

 HOTEL ES PORT ****	<i>External Sustainability Report</i> <i>2021</i>	Draft: 2
		Entry into force: 14/10/2019
		Page: 1 of 13

EXTERNAL SUSTAINABILITY REPORT 2021

	External Sustainability Report 2021	Draft: 2
		Entry into force: 14/10/2019
		Page: 2 of 13

1	ENVIRONMENT	3
1.1	Energy	3
1.2	Water	6
1.3	Solid waste	8
1.4	Hazardous substances	10
2	SOCIAL RESPONSIBILITY (INDIVIDUALS)	11
2.1	Staff and Human Rights	11
2.2	Guests and community	12
2.3	Local community	13

	External Sustainability Report 2021	Draft: 2
		Entry into force: 14/10/2019
		Page: 3 of 13

This report details the actions and progress of the Sustainability and Social Responsibility policies of Hotel Es Port. Below is a list of actions carried out and milestones achieved.

The prior reference year used in this report is 2019 as the hotel and catering industry data from 2020 were impacted by the global pandemic and found to be distorted in comparison to those during normal functioning.

This report focuses on actions from January 2021 to December 2022.

For the calculation of resource usage, we compare the 2019 occupancy consumption to that of 2021.

1 ENVIRONMENT

1.1 ENERGY

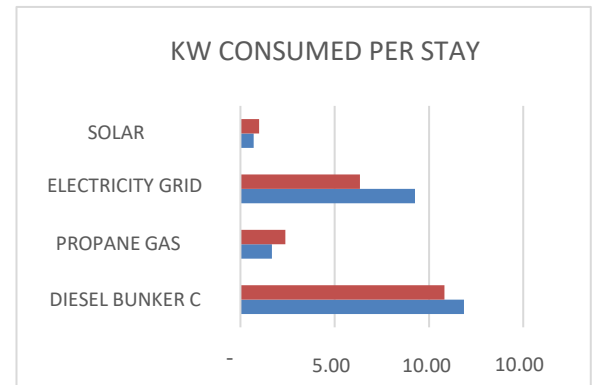
The following measures were implemented to achieve efficiency in energy management:

- ✓ *Solar panel installation.*
- ✓ *Local electricity supplier, energy from renewable sources.*
- ✓ *100% replacement of halogens and low consumption with LEDs.*
- ✓ *Installation of heat recovery pumps.*
- ✓ *Energy saving ideas in staff areas.*
- ✓ *Machinery maintenance monitoring.*
- ✓ *Towel reuse monitoring.*
- ✓ *Monitoring of washing protocol.*
- ✓ *Replacement of curtains with fabric that lets natural light in (less consumption).*
- ✓ *Electric bicycle rental service.*

These actions led to the following results:

Table and graph 1 - Results achieved in energy savings (per stay)

ENERGY TYPE	kWh per Stay	
	2019	2021
HEATING OIL	11.85	10.82
PROPANE GAS	1.67	2.39
ELECTRICITY GRID	9.26	6.33
SOLAR	0.71	0.99



There was a 14% decrease in total consumption, distributed between Heating oil and Grid Electricity.

Table 2 - Carbon Dioxide Emissions in Tonnes per year and Energy Mix

	Total Consumption	
	2019	2021
Total KWH	1,718,817	1,034,825
Total CO2	239,296	159,962
	2019	2021
KWh/stay	23.49	20.53
CO2/stay	3.27	3.17
Nights of stay	73,164	50,413

Grid electricity is of certified renewable origin. Therefore, like Solar, the consumption of these sources generates ZERO emissions.

ENERGY TYPE	KWh	KGCO2
HEATING OIL	545,446.32	133,763.24
PROPANE GAS	120,384.06	26,199.23
ELECTRICITY GRID	319,242.01	- 82,683.68
SOLAR	49,753.00	- 12,886.03
TOTAL	1,034,825.39	159,962.47

CONCLUSIONS

100% of the grid electricity consumed was of renewable origin, which accounts for 30.85% of consumption in 2021. This percentage decreased by almost 9 points compared to 2019 because of the switch to LED lighting and periodic maintenance of equipment.

The consumption of solar energy for personal use was 4.81%, which represented 17,000 euros of savings.

The use of renewable energies meant that 159,000 KgCO₂ were NOT emitted.

There was a slight increase in propane consumption, with respect to total energy consumption, but there are two reasons for this. Washing was done at a higher temperature for sanitary purposes and the Sa Figuera restaurant was open for two more months in 2021 than in the previous years.

52.71% of total energy consumption was generated by Heating oil, and it emitted 84% of the CO₂ produced by energy use.

