

SUMMARY OF 2025 ESG REPORT



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Arabella Hospitality España, publishes this report with the aim of playing an active and positively influential role in its community and enabling its stakeholders to assess its performance in the areas of environmental and social sustainability.



This document is a summary of its Non-Financial Information Statement, which forms part of the audited financial statements of the Arabella Group and its subsidiaries in Mallorca, and highlights environmental and social aspects related to people management, diversity, respect for human rights, and the fight against corruption and bribery, as well as risk management and policies linked to these issues.

In preparing this document, the methodology of the GRI 2022 Global Reporting Initiative (GRI) in its “Standards” version was used to address the non-financial and diversity reporting requirements set forth in Law 11/2018 of December 29.



Francisco Vila, CEO.
Arabella Hospitality España

The 2025 fiscal year has been a year of consolidation and progress for our organization, in an environment that continues to be marked by the economic, social, and environmental transformation of our sector.

In this context, the summary of the Non-Financial Report we are presenting today reflects our firm commitment to responsible, transparent, and long-term-oriented management.

Our strategy is grounded in a clear conviction: sustainable economic performance is only possible when respect for people, the environment, and the highest standards of governance are fully integrated.

Throughout 2025, we have continued to advance this goal by strengthening our management systems, deepening our corporate culture, and aligning our decisions with increasingly stringent ESG criteria.

This year was marked by the continuation of our plan to reduce our environmental footprint, with a special focus on the efficient use of water and energy, responsible waste management, and the protection of the environment in which we operate.

Regarding human capital and based on the conviction that people are the primary driving force behind our organization, we have continued to work on attracting, developing, and retaining talent, fostering safe, inclusive, and respectful work environments, and reinforcing training as a key lever for service quality and professional growth.

Diversity, equal opportunity, and the well-being of our teams remain indispensable pillars of our management.

From a governance perspective, the integration of non-financial criteria into management and oversight processes is now a reality fully embraced by our governing and management bodies, ensuring a balanced approach to profitability, responsibility, and sustainability.

All of the above has been made possible thanks to the commitment and professionalism of our teams, as well as the trust of our clients, collaborators, suppliers, and institutional partners

To all of them, and on behalf of the Board of Directors, my sincerest thanks!

1. ARABELLA HOSPITALITY ESPAÑA, EXCELLENCE AND QUALITY



1.1. ARABELLA HOSPITALITY ESPAÑA

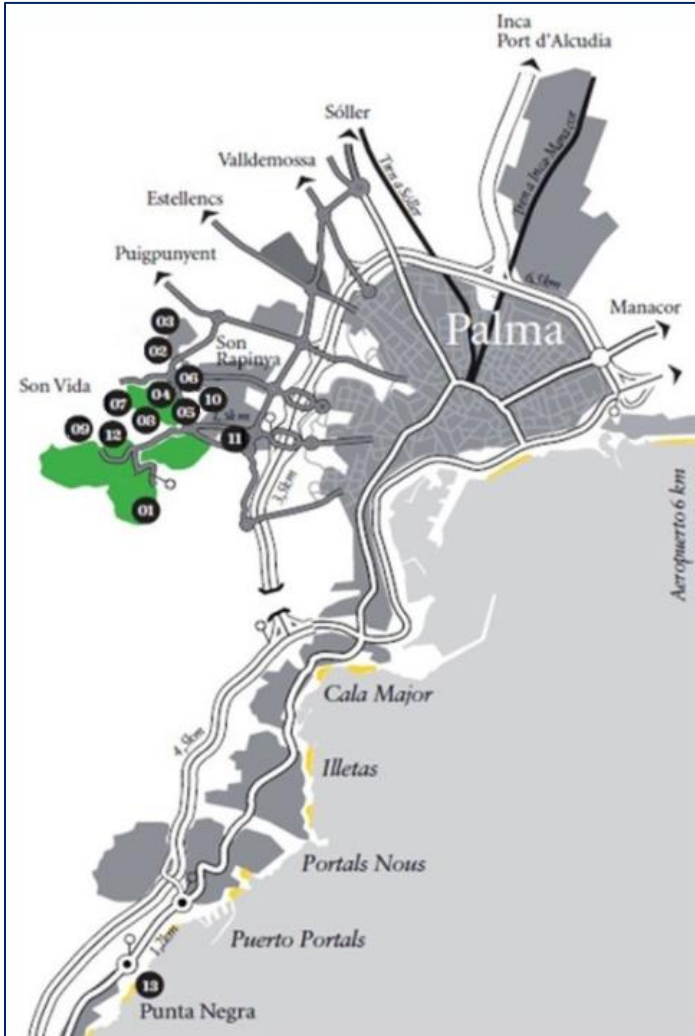
HIGH-QUALITY PRODUCTS AND SERVICES IN THE HOSPITALITY, LEISURE, AND REAL ESTATE DEVELOPMENT SECTORS

Arabella Hospitality España S.A.U., the Group's parent holding company in Spain, belongs to a German family-owned business conglomerate: the Schörghuber Group. Through various companies, it carries out the following activities on the island of Mallorca, grounded in excellence with high standards of service and quality, and with the conviction that both customers and employees are the cornerstone of its strategic approach.



1.2. SERVICES AND LOCATIONS

SOME HIGHLIGHTS ABOUT THE ARABELLA GROUP



Prime Locations

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



668 Employees

3 Hotels

382 Rooms



4 Golf Courses

63 Holes

Various real
estate
developments



1.3. CORPORATE STRATEGY

EXCELLENCE AND CONTINUOUS IMPROVEMENT



THE CUSTOMER

We offer unforgettable experiences, personalization, and exquisite service.



THE PRODUCT

We implement continuous improvements and modernization at our properties to exceed our guests' expectations.

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

Our Strategic Plan is built on four pillars, with a focus on continuous improvement, positioning us as a local leader.



THE ENVIRONMENT

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



THE PURPOSE

To achieve business objectives ensure the satisfaction of our clients and employees, and create value for the community.

1.4. FEATURED NEW REAL ESTATE DEVELOPMENT

SON XIGALA



Transformation of the former 14th-century **Son Xigala** estate, located in the prestigious Son Vida residential community, into an exclusive development of 14 luxury residences.



Alzado de la fachada y explanada que publican Byne y Stapley, 1929.



