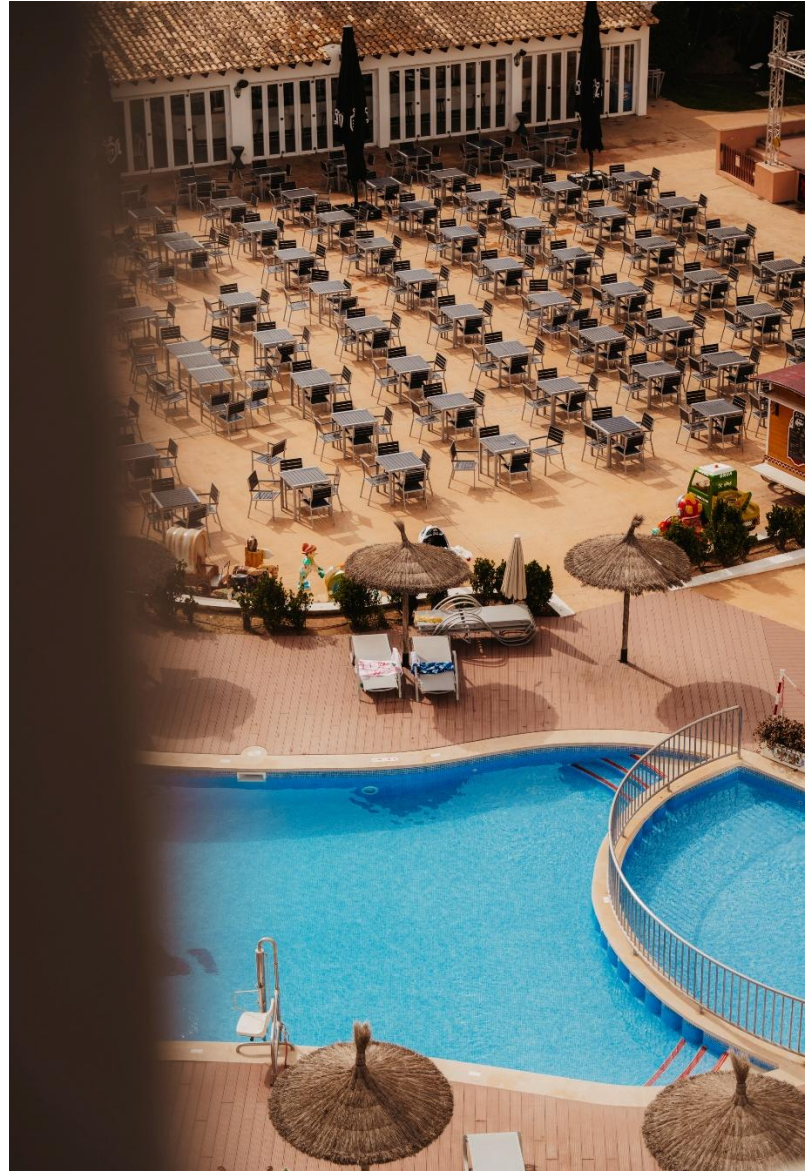




HYB Eurocalas Hotel ****

2026 CORPORATE SOCIAL RESPONSIBILITY REPORT

PERFORMANCE INDICATORS 2023 – 2025

May 2026

1. ABOUT GARDEN HOTEL GROUP.

Grupo Garden is a family business founded in 1979 by Miquel Ramis Puiggrós rooted in the real estate sector. In 1986 it diversified its activity with the construction of Hotel Alcudia Garden, marking the birth of Garden Hotels, the group's first hotel business line. Since then, Grupo Garden has evolved into a diversified business model, integrating 7 complementary business lines that consolidate its position as a benchmark in the tourism sector in the Balearic Islands, with an international outlook.

In this context, Garden Hotel Group is the strategic core and flagship brand of Grupo Garden, specialising in authentic holiday experiences in privileged settings. The company manages 15 three-, four- and five-star hotels across five tourist destinations: Mallorca, Menorca, Ibiza, Huelva and the Dominican Republic, with offerings ranging from family and adults-only accommodation to boutique and sports-oriented options.

The essence of Garden Hotel Group lies in our commitment to sustainability, reflected in pioneering circular economy initiatives and its focus on regenerative tourism. Among its achievements, it was the first international hotel chain to be certified in Circular Strategy by AENOR for the Garden Hotels & Resorts brand, in addition to receiving numerous awards for its sustainable and regenerative model.

Guided by values such as authenticity, responsibility, enthusiasm and harmony, we offer experiences that combine hospitality, respect for the environment and warm, personalised service. These principles drive our growth, now led by the second and third generations of the family, who bring innovation and adaptability to take the company into the future.



Stay & Sustain

Una nueva forma de viajar

Our commitment, our essence

A clear purpose, solid values and a sustainable future.

To make a positive impact on the lives of our guests, on the communities where we operate and on the natural environment around us, creating genuine connections and unforgettable moments that go beyond each stay.

Responsibility

We respect our land, communities and the environment, acting with transparency and commitment.

Authenticity

We create genuine and sustainable experiences, focused on people's wellbeing and respect for local identity.

Harmony

We foster balance with our surroundings, working with local suppliers, communities and strategic partners to build a sustainable future.

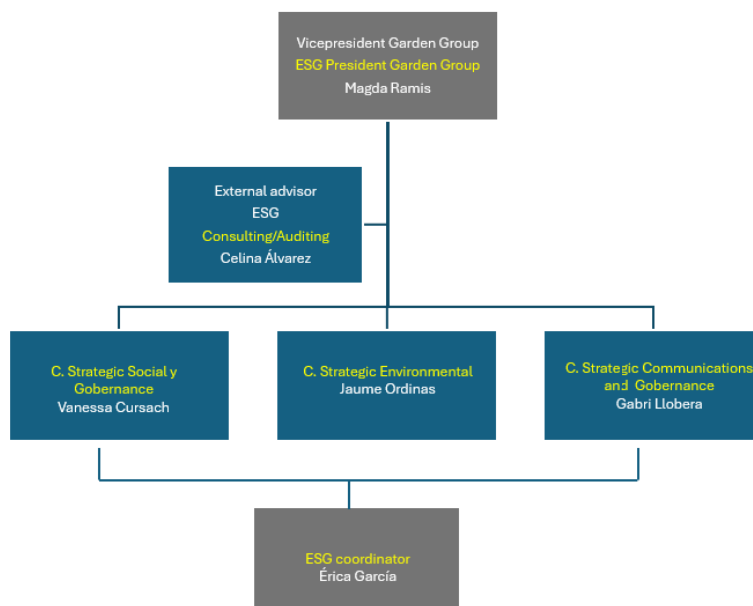
Enthusiasm

We innovate with passion and energy, turning every stay into an unforgettable and regenerative moment.

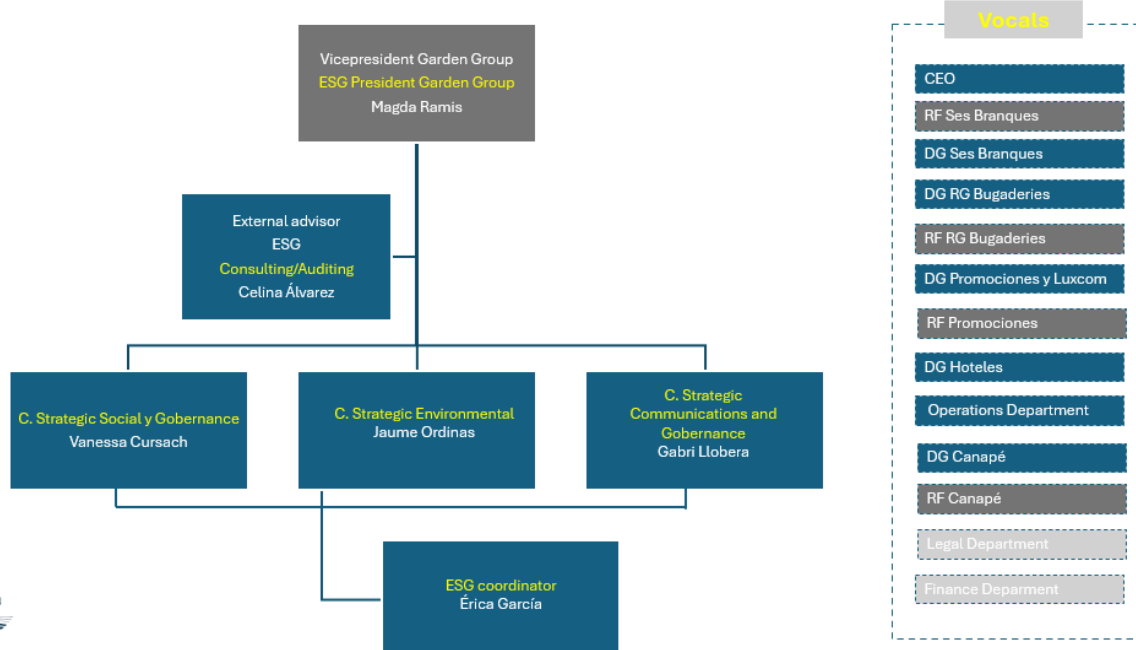
2021: Sustainability and Circular Economy Management Committee

