

# ESG SUMMARY REPORT 2024

ARABELLA HOSPITALITY ESPAÑA







Introduction and Letter from the CEO	03
1. Who we are	05
2. Sustainability and the environment	10
3. Positive social impact	29
4. Governance	36

## INTRODUCTION

As part of our commitment to the ESG criteria that guide Arabella Hospitality España's actions, we are publishing this report so that our stakeholders can see our performance in the fields of sustainability and social responsibility, our desire to be an active and positive influence on our surroundings, and our committed alignment with the United Nations 2030 Agenda Sustainable Development Goals.

This document is an extract from the Statement of Non-Financial Information, which is part of the audited financial statements of the Arabella Group and its subsidiaries in Mallorca. It shows, in the required detail, the environmental and social aspects concerning people management, diversity, respect for human rights and the fight against corruption and bribery, as well as the risks and policies linked to all these matters.

It has been drafted according to the methodology of the Global Reporting Initiative (GRI) 2022 Sustainability Report Presentation ("Standards" version) to respond to the Non-Financial Information and Diversity requirements provided for in Spanish Law 11/2018 of 29 December.



## MESSAGE FROM THE CEO



**Francisco Vila, CEO.**  
Arabella Group

I am pleased to present this new edition of our Statement of Non-Financial Information, reflecting our ongoing commitment to creating shared value.

For another year, and this is the seventh, we have written our conviction that **the success of our business is closely linked to the positive economic, social and environmental impact we have on our surroundings.**

In the following pages, we detail how **we integrate ESG principles into our operations**, ensuring responsible and transparent management based on ethics, sound governance and reasoned decision-making.

In an increasingly dynamic and demanding context, we reinforce our **Responsible Tourism model, committed to quality and a balanced relationship with our environment**, aware that this approach is not a one-off action, but a strategic pillar that drives our competitiveness.

Therefore, beyond theoretical commitments, we work to ensure that environmental management, the real wellbeing of the people who make up our teams and our social contribution are a tangible reality in each of our daily operational and strategic decisions.

Our ambition is to continue **to create value for our customers, employees, shareholders and the community in which we operate**, understanding that our growth and the development of our environment must go hand in hand.

I would like to express my sincere thanks to our guests and players for their trust, to our shareholder for their support and, especially, to our employees, whose commitment and dedication make it possible for this responsible and sustainable business model to continue to move forward steadily.

On behalf of the Board of Directors, thank you very much!



## 1. WHO WE ARE



## 1.1. ARABELLA HOSPITALITY ESPAÑA

### FIRST CLASS PRODUCTS AND SERVICES IN THE HOSPITALITY, LEISURE AND PROPERTY DEVELOPMENT SECTORS

**Arabella Hospitality España** is the Group's parent company in Spain. It belongs to the Schörghuber Group, a German family business conglomerate that operates in Mallorca through various companies.

#### ARABELLA'S PORTFOLIO

HOTEL OPERATIONS	Through its hotel subsidiary, which in turn is Owner and Operator, it develops quality and sustainable tourism, offering an exclusive service through its three 5-star hotels, with the commercial support of <b>Marriott International, Inc.</b> , the world's largest tour operator.
GOLF COURSE OPERATIONS	It is carried out through <b>Arabella Golf Mallorca</b> , a brand that encompasses the largest golf resort in Spain and leader in the Mediterranean. It has 4 courses (63 holes), all of which are owned and operated by the golf management subsidiary.
PROPERTY DEVELOPMENT AND ASSET MANAGEMENT	Real estate development activities, mainly led by <b>Promotora Vibelba</b> , which has carried out countless projects in its almost 50 years of experience.

#### BRANDING

  
**ARABELLA**  
HOTELS

  
Marriott  
INTERNATIONAL

THE  
**LUXURY**  
COLLECTION

  
**ST REGIS**

  
**SHERATON**  
EST. 1937

  
**ARABELLAGOLF**

19  64  
**SON VIDA**  
GOLF MALLORCA

  
**SON MUNTANER**  
GOLF MALLORCA

  
**SON QUINT**  
GOLF MALLORCA

  
**PALMA**  
PITCH & PUTT  
By Arabella Golf

  
**vibelba**  
PROMOTORA

**MORE THAN 50 YEARS OF EXPERIENCE IN DIFFERENT SECTORS**





## 1.3. SERVICES AND LOCATIONS

### ARABELLA GROUP HIGHLIGHTS



Outstanding  
locations



+ 675 employees



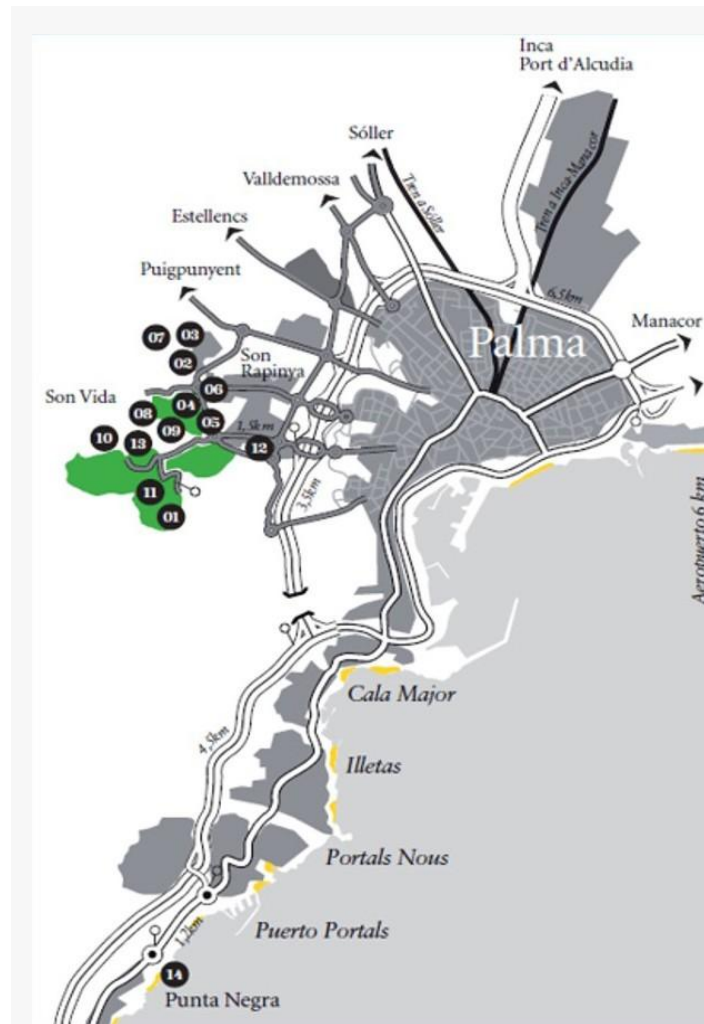
3 hotels  
382 rooms



4 golf courses  
63 holes



Various property  
developments



- 1 Golf Son Muntaner
- 2 Mansión Son Xigala
- 3 Sa Cabaneta
- 4 Palma Pitch & Putt
- 5 Golf Son Quint
- 6 Pinar Park
- 7 Finca Son Quint
- 8 Castillo Hotel Son Vida
- 9 Golf Son Vida
- 10 Sheraton Mallorca Arabella Golf Hotel
- 11 Plots Urb. Son Vida
- 12 Finca Son Puigdorfila
- 13 Castillo Hotel Son Vida Residences
- 14 St. Regis Hotel Mardavall



## 1.4. CORPORATE STRATEGY

### EXCELLENCE AND ONGOING IMPROVEMENTS



#### THE CUSTOMER

We offer unforgettable experiences, personalisation and exquisite service.



#### THE PRODUCT

We apply continuous improvements and modernisation for the luxury segment.

At Arabella Hospitality España we **focus our business on excellence** with high standards of service and quality.

Our Strategic Plan includes four keys focused on development and continued growth, generating a brand positioning that makes us a reference at a local level.