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

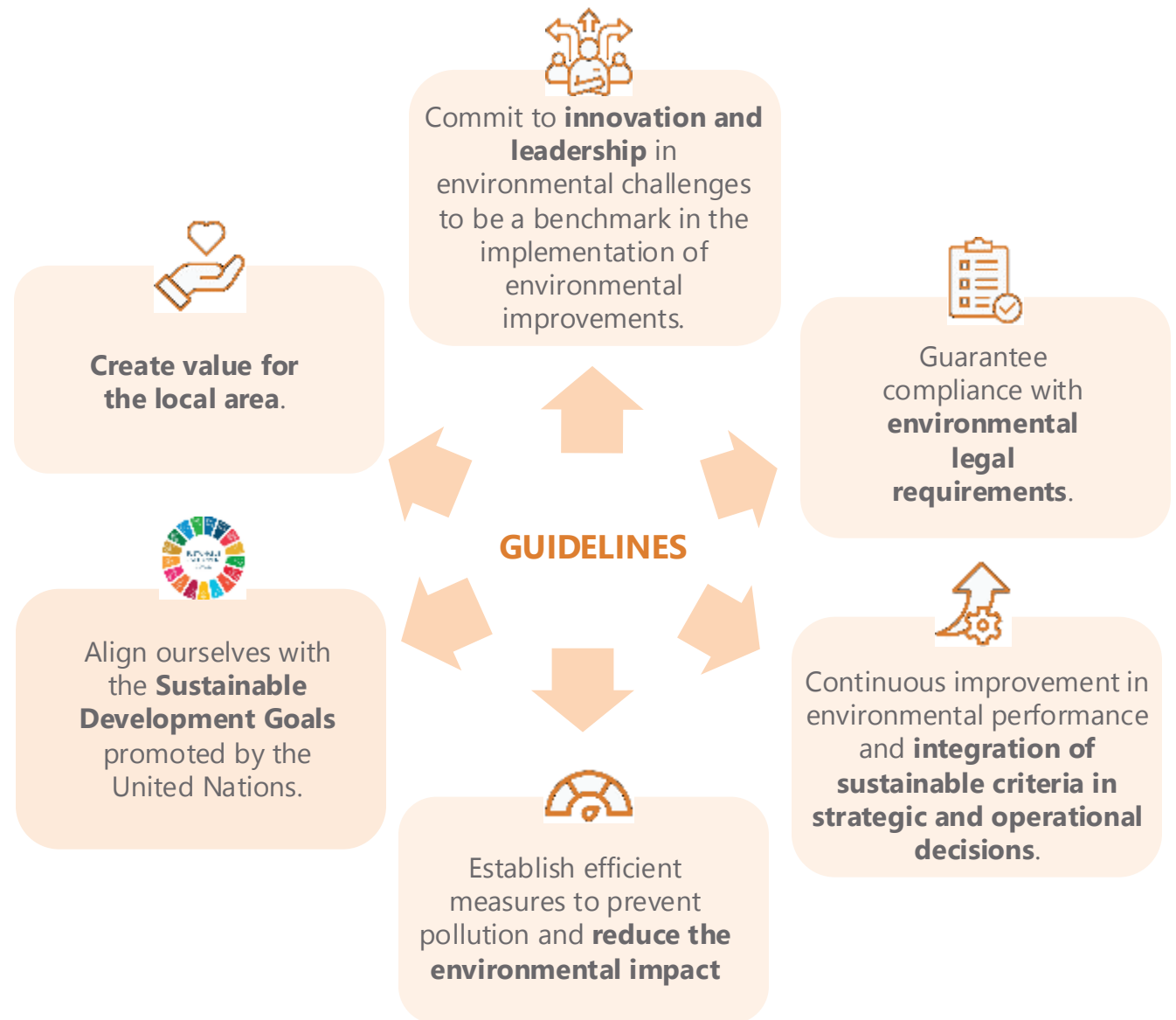
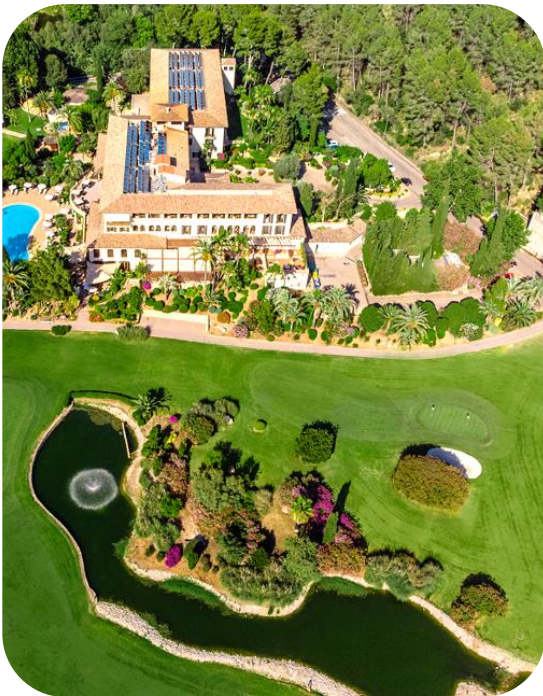
Our programmes are fully aligned with the **Sustainable Development Goals** of the United Nations.



2.2. COMMITTED TO THE ENVIRONMENT

OUR POLICY

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



2.1. COMMITTED TO THE ENVIRONMENT

CERTIFICATIONS



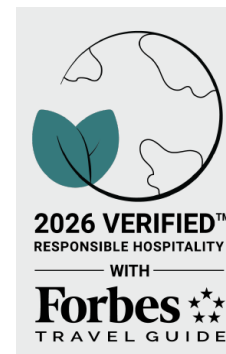
We are committed to a business model that integrates environmental sustainability into all our processes beyond regulatory compliance, developing multiple local initiatives.

Various **certifications** attest to this commitment.



Green Key

Green Key certification,
in all the group's hotels



**Verified responsible
hospitality, with Forbes,**
St Regis Hotel Mardavall



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



EMAS Certification,
at all our golf courses.



GEO Certification
at all our golf courses.

2.1 COMMITTED TO THE ENVIRONMENT

COMMUNITY INITIATIVES

AWARENESS, OUTREACH, AND EDUCATION

In accordance with the Group's policy and management system, numerous **initiatives** are carried out to **raise awareness** and train all **staff** on their responsibility regarding environmental management, as well as to inform hotel and golf course **members** and **customers** about the activities being carried out, in order to actively involve them in improving environmental management.



The Impulsa Foundation is a leader in promoting **Circular Transition** as a catalyst for the circular tourism economy in the Balearic Islands. As a **trustee of the Impulsa Foundation**, the Arabella Group actively participates in this forum, its publications, and its projects.

2.1. COMMITTED TO THE ENVIRONMENT

COMMITMENT TO BIODIVERSITY– THE GOLF COURSE AS AN ECOSYSTEM

BIODIVERSITY ON GOLF COURSES

The expansive green areas of the golf courses, as well as their ponds, scrublands, and adjacent forests, help increase the variety of vegetation, creating an environment that serves as **a refuge for local flora and fauna.**

As part of its Sustainability Plan, the Group promotes activities aimed at **preserving these ecosystems.**



For example, since 2021, the Son Muntaner golf course has been implementing the **Arabella Golf Environmental Education Program**, in which more than **1,800 students** from all educational levels and from different parts of the island have participated.