In 2021 the Sustainability and Circular Economy Management Committee was created at corporate level, following the commitment to a circular economy strategy, which the company would have certified a few months later. The Committee, which has since evolved into the ESG Strategic Committee of Grupo Garden, and supported by an ESG Operational Committee, is made up of:

GARDEN GROUP ESG OPERATIONAL COMMITTEE ORGANIZATIONAL CHART



GARDEN GROUP ESG STRATEGIC COMMITTEE ORGANIZATIONAL CHART



2. CORPORATE SOCIAL RESPONSIBILITY POLICY.



POLÍTICA RSE

POLÍTICA DE RESPONSABILIDAD SOCIAL EMPRESARIAL

HYB Eurocalas es consciente de la necesidad de desarrollar sus valores éticos y ambientales, y comunicarlos a sus partes interesadas. Desarrollando sus actividades y servicios de acuerdo con el respeto a estos valores, se adopta esta Política de Responsabilidad Social que tiene como objeto el desarrollo sostenible de la empresa, compatibilizando su desarrollo económico con el compromiso social y respeto por el medio ambiente.

Esta política se basa en los siguientes principios:

- Fomentar el desarrollo personal, laboral y social de todos los trabajadores de la empresa, incentivando su formación y muy especialmente la de aquellos que estén desarrollando una labor vinculada directamente con los aspectos ambientales y sociales de su actividad. Valorar la capacitación profesional de todos ellos y de sus dignas condiciones laborales.
- Adoptar todas las medidas oportunas para conocer, cumplir y promover en nuestra área de influencia toda la legislación y normativa vigente en materia de medio ambiente, riesgos laborales e higiénico-sanitarios, aspectos laborales, financieros y derechos humanos.
- Fomentar la comunicación con clientes y otras partes interesadas, buscando la cooperación en la protección del medio ambiente, la economía circular, y el fomento de la cultura y tradiciones de nuestro municipio.
- Revertir el desarrollo económico de la empresa en la comunidad, valorando la contratación de personal local y la compra de productos locales. Involucrar asimismo a los proveedores y empresas subcontratadas en la adopción de criterios ambientales y de calidad de sus productos.
- Establecer las medidas necesarias para conocer, controlar y mejorar los aspectos ambientales de nuestra actividad. Reducir el consumo de recursos naturales aplicando la mejor gestión posible y tecnología disponible, y potenciar la minimización en la generación de residuos alargando la vida útil de los recursos, y asegurar una correcta gestión de los residuos.
- Colaborar con la administración, así como con las entidades o colectivos que promuevan una mejor gestión de nuestro entorno y de los beneficios de la sociedad en general.
- Desarrollar cada uno de estos principios de forma acorde a la búsqueda de la máxima satisfacción de nuestros clientes y la mejora continua de nuestros servicios.

Al objeto de asegurar el correcto desarrollo de esta Política, HYB valorará y reconducirá cualquier desviación de los principios aquí establecidos gracias a su sistema de gestión de sostenibilidad.

Los principios de este documento están complementados con los anexos correspondientes en cuanto a Calidad, Medio Ambiente, Salud y Seguridad, Derechos Humanos y Buenas Prácticas Laborales, y Apoyo a la Comunidad Local se refiere. Estos documentos serán objeto de revisión periódica con el fin de mantenerse actualizados ante cambios en las circunstancias internas y externas de la empresa.

Calas de Mallorca, 1 de septiembre de 2022

Gabriel Llobera Prats
HYB Eurocalas

3. CSR ACTIONS AND IMPROVEMENTS CARRIED OUT.

3.1 Collaboration agreement with Asociación Sonrisa Médica

Asociación Sonrisa Médica is a non-profit association, a pioneer in Spain in the use of Hospital Clowns to accompany patients as a therapeutic tool. Every year HYB Eurocalas Hotel collaborates by donating €0.50 from each candyfloss sale for one month. In 2025 HYB Eurocalas raised and donated €101.50



3.2 Operación Kilo food drive

This is an initiative promoted by the Mallorca Hotel Business Federation (FEHM) together with the Rotary Club to collect long-life dry food in hotels, which is then donated to Projecte Home Balears for distribution to soup kitchens or directly to families in need. In 2025, HYB Eurocalas hotel donated 198.3 kg of food.



3.3 Restaurantes contra el hambre (Restaurants Against Hunger) campaign

Hostelería de España, together with Acción Contra el Hambre (Action Against Hunger), promotes an initiative that seeks to mobilise all restaurants, bars, cafés and hotels in Spain around a single purpose: "Fighting hunger in our country". Hostelería contra el Hambre is the largest charity campaign in the Spanish hospitality sector for raising awareness and funds to fight hunger worldwide.



**Juntos luchamos
contra el hambre**
**Fighting hunger
together**

Pide tu plato solidario y **0.50 cent** irá destinado
a Acción Contra el Hambre.

Ask for your collaborative plate and **0.50 cent**
will go to Action against Hunger.



Acción Contra el Hambre es una organización humanitaria internacional
que lucha contra las causas y los efectos del hambre.
Action against Hunger is an international humanitarian association
that fights against the causes and effects of hunger.

PLATOS • DISHES

Crêpes y gofres
Crêpes and waffles

**HYB Eurocalas
Hotel ******

3.4 Collaboration with local agri-food cooperatives

In order to promote and **support local farming and livestock**, HYB Eurocalas, through its commercial relationship with Garden Hotels, has several agreements with local cooperatives that enable it to carry out and offer its employees and end customers a number of actions which, on the one hand, help provide a quality product and, on the other, strengthen local farming and livestock.

In this way, local products are bought weekly from these cooperatives and offered at the hotels' buffets, identified with the Balearic flag and the zero-mile label. This shows guests the quality guarantee of local products while promoting the "Producto Balear" brand.

We also have a collaboration agreement with **APAEMA** (Associació Producció Agrària Ecològica Mallorca), a non-profit association founded in 2006 on the initiative of farmers committed to organic farming. Among many other products and initiatives, this association promotes organic Mallorcan lamb under the "**Me Ecològic**" label, raised on fully organic farms on the island and fed mainly on mother's milk and the farm's own pastures.



HYB Eurocalas supports this initiative by buying organic lamb directly from **Pagesos Ecològics de Mallorca**, the cooperative through which this purchase is channelled, in order to offer our guests a 100% local, top-quality product. In 2025, we purchased 1,466 kg of organic lamb, compared with 774 kg in 2024 and 1,401 kg in 2023.

We also work with other local suppliers such as **Can Company**, **Fruites i Verdures Son March** and **Estel de Llevant (Te t'Estim)**, thus reinforcing our commitment to locally sourced products and to Mallorca's local economy.



3.5 Collaboration Agreement with FACE

Under this collaboration agreement, HYB Eurocalas undertakes to offer a gluten-free menu with products suitable for people with coeliac disease, increasing their safety. Staff have received training on coeliac disease, the gluten-free diet and how to prepare, handle and present gluten-free dishes, and the hotel receives ongoing advice from FACE on any related matters.

The catering logo designed by FACE is displayed on doors and windows visible to the public, so that people with coeliac disease can easily recognise that the establishment offers a gluten-free menu.



3.6 Collaboration with Activa't Inca - Comprar a Inca té Premi

Activa't Inca Associació Empresarial and Inca Town Council launched the "Comprar a Inca té premi 2025" ("Shopping in Inca pays off") campaign, an initiative which, in this edition, strengthens collaboration between local retailers and tourism businesses to boost economic activity and customer loyalty. Garden Hotels donated a free 2-night half-board stay for 2 adults at any of our Garden hotels, to be enjoyed during the 2025 season. The winner enjoyed her stay at HYB Eurocalas hotel.

BONOHOTEL

Sorteo "Comprar a Inca té premi 2025"

Estancia gratuita de 2 noches para 2 adultos
en régimen de MP en cualquiera de nuestros hoteles Garden Hotels.

A disfrutar durante la temporada 2025. 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 Matzari
07300 INCA (Mallorca-España) T 971 888 400

• info gardenhotels.com

Tasas y/o impuestos sobre estancias turísticas no incluidas.

