

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.

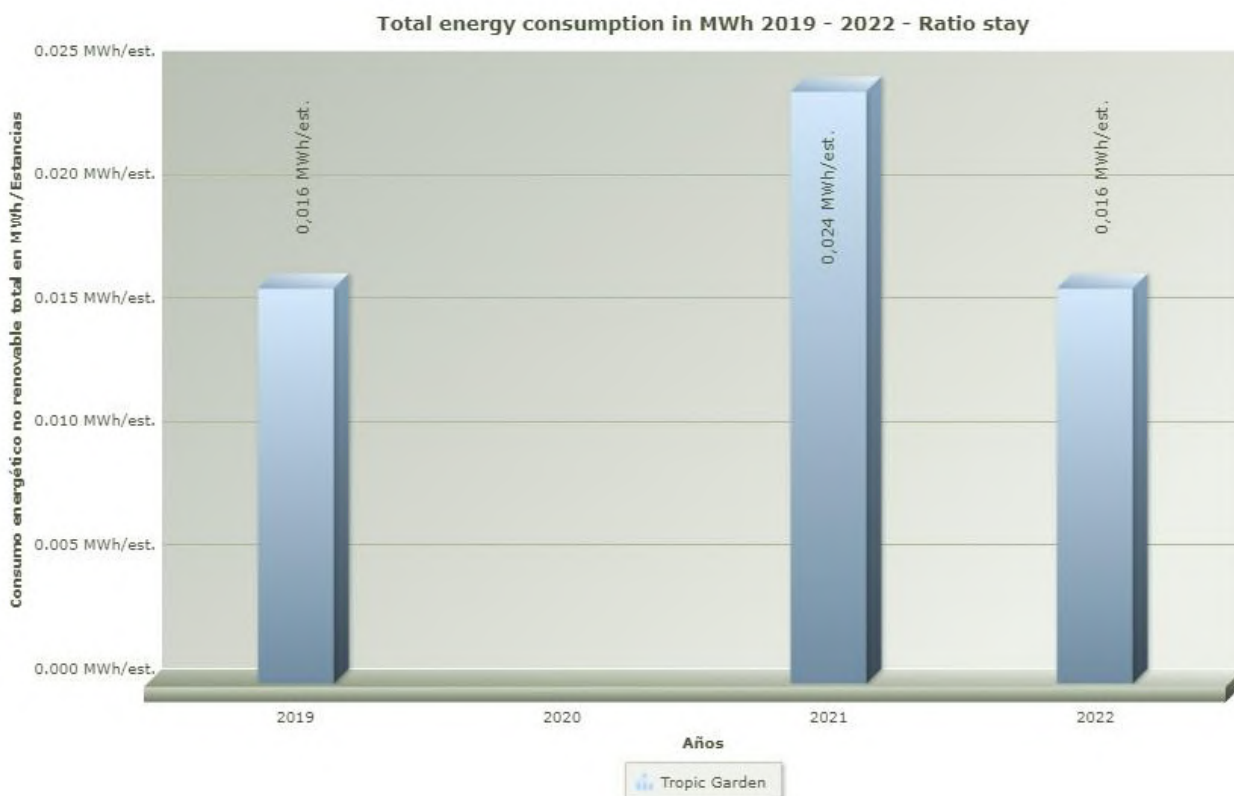
We use the tool Sustainablekeyindicators.com, based on the GRI (Global Report Initiative), the international guide more used for sustainable development and indicator guidelines.

