

SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY REPORT
INTUROTEL 2025



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ENVIRONMENT

Regarding energy consumption, the first table shows the total consumption of different hotels, including energy usage and waste production.

Inturotel						
Total Consumption						
	Cala Esmeralda		Sa Marina		Esmeralda-Azul	
	2023	2024	2023	2024	2023	2024
Paper/Cardboard (Tn)	11,38	9,31	4,90	4,75	21,04	20,72
Glass (Tn)	10,51	10,40	3,06	2,015	15,52	17,77
Plastic (Tn)	11,38	6,88	3,72	2,50	20,29	19,41
Organic (Tn)	32,38	26,49	62,66	56,58	184,62	174,94
Electricity (kWh)	874.939	866.057	873.164	777.395	2.600.949	2.365.267
Diesel/Propane (kWh)	727.015	577.596	410.284	536.219	397.055	452.865
Water (m³)	17.805	16.752	29.709	23.804	107.121	98.678

Note: Paper, Glass, Plastic in tons; Electricity in kWh; Diesel and Propane in kWh; Water in m³.

Esmeralda–Azul refers to the complex including Azul Park, Esmeralda Park, Azul Garden, and Esmeralda Garden.

Inturotel						
Consumption per Overnight Stay						
	Cala Esmeralda		Sa Marina		Esmeralda - Azul	
	2023	2024	2023	2024	2023	2024
Paper/Cardboard (Tn)	0,2	0,15	0,06	0,06	0,05	0,05
Glass (Tn)	0,1	0,17	0,04	0,03	0,04	0,04
Plastic (Tn)	0,2	0,11	0,04	0,03	0,05	0,05
Organic (Tn)	0,57	0,44	0,77	0,72	0,47	6,19
Electricity (kWh)	15,53	14,45	10,67	9,87	6,60	6,19
Diesel/Propane (kWh)	12,90	9,64	5,01	6,81	1,01	1,18
Water (m³)	0,32	0,28	0,36	0,30	0,27	0,25

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Calculation of the Carbon Footprint, as indicated by Decree 48/2021 of December 13, which regulates the Balearic Carbon Footprint Registry, (calculated by the two companies that are legally required).

Carbon Footprint Results (Tn CO ₂ eq).				
EURO MAR D'OR				
HOTEL	2020	2021	2022	2023
ESMERALDA PARK	68,04	125,06	216,72	220,79
ESMERALDA GARDEN	0,73	0,86	11,89	16,51
CALA AZUL PARK	21,83	249,05	184,21	283,97
AZUL GARDEN	15,54	79,85	88,46	68,39
CALA ESMERALDA	110,23	86,86	142,87	207,17
SA MARINA	3,88	83,43	100,73	153,42

PROMOTORA TURÍSTICA MEDITERRÁNEA(Tn CO ₂ eq)				
HOTEL	2020	2021	2022	2023
ESMERALDA PARK	40,01	75,26	97,07	95,69
ESMERALDA GARDEN	0,73	0,86	10,12	14,79
CALA AZUL PARK	19,05	62,38	98,66	64,89
AZUL GARDEN	4,37	29,51	33,04	37,51
CALA ESMERALDA	33,68	64,11	66,90	47,66
SA MARINA	3,88	33,89	51,78	56,84

SOCIETY

Purchases and Promotion of Local Products

We belong to the Cala d'Or Hotel Association, the Mallorca Hotel Federation, and the Spanish Confederation of Hotels and Tourist Accommodations. We are committed to local development and offer native cuisine, prioritizing local suppliers.

Local suppliers and installers were involved in various renovations.

Sponsorships and Charitable Projects

- Sponsorship of the Portocolom Sailing School
- Sponsorship of children's football clubs in S'Horta and Cala d'Or, and the Felanitx Swimming Club
- Financial support for local festivities and extraordinary events (sports and/or cultural), such as the Cala d'Or Jazz Festival and FIET Festival in Villafranca
- Collaboration with the ALDABA Foundation
- Sponsorship agreement with the Porto Colom Yacht Club for nautical sports

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Promotion of Traditional Mallorcan Culture

We introduce our guests to local traditions such as "Ball de Bot," collaborate with artisan markets, and encourage visitors to attend cultural events in Cala d'Or and surrounding areas.

