



TUI BLUE

Isla Cristina Palace

# MANAGEMENT REVIEW MINUTES

*Integrated Management System · ISO 9001 · ISO 14001 – Travelife Gold*

## DOCUMENT DETAILS

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Hotel	TUI BLUE Isla Cristina Palace
Document	Management Review Minutes
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Convened by	Hotel Management
Standard	ISO 9001:2015 · ISO 14001:2015 · Travelife Gold

## 1. Quality and Environmental Policy

The Integrated Quality Policy and the Environmental Policy were approved on 1 March 2018. At this meeting it was decided to maintain said policy, as it continues to serve as a reference system for establishing objectives focused on the continuous improvement of quality in the hotel's service delivery process.

The Quality Policy and Environmental Policy have been communicated and explained to all workers throughout the 2025 season. They are also published on the website as a means of communication with interested parties.

The Quality and Environmental Manager (QEM) has delivered the integrated policy to each of the department heads, displaying it publicly at their respective workstations so that all workers have access to it, as well as in various areas of the hotel for viewing by guests and suppliers.

## 2. Internal Audits

The internal audit report for the 2025 season, carried out by Leandro Narciso Rufo, external consultant, is reviewed. The auditor holds the certificate of «Quality and Environmental Management Systems Technician» and has extensive experience in the sector, accrediting his qualification as an integrated systems auditor.

The quality system and environmental system audit took place during the 2025 season at the TUI BLUE Isla Cristina Palace facilities.

### RESULT

0 Non-Conformities detected in the internal audit of the 2025 season. Senior management regards this result as a reflection of the maturity of the implemented management system and the high level of commitment from the QEM and all hotel staff.

## 3. Quality and Environmental Objectives

At this meeting, the degree of compliance with the objectives established for the 2024-2025 season is reviewed and new objectives for the 2026 financial year are set. The target date for the new objectives is 31 December 2026.

### Review of 2024-2025 objectives

#### ACHIEVED

Objective 1 (Quality): To rank among the top 15 hotels in the TUI BLUE brand. — Average overall satisfaction score: 8.70/10, with records of up to 9.2 in peak months.

#### ACHIEVED

Objective 2 (Environment — Energy): Energy consumption per guest shall not exceed the average of previous years by more than 5%. — Total relative energy: 20.88 kWh/guest (-3.20%). Electricity: 15.79 kWh/guest (-2.78%), diesel: 4.48 kWh/guest (-4.71%), propane: 0.60 kWh/guest (-2.90%). CO<sub>2</sub>: 7.20 kg/guest (-3.11%).

#### ACHIEVED with plan

Objective 3 (Environment — Water): Average water consumption per guest shall not exceed the average of previous years by more than 5%. — Slight increase due to higher occupancy and facility improvements. Action plan defined for 2026.

### New objectives for the 2026 season

#### Obj. 1 — Quality

Achieve an average satisfaction score in Wellness and Entertainment of 8.50/10 or higher. Action plan: expanding activities, improving facilities and specific staff training.

**Obj. 2 — Quality / Digitalisation**

Digitalise at least 80% of internal communication processes between departments, also contributing to a reduction in paper consumption.

**Obj. 3 — Environment / Energy**

Reduce total relative energy below 20.50 kWh/guest and assess the feasibility of installing solar panels, with a potential reduction in electricity consumption of at least 10%.

**Obj. 4 — Environment / Water**

Reduce overall water consumption per guest to 0.43 m<sup>3</sup>/guest or less, through new sectoral meters, irrigation system review, flow reducers and fortnightly monitoring by the QEM.

## 4. Non-Conformities and Incidents

During the 2025 season, a total of 11 incidents were recorded in the management system, representing a 54% reduction compared to the 24 incidents in the 2024 season. All were resolved immediately by the Quality department.

Area / Process	Description
Suppliers / Purchasing	Late delivery of material; resolved the same day.
Reception	Registration error; corrected immediately.
Housekeeping	Area not inspected on time; resolved within the shift.
Pools / Gardens	Minor incident with pool equipment; resolved by maintenance.
Restaurant / Kitchen	Incident with product supply; resolved with alternative supplier.
Guest relations (x6)	6 incidents at reception; all resolved during the guests' stay.

It is noteworthy that there were no formal customer complaints throughout the 2025 season.

It is agreed to continue communicating to all staff the importance of recording Non-Conformities and Incidents as a continuous improvement mechanism.

## 5. Corrective and Preventive Actions

As of the date of this meeting, no corrective actions have been established arising from major non-conformities. The 11 incidents recorded were resolved immediately without the need to open formal corrective action files.

A preventive action for 2026 is established: strengthening the monitoring of key suppliers and implementing a specific protocol for managing guest incidents during peak season.

