

SUSTAINABILITY REPORT 2023

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1 INTRODUCTION

This report details the action taken and progress made in terms of sustainability in the year 2023 at Hotel Es Port, as well as the targets set for the coming year.

During the year in question, important measures aimed at improving the sustainability of our hotel were implemented. Among these initiatives, the development and implementation of the Circularity Plan stands out, as well as the development and filing of our carbon footprint report in accordance with the ISO 14064-1 standard.

In addition, various actions have continued to be carried out in all areas of our hotel, with the aim of contributing more to local economic development and to caring for people and the environment, within our means.

Detailed information on each aspect of our sustainability system, including the action taken and the evaluation of the results obtained, is presented below.

We encourage you to review this report; we will be happy to answer any questions you may have and welcome any suggestions you may wish to share.

2 ENVIRONMENT

2.1 ENERGY

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

- ✓ Curtains have been replaced with daylight fabric, allowing natural light to be used for longer hours.
- ✓ Energy saving ideas have continued to be submitted in staff areas.
- ✓ Automation incidents in rooms have been followed up.
- ✓ Replacement of hotel machinery has been carried out, taking into account energy efficiency as the main criterion when choosing.
- ✓ Towel reuse has been monitored.
- ✓ In the laundry area, processes have been modified to prevent cleaner fabrics from being mixed with dirtier ones, which has made it possible to use shorter and colder washing cycles.
- ✓ An electric bicycle rental service is still available to help reduce the use of fossil fuels.
- ✓ An electric van has been purchased which will help to reduce the use of fossil fuels.

- ✓ Information on subsidies for electric vehicles has been sent to all staff and free advice has been offered to those wishing to apply.
- ✓ Calculation and verification of the carbon footprint according to ISO 14064 has been carried out.

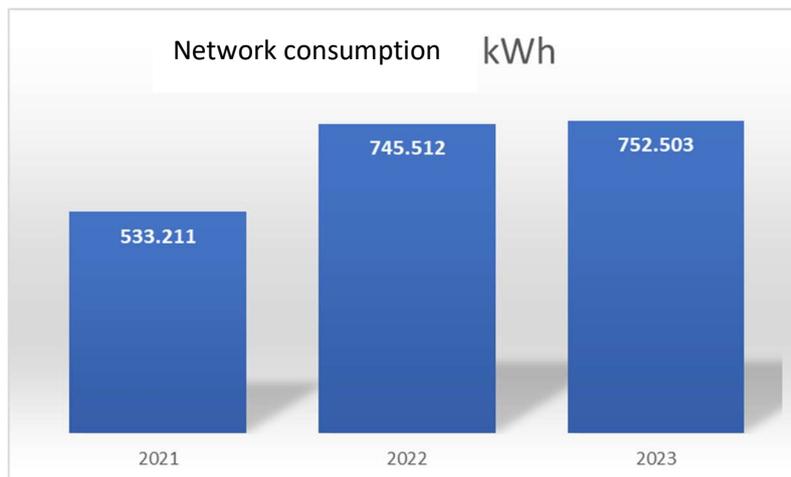
The results of grid energy consumption for the year 2023 as well as a comparison with the previous year can be seen in the following table:

Table 1 Energy Consumption 2022 - 2023

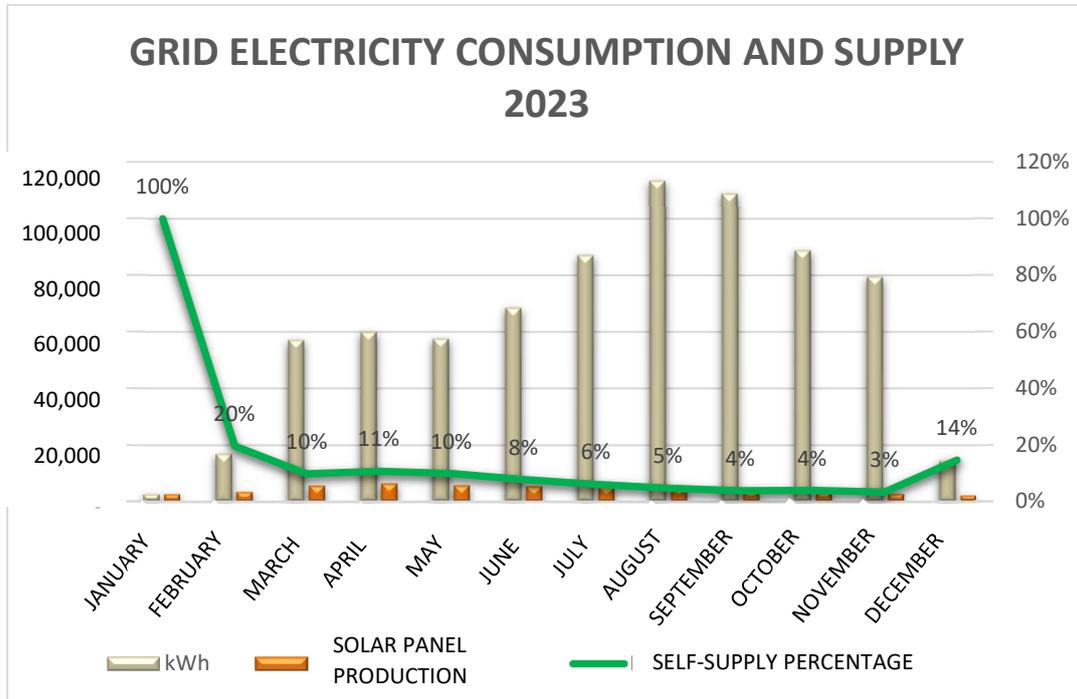
	2022	2023	Year-to-year comparison
Network consumption kWh	745,512	752,503	+ 6,991
Stays	73,659	73,006	- 653
kWh relative	10.12	10.31	+ 0.19
Self-supply kWh	54,698	50,869	- 3,829
% Self supply	7.34%	6.76 %	-0.58%

The data in the table shows that there are small variations, however they are not significant.

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



This graph shows a significant difference between the year 2021 (affected by the Covid pandemic restrictions) and the following years. In the last year there was a slight increase compared to the previous year, however it is not significant.

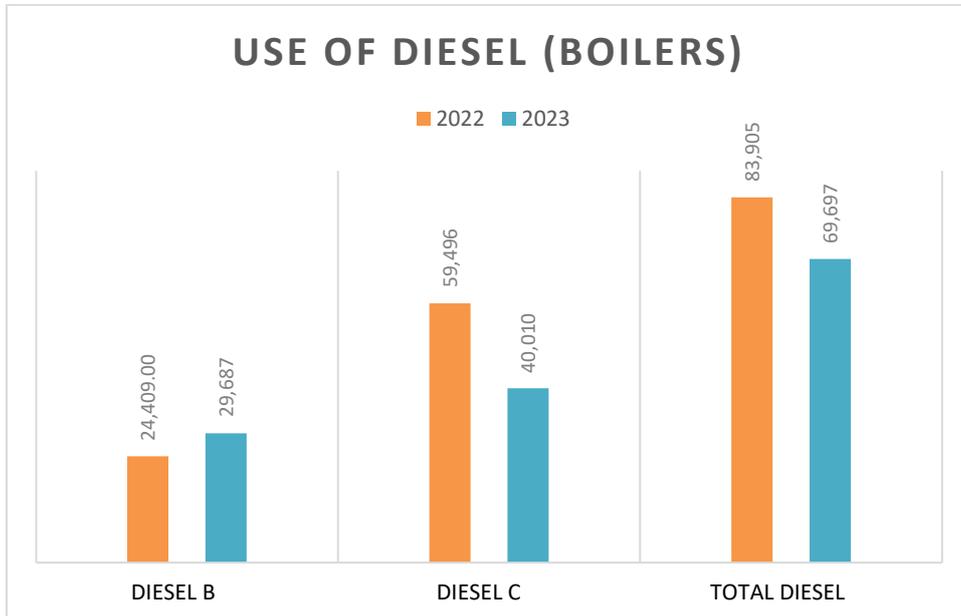


This graph shows grid consumption and solar panel production in 2023. The percentage of the hotel's energy self-supply has been calculated with this data. The total percentage of energy self-supply in 2023 was 6.76%.

