

SUSTAINABILITY REPORT 2022

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SUSTAINABILITY REPORT 2022

This report presents Es Port Hotel's sustainability performance for 2022, detailing the measures taken, progress made and the objectives for the following year.

1 ENVIRONMENT

1.1 ENERGY

In terms of energy, the following measures have been implemented to achieve efficient energy management:

- ✓ 100% replacement of halogens bulbs with low consumption LED bulbs has been achieved.
- ✓ Ideas for energy saving in staff areas continued to be presented.
- ✓ Automation incidents in rooms have been monitored.
- ✓ Machinery maintenance monitoring.
- ✓ Towel reuse monitoring.
- ✓ Washing protocol monitoring.
- ✓ Electric bike rental service.

The results of energy consumption for 2022 and its comparison with the previous year can be seen in the following table:

Table 1 Energy consumption 2021 - 2022

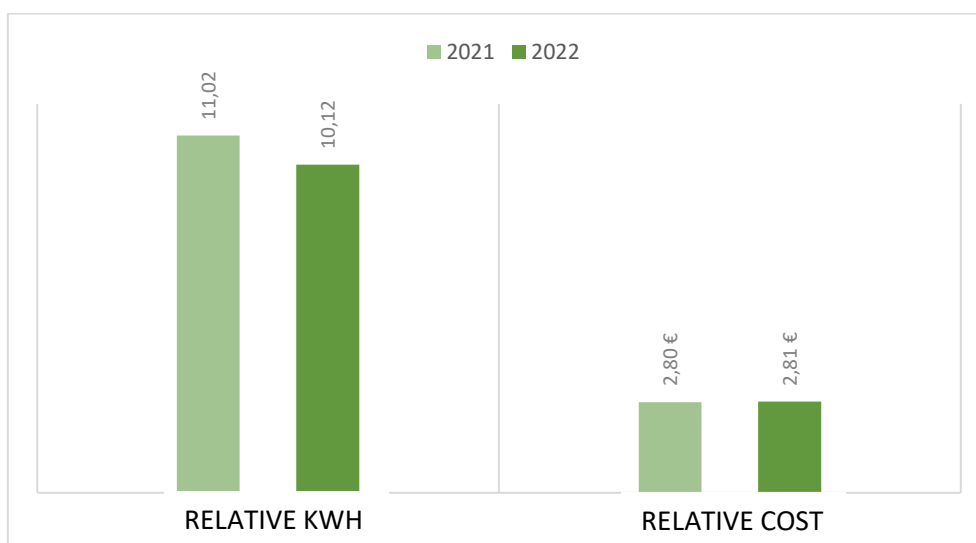
	2021	2022	Comparison with previous year
Grid consumption kWh	533,211	745,512	+ 212,301
Cost	€ 135,248	€ 206,763	+ € 71,515
Stays	48,388	73,659	+ 25,271
Relative kWh	11.02	10.12	-0.90
Relative cost	€ 2.80	€ 2.81	+ € 0.01
Self-consumption kWh	44,732	54,698	+ 9,966
Self-consumption %	8.39%	7.34%	-1.05%

The data in the table shows a slight decrease in consumption in relation to the number of stays.

Total consumption and costs are significantly higher than in the previous year due to the fact that the 2021 season was marked by the effects of Covid.

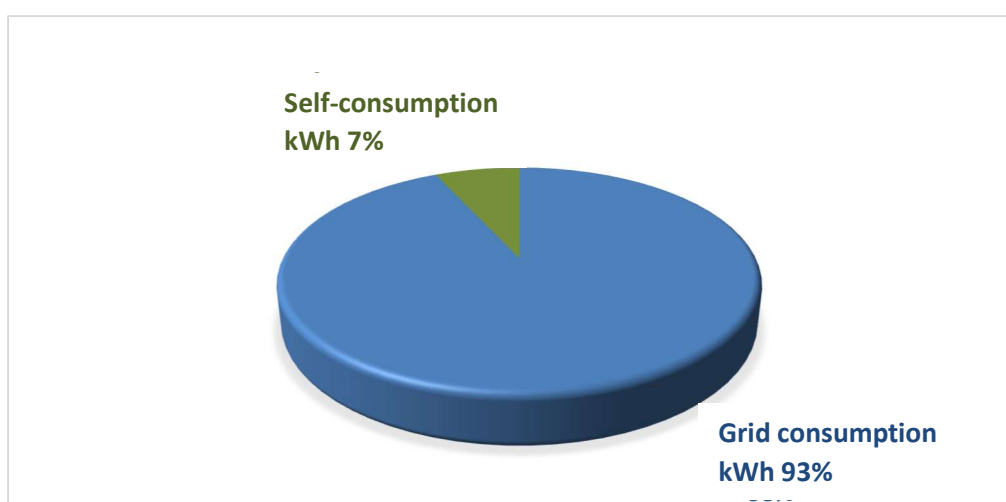
Some of the data are presented in graphs below to clearly show the change from one year to the next.

Graph 1 Comparison of energy consumption relative to number of stays 2021 - 2022



This graph shows that although the relative consumption in kWh has decreased from one year to the next, the cost has increased slightly. This is due to fluctuations in supplier energy costs.

Graph 2 Distribution Origin of Energy Consumed Year 2022



During 2022, self-consumption of electricity accounted for 7% of the total.

The status of achievement of the 2021 energy targets is show below.

1.2 WATER

The measures taken to promote the efficient management of this resource are detailed below:

- ✓ The use of greywater from 42 of the rooms to water the garden has continued.
- ✓ The recording and monitoring of general consumption has continued.
- ✓ Monitoring of water reuse.
- ✓ Water saving ideas in staff areas.
- ✓ Watering at night.
- ✓ Drip irrigation in areas with adapted vegetation.

Graph 3 Network water consumption years 2021 - 2022

	2021	2022
M ₃	10,379	15,768
Cost	€ 33,221	€ 46,535
Stays	48,388	73,659
M ₃ related to stays	0.21	0.21
Cost related to stays	€ 0.69	€ 0.63

*The water tank, recycled greywater and rainwater are not taken into account for the analysis because the meter was installed in October.

As we can see, water consumption has remained practically constant in relation to the number of stays.

As with the previous point on energy, it should be noted that 2021 was affected by the pandemic, which resulted in these low values, both in terms of consumption and stays.

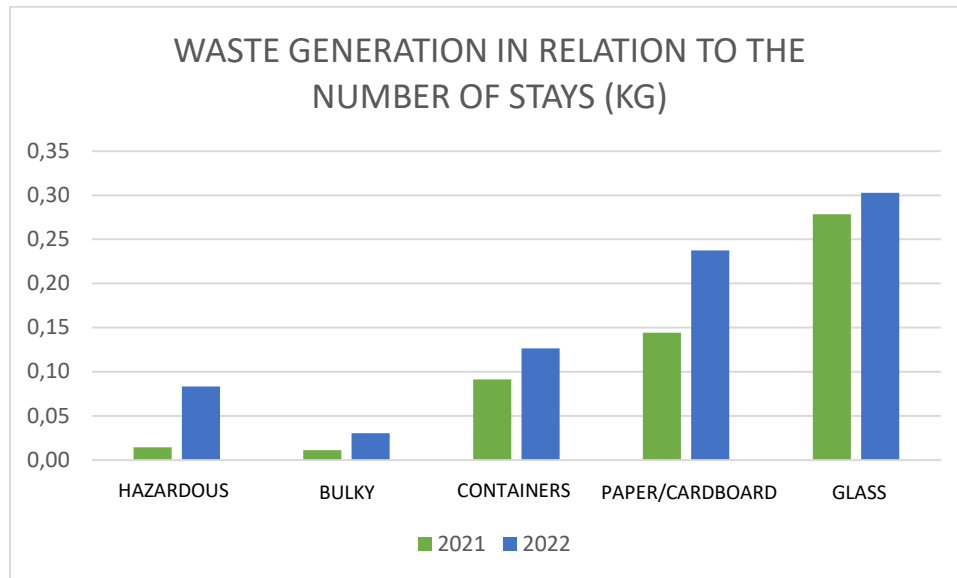
In 2023, it is expected that meters will be installed in all areas of the hotel in order to be able to account for water consumption in the different areas of the hotel.