POR GENTILEZA DE



19.03.2025-038

3.7 Cardioprotected hotel certificate

HYB Eurocalas hotel is a cardioprotected hotel, having obtained the official certification from SEMST (Spanish Society of Occupational Medicine and Safety), which confirms that it has a defibrillator on its premises and staff qualified and trained to use it if needed.



3.8 Organic vegetable garden

For several years we have had an organic vegetable garden in view of our guests, its purpose to raise their awareness of healthier, zero-mile food.



3.9 Annual participation in World Environment Day campaigns

For World Environment Day 2025, the United Nations focused on plastic pollution and its now pervasive presence, both in the places where we live and across the planet as a whole. Its proposal centres on adopting circularity principles as a key strategy to extend the useful life of resources, thereby reducing the impact of both manufacturing processes and the waste generated.

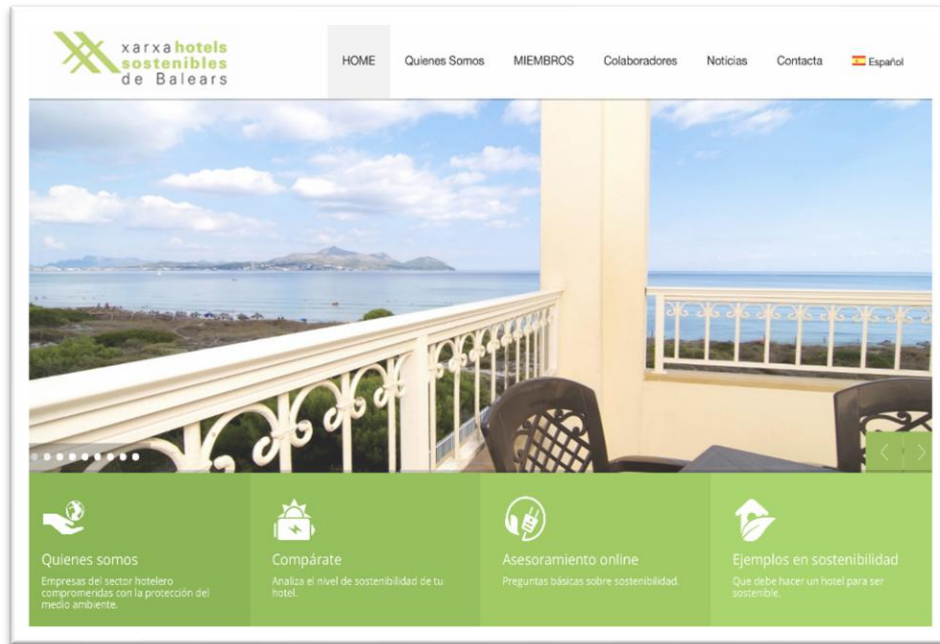


Once again, we celebrated Environment Day with an activity centred on our organic vegetable garden. The initiative was aimed especially at the youngest guests, who took part together with their families. Guided by our Ambassador and supported by the entertainment team, the children harvested the fruit and vegetables grown in the garden while learning about the importance of caring for and respecting the environment.



3.10. Members of the XHSB

Since 2014, HYB Eurocalas has been a member of the Xarxa d'Hotels Sostenibles de Balears (Balearic Sustainable Hotels Network), an association of hotels committed to more responsible tourism. Members share experiences as well as their environmental and social indicators, so that we can compare ourselves with the average of the other establishments, with HYB Eurocalas also contributing its data to that average.



3.11 Water efficiency

Since 2015 HYB Eurocalas has been committed to **efficient flow-regulation systems in taps**. In 2015 the first flow regulators were installed in all rooms, and in 2018 the hotel opted for high-end regulators with CFR (Constant Flow Regulator) technology, which provide a comfortable flow for guests without exceeding 5 litres per minute in washbasins and 10 litres per minute in showers. In addition, the public toilets in the hotel lobby have sensor-activated taps.

- **Native trees in the gardens**

As for our gardens, we are fully aware of the value of water on our islands. That is why, in addition to thorough management and monitoring of irrigation water consumption, we have opted for a gradual substitution to native plants, which require less water than other species.

The hotel's outdoor areas also benefit from mulching: a layer of organic material (plant waste, bark, straw, etc.) covering the soil around the plants, which reduces water evaporation, inhibits weed growth and regulates soil temperature. This mulch is produced from biomass waste from Garden Hotel Group's gardens, helping to close the loop by transforming this useful by-product.



3.12 Energy efficiency

Thanks to the hotel's design, HYB Eurocalas enjoys plenty of natural light in its facilities, such as the reception lobby, the dining room and the bar. In addition, for years the hotel has been committed to energy-efficiency measures in lighting through the installation of low-consumption LED fittings.

We work on improvements to reduce our energy consumption year after year. In 2025, the domestic hot water storage system was replaced with an instantaneous production system, by installing a heat exchanger and a 500-litre buffer tank. This change reduces the energy losses associated with storing hot water and optimises the system's energy consumption.



3.13 Waste management and circular economy

Waste management is a highly relevant issue for a hotel, as the large amounts of waste generated must be properly managed to maximise recycling. At HYB Eurocalas, guests have access to clearly signposted recycling bins for each type of waste generated during their stay (packaging, paper and cardboard, glass, organic matter and non-recyclable waste). Housekeeping staff actively support this work, extending recycling to the rooms as well.



- **Promoting the reuse of water bottles**

We offer our guests the Garden bottle to avoid the use of disposable plastic bottles. The guest's welcome bottle of water is also made of returnable glass.



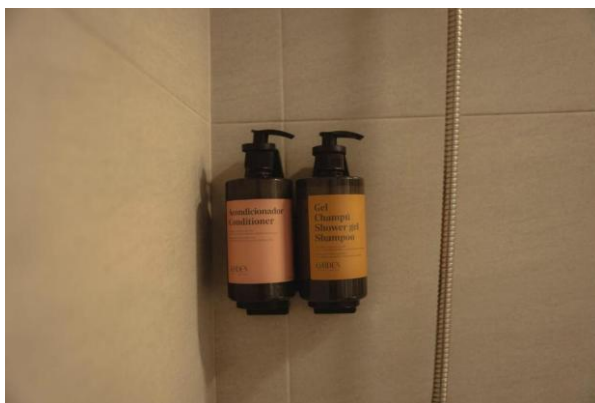
- Reusable cups in the pool area

Glass is not allowed in pool areas, so the hotel uses reusable polypropylene cups in this area, thus avoiding the generation of large amounts of plastic waste. To make it easier to collect these cups, several units have been installed in the pool area, encouraging guests to **return them for reuse**.



- Refillable dispensers

In the hotel rooms we offer shower gel and shampoo from the local natural cosmetics brand TotHerba, which holds organic product certification and has a return system that allows the containers to be refilled, thus reducing plastic waste.



- Greater reuse or recovery of bulky waste through non-profit organisations.

HYB Eurocalas donates furniture and textiles it no longer uses to public and private institutions. In 2025, 25 bed bases were donated to the second-hand furniture shop Manadescans so that they can be reused by being sold at affordable prices.



- **Other circular economy initiatives**

Year after year we set ourselves new goals that strengthen our commitment to the circular economy, reviewing our processes and seeking solutions that allow us to minimise the environmental impact of our activity without compromising the quality and service we offer our guests. In recent years we have replaced the coffee capsules in the rooms with compostable capsules. We also work with our suppliers to progressively introduce larger-format packaging that reduces the use of materials and eliminates unnecessary plastic.



3.14 Communication and awareness

- **Guests**

Our guests can access the Corporate Social Responsibility Policy, as well as further information on all our social and environmental actions, via the QR code linking to our website, which is printed on the check-in sheet handed out on arrival. All information on Grupo Garden's sustainability can be consulted by anyone interested at <https://www.gardenhotels.com>.



We have information signs in the apartments and common areas of the hotel to encourage our guests to use resources responsibly.

 **HYB Hotels**

**CUIDAMOS DE NUESTRA TIERRA
Y DE NUESTRA GENTE**
Juntos reducimos el consumo de agua y energía
para conservar el entorno



Cuelga la toalla para usarla de nuevo. Si deseas cambiarla
ponla en el lavabo, gracias por no dejarla en el suelo.



¡Ahorrar agua y recursos es más fácil con tu ayuda!
Consumimos de forma responsable.