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 TROPIC GARDEN

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



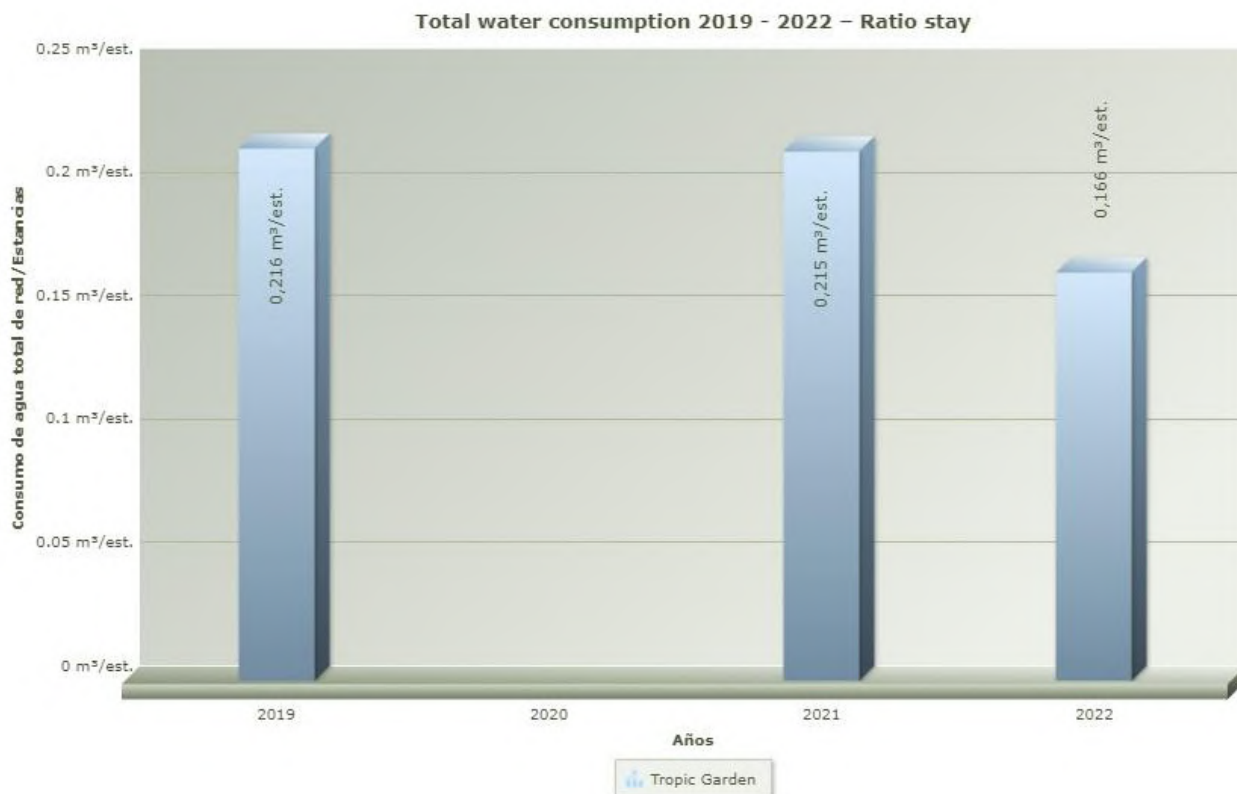
Note: The hotel was closed during 2020 due to the Covid19 pandemic.

Consumos de electricidad, Gasoil y GLP en MWh en ratio estancia
Electricity, Fuel and Gas in MWh in ratio stay
Verbrauch von Strom, Diesel und Flüssiggas in MWh im Aufenthaltsverhältnis

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.