As can be seen, there is a lot of variation throughout the year directly related to the occupancy of the hotel. In January, when there are no guests, there is 100% self-supply, and during the busy months, this percentage ranges from 3% to 14%.

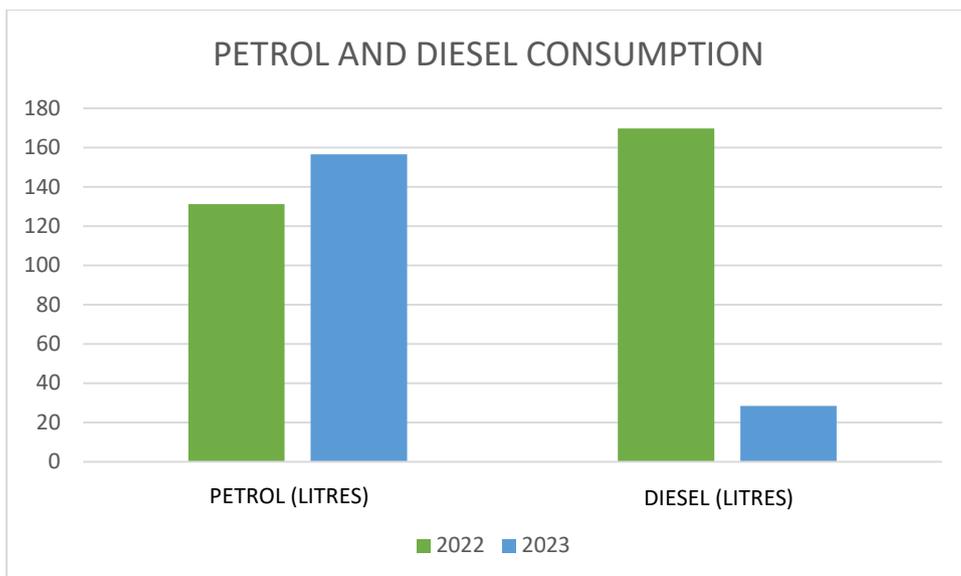
Regarding the consumption of diesel for the boilers, a decrease can be observed from 2022 to 2023. One of the reasons for this is that it was a particularly warm year, so less energy was needed to heat the water.

The boiler is expected to be replaced in the coming years in order to avoid the consumption of this type of fossil fuel.



Regarding the use of other fuels, in our hotel we use petrol for gardening tools and diesel in a utility vehicle for different tasks around the hotel.

The following graph shows a slight increase in the use of petrol and a large decrease in the use of diesel. The latter is due to the fact that the utility vehicle has been replaced by an electric vehicle as part of our sustainability system improvement goals.



2.2 WATER

Below we detail the measures that have been taken to promote efficient management of this resource:

- ✓ Use of greywater from 42 rooms in the hotel for garden irrigation has continued.
- ✓ Recording and monitoring of general consumption has continued.
- ✓ Monitoring of water reuse.
- ✓ Ideas for saving water in staff areas.
- ✓ Watering at night.
- ✓ Water meters have been installed in the greywater treatment system and metering has begun.
- ✓ We have attempted to better separate items to be washed according to their level of soiling, which has enabled us to use shorter washing cycles..

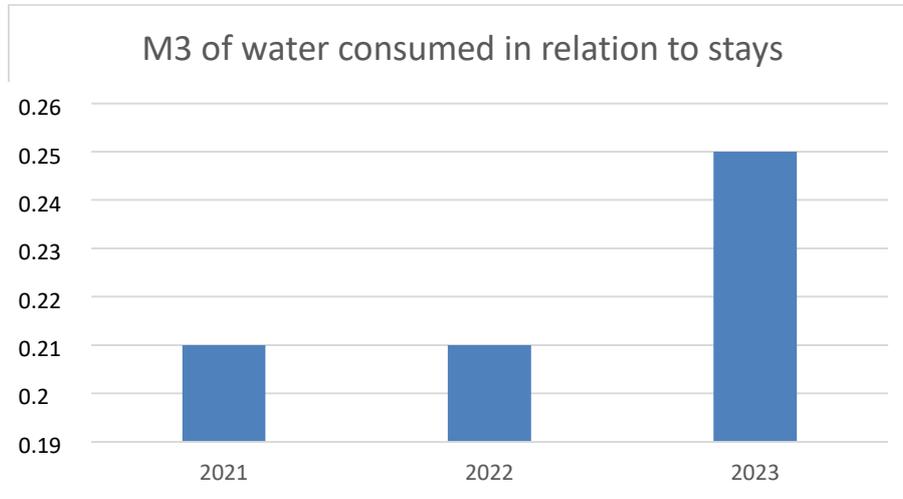
Mains water consumption years 2021 - 2023

