

SUSTAINABILITY REPORT

(Indicators 2019-2022)

June 30th, 2023



SUSTAINABILITY TARGETS

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.

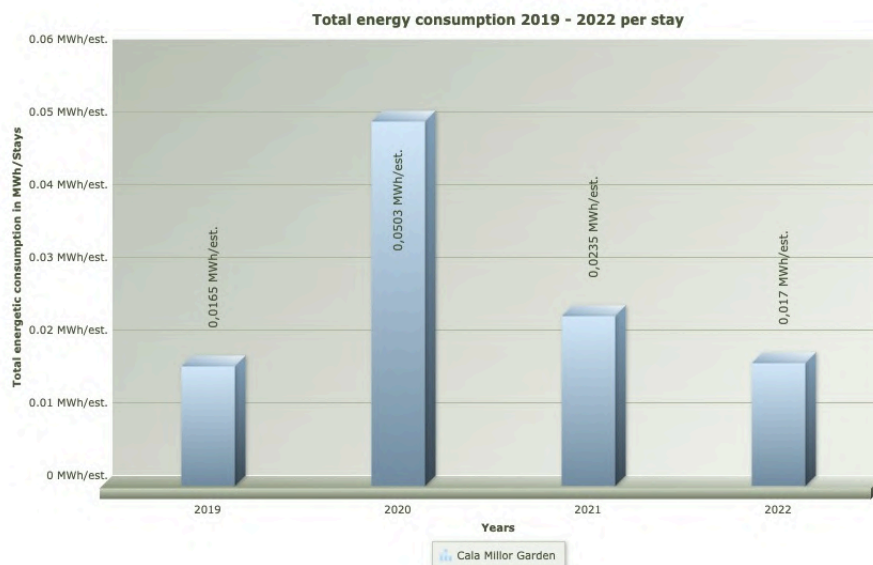
A sustainability indicator system enables us to make strategic, environmental, and social decisions and helps us to turn this information into action.

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 behavior 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...)



CONSUMO DE ENERGÍA / ENERGETIC CONSUMPTION / ENERGETISCHE VERBRAUCH IN CALA MILLOR GARDEN



Note: In 2020 the hotel was operational for only 4 weeks in February and March and in 2021 it was only operational from 07/02/21 to 10/31/21 due to the Covid19 pandemic.

Im Jahr 2020 war das Hotel im Februar und März nur 4 Wochen in Betrieb und im Jahr 2021 war es aufgrund der Covid19-Pandemie nur vom 02.07.21 bis 31.10.21 in Betrieb.

We transform all the energy consumed (electricity, fuel and gas) during the last years.

Wir wandeln die gesamte in den letzten Jahren verbrauchte Energie (Strom, Kraftstoff und Gas) um.

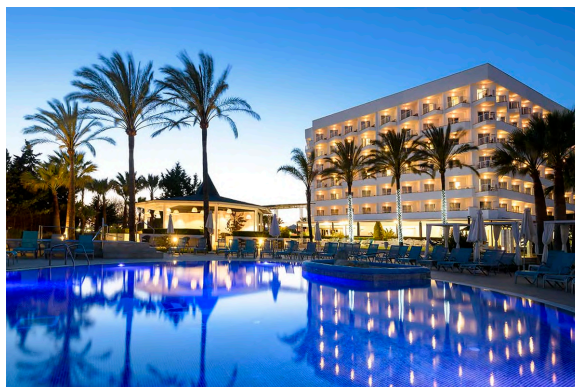
Consumos de electricidad, Gasoil y GLP en MWh en valores absolutos

