

Casa Santa Elena is committed to sustainable management as a core value of our activity. It is our commitment to face the new challenges and needs derived from changes in tourist trends and activities. For this reason, we establish, in the management of our tourist activity, the concept of sustainable development as an instrument that relates socio-cultural, environmental and economic aspects, thus seeking both the satisfaction of visitors and the local community. As part of this commitment, we develop a responsible tourism policy and carry out a series of good practices.

### **SUSTAINABILITY POLICY AND RESPONSIBLE TOURISM**

At Casa Santa Elena we are committed to a new way of doing things with the circular economy as our banner, reducing the waste generated to a minimum and practicing an integral ecology that not only takes into account the environment, but also its inseparable relationship with people, society and values.

Since 2019 we have been working to strategically position La Casa as an open, spiritual and well-being place that looks after integral ecology, responding to a concern of society, the IRSJG and clients and, at the same time, to a demand that is increasingly more decisive in the purchase process

This project unites the interests and objectives of the IRSJG, the clients and society in general, wanting to transmit a conscious way of functioning at all levels, taking advantage of the visibility and the traffic of people to put these ideas in value and that they spread.

A business strategy that promotes social, environmental and economic well-being, and also actively promotes this way of doing and working.

Committed to the essence, we have defined our sustainability and circular economy roadmap to align the House with the European Commission's Green Deal and orient our activity to:

- The principles of the circular economy
- The Sustainable Development Goals (ODS)
- The Laudato Si' Goals (OLS)

This has been done with the marked strategy of:

- Quality, both of service and facilities and processes
- Accessibility, preparing the House to accommodate all people, in an equitable manner without leaving anyone behind.
- Sustainability, with the project that is being done by the consultant Carlos León and that allows us to align the strategic lines in the ODS and OLS

## **GOOD PRACTICES**

### **Economic growth, inclusive and sustainable:**

- We encourage the purchase of local products. We collaborate with the Palamós OPP to have fresh fish from the port and guarantee a good price for the producers.
- We collaborate in campaigns with social goals and development projects, giving rise to the use of free rooms for acts of associations and local groups and anyone from the town who requests it.
- We participate in training activities with training centres and schools
- We promote the hiring of people with functional diversity through the contract with CET Tramuntana for the management and maintenance of the gardens
- We have a community corner where we allow local producers and socially responsible companies to sell their products

### **Social inclusion and employment**

- We carry out training activities in relation to environmental, safety and quality activities, among others, related to the workplace
- We have a workplace harassment prevention plan
- We do regular work climate surveys.
- We have a free psycho-emotional, social and nutritional telephone support service 24 hours a day for all staff and their families.

**Efficient use of resources, environmental protection and climate change**

- We work to optimize the consumption of natural resources and minimize the waste we produce
- We have implemented the selective collection of the different fractions of waste
- We carry out the corresponding controls, maintenance and revisions to guarantee the correct operation of the installations that generate emissions into the atmosphere.
- We are replacing fossil energy sources with natural sources, reducing our carbon footprint by 80%
- We use Ecolabel products for washing clothes to minimize the impact on the environment
- We do not use disposable products.
- We do not use plastics

**Cultural values, diversity and heritage**

- We respect the corresponding local planning criteria
- We offer information on different cultural proposals, excursions and local gastronomy, among others.

**Customer security**

- We have emergency plans adapted to people with non-standard needs.
- We comply with all the hygiene and sanitary regulations of the entire building.
- We comply with food regulations and do monthly self-control.
- We have video surveillance cameras.

**Satisfaction and loyalty**

- We have protocols to ensure the correct provision of the service, cleaning plans and preventive maintenance
- We have a specific procedure to attend to people with non-standard needs.
- We have implemented a system to manage customer complaints and suggestions by conducting email surveys that are sent to customers upon checkout

Aware of the importance of maintaining sustainable tourism development, and assuming the principles and objectives specifically adopted at the World Summit on Sustainable Development 2015, COP 21 and the World Charter for Sustainable Tourism + 20, Casa Santa Elena is committed to carry out a sustainable management of its activities, through the adoption of commitments aimed at preventing, eliminating or reducing the impact of our facilities and activities, both internal and external, as well as optimizing the sustainability of the establishment by improving its behaviour with the environment.

In this same sense, our entity has adopted the following Responsible Tourism Policy, through which it undertakes to comply with the requirements established in the BIOSPHERE membership, which includes, among other things, the legal requirements that regulate the effects generated by the 'tourist activity.

Likewise, we undertake to motivate and train our staff with training and awareness-raising actions on the principles of Responsible Tourism, to promote good environmental practices in the environment and participate in external activities, and to inform both internally and externally about developments and environmental actions of the company.

In the same way, our establishment expresses strong commitment to fight against sexual exploitation or any other form of exploitation and commercial harassment, in particular of children, adolescents, women and minorities; and we commit to adopting universal accessibility measures.

One of our main objectives is to perfect sustainable management, making commitments to continuous improvement in all areas of sustainability: social, economic and environmental, as well as customer satisfaction. For this reason, projects for future expansion of facilities or activities will be subject to criteria of sustainability and efficiency in the use of resources.

This Responsible Tourism Policy will be updated whenever circumstances require it, adopting and publishing new sustainability objectives in both cases.

Direction

Solius, January 26, 2024.