## 2023

## **Sustainability Report**



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Green Seth's future: Towards sustainable and circular tourism

### We are Seth

## About the company

**Set Hotels**, a company with Menorcan essence.

We have been working since our beginnings trying to improve our product day by day in order to contribute to make Menorca the quality destination it deserves.

Francisco Mercadal, General Manager of Set Hotels



A Menorcan company with more than 50 years of history rooted in the tourism sector. A family company that has grown the business in a careful way, with commitment and hard work. During these years, we have created a hotel group that already has 9 hotels and 3 restaurants spread all over the island of Menorca.



We are Mediterranean in its purest form. Our establishments are located in privileged places along the Menorcan coast. We look at the sea because it inspires and calms us.

We are Menorca

We are the Menorcan company with more hotels on the island. We love our territory, we strive to protect it and to transmit its essence to every one of our clients.





Dedicated to offer the best possibleservice. Our quality-of-service recognitions have come to us because from the first day we have committed ourselves to listening to the client and being close to him. For this reason, we have a lot of loyal customers, who always come back to our hotels.



We are committed to continuous business development, to improve what we do and how we do it. This is why every year we carry out improvements: the customer has helped us evolve and improve over the years.





#### 9 hotels and 3 restaurants

We are the Menorcan company with the most tourist places in Menorca.



#### More than 25 years of history

**Set Hotels** is a hotel group created in 1995 from a family group of companies linked to the tourism sector based in Menorca whose origin dates back to 1963.



#### 2.500 tourist places

640 hotel rooms 335 apartments.



## 50% carbon footprint reduction

This is our commitment for the next 5 years.



#### **Sustainable Hotels**

25% of self-produced energy in the **Seth 55 Santo Tomás Hotel**.



#### **70.000 clients**

Stayed in our hotels during the 2022 season.



## 40% of repeat clients at the Seth Santo Tomas hotel

The most emblematic hotel from **Seth Hotels**, opened in 1966.



#### More than 300 employees

Are part of the **Seth** family.

## Our hotels



## We are Seth

#### Our values

We have been trying for years to make our tourist activity compatible with the preservation of our environment, offering a sustainable experience to our clients.

María Florit, Quality and Sustainable Tourism Manager



We aspire to be a sustainable tourism reference on the island of Menorca with a family business model, solid and in continuous evolution. With the commitment to always work for the satisfaction of our customers and the quality of service.



We offer experiences through a sustainable tourism model based on three axes: commitment to our clients, commitment to our team and commitment to Menorca.



Our company was born within a Menorcan family, and it is the values of its generations and of this territory that have forged our way of working. These are the core values of our business.



#### **COMMITMENT**

#### **EVOLUTION**

#### **PASSION**

With our clients, with Menorca, with our team. We always strive to make our economic activity compatible with caring for our island. We are committed to reducing our carbon footprint by 50% in 5 years. Moreover, we collaborate with local entities and institutions.

We continually work to improve what we do and how we do it. Innovating and optimizing our processes and services in order to satisfy our customers, always complying with all the regulations that regulate our activity.

We love our activity and we put absolute effort into taking care of what we do. We love Menorca and we strive every day to take care of it.

#### **LEADERSHIP**

## QUALITY AND SUSTAINABILITY

We are the Menorcan hotel group with the largest presence in Menorca and since 2008 we have been leading a unique sustainable tourism project on the island. We focus all our activity in Menorca, with 9 hotels and 3 restaurants.

Our work is based on offering the best service, in a standardized manner in all our hotels, and on improving day by day to always ensure customer satisfaction. Developing our activity according to the standards of ISO 9001 and ISO 14001 quality management and sustainability.



## We are Seth

## **Our commitment**

Our strategic plan for the next years is based on 3 commitments:





Since our beginnings we have proposed to improve the quality of the product and service offered every year to increase customer satisfaction. The client is the center of our business, for this reason, we care about listening to their concerns, frustrations and finding out their wishes and expectations. We listen to our clients and we are close to them. For all these reasons we have a high number of repeat customers, who always come back to our hotels.





At **Set Hotels** we have been working for years for responsible and sustainable tourism on the island of Menorca. We try to make our economic development compatible with the preservation of the environment.

- As Menorcan we love our Biosphere Reserve island.
- We want to preserve our environment.
- We believe in the sustainable development of Menorca
- We bet on local producers and collaborators.
- We want to contribute to the creation of a cleaner future.
- We believe in our work team and local talent.
- We believe in the potential of people to progress as a society.





