



## TROPIC GARDEN HOTEL APARTMENTS



### ***SUSTAINABILITY REPORT*** ***(KPIs 2022 – 2024)***

**February 2025**

## SUSTAINABILITY TARGETS AND PROGRAMMS

### ENVIRONMENTAL, SOCIAL AND CULTURAL REPORTS

A sustainability indicator is any economic, social, political, or biological element that provides information about certain aspects of the natural world, environmental policies or other related economic and social factors. A sustainability indicator system enables us to make strategic, environmental and social decisions and helps us to turn this information into action.

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

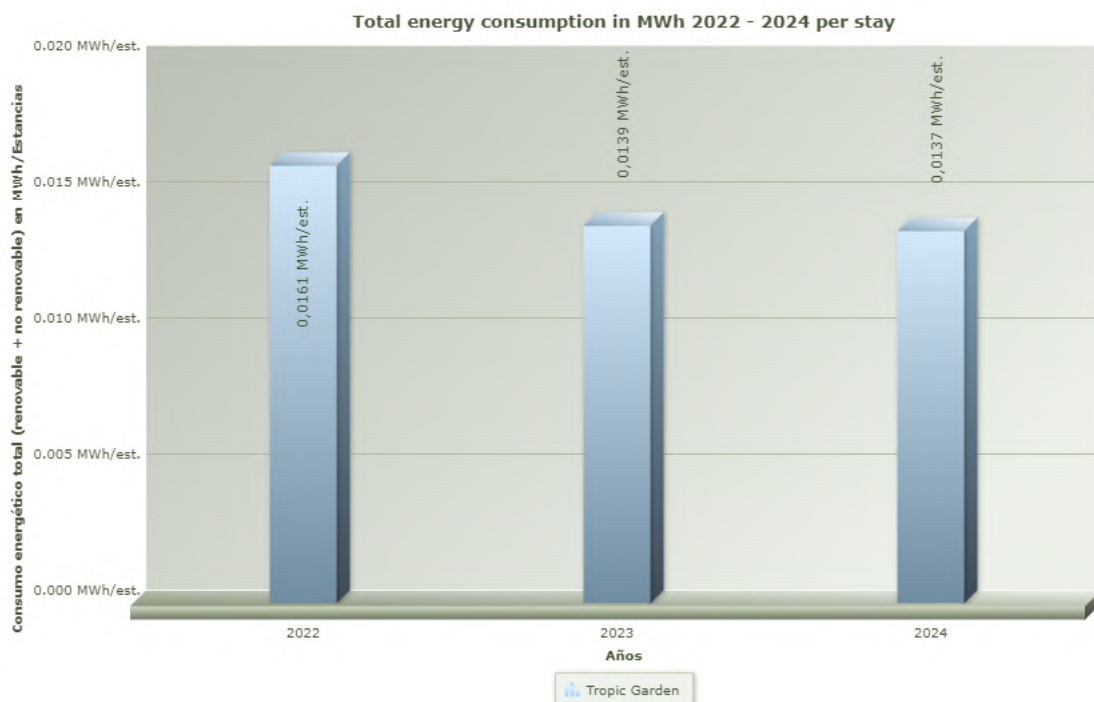
The aim of this management is to evaluate sustainable behaviour to provide us information in order to ascertain whether our organization has the ability to meet the established requirements, whether these be legal requirements or ones to which the Management or third parties must adhere (Travelife System...).

TROPIC GARDEN HOTEL APARTMENTS 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.**