2.2. SUSTAINABLE USE OF RESOURCES

ENVIRONMENTAL STRATEGIC PLAN

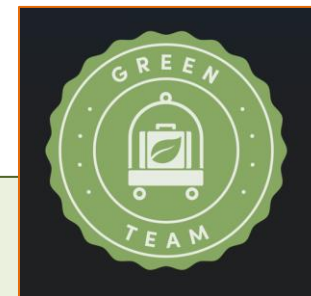
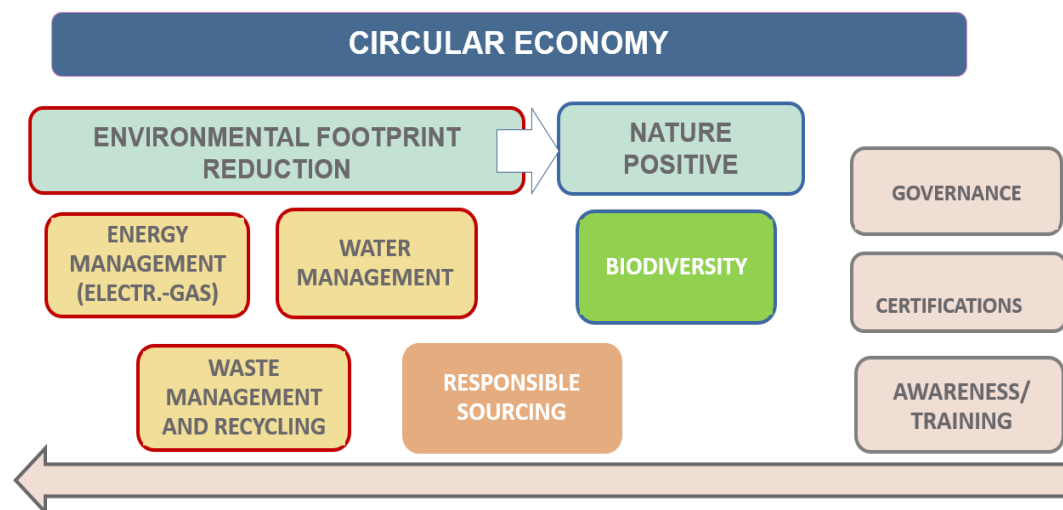
NEW ENVIRONMENTAL STRATEGIC PLAN 2025-2027

In order to fulfill its vision for sustainability, the Arabella Spain Group has launched its new framework, the

2025-2027 Environmental Strategic Plan

This document outlines priorities, actions, and the necessary timeline, seeking **synergies between the hotels and the golf courses.**

In terms of governance, the newly formed **Strategic Sustainability Committee (SSC)**, composed of the general managers, has met regularly throughout 2025 to monitor compliance with the actions outlined in the Strategic Environmental Plan.



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



2.2. SUSTAINABLE USE OF RESOURCES - HOTELS

STRATEGIC ENVIRONMENTAL PLAN AND ENERGY ENVIRONMENT ALLIANCE

Our hotels, as part of our Strategic Environmental Plan and Marriott's Serve360 Program, have set goals for 2030 that include environmental actions related to energy savings and the optimization of resources and consumption:

- **Reduce the carbon footprint** by implementing the following measures:
 - Water: reducing consumption
 - Fuel: reducing consumption
 - Waste: reduction of waste and food waste
 - Renewable energy
- Obtaining **environmental certifications**
- **Responsible consumption** in categories such as animal proteins, bottled water, cleaning products, cocoa, coffee, amenities, paper, seafood, sugar, and textiles; as well as sourcing 100% of eggs from cage-free farms.



Furthermore, our hotels, as part of the Arabella Hospitality SE group, reinforced their commitment to environmental sustainability by joining the **Energy and Environment Alliance**, a global sustainability network specializing in energy that drives change in the sector through the exchange of best practices and support from specialists.

2.2. SUSTAINABLE USE OF RESOURCES - HOTELS

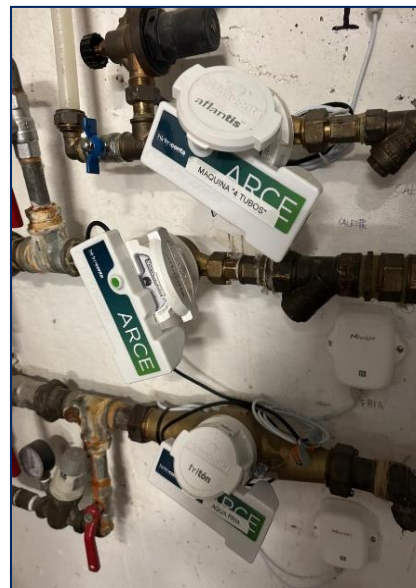
ENVIRONMENTAL STRATEGIC PLAN AND MAIN ACTIONS IMPLEMENTED (I)

WATER MANAGEMENT

- Mejora continua del riego de los jardines con sistemas de goteo y con agua regenerada.

ENERGY MANAGEMENT

- 100% green energy consumption from photovoltaic panels installed on rooftops.
- Installation of automation systems for centralized control of HVAC and lighting
- Charging stations for electric cars.



SMART METERS

- Installation of smart meters to monitor electricity and water consumption.



WASTE CONTAINERS WITH 5G TECHNOLOGY



WASTE MANAGEMENT

- Waste recycling program with a weighing system that separates organic waste, paper and cardboard, packaging, general waste, and yard trimmings.

2.2. SUSTAINABLE USE OF RESOURCES - HOTELS

ENVIRONMENTAL STRATEGIC PLAN AND MAIN ACTIONS IMPLEMENTED (II)

SUSTAINABLE CONSUMPTION AND PRODUCTION

- Consumption of produce from the urban garden located at Golf Son Muntaner.
- Circular projects: Use of organic waste from our hotels as compost in wine and vegetable production.
- Filtered water fountains for guests.
- Weighing food waste to reduce it



CONTROL OF FLUORINATED GASES

- Installation of refrigerant gas leak detection devices to reduce CO₂ emissions



MARINE CONSERVATION

- Establishment of an Alliance for the care of the sea along the Calvià coast, to join forces in the protection of marine biodiversity.



SUSTAINABLE MOBILITY

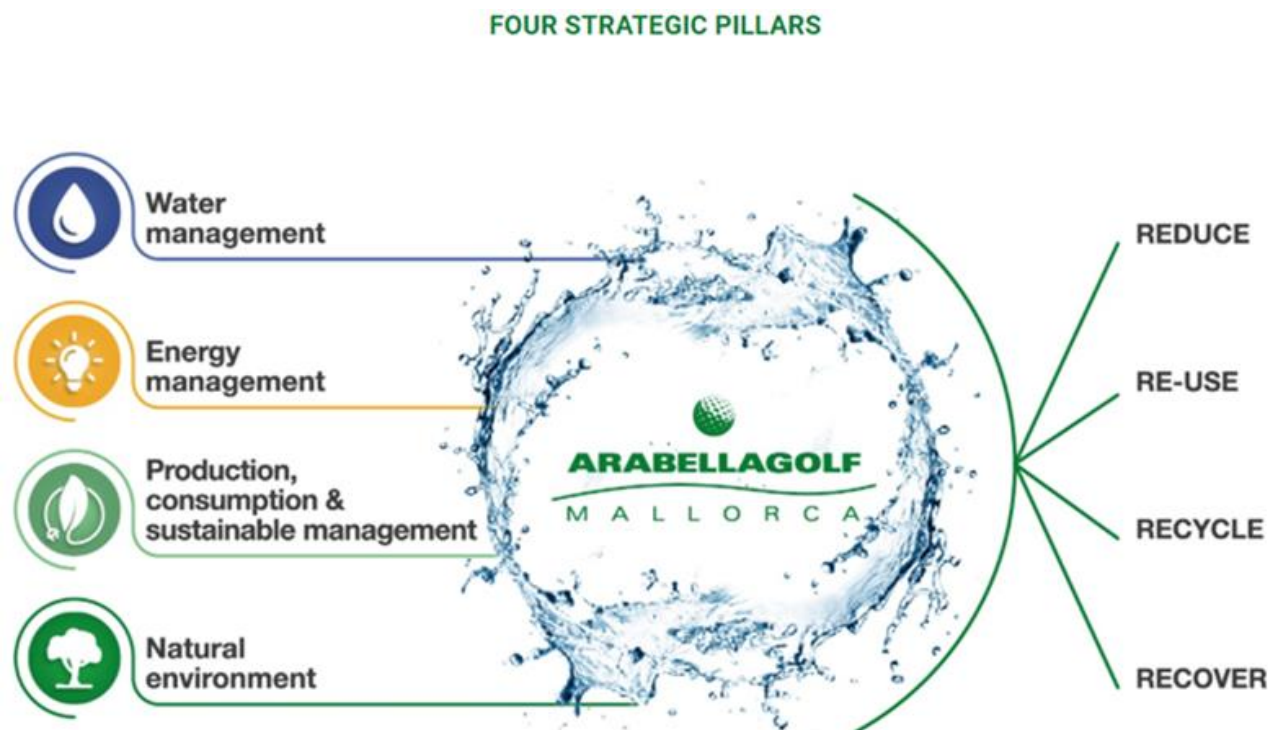
- Electric shuttle to transport hotel guests to the golf courses, with zero CO₂ emissions
- New electric bicycles
- New charging stations for electric cars and scooters