At **Set Hotels** we believe in people and in society as a whole. And we are committed to it through different initiatives that seek to promote the social development of the Island of Menorca.



#### We are Seth

## **Certifications and recognitions**





Since 2008, **Set Hotels** has been committed to an integrated quality/environmental management model based on the ISO 9001 and ISO 14001 standards.



SICTED is a improvement project of the quality of tourist destinations promoted by the Spanish Tourism Institute (TURESPA- $\tilde{N}A$ ) and the Spanish Federation of Municipalities and Provinces (FEMP).



Travelife Collection is the hotel and accommodations directory committed to protecting the environment and improving the lives of its employees and its community, working together with tour operators.



#### In the last year we have incorporated new hallmarks:



Sustainability label that identifies and values all those companies that carry out their economic activity on the island with initiatives to protect the environment, culture and Menorcan society. This label represents a commitment to the island of Menorca by which producers, artisans and tourism entrepreneurs adhere to a series of criteria in accordance with the values of the **Menorca Biosphere Reserve**. Menorca Biosphere Reserve is a guarantee for visitors and inhabitants who, by opting for products and services certified by the brand, contribute to the sustainable development of the island and create a positive impact from an environmental, cultural, social and economic point of view.



Plastic Free Balearics is a certification that facilitates the reduction of single-use plastics for companies in the HORECA sector throughout the Balearic Islands. It is an environmental quality guarantee seal that recognizes not only compliance with the Law on Waste and Contaminated Soils and European directives, but also all the efforts made to go much further. Set Hotels has 4 stars out of 5 in all its establishments, thanks to the chain's commitment to eradicating plastics.

## Sustainable Tourism Model in Menorca

## Set Hotels Strategic Plan 2022-2024

These are the strategic objectives encompassed within the **Set Hotels** 2022-2024 Strategic Plan.



SUSTAINABILITY AND CIRCULARITY IMPROVEMENT

## Sustainable Tourism Model in Menorca

# Commitment to the United Nations Sustainable Development Goals (SDG).

In addition, we are aligned with the United Nations sustainable development goals, defined by the 2030 Agenda, which constitute a tool to specify efforts and improvement actions.



We take care of the well-being of our customers and workers in terms of **food and water safety** and in all aspects related to infection prevention. We act to **prevent and reduce environmental pollution**.



We believe in the potential of **trained** and competent teams. We act to develop their skills in different job positions



Although it is already part of our way ofacting, we will consolidate **equality policies** by defining an **equality plan** and putting concrete actions into practice for its implementation.



Through exhaustive monitoring of consumption, sectorizing where possible, we will apply measures to **reduce consumption**, analyzing the possibility of reusing this resource.



We will continue applying measures to **reduce energy consumption**, studying the implementation of solar panels for self-consumption in those establishments where it is viable.



We will promote a safe work environment, incorporating digitization and automation as tools to consolidate more competitive jobs.



We will apply measures to promote **sustainable tourism** that creates jobs and promotes local culture and products.



We will incorporate measures to **reduce the effects on climate change**, progressively reducing the environmental footprint of our activities.



To progress, it is necessary to establish alliances with our stakeholders. We will encourage collaboration with suppliers and we will participate in programs promoted by the public administration.

## **Seth Committed**

#### Green Seth: committed to the environment

For a sustainable Menorca.



Since the Mercadal family created the **Set Hotels** brand, they have been clear about their environmental commitment.

María Florit, Quality and Sustainable Tourism Manager at Set Hotels.



At **Set Hotels** we have been working for responsible and sustainable tourism for years. Since 2008 we have been committed to the environment, society and people. Our commitment to Menorca is firm, and that is why **Seth**'s clients are sure that their visit will have a positive impact on our Mediterranean Sea, our Menorcan community and the environment, thanks to the initiatives we carry out to make tourism development compatible with the preservation of Menorca.

#StayinGreen **Green Seth**, for a Sustainable Menorca





**Green Seth** is the brand that identifies an ambitious sustainability project that we have been carrying out since 2008, being the pioneer hotel company in Menorca in implementing a project of this magnitude. **Green Seth** defines our way of working.

This is why, since it was launched, all decisions are made based on sustainability, trying to make our business profitable with a sustainable tourism model. **Sustainability is a transversal value throughout our value chain**, and is present in all areas of our business.

We believe that the Menorcan hotel sector can be a real engine for environmental protection, social welfare and economic development.

Our **Green Seth Project** develops in the following areas:





#### 1. REDUCTION OF OUR CARBON FOOTPRINT

At **Seth** we have committed to reducing our CO2 emissions by 50% in the next 5 years.