#### THE ENVIRONMENT

We integrate environmental and social sustainability into our corporate governance model as drivers of value creation.



#### THE PURPOSE

To achieve the business goals as well as customer and employee satisfaction, while creating value for the local area.



## 2. SUSTAINABILITY AND THE ENVIRONMENT





## 2.1. COMMITTED TO THE ENVIRONMENT

### OUR VALUES



At Arabella Hospitality España we promote a culture of **responsible tourism**.

As part of our concern for the environment, we pursue various strategies with a commitment to have a positive and sustainable impact.



#### HOTEL STRATEGY

The **SERVE360** programme focuses its priorities and actions on three areas:

- Reduction in water and fuel consumption
- Reduction in food waste
- Use of renewable energies



#### GOLF STRATEGY

Our **Green Evolution** programme has a sustainable mission focused on 4 strategic areas:

- Sustainable consumption and production
- Water management
- Energy management
- Natural environment

Our programmes are fully aligned with the **Sustainable Development Goals** of the United Nations.

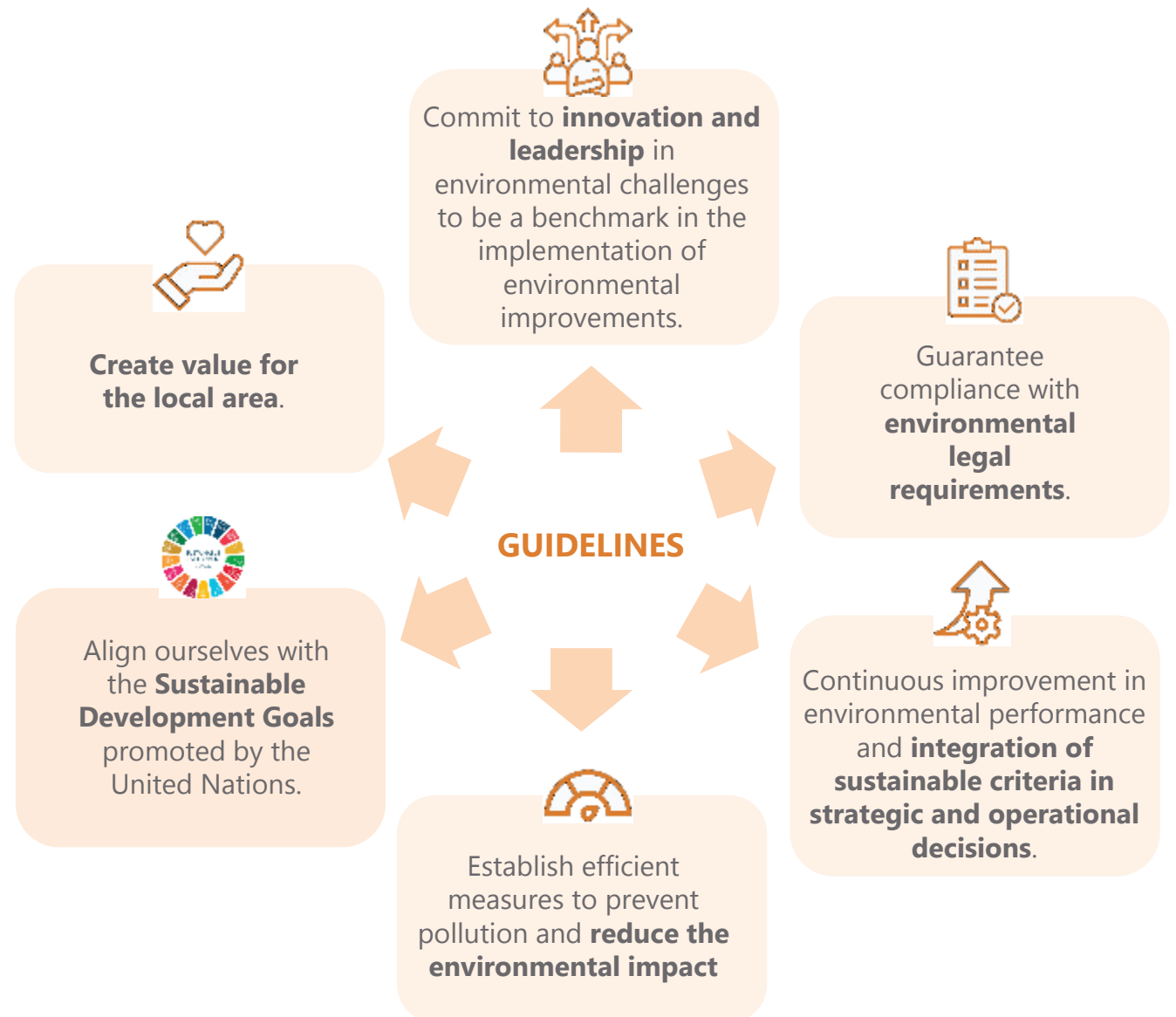
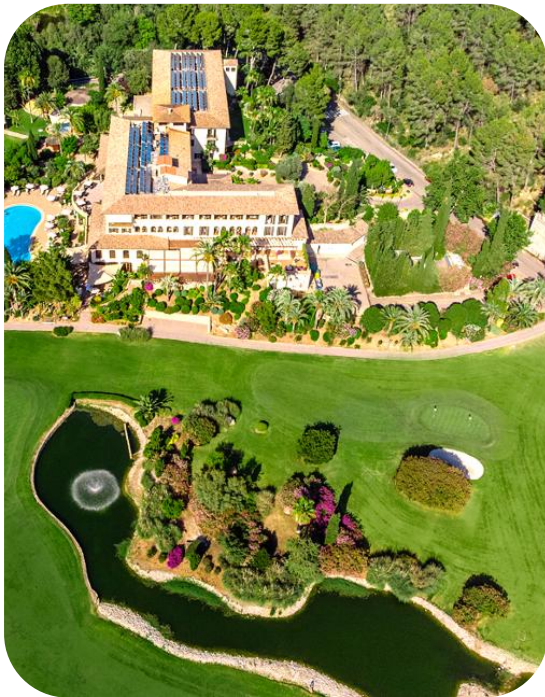




## 2.2. COMMITTED TO THE ENVIRONMENT

### OUR POLICY

We have a  
**Sustainability policy**  
to fulfil our commitment to the  
environment.



## 2.3. COMMITTED TO THE ENVIRONMENT

### CERTIFICATIONS



We are committed to a business model in which we integrate environmental sustainability in all our processes in addition to regulatory compliance, carrying out multiple local initiatives.

Various **certifications** endorse this commitment.



**UNE-EN ISO 14001:2015**  
**certification**  
in all our golf courses.



**EMAS Certification,**  
in all our golf courses.



**GEO Certification**  
in all our golf courses.



All of the Group's hotels in Mallorca have obtained the **Green Key seal** that guarantees the highest quality standards.

## 2.4. COMMITTED TO THE ENVIRONMENT

### ACTIONS WITH THE COMMUNITY

#### AWARENESS-RAISING AND OUTREACH

We participate in **forums and conferences** explaining the initiatives carried out and we organise various **campaigns to raise awareness and train** our staff on their responsibility for environmental management, as well as to inform members and clients of the hotels and golf courses about the activities we develop and the biodiversity that exists in the ecosystem of the golf courses.

##### STAFF



##### CUSTOMERS



##### MEMBERS



##### SOCIAL MEDIA



##### FORUMS & CONFERENCES



##### LOCAL SCHOOLS





## 2.5. COMMITTED TO THE ENVIRONMENT

### COMMITMENT TO BIODIVERSITY - THE GOLF COURSE AS AN ECOSYSTEM

#### COMMUNICATING BIODIVERSITY ON GOLF COURSES

In addition to the physical and recreational benefits of playing golf, customers and employees of the Group's golf courses are fortunate to be witnesses to its diverse and colorful ecosystem.

Thanks to the green areas, lagoons, scrubland and surrounding forests, which represent an increase in the variability of the diversity of vegetation, an ecosystem is generated that functions as a refuge for the fauna and flora of the environment.