2.2. SUSTAINABLE USE OF RESOURCES – GOLF COUSES

GREEN EVOLUTION PROGRAM

The golf courses continue their pioneering program called **Green Evolution**, based on **four strategic pillars**: water management, energy management, sustainable consumption and production, and the natural environment, grounded in the 4 Rs of recycling (reduce, reuse, recycle, and recover). In 2024, golf courses and the hotel divisions worked together to create **the Strategic Environmental Plan for the 2025–2027 years**.

This document identifies and defines priorities, establishes criteria for their implementation, and systematizes the actions needed to achieve the defined environmental objectives.



2.2. SUSTAINABLE USE OF RESOURCES – GOLF COUSES

GREEN EVOLUTION PROGRAM, STRATEGIC ENVIRONMENTAL PLAN, AND MAJOR ACTIONS TAKEN (I)

NATURAL ENVIRONMENT

- Planting of **943 new drought-tolerant trees**, continuing the reforestation of the golf courses, enhancing the beauty and biodiversity of the courses, and also contributing to carbon sequestration.
- Pioneering **endotherapy treatment to protect the more than 7,000 pine trees** distributed across our golf courses, preventing the dispersion of chemicals into the air and soil.



SUSTAINABLE CONSUMPTION AND PRODUCTION

- Full use by golfers of the installed osmosis water fountains, thereby eliminating the use of plastic water bottles.
- Organic garden and 100% natural and local Na Capitana products: almonds, olives, capers, honey, and gin.
- Reuse of shredded pruning waste for the maintenance of the golf courses' landscaped areas. We produce **around 45,000 kilograms of compost** per year, which is used in our gardens.

2.2. SUSTAINABLE USE OF RESOURCES – GOLF COUSES

GREEN EVOLUTION PROGRAM, STRATEGIC ENVIRONMENTAL PLAN, AND MAJOR ACTIONS TAKEN (II)



WATER MANAGEMENT

- Construction of a new water reservoir to store treated and filtered water.
- Reuse of 830,000 m³ of reclaimed water, which replenishes aquifers.
- Irrigation system at Golf Son Vida that optimizes water use.

GESTIÓN DE LA ENERGÍA

- **New air-source heat pump systems** to reduce gas consumption.
- Solar panels at Golf Son Muntaner to generate clean energy.
- 100% green energy consumption from renewable sources.
- Electric vehicle charging stations.



Installation of **smart meters** to monitor electricity, water, and gas consumption, thereby digitizing consumption tracking.

2.2. SUSTAINABLE USE OF RESOURCES – GOLF COUSES

GREEN EVOLUTION PROGRAM, STRATEGIC ENVIRONMENTAL PLAN, AND MAJOR ACTIONS TAKEN (III)

SATGOLF - Early Warning System

Arabella Golf Resort Mallorca has launched SATGOLF, an innovative early warning system based on artificial intelligence that monitors environmental conditions in real time. This technology allows the 63-hole resort to anticipate extreme weather events and optimize irrigation of its golf courses.

Co-financed by the European Union's NextGenerationEU program, the **€150,000 grant-funded investment reinforces Arabella Golf Resort Mallorca's position as one of Europe's most environmentally responsible golf destinations and a leader in sustainable golf tourism.**



2.3. CIRCULAR ECONOMY

ECOLOGICAL AND CIRCULAR PRODUCTS

Sustainable Vineyard

Arabella Golf Mallorca continues its pioneering project: **7,000 m² of Syrah vineyards** at Golf Son Muntaner with the goal of producing its own wine to be served exclusively in the restaurants of the three hotels and golf courses.



As part of its commitment to transforming into a sustainable company, Arabella Hospitality continued managing the **organic garden** located at Golf Son Muntaner in Palma.

The produce is incorporated into dishes by the chefs at our hotels and golf courses, showcasing its value.



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

The organic waste generated at our three hotels is processed at facilities managed by Tirme and turned into compost that nourishes the vineyards of the Macià Batle winery. In 2025, we continued to grow, selling more than **4,300 bottles of Cercle Blanc, Cercle Rosat y Cercle Negre**.



2.3. CIRCULAR ECONOMY

“WE ARE CIRCULAR” PROJECT and FINHAVA



Arabella Hospitality and **Lafiore**, a factory specializing in the artisanal design and production of glass products in Mallorca, continued their partnership for glass management as part of the sustainable “**WE ARE CIRCULAR**” project to transform non-returnable clear glass bottles into unique pieces for the hotels.

At Hotel Castillo, we collected **5,192 kg of clear glass in 2025**, which was used to create **4,154 kg of blown glass pieces**.

Since 2021, our hotels have been part of a **pioneering project in Mallorca called FINHAVA**, promoted by the Consell de Mallorca in partnership with Tirme, to support the local economy, agriculture, and sustainable tourism.

Organic waste from the hotels is collected and transported to the Tirme facility to be transformed into organic compost, which is then distributed to local farmers to fertilize their crops. The produce from these crops is returned to the hotels for consumption, thus closing the loop.

	2024	2025	Var.
Kilos of compost generated	72,619	70,595	-2,024
CO ₂ footprint avoided	22,771	18,187	-4,584
Kilos of organic fraction collected in our hotels	226,935	220,611	-6,324
Kilos of circular product consumed in our restaurants	16,915	12,966	-3,949

2.4. CLIMATE CHANGE

CARBON FOOTPRINT

SHERATON MALLORCA ARABELLA GOLF HOTEL - FINAL STEPS TOWARD CARBON NEUTRALITY

Through its participation in the Villaoril Project, a reforestation initiative located in the Fuentes del Narcea Natural Park and the Ancares Protected Area of the Natura 2000 Network, the Sheraton Mallorca Arabella Golf Hotel is one step away from becoming carbon neutral.

