

SUSTAINABILITY REPORT

REPORT AVAILABLE FOR CONSULTATION ON OUR WEBSITE

<https://www.hotelsonbaulomallorca.com/>



Date of update 10 Dec. 2023

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1. Introduction

Aware of the importance of the natural environment for the hotel industry in the Balearic Islands, and for citizens in general, the Hotel Son Bauló has the environmental variable as a priority in all the improvements it carries out. Proof of this is that already in 1994, it was awarded a "World Award" by the Tour Operator Thomson Holidays among all its hotels worldwide, in recognition of the initiatives taken to preserve the environment.

- Since 2003 we have been following a documented environmental improvement programme, taking advantage of the Ecotur programme, in order to reduce or eliminate any environmental impact and thus contribute to the preservation and improvement of our natural environment.
- Since 2016 we have been working with Travelife, which we have been certified for 2018, 2019 and 2020. Unfortunately, due to the COVID pandemic, the hotel was closed for more than a year.
- From 2022 onwards we will start working again towards a new Travelife certification.

As in previous years:

- We have and comply with a health and safety policy
- We have and comply with a quality policy.
- We are committed to our local community and protect our traditions.
- We are committed to our employees and to respecting human rights.

In addition, we also include from 2022 onwards:

- A Circularity Plan that leads us to responsible consumption. We are committed to local products and suppliers.
- A Carbon Footprint Report on a regular basis, as a first step towards reduction. We are particularly committed to greenhouse gas reduction.
- Global crime prevention protocols, including a whistleblowing channel.
- An employee loyalty project.

- We have incorporated a new restaurant with a new concept based on local tradition and KM 0 consumption.
- We continue to work on optimising energy efficiency.

This document describes the efforts of our establishment in 2023 in terms of environmental protection and social responsibility through actions or improvements implemented in the course of 2023.

Directed by
Sebastiana Moranta.

2. Environmental and Sustainability Statement

Hotel Son Bauló is a three-star beach resort hotel. Being located on the seafront and bordering a protected natural area, the hotel has been especially committed to the environment since its beginnings.

With a functional and organicist architecture, the spaciousness of the common areas and the sea views stand out.

The hotel has 251 rooms equipped with a complete bathroom, telephone, satellite television, fridge, air conditioning in summer and winter, as well as all the services required by a hotel of its category. It offers a buffet restaurant service, a la carte restaurant service and two snack bars, one by the pool, and another serving the lounge and terraces overlooking the beach, an outdoor swimming pool for adults, and another pool for small children, a games room, reading room, two TV rooms (one for children and one where children are not allowed), and a corner to connect to the Internet.

Hotel Son Bauló is a family business with 56 years of history that has just incorporated its third generation into the company.

We want to move towards a profitable and responsible business model, focusing on caring for people and the environment, based on sustainability and quality. Aware of the importance of the natural environment for the hotel industry in the Balearic Islands, and for citizens in general, the Hotel Son Bauló has the environmental variable as a priority in all the improvements it carries out.

Proof of this is that already in 1994, it was awarded a "World Award" by Thomson Holidays among all its hotels worldwide, in recognition of the initiatives taken to preserve the environment.

Since 2003 we have been following a documented environmental improvement programme, taking advantage of the Ecotur programme, in order to reduce or eliminate any environmental impact and thus contribute to the preservation and improvement of our natural environment.

Since 2016 we have been working with Travelife, which we obtained certification for 2018, 2019 and 2020.

Unfortunately due to the COVID pandemic the hotel was closed for more than a year and from 2022 onwards we will start our work again for a new Travelife certification.

We also include from 2022 onwards:

- A Circularity Plan that leads us to responsible consumption. We are committed to local producers and localities.
- A Carbon Footprint Report on a regular basis, as a first step towards reduction. We are particularly committed to greenhouse gas reduction.
- Comprehensive crime prevention protocols, including a whistle-blower channel
- An employee loyalty project.
- We have incorporated a new restaurant with a new concept based on local tradition and KM 0 consumption.
- We continue to work on optimising energy efficiency.
- We incorporated new operational efficiency projects.
- We also want to increase our commitment to society and corporate responsibility.

Managemen
t, Sebastiana
Moranta

3. sustainability programme

Coordinated by our team: Antoni Moranta, Cristòfol Moranta , José Ángel Benito and Sebastiana Moranta.

One of the objectives of Hotel Son Bauló C.B. is to make the protection of the environment compatible with the development of its activities, products and services. This involves defining our environmental policy which aims to improve its relationship with the environment. This is why we have defined this sustainability policy and the guidelines for action:

Compliance with the requirements of social, labour and environmental protection legislation.

Protecting and supporting biodiversity.

Protect and respect human rights, minorities and vulnerable groups.

Assessment of the environmental impact of current and future activities, products and services in order to prevent pollution at source and in particular to reduce greenhouse gas emissions.

Updating the policy and objectives in the social (commitment to society), labour (fair treatment, prevention of discrimination, harassment and abuse) and environmental areas that have been set in accordance with the results of regular assessments. Promoting a sense of environmental responsibility among all employees and customers.

Adopt the necessary measures to prevent accidental emissions of substances to the outside world, in collaboration with the public authorities, the actions to be taken to minimise the impact of accidents affecting the environment which, despite the protective measures provided for, may occur.

Provide customers with appropriate indications on environmental aspects in relation to the use and enjoyment of activities, products and services.

Make available to the public the information necessary to understand the environmental impacts of its activities and maintain an open dialogue with the public.

Promote crime prevention through the whistleblowing channel and build employee loyalty.

Our principles:

- Customer satisfaction.
- Efficient environmental management. Efficient management of water, energy and materials.

- Efficient circularity and sustainability management with an annual analysis and diagnosis.
- Taking care of our reputation.
- Do not waste. Eliminate the concept of waste.
- Taking the utmost care of our human resources based on professional development, talent management and social inclusion.
- Adopt ethical behaviour.
- Be profitable.
- Implementation and awareness of the 3R's.

Managemen
t, Sebastiana
Moranta

4. Travelife programme on our company

Since 2011, Hotel Son Bauló has been working with Travelife, a programme specialising in sustainability and management for the tourism industry to ensure responsible management and compliance with our sustainability policy.

The TRAVELIFE programme consists of 143 core requirements based on 9 categories covering the following topics:

1. Annual evaluation, planning and major policies.
2. Compliance with legislation
3. Honesty, transparency, fairness and responsiveness.
4. Stakeholder capacity and support.
5. Sustainable procurement.
6. Minimisation of greenhouse gas emissions and protection of biodiversity.
7. Minimising the impact of a crisis or emergency.
8. Animal welfare.
9. Measurement and monitoring of environmental performance.

*Since 2012, we have been working with [Preverisk](#) to achieve the same goals.

Environmental keys and social

We have a sustainability policy and we work to comply with it. We have made it known to our employees, customers, suppliers and partners.

We have a list of legislation on the environment, labour, human rights, health and safety at work, and social responsibility, both of our autonomous community, the Balearic Islands, the Spanish State, and the European Community. We have made it known to our employees, clients, suppliers and collaborators.

Managemen
t, Sebastiana
Moranta

5. Comparison of annual consumptions 2022 vs. 2023

*This includes the months during which the hotel is closed for renovations.

*This is a summary of the totals consumed.