## 6. Changes in External and Internal Issues

### Internal changes

The most significant internal event of 2025 was the replacement of the building's integrated control system (BMS Carrier), incorporating automated management of air conditioning, lighting, hot water production and heat recovery.

### External changes

From an external perspective, the electricity supply contract with Iberelctrica was renewed in January 2025 under an indexed tariff, with competitive conditions that allow optimisation of the establishment's energy costs.

With support from the external consultancy, the company will continue to review and update manuals, procedures and work instructions to bring them in line with the current versions of ISO 9001 and ISO 14001.

## 7. Effectiveness of Actions to Address Risks and Opportunities

The effectiveness of the actions, as well as the impact value established for each risk and opportunity, are contained in the register annexed to these minutes.

The mitigation plans applied in 2025 have proven effective, particularly those related to energy risks and customer satisfaction. Quarterly risk monitoring will continue in 2026.

## 8. Training Plan

Management continues to invest in ongoing staff training as a fundamental pillar of service quality improvement and environmental awareness. Training activities carried out in 2025:

- July 2025: Food Handlers course for all kitchen and catering staff.
- July 2025: Training on waste segregation and management for all hotel staff.
- Throughout the season: spill simulation and emergency plan training, with positive results.

The QEM considers the assimilation of the knowledge conveyed to be optimal, as no incidents attributable to inadequate training occurred at any time.

### 2026 training plan:

- Environmental awareness and energy efficiency: fundamentals of the new BMS system and best practices in resource use.
- Guest relations and incident management: procedures for peak season.
- Food Handlers: renewal of accreditations for kitchen and catering staff.
- Digitalisation of internal processes: use of the new departmental communication system.

*(\*) The training plan will remain open to possible needs identified during the season by the QEM, senior management or the staff themselves.*

## 9. Supplier Evaluation

- In the 2025 season, 10 non-conforming orders were recorded out of a total of 2,486 orders placed (0.40%), well below the critical threshold of 5%.
- The supplier list is kept up to date. New suppliers successfully passed trial orders and were registered in the Approved Supplier List.
- It is agreed to strengthen communication with suppliers regarding compliance with environmental commitments.
- For 2026, it is planned to incorporate environmental sustainability criteria in the selection and evaluation of new suppliers.

## 10. Customer Complaints and Satisfaction

During the 2025 season, no formal customer complaints were received. The average satisfaction score was 8.70 out of 10.

Category	May	June	July	August	Sept.	Oct.	Average
Overall satisfaction	9.20	8.50	8.95	8.39	8.90	9.10	8.84
General hotel condition	8.80	9.10	9.38	8.61	8.65	8.50	8.84
Hotel services	9.00	8.30	8.87	9.18	8.40	8.60	8.73
Entertainment	8.50	7.77	8.75	8.60	8.80	7.40	8.30
Response rate	8.88	8.42	8.99	8.70	8.69	8.40	8.70

Areas for improvement in 2026: Wellness and Entertainment, which show the lowest scores compared to other TUI BLUE hotels.

## 11. Machinery Maintenance Plan

The hotel's machinery successfully passed all scheduled inspections during the 2025 season. 44 reviews were carried out out of 51 planned (86.3%), exceeding the critical threshold of 80%.

The new BMS Carrier system enables real-time monitoring of all air conditioning, heating/cooling, hot water and lighting systems.

The temperature monitoring system for the 13 cold rooms in the kitchen remains active, with automatic alerts for any deviation.

## 12. Recommendations and Improvement Suggestions

- Expand the entertainment and wellness activity offer to improve Entertainment and Wellness scores.
- Begin the feasibility study for the installation of solar panels on the hotel roof.
- Implement a digital communication system between departments to reduce paper use.
- Install new sectoral water meters to identify and reduce excessive consumption.
- Strengthen staff training in environmental best practices, particularly water and energy saving.

## 13. Process Performance and Service Conformity

Process monitoring through indicators is considered a highly significant and valid tool for hotel management. The following presents the analysis of the 2025 season indicators:

Indicator	2025 Result	Assessment
Ind. 1 — Internal audits	0 Non-Conformities detected. A result that consolidates the positive trend and demonstrates system maturity.	✓ EXCELLENT
Ind. 2 — Customer complaints	0 formal customer complaints throughout the entire 2025 season.	✓ EXCELLENT
Ind. 3 — Incidents	11 total incidents in 2025, vs 24 in 2024 and 15 in 2023. 54% reduction. All resolved immediately.	✓ VERY GOOD
Ind. 4 — Housekeeping checks	0 incidents in housekeeping inspections. Meets critical threshold.	✓ EXCELLENT
Ind. 5 — Gardening	7 jobs outside schedule out of 81 planned (8.6%). Notable improvement vs 2024 (13) and 2023 (19).	✓ GOOD
Ind. 6 — Equipment checks	44 of 51 items reviewed on time (86.3%), above the 80% critical threshold.	✓ MEETS TARGET
Ind. 7 — Fault management	All faults managed during the season. Resolution rate 94.7% in May.	✓ VERY GOOD
Ind. 8 — Suppliers	10 non-conforming orders out of 2,486 (0.40%), well below the 5% critical threshold.	✓ EXCELLENT
Ind. 9 — Guest satisfaction	Average score 8.70/10. High scores in May (9.20) and October (9.10).	✓ VERY GOOD

The overall result of the quality indicators is assessed as very positive. Procedures are validated as results are generally above the established critical thresholds.

