



GREEN GARDEN APARTHOTEL



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.

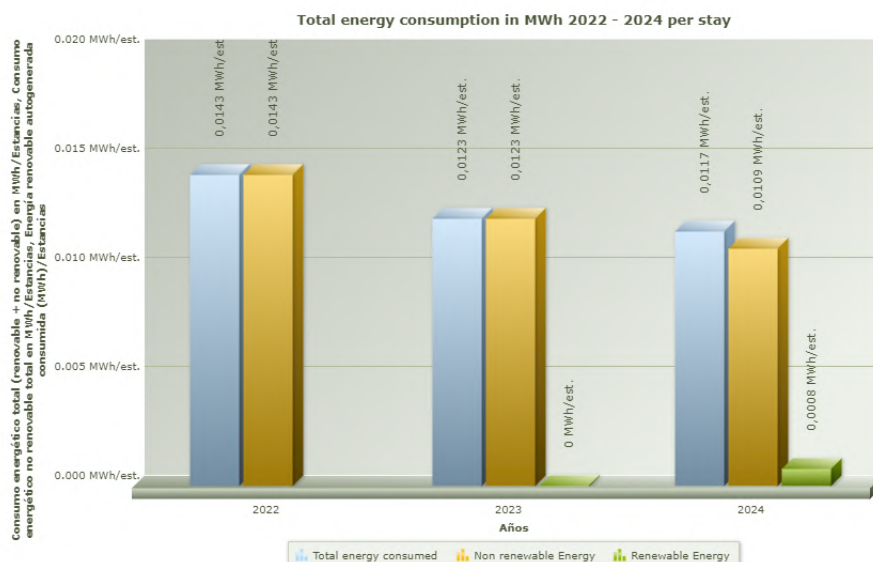
The aim of this management is to evaluate sustainable behaviour to provide us information in order to ascertain whether our organization has the ability to meet the established requirements, whether these be legal requirements or ones to which the Management or third parties must adhere (EMAS, ISO 14001:2015 norms, Travelife System...).

GREEN GARDEN APARTHOTEL is a member of the Sustainable Hotels net in Balearic Islands



ENERGETIC CONSUMPTION

ENERGETISCHE VERBRAUCH



We have transformed all the energy consumed (Electricity, fuel and LPG) during the last three years.
 Wir haben in den letzten drei Jahren unseren gesamten Energieverbrauch (Strom, Kraftstoff und Flüssiggas) umgestellt.

Total energy consumption in MWh per stay

Gesamtenergieverbrauch in MWh pro Aufenthalt

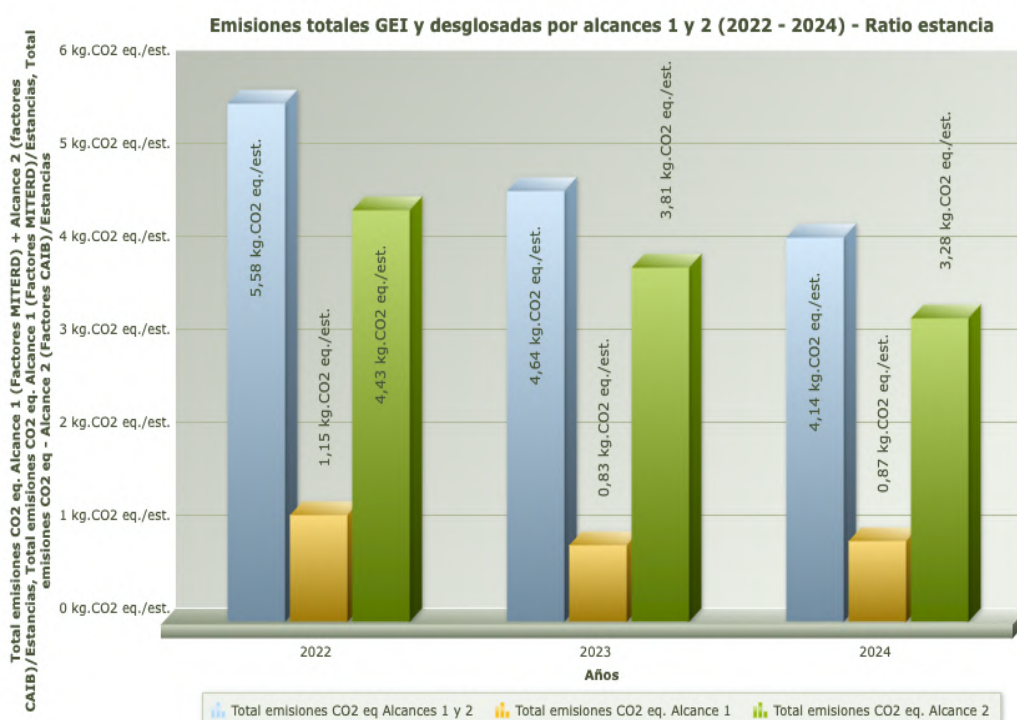
We have LED lighting in most areas of the hotel and have a preventive maintenance plan that allows us to ensure the best performance of our energy facilities. Every year we set new goals and challenges in reference to energy consumption, always guaranteeing the comfort of our customers. Wir verfügen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