María Florit, Quality and Sustainable Tourism Manager at Set Hotels



#### 30% reduction in CO2 emissions in our hotels in 2019.

	Eqt CO2 2018	Eqt CO2 2019	Eqt C02 2020	% CO2 emission reduction 2019 vs 2018*	S
Seth Port Mahón	270,94	173,89	88,49	-36%	
Seth Port Ciutadella	350,84	266,84	16,48	-24%	
Seth Agamenón	174,91	119,47	2,23	-32%	
Seth Santo Tomás	245,83	159,53	47,01	-35%	
Seth 55 Santo Tomás	244,67	205,01	53,73	-16%	
Seth Playa Azul	226,62	169,29	169,29 3,16	-25%	* The percentage variation is measured over two seasons of full normality, with 2020 being the last year for which data are available, but this is not a
Seth Mestral&Llebeig	233,82	109,78	13,85	-53%	
Seth Isla Paraiso	313,83	227,18	13,36	-28%	significant year due to the state of the pandemic.
Seth Sa Mirada					
CORPORATIVE CARBON FOOTPRINT SET HOTELS	2.064,08	1.434,64	256,42	-30%	

## **Electric Energy Consumption**

Comparison of the 2022 season with the 2019 season (pre-pandemic).

	2019 kWh/stay	2022 kWh/stay	% variation 2022 vs 2019
Seth Port Mahón	12.79	11.91	-7%
Seth Port Ciutadella	20.21	18.75	-7%
Seth Agamenón	13.79	14.51	+5%
Seth Santo Tomás	15.34	13.86	-10%
Seth 55 Santo Tomás	13.01	11.08	-15%
Seth Playa Azul	10.06	11.18	+5%
Seth Mestral&Llebeig	4.54	4.02	-11%
Seth Isla Paraiso	6.92	4.89	-29%
Seth Sa Mirada	4.04	2.12	-48%

#### Seth 55 Santo Tomás, a sustainability model

The Hotel Seth 55 Santo Tomás, located in Santo Tomás urbanization, in the south of Menorca, is the newest hotel in the Set Hotels chain. It was inaugurated in 2018 and conceived with a strong commitment to sustainability.



The **Seth 55 Santo Tomás** hotel was a large-scale project, in which we put sustainability as the main leitmotif, giving way to a unique hotel in Menorca so far.

Sales Manager, Joan Olives





#### The facilities have:



An innovative intelligent control system for facilities. In this way we improve efficiency and reduce the negative impact.



It has 176 40KW photovoltaic panels.

Year	kWh	Total-kWh	% total photovoltaic energy consumed
2022	64610	541070	12%
2021	61880	352640	18%
2020	46440	126610	37%



Architectural project respectful of the environment, with the least visual impact. In addition, the incorporation of environmental measures in the construction of the facilities was taken into account, exceeding the requirements established in current legislation.



Gray water reuse system, allowing the reuse of 25% of the water used.



Certificate of Energy Efficiency Rating A.



A program to raise awareness and train customers and employees on sustainability issues.



Installation of 2 electric chargers to promote green mobility.

In addition, it also has all the sustainability actions that the **Set Hotels** chain implements in all its establishments (local consumption, plastic reduction, energy and water protocol, etc.)

#### Seth Port Ciutadella, strong commitment to sustainability

The **Set Hotels** group has carried out an important reform of the Hotel **Seth Port Ciutadella** with the aim of improving the efficiency of the facilities and committing to sustainability and improving quality.

This is a great commitment to turn the **Seth Port Ciutadella** into one of the most efficient and sustainable hotels in Menorca

Paco Mercadal, General Manager at Set Hotels







280 photovoltaic panels with a power of 127KW have been installed. 26% of the energy consumed by the hotel is of photovoltaic origin, preventing it from emitting 52,713 tons of CO2 per year, which would be equivalent to planting 3,316 trees.



Greywater reuse system that will allow up to 30% of the water to be reused.



Facility monitoring system to have absolute control of hotel consumption.



Centralized osmosis system that allows significant savings in disposable containers.



Substitution of bathtubs for showers, to save water.



Installation of 2 electric chargers to promote green mobility.



Rooms free of single-use plastics.

#### Seth Mestral & Llebeig, an apartment complex moving towards sustainability

The Seth Mestral & Llebeig apartments, located in the Santo Tomás urbanization, in the south of Menorca, have 129 apartments with a Menorcan aesthetic. And they are the ideal complex for families who want to spend their holidays in Menorca.



We are advancing towards a sustainable renovation and improvement of all our establishments.

