2	327,9

Consumption t total of propane (in MWh)	46.2	46.3	46.7	59.5	65.3
Contribution of thermal Solar energy in MWh (approx. 8% renewable energy)	107	107	107	107	107
Total energy consumption (in MWh)	1.223,60	1.2650,80	1.029,30	1.091,30	1.160,50
Consumption of electricity per night	0,014 MWh/pax	0,012 MWh/pax	0,014 MWh/pax	0,012 MWh/pax	0,013 MWh/pax
Consumption for diesel by overnight	0,009 MWh/pax	0,009 MWh/pax	0,006 MWh/pax	0,005 MWh/pax	0,006 MWh/pax
Consumer propane per overnight stay	0,001 MWh/pax	0,001 MWh/pax	0,001 MWh/pax	0,001 MWh/pax	0,001 MWh/pax
Consumption solar heating by night	0,002 MWh/pax	0,002 MWh/pax	0,002 MWh/pax	0,002 MWh/pax	0,002 MWh/pax
Total power consumption (in MWh) per overnight stay	0,026	0,024	0,023	0,020	0,022
Consumption of electricity by worker	13 MWh/trab	12 MWh/trab	11 MWh/trab	11 MWh/trab	11 MWh/trab
Consumption of diesel oil per worker	9 MWh/trab	9 MWh/trab	6 MWh/trab	5 MWh/trab	5 MWh/trab
Consumption of propane per worker	0,6 MWh/trab	0,6 MWh/trab	0,8 MWh/trab	1,0 MWh/trab	1,0 MWh/trab
Total energy consumption per worker	23,6 MWh/trab	21,6 MWh/trab	17,8 MWh/trab	16 MWh/trab	16 MWh/trab
Source: Bills of electricity, oil and propane. Conversion used: F broadcast, actors Registry, carbon footprint, compensation and projects of CO2 absorption Ministry of agriculture, food and environment (2016)					

Document of sectoral reference (DRS): comparative parameter of excellence 180 kWh/m² of heated or cooled surface. On the basis that the total area of the building is 7,600 m² (5 floors of the hotel), we get for the year 2017 the equivalent of 202 kWh/m²

5. Consumption of cleaning products

Impact	Consumption and use of resources
Latest measures taken to reduce consumption	<p>In the first quarter of 2017 EcoLab products we have substituted the company Diversey products to cover all the needs of cleaning and hygiene within the hotel, with names easy to identify, as well as codes of colors for the entire system of safer and more effective. The Diversey range offers performance, safety and environmental responsibility, since they comply with the European directive REACH for chemical products and in particular, the AISE Charter for sustainable cleaning.</p> <p>Reducing the consumption of cleaning in lingerie (that have not changed) is due to the lower amount of clients clothes washed in our facilities during 2017.</p> <p>Pool: In relation to the p products used for the treatment of the pool in may 2016 installed a copper/silver ionization system. After adapting its operation along the 2016 we have been able to</p>

	completely eliminate the use of algicides and decreased significantly the use of chlorine in 2017.
Significant aspect	Cleaning products used in flooring and kitchen Department: Since there is no comparable previous values to come in other formats and different dosage are considered significant aspects to take greater control of them.

Indicator	2013	2014	2015	2016	2017 in litres
Floors: Multipurpose cleaner Oasis p 40 / R2	24	20	20	12	24
Floors: Disinfection bath Oasis 20 p / R1	32	40	20	8	48
Floors: Clean crystals R3					21
Floors: Air freshener Oasis p 54 / R5	28	36	16	12	18
Lingerie: soothing soft fresh	260	200	280	400	160
Lingerie: bleach سالة clax	44	44	44	60	0
Lingerie: wash clothes D clax profi forte	276	296	344	380	240
Kitchen: Manual wash detergent	740	163	160	20	690
Kitchen: Automatic washing detergent	324	216	289	360	1010
Kitchen: Wash rinse aid (kg)	310	53	26	7	230
Kitchen: Clean silver /Recupera tableware	20	30	26	40	40
Kitchen: degreaser	480	660	290	230	100
Kitchen: disinfecting vegetables	16	56	56	52	70
Kitchen: Cleaning - floors	280	550	440	620	1750
Kitchen: Cleaning - disinfecting surfaces	x	32	28	54	12
Swimming pool: pH less (liters)	1.398	982	629	486	464
Swimming pool: Chlorine (liters)	5.150	6.125	6.975	8.025	5.725
Swimming pool: Anti algae (liters)	225	355	1.075	370	0
Sum total (kg) cleaning products used	9.607	9.858	9.643	11.136	10.602
Sum of products of cleaning (kg) per overnight stay	0,22	0,20	0,22	0,21	0,20
Sum of products of cleaning (kg) per worker	192	201	181	202	192

Note: In the period 2013 to 2016 we assume that 1 liter of product amounted to 1 kilo since the density of these is very similar to the density of water.