GHG EMISSIONS

THG EMISSIONEN

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

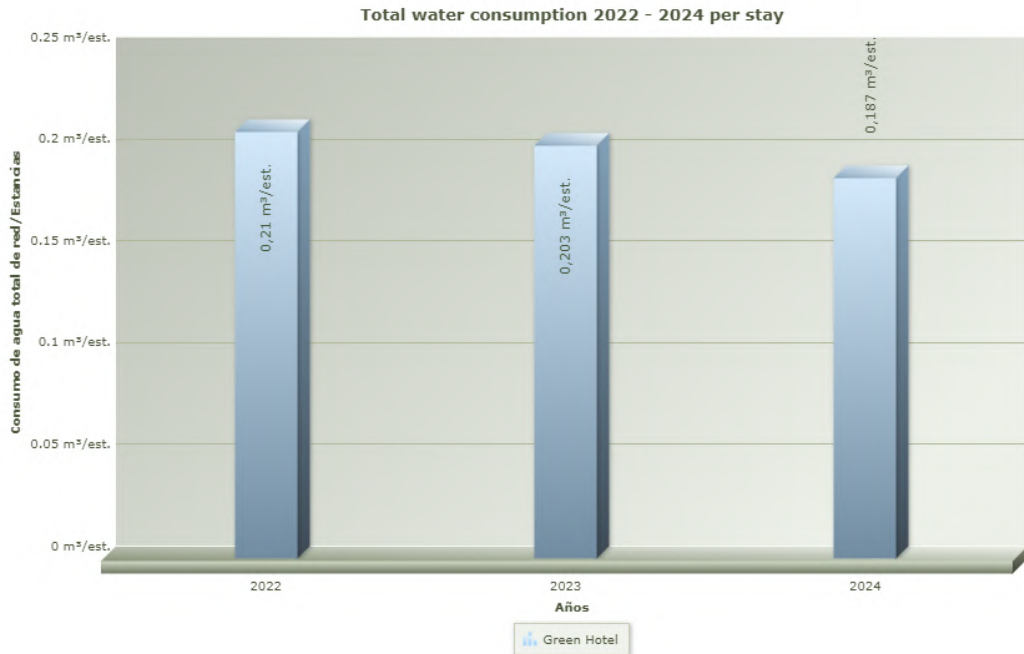


We began to analyse raw materials (high-emission foods) to obtain information on Scope 3 emissions. Wir haben begonnen, Rohstoffe (Lebensmittel mit hohen Emissionen) zu analysieren, um Informationen zu Scope-3-Emissionen zu erhalten.

With the goal of continuing to reduce emissions, a series of improvements are planned for 2025, such as Cleaning of the burners of the two boilers and the replacement of halogen spotlights in the reception area and in front of the elevators with LED lighting. Among all the planned improvements, we expect to achieve an approximate 20% reduction in 2027 compared to the 2022 figure.

Mit dem Ziel, die Emissionen weiterhin zu reduzieren, sind für 2025 eine Reihe von Verbesserungen geplant, wie zum Beispiel die Reinigung der Brenner der beiden Kessel sowie der Austausch der Halogenstrahler im Empfangsbereich und vor den Aufzügen durch LED-Beleuchtung. Mit all diesen geplanten Verbesserungen erwarten wir im Jahr 2027 eine Reduzierung um etwa 20 % im Vergleich zum Wert von 2022.