Energy	-2,19%
Water	+0,8%
Solid waste	-3,11%
Hazardous substances (kg)	-37,1%
Hazardous substances (l.)	-2,29%
Emissions per meal (kg.)	-5,89%
Emissions per meal (l.)	-2,29%
Plastic single doses	-22,9%
Fuel	-100%
Composted waste	-21,7%
Incinerated waste	-5,1%
Landfill waste	+1,72%

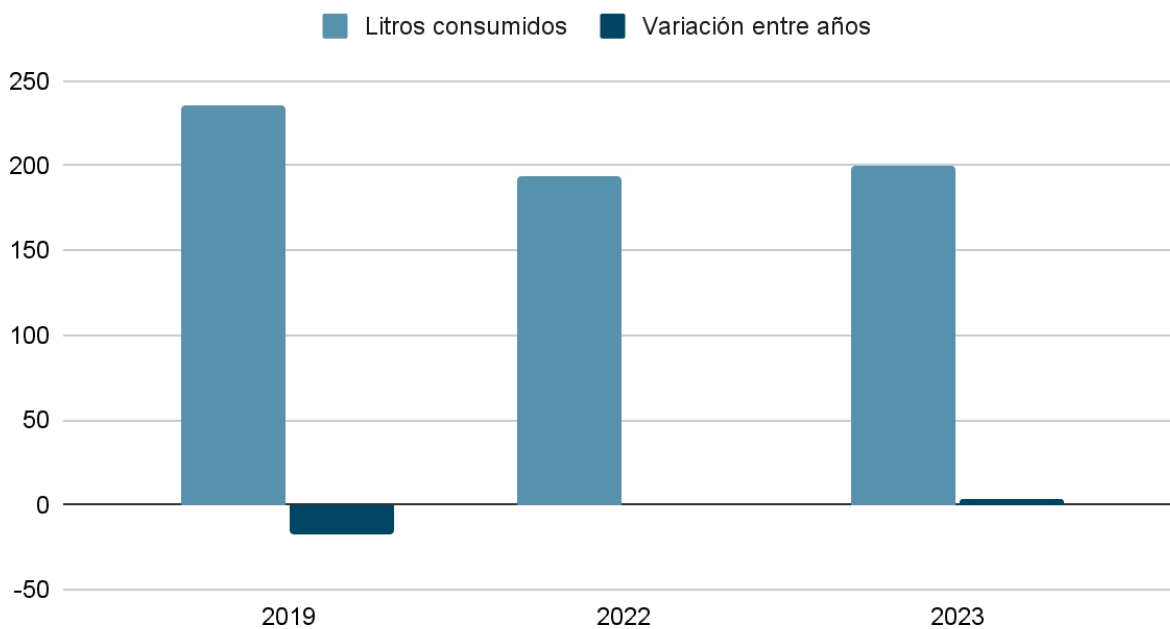
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t, Sebastiana
Moranta

6. Use of water

We are in our fourth year of a total refurbishment of the hotel. In all our refurbishments we implement efficient water saving measures:

- We changed the bathtubs in our rooms for showers.
- Replacement of shower heads, as necessary, with shower heads with a maximum flow rate of 10 litres per hour.
- Dual flush buttons on 70% of toilets.
- Mixer taps in all showers to improve temperature regulation.
- Efficient showers and washbasins with flow.
- Plants native to the region. Traditional trees.
- Drip irrigation and pressurised sprinkler irrigation.
- Information to our clients on how they can collaborate:
Stickers in rooms and information on reception screens and in room directories about responsible water use (towel cleaning, shower use, turning off taps).
- Information to our employees on how they can contribute to responsible water use, through signs, circulars, pictograms on forms and a code of good environmental manners.
- We have a manual of procedures for the hotel's landscaped areas, including the responsible use of water.
- Periodic inspections to ensure that washing machines are used at maximum load.
- Room cleaning protocol aimed at energy reduction and minimisation.
- Periodic inspections of machinery, pipes and taps to prevent water leaks.

Consumo de agua (l.) cliente/día



2019 vs. 2022 we reduce by 17.7% *2019 vs. 2022 we reduce by 17.7%.

*2022 vs. 2023 we increase by 3.5%.

7. Management of waste

We reduce the amount of waste we produce as much as possible and manage it responsibly by separating waste that can be recycled and reused.

- We manage the disposal of chemicals and toxic waste in a responsible manner by separating them for recycling and treatment by authorised bodies.
- We recycle used oil.
- We have waste containers in the areas for paper, glass and plastics.
- We have containers for batteries and plastic caps at the hotel reception.
- Paper and cloth bags are available at reception to avoid the use of plastic bags.
- We use an ozone machine for pool cleaning to reduce the use of chemicals and their residues in the water.
- We avoid useless packaging such as individual portions, except for what may cause a hygienic risk.
- We buy fruit and vegetables in reusable boxes.
- In 2023 we have started the implementation of a new Circularity Plan that includes a new waste management.
- We treat and recycle all cardboard packaging
- We inform our guests both in the room directory and on information boards at reception about how they can help minimise waste:
 - Avoid, where possible, using plastic bags and bottles. Most of these containers are single-use. In the Balearic Islands alone, 1.5 million plastic bottles are thrown away every day. Plastic remains in the environment for generations, contaminating soil, groundwater and seas.
 - Do not leave litter on the beach or in the water, be especially careful with cigarette butts and plastics.
 - Can you imagine how many towels are washed daily on the island and how much detergent is needed? If you think you can use your towels one more time, fold them and leave them on the towel rack.

- It is very important that you avoid leaving cigarette butts on the beach, they are impossible to remove.

- We have a policy of re-use of mats and other plastic beach items by hotel guests.

- We deliver laundry to customers in baskets or cloth bags instead of plastic bags.

- We conduct training courses with our teams on recycling and waste management.

- We use containers for recyclable waste.

- We have a special protocol for the disposal of hazardous waste.

- We have a cleaning protocol aimed at reducing waste.

- We have eliminated the use of plastic water bottles.

- We prioritise the purchase of drinks in backing boxes as opposed to drinks in individual bottles.

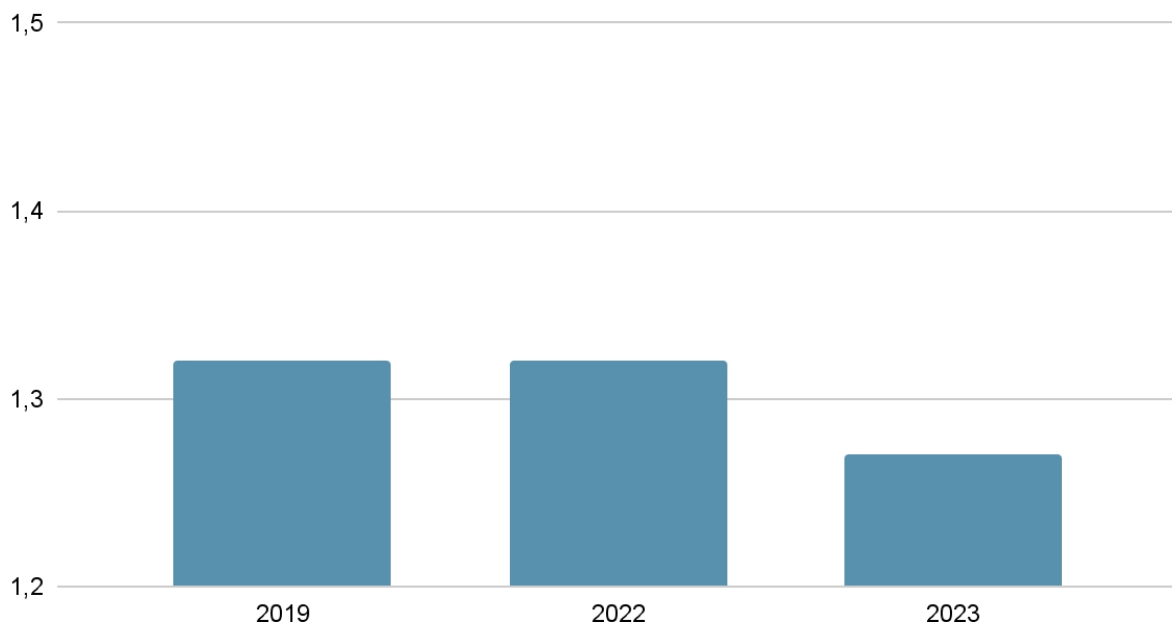
- We use an ozone machine for pool cleaning to reduce the use of chemicals and their residues in the water.

