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**GreenGarden**  
Aparthotel

# SUSTAINABILITY REPORT

## (Indicators 2019-2022)

June 30<sup>th</sup>, 2023



## SUSTAINABILITY TARGETS

### ENVIRONMENTAL, SOCIAL AND CULTURAL REPORTS

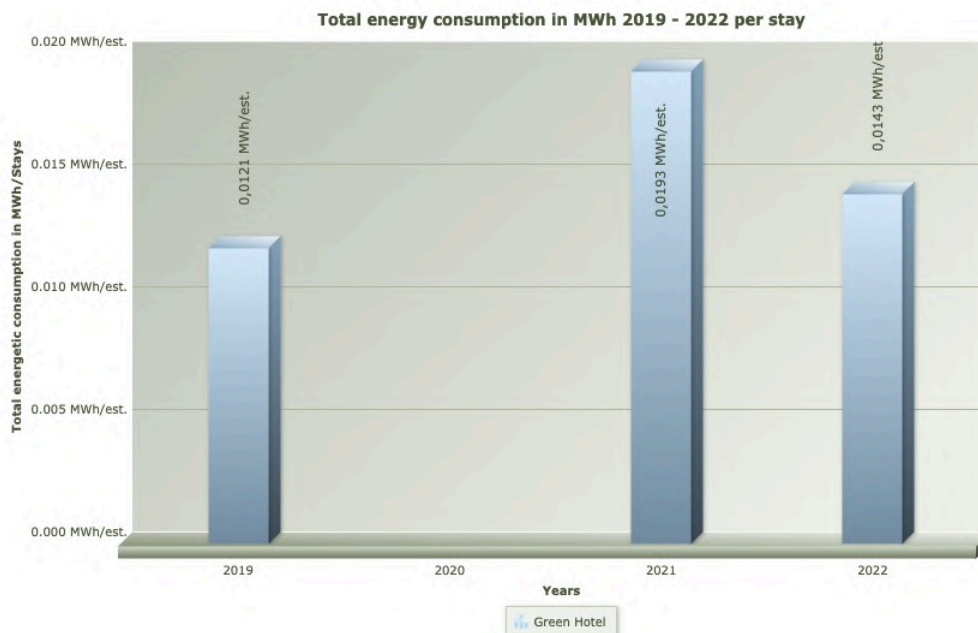
A sustainability indicator is any economic, social, political, or biological element that provides information about certain aspects of the natural world, environmental policies or other related economic and social factors. **A sustainability indicator system enables us to make strategic, environmental 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 (EMAS, ISO 14001:2015 norms, Travelife System,...)



## CONSUMO DE ENERGÍA / ENERGETIC CONSUMPTION / ENERGETISCHE VERBRAUCH IN GREEN GARDEN



*Note: In 2020 the hotel was closed and in 2021 it was only operational from 07/01/21 to 10/24/21 due to the Covid19 pandemic.  
Im Jahr 2020 war das Hotel geschlossen und im Jahr 2021 war es aufgrund der Covid19-Pandemie nur vom 01.07.21 bis 24.10.21 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 ratio estancia*

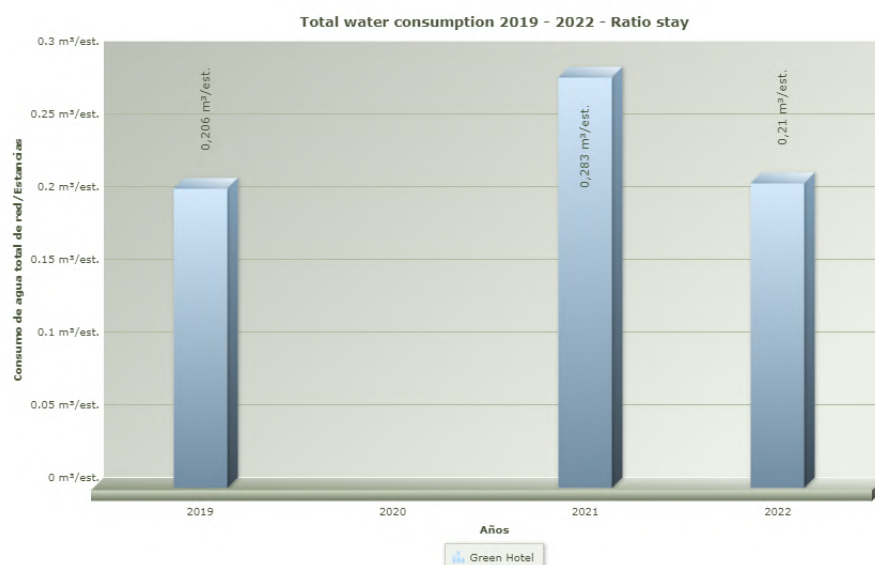
**Electricity, Fuel and Gas in MWh per stay**