Colaboramos con el entorno.
Disfruta de nuestros amenities de origen local y ecológico.
Si necesitas otros artículos, contacta con recepción.

hyb.com

  **HYB Hotels**

- **Aire Acondicionado**
Para el correcto funcionamiento del aire acondicionado, las puertas y ventanas deben estar cerradas. Por favor, usa los recursos de forma responsable. ¡Gracias!
- **Air Conditioning**
Windows and doors must be closed for the air conditioning to work efficiently. Please use this resource responsibly. Thank you!
- **Klimaanlage**
Damit die Klimaanlage effizient kühlt, halten Sie bitte im Sinne eines verantwortungsvollen Umgangs mit den Ressourcen Fenster und Türen geschlossen. Vielen Dank!

hyb.com

- **Employees**

Internal Digital Noticeboard - Company news

Since 2025 the internal communication channel with employees has been the Nikiis portal, which aims to share the "Service Culture", company policies, the Code of Ethics and job-related information in an agile and engaging way.



This channel also provides information on company news, whether about services, achievements, awards and certifications received, as well as the benefits of being a Garden Hotel Group employee.

We monitor our employees' opinions through workplace climate surveys as a way of identifying strengths and areas for improvement. In particular, we consider it essential to know how our employees perceive the company's commitment to sustainability, as their ratings help us assess the real day-to-day experience of those who are part of Grupo Garden.

At HYB Eurocalas, employees rate our commitment to sustainability at 8.4 out of 10.

3 PERFORMANCE INDICATORS

In line with its Corporate Social Responsibility Policy, HYB Eurocalas analyses each year the contribution actions carried out and its social indicators, following the GRI Standards (Global Reporting Initiative) through our tools sustainablekeyindicators.com and Power BI, both focused on the United Nations 2030 Agenda Sustainable Development Goals (SDGs).



indicadores sostenibles

Recopila todos sus indicadores relacionados con la Responsabilidad Social Corporativa, adaptados al sector al que pertenece su empresa.



BENCHMARKING²: La base de datos de indicadores sostenibles.com le permitirá comparar sus indicadores con su competencia de forma anónima, y con la media de su sector (filtros según características), garantizando la protección de sus datos.

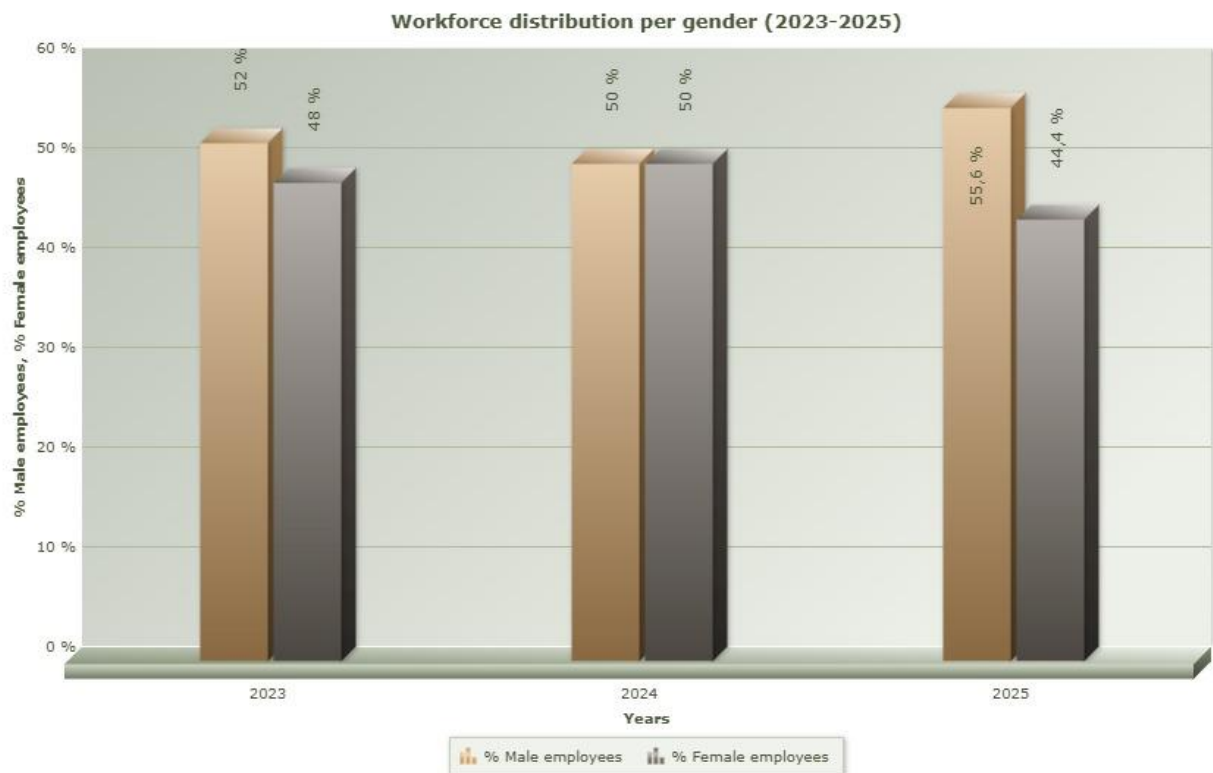
Los indicadores analizados le permitirán conocer su desempeño, según las diferentes guías o normas internacionales en Responsabilidad Social Corporativa y/o Sostenibilidad:

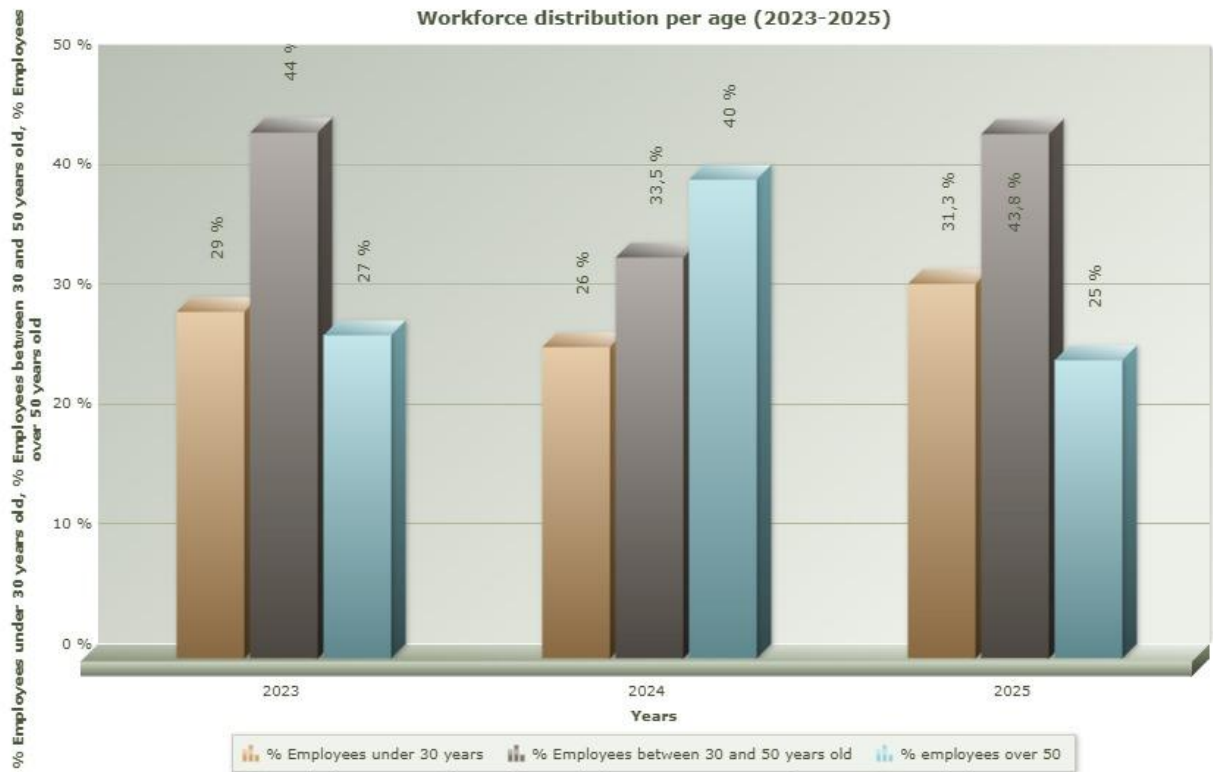


4.1 Social indicators (market presence and employment)

Since 2014 we have had indicator data on our social impact in terms of employment and market presence. The social indicators for the 2023 – 2025 period are shown below. This information reflects the absence of any discrimination in recruitment, which is always based on professional competence, skills and experience, and never on grounds of sex, age, religion, etc.

Our Human Rights and Good Labour Practices Policy sets out our commitment to training company staff so that they know and act in accordance with practices and policies for protecting children and adolescents from commercial sexual exploitation, and so that they can properly handle any such situations that arise in the course of their work, encouraging them to act as preventive agents in this regard. We also encourage our guests to collaborate by reporting to Management any unusual behaviour they may notice, whether by staff or other guests.





