

Lloret Sostenible is a Lloret Turisme project that establishes a framework of collaborative partnership between the various private and local government agents involved in the development of tourism in the area, who are committed to combining their efforts to improve the sustainability of both the Lloret de Mar destination and the agents that form part of the initiative.

This commitment is materialised in specific actions, based on the ESG management approach (environmental, social and good governance) throughout the entire value chain of the activity, in order to achieve compliance with the UN Sustainable Development Goals for the 2023 agenda.

In this sense, the Sustainable Lloret strategy is based on the ten key transformations for the sector identified by the Tourism Working Group of the UN Global Compact in Spain (1) and which aim to set the sustainability roadmap for companies in the tourism sector in our country.

AS MEMBERS OF LLORET SOSTENIBLE WE DECLARE OUR COMMITMENT TO THE FOLLOWING PRINCIPLES:

Promoting decarbonisation. Climate change has a direct effect on tourism and the main cause of this is GHG emissions into the atmosphere. We are committed, not only to measuring our carbon footprint, but also to reducing it by taking actions based on sustainable management, as well as committing to the use of renewable energies. This implies taking decarbonisation measures throughout the value chain, which is why we are going to establish quantifiable reduction targets.

Implementing the circular economy throughout the value chain. The current linear economy model, specifically in the tourism sector, generates a lot of waste that is not recovered, especially disposable plastics and food waste. We are committed to adopting 3R (Reduce, Reuse and Recycle) waste management by monitoring the production of different types of waste and setting measurable reduction targets. At the same time, we will fight against food waste. We will also work on the transition towards energy and water self-sufficiency. And finally, we will work towards a fully circular value chain by 2050.

Preservation of ecosystems, biodiversity and water resources. Lloret de Mar is part of the La Selva region, the region of water, with a wealth of natural resources: mountain, river, forest, beach, cliffs... With a great diversity of landscapes. We are committed to the conservation of this valuable natural environment for tourism. All measures aimed at decarbonisation and control of water consumption, as well as the evolution towards a circular economy, will be part of our contribution to the defence of ecosystems, biodiversity and water resources. But we will go further and plan concrete actions to protect our marine and land-based natural resources. In addition, we will calculate our Water Footprint in order to design an action plan that will allow us to set quantifiable targets for reducing consumption.



(1) Sustainability roadmap for Spanish companies. UN Global Compact in Spain. 2024.

Commitment to sustainable mobility. Transport is inevitably linked to tourism and we know that it has a direct effect on GHG emissions and therefore on climate change. We are committed to promoting sustainable transport for our employees and customers. To this end, we will develop sustainable mobility policies for our employees; we will adapt our facilities to offer solutions to employees and customers who use sustainable means of transport such as electric vehicles (cars, scooters and bicycles), scooters and bicycles; and we will implement awareness-raising actions for employees and customers.

Consolidation of a diverse and inclusive corporate culture. The tourism sector works with people and for people, therefore, concepts such as diversity and inclusion are fundamental in our activity. We are committed to developing and implementing policies in the area of Corporate Social Responsibility (CSR) that promote equality, inclusion and diversity. In particular, in relation to representation, participation and leadership at all levels of the organisation; ensuring equal pay and establishing measures to promote diversity and inclusion in the organisation.

Guaranteeing decent work for all our employees. Continuing with the focus on our staff, we recognise that their work within our organisation is fundamental and their professionalism is essential. We are therefore committed to developing policies and action plans in the area of CSR that focus on staff training, guaranteeing their safety, ensuring that they receive a decent salary, that they have contractual stability and that they have mechanisms that allow them to reconcile their work and personal lives. In addition, we will ensure that the same principles that we apply within our organisation in this regard are respected throughout our value chain.

Promoting transparency and due diligence in the supply chain. We believe that the sustainable management of the organisation must take into consideration its entire value chain, as we have stated throughout this document. In this sense, we commit to apply transparency and due diligence in our value chain, i.e. to establish processes to detect, prevent, mitigate and eliminate actual or potential negative impacts on the environment and human resources, which will be included in our CSR policies. We will especially take into account: that our suppliers and collaborators share our ethical codes, we will prioritise the selection of local suppliers and we will ensure that the staff of the companies that form part of our value chain are informed about the sustainable management that we share and are trained in the area of sustainability.

Promoting dialogue with the surrounding communities. The Sustainable Lloret project brings together all the agents involved in the development of tourism in the area, including accommodation, catering, services, transport, leisure, heritage and local administration companies, all of which are committed to the development of responsible tourism aimed at improving the sustainability of both the destination and the agents themselves.

By incorporating ESG criteria in the management of the destination and the agents involved, we guarantee communication, collaboration and the adoption of support and development measures for the local community with the aim of promoting quality tourism that minimises the negative impact of the activity. These commitments are reflected in our CSR policies and focus on: respect for local customs, the promotion of natural and cultural heritage, collaboration with local



associations (whether NGOs for the preservation of heritage, care for the environment...), investing in local entrepreneurship, supporting local commerce and favouring the inclusion of disadvantaged groups.

Implementation of good governance processes. We undertake to establish good governance processes, to adopt ethical codes that fight corruption both within our organisation and throughout our value chain, and to monitor compliance periodically and apply penalties for non-compliance. We will report the results of this management to our stakeholders and train our staff and suppliers in this area to ensure compliance with the Code of Ethics and respect for good governance processes.



Knowledge exchange through strategic alliances. Sustainable Lloret offers us a framework for a collaborative alliance between private agents and the local administration to join forces to improve the sustainability of the Lloret de Mar destination in terms of climate action, biodiversity protection, tourism governance and social action. We are committed to promoting synergies and alliances of all kinds (with public agents, NGOs, universities, other companies in the sector, etc.) that can provide us with knowledge to improve the impact of our offer, improve society and the environment. We will also evaluate the impact or results of these alliances and communicate them to our stakeholders.



This manifesto sets out the general commitments of Lloret Sostenible and may have to be adapted to the structures, conditions or particularities of the activity of some of the signatory companies, establishments or services.

Name of the signing establishment:

Date: