



SUSTAINABILITY REPORT (KPIs 2019 - 2023) June 30th, 2024

(Hotel closed in 2020 and 2021 due to Covid19 pandemic)









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...)













ENVIRONMENTAL COMMITMENT

ENVIRONMENTAL SCOPE

The information provided in the following sections reflects Garden Holiday Village commitment to optimize resources, promoting the circular economy, reducing greenhouse gas emissions, and protecting biodiversity.

ENERGY CONSUMPTION

The following energy consumption exists at Garden Holiday Village according to the energy sources and consumption points.

- Electricity: for lighting, air conditioning equipment, kitchen refrigeration equipment, water distribution machinery, pool motors, and other machinery...
- o LPG: for the main kitchen machinery
- Fuel oil: for hot water heating.

WATER CONSUMPTION

Water consumption is generated in the swimming pools, irrigation, water for cooking, osmosis, water in rooms and public areas and cleaning of outdoor terraces. Consumption is recorded daily. Due to the control and monitoring of daily water consumption, it has been possible to establish very even annual consumption per stay ratio.

WASTE

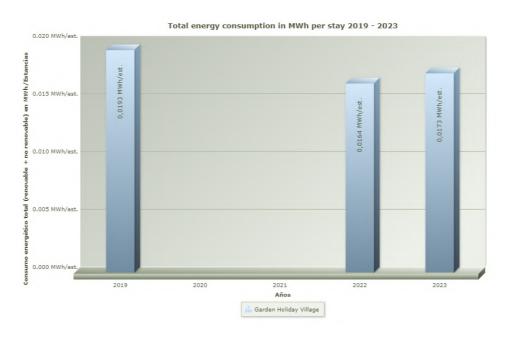
Waste is segregated in each of the departments, and by the clients, with selective collection bins throughout the establishment. Yellow bags are also used in the trolleys of the housekeeping staff to make it easier for the client to recycle from their own room. Regarding waste generation, we have different records of control of waste generated by fraction, to analyse the degree of commitment to waste segregation in our establishment. In 2022, the Garden Holiday Village entered the internal corporate project of Garden Hotels "Circular economy project for compost generated from the organic fraction of hotels for use in organic farming", where the company itself, using its own resources, collects all the organic waste generated at the Garden Holiday Village. Therefore, since 2022, the collection of organic waste is also contemplated.







ENERGETIC CONSUMPTION / ENERGETISCHE VERBRAUCH IN GARDEN HOLIDAY VILLAGE



Total Energy consumption in MWh per stay (guest per day) Energie Verbrauch in MWh per Aufenthalt (Gast pro Tag)

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. Since beginning of 2024 we also use solar energy lamps in the common outdoor areas, and we have installed solar panels on the roofs. 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. Seit Anfang 2024 setzen wir auch in den öffentlichen Außenbereichen Solarlampen ein und haben auf den Dächern Solarpaneele installiert.

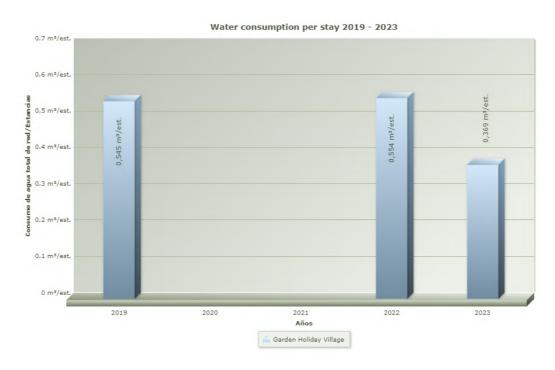
Every year we set new goals and challenges in reference to energy consumption, always guaranteeing the comfort of our customers. Jedes Jahr setzen wir uns neue Ziele und Herausforderungen in Bezug auf den Energieverbrauch, um stets den Komfort unserer Kunden zu gewährleisten.



