

*This is a summary translated into English of the original Environmental Statement in Spanish, which contains all the complete data.*

*You can consult it in the Spanish version of our website.*

# **ENVIRONMENTAL DECLARATION**

## **Jan – Dec 2023**

VERIFIED ENVIRONMENTAL MANAGEMENT – REGISTRATION “ES-IB-000018” – IN ACCORDANCE WITH THE EUROPEAN REGULATION ON ECO-MANAGEMENT AND ECO-AUDIT (EMAS).

ENVIRONMENTAL INFORMATION VALIDATED (REGISTRATION ES-IB-000018).

### **HOTEL BON SOL – Resort & Spa**

#### **CONTENTS**

1. 1. Environmental Commitment of Hotel Bon Sol
2. 2. Description of Hotel Bon Sol
3. 3. Implementation of the Environmental Management System
4. 4. Environmental Policy of Hotel Bon Sol
5. 5. Organization Chart of Hotel Bon Sol
6. 6. Environmental Objectives and Targets
7. 7. Environmental Performance
8. 8. Validation Dates and Environmental Verifier Details
9. Annex 1: Basic Indicator Dashboard (2023 data)
10. Annex 2: DRS Indicators
11. Annex 3: Applicable Legal Requirements
12. Annex 4: Regulations Applicable to Legal Requirements
13. AENOR Environmental Verifier’s Declaration (Validation & Verification)

This declaration covers the period from 01/01/2023 to 12/31/2023. It also contains data for previous years, which have likewise been validated.

### **1. Environmental Commitment of Hotel Bon Sol**

At Hotel Bon Sol we place special importance on personal attention and customer service, always striving to satisfy guest expectations and make their stay as pleasant as possible.

Among those expectations, respect for the environment is increasingly present; therefore, Hotel Bon Sol states its intention and assumes the commitment—towards its customers, collaborators and society at large—to carry out its activities by continuously improving environmental respect, going beyond the requirements of applicable environmental legislation, implementing appropriate preventive measures and thereby contributing to the sustainable development of our surroundings.

## **2. Description of Hotel Bon Sol**

Hotel Bon Sol is a 4-star superior property classified under CNAE 5510, with 92 rooms and 180 beds, targeting an upscale guest segment. Bon Sol has always been a family-run company with a vocation for environmental respect. Since its creation in 1953, within its modest means, the hotel implemented systems to minimize environmental impact. In the absence of municipal waste collection or sewerage at the time, waste disposal was organised with a rudimentary system: food waste was taken daily to a neighbouring pig farm (the 'Possessió' of Bendinat castle) and glass, metals, cardboard and paper were recycled. Wastewater was treated in a rudimentary treatment plant and reused for irrigation. No wastewater was ever discharged to the sea. For heating and hot water, almond-shell boilers— a renewable energy source—were used.

Hotel Bon Sol is located in the southwest of Mallorca, in the residential area of Illetas, municipality of Calvià. The hotel complex sits on a coastal hillside and its construction adapts perfectly to the topography. Geographical coordinates: 39°32'26.0"N 2°35'33.3"E.

The hotel has 92 rooms with bathroom, terrace, heating/air conditioning, minibar, safe, telephone, TV and radio. Facilities include a restaurant, a covered garden for breakfast and spacious lounges. The property offers a swimming pool, tennis court, mini-golf, gym, spa, physiotherapy and a children's playground, as well as a conference room for meetings and seminars. The hotel usually closes from November to March. Since March 2003 the establishment has held the "Q" for Quality awarded by the Spanish Institute for Tourism Quality (ICTE).

## **3. Implementation of the Environmental Management System (EMS)**

In line with measures to achieve an environmentally respectful hotel, at the end of 1998 Hotel Bon Sol began implementing an Environmental Management System (EMS) in accordance with Regulation EEC 1836/93 (EMAS). In 2001 EMAS II (Regulation EC 761/2001) entered into force and replaced 1836/1993; the organisation was audited and verified under EMAS II. EMAS III (Regulation (EC) 1221/2009) and Regulation (EU) 2018/2026 of 19 December 2018 are currently in force, and the hotel has been audited and verified under them.

The EMS is a voluntary instrument that enables Hotel Bon Sol to manage its environmental performance based on three fundamental pillars: compliance with environmental

regulations, continuous improvement, and the involvement of all stakeholders (employees, customers, public authorities, etc.). The scope of the EMS is “Hotel Accommodation Services.”

