



SUSTAINABILITY REPORT 2025-2026



universal
BEACH HOTELS

Turning every detail into
a memory, and every
memory into a smile



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Letter from the ownership

Over the course of this year, we have continued to make progress in our three strategic pillars of sustainability: protecting the environment, caring for people's wellbeing, and ensuring responsible, ethical and transparent governance. These three pillars guide our decisions and help us move towards a tourism model that is increasingly balanced, conscious and prepared to respond to the challenges of the future.

We are pleased to present our 2025-2026 Sustainability Report, a reflection of the path we continue to build together under our commitment: Be Responsible, Be Universal.

The world is evolving at an unprecedented pace and is facing major environmental, social and economic challenges. In this context, we believe our motto is more relevant than ever. Every action counts. Every decision matters. And every person has the ability to contribute their part to building a better future.

We know that our team is the soul of Universal. For this reason, we would like to thank in particular all the people who form part of our organisation and who live our corporate culture with an ever-growing sense of involvement. Their daily commitment turns our values into real actions and helps generate a positive impact both within and beyond our hotels.



This commitment is born from continuous dialogue. We believe in the importance of listening, sharing ideas and building together, always with mutual respect. It is people who drive continuous improvement and make it possible for our organisation to evolve without losing its essence.

All of this without losing sight of our purpose: "Turning every detail into a memory, and every memory into a smile". A way of understanding hospitality that combines our Mediterranean essence with the rigour, commitment to quality and reliability of our Swiss roots.

We know there is still a long way to go, but we also know that change is possible when we move forward together. Most importantly, that change is already visible in many of the actions, projects and results we share in this report.

We would like to sincerely thank all the people who have made this report possible and who, through their daily dedication, contribute to building a future that is more responsible, more humane and truly universal.

Philippe C. Erhart
Mirtha Erhart-Zimmerli
Yannik Erhart

1.1. Our history

Universal was founded by tourism pioneer Dr. Alfred Erhart, who secured some of the best seaside locations just as Mallorca began its rise as Europe's most popular holiday island. Today, 18 hotels bring a Mediterranean lifestyle with Swiss care to around 100,000 guests every year.

The third generation of the family business continues to cultivate a long-term vision based on trust, hospitality, fair prices and the ongoing stylish modernisation of its hotels.



1947: We take flight

In 1947, Dr. A. Erhart looked up at the sky and saw more than planes crossing the air. He saw the opportunity to connect people with a beloved place in the Mediterranean: Mallorca. This marked the beginning of his charter flight adventure with the founding of Universal Airtours SA.



1963: Our first hotel

It did not take long for Erhart to realise that, in order to offer an unforgettable experience, those travellers needed to be welcomed into calm, comfortable, family-oriented hotels. In 1963, he took the step of building the first Universal hotel in Mallorca: the Universal Hotel Aquamarin. One after another, seven hotels followed – places where guests could feel the fresh air and the sea breeze from their balcony.



The 70s, 80s and 90s: we grow

By the 1970s, Universal Beach Hotels already had eight hotels that made an impression season after season. With Philippe, Erhart's son, at the helm, new hotels joined the Universal family, each in a unique corner of the island and each reflecting our commitment to exceptional stays. We have always taken tourism personally, caring about the details and about our closeness to guests and teams alike.



Today: Although everything changes, the good things remain

Yannik Erhart, grandson of the founder, took over the management of Universal Beach Hotels in 2020, marking the start of a new stage in the modernisation of the brand and its establishments. Under his leadership, important milestones have been reached, including the opening of the group's first five-star hotel, the addition of new hotel properties, expansion to Formentera and the development of innovative gastronomic concepts. During this process, his wife Mirtha Erhart-Zimmerli also joined the board and has played a key role in defining and driving the group's ESG strategy.

1.2. Our philosophy

At the Universal Group, we are a family business deeply committed to quality, closeness and sustainable development. These values have accompanied us from the beginning and have been key to our growth and consolidation. The privileged locations of our hotels, the high level of service and the personal attention we offer to both our guests and our teams are our main differentiating factors. All of this is guided by a clear philosophy:



WE LIVE OUR RESPONSIBILITY

Since the company was founded, we have felt deeply connected to the island. Mallorca is much more than a “simple” holiday paradise: it is our home, and we live our responsibility towards our guests, the community and the environment.

WE TAKE A BROADER VIEW

In more than 75 years of history, we have learned to distinguish between passing trends and lasting values. As a Swiss family business with roots in Spain, we cultivate a long-term vision based on sustainability.

WE TAKE TOURISM PERSONALLY

We believe that an employee who genuinely cares about guests’ wellbeing conveys far more than professionalism: they convey authenticity. At Universal, we create lasting bonds not only with our customers, but also with our teams and partners. These relationships are based on trust and mutual respect.

TOP QUALITY & FAIR PRICES

We offer Swiss quality in some of the best locations in Mallorca and Formentera, combining the Mediterranean lifestyle with high European standards in infrastructure and safety. Our premise is clear: excellence must always go hand in hand with a fair relationship between price and value.

1.3. Our purpose and values

Rooted in our family values, at the Universal Group we have defined a clear purpose:

*“Turning every detail into a memory
and every memory into a smile”*

HOSPITALITY

We are a close, friendly and efficient team. Every day, we strive to make those who visit us feel at home, welcomed and well cared for.

INNOVATION

We are committed to continuous improvement in all our processes, products and services. We always seek to innovate in alignment with the Sustainable Development Goals.

PROACTIVITY

We pay attention to every detail. We are flexible, attentive and we love to surprise our guests, exceeding their expectations and leaving a lasting impression with every experience.

COMMITMENT

We take responsibility for our role and know that teamwork is key to achieving success. We are proud to represent the values of the Universal Group and always act as ambassadors of our brand.



1.4. The organisation

UNIVERSAL GROUP



The beginning of the company with the creation in 1947 of a Swiss tour operator specialising in Mallorca by Dr. Alfred Erhart. Today, its headquarters in Vaduz are home to a team of more than 20 people. Its main services include package holidays, themed travel and sports holidays.

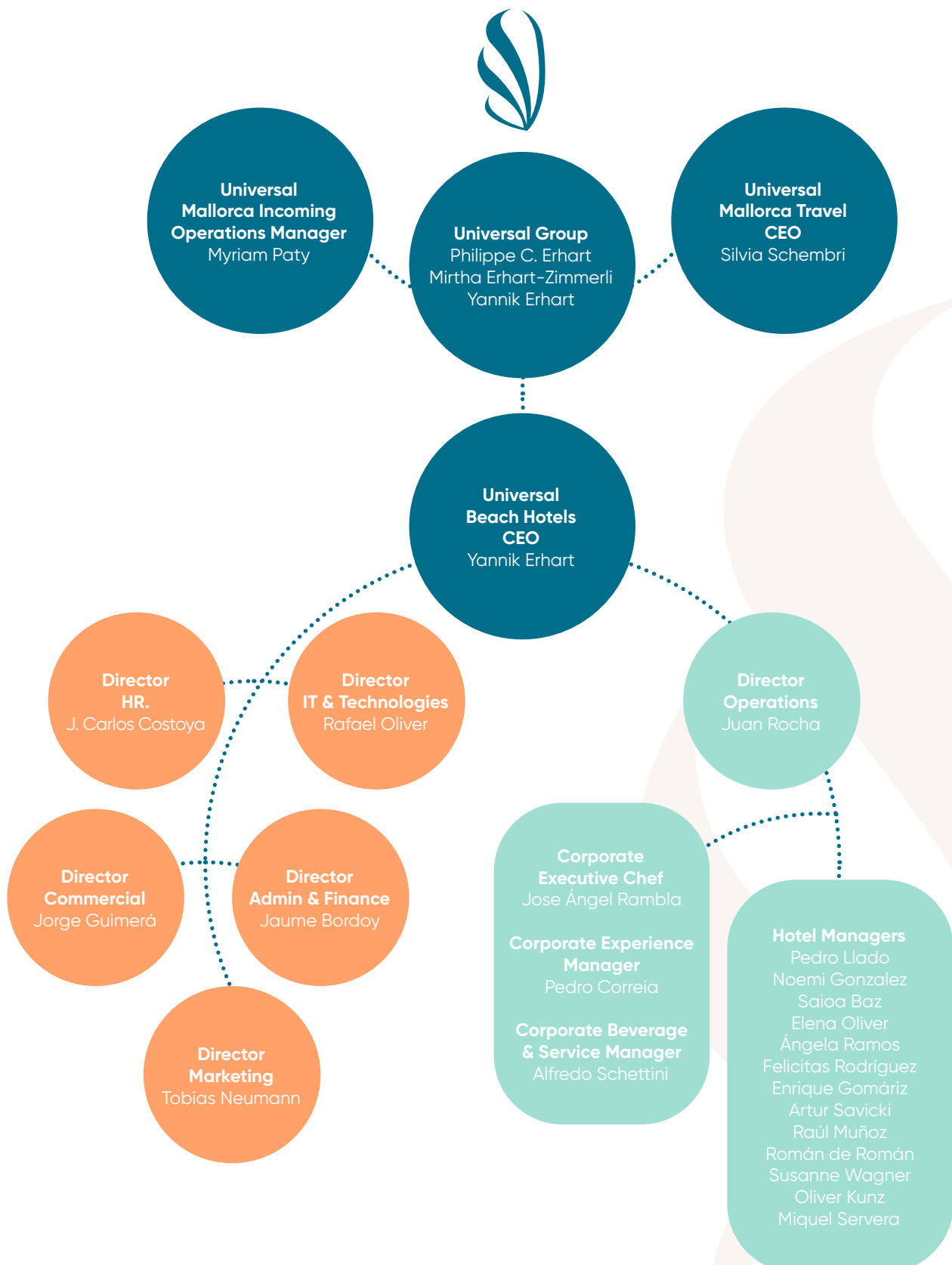


Our proposal is based on a diverse hotel portfolio, located in privileged settings on the islands of Mallorca and Formentera, and with a firm commitment to sustainability. With a team of more than 1,000 people, we combine Swiss hospitality with the Mediterranean lifestyle, offering a warm, close and high-quality experience to more than 100,000 guests every year.



Our incoming agency complements the offering of the tour operator and Universal Beach Hotels, providing added value through personalised, high-quality services. We have a local team of five people with deep knowledge of the island, enabling us to design and coordinate unique and authentic experiences for both groups and individual customers.

ORGANISATION CHART



1.5. Universal Beach Hotels



18
hotels



2100
rooms



4200
beds



universal
HOTEL AQUAMARIN

85 rooms
Sant Elm



universal
APARTHOTEL DON CAMILO

87 rooms
Sant Elm



universal
AQUAMARIN BEACH HOUSES

14 units
Sant Elm



universal
HOTEL LIDO PARK & SPA

268 rooms
Paguera



HOTEL FLORIDA
MAGALUF

by Universal Hotels

205 rooms
Magaluf



universal
HOTEL NEPTUNO

114 rooms
Platja de Palma



universal
Grand LEÓN & SPA

127 rooms
Colònia de Sant Jordi



universal
HOTEL CABO BLANCO

66 rooms
Colònia de Sant Jordi



universal
HOTEL MARQUÉS

191 rooms
Colònia de Sant Jordi



universal
CASA MARQUESA

21 rooms
Colònia de Sant Jordi



universal
HOTEL ROMÁNTICA

226 rooms
Colònia de Sant Jordi



universal
HOTEL PERLA

174 rooms
S'Illot



universal
HOTEL BIKINI

108 rooms
Cala Millor



universal
HOTEL CASTELL ROYAL

126 rooms
Canyamel



universal
HOTEL LAGUNA

118 rooms
Canyamel



universal
APARTAMENTOS LAGUNA GARDEN

28 rooms
Canyamel



universal
APARTHOTEL ELISA

71 rooms
Platja de Muro



mar suites
FORMENTERA
by Universal Beach Hotels

31 rooms
Es Pujols, Formentera



AQUA
BEACH CLUB · SANT ELM

Restaurant
Sant Elm



JOY
FOOD · MUSIC · COCKTAILS
Terrace

Restaurant
Platja de Palma



BACORA
SEASIDE LOUNGE
& RESTAURANT

Restaurant
Colònia de Sant Jordi



BIKINI
Café & Cocktail Bar

Restaurant
Cala Millor

Our commitment



More than a slogan, it is the heart of our philosophy and the principle that guides every one of our decisions.

