

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.**

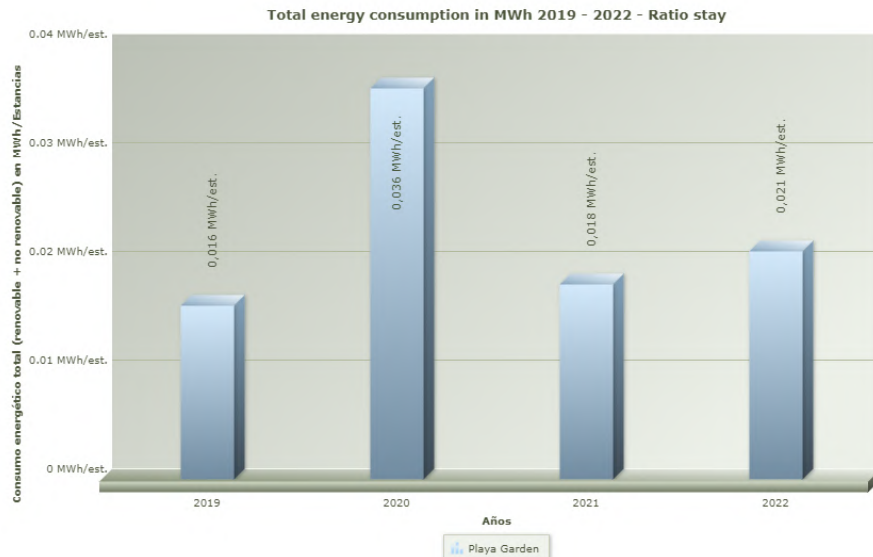
We use the tool Sustainablekeyindicators.com, based on the GRI (Global Report Initiative), the international guide more used for sustainable development and indicator guidelines.

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 (ISO 14001:2015 norms, Travelife System,...)



CONSUMO DE ENERGÍA / ENERGETIC CONSUMPTION / ENERGETISCHE VERBRAUCH IN PLAYA GARDEN SELECTION HOTEL & SPA

We transform all the energy consumed (electricity and natural gas) during the last four years.



The energy consumption ratio stay was slightly higher in 2022 compared to 2019, a fact that is attributed to the opening in the month of January in 2022 for the Challenge Mallorca, a cycling race.

*Consumos de electricidad y gas natural por estancia en MWh (estancia: un cliente por un día)
Electricity and natural gas consumption per stay in MWh (stay: guest per day)
Strom und Erdgas Verbrauch per Aufenthalt in MWh (Aufenthalt: Gast pro Tag)*

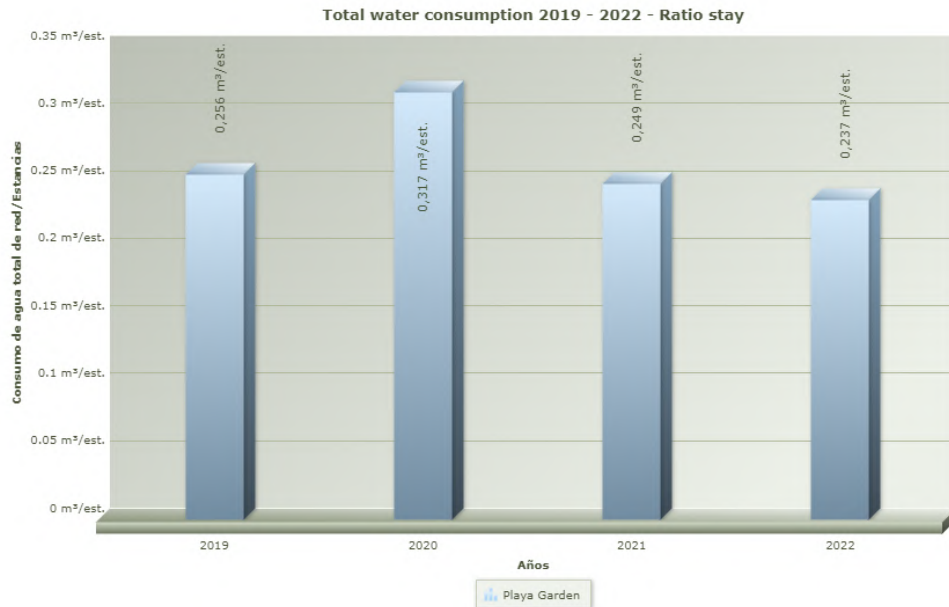
Los captadores solares instalados en el Playa Garden contribuyen a disminuir el consumo energético convencional. El consumo de electricidad se controla exhaustivamente llevando a cabo continuas mejoras e inversiones en eficiencia energética.

