

# SUSTAINABILITY REPORT



TRAVEL, CARE AND ENJOYMENT CAN GO HAND IN HAND

We work so that every stay combines comfort, safety and respect for the environment, people and the communities that welcome us.

## OUR COMMITMENT

At OLA Hotels, we believe that traveling is much more than reaching a destination. It is an opportunity to discover, connect and grow. That is why we take our commitment to sustainability very seriously, offering our guests not only comfortable and accessible accommodation, but also an environment that promotes social and environmental responsibility.

We strive to be a hotel group that stands out not only for hospitality, but also as a benchmark in sustainable tourism. We know that every action counts, which is why we work every day to reduce our impact on the environment. From the responsible use of resources to the selection of more sustainable materials, we implement environmentally friendly practices across all our establishments, always seeking improvement in every aspect.

For us, sustainability is also a commitment to people. We want every guest to feel welcome, regardless of where they come from. We support diversity, foster an inclusive environment and collaborate with local suppliers and businesses, helping to strengthen the economic growth of the communities where we operate. We also engage in local activities that enrich neighborhoods, supporting responsible projects with a positive impact.

At OLA Hotels, we believe sustainability is something we achieve together. We encourage our guests to join this commitment by showing how they can make a difference while enjoying their stay. We are committed to continuing to improve, learn and innovate, so that every experience with us is not only special, but also responsible.

## INTEGRATED PROGRAM

This program was created in collaboration with Preverisk Group in order to consolidate our sustainability policies. Through this partnership, we aim to establish a clear roadmap that allows us to introduce continuous improvements into our operations, aligning our strategy with the most demanding standards in these three areas.

Our goal is to build a solid foundation based on sustainability, hygiene and safety, in order to minimize the environmental impact of our activities, increase efficiency and ensure high-quality service. We are committed to carrying out regular performance evaluations and adjusting our practices according to the results obtained, ensuring that our operations become increasingly sustainable.

The integration of these actions into the daily operations of our establishments is key to achieving real change. We want our practices to be visible to our guests, who should clearly perceive our commitment to continuous improvement of the environment and safety in every aspect of their experience with us.

## PROGRAM OBJECTIVES

- Creation and unification of documentation, processes, policies and protocols
- Reduction of energy and water consumption and waste generation
- Optimization of waste management
- Expansion of social collaborations
- Dissemination of our Sustainability Program

## SUSTAINABILITY AND CORPORATE RESPONSIBILITY POLICIES

The purpose of OLA Hotels is to create value for society, taking into account the environment in which we operate. This policy aims to cover all general aspects, which are further detailed in the different specific policies.

Our commitment is to create value for society while protecting the environment and maintaining the highest standards of corporate responsibility. This integrated policy establishes the principles and commitments that guide all our operations, seeking to balance economic development with respect for the environment and our stakeholders.

## GENERAL CORPORATE SOCIAL RESPONSIBILITY POLICY

The main objective of our hotels and apartments is to develop activities in a sustainable manner, promoting social responsibility and circular economy.

We are committed to:

- Knowing and complying with all current legislation and regulations regarding the environment, occupational risks, hygiene and health, labor aspects, financial matters and human rights.
- Collaborating with administrations, entities and groups that promote proper environmental management and benefits for society.
- Promoting communication with our stakeholders, especially guests, collaborating in environmental protection and the promotion of local culture.
- Implementing continuous improvement in all our principles, seeking maximum guest satisfaction.

## QUALITY POLICY

This policy is aimed at achieving guest and employee satisfaction through excellence in service and process efficiency.

Our main commitments include:

- Fostering a culture of quality through a system of monitoring, analysis, correction and continuous improvement of all procedures.
- Promoting participative management and teamwork through training and continuous learning programs.
- Maintaining a spirit of self-improvement, delivering excellence through attention to detail, friendly service and empathy.
- Listening to the voice of guests and employees through complaints, comments and suggestions in order to continuously improve.
- Ensuring the quality of products and services in all our establishments with the participation of all employees.
- Ensuring that all applicable requirements are met through regularly reviewed departmental instructions.

## ENVIRONMENTAL POLICY

We carry out our activities seeking to balance economic progress with environmental protection and pollution prevention, within the framework of sustainable development.