	2021	2022	2023
M ₃	10,379	15,768	18,499
Cost	€ 33,221	€ 46,535	€ 53,699.36
Stays	48,388	73,659	73,006
M ₃ relative to stays	0.21	0.21	0.25
Cost relative to stays	€ 0.69	€ 0.63	€ 0.74

As can be seen, water consumption relative to the number of stays has increased slightly. This is due to the fact that this year it was necessary to completely empty the pool and refill it.

A new feature this year was the installation of a reclaimed water meter at the discharge of the grey water treatment plant. From April to May 2023 a total of 1,575 m³ of water was reclaimed. In the year 2024 we will have the data of the total generated during a complete season, which will enable us to make a comparison.

We have also started to assess consumption in the different areas of the hotel. In 2024, measurements will be taken to assess consumption and establish priority action areas.

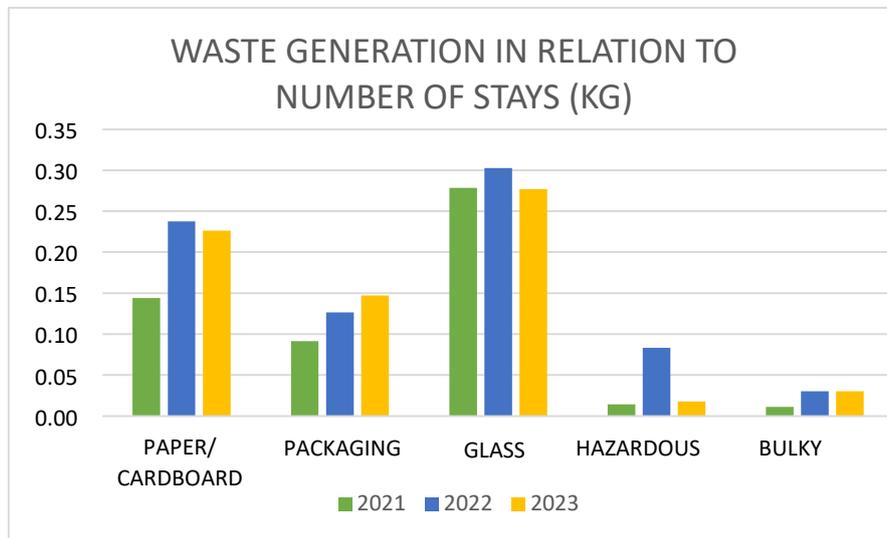


2.3 SOLID WASTE

Below we detail the measures taken to reduce waste production and ensure that all waste is reused and/or recycled appropriately.

- ✓ Identification and definition of waste streams.
- ✓ Implementation of records for 100% of selective collection.
- ✓ Improvement of waste separation points.
- ✓ Elimination of single-dose Nespresso, jam and butter.
- ✓ Implementation of efficient waste management in offices (recycled paper, separation of waste).
- ✓ Implementation of separation at source for guests (rooms and common areas).
- ✓ Bins for waste separation in all kitchen work areas.
- ✓ Separation of compostable organic matter.
- ✓ Implementation of compost management for gardens and allotments.
- ✓ Replacement of plastic picnic bags with paper bags.
- ✓ Replacement of plastic dry-cleaning wrap with paper.
- ✓ Communication to staff and guests on how and where to recycle.
- ✓ Audit of food storeroom with emphasis on recording shrinkage and FIFO system.
- ✓ Change in food management to ensure that food is not over-purchased, thus reducing waste.

