



GARDEN PLAYA NATURAL HOTEL & SPA



SUSTAINABILITY REPORT ***(KPIs 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.

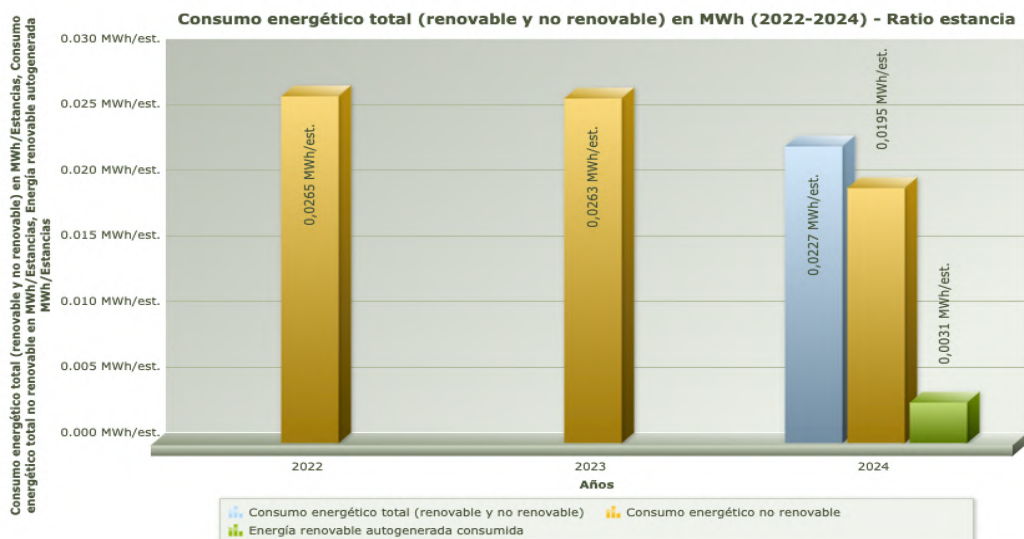
We use the tool Sustainablekeyindicators.com, based on the GRI (Global Report Initiative), the international guide more used for sustainable development and indicator guidelines.

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...).



ENERGETIC CONSUMPTION

ENERGETISCHE VERBRAUCH



We have transformed all the energy consumed (Electricity, fuel and LPG) during the last three years. *Total energy consumption in MWh per stay.* Wir haben in den letzten drei Jahren unseren gesamten Energieverbrauch (Strom, Kraftstoff und Flüssiggas) umgestellt. *Gesamtenergieverbrauch in MWh pro Aufenthalt*

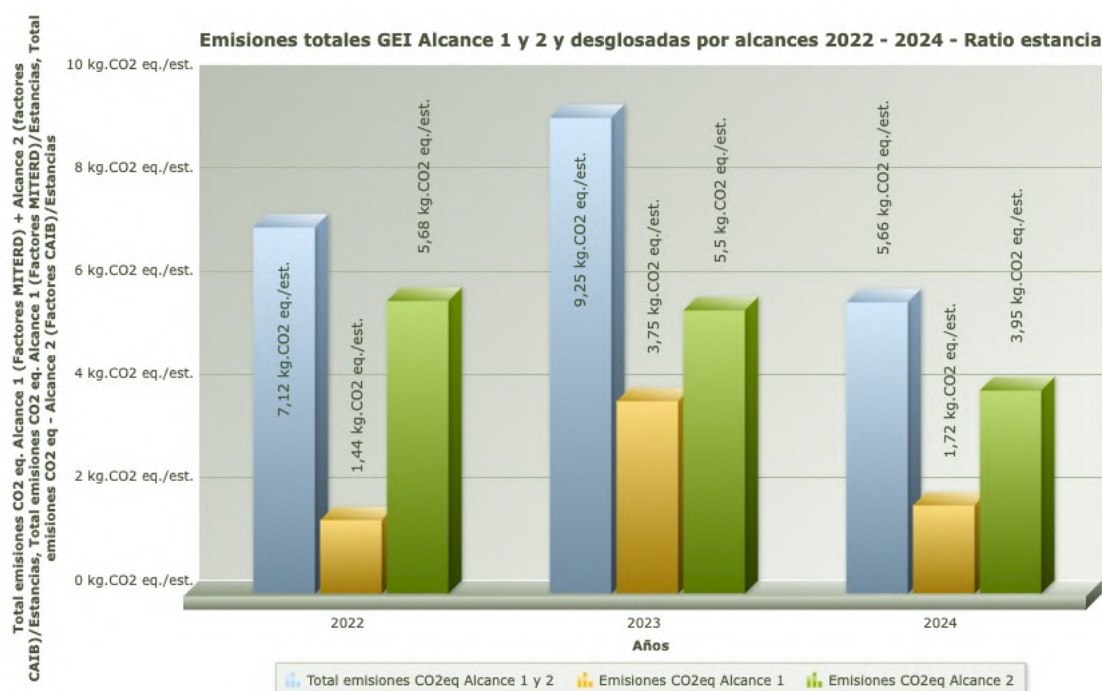
We have LED lighting in most areas of the hotel and have a preventive maintenance plan that allows us to ensure the best performance of our energy facilities. Every year we set new goals and challenges in reference to energy consumption, always guaranteeing the comfort of our customers. In 2024 photovoltaic panels were installed. 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. Im Jahr 2024 wurden Photovoltaik-Module installiert