As for consumption per total stay, it dropped by 14% in 2021 compared to 2019.

GOALS AND ACTIONS

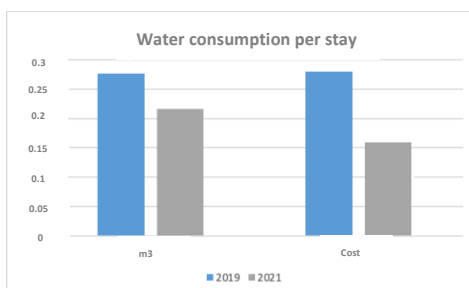
	SUPERVISOR	TARGET DATE
100% follow-up of room Automation incidents.	Head of Maintenance and Sustainability Coordinator	2022
Installation of meters by cost centres or energy report (or energy audit in its absence)	Management Maintenance	2023
Conduct a study to evaluate the substitution of heating oil with other more sustainable energy sources to reduce emissions	Sustainability Coordinator and Management	2023
Include specific actions for energy saving in the rooms	Sustainability Coordinator	2023
Progressive replacement of lights with automated ones in corridors.	Maintenance and Sustainability Coordinator	2023 – 2014
Plant local trees	Sustainability Coordinator and Gardeners	2022 - 2023

1.2 WATER

The measures that were implemented to promote the efficient management of this resource are detailed below:

- ✓ Installation of technology in 80 rooms for the reuse of greywater for irrigation. A nearly 100% increase from 42 rooms in 2019.
- ✓ Implementation of flow restrictors on 100% of the taps.
- ✓ Recording of general consumption and identification of increases.
- ✓ Installation of a water meter at the irrigation outlet.
- ✓ Monitoring of water reuse.
- ✓ Water saving ideas in staff and guest areas.
- ✓ Irrigation at night.
- ✓ Identification of leaks and maintenance of swimming pool and recycled rainwater + greywater cistern.
- ✓ Implementation of a towel and bedding reuse programme.

Table 3- Water consumption analysis 2021



CONCLUSIONS

The actions taken to manage water consumption resulted in a reduction of 0.06 cubic metres of water per stay and 25% savings in the cost of water consumption.

Water consumption from the cistern from Oct-19 to May-22 was 15,971 m³. It was supplied by already-treated greywater and rainwater and, therefore, constituted a reduction in the consumption of mains water. We were not able to fulfil our commitment to monthly record-keeping due to the instability of the 2020-2021 period.

100% of this recycled water, after carrying out the treatment established in the applicable regulations, was used for garden irrigation.



GOALS AND ACTIONS

	<i>Supervisor</i>	<i>Target date</i>
<i>Evaluation of water management and consumption in swimming pool, laundry, rooms and Spa.</i>	<i>Sustainability Coordinator and Maintenance</i>	<i>2022</i>
<i>Checking for leaks in toilets. (Rooms)</i>	<i>Rooms</i>	<i>2022</i>
<i>Signs to remind of the environmental impact of using towels in the spa.</i>	<i>Department Head and Sustainability Coordinator</i>	<i>2023</i>
<i>Identification of leaks in hoses and irrigation pipes.</i>	<i>Maintenance</i>	<i>2023</i>
<i>Place notices or stickers in kitchens and staff toilets reminding them to save water and asking them to report any leaks they find.</i>	<i>Sustainability Coordinator</i>	<i>2022</i>
<i>Post backwash sign for pool filter cleaning.</i>	<i>Maintenance</i>	<i>2022</i>
<i>Periodic check for the change of aerators and flow restrictors.</i>	<i>Maintenance</i>	<i>2022</i>
<i>Evaluation of water use efficiency by engineers at all facilities.</i>	<i>Sustainability Coordinator and Management</i>	<i>2023</i>
<i>Record the cistern water consumption every month.</i>	<i>Maintenance and Sustainability Coordinator</i>	<i>June 2022</i>
<i>Change from sprinkler irrigation to buried pipe drip irrigation.</i>	<i>Maintenance and Garden</i>	<i>February 2022</i>

	External Sustainability Report 2021	Draft: 2
		Entry into force: 14/10/2019
		Page: 8 of 13


1.3 SOLID WASTE

Below are the actions that were taken to reduce waste production and ensure that waste was reused and/or recycled appropriately.