At Universal Beach Hotels we work every day to offer unforgettable experiences, minimising our environmental impact and helping to make the destinations where we operate friendlier, more inclusive and more sustainable for everyone.

We firmly believe that sustainability is a shared responsibility. It means doing our work well today, but also acting with awareness of the legacy we will leave to future generations. For this reason, sustainability is integrated across all our departments, and every member of the team embraces their role with commitment and conviction. Only in this way can we ensure that coherence and exemplary conduct are present in each of our decisions and actions, while responsibly acknowledging the impact we generate in our surroundings.

On our path towards sustainability, we are committed to a circular economy that supports more respectful hotels. We want to add value to society by building relationships based on trust and environments that promote wellbeing and equal opportunities, all through ethical leadership that allows us to spread the message and root sustainability at the heart of our strategy.

“This strategy continues to be consolidated and progressively expanded across all the companies that form part of the Universal Group, strengthening our shared commitment to sustainability”





2.1. 2030 Strategy and goals

At Universal Beach Hotels, we understand sustainability as a responsible way of managing our activity. That is why we integrate ESG principles into our strategy under the motto **"Be Responsible, Be Universal"**.

Our goal is to move towards a tourism model that is more balanced, respectful and competitive. To achieve this, we believe it is essential to reduce seasonality and generate greater stability both for our teams and for the destinations where we operate.

We are also committed to modernising our hotels and developing innovative concepts, adapting them to the new needs of travellers and to a model that is more efficient, comfortable and sustainable. This evolution of our product allows us to improve the guest experience, optimise resources and strengthen the company's competitiveness.

In our ESG strategy, people are at the centre. We want to attract, care for and retain talent by offering good working conditions, health, work-life balance, flexibility and tailored training. At the same time, we promote technological tools that make daily work easier, improve internal processes and increase operational efficiency.

In 2023, we defined our sustainability strategy with a 2030 horizon, structured around three major pillars: promoting a circular economy, creating more prosperous environments for people, and fostering ethical leadership and a culture of sustainability.

This path is supported by active listening and dialogue with our main stakeholders – employees, guests, suppliers, the local community and sector organisations – as well as by the continuous improvement of our management systems. All of this enables us to identify the most relevant issues for our activity and to move forward, step by step, towards a tourism model that is more responsible towards people, the environment and the future of Mallorca.

"In the training we had with Podarcis, we learned to understand sustainability as something that involves all departments. We are called to think together and act together to achieve our goals, because we are working towards a common good. This helps us to think in terms of global actions, where everyone can contribute in some way."

Raúl Muñoz, Director of Universal Hotel Bikini

2030 Strategy and Goals

PROMOTING A CIRCULAR ECONOMY

"We want to move towards a hotel model that is increasingly respectful of the environment"

- Achieve Net Zero in the operations of our hotels.
- Promote circularity and establish a 9R strategy in all our hotels.
- Reduce the direct water footprint of our hotels by 20%.



PEOPLE AND COMMUNITY PROSPERITY

"We are committed to improving people's wellbeing and generating a positive impact"

- Improve people's wellbeing by promoting equal opportunities, healthy living and mental health.
- Add value to the community through inclusive recruitment and collaboration with educational institutions and social and environmental organisations.
- Establish a continuous training plan and a career plan for our employees.



ETHICAL LEADERSHIP AND A CULTURE OF SUSTAINABILITY

"We are committed to efficient processes and to integrating sustainability into every area of the business"

- Digitalise key ESG-related processes and certify all our hotels under sustainability standards.
- Design and implement a global communication strategy aligned with our commitments.
- Promote the local economy and create a network of suppliers who share our sustainable vision.



2.2. Environment



“We want to move towards a hotel model that is increasingly respectful of the environment”



At Universal Beach Hotels, we understand that caring for the environment in which we operate is not only a responsibility, but also an opportunity to build a more sustainable tourism model. As an active part of the Balearic tourism community, we are aware of the impact generated by our activity and of the role we must play in the transition towards a circular tourism model that is moving towards decarbonisation.

In this context, Law 10/2019 on climate change and energy transition in the Balearic Islands, together with Decree-Law 3/2022 on urgent measures for the sustainability and circularity of tourism in the Balearic Islands, has become a decisive management tool for integrating environmental sustainability into hotel management.

At Universal Beach Hotels, we have taken these obligations as an opportunity to move towards systematic environmental management, with clear objectives and rigorous monitoring of our main areas of impact: energy, water, materials and waste, supplies, governance and awareness.

Thanks to this regulation and our corporate commitment, we have been able to define an environmental roadmap aligned with the Sustainable Development Goals (SDGs), the Paris Agreement and the specific challenges of our sector.

This approach translates into the following environmental sustainability objectives that we have set for Universal Beach Hotels:

- **Achieve Net Zero operations.**
- **Promote circularity and establish the 9R strategy.**
- **Reduce the direct water footprint by 20%.**



2.2.1. Net zero operations

“In line with the Paris Agreement, which establishes the need to limit the increase in the global average temperature to 1.5°C above pre-industrial levels, by 2030 we are committed to decarbonising the operations of our hotels in Scope 1 and Scope 2”

As part of this commitment, we have photovoltaic panels in many of our hotels: Aquamarin, Aquavillas, Cabo Blanco, Casa Marquesa, Castell Royal, Florida, Grand León & Spa, Lido Park, Marqués, Mar Suites Formentera, Neptuno and Romántica. In addition, since 2025 a green energy contract has been signed with Endesa.

As a hotel chain, we have defined a roadmap towards decarbonisation, with a progressive action plan that will allow us to move forward in the transition towards a low-carbon, efficient and responsible hotel sector.

MAIN LINES OF ACTION

- Calculation of the carbon footprint.
- Improvement of infrastructure.
- Awareness-raising programmes.
- Compensation programme.
- Internal audits and inspections.

Our actions in 2025

PLANNING

Strategic lines have been defined and reinforced to move towards decarbonisation, ensuring the continuity of the Emissions Reduction Plan. The carbon footprint is calculated using a specific Balearic Islands criterion as methodological reference.

We have also prioritised the progressive replacement of machinery with more energy-efficient equipment and have promoted the conclusion of the green electricity contract with ENDESA, consolidating our commitment to the use of renewable energy.

Within the framework of infrastructure improvement, the 2024/25 refurbishment of Hotel Romántica stands out. This project includes key actions such as the installation of photovoltaic panels, improved thermal insulation in windows and roofs, boiler replacement and lighting renewal, contributing to an overall reduction in energy consumption and emissions.

EFFICIENCY

Measures have been implemented to reduce energy consumption and improve the performance of installations. These include optimising electricity consumption, ensuring the proper functioning of

photovoltaic installations (including the expansion with PV at Romántica), and renewing equipment to improve efficiency.

Training and awareness-raising activities have also been developed for internal and external customers, including workshops, training programmes and environmental education experiences (Kids Sea Club), encouraging responsible habits in the use of resources.

Specific training in waste management and recycling has also been carried out with official bodies at different centres in Colònia de Sant Jordi, strengthening the culture of sustainability.

MONITORING

Work has been carried out to improve the precision and efficiency of measuring energy consumption and resources, strengthening the monitoring of electricity, water and the carbon footprint.

We continue to move forward with the implementation and optimisation of monitoring systems in different establishments, in collaboration with specialised providers such as ENOVAM and energy control platforms such as ASENTERVAL.

Key results 2025

Since 2022, we have set annual carbon footprint reduction targets that allow us to measure our environmental performance accurately (monitoring, repairs, renewal, etc.).

This system helps us verify whether the measures implemented are generating the expected results and guides our decision-making.

This data-driven, continuous improvement approach makes it easier to anticipate and adjust actions when necessary. In this way, we strengthen a more

efficient and responsible management of our resources and consolidate a real, transversal culture of sustainability across all our establishments.

Progress towards more efficient, low-carbon operations continues to consolidate year after year.

The Scope 1+2 carbon footprint shows a reduction of -6.2%, decreasing from 7.32 to 6.86 kg CO2e per stay in 2024, considering the comparable hotels in the portfolio. (MSF is excluded due to lack of data in order to ensure consistency of the analysis.)

This progress represents an average reduction of 0.45 kg CO2e per stay, which, given the annual volume of activity, is equivalent to approximately 320 tonnes of CO2e avoided.

This impact is comparable to removing around 180 vehicles from circulation for a full year.

This improvement is explained by the refurbishments carried out in the establishments and the application of the decarbonisation plan, including improvements to thermal envelopes, the replacement of fuels in boilers, DHW and kitchens, as well as new photovoltaic installations.

This performance consolidates the transition towards a more efficient and low-carbon energy model in hotel operations.

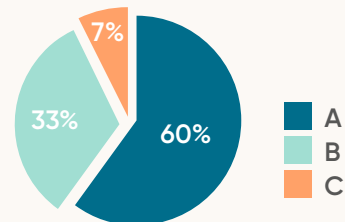
CARBON FOOTPRINT Kg CO2eq per stay			
Hotel	2022	2023*	2024*
Aquamarin	6,23	11,24*	10,57
Bikini	8,1	7,17	6,6
Cabo Blanco	6,66	7,32	6,84
Castell Royal	6,9	6,84	6,28
Don Camilo	7,47	5,33	5,26
Elisa	5,34	5,68	5,2
Florida	5,3	5,58	4,84
Grand León	10,8	15,76*	15,52
Laguna	8,38	6,54	6,51
Lido	5,87	5,62	5,14
Marqués	6,16	6,24	4,38
MSF	-	-	-
Neptuno	-	8,47*	8,37
Perla	5,43	4,79	4,78
Romántica	5,97	5,85	5,78

* 2024 estimated result pending CAIB.
* 2023 AQ, GLS and NE: new installations in the establishments (boilers, DHW, kitchen).

ENERGY CERTIFICATES

Our hotel portfolio currently has the following distribution of energy certificates:

9 hotels with Certification A
5 hotels with Certification B
1 hotel with Certification C



Universal Mallorca Travel: an alliance for the climate

We collaborate with myclimate, a non-profit organisation that works worldwide to protect the climate. This international initiative with Swiss roots is one of the world's leading providers of voluntary CO₂ compensation measures.

Thanks to this cooperation, our customers have the option of voluntarily offsetting the emissions from their flights through a donation, thereby actively contributing to climate protection.

In 2025, we offset 156 flights by our employees and 295 passengers offset their flights. This is equivalent to **168.25 tonnes of CO₂**.





2.2.2. Water footprint

"We are committed to reducing the water footprint in our hotels by 20% by 2030. We responsibly assume the need to manage water efficiently in all our establishments"

Water is one of the most valuable natural resources and, at the same time, one of the scarcest in the Balearic Islands. We live in an island territory where rainfall is limited, with recurring periods of drought and increasing pressure on local aquifers, especially during the high season months, when demand for water multiplies due to tourism activity. Through a specific action plan that combines investment in infrastructure, process improvement, awareness-raising and exhaustive consumption control, we are committed to achieving this objective.

MAIN LINES OF ACTION

- Calculation and verification of the water footprint of all our hotels.
- Improvement of the establishments' infrastructure.
- Awareness-raising programmes aimed at employees, partners and guests.
- Periodic internal audits and inspections.

Our actions in 2025

During the 2024-2025 period, we continued to make progress in improving the efficiency of water management, with positive results in several establishments, both in total consumption and in the specific indicator of litres per stay.

In the case of Hotel Grand León, a comprehensive refurbishment of the facilities was carried out in 2024, with the addition of new services. This year therefore becomes a new reference point for assessing the future evolution of consumption. The improvement recorded in 2025 reflects a positive operational adaptation following the launch of the new facilities.