4.2 Indicators of our impact on the local community

Under the Purchasing procedure, suppliers and subcontracted companies are evaluated in order to assess their environmental performance, find out whether they hold any environmental or quality certification, and also assess the benefit they bring to society. To this end, the Garden Hotel Group Purchasing department carries out an evaluation process through the Nubia Market platform, where suppliers can answer a series of questions and provide supporting documentation.

59.5% of our suppliers are local. As for the purchase of zero-mile products, we monitor the local produce consumed following the current criteria of the Government of the Balearic Islands.

4.3 Environmental indicators

The information provided in the following sections reflects HYB Eurocalas's commitment to optimising resources, promoting the circular economy, reducing greenhouse gas emissions and protecting biodiversity.

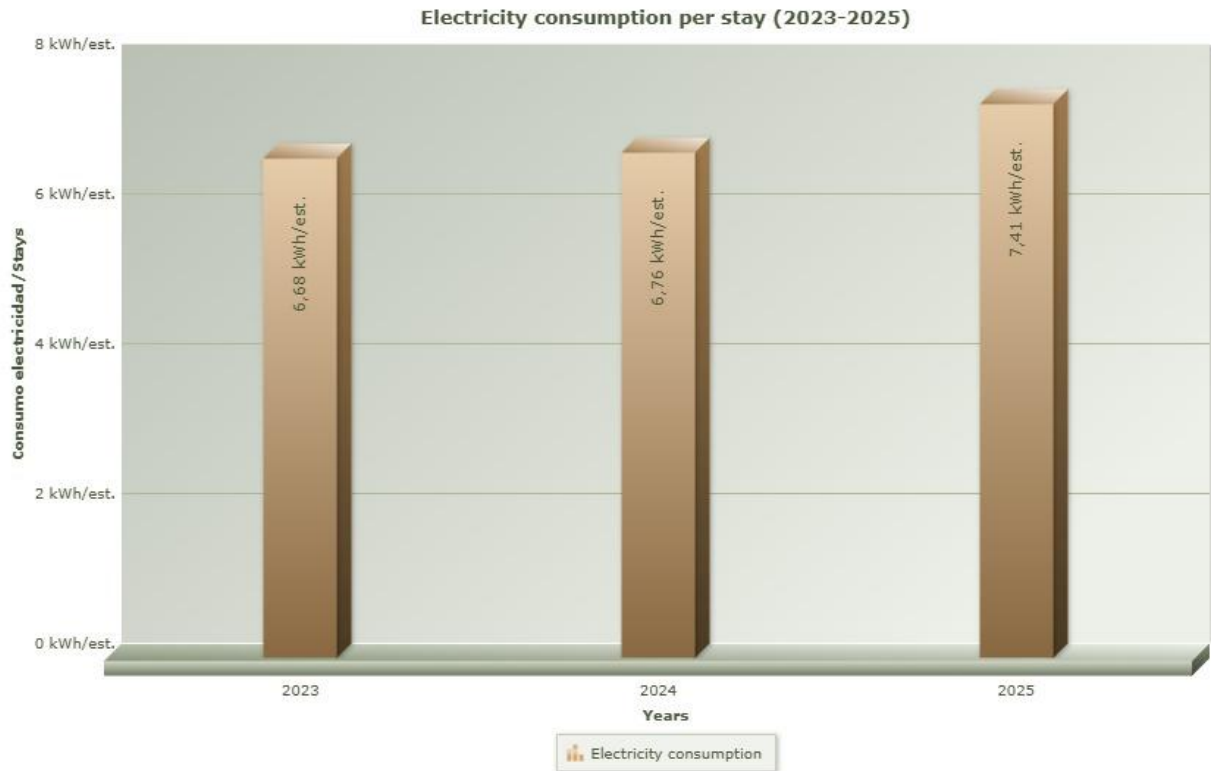
Since 2019, Management has closely monitored the establishment's energy and water consumption. Daily readings of electricity, LPG and water are taken and recorded on various digital platforms.

As for waste generation, we keep a daily control record of the waste generated by fraction, which tells us the quantities so that we can analyse the level of commitment to waste separation in our establishment. The cardboard, light packaging, glass, organic waste and general waste fractions are counted across the different departments.

Various digital tools and applications are used by technicians to record daily energy and water consumption readings, the amounts of waste generated, daily maintenance routines and checks on swimming pool water and drinking water. Based on this information, indicators are monitored monthly both by each establishment's managers and at corporate level.

The data obtained for 2023 - 2025 are shown below, based on analysis with the tool www.sustainablekeyindicators.com

Electricity consumption

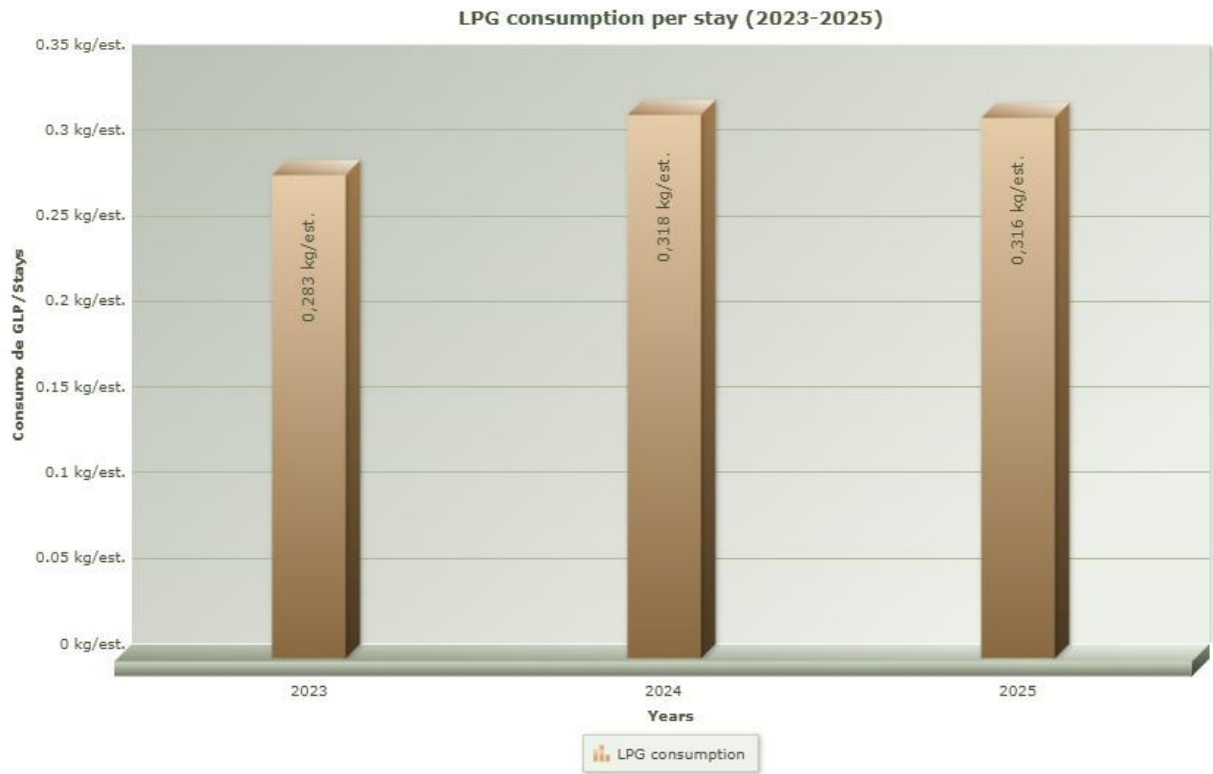


Electricity consumption per stay rose by approximately 10% in 2025 compared with previous years, an increase that may be linked to the opening of the new water park.

LPG consumption

LPG is the fuel used for the heating installation, domestic hot water production (boilers) and in the kitchens. The natural gas supply network has not yet reached the municipality, which would allow a possible replacement.