Maria Florit, Quality and Sustainable Tourism Manager at Set Hotels







216 photovoltaic panels of 100 KW are being installed in the Block of apartments in **Mestral** and 210 photovoltaic panels of 100 KW in the Block of **Llebeig**.

It is expected that the Mestral block will have an estimated annual production of energy of photovoltaic origin of 156,204.29 KWH and in the case of the Llebeig block an estimated production of 150,622.2 KWH.

The self-produced energy from these panels will also serve to supply the **Seth Santo Tomás** hotel, located very close to the apartments, and which already has a solar panel installation.



Of the total generated by the 216 panels in the **Mestral** block, 50% will go to Seth Santo Tomás and 12% will go to the Las Dunas complex, located in front of the apartments, a play area with a restaurant, paddle tennis courts, mini golf...

In these two establishments, almost 50% of the energy consumed will be self-produced.



Installation of 2 electric chargers with 4 charging points to promote green mobility.

In addition, at **Seth Santo Tomás** hotel, all the lights in the garden have been replaced with more efficient lighting that allows savings in energy consumption.



#### Other control measures

In the rest of the establishments, strict control measures are also carried out to enhance the sustainability of the facilities and minimize the impact of our activity. In a standardized way, we carry out in all our establishments:



Monitoring and control of the basic environmental and energy consumption indicators (water, electricity, diesel and gas) that allow absolute control of the hotel's consumption, to, among other things, regulate the temperatures of the boilers, air, adjust consumption, detect water leaks, etc.





Another of the investment measures that has been carried out for years for energy reduction is the use of low consumption lighting (mainly LED type).



Use of timers in many public spaces such as corridors, staff areas, and other spaces to ensure optimal and efficient use of electricity.



Replacement of old machinery and enclosures for a more efficient one. For example, Air Conditioning machinery, double glazing on exterior doors and windows, automatic air conditioning disconnection system when the doors and windows of room terraces are opened.



### Water consumption

Water is a scarce resource in Menorca. Its reserves come only from rainwater. The aquifers have decreased a lot in the last 20 years. The sustainability of this resource is one of the environmental problems that worries Menorcan society the most.

At **Set Hotels**, aware of this and being Menorcan, we have established measures to better manage this resource.



This year a gray water reuse system has been installed in the **Seth Port Ciutadella**, which is already available in the **Seth 55 Santo Tomás**. These systems make it possible to reuse the water cycle and reduce the hotel's water consumption. Up to 30% of the water from showers and sinks is reused, which goes to the toilet deposit. A measure that also promotes the circular economy.





At the **Seth Port Ciutadella** hotel, taking advantage of the reform, all the bathtubs in the rooms have also been replaced by showers. This is also an awareness action for customers.



All our establishments use partial flush systems in the WC cisterns and have aerators in taps and showers in all



In addition, water saving techniques such as xeriscaping are maintained, whose main characteristic is the use of non-invasive native plants and naturally adapted to climates with dry periods and low water needs for their survival. The irrigation of plants and gardens is carried out using drip and micro-sprinkler irrigation systems.





We are replacing all bathtubs with showers at our **Seth Isla Paraíso** complexes, 32 of 74.



All the bathtubs at **Seth Sa Mirada** were replaced by showers to help save water.



	Water 2019 m3/stay	Water 2022 m3/stay	% variation 2022 vs 2019
Seth Port Mahón	0.21	0.23	+10%
Seth Port Ciutadella	0.43	0.38	-12%
Seth Agamenón	0.22	0.18	-18%
Seth Santo Tomás	0.37	0.36	-3%
Seth 55 Santo Tomás	0.45	0.51	+13%
Seth Playa Azul	0.28	0.22	-21%
Seth Mestral&Llebeig	0.37	0.36	-3%
Seth Isla Paraiso	0.28	0.29	+4%
Seth Sa Mirada	0.32	0.21	-34%



### 2. PLASTIC FREE: REDUCTION OF SINGLE USE PLASTICS

How it couldn't be any other way being from Menorca, we commit to the conservation and protection of marine spices. That's why we avoid plastic whenever we can.

Sefa Riudavets, Purchasing Manager



A large volume of discarded plastics ends up in the oceans every year. Our Mediterranean is one of the seas most affected by plastic pollution from land.

We are aware that:



78 tons of plastic are dumped into the sea.



Almost 1 kg per person per year of plastic dumped into the water.



24% due to tourism.



Plastics are the second type of waste on the seabed of the Balearic Islands.



45% of marine species studied had ingested microplastics.





