



CALA MILLOR GARDEN HOTEL



SUSTAINABILITY REPORT ***(KPIs 2022 – 2024)***

February 2025

SUSTAINABILITY TARGETS AND PROGRAMMS

ENVIRONMENTAL, SOCIAL AND CULTURAL REPORTS

A sustainability indicator is any economic, social, political, or biological element that provides information about certain aspects of the natural world, environmental policies or other related economic and social factors. A sustainability indicator system enables us to make strategic, environmental and social decisions and helps us to turn this information into action.

We use the tool Sustainablekeyindicators.com, based on the GRI (Global Report Initiative), the international guide more used for sustainable development and indicator guidelines.

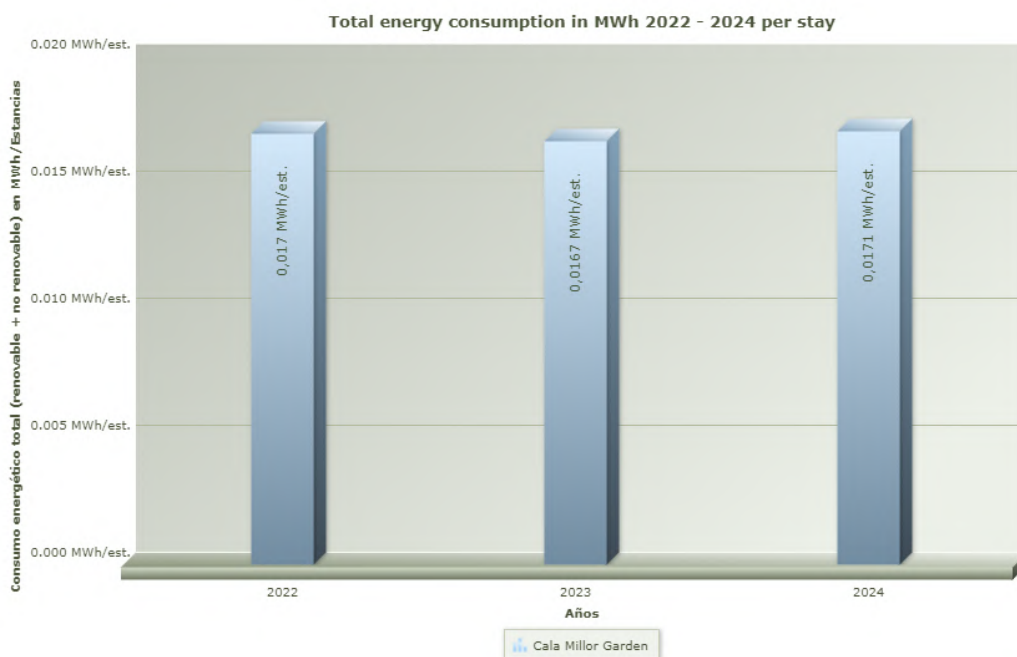
The aim of this management is to evaluate sustainable behaviour to provide us information in order to ascertain whether our organization has the ability to meet the established requirements, whether these be legal requirements or ones to which the Management or third parties must adhere (Travelife System...).

CALA MILLOR GARDEN HOTEL is a member of the Sustainable Hotels net in Balearic Islands



ENERGETIC CONSUMPTION

ENERGETISCHE VERBRAUCH



We have transformed all the energy consumed (Electricity, fuel and LPG) during the last three years.

Wir haben in den letzten drei Jahren unseren gesamten Energieverbrauch (Strom, Kraftstoff und Flüssiggas) umgestellt.

Total energy consumption in MWh per stay
Gesamtenergieverbrauch in MWh pro Aufenthalt