*Strom, Diesel und Gas Verbrauch in MWh pro Aufenthalt*

**El consumo de electricidad se controla exhaustivamente llevando a cabo continuas mejoras e inversiones en eficiencia energética. / Electricity consumption is closely monitored and continuous improvements and investments in energy efficiency are made. Der Stromverbrauch wird genau überwacht und kontinuierliche Verbesserungen und Investitionen in Energieeffizienz gemacht werden.**



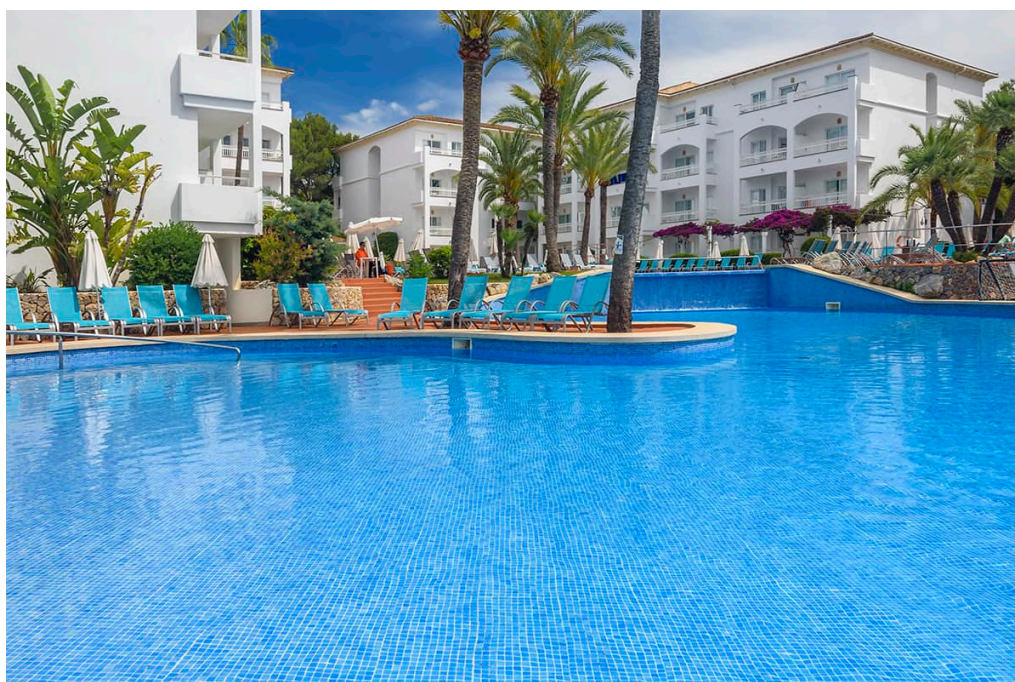