The solar panels installed on the Playa Garden help reduce conventional energy consumption. Electricity consumption is closely monitored and continuous improvements and investments in energy efficiency are made.

Die Sonnenkollektoren auf dem Playa Garden installiert dazu beitragen herkömmlichen Energieverbrauch. Der Stromverbrauch wird genau überwacht und kontinuierliche Verbesserungen und Investitionen in Energieeffizienz gemacht werden.



CONSUMO DE AGUA / WATER CONSUMPTION / WASSER VERBRAUCH PLAYA GARDEN SELECTION HOTEL & SPA (2019 - 2022)

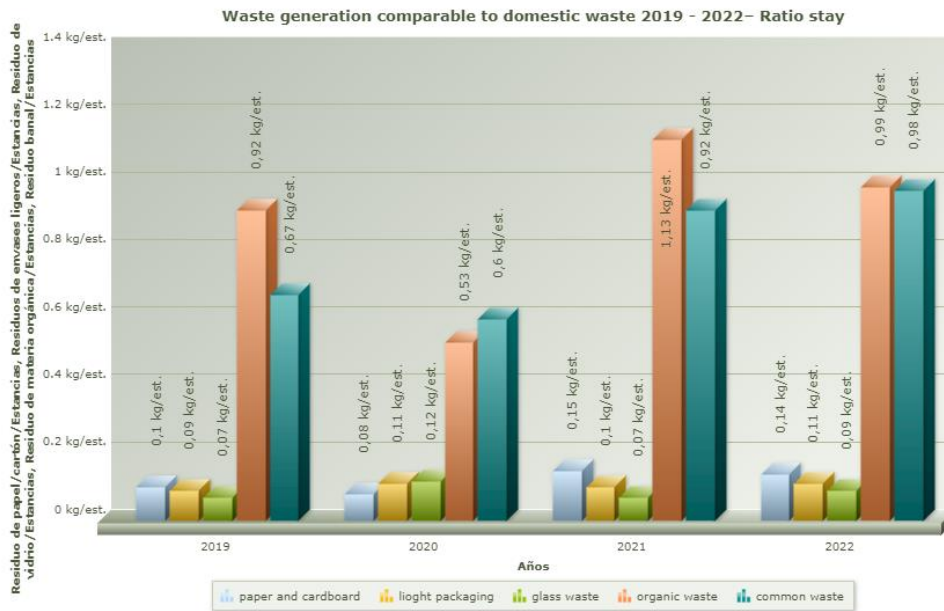


Total stay ratio water consumption in 2022 was approximately 7% lower than in 2019 due to the water improvements developed in recent years.

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, osmosis system and swimming pools



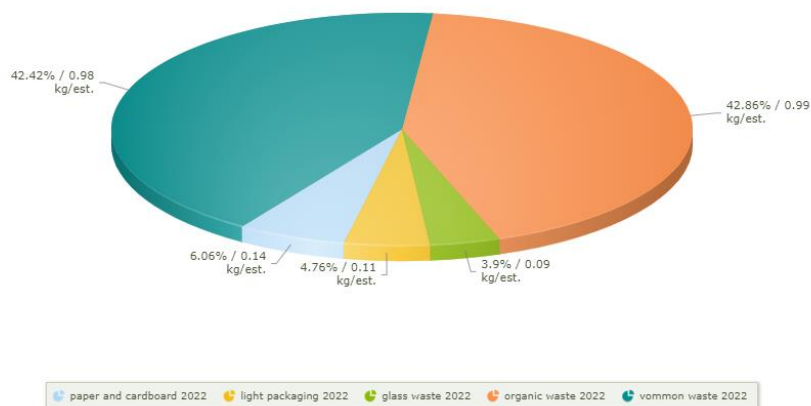
GESTIÓN DE LOS RESIDUOS / WASTE MANAGEMENT BEWIRTSCHAFTUNG VON ABFÄLLEN IN PLAYA GARDEN SELECTION HOTEL & SPA