Within the framework of the Sustainability Plan, the Group carries out **activities to preserve these ecosystems** and has continued to develop its objective in financial year 2024 to inform its customers, employees and schools in the area about the biodiversity existing in the surroundings of the golf courses.



## 2.6. SUSTAINABLE USE OF RESOURCES - HOTELS

### SERVE360 PROGRAMME AND THE SUSTAINABLE HOSPITALITY ALLIANCE

Serve360 defines a set of objectives for the period-2017 2025, which include major environmental actions in terms of energy saving and optimisation of resources and consumption:

- Reducing the carbon footprint by taking the following measures:
  - Water: 15% reduction in consumption.
  - Fuel: 30% reduction in consumption.
  - Waste: 45% reduction in waste and 50% reduction in food waste.
  - Renewable energies: achieving a minimum of 30% renewable electricity use.
- Obtaining environmental and sustainable building certificates.
- Responsible sourcing of 95% of the main categories.
- Establishing contracts with 50% of suppliers that comply with the approved sustainability, social impact and human rights measures.



Alongside the rest of the hotels in the Arabella Hospitality SE group, our hotels have strengthened their commitment to environmental sustainability and social responsibility by joining the **Sustainable Hospitality Alliance**, a global sustainability network that continues to drive change in the industry and create impact both locally and at a large scale.

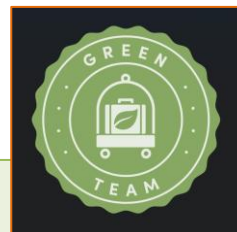
## 2.7. SUSTAINABLE USE OF RESOURCES - HOTELS

### ENVIRONMENTAL STRATEGIC PLAN AND ACTIONS CARRIED OUT

#### ENVIRONMENTAL STRATEGIC PLAN

At the end of 2024, representatives of hotels and golf **jointly** carried out various participatory workshops and employee surveys to create the new **Strategic Environmental Plan 2025-2027**, applicable to hotels and golf, a continuation of previous plans.

In this document, priorities have been identified and defined, and the necessary actions and timetable have been systematised, seeking synergies between golf and hotels.

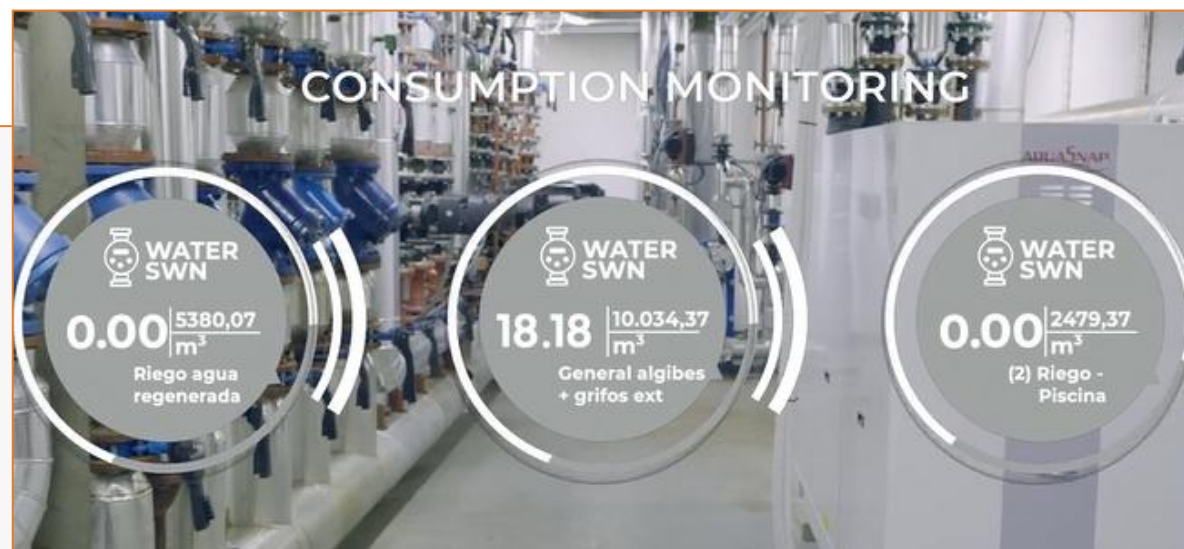


Environmental volunteer teams have been consolidated in the Sheraton and Castillo hotels, the **Green Teams**, to define and plan their involvement in priority actions.



#### WATER MANAGEMENT

- Installation of sectorised meters to control consumption and leaks.
- Drip irrigation system and with regenerated water.
- Improvement of irrigation points in the hotel gardens.





## 2.7. SUSTAINABLE USE OF RESOURCES - HOTELS

### ENVIRONMENTAL STRATEGIC PLAN AND ACTIONS CARRIED OUT

#### ENERGY MANAGEMENT



- 100% green energy consumption, and production from the photovoltaic panels installed on the roofs and car parks.
- Installation of electric car charging points.
- Internal audits for energy saving and energy efficiency improvement projects.



#### WASTE CONTAINERS WITH 5G TECHNOLOGY

PLASTIC  
FREE

WASTE  
SEPARATION



#### WASTE MANAGEMENT

- Integral recycling programme through waste separation with organic waste fractions, paper and cardboard, packaging, rejects and pruning, with a weighing system.
- Donation of furniture or articles to local Non-Governmental Organisations.
- Installation of green points in all areas and recycling bins in the offices.

## 2.7. SUSTAINABLE USE OF RESOURCES - HOTELS

### ENVIRONMENTAL STRATEGIC PLAN AND ACTIONS CARRIED OUT



#### SUSTAINABLE CONSUMPTION AND PRODUCTION

- Consumption of products of the vegetable garden located in Golf Son Muntaner managed by the social entity Esment, and of the products produced in the small vegetable gardens inside the hotels.
- Replacement of all single-use plastics with biodegradable material.
- Placement of 13 beehives in the Castillo gardens and consumption of local honey.
- Installation of osmosis water fountains for guests and employees.
- Use of biodegradable or compostable amenities.
- Substitution of chemical substrate by own compost in the three hotels.



#### SUSTAINABLE MOBILITY

- Shuttle 100% electric to transport guests from the Sheraton and Castillo hotels to the golf courses in a sustainable way, without CO2 emissions.
- 100% electric boat ("Llaüt")
- Recharging points for electric cars and scooters.



## 2.7. SUSTAINABLE USE OF RESOURCES – GOLF

### GREEN EVOLUTION PROGRAMME

The golf courses continue with their pioneering programme called Green Evolution based on 4 strategic axes: water management, energy management, sustainable consumption and production, and the natural environment.

#### SUSTAINABLE DEVELOPMENT GOALS

Our actions and strategic areas for golf are aligned with 9 of the 17 sustainable development goals to be achieved by 2030.



#### FOUR STRATEGIC PILLARS



As part of the Green Evolution sustainability programme, the group is a member of the United Nations Global Compact.





## 2.7. SUSTAINABLE USE OF RESOURCES – GOLF

### GREEN EVOLUTION PROGRAMME AND THE ACTIONS TAKEN

#### SUSTAINABLE CONSUMPTION AND PRODUCTION



- Installation of osmotic water fountains and replacement of plastic packaging with aluminium or glass bottles.
- Sale of items made from recycled or sustainable materials.
- Reduction of paper by replacing newspapers and restaurant menus with a digitalised format, as well as the implementation of digital signatures.



- Production of sustainable oil from the olive trees.
- Use of 100% recycled flags on the Pitch & Putt as part of Ocean Tee's ocean plastic clean-up programme.
- Substitution of chemicals for organic phytosanitary products.
- Embroidery machine for logoed items production.
- Selective waste separation.
- Organic vegetable garden and "Na Capitana" products: almonds, olives, capers, honey and gin.
- Use of recycled material in office and clubhouse stationery.