Document of sectoral reference (DRS): comparative parameter of excellence, at least 70% of the volume of chemical cleaning products purchased (with the exception of the oven) for washing dishes and cleaning, have an eco-label. In this case we are very conditioned by our suppliers offer. In addition to be an island, and a small hotel we don't have either force to demand specific ecological products.

6. Atmospheric emissions

Impact	Air pollution
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Spotlights	Contaminants	Emission levels	Maximum levels according to Decree 1027 / 2007
Boiler 1	opacity	0 bacharach	2 bacharach
	CO	4 Ppm	1445 Ppm
	Performance	93.8%	100%

Boiler 2	opacity	0 bacharach	2 bacharach
	CO	4 Ppm	1445 Ppm
	Performance	94.5%	100%

Source: Monthly inspection company maintainer SAGA, 05 December 2017

(1) Total annual emissions of GHG (in tonnes of CO2 equivalent)

Calculating emissions 2017	Conversion	in tonnes
ENDESA (+) power consumption	0.38 green energy kgCO2/kWh	0
Diesel	2,668 kgCO2/Kwh	87,46
Propane	2,290 kgCO2/Kwh	14,96
Gas refrigerants R410A (4kg), (3kg) R134A, R404A (6kg)		36,17
TOTAL CO2 emissions in 2017		138,59

Information: Factors of carbon emission registration mark, clearing and projects of absorbing CO2 Ministry of agriculture, food and environment (2016)

Tables prepared with Excellence in tourism of Tenerife

Measures taken to reduce emissions	(+) From July 2016: contract Endesa - supply of "green energy" in which Endesa Energia SA ensured that the total quantity of supplied electrical energy consumption is generated from renewable energy sources and high-efficiency cogeneration.
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	2013	2014	2015	2016	2017
total tCo2 Hotel	287	337	415	298	138
CO2 by overnight stay	6 kg/pax	7 kg/pax	9 kg/pax	6 kg/pax	3 kg/pax
CO2 per worker	5 tCo2 per worker	5tCo2 per worker	7tCo2 per worker	5tCo2 per worker	2tCo2 per worker

(2) Air in tonnes in total annual emissions

	Electricity	Diesel	Propane	Total 2017
SO2	0	0,0557	0,0000	0,0557
NOx	0	0,0590	0,0134	0,0724
PM	0	0,0059	0,0000	0,0059
Total Tn	0	0,121	0,013	0,1341
Source	Endesa - 0 value when using green energy for their generation	D' EMISSIÓ EMESOS A L'ATMOSFERA CONTAMINANTS FACTORS Govern de les Illes Balears, Conselleria d' agrícola, Medi Ambient i Territori, July 2014 (pag 2)		

Tables prepared with Excellence in tourism of Tenerife

7 levels of noise

Impact	Damage to the health of the people
Improvements	Fulfilling the request of our company the mutual makes report of industrial hygiene - evaluation of exposure to noise, dated 22 August 2017, at the hotel platería (dept kitchen) concluding that

workers in this area, considered the most sound of the company, not exposed to a daily level of 87dB (A) over noise and the 140dB peak level is not exceeded (C) meeting the limits.
Purchase of electric machinery (example mower) to reduce noise caused.

Every 5 years are carried out measurements on the generation of noise. The measurement data were as follows

Area	Night DB(a) REF. 45 dB	Daytime DB(a) REF. 55 db
Room 120	41	47
Pool	44	46
Garden	45	48
Hotel entrance	42	50

Date February 2014.

8 generation of wastewater

Impact	Pollution of waters and subsoil
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Indicator: Annual analysis of wastewater	Ordinance regulating use and discharges to the network port of the cross BOPTF 109, 06-07-2005		Result Analysis
PH	PH	6, 0-9, 0	7,24
BOD ₅	mg/l	1000	107
COD	Mg/l	1600	1.030
Suspended solids	MI/l	7, 5E + 02	1, 8E + 02
Oils and fats	Mg/l	150	5

Source: Canarias S.L.U., Labtec report analytical No. 11284, January 2018

Generation of wastewater - Caudalimetro AQUALIA	
2013	2231 m ³
2014	9.508m ³
2015	8.981m ³
2016	8.304m ³
2017	9.021m ³

9. waste generation

Impact	Occupation of the soil by removing in landfill, contamination of soils and water.
Measures taken to reduce the generation of waste	<ul style="list-style-type: none"> · Participation in training activities and conferences of the "Plan 70/20: the Puerto recycle" that aims to improve the ratios of selective collection of the tourist town, in a way that in 2020 will reach 70% re-use and recycling. · Use reusable bags for remains of pruning and cleaning of gardens avoiding bags for a single use.