Our environmental commitments include:

- Identifying and complying with all applicable environmental legislation.
- Directly engaging in environmental management at all levels to ensure objectives and continuous improvement.
- Monitoring and using natural resources rationally by applying the best available management and technology.
- Reducing the consumption of natural resources through efficient management and technology.
- Reducing our carbon footprint and minimizing waste generation.
- Implementing measures to avoid or reduce emissions to air, water and soil.
- Promoting reduction, reuse, recycling and recovery of waste, working towards the elimination of single-use plastics.
- Protecting and promoting the natural values of the environment.
- Exploring new technologies and contractors, encouraging progressive environmental criteria.
- Involving all staff in environmental management through training and the daily use of environmental tools.
- Communicating our environmental principles to guests and stakeholders.

## HEALTH AND SAFETY POLICY

We are committed to protecting the health and safety of our employees, guests and suppliers in all our facilities. We consider accident prevention to be as important as quality or productivity. Ensuring health and safety is a key aspect of our company.

### Safety in common and recreational areas

- Regularly inspect and maintain recreational facilities.
- Implement measures to prevent slips, trips and other accidents, including signage in wet areas.
- Ensure that all equipment and facilities comply with applicable safety standards.

### Fire prevention

- Carry out regular inspections of fire alarm systems and extinguishers.
- Ensure that emergency exits are clearly marked and free of obstacles.
- Train staff in evacuation procedures.

### Ergonomics and staff wellbeing

- Provide a safe and ergonomically appropriate working environment, especially in reception, housekeeping, kitchen and maintenance areas.
- Promote regular breaks and proper use of work equipment to reduce physical stress and prevent injuries.

### Food hygiene

- Maintain high hygiene standards in the handling, storage and preparation of food.
- Follow a food traceability control system.
- Properly manage food waste.
- Conduct quality checks on suppliers to verify compliance with food safety regulations.
- Provide regular food safety training for f&b staff.

### Training and communication on safety

- Provide continuous training to all employees on health and safety, including first aid, fire prevention and handling of hazardous substances.
- Have trained personnel and first aid materials available.
- Inform guests about safety rules through visible signage and informational materials in rooms.
- Adopt the principle of continuous improvement in preventive action.
- Have a Prevention Plan known to all staff, defining action guidelines.

## HUMAN RIGHTS AND GOOD LABOR PRACTICES POLICY

We recognize that many different types of people visit our establishments, and it is important to manage risks to ensure the protection and well-being of vulnerable groups, including minors, guaranteeing fair and respectful treatment without distinction of sexuality, gender, age, ethnicity, religion or disability.

Our labor commitments include:

- Complying with all labor laws and regulations.
- Providing a safe and fair working environment, in line with labor standards and human rights.
- Ensuring that our employees receive a fair wage in accordance with applicable collective agreements and work appropriate hours in line with legislation.
- Providing adequate training and preventing intimidation and harassment.
- Ensuring that no employees are under 16 years of age.
- Valuing our staff and treating them fairly and respectfully, ensuring that no discrimination is allowed based on age, sexuality, gender, ethnicity, religion, culture or disability.
- Ensuring that candidates are not discriminated against during recruitment processes or employment.
- Encouraging personal development in the workplace, improving skills through training and professional development opportunities.
- Involving staff in our sustainability commitments so they understand their role in achieving objectives.
- Monitoring sustainability indicators related to good labor practices.

## PROTECTION AGAINST SEXUAL EXPLOITATION

The Global Code of Ethics for Tourism of the UNWTO states that the exploitation of human beings, especially sexual exploitation and particularly when it affects children and adolescents, violates the fundamental objectives of tourism. We commit to:

- Training staff to understand and act according to policies and practices for the protection of minors against commercial sexual exploitation.
- Training staff to properly manage situations of this nature that may arise in the course of their work.
- Encouraging staff to act as preventive agents against this issue.
- Encouraging guests to collaborate by informing management of any unusual behavior they may detect.

## PROCUREMENT AND PURCHASING POLICY

We are committed to reducing our environmental impact through sustainable practices in all our purchasing and contracting processes.

Our commitments include:

- Choosing environmentally friendly and efficient purchasing options whenever possible.
- Selecting low-consumption technologies and highly energy-efficient equipment.
- Prioritizing the contracting of local services and products that comply with legal requirements.
- Minimizing packaging and promoting the use of equipment with appropriate technical specifications.
- Working towards the elimination of single-use plastics.
- Involving suppliers and subcontractors in adopting environmental, social and circular criteria in their products and services.
- Periodically reviewing the practices of suppliers and contractors.

## LOCAL COMMUNITY SUPPORT POLICY

We are committed to contributing positively to the sustainable development of our island and the circular economy, protecting, supporting and promoting the local community that hosts our activities.