The phases and elements of the EMS are documented in the hotel’s EMS Manual, which serves as a permanent reference for planning, implementing and maintaining the EMS. The Manual also points to key documents (procedures and records) that provide further detail. Through annual internal audits, the hotel monitors the application of the Environmental Policy and the effectiveness of the EMS.

The General Manager of Hotel Bon Sol is ultimately responsible for the EMS. To ensure proper development of the Environmental Policy, the manager appoints a Management Representative for environmental matters—the Environmental Manager—supported by the Environmental Committee.

A review of the initial environmental analysis conducted in 2018 has been performed, including the required adaptations: (1) determination of the organisational context; (2) identification of stakeholders and their needs and expectations; (3) consideration of life-cycle perspective when assessing the significance of environmental aspects, including indirect aspects before goods and services reach the hotel and after the hotel service ends; and (4) determination of risks and opportunities related to the EMS. These aspects are likewise included in the annual EMS review; the environmental analysis has been fully updated. Sectoral tourism guidelines were reviewed and taken into account.

Environmental training and awareness for all staff is essential for implementing and maintaining the EMS. The management team frequently attends seminars and workshops to stay up to date on energy-saving measures and exchange ideas with peers. In 2023 the following sessions were held: • Training course “Good Practices: Quality, Safety and Waste Management” (all departments, Oct 2023, Get21); • Course on Circularity (all departments, May 2023, Get21); • Fire drill—practical training (all departments, Apr 2023, Quirón Prevención); • Fire drill—theoretical training (all departments, Apr 2023, Quirón Prevención).

#### **4. Environmental Policy of Hotel Bon Sol**

“Hotel Bon Sol expresses its intention and assumes the commitment towards its customers, collaborators and society at large to conduct its activities while continuously improving respect for the environment, going beyond the requirements of current environmental legislation, implementing appropriate preventive measures and thus contributing to the sustainable development of its surroundings.

To this end, it will act according to the following environmental principles:

- Take the necessary actions, controls and corrections to understand, prevent and progressively reduce the impact of the company’s activities on the environment.
- In line with the principle of continuous improvement, go beyond strict compliance with

current environmental legislation.

- Promote environmental training and information for those involved in managing and operating Hotel Bon Sol's facilities, linking suitable programmes so that environmental respect is an essential element in the company's activities.
- Apply, as far as possible, available technical improvements to minimise polluting emissions and discharges, ensure proper waste management, and reduce consumption of energy, water, materials and hazardous substances.
- Foster internal and external environmental communication with transparency, informing customers of environmental protection measures adopted and how they can collaborate.
- Inform suppliers and subcontractors of the environmental criteria required by Hotel Bon Sol and incorporate environmental criteria into purchased products.
- Communicate our policy to those working on behalf of Hotel Bon Sol.
- Measure, review and correct compliance with the company's environmental principles to prevent accidents that could affect the environment and thus ensure environmental protection as a tool for improvement and as a strategic development factor.
- Collaborate with authorities to establish emergency procedures for accidents that affect the environment.
- Help curb global warming by compensating for CO2 emitted directly and indirectly by our activity. To this end, resources are allocated to sustainable reforestation (200,000 trees).  
January 2020."

Hotel Bon Sol's management undertakes to review this policy periodically for updates.

## **5. Organization Chart of Hotel Bon Sol**

The General Manager, Mr. Martin Xamena Toro—ultimately responsible for management and maintenance of the EMS—delegates representation of the Management in environmental matters to Mr. Alejo Truyols, Environmental and Quality Manager. The Environmental Committee also includes: Ms. Lorraine Xamena (Deputy Management), Mr. Alejandro Xamena (Management), and Ms. Ana Gomis (Administration).

## **6. Environmental Objectives and Targets**

### **6.1 Programme (2023)**

The Environmental Programme describes the objectives and targets set by Hotel Bon Sol, indicating those responsible for implementation, planned completion dates and estimated costs. Quarterly monitoring is carried out to evaluate achievement. Below is a summary of 2023 actions and results:

- Digitise room inspection checklists (housekeeping): completed and operating; c. 2,300 sheets of paper saved.

- Digitise storeroom goods in/out records and inventory controls: completed and operating; c. 1,400 sheets of paper saved.
- Digitise Legionella control checklists: completed and operating; c. 300 sheets of paper saved. While space-saving goals were met, overall paper consumption rose due to other actions (advertising, customer information, etc.), and many print jobs were in-house rather than outsourced.
- Use of eco-range laundry products: trialled for several months; results unsatisfactory (significant increase in rejected linen due to persistent stains). Traditional range reinstated.
- Use of walnut-shell scouring pads: tested but disintegrated quickly and were ineffective.
- Install EV charging points: two chargers installed (initial mention of four was an error). Used by guests with electric/hybrid rentals; usage is occasional (below two charges/day on average).
- Install photovoltaic panels: materials received; installation pending commencement of production (to be completed in 2024).
- Replace HVAC for conference rooms and annexes with more efficient systems: project approved; defer installation to next off-season (deadline Jan 2026).