Electricity, Fuel and Gas in MWh in absolute values

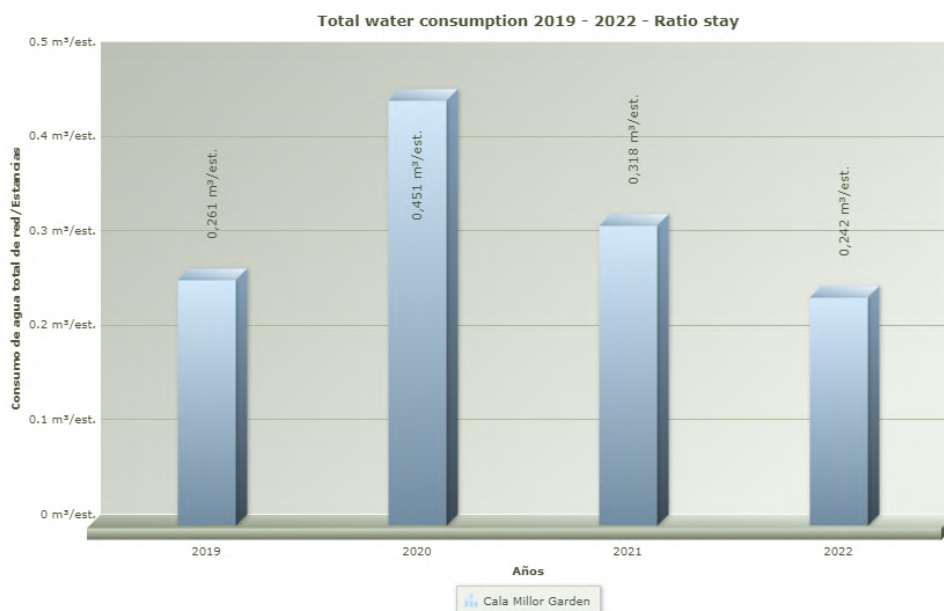
Strom, Diesel und Gas Verbrauch in MWh in absoluten Werten

We have LED lighting in many 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 vielen Bereichen des Hotels über LED-Beleuchtung und verfügen über einen vorbeugenden Wartungsplan, der es uns ermöglicht, die beste Leistung unserer Energieanlagen sicherzustellen. Jedes Jahr setzen wir uns neue Ziele und Herausforderungen in Bezug auf den Energieverbrauch, um stets den Komfort unserer Kunden zu gewährleisten.



CONSUMO DE AGUA / WATER CONSUMPTION / WASSER VERBRAUCH CALA MILLOR GARDEN



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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. We also monitor daily, water consumption for irrigation, swimming pools, osmosis installation and hot domestic water.

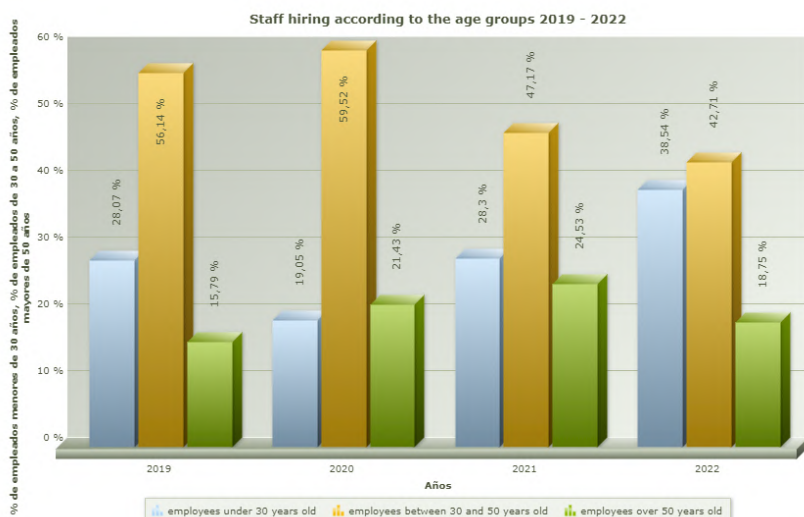
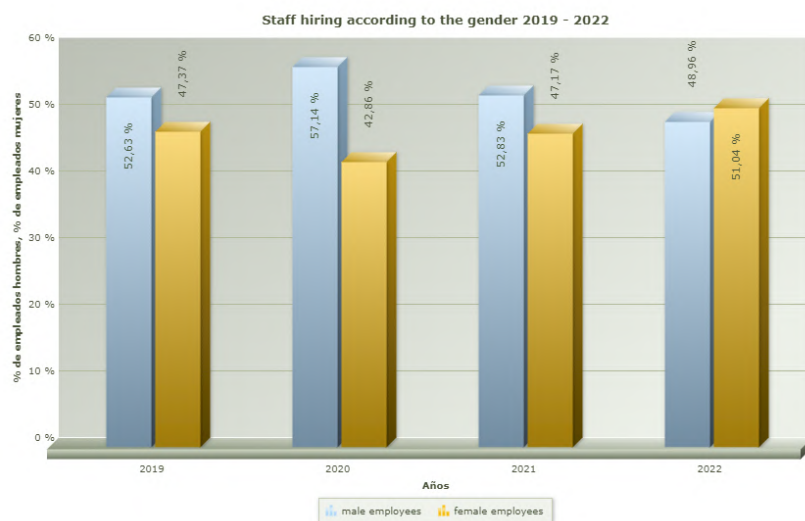
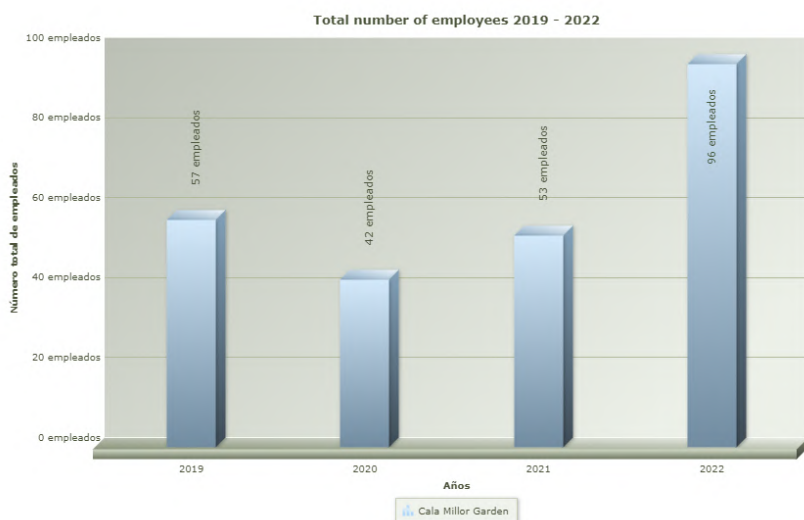
Dank der installierten Zähler überwachen wir täglich den Wasserverbrauch im Hotel. Wir haben Qualitätsregler in unseren Wasserhähnen verbaut, die modernen Komfort mit nachhaltigem Konsum verbinden. Wir überwachen außerdem täglich den Wasserverbrauch für Bewässerung, Schwimmbäder, Osmoseanlage und Warmwasser.