1.3 SOLID WASTE

The following measures are taken to reduce waste generation and ensure that all waste is reused and/or recycled appropriately.

- ✓ Identification and definition of waste streams.
- ✓ Implementation of records in 100% of selective collection.
- ✓ Improvement of waste separation points.
- ✓ Elimination of single-dose pods in 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)
- ✓ Waste separation bins in all kitchen work areas.
- ✓ Separation of compostable organic matter.
- ✓ Implementation of compost management for gardens and orchards.
- ✓ Replacement of plastic picnic bags with paper bags.
- ✓ Replacement of plastic dry cleaning bags with paper.
- ✓ Removal of plastic from sterilised cups.
- ✓ Communication to staff and guests on how and where to recycle.
- ✓ Audit of the food warehouse with emphasis on waste recording and the FIFO system.
- ✓ Change in food management to ensure that food is not over-purchased, thus reducing waste.
- ✓ Installation of two water fountains for guests and staff to avoid the use of single-use bottles.

The following graph shows the generation by type of waste for 2022 compared to 2021.



The generation of all types of waste has increased. These are two very different years, as 2021 was still affected by the Covid pandemic, so the results are not comparable.

However, this issue is being discussed with the various departments and will be closely monitored throughout 2023 to ensure that this was a one-off event due to changes caused by the pandemic and not a general trend.

1.4 HAZARDOUS SUBSTANCES

The following measures have enabled us to manage substances in accordance with legislation and to set objectives for the coming years.

- ✓ Identification and registration of all chemicals and their location
- ✓ Definition of hazardous substance storage and measures necessary for correct storage with anti-spillage containers.
- ✓ Establishment of a hazardous waste storage facility.
- ✓ Communication, training and information on applicable regulations.
- ✓ Awareness of correct use of necessary PPE.
- ✓ Implementation of protocol in case of spillages.
- ✓ Implementation of spillage register.
- ✓ Registration as a small producer of hazardous waste.
- ✓ Selective disposal of hazardous waste by Soller Recicla.
- ✓ Monitoring of the disposal of used cooking oil by Soller Recicla and its subsequent management.

In addition, room cleaning products have been replaced with others that are more environmentally friendly and less harmful to people.

We have been trialling using only vinegar for descaling. The results have been satisfactory, so we will continue to work in this way.

2 SOCIAL RESPONSIBILITY (PEOPLE)

2.1 STAFF AND HUMAN RIGHTS

We have kept the following measures to ensure compliance with our policies.

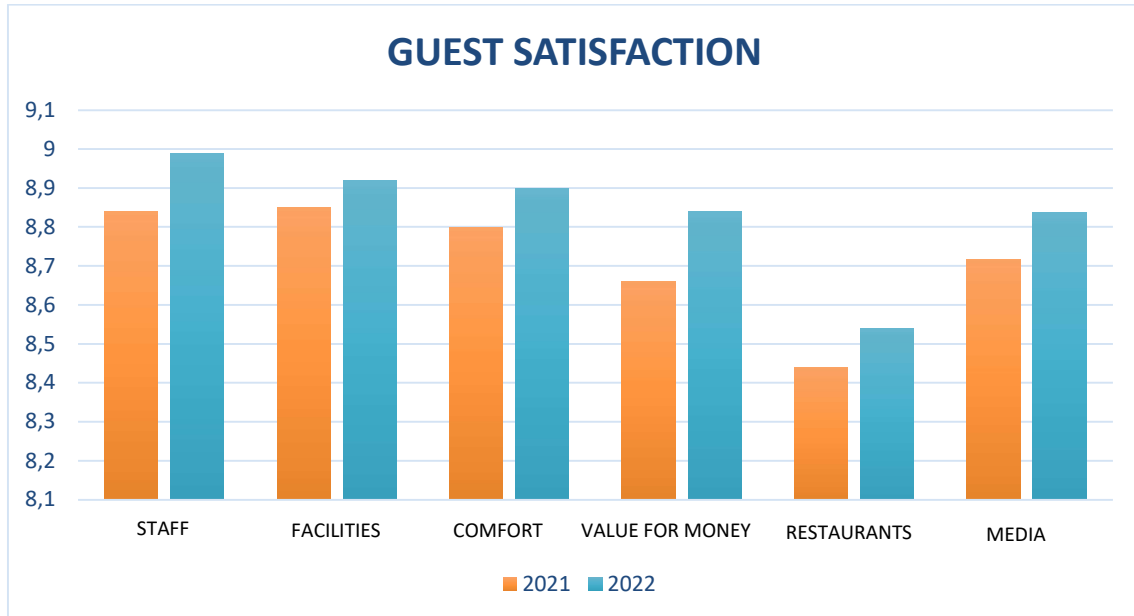
- ✓ Suggestion box in the staff room.
- ✓ Sustainability and CSR board in the staff room to communicate policies and protocols.
- ✓ Interdepartmental agreement for incident management.
- ✓ Variable pay for all staff linked to Guest satisfaction.
- ✓ UNICEF partner.
- ✓ Newly hired staff have received sustainability training.