We maintain instant communication with guests via social media, informing them about local events and festivities.

2024 OBJECTIVES

ENVIRONMENT. REDUCTION OF GREENHOUSE GASES.

- Reduce electricity consumption by 1% compared to 2023.
- Reduce diesel consumption by 1% compared to 2023.
- Reduce propane consumption by 1% compared to 2023.
- Reduce water consumption by 1% compared to 2023.

PROTECT AND SUPPORT BIODIVERSITY.

- **WASTE**
 - Reduce the amount of waste per stay by 1%, including paper, packaging, glass, and organic waste.
- **BIODIVERSITY**
 - With the aim of reducing electricity, diesel, and propane consumption, we seek to demonstrate our commitment to reducing pollution.

SOCIETY:

- Purchasing and promotion of local products.
 - Increase the consumption of local products, thereby reducing the consumption of high-emission foods.
 - Increase the use of local installers and suppliers.
- Sponsorships and local projects.
 - Continue with the sponsorships and charitable projects initiated in 2021.
- Promotion and dissemination of traditional culture.
 - Maintain visits to local markets and the most important natural and cultural areas.
- Human rights.
 - Strengthen measures to prevent discrimination, exploitation, harassment, and to promote fair treatment.

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- Strengthen protocols to detect and prevent the exploitation or abuse of minors and to report any suspicious incidents.

RESULTS 2023 – 2024

At **Cala Esmeralda**, the goals of reducing electricity, diesel/propane, and water consumption by 1% were met.

Waste per stay also decreased, except for glass, which remained the same as in 2023.

At **Sa Marina**, the goals for electricity and water consumption were met. Propane consumption increased due to a switch from diesel to propane in 2023.

Waste per stay also decreased, meeting the target.

At the **Esmeralda–Azul complex**, the goals for reducing electricity and water consumption were met.

Due to the transition from diesel to propane, initial technical issues caused an increase in propane consumption.

The goals for reducing cardboard, glass, packaging, and organic waste were also met.

Community Projects

We collaborated with the ALDABA Foundation and financed part of the furniture for their new shelter apartment under the “La Llar des Cocó” program.

2025 OBJECTIVES

We aim to improve further by increasing the reduction target to **3%**, committing to reduce greenhouse gas emissions and protect biodiversity.

We are launching new initiatives across all operations to help us reach our **2033 goals**.

We encourage guests, employees, and visitors to support us by following reminders distributed throughout the hotel on saving water, energy, and reducing waste.

Inturotel Policy Summary

- **Quality Policy:** Strong customer orientation and promotion of quality to create value and differentiate from competitors.
- **Environmental Policy:** Commitment to sustainable development and environmental protection across all departments.
- **Local Social Policy:**
 - Promotion of zero-kilometer products from local farms and livestock
 - Donations and charitable projects
 - Promotion of traditional Mallorcan culture

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- **Personnel Policy:**
 - Welcome Manual
 - Suggestion Box
 - Training
 - Internships
 - Student support
 - Inclusion of people with disabilities
 - Anti-discrimination policy and harassment protocols
- **Health and Safety Policy:**
 - Risk assessment for each establishment to ensure health and safety for both staff and guests
- **Harassment Policy:**
 - Practical guidance for employers and employees to prevent workplace harassment
- **Child Protection Policy:**
 - Commitment to respecting children's rights

With all these policies of the Inturotel group, we commit to respecting and protecting human rights so that everyone receives fair and respectful treatment. As part of this commitment, we will regularly train our staff on preventing discrimination.

We also commit to safeguarding the well-being of children and young people. Our policy regarding minors is to always report any suspicion of child exploitation or abuse to the police. We also encourage our guests, staff, and visitors to report any suspicion of child exploitation or abuse to the local police.

CONCLUSIONS.