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:

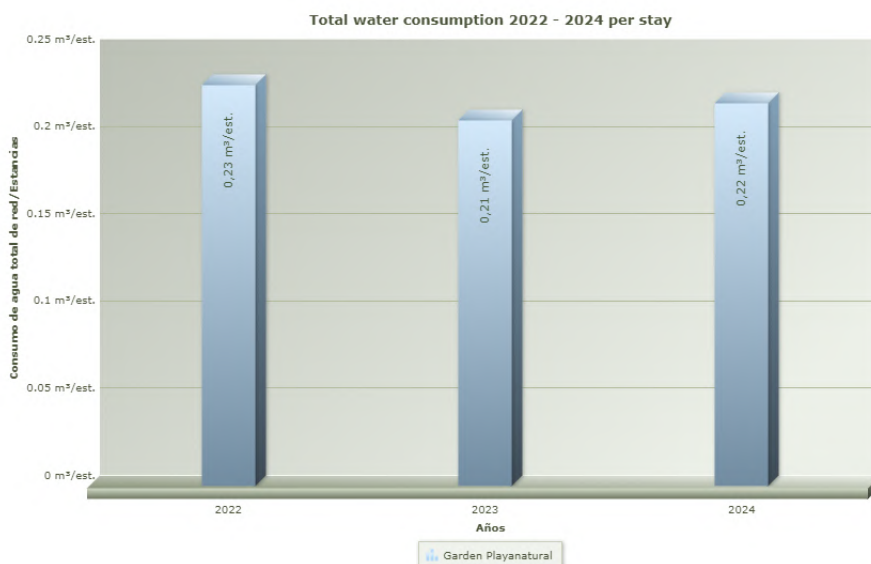


We began to analyse raw materials (high-emission foods) to obtain information on Scope 3 emissions. Wir haben begonnen, Rohstoffe (Lebensmittel mit hohen Emissionen) zu analysieren, um Informationen zu Scope-3-Emissionen zu erhalten.

With the goal of continuing to reduce emissions, a series of improvements are planned for 2025, **such as** replacing the ornamental fountain's motor with a more efficient model and upgrading the banquet hall corridor lighting to a more energy-efficient system. Through all the planned improvements, we expect to achieve an approximate 4% reduction in 2025 compared to 2024 levels.

Mit dem Ziel, die Emissionen weiterhin zu reduzieren, sind für das Jahr 2025 verschiedene Verbesserungsmaßnahmen geplant. Dazu gehören unter anderem der Austausch des Motors des Zierbrunnens durch ein effizienteres Modell sowie die Erneuerung der Beleuchtung im Flur des Bankettsaals durch energieeffizientere Leuchten. Durch alle geplanten Maßnahmen erwarten wir im Jahr 2025 eine Reduktion der Emissionen um etwa 4 % im Vergleich zu den Daten von 2024.