Our commitments include:

- Participating in activities that support local social organizations, encouraging the involvement of guests and staff.
- Creating and participating in partnerships with other companies or organizations to develop community support actions.
- Actively choosing goods and services from local suppliers, as well as local products whenever possible.
- Promoting the destination among guests, highlighting local gastronomy, history, culture and traditions.
- Advising guests on how to behave in the local environment, particularly when visiting sites of cultural or natural value.
- Supporting local educational institutions, contributing to knowledge transfer to schools.
- Establishing positive relationships with the local community and guests, based on mutual respect and support.
- Strengthening community participation and respecting intellectual and cultural property rights.
- Avoiding discrimination in all areas.
- Minimizing the impact of our activities on the community.

## **GENERAL COMMITMENT TO CONTINUOUS IMPROVEMENT**

These principles are implemented with the aim of achieving maximum guest satisfaction through a process of continuous improvement. We will assess and address any deviation from these established principles in order to remain up to date in any circumstance.



## ANNUAL SUSTAINABILITY REPORT

At **OLA Hotels**, we see sustainability as a firm, cross-cutting commitment embedded across our business. Our aim is to offer guests not only comfortable and accessible accommodation, but also an environment that promotes social and environmental responsibility in every detail of the experience.

We work to be recognised both for our hospitality and for our contribution to more sustainable tourism. We know that every action matters: from the efficient use of resources to the selection of more responsible materials and solutions, we implement environmental practices across our properties with a continuous improvement approach.

For us, sustainability is also a commitment to people. We champion diversity, foster an inclusive environment, and collaborate with local suppliers and businesses, contributing to the economic development of the community. We also take part in local initiatives that enrich neighbourhoods and support responsible projects with a positive impact.

We believe sustainability is built together. That is why we encourage our guests to join this commitment, providing information and good practices so they can make a difference during their stay. We will continue to improve, learn and innovate so that every experience with us is not only special, but also responsible.

The comparative results for **OLA Cala d'Or** and **Tomir Portals Suites** for **2023 and 2024** are presented below, using per-stay metrics to ensure a consistent and comparable overview.



## RESULTS

### ENVIRONMENTAL MANAGEMENT

**2023–2024 OBJECTIVES AND DEGREE OF COMPLIANCE.** - The following is the monitoring of the objectives defined for the period 2023–2024 and their degree of achievement.

Objective	Achieved (yes/no)	Comments
<b>Reduce electricity consumption per stay by 5%.</b>	<b>Yes</b>	It has been possible to reduce energy consumption per stay. In 2023, consumption was <b>4.14 kW/stay in Cala d'Or</b> and in 2024 <b>3.15 kW/stay</b> . In Tomir 2023 it was <b>8.33 kW/stay</b> and in 2024 <b>8.16 kW/stay</b> .
<b>Reduce water consumption by 3% per stay.</b>	<b>Yes</b>	It has been possible to reduce consumption per stay at OLA Cala d'Or by <b>25%</b> : in 2023 consumption was <b>0.16 m<sup>3</sup>/stay</b> and in 2024 <b>0.12 m<sup>3</sup>/stay</b> .
<b>Installation of flow reducers in the washbasins.</b>	<b>Yes</b>	Devices have been installed to reduce the flow of water, complying with the recommended values.
<b>Implementation of recycling bins in rooms and common areas.</b>	<b>No</b>	Implementation has been initiated but not yet complete. We continue to work on its full implementation to improve separation at source and increase the percentage of recoverable waste.
<b>Buy products packaged in large containers to reduce packaging.</b>	<b>Yes</b>	In the buffet, single-use containers from jam, drinks and sauces (ketchup, mayonnaise and mustard) have been largely replaced by dispensers. From shopping, you get products with large packaging to reduce waste.
<b>Increase the awareness of our guests with posters of good environmental practices.</b>	<b>Yes</b>	We continue to communicate to our customers our purpose of collaborating with the environment. Information is available at reception, in the rooms and in the common areas.

## CONSUMPTION

From the comparative data of monthly consumption, an average consumption is obtained for the different indicators. Below is the average consumption per stay of OLA Cala d'Or and Tomir Portals Suites for the years 2023 and 2024.

### Energy.

During 2024, a reduction in average consumption per stay is observed.

This result reflects efficiency gains linked to operational optimisation and continuous consumption control.