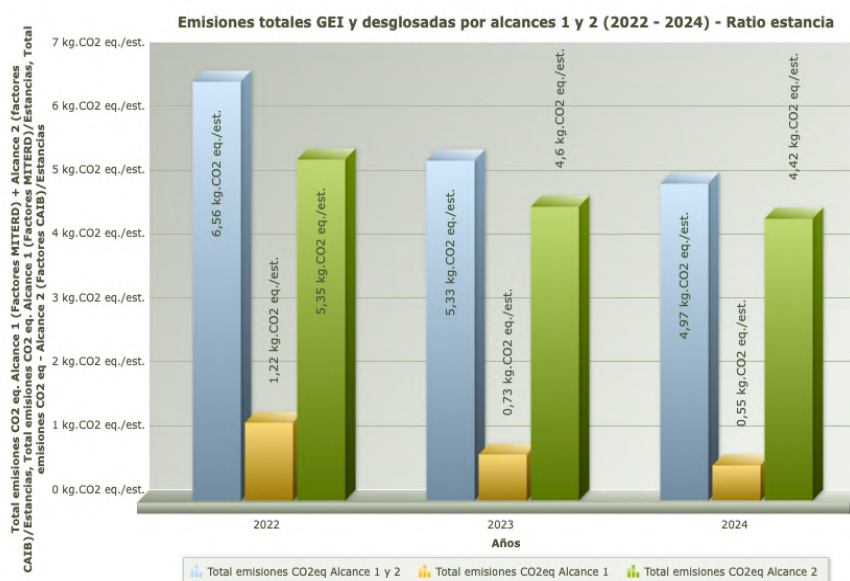




## GHG EMISSIONS

### THG EMISSIONEN

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

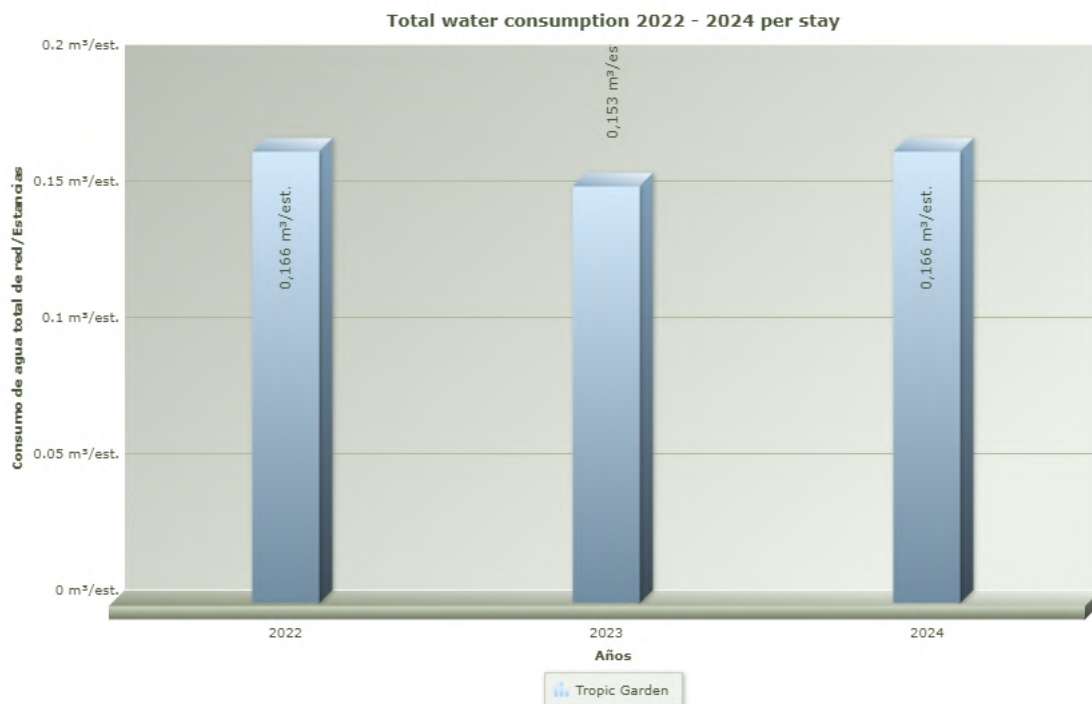


We began to analyse raw materials (high-emission foods) to obtain information on Scope 3 emissions. Wir haben begonnen, Rohstoffe (Lebensmittel mit hohen Emissionen) zu analysieren, um Informationen zu Scope-3-Emissionen zu erhalten.

