



INTERCONTINENTAL.  
BARCELONA

# CORPORATE SOCIAL RESPONSIBILITY REPORT

2024 – 2025



Before printing this message, make sure it is necessary. Protecting the environment is also in your hands.

# OUR COMMITMENT

“It’s our responsibility to manage the hotel in a more efficient and sustainable way to be able to leave a better world for our future generations.

For this reason, I am very proud of my team at InterContinental Barcelona, for the excellent work they do daily, considering sustainability in each of the actions they carry out.

We want to ensure that future generations can enjoy a healthy, prosperous, and fair planet. It involves addressing current challenges in a comprehensive manner, considering the environmental, social and economic dimensions.”

Enrique Escofet

General Manager at InterContinental® Barcelona





We are pleased to announce that InterContinental® Barcelona has received the Green Key certification, a prestigious international recognition that highlights excellence in environmental responsibility within the tourism sector. This certificate endorses our strong commitment to sustainability and environmentally friendly practices.

To achieve this recognition, we have implemented the IHG Green Engage system, which monitors and optimizes resource usage, thereby reducing our carbon footprint. Additionally, we have formed a 'Green Team' and a sustainability department to promote and oversee our ecological initiatives. Among our actions are reducing water consumption through awareness campaigns, supporting local organisations with balanced meals, and creating an interior garden with insect hotels, there by reducing energy consumption.

Our commitment to the future includes ambitious goals, such as a 46% reduction in energy consumption and CO2 emissions by 2030, the elimination of single-use items, and the implementation of circular solutions in key hotel products. In this way, we continue to move towards more sustainable and responsible tourism.



**Green Key**

# BIOSPHERE SUSTAINABLE

Once again, InterContinental® Barcelona has renewed its Biosphere Sustainable certification, a recognition awarded by the Responsible Tourism Institute in collaboration with UNESCO. This certification reflects our ongoing commitment to sustainability and the Sustainable Development Goals (SDGs), moving towards more responsible tourism.

The renewal of this certification highlights our efforts to reduce environmental impact by optimizing renewable energy use, promoting energy efficiency, and managing water resources responsibly. We also continue to implement waste reduction, recycling, and reuse policies, promoting a circular economy.

This recognition reinforces our efforts to support local development and social projects. With this renewal, we reaffirm our commitment to the 2030 Agenda and the SDGs, working towards a more sustainable future.





# ENVIRONMENT

## ENVIRONMENT | GENERAL

Intercontinental® Barcelona promotes sustainability programs to reduce water and energy consumption, manage waste, and decrease its carbon footprint. With a Green Team of volunteers, it encourages employee actions and training, integrating environmental responsibility into operations and motivating guests to participate in sustainable practices during their stay.

### IHG Green Engage

IHG Green Engage is a system that measures and manages energy, water, and waste in hotels, providing recommendations to reduce consumption and carbon footprint. At InterContinental® Barcelona, we use it to ensure efficient operations and design, prioritizing sustainability without compromising service quality or guest experience.

### IHG Meeting for Good

With Meeting for Good, we organize sustainable events aligned with IHG's Journey to Tomorrow initiative to care for the planet. We use digital documentation, plastic-free water, disposable-free setups, local menus, and digital signage, reducing waste and energy. This commitment shows that every meeting counts.





## ENVIRONMENT | WATER

### Water flow

All showers and faucets are equipped with special water-efficient showerheads and faucet filters. This reduces water flow while maintaining high pressure through the use of flow restrictors and technologies such as aeration.

### Dishwashers

We have water-efficient dishwashers in the stewarding area. These machines clean the dishes with water, and then the wastewater is collected and reused for another cleaning round.

### Drip irrigation system

We have a drip irrigation system that efficiently uses water to irrigate the plants. This system ensures that water is delivered directly to the roots, reducing waste and promoting healthy plant growth while optimizing the use of water resources.

### Water efficient toilets

All the hotel's toilets have a dual flush, which considerably reduces their water consumption.

### Electrolisis pool system

A pool electrolysis system uses salt in the water to generate chlorine and keep it disinfected. It is sustainable because it reduces chemical use, minimizes environmental impact, conserves water and operates efficiently with little maintenance.



## ENVIRONMENT | ENERGY

### DALI light control

The DALI light control system is a standardized protocol that allows precise and flexible communication and control of individual lights and groups. It enhances energy efficiency, simplifies lighting management, and reduces energy consumption by dimming the lights at night.

### Motion detectors

Inside the hotel, more than 75% of the lights in low-passage public areas are equipped with motion detectors. This saves the hotel energy, as the lights are always off and only turn on when necessary.

### LED lights bulbs

More than 90% of our light bulbs are LED. LED bulbs are efficient, durable, and environmentally friendly lighting devices.

### IHG Way of preventive maintenance

Operating under IHG, we have implemented the IHG Preventive Maintenance Program. This structured approach uses checklists, records, and schedules to maintain guest rooms and public areas continuously throughout the year. The program helps maintain our machines and equipment, improving their efficiency and reliability.