## 14. Environmental Aspects and Operational Control

Management considers the identified significant environmental aspects to be valid. The established operational controls and the environmental monitoring and measurement plan are considered valid, as no incidents were detected during the 2025 operational control.

Area / Process	Aspect	Impact type	Description	F	I	Sig.
Housekeeping / Maintenance	Aerosols	Empty containers	Aerosol container waste	3	300	YES
Maintenance	Water	—	Hot water consumption	1	280	YES
Facilities	Packaging	Packaging waste	Packaging waste	3	250	YES
Facilities	Diesel	Emissions	Diesel consumption	1	240	YES
Office / Rooms / Housekeeping	Water	—	General water consumption	1	240	YES
Facilities	—	—	Electrical energy consumption	1	240	YES

Indirect environmental aspects are not considered significant. The QEM has satisfactorily carried out the monitoring and measurement plan on a quarterly basis.

## 15. Identification and Monitoring of Environmental Aspects — Environmental Performance

### Energy management system

In 2025, the energy management system implemented in 2017 continues to be used, allowing monitoring and processing of water, ACS, diesel and electricity consumption.

- Replacement of the building's integrated control system: implementation of a high-performance BMS Carrier with latest-generation controllers and machine sequencing algorithms.
- Hydraulic reform to improve the utilisation of residual heat from chillers, enabling automation and monitoring of recovered heat for hot water production.

Each operating day, the number of guests is entered into the platform. It calculates the consumption ratio per guest and compares it with the average for the same month of the previous year, generating automatic email/SMS alerts when consumption exceeds established thresholds.

### Cold room temperature monitoring

In 2025, the temperature monitoring system for the 13 cold rooms in the kitchen continues to be used. It enables immediate detection of incidents, ensuring temperatures remain within the established range.

### Energy consumption 2025

Occupancy stands at 52,478 guests (-3.98% compared to the historical average). All energy consumption ratios per guest decrease compared to the average of the two immediately preceding years.

Absolute consumption

2023

2024

2025

Comp. 2-year avg.

Ud.

OCCUPANCY	47,434 / 53,808	55,499	52,478	-3.98%	guests
PROPANE	19,162 / 38,636	29,221	31,710	-6.54%	kWh
ELECTRICITY	867,218 / 923,024	850,799	828,659	-6.57%	kWh
DIESEL	166,473 / 274,009	239,562	235,249	-8.39%	kWh
TOTAL ENERGY	1,052,853 / 1,235,669	1,119,583	1,095,618	-6.96%	kWh
GENERAL WATER	22,013 / 22,172	22,895	23,619	+4.82%	m <sup>3</sup>
HOT WATER (ACS)	2,131 / 2,552	2,245	2,452	+2.23%	m <sup>3</sup>

Consumption per stay (ratios)	2023	2024	2025	Comp. 2-year avg.	Ud.
PROPANE	0.7180 / 0.4000	0.5265	0.6042	-2.90%	kWh/guest
ELECTRICITY	18.28 / 17.15	15.33	15.79	-2.78%	kWh/guest
DIESEL	3.51 / 5.09	4.32	4.48	-4.71%	kWh/guest
TOTAL RELATIVE ENERGY	22.20 / 22.96	20.17	20.88	-3.20%	kWh/guest
GENERAL WATER	0.4634 / 0.4121	0.4125	0.4501	+9.16%	m <sup>3</sup> /guest
HOT WATER (ACS)	0.0449 / 0.0474	0.0405	0.0467	+6.34%	m <sup>3</sup> /guest

(\*) The comparison is calculated using the arithmetic mean of the 2 immediately preceding years.

The results confirm that the investments made in energy efficiency are producing a positive and sustained impact.