With the goal of continuing to reduce emissions, a series of improvements are planned for 2025, such as replacing the lighting fixtures in the central kitchen and changing the belts of the exhaust fans in the kitchen machinery room. 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 der Austausch der Beleuchtungskörper in der Zentralküche und der Wechsel der Riemen der Abluftventilatoren im Maschinenraum der Küche.. Mit all diesen geplanten Verbesserungen erwarten wir im Jahr 2027 eine Reduzierung um etwa 15 % im Vergleich zum Wert von 2022.

## WATER CONSUMPTION / WASSER VERBRAUCH



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

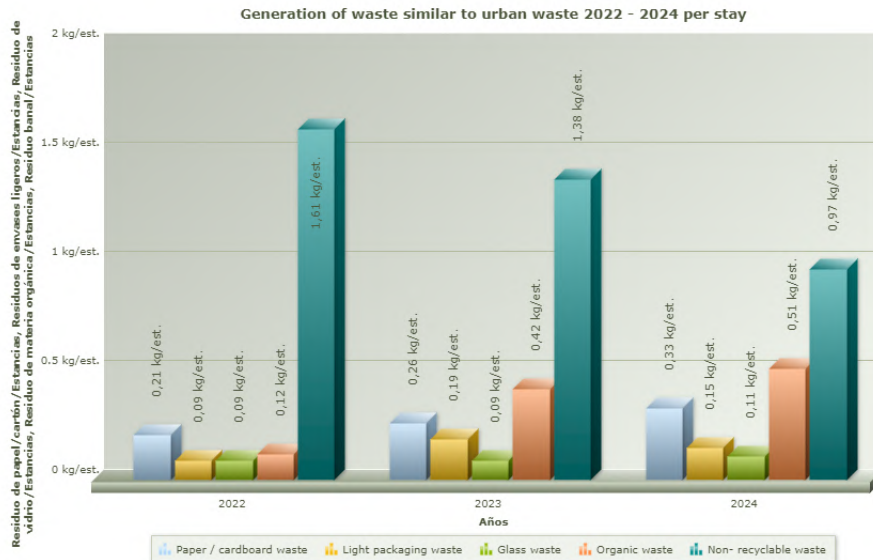
We monitor daily the water consumption at the hotel, thanks to the installed counters. We have quality regulators in our taps which combine modern comfort with sustainable consumption. Since 2021, water consumption for pools and osmosis systems has been monitored. **Dank der installierten Zähler überwachen wir täglich den Wasserverbrauch im Hotel. Unsere Wasserhähne sind mit Qualitätsreglern ausgestattet, die modernen Komfort mit nachhaltigem Verbrauch verbinden. Seit 2021 wird der Wasserverbrauch für Schwimmbäder und Osmoseanlagen kontrolliert.**

In 2024, once the recovery water meters are installed in the respective pools, we will have the recovered water consumption data. The water from the backwashes of all the pools (large outdoor pool, children's pool, heated pool, jacuzzi, private pool (I), and private pool (II)) and the osmosis rejects are recovered and transported to the irrigation cistern.

**Im Jahr 2024, sobald die Rückgewinnungswasserzähler in den jeweiligen Pools installiert sind, werden wir über die Daten zum Rückgewinnungswasserverbrauch verfügen. Das Wasser aus den Rückspülungen aller Pools (großes Außenbecken, Kinderbecken, beheiztes Becken, Whirlpool, privates Becken (I) und privates Becken (II)) und die Osmose Rückstände werden zurückgewonnen und zur Bewässerungszisterne transportiert.**