- ✓ *Identification and definition of waste flow.*
- ✓ *Implementation of records in 100% of the selective collection. THIS OBJECTIVE WAS NOT ACHIEVED.*
- ✓ *Improvement of waste separation points.*
- ✓ *Elimination of single-dose Nespresso, jam and butter.*
- ✓ *Implementation of efficient waste management in offices. (recycled paper, waste separation)*
- ✓ *Implementation of separation at source for guests. (rooms and common areas)*

- ✓ *Bins for waste separation in all kitchen work areas. Yes*
- ✓ *Separation of compostable organic matter. Implementation of internal composting system.*
- ✓ *Implementation of compost management for gardens and orchards.*
- ✓ *Replacement of plastic picnic bags with paper bags.*
- ✓ *Removal of plastic from sterilised glasses.*
- ✓ *Communication to staff and guests on how and where to recycle.*
- ✓ *Audit of the food warehouse with emphasis on the recording of wastage and the FIFO system.*
- ✓ *Change in food management to ensure that food was not over-purchased, thus reducing wastage.*
- ✓ *Elimination of single-use plastics.*
- ✓ *Internal local food supply policy.*
- ✓ *Change of amenities supplier to recycled, refillable and returnable containers.*
- ✓ *Reduce warehouse and kitchen wastage to zero.*

Lack of information/records to perform the calculations due to the instability of 2021; some recording of the waste generated (Garden and Organic) was not carried out, the separation at source continued to be performed.

	External Sustainability Report 2021	Draft: 2
		Entry into force: 14/10/2019
		Page: 9 of 13

CONCLUSIONS


- ✓ *The selective collection of paper, cardboard, glass and packaging was 100% recorded by the supervisor. Regarding Garden Waste, Compostable Food and Refuse, recording was done at source, and since March 2020 this was done intermittently as we were unable to perform certain processes due to the unpredictable nature of the circumstances. Because of this, we have not presented an analysis of this waste, the subject of this report, for the year 2021, as we cannot analyse decreases or increases in waste production without the availability of all the records.*
- ✓ *100% of the waste was separated at Source.*
- ✓ *Without knowing the proportion of waste that corresponds to refuse, organic matter and refuse, we cannot perform an objective analysis.*

GOALS AND ACTIONS

The department heads together with Management and the Sustainability Coordinator have committed to ensuring the following goals and objectives are met for 2022:

- *100% of waste separated at source.*
- *Record at source 100% of the KG of garden, organic, and compostable waste as well as refuse.*
- *List actions by department, rooms and kitchen, aimed at reducing the production of refuse. Decrease refuse by 10%.*

- *Request suppliers to reduce unnecessary packaging, specifically avoiding plastic.*
- *Have suppliers sign our responsible purchasing policy and our environmental policy.*
- *Train all teams on separation at source.*
- *Recycle 100% of the organic waste, internal and external composting system.*
- *Always ask for a digital invoice sent via email.*
- *Put signs on all guest rubbish bins.*
- *Implement a method for sustainable battery disposal for guests.*

	External Sustainability Report 2021	Draft: 2
		Entry into force: 14/10/2019
		Page: 10 of 13

1.4 HAZARDOUS SUBSTANCES

The following actions have allowed us to manage substances according to legal compliance and thus define objectives for the following years.


- ✓ Identification and registration of all chemical products with their location.
- ✓ Storage of hazardous substances and measures necessary for their correct storage with anti-spill containers.
- ✓ Establishment of a hazardous waste storage facility.
- ✓ Communication, training and information on applicable regulations.
- ✓ Raising awareness of the correct use of the necessary PPE.
- ✓ Implementation of protocol in case of spills.
- ✓ Implementation of spill registry.
- ✓ Registration as a small producer of hazardous waste.
- ✓ Include the selective removal of hazardous waste by Sóller Recicla.
- ✓ Follow-up on the removal of used cooking oil by Sóller Recicla and its subsequent management: Not performed.

CONCLUSIONS

- ✓ We observed that department heads and all staff were made aware of the use of chemical products, separation at source and responsible management of use of hazardous waste.
- ✓ In 2021, no inventory was carried out, due to the pandemic, which is why the first inventory will be carried out in April 2022 (initial inventory), with the commitment to carry out 1 inventory each year in November.

GOALS AND ACTIONS

- Recording of used quantity of hazardous substances: attained as Quantity purchased minus quantity in stock. Initial Inventory April 2022, Final Inventory November 2022.
- Follow-up on the removal of used cooking oil by Sóller Recicla and its subsequent management.
- Substitute the use of Ammonia and Cristasol for less contaminating products.
- Specific training on the use of chemical products and their environmental impact.
- Decrease the use of hazardous substances by finding products with less environmental impact: because of the unstable situation, we will work on this objective in 2022.