#### WATER MANAGEMENT

- Reuse of 820.000 m<sup>3</sup> of regenerated water to irrigate the courses.
- Modern irrigation system to optimise water use on the Son Vida golf course.
- Change of grass at Golf Son Muntaner, which allows for less use of chemical products and significant water savings.
- Replacement of urinals in toilets and changing rooms with 'waterless' equipment.

## 2.7. SUSTAINABLE USE OF RESOURCES – GOLF

### GREEN EVOLUTION PROGRAMME AND ACTIONS TAKEN



#### NATURAL ENVIRONMENT

- Extensive vegetation on our three golf courses.
- Activities to preserve the habitats of existing species on the golf courses.
- Planting of 400 new trees adapted to drought conditions, giving continuity to the repopulation of the golf courses.
- Reuse of shredded pruning waste for the maintenance of the landscaped areas of 3 golf courses. We produce around 45.000 kilos of compost per year, which is used in our gardens.



#### ENERGY MANAGEMENT

- Installation of photovoltaic panels at Golf Son Muntaner to generate clean energy.
- Consumption of 100% green energy, exclusively from renewable sources. Installation of electric car charging points.
- Use of electric buggies and hybrid machinery.
- Replacement of lighting in clubhouses with LED technology.





## 2.8. CIRCULAR ECONOMY

### ECOLOGICAL PRODUCTS

**Arabella Hospitality** and the **Esment Foundation**, specialised in gardening and agricultural management for sustainable environmental projects, strengthened their collaboration with an agreement for the management of our **ecological vegetable garden**.

The objectives are:

- ✓ **To develop a sustainable agro-environmental strategy** linked to gastronomy in the restaurants of our hotels and golf courses.
- ✓ **Promote the social and occupational inclusion** of people with intellectual disabilities and developmental disorders.
- ✓ **To increase sustainable production**, harvesting 1,017 kg of fruit and vegetables to supply our restaurants by 2024.
- ✓ Improve quality and increase proximity, thus **reducing our carbon footprint**.



### Sustainable vineyards

**Arabella Golf Mallorca** started a new pioneering project:

The manual planting of **7,000 m2 of syrah vines** at Golf Son Muntaner with the aim of **producing its own wine** that will be served exclusively in the restaurants of the 3 hotels and golf courses with the objective of:

- ✓ **Enrich the visitors' experience**
- ✓ **Promote efficiency in the use of water resources** by using regenerated water for irrigation.
- ✓ Become an example of good agricultural practices and a benchmark for the **harmonious integration between tourism, agriculture and environmental conservation in Mallorca**.





## 2.8. CIRCULAR ECONOMY

### FIRST CIRCULAR WINE

**Cercle** is the name of the **first circular wine of the Balearic Islands**, the result of a collaboration between Arabella Hospitality, the Macià Batle winery and Tirme, the environmental technology park of Mallorca.

The organic waste generated in the 3 hotels of the group is treated in the facilities managed by Tirme and converted into compost that nourishes the vineyards of the Macià Batle winery. There, the grapes ripen, which months later give colour, aroma and texture to *Cercle Blanc*, *Cercle Rosat*, and next year, *Cercle Negre*.



This circular economy project received the **Tourism Innovation Award** at the **Night of the Tourism 2024** event.

This event, promoted by the Balearic Government, highlighted the innovation and commitment of the islands' tourism sector, reinforcing its position as the driving force of the Balearic economy and a benchmark for quality and sustainability at international level.

## 2.8. CIRCULAR ECONOMY

### FINHAVA PROJECT

Since 2021, our hotels are part of the pioneering project in Mallorca called **FINHAVA**, promoted by the Consell de Mallorca together with Tirme, the main hotel chains on the island and various companies in the primary agricultural, technological and transport sector, to promote the circular economy, local agriculture and sustainable tourism.

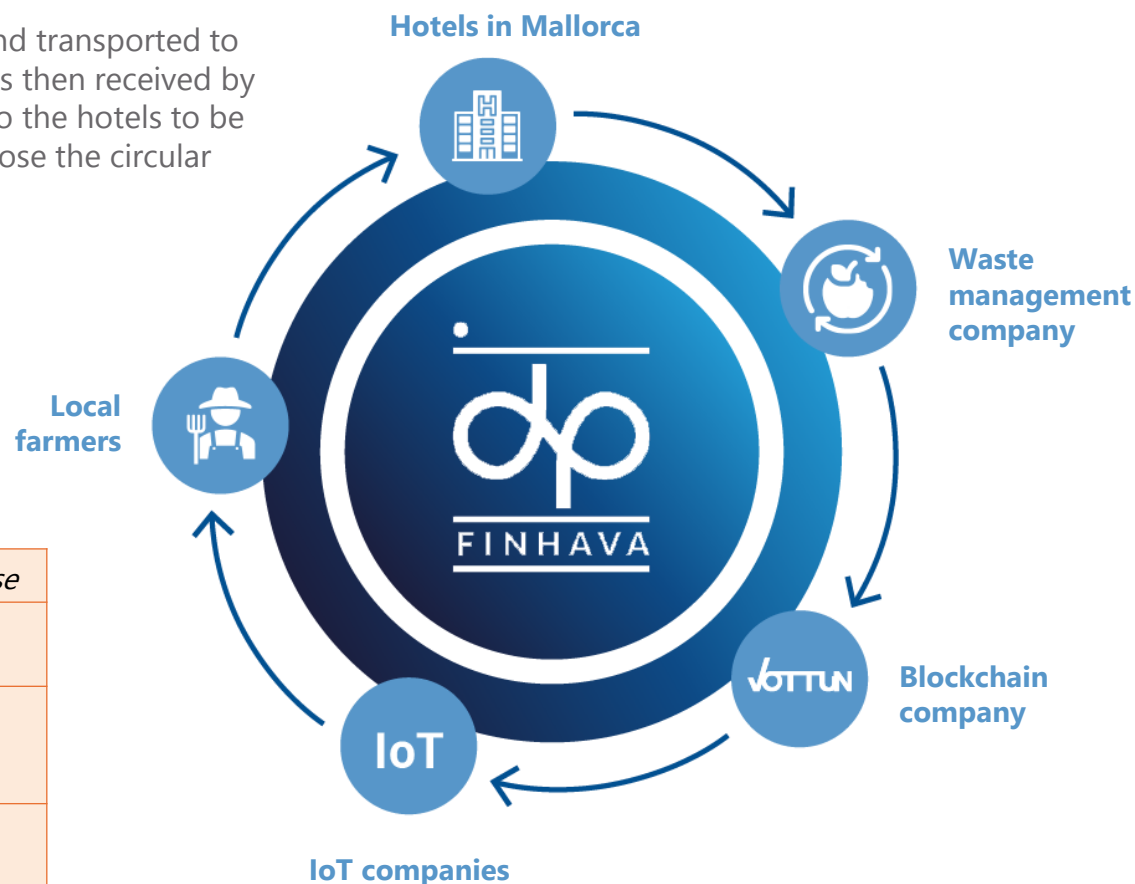
The organic material from the hotel establishments is stored and transported to Tirme's plants to be transformed into organic compost, which is then received by local farmers to fertilise the crops and whose products return to the hotels to be consumed, so that the food is reintroduced into the chain to close the circular economy chain.

Guests are part of this gastronomic experience thanks to the implementation of QR codes that collect information about the products.

CO<sub>2</sub> footprint avoided  
in 2024:

22,771 Kg CO<sub>2</sub>

	2024	2023	Increase
Kilos of compost generated	72,619	67,710	7%
Kilos of organic fraction collected in our hotels	226,935	199,095	14%
Kilos of circular product consumed in our restaurants	9,900	8,119	22%



## 2.9. CLIMATE CHANGE

### CARBON FOOTPRINT

The global temperature of the planet continues to rise at an accelerating rate. The last decade (2011-2020) was the warmest on record.

According to the Intergovernmental Panel on Climate Change (IPCC), the consequences of climate change include intense droughts, water shortages, severe wildfires, rising sea levels, floods, melting of the poles, catastrophic storms and declining biodiversity.



