

RIU Hotels & Resorts

Sustainability Report 2020

RIU CSR



Introduction

This RIU Hotels & Resorts Sustainability Report 2020 has been prepared using a methodology that combines Global Reporting Initiative (GRI) standards and contribution to the achievement of the Sustainable Development Goals, which became the focus for analysis of social investment in 2020.

Since 2018 it has been prepared according to Law 11/2018 on Non-Financial Information, which clearly and comprehensively cover the indicators defined by the standard. A large part of the data in both the environmental and social areas in this 2020 report is based on the aggregation of information, in those cases in which results can be aggregated across all of the companies that form part of the RIU group.

2020 is a very difficult period to report on due to the circumstances created by the pandemic. The pandemic has had such a major effect on activity that it makes any analysis and comparison with previous years very difficult. Our environmental impact, for example, decreased by around 50%, but at the same time our operations decreased by 60% compared to 2019. Unfortunately, the lack of tourism activity has generated some performance results which distort the real situation that indicators should reflect.

However, all of the departments involved have made a significant effort to intensify their work and publish, for the first time in the company's history, an Annual Sustainability Report which is aligned with the GRI model. This achieves the objective defined for this period and represents a major qualitative change with respect to previous reports, both in terms of the scope of the data and the efforts made to ensure that the data is both accurate and reliable. A major step in our evolution and yet another step towards greater maturity in our commitment to transparency.

Contents

A letter from our CEO. Carmen Riu & Luis Riu

Carmen Riu and Luis Riu took on the roles of CEO in 1998, positions they still hold today. They direct the company together, complementing one another and each contributing their skills to the business.

2020 created challenges that we would never have imagined possible. For the first time in history, the COVID-19 pandemic forced us to close all our hotels worldwide, send our employees home and paralyse our planned investments. The world came to a halt, with our hotels stepping in and taking the reins at the start of the pandemic through solidarity projects that helped local communities through the opening days of the crisis.

Despite the tough circumstances we faced, we also made the difficult decision to continue to support the vast majority of our social and environmental projects to guarantee their continuity and prevent their positive long-term impact being lost. With the support of our partners, we analysed the situation in every one of our destinations to detect synergies that might mitigate the impact of COVID-19 among the local population. Based on this social map, partner associations adapted their projects to the new context, prioritising health and safety, nutrition and education. All this great work is described in this report.

It has been a year for exceptional responses to unusual situations for all of us, a year in which we have learned in record time how to return to our activities while guaranteeing the health and safety of one and all. We are aware that the consequences of this crisis will remain with us in the long term, however at RIU we continue to focus on the recovery, reiterating our faith in our allies and partners, and with the firm conviction that we will emerge from the crisis stronger and more responsible. We would like to thank all of the people that form part of the RIU group team for the strength, tenacity and adaptability they have shown during this difficult year. Thank you all.

Carmen Riu & Luis Riu



RIU Hotels & Resorts. The company



About us

RIU Hotels & Resorts was founded in Mallorca, Spain, in 1953, as a small family holiday business by the Riu family, the original and current owner, now in its third generation. The company specialises in the holiday hotel trade, and over 70% of its establishments offer RIU's recognised all-inclusive service.

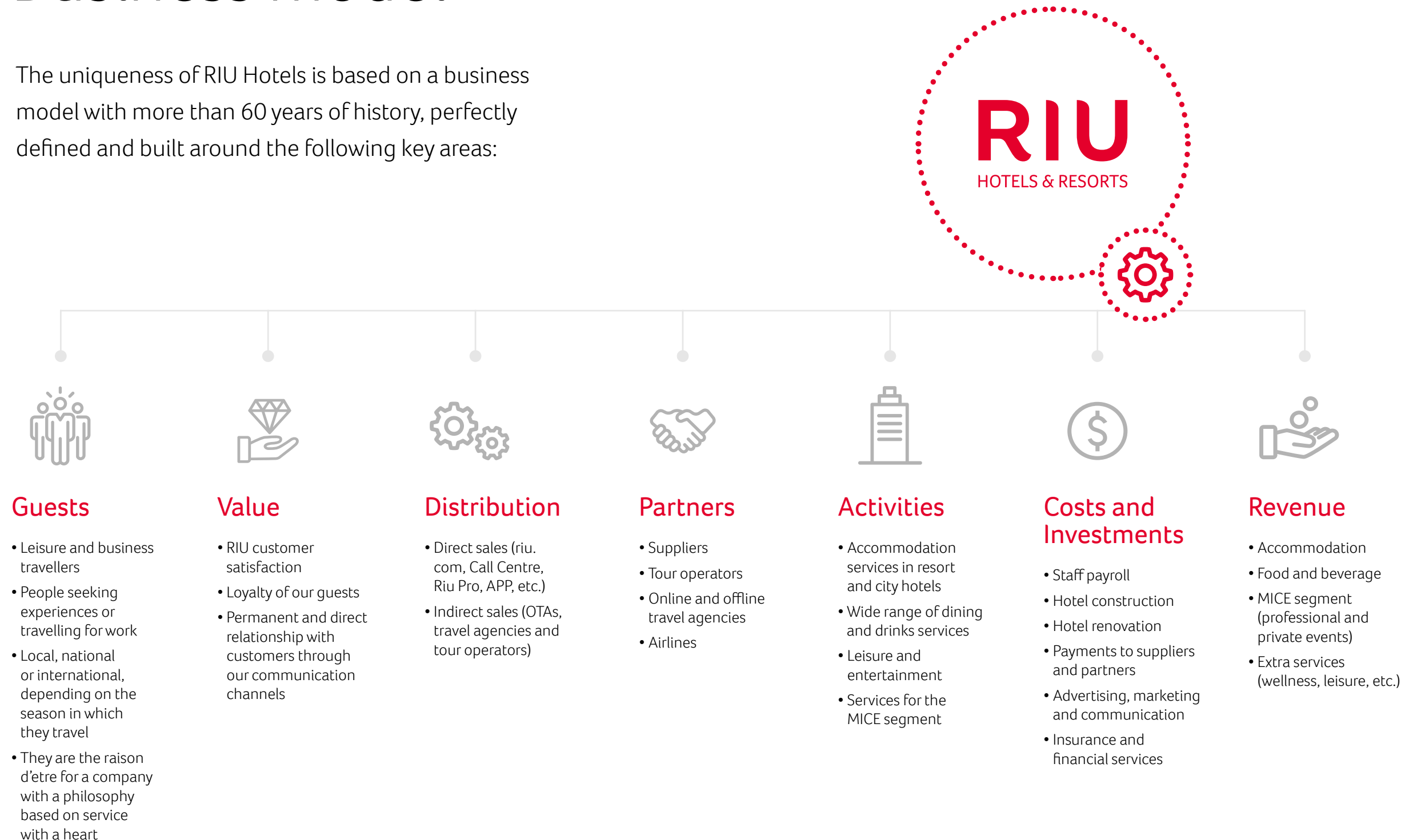
With the launch of its first city hotel in 2010, RIU expanded its product range with its own line of urban hotels, called RIU Plaza. At present, RIU Hotels & Resorts has 100 hotels in 20 countries, which in 2020, welcomed more than 2,3 million guests and in which a total of 24.425 employees work.

The chain is defined by its strict commitment to quality, by its offer of outstanding facilities in the best beach and city destinations, by its varied and carefully prepared dining options and by personalised service with a heart. The staff are what set the chain apart from the competition. They make up RIU's main asset and its greatest source of pride.



Business model

The uniqueness of RIU Hotels is based on a business model with more than 60 years of history, perfectly defined and built around the following key areas:



RIU around the world



RIU data sheet

Data at 31 December 2020



Positioning

32nd chain in the world (Hotels magazine 2020 ranking)
 3rd in Spain by revenue and 4th by number of rooms
 (Hosteltur magazine 2019 ranking)

Commercial Partnerships

Riu Hotels S.A. Founded in 1977, hotel development company (49% TUI capital, 51% Riu family capital).

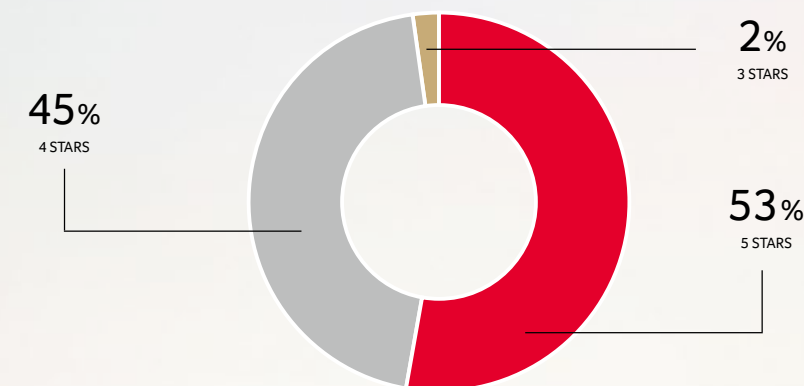
RIUSA II S.A. Founded in 1993, hotel operation company (TUI and RIU capital, 50% each)

RIU has been a shareholder in TUI AG since 2005. Since the merger of TUI Travel PLC and TUI AG in 2015, RIU now has 3.56% of the shares in TUI Group.

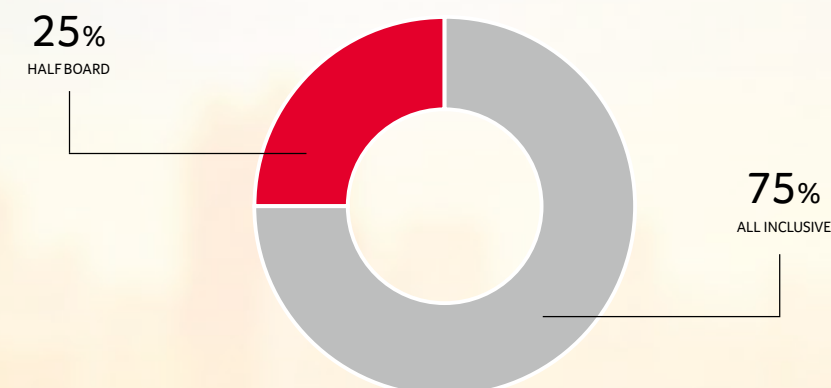
Headquarters

Llaüt, s/n. Riu Centre, Playa de Palma. 07610 Palma de Mallorca, Spain

Distribution by Rating



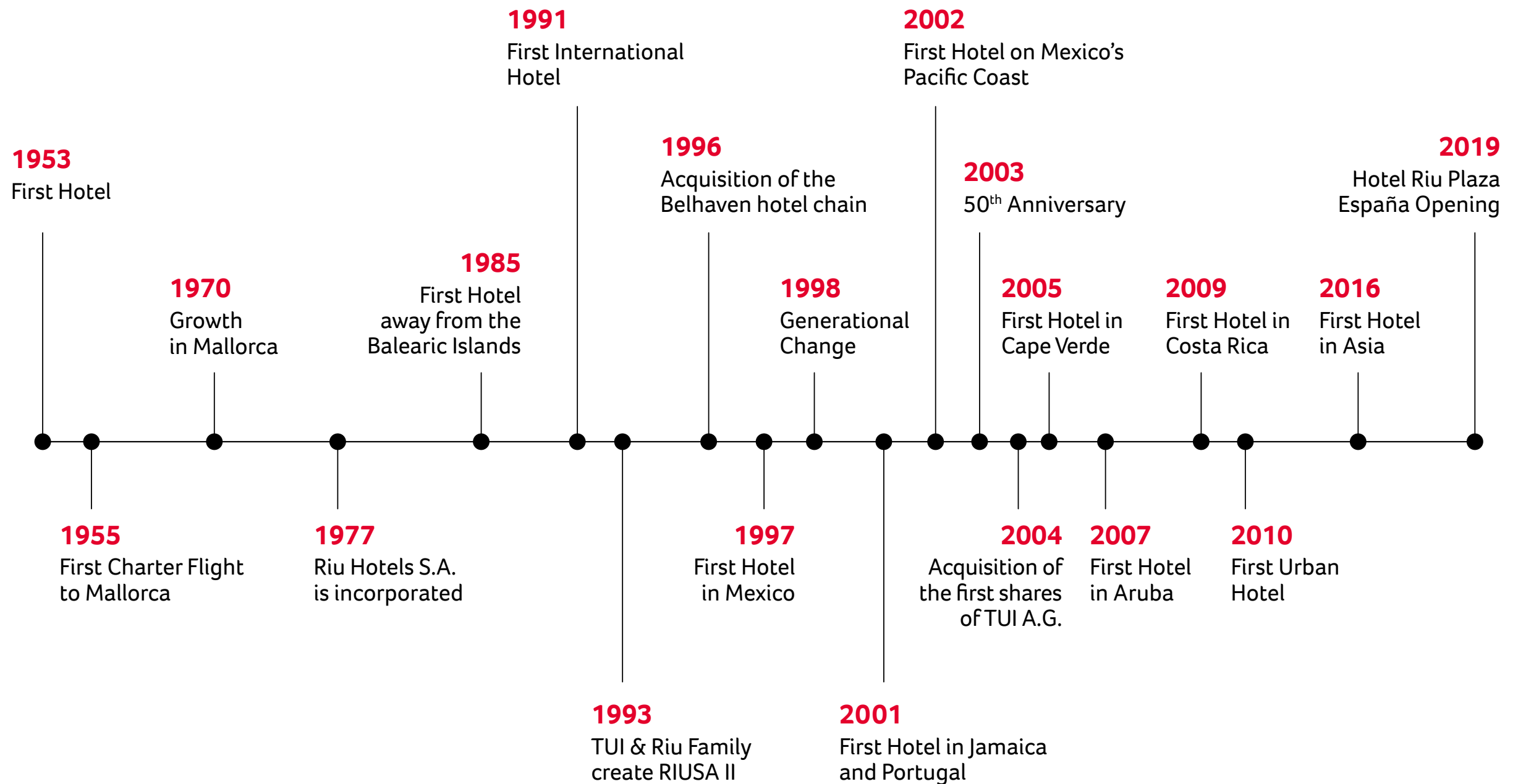
All Inclusive vs Half Board



Plaza vs. Holiday



RIU Chronology



Social setting indicators by country

The analysis of these key indicators for each country stems from an inherent need to be aware of the social reality in each of the destinations in which we operate. This allows us to better understand the key demands of our stakeholders, to identify problems which can be mitigated by our intervention, and to contrast their opinion with objective data on the environment from international benchmark institutions with proven methodologies.

The first stage of our methodology is to define the general context in the destination to get a more realistic impression in comparison with other countries, not one that is purely based on economic development or Gross Domestic Product. Although GDP is an indicator based on the goods and services a region offers, it ignores important social factors that determine the well-being of its people. That is why a key factor in our project selection process is an analysis of the economic situation and quality of life, directly linked to opportunities and society as a whole to achieve their life project.

We know that we cannot ever meet all the needs, but we are able to know which of these needs are directly linked to our activity and strategic areas to help us make objective decisions to contribute to their solution. Once we identify and assess their problems, their causes and their effects, we can also identify our partners, contacts, specialists and local agents such as public or private institutions, community organisations and academics, among others. All this in order to create greater well-being in the communities in which we operate.

Social setting indicators by country

Country	Social Progress Index 2020 ¹	Human Development Index 2020 ²	Global Competitiveness Index 4.0 2019 ³	Gini index (wage inequality) ⁴	Index of compliance with children's rights ⁵	Monthly nominal salary (EUR) 2019 ⁶	Minimum wage in the country (EUR) 2019 ⁷	Basic human needs 2020 ¹	Water and sanitation 2020 ¹	Access to quality healthcare 2020 ¹	Access to drinking water 2017 ⁸	Educational level, at least lower secondary level (population > 25 years ⁸	HIV prevalence, total (% of population aged 15-49) 2019 ⁸	Births per 1,000 women aged 15 to 19 2019 ⁸	Average years of schooling 2019 ²	Infant mortality rate (per 1,000 live births) 2019 ⁸	Under-5 mortality rate (per 1,000 live births) 2019 ⁸	Malaria cases 2019 (per 1,000 inhabitants at risk) ⁸	Child stunting, 2020 (% children) ¹	Child labour 2010-2019 ² (% aged 5-17) ²	Secondary schools with Internet access (%) 2010-2019 ²	Early marriage 2020 ¹ (% women)	CO2 emissions (tons per capita) 2016 ⁸	Environmental quality 2020	Renewable energy consumption 2015 (% of total energy consumption ⁸
ARUBA	-	-	-	-	-	- €	-	-	-	-	-	60,79	-	19,67	-	-	-	-	-	-	-	-	8,41	-	6,72
BAHAMAS	-	0,814	-	-	8,44	- €	800,5 €	-	-	-	98,89	89,13	1,8	28,5	11,4	10,23	12,6	-	6,84	-	-	2,1	6,52	90,19	1,21
BULGARIA	79,86	0,816	64,9	41,30	8,43	651,40 €	332 €	90,88	97,96	2,88	99,10	95,38	0,10	39,32	11,4	7,06	6,70	-	9,19	-	-	7,3	5,85	79,59	17,65
CAPE VERDE	72,05	0,665	50,8	42,4	7,89	299 €	110,3 €	80,15	71,83	2,377	87,08	29,3	0,6	71,6	6,3	19,48	14,9	..	10,86	-	100	9,74	0,9	68,51	26,58
COSTA RICA	83,01	0,810	62,0	48,00	8,53	887,60 €	428,8 €	89,88	97,20	3,57	99,70	53,10	0,40	51,57	8,7	8,78	8,60	0,01	8,30	1,70	51	8,5	1,61	88,82	38,73
DOMINICAN REP.	71,05	0,756	58,3	43,70	7,64	246 €	129,6 €	78,69	73,44	1,22	96,69	56,61	0,90	91,88	8,1	28,84	28,00	0,07	9,37	7,00	69	19,7	2,11	85,42	16,48
GERMANY	90,56	0,947	81,8	31,9	8,64	3.088,0 €	1.614 €	96,14	99,56	3,778	100	96,33	0,1	7,6	17	3,2	3,8	-	1,04	-	-	1,83	8,88	85,65	14,20
IRELAND	90,35	0,955	75,1	32,80	9,05	3.354 €	1.723 €	96,32	99,34	3,24	97,39	86,16	0,20	6,59	12,5	3,65	3,30	-	2,60	-	-	1,0	7,31	90,09	9,08
JAMAICA	74,75	0,734	58,3	45,4	8,42	459 €	165 €	79,34	76,74	3,018	90,65	60,7	1,9	49,9	9,7	14,41	13,9	0,3	7,47	2,9	73	2,66	2,6	82,42	16,77
MALDIVES	70,81	0,740	-	31,30	7,74	- €	169,1 €	86,400	77,82	1,33	99,26	15,87	-	7,02	7	8,61	7,60	-	17,26	-	100	5,0	3,06	79,77	1
MAURITIUS	78,96	0,804	64,3	36,80	8,11	641,80 €	111,6 €	90,90	97,82	3,378	99,87	54,20	1,20	24,82	9,5	15,50	16,00	-	14,04	-	94	6,2	3,40	69,63	11,54
MEXICO	73,52	0,779	64,9	45,4	7,81	321 €	176,6 €	82,54	94,12	1,232	99,32	63,2	1,3	58,5	8,8	12,67	14,2	3	12,67	4,7	53	14,89	4	76,447	9,22
MOROCCO	66,90	0,686	60,01	-	7,77	488 €	209,4 €	84,87	87,27	1,76	86,77	-	1	30,3	5,6	18,3	21,4	0	15,35	-	90	8,67	1,7	66,2	11,32
PANAMA	76,55	0,815	61,6	49,20	8,44	934 €	277,4 €	86,00	87,86	2,70	96,38	61,49	0,90	80,24	10,2	12,20	14,90	0,20	15,37	2,60	-	16,5	2,25	90,06	21,23
PORTUGAL	87,79	0,864	70,4	33,8	9,04	1.623,20 €	765 €	95,69	98,04	3,23	99,91	54,3	0,5	7,6	9,3	3,1	3,7	-	3,55	-	100	2,01	4,3	92,49	27,16
SPAIN	88,71	0,904	75,3	34,70	8,92	1.995 €	1.108 €	95,27	99,69	3,50	99,93	77,70	0,40	7,25	10,3	3,03	3,10	-	1,40	-	100	3,6	5,00	91,17	16,25
SRI LANKA	73,20	0,782	57,1	39,30	7,71	128,60 €	63,3 €	81,89	81,26	2,98	89,41	82,86	0,10	20,69	10,6	13,90	7,10	-	13,90	-	23	5,8	1,10	90,56	52,88
TANZANIA	56,50	0,529	48,2	40,5	6,09	142 €	40 €	56,26	47,08	2,207	56,73	11,02	4,6	115,5	6,1	36	50,3	124,3	34,18	24,8	..	22,28	0,2	84,03	85,71
UAE	70,60	0,890	75,01	26	7,77	- €	-	86,8	95,38	3,33	98,04	82,9	1	5,2	12,1	7,58	7,5	0	12,5	..	100	5,6	22	57,79	0,14
USA	85,71	0,926	83,7	41,4	8,72	4.173 €	1.024 €	92,08	98,97	2,038	99,27	96,02	0,4	17,3	13,4	6,5	6,5	-	2,31	-	100	3,4	15,5	72,18	8,71