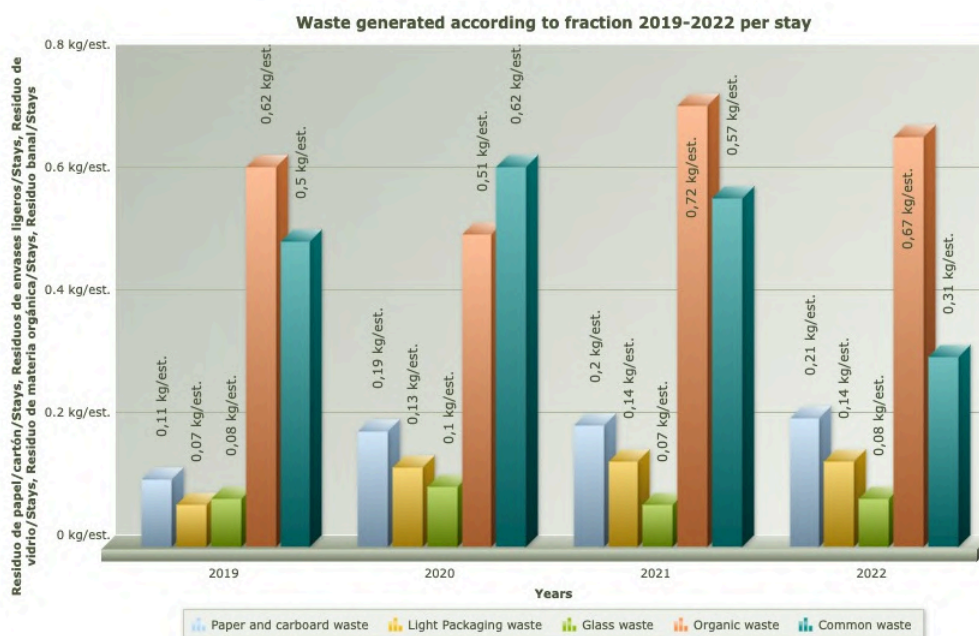
INDICADORES DE SOSTENIBILIDAD / SUSTAINABILITY SOCIAL TARGETS BUENAS PRÁCTICAS LABORALES / WELFARE AND LABOUR STANDARDS