WATER CONSUMPTION / WASSER VERBRAUCH



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

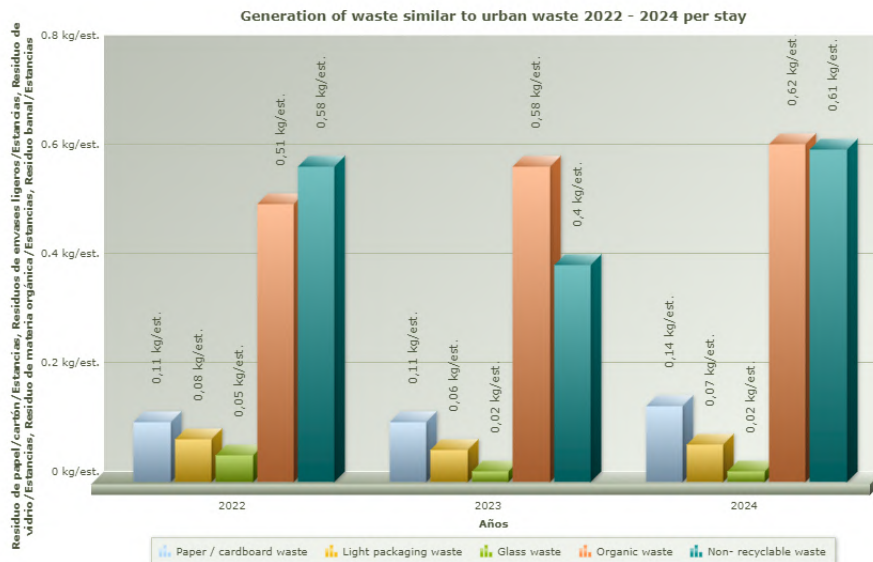
We monitor daily the water consumption at the hotel, thanks to the installed counters. We have quality regulators in our taps which combine modern comfort with sustainable consumption. **Dank der installierten Zähler überwachen wir täglich den Wasserverbrauch im Hotel. Unsere Wasserhähne sind mit Qualitätsreglern ausgestattet, die modernen Komfort mit nachhaltigem Verbrauch verbinden.**

With the aim of improving waste management in the hotel, a series of actions will be carried out in 2025, such as the removal of loose waste bins to prevent incorrect waste separation, and the addition of informational signage in guest rooms to encourage recycling among guests. With the improvements implemented annually, we aim to increase waste separation in the hotel by 10% by 2027 compared to 2022 levels.

Mit dem Ziel, das Abfallmanagement im Hotel zu verbessern, wird im Jahr 2025 eine Reihe von Maßnahmen umgesetzt, wie etwa das Entfernen einzelner Papierkörbe, um eine falsche Mülltrennung zu vermeiden, sowie das Anbringen von Informationsschildern in den Zimmern, um das Recyclingverhalten der Gäste zu fördern. Mit den jährlich umgesetzten Verbesserungen wollen wir die Mülltrennung im Hotel bis 2027 um 10 % gegenüber dem Stand von 2022 steigern.

WASTE MANAGEMENT

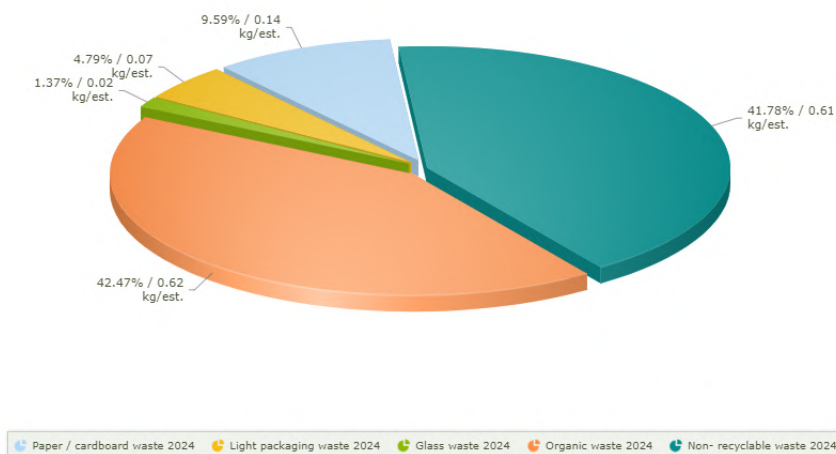
BEWIRTSCHAFTUNG VON ABFÄLLEN



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.