WATER CONSUMPTION / WASSER VERBRAUCH



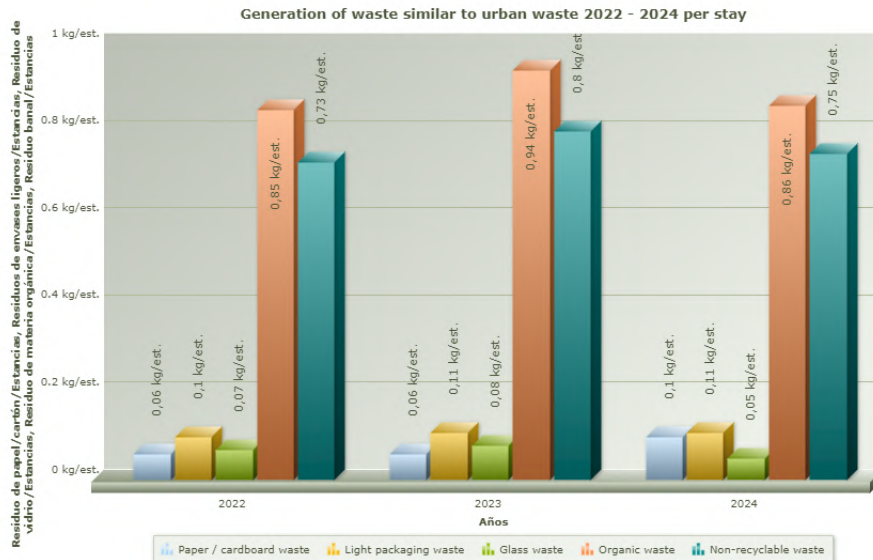
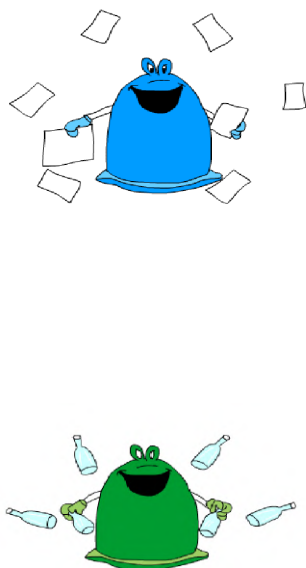
Total water consumption per stay in 2024 was higher than in 2022 and 2023. Renovations of the pool facilities are planned, which should help reduce our water consumption in 2025. **Der Gesamtwasserverbrauch pro Aufenthalt war im Jahr 2024 höher als in den Jahren 2022 und 2023. Es sind Renovierungen der Poolanlagen geplant, die dazu beitragen sollen, unseren Wasserverbrauch im Jahr 2025 zu senken.**

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 irrigation was initiated in 2014. As of 2017, this monitoring was extended to include water consumption related to swimming pools. **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 Erfassung des Wasserverbrauchs für Bewässerung wurde im Jahr 2014 eingeführt. Seit 2018 wurde diese Erfassung auf den Wasserverbrauch der Schwimmbecken ausgeweitet.**



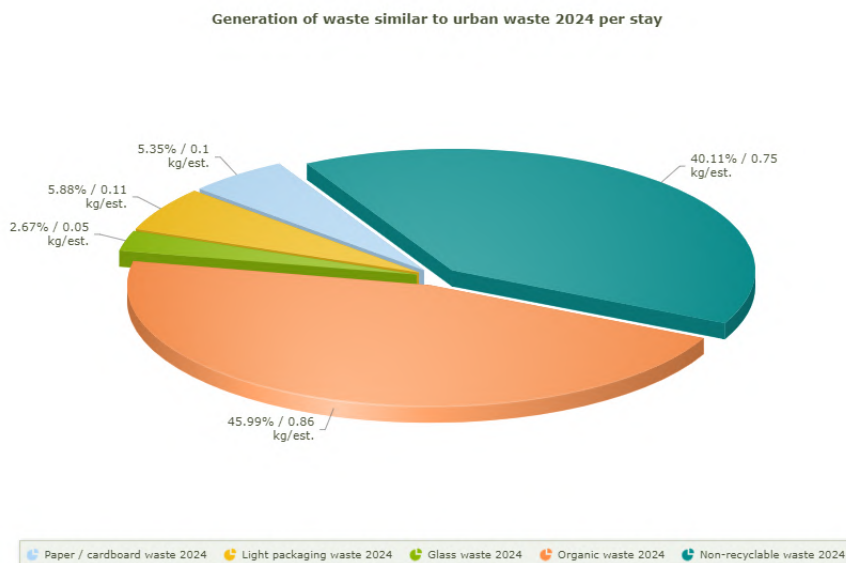
WASTE MANAGEMENT

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.