CONSUMO DE AGUA / WATER CONSUMPTION / WASSER VERBRAUCH TROPIC GARDEN



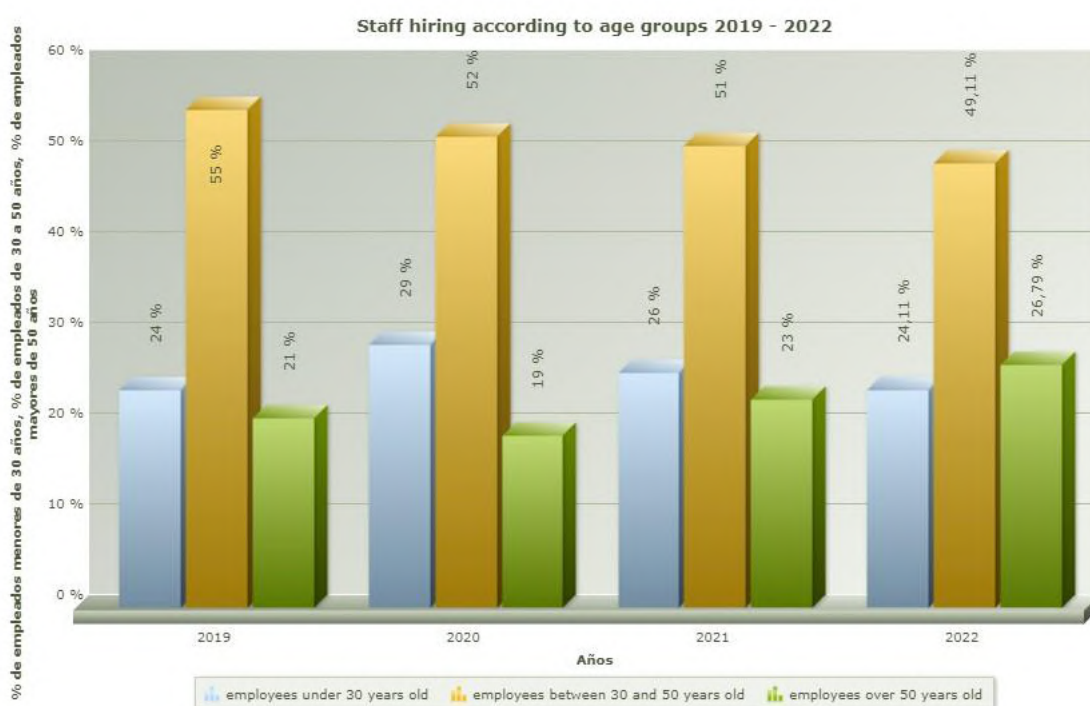
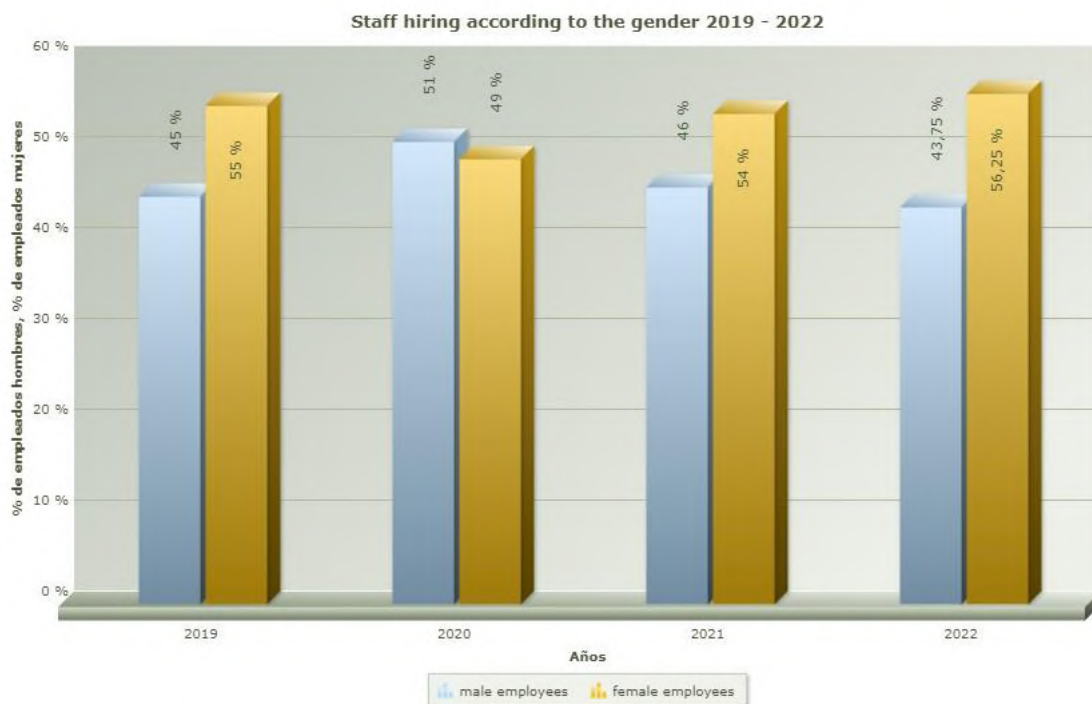
Note: The hotel was closed in 2020 due to the Covid19 pandemic.