The **carbon footprint analysis** provides as a result data that can be used as a global environmental indicator of the activity carried out in the organisation. The carbon footprint is understood as 'the total amount of greenhouse gases emitted directly or indirectly by an individual, organisation, event or product'.

The carbon footprint is thus configured as a basic reference point for initiating actions to reduce energy consumption and for the use of resources and materials with better environmental performance. When referring to the carbon footprint of an organisation and the emission sources that are analysed in its calculation, we use the term Scope, classifying it into Scope 1, 2 and 3:

- **Scope 1:** direct GHG emissions. For example, emissions from combustion in boilers, furnaces, vehicles, etc., which are owned or controlled by the entity in question. It also includes fugitive emissions (e.g. air conditioning leaks, CH4 leakage from ducts, etc.).
- **Scope 2:** indirect GHG emissions associated with electricity generation purchased and consumed by the organisation.
- **Scope 3:** other indirect emissions. Examples of Scope 3 activities are the extraction and production of materials purchased by the organisation, business travel by external means, transport of raw materials, fuels and products (e.g. logistics activities) by third parties or the use of products or services provided by others.

The quantification of both direct and indirect emissions is based on calculations, always seeking to minimise uncertainty and margin of error. Emission and conversion factors are taken from official sources (Ministry of Ecological Transition and Demographic Challenge).

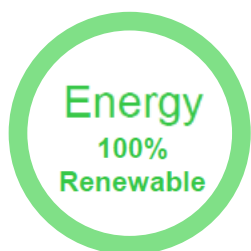


## 2.9. CLIMATE CHANGE

### CARBON FOOTPRINT

#### WE ARE TAKING ACTION TO MINIMISE CLIMATE CHANGE

At Arabella Hospitality España we are fully aware of the problem of global warming, so **we are taking measures to reduce our CO<sub>2</sub> emissions.**



As of 2020, our **electricity consumption comes from 100% renewable sources**, so there are no Scope 2 emissions.

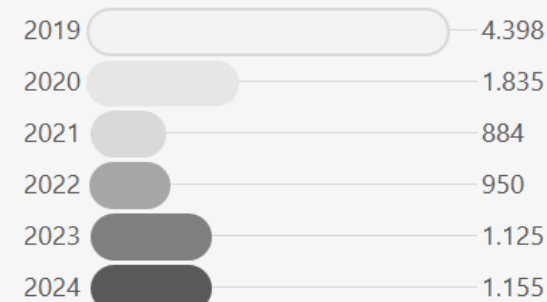


The **golf courses** have received the seal for "Carbon footprint registration, compensation and CO<sub>2</sub> absorption projects" for scope 1+2, having **reduced** the average emission intensity **by 33.3%** in the three-year period 2020-2022 compared to the three-year period 2019-2021.

The **hotels** were also awarded the 'Cálculo y Reduzco' (Calculate and Reduce) seal by the Ministry of Ecological Transition and the demographic challenge, with the recognition of having **reduced** the average emission intensity **by 26%** in the three-year period 2020-2022 compared to the three-year period 2019-2021, for scope 1+2.

#### Carbon footprint - Hotels

Scope 1+2 (Tons of CO<sub>2</sub> eq)



#### Carbon footprint – Golf courses

Scope 1+2 (Tons of CO<sub>2</sub> eq)

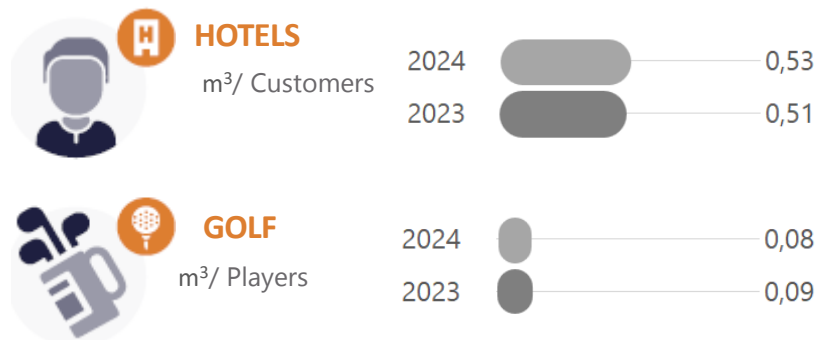


Estimated data for 2024. Final calculation in April 2025.

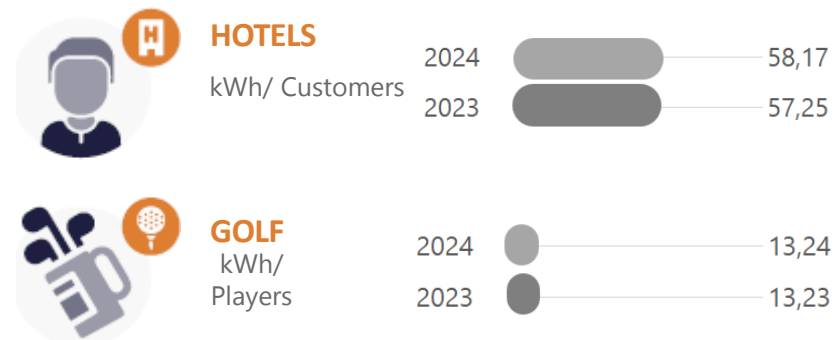
## 2.10. ENERGY CONSUMPTION

### MAIN INDICATORS

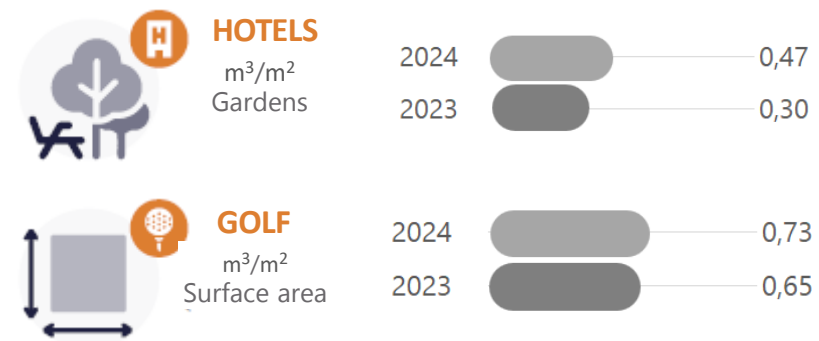
#### CONSUMPTION OF TAP WATER



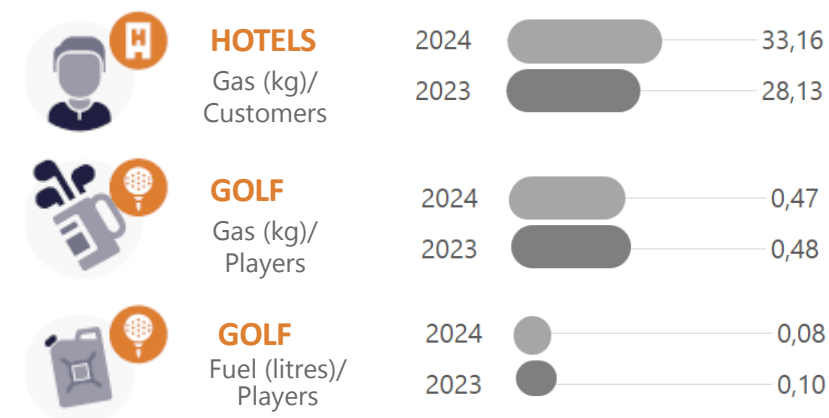
#### ELECTRICITY CONSUMPTION



#### CONSUMPTION OF REGENERATED IRRIGATION WATER



#### FUEL CONSUMPTION



### 3. POSITIVE SOCIAL IMPACT





## 3.1. SOCIAL ISSUES

### MOTIVATION, COMMITMENT AND INVOLVEMENT

Arabella Hospitality España takes care of its employees, seeking to motivate them and identify them with the company's objectives and strategy, so that they feel involved, promoting smooth communication and recognising their responsible commitment.