% Generation of waste similar to urban waste 2024 per stay

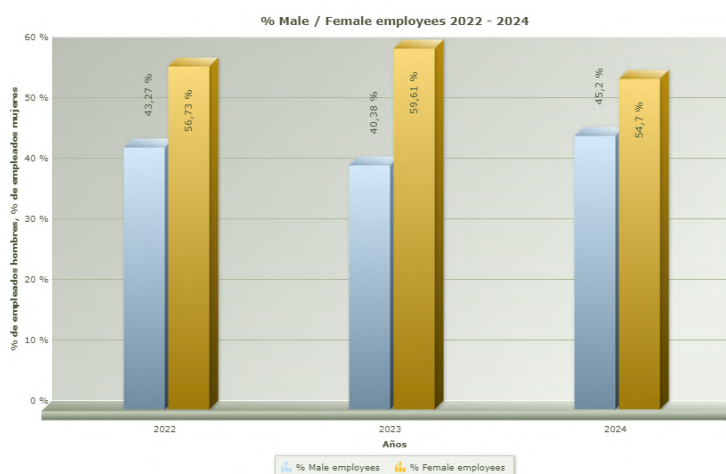


SUSTAINABILITY SOCIAL TARGETS

WELFARE AND LABOUR STANDARDS

This report presents the social indicators for the period 2022–2024. This information reflects the non-discrimination when hiring staff, always taking professional competence, skills and experience as a reference, and never reasons based on sex, age, religion, etc.

Our Human Rights and Good Labor Practices policy expresses our commitment to train company personnel so that they know and behave in accordance with practices and policies for the protection of girls, boys and adolescents against commercial sexual exploitation; and for the proper management of situations of this nature that arise in the exercise of their work, encouraging them to act as preventive agents against this problem. We also encourage our clients to collaborate by reporting to Management any strange behaviour they may detect whether from workers or other clients.



SUSTAINABILITY SOCIAL TARGETS

SUPPLIERS AND PRODUCTS INFORMATION

In order to promote and support local products, Garden Hotels has several purchasing agreements with local suppliers, allowing 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 promotes and safeguards the local economy by introducing its guests to local products.

- o As a result of these agreements, every Saturday we promote local cuisine with various typical Balearic dishes made with local products. We offer guests the opportunity to learn about our culinary culture, and we also invite them to learn more 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 reality.
- o Collaboration Agreement with APAEMA ("Associació Producció Agrària Ecològica Mallorca"), a non-profit association established in 2006 at the request of farmers committed to organic farming. This association promotes, among many other products and initiatives, organic lamb from Mallorca ("Me Ecològic"). This lamb is born and raised on entirely organic farms in Mallorca, fed primarily on breast milk and the farm's pastures. This guarantees 100% natural, local, and top-quality meat, and of course, organic. Everything this animal eats (pastures/breast milk/cereals) comes from organic farming and is free of pesticides, chemicals, and GMOs. Garden Hotels supports this initiative by purchasing organic lamb to offer its guests a 100% natural, local, and top-quality product.

In 2024, the Green Garden Aparthotel purchased 813.3 kg of organic lamb.