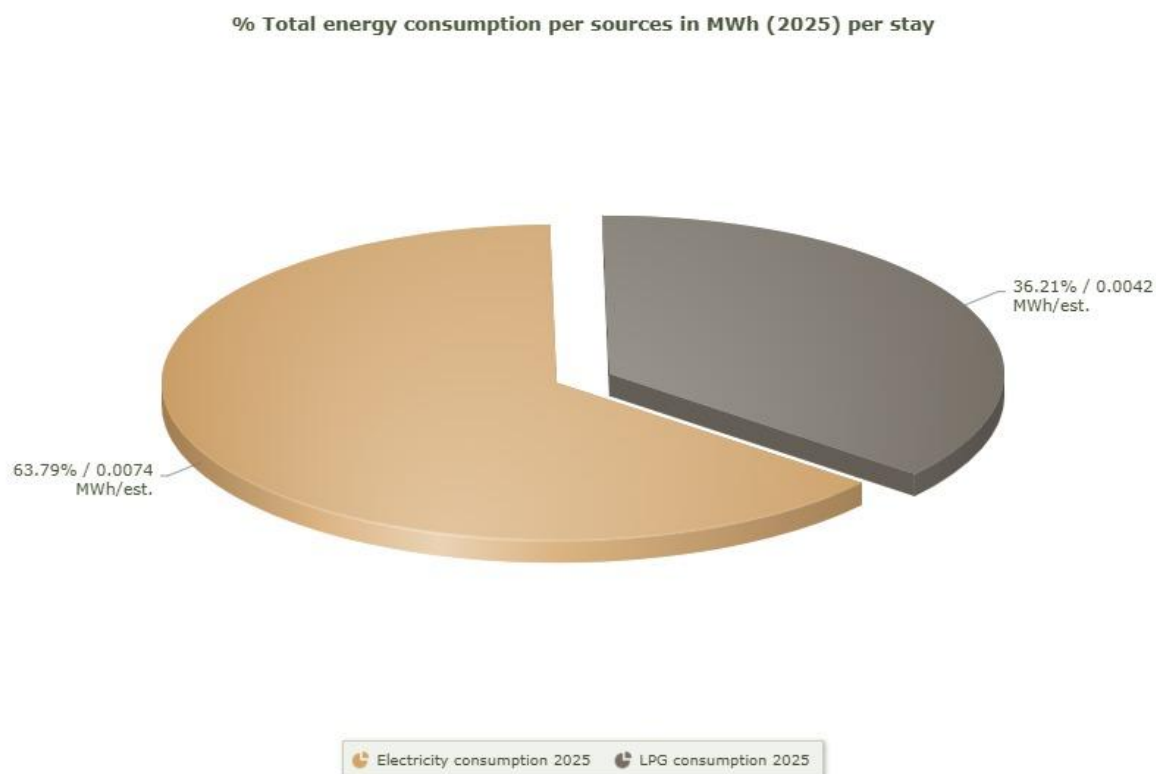
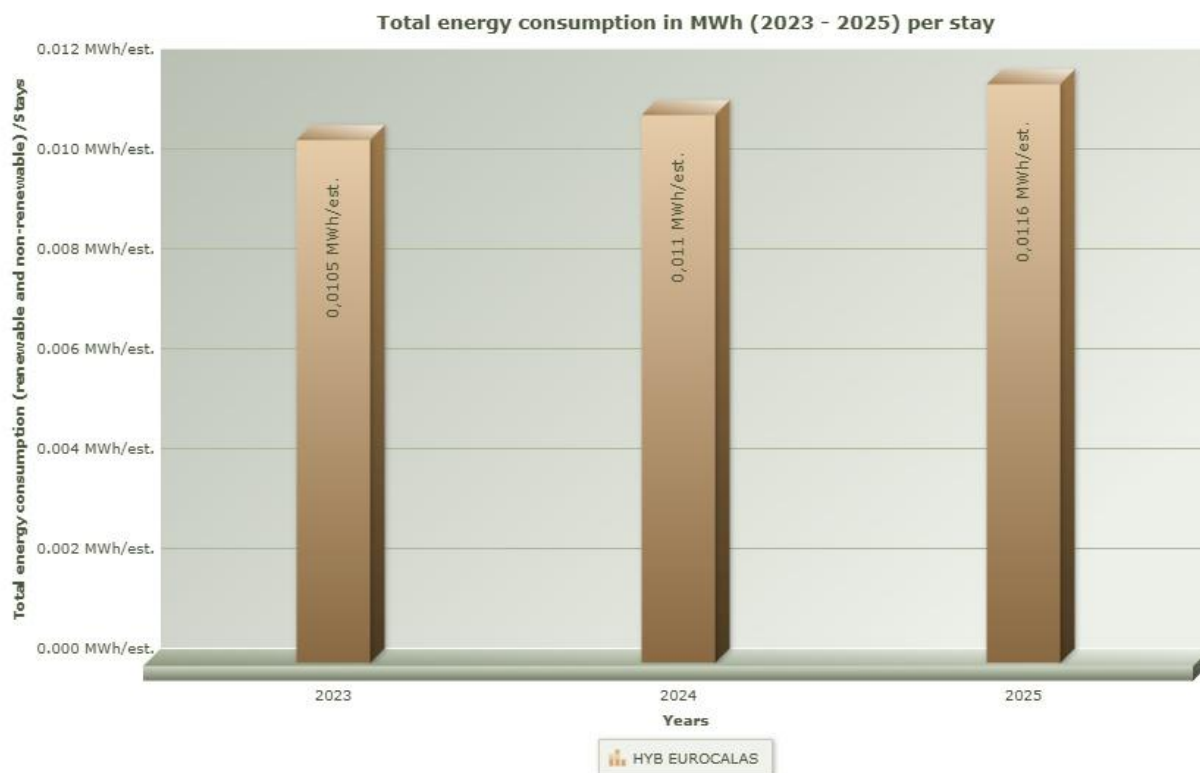
LPG consumption per stay in 2025 was similar to 2024 and 14% higher than in 2023. The increase in consumption in 2024 is attributed to the fact that in 2023 the hotel laundry operated at half capacity, with part of the work done by an external laundry.



Total consumption in MWh

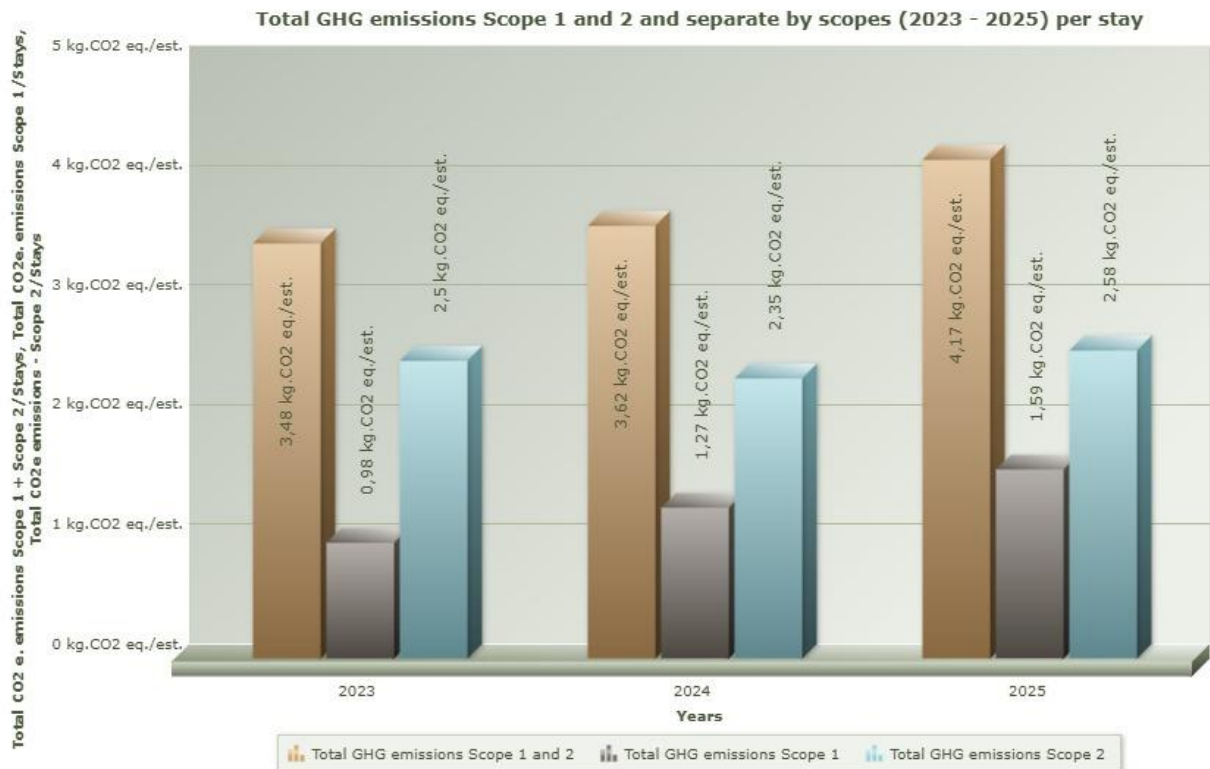
We convert consumption from the different energy sources (electricity and LPG) into a common unit (MWh) to make comparison and aggregation easier. In 2025, total energy consumption per stay was slightly higher than in the two previous years, owing to the respective energy consumption figures explained in the previous sections.