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GESTIÓN DE LOS RESIDUOS / WASTE MANAGEMENT BEWIRTSCHAFTUNG VON ABFÄLLEN IN CALA MILLOR GARDEN



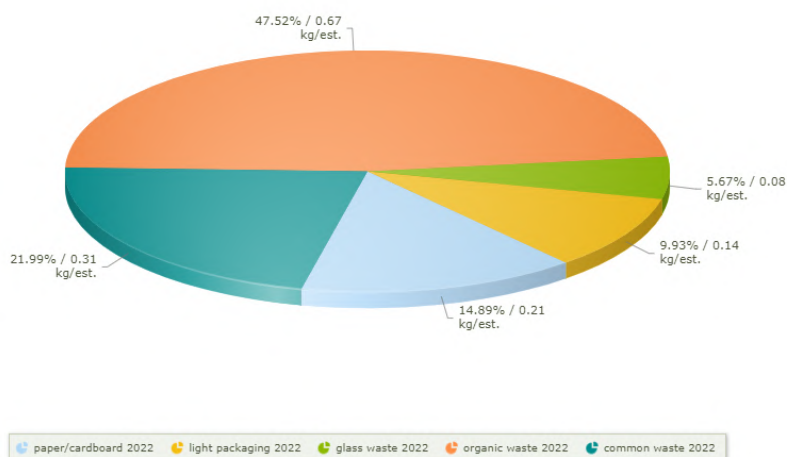
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COLABORE CON NOSOTROS SEGREGANDO SUS RESIDUOS SEGREGATE YOUR WASTE / VERTEILUNG IHR ABFÄLL

SU CAMARERA DE LIMPIEZA TAMBIÉN SELECCIONARÁ SUS ENVASES Y REVISTAS SI LAS DEJA A LA VISTA. YOUR CLEANING STAFF WILL ALSO SELECT YOUR PACKAGING AND MAGAZINES IF LEFT IN SIGHT. IHRE ZIMMERMÄDCHEN WIRD AUCH IHRE PACKAGING UND MAGAZINE WÄHLEN.

% Generation of waste comparable to urban waste 2022 - Ratio stay



PRODUCTO Y COSTUMBRES LOCALES / LOCAL PRODUCTS AND CUSTOMS

In order to promote and support local agriculture and livestock, Garden Hotels has several agreements with local cooperatives, through which it allows to carry out and offer its workers and customers several actions that help, on the one hand, to offer a local, sustainable and quality products and on the other hand strengthen local agriculture and livestock. This work carried out by Garden not only contributes to respect 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 several products weekly from these cooperatives and offers them in the buffets of their hotels and identifies them with the Balearic flag, which recognizes in front of its customers the guarantee of quality of local products and at the same time promotes the brand "Producto Balear".



Collaboration Agreement with "APAEMA" (Association of Ecological Agricultural Production of Mallorca), a non-profit association, established in 2006 from the proposal of farmers aware of organic farming. This association produces, in addition to many other products and initiatives, organic Mallorcan lamb ("Me Ecològic"). It is born and grows in totally organic farms in Mallorca, it feeds mainly on mother's milk and the farm's pastures. This guarantees 100% natural, local and top-quality meat, and of course, organic. Everything that this animal feeds on (pastures / mother's milk / cereal) come from organic farming and are free of pesticides, chemicals and transgenic. Garden Hotels supports this initiative with the purchase of 150 kilos per week of organic lamb to offer its customers, a 100% natural, local and top-quality product.