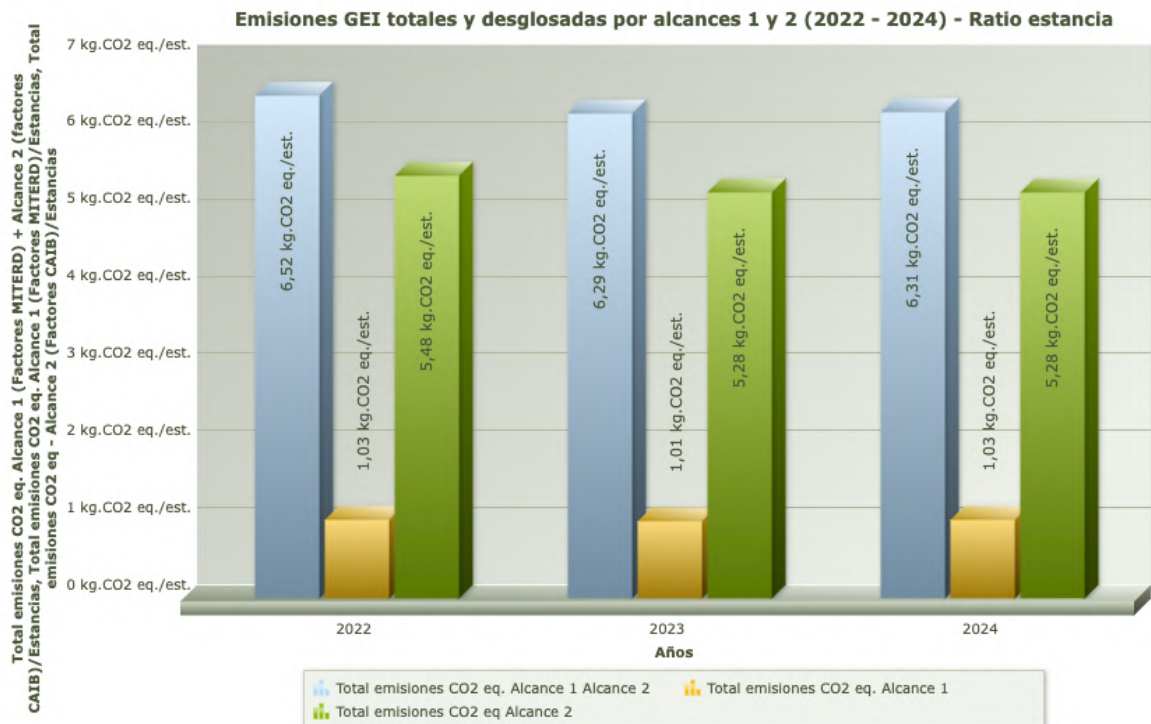
We have LED lighting in most areas of the hotel and have a preventive maintenance plan that allows us to ensure the best performance of our energy facilities. Every year we set new goals and challenges in reference to energy consumption, always guaranteeing the comfort of our customers. **Wir verfügen in den meisten Bereichen des Hotels über LED-Beleuchtung und einen Plan zur vorbeugenden Wartung, mit dem wir die optimale Leistung unserer Energieanlagen sicherstellen können. Jedes Jahr setzen wir uns neue Ziele und Herausforderungen in Bezug auf den Energieverbrauch, wobei wir stets den Komfort unserer Kunden gewährleisten.**



GHG EMISSIONS

THG EMISSIONEN

We analysed the CO₂ emissions into the atmosphere from our direct energy consumption. The CO₂ emissions into the atmosphere in relation to stay in the last three years Scope 1 and Scope 2 were as follows. Wir analysieren die CO₂-Emissionen in die Atmosphäre, die durch unseren direkten Energieverbrauch entstehen. Das Aufenthaltsverhältnis der CO₂-Emissionen in die Atmosphäre in Scope 1 und Scope 2 der letzten drei Jahre war wie folgt:



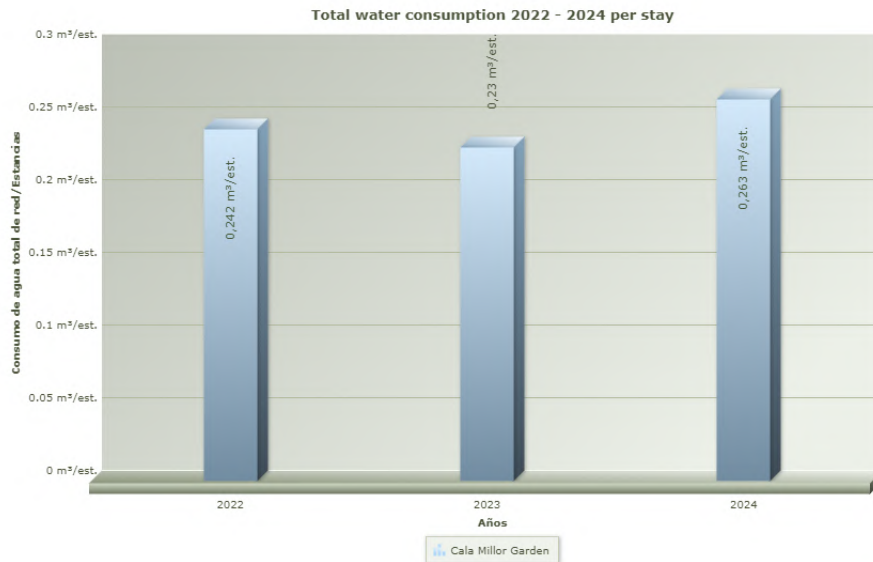
Note 1 - Annual carbon footprint per overnight stay (kgCO₂/est.). "Resolution of the Minister of Business, Employment and Energy, at the proposal of the Director General of Circular Economy, Energy Transition and Climate Change, approving the emission factors to quantify greenhouse gas emissions from the Balearic Islands during 2022 (March 19, 2024). (Emission factors: carbon footprint register, carbon dioxide offsetting and absorption projects, version 23, published in June 2023 by the Ministry for Ecological Transition and the Demographic Challenge.)"