The goal is to restore forest cover and promote biodiversity on land deforested by livestock grazing and mining. The project has a 50-year duration. Maintenance and monitoring are the responsibility of Bosques Sostenibles S.L. and the Villaoril Neighborhood Council.



2.4. CLIMATE CHANGE

LONG-TERM DECARBONIZATION STRATEGY 2050 – HOTELS

As part of the legal commitment to achieve climate neutrality by 2050, Arabella Hospitality has developed our **decarbonization plans** in 2025 as a roadmap for reducing our greenhouse gas emissions.

In these plans, we have defined a series of actions to reduce our emissions by **6.5% by 2030**, in line with the targets set by the Central Government*, using 2022 as the base year, for the **St. Regis Mardavall** and **Castillo Hotel Son Vida**.

- Replacement of HVAC equipment with more efficient units
- Installation of motion sensors in guest rooms
- Integration of energy consumption data with the Galileus platform
- Improvements to the building envelope (by replacing windows and doors, installing window film, etc.)
- Replacement of landscaping equipment
- Replacement of kitchen equipment with more energy-efficient models

The **Sheraton Mallorca Arabella Golf Hotel** is now very close to achieving **climate neutrality**, thanks to its electrification and offsetting of remaining emissions.

** The reduction, calculated based on the Balearic Government's 2026 target, is set at 17%*



2.4. CLIMATE CHANGE

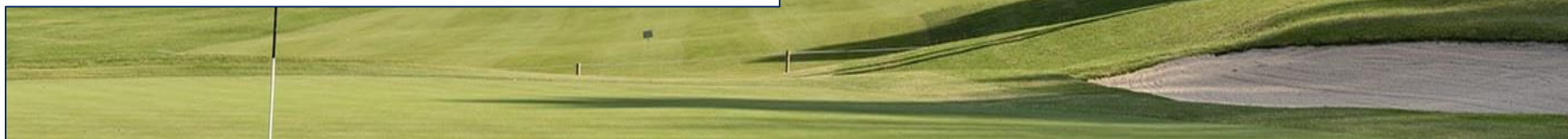
LONG-TERM DECARBONIZATION STRATEGY 2050 – GOLF COURSES

For **golf courses**, using 2023 as the base year, the emissions reduction target is set at **5% by 2030**, in line with the targets set by the Central Government*.

The Plan includes the following key actions:

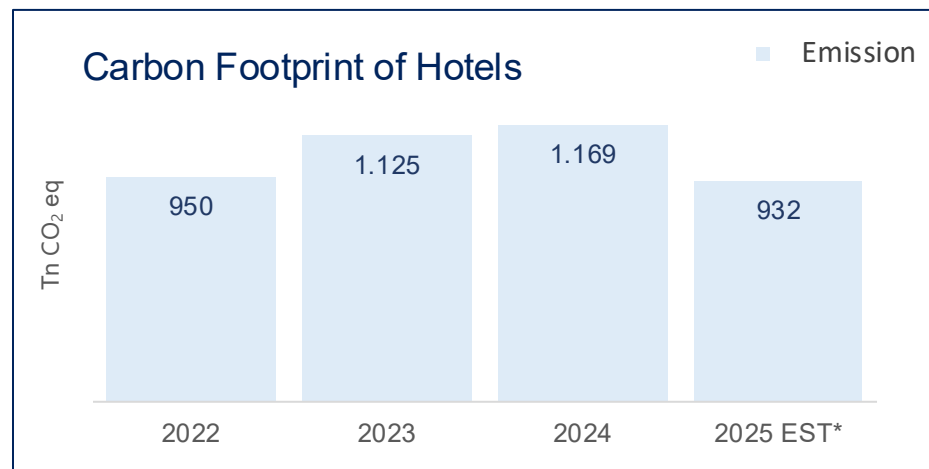
- Installation of geothermal systems as an office climate control solution
- Segregation of energy consumption and integration with the Galileus platform
- Installation of solar panels in the Golf Son Quint parking lot
- Installation of motion sensors
- Energy efficiency improvements (thermal insulation)

**The reduction, calculated based on the Balearic Government's 2026 target, is set at 19%.*



2.4. CLIMATE CHANGE

LONG-TERM DECARBONIZATION STRATEGY 2050



((EST*) Estimated data for fiscal year 2025. The final calculation will be available in April 2026

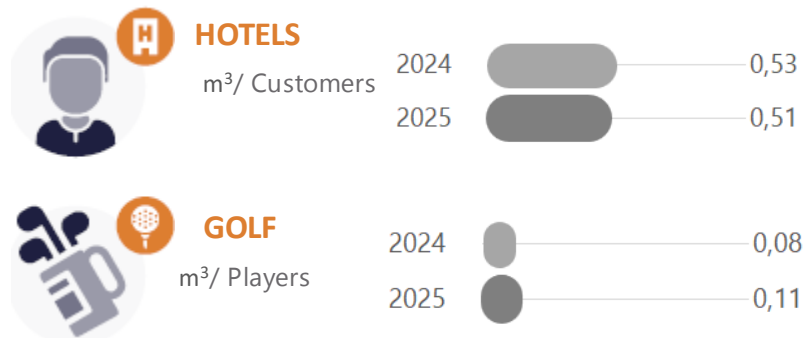


Emissions (kg CO ₂) per stay or per player					Target for 2026 (over 2025)	Target for 2030 (over 2025)
	2022 (Base year)	2023	2024	2025 Estimate		
Castillo Hotel Son Vida	6,7	9,8	9,2	6,6	-1,0%	-6,5%
Sheraton Mallorca Arabella Golf Hotel	1,5	0,3	1,2	0	-0,1%	-0,1%
The St. Regis Mardavall Mallorca	11,5	11,8	12,9	12,5	-3,0%	-6,5%
Arabella Golf	2,2	2,1	1,9	1,8	-1,0%	-5,0%