PRODUCTO Y COSTUMBRES LOCALES / LOCAL PRODUCTS AND CUSTOMS

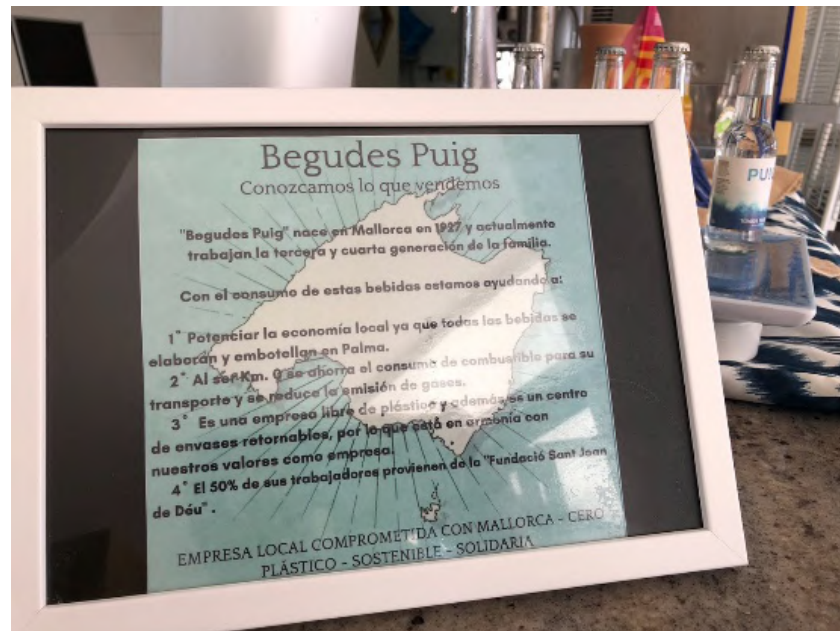


It offers several dishes to its clients every week with an exquisite presentation. Balearic-themed buffets, the result of these collaborations, every Saturday the Balearic cuisine is promoted with various typical dishes of Mallorca, made with local products and we offer the client the possibility of knowing our culture gastronomic, as well as we give them the opportunity through the thematic still life to also know details of our culture.



PRODUCTO Y COSTUMBRES LOCALES / LOCAL PRODUCTS AND CUSTOMS

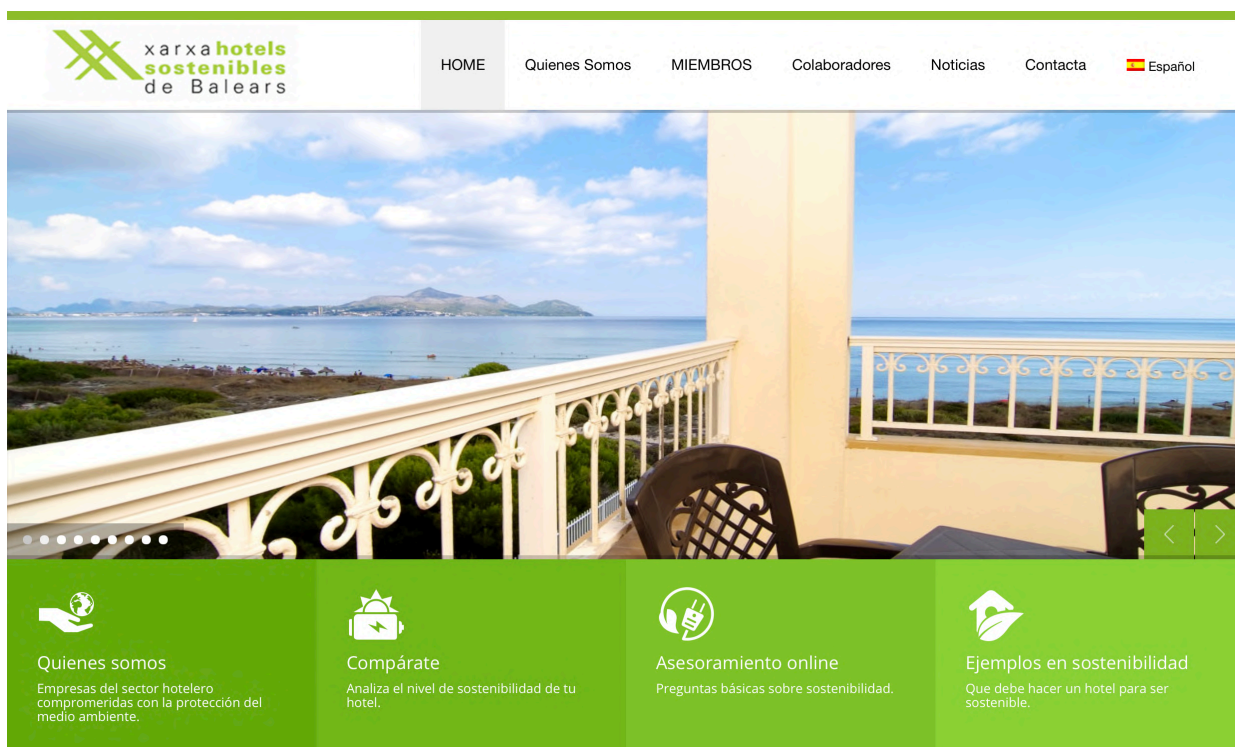
We offer drinks from the local company “Begudes Puig” in the minibar, which stands out for its commitment to the circular economy and thus coincides with the values we represent.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