## CONSUMO DE AGUA / WATER CONSUMPTION / WASSER VERBRAUCH GREEN GARDEN



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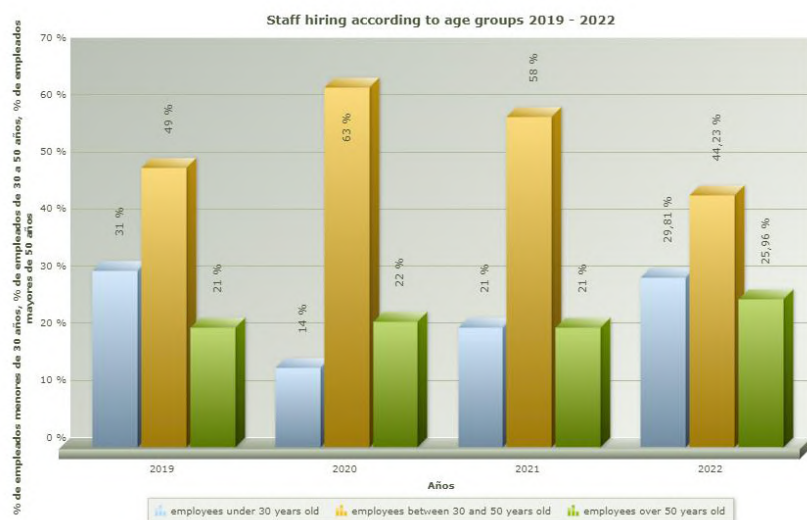
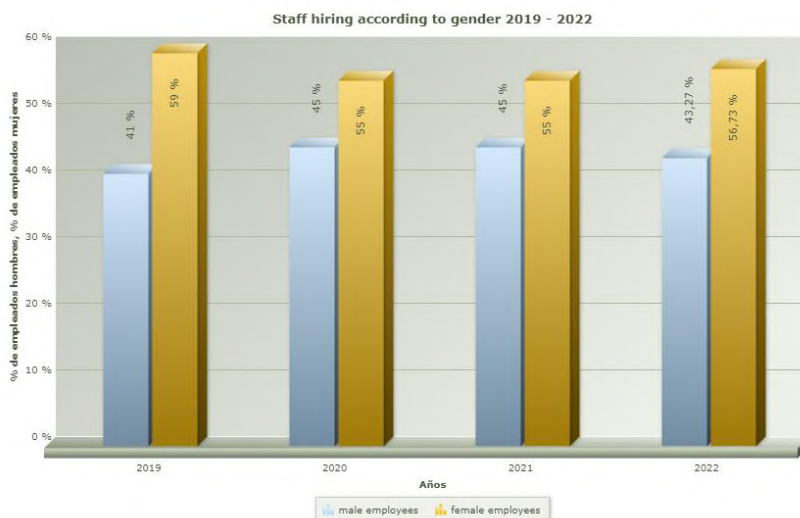
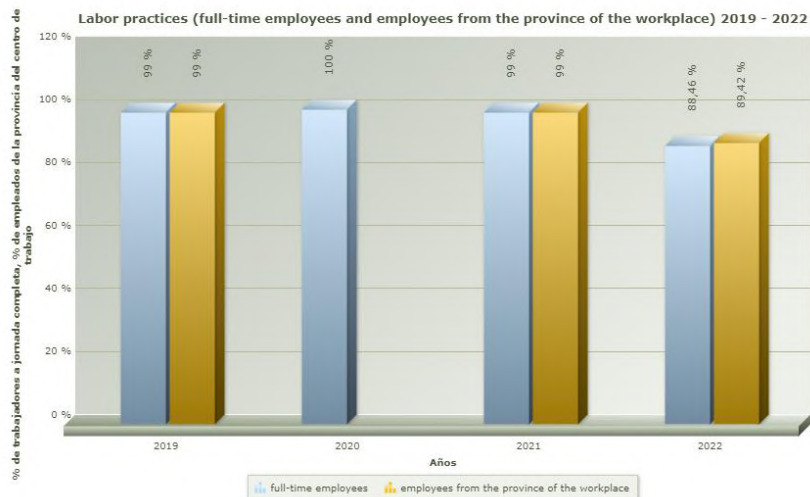
We monitor daily the water consumption at the hotel, thanks to the installed counters. We have quality regulators in our taps which combine modern comfort with sustainable consumption. We also monitor daily, water consumption for irrigation, osmosis system, swimming pools and domestic hot water.

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, Osmoseanlage, Schwimmbäder und Warmwasser.