COLABORE CON NOSOTROS SEGREGANDO SUS RESIDUOS
COLLABORATE WITH US AND SEPERATE YOUR WASTE
ARBEITEN SIE MIT UNS ZUSAMMEN UND TRENNEN SIE IHREN MÜLL

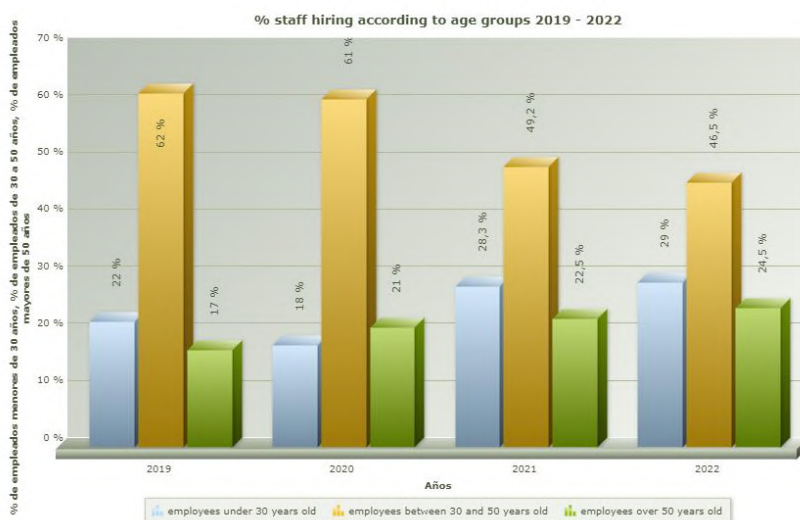
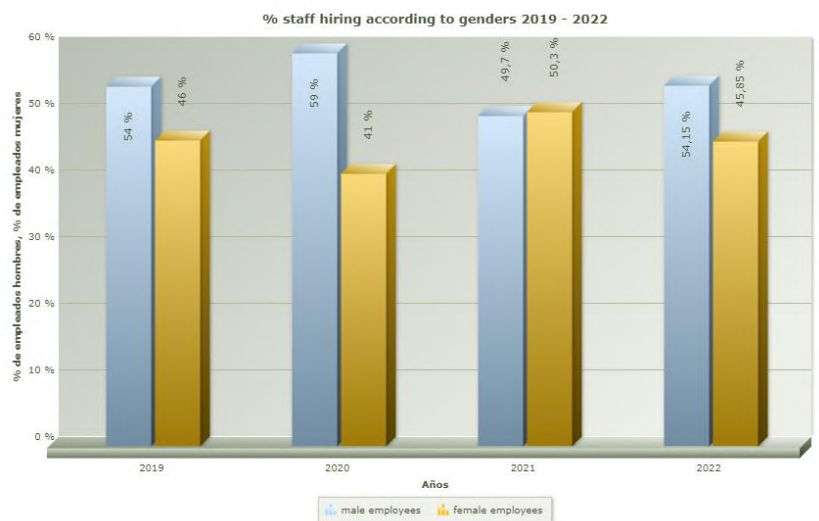
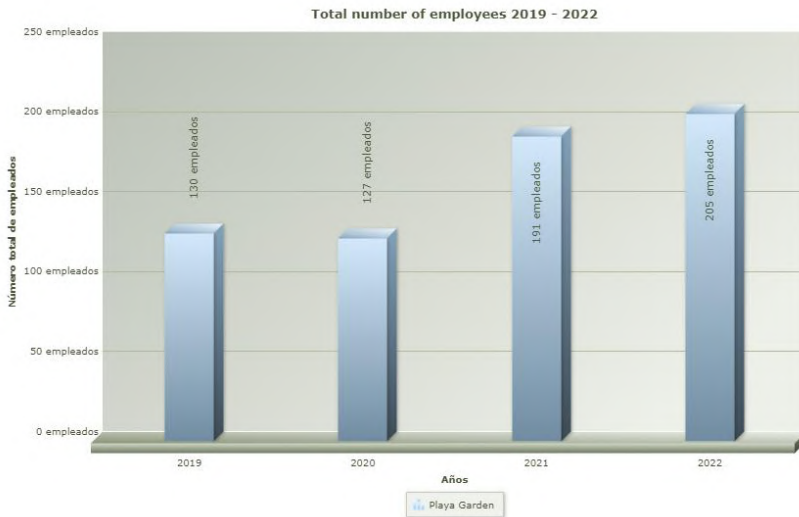
SU CAMARERA DE LIMPIEZA TAMBIÉN SELECCIONARÁ SUS ENVASES Y REVISTAS SI LAS DEJA A LA VISTA.
YOUR CLEANING PERSONAL WILL ALSO COLLECT YOUR PLASTICS AND MAGAZINES IF LEFT IN SIGHT.
IHR ZIMMERMÄDCHEN SAMMELT AUCH IHRE UND ZEITSCHRIFTEN EIN, WENN SIE IN SICHTBAR LIEGEN