We began to analyse raw materials (high-emission foods) to obtain information on Scope 3 emissions. Wir haben begonnen, Rohstoffe (Lebensmittel mit hohen Emissionen) zu analysieren, um Informationen zu Scope-3-Emissionen zu erhalten.

With the goal of continuing to reduce emissions, a series of improvements are planned for 2025, such as Cleaning of the burners of the two boilers and the replacement of halogen spotlights in the reception area and in front of the elevators with LED lighting. Among all the planned improvements, we expect to achieve an approximate 15% reduction in 2027 compared to the 2022 figure.

Mit dem Ziel, die Emissionen weiterhin zu reduzieren, sind für 2025 eine Reihe von Verbesserungen geplant, wie zum Beispiel die Reinigung der Brenner der beiden Kessel sowie der Austausch der Halogenstrahler im Empfangsbereich und vor den Aufzügen durch LED-Beleuchtung. Mit all diesen geplanten Verbesserungen erwarten wir im Jahr 2027 eine Reduzierung um etwa 15 % im Vergleich zum Wert von 2022.

WATER CONSUMPTION / WASSER VERBRAUCH



Total water consumption per stay in 2024 was higher than in 2022 and 2023. Renovations of the pool facilities are planned, which should help reduce our water consumption in 2025. **Der Gesamtwasserverbrauch pro Aufenthalt war im Jahr 2024 höher als in den Jahren 2022 und 2023. Es sind Renovierungen der Poolanlagen geplant, die dazu beitragen sollen, unseren Wasserverbrauch im Jahr 2025 zu senken.**

We monitor daily the water consumption at the hotel, thanks to the installed counters. We have quality regulators in our taps which combine modern comfort with sustainable consumption. The monitoring of water consumption for osmosis and irrigation was initiated in 2016. As of 2018, this monitoring was extended to include water consumption related to swimming pools. **Dank der installierten Zähler überwachen wir täglich den Wasserverbrauch im Hotel. Unsere Wasserhähne sind mit Qualitätsreglern ausgestattet, die modernen Komfort mit nachhaltigem Verbrauch verbinden. Die Erfassung des Wasserverbrauchs für Osmose und Bewässerung wurde im Jahr 2016 eingeführt. Seit 2018 wurde diese Erfassung auf den Wasserverbrauch der Schwimmbecken ausgeweitet.**



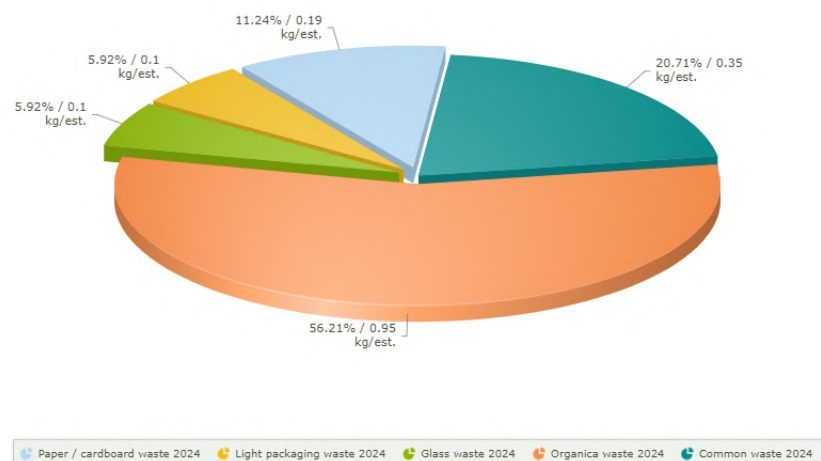
WASTE MANAGEMENT BEWIRTSCHAFTUNG VON ABFÄLLEN



COLABORE CON NOSOTROS SEGREGANDO SUS RESIDUOS
COLABORATE WITH US BY SEGREGATING YOUR WASTE
ARBEITEN SIE MIT UNS ZUSAMMEN, INDEM SIE IHREN ABFALL TRENNEN

SU PERSONAL DE LIMPIEZA TAMBIÉN SEGREGARÁ SUS ENVASES Y REVISTAS SI LAS DEJA A LA VISTA. YOUR CLEANING STAFF WILL ALSO SEGREGATE YOUR PACKAGING AND MAGAZINES IF LEFT IN SIGHT. IHRE IHR REINIGUNGSPERSONAL WIRD AUCH IHRE PACKAGING UND MAGAZINE WÄHLEN.

