



SUSTAINABILITY REPORT OF CM MALLORCA PALACE 2026

CM Hotels is a company fully committed to good practices and the environment in which it operates. The entire team at the CM Mallorca Palace hotel is committed to advancing sustainability in each of its three dimensions. Below are several of the goals set for 2025.

Nº	GOALS 2025	PERIOD FOR IMPLANTATION	RESULTS	IMPROVEMENT PLAN
1º 2026	Achieve a 1.5% reduction in water consumption per room	2026	(m3 per stay) 2023 0,46 m3 2024 0,39 m3 2025 0,42 m3	Replace 34 bathtubs with showers. Reduce flow. Space out watering periods.
2º 2026	Reduce the amount of irrigation m3 by 4% without affecting the appearance and health of the gardens.	2026	(m3 per stay) 2023 0,130 m3 2024 0,137 m3 2025 0,134 m3	We increase time and reduce frequency so that the moisture penetrates the soil better.
3º 2026	Reduce plastic waste production by 2% by 2024.	2026	(Kg per stay) 2023 0,122kg 2024 0,091kg 2025 0,223 kg	Improving purchasing management, looking for packaging alternatives.
4º 2026	Reduce organic waste production by 2%.	2026	(Kg per stay) 2023 0,968 kg 2024 0,996 kg 2025 0,718 kg	Better control of organic waste and purchases.
5º 2026	Increase investment by 3% in labor inclusion programs for people with cognitive disabilities, thus contributing to the strengthening of human rights and equity in the workplace.	2026	Spended yearly 2023 101.293,34€ 2024 112.591,14€ 2025 209.569,20€	In 2022, we began working with the Ilunion laundry and began purchasing products from Estel de Llevant. Both companies employ workers with cognitive disabilities.

Environmental Summary

As part of the hotel's commitment to continuous environmental improvement, initiatives aimed at reducing resource consumption, improving waste management and moving towards more efficient facilities have continued to be implemented throughout 2025.

Energy efficiency:

During 2025, progress has continued to be made in improving the energy efficiency of the premises. Currently, **over 90 per cent of the hotel's lighting is LED or energy-efficient**, and the procurement of new LED bulbs and spotlights has been completed to continue gradually replacing the remaining conventional lighting fixtures.

Furthermore, equipment such as the air-conditioning systems in the offices and the restaurant is being replaced with more energy-efficient units.

As an additional measure, there are plans to replace the light switches in certain communal areas with timer-controlled systems, with the aim of preventing unnecessary consumption.

Water consumption:

Various measures aimed at optimising water consumption have been maintained. Among these, the establishment's taps have been checked to ensure that flow rates do not exceed **10 litres per minute in showers and 5 litres per minute in washbasins**.

The irrigation system for the landscaped areas has also been optimised, reducing the frequency of watering and increasing the duration of each session to encourage greater penetration of moisture into the soil.

At the same time, information provided to guests has been stepped up to encourage responsible consumption. The hotel has a towel reuse policy, whereby towels left hanging are kept in place and are only replaced when a guest places them on the floor. Specific days have also been set aside for changing pool towels.

These measures are complemented by more information on our internal app regarding water and energy saving, recycling and environmental protection.

Waste management:

One of the hotel's main environmental objectives is to **reduce the amount of waste generated and to increase proper waste separation and recycling.**

Staff awareness-raising and training initiatives have led to a reduction in organic waste production, falling from 0.996 kg per stay in 2024 to 0.718 kg per stay in 2025.

Work is also continuing on reducing plastic products and packaging, with particular attention being paid to the elimination of single-use plastics. In the restaurant and bar areas, these items have been phased out.

We will continue to strengthen staff training and review our purchasing practices with the aim of prioritising products with less packaging and more sustainable materials.

Room refurbishment and efficiency:

By the end of 2025, a comprehensive **refurbishment of the double rooms in Block 1000 had been carried out**, incorporating improvements to the lighting, furniture and bathrooms. We can therefore consider the refurbishment of all the rooms throughout the hotel to be complete.

All refurbished rooms are now equipped with showers and taps with flow-restriction features, which will improve water efficiency and progressively reduce the environmental impact associated with accommodation.

Amenities management:

Work continues to reduce waste associated with welcome products in the rooms. Some of the amenities are provided only upon the guest's request, thereby avoiding unnecessary consumption and waste.

Furthermore, priority is given to packaging that is recycled, recyclable or reusable. Hygiene products, such as shampoo, shower gel and hand soap, have been provided via dispensers for several years, significantly reducing the generation of small single-use containers.

Social commitment

Employment inclusion and human rights:

The hotel remains committed to employment inclusion and to collaborating with organisations that promote the integration of people facing greater difficulties in accessing the labour market.

Since 2022, laundry services have been provided by **ILUNION**, a company belonging to the ONCE Social Group and a leading organisation in the employment integration of people with disabilities.

We are also continuing our partnership with **Estel de Llevant**, a Mallorcan organisation dedicated to improving the quality of life and promoting the social and labour market integration of people with mental health issues.

Support for the community and local suppliers:

Throughout 2025, we have continued to prioritise the purchase of products and services from local businesses, thereby promoting the economic development of the local area and reducing, where possible, the impact associated with transport.

The proportion of local suppliers remained at **35 per cent in 2025**.

The hotel will continue to prioritise, provided that quality, availability and operational criteria allow, the use of local suppliers and the incorporation of locally sourced or 'Km 0' products.

Conclusion

Throughout 2025, progress has continued to be made in improving the establishment's environmental and social performance through measures aimed at energy efficiency, water saving, waste reduction and the gradual refurbishment of the facilities.

At the same time, the hotel's social commitment has been strengthened through collaboration with organisations promoting employment integration and by increasing the use of local suppliers.

These actions form part of a process of **continuous improvement**, in which the establishment will continue to set new targets and implement measures to progressively reduce its environmental impact and generate a positive effect on its social and economic environment.

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Marc Campos