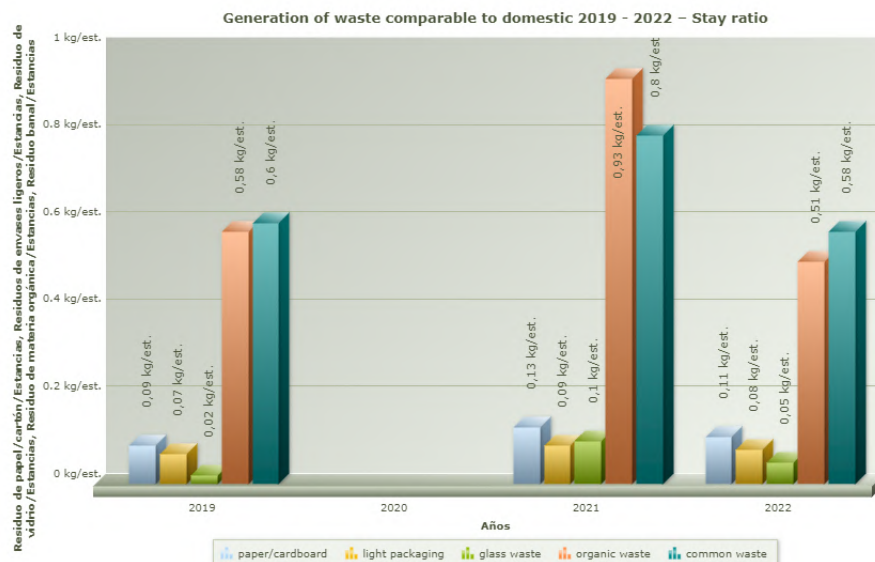


## INDICADORES DE SOSTENIBILIDAD / SUSTAINABILITY SOCIAL TARGETS BUENAS PRÁCTICAS LABORALES / WELFARE AND LABOUR STANDARDS

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



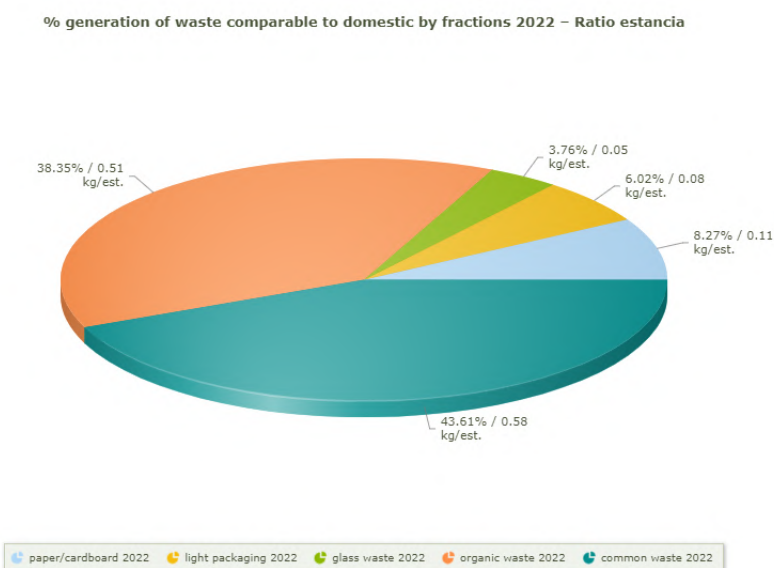
## GESTIÓN DE LOS RESIDUOS / WASTE MANAGEMENT BEWIRTSCHAFTUNG VON ABFÄLLEN IN GREEN GARDEN



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### COLABORE CON NOSOTROS SEGREGANDO SUS RESIDUOS SEPERATE 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.



## PRODUCTO LOCAL / LOCAL PRODUCTS

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 clients various actions that help, on the one hand, to offer a local, sustainable and of 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 for All Inclusive clients, 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 at all times the rules that refer to their well-being and dignity have been respected. "Me organic" meat is a meat of the highest quality, 100% natural and local.