2.2 GUESTS

We want to ensure that our guests are satisfied and that their voices are heard when it comes to the use of resources and the generation of waste. These are some of the measures we have taken:

- ✓ Gesthotels and Reviewpro surveys.
- ✓ Active communication of Es Port Hotel's policies.
- ✓ Follow-up of suggestions.
- ✓ Publication of infographics on eco-sustainable actions.
- ✓ Communicating the option of choosing when to wash towels.
- ✓ Communicating how to separate waste in the rooms.
- ✓ Guided tour of the Hotel to share local culture and how we manage resources.

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



As we can see, we have improved our scores in all areas compared to 2021, so we are very pleased with the results.

2.3 LOCAL COMMUNITY

In line with our policies, we carry out the following activities to support the local community:

- ✓ Guided tours for guests to learn about local culture and resources.
- ✓ Implementation of Solidarity Jam, guests have the opportunity to make a donation to [Estel Nou](#), a non-profit association that works with disabled people to improve their quality of life.
- ✓ Promotion of local consumption through an exhibition of handicrafts and jams made in Sóller and information at reception about local activities and trade.
- ✓ Information about local tour companies and tour guides to promote the local economy.
- ✓ Hiring of a local craftsman to do all the carpentry work at the Hotel.
- ✓ Prioritising the consumption of local products to promote the island's economy.

3 MONITORING OF 2022 OBJECTIVES AND ESTABLISHMENT OF 2023/2024 OBJECTIVES

The table below shows the follow-up of the specific objectives set for 2022.

GOALS	STATUS
Monitoring 100% of automation incidents in rooms.	Incidents are being adequately monitored.
Installation of meters by cost centre or energy report (or energy audit in the absence of one)	A contract has been drawn up and signed with an energy monitoring company. It is expected to be implemented in 2023.
Carry out a study to evaluate the substitution of diesel for other more sustainable energy sources in order to reduce emissions.	This has not yet been carried out as we are awaiting approval for the planned renovation of the hotel.
Include specific actions for energy saving in rooms	There are instructions for employees and guests on how to save energy. We are waiting to be able to record energy use in the rooms in order to evaluate and implement energy saving measures.
Gradual replacement of automatic lighting in corridors.	Replacements have been made in some areas of the hotel.
Notices or stickers in kitchens and staff toilets reminding people to save water and asking them to report any leaks they find.	Signs have been placed in staff areas.
Backwashing sign for pool filter cleaning.	Backwashing procedures in swimming pool machinery rooms.
Periodic check for the replacement of aerators and flow restrictors.	All taps and showerheads are equipped with aerators and/or flow restrictors.
Record water consumption every month.	Water consumption from the cistern is being recorded correctly.
Change from sprinkler irrigation to drip irrigation with buried pipes.	Drip irrigation has been installed in areas where the type of vegetation allows it.
Record the amount of hazardous substances used.	These are not recorded on a monthly basis. The procedure will be operational during 2023.
Monitoring the removal of used cooking oil by Sóller Recicla and its subsequent management.	It is currently being collected by the company Sóller Recicla. There are no collection slips. They will be accounted for in 2023.
Replacement of Ammonia and Cristasol with less polluting products.	Room cleaning products have been modified. Ammonia and Cristasol have been removed and replaced with less harmful products.
Specific training on the use of chemical products and their impact on the environment	All employees are trained in sustainability and occupational health and safety. Refresher training for all staff on sustainability issues will be scheduled for the beginning of 2024.