The following graph shows generation by type of waste over the last 3 years. It shows that for some types of waste there has been a decrease and for others an increase. In any case, these variations are not significant and correspond to the usual year-to-year variations.



For some types of waste such as refuse we do not have data for two full years, so we are unable to make a comparison. We continue to work on our procedures in order to have more reliable data.

This year we have added compost bins made from pallets that were going to be discarded. We have composted a total of **13,466 kg** of organic waste from our kitchens.



2.4 HAZARDOUS SUBSTANCES

The following measures have enabled us to manage substances in accordance with legal requirements and to set targets for the coming years.

- ✓ Identification and registration of all chemical products with their location.
- ✓ Definition of hazardous substance storage and measures necessary for their correct storage with spill-proof containers.
- ✓ Establishment of a warehouse for hazardous waste.
- ✓ Communication, training and information on applicable regulations.
- ✓ Awareness-raising on the correct use of necessary PPE.
- ✓ Implementation of a protocol in the event of spills.
- ✓ Implementation of a spill register.
- ✓ Registration as a small producer of hazardous waste.
- ✓ Inclusion of selective removal of hazardous waste by Soller Recicla.
- ✓ Follow-up on the removal of used cooking oil by Soller Recicla and its subsequent handling.

This year, total consumption of these products has also been recorded in order to be able to track progress. At the end of 2024, it will be possible to make a year-on-year comparison.

3 SOCIAL RESPONSIBILITY (PEOPLE)

3.1 STAFF AND HUMAN RIGHTS

We have continued to take measures that enable us to comply with our policies.

- ✓ Suggestions box in staff room; we want to ensure that everyone can communicate with management.
- ✓ Sustainability and CSR board in staff room, to communicate policies and protocols.
- ✓ Variable remuneration for all staff based on Guest satisfaction.
- ✓ Communication to guests of the hotel's sustainability policy and the protocol for action in cases of child abuse.
- ✓ Partners with UNICEF.

We have also taken the following measures in the year 2023:

- Equality training for more than 50 employees.

For the closing activity of the season this year we wanted to share the history and culture of the island with all our staff.

For that reason we went on a guided tour of the Finca de Raixa, which is a typical Mallorcan estate located in the municipality of Bunyola. It originates from the Arab period and is located at the foot of the Tramuntanya mountain range. The villa is the result of the neoclassical renovations carried out in the late 18th and early 19th centuries by Cardinal Despuig, one of the key figures of the Mallorcan Enlightenment.

In 1993 it was declared an Asset of Cultural Interest due to its great historical and artistic value. It is a key site for understanding Mallorca and the importance of its surroundings.

Staff Guided Tour of La Raixa November 2023



3.2 GUESTS

We want to guarantee the satisfaction of our guests and ensure that they play a leading role in the resource use and waste generation. These are some of the measures we took:

- ✓ Gesthotels and Reviewpro surveys.
- ✓ Suggestion follow-up register.
- ✓ Publishing infographics on eco-sustainable action.
- ✓ Communicating the option to choose when to wash towels.
- ✓ Communicating how to separate waste in rooms.
- ✓ Guided tour of the hotel with the aim of sharing the local culture and how we manage resources.

In 2023, a total of 13 visits were made to the hotel where we explained its history.

156 guests took part in this experience, which we find very rewarding as, in addition to being able to explain the origin and history of the iconic building that houses our hotel, we can highlight all of the sustainability measures that we are implementing.

Every year we carry out client surveys to understand their level of satisfaction. The following graph shows the client satisfaction from 2019 to date.



It is also important for us to assess client satisfaction in different areas in order to have a detailed overview and to be able to improve. The following graph shows the evolution of client satisfaction by area over the last 3 years.



3.3 LOCAL COMMUNITY

In line with our policies, we took the following steps to support the local community:

- ✓ Guided tour for guests to learn about local culture and resources.
- ✓ Solidarity Jam, guests can make a donation to Estel Nou, a non-profit association that trains disabled people so that they can improve their quality of life. We also use this jam for our buffet.
- ✓ We encourage and support local consumption by providing products made in Soller and information at reception about activities and local businesses.
- ✓ All the carpentry work in our establishment is carried out by a local craftsman.