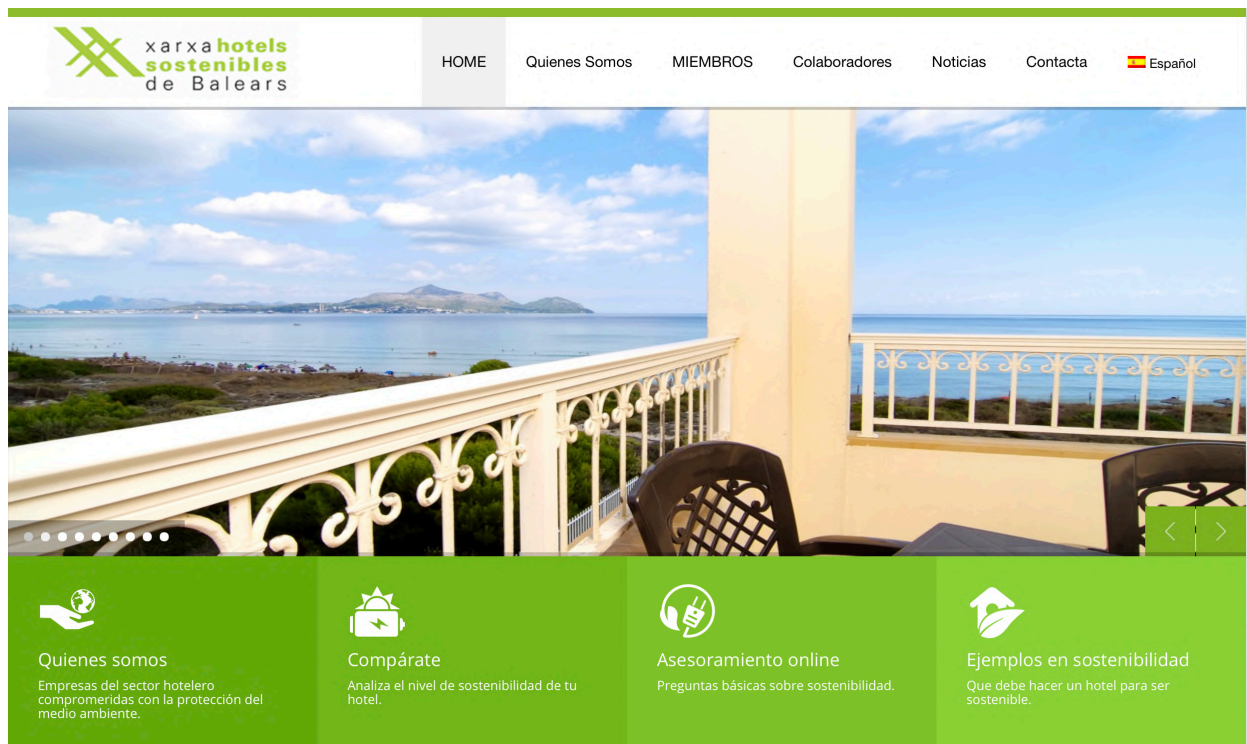


A Balearic-themed Buffet is offered weekly, the result of these collaborations. Every Saturday, Balearic cuisine is promoted with various typical dishes from Mallorca, made with local products and we offer the client the possibility of getting to know our gastronomic culture, as well as giving them the opportunity through the themed still life to also learn details of our culture.

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

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

Green Garden has been a member since 2009 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 Green Garden also their 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.





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.

- **“Operation Kilo” Campaign**

It is an initiative of the “FEHM” (Mallorca hotel business federation) for the collection of dry food with a long-term expiration date in hotel establishments to be subsequently donated to Local NGOs, which are responsible for distribution in social canteens or directly to needy families.



- **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. Green Garden collaborates with the creation, promotion and sale of the Nose Cocktail, whose proceeds go entirely to the Medical Smile Association.

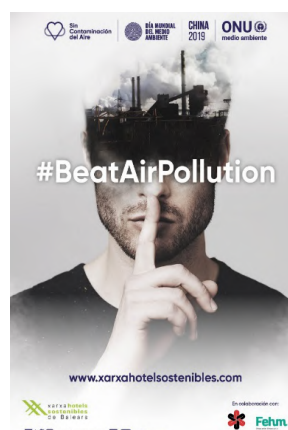


- **Annual participation in World Environment Day campaigns**

Every year, on June 5, Green 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.



The campaign consisted of exposing the theme of the Day and raising awareness among customers regarding such a problem. In previous years, the Green Garden 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.



