



Alcudia Garden Aparthotel ***

Palm Garden Apartments

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.

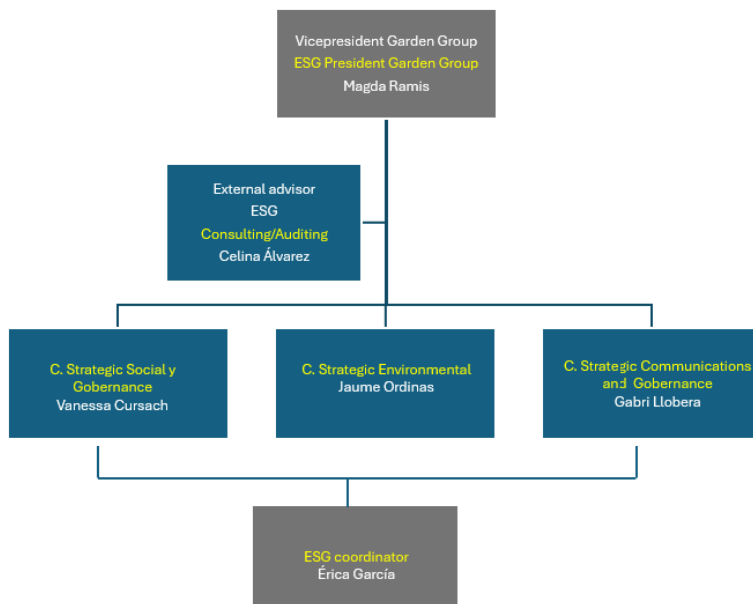
Enthusiasm

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

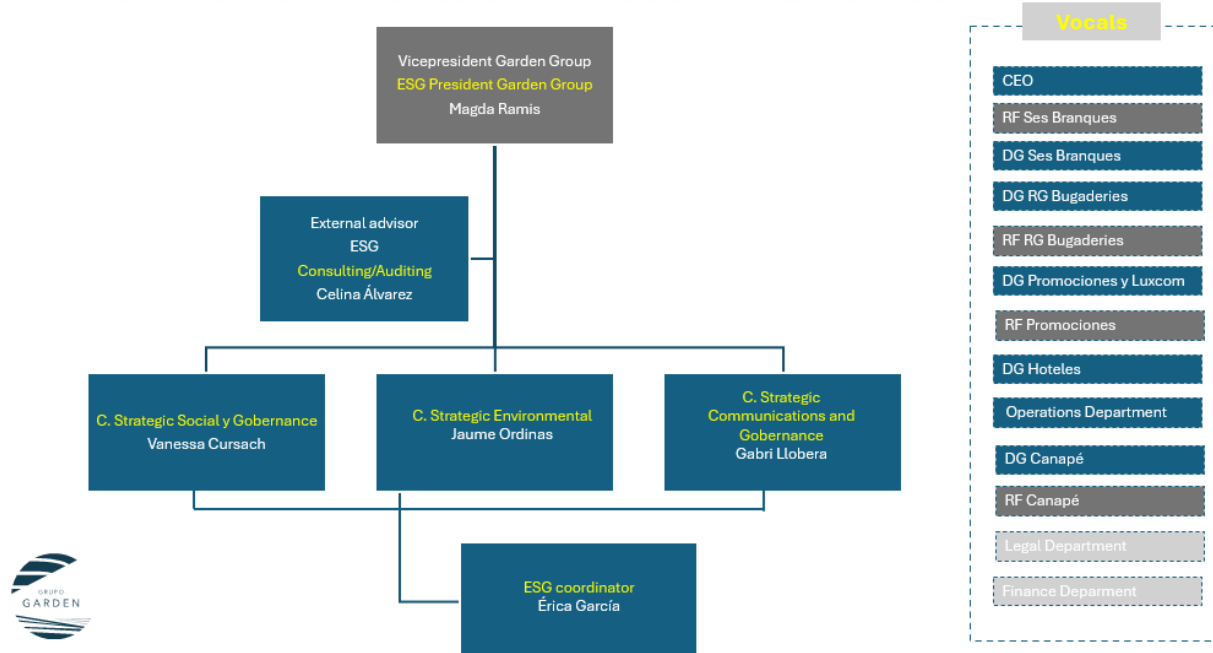
2021: Sustainability and Circular Economy Management Committee

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, now transformed 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 DE RESPONSABILIDAD SOCIAL CORPORATIVA

La entidad Cesgarden S.L., bajo la marca comercial Garden Hotel Group, representa el núcleo estratégico y la marca insignia de Grupo Garden, especializada en ofrecer experiencias vacacionales auténticas en entornos privilegiados. La compañía gestiona hoteles de 3, 4 y 5*** distribuidos en varios destinos turísticos, con propuestas que van desde alojamientos para familias y solo adultos, hasta opciones boutique y deportivas.

La esencia de Garden Hotel Group radica en nuestro compromiso con la sostenibilidad, plasmado en iniciativas pioneras de compromiso social y respeto por el medio ambiente, de economía circular y su enfoque en el turismo regenerativo. Con valores como la autenticidad, responsabilidad, ilusión y armonía, ofrecemos experiencias que combinan hospitalidad y respeto por el entorno. Estos principios son el motor de nuestro crecimiento, liderado ahora por la segunda y tercera generación de la familia, quienes incorporan innovación y adaptabilidad para proyectar la compañía hacia el futuro.

Desarrollando nuestras actividades y servicios de acuerdo con el respeto a estos valores, se adopta esta Política de Responsabilidad Social, que es el instrumento que convierte este compromiso voluntario en un compromiso formal y operativo. Esta política se basa en los siguientes principios:

Promover una cultura de gestión responsable de riesgos y oportunidades que permita anticipar, evaluar y gestionar de manera proactiva los impactos ambientales, sociales, reputacionales, operacionales, regulatorios y de gobernanza asociados a nuestra actividad.

Promover una actuación transparente y responsable en todas las actividades y relaciones de la organización, mediante la aplicación de nuestro Código Ético, impulsando mecanismos de prevención, supervisión y mejora continua que favorezcan la buena gobernanza y la confianza de nuestros grupos de interés.

Fomentar el desarrollo personal, laboral y social de todos los trabajadores de la empresa, incentivando su formación y capacitación profesional, y bienestar, promoviendo entornos de trabajo seguros e inclusivos, así como unas condiciones laborales dignas y equitativas.

Impulsar el diálogo con clientes y grupos de interés para colaborar en la sostenibilidad ambiental y social, la economía circular, el desarrollo económico de las comunidades donde operamos y la preservación de la identidad cultural local.

Establecer las medidas necesarias para contribuir a la mitigación y adaptación al cambio climático, con énfasis en la circularidad de nuestros procesos y conservación de la biodiversidad, mediante el uso responsable de los recursos con la mejor gestión y tecnología disponible, minimizando la generación de residuos y reduciendo nuestra huella de carbono tanto directa como indirecta.

Desarrollar cada uno de estos principios orientados a la mejora continua, la excelencia operativa y la máxima satisfacción de nuestros clientes, integrando criterios de sostenibilidad, innovación y creación de valor compartido.

Al objeto de asegurar el correcto desarrollo de esta Política, Garden Hotel Group valorará y reconducirá cualquier desviación de los principios aquí establecidos con la ayuda de las recomendaciones del sistema de gestión de la sostenibilidad implantado en todos nuestros centros, así como con las normas y guías de sostenibilidad de referencia internacional.

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

En Inca, a 1 de abril 2026


Gabriel Llobera Prats
Consejero Delegado
Cesgarden S.L.



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. In 2025, Alcudia Garden Aparthotel and Palm Garden apartments collaborated with the association by donating the proceeds of the T-Shirt Painting activity held during September. In addition, €1 from every sale of the Woogi activity book was donated throughout the season. In total, €452 was raised, contributing to the €3,179 raised by Cesgarden S.L. in 2025.



