



ALCUDIA GARDEN APARTHOTEL
PALM GARDEN APARTHOTEL



**SUSTAINABILITY REPORT
(KPI's 2022 – 2024)**

February 2025

SUSTAINABILITY TARGETS AND PROGRAMMS

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.

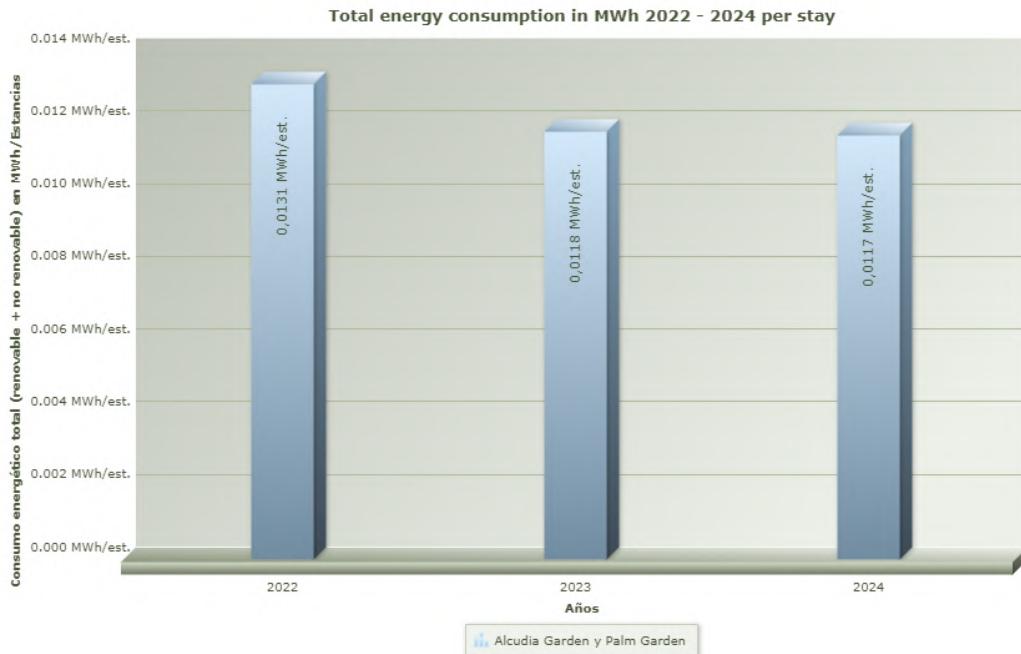
The aim of this management is to evaluate sustainable behaviour to provide us information in order to ascertain whether our organization has the ability to meet the established requirements, whether these be legal requirements or ones to which the Management or third parties must adhere (Travelife System...).

ALCUDIA GARDEN APARTHOTEL y PALM GARDEN APARTMENTS are members of the Sustainable Hotels net in Balearic Islands



ENERGETIC CONSUMPTION

ENERGETISCHE VERBRAUCH



We have transformed all the energy consumed (grid and self-generated electricity, natural gas) during the last three years. **Wir haben in den letzten drei Jahren unseren gesamten Energieverbrauch (Netzstrom und selbst erzeugter Strom and Erdgas) umgestellt.**

Total energy consumption in MWh per stay
Gesamtenergieverbrauch in MWh pro Aufenthalt

We have LED lighting in most areas of the hotel and have a preventive maintenance plan that allows us to ensure the best performance of our energy facilities. Every year we set new goals and challenges in reference to energy consumption, always guaranteeing the comfort of our customers. **Wir verfügen in den meisten Bereichen des Hotels über LED-Beleuchtung und einen Plan zur vorbeugenden Wartung, mit dem wir die optimale Leistung unserer Energieanlagen sicherstellen können. Jedes Jahr setzen wir uns neue Ziele und Herausforderungen in Bezug auf den Energieverbrauch, wobei wir stets den Komfort unserer Kunden gewährleisten.**



GHG EMISSIONS THG EMISSIONEN

We analysed the CO₂ emissions into the atmosphere from our direct energy consumption. The CO₂ emissions into the atmosphere in relation to stay in the last three years Scope 1 and Scope 2 were as follows. **Wir analysieren die CO₂-Emissionen in die Atmosphäre, die durch unseren direkten Energieverbrauch entstehen. Das Aufenthaltsverhältnis der CO₂-Emissionen in die Atmosphäre in Scope 1 und Scope 2 der letzten drei Jahre war wie folgt:**