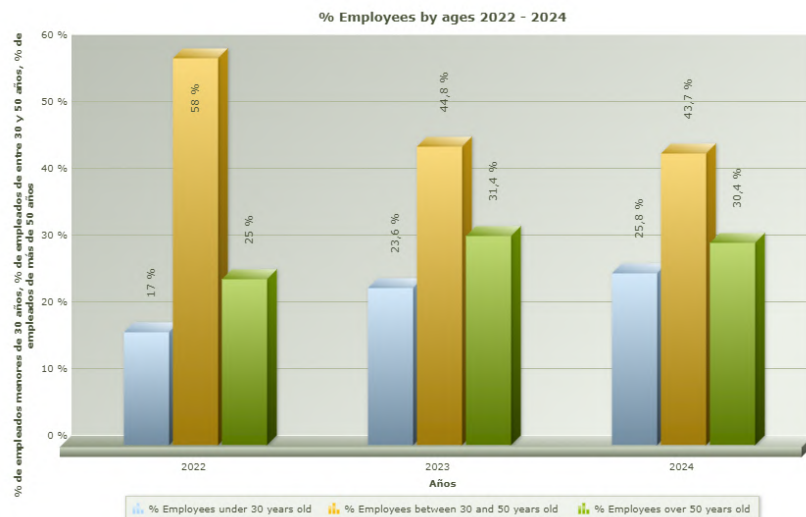
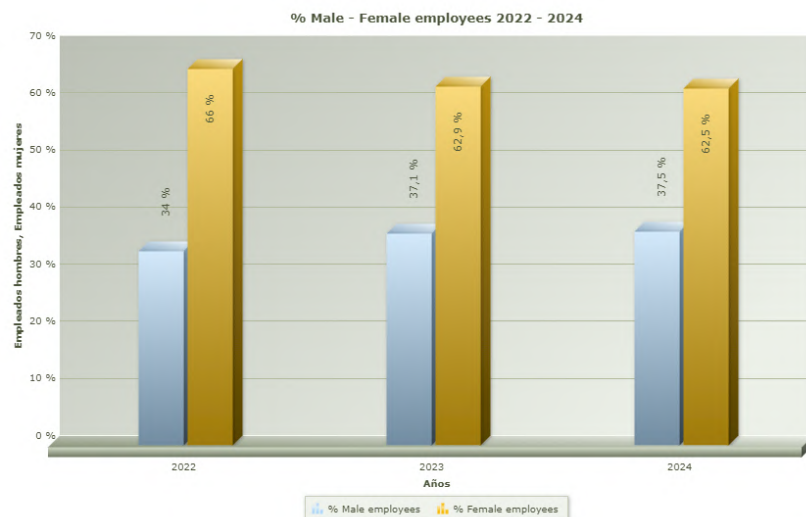


SUSTAINABILITY SOCIAL TARGETS

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

To promote and support local products, Garden Hotels has several purchasing agreements with local suppliers, enabling it to produce and offer its guests local, sustainable, and high-quality products, while also strengthening the local economy. This work carried out by Garden not only contributes to respecting the environment but also introduces its guests to local products and boosts and guarantees the local economy.

The Andalusian-themed buffet, a result of these agreements, showcases Andalusian cuisine every Saturday with various typical dishes from the region, prepared with local products. We offer guests the opportunity to learn about our culinary culture, as well as the opportunity to learn about our culture through the themed wine tasting. We promote our local wines and, through explanatory recipes and cooking classes, bring our guests closer to our culinary heritage.



VINOS BLANCOS DE HUELVA			WHITE WINES FROM HUELVA · WEISSWEINE AUS HUELVA		
					
Villalva Colección Mil Blanco	16,00 €	8,00 €	Marques de Villalva Blanco Seco	9,80 €	4,90 €
HUELVA			HUELVA		
Zalema, Moscatel			Azalamea, Moscatel, Listán, Pedro Ximénez		
Marqués de Villalva Blanco Seco	9,80 €	4,90 €	Agudulce de Villalva Blanco Semi	9,80 €	4,90 €
HUELVA			HUELVA		
Azalamea, Moscatel, Listán, Pedro Ximénez			Azalamea, Moscatel, Listán, Pedro Ximénez		





SOCIAL AND ENVIRONMENTAL ACTIONS / SOZIAL- UND UMWELTAKTIONEN IN GARDEN PLAYA NATURAL HOTEL & SPA

➤ Caps for a New Life

In 2024, we continued participating in the SEUR Foundation's project "Caps for a New Life" by collecting plastic caps across all hotel departments. These caps are donated to the foundation for processing. This initiative supports projects aimed at helping children with health issues.

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.



Tapones para una
nueva vida®

¡Emma necesita tus tapones!

42 toneladas para cambiar su vida

Colabora con tus tapones para que Emma, una niña de 4 años de Villena con Síndrome de Rett, pueda mejorar su calidad de vida.

Emma necesita nuestra ayuda para cubrir el coste de una terapia específica de rehabilitación, que le permita seguir mejorando su movilidad para frenar el avance de su enfermedad.

¿Nos ayudas?



**¡DEPOSITA AQUÍ
TUS TAPONES!**

FUNDACIÓN
SEUR

acteco

➤ Annual Participation in World Environment Day and World Oceans Day Campaigns

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 Land. Our Future. We are #GenerationRestoration."

We cannot turn back time, but we can grow forests, revive water sources, and restore soils. We are the generation that can make peace with the land.