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 swimming pools, osmosis installation and domestic hot water.

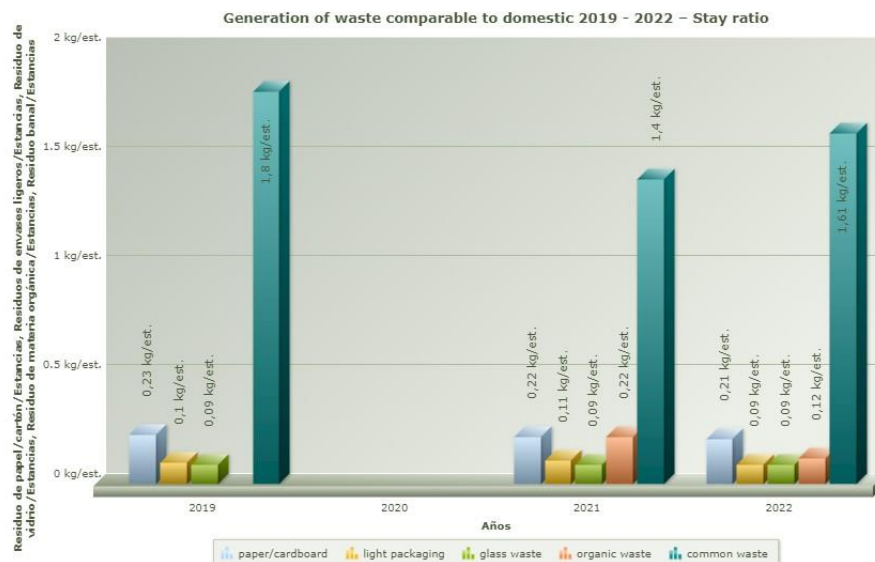


INDICADORES DE SOSTENIBILIDAD / SUSTAINABILITY SOCIAL TARGETS BUENAS PRÁCTICAS LABORALES / WELFARE AND LABOUR STANDARDS

The following graphs of social indicators represent the years 2019 – 2022. In 2020 the hotel was closed due to the Covid19 pandemic.



GESTIÓN DE LOS RESIDUOS / MANAGEMENT OF WASTE BEWIRTSCHAFTUNG VON ABFÄLLEN IN TROPIC GARDEN



Regarding the recycling percentage of the establishment, it is convenient to highlight that until 2022 the banal waste included all the organic waste generated, as there was still no separate municipal collection of those two fractions.

COLABORE CON NOSOTROS SEGREGANDO SUS RESIDUOS

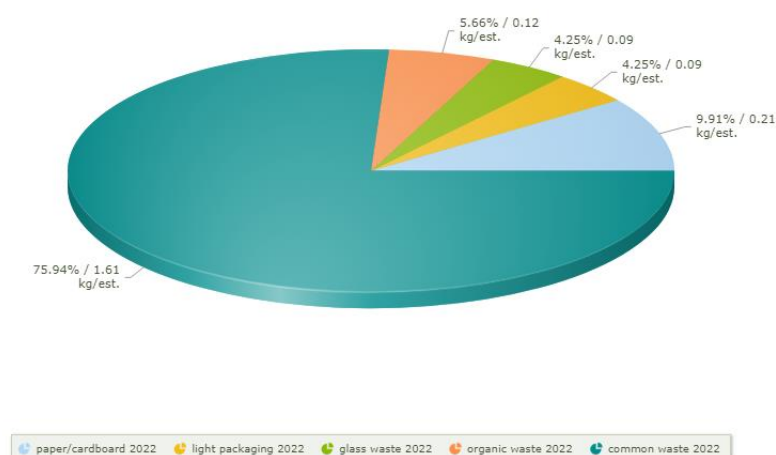
SEPARATE YOUR WASTE / VERTEILUNG IHR ABFAHLL