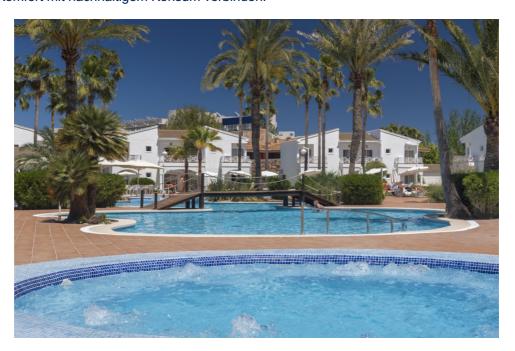




WATER CONSUMPTION / WASSER VERBRAUCH GARDEN HOLIDAY VILLAGE



We monitor daily the total water consumption and the sectorized (pools, irrigation, osmosis etc.) water consumption in Garden Holiday Village, thanks to the installed counters. We have quality regulators in our taps which combine modern comfort with sustainable consumption. Dank der installierten Zähler kontrollieren wir im Garden Holiday Village täglich den gesamten Wasserverbrauch und den sektoralen Verbrauch (Schwimmbäder, Bewässerung, Osmose usw.). Wir haben Qualitätsregler in unseren Wasserhähnen verbaut, die modernen Komfort mit nachhaltigem Konsum verbinden.

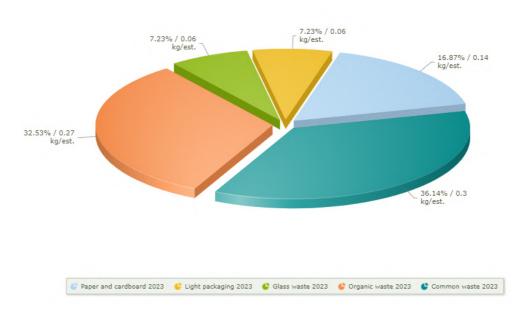






MANAGEMENT OF WASTE BEWIRTSCHAFTUNG VON ABFÄLLEN IN GARDEN HOLIDAY VILLAGE

% Selective waste generation per stay 2023



COLLABORATE WITH US BY SEGREGATING YOUR WASTE ARBEITEN SIE MIT UNS ZUSAMMEN, INDEM SIE IHREN ABFALL TRENNEN



YOUR CLEANING STAFF WILL ALSO SELECT YOUR PACKAGING AND MAGAZINES IF LEFT IN SIGHT. IHRE ZIMMERMÄDCHEN WIRD AUCH IHRE PACKAGING UND MAGAZINE WÄHLEN.



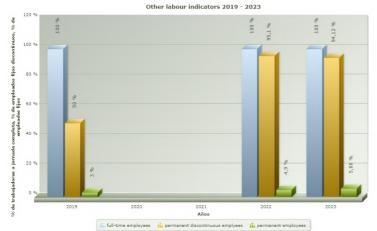


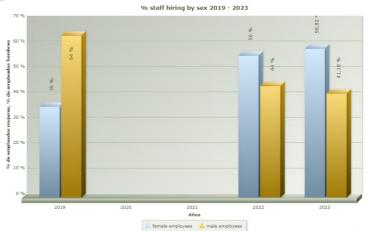


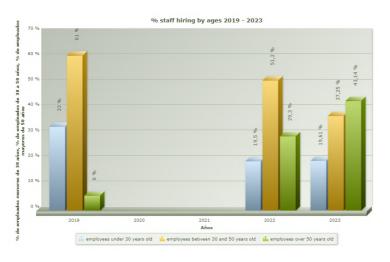
SUSTAINABILITY SOCIAL TARGETS WELFARE AND LABOUR STANDARDS

The 2021-2023 social indicators are shown. 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 behavior they may detect, whether from workers or other clients.











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 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 2023, 87 kg of organic lamb were purchased in Garden Holiday Village, compared to 55,2 kg in 2022, which represents an increase in purchases of 56,8%.











LOCAL PRODUCTS

As a result of this collaboration, every Saturday 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.



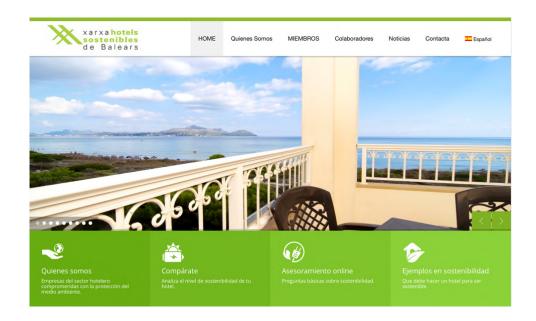




ACCIONES SOCIALES Y AMBIENTALES / SOCIAL AND ENVIRONMENTAL ACTIONS SOZIAL-UND UMWELTAKTIONEN IN GARDEN HOLIDAY VILLAGE

Sustainable Hotels Net of Balearic Islands member

Garden Holiday Village has been member since 2014 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 Garden Holiday Village also their data for the average.