(-) Data not available / More information: see annex on social setting indicators by country

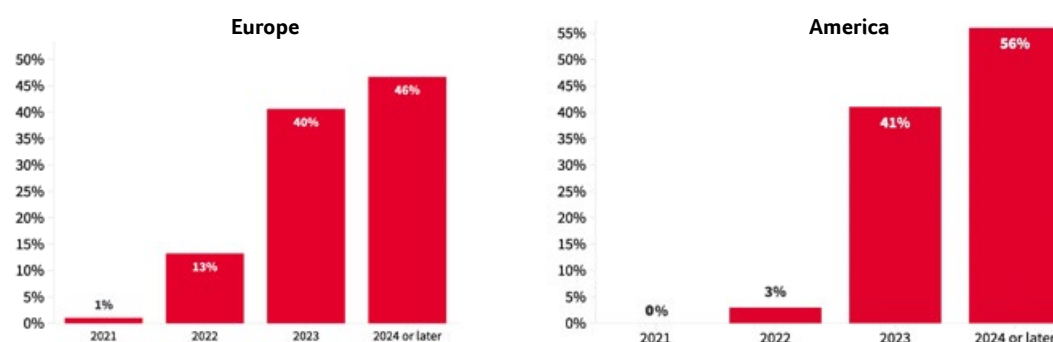
Industry context

Challenges and uncertainties 2020

2020 was definitely the worst year in history for the hotel business, with a 73% decrease in international tourist arrivals worldwide. While there are some signs that indicate that we may be due a recovery in the medium term, the data for the first quarter of 2021 published by the World Tourism Organization remains very negative. Between January and March 2021, global travel destinations received 180 million fewer visits from international tourists compared to the first quarter of 2020. The most important decrease was seen in Asia and the Pacific, with 94% fewer international arrivals during the quarter. Europe recorded the second largest decrease (-83%), followed by Africa (-81%), the Middle East (-78%) and the Americas (-71%).

With regard to the expectations for the future, UNWTO experts do not expect to see a return to pre-pandemic levels in America until 2024, although the most positive forecasts point towards a recovery in Europe by 2023.

When do you expect international tourism to return to pre-pandemic 2019 levels in your country?



Source: <https://www.unwto.org/es/taxonomy/term/347>

In Spain, the Exceltur report on the first quarter of 2021 showed a decrease of -80,4% in tourist activity compared to the same period in 2019, with a loss of €116 billion euros in revenues (-75,4% compared to 2019). The first estimates for the summer of 2021 point towards a tourism GDP 34% below the level achieved in 2019. To reduce these losses, factors such as the success of vaccination campaigns and international coordination in implementing protocols for actions, controls and communication will be key in the recovery of tourism.



Our focus



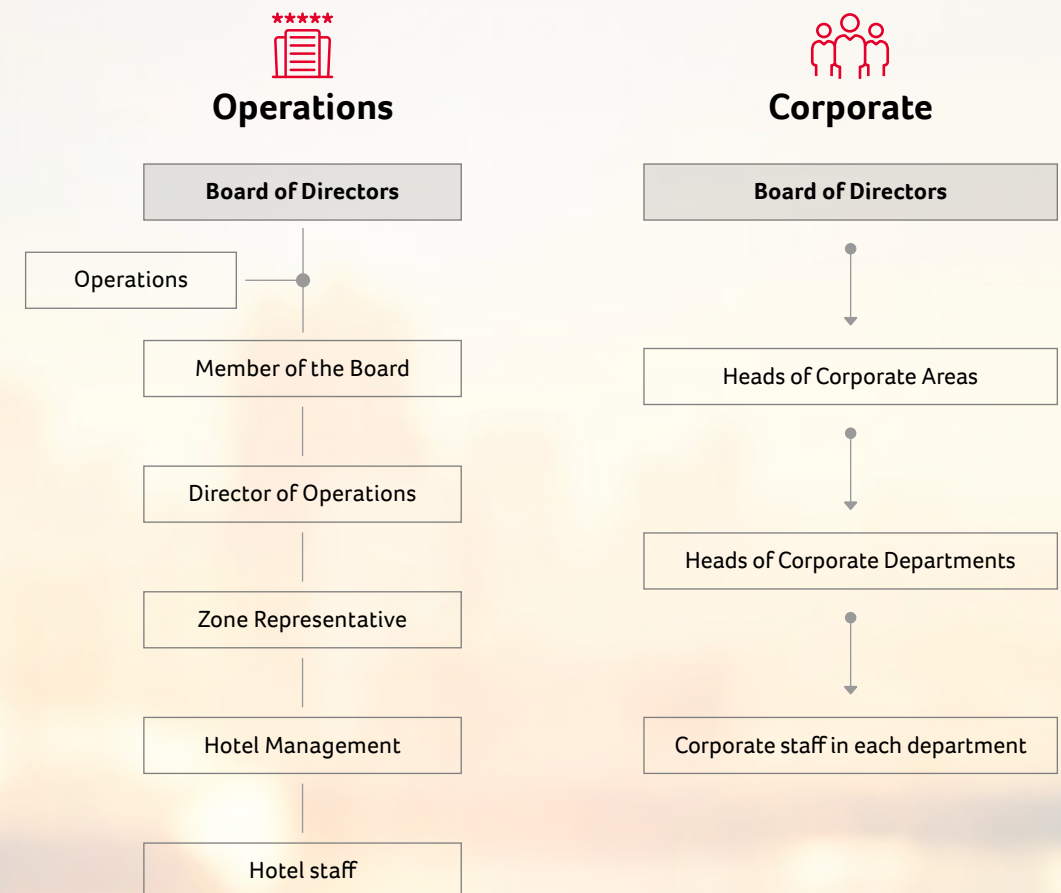
Board of Directors

The Board of Directors of RIU Hotels is responsible for representing each of the company departments with relationships and reporting on both a corporate and operational basis.



Management model

Ever since it was founded, RIU has been perfecting the decision-making process from senior executive positions down to general staff. The management model defines the relationships between members of the Board of Directors and their teams, both in hotels and in corporate offices. Decisions made by the Board are coordinated with the RIU Code of Ethics and with our 12 CSR commitments.



Memberships and partnerships

In recent years, the company has joined several organisations and associations that protect people's rights. Our objective is to create synergies and partnerships that help create a tourism industry that is more responsible in its treatment of people and the environment.

ECPAT Network

Since 2012 - International

RIU Hotels is a member of the ECPAT network for the protection of children and adolescents from sexual exploitation in tourism and is committed to meeting the requirements in the ECPAT Code of Conduct, known as The Code.



Palma 365

Since 2014 - Mallorca, Spain

Non-profit public organisation focused on tourism and the international promotion of the island of Mallorca, made up of the Palma City Council, the Balearic Islands Port Authority and 28 private companies, including RIU Hotels.



UNWTO Code of Ethics

Since 2016 - International

RIU is a signatory of the 'Private Sector Commitment to the Global Code of Ethics for Tourism', a guide created by the World Tourism Organization (UNWTO) to assist the leading players in tourism development in achieving a more responsible and sustainable tourism industry.



Palma Beach

Since 2016 - Mallorca, Spain

Platform formed by entrepreneurs from Playa de Palma, including RIU Hotels, to promote excellence through activities and events of various kinds and better quality in the area through the implementation of a new and sustainable tourism model.



Impulsa Foundation

Since 2016 - Mallorca, Spain

Strategic project run by the Confederation of Business Associations of the Balearic Islands (CAEB), the Balearic Islands Government and a group of business leaders representing the region, including RIU Hotels, which aims to boost the islands' global competitiveness.



JSF Travel & Tourism

Since 2017 - Mallorca, Spain

International business school created by the Junípero Serra Foundation in 2002, of which RIU and other companies in the travel industry are sponsors as it specialises in training in travel for executives.



Eticentre

Since 2020 - Mallorca, Spain

A non-profit association of companies and organisations from the Balearic Islands, including RIU, created at the end of 2003 to boost the incorporation of more ethical criteria in the business world. Eticentre aspires to offer management and assessment tools, particularly for small and medium-sized companies, that will enable continuous improvement processes.

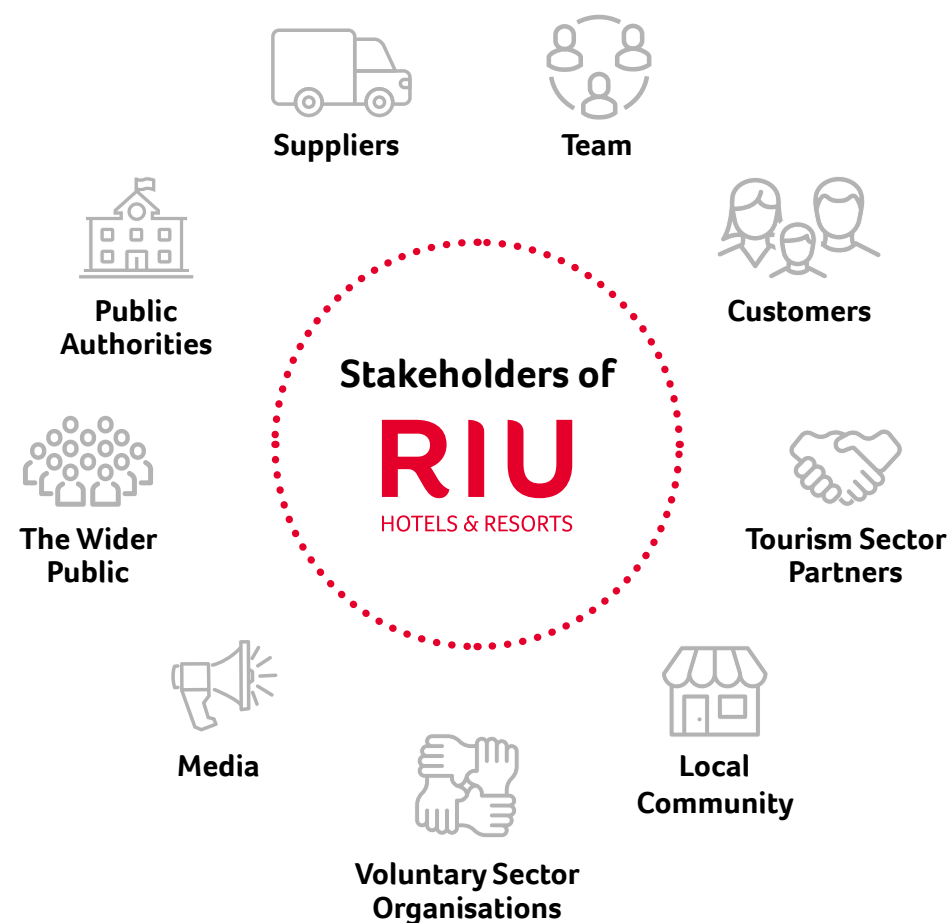


Relationships with stakeholders

RIU believes that a dialogue with our stakeholders is fundamental in raising awareness about their needs, thoughts and opinions regarding our hotel activity. Their feedback helps us improve, define our objectives and make clear commitments to bring about a hotel business which is more responsible towards society and the environment.

To improve this relationship with our stakeholders the company has created several communication channels and tools which allows us to respond to them transparently, quickly and effectively, while always seeking balance and mutual benefit.

Stakeholders of RIU



Communication Tools

Internal	External
Group emails and bulletins	Conventions, profesional forums
Informative meetings	Customer satisfaction surveys
Corporate manuals	Press room
Training	Website
Online and offline newsletters	Press releases
Intranet	Sustainability report
Workplace environment surveys	Digital totem signs
Corporate Apps	Meetings with the public, private and voluntary sectors
Customer satisfaction surveys	Social media
Supplier commitments	Chatbot and mobile apps
	Loyalty programs and their communication channels
	Call Center
	Site Inspections

Communication with stakeholders

Press conferences and meetings with the media

Every year, the company organises a meeting with the media to showcase its transparency. The objective is to summarise the work done in the previous months and demonstrate the impact of our social and environmental investments, as well as providing an explanation of our short-term vision for CSR. During the meeting, we have a dialogue with all the invited journalists and answer all of their questions. Due to the pandemic, in 2020 the meeting was replaced by telephone interviews.

Meetings with third-sector institutions and associations

The CSR department draws up a schedule for meetings with third-sector institutions and associations in order to find out more about the social or environmental needs of the destinations where the company operates. It also supports these organisations with marketing and communication, creating channels to communicate their projects to other stakeholders. Every year RIU organises a meeting with all of its NGO partners to look back at the previous year and define guidelines for future projects. Due to COVID-19, the company held a webinar with its partners worldwide in 2020.

Webinars and interviews with RIU staff

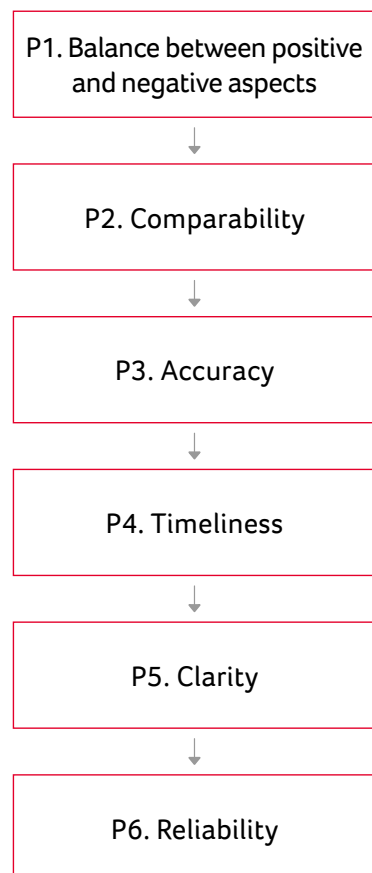
To find out more about the opinions of the RIU team and provide them with information, the CSR department has an online meeting schedule with the hotel managers in all the countries where the company operates. The CSR team updates them on the latest news in social and environmental innovation, answers their questions and defines shared objectives to be carried out within a specific time period.



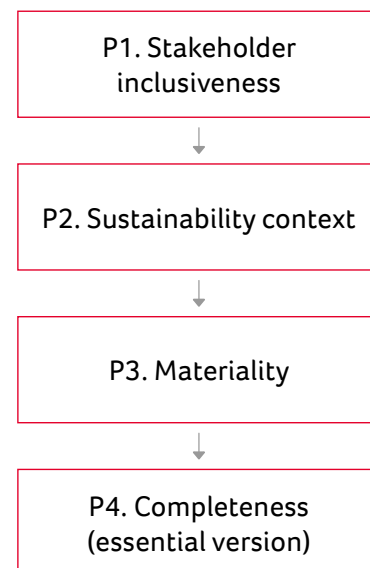
Reporting framework: GRI and SDGs

In addition to evaluating our contribution to the 17 SDGs of the 2030 Agenda, RIU has adopted the Universal and Topic-Specific Content of the GRI and their principles and approach in order to determine:

1. The Quality of the Report



2. The Content of the Report



Materiality analysis

RIU carries out a materiality analysis to define how we align what matters most to our stakeholders with our values and strategy. This helps us focus on the aspects to prioritise in our reports, always based on the Global Reporting Initiative (GRI) standards and the 17 United Nations Sustainable Development Goals. This analysis is based on two types of factors:

Internal

- Key aspects of the business
- Key aspects of RIU values and commitments
- Opinion of our internal stakeholders

External

- Mandatory reporting requirements in Law 11/2008
- Aspects proposed in GRI standards
- Degree of alignment with the SDGs
- Opinion of our external stakeholders

The following materiality results were obtained in 2020, affected by the context of the global COVID-19 pandemic:

Social issues

- Health and safety of our people
- Business continuity
- Continuity in our commitment to social investment
- Assessment of RIU projects with local communities
- Our training and awareness initiatives

Environmental issues

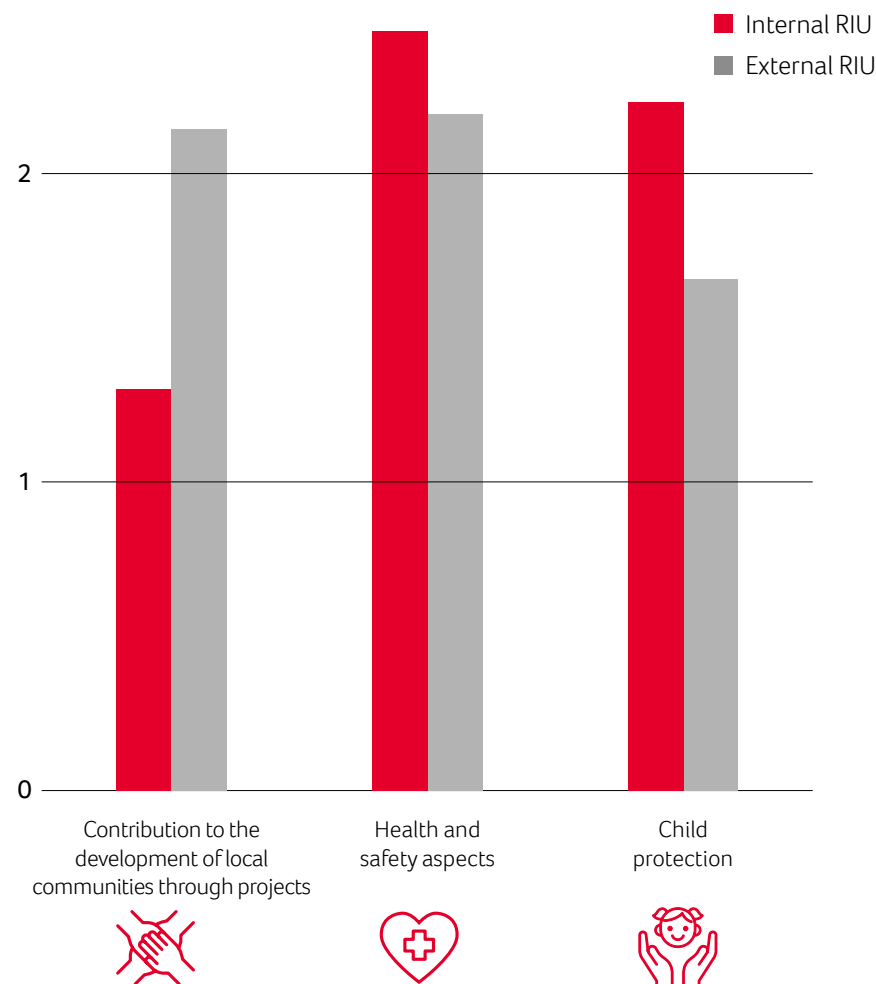
- Resource consumption and management: water and energy
- Control of waste generation and emissions
- Protection of biodiversity
- Evaluation of returns on environmental projects
- Progress in environmental certification