Greenhouse gas emissions

We also analyse GHG emissions for Scopes 1 and 2.



Annual carbon footprint per overnight stay kgCO₂/stay. "Resolution of the Regional Minister for Business, Self-Employed Workers and Energy, on the proposal of the Director General for Circular Economy, Energy Transition and Climate Change, approving the emission factors for quantifying greenhouse gas emissions in the Balearic Islands during 2024 (10 March 2026)" – Scope 2 // Emission factors 2007 - 2025, version 6, published on 7 May 2026 by the Ministry for the Ecological Transition and the Demographic Challenge – Scope 1. Website: https://www.miteco.gob.es/content/dam/miteco/es/cambio-climatico/temas/mitigacion-politicas-y-medidas/factoresemision_tcm30-542746.xlsx – Scope 1

Since 2025 we have been tracking raw materials (high-emission foods) in order to gather information on Scope 3 emissions.

With the aim of continuing to reduce emissions, a series of energy-efficiency improvements and investments are scheduled for 2026, mainly focused on renewing part of the hot water generation installations and replacing machinery to optimise electricity consumption.

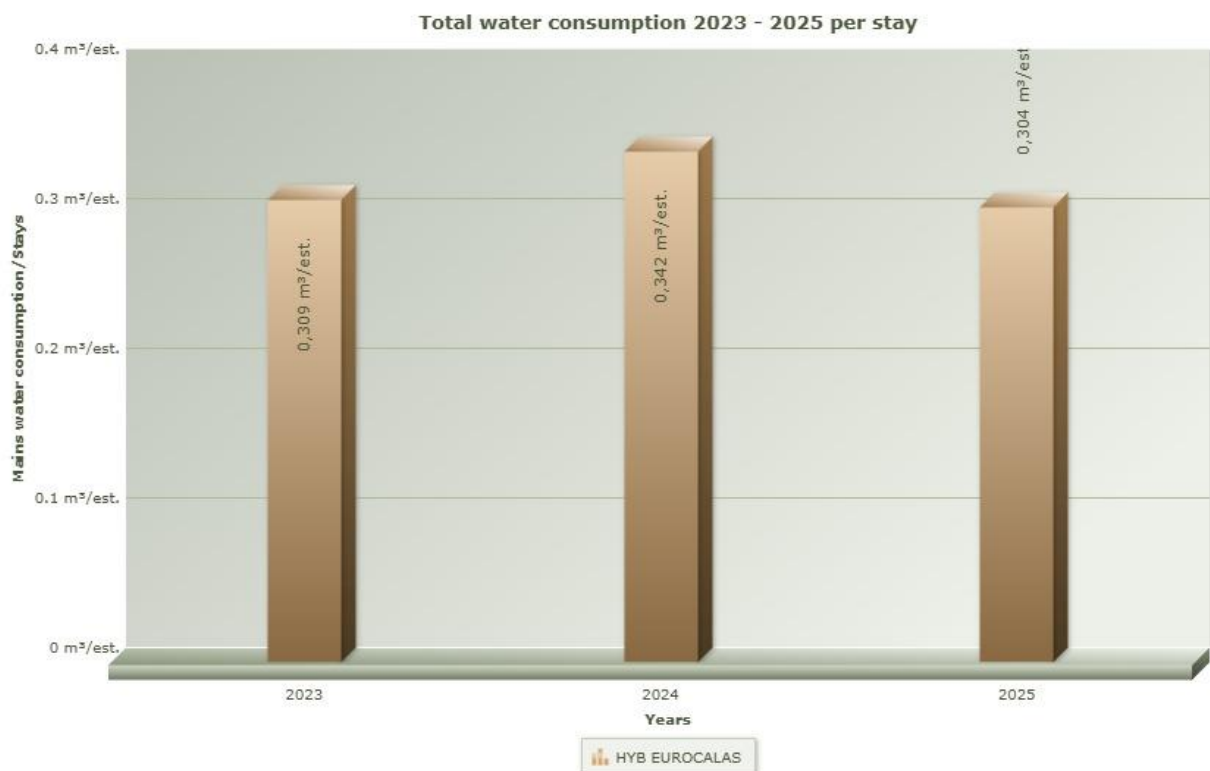
With all the planned improvements, we expect to achieve a reduction of approximately 20% in 2027 compared with 2022.

Water consumption

Water is consumed in rooms and public areas, osmosis (for cleaning machinery), the kitchen, cleaning and laundry, swimming pools and landscaped areas.

Meters are installed in the different buildings, allowing us to detect leaks at different points of the hotel, as the facilities are divided into five building blocks: four with rooms, swimming pools and irrigation points, and one housing the main kitchens and restaurant.

In 2025, water consumption per stay fell by 11%, thanks to the automation of the irrigation system and the upgrading of the osmosis installation to recover reject water for reuse.



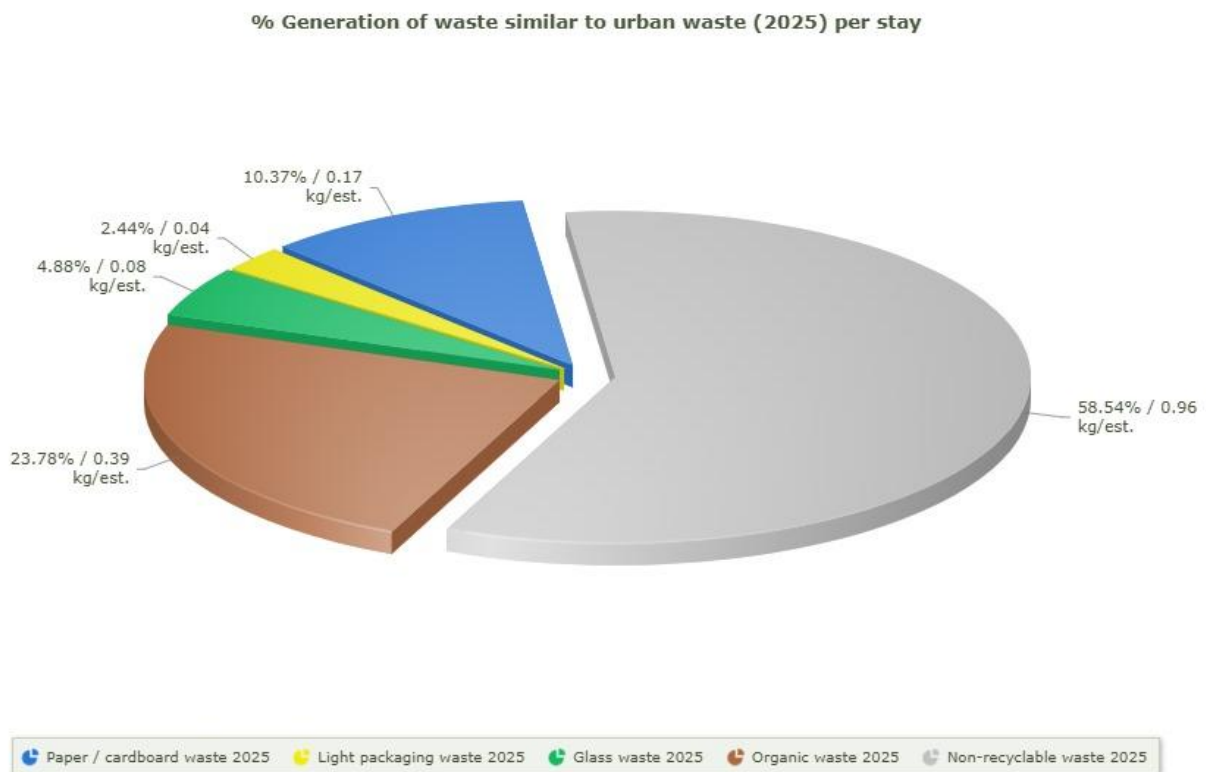
In order to continue reducing our water consumption, a series of actions will be carried out in 2026, mainly focused on refurbishing water installations to prevent water losses. Through this ongoing improvement process, we expect to achieve a reduction of approximately 10% in our water consumption per stay in 2027 compared with 2022 data (Circularity Plan 2023-2027).

Waste generation

Waste is separated in each department and also by guests, with separate collection bins throughout the establishment. Yellow bags are also used on housekeeping trolleys to separate the light packaging that guests leave in view, making it easier to recycle from the room itself.

As for waste generation, we keep a daily control record of the waste generated by fraction, which tells us the quantities so that we can analyse the level of commitment to waste separation in our establishment. The cardboard, light packaging, glass, organic waste and general waste fractions are counted across the different departments.