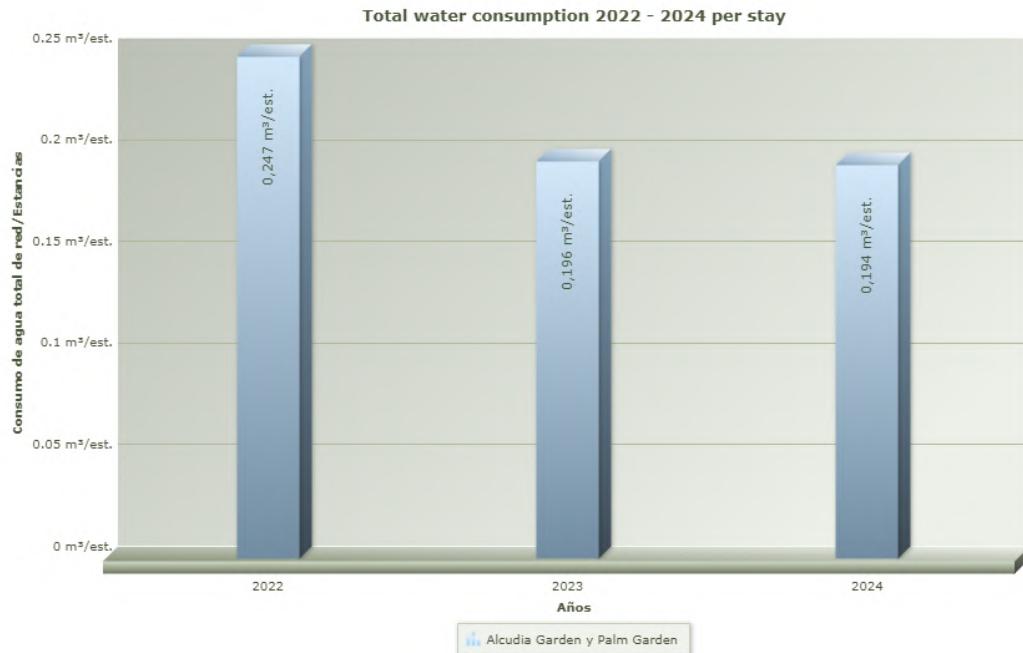


We began to analyse raw materials (high-emission foods) to obtain information on Scope 3 emissions. **Wir haben begonnen, Rohstoffe (Lebensmittel mit hohen Emissionen) zu analysieren, um Informationen zu Scope-3-Emissionen zu erhalten.**

With the goal of continuing to reduce emissions, a series of improvements are planned for 2025, such as replacement of the Trane chillers on each of the rooftops of the Palm Garden with two centralized chiller plants with heat recovery, and replacement of old, deteriorated iron HVAC pipes with new thermofusion piping. Among all the planned improvements, we expect to achieve an approximate 20% reduction in 2027 compared to the 2022 figure.

Mit dem Ziel, die Emissionen weiterhin zu reduzieren, sind für das Jahr 2025 eine Reihe von Verbesserungen geplant, darunter der Austausch der Trane-Kaltwassersätze auf den einzelnen Dächern des Palm Garden durch zwei zentrale Kälteanlagen mit Wärmerückgewinnung sowie der Ersatz alter, beschädigter Klimaleitungen aus Eisen durch neue Leitungen aus Thermofusion. Mit all diesen geplanten Verbesserungen erwarten wir im Jahr 2027 eine Reduzierung um etwa 20 % im Vergleich zum Wert von 2022.

WATER CONSUMPTION / WASSER VERBRAUCH



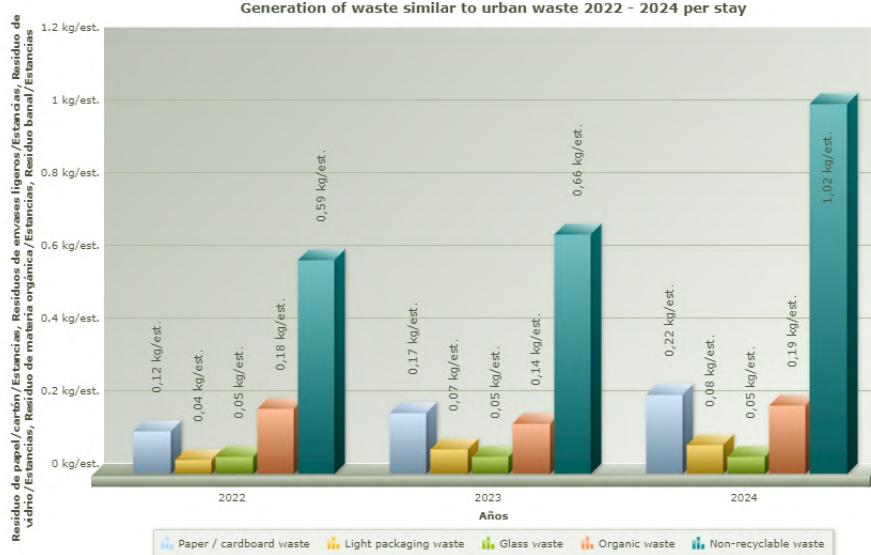
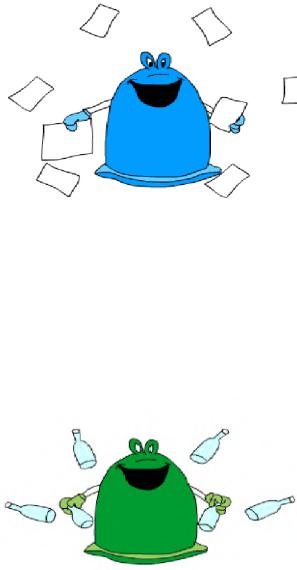
We monitor daily the water consumption at the hotel, thanks to the installed counters. We have quality regulators in our taps which combine modern comfort with sustainable consumption. The monitoring of water consumption for osmosis was initiated in 2014. In 2016, monitoring of water use for swimming pools began, and three years later, in 2019, monitoring of water consumption for irrigation was also implemented. Dank der installierten Zähler überwachen wir täglich den Wasserverbrauch im Hotel. Unsere Wasserhähne sind mit Qualitätsreglern ausgestattet, die modernen Komfort mit nachhaltigem Verbrauch verbinden. Die Überwachung des Wasserverbrauchs für Osmose wurde im Jahr 2014 eingeführt. Im Jahr 2016 wurde die Überwachung des Wasserverbrauchs für Schwimmbecken aufgenommen. Drei Jahre später, im Jahr 2019, wurde auch die Überwachung des Wasserverbrauchs für Bewässerungssysteme implementiert.