% Generation of waste similar to urban waste 2024 per stay

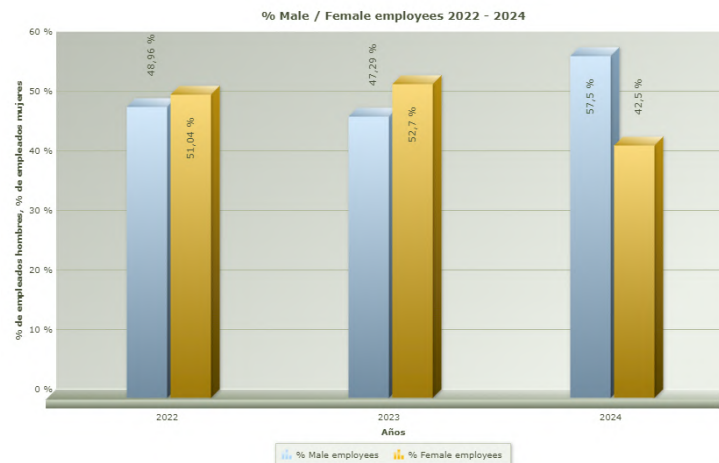


SUSTAINABILITY SOCIAL TARGETS

WELFARE AND LABOUR STANDARDS

This report presents the social indicators for the period 2022–2024. This information reflects the non-discrimination when hiring staff, always taking professional competence, skills and experience as a reference, and never reasons based on sex, age, religion, etc.

Our Human Rights and Good Labor Practices policy expresses our commitment to train company personnel so that they know and behave in accordance with practices and policies for the protection of girls, boys and adolescents against commercial sexual exploitation; and for the proper management of situations of this nature that arise in the exercise of their work, encouraging them to act as preventive agents against this problem. We also encourage our clients to collaborate by reporting to Management any strange behaviour they may detect, whether from workers or other clients.



SUSTAINABILITY SOCIAL TARGETS

SUPPLIERS AND PRODUCTS INFORMATION

In order to promote and support local agriculture and livestock, Garden Hotels has several agreements with local cooperatives, through which it allows it to carry out and offer its workers and end customers various actions that help on the one hand to offer a local, sustainable and quality product, and on the other hand to strengthen local agriculture and livestock. This work carried out by Garden not only contributes to respecting the environment, but in addition to making the local product known to its customers, it promotes and guarantees a future for local agriculture.

Garden Hotels buys local products weekly from these cooperatives and offers them in the buffets of their hotels and identifies them with the Balearic flag and the Km.0 sign, which recognizes in front of its clients the guarantee of quality of local products and at the same time promotes the brand "Balearic Product".

Garden Hotels offers its customers Organic Lamb in the Buffet for All Inclusive customers, collaborating with APAEMA (Association of Organic Farmers of Mallorca). The organic lamb is born and grows in totally ecological farms of Mallorca. It feeds mainly on breast milk and the pastures of the farm. All these foods come from organic farming and are free of pesticides, chemical marinades and transgenics. They have grown up in freedom and the rules that refer to their well-being and dignity have been respected at all times. The meat of "Me Ecològic" is a meat of the highest quality, 100% natural and local



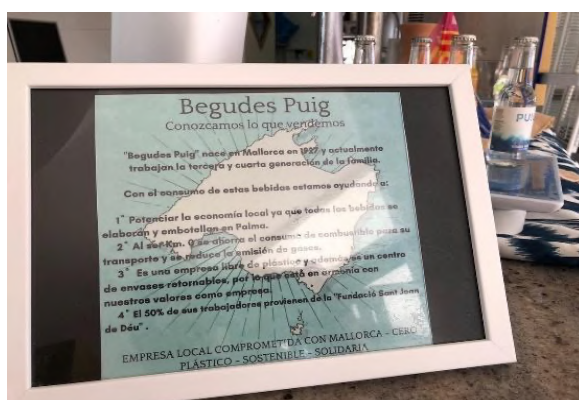
In 2024, 677,5 kg of organic lamb were purchased, compared to 366 kg in 2023, representing an 85% increase in purchases.