Respect for human rights

- Commitments and activities derived from ECPAT
- Due diligence and compliance management system

Materiality results

Thanks to the information from our internal and external stakeholders, we can take into account both points of view for each of the “material” issues under analysis. For example, the following graph shows a comparison of the three external social aspects considered most relevant:



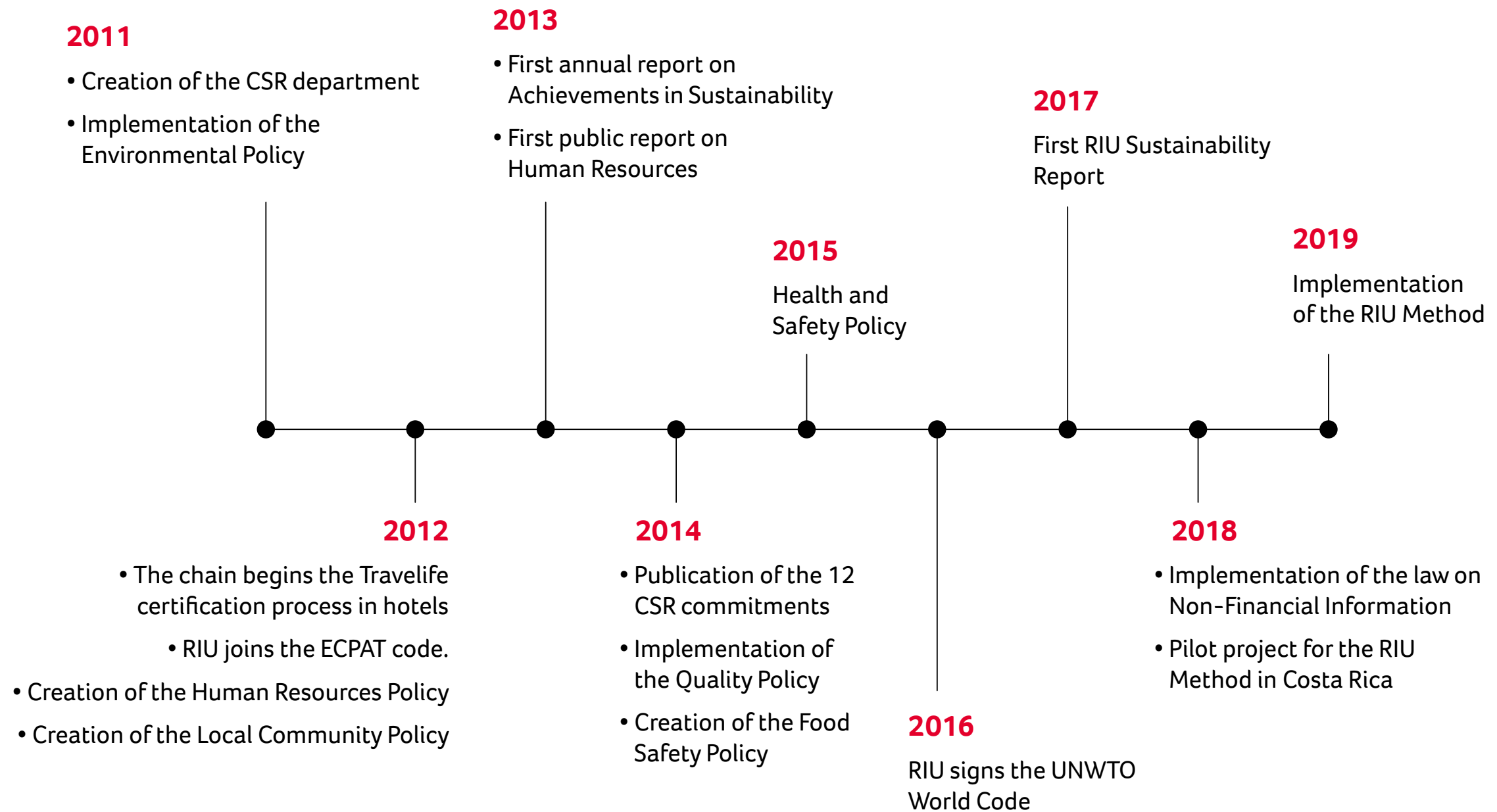
This has allowed us to reach various conclusions:

1. In 2020, health and safety aspects were obviously more relevant than in previous years.

2. Our contribution to the development of local communities in the countries in which we operate is still very important, especially for our external stakeholders.

3. Child protection continues to be the second most highly rated material aspect among RIU's internal stakeholders, a fact that reinforces our continued commitment to the ECPAT code.

CSR Chronology

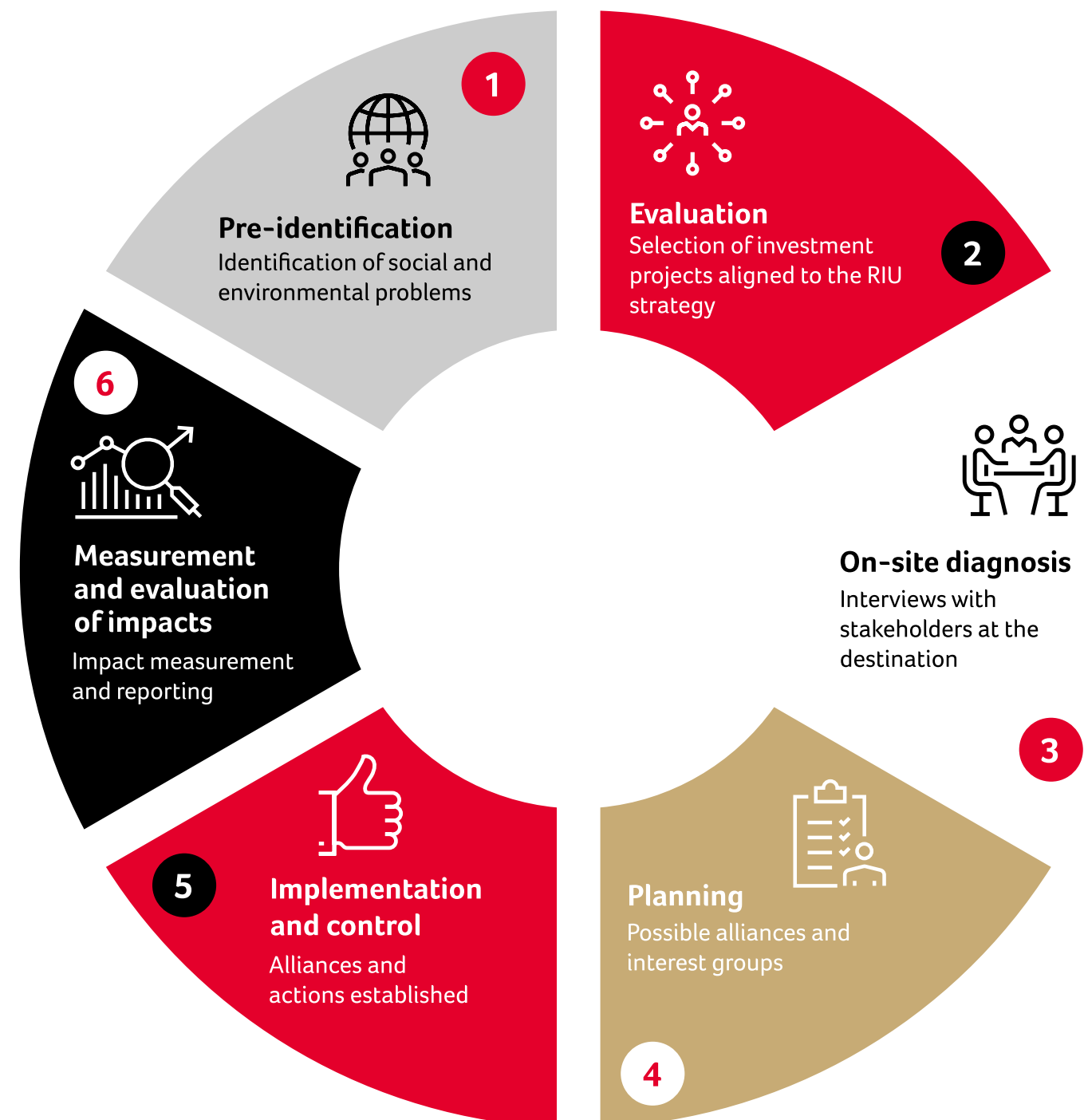


The RIU Method: our way to social innovation

The RIU Method: in 2019, RIU Hotels created a new methodology based on scientific criteria to decide what social actions to prioritise in each destination focused on two clear objectives, people and biodiversity, as well as including well-defined action areas, programmes and resources.

This pioneering methodology for the tourism industry was created with the support of the ESCP Business School. It is more effective and efficient due to the fact that it links investment to the turnover in each destination, applying criteria of proportionality.

Stages in the RIU Method



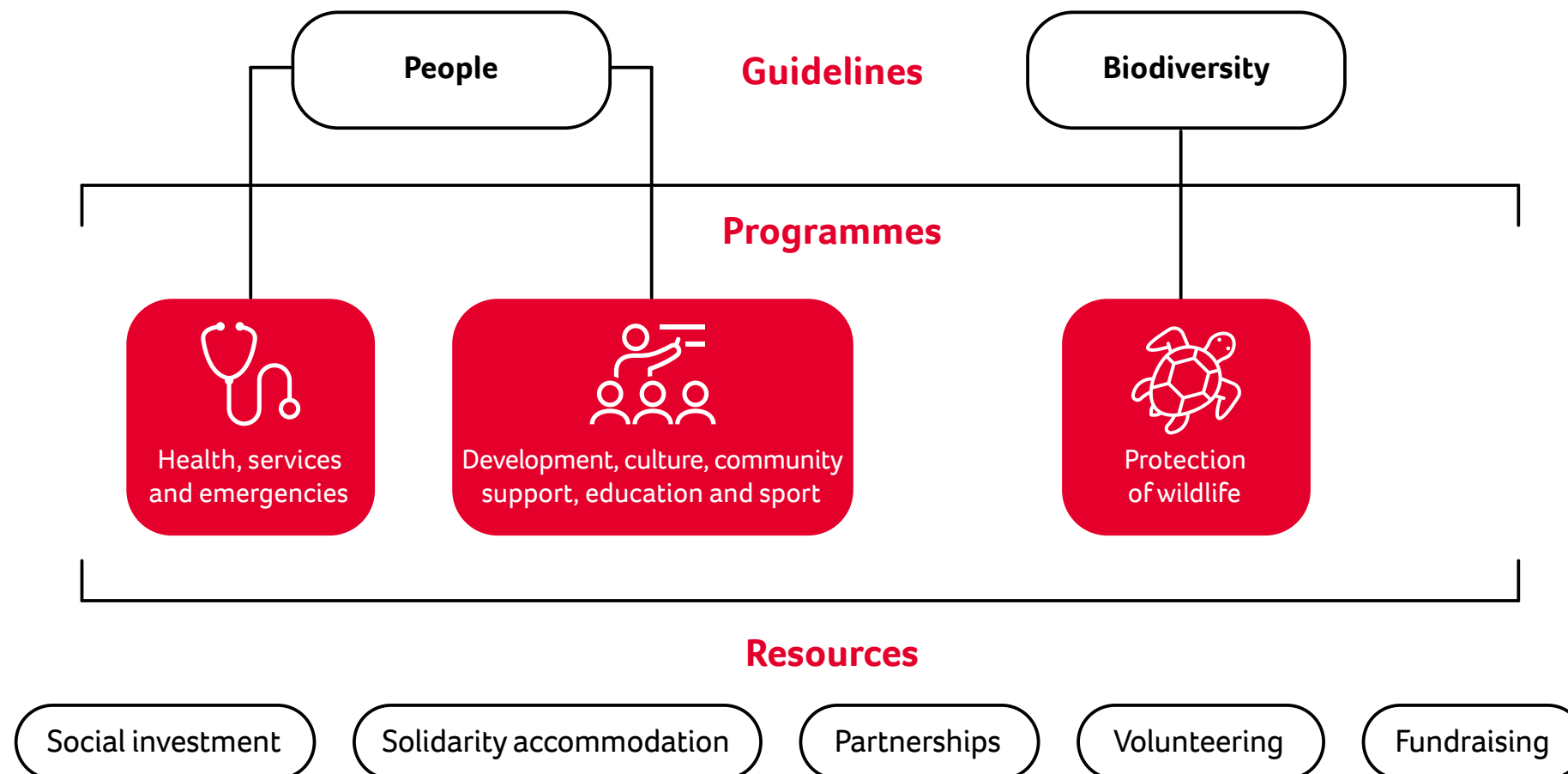
The RIU Method: action areas

People

The greatest asset RIU has is its people and a philosophy based on the idea of “service with a heart”, placing customer well-being at the centre of all our activities. RIU’s social commitment takes in the company’s responsibility towards its customers, its team members and the local community in which it operates.

Biodiversity

At RIU we take part in actions designed to conserve wildlife and biodiversity through reforestation programmes and the protection of endangered species and their habitats. We also offer solidarity accommodation to foundations that protect the environment.



The importance of evaluation in the RIU Method

One of the key stages in the RIU Method is the evaluation stage, in which the CSR team gathers together all the information from the previous stages in order to define the social and environmental needs of RIU destinations. This data is used to create a fact sheet for each destination that is shared with company owners for the final analysis. This fact sheet helps the entire CSR team together with the CEO, Carmen Riu, to define the projects to support in each region.

RIU destination fact sheet

RIU COUNTRY FACT FILE: MEXICO 	
Destination: Quintana Roo	
INTERNAL IMPROVEMENT OPPORTUNITIES	
INTERNAL STAFF RECOMMEND:	
- Improve benefits that provide a competitive advantage over the rest of the industry (e.g. savings fund, grocery vouchers, health insurance) - Improve personnel transportation by creating more routes and schedules both in Playa del Carmen and Cancun. - Strengthen policies to combat discrimination (mainly due to nationality and gender).	
KEY PROBLEMS IN THE DESTINATION AND IN OUR PRIORITY AREAS	
 SOCIAL (CHILDREN AND LOCAL COMMUNITY) INSECURITY: The exponential growth of tourist destinations and long working hours in the industry generate risks of children suffering injuries, violence, sexual abuse, child labour, sexual exploitation and addictions, among other things. CORRUPTION: Although this has numerous causes and involves many factors, extortion of civil servants, an increase in armed crime, illegality in general and an ineffective court system create uncertainty in the community that then affects the most vulnerable people: e.g. budget cuts in health services and children's homes. KIDS DROPPING OUT OF SCHOOL OR FALLING BEHIND IN THEIR EDUCATION: Increase in the number of "latchkey children" and insecurity in general combined with a lack of opportunities in some regions in the state causes many children to have to drop out of school at a very early age.	
 ENVIRONMENTAL (BIODIVERSITY) ENDANGERED SPECIES: Devastation of mangrove forests and other natural habitats that help protect endangered species, particularly turtles and jaguars. There are also other problems that require urgent attention due to the important imbalances they create in the ecosystem and the financial impact on tourism, e.g. the sargassum seaweed on beaches and bleached coral reefs, a problem which has devastated more than 30% of the coral in the Mexican Caribbean in just six months.	
INDICATORS	VALUES
GENERAL INFORMATION	
Total population of the country (millions)	129.2
Population under age 5 (millions)	11.5
Average age (years)	27.5
Population aged 65 and over (millions)	8.9
% contribution of tourism to total GDP	10.4 %
International tourist arrivals (thousands)	35.079
Social Progress Index (maximum 100)	70.42 Ranked 58 of 146 countries
Human Development Index (maximum 1)	0.774 Ranked 74 of 189
Global Competitiveness Index (maximum 100)	64.6 Ranked 43 of 140
Gini Index (% inequality)	43.40 % 0 = There is no inequality Ranked 119 of 159
Average monthly salary:	€ 462
Minimum wage in the country:	€ 113
% human needs satisfied	80.85 %
Life expectancy at birth (years)	77.3
HEALTH AND DEVELOPMENT	
Current spending on health (% of GDP)	5.9 %
Total unemployment (% of workforce)	3.5 %
Average years of schooling (years)	8.6
Primary school dropout rate (%)	7.8 %
Child malnutrition, stunting (moderate/severe) (% < 5 years)	12.4 %
Child labour (% ages 5-17)	4.9 %
Child marriage (% of women <15 years)	14 %
Teenage birth rate (births per 1,000 women aged 15-19)	60.3
CO ₂ EMISSIONS AND SPECIES PROTECTION	
Environmental quality (out of 100)	85.62
Carbon dioxide emissions, per capita (tons)	3.9
Renewable energy consumption (% of total final energy consumption)	9.2
OTHER ASPECTS	
Aspects relevant in reputation (Yes/No)	Yes

Our policies, commitments and results



The RIU Values and the “RIU Essence” corporate culture

RIU Hotels have a special way of doing things, a style based on the management of large hotels that still retain the culture of a family business, transmitting its values from generation to generation among its staff. Simplicity, quality, humility, honesty, efficiency, innovation and kindness are the ingredients in the “RIU Essence”.

Mission

That the work done every day by our team allows us to offer a quality product and service that maximises our customer satisfaction. We hope that our family business ethos, based on effort, responsibility and respect, will form part of our relationship with our staff, partners and guests, as well as with the environment and the community in the locations of our hotels.

Vision

That our customers continue to choose our hotels due to our service excellence. To achieve this, we adapt to new trends flexibly and enthusiastically, and we are committed to offering the best of our experience wherever we go.

Our values

Honesty: we aim to maintain the highest moral and ethical values in both our attitude and our conduct.

Lead by example: putting the essential RIU ideas and values into practice is the best way to transmit them to others.

Simplicity: show an accessible spirit and create a climate of trust and frankness that benefits the work of the entire team.

Self-motivation: our team members ask a lot of themselves and strive for individual improvement as the basis for improving the entire RIU team.

Commitment: an innate and shared responsibility with regard to the company’s project is vital for the development of our team. Their enthusiasm and predisposition help us innovate and get better every day.

Belief and enthusiasm: that our team identifies with the company’s project and the way we work.

Discipline: a habit and commitment to comply with company rules and instructions.