3.2 Operación Kilo food drive

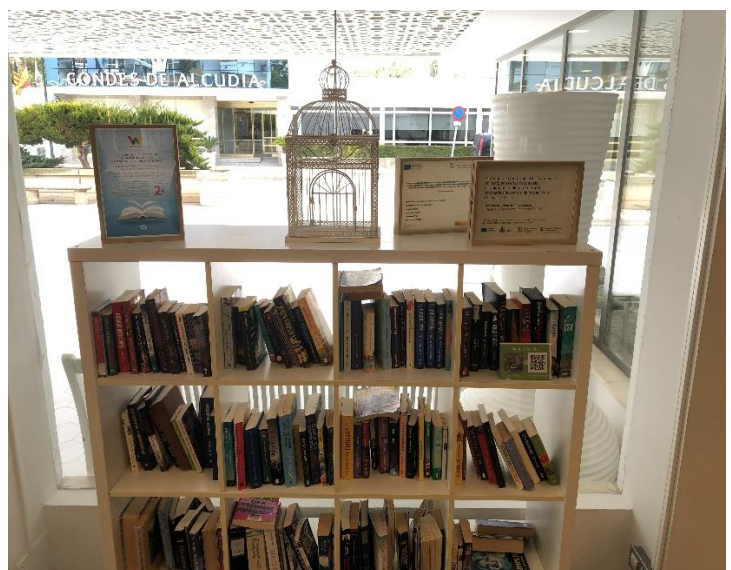
This is an initiative promoted by the Mallorca Hotel Business Federation (FEHM) together with the Rotary Club to collect long-life dry food in hotels, which is then donated to the Mallorca Food Bank for distribution to soup kitchens or directly to families in need. In 2025, Alcudia Garden Aparthotel donated 228.2 kg, valued at €573.72



3.3 Collaboration with the Williams Syndrome Association of Spain.

Williams syndrome is classified as a rare disease. At Alcudia Garden Apartments we have set out to collaborate with the association to support research and help those affected by it.

To this end, we run our **Charity Reading** campaign, through which anyone interested can buy a second-hand book for €2. All proceeds go in full to the Association. In 2025, thanks to the participation of all Garden Hotels & Resorts establishments, a total of €680 was raised through this initiative.



3.4 Punts amb Vida project of the Inca-Mallorca Solidaria association

The old room curtains from Green Garden Aparthotel were turned into new aprons for the Garden Chef activity of our Garden Experience entertainment programme. Instead of throwing them away, we chose to reuse them creatively thanks to our collaboration with the Inca-Mallorca Solidaria Association and its Punts amb Vida project. The full cost of this transformation went towards supporting the needs of the most vulnerable people in our community.

Since the collaboration began, the fabric from these curtains has been used to make products such as aprons for bar staff and decorative bunting, demonstrating the versatility of reused textiles.



3.5 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.

Garden Hotels & Resorts takes part in this campaign every year. In 2025, Alcudia Garden raised €61, contributing to the total of €812 raised by Cesgarden S.L.



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

Pide tu plato solidario y **1 euro** irá destinado
a Acción Contra el Hambre.

Ask for your collaborative plate and
1 euro will go to Action against Hunger.

**ACCIÓN
CONTRA EL
HAMBRE**

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

Ensalada de burrata, tomate y emulsión de albahaca
Burrata and tomato salad with basil dressing

Hamburguesa de buey 220 gramos al modo César con pan de cristal de cerveza
Pork and beef burger with fried onion and cheese, in a spelt wheat bun

Espaguetis boloñesa
Spaghetti bolognese

GARDEN
HOTELS & RESORTS

3.6 Caps for a New Life

Once again, we continue to collaborate with the SEUR Foundation's "Caps for a New Life" initiative by collecting plastic bottle caps in all hotel departments. The caps collected are donated to the foundation for processing, and the proceeds go to projects supporting children with health problems.

In 2025, Alcudia Garden Aparthotel collected 8,167 caps, equivalent to 7 kg.



Taponos para una nueva vida®

¡Ángela necesita tus taponos!

22 toneladas para cambiar su vida

Colabora con tus taponos para que Ángela, una niña de 8 años de Villa del Prado (Madrid) que sufrió la amputación de ambas piernas a raíz de una Sepsis Meningocócica, pueda mejorar su calidad de vida.

Ángela necesita nuestra ayuda para financiar el coste de una silla de ruedas adaptada.

¿Nos ayudas?

¡DEPOSITA AQUÍ TUS TAPONES!

FUNDACIÓN SEUR

acteco



3.7 Collaboration with local agri-food cooperatives

In order to promote and support local produce, Garden Hotels & Resorts has several purchasing agreements with local suppliers, offering its guests quality products while supporting the local economy. We promote local produce in our establishments through a series of actions:

Every Saturday, local cuisine takes the stage. We prepare a selection of typical Balearic dishes with locally sourced products, so that our guests can discover and enjoy the authentic cuisine of the islands.



We also present our local wines, carefully selected to pair with each dish. Through recipe explanations and cookery classes, we invite our guests to explore our culinary tradition and experience the richness of Balearic gastronomy first-hand.



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.



Garden Hotels & Resorts 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 1,710 kg of organic lamb, compared with 1,583 kg in 2024 and 742 kg in 2023.

We also work with other local suppliers such as **Sa Teulera**, **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.



3.8 Collaboration Agreement with FACE

Under this collaboration agreement, Alcudia Garden Aparthotel 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.



3.9 Cardioprotected hotel certificate

Alcudia Garden Aparthotel 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.



3.10. Collaboration with the Pa i Mel Association

Once again, the collaboration with the association's job-placement project has been renewed, offering practical training at the hotel's facilities. During 2025, two housekeeping courses were held, with 14 participants per edition, who attended the hotel three days a week under the supervision of a teacher. Seven participants completed the work placement period in the hotel.



3.11 Official sponsor of the Garden Hotels – Luxcom Challenge Mallorca

Garden Hotels & Resorts has been the main sponsor of the Luxcom Challenge Ciclista Mallorca since 2022. Alcudia Garden supports this event as official accommodation, as it is an ideal hotel for cyclists, with facilities including bike storage areas, repair workshops and menus tailored to athletes.



3.12 Sponsorships and collaborations

Other collaborations and/or sponsorships by Grupo Garden in recent years include:

- One-off donations to areas affected by natural disasters.
- Sponsorship of the Garden Hotels Mallorca Vóley women's team.
- Sponsorship of Mallorcan triathlete Marga Fullana.
- Sponsorship of the Campanet football team.
- Official sponsors of the Luxcom Challenge Ciclista de Mallorca
- Sponsorship of Augusto Fernández, MotoGP
- Donation to the Fundación Orfeo Balear
- Sponsorship of Jaume Florit, IronMan 2023
- Participation in Mater's Job Day
- Donation to La Magic Line of Sant Joan de Déu
- Participation in the Motor Group of the reWINE Project
- Participation in the COACH Project with Fundación Exit
- Sponsorship of Club Esportiu Murense
- Participation in TANGO's Smart Hospitality Project
- Collaboration in the Circular-FP project with CIFP Juniper Serra
- Participation in the CAEB project for the Business Alliance against Extreme Poverty with the Vicente Ferrer Foundation (donation to purchase homes in India for the empowerment of women in villages in the Anantapur region).

3.13 Organic vegetable garden

Since 2024 we have had an organic vegetable garden, it's purpose to help us raise awareness of healthier, zero-mile food.



3.14 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.



In 2025 Garden Hotels & Resorts continued to strengthen its commitment to conserving the environment of the destinations where it operates by continuing its beach clean-ups as part **of the Garden Experience programme**. Every year, from May onwards, two beach clean-ups are held each month (except July and August) at all establishments.

The activity lasts about 2 hours and begins with a short introduction on the importance of environmental conservation and the impacts of plastic waste; we then head to the beach to carry out the clean-up. Once the collection is finished, the activity closes with some facts about how marine litter degrades in the sea, with the aim of raising awareness and empowering participants to take action on the problem.



3.15 Collaboration in the sea turtle awareness campaign – COFIB

The Consorci de Recuperació de la Fauna de les Illes Balears (COFIB), a body belonging to the Species Protection Service of the Balearic Islands Regional Ministry of Environment and Territory, runs a public awareness campaign on possible sea turtle nesting on our beaches. Due to climate change, this phenomenon is becoming increasingly common on our coasts in summer, making it especially important to raise awareness among both local people and tourists. The campaign is supported by an informative video, accessible via a QR code, explaining what to do if you find a sea turtle, its tracks or those of its hatchlings. Alcudia Garden Aparthotel makes this information available in several languages on the interactive screen at reception and in the establishment's app.