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 domestic waste according to fractions 2022 - Ratio stay



LOCAL PRODUCTS AND CUSTOMS TROPIC GARDEN

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 several actions that help, on the one hand, to offer a local, sustainable, and quality and on the other hand 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.

We have collaboration agreements with the Agri-food Cooperatives of the Balearic Islands. Garden Hotels buys several products weekly from these cooperatives and offers them in the buffet 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 "Balearic Product".

As a result of this collaboration, every Saturday we promote the regional cuisine with various typical dishes of the islands made with local products and we offer the client the possibility of knowing through the taste our gastronomic culture, the different specialties of each island, as well as giving the opportunity through clothing and thematic still life that our guests also know details of our culture.



LOCAL PRODUCTS AND CUSTOMS TROPIC GARDEN



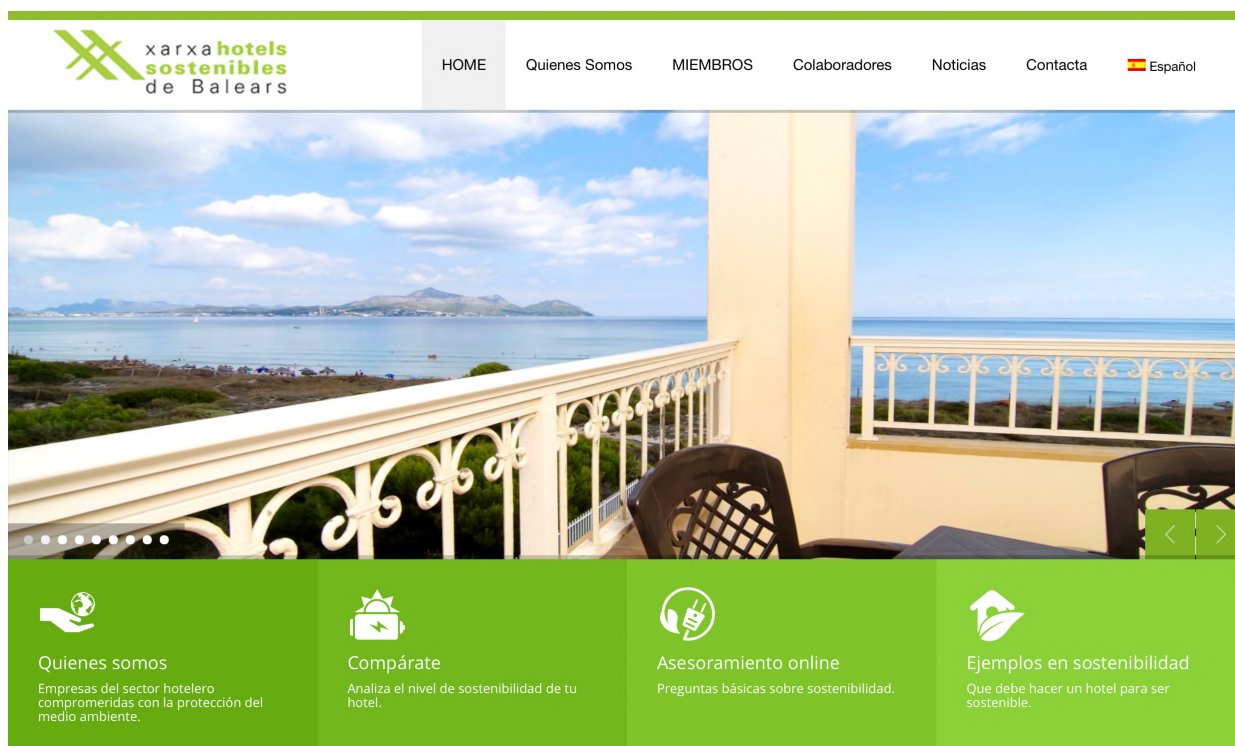
LOCAL PRODUCTS AND CUSTOMS TROPIC GARDEN