At Hotel Aquamarin, new facilities such as the wellness area were added in 2024, which has generated greater service-related demand. Despite this expansion, the establishment has maintained stable consumption, demonstrating efficient resource management.

Hotel Romántica, for its part, has seen an increase in consumption associated with the refurbishment carried out and the addition of new facilities. The greywater return system will reach full operation in 2026, so the benefits of this measure are expected to be progressively reflected in the coming years.

Overall, the 2025 results show positive progress towards more efficient water management, combining the continuous improvement of operational processes with the adaptation of the establishments to new facilities and services.

WATER CONSUMPTION litres per stay

Hotel	2024		2025	
	total consumption (m3)	litres/stay	total consumption (m3)	litres/stay
Aquamarin	6.722	210	7.442	211
Bikini	6.231	187	6.000	180
Cabo Blanco	8.291	376	7.482	361
Castell Royal	8.876	230	7.971	193
Don Camilo	8.178	206	6.506	162
Elisa	5.744	165	5.551	162
Florida	14.219	186	13.160	181
Grand León	19.778	514	18.110	386
Laguna	7.405	220	8.201	219
Lido	25.883	205	26.113	204
Marqués	23.242	292	24.622	311
MSF	-	-	-	-
Neptuno	7.308	220	7.350	190
Perla	13.772	257	12.127	205
Romántica*	19.652	228	20.694	274*

* 2025 hotel refurbishment with new facilities. Greywater return from 2026.



2.2.3. Circular economy

"We promote the Circular Economy based on the application of the 9Rs. We work continuously to minimise waste and maximise the reuse, recovery and recycling of materials and resources throughout their life cycle"

To this end, we apply the 9R strategies: reduce, rethink, redesign, reuse, repair, remanufacture, redistribute, recover and recycle. These are integrated transversally into hotel operations and into decision-making regarding purchasing, maintenance, refurbishments and waste management.

In addition, we have a circularity plan for each hotel, through which we closely monitor the actions and objectives we have set ourselves.

MAIN LINES OF ACTION

- Implement 9R strategies (reduce, rethink, redesign, reuse, repair, remanufacture, redistribute, recover and recycle).
- Carry out awareness-raising programmes for employees, partners and guests.

Our actions in 2025

COMMITMENT TO THE ENVIRONMENT

In line with our sustainable development and waste reduction strategy, during this year we have prioritised models of corporate symbiosis and community reuse initiatives. Through the redistribution of surplus assets from Hotel Laguna, we have managed to mitigate the carbon footprint associated with the purchase of new equipment and avoided the generation of inert waste through two key lines of action:

1. CORPORATE SYMBIOSIS

To optimise existing resources, equipment and furniture in perfect condition were channelled from Universal Laguna to 14 other company establishments and warehouses, extending the useful life of a critical volume of operational assets, including kitchen machinery, dining room furniture and logistical elements:

- **Hotel Castell:** received a total of 91 tables (75x80), 75 white chairs, 73 green chairs, 80 Km0 bottles and industrial machinery (sink, slicer, stainless steel trolley, neutral table and sanitary shelving).
- **Hotel Lido Park:** 5 sideboards, 1 additional shelving unit, tray trolleys, planetary mixer and a 3-door refrigerated table.
- **Don Camilo:** 4-door refrigerated table with sink, steel shelving and portable hot plate.

- **Perla:** 2 electric griddles, 3 buffet hot plates, Rational hood, low burner and wall-mounted hand basin.
- **Bikini:** Rational 60x40 oven with stand and sanitary shelving.
- **Cabo Blanco:** Rational GN1/1 oven with stand.
- **Elisa:** 4-door refrigerated table and tray trolleys.
- **Grand León:** complete island kitchen and tray trolleys.
- **Neptuno and Romántica:** sanitary shelving for cold rooms.

2. COMMUNITY REUSE INITIATIVES

Our hotels integrate the principles of the 9Rs of the circular economy as the basis for implementing good sustainable practices. We work to reduce resource consumption, rethink our processes and redesign services with circularity criteria. We prioritise the reuse and repair of materials and equipment, encourage remanufacturing and redistribution whenever possible, and choose recovery and recycling as alternatives to waste. In this way, we move towards a hotel model that is more efficient, responsible and committed to sustainability.

Circularity actions in the hotels

Circularity is a strategic pillar in all our hotels, and we work continuously to implement practices that reinforce this commitment. Below, we share some of the initiatives developed in our establishments during 2025:

Reduce

- Reduction of paper consumption by digitalising internal information and audit documentation through QR codes (Safety Data Sheets, Technical Data Sheets, Procedures, among others).
- Optimisation of energy consumption through the installation of motion sensors in the bicycle room and staff corridors, enabling lighting to switch off automatically.
- Improved air-conditioning efficiency through the installation of air curtains, reducing thermal losses and supporting energy savings.

Rethink

- Reuse of discarded textiles (cotton fabrics, leather from removed chairs and old TI bracelets) to produce bottle-opener covers for waiters and hanging wallets.
- Valorisation of old textile materials, such as unused sheets, for the creation of themed decoration for Halloween celebrations.
- Identification signs for changing rooms and Balinese beds made by reusing construction panels.

Redesign

- Sunshade poles reused to make the "Push and Go" posts, giving them a new function.
- Worn and unused decking transformed into the entrance door to the Technical Services workshop, making use of available materials.
- Redesign of the wine cabinet by incorporating a refrigerator and optimising its functionality.
- Wooden boards from construction works were reused to decorate the stage area of the lounge bar, giving surplus materials a new life.

Reuse

- Guest minibars relocated to staff rooms, optimising existing resources.
- Shelving from the shop reused as storage in other departments, maximising its use.
- Construction shelving transformed into storage furniture, avoiding the purchase of new materials.



Antonia, Housekeeper at Romántica



Jorge, Head of Maintenance at Elisa



Nina, Housekeeper at Bikini



Repair

- An old cold buffet from another hotel was restored for reuse at sporting events.
- Restaurant furniture was repaired for use in staff areas.
- Four fryers damaged in other establishments were repaired for kitchen use.

Remanufacture

- Bedspreads were remanufactured to create canopies of the Balinese beds.
- A headboard was transformed into a buffet table.
- Old stainless steel railings were transformed into a barrier separating the adult and children's pool areas.

Recover

- Sand from communal areas is collected, recovered, filtered and returned to the beach.
- Plastic bottle caps are collected and donated to SEUR for charitable purposes.
- Unused installations, such as old washing sinks, are recovered and placed in other departments for alternative uses.
- Refrigerator trays and shelves are used to create shelving and storage in the Technical Services workshop.



Recycle

- Coffee grounds are reused as natural fertiliser for plants.
- Shop panels are recycled to create a glass holder in the dining room office.
- Large empty kitchen containers are stored for use by the housekeeping department.
- Old bed covers have been used to make cushion covers.
- A wooden ramp was created using wood materials from construction works.

Redistribute

- Furniture from one establishment has been redistributed to other establishments in the chain: Rational ovens, shelving, stainless steel tables, tray trolleys, sinks, island kitchen equipment, refrigerated tables and cabinets, dishwashers, extractor hoods, griddles, stoves, and dining room furniture such as tables, chairs, sideboards and Km0 bottles have all been redistributed.

Key results 2025

In 2025, we strengthened our waste measurement and monitoring mechanisms, improving the quality and completeness of the information collected.

This has enabled us to obtain more representative data on the municipal solid waste generated (organic waste, packaging, glass and paper/cardboard) and to monitor its evolution more accurately.

MUNICIPAL WASTE kg per stay

Hotel	2023	2024	2025
Aquamarín	0,32	0,4	0,59
Bikini	0,8	1,56	0,68
Cabo Blanco	0,35	0,66	0,69
Castell Royal	*	0,93	0,92
Don Camilo	0,44	1,35	1,96
Elisa	1,41	1,49	1,62
Florida	0,69	0,71	0,59
Grand León	2,89	1,61	1,19
Laguna	0,63	0,65	1,39
Lido	0,45	0,34	0,37
Marqués	0,97	1,03	1,71
MSF	*	*	0,47
Neptuno	0,65	0,56	0,52
Perla	*	0,63	0,62
Romántica	2,23	0,56	0,65

* no data collected



CIRCULAR IMPACT

Through these actions of material redistribution and zero-waste inventory management, we reaffirm our responsible hotel model, reducing pressure on natural resources and optimising the full life cycle of each operational asset.

RECYCLING AND BIODIESEL PRODUCTION

During 2025, in collaboration with waste manager Olibárcenas, we recycled 9,240 litres of used oil from our facilities. This waste was fully transformed into biodiesel, allowing us to actively contribute to the circular economy and reduce the environmental impact associated with waste management.

As a result of this initiative, we avoided the emission of approximately 20.27 tonnes of CO₂.

COLLECTION AND COMPOST PRODUCTION

Universal Hotel Grand León & Spa participated in the Circular Biomass Management Project promoted by Cesgarden S.L. (code GB0120), through an alliance that enables the collection and valorisation of pruning waste, preventing open-air burning and reducing greenhouse gas emissions such as CH₄ and N₂O.

Plant remains are transformed into compost and mulch for use in gardening and organic agriculture, supporting the circular economy and environmental sustainability in Mallorca.

A total of 15.00 m³ of plant remains (approximately 1.35 tonnes) were managed, achieving an estimated 80% saving in the carbon footprint by replacing burning with valorisation treatments.

DONATIONS OF FURNITURE AND TEXTILES

Remaining assets that could not be relocated internally were donated to the NGO Deixalles, Muebles Sant Jordi and Cáritas, promoting the circular economy with a positive social impact and completely avoiding landfill.

NGO DEIXALLES

Aparthotel Don Camilo:

- Single mattress – 32 units

Laguna

- Blue chair – 56 units
- Wooden chair – 32 units
- Mirror – 29 units
- Wall coat rack – 46 units
- Table – 5 units

Marqués

- Single mattress – 35 units

Total – 235 units

Total recycled – 2,097.5 kg

MUEBLES SANT JORDI

- 250 mattresses
- 200 bedside tables
- 100 mirrors
- 150 chairs
- 100 coat racks
- 30 wardrobes

CÁRITAS

In 2025, Hotel Laguna donated 986 kg of textiles to Eines x Inserció, an organisation that will allocate this material to Cáritas' social project Moda Re. This initiative promotes the creation of social and sustainable employment, encourages responsible consumption and guarantees ethical and transparent management of garments through reuse, recycling, donation and sale. The proceeds are allocated in full to the labour and social integration of people in situations of, or at risk of, social exclusion, thereby contributing to the construction of a more supportive and sustainable economy.

2.3. Social



“We are committed to improving people’s wellbeing and generating a positive impact”



At Universal Beach Hotels, we are clear that sustainability begins with people. In a territory such as the Balearic Islands, where tourism has a direct impact on the life of local communities, our social commitment is a priority.

We want to add value and contribute to more prosperous and inclusive environments, caring for talent, promoting equal opportunities and supporting those who need it most.