G CONSELLERIA
O MEDI AMBIENT
I TERRITORI
B



3.16 Collaboration with the UIB project "Behavioural interventions to reduce water consumption in hotel rooms"

The pioneering and innovative field experiment we carried out in cooperation with the UIB (University of the Balearic Islands) to reduce water consumption in rooms took place at Alcudia Garden during the 2023-2025 seasons. The project consisted of a field experiment to analyse the impact of different interventions on guests' water consumption behaviour during their stay. Accordingly, 20 standard double rooms (without kitchen) at the hotel were studied during the 2023 season by a UIB doctoral student. During the project, 40 state-of-the-art ultrasonic water meters were installed in the rooms where three different interventions were carried out, together with a concentrator to transmit the information to a web platform.

In 2025 we continued to take part in the experiment with the next phase of the project, the **Glop Drop Challenge**, focused on analysing whether a financial incentive could help reduce tourists' water consumption in their rooms. The incentive consisted of the chance to win 2 hotel nights for the guest who used the least water per person per day during their stay.



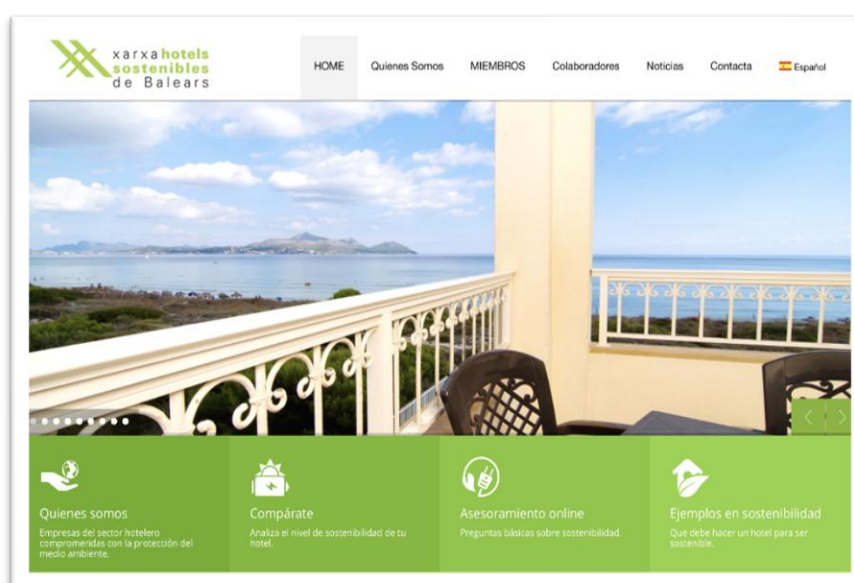
3.17 Collaboration in the TANGO European project

TANGO is a European project focused on personal data protection and cybersecurity. One of its use cases is the Smart Hospitality pilot, which seeks to improve the tourist's experience during their hotel stay. To do so, the system learns each guest's preferences, speeds up the check-in process and adapts the room's features to their needs, while guaranteeing the privacy and secure use of their data at all times. As a direct contribution, temperature, humidity, motion and presence sensors were installed in four rooms at Alcudia Garden Aparthotel. These sensors, integrated through the NADIA platform (developed by partner Any Solution), make the rooms more energy-efficient by automatically adjusting their systems according to how they are actually used.

The TANGO Project ended in August 2025; preliminary results were presented at Alcudia Garden Aparthotel, providing a first concrete look at the solutions developed in the field of tourism and data management. These results open the door to possible future applications in the Balearic hotel sector.

3.18. Members of the XHSB

Since 2014, Alcudia Garden Aparthotel and Palm Garden Apartments have been members 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, while also contributing our data to that average.



3.19 Commitment to continuous quality improvement

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

The "Tourism Quality Commitment" badge certifies compliance with the requirements set out in the methodology and recognises effort and commitment to quality and continuous improvement, while also setting the tourism service apart from its competitors.



3.20 Water efficiency

Alcudia and Palm Garden are committed to efficient flow-regulation systems in taps. High-end regulators are fitted that provide a comfortable flow for guests without exceeding 5 litres per minute in washbasins and 10 litres per minute in showers, thanks to CFR "Constant Flow Regulator" technology.

3.21 Use of natural light, LED technology and commitment to more efficient energy

For years we have been committed to energy-efficiency measures in lighting through the installation of low-consumption LED fittings.

In 2025, we launched a project to replace the chillers located on each of the roofs of Palm Garden Apartments with two centralised chiller plants with heat recovery. Thanks to this new system, we have significantly reduced our natural gas consumption.

Since 2024 we have had photovoltaic solar panels to promote the use of renewable energy at Alcudia Garden Aparthotel and Palm Garden Apartments



3.22 Promoting sustainable mobility

We offer our guests bicycle hire as an alternative way of getting around the area. We also have electric scooter rental points, which were used for 508 minutes in 2025.



3.23 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. In our establishments, guests have access to clearly signposted recycling stations 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.



- **Single-use plastic-free water**

We offer our guests the Garden bottle and have installed osmosis-filtered water dispensers outside the establishment 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**

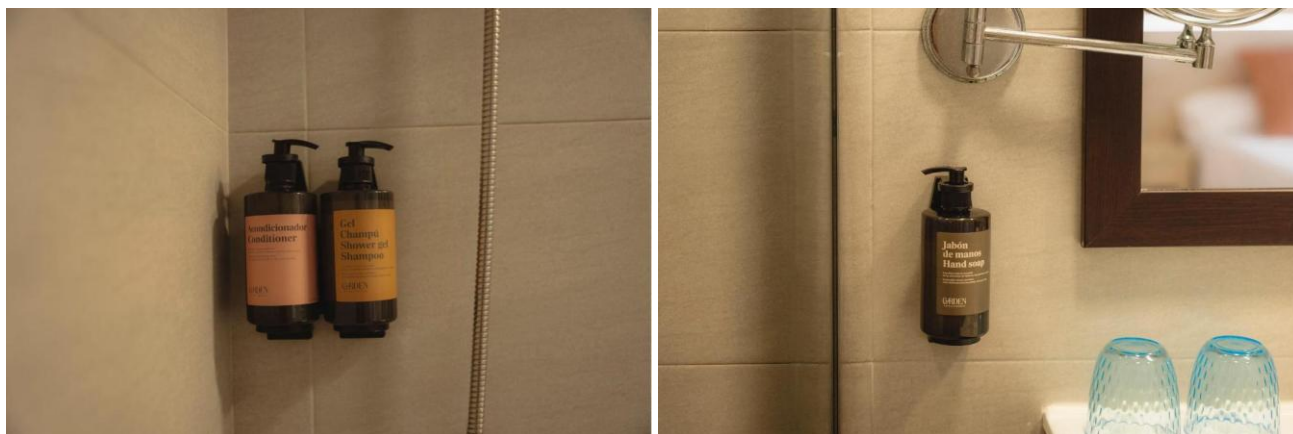
Glass is not allowed in pool areas, so the hotel uses reusable polypropylene cups in this area, thus avoiding generation of large amounts of plastic waste. To make easier to collect these cups, several units have been installed in the pool area, encouraging guests to **return them for reuse**.



the
it

- **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.**

Alcudia Garden apartments and Palm Garden Apartments donate furniture and textiles they no longer use to public and private institutions, such as the Deixalles Foundation and its "Fem que Circuli" project, so they can be used in its occupational workshops and distributed among the most disadvantaged families in Mallorca. In 2025, following the replacement of some of the hotel's safes, 12 were given to the association and a further 15 were given to hotel staff.



- **Organic composting and bio-waste treatment**

Following the pilot test carried out in 2016 at Playa Garden Selection Hotel & Spa, whose advanced phase was later partly subsidised by the Balearic Government's Regional Ministry of Environment, Agriculture and Fisheries under the name "*Circular economy project for composting the organic fraction from hotels for use in organic farming*", this activity was consolidated in 2019 as a pioneering circular economy project in the Balearic Islands.

Thanks to the organic matter generated in our establishments and to pruning waste, both our own and from various partners, which acts as a bulking agent, we obtain high-quality compost for organic farming on the island. This process was carried out until the end of 2025 with the company's own resources and through a collaboration agreement with the "Sa Teulera" farm for the final stage of composting.

Now with a greater focus on a second Circular Biomass generation project (the Ses Branques project), which evolved from the aforementioned pilot project, the company currently has its own machinery for shredding pruning waste.