	External Sustainability Report 2021	Draft: 2
		Entry into force: 14/10/2019
		Page: 11 of 13

2 SOCIAL RESPONSIBILITY (INDIVIDUALS)

2.1 STAFF AND HUMAN RIGHTS

The following actions taken ensure compliance with our policies.

- ✓ Suggestion box in the staff room, we want to make sure that everyone can communicate with management.
- ✓ Sustainability and CSR board in staff room to communicate policies and protocols.
- ✓ Awareness day on the use of resources.
- ✓ Cross-departmental agreement for incident management.
- ✓ Variable compensation for all staff associated with Guest satisfaction.
- ✓ UNICEF members.
- ✓ Training of all staff on signs of human exploitation.



GOALS AND ACTIONS,

- Study the possibility of implementing technological tools to improve communication and optimise incident/maintenance management.
- Include training in resource use awareness, social responsibility and identification of human exploitation in the welcome assignments for new members of staff.

2.2 GUESTS AND COMMUNITY

We want to ensure the degree of satisfaction of our guests, listen to what they have to say and empower them when it comes to how much waste and how many resources they use. These are some of the actions carried out:

- ✓ Gesthotels and Hotelinking surveys.
- ✓ Communication of quality policy.
- ✓ Implement suggestion follow-up registry.
- ✓ Publication of infographics about eco-sustainable actions.
- ✓ Communicate option of choosing when to wash towels.
- ✓ Communicate how to separate waste in the rooms.
- ✓ Guided tour at the Hotel to share the local culture and explain how we manage resources.
- ✓ Change of amenities to a local and ecological brand. (<https://www.totherba.com/>.)

The following information summarises the degree of satisfaction of our guests:

Table 4 Cumulative index by department

LOG OF FIGURES OBTAINED and ACTIONS TO BE IMPROVED													
Satisfied	Year	* Overall rating of your stay	Reception	Room Cleaning	Restaurant Service	Kitchen	Pool Bar Service	Sa Tafona Bar Service	Technical Services	*Spa	* Staff friendliness	Value for Money	GENERAL
3,038	2019	1.91	1.90	1.88	1.89	1.74	1.79	1.83	1.74	1.72	1.93	1.62	1.83
1,551	2021	1.91	1.87	1.93	1.85	1.67	1.83	1.91	1.75	1.85	1.93	1.70	1.83
Difference:		0.00	-0.03	0.05	-0.04	-0.07	0.04	0.08	0.01	0.13	0.00	0.08	0.00

GOALS AND ACTIONS

- Condense all communication related to sustainability into a single format available in the rooms, thus further highlighting our SUSTAINABLE BRAND.
- Taking into account guest feedback, the following actions will be performed:

- German and French training for receptionists, as well as English for the floor and dining room staff.
- The number of staff per department will be increased in order to improve customer satisfaction and reduce workloads.


Increase No. of staff per department	
Department	Increase
Management	0%
Bar	25%
Kitchen	21%
Dining area	30%
Garden	50%
Reception	13%
Sa figuera	40%
Technical Services	25%
Rooms	0%
Spa	0%

- Carry out the renovation project of the new building, taking into account soundproofing.
- Renew mattresses and pillows according to criteria valued by guests.
 - Extend breakfast hours.
 - Modify restaurant menus according to attributes valued by guests, include local (Km.0) menu and organic options.

2.3 LOCAL COMMUNITY

Keeping in line with our policies, we support the local community through the following actions:

- ✓ Guided tour for guests to learn about local culture and resources.
- ✓ Implementation of Mermelada Solidaria, guests are given the option of making a donation to [Estel Nou](#), a non-profit association that provides training to people with disabilities to help improve their quality of life.
- ✓ We encourage and support local consumption by providing products made in Sóller and information at reception about activities and local commerce.
- ✓ Local product counter at the reception desk.

	<p style="text-align: center;"><i>External Sustainability Report</i></p> <p style="text-align: center;"><i>2021</i></p>	Draft: 2
		Entry into force: 14/10/2019
		Page: 14 of 13

GOALS AND ACTIONS

- *Obtain a collaboration agreement with the Deixalles Foundation for job placement internships.*
- *Information on local commerce and activities is available in different areas throughout the hotel.*
- *Analyse which waste can be used by NGOs, care homes, schools, or the community.*
- *Collaborate with school activities by donating bottle caps, egg cartons and other materials.*

	<i>External Sustainability Report</i> <i>2021</i>	Draft: 2
		Entry into force: 14/10/2019
		Page: 15 of 13

I have read and approved this report.

<i>Initials</i>	<i>Role</i>	<i>Name</i>