Predisposition: the hospitality industry is more demanding than most others and we owe ourselves to our customers 24 hours a day, seven days a week.

Desire to achieve and improve: we want our team members to have a desire to develop both personally and professionally and thus enhance their individual responsibility

RIU Policies

As part of the company's CSR strategy, since 2011 we have drawn up and approved all of the key policies which have later driven each of our responsible business commitments:

Environment

- Make proper use of natural resources
- Improve and prevent pollution
- Gradually update our environmental programme
- Continuously adapt to comply with legislation
- Promote training and awareness among our team members, customers and suppliers

Human Resources

- Treatment: guarantee fair and dignified treatment
- Employment: have recruitment and selection procedures that guarantee equal opportunities
- Development: promote the fulfillment of professional potential, creating training programmes for constant improvement
- Compensation: fairly adapt the remuneration policy and social benefits to the social context, responsibility and performance
- Labour relations: recognise the right to association and union membership and create a relationship based on dialogue and cooperation

Local community

- Integration: respect, support and promote the culture, regulations and the conservation of the local environment
- Collaboration: maintain a permanent dialogue with the local community and social agents to be aware of their needs
- Procurement: prioritise the purchase of local products
- Employment: prioritise contracting local personnel to enhance the development of local communities and the enrichment of the cultural diversity among our teams
- Social investment: create alliances with local development organisations through a participatory procedure

Children and human rights

- Defend human rights, particularly, the rights of children
- Reject, stamp out and condemn the exploitation of human beings, particularly when it affects children
- Adopt preventative measures to prevent the exploitation and/or abuse of children

Quality

- Establish close and permanent contact with customers
- Objectively measure customer satisfaction levels
- Promote participatory management and teamwork
- Differentiate ourselves through the service transmitted by our employees
- Guarantee the quality of our product and service
- Comply with legal requirements, applicable regulations and the commitments made by the company
- Constantly improve the efficiency of management processes and maintain and update the management system

Health and safety

- Evaluate risks in order to eliminate or mitigate them
- Provide and guarantee a safe and healthy environment for customers and employees.
- Provide information and training to our employees on health and safety issues related to their work
- Consult and cooperate effectively with the competent authorities and employee representatives to promote and develop measures to ensure the health and safety of our employees and customers.
- Evaluate and review this policy with a view to constant improvement

Procurement

Responsibility criteria

- Suitability of the product
- Distribution, supply and logistical capacity
- Delivery times
- Quality standards
- Product price-quality-performance ratios
- Guarantee of sanitary registration and technical sheet for products
- Ability to react to unexpected events (product change or occupancy surges)
- Length of relationship with the company
- Guarantee of compliance with national and international regulations

Sustainability criteria

In local development

- Priority for the purchase of local products (RIU Commitment to the Community)

In environmental protection

- Biodegradable cleaning products and detergents
- Elimination of chemicals considered harmful
- Purchase of seasonal fruit and fish
- Promotion of hydroponic crops in destinations with adverse conditions
- Reduction in consumption of endangered marine species

In waste management

- Purchase of large-format products and concentrated products,
- Guarantee of hazardous waste collection by authorised suppliers

In minimising the use of natural resources

- Acquisition of equipment with low energy and water consumption

Our commitments

RIU Hotels & Resorts has made 12 commitments to support the responsible social and environmental development of the company. Since RIU Hotels was founded 68 years ago, all of these commitments define the foundations of our activity and our corporate and human responsibility with regard to society and the environment.

Social



Sustainability awareness

We raise awareness among our staff, customers and suppliers about the importance of how small things add up to produce huge results.



Customer satisfaction

The company owes itself to its customers 365 days a year and 24 hours a day. Our maxim is total customer satisfaction as the basis of our business success.



Commitment to the community

We integrate with the local community wherever we operate, contributing to its improvement and greater well-being through social projects and the creation of development opportunities.



Our team

Our key asset is our people, and that is why we prioritise opportunities for their personal and professional development.



Rigour in health and safety

We understand that it is essential that we guarantee health and safety in all our service processes, and that is why we protect customers and employees from possible risks.



Child protection

We are committed to compliance with the criteria of the ECPAT code through actions and best practices designed to combat the sexual exploitation of children.

Environmental



Water use and recycling

We believe in the responsible use of water and we focus on minimising waste and maximising reuse.



Waste management

We minimise the amount of waste generated by our activity and manage waste responsibly, separating it so that it can be recycled and treated.



Energy saving

We work with staff and customers to reduce the consumption of electricity and fuel.



Protection of wildlife

We take part in programmes to conserve the natural environment and protect endangered species or their habitat.



Emission reduction

Our goal is to continue reducing the pollution generated by our activity. Our new energy-saving measures help us be more efficient.



Certification in sustainability

RIU works with the TRAVELIFE system to guarantee the sustainable management of our hotels and the achievement of all our commitments.

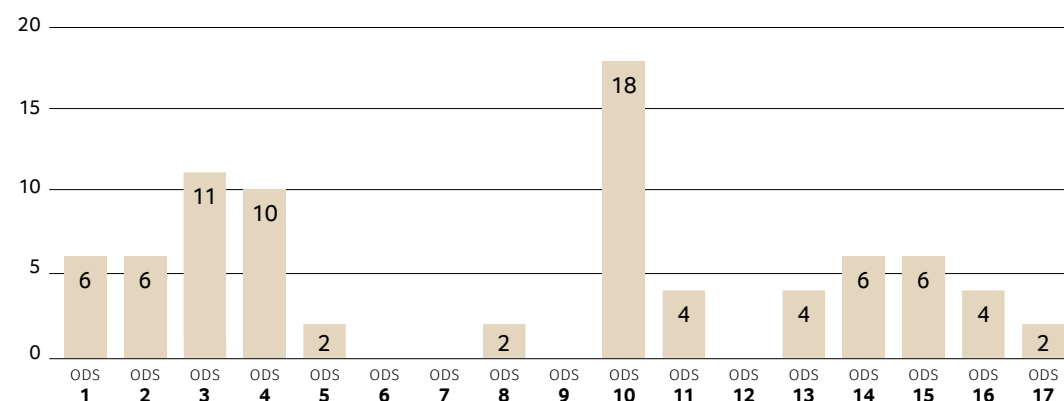
The RIU contribution to the SDGs

We are a company committed to the achievement of the Sustainable Development Goals.

In 2020 we worked with the ESCP Business School to carry out an in-depth analysis of how our social investments contribute to this global effort.

The purpose was to verify the SDGs we attribute to each project to evaluate what and how each of our actions contribute to the achievement of those objectives, not only focusing on our direct participation, but also on the overall benefit of the project. This allowed us to detect that our actions up to 2019 were mainly focused on promoting social development in the communities where we operate and enhancing diversity and the social inclusion of vulnerable people (SDG 10), especially children, and also supporting programmes focused on their health (SDG 3).

Distribution of RIU 2020 projects among the SDGs



Notes: 1. Projects were analysed with the actions carried out up to 2020. They do not include corporate projects on a global level such as the elimination of single-use plastics and sustainable procurement, among others.
2. Projects may affect more than one SDG.

Annual comparison of projects with an impact on the SDGs

ODS	Projects	2019	2020
 10 REDUCED INEQUALITIES	Projects that promote social and economic inclusion and aim to guarantee equal opportunities	22	18
 3 GOOD HEALTH AND WELL-BEING	Projects to reduce infant mortality and contribute to universal access to healthcare	16	11
 4 QUALITY EDUCATION	Projects to ensure equal access to a quality education, universal literacy and education for sustainable development	15	10
 15 LIFE ON LAND	Projects that promote the conservation, protection and recovery of ecosystems and endangered species	7	6
 1 NO POVERTY	Projects aimed at ending poverty in all its forms	4	6
 2 ZERO HUNGER	Projects aimed at ending hunger, achieving food security and improving nutrition	5	6
 14 LIFE BELOW WATER	Projects aimed at sustainably protecting marine and coastal ecosystems from pollution	6	6
 11 SUSTAINABLE CITIES AND COMMUNITIES	Projects to make cities more inclusive, safer, more resilient and more sustainable	3	4
 13 CLIMATE ACTION	Projects to combat climate change and its effects	3	4
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	Projects to protect children from mistreatment, exploitation, trafficking and violence	7	4

CSR in numbers



Actions

30



Strategic partners

26



Actions focused on development programmes

43%



Actions focused on health programmes

35%



The most important social investment programme is health

74% of social investment



People indirectly benefited

+ 6.300 *Estimated number*



Children and adolescents directly benefited

+ 2.300



Turtle hatchlings released

213.328



Transplanted coral colonies

2.011



Food and sanitary materials

500 t



Solidarity meals donated during COVID-19

27.328

During the year we began the implementation of the RIU Method, our process for selecting social investment projects, in destinations that had not been previously evaluated. Due to the international health crisis that caused the closure of all our hotels, these projects unfortunately had to be postponed.

Despite this, we decided to keep supporting the projects directly linked to health and those projects whose cancellation would have meant losing all of the progress already made, such as our biodiversity projects.

Our minimum commitment in 2021 is to continue supporting our 2020 partners and projects.

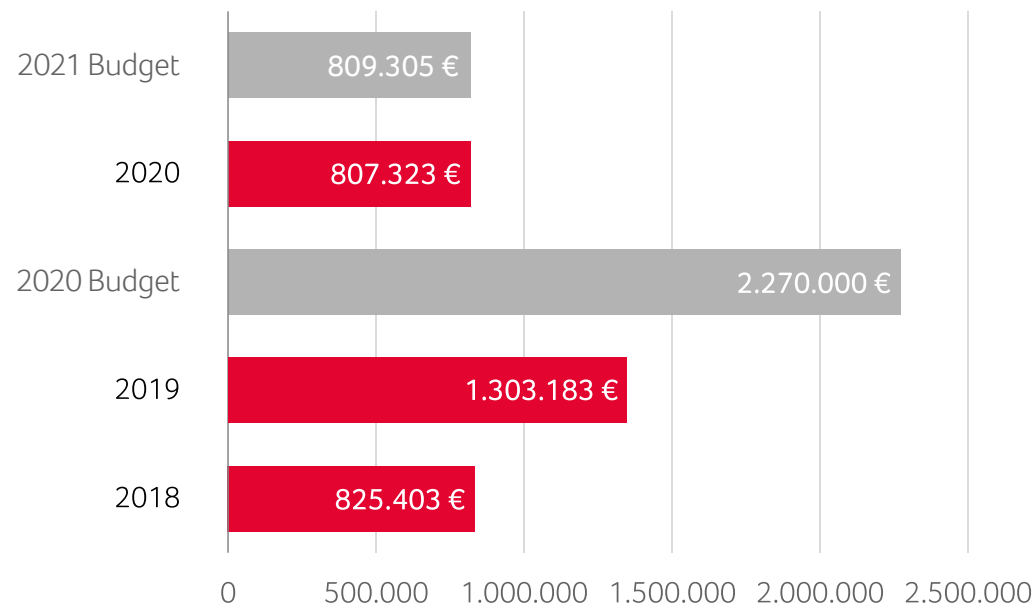
Action areas

Lines of action	Global	Aruba	Cape Verde	Costa Rica	Dominican Republic	Spain	Jamaica	Mexico	Tanzania	Total
Children	1	2	1	1	1	9		2		17
Biodiversity			2		1			3		6
Local community	1		2				1	2	1	7
Global	2	2	5	1	2	9	1	7	1	30

* Includes investments, partnerships, sponsorships and solidarity accommodation.

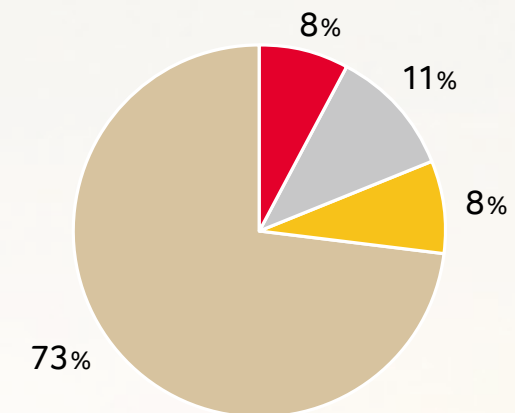
Social investment and contributions to NGOs

RIU social investment from 2018 to 2020



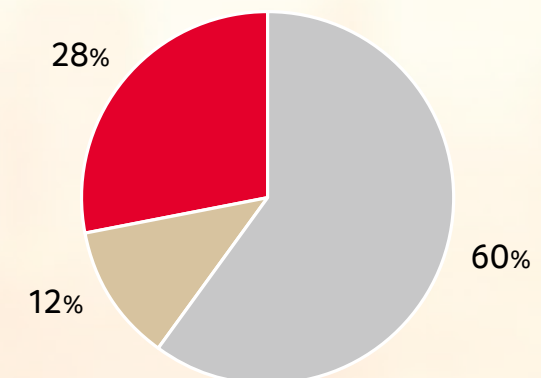
2020 share of social investment and solidarity accommodation by action area

Sponsorship by action area



■ Biodiversity ■ Community ■ Emergencies ■ Children

Solidarity accommodation



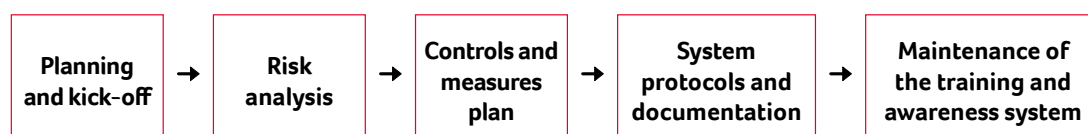
Due diligence, evaluation and control

Our vision of compliance goes far beyond mere legal requirements, as we consider it to be another driver of ethical management in our business. Compliance is the first step in being responsible, and this has been and will be our ethical approach and the hallmark of RIU and its corporate culture.

Objectives of our compliance system

- Reduce the possibility of crime in our company by taking preventative measures and identifying and neutralising risks before they occur.
- Implement effective preventative measures to minimise risks without overwhelming the organisation. For example, our risk map provides us with a global vision of criminal risk and helps us prioritise and reduce that risk.
- Raise awareness and train the entire organisation on the importance of rules and procedures for an organisation committed to avoiding crime.
- Help create a culture of compliance in line with the relevant Criminal Compliance Systems and the criteria of legal authorities.
- Improve our corporate image by demonstrating that Criminal Compliance is part of our Ethical Commitment and Corporate Governance.
- Document our prevention and control model to demonstrate its implementation and help detect possible breaches of regulations that may create a criminal risk.
- Implement a dynamic and updated system to ensure we eliminate or reduce criminal responsibility for the organisation and our management team due to crimes committed by people in the company.

Stages in the compliance system



Benefits of our compliance system

Operational

- It helps us make risk assessment more objective
- It eliminates or reduces risks we would otherwise incur

Financial

- Risk reduction generates savings in operational costs
- It opens up new opportunities for us among customers who demand responsibility and compliance.

Identity

- It encourages us to ensure greater coordination between different areas and departments
- It allows us to share and implement best practices between different areas and countries
- It reinforces our values and commitments
- It is highly valued by our people, suppliers, customers and society

Strategic

- It is a positive differentiating factor in an extremely competitive environment
- It helps us form alliances with partners worldwide
- It protects our company and adds value to our brand

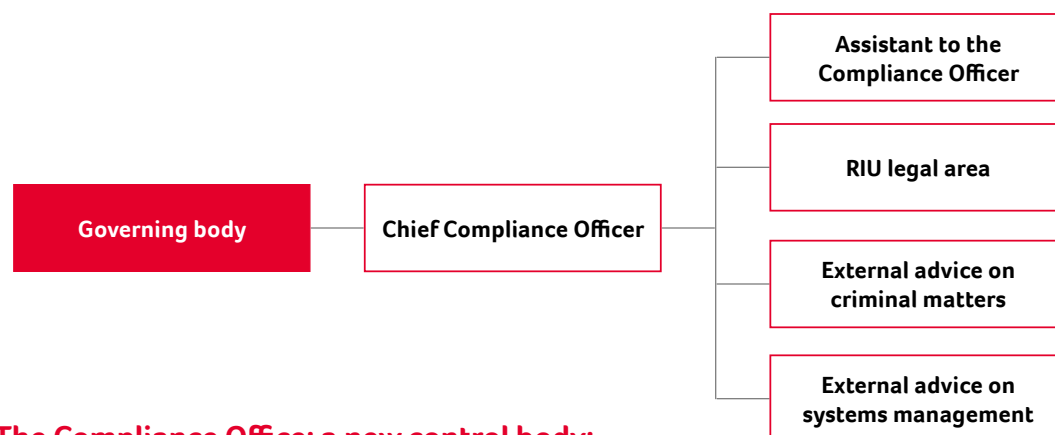
What potential crimes do we prevent?

- | | |
|---|---|
| • Money laundering or collaboration in money laundering | • Punishable and related insolvency offences |
| • Scams of various kinds | • Forgery of payment methods |
| • IT attacks | • Crimes against the tax authorities and social security |
| • Corruption and influence peddling | • Crimes against labour rights and foreign citizens |
| • Corruption in business | • Crimes against public health (drug trafficking) |
| • Bribery | • Prostitution, sexual exploitation, corruption of minors |
| • Crimes related to intellectual and industrial property, markets and consumers | |

Due diligence, evaluation and control

Due diligence, evaluation and control

Consisting of expert professionals both from RIU and external advisors, this internal company body has the following management structure:



The Compliance Office: a new control body:

- Define protocols and prevention and control measures for all levels of the organisation.
- Review and control specific measures for monitoring different areas of the company.
- Plan, communicate and train others in compliance and our criminal risk prevention and control system.
- Ensure compliance with our Code of Ethics and protocols, manage the complaints channel and propose new measures
- Keep up-to-date records of evidence of due control and the system components and cooperate in optimising the system in its regular reviews.

2020 compliance system results

- Classification, description and documentation of all potential crimes within the scope of the system and the prevention and control measures.
- Approval of the Code of Ethics by the governing body and communication to the entire organisation
- Documentation and application of the disciplinary regime and protocol for opening an investigation.
- Constitution and activation of the Compliance Office.
- Documentation of the system with all the required components.
- Definition of quantitative criteria and methodology for the calculation of probability and impact.
- Activation of the ethics channel and Compliance Office email.
- Identification of more than 200 criminal risk prevention and control measures.
- Compilation of 1.100 responses to different questionnaires by area managers.
- Identification and segmentation of risks by management area through the risk map.
- 86 hours of training on criminal compliance and the company's criminal risk prevention and control system.

Privacy and data protection

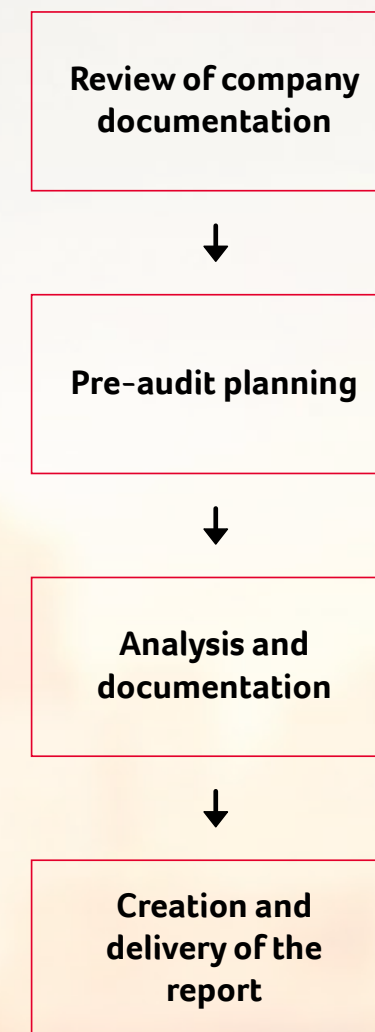
RIU has a Privacy and Security department responsible for guaranteeing the confidentiality and security of customer, employee and supplier data, in compliance with the General Data Protection Regulation GDPR 2016/679 and the Spanish law on digital data protection LOPD_GDD 2018/3.