## Emissions data 2025

Emissions	2023 kWh	2023 Tn CO <sub>2</sub>	2024 kWh	2024 Tn CO <sub>2</sub>	2025 kWh	2025 Tn CO <sub>2</sub>	Comp.
PROPANE	19,162 / 38,636	4.40 / 8.87	29,221	6.71	31,710	7.28	-6.54%
ELECTRICITY	867,218 / 923,024	322 / 343	850,799	316.50	828,659	308.26	-6.57%
DIESEL	166,473 / 274,009	44.2 / 72.8	239,562	63.65	235,249	62.50	-8.39%
TOTAL	1,052,853 / 1,235,669	371 / 425	1,119,583	386.86	1,095,618	378.04	-6.78%
Relative emissions	—	7.83 / 7.90 kg/guest	—	6.97 kg/guest	—	7.20 kg/guest	-3.11%

Total CO<sub>2</sub> emissions per guest in 2025 (7.20 kg CO<sub>2</sub>/guest, -3.11%) decrease compared to previous years, consolidating the trend towards reducing the carbon footprint. The distribution continues to be led by electricity (81.5%), followed by diesel (16.5%) and propane (1.9%).

## Water consumption

Relative general water consumption per guest increased compared to the previous year (0.4501 m<sup>3</sup>/guest, +9.16%), mainly driven by greater use of facilities and some isolated leaks identified and resolved. A more comprehensive monitoring system with new sectoral meters will be implemented for 2026.

## 16. Waste

### Hazardous waste

The hotel is registered as a Small Hazardous Waste Producer in the Andalusia Register under number 212891. Hazardous waste is stored in bags and containers in Car Park 2, until collection by an authorised company.

### Non-hazardous waste

Non-hazardous waste typical of normal operations is generated (paper and cardboard, plastic packaging, glass and organic waste). A4 photocopier paper consumption in 2025 was 89,800 sheets (slight reduction from 90,700 in 2024). Pool water disinfection is carried out using electrolysis, without the need for chemical chlorine compounds.

## 17. Atmosphere — Boiler Emissions

The hotel is classified as «no group» under heading 02 01 03 03 «boilers with nominal thermal power < 2.3 MWt» and has no obligation for air pollution control. Preventive maintenance of boilers is carried out by a specialised company complying with all RITE requirements.

## 18. Review of Legal Requirements

The legal and environmental requirements affecting the hotel's activity have been reviewed. Requirements are considered valid and up to date as of January 2026. A reassessment will be carried out 6 months later, as indicated by the Legal and Environmental Requirements Identification and Evaluation procedure.

## 19. Interested Party Communications

Throughout the 2025 season, communications were established with service suppliers, all required certificates and documentation having been received. Evidence is recorded in the SUPPLIER ACCREDITATIONS register. The integrated policy has been communicated to interested parties via the hotel's website.

## 20. Previous Management Reviews

Several years after obtaining the ISO 9001 and ISO 14001 certificates, the management system represents an effective and consolidated model for ensuring the quality of services provided and as a guide for continuous improvement.

- The methodology for inspection control in each department has been more clearly defined.
- Environmental awareness training activities have been carried out for all hotel operators.
- The process of evaluating the environmental investment in solar panels has been initiated.

Greater control has been established over each of the key processes identified within the certification scope, with significant adjustments and improvements, particularly in the area of energy management.

## 21. Actions and Decisions for Improving System Effectiveness

### Actions regarding system effectiveness

- Implement a digital communication system between departments to reduce paper use and improve traceability.
- Strengthen the inspection control methodology in departments with the greatest room for improvement.
- Install new sectoral water meters to improve monitoring and control of water consumption.

### Actions regarding service improvement

- Design a specific improvement plan for the Wellness and Entertainment areas.
- Begin the feasibility study for the installation of solar panels on the roof.

## Resource requirements

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Human resource and infrastructure requirements for 2026 will be assessed, with particular attention to those resources that contribute to improving energy efficiency, water management and service quality.

## 22. Environmental Review Result

Both the environmental policy and the integrated policy continue to demonstrate commitment to continuous improvement. The 2025 energy results are particularly positive and support the investments made.

The 2024-2025 environmental objectives have been achieved in terms of energy. Water consumption is the area requiring most attention for 2026, with a concrete action plan already defined.

For the next financial year, collaboration with public and private bodies will be strengthened to obtain up-to-date information on pollution prevention. Operators' responsibility for reducing and correctly segregating waste will continue to be promoted.

## 23. Conclusions

The conclusions drawn from the review of the integrated management system for the 2025 season are, in general, very satisfactory. Most aspects related to the system have continued to adapt and integrate, with results that in several indicators exceed those of the previous year.

- The absence of Non-Conformities in the internal audit and of customer complaints.
- A 54% reduction in the number of incidents compared to the previous year.
- Improvement in all energy ratios per guest thanks to energy efficiency investments.
- Maintenance of a customer satisfaction score of 8.70 out of 10.

Management thanks all staff for the effort made throughout the 2025 season to ensure that the integrated management system and the achievement of objectives have continued on their path of continuous improvement.

At this meeting, new Quality and Environmental objectives for 2026 are established, with specific and measurable targets aimed at continuous improvement in customer satisfaction, energy efficiency, water management and digitalisation of processes.