#### POLICIES AND INITIATIVES

We have an onboarding programme in which the commitment begins with our **service standards**, detailing the Group's corporate values as well as the rules of conduct, coexistence and courtesy.

#### NEW PLATFORM FOR PERSONNEL MANAGEMENT



Throughout the 2024 financial year, work was carried out on a new personnel management platform, which was launched in January 2025 and includes information sections and notice boards to keep employees informed at all times about company news, upcoming events, protocols and procedures, and benefits for which they are eligible.





#### SUGGESTION OF THE MONTH AWARD





Our employees have their own voice in the company. With a focus on continuous improvement, we collect their ideas and suggestions, rewarding the best of them monthly. This has a very positive impact on their motivation and commitment.

## 3.2. SOCIAL ISSUES

### STAFFING AND TRAINING

 HOTELS	Average headcount 2024 <b>680</b> employees	 GOLF
<b>530</b>		<b>150</b>
242 (46%)	Men	113 (75%)
288 (54%)	Women	37 (25%)
96%	Permanent contracts	98%
7,253	Training hours	2,680
75,533€	Training costs	25,000€



 HOTELS	Average headcount 2023 <b>664</b> employees	 GOLF
<b>516</b>		<b>148</b>
234 (45%)	Men	110 (74%)
282 (55%)	Women	38 (26%)
94%	Permanent contracts	96%
6,719	Training hours	2,465
87,250€	Training costs	24,700€

The training covers different areas and topics such as leadership, management and administration, cyber security, AI management, technical services and maintenance, environment, health and safety, languages and customer service.

### 3.3. SOCIAL ISSUES

#### EQUALITY AND DIVERSITY



#### EQUALITY PLAN

With the aim of guaranteeing real and effective equality of opportunities, the group has developed an **Equality Plan** that includes the positive action measures necessary to guarantee full equality of opportunities. In addition, the hotel sector implemented a Plan of Measures to achieve **Equality for LGBTI people**.

#### PROTOCOL AGAINST PSYCHOLOGICAL/SEXUAL OR GENDER-BASED HARASSMENT

With the conviction that respect for the dignity of the people who make up the organisation is an essential part of the Group's corporate culture and values, there is **an action policy for the prevention and treatment of sexual harassment** with the aim of raising awareness and eradicating harassment in labour relations.

#### INTEGRATION OF PEOPLE WITH DISABILITIES AND UNIVERSAL ACCESSIBILITY

The Group is committed to ensuring **full accessibility** for both its customers and employees with disabilities.





## 3.4. SOCIAL ISSUES

### WORKPLACE HEALTH AND SAFETY

As part of **our commitment to staff wellbeing**, certain actions are made available to all staff: healthy menus are prepared in the canteens, physiotherapy sessions, golf lessons and weekly personal training classes. In addition, group activities such as running, paddle tennis tournaments, golf tournaments and a charity cycling trip are organised throughout the year, promoting sport, companionship and solidarity.



We collaborate with Workplace Risk Prevention companies to assess workplace risks as well as psychosocial factors, draw up a **Prevention Plan** and train employees in Health and Safety.



The Group widely recognises the importance of taking care of mental health and has therefore made available to employees and their immediate family members a free support platform, **STIMULUS CARE SERVICES**, which includes psychological assistance for both work and personal matters.



We have made **working hours more flexible** to **create a better work-life balance**. When necessary, **working from home** is enabled.



We maintain **dialogue** with employees throughout their working lives through various actions and policies aimed at achieving a climate of trust, involvement, commitment and satisfaction.



CAEB recognises **Arabella Golf Mallorca** as a **Safe, Healthy and Sustainable Company**.

It was also a finalist in the 2nd edition of the Healthy SME 2022 Awards.

We offer employees **internal and external benefits** to enjoy leisure and family time, such as discounts at our own hotels, restaurants, spa, gym and golf courses.

## 3.5. ANTI-CORRUPTION AND SOCIETY

### SOCIETY AND EMPLOYMENT

We work on various social projects to contribute to the progress of the communities in which we operate.

We collaborate in job placement by offering training and jobs in hotels and golf courses.

**soib** formació i ocupació

Ajuntament de Palma

**PalmaActiva**  
Agència de Desenvolupament Local

**+ Creu Roja**  
distintive

“Empresa Contrata Sin”



**Amadip Esment Fundació**

**WE SUPPORT OUR COMMUNITIES**

**DESDE VALENCIA PARA VALENCIA**

**Fundació Deixalles**

**sonrisamédica**

**World Central Kitchen**

**unicef**

**S.O.S. MAMÁS BALEARES**

**TAKECARE RELIEF FUND**

**Donations to various organisations and participation in campaigns** aimed at covering the basic needs of those most in need.



The **12 Under Par Programme** distributed €18,000 to different organisations:

- Fundación Handisport Mallorca
- Fundación Shambhala
- Fundación Nemo
- Organización Mater
- Amadip
- Prodis Pollença
- Auba Mallorca
- Fundación Trobada
- Fundación Nazaret
- Abdem Baleares
- Caritas Mallorca

This programme has already distributed **€167,900** in its 13 years of existence.

**ARABELLAGOLF MALLORCA**  
**BAJO 12 UNDER PAR**

### 3.6. ANTI-CORRUPTION AND SOCIETY

#### SOCIETY

We create partnerships and alliances to contribute to the progress of communities, creating synergies and joining forces to achieve a tourism sector that is more responsible towards people and the environment:





## 4. GOVERNANCE



## 4.1. KEY TOOLS

### OUR MANAGEMENT PRINCIPLES

The environmental and social policies we develop are integrated into the Group's governance through a set of tools and procedures that focus on improving our services, foreseeing problems or weaknesses, and achieving the objectives of our ESG strategy.

1

**Management control** focused on excellence in business monitoring, decision-making and impact assessment.

2

**Risk Management System** integrated across all of the Group's operations. It is also an instrument to prevent corruption in all its forms and to prevent possible cases of bribery and money laundering.

3

**Whistleblower channel** available to all employees, customers, suppliers and business partners, in 6 languages, so they can send anonymous or personalised messages about possible infringements of legal regulations or internal policies.

4

**Code of Conduct** to lead our commitment to ethics and ensure regulatory compliance by all the people who are part of the Group.

5

Corporate **purchasing manual**, which enables us to establish links with our suppliers based on ethical relationships, sustainable attitudes, fairness and trust.