GOALS	STATUS
Examine the possibility of implementing technological tools to improve communication and optimise incident/maintenance management.	The tool has not yet been implemented. The project is expected to begin in 2023.
Include sustainability training for new staff.	Training has been carried out.
Focus all communication related to sustainability in a single format and make it available in the rooms, thus increasing our value as a SUSTAINABLE BRAND.	The room document has been modified.
Training in German and French for receptionists, as well as in English for the floor and dining room staff.	French and German language training has been provided to reception and spa staff.
The number of staff per department will be increased in order to improve customer satisfaction and reduce workloads	Staffing levels have been increased as the hotel has been open for longer and has more guests.
Carry out the renovation project of the new building, taking into account soundproofing.	Twenty-four rooms have been renovated and soundproofing has been improved.
Replacement of mattresses and pillows according to guest's feedback.	Forty-eight raised beds have been installed and mattresses and pillows have been changed.
Extend breakfast hours.	The terrace has been made bigger so it can fit more people.
Modify restaurant menus according to guest's feedback, include Km.0 menu and organic options	Information on Km0 has been included in the buffet. Information on fishing has been added to the menus.
Obtain a collaboration agreement with the Deixalles Foundation for work placements	This has not yet been done.

Taking into account the data obtained for 2022, the legal requirements and the establishment's capabilities, as well as the suggestions received from employees, the following objectives have been established and included in the hotel circularity plan to be carried out in 2023/2024

OBJECTIVE No. 1

PRIORITY AREA	INDICATOR	OBJECTIVE	YEAR
Food	Basket that minimises the use of packaging	Achieve 10% purchase of food products without packaging	2024
No.	Action	PERSON IN CHARGE	INVESTMENT OF NECESSARY RESOURCES
1.1	Conduct KITCHEN evaluation of purchased products to identify those that can be switched to bulk purchase	Head Chef	Staff time
1.2	Conduct an evaluation at SA FIGUERA (restaurant) of the products purchased to identify those that can be changed to bulk purchase	Sa Figuera Manager	Staff time
1.3	Conduct a BAR evaluation of purchased products to identify those that can be switched to bulk purchase	Bar Manager	Staff time
1.4	Conduct an evaluation at ECONOMATO of the products purchased to identify those that can be changed to bulk purchase	Economato Manager	Staff time

OBJECTIVE No. 2

PRIORITY AREA	INDICATOR	OBJECTIVE	YEAR
Energy	Carbon footprint	Reduce carbon footprint by 10%	2024
No.	Action	PERSON IN CHARGE	INVESTMENT OF NECESSARY RESOURCES
2.1	Evaluation of boiler replacement alternatives	Management/Energy Manager/Sustainability Consultant/Head of SSTT (Head of Occupational Health and Safety)	Staff time / external consulting hours.
2.2	Identification of potential Grants	Management/Energy Manager/Sustainability Consultant/Head of SSTT (Head of Occupational Health and Safety)	Staff time / external consulting hours
2.3	Boiler Replacement	Management/ Head of SSTT	Staff time. Amount determined by the choice of boilers and available grants.
2.4	Diesel van exchange for 100% electric van	Management	€ 38,500

In addition, in order to avoid losing valuable information for the sustainability system regarding waste generation, the following target is established for 2023:

OBJECTIVE No. 3

PRIORITY AREA	INDICATOR	OBJECTIVE	YEAR
Records	Completed records	To ensure that 100% of waste generation records are filled out properly	2023

No.	Action	PERSON IN CHARGE	INVESTMENT OF NECESSARY RESOURCES
2.1	Continue with the external consulting service in sustainability management	Management	Financial resources
2.2	Establish those responsible for completing the various records	HR	Staff time
2.3	Monthly monitoring to ensure that the records are filled out properly	HR/External Consultant	HR and External Consultant's time.
2.4	Providing refresher training in sustainability to staff	HR	Staff time and cost of the training company.

This report has been prepared by an external consultant and approved by the management team.

The results were presented and shared at the departmental meeting on 20/04/2023 with the heads of all the Hotel's departments.

Sóller on 25 April 2023