Indicator: Waste generation

		Year 2013	year 2014	Year 2015	Year 2016	Year 2017
Urban waste - fraction other in tonnes		38 t	47 t	42 t	46t	46t
Waste segregated directly in the hotel	Cardboard and paper	3.990 kg	5.100 kg	3,960 kg	4.470 kg	4,860 kg
	Not returnable glass	9.351 kg	10.872kg	10.323 kg	12.708 kg	12,177 kg
	Containers	9,300 kg	11.250 kg	9,700 kg	11,150 kg	11.100 kg
	Kitchen: Vegetable (*) oil	1,390 lt = 1278 kg	1,535 lt = 1412 kg	1,640 lt = 1508 kg	1.790 lt = 1,647 kg	1,830 lt = 1,684 kg
Segregated total		23.919 kg	27.222 kg	25.491 kg	29.975 kg	30.928 kg
TOTAL waste		62 t	74 t	67 t	76 t	74t

(*) REF. vegetable oil: for converting liters to pounds has been taken an average density of 0.92 kg/litre

In kg by night	Urban waste	0,875 kg	0,944 kg	0,990 kg	0,855 kg	0,886 kg
	Cardboard and paper	0,091 kg	0,100 kg	0,093kg	0,084 kg	0,093 kg
	Not returnable glass	0,214 kg	0,218 kg	0,243 kg	0,238 kg	0,233 kg
	Containers	0,213 kg	0,226 kg	0,228 kg	0,209 kg	0,213 kg
	Vegetable oil	0,029 kg	0,028 kg	0,035 kg	0,031 kg	0,032 kg
Total waste per overnight stay		1,422 kg	1,516 kg	1,589 kg	1,417 kg	1,479 kg

Source: Internal registers of waste of the Hotel. Estimate volume calculation.

Urban waste - rest fraction (tons) per worker	0,8 t	0,9t	0,8t	0,8t	0,8t
Total waste per worker (kg)	1323 kg	1480 kg	1218 kg	1381 kg	1345 kg

Indicator: Waste production in gardens

	2013	2014	2015	2016	2017
Gardens: organic waste	44 t	25 t	20 t	20 t	23 t
Organic waste by night	1,840 kg	0,918 kg	0,784 kg	0,667 kg	0,460 kg
Organic waste per worker (kg)	800	454	363	363	420

Source: Internal registers of waste of the Hotel. Estimate volume calculation.

Indicator: Hazardous waste generation

	2013	2014	2015	2016	2017
Fluorescent Lamps low consumption	11 kg	27 kg	17 kg	41 kg	31 kg
Electrical / electronic	75 kg	120 kg + 180 kg TV	200 kg	241 kg	150 kg
Incl. batteries. button batteries	19 kg	30 kg	22 kg	33kg	39,5 kg
Containers contaminated with dangerous substances	121 kg	197 kg	116 kg	101 kg	130 kg (*)
Total generation of hazardous waste	105 kg	357 kg	239 kg	315 kg	350 kg

Hazardous waste by night	0,002 kg	0, 007 kg	0,005 kg	0,005 kg	0,006 kg
<i>Sum of hazardous waste (kg) per worker</i>	3,3 kg	7,1 kg	4,5 kg	5,7 kg	6,1 kg

Source: Data of the authorized managers.

Clarification	<p>Fluorescent: In the year 2016 changed conventional fluorescent tubes of the areas of work for LED tubes.</p> <p>WEEE : Timely collection of machinery damaged kitchen; e.g. microwave.</p> <p>(*) Containers contaminated with dangerous substances The value obtained in 2017 is an estimate, to the have managed wrongly these residues by misinterpretation of information received. Have been the proper management with authorised Manager.</p>
Indirect significant aspect	Batteries : Collected more kilos of this hazardous waste since the staff also, for convenience, deposited these waste containers located at the hotel.

Sectoral (DRS) reference document:

- Comparative parameter of excellence: the total waste generated (classified and unclassified) is less than or equal to 0, 6 Kg/overnight stay, obtaining in our hotel in the year 2017 1, 5 Kg/overnight stay.
- Comparative parameter of excellence: at least 84% of the waste, expressed in weight, is sent for recycling, obtaining US 34% in 2017.
- Comparative excellence parameter: the amount of waste without sorting sent for disposal is less than or equal to 0.16 Kg/overnight, getting us in the year 2017 **0.88Kg/overnight stay**.

Note: In our case most of these wastes are organic waste that despite their low volume if they have considerable weight. We are working on pilot projects (UrbanWaste, Plan 70/20) to separate this organic material.

9 biodiversity

A hotel located in a residential area, the main condition that biodiversity indicator reflects is the occupation of the soil.