- Elimination of 80% of plastic curtains in rooms, replacement by glass partitions, avoiding plastic waste and use of detergents for washing.

- We use ecological soap for the rooms

- We present, through the Hotel Federation of Mallorca, a proposal to encourage recycling and waste minimisation on the basis of "Whoever produces more waste, pays more".
- We collaborate through the Hotel Federation of Majorca in the implementation of a "General Waste Plan".
- Our booking and invoicing system is fully electronic, eliminating the use and subsequent waste of paper.
- We have removed single-use welcome products from the rooms.
- We have eliminated plastic straws for drinks.
- We have eliminated 95% of single-dose sauces and condiments in our bars and restaurants.

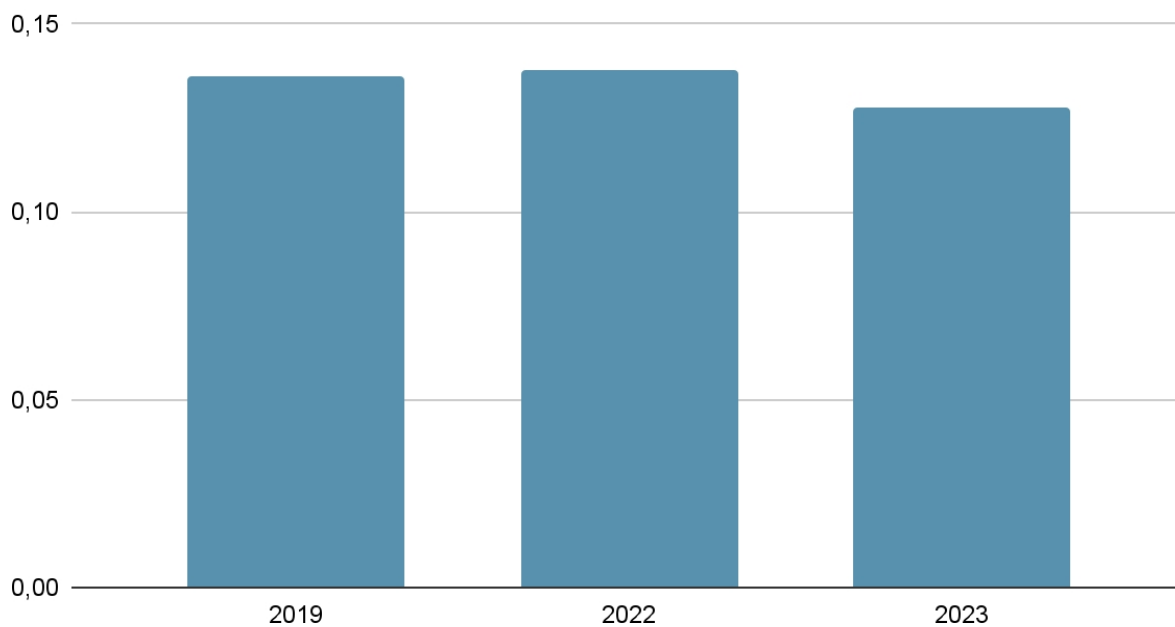
kg. x cliente/dia



*2019 vs. 2022 we reduce by 0%.

*2022 vs. 2023 we increase by -3.7%.

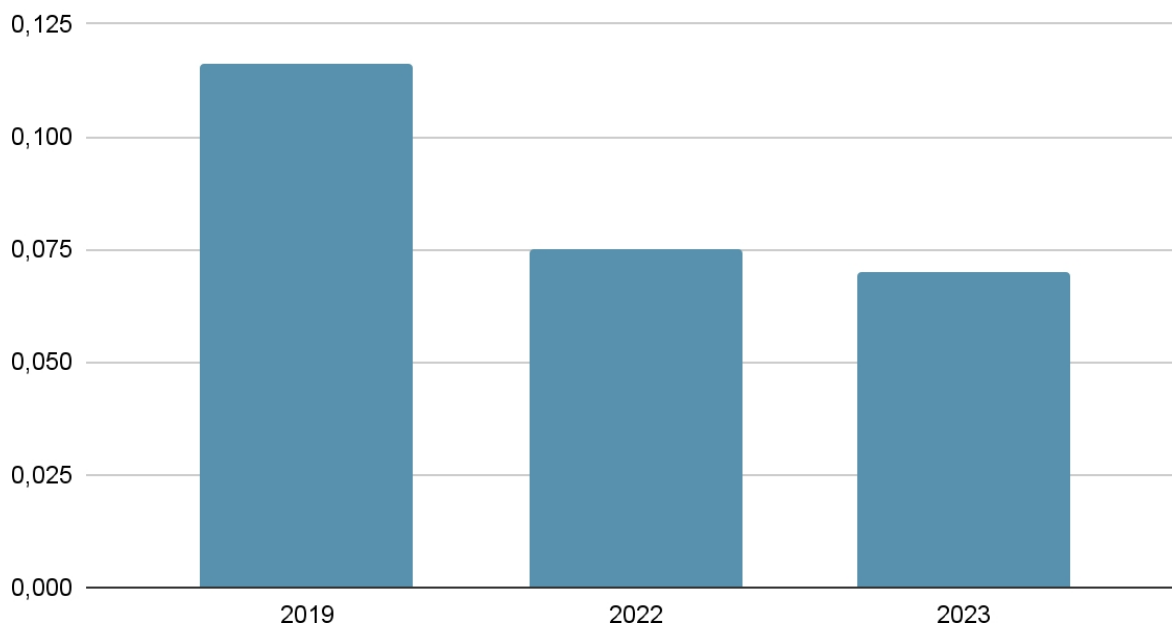
Residuos papel y cartón x cliente/día



2019 vs. 2022 we reduce by +1.4% *2019 vs. 2022 we reduce by +1.4%.

*2022 vs. 2023 we increase by -7.2%.

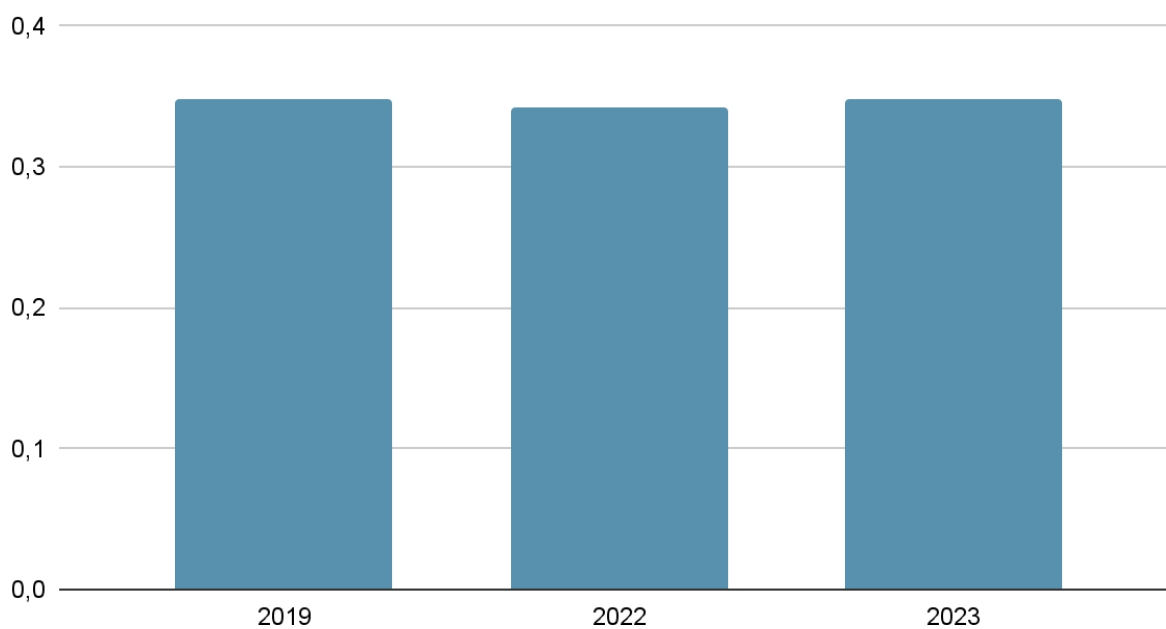
Residuos envases x cliente/día



2019 vs. 2022 we reduce by -35.3% *2019 vs. 2022 we reduce by -35.3%.