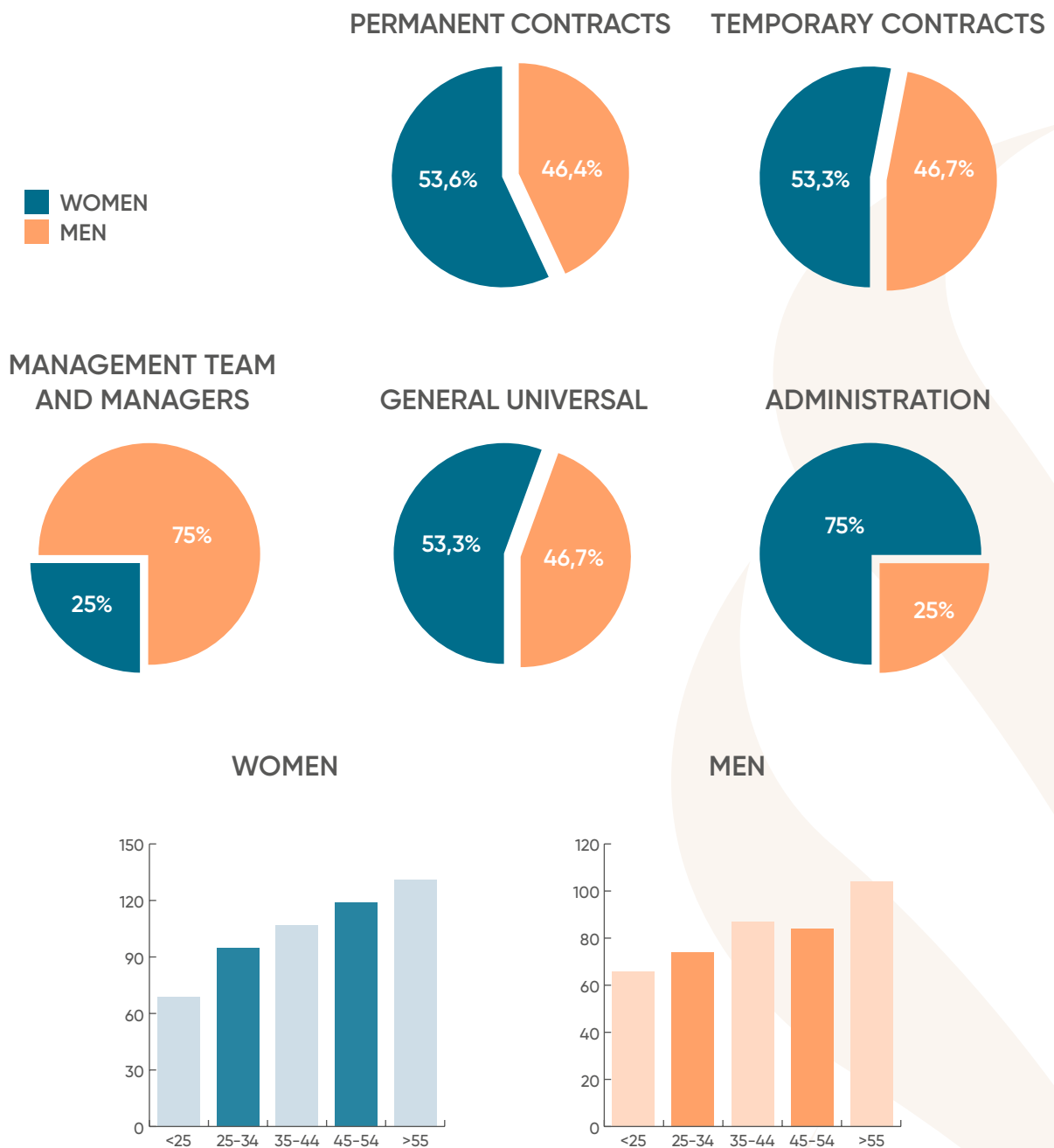
We know that the Balearic Islands have a specific social reality: a population closely linked to the service sector, a labour market marked by seasonality and the constant challenge of attracting and retaining talent. In this context, investing in people is not only the right thing to do, it also makes us stronger as an organisation.

For this reason, we work to create workplaces that foster professional and personal development and reinforce our positive impact on society. This commitment is reflected in the following priority objectives in social sustainability:

- Improve people’s wellbeing.
- Add value to the community.
- Establish continuous training plans.

2.3.1. Employee statistics

"At Universal Beach Hotels, we are more than 1,200 employees of 50 nationalities"





2.3.2. People & Wellbeing

"Our priority objective is to continuously improve the wellbeing of the people who form part of our organisation, integrating initiatives that have a positive impact on their physical, mental, social and professional wellbeing. We also promote equality among all people, driving equality plans in all our hotels and ensuring that our people management policies are inclusive, equitable and respectful of diversity"

For Universal Beach Hotels, people's wellbeing is not an additional benefit, but a strategic pillar.

We know that a motivated, cared-for and satisfied team not only provides better service to our customers, but is also key to building a strong corporate culture, fostering talent loyalty and reinforcing our social commitment in the Balearic Islands, where attracting and retaining professionals is a major challenge due to seasonality and the high demand in the tourism sector.

MAIN LINES OF ACTION

- Preparation and implementation of equality plans.
- Implementation of onboarding programmes and talent follow-up.
- Creation of a healthy company programme.
- Creation of direct, two-way internal communication channels.
- Development of an employee benefits and advantages plan.
- Preparation of a mobility plan.

Our actions in 2025

OUR FEATURED DISCOUNTS AND COLLABORATIONS

YOGA CLASSES

At Universal Beach Hotels, we promote balance between body and mind through yoga classes, encouraging healthy lifestyle habits, disconnection and stress management in a close and accessible environment for our team.

OUTDOORACTIVE

Free access to this web platform to download routes around Mallorca, courtesy of Universal Beach Hotel.

OUR HOTELS AND RESTAURANTS

At Universal Beach Hotels, we offer exclusive discounts in our hotels and restaurants, allowing our team to enjoy stays and gastronomic experiences under favourable conditions, with up to 50% off accommodation in our hotels and 20% off in restaurants.

This initiative supports rest, leisure and personal work-life balance, strengthening the bond with our establishments and placing value on wellbeing also outside the workplace.





CERAMICS AND PAINTING ACTIVITIES AND WORKSHOPS

We promote ceramics and painting activities and workshops as spaces to encourage creativity, learning and emotional wellbeing, while also strengthening cohesion and relationships between teams.

BOISA NUTRITION

Daily access to balanced, varied, and healthy meals at special prices. Boisa Nutrición offers dishes designed by nutritionists and prepared using high-quality ingredients. Its menus are renewed weekly to provide healthy, convenient, and practical meal options that fit seamlessly into everyday life.

MALLORCA LIVE FESTIVAL: CONCERTS AND FESTIVALS

Through our collaboration with Mallorca Live Festival, we facilitate access to discounts for concerts and festivals, bringing culture, music and leisure closer to our professionals in a more accessible way.

EUROPCAR: CAR RENTAL DISCOUNT

We enjoy between 15% and 20% discount on vehicle rentals, making travel easier both during holidays and in everyday life under preferential conditions.

VITALY: DIGITAL HEALTH INSURANCE

We collaborate with Vitaly, a comprehensive health ecosystem that strengthens prevention, physical care and the overall wellbeing of our team, accompanying people throughout all stages of their working life.

HEALTH INSURANCE

We offer our staff the possibility of accessing health insurance under advantageous conditions, contributing to their peace of mind, security and access to quality medical care.

PAYFLOW: ADVANCE YOUR SALARY

The possibility of advancing part of your salary when you need it, providing greater financial flexibility and support for managing unforeseen expenses.

WELLBEING AND HEALTH OF OUR TALENTS

As part of our commitment to promoting healthy habits, people's wellbeing and a stronger sense of team, throughout the year we took part in various sporting events of significant social relevance in Mallorca.

To welcome the summer season, 25 Universal Beach Hotels employees took part in different distances at the Universal Mallorca Marathon, held in Colònia de Sant Jordi, a sporting event that combines sport, nature and teamwork in a privileged setting on the island. This participation was an excellent opportunity to promote physical activity, team spirit and the values of personal achievement among our teams.



In addition, a total of 15 Universal Beach Hotels employees took part in the Binter Night Run, one of the most popular and widely attended night races in the Balearic Islands. This initiative helped strengthen bonds between colleagues and offered a shared experience outside the workplace, promoting a healthy and active lifestyle.

In October, 10 women from Universal Beach Hotels represented the company in the Challenge Women Peguera Mallorca, an event that promotes female participation in sport and highlights women's leadership, perseverance and spirit of achievement. Their participation reflects our firm commitment to equal opportunities, female empowerment and the visibility of the talent of our female professionals.



As the season came to a close, 31 Universal Beach Hotels employees took part in the charity initiative "Mallorca in Motion Against Cancer", organised by the Spanish Association Against Cancer (AECC) in Palma. Through their participation, they supported cancer research and demonstrated their commitment to solidarity, prevention and social responsibility.



WE CARE FOR THE TEAM: ERGONOMICS AND COMMUNICATION

At Universal Beach Hotels, we have made a major investment in lift mechanisms for more than 60% of our beds, with the aim of facilitating the daily work of our housekeeping staff and reducing the ergonomic risks associated with their work.

We have also developed an internal communication plan that improves two-way channels and encourages the active participation of all teams, promoting a closer, more transparent and more collaborative organisational culture.

At **Universal Mallorca Incoming**, we continue to promote more environmentally respectful service mobility through different initiatives aimed at reducing unnecessary journeys and encouraging more sustainable alternatives.

We maintain agreements with local suppliers for bicycle rental at reduced prices for our guides, promoting active mobility in destinations where it is a viable alternative. We also continue to encourage car sharing among employees, especially for journeys to the airport and work meetings.

During 2025, we reinforced these actions by optimising the work routes of our guides, organising service areas more efficiently in order to minimise kilometres travelled. We also prioritise online meetings with our offices in Switzerland and with different suppliers whenever physical presence is not essential, reducing travel and optimising resources.

In addition, we continue to apply efficiency criteria in transfer management, grouping arrivals and departures whenever schedules and operations allow, thereby contributing to more efficient use of vehicles and a reduction in the environmental impact associated with transport.

These actions reflect our commitment to more responsible mobility, aligned with the sustainability principles we promote throughout our activity.

Key results 2025

WORKPLACE CLIMATE SURVEY

In 2025, we reached a participation rate of 77%, reflecting the high level of commitment of our employees to this process. The results obtained allow us to prepare specific action plans in each hotel, ensuring that our initiatives are effective and respond to the real needs of our teams.

In 2025, we achieved an average score of 82 out of 100 across all our hotels:

Hotel	2024	2025
Aquamarín	66	76
Bikini	79	88
Cabo Blanco	79	86
Castell Royal	73	73
Don Camilo	67	79
Elisa	72	85
Florida	84	85
Grand León	69	83
Laguna	70	76
Lido	75	79
Marqués	79	83
Mar Suites Formentera	58	85
Neptuno	75	80
Perla	79	85
Romántica	81	79
Central	75	84
Total	74	82

STRENGTHENING INTERNAL COMMUNICATION

Universal Beach Hotels is strengthening its internal communication as a key pillar for consolidating its corporate culture. Through the distribution of internal newsletters, the company is promoting greater connection between teams, sharing content related to sustainability, corporate culture, people and other strategic initiatives.

In 2025, a total of 8 internal newsletters were sent, helping to align the entire organisation with shared values and objectives, and fostering a sense of belonging and commitment among employees.

WELCOME PACKS FOR EMPLOYEES

In 2025, the company prepared and delivered a welcome pack for all employees, with the aim of facilitating their integration from day one. This material conveys the values, corporate culture and principles that define UBH, strengthening the sense of belonging and alignment with the organisation.

In addition, we have carried out an onboarding programme for 340 employees.



2.3.3. Community Impact

"We want to strengthen our bond with local society, support inclusive employability, collaborate with social organisations and promote environmental, cultural and social awareness, improving wellbeing in the environments where we operate"

We maintain a stable line of collaboration with social organisations and educational centres in the Balearic Islands, with which we sign collaboration agreements aimed at promoting labour market integration, training young people and supporting vulnerable groups. These alliances enable our activity to have a direct positive impact on the environment in which we operate, beyond purely economic aspects.

MAIN LINES OF ACTION

- Strengthening social agreements with organisations that have a local, social and environmental impact.
- Labour inclusion programmes, promoting the employability of people at risk of exclusion or with disabilities.
- Support for education and training through internship programmes, agreements with educational centres and internal professional development.
- Facilities and complementary services for local residents, bringing our services closer to the community.
- Collection and donation campaigns for furniture, textiles and unused materials.
- Excursion and activity programmes that promote knowledge and respect for the natural and cultural environment.
- Sponsorship and collaboration with sporting events.