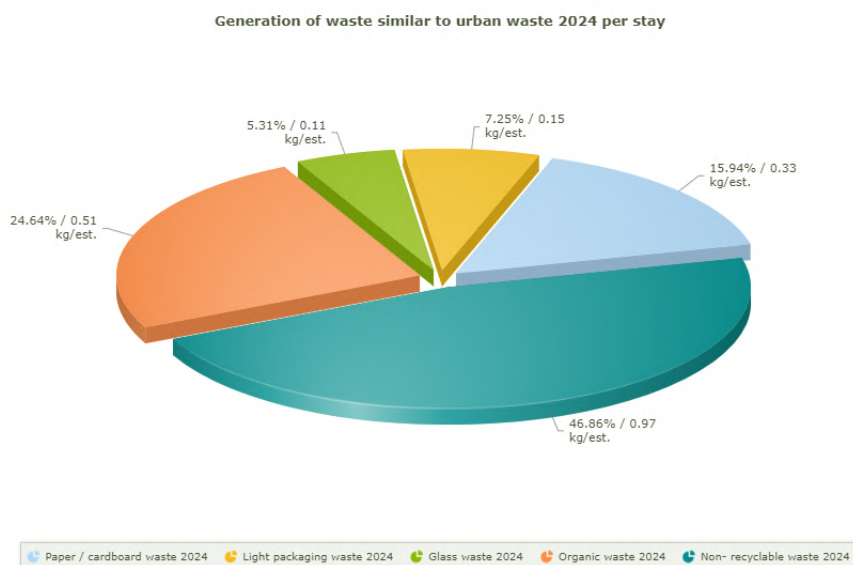
## WASTE MANAGEMENT

### BEWIRTSCHAFTUNG VON ABFÄLLEN



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

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

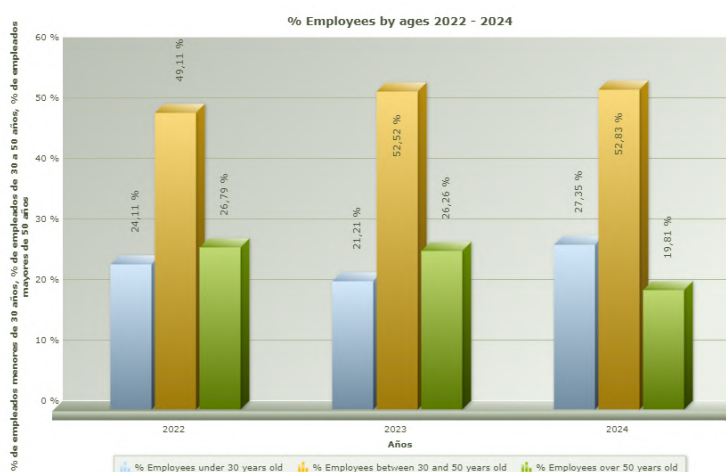
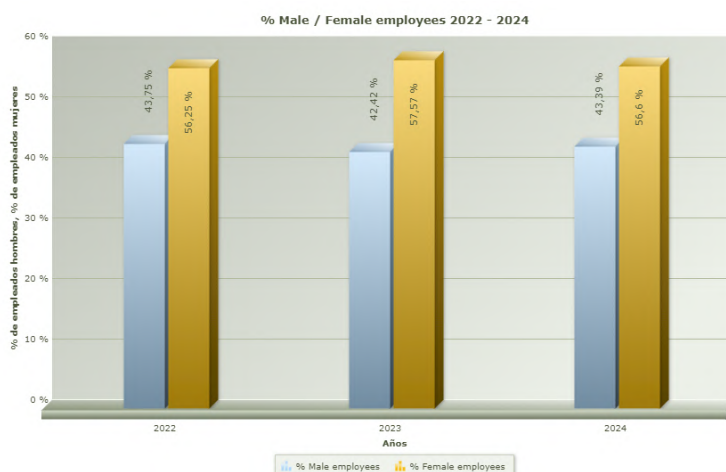


## SUSTAINABILITY SOCIAL TARGETS

### WELFARE AND LABOUR STANDARDS

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

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



## SUSTAINABILITY SOCIAL TARGETS

### SUPPLIERS AND PRODUCTS INFORMATION

In order to promote and support local agriculture and livestock, Garden Hotels has several agreements with local cooperatives, through which it allows it to carry out and offer its workers and end customers various actions that help on the one hand to offer a local, sustainable and quality product, and on the other hand to strengthen local agriculture and livestock. This work carried out by Garden not only contributes to respecting the environment, but in addition to making the local product known to its customers, it promotes and guarantees a future for local agriculture.