*2022 vs. 2023 we increase by -6.6%.

Residuos vidrio x cliente/dia



2019 vs. 2022 we reduce by **-1.72%** *2019 vs. 2022 we reduce by **-1.72%**.

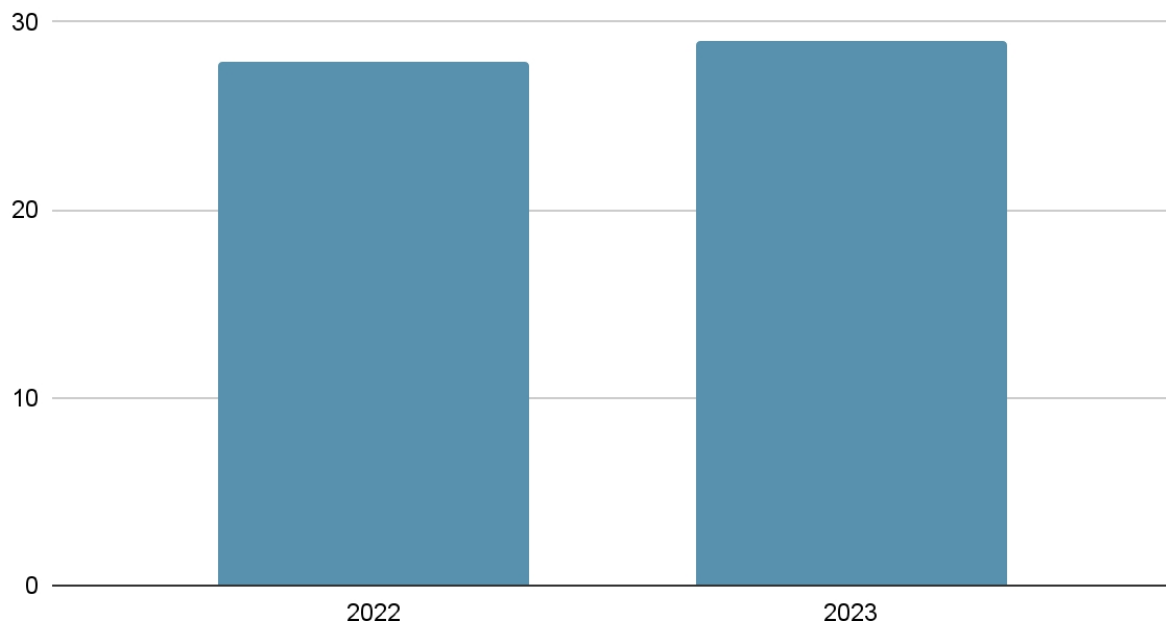
*2022 vs. 2023 we increase by **+1.72%**.

8. Emissions

Coal, petrol and, to a lesser extent, natural gas combustion produce carbon dioxide (CO₂) emissions, a major cause of the greenhouse effect. Our aim is to continue to reduce the reduction of pollution and CO₂ emissions produced by our activities by:

- The use of cleaner and more efficient systems whenever we have to change equipment and machinery.
- Replacement of diesel boilers and other equipment with natural gas.
- I support the recycling of solid waste, avoiding the manufacture of new materials and their consequent increase in greenhouse gases.
- We conduct an annual study of our carbon footprint.

Emisiones CO₂e (kg.) x cliente/dia



*2022 vs. 2023 we increase by **+1.12%**.

Hotel Son Bauló C.B.
Informe de Huella de Carbono 2020

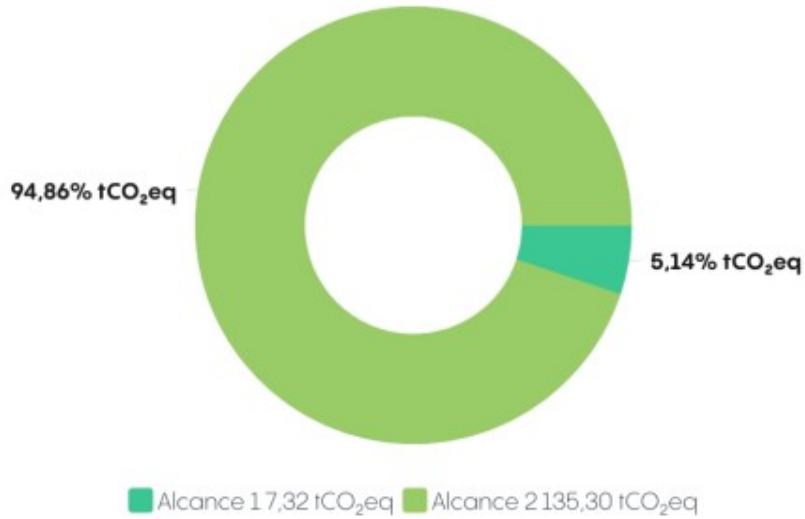


Gráfico 1: Distribución de las emisiones en función del alcance correspondientes al total de la sociedad Hotel Son Bauló C.B. en 2020.

Indicador de emisiones de GEI

Obtenidas las emisiones producidas en 2020 por el total de centros de trabajo de la sociedad, en la *Tabla 8* se muestran los indicadores de emisiones. En este caso, se presentan las emisiones por volumen de facturación anual, superficie construida y por empleado. En el caso de este último indicador, se debe tener en cuenta que uno de los centros permaneció cerrado durante 2020 y no tuvo empleados. Como se observa, en 2020 la organización Hotel Son Bauló C.B. obtuvo unos valores de **18,02 kgCO₂eq/€ facturado**, **0,3389 kgCO₂eq/€ facturado**, **0,0099 tCO₂eq/m²** y **4,1197 tCO₂eq/empleado**.

Tabla 8: Indicadores de emisiones correspondientes a la sociedad Hotel Son Bauló C.B. en 2020.

INDICADOR DE EMISIONES	ALCANCE 1	ALCANCE 2	ALCANCE 1 + 2
kgCO ₂ /pax	0,93	17,10	18,02
kgCO ₂ /€ facturados	0,0174	0,3215	0,3389
tCO ₂ /m ²	0,0005	0,0094	0,0099
tCO ₂ /empleado	0,2116	3,9082	4,1197