Biodiversity indicator (m2 / people)	2013	2014	2015	2016	2017
Daily average stays	135	135	138	146	143
Number maximum of workers / day	50	50	50	50	54
	Note: The environmental indicator is calculated using: the area occupied by the hotel (8,000 m2) divided by the sum of daily average stays over the number of workers maximum per day at the hotel.				

5. Indirect environmental aspects

The main indirect aspects identified that our hotel has some ability to act are related to the behavior of our customers, suppliers and contractors.

Customers in rooms: Washing of bedding and towels when the client requests it. Lingerie store changes are reconciled with the desire of customers in its collaboration with the environmental actions proposed by the hotel.

Customers in common areas: Offer customers the possibility to segregate waste. Decorated with photographs of the island of Tenerife, performed by students of the Faculty of fine arts to publicize the nature of the island.

Laundry	2013	2014	2015	2016	2017
Total of laundry out of the hotel	60 t	65t	60 t	73 t	74 t
Garment washed out of the by night	1,375 kg	1,323 kg	1,424 kg	1,376 kg	1,423 kg

- Information at the reception on the points of interest on the island
- Promotion of consumption of local products
- Animation actions give the traditions or natural areas

- The environmental awareness of staff and their behavior at work extends to domestic
- Visits to the hotel Tigaiga by stakeholders in our management system: customers, groups of students and media, tour operators.
- Reforestation campaign with customers and employees of the hotel
- Awards environmental 2017
 - **TUI - Umwelt Champion 2017 and 2018**
 - **Sustainable tourism Tenerife, Cabildo de Tenerife**
 - **El Puerto recycling award, program Port 70/20**
 - **CIT port of the cross award 2017**

ENVIRONMENTAL OBJECTIVES

2017 ENVIRONMENTAL OBJECTIVES

Aspects	ACTIONS PERFORMED	Grade compliance
Reducing the consumption of electric power by 2% (indicator: kw/h per pax) until December. with respect to the year 2016 2017	Increase performance of the existing solar energy installation	The actions have been conducted but the proposed objective has not been achieved.
	Studies for the solar photovoltaic self-consumption	Has been the implementation of renewable energy analysis carried out by the end of 2016 by Palmero-Marrero, Costa, Martin and C. Oliveira of the University of Porto (Portugal) and Universidad de La Laguna
	Studying changes in the use of the mini-bars in the rooms	For the time being has not materialized no change.
Reducing the use of chlorine and algaecide in swimming pool in 5% until December 2017 with respect to the year 2016. : (indicator: litres of chlorine and algaecide)	Control of the consumption of chlorine and algaecide	Weekly monitoring of the consumption of the products used in swimming pool. Enabled the smooth functioning of the Ionizer which in 2017 not be has buy algaecide and chlorine consumption were reduced by 29%.
	Optimize the performance of the Ionizer.	
Environmental actions on target	Active participation in municipal waste reduction campaigns: El Puerto recycle - Plan 70/20	We have participated in all the training activities organized by the consortium of port of la cruz recycles port.

	Participation in reforestation campaign with customers and the hotel staff	Made activity of reforestation in the Highlands of La Orotava in March 2017, involving workers, families and customers staying at the Hotel.
	Change vehicle of transportation to the hotel. Search for replacement of the VW Golf (transport passengers to cargo transport).	With the renovation of the model to a Caddy has been adapted to the transport needs of the company

2018 ENVIRONMENTAL OBJECTIVES

These are our initial targets pending planning throughout the year 2018.

Objective 1: Reduced by 10% consumption of water used for irrigation in gardens (indicator: l/m² garden) until December. with respect to the year 2017 2018

Goals:

- Study possibilities of use of reclaimed water
- Training in irrigation and efficient management of the water in green areas
- Studying ideas in cases of success (Seaside project)
- Feasibility of storing water rain cistern of the garden in Carolina

2 objective: I NTEGRATING in annex Tigaiga Suites management system

Goals:

- Review all aspects of the enforcement of legislation
- Collect and document data consumption, waste generation

Objective 3: Environmental destination actions

Goals:

- Reduce waste compostando the part organic cooking, working in the projects UrbanWaste and port recycles 70/20.
- Pilot project of the monetization of the social value generated by our hotel. This project will be executed by the University of La Laguna and has for purpose to value the social and environmental impact generated by our Organization.

FOLLOWING ENVIRONMENTAL STATEMENT

The next environmental statement, corresponding to the data of the year 2018, will be held during the first quarter of the year 2019.

VERIFIER ACCREDITED ENVIRONMENTAL DECLARATION

The system verified and validated by:

Environmental verification entity responsible entity

TUV Rheinland Iberian Inspection

Certification and Testing S.A. ES-V-0010

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