- **Collaboration agreement with FACE**

Through this collaboration agreement, Green 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.

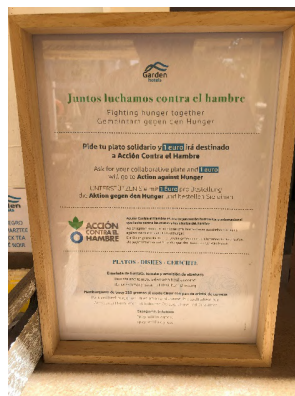
The purpose of this agreement is to be able to use the restoration logo designed by FACE, on glass doors and windows visible to the public, in this way, the celiac can recognize without difficulty that a given establishment offers a gluten-free menu.

The staff receives training in this regard annually.



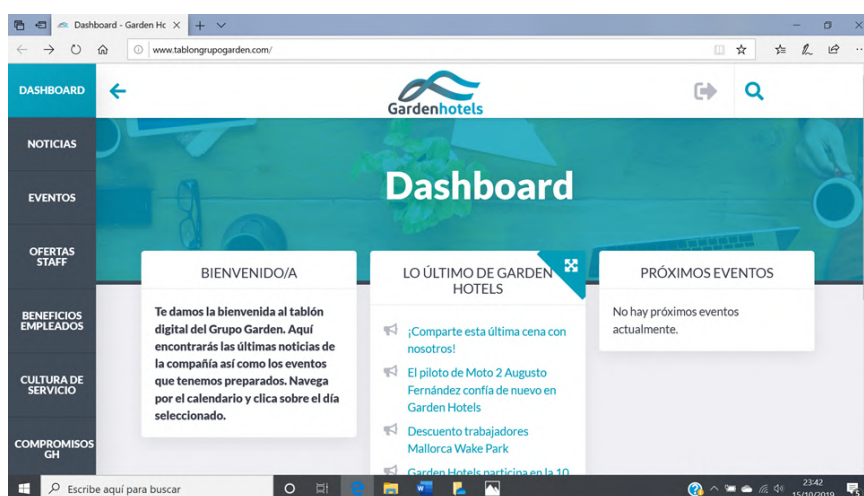
- **Restaurants Against Hunger Campaign**

Campaign of Action against hunger and the Spanish Federation of Hospitality (FEHR) for the fight against child malnutrition. Every year, from September until the end of the season, € 1 per command is donated for several dishes of the Snacks menu at the Bar. Information is disseminated to customers for their knowledge, and thus be able to collaborate with the campaign.



- **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 society and the environment.



- **Ecological garden**

We have had an **ecological garden** for several years, which helps us to raise awareness among our customers for a healthier diet and Km. 0. Activities are carried out in the animation department that include the visit to the garden, and even planting of plants, or collecting according to the seasons of the year.



- **Cardio protected Hotel**

Green Garden is a cardio protected hotel, obtaining the official certification SEMST (Spanish Society of Medicine and Safety at Work) that corroborates that they have defibrillator in their facilities and qualified personnel and prepared for handling in case of need.



- **Installation of intelligent flow regulators in faucets and native trees in gardens**

From the beginning of the implementation of the environmental management system, Green Garden is committed to efficient flow regulation systems in faucets. The company has opted for high-end regulators, which achieve a comfort flow for the client, without exceeding 5 liters per minute in sinks and 10 liters per minute in showers, thanks to its CFR technology "Constant Flow Regulator".



As for our gardens, we are fully aware of the value of water on our islands, so, in addition to exhaustive management and control of water consumption for irrigation, native plants that require less water consumption were planted from the opening of the hotel than other species.



- **Use of natural light, LED technology and commitment to renewable energy**

Thanks to the design of the hotel, we have a lot of natural light in the Green Garden facilities, such as the reception hall, the dining room, or the hallways of the room blocks.



The hotel 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.

Thanks to the recent replacement of the cooling plant for air conditioning, more efficient and with heat recovery, the consumption of diesel oil for heating and domestic hot water has been noticeably reduced, since the beginning of July 2019, at which time the heat recovery from the machine to the thermal installation of ACS.