To continue reducing our water consumption, a series of improvements are scheduled for 2025, such as the installation of hourglasses on guest shower screens to raise awareness about water use, and the replacement of 200 faucet flow regulators in showers. Through our annual improvements, we remain committed to further reducing our water consumption, which has already reached the targeted 10% reduction by 2027 compared to 2022 levels.

Um unseren Wasserverbrauch weiter zu senken, sind für das Jahr 2025 eine Reihe von Verbesserungen geplant, darunter die Installation von Sanduhren an den Duschabtrennungen der Gäste zur Sensibilisierung für den Wasserverbrauch sowie der Austausch von 200 Durchflussreglern an Duscharmaturen. Mit unseren jährlichen Verbesserungen setzen wir unser Engagement fort, den Wasserverbrauch weiter zu reduzieren – ein Ziel, das mit einer Senkung um 10 % bis 2027 im Vergleich zu 2022 bereits erreicht wurde.

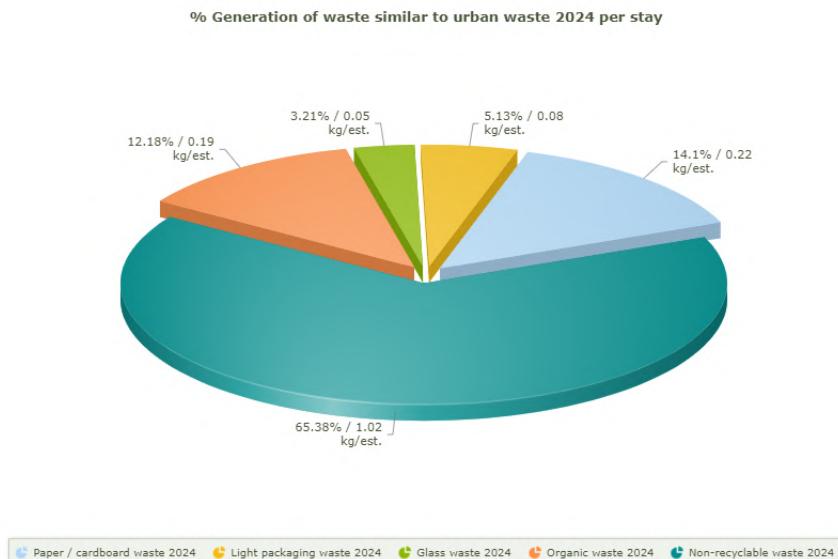
WASTE MANAGEMENT

BEWIRTSCHAFTUNG VON ABFÄLLEN



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

YOUR CLEANING STAFF WILL ALSO SEGREGATE YOUR PACKAGING AND MAGAZINES IF LEFT IN SIGHT. IHRE IHR REINIGUNGSPERSONAL WIRD AUCH IHRE PACKAGING UND MAGAZINE WÄHLEN.

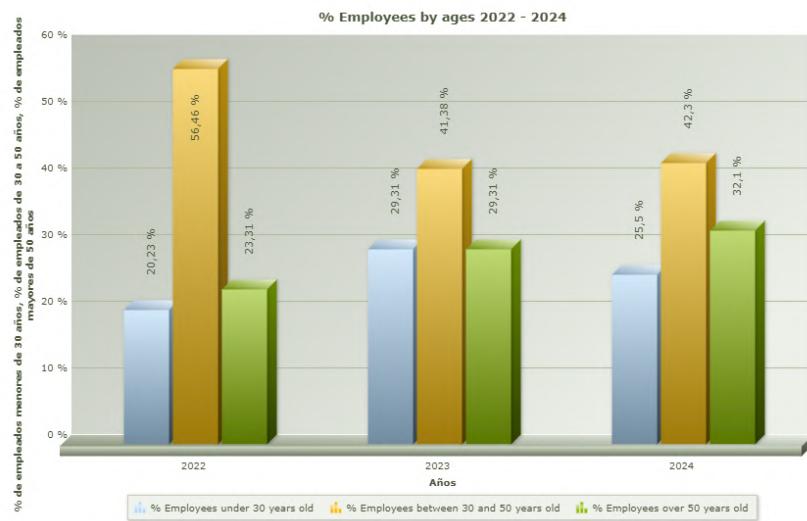
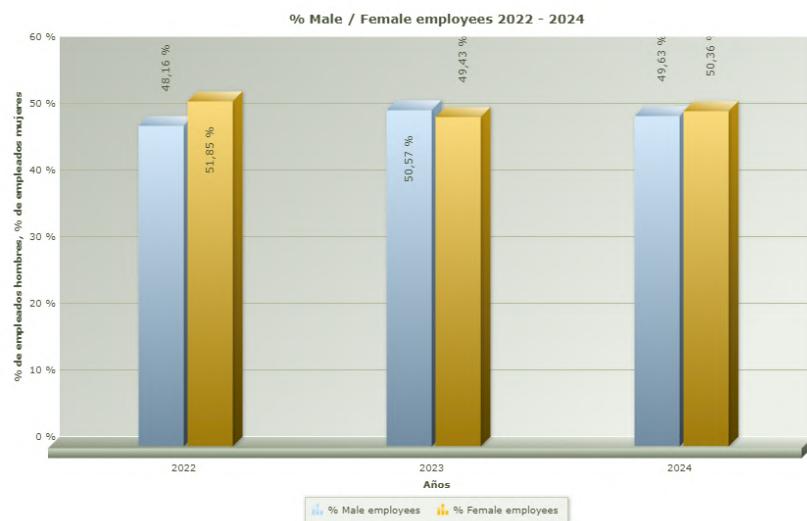


SUSTAINABILITY SOCIAL TARGETS

WELFARE AND LABOUR STANDARDS

This report presents the social indicators for the period 2022–2024. 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 behaviour they may detect whether from workers or other clients.