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Moranta

9. Saving energy

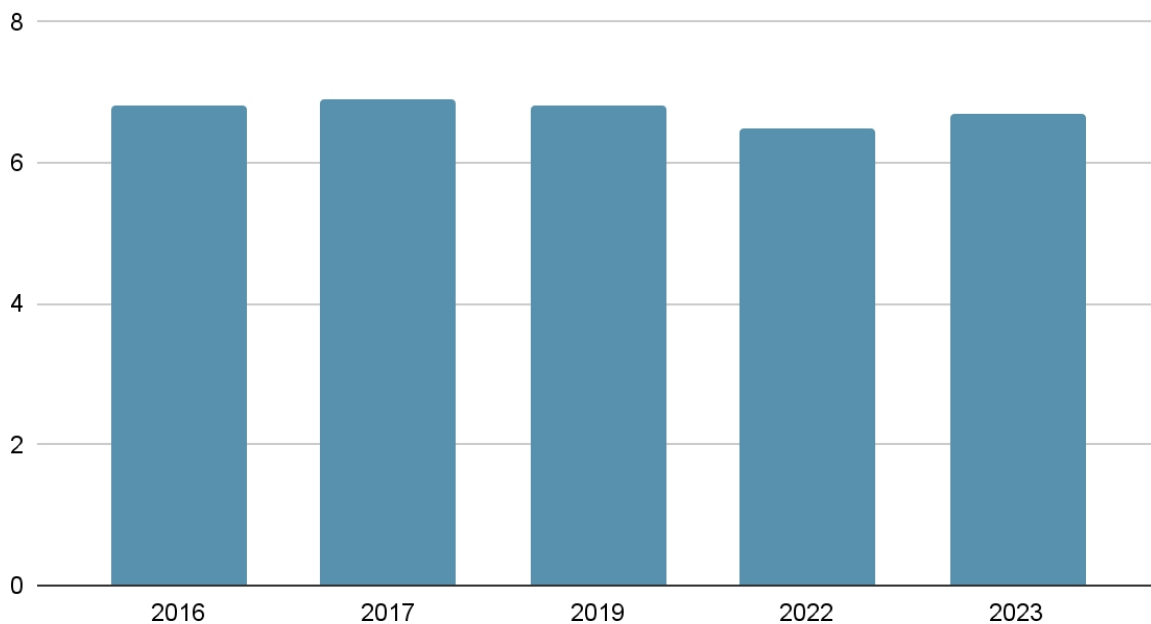
We progressively reduce our energy consumption, both in the form of fuel and electricity.

Measures applied at the Hotel Son Bauló, aimed at energy reduction:

- Total change of the lighting to LED and low consumption.
- Replacement of diesel boilers with natural gas, which produces cleaner energy.
- We only have lights on the balconies of the rooms overlooking the street, with a double purpose, to avoid light pollution as we border a natural park, and to reduce energy consumption.
- Solar lighting on terraces.
- Automatic switching off of air conditioning in rooms when guests open doors and windows to avoid unnecessary energy consumption and waste.
- Centralised control of air conditioning.
- Air conditioning use schedule that allows us to have it off, depending on the temperature, several hours a day, when it is not really necessary.
- Replacement of air-conditioning units with new, more efficient ones.
- Use of solar energy for terrace and pool showers.
- Use of room cards, so that the lights are switched off when the customer removes the card when leaving the room.
- We inform our guests both in the room information and on information boards at reception about how they can help to minimise energy consumption:
 - Turn off heating and air conditioning thermostats when they are not needed.
 - Turn off the lights and the TV every time you leave the room.
- We have a cleaning protocol aimed at reducing waste.
- We have a code of good environmental practice for our employees.

- We remind our employees by means of circulars and signs to turn off lights and equipment.
- We have replaced all our windows with double glazing to avoid cooling losses.
- Use of own alternator for peak power consumption.
- Replacing mini-bars in rooms with small, energy-saving refrigerators.
- Overhaul and optimisation of the entire electrical installation during the winter season 2022-2023
- Replacement of the dishwasher heater, previously electric and now gas.
- Replacement of the buffet, replacement of the hot wells with heating elements with glass-ceramic hobs and replacement of the old ice rinks.

kWh/estancia



*2019 vs. 2022 we reduce 0.3 kWh per room

*2022 vs. 2023 increases

10. Hazardous substances

- Use of an Ozone machine for pool cleaning to reduce the use of chemicals.
- Data sheets are available with toxic and harmful properties (organic solvents), flammable (paints, turpentine), corrosive (plungers, acids, oven and sink cleaners, dishwashing products), irritant (bleach, ammonia, turpentine), explosive (aerosols such as air purifiers or paints) and environmentally hazardous (CFCs, pesticides). The table below identifies some products that may contain hazardous substances and are commonly used in different areas.
- We buy seasonal fruit and fish.
- We have a protocol for the use of hazardous substances.
- We train our employees in the handling of hazardous substances.
- We use organic soap for the rooms.
- We ask our customers to re-use towels to avoid unnecessary washing and detergent use.
- We do not use chemical fertilisers in gardening.
- Disposal of fluorescent lamps and bulbs for re-cycling to specialised companies (Ferrimet).
- We follow the following criteria:
 - Cleaner production or prevention.
 - Minimisation of risk through the application of good practices.
 - Use of personal protective equipment.

CHOICE CRITERIA AND PURCHASE:

1. Get advice.
2. Choose non-hazardous or the least harmful products possible.
3. Purchase the right amount and avoid surpluses.
4. Read the label and check the suitability of the product.

5. Avoid the use of aerosols, particularly corrosive ones.
6. Whenever possible, avoid the use of dangerous products (neutral soap, ecological cloth...).

STORAGE:

1. Read the label.
2. Maintain a continuously updated inventory.
3. Separate hazardous products (toxic, flammable, etc.) from non-hazardous products.
4. Do not stack too many boxes.
5. Keep away from heat sources (lamps, radiators,...), sparks (sockets...) or drains and sewers.
6. Protect from sunlight.
7. Keep containers properly closed .

USE:

1. Secure and read the mandatory label for hazardous products.
2. Do not mix products unless advised by the manufacturer.
3. Do not transfer products into unlabelled containers.
4. Correct dosage.
5. Correctly close containers.
6. Avoid spillage and residues on application.
7. Use equipment and take protective measures.
8. Handle dangerous products with care, avoiding shocks and sudden movements.

WASTE, DISCHARGES AND EMISSIONS:

1. Separate waste correctly.
2. Do not burn or bury packaging and waste.
3. Avoid uncontrolled liquid discharges.
4. Treat hazardous waste properly (official recycling companies).
5. Preventing the release into the atmosphere of substances that degrade air quality as well as the ozone layer.

11. Safety and hygiene

Hotel Son Bauló strictly follows a Health and Hygiene programme for the safety of its clients and staff, covering food safety in accordance with international norms and standards.

We conduct monthly audits to ensure compliance with the plan, carried out by [Preverisk](#).

[HACCP](#) and [HACCP](#) plan:

- Premises, facilities, equipment and water. Adequate infrastructures, facilities and equipment, complying with the "go forward" principle, from dirty to clean to avoid cross-contamination. Good maintenance and correct use. Strict control of water quality.
- Suppliers. Control of the origin and health safety of all raw materials and materials in contact with food. Identification of the companies that provide us with services
- Cleaning and disinfection. Elimination of residues and reduction to an acceptable minimum of micro-organisms that may contaminate food.
- Pests. Establishment of measures for the prevention and, if necessary, elimination of animals considered to be pests.
- Manipulation.

- Ensuring that food handlers acquire adequate knowledge of food hygiene and safety and apply it correctly in their daily work.

Handling processes.



Certificado higiene y salud

Hotel Son Bauló

This establishment has implemented a Health and Hygiene programme to ensure the security of their guests and staff. This programme covers food safety in line with international standards and regulations. The management of this company is fully committed to the compliance of the said international standards and regulations.

Este establecimiento ha implementado un programa en Higiene y Salud para la seguridad de sus clientes y personal, cubriendo la seguridad alimentaria de acuerdo con las normas y estándares internacionales. Por ello, la Dirección del establecimiento se compromete a velar por el correcto cumplimiento de estas normas de acuerdo con los citados estándares internacionales.

23/05/24

Responsable de Certificación
Preverisk Group

A handwritten signature in black ink, consisting of a large, stylized 'S' or 'P' shape with a horizontal line through it, and some smaller scribbles.



12. customer satisfaction

Our most important goal is the satisfaction of our guests, which is why we strive to make your stay in our hotels as pleasant as possible. This is made possible in large part by our employees, who are in direct contact with our guests.

We are always attentive to our customers' needs and feedback, whether through our questionnaires, social media, complaints and suggestions management and measuring satisfaction standards both by our Tour Operators and ourselves.