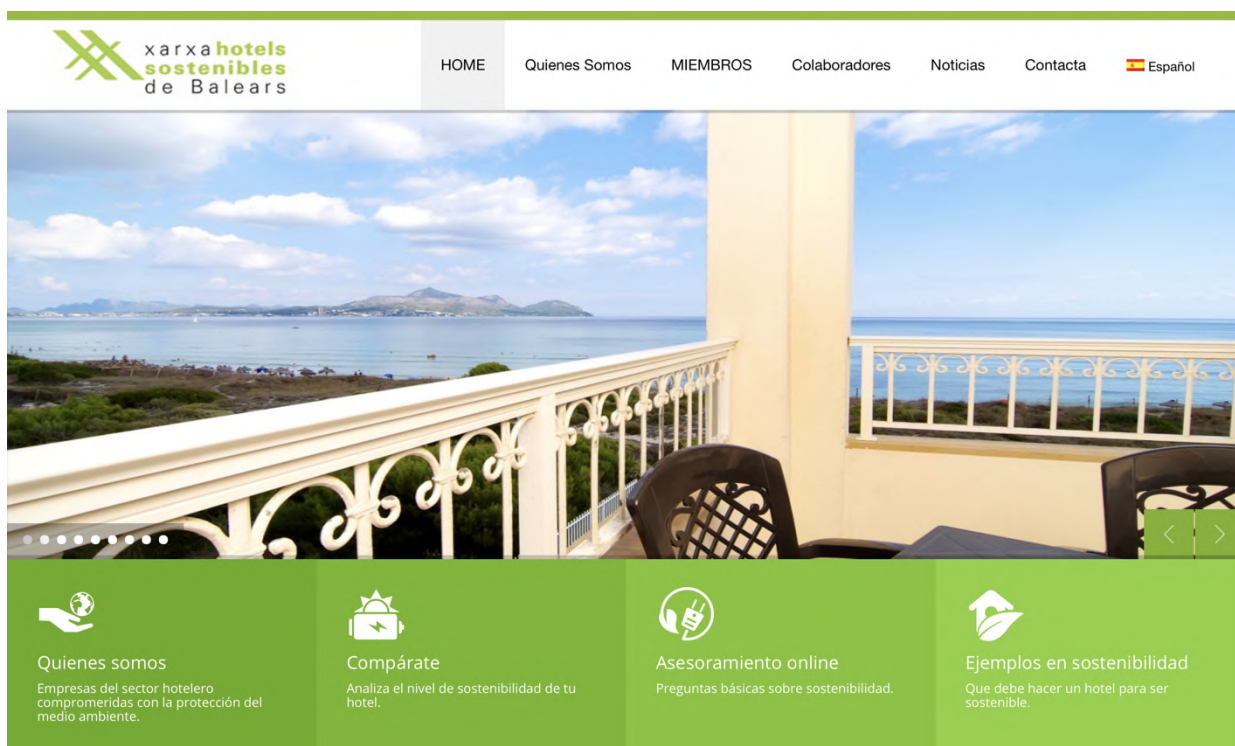


A Balearic-themed buffet is offered weekly, the result of these collaborations. Every Saturday, Balearic cuisine is highlighted with various typical Mallorcan dishes made with local produce. We offer guests the opportunity to learn about our culinary culture, as well as the opportunity to learn about our culture through the themed still life.

SOCIAL AND ENVIRONMENTAL ACTIONS / **SOZIAL- UND UMWELTAKTIONEN IN GREEN GARDEN APARTHOTEL**

➤ **Members of the XHSB**

The Green Garden Aparthotel has been a member of the “Xarxa d’Hotels Sostenibles de Balears” (Network of Sustainable Hotels of the Balearic Islands) since 2009—an association of hotels committed to more responsible tourism. The members share experiences, as well as their environmental and social indicators, allowing us to compare our performance with the average of other establishments. Green Garden also contributes its own data to this collective benchmark.



➤ Caps for a New Life

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



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 Vilanova 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!



➤ Operation "Kilo" Campaign

This initiative is promoted by the Mallorca Hotel Federation (FEHM) in collaboration with the Rotary Club and involves collecting non-perishable dry food items from hotels, which are later donated to "Projecte Home Balears." The organization is responsible for distributing the food to soup kitchens or directly to families in need. In 2024, Green Garden Aparthotel donated 98 kg of food, valued at €206.



➤ **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. Green Garden Aparthotel supports the association annually through the creation, promotion, and sale of the “Cocktail of Noses,” with all proceeds going directly to “Sonrisa Médica”. In 2024, Cesgarden S.L. donated €1,480.50.



➤ **Annual Participation in World Environment Day Campaigns, June 5th**

In 2024, World Environment Day focused on raising awareness about land restoration, the dangers of desertification, and the importance of building drought resilience 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 this issue, accessible at: <https://www.un.org/es/observances/environment-day>.

To commemorate World Environment Day in 2024, Garden Hotels strengthened its commitment to preserving the natural environment in the destinations where it operates by turning its traditional annual beach clean-up 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 clean-ups per month were scheduled (excluding July and August) at all GH-branded hotels.

The activity lasts approximately two hours and begins with a short introduction on the importance of environmental conservation and the impacts of plastic waste. Participants are then guided to the beach for the clean-up. Once the collection is complete, the session concludes with key facts about the degradation of marine litter, aiming to raise awareness and empower participants to take action against the problem.





In previous years, Green Garden Aparthotel has also taken part in the campaigns aligned with the respective themes proposed by the United Nations.



➤ **Collaboration Agreement with “FACE”**

Through this collaboration agreement, Green Garden commits to offering a gluten-free menu prepared with products suitable for people with celiac disease, thereby increasing safety for celiac guests. The team has received training on celiac disease, the gluten-free diet, and the correct preparation, handling, and presentation of gluten-free dishes. The hotel also benefits from ongoing guidance from FACE (Federation of Associations of Celiacs of Spain) for any related matters.

The purpose of this agreement is to allow the use of the official FACE gluten-free dining logo, displayed on doors and glass windows visible to the public. This way, people with celiac disease passing by can easily recognize that the establishment offers a gluten-free menu. Staff receive annual training on the subject.



➤ **Restaurants Against Hunger Campaign**

For years, Garden Hotels has been actively participating in this campaign, and on its 15th anniversary, we remain committed to this cause, which has a significant positive impact on those who need it most. This year, we joined the initiative by donating €1 from every sale of selected dishes on the menus of our Garden hotel beach bars. In 2024, Cesgarden S.L. donated €902.95.