SUSTAINABILITY SOCIAL TARGETS

SUPPLIERS AND PRODUCTS INFORMATION

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 "km0".

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 always respected. The meat of "Me Ecològic" is a meat of the highest quality, 100% natural and local



In 2024, a total of 1.583,5 kg of organic lamb was purchased at Alcudia and Palm Garden, compared to 742,5 kg in 2023, representing a 113% increase in purchases.



As a result of this collaboration, 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.



SOCIAL AND ENVIRONMENTAL ACTIONS ALCUDIA GARDEN AND PALM GARDEN

- The Alcudia Garden Aparthotel and Palm Garden Apartments are members of the Sustainable Hotels Net of Balearic Islands, an association of hotels that are all committed to more responsible tourism. The members share experiences, as well as their environmental and social indicators, allowing us to compare ourselves with the average of other establishments, with Alcudia Garden Aparthotel and Palm Garden Apartments also contributing their data to the overall benchmark.



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 Español





Quienes somos

Empresas del sector hotelero comprometidas con la protección del medio ambiente.



Compárate

Analiza el nivel de sostenibilidad de tu hotel.



Asesoramiento online

Preguntas básicas sobre sostenibilidad.



Ejemplos en sostenibilidad

Que debe hacer un hotel para ser sostenible.

➤ World Environment Day

In 2024, World Environment Day focused on raising awareness about land restoration, the dangers of desertification, and the importance of strengthening resilience to drought under the theme "Our Lands. Our Future. We Are the #GenerationRestoration." We cannot turn back time, but we can grow forests, revitalize water sources, and restore soils. We are the generation that can make peace with the land.



The United Nations dedicates a section on its website to raise awareness about this issue, accessible at <https://www.un.org/es/observances/environment-day>.

In 2024, Garden Hotels elevated its commitment to conserving the environment in the destinations where it operates by transforming the traditional annual beach cleanup on World Environment Day into a permanent activity within the Garden Experience program. This strong step towards raising awareness among our guests and combating microplastics means that since May, two beach cleanups per month (except in July and August) have been conducted at all GH brand hotels.

The activity lasts approximately two hours and begins with a brief introduction about the importance of environmental conservation and the impacts caused by plastic waste. Afterwards, participants proceed to the beach to carry out the cleanup. Once the collection is completed, the activity concludes with some information about the degradation of marine litter in the ocean, aiming to increase awareness and empower participants to take action against the problem.





In previous years, Alcudia Garden and Palm Garden have also participated in the campaigns, following the respective themes proposed by the United Nations



➤ **Caps for a New Life**

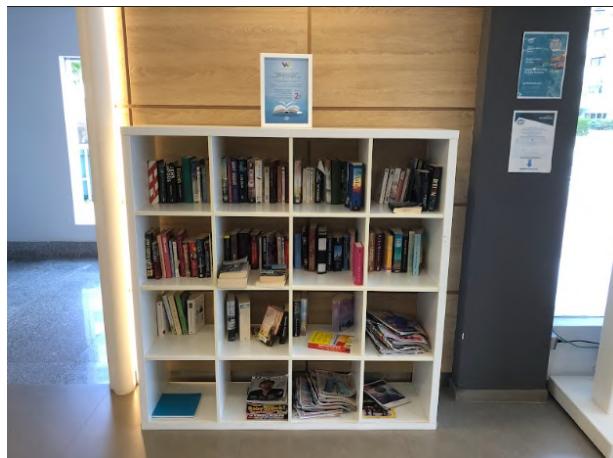
In 2024, participation continued in the SEUR Foundation's project 'Caps for a New Life', through the collection of plastic bottle caps in all hotel departments. These caps are donated to the foundation for processing. This initiative supports projects aimed at helping children with health problems



➤ **Collaboration with the Williams Syndrome Association Spain.**

Williams syndrome is classified as a rare disease. At Alcudia Garden and Palm Garden, we have committed to supporting research and helping those affected by this condition.

To this end, we have launched the "LECTURA SOLIDARIA" campaign, where anyone interested can purchase a second-hand book for €2, with all proceeds donated to the Association. In 2023 €181.00 was raised and €128.00 in 2024.



➤ **Vida Project by the “Inca-Mallorca Solidària” Association**

The old curtains from the rooms at Green Garden Aparthotel were transformed into new aprons for the Garden Chef activity within our Garden Experience entertainment program. Instead of discarding them, we chose to creatively and sustainably reuse them through collaboration with the Inca-Mallorca Solidaria Association and its “Punts amb Vida project”. The entire cost of this transformation will be allocated to supporting the needs of the most vulnerable people in our community.



➤ **Collaboration Agreement with the “Sonrisa Médica” Association**

The “Sonrisa Médica” Association is a non-profit organization and a pioneer in Spain in providing Hospital Clown accompaniment to patients as a therapeutic tool. In 2024, Alcudia Garden Aparthotel and the Palm Garden Apartments collaborated in the creation, promotion, and sale of the Cocktail of Noses, with all proceeds donated entirely to the “Sonrisa Médica” Association. Additionally, a donation of €1 from each sale of the Woogi activity book was made throughout the entire season. In 2024 Cesgarden S.L. donated €1,480.50.

sonrisa médica



➤ **Collaboration Agreement with FACE.**

Through this collaboration agreement, Alcudia Garden Aparthotel and the Palm Garden Apartments commit to offering a gluten-free menu with products suitable for celiac patients, thereby enhancing safety for those with celiac disease.