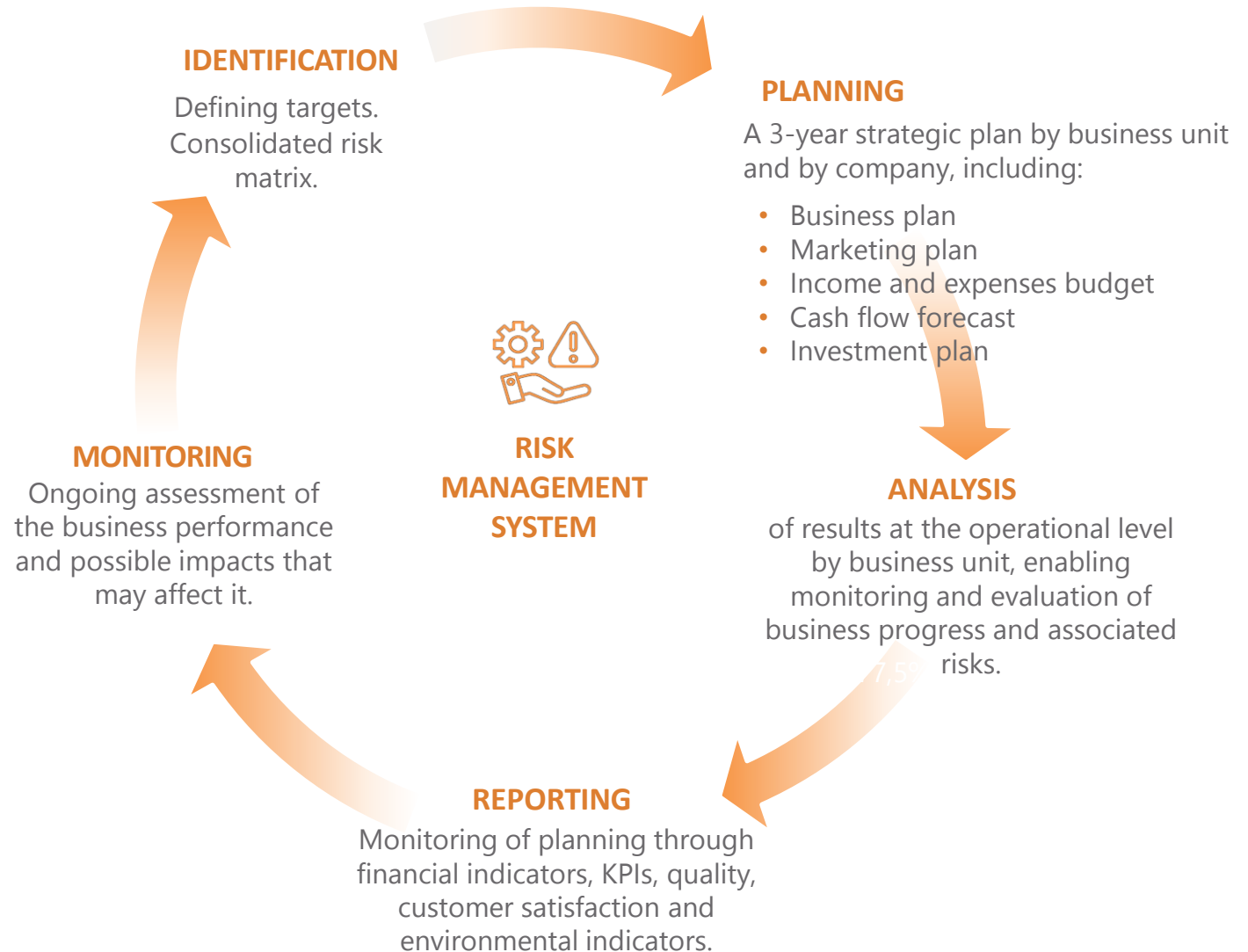


## 4.2. RISK MANAGEMENT – POLICIES AND RESULTS

### IDENTIFYING, PLANNING, REPORTING, ANALYSING AND MONITORING GOALS

The wide range of activities carried out at Arabella Hospitality España means that the achievement of its goals may be affected by various risks.

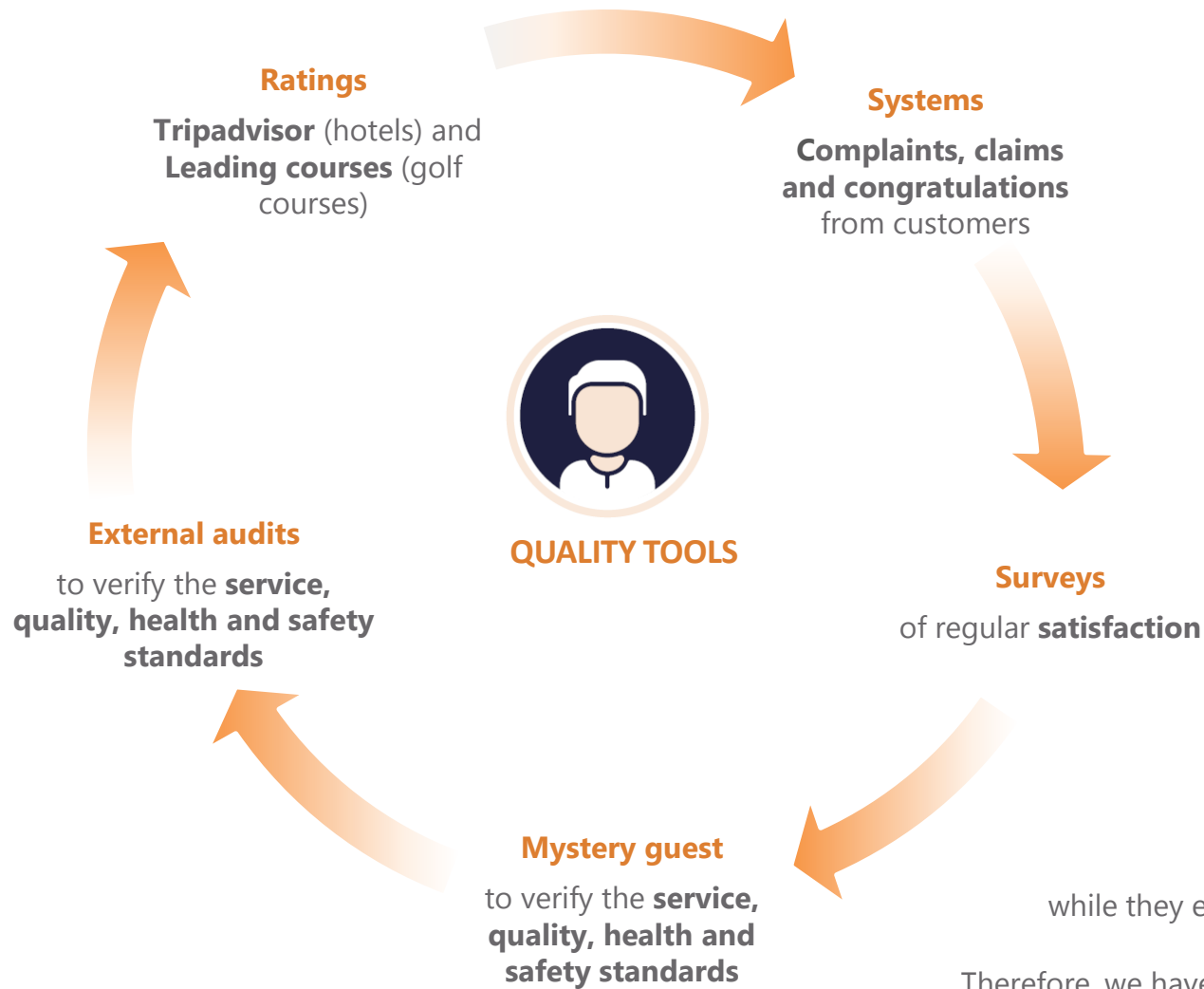
Appropriate **monitoring of the business** is carried out to minimise them.





## 4.3. COMMITMENT TO CUSTOMERS

### OUR TOP PRIORITY



At Arabella Hospitality España we work to provide an **excellent service and an innovative offer** to our customers, ensuring their wellbeing and safety while they enjoy their experience at our hotels and golf courses.