The company also carries out rigorous compliance audits both periodically and for each particular project in accordance with international methodological standards. These audits cover all of RIU's areas of activity both at the operations level in hotels and at the organisational, legal and technical level.

Objectives of a data protection audit:

- Analysis of the company's current situation
- Ensure compliance with the LOPDGDD data processing stipulations
- Analysis of data transfers
- Verification of contracts with third parties
- Review of security procedures, rules, regulations and standards
- Review of compliance with internal company policies
- Analysis of previous Audit Reports

Stages in data protection audits



Risk prevention and control

Money laundering

Prevention and control measures implemented by RIU:

- Comprehensive and continuous training on the conducts and activities that imply infringement of the regulations and the serious consequences of non-compliance.
- Regulatory measures at the administrative level required to ensure correct corporate conduct.
- Drafting of an internal manual for the prevention of money laundering, specific to RIU's activities.
- Preparation of a catalogue of obligations and prudential safeguards to prevent money laundering.
- Avoidance of operations for which there are indications, suspicions or certainty that they involve money laundering.
- Prohibition of accepting any payment without an invoice.
- Requirement of supporting documentation for the origin of all income.
- Review of the preventative measures in place and the flexibility to adapt or change them.
- Use of specific internal and external audit measures.

Measures to verify payment methods:

- Always check the identity of the customer or the supplier of the payment method.
- Training of company staff, in particular those responsible for making or receiving payments, such as receptionists, cashiers, managers, etc.
- Regular and random controls of the methods used to make and receive payments.
- Priority for claims or complaints from customers regarding the improper use of their credit or debit instruments.
- Immediate cooperation with the customers and banks involved in the detection, clarification and resolution of any incidents that may occur.
- Application of disciplinary measures against people who violate any prohibitions.



Risk prevention and control

Intellectual and industrial property, markets and consumers

The RIU Code of Ethics includes a commitment to protect the privacy and personal data of all of the members of the organisation, suppliers and partners. It also includes the commitment to act with the maximum respect for consumer rights, free markets and equal opportunities, rejecting any action designed to achieve an unfair or illegitimate advantage over customers, suppliers or competitors.

Measures to comply with our ethical commitments:

- Scrupulous selection of personnel and insistence on the highest ethical standards.
- Training on conducts and activities that may lead to infringement of regulations and the serious consequences of non-compliance.
- Honest and truthful advertising campaigns, without any false promises or inaccurate descriptions of our own or third-party products or services.
- Information for RIU website visitors about our privacy and cookie policies.

We reject:

- People who may have a history or suspicion of fraudulent activity.
- The use or supply to third parties of computer programmes, applications, etc. obtained through the abuse of personal passwords, codes or passwords of the manufacturer or creator, etc.
- Programmes, gadgets or mechanisms to duplicate, suppress or neutralise protective devices or systems for computer programmes or applications.
- Products suspected of plagiarism, copying or falsification and patented or registered by third parties.
- The production or importation of products with logos or similar that are identical to or may be confused with a protected logo without prior authorisation.
- Any practice that is designed to find out secrets about another company.
- Spreading false news or rumours about the financial situation of competing companies to alter or preserve the price of our own or other securities.
- The use of insider information on securities or financial instruments for setting abnormal or artificial prices.
- The use by oneself or by third parties of confidential information relevant to the listing of securities or traded instruments to obtain a financial benefit.

We prohibit:

- Access to technical product data or business strategies of competitors through a shared supplier or other person.
- Sharing documents or data provided by managers, professionals or sales executives that are recruited after having worked in companies in the same industry to avoid the risk of committing any crime of industrial espionage or disclosure of secrets.
- Receive, offer, request, accept, promise or grant any undue benefits or advantages as a consideration for undue favours in the purchase or sale of merchandise, the contracting of services or business relationships in general.
- Any conduct that attempts to fix the results of a sports event of particular financial or sporting relevance.
- Offer, promise, grant or accept any request for benefits or advantages with regard to an authority or public official in matters related to international financial activities.

CSR awareness and communication

RIU has a comprehensive communication strategy focused on the company-wide communication of our commitments and activities related to Social Responsibility. This is implemented through several information and communication channels we use to publicise our sustainability projects, social actions and best practices. The objective is to encourage social and environmental responsibility among our stakeholders.

CSR information channels

CSR website

The company has created a website with information on all the social and environmental actions and projects in which we participate, as well as all the issues that define our CSR strategy.

RIU Blog

An online space with a more relaxed and colloquial tone in which we share articles on all kinds of hotel-related subjects, including CSR.

Green Book

A printed publication in guest rooms with information on the natural environment and culture of the region and with suggestions on best environmental practices



CSR information channels

RIU Magazine

Magazine that includes two articles in each issue on social and environmental projects in collaboration with non-profit organisations.

Interactive digital totem signs

Suggest how guests can make their stay more sustainable and highlight actions and projects RIU is involved in in the area as well as the hotel's certifications.

Chatbot or “Virtual Concierge”

Aplicación móvil capaz de resolver cualquier incidencia, duda o pregunta dentro del hotel, ofreciendo al usuario una respuesta inmediata. Asimismo, esta app incluye los compromisos sociales y ambientales que cumple el hotel.

Communication campaigns

RIU communication in relation to CSR aims to highlight the projects in which it is involved and the actions taken to contribute to social and environmental projection. The “If you're a responsible tourist, join the Be RIUsponsible” campaign was designed to inform customers about best practices while also raising awareness about the measures the company was taking in each of the 12 CSR commitments.



RIU CSR



Join the team
Be RIUsponsible!



Raising awareness among guests

We have created a collection of ten best practices to help them enjoy an idyllic holiday which also respects the natural environment and local community:



Don't waste food



Protect childhood



Help us recycle



Reuse your towel



Embrace the culture and customs of the destination



Behave politely



Save energy during your stay



Respect the local wildlife



Don't waste water



Reduce your carbon footprint

Posters and training materials

We share posters and other training materials with our guests which are adapted to each destination and the social or environmental programmes in which we are working. This helps raise their awareness while also helping them respect the environment and the community.



¿CÓMO ACTUAR SI ENCUENTRAS UNA TORTUGA DESOVANDO EN LA PLAYA O SU RASTRO?
HOW TO ACT IF YOU FIND A TURTLE SPAWNING ON THE BEACH OR ITS TRAIL?

Las tortugas hacen un agujero en la arena, ponen sus característicos huevos y tapan el nido para camuflarlo antes de regresar al mar dejando su rastro en la arena
The turtles make a hole in the sand, put their characteristic eggs and cover the nest to camouflage it before returning to the sea leaving their trail in the sand



Mientras pone sus huevos:
While she lays her eggs:



No hagas ruido y mantente detrás de la tortuga evitando su campo visual
Stay silent and behind the sea turtle avoiding its visual field



No saques fotos con flash ni uses linternas
Do not use flash photography or flashlights



Si encuentras su rastro:
If you find her trail



Protégelo de las pisadas y trata de averiguar si la tortuga ha vuelto al mar
Don't let anyone step on it and check if the turtle has returned to the



Si ves una tortuga no la toques, avisa a los voluntarios o autoridades medioambientales
If you see a turtle, do not touch it, notify the

Gracias por ser unos excelentes anfitriones
Thank you for being excellent hosts



POR FAVOR NO ALIMENTE A LOS ANIMALES

PLEASE DO NOT FEED THE ANIMALS

RIU
HOTELS & RESORTS



RIU
HOTELS & RESORTS

Responsible procurement

The RIU Hotels Procurement Department is highly aware of the impact of its decisions on the environment and the local community, and is increasingly rigorous in ensuring that its suppliers meet certain environmental and social sustainability criteria. We prioritise companies that provide sustainable products and meet the 12 commitments demanded by the company.

Among the sustainable products used by RIU, we would highlight:

- Coffee and teas with a Rainforest Alliance certificate
- Replacement of normal straws for compostable straws
- Priority acquisition of local products
- Biodegradable cleaning products and detergents
- Purchase of seasonal fruit and fish
- Promotion of hydroponic crops in destinations with adverse conditions
- Reduction in consumption of endangered marine species
- Cellulose sourced from sustainable forests
- Recycled cardboard packaging instead of plastic
- Oeko-Tex and Made in green certified textiles
- Optimisation of goods transportation to reduce CO2 emissions
- Elimination of chemicals considered harmful to human health and the environment
- Cloth or compostable laundry bags
- Compostable glasses and containers for take-away services
- Eggs from cage-free hens*
- MSC certified fish
- FSC certified toilet paper and holders
- AENOR certified milk (animal welfare) *

**Pilot projects in some RIU destinations in Spain.*



79% purchased locally



People first



Our Team

The greatest assets RIU Hotels & Resorts has are its people and a philosophy based on the idea of “service with a heart”, placing customer well-being at the centre of all its activities. The company is fully confident of the capabilities of its employees, and therefore prioritises their development and training.

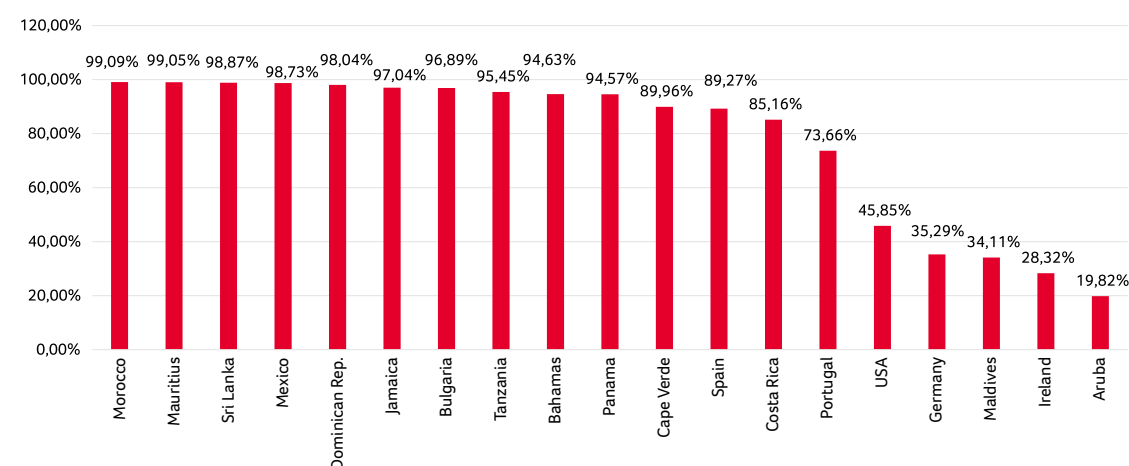
Data at 30 September 2020

Total employees ²⁰²⁰

24.425* 31.270 in 2019

* In 2020, the global pandemic led to the closure of many hotels, causing a loss of personnel.

Staff with local nationality



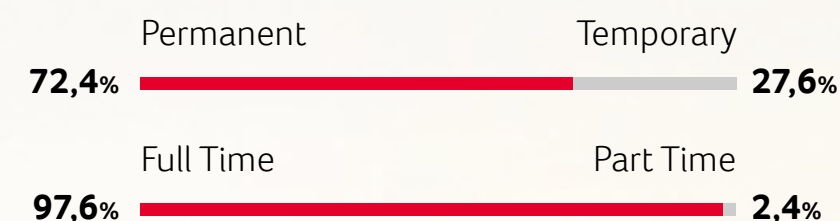
Staff by gender



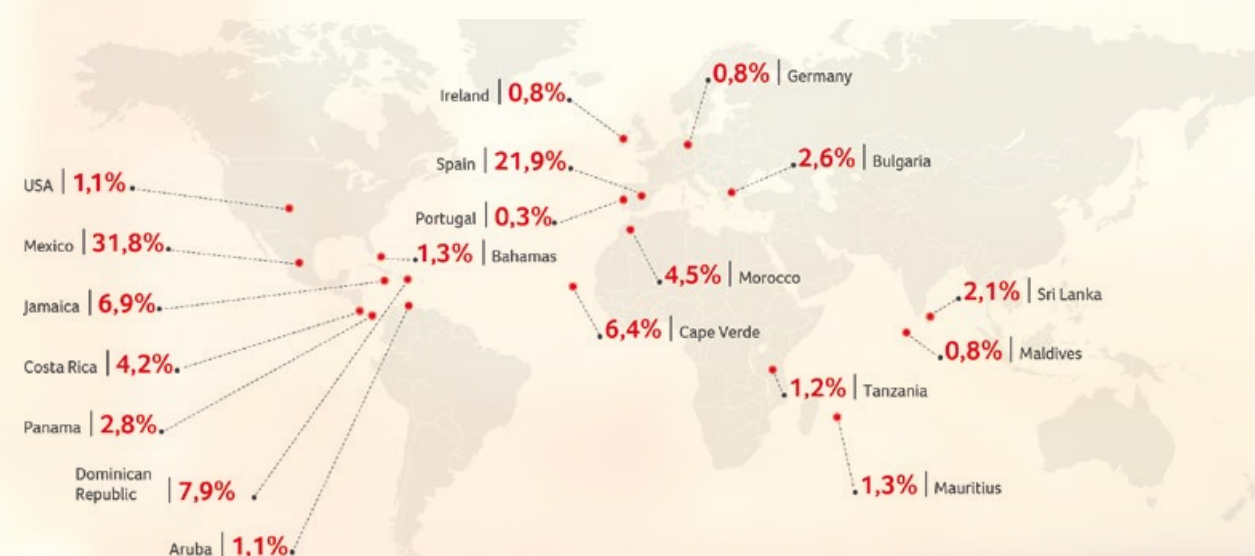
Management team



Staff by contract type



Staff distribution by destination



Training

Training at RIU is a strategic tool to drive change and adaptation, providing people with the know-how, skills and competencies they need to face the challenges of the future with greater guarantees. That is why training forms part of our CSR area and is considered a driver of organisational change.

The social context in 2020 made training a driver of change and adaptation in record time, basing our strategy on three different areas:

- People: after 67 years of experience, our team's job is to transmit and adapt their know-how. Our leaders train others through their conduct, their values, their humility and their honesty.
- Technology: the creation of the RIU Training Portal and online content or webinars using applications such as Webex or Google Meet have allowed us to reach out to a far greater number of users.
- Learning: learning is the result of the resources the organisation offers to its people. The important thing is not the tools, it's the result.

Training action areas and milestones in 2020:

- Development of the SAFE AND HEALTHY training programme to guide the implementation of protocols to combat COVID-19.
- Creation of content focused on transmitting value to our product and maintaining and enhancing the corporate culture.
- Generation of an internal network of trainers occupying various positions within the company
- Implementation of a RIU Training Portal
- Commitment to a form of professional training that allows the development of internal talent and also official certification.
- A total of 14.844 hours of voluntary training for employees during lockdown in languages, quality management, complaint management, food and beverage and general industry training.

A new Training Portal

During lockdown, the RIU objective was to provide training about our industry for employees so that, in spite of not being able to work, they were still able to train. When tourism began to return, after analysing all of the most relevant platforms, a pilot project for a RIU Training Portal was set up and we put all our available resources into getting it implemented. From March 15, we began working on defining requirements for the portal and user registration. Tests were carried out in the second week of May and the Portal went live in the first week of June.

In 2020, 915 hours of online training were carried out on the RIU Portal, taking into account only the 4.392 micro-training sessions completed and evaluated, mostly in relation to the anti-COVID protocols in the SAFE AND HEALTHY programme.



Training: policy and indicators

Strategic training areas in 2020

- 1. RIU Profile:** aims to reinforce corporate culture and managerial skills. In the first quarter of the year, we held seminars with 151 company executives to review their competencies and skills and analyse and describe the skills required to face the challenges we have had to face as a company. This work has led to projects that revolve around corporate culture and have an influence across many areas of the company.
- 2. Dual Training** durante el segundo semestre de 2019 RIU obtuvo el certificado de AENOR conforme con la ISO 9001/2015 para la impartición de planes y programas de formación ocupacional. El 2 de noviembre de 2020, 10 alumnos iniciaron la formación dual de informática de RIU en el centro de formación profesional Miquel Ángel Riera.
- 3. Technical know-how:** training related to the job requirements and responsibilities of our employees in different company departments such as Sales, Human Resources, IT Security, etc. It includes all the mandatory training in terms of regulations, certifications and partnerships, sustainability and the ECPAT code, computer tools, programming, IT environments, social media and R&D, among others.
- 4. Languages:** in 2020 RIU carried out face-to-face language training in the first quarter of the year and online training for the rest of the year.
- 5. SAFE AND HEALTHY Programme:** training program created in record time when the RIU hotels were all closed to ensure the safest possible environment for returning customers and employees.

There were several types of training:

- Initial training: provided by in-house specialist trainers or Preverisk.
- On-site training: training to correct the errors that were detected.
- Crisis Committee training. Aimed at managers to help them create the Crisis Committee.
- Internal training: to reinforce certain subjects or communicate changes in procedures.

2020 training hours in each strategic area

Country	Technical know-how	Dual Training	Languages	RIU profile	Career plans	Safe and Healthy	Total
Germany	516	0	0	32	0	278	825
Aruba	0	0	0	0	0	1.235	1.235
Bahamas	0	0	0	0	0	102	102
Costa Rica	0	0	0	0	32	1.086	1.118
UAE	62	0	0	0	0	94	156
Spain	2.408	9.520	1.611	808	0	10.440	24.787
Ireland	0	0	0	0	0	233	233
Mauritius	512	0	0	0	0	1.545	2.057
Jamaica	438	0	0	0	32	2.181	2.651
Maldives	191	0	0	0	0	375	566
Morocco	168	0	0	0	0	449	617
Mexico	576	0	2.632	271	1.648	14.333	19.460
Panama	0	0	0	0	0	210	210
Portugal	0	0	0	0	0	804	804
Dominican Rep.	0	0	0	0	32	2.147	2.179
Sri Lanka	0	0	0	0	0	1.267	1.267
Tanzania	0	0	0	0	0	292	292
USA	0	0	0	144	0	788	932
Total	4.871	9.520	4.243	1.255	1.744	37.856	59.488

Managing customer satisfaction

The RIU Hotels priority has always been customer satisfaction, as that is the basis of our business success.

Success is based on the Customer Satisfaction Index, consisting of a survey carried out every 10 days by an independent company that reflects the opinions of guests about all the hotel departments. This system that offers comparable and reliable data, is then analysed to deal with any problems and define areas for improvement.

2019 **2020**
77% **76%**
Very satisfied customers

2019 **2020**
+4% **+2%**
Increase in the annual goal



At RIU Hotels, the total satisfaction of our customers is the raison d'être of our business.



Health and safety

The Health and Safety Policy is constantly being reviewed to verify the effectiveness of programmes that guarantee working conditions and a healthy and safe environment for customers and employees.