Our actions in 2025

FUNDACIÓN CLEANWAVE

Commitment to our seas: alliance between Universal Beach Hotels and the Cleanwave Foundation

Once again, at Universal Beach Hotels we consolidate our commitment to preserving the marine environment by renewing our role as main sponsor of the MedGardens project, led by the Cleanwave Foundation. This pioneering initiative, developed in Cala Reina (Sant Elm), focuses on restoring posidonia oceanica meadows and algal forests, key habitats for biodiversity and the protection of the Mediterranean coastline.

Our involvement in this project is structured around three fundamental axes:

- **Support for scientific research:** we finance and support ecosystem restoration actions, including scientific research, ecological characterisation, impact mitigation and monitoring of recovery.
- **Awareness among our guests:** we promote responsible tourism by inviting our customers to participate in sustainable excursions in the area, including educational talks on the ecological value of posidonia.
- **Internal culture:** we transfer this knowledge to our teams through internal training sessions, turning our staff into ambassadors of change.



In addition, we encourage our guests to actively contribute to marine conservation through the purchase of reusable Cleanwave bottles available in our hotels. For every bottle sold, €1 is allocated to support environmental and marine conservation projects led by the Cleanwave Foundation, including the MedGardens project.

Community action and citizen science in Colònia de Sant Jordi

In May 2025, together with Cleanwave, we co-organised our second community coastal and underwater clean-up action, this time at Es Marqués beach in Colònia de Sant Jordi. The day was a great success in terms of citizen participation and a valuable conservation exercise:

- 150 volunteers joined the cause, including teams from our hotels and staff from the foundation.
- 115 kilos of waste were successfully removed from the sand, the sea surface and the seabed.

Citizen science: beyond the clean-up itself, all the waste removed was classified and analysed in detail to contribute data to the study on the origin of plastics along the Balearic coastline.



Social commitment: the Jóvenes Invencibles project

The 2025 clean-up day was especially meaningful thanks to the participation of Jóvenes Invencibles, a new Cleanwave Education programme with which we began collaborating this year.

This project is designed to support young people at risk of social exclusion in Mallorca who, due to their socio-family environments, do not usually have access to leisure or environmental education activities. Through this alliance, we facilitate their participation in eco-emotional education dynamics, workshops and nature outings, fostering their personal development, self-esteem and a transformative connection with the environment.

Esment Inserció sociolaboral



Our collaboration with Fundació Esment reflects our commitment to more inclusive and responsible hospitality, generating real opportunities for social and labour integration and contributing to the development of a more diverse and accessible society.

An example of this commitment is the incorporation of a person as a maintenance assistant at our Hotel Neptuno, whose dedication and daily work enrich our team and demonstrate the value of building workplaces where everyone has the opportunity to develop their talent.



At Universal Beach Hotels, we collaborate with ASPAS through the Conecta project, an initiative aimed at promoting the social and labour inclusion of people with functional diversity and people at risk of social exclusion.

This collaboration reflects our commitment to diversity, equal opportunities and the creation of more accessible and inclusive environments, supporting projects that generate a positive social impact and help build a fairer and more cohesive society.

UNIVERSAL MALLORCA MARATHON – LONG COURSE WEEKEND MALLORCA IN THE BALEARIC ISLANDS

In 2025, for the second consecutive year, we were the Title Sponsor of the Universal Mallorca Marathon, part of the Long Course Weekend Mallorca multisport event held in Colònia de Sant Jordi. This event combines open-water swimming and running, attracting hundreds of participants from across Europe. The marathon offers various distances, including 42.2 km, 21.1 km, 10 km and 5 km, adapting to different levels of preparation. The renewal of this sponsorship reinforces our commitment to promoting sport, healthy lifestyle habits and the positioning of Mallorca as a sports tourism destination.

BINTER NIGHTRUN PALMA – ÚLTIMA HORA

We renewed our collaboration with the Binter NightRun Palma - Última Hora, one of Mallorca's most outstanding urban night races. Held through the streets of Palma, this event brings together thousands of participants in its different formats: 10 km, 5 km and the Family Green Mile. In 2025 we once again supported this event, which includes a 1.6 km charity race organised together with Fundació Aspace Balears, with all proceeds going to social inclusion projects for people with cerebral palsy. Through this collaboration, we reinforce our commitment to sport, solidarity and social integration.

VOLTA A SA DRAGONERA BY KAYAKING AND PADDLE SURF

Every year we collaborate in La Volta a Sa Dragonera by kayak and paddle surf; a non-competitive crossing held in June in Sant Elm. The activity starts from Sant Elm beach and follows a route of around 12 km around the islet of Sa Dragonera, within the protected environment of the Natural Park. It is a day designed to enjoy the sea and the landscape in a relaxed, festive and family-friendly atmosphere, highlighting the connection with nature and respect for the environment.

CHALLENGE PEGUERA MALLORCA

In 2025, for the second consecutive year, we renewed our collaboration with Challenge Peguera Mallorca, one of the most prominent triathlon events on the international sports calendar. This alliance reflects our commitment to promoting sport, healthy lifestyle habits and sustainable tourism in Mallorca. As a demonstration of this involvement, a relay team made up of our CEO, the Commercial Director and the assistant to our Corporate Chef actively participated in the competition, representing the values of effort, teamwork and self-improvement that we share with this event.





At Universal Beach Hotels, we have consolidated our commitment to sustainability and the circular economy through our membership of the Board of Trustees of Impulsa Balears.

This collaboration reflects our willingness to strengthen our strategy in circularity and environmental sustainability, drawing on the strategic knowledge and intelligence solutions developed by the foundation. Thanks to this alliance, we join the group of hotel companies that, through the exchange of information and experiences, seek to boost the global competitiveness of the Balearic Islands and move towards a more responsible and sustainable tourism model.



Throughout the year, the Hoteles Amigos solidarity campaign in collaboration with UNICEF has been continuously monitored, with regular communication of the results obtained. Thanks to the involvement of guests, employees and partners, cumulative funds raised have reached €33,189, allocated to support UNICEF's child protection and wellbeing programmes. The progress of the campaign and the funds raised have been shared through the company's internal and corporate channels, helping to strengthen awareness and social commitment among all stakeholders.



Through our collaboration with Cáritas, we reaffirm our commitment to people in vulnerable situations and to the development of a more inclusive and supportive society. This alliance allows us to contribute to social support initiatives, promoting equal opportunities and the wellbeing of those who need it most. Through these actions, we seek to generate a positive impact in our environment and move forward in our purpose of creating value beyond our business activity.



**Fundació
Deixalles**

We have maintained and expanded our collaboration agreement with Fundació Deixalles through the Feim que Circuli programme. Thanks to this initiative, we donate furniture, textiles, household appliances and decorative items from refurbishments carried out in our hotels. These materials are recycled, reused or reconditioned in Deixalles' occupational workshops, giving them a second life while also generating employment for people in vulnerable situations in the Balearic Islands.



As a strategic alliance since November 2025, we are members of the Tourism & Marine Conservation HUB, a collaborative initiative created to contribute to the improvement of the Balearic destination, understanding that its quality, competitiveness and reputation depend directly on the good condition of the sea.

The HUB, led by the Marilles Foundation, promotes a shared vision around three main axes: marine conservation with real impact, through projects aimed at improving ecosystems, water quality and the promotion of sustainable fishing models; leadership and co-responsibility within the tourism sector, collaborating with administrations and promoting common positions in favour of protecting the Balearic Sea; and the integration of the sea into the tourism experience, strengthening its value in the destination narrative and encouraging more conscious and respectful tourism.

The shared objective is to move towards a destination model in which tourism excellence is closely linked to the health and conservation of the marine environment.



From Universal Mallorca Incoming and the Sant Elm hotels, we participate in initiatives promoted by Xarxa Dragonera Blava, a community network committed to conserving the natural and marine environment of Sa Dragonera and the western islands of Mallorca.

Among the topics addressed are awareness-raising and outreach actions on the regulation of vessel speed in marine reserves, with the aim of reducing their impact on marine ecosystems.





Universal Mallorca Travel's responsibility goes beyond organising trips. For years, the company has collaborated with the Zurich-based association Incontro, which supports people in vulnerable situations, including homeless people, refugees, single-parent families and people affected by addiction or exploitation.

Founded by Sister Ariane Stöcklin, Incontro works in the Langstrasse district to promote social inclusion, dignity and human connection. Its work is not limited to covering basic needs; it also provides support, closeness and hope.

In 2025, Universal Mallorca Travel helped make a very special project possible: a stay in Mallorca for a group of people supported by the association. The experience gave them rest, a sense of community and new perspectives.

Through this collaboration, Universal Mallorca Travel reaffirms its commitment to people and will continue to support the valuable work that Incontro carries out every day with empathy, respect and dedication.



Hiking and knowledge of the environment

During 2025, we maintained our hiking programme, which has been established for more than 30 years and is coordinated by Annita Erhart. This activity continues to be a key tool for reducing tourism seasonality, allowing our guests to discover the scenic, cultural and natural richness of Mallorca through carefully selected routes.

In addition to promoting healthy habits and contact with nature, these excursions help revitalise different municipalities on the island outside the high season and foster a deeper understanding of local flora, fauna and heritage.

Participation figures recorded in 2025 remained at levels similar to those of 2024, confirming the continued interest of our guests in this type of sustainable and authentic experience.



Knowledge and support for sustainable local suppliers

With the aim of strengthening our relationship with local suppliers and deepening our understanding of their projects, we organised a working visit with our team of guides to the Mesquida Mora winery.

During the day, we were able to learn first-hand about its organic and regenerative viticulture practices, as well as its commitment to protecting the land, biodiversity and sustainable production.

This initiative improved our teams' knowledge of the local producers with whom we regularly collaborate, enabling them to share more complete and authentic information with our guests about Mallorca's culture, gastronomy and sustainable values.



Authentic experiences with local producers

During 2025, we added a new hiking experience in collaboration with Mallorcan farmer Aina Cañellas, with the aim of bringing our guests closer to the island's rural traditions and cultural heritage.

Aina and her husband manage a livestock farm with more than 500 Mallorcan red sheep, an emblematic native breed of Mallorca that forms part of the island's agricultural and cultural heritage.

The activity combined a hiking route with a picnic prepared by Aina using local and proximity products. During the day, participants had the opportunity to learn

first-hand about the daily work involved in sheep farming, the sustainable use of wool and the traditions linked to the Mallorcan rural world.

The experience also included a practical workshop on the treatment and use of sheep's wool, allowing participants to discover traditional craft processes that form part of Mallorca's cultural heritage.

This initiative was very well received by our guests and reinforces our commitment to promoting authentic experiences, supporting small local producers and generating a positive impact on the island's rural economy.

Key results 2025

PROMOTING YOUNG TALENT AND EMPLOYABILITY

Collaboration with educational centres and hospitality schools is a fundamental pillar of our commitment to the development of young talent and the social sustainability of the sector. We firmly believe in creating synergies with training institutions that allow students to gain real experience in a professional environment, facilitating their transition into the labour market and contributing to the training of future professionals in the hotel industry.

Welcoming interns is not only a learning opportunity for them, but also an added value for our organisation, as it fosters innovation, the exchange of knowledge and the incorporation of new perspectives. This commitment to young talent reinforces our responsibility as a company and allows us to actively contribute to the development of the tourism sector.

During the past year, a total of 16 trainees took part in key areas of our hotels. Specifically, we welcomed two people in Reception and one Assistant Manager from the Hospitality School, who is now part of our team. In addition, six people joined the Technical Services department, six joined the Kitchen area and two joined Restaurant Services, actively contributing to the day-to-day hotel operations.

These actions reflect our commitment to professional development, youth employability and the creation of real opportunities within our organisation, aligned with our values of sustainability and social commitment.

PROMOTING ACTIVE AND SUSTAINABLE TOURISM

Between February and October, over 19 weeks, we organised hiking excursions in which 1,085 people took part, exploring Mallorca through routes selected by our guides. In addition, in 2024 we welcomed 25 organised walking groups, adding approximately 575 more people who chose to discover the island from an active and environmentally respectful perspective.

SUPPORT FOR JÓVENES INVENCIBLES

Thanks to the support of Universal Beach Hotels, seven outings in the Jóvenes Invencibles programme enabled dozens of young people to get closer to the sea through sailing, environmental education and conservation experiences. Several employees from our hotels accompanied the young people on these outings as volunteers.