As a result of this collaboration, we promote regional cuisine with various typical dishes from the islands made with local products and we offer customers the opportunity to learn about our gastronomic culture through the palate, the different specialties of each island, as well as opportunity through the thematic still life that our guests also know details of our culture.

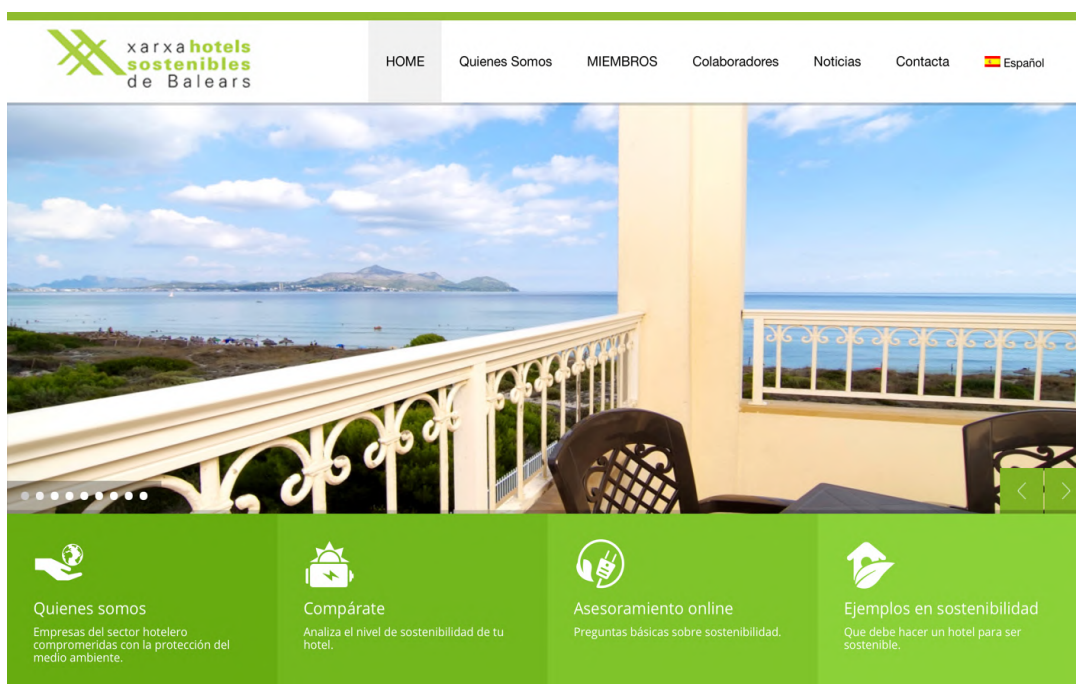


We also offer drinks from the local company “Begudes Puig” in the minibar, which stands out for its commitment to the circular economy and thus aligns with the values we represent. More information at <http://begudespuig.es/refrescos/>



SOCIAL AND ENVIRONMENTAL ACTIONS / SOZIAL- UND UMWELTAKTIONEN IN CALA MILLOR GARDEN HOTEL

- The Cala Millor Garden is a member of the Sustainable Hotels Net of Balearic Islands, an association of hotels that are all committed to more responsible tourism. The members share experiences, as well as their environmental and social indicators, allowing us to compare ourselves with the average of other establishments, with Cala Millor Garden also contributing its data to the overall benchmark.



➤ World Environment Day

In 2024, World Environment Day focused on raising awareness about land restoration, the threats of desertification, and the importance of strengthening drought resilience, under the theme: “Our Land. Our Future. We are *GenerationRestoration*”. While we cannot turn back time, we can regrow forests, revive water sources, and restore soils. We are the generation that can make peace with the land.



The United Nations dedicates a section on its website to raise awareness about this issue, accessible at <https://www.un.org/es/observances/environment-day>.

Garden Hotels has elevated its commitment to conserving the environments of the destinations where it operates by transforming the traditional annual beach cleanup held on World Environment Day into a permanent activity within the Garden Experience program. This firm step in raising awareness among our guests and combating microplastics involves conducting two beach cleanups monthly (except in July and August) at all GH-branded hotels since May.

The activity lasts approximately two hours and begins with a brief introduction on the importance of environmental conservation and the impacts caused by plastic waste. Participants then proceed to the beach to carry out the cleanup. Upon completion, the activity concludes with information on the degradation of marine litter in the ocean, aiming to increase awareness and empower participants to act against the problem.