% Waste generation comparable to domestic waste by fractions 2022 - Ratio stay



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

The following graphs of social indicators represent the years 2019 – 2022.



PRODUCTO LOCAL / LOCAL PRODUCTS

In order to promote and **support local agriculture and livestock**, the Garden Group 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 product. 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 its customers aware of the local product, 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 its hotels and identifies them with the Balearic flag and Km.0 sign, which recognizes to its clients the quality guarantee of local products and at the same time promotes the “Balearic Product” brand.



Garden Hotels offers its clients Organic Lamb in the Buffet, collaborating with APAEMA (Association of Organic Farmers of Mallorca). Organic lamb is born and raised on organic farms in Mallorca. It feeds mainly on breast milk and grasses. All these foods come from organic farming and are free of pesticides, chemical marinades and GMOs. They have grown up in freedom and the rules that refer to their well-being and dignity have been respected at all times. “Me organic” meat is a meat of the highest quality, 100% natural and local.



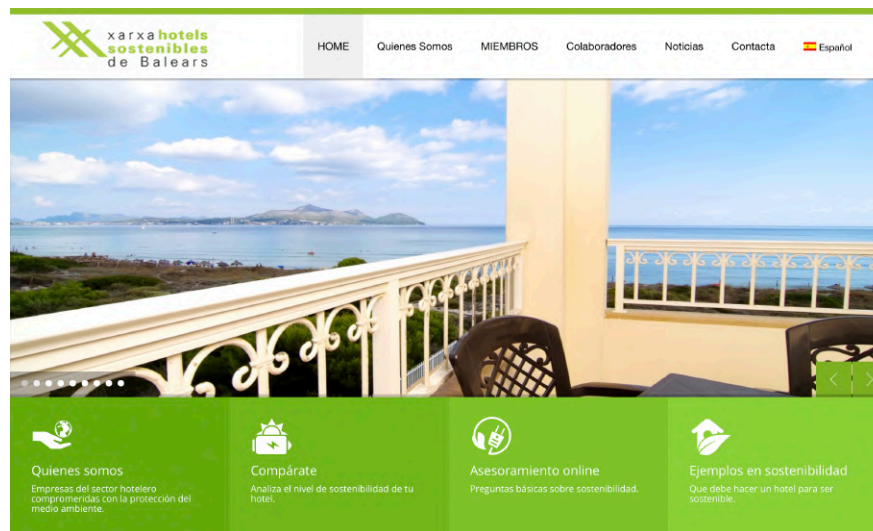
In 2022, 2.831,16 kg of organic lamb were consumed at Garden Hotels.



ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN PLAYA GARDEN SELECTION & SPA

1. Sustainable Hotels Net of Balearic Islands member

Since 2009, Playa Garden has been 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 Playa Garden also contributing its data for the average.



2. 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.



PRESENTACIÓN DEL PROYECTO

Proyecto estrella de
Fundación SEUR

Taponos para una nueva vida®, con el que ya hemos conseguido ayudar a 200 niños y niñas a través del reciclaje de los taponos de plástico. Esta iniciativa nos ha permitido entregar 1.377.903€ para ayudar a financiar tratamientos médicos y ortopédicos que no están cubiertos por la seguridad social, o se cubra sólo en parte. Pero esto no es todo porque, gracias a este proyecto y a la ayuda de todos, ya hemos reciclado 7.875 toneladas de taponos de plástico, evitando la emisión de 9.863 toneladas de CO₂, principal gas causante del cambio climático.

3. Operation “Kilo” Campaign

This is an initiative promoted by the Hotel Federation of Mallorca (FEHM) with the Rotary Club organization for the collection of dry food with a long-term expiration date in hotel establishments to later donate them to **Local NGOs**, which are responsible for their distribution in soup kitchens or directly to needy families.