By our main tour operator (TUI):

Category	Score 2022	Score 2023	Variation between years
General	85.1	85.7	+0.6
Service	89.2	90.2	+1
Environmental policy	88	89.5	+1.5

By internal review:

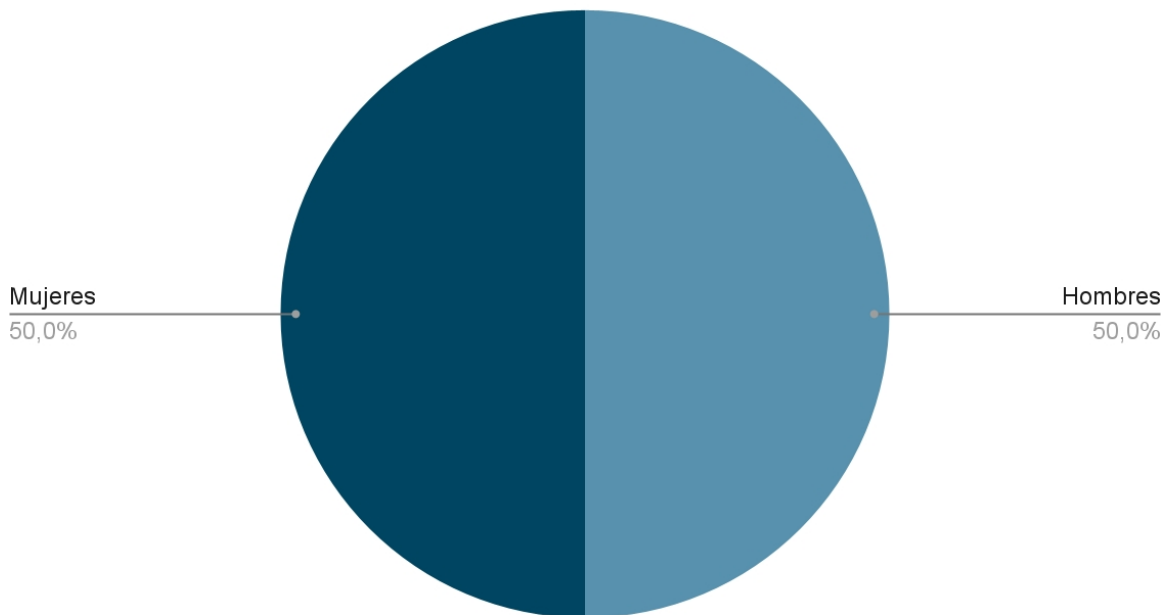
Category	Score 2022	Score 2023	Variation between years
General	86	87.4	+1.4
Restaurant	89.9	89.9	+0
Environmental policy	79.7	82.2	+2.5

Director,
Sebastiana Moranta

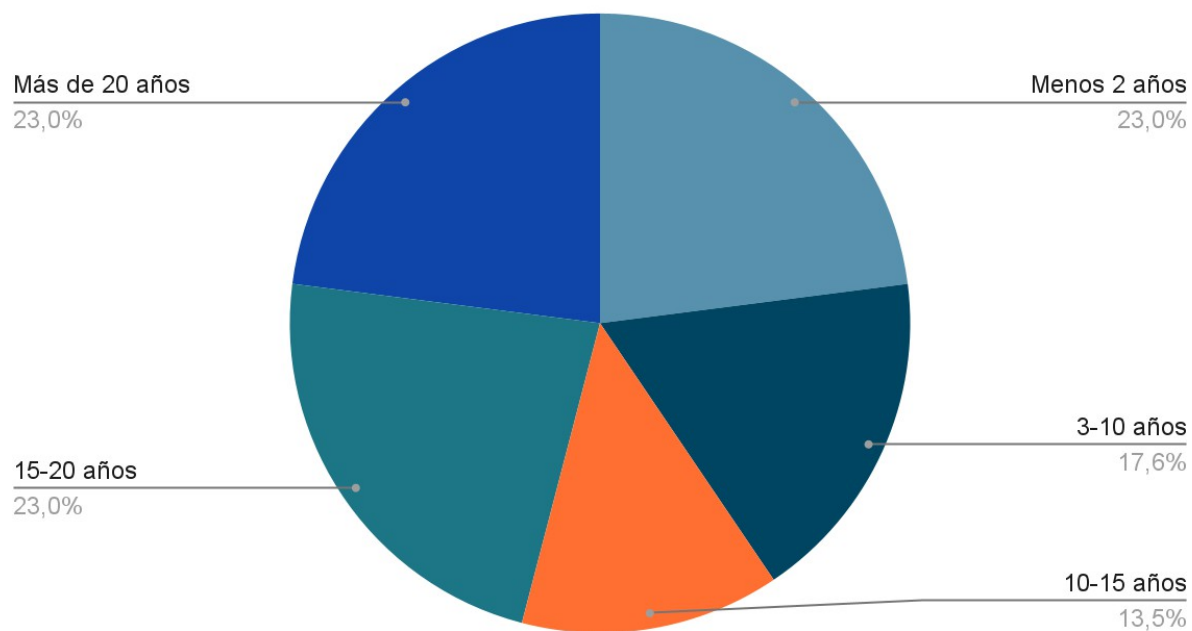
13. Labour rights and human rights

- We strictly comply with labour and human rights legislation.
- We guarantee dignified, fair and equal treatment, promoting professional development.
- We have an anti-discrimination policy to promote equality between men and women and to overcome social prejudices.
- We have an inter-institutional protocol for the detection, prevention and care of gender-based violence.
- We apply a stringent health and safety policy to protect customers and employees.
- Our team is characterised by its loyalty to the company.
- We have a regime of coexistence, behaviour, and hygienic-sanitary.
- We have a child protection protocol.
- We have a complaints channel.
- We have a welfare to work coordinator.
- We have a complaints and suggestions system.