2.3.4. Continuous training and professional development plan

“We firmly believe that training and professional development are key to offering real opportunities for growth within the organisation and helping to retain local talent. Through personalised learning paths and career plans, we seek to enable each person to reach their full potential”

At Universal Beach Hotels, people are our greatest value. That is why we maintain a firm commitment to their continuous training and professional development.

We see training not only as a tool to improve technical and operational skills, but also as a way to promote wellbeing at work, strengthen motivation and facilitate growth within the organisation.

Investing in continuous learning allows us to adapt to a changing environment, improve service quality and build committed, qualified teams prepared to face new challenges.

MAIN LINES OF ACTION

- Design of individualised training programmes.
- Improvement of employee satisfaction with the training received.
- Improvement of the effectiveness of training plans.

Our actions in 2025

TRAINING

In line with our commitment to professional development and talent sustainability, we launched the Universal Academy, our own online training platform that centralises and facilitates access to training content adapted to the needs of the hotel sector.

Through this academy, our teams have access to specialised online training in hospitality, languages and key skills, supporting continuous, flexible and accessible learning. This initiative allows us to standardise knowledge, strengthen service quality and encourage the professional growth of our people within the organisation.

The Universal Academy is positioned as a strategic tool for talent development, promoting the continuous improvement of skills, internal employability and adaptation to the new challenges of the tourism sector.

The company promotes learning initiatives aimed at strengthening transversal knowledge of the business. In this context, during the year, central office departments such as Commercial (Reservations) and Human Resources carried out cross-training programmes in different hotels of the chain.

These actions enabled the teams to experience first-hand the daily operation of the establishments, fostering a greater understanding of processes, improving interdepartmental coordination and supporting decision-making that is more aligned with operational reality.

"Experiencing the operation of our hotels first-hand brings immeasurable value to central office teams. The excellent feedback from participants confirms that cross-training is a key tool for encouraging learning, collaboration and a better understanding of our business."

Jorge Guimerá - Commercial Director

Key results 2025

Continuous training is one of the fundamental pillars of our talent development strategy, contributing both to the professional growth of our team and to improving the quality of the service we offer. During 2025, we reinforced our commitment to learning by investing in a diverse, accessible training plan aligned with the real needs of our teams and the sector.

Throughout the year, a total of 19,334 hours of training were delivered, with the participation of 672 people, representing 58.4% of the workforce and consolidating an active, transversal learning culture within the organisation. This figure also represents a 7% increase compared with the previous year, reflecting positive progress and the growing involvement of our teams in their professional development.

The 2025 training plan included key content focused on the development of strategic skills, such as leadership and team management, communication skills, as well as language training, among other programmes designed to strengthen both technical capabilities and personal skills.

These initiatives not only promote employability and internal growth, but also reinforce our commitment to a responsible management model based on continuous learning, constant improvement and the recognition of people as the main driver of our organisation.



2.4. Governance



“We are committed to efficient processes and to integrating sustainability into every area of the business”



At the Universal Beach Hotels group, we understand governance as the set of principles, rules and processes that ensure ethical, responsible and efficient management. For us, it is the framework that guides our strategic decisions and guarantees that we act consistently with our values and commitments, especially in matters of sustainability.

We do not see governance merely as a regulatory obligation, but as a key tool for consolidating a long-term corporate culture that generates shared value

for everyone who forms part of our ecosystem: employees, customers, suppliers and local communities.

To advance in this purpose, we have defined a roadmap with clear objectives:

- Digitalise the main processes linked to ESG operations and certify all hotels under environmental sustainability schemes.
- Design and implement a global communication strategy associated with the Sustainability Strategy.
- Promote the local economy by creating a culture of sustainability among suppliers.



2.4.1. Digitalisation and certifications

"In line with our vision of practical and rigorous sustainability, aligned with the highest standards, we see digitalisation as a key driver for professionalising ESG management and enabling agile decision-making based on reliable data. At the same time, we understand certifications as strategic tools that endorse the quality of our processes and reinforce our commitment to continuous and verifiable improvement"

This objective is structured around two complementary lines of action.

On the one hand, we seek to modernise and systematise ESG management across the hotel chain by incorporating digital solutions that allow more efficient, traceable and automated monitoring of our environmental, social and governance indicators.

On the other, we work to ensure that all establishments in the group hold recognised sustainability certifications, such as ISO 14001, which guarantee rigorous environmental management, enhance our corporate reputation and strengthen the trust of our customers, partners and investors.

MAIN LINES OF ACTION

- Creation of sustainability governance.
- Define a common ESG strategy for the entire group.
- Assign clear roles and responsibilities at the different levels of the organisation.
- Ensure decision-making based on ethical and sustainability criteria.
- Create a Sustainability Committee to oversee sustainable plans and projects, ESG reporting and stakeholder relations in this area.

Functions of the Sustainability Committee

Its main objective is to supervise the correct implementation of sustainable practices, ensuring internal coordination and encouraging the involvement of all staff. These teams are responsible for facilitating interdepartmental communication on sustainability matters, carrying out periodic assessments of environmental aspects and controlling consumption and waste measurements, as well as monitoring the goals and objectives defined by the organisation.

They also lead the coordination of environmental audits and manage the follow-up and resolution of any non-conformities, ensuring continuous improvement in all processes related to sustainability.



Our actions in 2025

DIGITAL TRANSFORMATION AND SUSTAINABILITY IN 2025

In 2025, Universal Beach Hotels consolidated its evolution towards a more efficient, measurable and sustainable management model, in which technology plays a key role as a business enabler. The GUEST PMS remains the operational core of the company, supporting the digitalisation of processes and the improvement of the guest experience. This system will be fed with all operational business data and will provide efficiency and performance measurements cross-referenced with stays and services.

During the year, progress was made in implementing a corporate data model and transversal Business Intelligence, enabling more precise measurement of key indicators related to operational efficiency, resource consumption, customer satisfaction and cost control. This data-driven approach strengthens decision-making and facilitates continuous improvement in all hotels.

Process automation and operational digitalisation initiatives have also been expanded, helping to reduce manual tasks, errors and paper consumption, in line with our sustainability and efficiency strategy. The development of internal tools, such as WappOps, aligns the operational needs of the business with the need to feed data into the PMS to obtain measurements of meter consumption, room cleaning, tasks and maintenance incidents. It also promotes digital processes such as



online check-in and the integration of systems geared towards more agile and sustainable management.

At the same time, cybersecurity and operational resilience have been strengthened, in line with the requirements of the NIS2 Directive, ensuring the protection of systems, data and business continuity in an increasingly digital environment.

In the area of energy, saving policies will be applied to IT equipment to avoid unnecessary consumption when it is not in use.

Universal Beach Hotels' IT strategy is fully integrated into the group's ESG objectives, supporting a model of smarter, more connected and more responsible hotels, where technology makes it possible to measure, automate and optimise operations with a direct impact on sustainability and on the wellbeing of our employees and customers.



PODARCIS

CONSULTORES | AUDITORES

MONITORING THE SUSTAINABILITY STRATEGY

During 2025, together with our partner Podarcis Consultores, we monitored Universal Beach Hotels' 2030 Sustainability Strategy, including the analysis of environmental indicators, carbon footprint management and operational monitoring at the different centres.

The carbon footprint was calculated in accordance with the Balearic Decree, the Emissions Reduction Plan was prepared and the corresponding registrations were processed. Technical implementation and environmental monitoring visits were also carried out in the hotels included in the strategy, making it possible to verify the evolution of key indicators and reinforce continuous improvement in sustainability. As a result, both global and centre-specific progress reports were issued to facilitate monitoring and progress towards the 2030 sustainability objectives.

Digitalisation and governance

Universal Mallorca Incoming continues to advance in the digitalisation of its administrative and operational processes with the aim of improving efficiency, optimising resources and reducing paper consumption.

In airport management, we continue to use digital procedures for passenger control and monitoring, minimising the need for printed documentation. Likewise, we maintain online excursion sales and digital payment systems, offering our customers a more convenient experience while reducing the use of physical materials.

During 2025, we continued to digitalise operational documentation, guide reports and internal administrative processes, supporting more agile and efficient management. This evolution has made it possible to continue reducing the use of printers and paper consumption in our offices.

We also continue to work jointly with Universal Mallorca Travel on the analysis and development of sustainability standards aligned with the requirements of internationally recognised certifications, reinforcing our commitment to continuous improvement and responsible management of our activity.

In parallel, we maintain our commitment to collaborating with suppliers who are committed to sustainability, prioritising companies that develop initiatives in environmental protection, support for the local economy and the promotion of more responsible tourism.

These include transport providers with certified environmental management systems, companies specialised in environmental education and marine conservation activities, regenerative tourism projects and local producers who actively contribute to the sustainable development of Mallorca.



2.4.2. Communication strategy

“To reinforce the tourism group’s commitment to sustainability, we want to communicate effectively, consistently and transparently with all stakeholders. To this end, we have developed a global communication strategy aligned with the corporate sustainability strategy”

This communication plan pursues several key objectives: to raise awareness and involve employees, partners and guests in the commitment to sustainability; to report transparently on ESG actions and achievements; to consolidate a responsible and distinctive reputation for the hotel brand; to avoid greenwashing practices; and, finally, to align all messages and channels under a common narrative that reflects our sustainable purpose in a coherent and authentic way.

MAIN LINES OF ACTION

- Awareness-raising programmes: internal training and specialised sustainability workshops for employees.
- Information actions aimed at partners.
- Awareness campaigns for guests.

Our actions in 2025

KIDS SEA CLUB



Last year we brought a very special project to life: Kids Sea Club. Thanks to the excellent reception among our youngest guests, we now want to bring this experience to all our hotels.

Kids Sea Club is a programme where fun

and learning go hand in hand. Accompanied by our mascot, Pop, children become true Guardians of the Sea, taking part in missions, games and workshops that encourage respect for the environment and care for our oceans.

Through creative activities made with recovered materials and resources generated in the hotel itself, children discover in a fun way how small actions can contribute to a more sustainable future. At the same time, they learn about our hotels' commitment to the environment and sustainability.

Above all, however, Kids Sea Club is designed so that children can enjoy themselves, make friends, develop their creativity and live unforgettable experiences.



SUSTAINABILITY COMMUNICATION

We use our communication channels to report on our progress and sustainability projects.

In 2025, we published a total of 23 posts on ESG topics on our Instagram and Facebook profiles. On LinkedIn, the number reached 24 out of a total of 53 posts.

The creation of our first 2024 Sustainability Report together with Etico was consolidated as a collaborative project involving mainly the Operations, Human Resources, Marketing and Management teams.

Once the final document had been prepared, we published it on our website, specifically in the Be Universal Be Responsible sustainability section. We also shared it through our social media channels, our internal newsletter and several local media outlets in Mallorca, as well as specialised press in Germany, Switzerland and England.

Another initiative that we had already started in 2024 and continued in 2025 was the distribution of internal newsletters to staff. A total of 8 newsletters were sent during the year, and each one included at least one or two items related to sustainability, whether specific actions, new projects, results or other topics.



In addition, in November 2025, our CEO, Yannik Erhart, took part in the round table "Sustainability as a strategic axis of tourism", organised by Palma Beach. The session brought together representatives from the tourism sector and organisations linked to the destination to reflect on reducing the environmental footprint, efficient resource management and the role of corporate social responsibility in the sector.

This participation reinforces our commitment to sector dialogue and to building a more responsible tourism model for Mallorca. The Palma Beach association promotes a sustainable, quality tourism model in Playa de Palma, focusing on deseasonalisation, coexistence, sustainability, safety and civic responsibility.

Key results 2025

We trained 361 people in sustainability, already reaching 36% of the workforce, with a 12.2% improvement compared with 2024.

TECHNICAL ADVICE AND IMPLEMENTATION OF ENVIRONMENTAL MANAGEMENT

During 2025, Universal Beach Hotels developed an environmental technical advisory programme through support visits to the company's hotels, focused on the practical implementation of environmental management.