Bottle Caps for a new life

Plastic bottle caps are collected in all hotel departments to support the SEUR Foundation's "Bottle caps for a new life" campaign, which supports projects aimed at helping children with health problems.







• Operation "Kilo" Campaign

It is an initiative of the FEHM (Mallorca hotel 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 "Sonrisa Médica" Association

The Medical Smile Association is a non-profit association, a pioneer in Spain in the provision of Hospital Clowns to patients as a therapeutic tool. The Garden Holiday Village collaborates annually with the creation, promotion and sale of the Cocktail of Noses, the proceeds of which are entirely donated to the Medical Smile Association.





Photo 2023 Photo 2019

senrisa médica





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

Every year, on June 5, the Balearic Sustainable Hotels Network organizes a campaign to promote World Environment Day among customers and the entire Balearic society. The Garden Holiday Village actively participates each year in these campaigns.

Every 5 June, since 1973, World Environment Day has been commemorated, and in 2023 it celebrated its fiftieth anniversary with a focus on one of the most serious issues we face: plastic pollution.

To tackle plastic pollution, the European Commission adopted a strategy in 2018 aimed at improving plastic management in the EU, in which it proposes that by 2030 all plastic packaging be recyclable, as well as reducing the consumption of single-use plastics and the use of microplastics.



The campaign consisted of presenting the theme of the Day and raising awareness among customers regarding this problem.

In 2022, the slogan for World Environment Day was "One Earth", highlighting the need to live sustainably, in harmony with nature, through substantial changes driven by policies and everyday choices that guide us towards cleaner and greener lifestyles.







Collaboration agreement with FACE

Through this collaboration agreement, Garden Holiday Village is committed to developing a gluten-free menu with products suitable for celiacs, 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 Hotel Federation (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.









Collaboration with local agri-food cooperatives

In order to promote and support local agriculture and livestock farming, the Garden Group has several agreements with local cooperatives, through which it is allowed 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 farming. This work carried out by Garden not only contributes to respecting the environment, but also to making local products 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 its hotels and identifies them with the Balearic flag and Km.0 sign, which recognises the quality guarantee of local products in front of its customers and at the same time promotes the "Balearic Product" brand.

Garden Hotels offers its customers Organic Lamb in the Buffet, collaborating with APAEMA (Association of Organic Farmers of Mallorca). The organic lamb is born and raised on organic farms in Mallorca. It is fed mainly on breast milk and pastures. All of these foods come from organic farming and are free of pesticides, chemical marinades and GMOs. They have been raised in freedom and the standards that refer to their well-being and dignity have always been respected. "Me ecológica" meat is a top quality meat, 100% natural and local.





In addition, 87 kg of organic lamb were purchased in 2023, compared to 55.5 kg in 2022, which represents an increase in purchases of 56.8%.











Organic garden

For several years now, we have had an organic garden visible to customers, which helps us raise awareness among our customers about healthier, zero-kilometre diets.

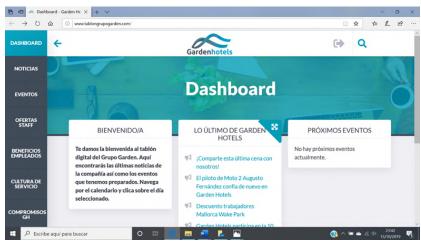




• Internal Digital Board - Company News

Digital notice board for employees, displaying the Service Culture, news and events organised or in which the company participates, so that staff can always be informed of the company's contribution to society and the environment.

Employee benefits are also posted, 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.







Cardio protected Hotel

Garden Holiday Village 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



From the beginning of the implementation of the environmental management system, Garden Holiday Village are 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".

The public bathrooms located in the hotel lobby have taps with a presence sensor.

Native trees in gardens

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 than other species have been planted since the hotel opened.









• Use of natural light, Led technology and commitment to more efficient energy

Thanks to the design, we have a large amount of natural light in the Garden Holiday Village facilities, such as the reception hall, the dining room or the bar.



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



Once the 2023 season was over, photovoltaic panels began to be installed to promote the use of renewable energy and solar streetlights in the outdoor corridors, reducing carbon emissions.









Collaboration with the Williams Syndrome Association of Spain.

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



To do so, we have launched their **Solidarity Reading** campaign, where anyone who wants to can buy a second-hand book for €2 and all the money raised is sent to the Association.