This pruning waste is needed as a bulking agent for organic compost, but this treated plant biomass is also very useful as ground cover and mulch. In various parts of Mallorca (plots under collaboration agreements in Ca'n Picafort, Capdepera and Son Ferriol, a company-owned plot in Inca, and rented plots in S'Arenal de Llucmajor and Alcudia), pruning waste is shredded not only from Garden Hotel Group establishments but also from other companies (hotels or gardening firms) that choose to bring their pruning waste there. This creates a new resource and reduces emissions from gardening and forestry activity in the area by avoiding the burning of large quantities of pruning waste.



- **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, and the drinking straws we offer are edible. We also work with our suppliers to progressively introduce larger-format packaging that reduces the use of materials and eliminates unnecessary plastic.

3.24 Communication and awareness

- **Guests**

We have a multilingual app where we share our CSR Policy and the social and environmental actions we carry out. It is promoted at various points around the establishment and each room has a QR code on a wooden stand. Through it we aim to raise guests' awareness of environmental protection and inform them about the natural value of Mallorca's beaches, as well as routes, visits and cultural activities in the municipality. We also share these values on our corporate website, where information on sustainability at Garden Hotels & Resorts is available.



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



As part of our entertainment programme, we continue to hold the Local Gastro Talks, designed to offer unique and memorable moments during our guests' stay. The Local Gastro Talks begin with a small tasting of characteristic local Mallorcan products. After the tasting, we invite our guests to join us on an exclusive tour of the hotel. During this visit, they discover all the corners and spaces that make Alcudia Garden Aparthotel a special place, learning first-hand about our sustainability actions, the architectural and decorative details that reflect local identity, and the efforts we make to provide exceptional service.



- **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.

At Alcudia Garden, employees rate our commitment to sustainability at 8.8 out of 10.

3.25 Circular Economy Strategy Certification

Garden Hotels & Resorts was a pioneer in the circular economy, putting into practice specific actions aimed at caring for our land and our people.

We are committed to establishing a circular model in our operations. In addition to contributing to the fight against climate change, to the development of the local economy and/or to the revitalisation of organic and zero-mile farming, this model seeks to achieve resource circularity, improve environmental quality and foster the sustainable development of the tourism sector.

In 2024 the verification of the Garden Hotels & Resorts Circular Economy Strategy was renewed in accordance with the AENOR Model for Circular Economy business strategies. In 2021 we became the first hotel company and the third company in Spain to obtain this distinction.

Follow-up audits are carried out annually and renewal audits every three years.



3 PERFORMANCE INDICATORS

In line with their Corporate Social Responsibility Policy, Alcudia Garden Aparthotel and Palm Garden Apartments analyse each year the contribution actions carried out and their 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

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

indicadores ambientales

consumos energéticos, agua, residuos, emisiones, vertidos... Conozca su nivel de eficiencia energética y su huella de carbono, y minimice su impacto.

indicadores sociales

prácticas laborales, ética en el trabajo, derechos humanos, formación, ... La RSC alineada a su estrategia.

indicadores productivos

Nº de servicios o productos, desempeño, presencia en el mercado, competencia, prácticas de adquisición...

indicadores estratégico-económicos

Análisis para enfocar su estrategia y permitir ratios en el análisis de otros indicadores.

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:

GRI

Indicadores según el GRI Standards (Global Report Initiative), para la elaboración de Informes de sostenibilidad ⁽²⁾

ISO International Organization for Standardization

En referencia a los aspectos ambientales según las normas ISO 14001:2015

EMAS

Según los indicadores establecidos en el Reglamento Europeo EMAS, y Ecoetiqueta Europea.

ODS

En base al cumplimiento de Objetivos de Desarrollo Sostenible adoptados por las Naciones Unidas (ODS).

Travelife Sustainability in tourism

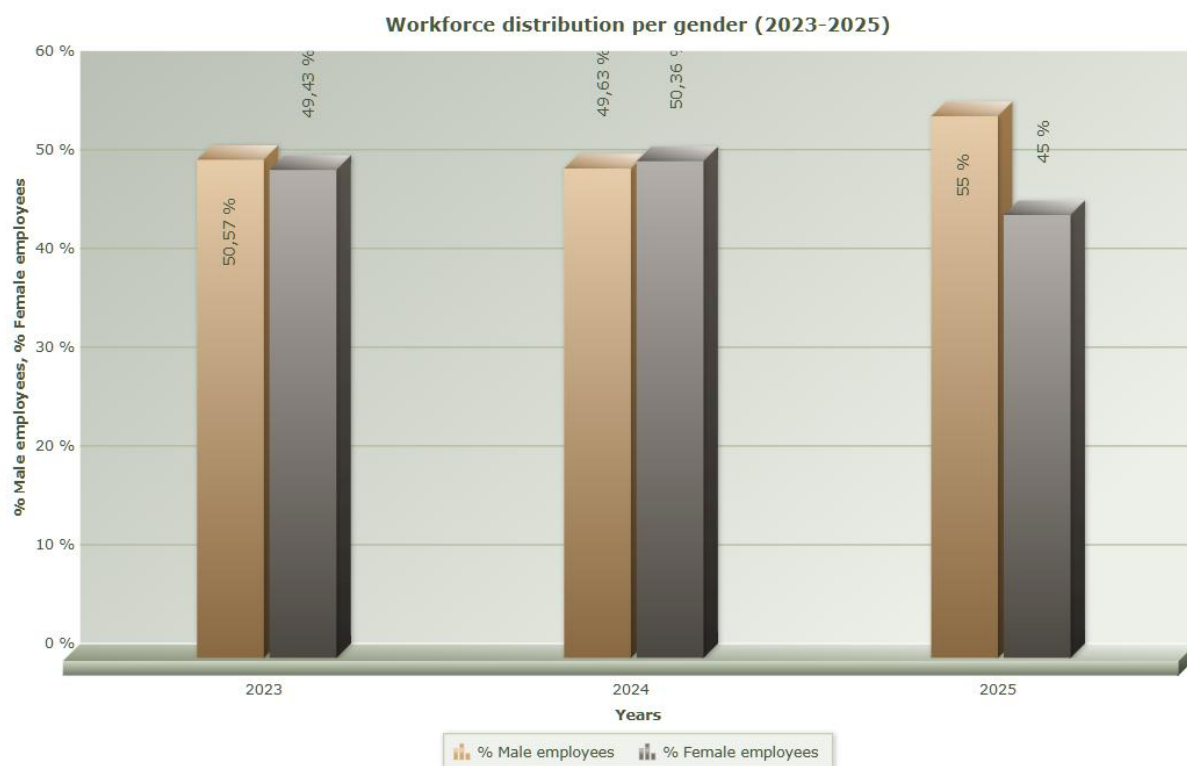
En referencia a otras certificaciones sectoriales, como Travelife, distintivos ecoturísticos, ...