Rotary Club Mallorca colabora en la OPERACIÓN KILO 2022



4. Collaboration agreement with the Medical Smile Association

The Medical Smile Association is a non-profit association, a pioneer in Spain in accompanying Hospital Clowns to patients as a therapeutic tool. The Playa Garden Selection Hotel & Spa has collaborated in recent years with the creation, promotion and sale of the **Nose Cocktail**, the proceeds of which go entirely to the Medical Smile Association.

sonrisamédica



5. Annual participation in World Environment Day campaigns

Every year, on June 5, Playa Garden Selection & Spa 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.



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

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

I'm With Nature | **WORLD ENVIRONMENT DAY** | **UN environment**

5 June 2017 · World Environment Day
CONNECTING PEOPLE TO NATURE
One Day #WithNature

Comparten los avises fotos y videos del día de la Tierra a #WithNature en español, #WithNature en catalán o #WithNature en inglés en las redes sociales de las Naciones Unidas por todo el mundo. Comparte el momento, agrega o etiqueta a amigos y familiares, naturales que sea. Comparte sus fotos y videos de su día de la Tierra a través de #WithNature en español, #WithNature en catalán o #WithNature en inglés en las redes sociales de las Naciones Unidas por todo el mundo. Comparte el momento, agrega o etiqueta a amigos y familiares, naturales que sea. Share your photos or videos of your day in nature using #WithNature in Spanish or #WithNature and tell us what was special to you. The best photos or videos will be put on display at United Nations Headquarters around the world. Join the movement and help protect the natural systems that sustain us all.

UN World Environment Day 2017 | www.un.org/en/observances/world-environment-day | www.un.org/es/observancias/dia-mundial-del-medio-ambiente | www.un.org/observances/world-environment-day | www.un.org/observancias/dia-mundial-del-medio-ambiente

BEAT PLASTIC POLLUTION | **WORLD ENVIRONMENT DAY** | **INDIA 2018** | **UN environment**

5 DE JUNIO · 5th JUNE · 5 JUNI · 2018
#SinContaminación por plásticos #BeatPlasticPollution

El 5 de junio, más de 500 millones de personas en todo el mundo se unieron para celebrar el Día Mundial del Medio Ambiente. Este año, el tema es la contaminación por plásticos. El 5 de junio, más de 500 millones de personas en todo el mundo se unieron para celebrar el Día Mundial del Medio Ambiente. Este año, el tema es la contaminación por plásticos. 5 DE JUNIO · 5th JUNE · 5 JUNI · 2018. #SinContaminación por plásticos #BeatPlasticPollution.

Beat Plastic Pollution | www.beatplasticpollution.com | www.un.org/en/observances/world-environment-day | www.un.org/es/observancias/dia-mundial-del-medio-ambiente | www.un.org/observances/world-environment-day | www.un.org/observancias/dia-mundial-del-medio-ambiente

#BeatAirPollution

www.xarxahotelsostenibles.com

xarxa hotels sostenibles de Balears | www.xarxahotelsostenibles.com | www.un.org/en/observances/world-environment-day | www.un.org/es/observancias/dia-mundial-del-medio-ambiente | www.un.org/observances/world-environment-day | www.un.org/observancias/dia-mundial-del-medio-ambiente

6. Collaboration agreement with “FACE”

Through this collaboration agreement, the Garden Playa Garden is committed to developing a gluten-free menu with products suitable for celiacs, which increases safety for celiacs. Training has been received on CD (celiac disease), the gluten-free diet and the way in which gluten-free dishes are prepared, handled and presented, and there is permanent advice from FACE for all issues needed in this area.



The restaurant logo designed by FACE is displayed on doors and windows visible to the public, in this way, celiacs can easily recognize that the establishment offers a gluten-free menu.

7. Restaurants Against Hunger Campaign

Action **Campaign Against Hunger** and the Spanish Federation (FEHR) for the fight against child malnutrition. Every year, from the month of September until the end of the season, €1 per order is donated for various dishes on the Snacks at the Bar menu. The information is disseminated to clients so they know so they can collaborate with the campaign.



8. Awareness-Cleaning Days of Playa de Muro

Every year the Playa Garden (except for 2020 and 2021 due to the Covid19 pandemic), leads an awareness day on beach cleanliness, organizing a cleanup on Playa de Muro, in collaboration with the media area. atmosphere of the Muro Town Hall.