### For all of this, our goal is:



REDUCE THE USE OF PLASTICS



PROTECT SEA AND OCEANS



RAISE SOCIETY AWARENESS



To do so, at **Set Hotels** we have proposed to end single-use plastics.

Actions we have carried out:

- 1 Elimination of plastic straws for drinks.
- 2 Elimination of single-dose plastic containers.
- Replacement of single-use plastic cups for outdoor and pool areas with reusable/washable cups with the **Green Seth** message.
- Replacement of traditional amenities with RPET recycled plastic dispensers and plant-based cosmetics.





To do so, at **Set Hotels** we have proposed to end single-use plastics.

### Actions we have carried out:

- Courtesy bottles of water for customers in returnable glass containers.
- Bulk and/or large products, in addition to trying to avoid plastic outer packaging.
- Picnics: Use of recycled and biodegradable materials for packaging.
- 8 The laundry bag in the rooms is made of paper.
- Elimination of plastics in the rooms and use of biodegradable garbage bags.





### **Plastic Free Rooms**

In addition, this 2023 we have set ourselves a great challenge: to have single-use plastic-free rooms in all our hotels.







# 3. REDUCTION OF THE USE OF PAPER AND PRINTS- DIGITALIZATION OF OUR PROCESSES



The digitalisation of the business allows us not only to improve operations and optimize our processes, but to save large amounts of paper.

Caralp Mariné, Marketing & Comunication Manager



We are committed to digitizing the business as a way to minimize the use of paper and ink. For this reason we have a Digitization Plan.

In recent years we have implemented different projects that have allowed us to greatly save paper and improve our operations:



Digitization of check-in: with online check-in and digital signature at receptions.



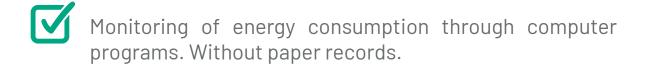
An internal program for the Human Resources department that facilitates the management of documentation related to the human team. We avoid printing documentation such as payroll, contracts, time control, etc.

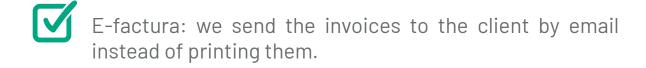


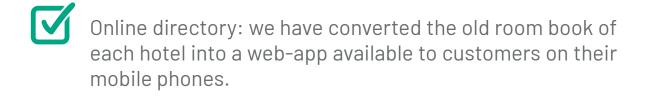
Satisfaction questionnaires: departure and stay, completely digital.

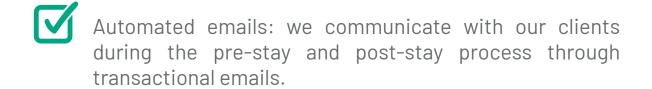


















Digital menu: we have an internal program to create the menus of our restaurants and make them available to the client through a QR. It allows us to be agile when making changes without having to print the different versions.



QRs: We make use of QR codes to facilitate access to content and information for our clients, thus avoiding paper messages.



Televisions: we offer information about the establishment through an internal channel available on all televisions in the establishments.



Management of our documentation: We have all the documentation and records of our system in digital format.





In addition, for the last two seasons we have controlled and audited the impressions that are carried out in each of the hotels.

Seth Port Ciutadella					
Year	2018	2019	2022	variation 2019-22	
Toners	14	7	6	-14,29%	
Copies	21078	19772	15218	-23,03%	
Sheets	50	75	45	-40,00%	
		=			
Seth Santo Tomás					
Year	2018	2019	2022	variation 2019-22	
Toners	21	12	3	-75,00%	
Copies	4492	6201	5414	-12,69%	
Sheets	45	15	22	46,67%	





Year	2018	2019	2022	variation 2019-22
Toners	5	9	0	-100,00%
Copies	38921	29111	11573	-60,25%
Sheets	65	45	5	-88,89%
		Seth Playa Azul		
Year	2018	2019	2022	variation 2019-22
Toners	5	2	1	-50,00%
Copies	31465	30924	7651	-75,26%
Sheets	70	60	10	-83,33%





Year	2018	2019	2022	variation 2019-22	
Toners	10	11	4	-63,64%	
Copies	82312	69552	35335	-49,20%	
Sheets	150	131	85	-35,11%	
Seth Mestral&Llebeig					
Year	2018	2019	2022	variation 2019-22	
Toners	13	12	7	-41,67%	
Copies	5485	23473	1401	-94,03%	
Sheets	80	52	12	-76,92%	





Year	2018	2019	2022	variation 2019-22
Copies	40392	33702	18924	-43,85%
Sheets	88	60	23	-61,67%



Year	2018	2019	2022	variation 2019-22
Toners	37	20	18	-10,00%
Copies	488	0	16736	
Sheets	100	69	50	-27,54%



### 4. CIRCULAR ECONOMY: RE-SETH PROJECT

We are committed to a new production and consumption model where products, materials and resources can remain in the economy for as long as possible.