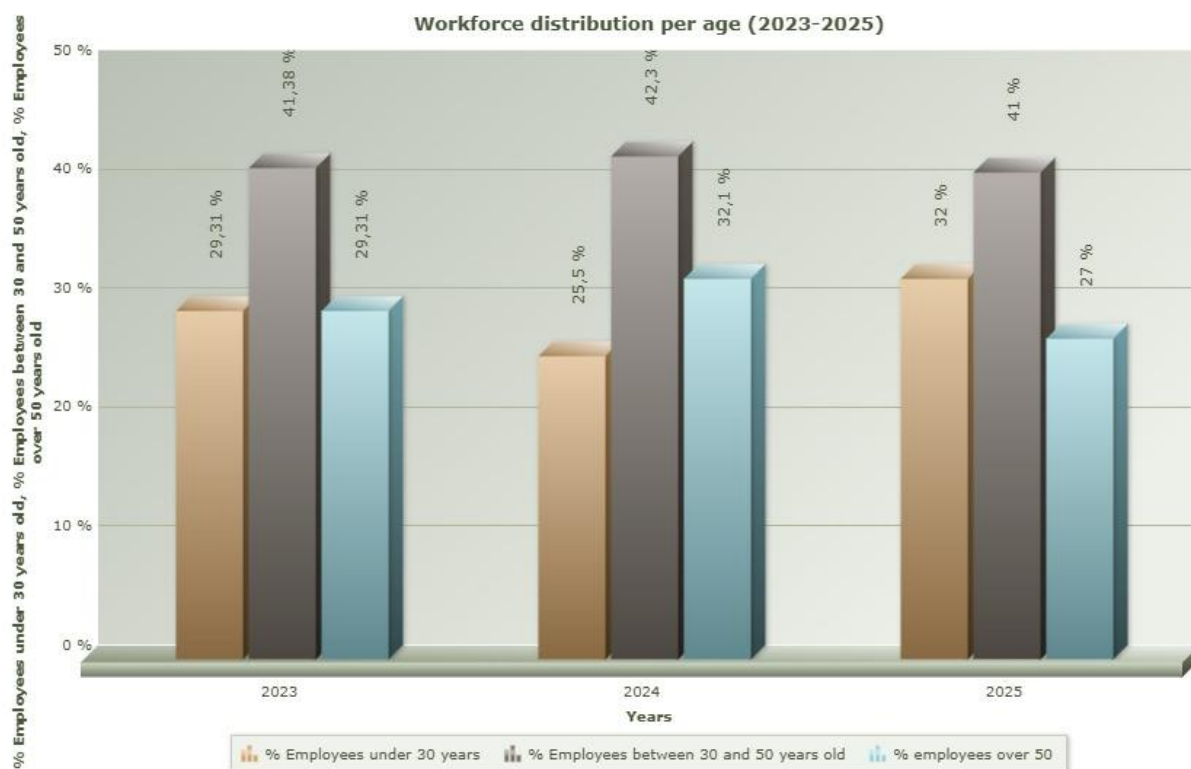


4.1 Social indicators (market presence and employment)

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 Garden Hotels & Resorts 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 Hotels & Resorts Purchasing department carries out an evaluation process through the Nubia Market platform, where suppliers can answer a series of questions and provide supporting documentation.

As for our zero-mile purchases, following the current criteria of the Government of the Balearic Islands, local product consumption in 2025 was as follows:

2025	Total purchases	Local product purchases	% local product
Food	1,511,686.75 €	66,318.37€	4.39 %
Beverages	194,120.14€	2,479.07€	1.28 %
TOTAL	1,705,806.89€	68,797.44€	4.03%

4.3 Environmental indicators

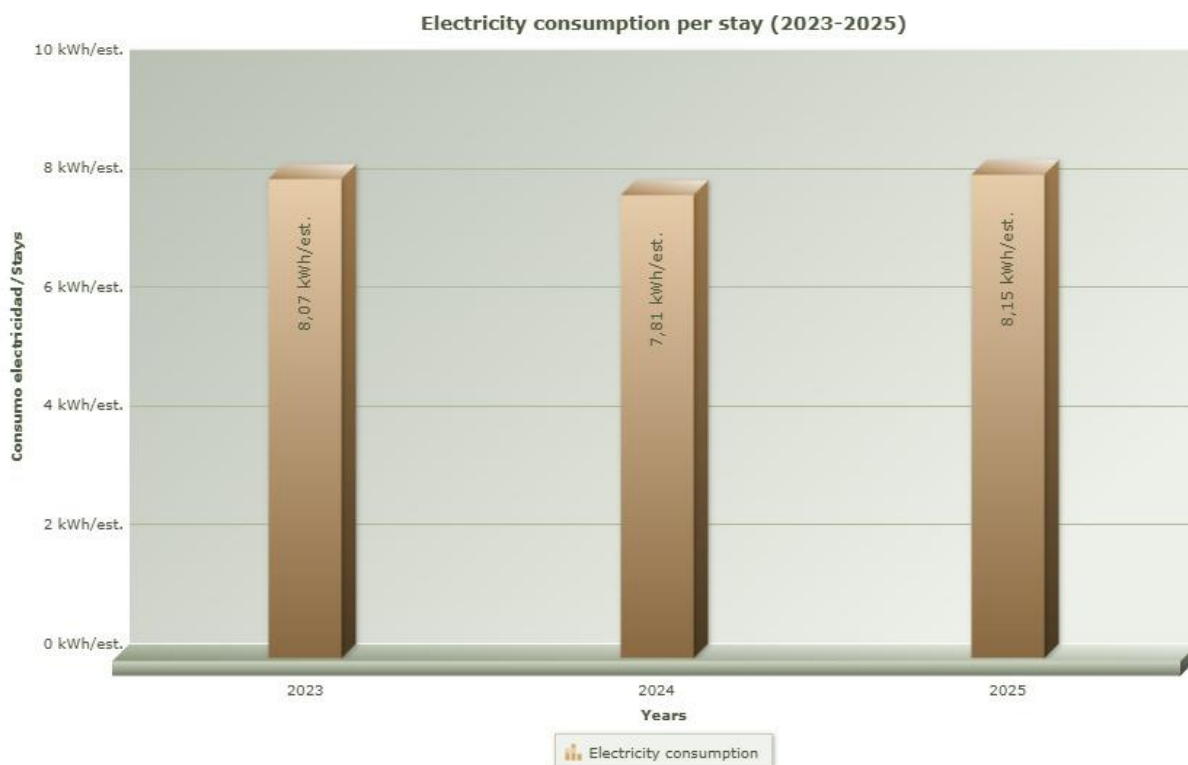
The information provided in the following sections reflects Alcudia and Palm Garden's commitment to optimising resources, promoting the circular economy, reducing greenhouse gas emissions and protecting biodiversity.

Since 2014, Management has closely monitored the establishment's energy and water consumption. Daily readings of electricity, diesel, LPG and water are taken and recorded on various digital platforms.

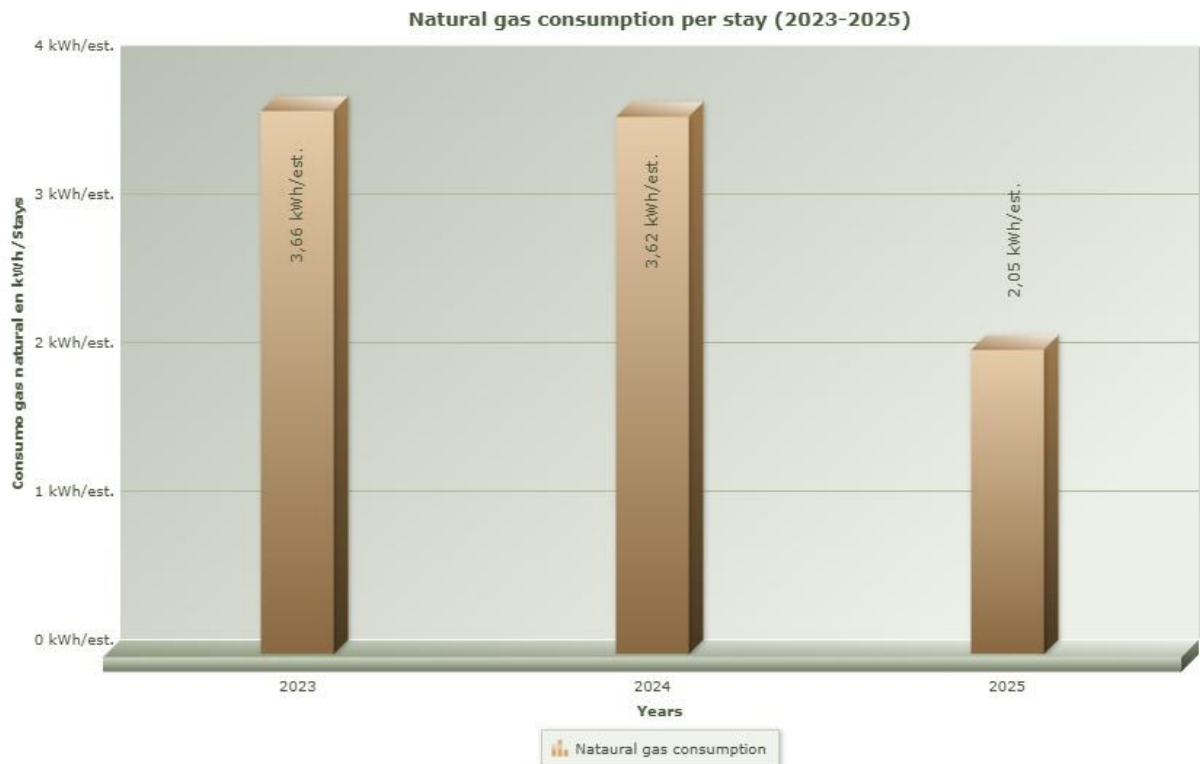
As for waste generation, we keep various control records of the waste generated by fraction, so that we can analyse the level of commitment to waste separation in our establishment.