FACE
 Federación
 de Asociaciones de
 Celiacos
 de España

Staff have received training on celiac disease (CD), the gluten-free diet, and the proper preparation, handling, and presentation of gluten-free dishes. Additionally, they have ongoing support and advice from FACE for any related matters.

The FACE-designed catering logo is displayed on doors and windows visible to the public, allowing celiac guests to easily recognize that the establishment offers a gluten-free menu.

➤ **Kilo Operation Campaign**

This initiative is promoted by the Mallorca Hotel Federation (FEHM) in collaboration with Rotary Club to collect long shelf-life dry food in hotel establishments, which are then donated to Projecte Home Balears. This organization is responsible for distributing the food to social dining rooms or directly to families in need.

Garden Hotels donated a total of 1.379,02€ in 2022. In 2023, Alcudia Garden Aparthotel donated 72 kg and in 2024 donated 56,95 kg.





➤ **Restaurants Against Hunger Campaign**

Garden Hotels has participated in this campaign for several years, and on its 15th anniversary, we remain committed to this cause, which has a significant impact on those most in need. This year, we are contributing by donating €1 from each sale of selected dishes from the menu at the beach bars of our Garden hotels. In 2024 Cesgarden S.L. donated €902.95.



RESTAURANTES
 CONTRA EL
 HAMBRE
 2024

 MUCHAS GRACIAS
 POR COCINAR UN FUTURO SIN HAMBRE

Alcudia Garden Aparthotel

 VUESTRA SOLIDARIDAD NOS PERMITE
 AYUDAR A MILES DE FAMILIAS EN ESPAÑA

CON EL APOYO DE



➤ Collaboration with the “INTRESS Foundation”.

The “Intress Foundation” for Integration is a private national foundation established in 2005 with the primary aim of improving the living conditions of people with various psychological, mental, physical, and sensory disabilities. This is achieved through the promotion and support of prevention, education, leisure, vocational training, employment, residential care, guardianship, and healthcare, cultural, and social assistance—placing special emphasis on labor market integration, all carried out using innovative methodologies and techniques.

The Municipal Service for the Promotion of Autonomy, “Casal Ciutat Antiga” in Palma, is aimed at people over 60 years old and is designed to promote and organize activities, facilitate social interaction, and encourage mutual support to enable a satisfactory aging process. Its objectives include preventing dependency, boosting self-esteem, supporting active maintenance of both body and mind, encouraging healthy habits, and promoting personal development.

For many years, the Casal has been conducting gardening activities, though these were relatively simple until 2021. At the start of the leisure program in early 2022, the activity was revitalized through the launch of a community project called “L’HORT DE L’OCI.”

Garden Hotels supports this project by offering Casal users a visit to the Alcudia Garden hotel to explore our organic garden and participate in an educational workshop led by our corporate gardening manager. The visit concludes with a tasting of local and organic products.



➤ **Collaboration with the Pa i Mel Association**

Once again, collaboration was maintained with the association in their employment integration project through practical training conducted on the hotel premises.



➤ **Eco Garden Bio Corner**



At Garden Hotels, and specifically at Alcudia Garden, we strongly support organic, seasonal, and locally sourced (km 0) foods. This approach aligns with the worldwide Slow Food philosophy, which promotes gastronomy as a pleasure to be enjoyed in a clean, fair, and healthy way that minimizes environmental impact.

Following this philosophy, the hotel has dedicated a special area called the Bio Corner, where only these types of products are offered. Notably, all dishes and products presented here are 100% organic, meaning they are made with ingredients free from chemical fertilizers and pesticides. Additionally, whenever possible, the products in the Bio Corner are seasonal and locally sourced.

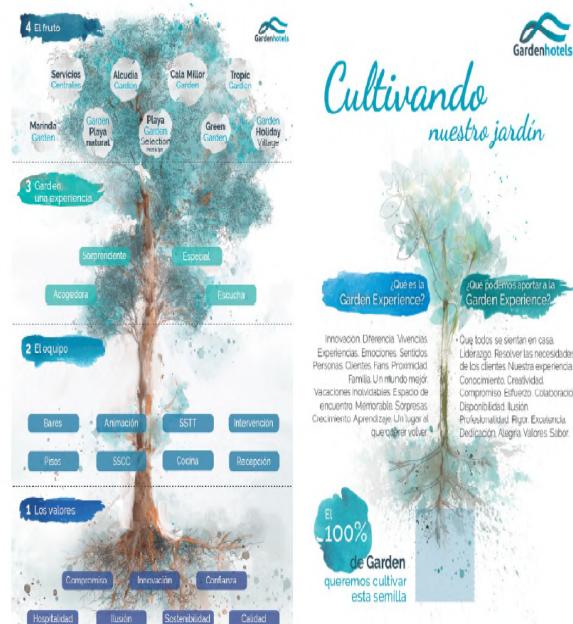
To add an extra touch of exclusivity to the Bio Corner, the chain's thematic days—the Balearic, Mexican, and Asian Days—also feature various organic dishes and products related to the specific theme. Elsewhere in the buffet, guests can also find locally sourced dishes identified with a "km 0" label, highlighting and promoting the "Producto Balear" brand.