Garden Hotels buys local products weekly from these cooperatives and offers them in the buffets of their hotels and identifies them with the Balearic flag and the Km.0 sign, which recognizes in front of its clients the guarantee of quality of local products and at the same time promotes the brand "Balearic Product".

As a result of this collaboration, we promote regional cuisine with various typical dishes from the islands made with local products and we offer customers the opportunity to learn about our gastronomic culture through the palate, the different specialties of each island, as well as opportunity through the thematic still life that our guests also know details of our culture.

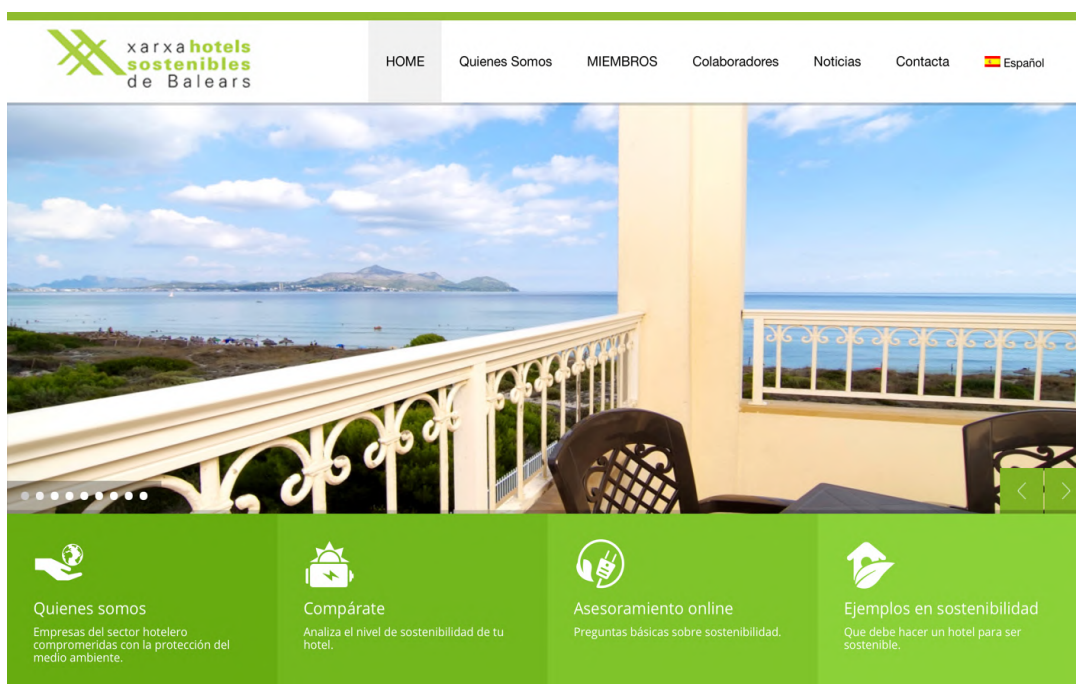






## SOCIAL AND ENVIRONMENTAL ACTIONS / SOZIAL- UND UMWELTAKTIONEN IN TROPIC GARDEN HOTEL APARTMENTS

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



## ➤ World Environment Day

In 2024, World Environment Day focused on raising awareness about land restoration, the threats of desertification, and the importance of strengthening drought resilience, under the theme: *“Our Land. Our Future. We are “GenerationRestoration”*. While we cannot turn back time, we can regrow forests, revive water sources, and restore soils. We are the generation that can make peace with the land.

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



Garden Hotels has reinforced its commitment to preserving the natural environment in the destinations where it operates by transforming its traditional annual beach clean-up—formerly held to mark World Environment Day—into a permanent activity within the *Garden Experience* program. This decisive step in raising guest awareness and combating microplastics involves organizing two beach clean-ups per month (excluding July and August) at all GH-branded hotels, starting in May. The activity lasts approximately two hours and begins with a brief introduction on the importance of environmental conservation and the impact of plastic waste. Participants then head to the beach to carry out the clean-up. At the end of the session, the activity concludes with key facts about marine litter degradation in the ocean, with the aim of increasing awareness and empowering participants to take action against this global issue.