Handicraft for sale produced by local artisans



Door made by a local carpenter



In November of this year the first edition of the Tramuntanya race was held in Sóller. This is an initiative by the Local Council to promote and raise awareness about the Serra de Tramuntanya World Heritage Site.

At the Hotel Es Port we wanted to take part and we were chosen to host the launch event for the race at our estate thanks its symbolic significance for the Port of Sóller.

Launch of the 1st edition of the Tramuntanya Sóller



4 TARGETS FOR 2023/2024

The targets set for 2023/2024 and their current progress are described below.

TARGET No. 1

PRIORITY AREA	INDICATOR	TARGET	YEAR
Food	Basket that minimises the use of packaging	Achieve 10% purchase of food products without packaging	2024
No.	Action	PERSON RESPONSIBLE	INVESTMENT OF RESOURCES REQUIRED
1.1	Carry out an assessment in the KITCHEN of purchased products to identify those that can be switched to bulk purchase.	Head of Kitchen	Staff time
1.2	Carry out an assessment at SA FIGUERA of the products purchased to identify those that can be switched to bulk purchase.	Head of Sa Figuera	Staff time
1.3	Carry out an assessment in the BAR of purchased products to identify those that can be switched to bulk purchase.	Head of Bar	Staff time
1.4	Carry out an assessment in the STOREROOM of purchased products to identify those that can be switched to bulk purchase.	Head of Storeroom	Staff time

An assessment was made of all products purchased in bulk or in reusable, biodegradable or bulk packaging. A total of €146,223.39 of expenditure on these products was recorded. Taking into account that the total expenditure on food and drink products was €808,363, the consumption of this type of product is 18%, which means that we have far exceeded the expected result.

In any case, during 2024 the Storeroom will continue to work on identifying possibilities for products of this type to continue increasing this percentage.

In addition, a total of €60,672.02 in local produce was purchased, accounting for 7.5% of all purchases.

TARGET No. 2

PRIORITY AREA		INDICATOR	TARGET	YEAR
Energy		Carbon footprint	Reduce Carbon footprint by 10%	2024
No.	Action		PERSON RESPONSIBLE	INVESTMENT OF RESOURCES REQUIRED
2.1	Evaluation of boiler replacement alternatives		Management/Energy management/ Sustainability Consultant/Head of Technical and Maintenance Services	Staff time / external consultant time.
2.2	Identifying possible subsidies		Management/ Energy management/ Sustainability Consultant /Head of Technical and Maintenance Services	Staff time / external consultant time
2.3	Change boilers		Management/ Head of Technical and Maintenance Services	Staff time. Cost determined by the choice of boilers and available subsidies.
2.4	Diesel van swapped for a 100% electric van		Management	€ 38,500

For this target we have only been able to make progress on one of the goals, namely changing the van to a 100% electric van.

Work continues on the refurbishment project to change the boilers.

In addition, in order to avoid losing valuable information for our sustainability reporting system in terms of waste generation, the following target is set for YEAR 2023:

TARGET No. 3

PRIORITY AREA		INDICATOR	TARGET	YEAR
Records		Records completed	100% of waste generation records be properly completed.	2023
No.	Action		PERSON RESPONSIBLE	INVESTMENT OF RESOURCES REQUIRED
2.1	Continue with the external consultancy service in sustainability management.		Management	Financial resources
2.2	Establish people responsible for completing the different records.		HR	Staff time
2.3	Monitor on a monthly basis that records are properly completed.		HR/External Consultant	HR and External Consultant time.
2.4	Provide refresher training in sustainability for staff		HR	Staff time and cost of the training company.

This report has been submitted to and shared with the following department heads.

Name	Role
Rosi Ferrer	Direction
Flora Pons	Management
Patricia Montis	HR
Aina Bestard	Apartments
Xisco Arbona	Kitchen
Lena Frau	Dining room
Eva González	Spa
Andreu Bernat	Technical and Maintenance Services

Soller, 28 February 2024