➤ **Internal Digital Bulletin – Company News**

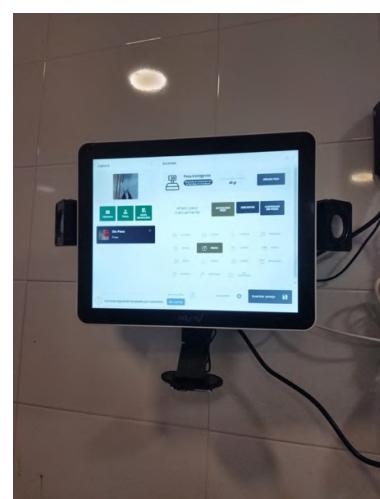
This digital bulletin board is designed for employees and features the Service Culture, as well as news and events organized by or involving the company. It ensures that staff are always informed about the company's contributions to society and the environment.

Additionally, the bulletin board publishes employee benefits, such as discounts at the company's hotels and restaurants, as well as other discounts on services for which the company holds agreements or partnerships.


➤ **Food Waste Project – Sigho Buffet Waste Pilot Test**

Sigho Buffet Waste is an intelligent system for measuring food waste generated in a hotel's buffets and dining areas. It combines artificial intelligence and computer vision techniques with smart scales to detect which foods are being discarded and in what quantities. This information is collected and linked with the PMS and occupancy data to create statistics that allow us to make predictions, reduce, and prevent food waste.



➤ **Water Efficiency in Faucets**

Alcudia and Palm Garden are committed to efficient flow regulation systems in faucets. The company has invested in high-end flow regulators that provide a comfortable water flow for guests without exceeding 5 liters per minute in sinks and 10 liters per minute in showers, thanks to their CFR ("Constant Flow Regulator") technology. Additionally, the public bathrooms located in the hotel lobby are equipped with sensor-activated faucets.



➤ **Utilization of Natural Light, LED Technology, and Commitment to More Efficient Energy Sources**

The hotel is also committed to the gradual replacement of lighting fixtures with LED technology. Nowadays, replacing old low-energy or fluorescent bulbs with LEDs is an efficient and sustainable investment on all levels.



Additionally, thanks to the replacement of the air conditioning chiller plant with more efficient systems featuring heat recovery, significant reductions in natural gas consumption for heating and domestic hot water are being achieved.



Since 2024, the Alcudia Garden Aparthotel and the Palm Garden Apartments have been using renewable solar energy thanks to photovoltaic panels installed on the building blocks to generate renewable energy and reduce our dependence on grid electricity.



Bloque 1



Bloque 2



Bloque 9

➤ **Installation of sustainable treatment systems for our swimming pools**

Recently, the outdoor pool has adopted calcium hypochlorite treatment. The results have been satisfactory, and efforts are ongoing to reduce the consumption of chemical products for its maintenance.



➤ **Correct Waste Management**

Waste management is highly important in a hotel, as the large quantities of waste generated must be properly handled to maximize recycling. At Alcudia Garden and Palm Garden, guests have easy access to clearly labeled bins for each type of waste they produce (packaging, paper-cardboard, glass, and general waste). Cleaning staff also contribute to recycling in the rooms. Additionally, in service areas, staff separate the organic fraction (food scraps), which Garden Hotels later collects for composting in the fields used for organic farming.



➤ Reusable Cups in Pool Area

The use of glass is not allowed in pool areas; therefore, the hotel uses reusable polypropylene cups in these zones, thus avoiding the large generation of plastic waste. To facilitate the collection of these cups, several collection stations have been installed around the pool area, promoting guest awareness for their return and reuse..

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



Additionally, since 2022, melamine cups and plates—durable and reusable materials—have been introduced so that guests can enjoy their hot beverages in the outdoor areas of the hotel..



➤ **Elimination of Single-Use Plastics**

Replacement of Single-Use Plastic Amenities with Refillable Dispensers



At Garden Hotels, we take our commitment to sustainability a step further with the “Zero Plastic” project for in-room amenities. This initiative involves replacing the traditional single-use plastic bottles of shower gel, conditioner, and shampoo with reusable polycarbonate dispensers in guest rooms.

The project began in 2019 at Playa Garden Selection Hotel & Spa and was partially subsidized by the Government of the Balearic Islands. It has since been expanded to the rest of the hotels in the Garden Hotels Group.

The project is carried out in collaboration with the Mallorcan company Tot Herba, which is responsible for producing eco-certified shampoo, conditioner, and gel. The containers are reused after undergoing a strict cleaning and disinfection process managed by the supplier. This initiative significantly reduces plastic usage during guests’ stays. According to our internal studies, approximately 24,600 plastic bottles are saved per season in a single hotel.

➤ **Elimination of single-use plastic bottles**

We offer our guests the Garden bottle, as well as water refill stations throughout the property (osmosis water dispensers located in each apartment block), with the goal of eliminating single-use plastic bottles. The welcome water bottle provided to guests is made of glass. We continuously work on initiatives like this to raise guest awareness and encourage reuse and return.

In 2024, approximately 168,145 plastic bottles were avoided thanks to the use of the refill stations installed at Alcudia Garden and Palm Garden.



2024 Data

Bottles sold to customers: 273

Bottles gifted to customers: 8

Bottles gifted to staff: 52



➤ Heart-safe hotel

The Aparthotel Alcudia Garden is a heart-safe hotel, having obtained the official SEMST (Spanish Society of Occupational Medicine and Safety) certification, which confirms that they have a defibrillator on their premises and qualified personnel trained to use it in case of need.