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

Electricity consumption



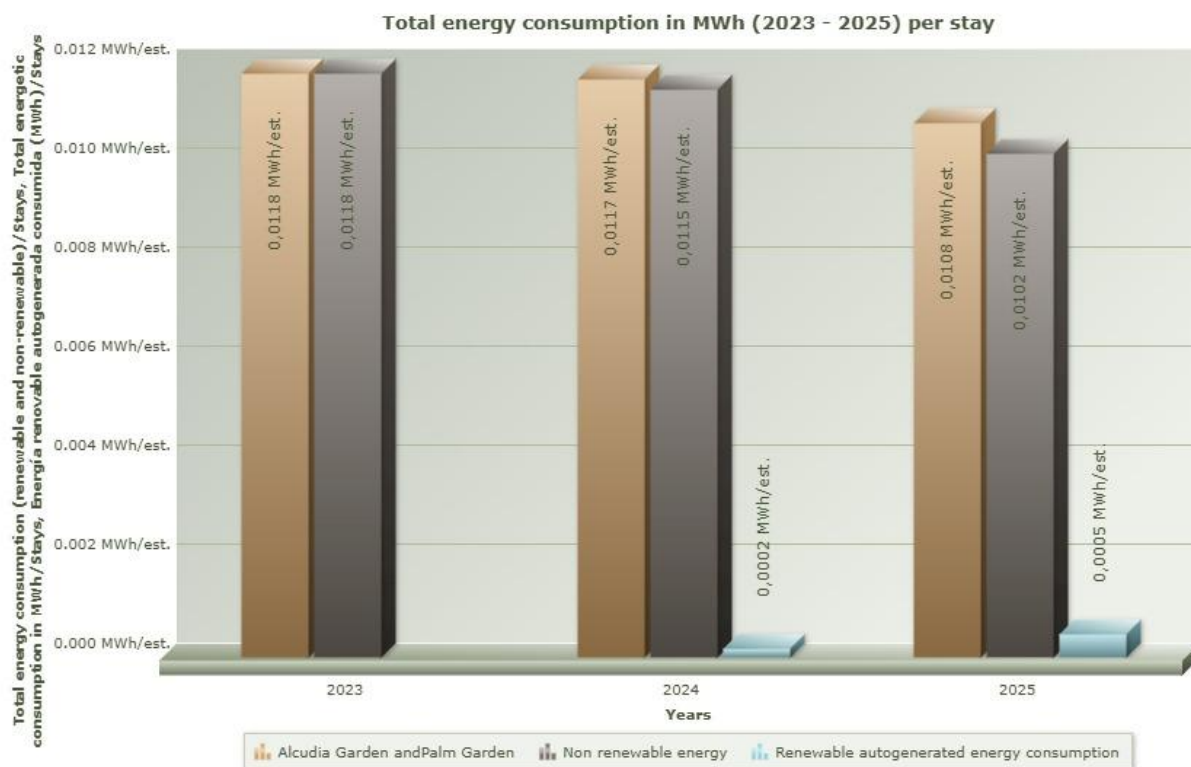
Natural gas consumption



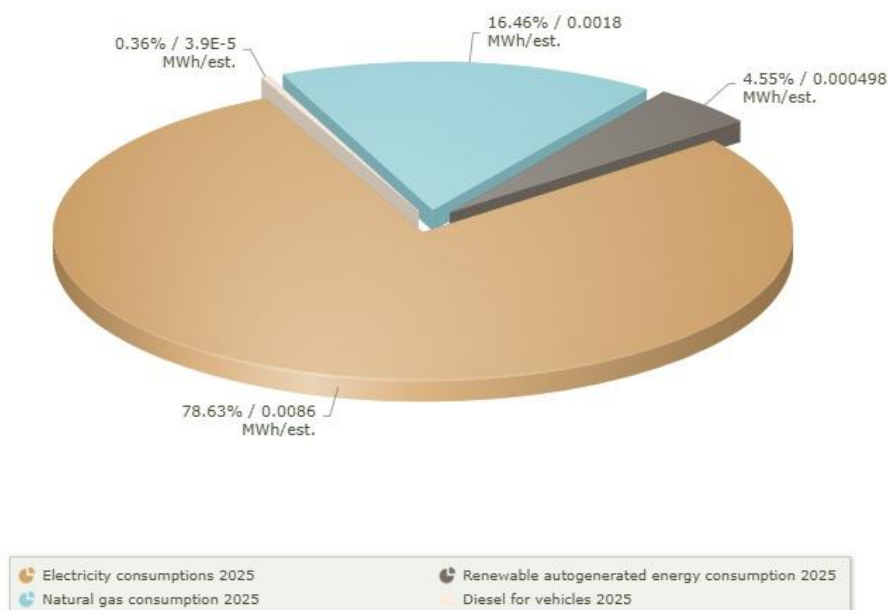
Natural gas is used in both hotels to produce domestic hot water and for cooking. In 2025, natural gas consumption per stay fell by 43% compared with 2024. This reduction is due to improvements made to the facilities at Alcudia Garden Aparthotel, including a new, more efficient system for heating domestic water, achieved by replacing the air-conditioning equipment at Palm Garden Apartments with centralised chillers capable of recovering the heat generated. In addition, the hot water storage tank was replaced with a larger one, further optimising the process.

Total energy consumption in MWh

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

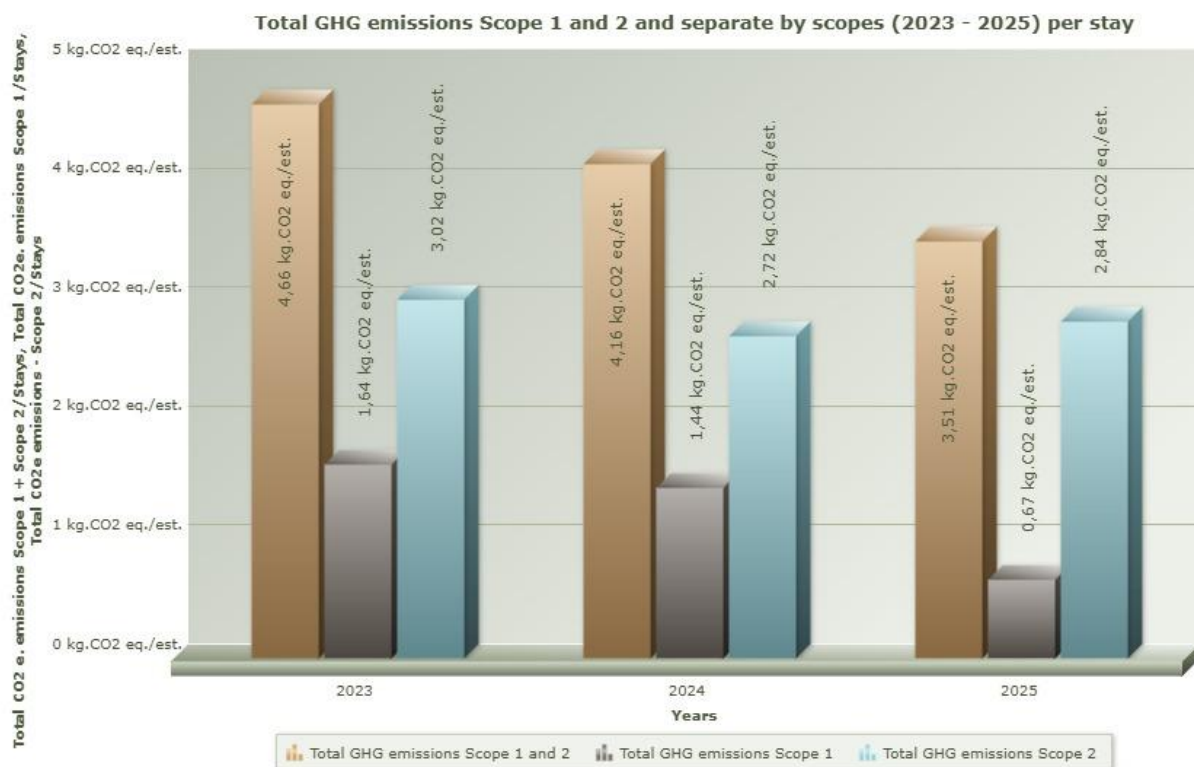


Total energy consumption in MWh 2025 per stay



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/factoresemission_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.