With this sustainability report, we aim to demonstrate that the INTUROTEL group is **committed:**

- to protecting and supporting biodiversity through the various actions being carried out.
- to reducing greenhouse gas emissions.
- to protecting and respecting human rights.
- to protecting children.

In addition, we help protect biodiversity through actions as simple as:

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- **SUNSCREENS:** some ingredients found in certain sun protection products are very harmful to marine life and coral reefs, even in very small quantities, including when they are washed down the sink or shower drain in hotel rooms.

For this reason, we encourage our guests, suppliers, and point of sale to look for marine-life-friendly alternatives if they use sunscreens containing any of the following ingredients: Oxybenzone, Benzophenone-1, Benzophenone-8, OD-PABA, 4-Methylbenzylidene Camphor, 3-Benzylidene Camphor, Nano Titanium Dioxide, Nano Zinc Oxide, Octinoxate, and Octocrylene.

- **PERSONAL CARE PRODUCTS:** washing or bathing with soaps, shampoos, conditioners, lotions, gels, and any other personal care products that may contain microplastics can cause serious long-term damage to biodiversity. It is better to avoid these products: Polyethylene, Polypropylene, Polyethylene terephthalate, Polymethyl methacrylate, Polytetrafluoroethylene, nylon.
- **PHYTOSANITARY PRODUCTS:** It is advised not to use or buy the following POPs in garden departments: Aldrin, alpha-hexachlorocyclohexane, chlordane, DDT, dicofol, dieldrin, endrin, heptachlor, HCB, lindane, mirex, pentachlorobenzene, pentachloro benzene, PCP, perfluorooctane sulfonic acid and its salts, perfluorooctanesulfonyl fluoride, technical endosulfan and its related isomers, toxaphene.
- **GREENHOUSE GASES:** As much as possible, we will try not to use the following gases: Chlorofluorocarbons (CFCs), Hydrochlorofluorocarbons (HCFCs), and the following hydrofluorocarbons (HFCs) R134a, R404A, R407A, and R410A. Although in Spain, the sale of these gases is not prohibited.

We are also committed to responsible tourism, and for that reason we suggest the following guidelines to our guests:

1. Respect for the local community

- Treat residents and workers with kindness and respect
- Avoid disturbing noise, especially at night
- Respect the rules of coexistence at the destination
- Be patient and polite in shops, restaurants, and services

2. Care for the natural environment

- Do not litter (use bins or recycle)
- Do not leave waste on beaches or coves
- Do not take natural elements with you (shells, sand, stones)
- Respect flora and fauna (do not damage plants or disturb animals)

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3. Responsible use of resources

- Take short showers and use water responsibly
- Turn off lights, air conditioning, and the television when leaving
- Reuse towels and bed linen
- Recycle within the hotel whenever possible

4. Responsible consumption

- Support local businesses and products from the area
- Avoid wasting food
- Value local and seasonal cuisine
- Reduce the use of plastics (bottles, bags, etc.)

5. Sustainable mobility

- Walk whenever possible
- Use a bicycle or public transport
- Reduce unnecessary car use

6. Cultural respect

- Wear appropriate clothing in public spaces (especially outside beach areas)
- Ask permission before taking photographs of people
- Learn about and respect local customs

Not only is it important to treat our guests well, but there are also different measures that we recommend to our staff:

Support for the Community

We contribute to the well-being of the destination's social and economic environment.

Simple measures for staff

- Treat guests and colleagues with respect, kindness, and professionalism
- Promote a positive working environment
- Recommend to guests:

Impact

These actions help to:

- Strengthen the local economy
- Improve coexistence between tourists and residents
- Create more responsible and sustainable tourism

Protection and Support for the Environment

We work to reduce the hotel's environmental impact.

Simple measures for staff

- Turn off lights and equipment when they are not in use
- Avoid wasting water
- Report leaks or breakdowns

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- Separate waste correctly
- Use only the necessary amount of cleaning products
- Follow towel and bed linen reuse policies
- Reduce single-use plastics
- Use climate control correctly (avoid excess)

Impact

These actions make it possible to:

- Reduce water and energy consumption
- Decrease waste generation
- Protect the natural environment of Cala d'Or and Mallorca