Correct waste management

Waste management is highly relevant in a hotel, as the quantities of waste that can be generated must be correctly managed in order to try to recycle the maximum fraction. For this reason, at Garden Holiday Village, the client has access to **clearly marked bins** for each type of waste generated in the hotel (packaging, papercardboard, glass and common waste). The



cleaning staff also collaborates with **recycling in the rooms**. In the service areas, the staff also separates the organic fraction (food waste), which Garden Hotels later removes **for composting in the fields where organic products are grown**.





• Mattress Recovery and Revaluation Project (RENETAS)

The "RENETAS" Project, which began in 2023, aims to recover and revalue mats in the hotel sector of Playa de Muro, to promote the social and circular economy, sustainably manage tourist waste and create jobs.



Holiday Garden is collaborating in the project, having received an awareness talk and workshop from those responsible for the initiative. During 2023, 132 kilos were collected.

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**.



In addition, in 2022, melamine coffee cups and saucers began to be used, a reusable and highly resistant material, so that guests can enjoy their hot drinks in the hotel's outdoor areas.







• Elimination of single-use plastics

Replacing single-use plastic amenities with refillable dispensers

At Garden Hotels we are taking a further 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 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 hotel establishments of the Garden Group. With the involvement of the Mallorcan company Tot Herba, responsible to produce the 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, approximately 24,600 plastic bottles are saved per season in a single hotel.





Elimination of single-use plastic bottles

We offer our customers the Garden bottle and water refill points on the premises (reverse osmosis water dispensers outside the establishment) with the idea of eliminating the consumption of plastic bottles. We are continuously working on this type of action, thus promoting customer awareness for their return and reuse.

Data 2023 - 2024 (until 30.06.24)

Bottles bought by our clients: 194

Bottles given to our staff: 108













Collaboration in the awareness campaign on sea turtles – COFIB

The "Consorci de Recuperació de la Fauna de les Illes Balears (COFIB)", an organisation belonging to the "Servei de Protecció d'Espècies de la Conselleria de Medi Ambient i Territori de les Illes Balears" organised a public awareness campaign in 2023 for possible cases of sea turtle nesting on our beaches. Due to climate change, the nesting of sea turtles in summer is becoming more frequent on our coasts and it is important to raise awareness among the population and tourists through an informative video that briefly explains how to act in case of finding a sea turtle, a tracking of these or their offspring, and a sticker was designed with a QR code that leads to this video. During the summer, stickers were distributed in visible places (hotels, beaches,



yacht clubs...) with the aim of reaching as many people as possible. In the 2023 campaign edition, the video is played on channels or reception screens, displaying the QR code in the application, publishing the images on the web, etc.

Sponsorships and collaborations

Some of the collaborations and/or sponsorships of Garden Hotels, among others, are:

- Participation in the CAEB project for the Business Alliance against Extreme Poverty with the Vicente Ferrer Foundation (donation for the acquisition of houses in India for the empowerment of women in villages in the Anantapur region).
- o One-off donations for areas affected by natural disasters.
- o Sponsorship with the Garden Hotels Mallorca Volleyball women's team.
- Sponsorship with the Mallorcan triathlete Marga Fullana.
- Sponsorship of the Campanet football team.
- Collaboration in the Garden Hotels Challenge Féminas cycling race.
- o Augusto Fernández Moto GP sponsorship
- Orfeo Balear Foundation donation
- o Jaume Florit IronMan 2023 sponsorship
- Participation in Mater's Job Day
- o Donation to La Magic Line in Sant Joan de Déu
- o Participation in Grupo Motor reWINE Project
- Participation in the COACH Project together with the Exit Foundation





Increased reuse or recovery of bulky waste through non-profit organizations, which also contribute to a fair transition towards the circular economy



The Garden Holiday Village systematically donates furniture and textile materials that are no longer in use to public and private institutions, such as the Deixalles Foundation and its "Fem que circuli" project, so that they can be used in its occupational workshops and distributed among the most disadvantaged families in Mallorca.

Sponsorship of the Trip Alcudia Blog

In May 2022, Garden Hotels sponsored the Blog Trip held in Alcudia and organised by Som de Mallorca (a movement aimed at giving value to Mallorcan products and promoting all corners of the island as a destination of tourist and commercial interest).

The Garden Not Comon campaign was presented to bloggers at the Garden Holiday Village, where they stayed on a free bed and breakfast basis.