**MUCHAS GRACIAS
POR COCINAR UN FUTURO SIN HAMBRE**

Green Garden Aparthotel

**VUESTRA SOLIDARIDAD NOS PERMITE
AYUDAR A MILES DE FAMILIAS EN ESPAÑA**



CON EL APOYO DE



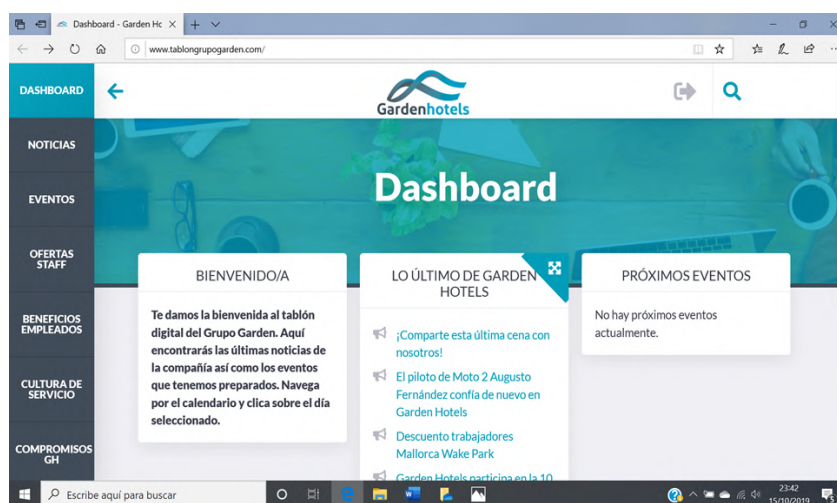
➤ **Cardio-Protected Hotel**

Green Garden Aparthotel has a defibrillator located in the reception hall, thereby becoming part of the island's cardio-protected spaces.



➤ Internal Digital Bulletin – Company News

A digital bulletin board for employees displays the Service Culture, as well as news and events organized by or involving the company, ensuring that staff are always informed about the company's contributions to society and the environment. It also features employee benefits, such as discounts at the company's hotels and restaurants, along with other discounts on services for which the company has agreements.



➤ EMAS Verification (European Regulation for Environmental Management and Audits)

We hold EMAS verification and annually set improvement goals to minimize our environmental impacts.

See the Environmental Statement posted on our website: www.gardenhotels.com.

Green Garden Aparthotel is registered under EMAS (Eco-Management and Audit Scheme), a voluntary European regulation aimed at promoting continuous improvements in environmental performance within organizations through systematic, objective, and periodic evaluations of management systems.

Adherence to the EMAS regulation requires a publicly available Environmental Statement, validated by an external verifier. Therefore, to comply with this regulation, it is necessary to:

- I. Conduct an environmental assessment of the hotel, which includes verifying compliance with current environmental legislation applicable to the company.



- II. II. Evaluate how the company's activities impact the environment (impacts caused by the processes, products, or services provided).
- III. III. Prepare an environmental statement demonstrating that the company has implemented an environmental management system to minimize its environmental impacts.
- IV. IV. Have this environmental statement validated by an independent auditor (known as environmental verifiers).
- V. Submit the verified environmental statement to the competent public authority for registration in the European EMAS database, provided everything complies with the requirements.

Additionally, Green Garden was twice a finalist in the EMAS AWARDS organized biennially by the European Parliament's Environment Committee—specifically in 2012 for water management, and in 2017 for our contribution to the circular economy.



Actualidad informativa del día: 06/06/2024

Nota Informativa
Consejería de Agricultura, Pesca y Medio Natural

Medio Natural entrega los distintivos EMAS y Ecolabel a empresas y entidades de las Illes Balears por su compromiso ambiental

Estos reconocimientos, entregados por el Servicio de Calidad y Educación Ambiental, ponen en valor las acciones que contribuyen a una economía circular y más limpia, así como el logro de un consumo y producción responsable

La Conselleria de Agricultura, Pesca y Medio Natural, a través del Servicio de Calidad y Educación Ambiental de la Dirección General de Medio Natural y Gestión Forestal, ha entregado este mediodía los distintivos EMAS y Ecolabel a empresas y entidades de las Illes Balears por su compromiso en favor de la protección y conservación del medio ambiente. La directora general de Medio Natural y Gestión Forestal, Anna Torres, que ha presidido el acto, ha destacado que «la consecución y el mantenimiento de estos registros de calidad ambiental y de las etiquetas ecológicas, regulados por normativa europea, remarcen el esfuerzo y compromiso de las empresas y

➤ **Installation of smart flow regulators in faucets and native trees in gardens**

Since the implementation of the environmental management system, Green Garden has committed to using efficient flow regulation systems in faucets. The company has chosen high-end flow regulators that provide a comfortable water flow for guests without exceeding 5 liters per minute in sinks and 10 liters per minute in showers, thanks to their CFR (Constant Flow Regulator) technology.