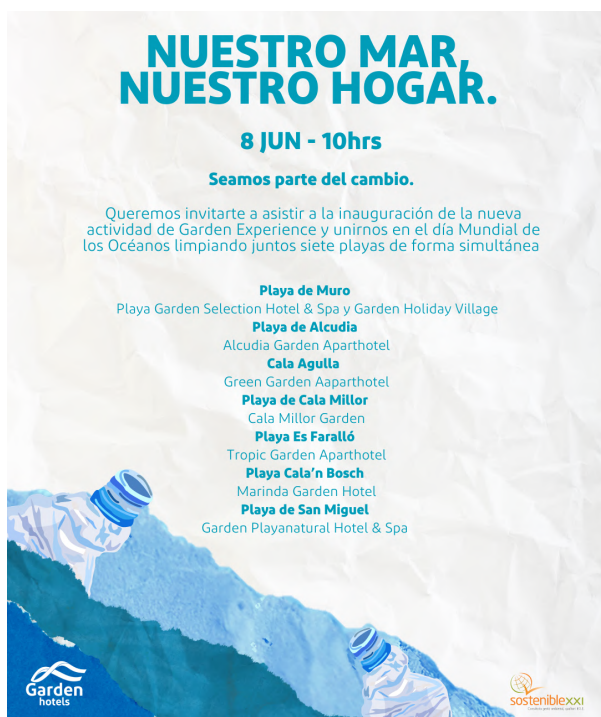
The United Nations has dedicated a section of its website to raise awareness about these issues, accessible at: <https://www.un.org/en/observances/environment-day>.

To commemorate World Environment Day, in 2024 Garden Hotels strengthened its commitment to preserving the natural surroundings of the destinations where it operates by transforming the traditional annual beach cleanup into a **permanent activity within the Garden Experience program**.

This decisive step in raising awareness among our guests and combating microplastics means that, starting in May, two beach cleanups per month (except in July and August) were planned at all GH-branded hotels.

The activity lasts approximately two hours and begins with a brief introduction on the importance of environmental conservation and the impact of plastic waste. This is followed by the beach cleanup itself. After the collection, the activity concludes with a short talk on the degradation of marine litter in the ocean, aimed at increasing awareness and empowering participants to act against this global issue.

Garden Playa Natural organized a cleanup at San Miguel Beach to show its support and commitment to environmental care, as well as to engage all its stakeholders.





In previous years, the Garden Playa Natural has also participated in the campaigns, following the respective themes proposed by the United Nations.



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

“Sonrisa Médica” is a non-profit organization and a pioneer in Spain in using hospital clowns to accompany patients as a therapeutic tool. Garden Playa Natural collaborates annually in the creation, promotion, and sale of the “Cocktail of Noses,” with all proceeds going entirely to the “Sonrisa Médica” Association.



➤ **“Punts amb Vida” Project by the Inca-Mallorca Solidaria Association**

The former curtains from the guest rooms at the Green Garden hotel were transformed into new aprons for the Garden Chef activity, part of our Garden Experience entertainment program. Instead of discarding them, we chose to reuse them in a creative and sustainable way thanks to our collaboration with the Inca-Mallorca Solidaria Association and its “Punts amb Vida” project.

The full cost of this transformation was allocated to supporting the needs of the most vulnerable members of our community.



➤ Communication of Environmental and Cultural Values

We offer an application available in Spanish, English, and German which invites all guests and interested individuals to explore our Corporate Social Responsibility Policy under the message “Find information about activities, schedules, our commitment to sustainability, and much more!”

Through this platform, users can learn about our social benefit initiatives and environmental practices.



<https://playanaturalapp.gardenhotels.com/es/home>

The application is promoted throughout the hotel, and the QR code is displayed on a specially designed wooden stand placed in every room.

At the same time, through this app, we aim to raise awareness among our guests about the importance of preserving our natural surroundings, while sharing the values of our local region of Huelva – including information on the ecological value of Huelva’s beaches, recommended routes and visits, local culture, and traditions.

We also communicate all these environmental and cultural values through our corporate website <https://www.gardenhotels.com>, where anyone interested can find detailed information about Corporate Social Responsibility at Garden Hotels.

Additionally, on our website’s Sustainability section, we highlight our commitment to the circular economy.

Our guests can find informative signage in their rooms, suggesting responsible resource consumption.



At Garden Hotels, we're always looking for innovative ways to enrich our guests' experience, and that's why we're introducing one of our newest and most exciting activities: Gastro Talks. This new offering is part of Garden Hotels' varied entertainment program, designed to offer unique and memorable moments during our guests' stay. An invitation to explore the flavours and secrets of Andalusia.