- Sustainable Hotels of the Balearic Islands members since 2014**

Cala Millor Garden is a member of the Sustainable Hotels Net of Balearic Islands, an association of hotels that have all committed to more responsible tourism. The associates share experiences, in addition to their environmental and social indicators, so that we can compare ourselves with the average of the rest of the establishments, with Cala Millor Garden also contributing its data for the average.



- Bottle caps for a new life**

Plastic caps are collected internally in all departments, to collaborate in favor of the “SEUR Foundation” campaign in which the money raised with the collection of caps is intended to help children with cerebral palsy.



El proyecto **Tapones para una nueva vida®**, iniciativa estrella de Fundación SEUR, consiste en recoger tapones de plástico con el fin de facilitar el acceso a tratamientos médicos u ortopédicos no cubiertos por la Seguridad Social de niños con enfermedades graves.

A día de hoy 171 niños y niñas ya han recibido en total más de un millón de euros.



Tapones para una nueva vida®

¡Mario necesita tus tapones!
29 toneladas para cambiar su vida



Colabora con tus tapones para que Mario, un niño de 6 años de San Sebastián de los Reyes (Madrid) que tiene una Parálisis Cerebral, pueda mejorar su calidad de vida.

Mario necesita nuestra ayuda para cubrir el coste de la rehabilitación.

¿Nos ayudas?

¡DEPOSITA AQUÍ TUS TAPONES!



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

- **Collaboration with the “Asociación Síndrome de Williams España”**

Williams syndrome is one of the diseases classified as rare, at Cala Millor Garden we have proposed to collaborate with them to support research and help children who suffer from it. For this, we launch its SOLIDARITY READING campaign, anyone who wishes can purchase a second-hand book for € 2, all proceeds are sent to the Association.



- **Participation every year, on June 5, in the Environment Day campaign**

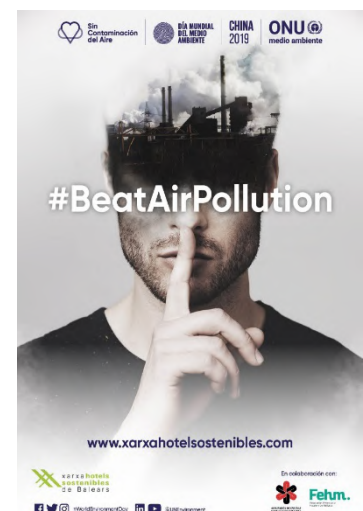
Every year, on June 5, Cala Millor Garden promotes the World Environment Day. United Nations provide every year ideas about the campaign, for example in 2019 it was about the urgency of governments, industry, communities, and individuals to commit to reduce the air pollution. The 2022 campaign was held under the slogan "We have #OneEarth" and with the focus on living sustainably, in harmony with nature. Thus, the need to restore balance with nature through transformative changes was highlighted.

ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN



The campaign consisted of exposing the theme of the Day and raising awareness among customers regarding such a problem.

In previous years, the Cala Millor Garden hotel has also participated in the campaigns, according to the corresponding slogans proposed by the United Nations, and the campaigns organized by the Sustainable Hotels Net of Balearic Islands.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN



- **“Kilo” Operation**

It is an initiative of the FEHM (Majorca hotel federation) for the collection of dry food with long-term expiration date in hotel establishments, to be donated later to local NGOs, which are responsible for their distribution in soup kitchens or directly to needed families. From Cala Millor Garden we join this initiative and at the end of October we deliver this food.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

- **Collaboration agreement with the Medical Smile Association**

The Medical Smile Association is a non-profit association, pioneer in Spain in the accompaniment of Hospital Clowns to patients as a therapeutic tool. Cala Millor Garden collaborates with the creation, promotion and sale of the Nose Cocktail, whose proceeds go entirely to the Medical Smile Association.