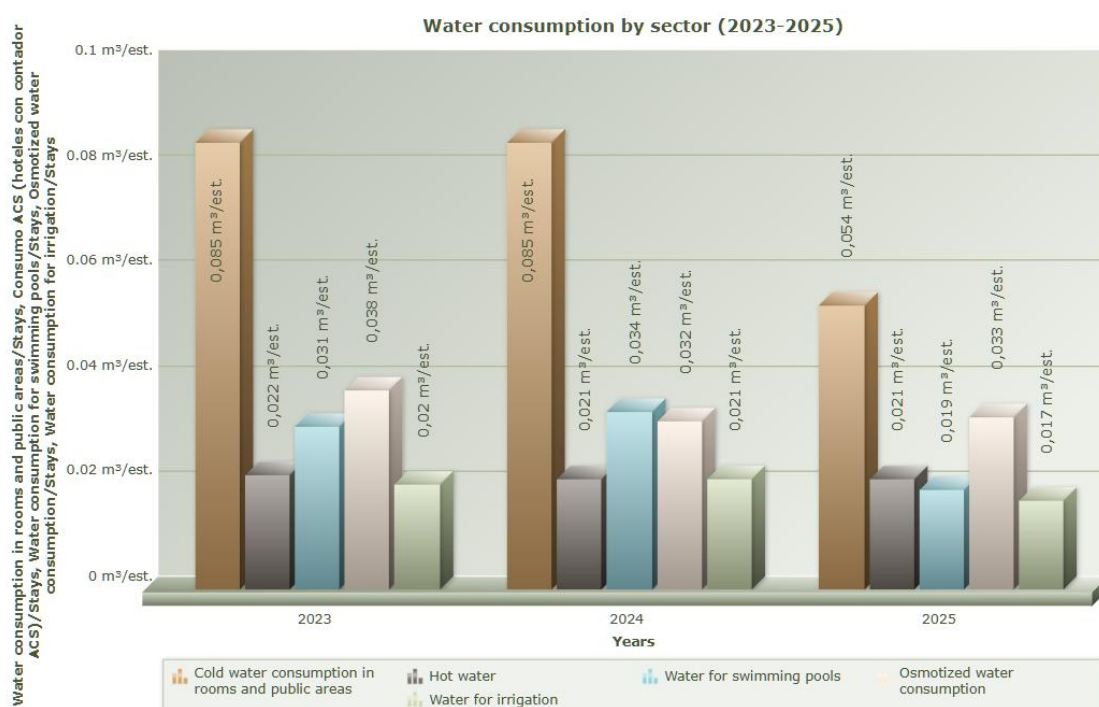
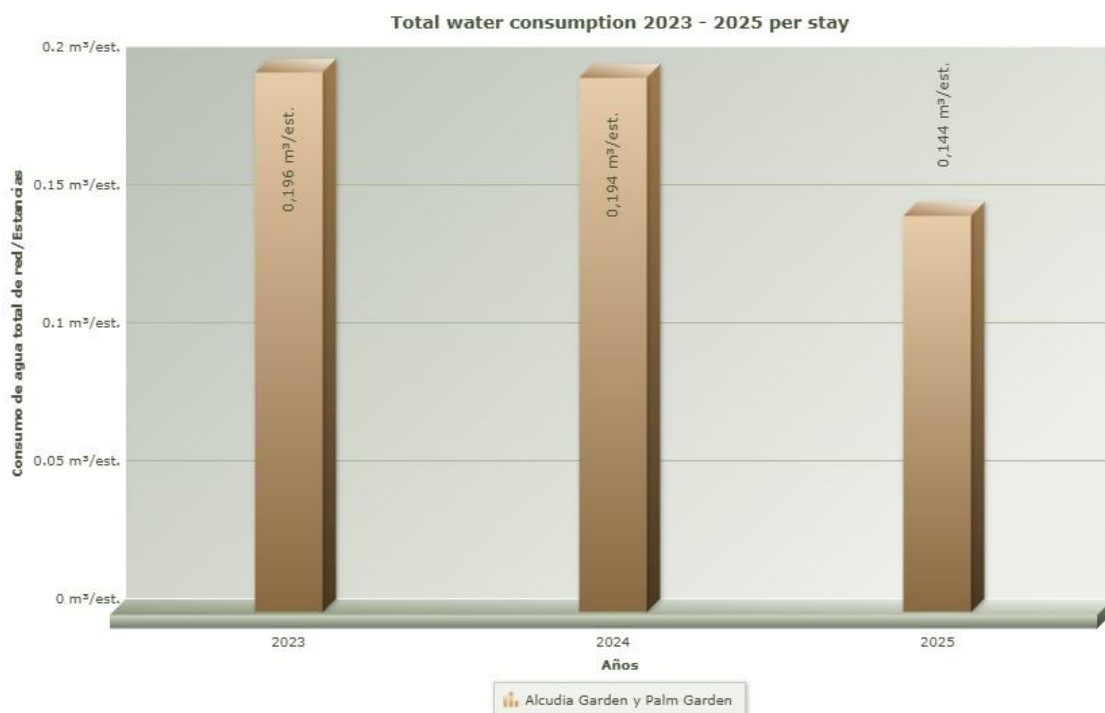
With the aim of continuing to reduce emissions, several improvements are planned for 2026. These include renewing the air-conditioning system with more efficient equipment offering better control of energy consumption, and replacing old pipes with new-generation ones in several facilities. The living-room and bedroom windows in the apartments will also be replaced with double-glazed windows fitted with a sensor that automatically switches off the air conditioning when they are open.

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

Water consumption

Alcudia Garden and Palm Garden record their water consumption daily and enter the readings into the Gladtolink software.

In 2025, water consumption fell by 25.8%, mainly due to lower cold domestic water consumption in apartments, public areas and service areas.



In order to continue reducing our water consumption, a series of actions are scheduled for 2026, such as removing lawn areas, refurbishing the swimming pools and replacing the cold-water pipe in the Alcudia Garden kitchen. We are also continuing our collaboration with the Glop Drop Challenge Project.

We have exceeded our target of a 10% reduction by 2027 compared with 2022 data (Circularity Plan 2023-2027). In 2026, the goal is to maintain the same level of consumption as in 2025, given the positive result achieved.

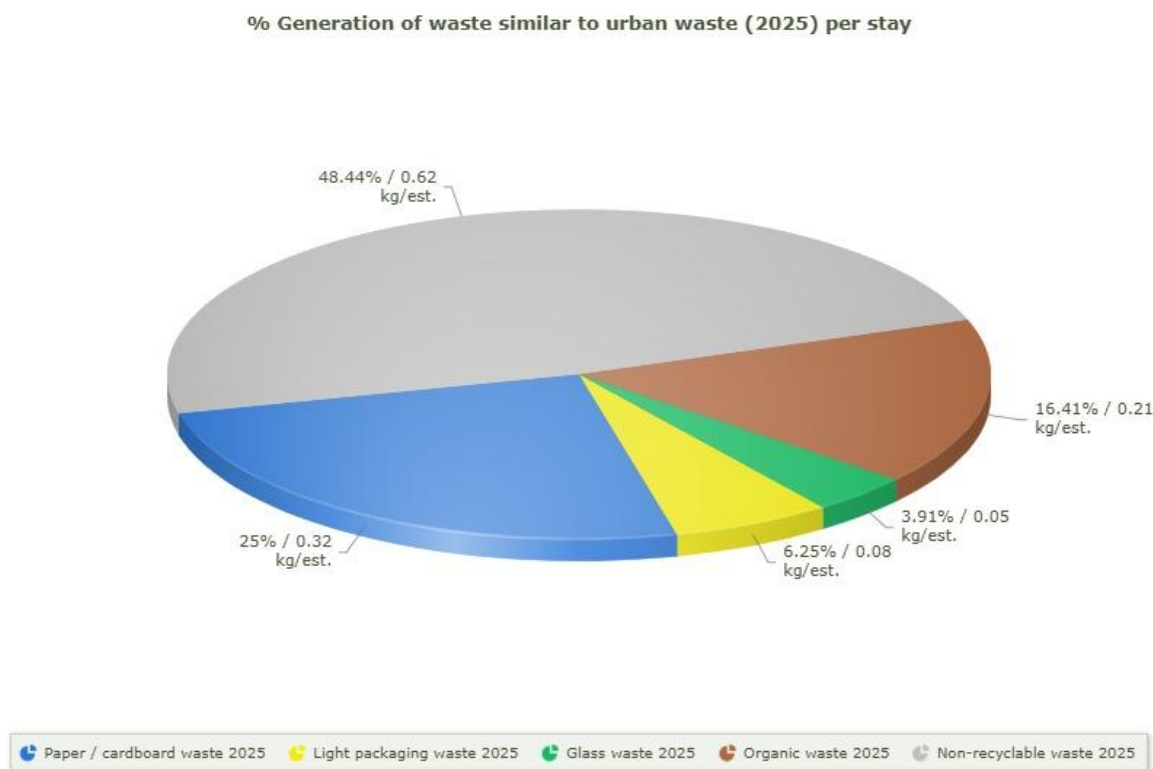


Waste generation

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 make it easier for guests to recycle from their own room. As for waste generation, we keep various control records of the waste generated by fraction.