We begin the innovative Gastro Talks with a tasting session where our guests sample local products characteristic of Andalusia. With exquisite Andalusian cured meats, 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 can discover all the corners and spaces that make Garden Playa Natural a special place, learning firsthand about our sustainable practices, the architectural and decorative details that reflect the local identity, and the efforts we make to provide exceptional service.



➤ Collaboration Agreement with FACE

Through this collaboration agreement, Garden Playa Natural commits to preparing a gluten-free menu with products suitable for people with celiac disease, thereby enhancing safety for celiac guests. Training has been received on celiac disease (CD), the gluten-free diet, and the proper preparation, handling, and presentation of gluten-free dishes. Additionally, FACE provides ongoing advisory support for any related matters.



The FACE-designed restaurant 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.

Related to this collaboration agreement, Garden Playa Natural collaborates with ACEX (Extremadura Celiac Association) by awarding prizes for one of the Gluten-Free Extremadura projects. The Gluten-Free Tapas Route is one of the pillars of Gluten-Free Extremadura and is also one of the most anticipated events for the celiac community in Extremadura and beyond, as people from all over Spain and Portugal come to sample the establishments' offerings and enjoy tourism and culture without health concerns. The goal is to attract tourism to our region through its gastronomy, and to do so with gluten-free dishes, thus making our region a tourist destination adapted to the needs of people with celiac disease. By participating in the public raffle to vote for your favourite tapa, you can win several prizes, including the first prize: **two nights at a hotel for two people, HBQ-free, at the Garden Playa Natural Hotel Spa.**

- 8th Gluten-Free Tapas Route in Badajoz, April 21, 22, and 23, 2023
- 8th Gluten-Free Tapas Route in Cáceres, November 10, 11, and 12, 2023
- 2nd Gluten-Free Tapas Route in Mérida, September 27–29, 2024



BONOHOTEL

LA RUTA DE LA TAPA SIN GLUTEN MÉRIDA 2024

Estancia gratuita de 2 noches para 2 personas

en régimen de MP en el Garden Playanatural Hotel & Spa ****.

A disfrutar durante la temporada 2024-25. Sujeto a disponibilidad. Para efectuar la Reserva rogamos contacten con el teléfono **971.888.400** o el correo infoweb@gardenhotels.com



Sr. Gabriel Llobera Prats _ Vicepresidente

GARDENHOTELS
Menestrals, 5. Polígono Industrial de Ca'n Matzarí
07300 INCA (Mallorca-España) T 971 888 400

+ info gardenhotels.com

Tasas y/o impuestos sobre estancias turísticas no incluidas.

POR GENTILEZA DE

Garden
hotels

31.07.2024-060

➤ Restaurants Against Hunger Campaign

This campaign is a joint initiative by Action Against Hunger and the Spanish Federation of Hospitality (FEHR) to combat child malnutrition. Garden Hotels has been participating in the campaign for several years, and on its 15th anniversary, we continue to support this cause with a significant impact on those who need it most.

This year, we are contributing by donating €1 from the sale of selected dishes on the menus of the beach bars at our Garden hotels.



➤ Collaboration and Sponsorship in Activities of Local Institutions and Companies

- Collaboration with the Brotherhood of Padre Nazareno in Cartaya. We have collaborated to support the brotherhood's fundraising efforts.
- Collaboration with the Cartaya City Council on the trophy table for the "Cartaya Hotel Route" marathon, which is held annually.



La X Media Maratón 'Ruta de los Hoteles de Cartaya' la organizan el Servicio Municipal de Deportes, con la colaboración de la Diputación Provincial de Huelva, la Federación Andaluza de Atletismo y los hoteles de El Rompido y Nuevo Portil, entre los que discurrirá la prueba (Precise Resort El Rompido Costa de la Luz, Garden Playa Natural, Fuerte Hoteles, Playa Cartaya y Nuevo Portil Golf). En representación del colectivo asistieron a la presentación los responsables de dos de ellos, el 'Precise El Rompido Costa de la Luz', y el 'Garden Playa Natural', que pusieron en valor la iniciativa municipal.



- Sponsorship with the Cartaya City Council and local businesses for the "1st Zuñiga Castle Endurance Race" in 2022.

This is a three-hour, semi-urban endurance race that runs through iconic spaces in the city centre, starting and finishing in the Plaza Redonda. It surrounds the Zúñiga Castle and reaches the La Ribera ravine.



- Collaboration with the Cartaya City Council for the trophy table of the "BTT PINARES DE CARTAYA" marathon, offering a prize of a stay.