Our objectives are:



MINIMIZE THE PRESSURE ON THE NATURAL RESOURCES OF OUR ISLAND



EXTEND THE LIFE OF THE
ESTABLISHMENT'S MATERIALS,
GIVING IT A SECOND CHANCE
WHENEVER POSSIBLE



**REDUCE WASTE GENERATION** 



For this reason, whenever we can, we defend the principles of the **circular economy**:

- Recycle
- 2 Rethink/Reflect
- Reduce/Redesign
- Reuse
- 5 Repair
- 6 Recover/Renew



At **Set Hotels** we are moving towards a **Circular Economy model**, based on the optimization of processes and the redesign of products and services whose purpose is to maintain the functional value of products and materials for as long as possible in the value chain, with a clear vocation to minimize both the pressure on resources and the generation of waste on our island.

In this context, special attention is paid to the relationship with suppliers, waste managers and responsible consumption through specific procedures for recycling and revaluation of products in all hotels. With this in mind, we have initiated a project under the **RE-SETH brand**, which upholds these principles:

**Re**use during the vacations

Reducing consumption.

Making responsible

consumption

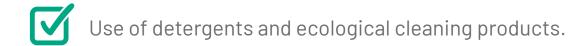
Respect Menorca to Return





**Set Hotels** has an ambitious **Circularity Plan** since 2023, which encompasses the measures carried out and proposes new objectives. Some of these measures already implemented are:





- Choice of suppliers with environmental criteria.
- Buy in bulk, avoiding excessive portions and packaging.
- The consumption of natural, fresh and seasonal products is promoted.





**Set Hotels** has an ambitious **Circularity Plan** since 2023, which encompasses the measures carried out and proposes new objectives. Some of these measures already implemented are:



The consumption of products from local farmers is promoted.



In addition, in order to combat food waste, the amounts to prepare the dishes / menus that will be served are taken into account; depending on the occupancy forecast.



Cold dinner on demand: the client is informed in advance of arrival (by email) that to avoid waste, only those cold dinners that are requested are prepared.





In our **RE-SETH Project** we want to extend the life of materials and products, trying to give them a second life or repairing them.

### We **Re**use

Umbrellas, chargers, books, forgotten items, furniture...

### We **Re**pair

Computer equipment, machinery...

#### We **Re**locate

Material and other objects between our establishments. Or we offer them to Cáritas and Menorcan society.

And once we have the waste, what do we do with it? We treat/segregate them according to their category:

## **Urban** waste

Glass, packaging, paper/cardboard

## Special waste

Medicines, cooking oils, building scrap...

## Hazardous waste

Managed through authorized managers (contaminated empty containers, contaminated absorbents, lighting...).



### **Customer awareness and engagement**

We try to make the client part of our project, inviting them to participate in those initiatives in which they can help us to minimize the impact of our actions or even turn it into a positive one. Some of these are:

Do not disturb

In 2022, a system was launched in two of the **Seth** establishments so that the client can say, through the traditional "do not disturb" system, whether or not they want their room cleaned, thus helping us to reduce consumption of water.

Sheet and towel change information

For years, we have had a system for the client to decide how often they want us to change their sheets or towels, thus helping us to reduce water consumption.





### Sustainable Experience

HOY NO NECESITO QUE ME REPASEN LA HABITACIÓN.

Además, así contribuyo en el ahorro de agua y la preservación del medioambiente.

I DON'T NEED MY ROOM CLEANED TODAY.

In addition, this way I am contributing to preserving the environment and saving water.

\*Si quieres que te repasemos la habitación no me cuelgues

\*If you want your room cleaned don't hang me





We have selective separation containers for our customers with information on good recycling practices.

- Sustainability section in our web directories: All our directories have information about the Green Seth project offering suggestions so that our clients are encouraged to collaborate with our sustainable measures.
- Reuse: At our receptions we have different utensils available to clients (phone chargers, umbrellas, umbrellas, books...) so that during their stay they can give it a second use.
- Km0 buffet signage and menus: We have information in our buffets and menus about km0 products and their origin to promote the consumption of local products and the Menorcan culture.