In previous years, Tropic Garden has also participated in campaigns based on the corresponding slogans proposed by the United Nations.





### ➤ Caps for a New Life

In 2024, we continued our participation in the SEUR Foundation's project "Caps for a New Life," by collecting plastic caps across all hotel departments and donating them 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 Villena con Síndrome de Rett, pueda mejorar su calidad de vida.

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

¿Nos ayudas?



¡DEPOSITA AQUÍ TUS TAPONES!



### ➤ Operation Kilo

This initiative involves the collection of non-perishable dry food items with long shelf lives in hotel establishments, which are later donated to local NGOs that distribute them to soup kitchens or directly to families in need. In 2024, Tropic Garden donated valued at €2,309.91 to "Caritas Ibiza".



## ➤ Communication of Environmental and Cultural Values

We offer an application available in Spanish, English, and German, where—under the message **"Find out about activities, schedules, our commitment to sustainability, and much more!"**—we invite all guests and interested individuals to explore our Corporate Social Responsibility Policy.

The app provides access to detailed information about our social benefit initiatives and environmental practices.

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

The application is promoted in various areas of the property, and the digital QR code is displayed on an exclusive wooden stand in every room.

This app is advertised in various locations throughout the hotel, and the QR code is located on a unique wooden stand in every room.

In the Tropic Garden reception hall, there is also a totem pole with the company's Social Responsibility Policies, as well as information on the natural beauty of the area's beaches, recommended routes and visits, and the town's cultural values and traditions.

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

Our guests can find informative signage in their rooms, encouraging them to use resources responsibly.



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

We begin the innovative Gastro Talks with a small tasting where our guests sample local products characteristic of the Balearic Islands. With exquisite Mallorcan cured meats, each bite is an opportunity to connect with the culinary essence of the region. After the tasting, we invite our guests to join us on an exclusive tour of the hotel's interior. During this visit, they can discover all the corners and spaces that make Tropic Garden a special place, learning firsthand about our sustainable practices, the architectural and decorative details that reflect the local identity, and the efforts we make to provide exceptional service.



### ➤ Restaurants Against Hunger Campaign

Garden Hotels has been a proud supporter of the Restaurants Against Hunger campaign for several years, and on its 15th anniversary, we remain committed to this impactful cause that helps those most in need.

This year, we are contributing by donating €1 from every sale of selected dishes on the menu at the beach bars of our Garden Hotels. In 2024, Tropic Garden donated €71 and Cesgarden S.L. €902.95.





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

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

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





➤ **Collaboration with the World Fishing Championship “Club Náutico Santa Eulalia”**

The organization of this major event is led by the International Sport Fishing Federation, the Balearic Fishing Federation, and the Santa Eulalia Yacht Club, with strong support from local institutions such as the Santa Eulalia Town Hall and the Consell d'Eivissa.

The World Championship brought together over 60 national and international athletes, competing in teams of four throughout the week for the world title.

As part of a collaboration agreement, Tropic Garden Hotel hosted a portion of the championship participants during the event.



➤ **Collaboration with Ibiza Marathon 2024**

During the Ibiza Marathon 2024, Tropic Garden Hotel provided meal and dinner support for the event organizers throughout the marathon weekend.



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

“Sonrisa Médica” is a non-profit organization and a pioneer in Spain in using hospital clowns as a therapeutic tool to accompany patients.

Over the past few years, Tropic Garden has supported the association through the creation, promotion, and sale of the “Cóctel de Narices” (Nose Cocktail), with all proceeds donated entirely to Sonrisa Médica. In 2024, Tropic Garden donated €116.50 and Cesgarden S.L. €1,480.50.



### ➤ Organic Garden

In 2024, an organic garden was created in plain view of our guests. This garden helps raise awareness among our customers about healthier eating and the benefits of zero-kilometer (locally sourced) food. The My Eco Garden activity takes place, in which children plant a plant, water it, and harvest vegetables from the garden.