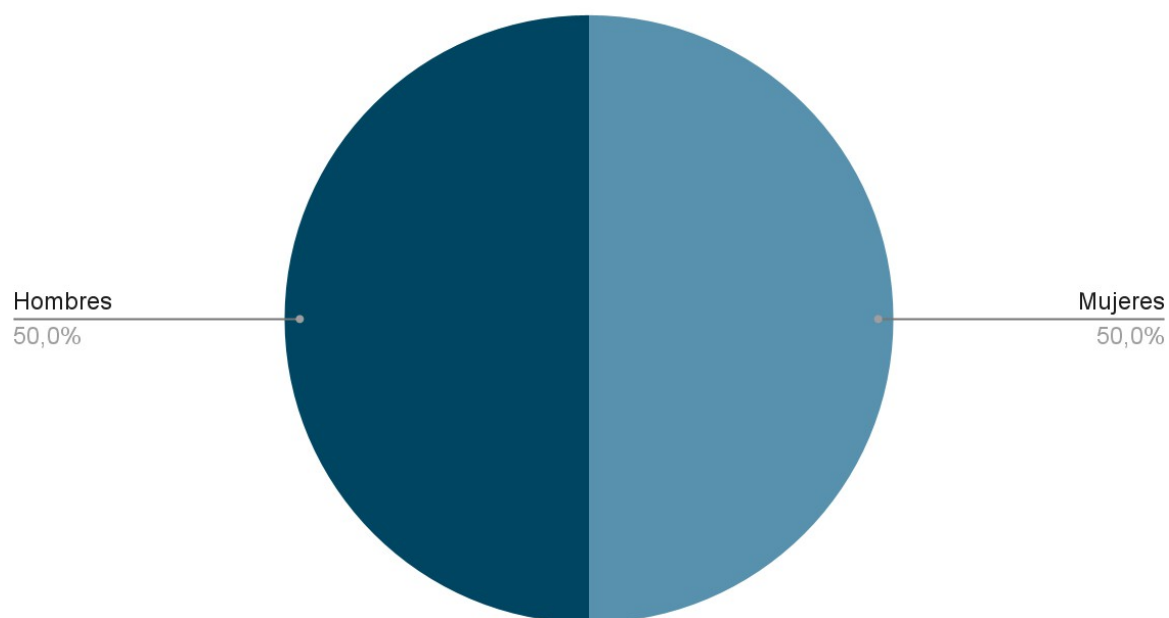
% hombres y mujeres en la empresa



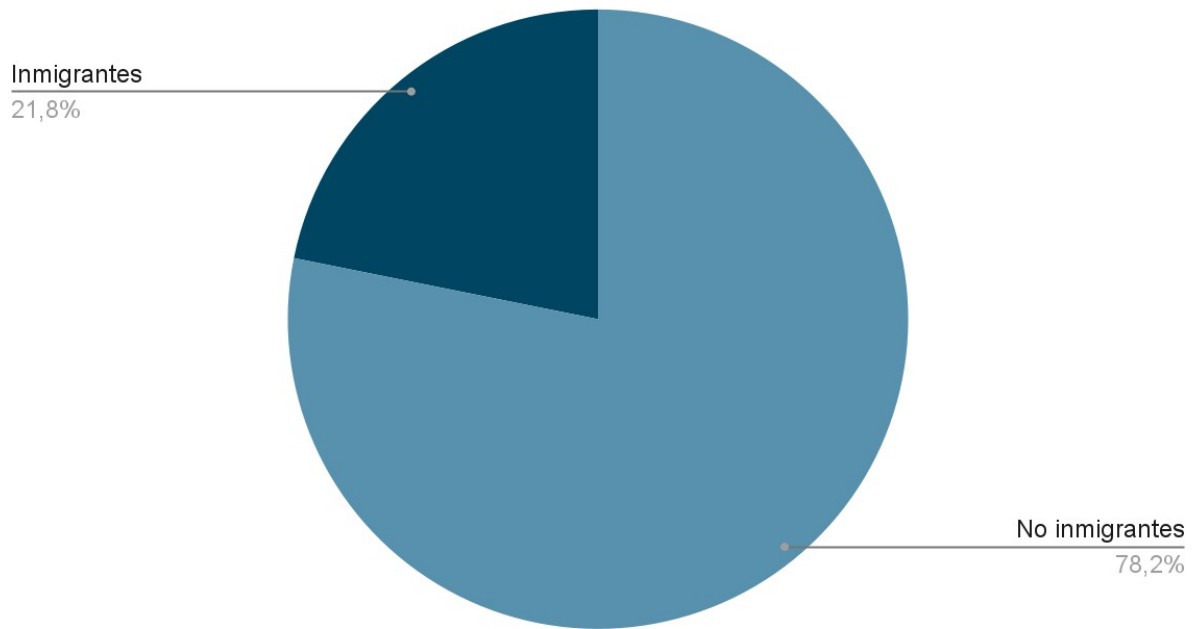
Antigüedad personal



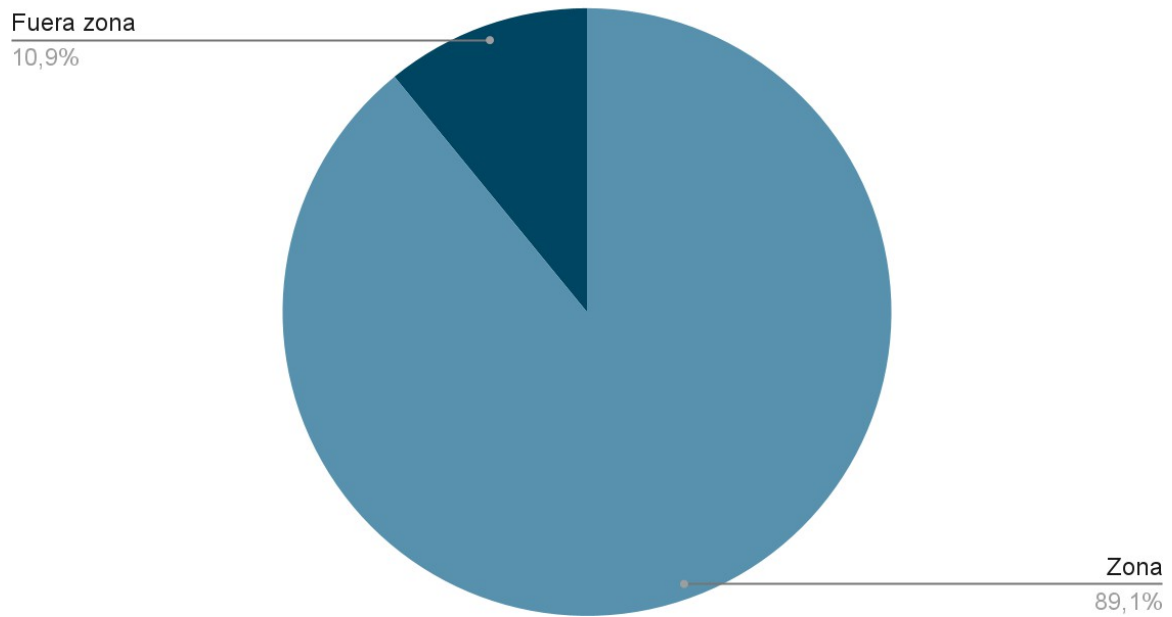
Puestos de responsabilidad %



Points scored



Personal que procede de la zona %



We prioritise on-the-job training and internal promotion through vocational, safety, hygiene, health and sustainability training.

TRAINING 2023 - 24

1. Swimming pool lifeguard course: Given by IISE (Institut Superior d'emergències).
2. Training course on the correct use of chemical products for housekeepers and chambermaids. Given by Industrias Argui.
3. Swimming pool maintenance course. Delivered by Nord Consult.
4. Course on Food Hygiene and allergen management Given by Preverisk.
5. Defibrillator renewal course. Given by S.A.P. (Professional Aquatic Rescue).
6. Swimming Pool Lifeguard Course. Given by Sports 85.
7. Course on allergen management and food safety. Delivered by Preverisk.
8. Course on Food Handling and HACCP in Catering. Delivered by Preverisk.
9. Occupational Risk Prevention Course. Given by the Balearic Prevention Service.
10. Sustainability courses. Delivered by FEHM.
11. Circularity courses. Delivered by FEHM.

For the management of the internal customer, we carry out a series of actions and facilities:

- We have a suggestion box for our employees.
- We hold regular meetings with department heads to discuss complaints and suggestions.
- All departments are informed on a monthly basis of the best employees chosen by customers by mention in the questionnaires.
- All employees are made aware of the monthly results on customer satisfaction, both TUI's and our own, as well as a report on why customers book our hotel and the most repeated complaints.
- We provide our employees with hotel rooms and laundry service on request.
- We have and comply with an Occupational Risk Prevention Plan in the preparation of which our employees participate and which includes:

- The company's policy and objectives regarding Occupational Risks.
 - The structure of responsibilities of each member of the company.
 - The model of preventive organisation in compliance with the law
 - Risk Assessment.
 - Preventive action planning.
- We carry out a study of the load of the chambermaids.
 - We promote human rights and, in particular, children's rights.
We have and comply with a protocol in case of abuse.
 - We reject and condemn the exploitation of human beings, in any form, especially sexual exploitation and in particular when it affects minors.

Director,
Sebastiana Moranta

14. Wildlife

We carry out information activities such as accompanied visits to the [SON REAL](#) Protected Natural Area, with which the hotel borders. During these visits, as well as on our information panels, we provide information about the protected species.