➤ **Project for the Use of Organic Waste for Ecological Composting**

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

Thanks to the organic matter generated in our establishments, along with pruning waste—both from our own operations and from various partnerships that provide structuring material—we are able to produce high-quality compost for organic farming on the island. This process is carried out using the company's own resources and through a collaboration agreement with the "Sa Teulera" estate for the final composting phase.

The main objective of the project is to implement a classified activity related to composting through sustainable practices. The aim is to replicate a decentralized agricultural composting model to process selectively collected organic waste from the unique generators—namely, the hotels in the northern area operated by Cesgarden S.L.—adapting it to user needs and regional characteristics, while fully ensuring all environmental and health guarantees. The project also seeks to generate positive social and economic synergies in the area.



This project is part of a pilot initiative subsidized by the Ministry of Environment, Agriculture, and Fisheries of the Balearic Government, entitled "Circular Economy Project for Composting Organic Waste from Hotels for Use in Organic Farming." The aim is to develop a model that can serve as a reference for other similar areas in the Balearic Islands and across Spain.

In this way, the project aspires to function as a laboratory for research, training, and national dissemination of this local-scale bioeconomy model, while also strengthening the organic farming activity of the "Sa Teulera" agricultural estate. This will be achieved by ensuring a supply of new fertilizers and/or organic substrates that will help improve the fertility and preservation of its farmland, which is the foundation of its activity.

➤ **Organic Garden**

Since this year, we have had an organic garden visible to our guests, which helps raise awareness among them about healthier and km 0 (local) food consumption.



➤ **Collaboration with the UIB Project “Behaviour Interventions to Reduce Water Consumption in Hotel Rooms”**

The pioneering and innovative field experiment we conducted in cooperation with the University of the Balearic Islands (UIB) to reduce water consumption in guest rooms took place at Alcudia Garden. The project involved carrying out a field study to analyze the impact of different interventions on guests' water consumption behavior during their stay.

Specifically, 20 standard double rooms (without kitchen) were included in the study during the 2023 season by a UIB doctoral candidate. During the project, 40 state-of-the-art ultrasonic water meters were installed in the rooms, where three different interventions were implemented, along with a data concentrator to facilitate the transmission of information to a web platform.





➤ Sponsorships and Collaborations

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

- Participation in the CAEB project for the Business Alliance Against Extreme Poverty with the Vicente Ferrer Foundation (donation for the acquisition of homes in India to empower women in villages in the Anantapur region).
- Occasional donations for areas affected by natural disasters.
- Sponsorship of the women's volleyball team Garden Hotels Mallorca Volley.
- Sponsorship of the Mallorcan triathlete Marga Fullana.
- Sponsorship of the Campanet football team.
- Collaboration in the cycling race Challenge Féminas Garden Hotels.
- Sponsorship of Club Esportiu Murens.
- Participation in the Smart Hospitality Project by TANGO.
- Collaboration in the Circular-FP project with CIFP Juníper Serra.

- Volley Female Club



- European Project Cyclops

The overall goal of Cyclops is to provide automated, secure, interoperable, and reliable management, governance, and maintenance of the entire data lifecycle for large volumes of data generated from heterogeneous, distributed sources, enabling data sharing and exchange within data spaces. Garden Hotels is part of one of the four case studies to be conducted within the project, specifically the tourism data space pilot.



- Proyecto Europeo Tango

This project is funded by the Horizon Europe program of the European Commission. Its aim is to develop solutions that ensure secure, reliable, and sustainable data flows. Garden is making its facilities available to the TANGO project within the context of smart hospitality to evaluate the TANGO framework. Guests check in to the hotel via their smartphones and go directly to their rooms without going through the reception process. Personalized settings are loaded into the guest's room without the risk of exposing personal data.



➤ **Official sponsor of the Garden Hotels – Luxcom Challenge Mallorca**

Garden Hotels, committed to sports, has been the main sponsor of the Challenge Ciclista Mallorca since 2022.

➤ **Increase in Reuse or Valorisation of Bulky Waste through Non-Profit Organizations, Contributing to a Just Transition Towards the Circular Economy**

Alcudia Garden Aparthotel and the Palm Garden apartments systematically donate furniture and textile materials that are no longer in use to public and private institutions, such as the Deixalles Foundation and its project “Fem que Circuli.” These items are used in occupational workshops and distributed among the most disadvantaged families in Mallorca.



FEM QUE CIRCULI! 

Certificat de Recollida i Gestió de Material

Hotel	Article	Unitats (uds)	Pes total (kg)
Alcúdia Garden Aparthotel	Caixa forta	26	273,0
Total Alcúdia Garden Aparthotel		26	273,0

Hotel	Article	Reutilització (kg)	Reciclatge (kg)	Rebuig (kg)
Alcúdia Garden Aparthotel	Caixa forta	273,0	0,0	0,0
Total Alcúdia Garden Aparthotel		273,0	0,0	0,0

➤ **Collaboration in a Campaign to Promote the Use of Reusable Menstrual Products**

Alcudia Garden and Palm Garden Hotels participate in the campaign as the first hotel chain to join the initiative by disseminating information through their digital communication channels with guests, explaining the advantages and benefits for both people and the planet of replacing single-use intimate hygiene products with reusable ones. A study has shown that disposable menstrual products and wet wipes are among the top ten plastic items most frequently found on beaches and marine surfaces.



➤ **Collaboration with the Joan XXIII Foundation**

In 2022 and 2023, several users of the Joan XXIII Foundation, together with their supervisors, were able to enjoy a two-night stay at the hotel, enabling people with functional diversity to enjoy leisure time in a different environment than usual.