In previous years, Cala Millor Garden has also participated in the campaigns following the respective themes proposed by the United Nations.





➤ Caps for a New Life

In 2024, participation in the SEUR Foundation's project "Caps for a New Life" continued through the collection of plastic caps across all hotel departments. These caps are donated to the foundation for processing. This initiative supports projects aimed at assisting children with health-related issues.

DIPLOMA DE COLABORACIÓN

Fundación SEUR agradece a

Cala Millor Garden Hotel

Su contribución solidaria a través de la entrega de:
2.500 tapones de plástico

Para el proyecto "Tapones para una nueva vida"® impulsado por Fundación SEUR. Gracias a vosotros, muchos niños y niñas reciben la ayuda que necesitan, a la vez que se contribuye a la protección del medio ambiente.

En Madrid a 30 de ENERO de 2025

El Patronato de Fundación SEUR



Tapones para una nueva vida®

FUNDACIÓN
SEUR

➤ Collaboration with the Williams Syndrome Association of Spain.

Williams Syndrome is classified as a rare disease. At Cala Millor Garden, we are committed to supporting the association by contributing to research and helping children affected by this condition.

To this end, we have launched their "Lectura Solidaria" campaign, through which anyone interested may purchase a second-hand book for €2. All proceeds are donated directly to the Association.



➤ Collaboration Agreement with the “Sonrisa Médica” Association

The “Sonrisa Médica” Association is a non-profit organization and a pioneer in Spain in providing hospital clown accompaniment to patients as a therapeutic tool. Cala Millor Garden collaborates in the creation, promotion, and sale of the Cocktail of Noses, with all proceeds being donated entirely to the “Sonrisa Médica” Association.

sonrisamédica



➤ “Operación Kilo”.

This initiative is promoted by the Mallorca Hotel Federation (FEHM) in collaboration with the Rotary Club to collect long-shelf-life dry food at hotel establishments, which is then donated to “Projecte Home” Balears. This organization is responsible for distributing the food to social dining rooms or directly to families in need. In 2024, Cala Millor Garden donated 55.5 kg of food.



➤ Restaurants Against Hunger Campaign

For several years, Garden Hotels has participated in this campaign, and on its 15th anniversary, we remain committed to this cause, which has a significant impact on those most in need. This year, we are contributing by donating €1 from the sale of selected dishes on the menu at the beach bars of our Garden hotels.



➤ **Vida Project by the “Inca-Mallorca Solidària” Association**

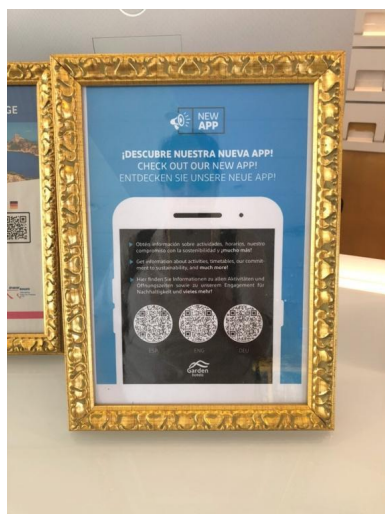
The old curtains from the rooms at Green Garden Aparthotel were transformed into new aprons for the Garden Chef activity within our Garden Experience entertainment program. Instead of discarding them, we chose to creatively and sustainably reuse them through collaboration with the “Inca - Mallorca Solidaria” Association and its “Punts amb Vida” project. The entire cost of this transformation will be allocated to supporting the needs of the most vulnerable people in our community.



➤ **Communication of Environmental and Cultural Values**

We offer an application available in Spanish, English, and German, which, through the message “Get information about activities, schedules, our commitment to sustainability, and much more!”, invites every guest and interested person to learn about our Corporate Social Responsibility Policy. The app provides detailed information on all actions aimed at social benefit and our environmental practices.

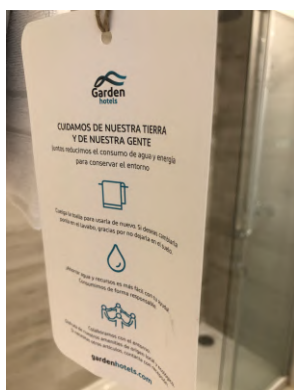
Link to the app: <https://calamillorapp.gardenhotels.com/es/home>. This application is promoted in several locations throughout the establishment, and the digital QR code is displayed on an exclusive wooden stand in every room.