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

- **Sustainable Hotels Net of Balearic Islands member**

Tropic Garden has been a member since 2016 of the Sustainable Hotels Net of Balearic Islands, an association of hotels that have all opted for more responsible tourism. The associates share experiences, in addition to their environmental and social indicators, so that we can compare them with the average of the rest of the establishments, contributing the Tropic Garden also their data for the average.



- **Bottle caps for a new life**

Plastic caps are collected in all departments of the hotel, in favor of the “Caps for a new life” campaign of the SEUR Foundation, which supports projects aimed at helping boys and girls with health problems.

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



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!

acteco **FUNDACIÓN SEUR**

FUNDACIÓN SEUR



Tapones para una nueva vida®

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.

La información publicada es propiedad de Fundación SEUR, el Colaborador se compromete a hacer un uso diligente de la misma, con total agilidad y eficacia, a los fines de colaboración y en especial a su utilización exclusivamente para la difusión de la campaña a la que está adherido.

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

Every year, on June 5, Tropic 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 TROPIC GARDEN

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

In previous years, the Tropic 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.



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- **“Kilo Operation” Campaign**

It is an initiative of the FEHIF (Hotel Business Federation of Ibiza and Formentera) for the collection of dry food with a long-term expiration date in hotel establishments to later donate them to Local NGOs, which oversee its distribution in social dining rooms or directly to needed families. Tropic Garden collaborates annually with this initiative.



- **Communication of environmental and cultural values**

We have an application in Spanish, English and German, <https://tropicapp.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.



- **Collaboration agreement with “FACE”**

Through this collaboration agreement, the Tropic Garden is committed to preparing a gluten-free menu with products suitable for celiac, which increases safety for celiac, has received training on EC, the gluten-free diet and the way of preparation, handling, and presentation of gluten-free dishes, and has the permanent advice of “FACE” for all those questions they need in this area.

The purpose of this agreement is to be able to use the restaurant logo designed by “FACE”,

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on glass doors and windows visible to the public, in this way, the celiac can easily recognize that a specific establishment offers a gluten-free menu.



- **Collaboration with “Deixalles” Foundation**

The “Deixalles” Foundation is a non-profit entity established in 1986 at the initiative of the Social Action Delegation of the Bishopric of Mallorca and the Federation of Small and Medium Enterprises of Mallorca (PIMEM).

Since 2010, the Board of Trustees of the “Deixalles” Foundation is made up of workers from the Foundation

grouped in the “Amics” de “Deixalles” Association. The founding entities are part of the Advisory Council together with the Government.



The Foundation assumes the principles of the solidarity economy and aims to contribute to building a more just and sustainable society by promoting the socio-labour insertion of people in a situation or at risk of exclusion from the Balearic Islands, through activities related, mainly, to waste and improving the environment.

“Deixalles” Foundation has seven delegations; Palma, Sóller, Felanitx, Levante, Calvià, Inca and Ibiza.

Among its services it has free home collection, collection from companies and hotels, cleaning services, forestry and agricultural tasks, cleaning beaches and open spaces, environmental education and waste management service.