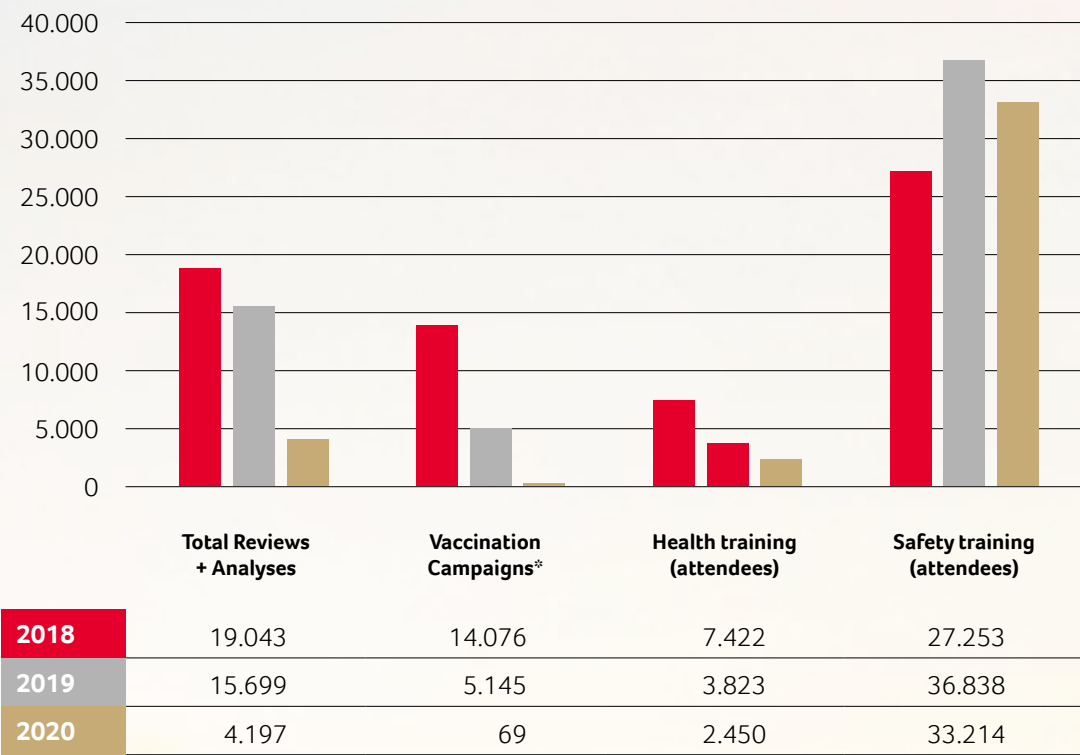
Health and safety

- Review of the devices installed to prevent fires, gas leaks, and other risks, while protocols have also been defined for the evacuation of buildings.
- Information and training for employees on actions, responsibilities and obligations related to health and safety in the performance of their work.
- Adoption of measures to preserve the health and safety of employees and guests recommended by the competent authorities employee representatives.
- Application of protocols regarding viral infections caused by internal or external agents which can spread very easily between customers and hotel employees once they get inside the hotel.

Food quality

- RIU has a food safety policy applied to the different stages of food handling, processing and service to protect customers and staff.
- The company complies with all legal requirements on food safety, which are also developed and enhanced through our Food Hygiene Control System.

Health and safety training and campaigns



* Vaccination not related to COVID-19.



Anti-COVID-19 protocols

After the announcement of the global pandemic and the closure of all its hotels, RIU began to work on 17 security protocols that are included in the RIU Manual for the Post-COVID Hotel. This Manual was created in collaboration with the Preverisk consultancy and offers the maximum possible health and safety guarantees for both customers and employees.

Measures defined by hotel area:

Reception

- Hotel occupancy is limited to a maximum of 50-60% (except when there are more restrictive local regulations)
- Guest temperatures taken on arrival
- Web check-in to avoid handling documents
- Installation of screens in reception areas
- Respect for social distancing
- Use of Personal Protective Equipment by employees
- Disinfection of work stations and utensils
- Use of the hotel App to view information and schedules
- Check-out brought forward to 11am and check-in delayed until 4pm to allow time for new room cleaning procedures
- Totem signs no longer interactive and offer information using a carousel of images

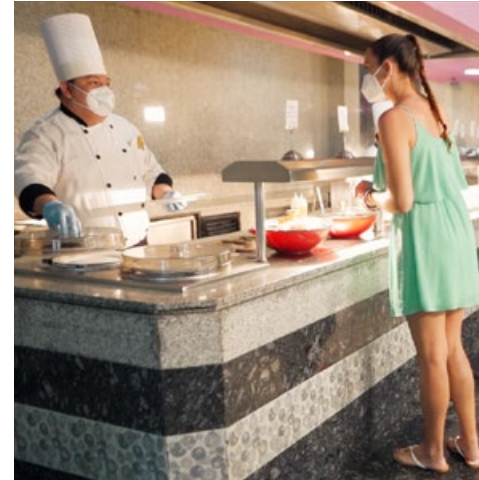


Anti-COVID-19 protocols



Rooms

- Elimination of all non-essential items (coffee makers, magazines, etc.)
- Only basic amenities
- Hydroalcoholic gel dispenser in each room
- Maintenance of cleaning protocols (three different coloured cloths used in each room to clean the terrace, bedroom and bathroom in a different way)
- Use of virucides and PPE by all staff
- Daily disinfection of items handled by guests such as TV remote controls, telephones, handles, doors or curtains
- After check-out, the rooms are sprayed with a virucide during the recommended safety period.
- Each hotel has a “disinfection team” for cleaning rooms that have been used by people with confirmed or suspected cases of coronavirus
- In each hotel a specific floor has been assigned to special and strict assignment, cleaning and occupancy protocols.



Dining area

- Lunch and dinner shifts and reduced restaurant capacity
- Mandatory hand disinfection on arrival, temperature measurement and use of a mask
- Buffets with more individual servings, packaged goods and more show cooking
- Constant replacement of shared cutlery in buffets
- Tables with single-use tablecloths and cutlery placed on the table
- Seat assignments to ensure social distancing and avoid transit areas



Pools and technical services

- Limited capacity in pools
- Greater distance between sunbeds and sunshades
- Elimination of the towel change card
- Disinfection of swimming pools and hot tubs
- Water disinfection products
- PPE for personnel with the use of masks and gloves
- Review of air-conditioning equipment, and monitoring of conveyor dishwashers
- Disinfection of all work tools

Anti-COVID-19 protocols

The SAFE AND HEALTHY training programme

During the months in which global tourism came to a halt, RIU created an initial training programme in record time to ensure a COVID-19-free environment in its hotels. Thanks to an initial stage of online learning, RIU staff who remained active managed to apply the 17 health and safety protocols in the RIU Manual for the Post-COVID Hotel in each of the different hotel departments: Reception, Housekeeping, Restaurant, Bar, Kitchen and Technical Services, among others.

In order to appropriately monitor the implementation of the measures, an internal training structure was created to be led by the hotel management team as the people ultimately responsible for compliance with protocols. Two other key elements in the on-site training were the internal trainer, responsible for adapting the measures to hotel operations and guiding employees, and the COVID Supervisor, responsible for ensuring customer compliance with rules and protocols in public areas.

The RIU Training Portal was used to offer tools for monitoring, coordination and communication with the operations teams in the hotels. This helped RIU create a learning community in which GMs and trainers could ask the experts questions and make comments or suggestions for improvements based on their own experience. This allowed the training to be updated from one minute to the next, adapting it to the real situation on the ground in hotels.

“SAFE AND HEALTHY” numbers 2020:



4.796

training sessions



33.217

participants



37.856

training hours

RIU Portal de Formación

Sano y Salvo: Distancia de Seguridad
 Estado: Registrado Vencimiento: Sin fecha de vencimiento Horas de formación: 1 minutos
 Sano y Salvo: Distancia de Seguridad

Iniciar

Sano y Salvo: Limpieza Manos
 Estado: En curso Vencimiento: Sin fecha de vencimiento Horas de formación: 1 minutos
 Sano y Salvo: Limpieza Manos

Iniciar

Sano y Salvo: Mascarillas
 Estado: En curso Vencimiento: Sin fecha de vencimiento Horas de formación: 1 minutos
 Sano y Salvo: Mascarillas

Cerrar

Marcar como completada

Sano y Salvo: Cambio de pinzas buffet
 Estado: Registrado Vencimiento: Sin fecha de vencimiento Horas de formación: 1 minutos
 Sano y Salvo: Cambio de pinzas buffet

Iniciar

Raising COVID-19 awareness among guests

After all the hotels closed in March 2020, the company began work on how its hotels should adapt to COVID and, above all, on how to make customers feel safe. The RIU marketing department, advised by the Health and Safety department, created a whole range of external signage in record time adapted to the regulations in each destination to inform and guide our guests. Their safety, along with the safety of all of our employees, became the company's top priority.

COVID-19
How is it spread?
¿Cómo se transmite?

Indirect contact: Transmission routes involving a combination of hand & surface
Contacto indirecto: Rutas de transmisión que implican una combinación de mano y superficie

For more information contact the reception
Para más información póngase en contacto con recepción

RIU
HOTELS & RESORTS

COVID-19
Symptoms - *Síntomas*

Most frequent symptoms · *Síntomas más comunes*

Less frequent symptoms · *Síntomas menos frecuentes*

For more information contact the reception
Para más información póngase en contacto con recepción

RIU
HOTELS & RESORTS

Keep the safety distance
Mantenga la distancia de seguridad

✓ In our kitchens we work with the highest food safety and hygiene standards.
✓ En nuestras cocinas trabajamos con los estándares de máxima seguridad e higiene en la manipulación de alimentos.

For more information contact the reception
Para más información póngase en contacto con recepción

RIU
HOTELS & RESORTS

Safety rules for this buffet
Normas de seguridad en este buffet

Washing your hands with disinfectant gel and gloves are mandatory at the buffet.
Es obligatorio el lavado de las manos con el gel desinfectante y guantes en el buffet

Masks must be worn when serving yourself food from the buffet.
Es obligatorio el uso de mascarilla al servirse los alimentos en el buffet

For more information contact the reception
Para más información póngase en contacto con recepción

RIU
HOTELS & RESORTS

Behaviour rules for the containment of COVID-19
Normas de conducta para la contención del COVID-19

For more information contact the reception
Para más información póngase en contacto con recepción

RIU
HOTELS & RESORTS

Wash your hands
Lávese las manos

For more information contact the reception
Para más información póngase en contacto con recepción

RIU
HOTELS & RESORTS

Safety rules
Normas de seguridad

Masks are mandatory in the public areas of the hotel.
Es obligatorio el uso de mascarilla en las zonas comunes del hotel.

For more information contact the reception
Para más información póngase en contacto con recepción

RIU
HOTELS & RESORTS

Keep the safety distance
Mantenga la distancia de seguridad

For more information contact the reception
Para más información póngase en contacto con recepción

RIU
HOTELS & RESORTS

Children

Since we began to work on CSR, children have always been one of our top priorities for social investment. To enhance children's well-being, health and education, we have created and consolidated several partnerships with professional organisations and experts in the field.

Help in Action

Here too

Since 2017 - Mallorca, Spain

The "Here Too" programme includes a project named "Healthy, quality recreation", which aims to improve children's well-being through quality recreational spaces that assist in their cognitive and emotional development

- The project organised extracurricular activities for 290 participants before the outbreak of COVID-19. To alleviate the negative consequences of lockdown, a programme of educational support and excursions was created in July and August 2020.



Calm spaces

Since 2019 - Madrid, Spain

"Calm Spaces" is a pioneering project which introduces a comprehensive methodology involving the social agents that form part of a child's environment: family and school. Psychosocial care is provided to primary school students and their families in vulnerable situations in two educational centres in the city of Madrid.

- A total of 26 children and their families from two schools in Tetuán and La Latina attended.



Ban Uni Man pa Cria nos Muchanan

Trai Merdia
From 2019 - Aruba

Organisation helping to feed the most vulnerable children while at school. The Trai Merdia programme provides lunch for the little ones that form part of the extracurricular programme.

- 80 boys and girls received their lunch every day throughout the year, except for when the school was closed due to the health crisis.



Negril Orthopaedic Clinic

Since 2009 - Negril, Jamaica

The clinic provides healthcare and corrective orthopaedic equipment for children with orthopaedic injuries or deformities that reduce their mobility. We sponsor the lease payments and maintenance of the clinic and host volunteer doctors from Canada and the United States free of charge every year.

- Since it started, 23 visits by American and Canadian specialists have been carried out and more than 300 children have been helped.
- In 2020 we financed the maintenance of the facilities, but the visits by doctors had to be cancelled due to restrictions.



Artola Paediatric Clinic

Since 2019 - Guanacaste, Costa Rica

Public-private partnership that provides primary paediatric services to kids in the Guanacaste area to raise standards in the treatment of children's health. We covered the costs for maintenance of the facilities and the medical fees due throughout the year.

- 1.765 consultations were made in 2020.
- 770 children attended in the same period (45% girls - 55% boys).
- 53 timely diagnoses referred to specialists.



Red Cross

Interventions with families with children at risk
Since 2019 - Madrid, Spain

We help finance a programme of recreational and educational activities for boys and girls and also offer psychosocial and educational support for their adult relations.

- 150 families attended, a total of 206 children and adolescents.
- 4.431 activities carried out and 116 services delivered.
- 2.515 orientations (educational, recreational, psychological, health, social) given to 411 different people; 185 training and social follow-ups with 76 people.



City of God for the Nations

School meals

Since 2019 – Bávaro, Dominican Republic

City of God for the Nations and the Second Mile Educational Centre have a dining room to feed local male and female college students. The objective of the project is to provide lunch for the students.

- From January to March, 1.700 lunches were served in the school dining room. When the pandemic arrived, the aid was suspended and the resources were redirected to the families most in need due to the international health crisis.
- An average of 600 food baskets were delivered, directly benefiting more than 2.200 people in the neediest communities in Hoyo de Friusa, Monte Verde and areas around the school.



EducaClown

Activities in supervised centres

Since 2017 – Mallorca, Spain

The performing arts and clowns are used to carry out social integration activities for youngsters.

- We financed the therapeutic activities of the Llar d'Infància de Es Pil·larí, with 10 children aged 4 to 14 in centres under the protective care of the authorities.



Aitana Foundation

Chemotherapy outpatient services

Since 2018 – Cancun, Mexico

The foundation aims to improve the quality of life of children and young people with cancer, supporting them in their treatment and helping strengthen their integration in their families and society. In October 2018, the first chemotherapy outpatient area was opened in the north of the state of Quintana Roo. We have assumed responsibility for payment for the drugs administered ever since the centre opened.

- 57 minors were treated in the area.
- 644 chemotherapy treatments were given.
- 18 patients received medication to be applied in other hospitals that were suffering from shortages.
- 10 new timely diagnoses were made.
- As a result of the health crisis, the resources for one month were allocated to the purchase of 100 sets of personal protective equipment for hospital staff.



Campaner Foundation

NOMA care and prevention
Since 1996 - Niger

We assist this organisation that is working to eradicate NOMA, covering the operating and maintenance costs for two reception centres in Niger, a centre for higher education, a medical centre and a primary school.

- 21 children live in the reception centre in Diffa, 28 in Niamey, and care is provided to 40 people on average every day at the Diffa outpatient centre.



Joan Riu School and Residence for Children

Support for children with intellectual disabilities
Since 1980 - Girona, Spain

Foundation that helps children and adolescents (aged 3 to 18) with intellectual disabilities to one or more different types of disorders: motor, sensory, health or behavioural. We cover the costs of the school and its temporary residential service, which provides care for children who cannot be cared for at home.

- 24 children stayed at the Joan Riu residence in 2020.
- 54 patients were treated at the Special Education School.

JOANRIU



Brave Child Foundation

Support for families with children with cancer
Since 2014 - Canary Islands, Spain

The main objective is to provide support for families who have children with cancer, trying to improve their quality of life during their illness and its treatment.

- We financed two apartments (one in Las Palmas de Gran Canaria and the other in Santa Cruz de Tenerife) to accommodate displaced families.
- Accommodation was offered to 10 families on the island of Gran Canaria and 6 families in Tenerife.



Pro nins

Support for children with intellectual disabilities
Since 1988 - Mallorca, Spain

Services for children with all types of intellectual disabilities and support for their families.

PRO NINS



Save the Children

Early childhood care Since 2019 - Madrid, Spain

The “Early childhood care” programme is aimed at children and mothers living in poverty and at risk of social exclusion. Through games and socio-emotional support, we work with mothers and children on areas such as psychomotor skills, literacy and maths.

- A total of 64 boys and girls aged up to 6 and 55 fathers and/or mothers received attention in weekly sessions.
- Due to the COVID-19 emergency, the sessions continued using a digital format. Electronic devices and Internet connection cards were handed out to guarantee family access.

Toy libraries Since 2019 - Quintana Roo, Mexico

This partnership keeps two toy libraries open in the state of Quintana Roo, one in Cancun and the other in Playa del Carmen, both with a capacity to serve 50 children. The toy libraries offer a space for the care and accompaniment of minors through emotional management workshops.

- A very significant reduction of 65,4% has been seen in family violence and improvements also seen in the behaviour of both girls and boys.
- Both toy libraries had to be closed due to the pandemic and will reopen as soon as the local authorities allow.



SVGA - Stichting voor Verstandelijk Gehandicapten Aruba

Motor stimulation for children Since 2019 - Aruba

“Pasadia Bibito Pin” is one of the most important SVGA programmes, designed to develop motor skills among children with specific conditions that limit their autonomy and independence. We pay the fees for the physiotherapist responsible for carrying out the activities that stimulate their development.

- More than 800 physical therapy sessions for 18 children between the age of 2 and 16 over the year.



Linked to the ECPAT code

RIU Hotels has been a member of the ECPAT network for the protection of children and adolescents against sexual exploitation in tourism since 2012, and is committed to meeting the requirements in the ECPAT Code of Conduct, known as The Code.

Requirements

- Corporate ethics policy against the sexual exploitation of children.
- Training employees on this issue in all the countries where we operate.
- Commitment from suppliers to reject the commercial sexual exploitation of children.
- Information for customers through the website.
- Information to key local agents in each destination.
- Application of preventative measures to prevent access to tourism programmes that promote sexual contact with children.

Destinations with Ecpat training in 2020

Spain, Cape Verde, United States, Jamaica, Mexico, Maldives and Dominican Republic

Participation of employees and suppliers

 **2019**
15.557 **2020**
2.780*
RIU employees that have taken part in ECPAT training

 **2019**
1.134 **2020**
1.181
RIU suppliers that have signed the ECPAT clause

* Training was only carried out in the first three months of the year due to the pandemic.



The local community

One of our commitments is to form an integral part of the community in places where we operate. To achieve this, we work with organisations that allow us to contribute to improvements in the community and generate greater well-being through social projects and the creation of development opportunities.

Africa Moves Forward

Solidarity Doctors of Cape Verde Since 2014 - Sal, Cape Verde

In partnership with the Association “CHÃ DE MATIAS” and the Cape Verde Ministry of Health and its delegation on the island of Sal, the public hospitals in Espargos and Boavista attend to the medical and surgical needs of people with few resources. We provide accommodation and food for aid workers and doctors who have been holding consultations and performing operations in Cape Verde for several years.

- A mission was held on February 18 and 19, 2020 during which 45 medical consultations were carried out.