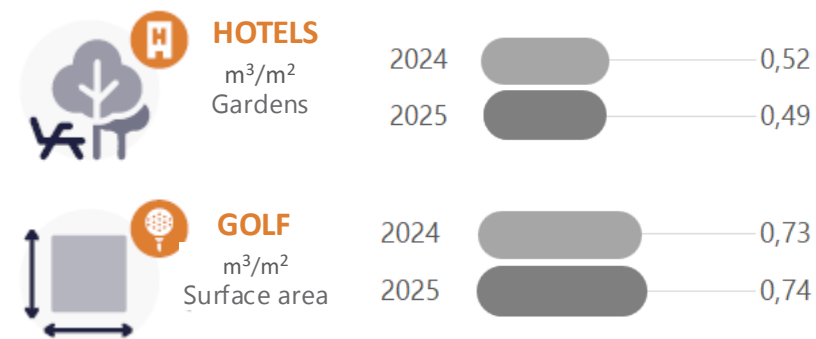
2.5. ENERGY CONSUMPTION

MAIN INDICATORS

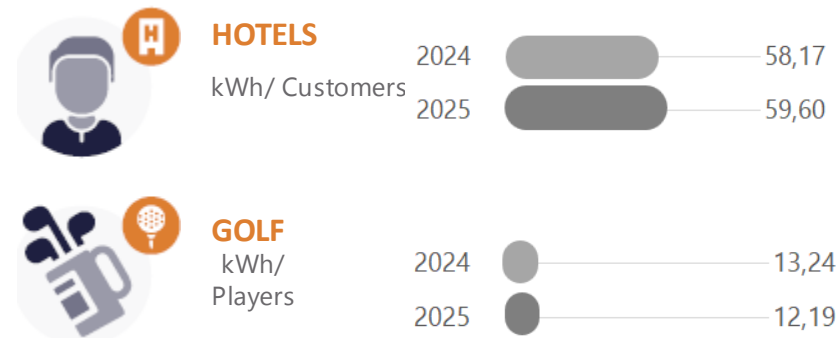
CONSUMPTION OF TAP WATER



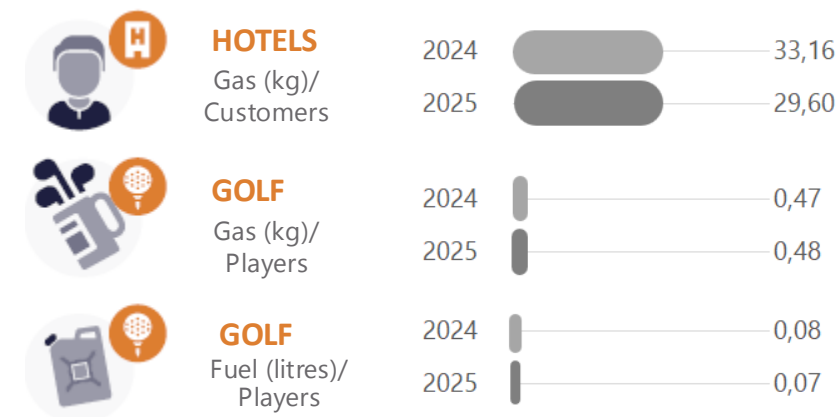
CONSUMPTION OF REGENERATED IRRIGATION WATER



ELECTRICITY CONSUMPTION



FUEL CONSUMPTION



3. POSITIVE SOCIAL IMPACT



3.1. SOCIAL ISSUES

MOTIVATION, COMMITMENT, AND ENGAGEMENT

The Arabella Group cares for and supports its employees by fostering their motivation and engagement with the company's goals and strategy, ensuring they feel involved, promoting open communication, and recognizing their responsible commitment.

This commitment to Strategy and Social Action is one of the values we seek from the very start of the employment relationship, and the actions encompassed by these values are aligned with the sustainable development goals established by world leaders to be achieved by 2030.



The Group has an onboarding program during which new employees are briefed and provided with a welcome manual and service standards. Additionally, there is an internal communication platform for employees where current news about our hotels and golf courses is posted, and the exchange of information among staff is encouraged.



We also encourage them to have a voice within the company. With a focus on continuous improvement, we collect their ideas and suggestions, rewarding the best of them monthly, which has a very positive impact on their motivation and commitment.

3.2. SOCIAL ISSUES

STAFF AND TRAINING

	Average headcount 2025 668 employees	
HOTELS		GOLF
516		152
277 (46%)	Men	113 (76%)
242 (54%)	Women	39 (24%)
97%	Permanent contracts	97%
9,987	Training hours	1,895
98,372€	Training costs	31,934€



	Average headcount 2024 680 employees	
HOTELS		GOLF
530		150
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€

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 ensuring real and effective equality of opportunity, the Group has developed an **Equality Plan** that outlines the positive action measures necessary to guarantee full equality of opportunity. Additionally, the hotel division implemented a Plan of Measures to achieve **equality for LGBTI individuals**.

PROTOCOL AGAINST PSYCHOLOGICAL/SEXUAL HARASSMENT OR HARASSMENT BASED ON GENDER

Convinced that respect for the dignity of the people who make up the organization is an essential part of the Group's corporate culture and values, we have established an Action Protocol for the prevention and handling of sexual harassment with the aim of raising awareness and eradicating harassment in the workplace.

INTEGRATION AND UNIVERSAL ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

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



3.4. SOCIAL ISSUES

HEALTH AND SAFETY IN THE WORKPLACE

As part of our **commitment to employee well-being**, we offer certain benefits available to all staff: healthy meal options in the cafeterias, physical therapy sessions, golf lessons, and weekly personal training sessions. Additionally, we organize group activities throughout the year, such as running, outings, and golf tournaments, to promote sports, camaraderie, and solidarity.



We collaborate with Occupational Safety and Health firms to assess workplace risks, as well as psychosocial factors, in order to develop a **prevention plan** and train employees in health and safety.



The Group fully recognizes the importance of caring for and addressing **mental health**; therefore, it offers workshops and recommendations—both in the workplace and on a personal level—to eliminate sources of stress. The Emotional Health Program offered by the mutual insurance company provides workshops to help employees learn how to manage their emotional and mental health in various areas.

In addition, we have an “Emotional Ambassador” to support employees by helping them when needed and guiding them through any process necessary for their emotional well-being.



We have increased **flexible scheduling** to help achieve **a work-life balance**, and when necessary, we facilitate **remote work**.



We maintain constant **dialogue** with employees throughout their careers through various initiatives, platforms, and policies aimed at fostering a climate of trust, engagement, commitment, and satisfaction.

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

3.5. SOCIAL ISSUES

SOCIAL RESPONSIBILITY – HOTEL SECTOR

IMPACT OF THE ARABELLA GROUP'S ACTIVITIES ON LOCAL COMMUNITIES AND THE REGION

The Group's hotel division has developed various programs aimed at supporting initiatives and partnerships, the most notable of which are donations to organizations dedicated to meeting the basic needs of those most in need.

unicef  para cada infancia

Marriott's partnership with UNICEF, the United Nations agency dedicated to children whose mission is to protect the rights of all children, especially the most disadvantaged and those who are hardest to reach, working in more than 190 countries.

In 2025, donations of one euro each from hotel guests as part of the partnership with UNICEF totaled €2,314

"FUNDACIÓN 365"

The Palma de Mallorca 365 Tourism Foundation is a public, non-profit entity with mixed (public-private) management focused on tourism and international promotion.

The group has made a donation of €3,000

Passion for
Palma
de Mallorca



OTHER PARTNERSHIPS

- Participation in the Magic Line charity run organized by Sant Joan de Deu Hospital in Palma to support vulnerable individuals, with an additional contribution of €1,000
- Marriott's partnership with the Take Care Relief Fund: €958
- Donation to the Club Elsa Flea Market: €215
- Collaboration on the "Motorcycle Route" against childhood cancer
- Participation in a race against cancer and a donation of €504
- Deixalles Foundation: Donation of furniture

3.5. SOCIAL ISSUES

SOCIAL RESPONSIBILITY – GOLF COURSES

IMPACT OF THE ARABELLA GROUP'S ACTIVITIES ON LOCAL COMMUNITIES AND THE REGION

The Group's golf course division continues to strengthen its **12 Under Par Program**, an initiative that supports projects with a positive impact on the community and links golf to social responsibility initiatives.

With the funds raised in 2025, €24,200 will be allocated to the following associations with social initiatives in the community:



- ✓ Coordinadora Balear de Persones amb Discapacitat
- ✓ Associació Jovent
- ✓ S'Altra Senalla
- ✓ Pep, Amy & Friends
- ✓ Antics de Montision
- ✓ Fraternidad de Capuchinos
- ✓ Aspace
- ✓ Reto UTIB
- ✓ Abaimar
- ✓ Educac clown
- ✓ Can Gazà

Over its 14-year history, this program has allocated a total of €192,100 to various projects.