In 2020 Alcudia Garden Aparthotel joined the Garden Hotels internal corporate project "Circular economy project for composting the organic fraction from hotels for use in organic farming", in which the company itself, using its own resources, collects all the organic waste generated at Alcudia Garden Aparthotel. This project continued in 2025.

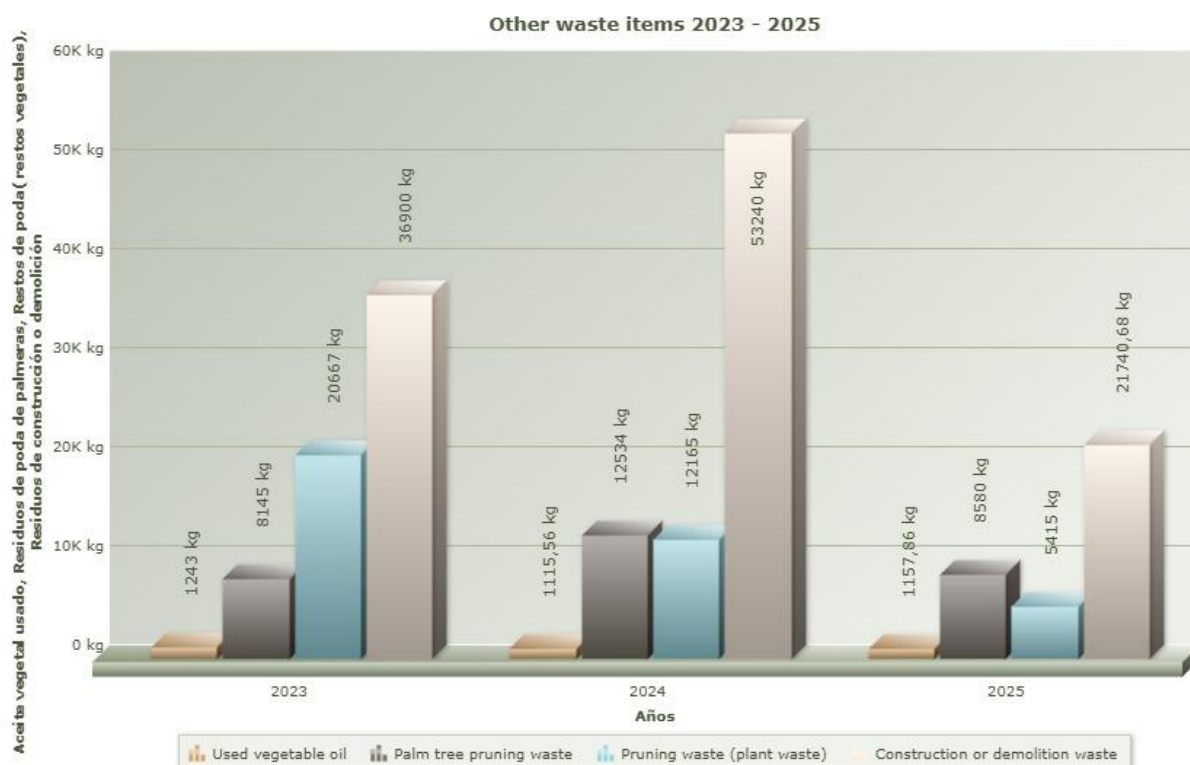
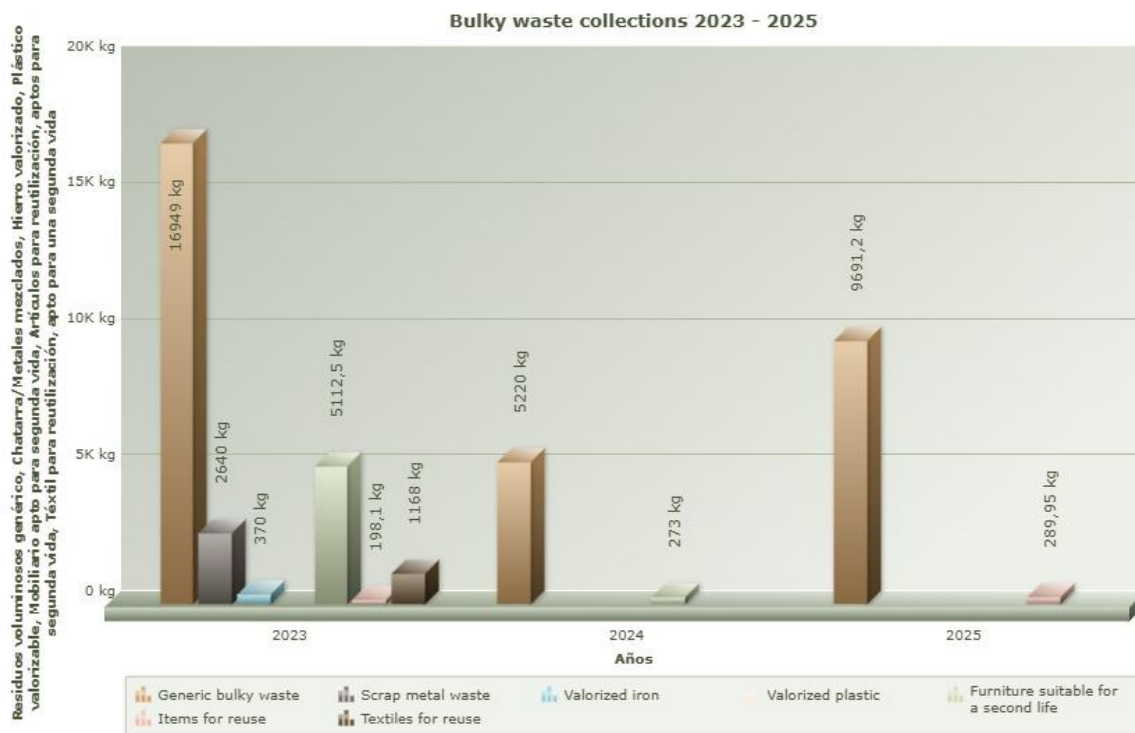
The waste generation data are shown below. In 2025 the separation rate was 51.6%.



Our goal is to keep improving our waste management. In this regard, and in line with the 2027 target of increasing waste separation by 10% compared with 2022 data (Circularity Plan 2023-2027), a target has been set to reach a recyclable waste rate of 60% by 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 used for garden maintenance are always natural. If hazardous plant protection treatments are occasionally needed, the gardener holds the relevant licence and qualifications.

Total chemical product consumption by department over the last three years was as follows:

	2025	2024	2023
Bar – Restaurant	3,495.60	4,918.00	5,420.50
Ratio per stay	0.015	0.021	0.024
Kitchen	2,748.60	2,737.40	2,514.70
Ratio per stay	0.012	0.012	0.011
Linen room	6,840.99	7,905.70	5,989.69
Ratio per stay	0.030	0.034	0.026
Maintenance	8,389.66	9,841.20	9,616.60
Ratio per stay	0.037	0.042	0.042
Total (all departments)	21,474.84	25,402.30	23,541.49
Total (per stay)	0.095	0.109	0.103

Guest perception of our commitment to sustainability and circularity

Total 2025 - Score of 4.19 out of 5 for perception of our Commitment to Sustainability. 1.358 responses received on this question.

	2023					2024						2025					
Total responses	1.219					2.105						1.718					
Sustainability and circularity responses	1.219					1.618						1.358					
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
	316	630	206	38	29	528	849	197	31	7	487	509	660	142	38	9	360
Final score	3,96					4,14						4,19					



Help us with our commitment to sustainability!

Share your suggestions with us.