These actions made it possible to reinforce internal procedures, promote good environmental practices and establish registration and monitoring tools for the control of key performance indicators (KPIs), supporting more efficient and sustainable resource management.



In our employee climate survey, questions were included regarding perceptions of sustainability, and the following results were obtained:

Do you believe that the company culture promotes sustainability and care for the environment?

Score: 85/100 (92/100 in 2024)

Does the company have clear internal communication about sustainability policies?

Score: 82/100 (72/100 in 2024)

Are you satisfied with the actions the company carries out to improve people's wellbeing?

Score: 79/100 (83/100 in 2024)

Do you consider that the company encourages employee participation in sustainability initiatives?

Score: 82/100 (84/100 in 2024)



In addition, during 2025 a total of 19,446 customer surveys were conducted, assessing different aspects related to our commitment to sustainability. The results obtained reflect a very positive assessment by users in key areas of our environmental and social management.

Plastic management achieved an average score of 90.5, highlighting the positive reception of initiatives aimed at reducing the use of single-use plastics and promoting reusable alternatives.

Waste management received a score of 87.3, positively highlighting the measures implemented for selective separation, recycling and waste reduction in the facilities.

The use of sustainable and local sources (km 0) received a score of 94, reaffirming the importance customers place on responsible consumption and support for local suppliers.

Among the comments received from customers, the following stand out:

"I greatly value the sustainable measures implemented in the hotel."

"There is a clear commitment to recycling and waste reduction."

"The availability of reusable water fountains is a very practical initiative."



2.4.3. Local economy

“We are committed to strengthening the local economy by creating a culture of sustainability among suppliers”

As part of our commitment to a responsible management model, we have established the promotion of the local economy and the development of a culture of sustainability throughout the supply chain as a priority, integrating suppliers and partners into our ESG strategy. Our aim is to contribute to the socio-economic development of the surrounding area, reduce the environmental footprint associated with transport and encourage more responsible, ethical and sustainable consumption.

MAIN LINES OF ACTION

- Enable tools to assess suppliers' commitment to sustainability and encourage the adoption of sustainability criteria.
- Promote synergies that encourage suppliers' commitment to sustainability.
- Gradually increase the consumption of local and seasonal products.

Our actions in 2025

We continue to strengthen our commitment to local and sustainable suppliers, promoting collaborative relationships based on environmental, social and governance (ESG) criteria.

We also continue to work on creating strategic synergies that encourage joint progress in sustainability. These initiatives include organising meetings, workshops and visits with key suppliers, as well as exchanging information and providing training on responsible criteria.

Thanks to these actions, we continue to strengthen our network of local suppliers, contributing to the economic development of the local environment and promoting a more responsible and sustainable model of collaboration.

These are some of the local suppliers with whom we have collaborated at Universal Beach Hotels:



FOOD AREA



La Casa Italiana is a company based in Palma de Mallorca, dedicated to the production and sale of Italian food products. Thanks to its focus on quality and its commitment to artisan products, it has become an ideal partner for our gastronomic offering. In our hotels we use fresh pasta made in its workshop, as well as pizza bases, offering our customers an authentic culinary experience rooted in proximity.



Murmui is a Mallorcan company specialised in the production of artisan ice cream. Its recipes are based on milk and fresh cream, seasonal fruit, and products made with nuts and citrus fruits of Mallorcan origin. Its creativity is reflected in unique flavours with a local identity, such as palo, vermouth and ensaimada ice cream, connecting with Mallorcan traditions.



Can Company is a company specialised in the breeding of the Mallorcan black pig, a native breed of Mallorca whose meat is highly valued for its quality and flavour. This variety is the basis of emblematic products such as Sobrasada de Mallorca, recognised with Protected Geographical Indication (PGI).

The company controls the entire production process, from the cultivation of cereals and legumes on its own farms to the artisanal production of high-quality cured meats and meat products.

To strengthen our relationship with this company, a visit to its facilities in Inca was organised, where the team was able to learn first-hand about the workshop and, later, the farm where they raise the pigs and grow their own cereals. This experience allowed us to better understand the origin of the products and reinforce our commitment to quality local suppliers.

In our hotels, we are committed to high-quality local products, which is why we offer their products in our buffets. In addition, the bratwurst and frankfurter at Joy Palace restaurant are made with Mallorcan black pig from Can Company.



Fet a Son Garrova is a family business in Mallorca dedicated to the artisanal production of cheeses, especially goat cheese. It is located on a rural estate where they raise their own animals and produce their products in a traditional way, respecting the customs of the island. Their way of working is based on quality and attention to every detail, focusing on a manual, non-industrial process that guarantees a natural and authentic product.

It is also a project committed to sustainability and the local environment, as it uses nearby resources and supports the economy of the area. It also stands out for the warm, human approach typical of a family business, as well as for its care for animal welfare, since the goats live freely and in good conditions.

Overall, it represents a business model that combines tradition, quality and respect for nature.



Helados JOP is a Mallorcan company dedicated to ice cream production, based in Campos and with a long history on the island. Over the years, it has combined tradition with innovation, creating a variety of products that maintain quality and the use of nearby ingredients.

It is a brand strongly linked to the local environment, with a close and family-oriented character, seeking to offer trusted products while preserving Mallorcan identity.

Overall, it represents a company that brings together experience, quality and commitment to Mallorca.



Postres Tuduri is a family business in Mallorca dedicated to producing desserts and cakes, with more than 50 years of experience. It is based on traditional island recipes, such as gató or flan, combined with more modern proposals.

Its work stands out for the use of natural ingredients, quality and a close, local character, while maintaining Mallorcan identity.

Overall, it represents a company that combines tradition, quality and innovation in pastry.

BEVERAGE AREA



Begudes Puig is a Mallorcan family business that stands out for its firm commitment to the environment and the local community. It has completely eliminated the use of plastic packaging, promoting the circular economy and the reuse of glass containers.



Local organic infusions reinforce the commitment to environmental sustainability and social responsibility through the promotion of labour inclusion and mental wellbeing.



Agua NEA is a start-up based in Barcelona that sells canned mineral water with a clear focus on sustainability and marine conservation. Certified as a B Corp company, it collaborates with the SEAREG Foundation on posidonia oceanica restoration projects in the Mediterranean. In our hotels, we offer sparkling Agua NEA at pools and in minibars, thereby supporting a product that respects the environment and is aligned with our sustainability values.



Licores Túnel, known for its production of Mallorcan herbal liqueurs, has adopted measures to reduce its environmental impact. One of its initiatives includes the use of electric vehicles in its sales fleet, reducing emissions of polluting gases.



Bárbara Mesquida Mora is a Mallorcan winemaker who produces wines with a focus on sustainability and respect for the environment. She produces organic and biodynamic wines, using methods that promote biodiversity and soil health. Her commitment to sustainability is reflected in wines that respect Mallorca's natural environment.

For more than 40 years, Bárbara has produced our house wine "Universal Recommandé".



We have incorporated Lyre's, a brand specialised in 0.0% spirits and aperitifs, expanding our alcohol-free cocktail offering with premium alternatives aligned with new trends in responsible consumption and wellbeing. This initiative allows us to offer more inclusive options adapted to our guests' preferences, while maintaining the quality and experience of traditional cocktails.



Our collaboration with Palma Gin reinforces Universal Beach Hotels' commitment to promoting local products and supporting nearby suppliers. Produced in Mallorca through an artisanal process and using a carefully selected range of Mediterranean botanicals, Palma Gin represents the authenticity, quality and character of the island.

Including local products such as Palma Gin in our food and beverage offering allows us to contribute to the economic development of the area, reduce the footprint associated with the transport of goods and offer our guests experiences more closely linked to the destination. This collaboration reflects our commitment to a more sustainable supply chain and to valuing local talent and production as key elements of responsible tourism.



We have incorporated the Coravin system, a technology that makes it possible to serve wine by the glass while preserving product quality without opening the bottle. This tool helps reduce wine waste, optimise stock management and expand the range of premium references available to our customers, while also improving the service experience.

OTHER

**tot
herba**

Cosmética
Natural
Sostenible

A Mallorcan natural cosmetics brand that highlights products of Mediterranean origin from organic crops, especially those from its own sustainable cultivation.

It also encourages the reduction of single-use plastics through its dispensers.

Y Polarier

The Re-Linen project, promoted by the Mallorcan company Polarier – specialised in industrial laundry and textile rental for hotels – aims to transform textile waste management in the hotel sector in the Balearic Islands. The initiative seeks to close the life cycle of textiles such as white cotton sheets and towels, preventing them from ending up in landfills and promoting their reuse and recycling.

At Universal Beach Hotels, we are customers of Polarier's laundry and rental service and use high-quality, organic, 100% cotton bed and bath linen. In 2024, we collaborated with the Re-Linen project led by Polarier. To launch it, we took part in the project kick-off working table within the framework of the IMPULSA BALEARS Foundation.



Circularcaps

Through Nespresso, we collaborate with CircularCaps, a non-profit association dedicated to giving a second life to coffee grounds, aluminium and plastic from Nespresso coffee capsules. To facilitate this initiative, we have installed collection points in our facilities, where guests and employees can responsibly deposit used capsules.



MyHotelBike

In our Aquamarin, Aparthotel Elisa, Don Camilo, Castell, Perla and Laguna hotels, we offer electric bicycle rental thanks to our collaboration with MyHotelBike, a company committed to sustainable mobility and the circular economy. MyHotelBike not only provides high-quality bicycles, but also recovers and reconditions used bicycles to extend their useful life and reduce waste. In addition, its Giving Back programme donates most of these restored bicycles to people in vulnerable situations, facilitating their access to sustainable mobility.



The Grand León hotel in Colònia de Sant Jordi collaborates with local suppliers such as BLUE CHIC, a fashion shop in the municipality itself that specialises in clothing and a selection of contemporary lifestyle items.

This collaboration reinforces the hotel's commitment to local commerce and the proximity economy, incorporating quality products with local identity into the guest experience.



Hotel Aquamarin in Sant Elm currently collaborates with a local supplier, S'escar de Sant Elm, a local shop closely linked to local products and to supporting small businesses in the area. This collaboration reinforces the hotel's commitment to its surroundings and the local economy.

Esment Impremta



Partnerships with value: graphic sustainability together with Esment

Our commitment to Mallorca extends to our supply chain. A key example is our collaboration with Esment Impremta for the production of graphic materials. By trusting them, we ensure production aligned with environmental management criteria and, most importantly, we directly support the social and labour inclusion of people with disabilities or support needs on the island. Together, we demonstrate that business quality and human values go hand in hand.



Our welcome gift

Our commitment to the community and to the customer is also reflected in the welcome details we offer our guests. For this reason, we consciously select an exclusive gift for each booking made through our direct website and through our tour operator Universal Mallorca Travel, varying the item each season.

One example of this initiative was last season's choice of the iconic Sal d'Es Trenc, a Km 0 product that allowed us to minimise the impact of transport, support local producers and showcase the authenticity of Mallorca's heritage to international tourists.



We collaborate in Peguera, S'Illot and Playa de Muro with Huerzeler Bicycle Holidays, a pioneering cycling tourism company with a strong presence in Mallorca. It offers high-end bicycles, including e-bikes, and guided routes adapted to all levels. Its approach promotes active and sustainable mobility, helping to reduce tourism seasonality and encouraging a model that respects the natural environment.



At Universal Mallorca Incoming, we also actively collaborate with suppliers committed to environmental, social and economic sustainability. Below, we highlight some of these collaborations that strengthen our responsible tourism offering:

TRANSUNION

Our main transport provider, Transunion, complies with ISO 14001, guaranteeing an environmental management system that minimises negative impacts. These operators apply environmental standards that ensure more efficient mobility that is more respectful of the environment.



EXPERIENCIA MALLORCA

Specialised in adventure activities, they actively collaborate in the cleaning of natural caves and promote environmental education among participants. Their experiences allow people to enjoy nature while contributing to its conservation, involving visitors in the protection of the Balearic environment.