As part of the 12 Under Par Program, the Son Quint Golf Clubhouse hosted the photo exhibition "Images from the Heart," created by the NGO Educac clown.



3.6. SOCIAL ISSUES

ALLIANCES

We build partnerships and participate in alliances to contribute to the progress of communities by creating synergies and joining forces to achieve a tourism sector that is more responsible toward people and the environment:



4. GOVERNANCE



4.1. KEY TOOLS

PILLARS OF MANAGEMENT

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.

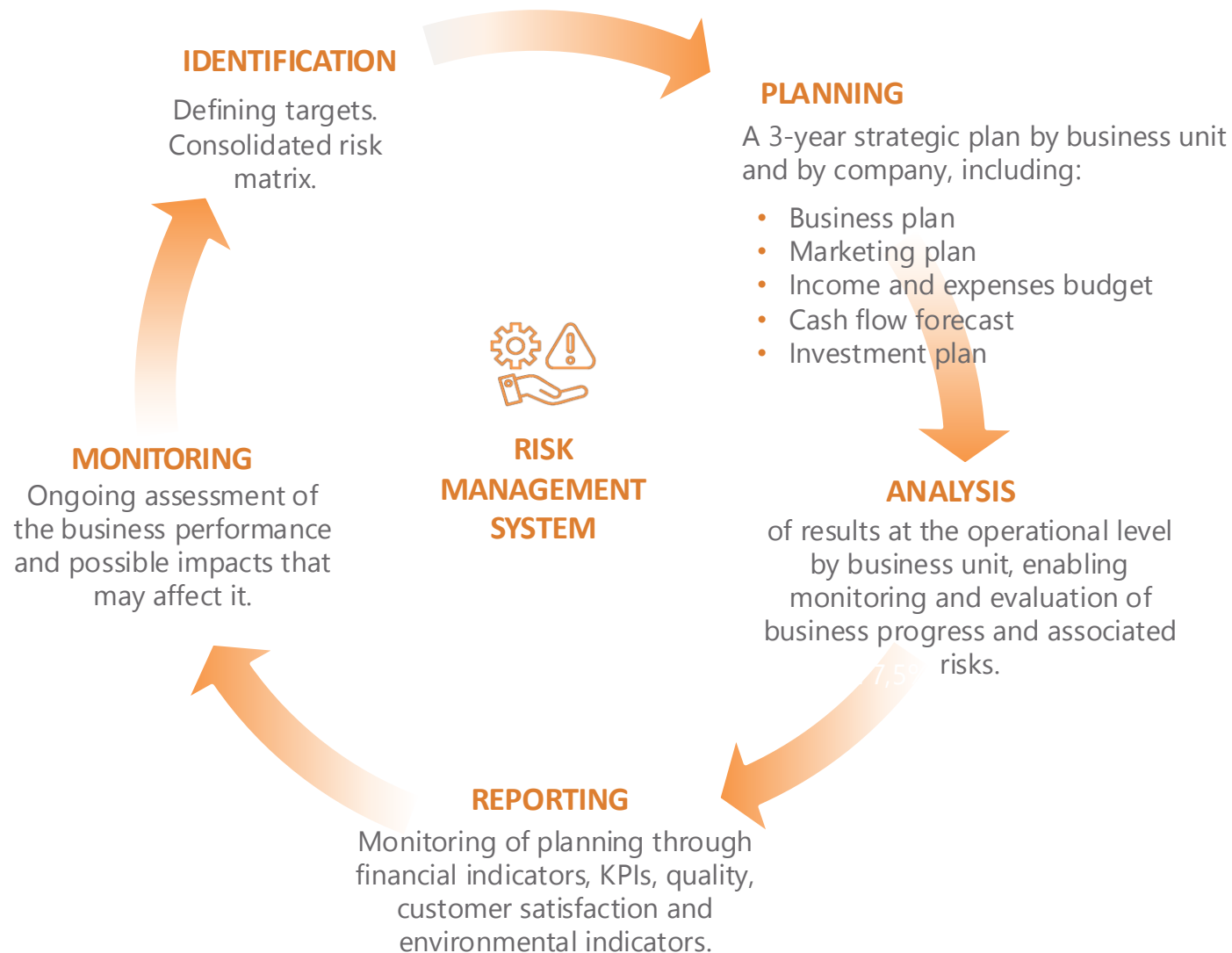


4.2. RISK MANAGEMENT – POLICIES AND RESULTS

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.

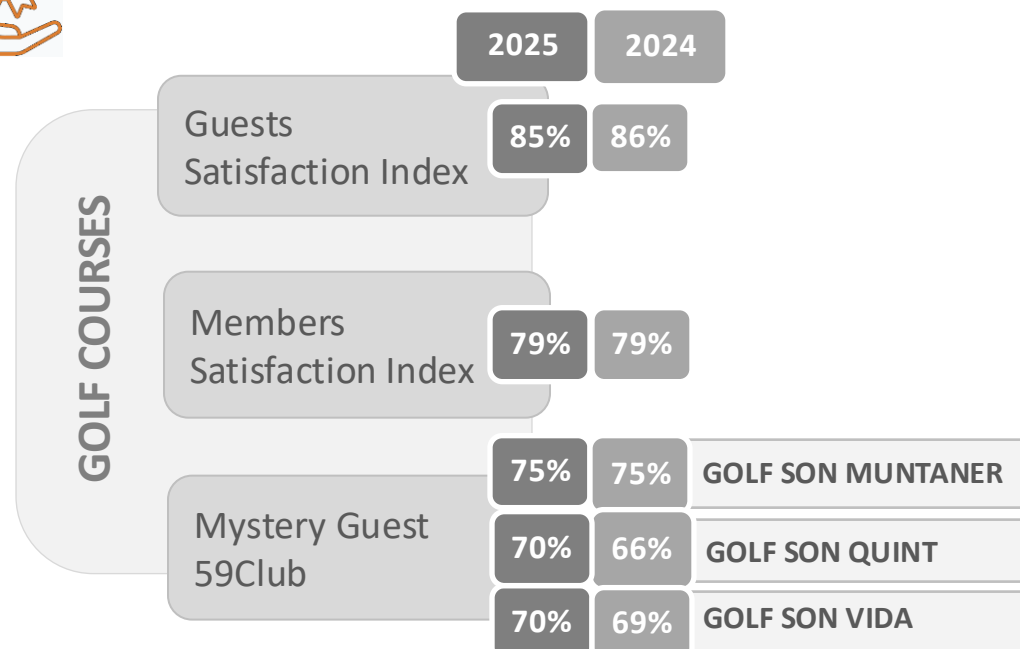
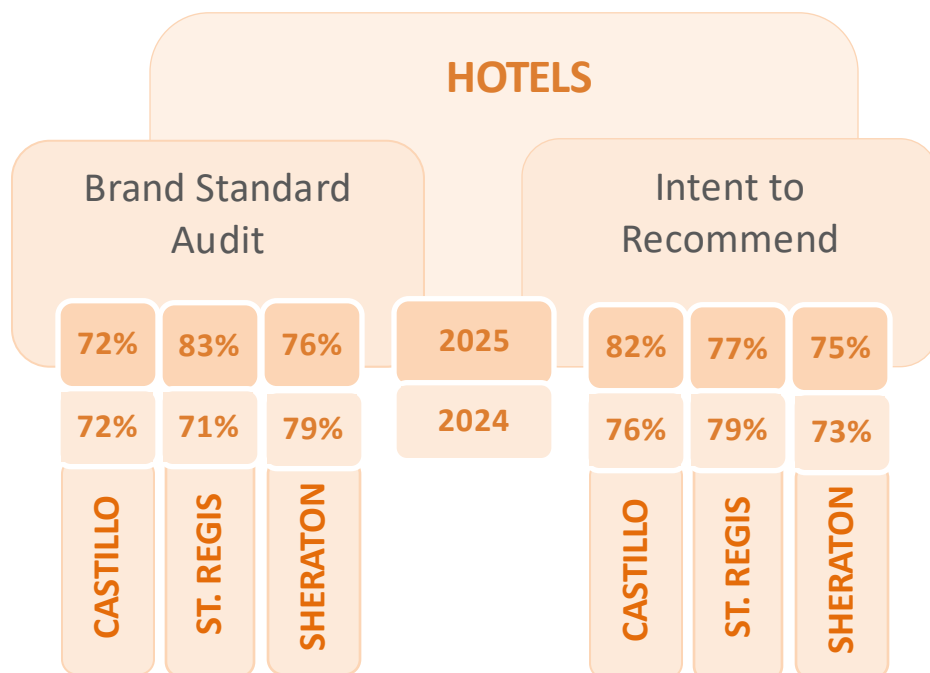