# 5. COMMITTED TO MENORCA: KMO, SUPPLIERS AND LOCAL PARTNERS

As a Menorcan company we have always bet on the economic and social development of the island. This is why we rely on local suppliers and collaborators to carry out our activity. This is what makes us different.



### Local subcontractors and collaborators

To carry out renovations and maintenance services at our facilities, at **Seth** we apply sustainability criteria, which is why we have subcontractors and companies from the island, who share the same values as us, thus collaborating with the Menorcan business fabric and minimizing the emissions caused by transport.

In addition, we promote change in Menorca. Encouraging our suppliers and collaborators to undertake circularity measures to be able to collaborate jointly in the preservation of the environment.

We collaborate with entities certified by the Menorca Island Council with the distinctive **Biosphere Reserve**. We offer excursions and activities to our clients who carry out these companies. These are actions that are respectful of the environment and that promote knowledge of the island and local culture.





### Local product consumption. KMO.

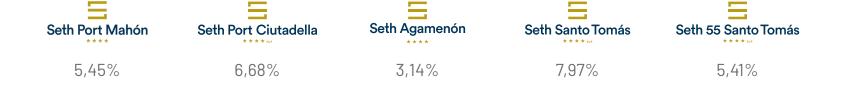
We apply **sustainability criteria** in our purchases and encourage our customers to consume products from our land, in this way we also reduce emissions caused by transport and encourage the development of the Menorcan productive framework.

Menorcan agricultural, livestock and fishing activity is of great value and is obtained through these high-quality local products, for this reason we support local production by buying from local producers and cooperatives. In addition, some of the cold meat that is served in our restaurants have been made by hand on **our Algendar d'en Gomila farm**.





## Data Purchase of Km0 products (food and beverages) % of total purchases in 2022







### Algendar d'en Gomila, an authentic Menorcan farm

In our buffets and restaurants, cheese and sausages made by hand on our Algendar d'en Gomila farm are served. Cheeses of D.O.P Mahón Menorca origin, traditional cold meat such as sobrasada and carn i xua, are made with 100% natural ingredients.





### **Seth Committed**

# Committed to people: corporate social responsibility.

At **Set Hotels** we believe in people and in society as a whole. And we are committed to it through different initiatives that seek to promote the social development of the Island of Menorca.

Collaboration with social entities

We collaborate with entities such as Cáritas Diocesana de Menorca, the Menorca Foundation for People with Disabilities or the Ciutadella Coordinator for the Disabled. We also collaborate with different programs that promote the labor insertion of people at risk of exclusion.



We regularly deliver obsolete items and items forgotten by clients to Cáritas Menorca, such as sofas, mattresses, chairs, tables, televisions.



We also offer similar goals to schools and kindergartens.

### ASPANOB PROJECT

We donate 1 euro for each pool towel wash to ASPANOB, collaborating with the projects that this entity carries out to improve the quality of life of children with cancer and their families.

In the 2022 season, thanks to this initiative, we have raised €4,100, which we have delivered entirely to the association.

We collaborate with local institutions, AMPAS, sports and cultural associations promoting, respecting and supporting the culture and traditions of our island.



### **Seth Committed**

### Committed to our team

The team is responsible of the recognition of **Set Hotels** with several quality and sustainability hallmarks over the years, and for this reason we are fully committed to the well-being of our workers

Sara Olives, Human Resources Manager

### The Seth team works under 3 premises:

YOUR
COMMITMENT
IS OUR
COMMITMENT

Menorca is our home and, of course, it defines our way of working. Living and working in Menorca means taking care of the details, pampering the environment, working together, supporting each other and living with the family. That is why we say that Set Hotels is a great Menorcan family.

WE TAKE
CARE OF THE
WELL-BEING
OF OUR TEAM

We facilitate the reconciliation of work life with the personal and family life of our collaborators. We provide facilities for accommodation and, in addition, we offer special discounts on accommodation, restaurants, bars and Spa & Wellness facilities to our team and family.

WE EVOLVE AND GROW TOGETHER

We are the Menorcan company with the most presence in the hotel sector on the island, this allows us to be flexible and offer mobility programs. We are committed to the continuous development of the team to improve, year after year, what we do and how we do it. That is why we offer our team stability, personal and professional growth, training and support to evolve.



### Internal communication:

In recent years, we have considerably optimized workflows and internal communication thanks to the internal development of a software that allows us to keep all operational information updated at the moment.

In this way, we guarantee bidirectional communication between all the departments of an establishment and also with other Seth establishments.

The tool allows us to have the same information in real time and at all levels, which allows us to save time, speed up decision-making and improve the quality of the service we offer.