## 6.2 Objectives & Targets for 2024

- Complete digitisation of storeroom records and controls (by Mar 2024).
- Install photovoltaic array (by Mar 2024) targeting approx. 10,000 kWh/year; surplus injected to grid or used by EVs.
- Replace HVAC for conference rooms and annexes (by Dec 2024): expected reduction of 2,621 kg CO<sub>2</sub> and 4,883 kWh electricity/year.
- Acquire an electric vehicle for management mobility (Jan 2024): reduce CO<sub>2</sub> by 1,200 kg/year; cut petrol consumption by 1,400 litres/year.
- Introduce wooden room key cards (from Mar 2024): reduce plastic use (~5 g × 2,000 cards).
- Provide free water fountains for guests (from Jan 2024) to reduce impacts associated with recycling/reuse of bottled water.

## 7. Environmental Performance

Environmental aspects arising from hotel activities and services are identified and evaluated under normal and abnormal operating conditions, incidents and potential emergencies to determine significance, considering the life cycle of the product/service. Each department receives a copy of its environmental aspects.

## 7.2 Energy Consumption

Guest-nights in 2023: 31,246 stays.

Main services with energy use: space heating and cooling via fan-coil units; centralised domestic hot water (gas boilers); outdoor pool heated via heat recovery, solar energy and cogeneration.

Energy sources: Electricity (3-phase 380/220 V) for HVAC, water pumps, lighting, cold rooms, office IT; Natural gas (piped) for DHW, heating, kitchen and laundry; Gas-oil (2,000-L backup tank) for emergency; Solar thermal ( $\approx 58 \text{ m}^2$ ,  $\sim 2 \text{ kW/collector}$ ) for DHW/pool; Heat recovery for pool; Motor fuels for company vehicles.

Average energy consumption per stay (kWh/stay): Electricity 23.16 (2023); Natural gas—kitchen & laundry 7.49 (2023); Natural gas—boiler room 16.90 (2023).

## 7.3 Renewable Energy

Solar energy is used for DHW production and pool heating. First solar panels were installed in 1968 (Tec-Sol), replaced in 1985 and again in 2001 with more efficient panels. There are currently 23 solar panels covering  $\sim 58 \text{ m}^2$ , estimated useful annual energy  $\sim 40,050 \text{ kWh}$  (f-chart method). Heat recovered from refrigeration has enabled more solar contribution to DHW.

## 7.4 Energy Saving Measures

Building envelope: double walls with polystyrene/rock wool insulation; most glazing double-pane (Climalit); latest rooms use Climalit + HeatMirror (blocks 80% IR, 98% UV). Rooms have master switch; an energy management system has been in place since 2000; energy audit in 2002; room A/C integrated into ROBOT home automation since 2003 to enable standby strategies; boiler room remodelled in 2004 with gas boilers meeting  $\sim 90\%$  of demand; laundry/dishwashers supplied with pre-heated water from gas boilers; motion-sensor lighting in bar restrooms; A/C paused during dinner hours; module installed in 2011 to shave electric peaks via controlled compressor stops; room TVs replaced with lower-consumption LED units.

No new efficiency actions since 2017 pending completion of the 2023–24 photovoltaic project.

## 7.5 Atmospheric Emissions

Mainly from gas boilers ( $\text{CO}_2$ , CO,  $\text{NO}_x$ ). Boilers are monitored daily; preventive maintenance in accordance with RITE; combustion analyses performed (example 14/03/2023).  $\text{CO}_2$  conversion factors used are those from the regional authority; additional Travelife factors considered for water and waste. Total  $\text{CO}_2$  in 2023 from energy: 449,284 kg; ratio kg  $\text{CO}_2$  per kWh: 0.30. Refrigerant leak management follows preventive plans; recorded 2023 refrigerant top-ups: HFC134a 16 kg, R449a 4.5 kg, R410a 14 kg; refrigerant  $\text{CO}_2$ -equivalent in 2023: 43.885 t.

Carbon footprint compensation: the hotel offsets direct emissions plus client flight emissions through 120 hectares of plantations. 2023 summary: Hotel CO<sub>2</sub> 493.17 t; flights 1,597.97 t; total 2,091.14 t; absorption by 120 ha: -3,018.00 t; balance -926.86 t.

## **7.6 Water Consumption and Discharge**

Water from municipal supply; quality monitored at multiple points, including osmosis for critical uses; routine controls for Legionella, faecal water annually; wastewater domestic-equivalent and discharged to sewer. 2023 consumption ratio: 0.43 m<sup>3</sup> per stay.

Wastewater analyses (10/10/2023) complied with Calvià ordinance limits (e.g., DBO5 188 mg/L in garage line; 441 mg/L in laundry line; both within limits).

## **7.7 Water Saving**

High-pressure rinsing in kitchen; low-flow showerheads; night-time irrigation; motion-sensor urinal flush; Spectank system for pots; aerators on basin taps.

## **7.8 Waste Management**

Selective collection: general waste, organics, glass, paper/cardboard, packaging, WEEE, lamps, oils, hazardous packaging; municipal service Calvià 2000 and authorised managers. Organic fraction separated at source. 2023 examples (approx.): cardboard 4.5 t, glass 11 t, packaging 4.21 t, used vegetable oil 0.736 t, fluorescent lamps 0.0107 t, WEEE 0.072 t, construction & demolition waste 60 t, confidential paper 0.304 t.

## **7.10 Noise (Inside and Outside)**

New sound measurements were made in 2022 to confirm compliance with the updated municipal ordinance. Typical results: terrace of the bar 41.5 dB (day) / 52 dB (evening); below prescribed limits. Annual emergency drills conducted; Emergency Plan registered (RGPA-035-06).

## **7.12 Compliance with New Legal Requirements**

The establishment adapts to legislative changes as they arise, minimising processing times to ensure swift compliance.

## **Annex 1: Basic Indicators (2023)**

Includes consumption and emission indicators used internally for EMAS tracking.

## **Annex 2: DRS Indicators**

Water consumption per stay: 430 litres/stay (DRS benchmark ≤140).

Dishwashing chemicals (active ingredients): 22.62 g/stay (DRS benchmark ≤10 g).

### **Annex 3: Applicable Legal Requirements**

Summarised registry and validity for: activity and opening licences; tourist registry; tourist bed certificates; liability insurance; sewer connection and discharge (as applicable per Calvià ordinance); hazardous-waste small producer registration and NIMA code; noise measurements; low-voltage inspections (OCA); gas-oil tank certifications; heating/DHW boiler maintenance and combustion analyses; domestic boilers (laundry, spa areas) maintenance; gas installation certifications and periodic inspections; thermal/freeze installations (RITE) contracts and certificates; energy performance certificates (Hotel, Villas, Tower); lifts—maintenance and RAEs; company vehicle ITV inspections; pools (SILOE communication, RD 742/2013); fire protection systems—installations, annual and quarterly reviews; emergency plan; LOPD; accessibility; refrigerant logs and inspections; calibration records; and annual carbon footprint registry (2022 submitted).

### **Annex 4: Regulations Applicable to Legal Requirements**

Includes the Balearic and Spanish legal framework referenced in the report: Balearic Tourism Law; Water Law; Waste and Contaminated Soils Law; Royal Decrees on hazardous waste, waste transport, low-voltage electrical installations, thermal installations in buildings (RITE), lifts (AEM1), fire protection systems (RIPCI), emergency and self-protection, pools, data protection, accessibility, end-of-life vehicles, fluorinated gases, APQ for chemical storage, Calvià sanitation ordinance, climate change and energy transition, energy performance certification, Balearic carbon footprint registry, Balearic tourism circularity measures, Legionella control (RD 487/2022), energy saving measures (RD-law 14/2022), packaging and packaging waste (RD 1055/2022), Spanish Waste Law 7/2022, and RD 3/2023 on drinking water quality and control.

### **AENOR Environmental Verifier's Declaration**

AENOR CONFÍA, S.A.U. (EMAS verifier ES-V-0001) certifies that the environmental information stated in this Environmental Declaration has been verified and validated for HOTEL BON SOL, S.A., EMAS registration ES-IB-000018, in accordance with Regulation (EC) No 1221/2009 and updates. Date of verification: 10/12/2024.

Hotel Bon Sol — Paseo de Illetas, 30 — 07181 Illetas (Mallorca) — Tel. +34 971 402 111 — [bonsol@hotelbonsol.es](mailto:bonsol@hotelbonsol.es) — [www.hotelbonsol.es](http://www.hotelbonsol.es)