In the reception hall of Cala Millor Garden, there is also a totem displaying the company's Social Responsibility Policies, as well as information about the natural value of the local beaches, recommended routes and visits, and the cultural heritage and traditions of the municipality.

We also communicate all these environmental and cultural values through our corporate website, <https://www.gardenhotels.com>, where anyone interested can find information about Corporate Social Responsibility at Garden Hotels. Additionally, our website features a Sustainability section outlining our commitment to the circular economy.

Our guests can find informative signage in the rooms encouraging responsible resource consumption.



At Garden Hotels, we are always seeking innovative ways to enrich our guests' experience. That is why we are proud to introduce one of our latest and most exciting activities: Gastro Talks. This new initiative is part of the diverse animation program offered at Garden Hotels,

designed to create unique and memorable moments throughout our guests' stay. It is an invitation to explore the flavors and secrets of Mallorca.

We launch the Gastro Talks with a small tasting session, where guests sample traditional local products from Mallorca. With each bite of exquisite Mallorcan cold cuts, guests connect with the island's rich culinary heritage.

Following the tasting, we invite our guests to join us on an exclusive behind-the-scenes tour of the hotel. During this guided visit, they discover the hidden corners and spaces that make Cala Millor Garden so special—learning firsthand about our sustainable practices, the architectural and decorative details that reflect local identity, and the efforts we make to provide exceptional service.



➤ **Bio Corner**

At Garden Hotels, we are committed to organic, seasonal, and locally sourced food—aligned with the globally recognized Slow Food philosophy. This approach promotes gastronomy as a pleasure to be enjoyed in a clean, fair, and healthy way, with minimal environmental impact. In line with this philosophy, Cala Millor Garden has dedicated a special space known as the Bio Corner, where only this type of product is offered. The most remarkable aspect is that all dishes and/or products presented here are 100% organic. Additionally, whenever possible, the products are both seasonal and locally sourced.



➤ **Collaboration Agreement with FACE**

Through this collaboration agreement, Cala Millor Garden is committed to offering a gluten-free menu made with products suitable for individuals with celiac disease. This initiative enhances safety for celiac guests. The hotel staff has received training on celiac disease, the gluten-free diet, and the proper preparation, handling, and presentation of gluten-free dishes. Additionally, the hotel benefits from ongoing guidance and support from FACE (Federation of Associations of Celiacs of Spain) for any matters related to this area.

The purpose of this agreement is to allow the use of the FACE-approved gluten-free dining logo on glass doors and windows visible to the public. In this way, individuals with celiac disease can easily identify that the establishment offers a gluten-free menu.



➤ **Cardio-Protected Space**

Cala Millor Garden Hotel is a cardio-protected space, equipped with a defibrillator on-site and trained staff qualified to operate it in case of emergency.



➤ **Guest Participation in Balearic Cultural Celebrations and Local Product Awareness through Workshops and Demonstrations**

We celebrate Balearic Islands Day by offering cooking workshops for our guests, showcasing traditional Balearic cuisine. During these sessions, guests have the opportunity to discover and taste a variety of typical Mallorcan dishes, all prepared with locally sourced ingredients. These activities not only provide an authentic culinary experience but also allow guests to learn how to prepare these dishes themselves.