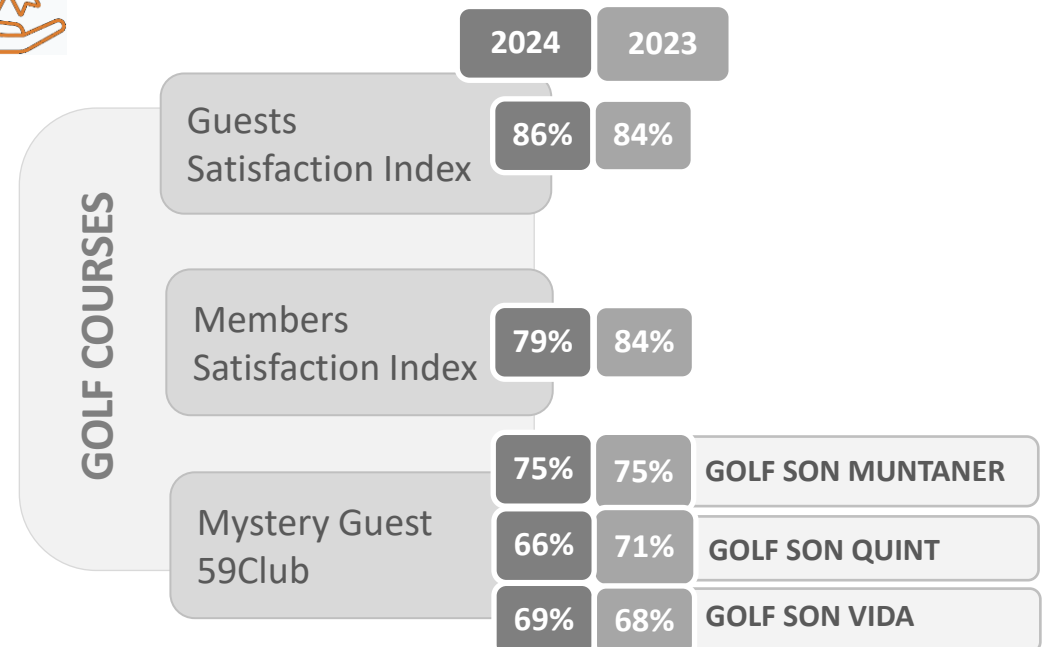
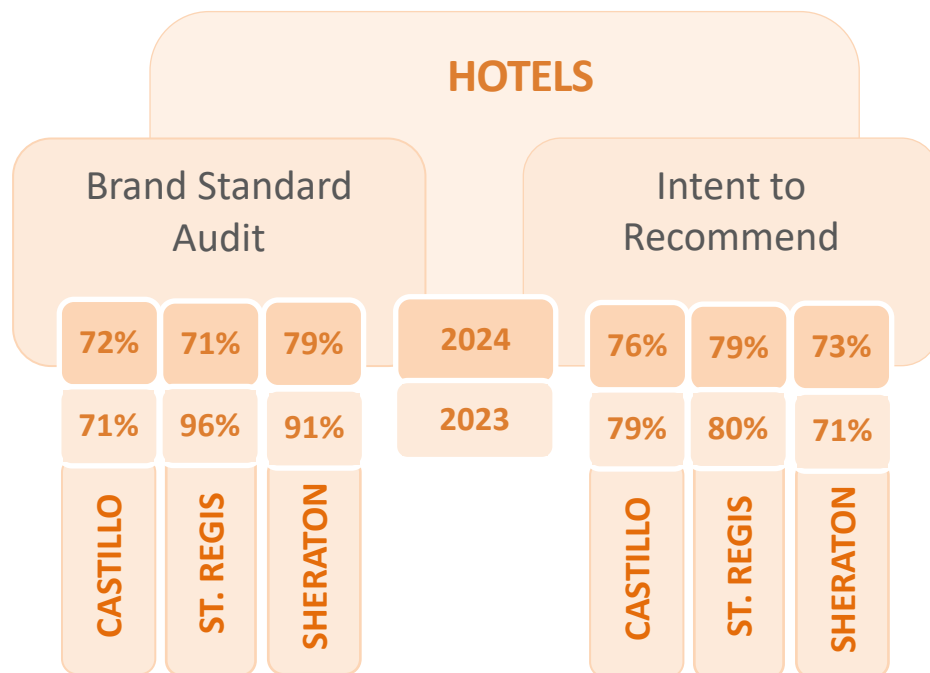
Therefore, we have a wide range of tools that allow us to measure and take their feedback into account.

## 4.3. COMMITMENT TO CUSTOMERS

### OUR TOP PRIORITY

The sustainability of our business depends on **quality of service and customer satisfaction** by ensuring we deliver on the brand promise, meet their needs and exceed their expectations, offering them unique and personalised experiences.

The excellent results of audits and satisfaction surveys confirm our efforts:



## 4.3. COMMITMENT TO CUSTOMERS

### CUSTOMER AND COMPANIES SATISFACTION AND RECOGNITION

#### HOTELS

##### The St. Regis Mardavall Mallorca Resort



Nominee to the  
Spain's Best Leading  
Resort 2024



Nominee to the Spain's  
Best Convention  
Centre 2024



Nominee to the  
Spain's Best Resort  
Spa 2024

It was also a finalist in the category of best 'Iconic Hotel' at the 16th Condé Nast Traveler Awards.

##### Castillo Hotel Son Vida



Nominee to the  
Spain's Best Sports  
Resort 2024



Nominee to the  
Spain's Best Luxury  
Hotel Villa 2024



One MICHELIN Key · A very special stay

##### Sheraton Mallorca Arabella Golf Hotel



Nominee to the  
Spain's Best Golf  
Hotel 2024

Tripadvisor  
Travelers'  
Choice Awards





## 4.3. COMMITMENT TO CUSTOMERS

### CUSTOMER AND COMPANIES SATISFACTION AND RECOGNITION

#### RESTAURANT ES FUM, in the St. Regis Hotel Mardavall



Nominee to the  
Spain's Best Hotel  
Restaurant 2024



Its **Michelin Star**, which it has held  
since 2011, has been renewed.



The reservation portal  
'El Tenedor' continues  
to include the  
restaurant Es Fum in its  
list of its users'  
favourite restaurants,  
placing it among the  
100 best restaurants in  
Spain and also  
obtaining the **INSIDER  
distinction**.



In the **Repsol Guide** with 1 Sun for the third  
consecutive year.



Condé Nast Traveler, an  
international magazine  
specialising in luxury tourism and  
lifestyle, awarded Es Fum in its  
second edition of the Hotel &  
Mantel **Awards in the category  
Special Editorial Award for Best  
Club Sandwich**.

## 4.3. COMMITMENT TO CUSTOMERS

### CUSTOMER AND COMPANIES SATISFACTION AND RECOGNITION

#### GOLF COURSES



Nominee to the  
Best golf course  
Eco-Friendly of the  
World 2024



Nominee to the  
Best golf course  
Eco-Friendly of  
Europa 2024



Nominee to the  
Best golf course  
Eco-Friendly of  
Spain 2024



Golf Son Muntaner  
**Gold flag**



Golf Son Vida  
**Bronze flag**



Golf Son Quint  
**Bronze flag**

59 Club Awards Golf, at the excellence in service



In recognition of the **best  
people and golf facilities:**

Golf Son Muntaner and its  
director Bernat Llobera



Golf Son Quint has been  
awarded second place by  
Golfamore in the category  
'Players' Choice Award' for its  
hospitality and facilities.

At the presentation of its 2024 awards for excellence,  
Fomento de Turismo **awarded a Special Mention to  
Golf Son Vida on its 60th anniversary** for having



made a significant  
contribution to the  
improvement of  
Mallorca in general  
and its tourism  
industry in  
particular.

## 4.4. COMMITMENT TO SUPPLIERS

### PURCHASING POLICY AND SUPPLIER EVALUATION

The Group is constantly concerned with the proper management of its supply chain, reflected in its ongoing commitment to **establishing links with its suppliers based on ethical relationships, sustainable attitudes, fairness and trust**, ensuring the integrity of the Group's values and commitments, as well as good communication.

The Group establishes a **purchasing policy** based on a cycle implemented with strict and detailed procedures on the evaluation and selection of suppliers, based on social, ethical and environmental criteria.

### CORPORATE PURCHASING MANUAL

In order to gain an in-depth understanding of the behaviour and practices of the Group's suppliers in both the golf course and hotel businesses, suppliers are required to accept both the Group's Supplier Code of Conduct and the Marriott Code of Conduct which includes environmental, labour and human rights commitments.



### SUPPLIER EVALUATION

- Monitoring system.
- System for auditing the supplier, purchasing and payment process.
- System for monitoring the results of the supplier contracting process.
- Based on the Group's internal control systems.
- Based on the Schörghuber Group's practice of conducting internal audits.

### Award for the Best Sustainability Initiative in National Purchasing

#### In the XIII AERCE 2024 Purchasing Awards

This award recognises the work of the Purchasing team in the development and implementation of sustainability strategies in the business and the introduction of ESG policies in the supply chain.