- **Communication of environmental and cultural values**

We have an application in Spanish, English and German, <https://calamillorapp.gardenhotels.com/es/home>, where through the legend "Get information about activities, schedules, our commitment to sustainability and much more!" We invite any client of the establishment and interested person to learn about our Corporate Social Responsibility Policy, and to find information about all actions for social benefit and our environmental behavior.

This application is advertised in various places in the establishment and the QR digital support is located on an exclusive wooden support in all rooms.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

- **Collaboration** agreement with FACE

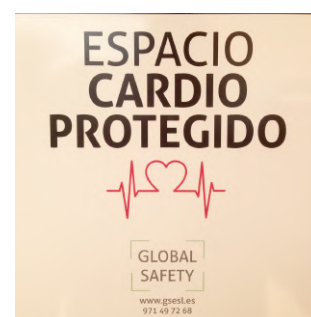
Through this collaboration agreement, Cala Millor Garden is committed to developing a gluten-free menu with products suitable for celiac, which increases the safety for celiac, has received training on CD, gluten-free diet and how to elaboration, manipulation, and presentation of gluten-free dishes, and has the permanent advice of FACE for all those issues that they need in this area.

The purpose of this agreement is to be able to use the restoration logo designed by FACE, on glass doors and windows visible to the public, in this way, the celiac can recognize without difficulty that a given establishment offers a gluten-free menu.



- **Cardio protected** Hotel

The Hotel Cala Millor Garden is a cardio protected space, as it has a defibrillator in its facilities and qualified personnel prepared to handle it in case of need.



- **Collaboration** with the **Red Cross**

The Red Cross has always been one of the most deeply rooted humanitarian aid organizations on our island, for this reason and for the great work they carry out in Mallorca and around the world in favor of those most in need, the hotel has signed an agreement of collaboration with the entity and requests the participation of customers by collecting clothes and food, alternately every Saturday of the month.

The Red Cross periodically collects these donations while providing us with information about the projects they are working on and providing us with information on the destination of the collections. This information is also available to customers.

ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN



- **Participation of the client in cultural celebrations of the Balearic Islands and knowledge of the local product through courses and demonstrations**

Celebration of the Balearic Islands Day and cooking courses to clients, showing Balearic cuisine, with various typical Majorcan dishes, made with local products, offering the client the possibility of learning how to prepare and savor them.

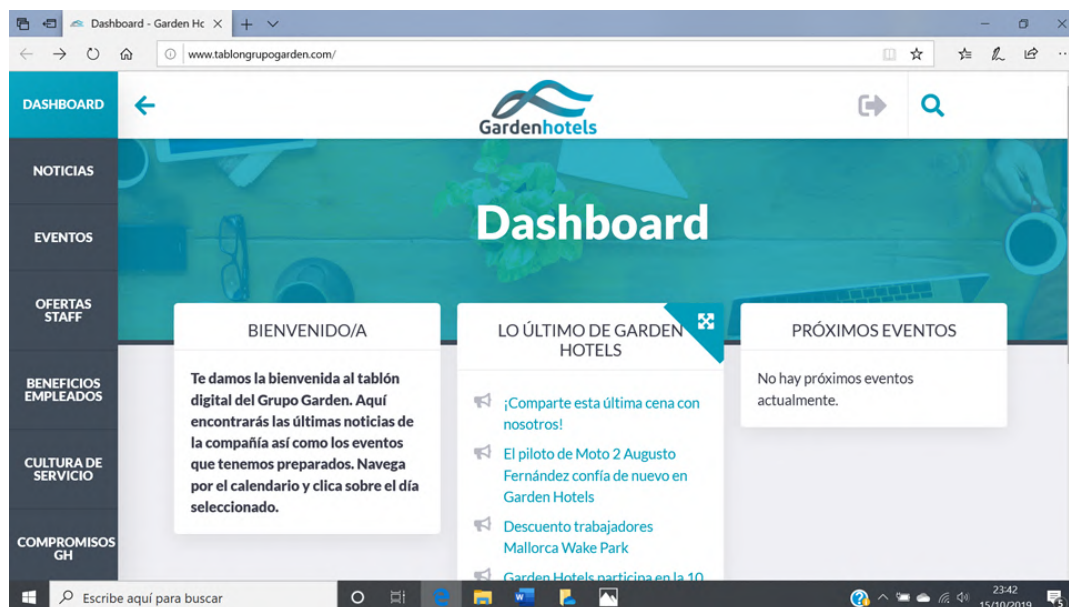


ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN



- **Internal Digital Board - Company News**

Digital board for internal use, focused on Management and middle management, where the Service Culture is exposed, and the news and events organized or to which the company participates, so that the staff can always be informed of the company's contribution to the society and the environment.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