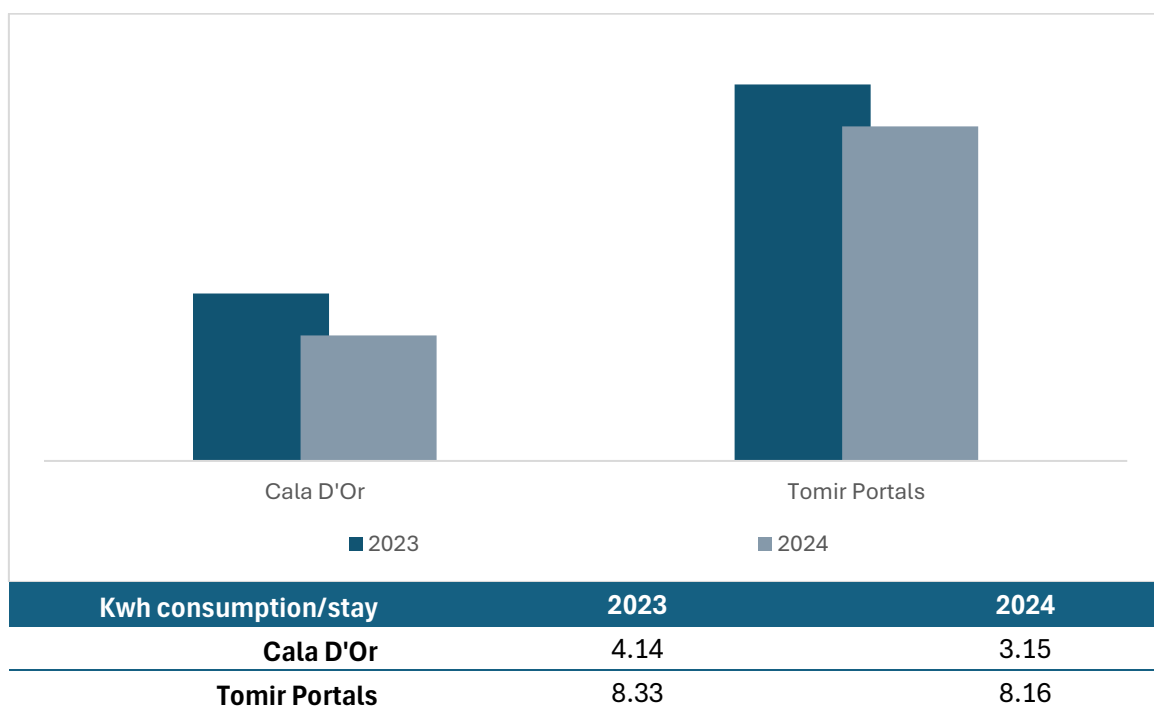
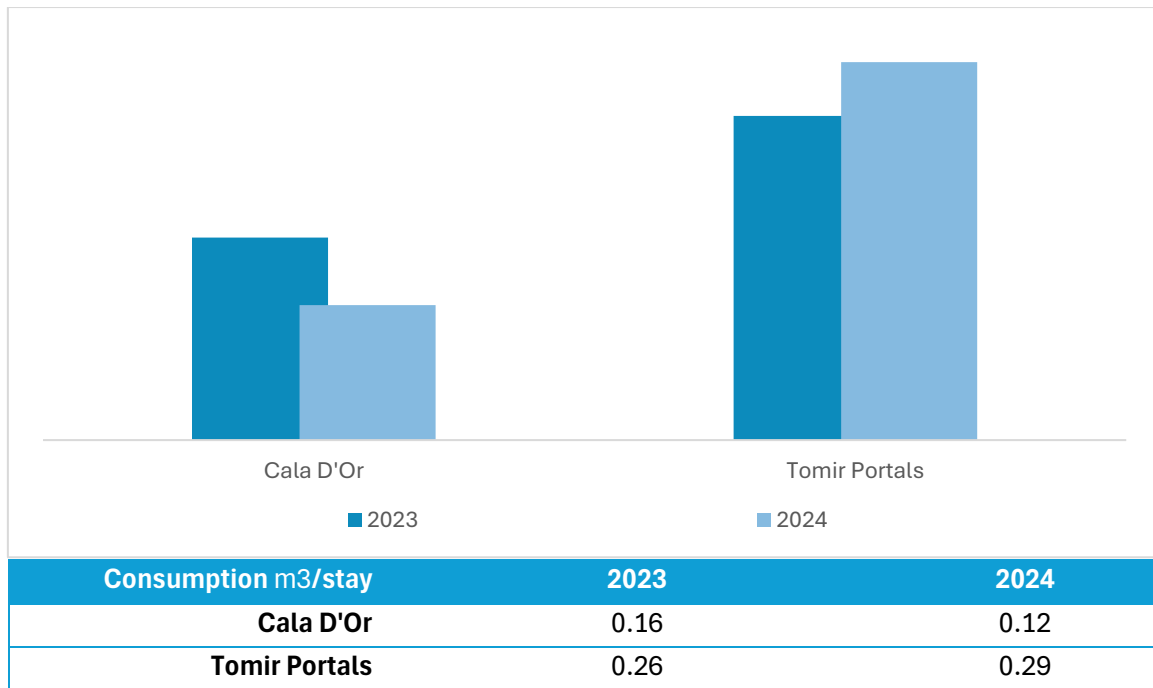