The Joan XXIII Foundation is a non-profit organization established in 1975 that provides services to individuals with intellectual disabilities and their families throughout all stages of life. They serve over 265 users and employ approximately 180 staff members.



➤ **Collaboration in the Marine Turtle Awareness Campaign – COFIB**

The “Consorci de Recuperació de la Fauna de les Illes Balears (COFIB),” an organization under the “Servei de Protecció d’Espècies de la Conselleria de Medi Ambient i Territori de les Illes Balears,” organizes a public awareness campaign regarding potential cases of marine turtle nesting on our beaches. Due to climate change, the nesting of marine turtles during summer is becoming increasingly frequent along our coasts, making it important to raise awareness among both residents and tourists.

COFIB has produced an informational video that briefly explains how to act if a marine turtle, its tracks, or its hatchlings are found. Access to the video is provided via a sticker with a QR code linking to it. During the summer, these stickers are distributed in visible locations (hotels, beaches, yacht clubs, etc.) with the aim of reaching as many people as possible.



➤ **Communication of Environmental and Cultural Values**

We have an application available in Spanish, English, and German, which, under the message “Get information about activities, schedules, our commitment to sustainability, and much more!” invites all guests and interested individuals to learn about our Corporate Social Responsibility Policy and access information about all our social benefit initiatives and environmental practices.

App link: <https://alcudiaapp.gardenhotels.com/en/home>



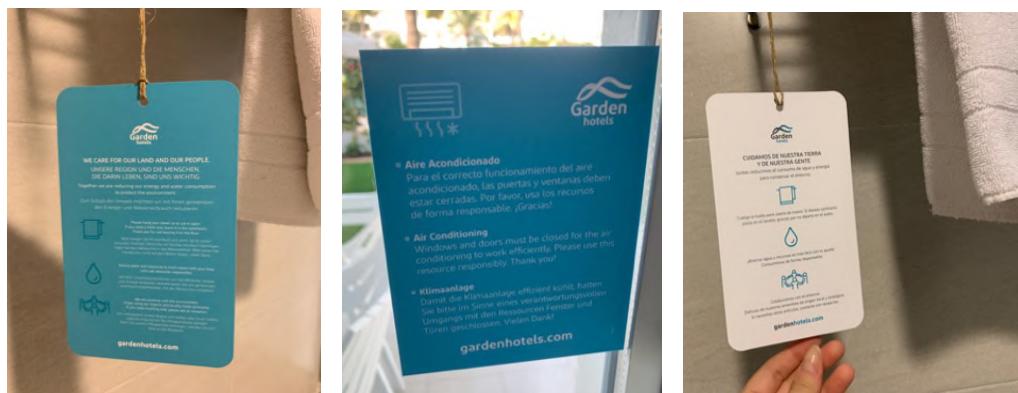
This application is promoted throughout the establishment, and the digital QR code is displayed on an exclusive wooden stand in all rooms.

We collaborate with various local companies providing complementary services, especially those offering activities that allow tourists to enjoy unique and different experiences in spectacular surroundings. At the same time, we aim to raise our guests' awareness about preserving our environment through the information available via the QR code. We want tourists to understand our values and those of Mallorca.

In the reception hall of the Alcudia Garden Aparthotel, there is also a totem displaying the company's Social Responsibility Policies, as well as information about the natural value of the local beaches, recommended routes and visits, and the cultural values and traditions of the municipality.

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. Similarly, on our website's Sustainability section, we showcase our commitment to the circular economy.

Our guests can find informative signage in the apartments encouraging responsible resource consumption.



We have enhanced our Feel Exclusive and Woogy Nature programming in the entertainment area by including Upcycling workshops (a textile corner for teens), beach cleanup activities, and microplastic awareness campaigns.

At Garden Hotels, we are always looking for innovative ways to enrich our guests' experience, which is why we are excited to introduce one of our newest activities: the Local Gastro Talks. This new initiative is part of the diverse entertainment program at Garden hotels, designed to offer unique and memorable moments during our guests' stay—a chance to explore the flavors and secrets of Mallorca.

We kick off the innovative Local Gastro Talks with a small tasting session where our guests sample characteristic local products from Mallorca. With exquisite Mallorcan cold cuts, each bite offers an opportunity to connect with the culinary essence of the region. After the tasting, we invite guests to join us on an exclusive tour inside the hotel. During this visit, they discover all the corners and spaces that make Alcudia and Palm Garden special, learning firsthand about our sustainable practices, architectural and decorative details that reflect the local identity, and the efforts we make to provide exceptional service.



➤ **Participation in CAEB's Corporate Social Responsibility Programs**

The network "Committed Companies, Companies with Values" is made up of all those companies that participate or have participated in any of the Corporate Social Responsibility programs of CAEB.



➤ **Circular Economy Strategy Certification**

Garden Hotels was a pioneer in the field of circular economy, implementing specific actions aimed at caring for our planet and our people.

Garden Hotels 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 the revitalization of organic and km 0 agriculture, the company aims to achieve resource circularity, improve environmental quality, and promote the sustainable development of the tourism sector.

In 2024, Garden Hotels renewed its verification of the Circular Economy Strategy according to AENOR's business strategy model for Circular Economy. Garden Hotels was the first hotel company and the third company in Spain to receive this distinction. Annual follow-up audits and renewal audit every three years are conducted.





**Help us in our commitment to
sustainability!**

Share your sustainable ideas with us