Solidarity meals Since 2020 - Sal and Boa Vista, Cape Verde

In collaboration with the “Des Bem” Foundation, this project helps families with children and vulnerable people whose situation has been further aggravated by the COVID crisis by covering their basic nutritional needs, offering them a hot and healthy meal every day.

- 14.328 meals based on local products were delivered.
- 240 families with 1.200 members benefited from the aid.



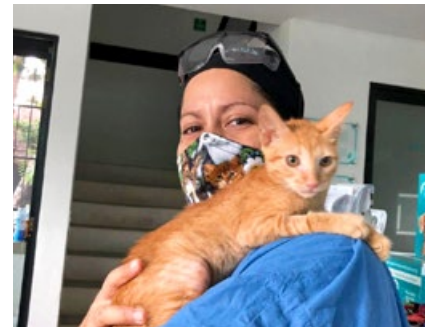
Coco's Bienestar Animal

Cat Café

Since 2012 - Playa del Carmen, Mexico

The Cat Café project was started by the World Society for the Protection of Animals (WSPA) and aims to improve the health of cat colonies and control their overpopulation.

- Two hotels in Playa del Carmen offer spaces for feeding, capturing and sterilising cats.
- We took part as a sponsor in their annual fundraising event and donated 32 hotel stays.



Red Cross

Since 2020 - Quintana Roo, Mexico

To alleviate the effects of the pandemic in the state of Quintana Roo, we work with the Mexican Red Cross to cover some of the immediate needs in the area.

- A call centre was created to assist people that had suspected infections.
- A prevention campaign was created aimed at the entire local population.
- Medicine and medical supplies were purchased.



Spanish Jamaican Foundation

Social development in Jamaica

Since 2009 - Jamaica

We are members of this foundation which aims to strengthen bonds between Spain and Jamaica through educational, environmental, cultural and health projects for the community.

- In response to the pandemic, resources were made available to buy a purification system and masks. This significantly reduced sample processing time from five hours to 25 minutes to speed up the work done by the Jamaica National Laboratory.



Our environmental responsibility



Environmental management

We understand environmental management as another of our responsibilities and an essential driver of the battle against climate change and its consequences. That is why we have incorporated it into the entire decision-making process, along with financial profitability, customer satisfaction, people management and social investment.

Our “transversal strategy” is a collection of actions that we coordinate as a constant circle in our management system:

Sustainability criteria

- In our procurement contracting
- In the construction or renovation of buildings

Best operating practices

- Energy efficiency
- Water cycle
- Waste management
- Pollution reduction

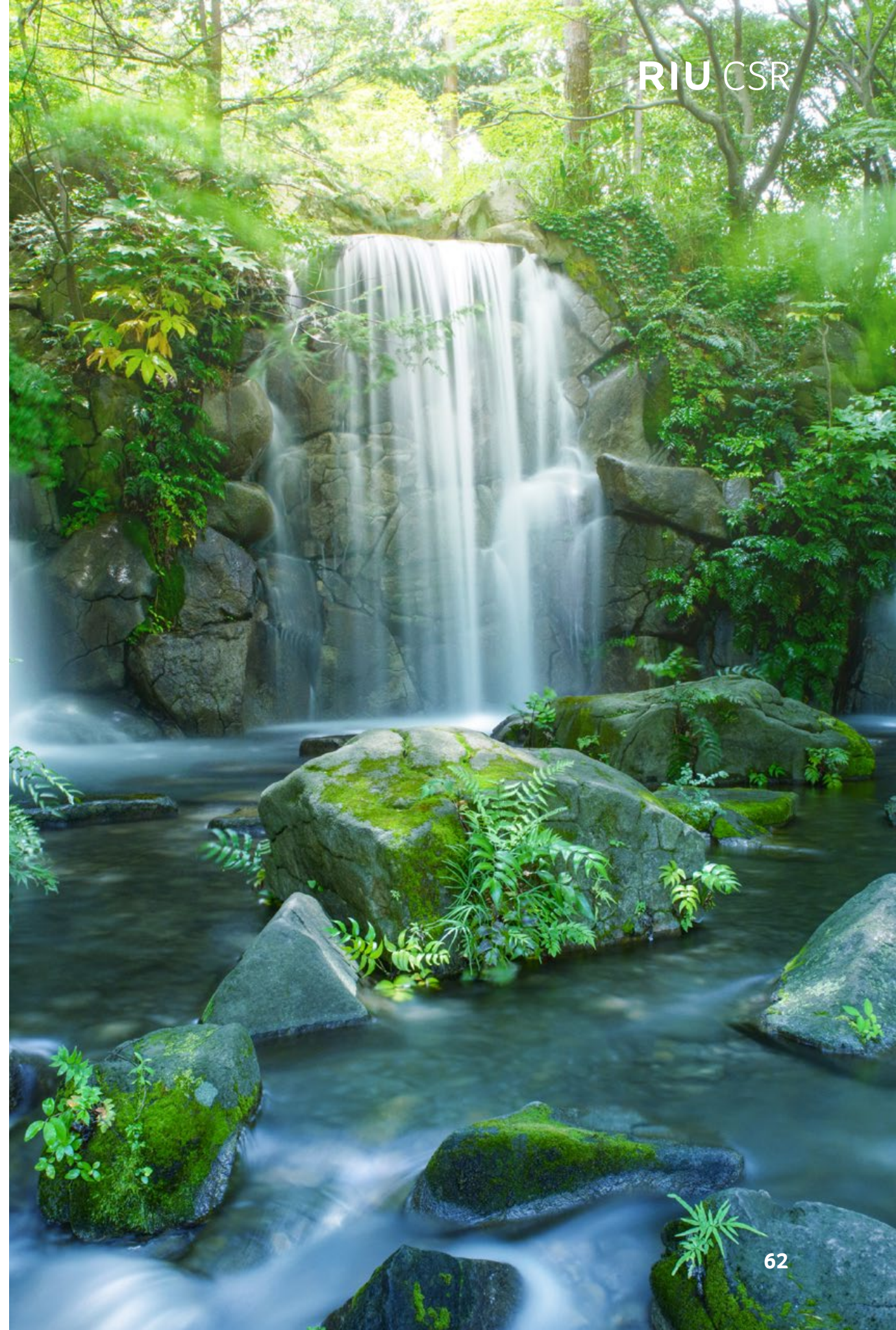
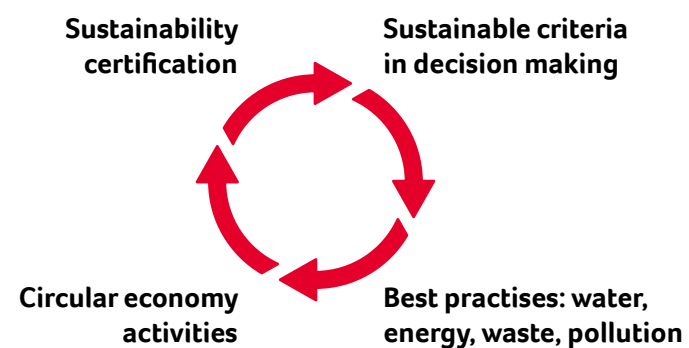
Circular economy projects

- Valuation and use of sustainable resources
- Reduction in the consumption of raw materials

System validation

- Sustainability certification

Transversal strategy



Water use and recycling

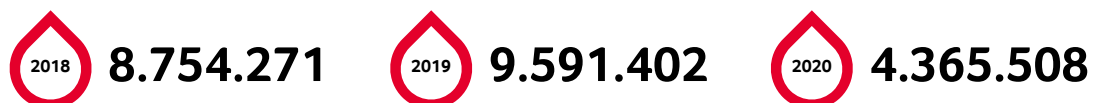
RIU has taken measures to ensure the responsible use and management of water, minimising waste and maximising reuse through the use of water saving and recycling systems in hotels.

Water use and management measures

- Double flush push buttons on toilets.
- Mixing-valve taps in showers that improve temperature regulation.
- Efficient showers and toilets with flow reducers and timers.
- Replacement of bathtubs with showers in hotels.
- Use of typical local plants except for areas next to the pool.
- Drip and sprinkler irrigation, with pressure limiters.
- Moisture detectors.
- Irrigation when there is less sun to avoid evaporation.
- Progressive implementation of a double circuit to reuse soapy water in toilets and for irrigation.

Water use indicators

Total m³



Waste management

The company minimises the amount of waste generated by its activity and manages waste responsibly, separating it so that it can be recycled and treated.

Waste management measures

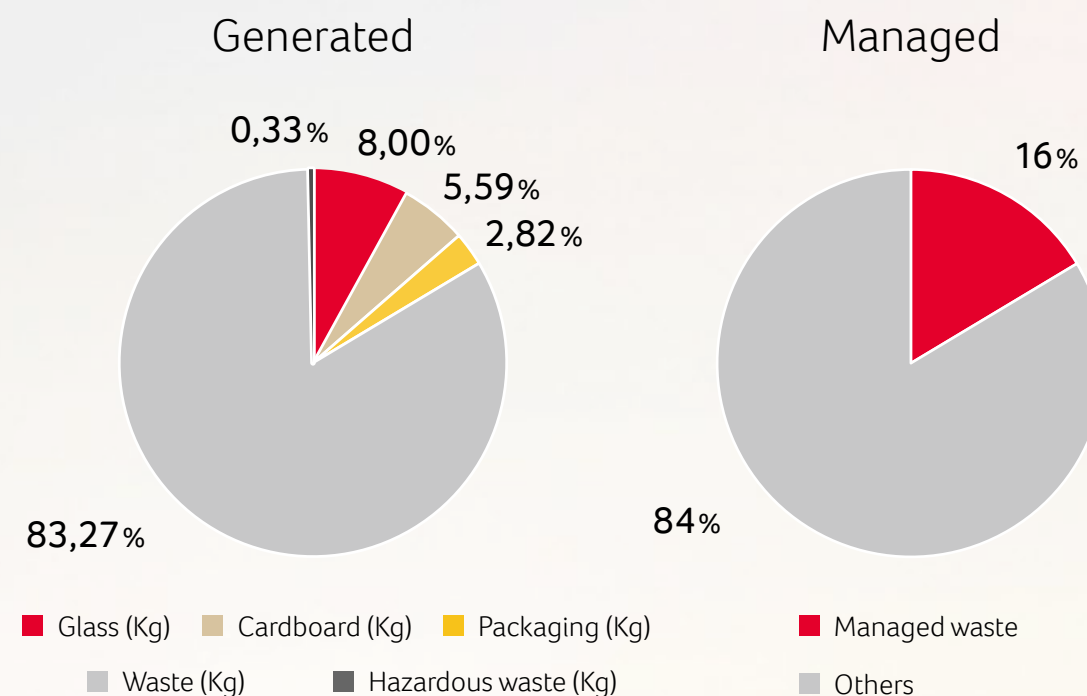
- Purchase of large format products to reduce packaging waste.
- Preference for packaging made from recycled or biodegradable materials
- Hotels have facilities for the separation of waste.
- There is a special protocol for the disposal of hazardous waste.
- Chemicals, paints, solvents, light bulbs, cells and batteries have specific protocols.
- The disposal of chemicals and toxic waste is managed responsibly, separating it so it can be recycled and treated by authorised agents.
- There are waste bins in the hotel public areas to dispose of paper, glass, plastic and organic waste.

Waste indicators

Tons

Waste	2018	2019	2020
Generated	34.996	36.745	17.127
Managed	5.073	5.858	2.810
% Managed	14,5%	15,9%	16,4%

Waste 2020



Prevention of food waste

Food waste is an issue for all hotel companies, not only because of the cost it implies, but also because of its impact on the sustainability of the environment where the hotel is located. Waste is mainly generated in hotel kitchens and restaurants, and that is why we have several protocols in those areas to reduce food waste:

- Our management system includes exhaustive monitoring in each hotel of the amount of food consumed every day depending on room occupancy, guest nationalities and even the month of the year or the weather. This allows us to ensure customer satisfaction while also adjusting and avoiding cooking too much food.
- We are experts in the correct reception, control and validation of food to verify its quality and extend its useful life.
- Most of our hotels do not have food stores. We work with supplies on a daily basis, with high delivery frequencies helping us avoid having to manage product expiry. We only store items that will be consumed in the short term.
- There is a rigorous planning system for menus, prioritising versatile ingredients that can be used in numerous recipes, but always of the highest quality.
- We create very specific and well-analysed recipes to give food a second life, all of them using fresh products that have not been consumed but are in perfect condition, complying with both internal and external hygiene and health protocols.
- Our “show-cooking” system allows dishes to be made to order, thus avoiding any leftovers.
- We use medium-sized plates rather than large ones. This means that customers do not “go over the top” when filling their plates, and can always return to the buffet if they wish to eat more.

Reduction in the use of plastics

In 2020, the RIU strategy to reduce the use of plastics was affected by the health and safety measures required to deal with COVID-19, which made it necessary to keep using some items we planned to eliminate and even to start using new plastic materials. However, work has continued with the same degree of effort in all the areas where it has been possible.

The calculation for this indicator is based on comparing the annual consumption for each item with the previous year. This means that the result for 2020 is due more to the temporary closure of hotels and reduction in consumption, than to efforts to reduce or eliminate single-use plastics.

We expect to be able to resume the plan to eliminate plastics as soon as the sanitary measures allow us to do so.

Plastic consumption reduction indicators

Tonnes

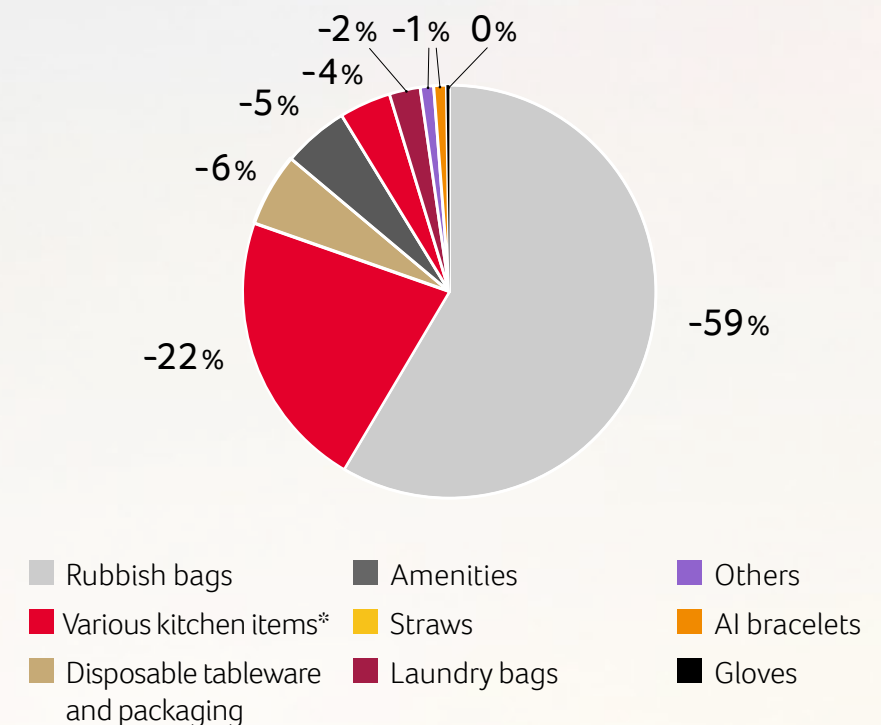


-180,52 t

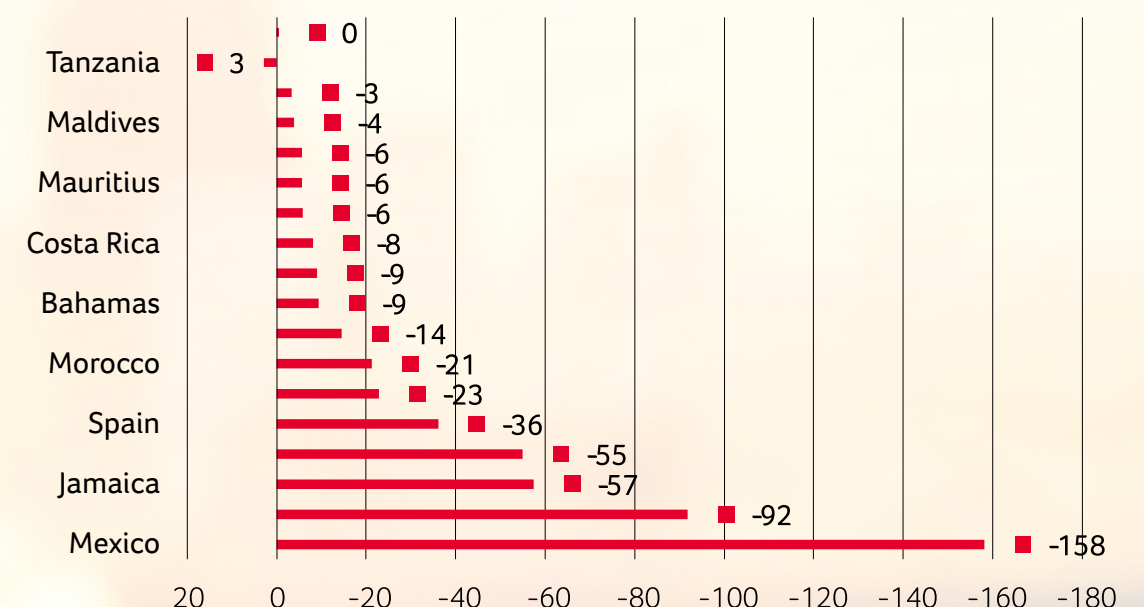


-505,50 t

Percentage plastic reduction



Plastic reduction by country



Energy saving

RIU uses efficient equipment to reduce the use of both electricity and fuel, consuming energy rationally, making better use of natural resources and helping reduce pollution.

Energy saving measures

- LED and low energy lighting in hotels and RIU corporate offices.
- Replacement of electrical appliances with high-efficiency appliances or 'A' class energy certification.
- Implementation, whenever possible, of geothermal air conditioning systems to improve energy efficiency by 400%.
- Replacement of diesel boilers with natural gas boilers that generate cleaner energy.
- Automatic disconnection devices for air conditioning in rooms when guests open doors or windows, avoiding unnecessary energy use and losses.
- Use of solar lighting in garden areas.
- Timers programmed in parallel with sunlight hours.
- Use of solar thermal energy for hot water systems.