- For example, the Mediterranean tortoise is forbidden by law to be caught.
- Explanation of the "St. Lucia Stones".
- Crayfish are shown and it is forbidden to take them.
- Sea urchins are shown and it is forbidden to take them.
- The "dune system" is shown and explained.
- The "fonoll marí" is shown and it is reported that it is currently forbidden to take it.
- The seaweed "poseidonia" is taught and explained, stressing that its remains on the beach are not a sign of dirt.
- We inform and encourage visitors to visit our nearby natural areas of special interest:
- Torrent of Son Bauló. Located right next to the hotel.
- We inform about the species that can be sighted.
- Natural Park of "L'Albufera".
- We have information panels and a corner in the Reception area with books, brochures and maps about the flora and fauna of our area, as well as bird watching, which can be done directly from our terraces and rooms.
- We collaborate with Greenpeace.

Director,
Sebastiana Moranta

15. Local community and social action

- We collaborate with the dissemination and maintenance of our local traditions, history and art.
- Accompanied visits to the Natural Protected Area of SON REAL, with which the hotel borders, including a visit to the Prehistoric Necropolis of Son Real.



- Publication of the "Conjunt Retaulístic de l'Església Parroquial de Santa Margalida" and donation of all the profits from its sale to the restoration of the Parish Church of Santa Margalida.

- Creation of a volume on "The History of Mallorca" through excursions, visits and gastronomy. The first volume, from prehistoric times to the end of the Roman domination, is already finished and available to our employees, clients and our community. The second, from the end of the Roman domination (4th century) to the end of the Byzantine period (9th century), is in preparation. *For example View of Ternelles:*

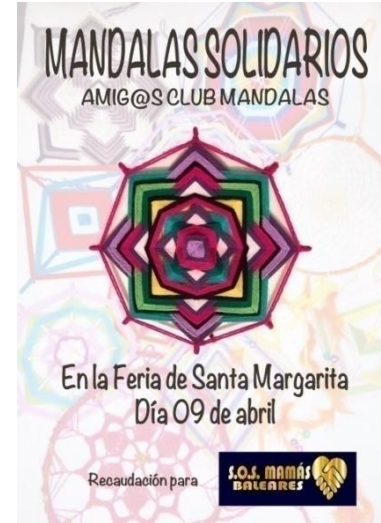


- The hotel has a collection of art by local artists, born and/or resident on the island, both in painting and sculpture. Among other artists, we have original works by Joan Bennássar, Cristina Escape, Eduard Vich, Gloria Más, Mercedes Laguens, Alan Brundige, Aleix Llull, Maria Carbonero, Juli Ramis, Ramón Canet, Brunet, Carlos Gelabert, Florencio Subías, Geoffrey Mcewan, Tofol Sastre, Herbert Lautmann, Jeronima Ramis, Jesús Canovas, Joan Vallespir, José Aranda, Llabrés Campins, Manolo Sáez, Manuel Aramendia, Ñaco Fabrè, Miró Llull, Josep Guinovart, Pep Coll, Rafa Forteza, Rafael Amengual and Tolo Seguí.
- We participate in the "Saladina Art Fest Can Picafort". Various artists create murals in different parts of the municipality.
- We involve our clients in the local rituals, ceremonies and celebrations by means of information panels and our entertainers:
 - The night of San Juan (23 June)
 - The Feast of the Virgins (21 October)



- In order for the community to benefit from tourism. A policy of preferential purchase of local produce in fruit and vegetables is established.
- A weekly dinner is set up in which all the products and dishes are local.
- Collaboration in the maintenance of the beach lifeguards.
- Annual collaboration with the cleaning of the Son Bauló torrent.
- Collaboration by providing free hotel stays to various local associations and for the patron saint festivities.
- Collaboration with the local school, through the gift of T-shirts at the end of the season and the payment of a school trip for a pupil (according to the criteria of the school staff).

- Collaboration with the local association "Club Mandalas". They make yarn mandalas for fairs and exhibitions. The profits are used for the purchase of basic necessities for the NGO "SOS mamás".



- Collaboration with the Social Welfare department of the City Council by means of:
 - Delivery of food at the end of the season.
 - Delivery of cradle blankets on request.
 - Delivery of toys for the Epiphany festivities.
- Collaboration with the local women's association. And as part of its activity in favour of helping abused women, providing a room or premises whenever necessary.
- We collaborate with:
 - Cancer Relief "A moving ribbon".
 - Annual local fundraising dinner for Cancer Relief.
 - Action Aid.
 - Children's Villages.
 - Collaboration with the Red Cross.
 - We help children with AIDS in Mallorca by buying sweets that we use to welcome them in their rooms.

16. Projects for 2024

- Achieve the Travelife certificate in Sustainable Tourism.
- To continue with a strict control of the legislation on environment, labour, human rights, health and safety at work, and social responsibility, both of our autonomous community, Balearic Islands, of the Spanish State, and of the European Community. We have made it known to our employees, clients, suppliers and collaborators.
- Publish and translate the "Sustainability Report 2023" into several languages.
- Implement the Circularity Plan.
- Decrease in the percentage of CO2e and our Carbon Footprint.
- Increased installation of solar panels.
- Outsourcing of laundry services.
- Eliminate hot water storage tanks for direct consumption.
- Continuing with our hotel refurbishment, and as part of the

Implementation of efficient water saving measures:

- Changing the bathtubs in our rooms for showers.
- Replacement of shower heads with shower heads with a maximum flow rate of 10 litres per hour.
- Dual flush buttons on 15% of toilets.
- Efficient showers and washbasins with flow.
- Maintain the percentage of litre usage per customer.
- Periodically carry out campaigns to collect cigarette butts from the beach, with a double objective: to clean the beach and to make our customers aware of the problem of cigarette butts on the beach.
- Do not increase the percentage of kg per customer of waste production.
- Make cloth bags for customer use instead of plastic ones. Consider placing them in the room as welcome items.
- Decrease electricity consumption by 0.15%.
- Maintain the overall Customer Satisfaction scores of both our main Tour Operator TUI and our own.

And within the sections it encompasses improving our two lowest scores, at least by 1%:

- Staff training for 2024:

- Courses on Sustainability in the tourism sector
- Allergen management and food safety course.
- Occupational Risk Prevention Course.
- Course on guidelines for action before viral outbreaks.
- Swimming Pool Lifeguard Course
- Food handling course.
- Sustainable mobility course.
- Put up information panels in the pool area, facing the Torrent de Son Bauló with photos of the species that can be seen, among others: Turtle, Tortoise, Kingfisher, Coot, Moorhen, Razorbill, Mallard, Cormorant, Grey Heron, Cattle Egret, Osprey and Aquatic Warbler.
- New information panels in Reception adding the Sea Turtle to the protected species, explaining what to do in case of sighting one.
- New, more extensive panels on Son Real, adding to the flora and fauna, the interpretation centre and the "possessió" houses.
- Increase our actions to campaign against the use of plastic and in particular its dumping in our seas.
- Produce and make available to the client an information brochure on the works of art exhibited in the hotel, mostly by local artists.
- Add to our social and human rights partnerships:
 - Collaborate with Médecins Sans Frontières.
 - Collaborate with the local NGO "Amigos de Buba", a medical aid for African children, which started with the help of a child: Buba. Buba came to Mallorca and stayed for several years to be treated for his serious illnesses, later the actions in his place of origin were extended.
 - Collaborate with "Educo": A global NGO for development cooperation and humanitarian action that works in favour of children and the defence of their rights, especially the right to receive a quality education. We work with children and their environment to promote fairer and more equitable societies that guarantee their rights and well-being.
 - Initiate collaboration with the local veterinarian for the maintenance and control of cat colonies.

- Collaboration with Imedea, University of the Balearic Islands. Dissemination of bee protection.
- Collaboration with COFIB (Consortium for the recovery of the fauna of the Balearic Islands).
- Initiate collaboration with the Voltor Foundation for bird conservation.
- Baulina Restaurant: Encouraging the use of local products and locally produced local dishes.
- To make the second volume on the History of Mallorca available to anyone interested, customers, staff, local people, through excursions, visits and meals.
- Analysis of the relationship between the psychosocial climate and the satisfaction of the people working in the hotel.

Att.
Management,
Sebastiana Moranta