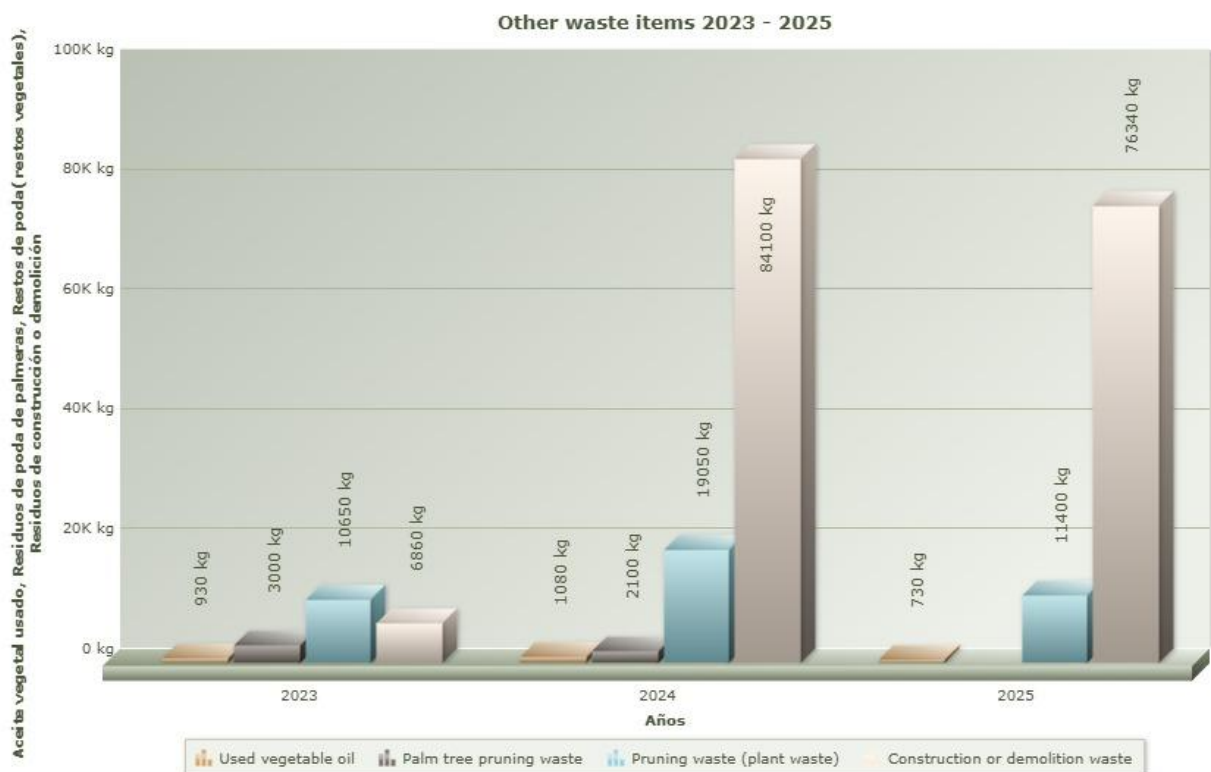
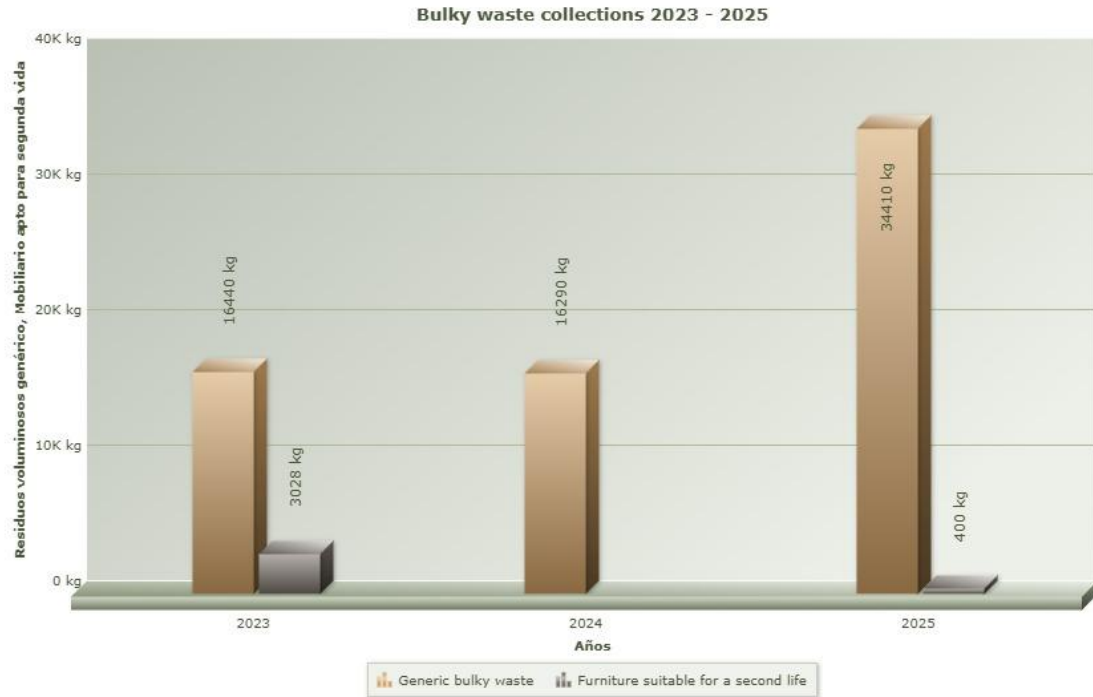
The waste generation data per stay for 2025 are shown below. The waste separation rate was 41.5%.



Our goal is to keep improving waste separation, in line with the 2027 target of increasing waste separation by 10% compared with 2022 data (Circularity Plan 2023-2027). To achieve this, various improvements will be implemented during 2026, notably the drawing up of a food waste plan and the installation of signs in all rooms to encourage guests to separate their waste.

Used vegetable oil is collected by an authorised waste manager, and other waste such as construction rubble or bulky waste is handled by an authorised carrier, which takes it to Mac Insular or TIRME (companies authorised to manage it in Mallorca).

Pruning waste is taken to biomass treatment areas managed by Cesgarden S.L.



The hotel has a designated area with drums and bags for collecting hazardous waste. To manage the collection of hazardous waste, we have contracted the services of a waste manager authorised by the Balearic Government's Regional Ministry of the Environment. In recent years the following hazardous waste has been generated and managed:



Hazardous substances (cleaning and disinfection operations)

The chemical products used are divided into:

- **Housekeeping cleaning products**

The suppliers of these products, which are considered a significant environmental aspect, are evaluated periodically. Cleaning products are biodegradable wherever possible, and in all cases we look at using products that are as harmless as possible to the environment and human health.

- **Cleaning products for the bar, dining room and kitchen**

These are the products used to clean and disinfect the dining room, bar and kitchen service areas, as well as those used in dishwashing lines, dishwashers and for washing utensils by hand.

▪ **Swimming pool maintenance products**

For pool maintenance and treatment, the products used are sodium/calcium hypochlorite and pH regulators. The treatment systems are correctly set up with the appropriate dosage, which is checked regularly.

▪ **Gardening products**

The products mainly used for garden maintenance are always natural. If plant protection treatments are occasionally needed, the gardener holds the relevant licence and qualifications.

	2025	2024	2023
Bar - Restaurant	2,425	2,635.00	2,473.00
Ratio per stay	0.013	0.014	0.014
Kitchen	2,647	2,376.80	1,988.10
Ratio per stay	0.014	0.013	0.011
Linen room	4,975	4,934.00	4,665.75
Ratio per stay	0.027	0.027	0.027
Laundry	5,009.39	7,326.15	5,515.20
Ratio per stay	0.027	0.040	0.031
Maintenance	18,428.8	16,556.00	37,002.15
Ratio per stay	0.100	0.090	0.210
Total (all departments)	33,485	33,828	51,644
Total (per stay)	0.182	0.184	0.293

Guest perception of our commitment to sustainability and circularity

Total 2025 - Score of 4.X out of 5 for perception of our Commitment to Sustainability. 711 responses received on this question.

	2023					2024						2025					
Total responses	747					719						875					
Sustainability and circularity responses	747					524						711					
Score scale	5	4	3	2	1	Very Good	Good	Average	Fair	Very Poor	N/A	Very Good	Good	Average	Fair	Very Poor	N/A
	206	321	154	40	26	145	244	84	26	25	195	307	421	121	36	38	213
Final score	3,86					3,87						4,00					



Help us with our commitment to sustainability!

Share your suggestions with us.