➤ **Collaboration Agreement with FACE**

Through this collaboration agreement, Tropic Garden commits to offering a gluten-free menu with products suitable for people with celiac disease, enhancing their safety. The hotel staff has received training on celiac disease, the gluten-free diet, and the proper preparation, handling, and presentation of gluten-free dishes. Additionally, Tropic Garden benefits from ongoing advice from FACE for any related matters.

The purpose of this agreement is to allow the use of the FACE-designed restaurant logo on doors and glass windows visible to the public, making it easy for people with celiac disease to recognize establishments that offer gluten-free menus.



➤ **Collaboration with “Fundación Deixalles”**

The “Deixalles” Foundation is a non-profit organization established in 1986 by the initiative of the Social Action Delegation of the Diocese of Mallorca and the Federation of Small and Medium Enterprises of Mallorca (PIMEM).

Since 2010, the Foundation’s Board of Trustees has been made up of employees of the Foundation grouped under the Amics de Deixalles Association. The founding entities form part of the Advisory Council alongside the Government.

The Foundation embraces the principles of the solidarity economy and aims to contribute to building a fairer and more sustainable society by promoting the social and labor integration of people at risk of exclusion in the Balearic Islands. This is achieved primarily through activities related to waste management and environmental improvement.

Its services include free home collection, collections from companies and hotels, cleaning services, forestry and agricultural tasks, beach and open space cleaning, environmental education, and waste management services.

In 2024, Tropic Garden collaborated with “Deixalles” by donating unused textiles.

<i>Hotel</i>	<i>Article</i>	Unitats (uds)	Pes total (kg)
Tropic Garden	Tèxtil: cortines	110	220,0
	Tèxtil: mantells	120	180,0
Total Tropic Garden		230	400,0

<i>Hotel</i>	<i>Article</i>	Reutilització (kg)	Reciclatge (kg)
Tropic Garden	Tèxtil: cortines	220,0	0,0
	Tèxtil: mantells	180,0	0,0
Total Tropic Garden		400,0	0,0

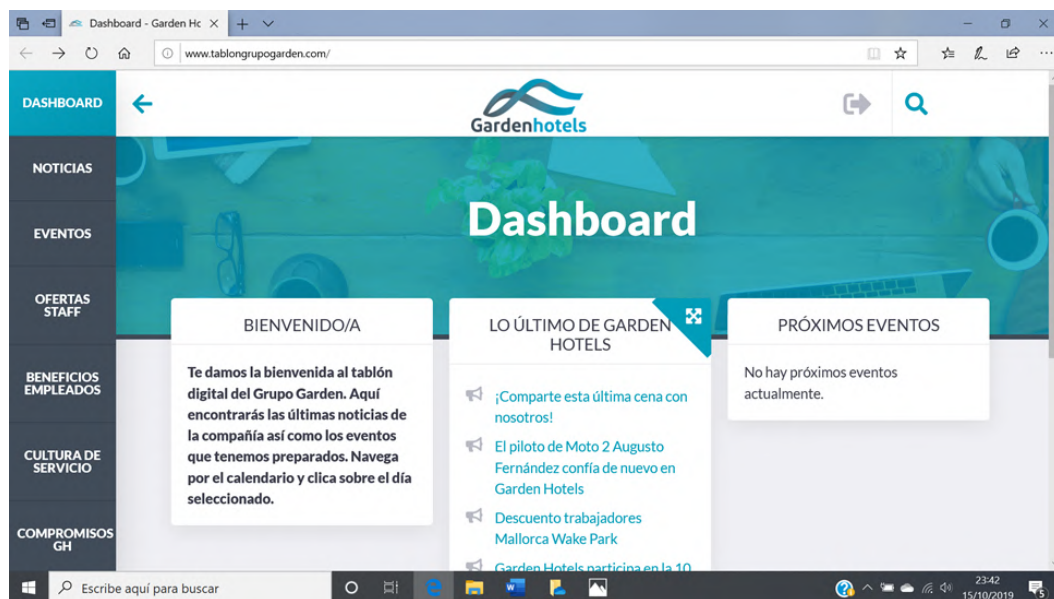
In doing so, the hotel contributes to helping those in need by providing furniture that can be reused in their homes. It is worth highlighting that through this practice, Tropic Garden Hotel brings attention to the recycling of its furniture and demonstrates the spirit of solidarity that every establishment should embody.