In 2022, this day was part of the Let's Clean Europe campaign organized by the Medi Ambient Department of the Balearic Government.



In 2023, the Cleaning and Awareness Day was held with the collaboration of the Clean Boating organization, the environmental management consultancy SostenibleXXI and the educational community of IES Alcudia through the We are Blue Schools project.





In the afternoon, the Garden Hotels sustainability department led a dynamic activity that allowed us to learn about the company's circular economy strategy to reduce plastic consumption and learn about the honest alternatives available to reduce our plastic footprint as citizens.



Finally, together with the Clean Boating Association and the Garden Hotels animation team, a creativity workshop was held to reconvert the collected micro plastics into artistic elements.



9. Collaboration with the Pa i Mel Association

In our continued commitment to being a socially responsible company, Garden Hotels has collaborated for several seasons with the Pa i Mel de Sa Pobla Association.

Pa i Mel is a recognized non-profit entity created in 1996 and that intervenes within the social field to serve the most disadvantaged groups. Within this framework, Pa i Mel offers training courses aimed at the most vulnerable people who require social support.

For our part, we offer the possibility of carrying out the practical part at the Playa Garden Selection Hotel Spa, our establishment located in Playas de Muro, where users can see in situ the work that is done in a hotel establishment and the learning that comes with it. his puts.

With this, there are now three editions of this course and as a main novelty it is important to note that while the profile in the past editions was 100% female and with a higher Sad rank, this last course the profile has changed, giving the opportunity to 17-year-old boys interested in the world of hospitality. From the Pa i Mel association they thank us for "the opportunity for the different boys and girls to live this experience and the fluid communication with the hotel staff, who have always facilitated our work."

Without a doubt, this edition has turned out to be a great success since two people from the training have been hired and a third is in a trial period. For all this, we can only thank Pa i Mel for the trust in Garden Hotels and we hope to be able to collaborate for a long time.



10. EcoGarden Bio Corner

At Garden Hotels and specifically at the Playa Garden Selection Hotel & Spa, for more than 4 years, we have had a strong commitment to organic, seasonal, and local food (km 0). What is known worldwide as the Slow Food philosophy, and which is characterized by **promoting gastronomy as a pleasure that should be enjoyed in a clean, fair, healthy way that pollutes as little as possible.**



Following this philosophy, in this hotel we have designated a special corner where only this type of product is offered, the **Bio Corner**. The most notable thing is that all the dishes and/or products presented are **100% organic**, that is, they are ingredients free of chemical fertilizers and pesticides. Furthermore, at BioCorner, whenever possible the products are seasonal and local.

To give extra exclusivity to Bio Corner, on the chain's theme days - Balearic, Mexican and Asian Day - you can also find different dishes and organic products in this buffet related to the theme in question.

In the rest of the buffet, you can also find local dishes, identified with a km 0 label that marks them, highlighting and promoting the "Balearic product" brand.



11. Ecological garden

In 2019, an ecological garden was created in view of the client, which helps us raise awareness among our clients about healthier and Km 0 eating.



12. Participation in the Guide to Good Practices in CSR promoted by the FEHM

It was an initiative born from the Hotel Business Federation of Mallorca (FEHM) in 2019, which under the motto “KNOW, ACT, TRANSFORM” aims to support companies associated with the FEHM in their journey towards Corporate Social Responsibility.

The Playa Garden Selection Hotel & Spa **participated in the development**, contributing its good practices both in the Guide and in the exhibition video.