TOURECO

Toureco immerses guests in Mallorcan culture: authentic, vibrant and meaningful. They design experiences with local farmers, artisans and artists, committing to regenerative tourism in the heart of the island. Their model decentralises mass tourism and already meets 10 of the 17 Sustainable Development Goals.

MALLORCA DREAMS

In their events and experiences, Mallorca Dreams prioritises the use of reusable tableware, eliminating single-use waste. They have also implemented energy efficiency measures in their spaces, demonstrating that sustainability is compatible with innovation and quality leisure.



SKUALO

With diving centres in different parts of the island, Skualo leads underwater clean-up actions that contribute to the conservation of the seabed. Its commitment also includes reducing plastics and raising participants' awareness of the impact of human activity on the marine environment.

YATE EN MAYURCA

This provider offers sailing excursions powered by wind energy, minimising the use of polluting engines. They also opt for ecological cleaning with the use of biodegradables, avoiding sea pollution and protecting marine biodiversity.

PALMA AQUARIUM

Beyond its value as a tourist attraction, Palma Aquarium is a leading centre for marine research and environmental education. Its educational projects foster awareness of ocean protection and the preservation of endangered species.

BARCO DE CRISTAL DE ESTRELLA DE MAR

This company collaborates in the protection of posidonia, a marine plant that is key to the Mediterranean ecosystem. It has also implemented measures to reduce CO2 emissions in its vessels, contributing to more sustainable navigation.

CRUCEROS CORMORÁN

This nautical company is firmly committed to sustainability, with concrete actions such as CO2 compensation through the creation of its own "Cormorán Forest". It has also completely eliminated the use of single-use plastics on board and applies good recycling practices, helping to minimise the environmental impact of its activities.



KEIDA KAYAK

A local company specialised in nature activities and environmental outreach, Keida Kayak is a key partner in the MedGardens project. Through educational excursions and awareness-raising experiences, it brings participants closer to the ecological value of Posidonia oceanica meadows and to the marine conservation initiatives being developed in Sant Elm, helping to promote tourism that is more responsible and committed to the environment.

Key results 2025

Our commitment to local products continues to grow. During the same period in 2025, investment in local products reached €583,761.05, compared with €460,446.06 recorded in 2024.

This increase reflects a 0.70 percentage point improvement in the share of local products within total consumption in our hotels



Our environmental goals in 2026

- Install electric chargers in several hotels, such as Romántica and Casa Marquesa.
- Analyse the energy reduction measures plan proposed by ENOVAM in order to prioritise the purchase of more efficient machinery.
- Continue measuring the emissions reduction plan (carbon footprint measurement, elimination of plastics, recycling programme, efficient air conditioning).
- Monitor electricity consumption through ASENERVAL.
- Renew air-conditioning equipment to optimise the energy efficiency of installations (Hotels Lido, Neptuno, Cabo Blanco and Perla).
- Replace thermal generation systems to optimise energy consumption (Hotel Neptuno).
- Adapt gas installations in kitchens to optimise energy consumption (Bikini and Castell hotels).
- Repair and maintain the GHP air-conditioning system to improve the energy performance of installations (Hotel Bikini).
- Optimise energy consumption by installing motion sensors in internal areas.
- Implement a Food Waste Prevention Plan through technological solutions (Winnow) or kitchen weighing control systems, with the aim of reducing organic waste.
- Measure and optimise the energy and operational savings derived from not cleaning rooms daily, using digital tools (IT WAPPOP project).
- Increase purchasing from local suppliers (km 0) in different establishments, reducing the transport footprint.
- Reinforce agreements with specialised waste managers, including the valorisation of plant waste (e.g. pruning waste).
- Develop circular economy training programmes for management teams, middle managers and operational staff.
- Improve waste separation infrastructure through the installation of bins in key hotels.
- Evaluate the application of the 9Rs of the circular economy in each hotel to detect opportunities for improvement.
- Guarantee regulatory compliance in hazardous waste management across the entire chain.
- Adapt and optimise waste management areas (waste rooms) in the establishments.
- Extend the useful life of equipment by replacing components in thermal systems.
- Promote internal redistribution of furniture and equipment between hotels.
- Promote repair and reconditioning over asset replacement.
- Promote the reuse of materials from construction works or unused furniture.
- Implement specific resource reuse projects, such as the Rewine project in Muro.
- Develop initiatives for regeneration and environmental sustainability.

Our environmental goals in 2026

- Identify and correct abnormal water consumption caused by leaks in the GLS and CA establishments.
- Improve water consumption measurement and monitoring systems, facilitating early detection of incidents.
- Train sustainability committees in interpreting and analysing consumption data, promoting more efficient resource management.
- Establish a weekly reporting system for water consumption and photovoltaic energy production to ensure continuous monitoring.
- Develop an investment plan aimed at reducing the water footprint, including solutions such as greywater treatment and reuse.

Our social goals in 2026

- Increase employee participation in the Workplace Climate Survey (ECL), reaching at least 70% of all employees.
- Improve the overall ECL result in 2026, increasing the score by at least +2 points compared with the previous year.
- Expand and improve the range of social benefits for UBH employees, increasing their coverage and perceived value.
- Reduce the absenteeism rate in hotels through actions to improve workplace wellbeing and people management.
- Reduce staff turnover by 5%, reinforcing employee loyalty and team stability.
- Strengthen the application of the measures established in the hotel chain's Equality Plan, ensuring effective deployment in all workplaces and continuous monitoring.
- Update and strengthen protocols for the prevention of and response to sexual harassment, moral harassment and LGBTIQ+ discrimination, ensuring safe, inclusive and violence-free workplaces.
- Develop new collaboration agreements with social organisations such as ASPAS, supporting the labour market integration of people with functional diversity and those at risk of social exclusion, with the incorporation of at least 5 students in internship or integration programmes.
- Establish and consolidate collaboration agreements with educational centres (Toteducatius, IES Calvià and IES Juniper Serra), promoting practical training and student employability through internship programmes in the hotel chain.
- Develop and implement a corporate online training platform that facilitates access to continuous training, skills updating and flexible learning for all employees of the chain.
- Design and implement 40 personalised career plans for promotable profiles, aligned with their skills, interests and professional objectives, fostering internal development and talent retention.

Our social goals in 2026

- Incorporate at least 20 trainees in different areas of the islands, strengthening collaboration with training centres and contributing to youth employability.
- Implement a corporate programme for the recognition and validation of qualifications and professional skills, in collaboration with training and sector organisations, aimed at enhancing employability and internal professional development.
- Detect the organisation's training needs in a structured way, with the participation of Operations, Hotel Management and Labour Relations, ensuring planning aligned with the business strategy.
- Ensure the correct completion and updating of all employees' training records, as the basis for traceability of skills development.
- Execute and implement all planned training actions, ensuring their effective deployment in the different centres of the chain and their alignment with the identified needs.

Our 2025 governance goals

- Implement the ISO 14001 environmental management system in all hotels of the chain, reaching 100% certified hotels, measured through the percentage of progress in the phases of the PODARCIS programme.
- Develop and implement PODARCIS internal audit plans in all establishments, ensuring their complete execution in the short term (1-year horizon).
- Execute SGS external audit plans in all hotels of the chain, guaranteeing compliance within the same 1-year time horizon.
- Prepare the follow-up of the Sustainability Report.
- Report on the evolution of sustainability data through QR codes at receptions.
- Create a more up-to-date sustainability space on the website.
- Promote ESG awareness through social media and the monthly newsletter for guests and employees.
- Analyse the conclusions of the SWOT data in the different sustainability committees, identifying areas for improvement and opportunities.
- Implement a follow-up questionnaire to assess suppliers' sustainability strategy, ensuring commitment to UBH's sustainability strategy.
- Increase km0 and local products to 10% in accordance with Balearic regulations (4% more).
- Seek and consolidate agreements with local producers.

Recognitions and Achievements

"LA BUENA HUELLA" AWARD

Within the framework of FITUR 2025, Universal Beach Hotels received the "La Buena Huella" recognition, awarded to our CEO, Yannik Erhart, for the company's commitment to a more sustainable, responsible and inclusive tourism model. This award highlights the initiatives promoted by the organisation to generate a positive impact on the environment, foster collaboration with social organisations and contribute to the development of local communities. This recognition strengthens our conviction that sustainability must be integrated transversally into business activity, creating value both for people and for the destination.

The award is part of an initiative related to the ASPAS Foundation and the Conecta360 project, which promotes training, social inclusion and connection between the tourism sector and the local community in Mallorca.





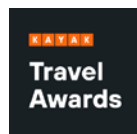
Arplus+ Carbon Footprint Verified is a certification that accredits the measurement and verification of the carbon footprint of a product or process. It guarantees a commitment to reducing emissions and responsible environmental management through recognised sustainability criteria.



Booking.com's Traveller Review Awards recognise the accommodation providers most highly rated by guests, highlighting excellence in hospitality, cleanliness and service according to real traveller reviews.

RECOMMENDED ON
HolidayCheck'25

Several hotels in the chain have been recommended on HolidayCheck 2025, one of the main traveller review platforms in Europe.



The Kayak Travel Awards recognise accommodations that offer exceptional experiences to travellers.



Obtaining ISO 14001 certification demonstrates the chain's commitment to effective environmental management.



The Tripadvisor Travellers' Choice Awards 2025 recognise the top 10% of hotels worldwide based on traveller reviews and ratings.



The TUI Global Hotel Awards 2025 are an international recognition granted by the tour operator TUI to the hotels most highly rated by its customers. They reward excellence in quality, service and experience. Only establishments with the highest satisfaction scores receive this distinction.



The RED STAR Quality Award recognises quality and consistency in the provision of hotel services.



This recognition, awarded by the German tour operator Schauinsland Reisen, highlights hotels that offer exceptional service and a high level of customer satisfaction.

Hotel	ISO 14001	Huella de Carbono	Traveller Review Awards de Booking	HolidayCheck	Kayak Travel Awards	Tripadvisor	TUI Global Hotel Awards 2025	RED STAR Quality Award	Schauinsland Reisen Top Hotel
Aquamarin		✓	✓	✓	✓	✓			
Bikini		✓	✓	✓	✓				
Cabo Blanco		✓	✓	✓	✓				
Castell Royal		✓	✓	✓	✓	✓			✓
Don Camilo		✓	✓	✓	✓		✓	✓	
Elisa		✓	✓	✓	✓		✓		
Florida		✓	✓	✓		✓			
Grand León		✓	✓	✓	✓	✓			
Laguna	✓	✓	✓	✓	✓	✓			
Laguna Garden		✓	✓	✓	✓				
Lido		✓	✓	✓	✓	✓	✓		✓
Marqués	✓	✓	✓	✓	✓	✓			
Casa Marquesa		✓	✓						
Mar Suites Formentera		✓	✓		✓				
Neptuno		✓	✓	✓	✓				
Perla		✓	✓	✓	✓				
Romántica		✓	✓	✓	✓	✓			

At Universal Beach Hotels, we close this second Sustainability Report by reaffirming our commitment to a way of understanding tourism that is increasingly responsible, conscious and humane.

Throughout this year, we have continued to make progress in integrating sustainability into our daily activity: caring for the environment that welcomes us, promoting people's wellbeing and strengthening ethical, transparent and committed management.

Every action included in this report reflects the involvement of a team that believes in what it does and that contributes, through its daily work, to generating a positive impact both within and beyond our hotels. We continue to move forward with humility, determination and coherence, convinced that every small step counts and that true change is only possible when it is built together.

Looking to the future, we renew our commitment:

Be Responsible, Be Universal. Because the best way to face the challenges of tomorrow is to keep working today - with responsibility, enthusiasm and trust - to build a more sustainable and truly universal tourism model.








universal
BEACH HOTELS

18 Beach Hotels en Mallorca y Formentera

SANT ELM · PAGUERA · MAGALUF · PLAYA DE MURO · CANYAMEL · CALA MILLOR
S'ILLOT · COLONIA DE SANT JORDI · PLAYA DE PALMA · ES PUJOLS

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