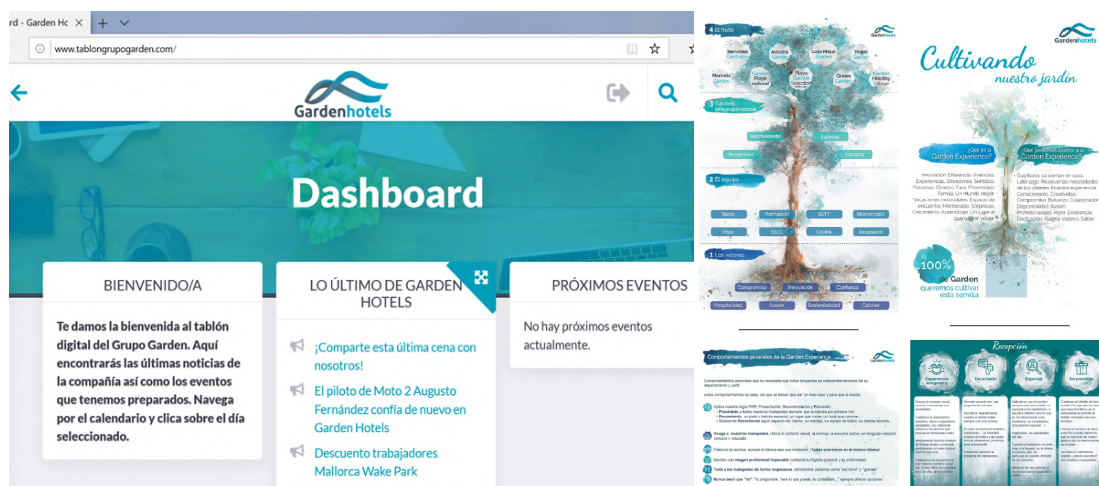
➤ **Organic Garden**

We continue to maintain our on-site organic garden, visible to guests, which serves as a tool to raise awareness about healthier eating habits and the importance of locally sourced (Km 0) food.



➤ **Internal Digital Bulletin – Company News**

A digital bulletin board for employees, where the company's Service Culture, news, and events—both organized by and involving the company—are shared, allowing staff to stay informed about the company's contributions to society and the environment.



➤ **Raising Awareness Among Our Guests for the Preservation of Our Environment by providing Charging Facilities for More Sustainable Vehicles.**



➤ **LED Technology in Lighting**

Cala Millor Garden also supports the progressive replacement of lighting fixtures with LED technology. Nowadays, replacing old low-consumption or fluorescent bulbs is an efficient and sustainable investment on all levels.



➤ **Proper Waste Management**

Waste management is highly relevant in a hotel, as the amount of waste that can be generated must be properly managed to recycle the maximum amount. Therefore, at Cala Millor Garden, guests have access to well-marked waste bins for the different types of waste generated at the hotel, both outdoors and on all floors leading to the rooms. Housekeeping staff also assist with recycling from the rooms.



➤ Reusable Cups in the Pool Area

The use of glass is not allowed in pool areas; therefore, the hotel uses reusable polycarbonate cups in this zone, thereby avoiding the large generation of plastic waste.



➤ Elimination of Single-Use Plastics

We offer our guests the Garden bottle and water refill stations throughout the facilities, with the aim of eliminating the use of plastic bottles. Since the installation of the refill points, it is estimated that the purchase of 77,825 bottles has been avoided.

The welcome water bottle for guests is made of glass. We continuously work on these types of initiatives, promoting customer awareness for their return and reuse.





- Bottles given to our guests and staff in 2024: 22
- Bottles purchased by our guests in 2024: 914

- Increase in the **Reuse or Recovery of Bulky Waste** through Non-Profit Organizations, Contributing to a Fair Transition Towards a **Circular Economy**

Cala Millor Garden hotel systematically donates furniture and textiles that are no longer in use to public and private institutions, such as the “Deixalles” Foundation and its “Fem que circuli” project. These items are used in occupational workshops and distributed among the most disadvantaged families in Mallorca.

In 2024;

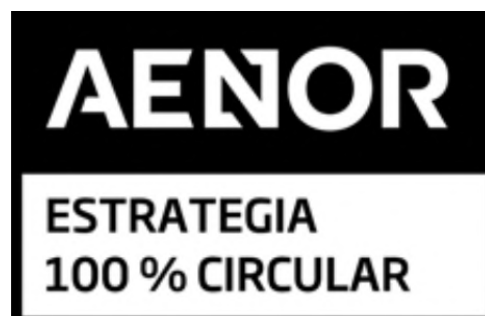
Certificat de Recollida i Gestió del Material Donat			
Hotel	Article	Unitats (uds)	Pes total (kg)
Cala Millor Garden	Matalàs 1p	93	1.069,5
Total Cala Millor Garden		93	1.069,5
Hotel	Article	Reutilització (kg)	Rebuig (kg)
Cala Millor Garden	Matalàs 1p	1.069,5	0,0
Total Cala Millor Garden		1.069,5	0,0

- **Circular Economy Strategy Certification**

Garden Hotels was a pioneer in the field of circular economy, implementing specific actions aimed at caring for our planet and our people.

Garden Hotels is committed to establishing a circular model in its operations. In addition to contributing to the fight against climate change, the development of the local economy, and the revitalization of organic and zero-kilometer agriculture, it aims to achieve resource circularity, improve environmental quality, and promote the sustainable development of the tourism sector.

In 2024, the verification of Garden Hotels' Circular Economy Strategy was renewed according to AENOR's Business Strategy Model for Circular Economy. Garden Hotels was the first hotel company and the third company in Spain to receive this distinction. Annual follow-up audits and renewal audit every three years are planned.



Help us in our commitment to
sustainability!

Share your sustainable ideas with us