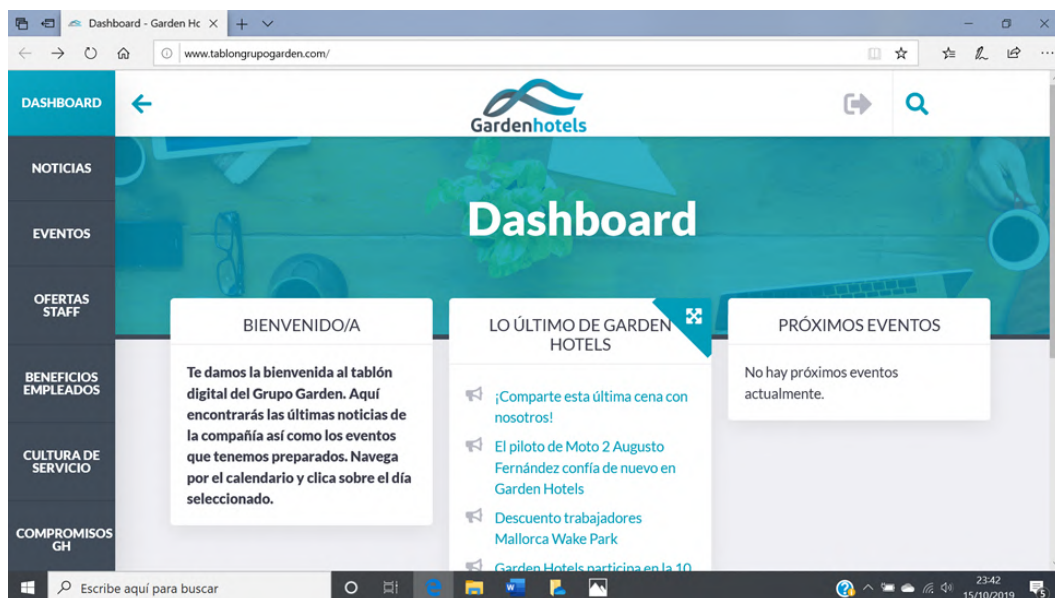
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During this period, Aparthotel Tropic Garden delivered unused furniture for the 2nd consecutive year to the “Deixalles” Foundation for the renovation of 140 apartments.

In this way, it contributes with the collaboration of the foundation to help those most in need with obtaining furniture so that they can be reused in their homes. It should be noted that with this practice the Tropic Garden Hotel brings to light the recycling of its furniture and demonstrates the supportive nature that every establishment should have.

- **Internal Digital Board - Company News**

Digital board for the employee, where the Service Culture is displayed, and the news and events organized or in which the company participates, so that the staff can always be informed of the company's contribution to society and the environment. Employee benefits are also published, such as discounts at the company's hotels and restaurants, or other discounts on services with which the company may have some type of agreement.



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- **Led technology in lighting**

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



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- **Correct waste management**

Waste management is highly relevant in a hotel since the quantities of waste that can be generated must be correctly managed to try to recycle the maximum fraction. For this reason, at Tropic Garden, the client has in an accessible way well-marked bins for each type of waste generated in the hotel (packaging, paper-cardboard and banal residue). The cleaning staff also collaborates with recycling in rooms. In the service areas, the staff also separates the organic fraction (food scraps) since 2021 when there is municipal collection of this fraction.

- **Reusable cups in pool area**

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



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- **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: 257

Bottles bought by clients: 328



- Awareness of our clients in the **preservation of our closest environment** through the different activities organized by the animation department.

We organize different activities, especially those that offer us the possibility of allowing our clients to live different and unique experiences, in spectacular environments like those we enjoy in our area of Santa Eularia. We want whoever visits us to know our values and those of our land.

- Collaboration with **Williams Syndrome Association Spain**.

Williams syndrome is one of the diseases classified as rare, at Tropic Garden we have proposed to collaborate with them to support research and help children who suffer from it.

To do this, we are launching our SOLIDARITY READING campaign. Anyone who wishes can purchase a second-hand book for €2. All proceeds are sent to the Association.



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- **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.

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