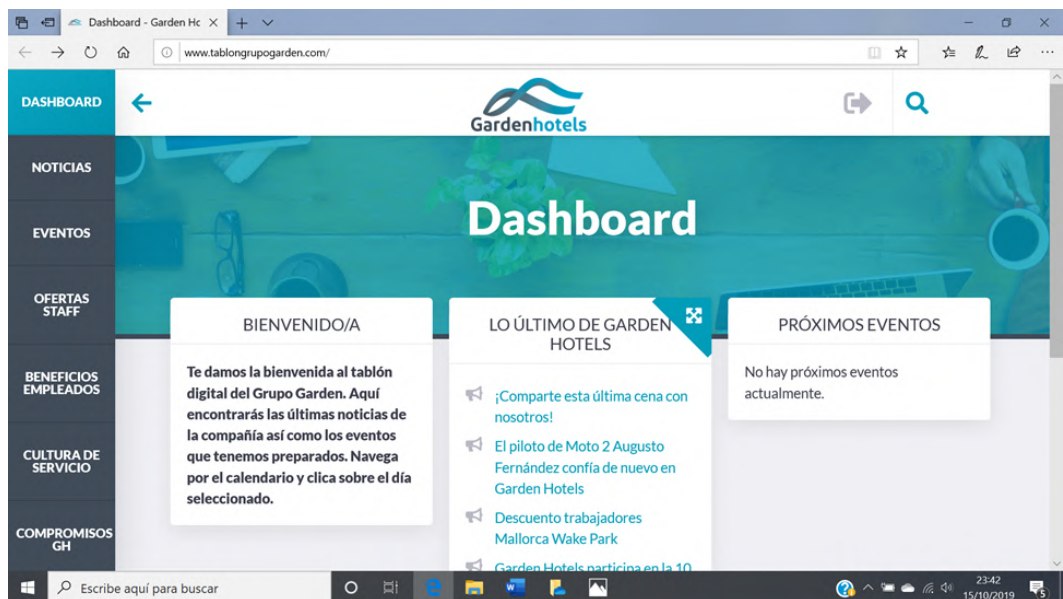


13. Internal Digital Board - Company News

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, such as hotel discounts, are also published.

and company restaurants, or other discounts on services with which the company may have some type of agreement.



14. Cardio protected Hotel

The Playa Garden Selection Hotel & Spa is a **cardio-protected hotel**, obtaining the official SEMST certification (Spanish Society of Medicine and Safety at Work) which corroborates that they have a defibrillator in their facilities and qualified personnel prepared to handle it if necessary.



15. Installation of intelligent flow regulators in faucets

Since the beginning of the implementation of the environmental management system, Playa Garden has been committed to **efficient flow regulation systems in taps**. The company has opted for high-end regulators, which achieve a comfortable flow rate for the customer, without exceeding 5 liters per minute in sinks and 10 liters per minute in showers, thanks to its CFR "Constant Flow Regulator" technology.



The public bathrooms located in the hotel hall have taps with presence sensors.



16. Installation of saline electrolysis as a treatment for our pools

Already using **the saline electrolysis system as a treatment** in the children's play pool, and the Sky & Sea Lounge pool, it has recently opted for **treatment with calcium hypochlorite** in the outdoor pool.

The results are being satisfactory and the consumption of conventional chemical products for treatment, such as sodium hypochlorite, has been significantly reduced.

17. Led technology and commitment to renewable energy

The hotel is also committed to the progressive replacement of lighting fixtures with LED technology. Nowadays, replacing old low-consumption or fluorescent light bulbs is an efficient and sustainable investment at all levels.

The Playa Garden Hotel uses renewable energy from the sun thanks to the panels (solar collectors) installed on one of the building blocks.

Furthermore, thanks to the installation in 2019 of the kitchen refrigeration plant (with glycol), and the progressive replacement of the cooling plants for air conditioning, with more efficient systems and heat recovery, greater efficiency has been achieved in the facilities. in recent years.



In addition, thanks to the installation of the kitchen refrigeration plant (with glycol), recent replacement of the cooling plant for air conditioning and new installation of refrigeration equipment for the restaurant, with more efficient systems and heat recovery, it has been achieved noticeably reduce the consumption of natural gas for heating and domestic hot water in recent years.

18. 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 Playa Garden Selection Hotel & Spa, clients have access to **well-marked bins** for each type of waste generated in the hotel (packaging, paper-cardboard, glass and common waste). The cleaning staff also collaborates with **recycling in rooms**. In the service areas, the staff

also separates the organic fraction (food remains), which is subsequently deposited in a compacter for municipal collection.



Photo fenced outdoor container area to reduce visual impact



Photo maid with colorful bags for recycling in rooms

19. Mattress Recovery and Revaluation Project (RENETAS)

The “RENETAS” Project, started in 2023, aims to recover and revalue mattresses in the hotel sector of Playa de Muro, in order to promote the social and circular economy, sustainably manage tourist waste and create jobs.



Playa Garden collaborates in the project, having received an awareness talk and workshop from those responsible for the initiative.



20. Reusable cups in pool area

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



21. Replacement of single-use plastic amenities with refillable dispensers

- Replacing single-use plastic amenities with refillable dispensers



At Garden Hotels we take another step in our commitment to sustainability with the **Zero Plastic project in the amenities of our establishments**. This initiative consists of replacing

the traditional plastic bottles of gel, conditioner and shampoo that are offered in the rooms with reusable polycarbonate dispensers.