- **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 several furniture have been installed in the pool area, thus promoting customer awareness for their return and reuse.



- **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: 95

Bottles bought by clients: 124

- **EMAS verification (European Regulation for environmental management and audits)**

We have the EMAS verification, annually achieving improvement objectives to minimize our environmental impacts.

See Environmental Statement posted on our website

[www.gardenhotels.com](http://www.gardenhotels.com)



The Green Garden hotel is adhered to EMAS or Community Regulation of Environmental Management and Audits. This is a voluntary regulation that aims to promote continuous improvements in environmental behaviour in European organizations based on the systematic, objective and periodic evaluation of the operation of management systems. Adherence to the EMAS regulation entails an Environmental Declaration publicly available and validated by an external verifier. Therefore, to adhere to such regulations it is necessary:

- I. Perform an environmental diagnosis of the hotel. For this, it is necessary to check the degree of compliance with the environmental legislation in force in that company.
- II. Evaluate how the company's activities affect the environment (impacts produced by the manufacturing processes, products or services provided).

III. Prepare an environmental statement demonstrating that this company has implemented an environmental management system to minimize its environmental impacts.

IV. Validate that environmental statement by an independent auditor (defined as environmental verifiers).

V. Submit this environmental declaration validated by the verifier before the competent Public Administration so that, if everything is in agreement, register in the European database of the European EMAS Registry.

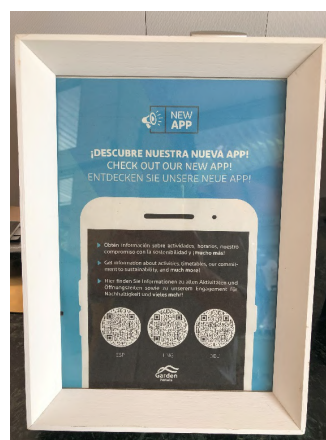
In addition, the Green Garden was a finalist on two occasions, in the EMAS AWARDS awards that the Environment Committee of the European Parliament calls every two years, specifically the years 2012, for Water Management, and in 2017, for our contribution to the Circular Economy



- **Communication of environmental and cultural values**

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

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, we want to make our clients aware of the preservation of our environment through the information available in the QR where our corporate social responsibility policy is also exposed. We want the tourist to know our values and those of Mallorca. Information on the natural value of the beaches of Cala Ratjada, recommended routes and visits and cultural values of the municipality and its traditions is also exposed.



- **Correct waste management**

Waste management is highly relevant in a hotel since the amounts of waste that can be generated must be properly managed to try to recycle the maximum fraction. For this reason, in Green Garden, the client has accessible bins well marked for each type of waste generated in the hotel (light packaging, paper-cardboard and banal waste).



The cleaning staff also collaborates with recycling in rooms. In the service areas, the staff also separates the organic fraction (food scraps).

- **Contributions to “Càritas” Mallorca**

Established in 1947 by the Spanish Episcopal Conference, “Càritas” aims to carry out the charitable and social action of the Church in Spain, through its confederate members. They promote the integral development of individuals and peoples, especially the poorest and most excluded.



**CERTIFICA**

que, l'empresa GREEN GARDEN HOTELS, ha fet entrega a Càritas Diocesana de Mallorca articles de tèxtil, la qual cosa agraïm i valorem.

I, perquè en quedi constància, i a petició de la persona interessada, expedeixo aquest document

A Palma, a 7 d'Agost de 2021



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

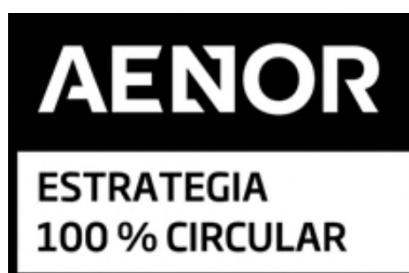
We involve our clients in the artistic and cultural concerns of the area where we are, through the animation department, such as searching for local themes for the client to capture on canvas and then we exhibit their work in an area of the establishment, accessible and busy, so that they can be observed,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



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

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

- **Collaboration Williams Syndrome Association Spain**

Williams syndrome is one of the diseases classified as rare, at Green 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.