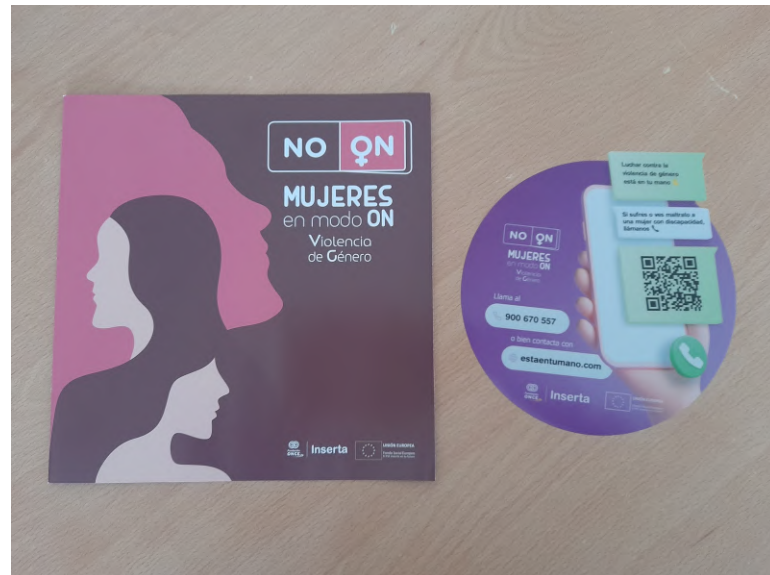
- Sponsorship of A.D. Cartaya, the local football team.



- Sponsorship of “Huelva Provincia de Moda”
Sponsorship of a contest to promote fashion in the province of Huelva.



- Collaboration with the ONCE Foundation in 2023 to disseminate its campaign against gender violence



➤ Food Donation to the Cartaya Social Dining Room

In 2024 Garden Playa Natural has donated food worth €1,174.17 directly to the Cartaya Social Dining Room, managed by the organization “Obra Social Nuestra Señora de Consolación”



➤ **Donations to the “Reto a la Esperanza, No a la Droga” Association**

“Reto a la Esperanza” is a non-profit, public-benefit association whose social work is essential in promoting the reintegration of groups affected by drug and narcotics consumption. The association implements various prevention programs focused on the reuse, recycling, and valorization of furniture and other household items, including energy recovery.

In 2024, 24 mattresses were donated.



➤ **Cardio protected Hotel**

Hotel Garden Playa Natural is a cardio protected hotel, having obtained official certification from SEMST (Spanish Society of Occupational Medicine and Safety), which confirms that the hotel has a defibrillator on its premises and qualified personnel trained to operate it in case of emergency.



➤ **Commitment to Continuous Quality Improvement**

SICTED is a quality improvement project for tourist destinations promoted by the Spanish Secretary of State for Tourism (SETUR), with the support of the Spanish Federation of Municipalities and Provinces (FEMP). It works with tourism services across up to 37 different trades, with the ultimate goal of enhancing the tourist experience and satisfaction.

The “Tourism Quality Commitment” certification attests to compliance with the requirements

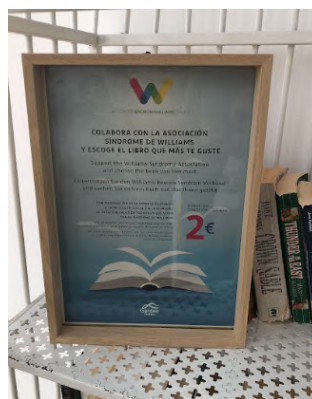
established in the methodology and recognizes the effort and commitment to quality and continuous improvement. At the same time, it distinguishes the tourism service from its competitors. The certification is valid for two years but is subject to an annual follow-up evaluation. Garden Playa Natural hotel renewed this certification in 2024.



➤ Collaboration with the Williams Syndrome Association Spain

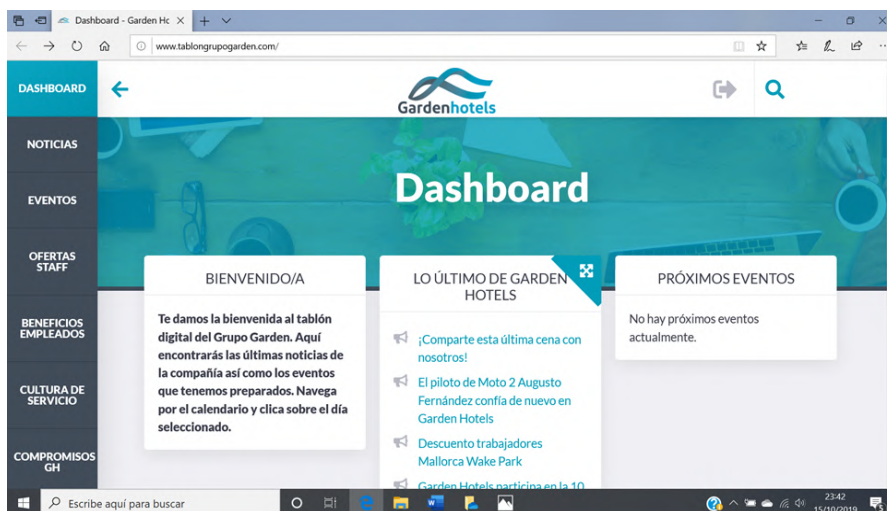
Williams syndrome is classified as a rare disease. At Garden Playa Natural, we have committed to collaborating with the association to support research and help children affected by this condition.