### ➤ Internal Digital Bulletin – Company News

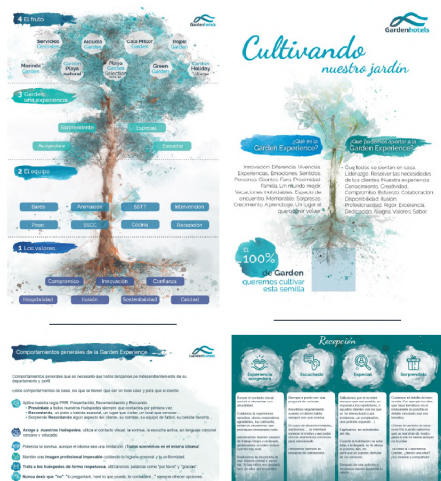
A digital bulletin board for employees where the Service Culture, news, and events organized by or involving the company are shared. This keeps staff continuously informed about the company's contributions to society and the environment.

Employee benefits are also published here, such as discounts at the company's hotels and restaurants, as well as other discounts on services with which the company has agreements.





### Cultura de servicio



➤ **LED Lighting Technology**

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



➤ **Renewable energy**

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



➤ **Proper Waste Management**

Waste management is highly relevant in a hotel, as the amount of waste that can be generated must be properly managed to recycle the maximum amount. Therefore, at Tropic Garden, guests have access to well-marked waste bins for the different types of waste generated at the hotel, both outside and in the main entrance and cafeteria. Housekeeping staff also assist with recycling from guest rooms.



➤ **Reusable Cups in the Pool Area**

Glass is not allowed in the pool areas, so the hotel uses reusable polycarbonate cups in these zones, thereby reducing the large generation of plastic waste.

To facilitate the collection of these cups, several containers have been installed around the pool area, encouraging guests to return and reuse them, promoting environmental awareness.





### ➤ **Elimination of Single-Use Plastics**

We offer our customers the Garden bottle (in 2024, 259 bottles were purchased by our customers, and 71 bottles were given away to our customers and staff) and water refill stations on site, with the aim of eliminating plastic bottle consumption. It is estimated that, since the installation of the refill stations in 2023, the purchase of 61,763 bottles has been avoided.



### ➤ **Raising Awareness Among Our Guests for the Preservation of Our Local Environment Through Activities Organized by the Animation Department**

We organize various activities, especially those that offer our guests the opportunity to experience unique and different moments in spectacular settings like those we enjoy in the Santa Eulària area.

We want everyone who visits us to get to know our values and those of our land.

### ➤ **Cardio - protected space**

Tropic Garden is a cardio-protected space, with a defibrillator on site and qualified personnel trained to operate it if necessary.





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

Williams syndrome is classified as a rare disease. At Tropic Garden, we have committed to supporting their cause by aiding research and helping the children affected by it.

To do this, we have launched their Solidarity Reading campaign, where anyone interested can purchase a second-hand book for €2. All proceeds are donated to the Association. In 2023 Tropic Garden donated €26.00 and €14.00 in 2024.

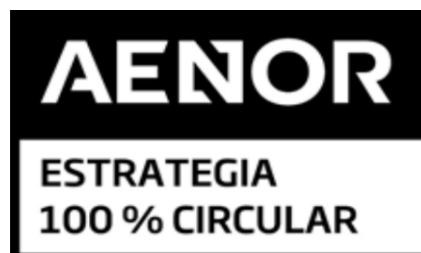


➤ **Circular Economy Strategy Certification**

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

In 2024, Garden Hotels renewed its verification of the Circular Economy Strategy according to AENOR's business strategy model for Circular Economy. Garden Hotels was the first hotel company and the third company in Spain to receive this distinction.

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





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

**Share your sustainable ideas with us.**