4.3. COMMITMENT TO CUSTOMERS

OUR TOP PRIORITY

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 BUSINESS SATISFACTION AND RECOGNITION – HOTELS (I)



ST REGIS MARDAVALL



Best Leading Luxury
Resort in Spain 2025

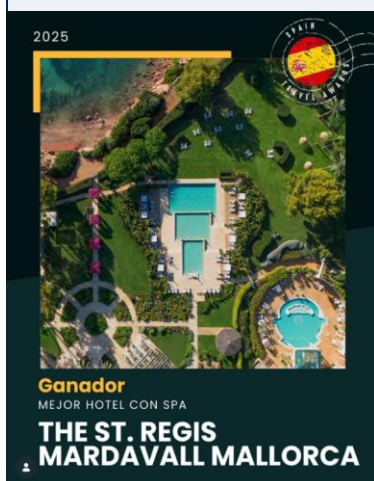


Nominated for Best Spa
Resort in Spain 2025



Best Hotel with a Spa

Spain Travel Awards
2025



Ganador
MEJOR HOTEL CON SPA
**THE ST. REGIS
MARDAVALL MALLORCA**

Recognition at the
2025 Condé Nast
Traveler Awards as

**Spain's Leading
Luxury Resort 2025**

CASTILLO HOTE L SON VIDA



One Michelin Key: A very special stay



Nominated for Best Luxury
Hotel of the Year: Classic Hotel



Nominated for Best Luxury Hotel
of the Year for Art Lovers



Best Leading Sports
Resort in Spain 2025



Nominated for Best Leading
Luxury Villa Hotel in Spain
2025



Thomas M. Bechtold, our
Complex General
Manager, was honored
with the prestigious
SchlummerAtlasAward
"TOP50 Hoteliers" in the
"Abroad" category



BRITISH AIRWAYS



SHERATON



Nominated for Best Golf
Hotel in Spain 2025

4.3. COMMITMENT TO CUSTOMERS

CUSTOMER AND BUSINESS SATISFACTION AND RECOGNITION – HOTELS (II)



“ES FUM” RESTAURANT



Es Fum, a restaurant located at the St. Regis Mardavall hotel, has held the prestigious **Michelin Star** since 2011, recognizing its culinary experience rooted in the Mediterranean and its rich repertoire of dishes.



For the fourth consecutive year, the restaurant has been awarded **1 SUN** in the Repsol Guide.



In 2025, Chef Miguel Navarro received the **Manuel Iglesias Award**, which recognizes work, talent, effort, sustainability, and creativity in the culinary sector.



In the third edition of the Condé Nast Traveler Spain Hotel&Mantel Awards, Es Fum was a **finalist for Best Signature Cuisine**

The booking portal “El Tenedor” continues to include the Es Fum restaurant on its list of users’ favorite restaurants, ranking it among the top 100 in Spain and also awarding it the INSIDER distinction

TheFork Insider

Uno de los mejor valorados que no te puedes perder



Nominated for Best Hotel Restaurant in Spain 2025

4.3. COMMITMENT TO CUSTOMERS

CUSTOMER AND BUSINESS SATISFACTION AND RECOGNITION – RESORT HOTELS AND GOLF (I)



ARABELLA GOLF RESORT MALLORCA



Arabella Golf Resort Mallorca, Arabella Golf Resort Mallorca, the largest golf resort in the Balearic Islands, located in the hills of Son Vida, featuring our three golf courses, a Pitch & Putt, and two luxury hotels, has been recognized as **“Europe’s Golf Resort of the Year 2025”** by the International Association of Golf Tour Operators (IAGTO), the world’s leading organization in the golf tourism sector.



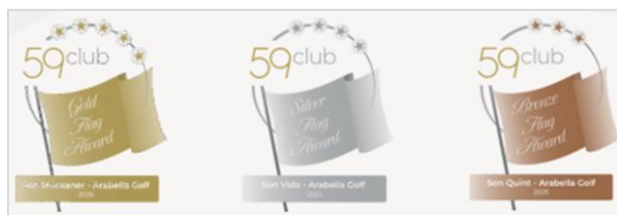
4.3. COMMITMENT TO CUSTOMERS

CUSTOMER AND BUSINESS SATISFACTION AND RECOGNITION – GOLF COUSES



CAMPOS DE GOLF

The Son Muntaner golf course was once again awarded the **Gold Flag** in March for the eighth consecutive year at the annual awards gala organized by 59Club, recognizing excellence in service, management, and facilities.



Additionally, Golf Son Vida was awarded the **Silver Flag**, and Golf Son Quint the **Bronze Flag**.

The **Eminent Collection** recognizes the top individuals and golf facilities that lead the industry in the area of customer experience.

Golf Son Muntaner and its director, **Bernat Llobera**, continue to be recognized in this prestigious Eminent Collection presented by 59club, and as a new addition this year, it has also recognized the work of **Carmen Laguna**, our Retail Manager.

59club | EMINENT COLLECTION

World Golf Awards

the most prestigious awards program in golf tourism, selected

Golf Son Muntaner
Best Golf Course in Spain



Spain's
Best Golf
Course

Additionally, the Arabella Golf Mallorca Resort was nominated in two major categories: **World's Best Eco-Friendly Golf Course 2025**, and **Europe's Best Eco-Friendly Golf Course 2025**.



World's Best
Eco-Friendly
Golf Facility



Europe's Best
Eco-Friendly
Golf Facility



Tagmarshall's
2025 Platinum Partner
recognition for the
player experience
at Golf Son Quint

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.

