



SOCIAL WELLBEING OF STAFF AT CLUB MAC

At **Club MAC** we try to guarantee excellent working conditions for all our employees at all times. We believe that by paying attention to their social and emotional wellbeing that they in turn will pay greater attention to our guests.

We define the above in the following ways:

- **Club MAC offers its employees the following**

- We treat each staff member as if they are the most important team member.
- We offer staff both personal and professional training.
- We offer security and health and safety in the work place.
- **Club MAC** offers job security.
- We encourage the participation of our staff in implementing our quality policy.

- **What MAC hotels expects from employees**

- To be polite and courteous with both, the guests and fellow companions.
- To be honest, with a positive attitude and self confidence.
- To have the ability to do the job well and to be able to recognise the quality of their work.
- That staff have the responsibility to reach goals.

- **Club MAC procedures for staff**

- **Club MAC** gives its employees legal employment with a signed legal work contract.
- All our employees work for the company under their own initiative.
- All of our employees can leave the company whenever they wish they will incur no penalisation.
- Working hours are stipulated by the law.
- Extra hours are paid or the employee is reimbursed by being given holiday time.
- **Club MAC** provides every staff member with a uniform free of charge.
- Lockers are available for the staff as well as the use of showers.
- In each hotel the staff has toilets, dressing rooms and showers free of charge.
- **Club MAC** offers its staff free meals whilst at work.
- Each day we offer lunch and dinner in the staff canteen.
- Water is provided for all departments.
- **Club MAC** has a private health insurance available for all staff members (**MUTUABALEAR**) in case of illness or accidents that are work related.
- All of our employees receive an informative letter about risk assessment (**PREVIS**) at the beginning of the season.
- In the dining hall and housekeeping departments we offer training to help any new members of staff to learn our established techniques.
- **Club MAC** has established over the years a system for providing a quality product that includes registers, manuals etc.
- In **Club MAC**, we have equal rights of opportunity for all, supporting human rights, regardless of race or disabilities.



- **Club MAC** employs people with learning disabilities in collaboration with “**Treball amb support**”.
- Since 2012 we supplied all of our permanent staff with a discount card for use in all of our establishments including unlimited free entrance into the Hidropark.
- Each year we organise a fire drill, all of our staff and clients collaborate. Last year, we successfully did it on September 24th 2014.

● Club MAC procedures in respect of internal complaints

- The staff has a suggestion or complaints box available to them in the staff canteen. The Human resources Manager is the person who collects these reports.
- If any complaint has to be dealt with one of the department chief, the Human Resources Manager contacts the chief and a small meeting is organised.
- Regarding the suggestions, which are mainly about ideas of different staff menus, they are passed onto our F&B Manager.
- In 2014, we asked our staff to fill out a psychosocial questionnaire to value their opinions and their well-being at work. The results of this test are recommendations that Club MAC is taking into account.
- At **Club MAC** our employees have the opportunity to consult with two major unions, **UGT** and **COMISIONES OBRERAS**. Some of our employees are members of these unions.
- Each department has a head of department, who has an obligation to report back to Management the opinions of the employees. Some meetings in each department are organised or daily (ex: Cleaning staff) or weekly (ex: Reception)
- Also, Department meetings with the Management are organised weekly.

● Club MAC acknowledgement to its staff

- At **Club MAC**, we recognize the efforts made by our staff to give an excellent service to all our guests. For this reason, every year, during the month of July, the Management organizes a special menu at lunch and dinner time for its staff. Prawns, salmon, sea food..etc are served to the staff.
- Also, once during the season, as a thank you for the daily hard job executed by the maids, the Subdirector in charge of this department organises a special breakfast for all the maids with croissants, donuts, “churros”, coffee, tea..etc
- At the end of the season, once the complex is closed, the Management prepares for all the staff a dinner followed by a raffle, show and music. The prizes are: One week holiday for two persons in our hotel Marina Benalmádena in Malaga (flights are included in the prize) and a week end for two persons in our Hotel Port Adriano (5 star) near Palma.
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