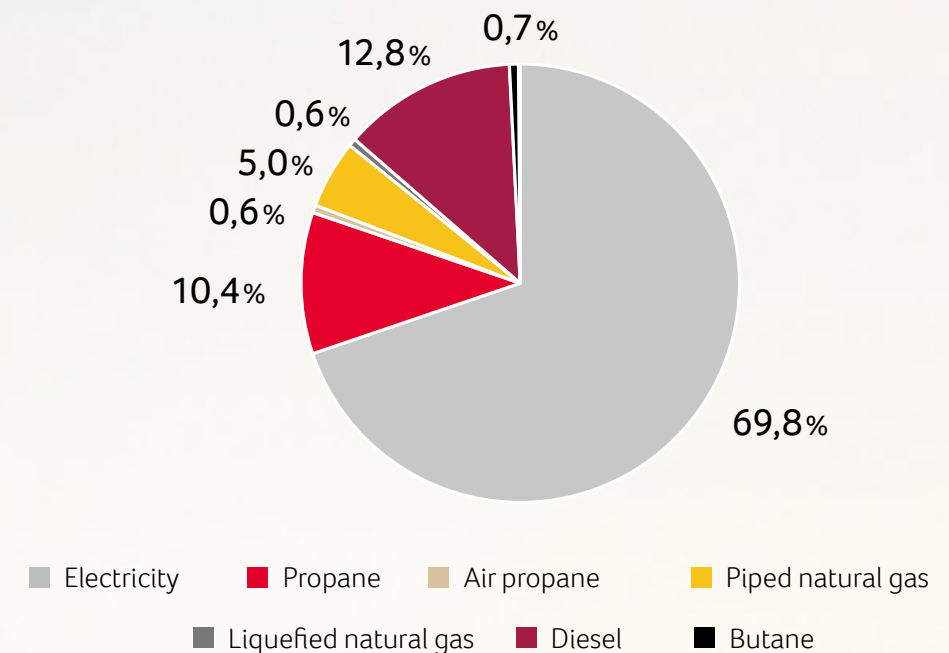
Energy use indicators

Total megawatt-hours

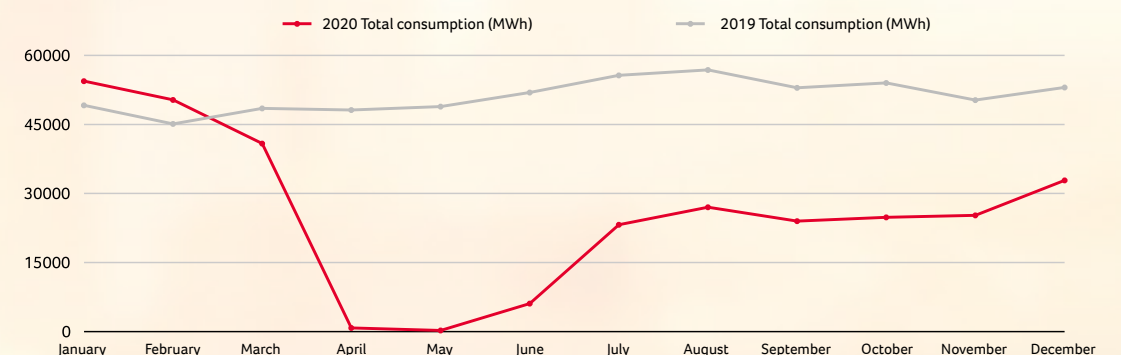


2020 energy consumption by source

Porcentaje de energía en Mwh



In 2020, total energy consumption was affected by the total closure of hotels during the first few months of the pandemic and low occupancy in subsequent months. This is clearly reflected in the following graph with comparisons to the previous year:

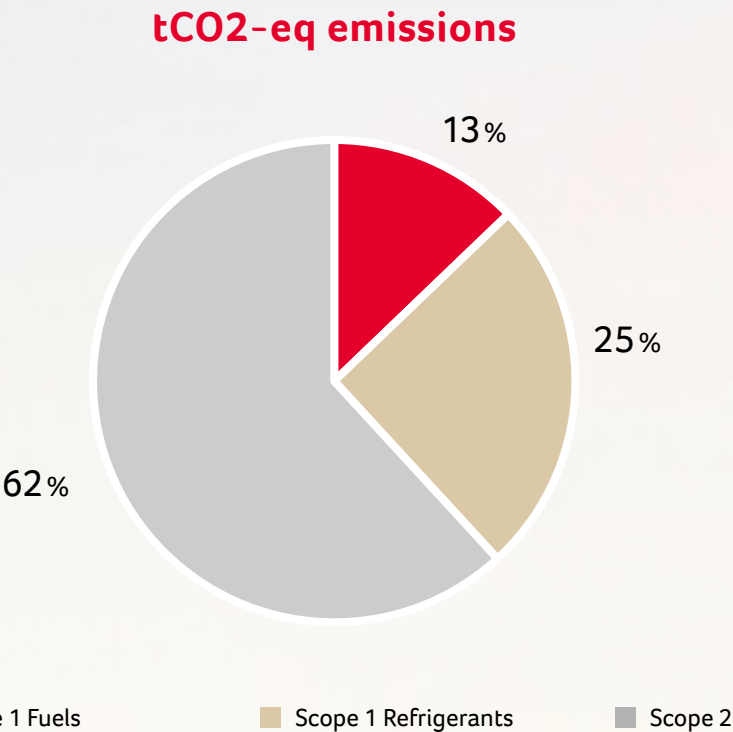


Reduction in CO₂ emissions

The use of coal, oil and, to a lesser extent, natural gas, generates carbon dioxide emissions, one of the main causes of the greenhouse effect. The objective of RIU Hotels is to continue reducing pollution and CO₂ emissions generated by its activity.

Measures to reduce emissions

- Use of less polluting systems, especially with regard to air conditioning, the top contributor to our carbon footprint.
- Replacement of diesel boilers and appliances with appliances that use natural gas.
- Use of less polluting and more efficient machinery and appliances.
- We are committed to recycling solid waste, thus avoiding the manufacture of new materials and an increase in greenhouse gases.
- Identify the devices responsible for the highest emissions and improve their efficiency.



Denomination	Presentation	2018	2019	2020
Pollutant emissions Scope 1	Sum of the direct greenhouse gas emissions in equivalent metric tonnes of CO2.	46.620	44.294	22.892 *
Pollutant emissions Scope 2	Suma de emisiones indirectas, de gases de efecto invernadero en toneladas métricas de CO2 equivalente	244.797	246.233	110.304

(*) In 2021, Riu Hotels has decided to take a further step in ensuring greater rigour and transparency in the calculation of its carbon footprint. After intense work on creating an inventory of all the refrigerant gas consumption in its hotels worldwide, their impact on the company's carbon footprint has now been included, calculated in line with the standards in the guide for calculating carbon footprints prepared by the Ministry for Ecological Transition. The scope of the calculation therefore includes direct emissions (scope 1) from both fossil fuels and equivalent emissions from refrigerant gases. And also indirect emissions (scope 2) caused by the use of electricity. For the latter, the specific conversion factor for each country provided by different official bodies or local organisations has been taken into account. Although it means a worsening of the numbers on emissions in the short term, this new calculation methodology is in line with international standards and lays the foundations for creating and measuring effective and verifiable emission reduction policies.

Acoustic and light pollution

Noise control

Noise is a form of pollution we also aim to avoid. An environment free of undesirable noise and vibrations guarantees greater comfort and satisfaction for our customers. To this end, we have taken the following measures:

1. Substitution of noisy machinery for more modern, more efficient and quieter alternatives.
2. Choose locations for this type of equipment far away from customer areas to avoid inconvenience.
3. Insulate the noise source inside special containers with ventilation, designed to prevent the greater part of the noise they create from reaching the outside.
4. Use of noise-absorbing coatings on the walls of industrial buildings that house noise-generating facilities.
5. Construction of a soundproof space in the building for maintenance workers during their working hours equipped with personal protective equipment such as helmets and hearing protection.
6. Use of absorbent barriers outside industrial buildings to limit noise transmission ranges.
7. Use of vibration-reduction techniques as the most appropriate insulation measures in each case: placing the equipment on a shock-absorbing support, use of the cement foundations in special containers, etc.
8. Define a maintenance programme to reduce noise emissions and compare the noise level at any given time with the noise level under optimal conditions to ensure that the difference between the two does not exceed 2dB (A).

Environmentally friendly lighting

At RIU we are very much aware of the harmful effects of light pollution on the ecosystem, especially in protected natural environments of extraordinary beauty, such as those around our hotels. To achieve a balance between lighting, respect for the environment and energy saving, we try to minimise the impact of light pollution in our buildings. To achieve this we take into account various measures:

- We correctly install the basic light fixtures to direct the light downwards rather than upwards.
- We limit the use of the power required to light up different areas by using the appropriate efficient light bulbs.
- We reduce the amount of time that lights are left on by limiting them to only what is necessary.
- The terraces or balconies of the rooms in our hotels do not have any exterior lighting.

We protect turtle nesting sites in Cape Verde

On the islands of Sal and Boa Vista, our hotels keep their façade lights turned off during the nesting season for the caretta caretta turtle. On the beaches where our hotels are located we have turtle nurseries monitored by local environmental associations that monitor the beach and raise awareness among customers to ensure they are more careful when they pass by.

They also carry out periodic controls on the nesting beaches to ensure compliance with all measures.



Protection of wild life

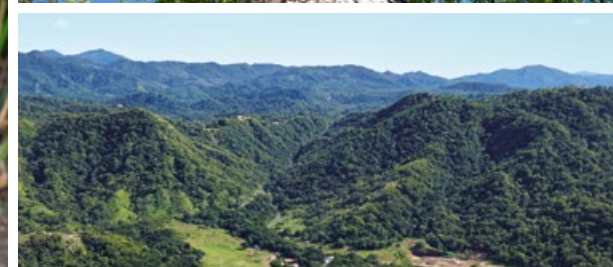
RIU participates in conservation activities for wildlife and biodiversity through programmes to protect endangered species and their habitats, reforestation and support for foundations that protect the environment.

Costa Rica Wildlife Refuge

Since 2014 – Guanacaste, Costa Rica

The National Private Wildlife Refuge in the Matapalo coastal mountains is a 200-hectare protected natural area with considerable environmental, economic and social value. The importance of this area stems from the fact that it is a biological corridor for migratory species as well as home to a great variety of flora and fauna. This natural refuge is home to:

- 130 protected species of flora as they are threatened and/or endangered, including trees such as mahogany, black laurel or hookah.
- 80 species of resident and migratory birds.
- 30 species of mammals.
- 10 species of reptiles.



Projeto Biodiversidade

Since 2016 - Sal island, Cape Verde

RIU helps this Cape Verdean non-profit organisation to protect wildlife and, above all, the *Caretta caretta* turtle, one of the 11 most endangered species of sea turtles on the planet and which has an important nesting and breeding area in Cape Verde. This organisation defends biodiversity and aims to develop sustainable conservation projects among the local community.

- 6 hatcheries (2.888 nests) were created with a success rate of 72,5% and 144.695 turtles were released to the sea.



BIOS Cabo Verde

Since 2011 - Boavista, Cape Verde

With the support of RIU, this NGO has helped increase knowledge about marine biodiversity in the Cape Verde islands and worked with national authorities to develop protective laws for species and habitats and management plans for the conservation of endangered marine species.

- The hatching success in the nursery was 70%, with 68.633 hatchlings released to the sea.



RIU Hotels, BIOS CV and Projeto Biodiversidade

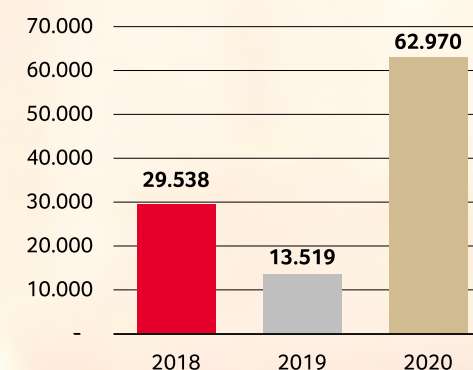
RIU Hotels, BIOS CV and Projeto Biodiversidade have created an alliance in the African island archipelago to protect the *Caretta caretta* turtle and all the wildlife in Cape Verde through plans to protect the environment and the ecosystem in Isla de Sal and Boa Vista.



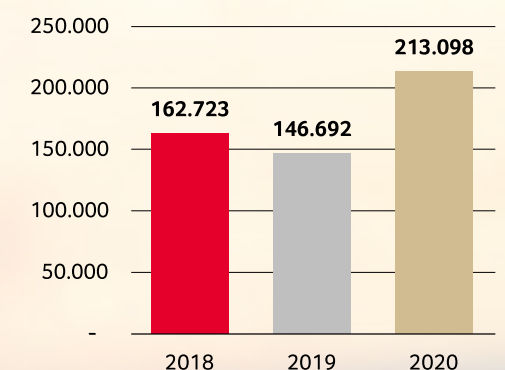
2020. A historic year

- Both islands set new records for the number of nests and hatchlings released to the sea.
- Cape Verde has become the second largest caretta caretta turtle breeding colony in the world, behind only Miami.
- For the first time ever, all the monitoring work was carried out only by local volunteers, which also helped raise awareness among the local population.
- The use of drones and thermal cameras for patrols (3.561km patrolled) allowed us to observe new predators, such as dogs, and develop new strategies to deter them. This resulted in a strategy designed together with the national police to patrol the beaches and detect poachers, as well as to raise awareness among local dog owners.

Nests



Hatchlings released



CINVESTAV

Support for research in Protected Natural Areas

Since 2019 - Quintana Roo, Mexico

We work with researchers from CINVESTAV (Center for Research and Advanced Education at the National Polytechnic Institute, Mérida) in their Research Centre and the Mexican Carbon Programme. The objective of the project is to calculate the existing stores of organic carbon in the Nichupté Mangrove Flora and Fauna Protected Area and the Nichupté-Bojorquez Lagoon System. Conservation of these ecosystems will mitigate the CO₂ emissions caused by the burning of fossil fuels.

- The research determined that the 9.020,67 Ha. of protected areas lead to an estimated carbon reserve of 5,96 tCO₂ equivalent to the emissions avoided.



Dominican Coastal Restoration Consortium

Reef restoration

Since 2019 - Punta Cana, Dominican Republic

The Dominican Coastal Restoration Consortium is part of a project to conserve, sustainably manage and restore the coral reefs in the Dominican Republic.

- Two coral nurseries are cared for and monitored, leading to the transplantation of 1.711 new fragments of staghorn coral (*acroporas cervicorni*).



Oceanus, A.C.

Reef Restoration Programme

Since 2019 - Cancun, Mexico

Leading organisation and source of strategies for the conservation of natural resources. We work with them on the creation and maintenance of coral nurseries to increase the resilience and adaptation of coral reefs and the recovery of associated species. We are financing the sowing of 1.000 colonies per year and we provide solidarity accommodation for the technicians that do all the field work.

- The survival rate in “El Bajito” was 90% and in Punta Nizuc it was 95%.
- This year’s health crisis slowed down fieldwork, but work continued with the preparation of materials in the workshop, meaning that once restrictions are lifted we can restart the regular monitoring and cleaning of nurseries and transplanting coral until we reach the goal of 2.000 colonies defined for this stage.



Sustainability certification



Since 2012, RIU hotels have been certified under the international TRAVELIFE certification programme, specialised in sustainability management for the travel industry, which guarantees responsible management and compliance with all our sustainability commitments.

Requirements

- Best practices in organisational policy.
- Human rights.
- Employee relations and work conditions.
- Environment.
- Compliance with legislation.
- Local development.
- Commitment to communities and customers.

Number of hotels with Travelife certificates



Other certifications



The CST standard is a technical tool supported by the Costa Rica Tourism Institute (ICT), whose objective is to support sustainable tourism in Costa Rica, recognised by the Global Sustainable Tourism Council

This recognition is an acknowledgement of the excellent work done by companies and organisations that are actively mitigating the impact of their operations. Certification enhances and strengthens the social, cultural, environmental, economic and development work carried out in tourism destinations.

The RIU Guanacaste and RIU Palace Costa Rica hotels have received this recognition.



Blue Flag is a recognition given by the European Foundation for Environmental Education (FEE) to beaches and marinas that meet certain criteria regarding quality, safety, education and environmental information.

4 RIU hotels in Mexico and Costa Rica have received this award.



The RIU hotels in Costa Rica received the Carbon Inventory recognition in January 2020 from INTECO (Costa Rica Technical Standards Institute) in line with the requirements of the INTE/ISO 14064-1:2006 standard on the quantification and reporting of greenhouse gas emissions and reductions.



As a result of the COVID-19 epidemic, travel companies worldwide have had to adopt new practices to ensure the safety of our customers, and that is why we have joined several local and international initiatives that are being promoted in destinations in which we operate. This was the case with the Safe Travels recognition from the **World Travel and Tourism Council (WTTC)** and the **Certification in Sanitary Protection and Prevention for Tourism Facilities (CPPSIT)** promoted by the local government in Quintana Roo in Mexico.

CSR vision



Catalina Alemany

We have lived through a year full of unprecedented events that have had a major impact on an industry hard hit by the pandemic. But it is at such exceptional times that people and companies demonstrate their true capabilities. Far from showing any weakness, RIU is fortunate to have a team that has overcome all the difficulty of making decisions when surrounded by so much uncertainty while also facing the challenges created by a new business context. Neither must we forget those who have suffered the terrible consequences of the crisis, nor those who unfortunately are no longer with us, leaving an irreplaceable hole in the organisation.

When we look back on the most significant lessons learned in 2020, we have to mention the mutual support shared with our stakeholders - employees, customers, suppliers, partners... -, highlighting the importance of having a system based on a genuine commitment, making possible the miracle of feeling closer than ever before in an age of social distancing.

We face 2021 with the firm intention of recovering the degree of regularity in the business that will allow us to achieve the objectives we set for ourselves in 2019 to continue contributing to the development of the destinations in which we operate, but this time around with a renewed vision in which sustainability has become even more relevant than ever as a strategic approach for the future.

The human factor will continue to be the priority focus of CSR at RIU, giving even greater prominence if possible to the efforts of our partners rather than those of our brand, with the clear objective of ensuring that we continue to make progress in creating the competitive and responsible tourism we all deserve.



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Annex – Social setting indicators by country

Indicator	Definition	Reference	Date of publication or consultation:
1. Social Progress Index	The Social Progress Index (SPI) measures the degree to which countries meet the social and environmental needs of their citizens. The relative performance of countries is measured through 54 indicators in the three key dimensions: basic human needs, foundations of well-being and opportunity for progress. The index is published by the non-profit organisation Progress Social Imperative. Some of the indicators considered in its dimensions are: • Basic human needs • Water and sanitation • Access to quality healthcare • Child stunting • Early marriage • Environmental quality	https://www.socialprogress.org/	2020
2. Human Development Index	The Human Development Index (HDI) is an indicator created by the United Nations Development Programme (UNDP) that measures the level of development in each country based on variables such as life expectancy, education or income per capita. Some of its indicators are considered, such as: • Level of education • Child labour • Access to Internet	http://hdr.undp.org/ http://hdr.undp.org/en/data	2020
3. Global Competitiveness Index	The Global Competitiveness Index was developed by the World Economic Forum (WEF) to measure the ability of countries to create economic development opportunities for their citizens	https://es.weforum.org/	2019
4. GINI Index	The Gini index or Gini coefficient is a statistical measure used to calculate the income inequality among the citizens of a certain territory, usually a country	https://datos.bancomundial.org/	Variable: last query data in 2020
5. Index of Compliance with Children's Rights	The Index of Compliance with Children's Rights is used to classify countries according to their respect for children's rights	https://www.humanium.org/	2020
6. Monthly Nominal Salary	This is the salary that workers receive in cash in the country on a monthly basis. (average)	https://www.ilo.org/	2020
7. Minimum Wage	Minimum wage that employers must pay to employees for their work during a specified period	https://www.ilo.org/ https://datosmacro.expansion.com/	2020
8. Otros indicadores:	• Access to drinking water • Educational level, at least lower secondary level (population >25 years)% • HIV prevalence, total (% of population aged 15-49) • Births per 1.000 women aged 15 to 19 • Infant mortality rate (per 1.000 live births) • Under-5 mortality rate (per 1.000 live births) • Malaria cases • CO₂ emissions per capita • Renewable energy use	https://datos.bancomundial.org/	Variable: last query data in 2020