Regarding our gardens, we are fully aware of the value of water on our islands. Therefore, beyond strict management and control of irrigation water consumption, native plants that require less water than other species have been planted since the hotel's opening.



➤ **Utilization of natural light and use of LED technology**

Thanks to the hotel's design, Green Garden Aparthotel benefits from abundant natural light throughout its facilities, including the reception hall, dining area, and the corridors of the guest room blocks.

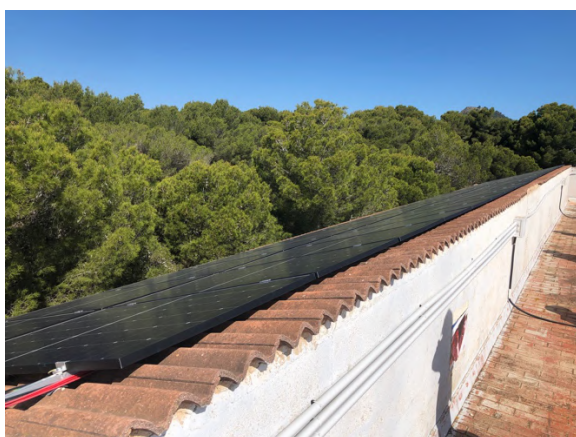


The hotel is also committed to gradually replacing traditional lighting with LED technology. Today, switching out old low-energy or fluorescent bulbs is an efficient and sustainable investment on all levels.

Thanks to the replacement of the air conditioning chiller with a more efficient model featuring heat recovery, there has been a significant reduction in diesel consumption for heating and domestic hot water since 2019, when the heat recovery system was connected to the hot water installation.

➤ **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 large amounts of waste generated must be properly handled to maximize recycling. For this reason, at Green Garden Aparthotel, guests have easy access to clearly marked bins for each type of waste produced in the hotel (paper and cardboard, light packaging, glass, organic matter, and general waste). Cleaning staff also contribute to recycling efforts within the guest rooms.





➤ Reusable cups in the pool area

The use of glass is not allowed in pool areas. Therefore, the hotel uses reusable polypropylene cups in this zone, helping to reduce the large amount of plastic waste generated. To facilitate the collection of these cups, several stations have been installed around the pool area to encourage guests to return and reuse them, promoting environmental awareness.



➤ Elimination of single-use plastics

We offer our guests the Garden bottle, as well as water refill stations throughout the facilities, with the aim of eliminating the use of plastic bottles. The welcome water bottle given to guests is made of titanium. We continuously work on initiatives like this to promote guest awareness. Since the installation of the refill stations, it is estimated that the purchase of 230,837 plastic bottles has been avoided.

In 2024, 219 bottles were sold to guests, and 52 bottles were given as gifts to guests and staff.



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

Williams syndrome is classified as a rare disease, and at Green Garden Aparthotel, we have committed to supporting research and helping children affected by it.

To this end, we launched the “Solidarity Reading” campaign, allowing anyone interested to purchase a second-hand book for €2, with all proceeds donated to the Association. In 2023, €129 was raised, and in 2024, €121.



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

The old curtains from the rooms at Green Garden hotel were transformed into new aprons for the Garden Chef activity, part of our Garden Experience animation program. Instead of discarding them, we chose to creatively and sustainably reuse them through collaboration with the Inca - Mallorca Solidaria Association and their project "Punts amb Vida." The full cost of this transformation is dedicated to supporting the needs of the most vulnerable people in our community.



➤ Collaboration with the social foundation “La Sapiència”

In 2022, Green Garden collaborated by donating 260 chairs to the “La Sapiència” Foundation for social purposes: providing assistance and social inclusion, as well as promoting and supporting people lacking resources who are in situations of, or at risk of, social exclusion.



Palma de Mallorca, 20 d'abril de 2022

Benvolguts senyors,

Per la present vos volem agrair les 260 cadires que l'establiment *Green Garden aparthotel* ha donat a la nostra entitat.