During this 2023 we will incorporate a **new People and Training software**, with the aim of being more transparent and offering all the information related to employment in an easy and accessible way. The objective is that each collaborator can access the **"Seth employee portal"** from any device, from where they can check their work shifts, request absences and vacations, keep track of their payroll and resources, etc. The result will be, on the one hand, to facilitate the management of bureaucratic documents and, on the other hand, to free up time to be able to dedicate it to actions that provide strategic value.

Beyond the new digital tools, in 2022 the traditional mailing system aimed at employees began to be used. The **monthly sending of an internal newsletter** has been established to all the people who are part of the Seth team informing about news, projects and other topics of special interest.

Finally, the opinion and feedback provided by the entire team gives us valuable information and allows us to know what the employee experience is like. In this sense, it is essential for us to pass the **job climate and satisfaction survey** at least once a year. We analyze the results in detail by establishments and departments to obtain significant conclusions and be able to work on concrete actions that improve day-to-day work.



### j Aprovecha Payslow!



iBuenas noticias!

iHemos implantado para todos vosotros **Payflow**!

### ¿Qué es Payflow?

**Payflow** es una aplicación móvil que te permite cobrar parte de la nómina antes de la fecha de pago habitual a final de mes.

### ¿Cómo?

Entras en la aplicación, decides el importe, y en menos de dos minutos lo tienes transferido a tu cuenta habitual.

Descubre cómo haciendo click aquí.

VER VIDEO



We care about the opinion of our team. For this reason, this year we have implemented a system of exit interviews that provides us with valuable knowledge when facing challenges such as high turnover.



### Formation and development

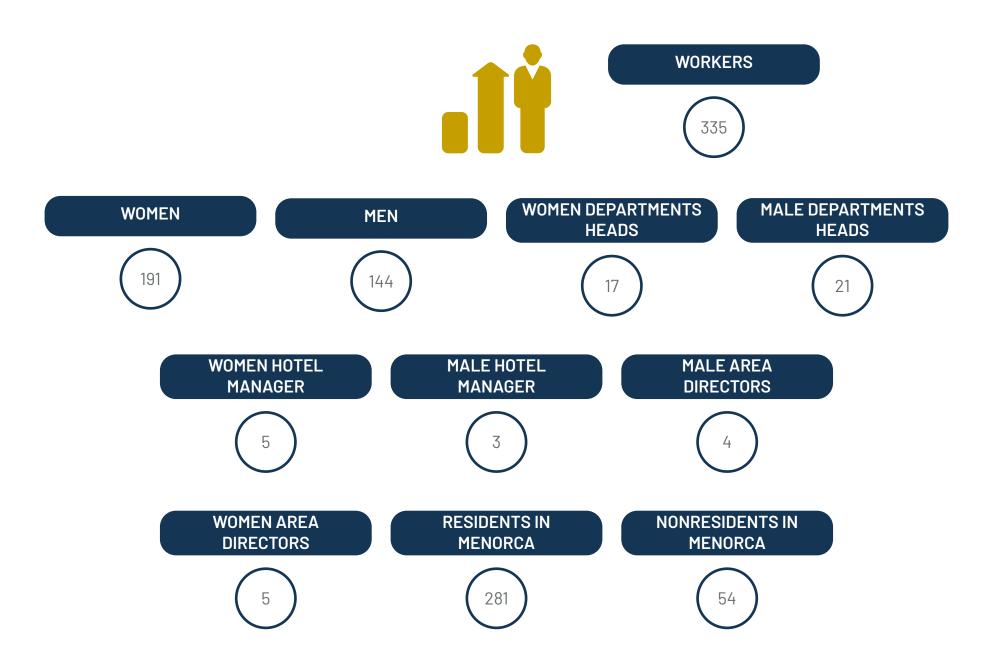
We consider both internal and external training to be key elements in the evolution and development of our work teams.

In 2022, a total of 310 people were trained, and we dedicated 1,309 hours to training actions of different types.

Thanks to having several establishments distributed along the Menorcan coast, we have the opportunity to **rotate internally** from time to time, so that knowledge and different ways of working are shared. Beyond these rotations, we offer travel facilities to those people who feel that a change of center can be of great help, either to continue growing professionally or to improve the balance between personal and professional life.



### In figures:



# The future of Set Hotels: towards a sustainable and circular Menorca

We want to strengthen our relationship with local agents who share our values, promote respectful tourism together, and thus offer our clients authentic experiences with a positive impact.

We want to continue being a referent of sustainability for Menorca.