Cultura de servicio



- **LED lighting technology**

Cala Millor Garden is also committed to the progressive replacement of luminaires with Led technology. Nowadays, the replacement of the old energy-saving or fluorescent bulbs, is an efficient and sustainable investment at all levels.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

- **Correct waste management**

Waste management is highly relevant in a hotel. The amounts of waste that can be generated must be properly managed to try to recycle the maximum fraction. For this reason, at Cala Millor Garden, the client has an accessible way with well-marked bins for each type of waste they generate in the hotel. The cleaning staff also collaborates with recycling in rooms. In the service areas, the staff also separates the organic fraction (food scraps), which is then deposited in a compactor for municipal collection.



- **Reusable cups in pool areas**

The use of glass is not allowed in swimming pool areas, therefore, the hotel uses polycarbonate cups for this area, so that they are reusable, thus avoiding the large generation of plastics. To facilitate the collection of these glasses, several furniture has been installed in the pool area, thus promoting customer awareness for their return and reuse.

Garden Hotels cumple su compromiso con el medio ambiente y con la normativa vigente, por ello sirve las bebidas en vasos de metacrilato.
No me lances a la basura, soy reutilizable, tengo muchas vidas.

Gracias por tu colaboración



POR FAVOR, NO TIRAR LOS VASOS, SON REUTILIZABLES.

PLEASE, DO NOT THROW AWAY THE GLASSES.

BITTE WERFEN SIE DIE GLÄSER NICHT WEG.

SMID VENLIGST IKKE GLASSENE VÆK.

PROSIMY NIE WYRZUCA KUBKOW PLASTIKOWYCH DO KOSZA.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

- **Raising awareness** of our **customers** in the **preservation of our environment**, facilitating the **recharging** of more **sustainable vehicles**



- **Elimination of single-use plastics**

We offer our customers the Garden bottle and water refill points in the facilities, with the idea of eliminating the consumption of plastic bottles. The customer welcome water bottle is made of glass. We continually work on these types of actions, thus promoting customer awareness for their **return and reuse**.

Details from 2019 to 30.06.2023

- Bottles given to clients and workers: 179
- Bottles bought by clients: 914



- **Donations to the Ca L'Ardiaca Hostel**

The "Ca L'Ardiaca" shelter is managed by the IMAS (Institut Mallorquí d'Afers Socials) and its purpose is to offer transitional accommodation, hygiene and psychosocial care 24 hours a day, 365 days a year to people in a vulnerable situation.

The Cala Millor hotel has recently donated towels, pillows and blankets.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

- **Ecological garden**

This year we have created an ecological garden in view of the client, which helps us raise awareness among our clients about healthier and Km.0 eating.



- **Participation of our clients in social and cultural activities**

We involve our clients in the artistic and cultural concerns of the area where we are, through the animation department, such as searching for local themes for the client to capture on canvas and then we exhibit their work in an area of the establishment, accessible and crowded, so that they can be observed, encouraging everyone to participate.

We also work with different local complementary services companies.

and especially those that offer us activities that allow tourists to live different and unique experiences in spectacular environments.

- **Circular Economy Strategy Certification**

Garden Hotels was a pioneer in the field of the circular economy, carrying out certain actions aimed at taking care of our land and our people.

Garden Hotel 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/or the revitalization of organic and km 0 agriculture, it aims to achieve the circularity of resources, the improvement of environmental quality and the sustainable development of the tourism sector.

The verification audit of Garden Hotels' Circular Economy Strategy took place in September 2021 according to the Aenor Model of business strategies in the field of Circular Economy. In this way, Garden Hotels became the first hotel company and third company in Spain to obtain this Distinction.

ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS
SOZIAL-UND UMWELTAKTIONEN IN CALA MILLOR GARDEN

Annual follow-up audits and renewal audits are planned every three years.