Volem aprofitar l'ocasió per agrair-vos molt sincerament la sensibilitat que demostrau per ajudar als més desfavorits de la nostra illa, així com el fet d'haver pensat amb la nostra entitat com a canal per complir aquest objectiu.

Vos saluda atentament


 Antoni Moyà Català
 director

➤ Official Sponsor of the Garden Hotels – Luxcom Challenge Mallorca

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



➤ **Communication of environmental and cultural values**

We offer an app available in Spanish, English, and German, featuring the message: “Get information about activities, schedules, our commitment to sustainability, and much more!” This invites any guest or interested person to learn about our Corporate Social Responsibility Policy and find information about all our social initiatives and environmental practices.

Link to the app: <https://greenapp.gardenhotels.com/es/home>

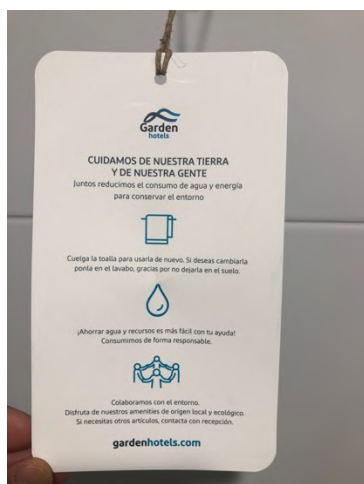


This app is promoted in various locations throughout the hotel, and the digital QR code is displayed on an exclusive wooden stand in every room.

In the reception hall of Green Garden Aparthotel, there is also a totem showcasing the company’s Corporate Social Responsibility policies, along with information about the natural value of the local beaches, recommended routes and visits, and the cultural heritage and traditions of the municipality.

We also communicate all these environmental and cultural values through our corporate website, <https://www.gardenhotels.com>, where anyone interested can find detailed information about Garden Hotels’ Corporate Social Responsibility. Additionally, on our website’s Sustainability section, we highlight our commitment to the circular economy.

Guests can find informative signage in their rooms encouraging responsible resource consumption



At Garden Hotels, we are always seeking innovative ways to enrich our guests' experience, which is why we proudly introduce one of our most recent and exciting activities: Gastro Talks. This new offering is part of the diverse animation program across Garden hotels, designed to create unique and memorable moments during our guests' stay. It's an invitation to explore the flavors and secrets of the Balearic Islands.

We kick off the innovative Gastro Talks with a tasting session where guests sample local products characteristic of the Balearic Islands. With the exquisite Menorcan cold cuts, each bite becomes an opportunity to connect with the region's culinary essence.

After the tasting, we invite guests to join us on an exclusive tour inside the hotel. During this visit, they discover all the corners and spaces that make Green Garden Aparthotel a special place, gaining firsthand insight into our sustainable practices, architectural and decorative details reflecting local identity, and the efforts we make to provide exceptional service.



➤ **Organic garden**

For several years, we have maintained an organic garden that helps raise our guests' awareness about healthier, zero-kilometer (locally sourced) food. Our animation department organizes activities that include visits to the garden, as well as planting and harvesting depending on the season.

One of these activities, My Eco Garden, allows children to plant a seedling, water it, and harvest vegetables and greens from the garden, fostering a hands-on connection with nature and sustainable food practices.







- **Increased reuse or valorization of bulky waste through non-profit organizations, which also contribute to a just transition toward the circular economy**

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



Certificat de Recollida i Gestió del Material Donat

En 2023:

Hotel	Data	Article	Unitats (uds)	Pes total (kg)
Green Garden Aparthotel	24/11/2023	Cafetera elèctrica	3	10,5

Hotel	Article	Reutilització (kg)	Rebuig (kg)
Green Garden Aparthotel	Cafetera elèctrica	10,5	0,0

En 2024:

Hotel	Article	Unitats (uds)	Pes total (kg)
Green Garden Aparthotel	Tèxtil: coixins		225,0
	Tèxtil: material de llit		234,0

Hotel	Article	Reutilització (kg)	Rebuig (kg)
Green Garden Aparthotel	Tèxtil: coixins	225,0	0,0
	Tèxtil: material de llit	234,0	0,0
Total Green Garden Aparthotel		459,0	0,0

➤ **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 people.

Garden Hotels is committed to establishing a circular model in its operations. Beyond contributing to the fight against climate change, supporting the local economy, and revitalizing 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 the AENOR model for business strategies in Circular Economy. Garden Hotels was the first hotel company and the third company in Spain to receive this distinction.

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





**Help us in our commitment to
sustainability!
Share your sustainable ideas with us.**