This project, started at the Playa Garden Selection Hotel & Spa in 2019, was partly subsidized by the Government of the Balearic Islands, and continued years later in the rest of the Garden Group's hotel establishments. With the involvement of the Mallorcan company Tot Herba, responsible for the production of eco-certified shampoo, conditioner and gel products, the containers are reused after the cleaning and disinfection process carried out by this supplier. In this way we considerably reduce the use of plastic during our guests' stay. According to our studies carried out, approximately 24,600 plastic bottles are saved per season in a single hotel.

- o Disposal of single-use plastic bottles

We offer our clients the Garden bottle and water refill points in the facilities (osmotized water dispensers in each of the apartment blocks) 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.



Data 2023 (by 30.06.2023)

Bottles purchased by our customers: 66

Bottles delivered to workers: 90

22. Restoration of furniture in aesthetic renovation of the restaurant



Sandblasted and lacquered chair in matte natural finish

23. Pilot project for the use of organic matter remains for composting

Thanks to the high awareness of the hotel staff regarding waste segregation, and the collaboration agreement that the hotel maintains with local and ecological product cooperatives, in 2016 the possibility of leading a pilot project for the **use of remains of organic matter generated in the hotel, for composting in the fields growing organic products.**



The project was a success, producing high-quality compost, later used by the island's organic farmers, specifically "Amics de la Terra". With the data collected from the project, it is extracted that with all the organic matter from the hotel establishments in Mallorca, 33,000,000 kg's of ecological compost could be obtained.

In 2019 this project was consolidated, becoming a pioneering initiative in the hotel sector. The remains of organic matter from the hotel, with the pruning remains from the company's hotels as structuring material, are used by the Sa Teulera farm for the organic production of fruits and vegetables, which are subsequently supplied to the hotel for the Bio buffet Corner.

24. Communication of environmental and cultural values

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

At the same time, through this application, we want to make our clients aware of the preservation of our environment, and to make them aware of the values of our Mallorcan land (information about the natural value of the beaches of Mallorca, recommended routes and visits, cultural values of the municipality and its traditions, ...).

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. We also show on our website, in the Sustainability section, our commitment to the circular economy.

Our clients can find informative posters in the apartments suggesting responsible consumption of resources.



25. Participation in CAEB Social Responsibility programs

The “Committed Companies, Companies with Values” network is made up of all those that participate or have participated in any of CAEB's Social Responsibility programs.



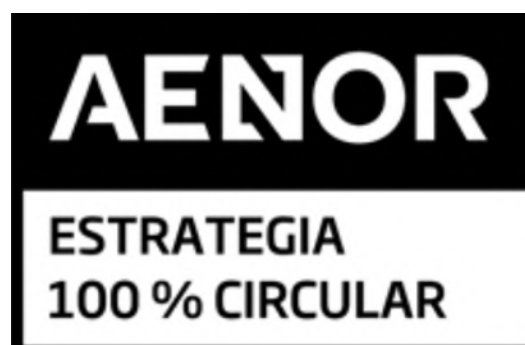
26. Circular Economy Strategy Certification

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.



27. Awards and certifications

- **Innobankia Awards 2019**, award for best sustainable company, recognizing excellence in the development of such pioneering sustainable actions as the compost production project from organic waste generated at the hotel.
- **First hotel chain to receive the AENOR Circular Economy Strategy certificate** internationally in 2021.
- **Award for Best Sustainable Tourism Project** at the Tourism Innovation Awards 2021.
- **Mr. Ramis Gold Medal 2021**. The Mallorca Tourism Promotion recognizes the founder and president of the Garden Group for his dedication to tourism and his commitment to the circular economy.
- **100 Best Ideas of the year 2022 Award**. Award given by “Actualidad Económica” of the El Mundo newspaper, to our composting project as one of the best business innovations in the Sustainability category.
- **Roca Awards for the Hotel Initiative 2022**. The Playa Garden Selection Hotel % Spa in Playa de Muro awarded as best “Sustainable Building, Facilities and Services”.
- **SICTED-2023 Award to the Playa Garden Selection Hotel & Spa** for its performance in sustainability.
- **Balearic Islands Tourism Award 2023** in recognition of our sustainable actions.