Figure 1. Average energy consumption per stay (2023 vs 2024)]

## Water.

There is a reduction in water consumption in Cala D'Or and an increase in Tomir, associated with the incorporation of new services (spa area and new outdoor jacuzzi). This behaviour confirms the importance of analysing consumption from two perspectives: total consumption (influenced by occupancy and services) and the indicator per stay (operational efficiency).



**Figure 2.** Average water consumption per stay (2023 vs 2024)]

Overall, the progress made reflects a continued commitment to improving the facility's environmental performance. The measures applied during 2024 lay the foundations for continuing to optimise the consumption of resources and achieve the objectives set in the coming years.

## Waste

The waste generated in both establishments is monitored monthly.

Below is the recycled waste (total and per stay) generated during 2024.

My	OLA Cala d'Or	Tomir Portals Suites
January	0,00	0,00
February	0,00	0,00
March	20,37	385,02
April	15,27	384,89
May	19,63	468,32
June	21,66	474,02
July	15,86	449,83
August	16,99	445,91
September	15,14	395,48
October	2,02	0,00
November	0,00	0,00
December	0,00	0,00
<b>TOTAL (kg CO<sub>2</sub>e)</b>	<b>126,94</b>	<b>3.003,47</b>
<b>kg CO<sub>2</sub>e/stay</b>	<b>0,003</b>	<b>0,05</b>

Figure 3. Recycled waste: total and per stay (2024)]

The values remain relatively stable, with slight increases in June, July and August, months that usually coincide with higher occupancy and, consequently, greater waste generation compared to the rest of the year.

At OLA Hotels we are committed to acting on the priority areas of waste generation, promoting measures for the prevention, substitution and elimination of single-use materials, and reinforcing awareness, with the aim of increasing recovery levels and moving towards more sustainable management.

## LABOR MANAGEMENT

Sustainability is also reflected in how we care for and develop the people who are part of the organization.

The following is the monitoring of the objectives associated with labor management defined for the year 2025.

Objective	Achieved (yes/no)	Comments
<b>Conduct environmental training for all staff, with the aim of understanding the positive impact of environmental management on the daily operation of the establishment, its visitors and the local community.</b>	<b>No</b>	In 2024, no training was carried out on sustainability. However, in October 2025, training in sustainability and environmental management will be carried out for all the staff of the establishment.
<b>To give continuity to other types of relevant training in the daily work of the staff.</b>	<b>Yes</b>	Training actions have been carried out to ensure that staff have sufficient knowledge for their duties, including training in occupational hazards, food handling, drills and training in fire and first aid.
<b>Increase the percentage of women workers.</b>	<b>Yes</b>	The difference in the number of workers has increased. In 2024 the distribution was: OLA Cala d'Or: 58% women, 42% men; Tomir Portals Suites: 53% women, 47% men.
<b>Increase communication channels between management and staff (monthly meetings, digital mailbox, etc.).</b>	<b>Yes</b>	The disciplinary regime has been communicated to the staff, as well as listening mechanisms and suggestions. A paper complaints and suggestions form and a digital version are available, and the physical form is available in the staff canteen next to the suggestion box.

## WE CONTINUE MOVING FORWARD

The objectives are reviewed annually. At the end of the 2025 season, we will analyse the degree of compliance with the established objectives and define the following ones, maintaining a continuous improvement approach based on indicators and evidence.

We understand sustainability as a continuous commitment to quality, safety and respect for the environment and people. This document outlines the principles and policies that guide the way we work and our relationship with guests, partners and local communities.



We move forward with the conviction that more responsible tourism is possible when we all share the same path.

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