Sponsorship of the eMallorca Experience Week – Ecorralie Mallorca

Garden Hotels was a sponsor of the Ecorallye Mallorca, held in Mallorca between June 3rd and 5th, 2022. The Ecorallye Mallorca is a sports event in which standard hybrid and electric vehicles participate. Another highlight is that this event helps promote alternative and clean energy.



DEL 3 AL 5 DE JUNIO DE 2022. INCA. MALLORCA





During the events, the official television team of the event went to the Garden Holiday Village facilities to promote their common values regarding circularity and renewable energy. The images obtained were broadcast in more than 20 countries in different languages (ESP, ENG, GER, FR) and were transmitted through their social networks.





3.26 Project to use organic matter waste for ecological composting

Following the pilot test carried out in 2017 at the Playa Garden Selección Hotel & Spa, this activity was consolidated in 2019 as a pioneering circular economy project in the Balearic Islands in the rest of the company's hotels in the north of Mallorca, including Garden Holiday Village.

Thanks to the organic matter generated in our establishments and the pruning remains from our own and also from different alliances, which act as structuring material, a high-quality compost is obtained for the island's organic agriculture. This process is carried out with the company's own resources and with a collaboration agreement with the Finca "Sa Teulera" for the final compost process.

The main objective of the project is to carry out a classified activity related to composting in sustainable practices. In this way, the aim is to reproduce a decentralised agricultural composting model to treat organic waste collected selectively from the singular generators that are the hotel establishments in the northern area of the company





Cesgarden SL, adapting it to the needs of the users and characteristics of the area, ensuring at all times all environmental and health guarantees, and also creating positive synergies at a social and economic level in the area.

In turn, this project is part of a pilot project subsidised by the Department of the Environment, Agriculture and Fisheries of the Balearic Government called "Circular economy project for composting generated from the organic fraction of hotels for use in organic farming". The aim is to develop a reference model for other similar areas of the Balearic Islands and the State. Thus, while the project aims to be a laboratory for research, training and state dissemination of this bioeconomy model on a local scale, it aims to consolidate the ecological activity of the agricultural farm of "Sa Teulera", by guaranteeing a supply of new fertilizers and/or organic substrates that allow improving the fertility and conservation of its farmland, which is the basis of its activity.







Beach cleaning day

Being aware of the great natural value of the environment surrounding our establishments, the conservation of ecosystems and the protection of biodiversity is a fundamental aspect.

We try to ensure that our clients understand the importance of taking into account good environmental practices that do not harm the natural values of these spaces. We provide them with the information that the town councils make available to us in different languages, either through digital brochures or through the websites of the different municipalities.

In establishments near beaches, plastic cleaning days are periodically organized, which serve to raise awareness among our clients, employees and volunteers from the municipality who join these days.





Garden Holiday Village organizes beach cleaning days together with its clients, whose objective is not only to help the environment but also to create a positive connection between the hotel, its guests and the community.



Communication of environmental and cultural values

We have an application in Spanish, English and German, https://holidayapp.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 the actions for social benefit and our environmental behavior.







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







We are promoting our Feel Exclusive and Woogy Nature programming in the entertainment area, with the inclusion of Upcycling workshops (textile corner for Teens), beach cleaning activities and awareness of micro plastics.

At Garden Hotels we are always looking for innovative ways to enrich the experience of our guests, and that is why we are presenting one of our most recent and exciting activities: the **Local Gastro Talks**. This new proposal is part of the varied entertainment program of the Garden hotels, designed to offer unique and memorable moments during our clients' stay. An invitation to explore the flavors and secrets of Mallorca.

We begin our innovative Local Gastro Talks with a small tasting session where our guests





can taste local products characteristic of Mallorca. With the exquisite Mallorcan sausages, each bite is an opportunity to connect with the culinary essence of the region. After the tasting, we invite our guests to join us on an exclusive tour of the hotel's interior. During this visit, they will discover all the corners and spaces that make Garden Holiday Village a special place, learning first-hand about our sustainable practices, the architectural and decorative details that reflect the local identity, and the efforts we make to offer exceptional service.



• Circular Economy Strategy Certification

Garden Hotels was a pioneer in the field of the **circular economy**, carrying out certain actions aimed at caring for 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 farming and km 0, 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 the Circular Economy Strategy of Garden Hotels 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 every three years are planned.



Help us in our commitment to sustainability!

Share your sustainable ideas with us