LA RESIDENCIA
SUSTAINABILITY & ENERGY POLICY

Version: 4.0
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Owner: - Global Head of Environmental and Social Impact

BELMOND

With its beautiful setting between the Tramuntana Mountains, a Unesco World Heritage site, and the Mediterranean Sea, La Residencia, located in Deia on the Spanish island of Mallorca, offers 70 rooms & suites, unrivalled facilities, and impeccable service. Services including 4 restaurants, a spa and two tennis courts and pools, make this one of Mallorca's most desirable and relaxing retreats. The property is just a five-minute walk to the village and a 10-minute drive from Cala Deia beach. It is 15 min from Valldemossa and 20 minutes from Soller. Palma airport is approximately 22 miles (35 km) from the hotel. The hotel, originally two renovated 16th-century rustic properties, has grown over the years and is now a delightful labyrinth of stone paths and steps that cut through 35 acres of lush and mature gardens of cypresses and olive trees to a peaceful pool zone. The Olive area is an ANEI area (Natural Area of Special Interest), a natural space protected by the Government of the Balearic Islands.

We recognise that the environmental and social impact of these business operations needs to be carefully managed. All Belmond branded operations are covered in this policy's scope, including food and beverage sourcing, textiles and furniture, and guest experiences on-site (e.g. spas.) This policy does not extend to off-property experiences and excursions, or to how guests travel to and from our properties. We are committed to engaging guests with our sustainability journey and efforts. We invite them to discover a new pace of travel as they savour their time, engage with local culture, and connect with the nature and people around them.

Our committed approach to sustainable tourism is based on three pillars.

1. GASTRONOMY

Our ambition is to reduce our impact on food and beverage value chains while driving positive change in the culinary ecosystem.

WE ARE COMMITTED TO:

- Focus on local sourcing with improved traceability and increased plant-based options
- Design our servings to minimise food waste and close the loop with composting
- Partner with suppliers and farmers who source ingredients responsibly[1] and minimise plastic usage
- Champion best practices for energy, waste, and water management in our kitchens

2. HABITAT

Our ambition is to reduce our reliance on resources while protecting and enriching our surrounding natural habitat.

[1] Detailed guidelines provided in Belmond Purchasing Policy V3 2026 including sensitive raw materials guidelines for beef, dairy, eggs, fish, seafood, coffee, and cocoa.

WE ARE COMMITTED TO:

- Improving energy efficiency
- Renewable energy sourcing
- Water stewardship that conserves and maintains quality of water
- Waste management with an increase in recycling and resource efficiency
- Protecting and enhancing biodiversity on site
- Natural habitat regeneration on property[2]
- Sustainably and ethically sourced, traceable furniture and textiles

3. PEOPLE

Our ambition is to foster a safe and inclusive environment for all. We partner with and support our teams, supply chain partners and local communities to help them thrive.

OUR COMMITMENTS TO THE BELMOND TEAM ARE TO:

- Constantly review our Health and Safety procedures to ensure they are best in class, for the protection of all who work with or for us
- Provide national living or fair wage for all direct employees in line with Fair Wage Network guidance
- Ensure team wellbeing with a comprehensive set of benefits
- Provide access to Belmond's confidential 'Speak Up' line to our team and LVMH 'Alert' Line to our team and external stakeholders, including our suppliers and guests
- Always demonstrate respect and support for each other, organising learning through proper training and promoting confidence
- Maximise local employment to support the communities in which we operate

OUR COMMITMENTS TO OUR LOCAL COMMUNITIES ARE TO:

- Source products and services locally wherever possible, in accordance with fair trade principles
- Ensure that our suppliers abide by the LVMH labour standards and social responsibilities in our Supplier and Business Partner Code of Conduct
- Enable our teams to share their knowledge and skills through volunteering, helping people in the local community to reach their potential
- Continue our close collaboration with trusted partners for all our community engagement efforts

We commit to raising awareness amongst our teams, suppliers, and business partners about our sustainability initiatives. We will involve them in practical training sessions and provide them with regular and relevant newsletters, ensuring they understand and respect our commitments and values. Although this policy does not extend to how guests travel to or from our destinations or off-property excursions and experiences, we will encourage activations on-property to inspire guest engagement with our sustainability journey and efforts.

[2] For non-food-bearing areas

We diligently adhere to overarching global guidelines to ensure consistency and alignment with our sustainability goals. At the same time, we recognise the unique challenges and opportunities present in Deià and the Tramuntana region. Therefore, we develop our own action plans and roadmaps tailored to our specific contexts. This approach empowers us to implement effective and innovative solutions that contribute to our collective mission of sustainability. By combining global standards with localized initiatives, we strive to make a meaningful impact on the environment and the communities we serve.

We commit to continual improvement measured by an annual external benchmarking assessment via the EarthCheck Certified programme, which provides tools and indicators to help our team minimise our environmental footprint and be accountable for our actions. As a member of the LVMH Group, we align with their sustainability reporting protocols, which are also independently audited.

Belmond complies with all applicable legislation and respects the legislation of the countries in which we operate.

We commit to reviewing this policy annually so that we may track our improvements and set yearly targets. We commit to ensuring our policy is shared with all appropriate stakeholders, including but not limited to guests, teams and suppliers and local authorities.

Our commitment is protected by our General Manager, Senior Leadership Team and the Green Team.

We welcome and value your feedback and suggestions on our sustainability efforts. Please feel free to share your comments and input with us at lrs.sustainability@belmond.com

Thomas Moons
Area Managing Director, Spain & Portugal
General Manager La Residencia

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POLICY OWNER:	**CONTACT:**	**ASSOCIATED POLICIES & GUIDANCE:**
Global Head of Environmental & Social Impact	Carmel McQuaid Alison Gubbins	Sustainable Purchasing Policy Community Engagement Policy

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