

Environmental Policy

Cordial Hotels & Resorts

Our Commitment

The management of **Cordial Hotels & Resorts** (hereinafter "**Cordial**") understand the importance of protecting the environment and we are committed to managing our business in a way that minimises and reduces our impact on the environment.

Cordial's environmental policy is inspired by two basic principles:

- Scrupulous compliance with the provisions of Spanish and European legislation and, in particular, that which regulates the tourism sector.
- Continuous improvement of the activities carried out in order to protect the environment.

Cordial is committed to:

- Systematically reducing energy consumption, waste, etc., as well as making efficient use of resources, raw materials and energy.
- Continuous investment in the most advanced technology that allows us to be as efficient as possible.
- Adopting the necessary measures to guarantee compliance with environmental regulations. Establishing procedures for the periodic review of compliance with the environmental policy, as well as for the application of corrective measures in the event of any deviations detected.
- Raising awareness and continuous training of our human teams to consolidate our sustainability culture and make them participants in the respect of our environmental policy in all its aspects.
- Disseminate the environmental policy to all employees, suppliers, subcontractors and other interested parties.
- Maintain a Environmental Management System appropriate to our activities and services.

Our Goals

- 1) **To reduce pollution, our carbon emissions and energy consumption by 15% before the end of 2024 through implementing the following steps:**
 - Implementing biogas machinery to drastically reduce our gas consumption
 - Using automatic turn-off lights in all the rooms
 - Installing energy-saving light bulbs in all establishments
 - Reducing our CO2 emissions by using renewable energy (solar panels and solar blankets)
 - Reducing the consumption of toxic products
 - Installing lighting controls using timers, motion sensors, etc.
 - Monitoring system and automated control for air conditioning and heat production of the complexes



- Heating water by using small portions of compressed vegetable material used as fuel replacing gas
- Using biological means to fight pests in our gardens
- Replacing all gas boilers with more efficient and less polluting heat pumps
- Wherever possible, continuously reviewing and replacing the cleaning chemicals we use with eco-friendly alternatives
- Putting information in guest rooms about how to conserve energy

2) To reduce our water consumption by 5% before the end of 2024 through implementing the following steps:

- Installing flow reducers in taps and showers
- Replacing all bathtubs with shower trays
- Using water from natural wells for irrigation of plants
- Repairing immediately all cracks in the tap fittings
- Establishing controls for decreasing the frequency of washing for linen in rooms
- Installing economisers on all taps in washbasins and showers in bathrooms
- Installing dual flush systems in the cisterns of all our establishments
- Putting information in guest rooms about how to conserve water

3) To reduce our waste production by 20% before the end of 2024 through implementing the following steps:

- Implementing biogas machinery to drastically reduce our waste production
- Buying products in large packages, avoiding small or individual packaging
- Introducing eco-friendly towel replacement in all establishments
- Increasing the number of recycling stations to enable our guests to separate the waste generated during their stay
- Replacing cups, straws and straws with biodegradable materials and wood
- Generating less waste in the bathroom: using dispensers in the bathrooms
- Installing more water dispensers in the staff area to reduce the purchase of bottled water.

4) To have a positive impact on local biodiversity in our area by taking the following steps:

- Making charitable donations to support local projects that protect the development and care of the local community

S: Operations Department

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