To this end, this year we launched their Solidarity Reading campaign. Anyone interested can purchase a second-hand book for €2, with all proceeds donated to the Association.



➤ Internal Digital Bulletin – Company News

An internal digital bulletin aimed at management and middle managers, where the Service Culture is shared, along with news and events organized by or involving the company. This keeps staff informed about the company's contributions to society and the environment. Employee benefits are also published here, such as discounts at the company's hotels and restaurants, as well as other discounts on services through partnerships the company may have.



➤ **LED Lighting Technology**

Garden Playa Natural is also committed to the gradual replacement of lighting fixtures with led technology. Nowadays, replacing old low-consumption or fluorescent bulbs is efficient and sustainable investment on all levels



➤ **Renewable Energy**

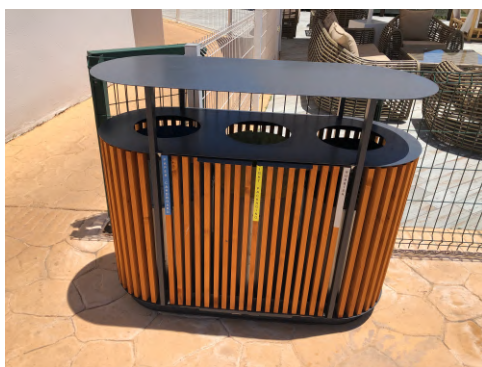
In 2024, photovoltaic solar panels were installed to generate renewable energy and reduce our dependence on grid electricity.



➤ Proper Waste Management

Waste management is highly important in a hotel, as the volume of waste generated must be properly handled to maximize recycling. At Garden Playa Natural, guests have easy access to clearly marked bins for each type of waste produced in the hotel (packaging, paper-cardboard, and general waste).

Housekeeping staff also assist with recycling in the guest rooms. In service areas, staff separate the organic fraction (food scraps), which is then deposited into a self-compacting container for municipal collection.



➤ Reusable Cups in the Pool Area

The use of glass is not allowed in pool areas; therefore, the hotel uses polycarbonate cups in this zone. These cups are reusable, helping to reduce the large generation of plastic waste.

To facilitate the collection of these cups, several containers have been installed around the pool area, promoting guest awareness for their return and reuse.



➤ **Elimination of Single-Use Plastics**

We offer our guests the Garden bottle and water refill stations throughout the facilities, with the goal of eliminating the consumption of plastic bottles. The welcome water bottle provided to guests is made of glass. We continuously work on initiatives like these, promoting guest awareness for returning and reusing the bottles.



Bottles Purchased by Our Guests in 2024: 847

➤ **Raising Guest Awareness for the Preservation of Our Local Environment through Activities Organized by the Animation Department**

We organize various activities, especially those that offer our guests the opportunity to live unique and different experiences in spectacular settings like those found in our “El Rompido” area. We want every visitor to discover our values and those of our land.



➤ Organic Garden

We have created an organic garden visible to our guests, which helps raise awareness among them about healthier eating and local, zero-kilometer (Km.0) food.



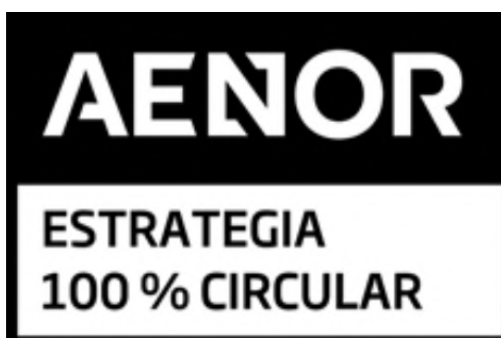
➤ **Circular Economy Strategy Certification**

Garden Hotels was a pioneer in the field of circular economy, implementing specific actions aimed at caring for our land 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 zero-kilometer agriculture, it aims to achieve resource circularity, improve environmental quality, and promote the sustainable development of the tourism sector.

In 2024, Garden Hotels renewed the verification of its 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 obtain this distinction.

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





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

Share your sustainable ideas with us