### Energy Efficiency in Water Use

At the hotel, we have installed insulation around the hot water pipes to reduce heat loss, allowing for lower water temperatures and saving energy. This insulation also minimizes wait times for hot water, promoting water conservation. Additionally, we have insulated the cold water pipes to improve the efficiency of the refrigeration equipment and prevent condensation and mold growth.



## ENVIRONMENT | WASTE REDUCTION

### Punto Verde

The green team has implemented the Punto Verde. The purpose of the Punto Verde is to encourage hotel employees to dispose of their waste in the containers located at the staff entrance to keep the streets clean.

### Reusable product packaging

Several product packaging materials are being reused and/or returned to reduce packaging waste. Glass bottles are returned, collected oil is sent back to the provider, toners are sent to be refilled, Nespresso capsules are recycled to make new ones, and glass juice bottles are reused for banquets and events.

### Single packaged products

We have reduced our individually packaged products in our food and beverage operations to 5 products.

### FSC Paper

All papers used at InterContinental® Barcelona are FSC-certified. FSC stands for Forest Stewardship Council. The FSC ensures that forestry is practised in an environmentally responsible and socially beneficial manner.

### Fountain and recyclable bottles

We have replaced our plastic water bottles in two ways: with the Happy Agua fountain in the Spa and Wellness area and with recyclable cardboard water bottles at the reception.

### Leftover pastries

Leftover pastries are given to the staff and if not eaten are recollected and cooked into breadpudding.



## ENVIRONMENT | CARBON FOOTPRINT REDUCTION

### Local suppliers

At InterContinental® Barcelona, we value local companies. We collaborate with multiple suppliers located within a 100 km radius of the hotel. This promotes local business and reduces carbon emissions emitted during product delivery.

### Responsible transportation

We encourage responsible transportation among our staff by offering dedicated parking areas for bicycles. Additionally, there is a Bicing bike station conveniently located in front of the hotel, which encourages staff to come by bike.

### Electric charging points

In our parking lot, we have 2 charging points for electric cars.

### AC, ventilation and heating system

VTAC (Vertical Terminal Air Conditioners) systems are used for the rooms, while HVRF (Hybrid Variable Refrigerant Flow) is used in public areas. In addition, a BMS control system is used at InterContinental® Barcelona to manage AC in public areas and meeting spaces.

### Ensuring air tightness

At the hotel, all of our windows are built to be airtight, using high-quality seals and weather stripping around them. This ensures that no cracks form and helps prevent outside air from entering the interior.

### Heat recuperation system

The hotel has heat recovery systems that capture waste heat from processes such as AC, refrigeration, or ventilation and reuse it to heat water or air in other areas. This improves energy efficiency and reduces our carbon footprint.



## ENVIRONMENT | IN ROOM

### Toiletries

All shampoos, conditioners, and shower gels are provided in dispensers. Our supplier, Byredo, also uses eco-friendly formulas with natural or organic ingredients and improved packaging, including bio-enzymes, additives, and post-consumer recycled (PCR) bottles. Single-use toiletries are available upon request only. Each room has a standard set of three toiletries at all times.

### Guest In Touch sustainability HUB

We have developed a sustainability widget within our Guest In Touch HUB. Guests can access a concise summary of many sustainability initiatives we carry out at the hotel. Also, this hub offers valuable information on responsible tourism, local activities, green spaces and public transportation in Barcelona.

### Towel and bedsheet reuse program

We have implemented a program where guests can choose whether they want their towels and bedsheets washed or not. This will reduce water, energy, and workload.

### Promoting Water Conservation

We have launched an challenge for our guests to reduce their shower time. Scan the QR code to play a popular song by the Spanish singer Rosalía, which lasts only 2.45 minutes. We try to educate our guests about water consumption through door signs with water-related information and encourage them to pay attention to their water usage.

### Mini Bar

All our rooms are equipped with energy-efficient minibars. These consume around 0.24 kW per day.



## ENVIRONMENT | THE GARDEN

### Garden

InterContinental® Barcelona won the Barcelona Sustainable Tourism 2022 Award for its 2,000 m<sup>2</sup> green roof. This space has native vegetation, a garden for fresh products and hotels for insects that promote biodiversity. Designed by ZinCo Ecological Covers S.L. with Jardinería Font, we save 30% on the energy consumption of the rooms.

### Vegetable garden

The garden has a beautiful vegetable garden, where we grow a wide variety of vegetables, herbs, and fruits, from rosemary to watermelons. Everything we grow is used in our food and beverage outlets, such as Gebre (cocktail bar) and QUIRAT (MICHELIN restaurant).

### Promoting Local biodiversity

We promote local biodiversity by offering accommodation not only for people but also for insects. Our garden has two insect hotels and offers various Mediterranean plant species, making it an insect paradise.

# SOCIAL ACTIONS

## SOCIAL ACTIONS | COMMUNITY

### Rotary Club

InterContinental® Barcelona has received a certificate from the [Rotary Club](#), a group of professionals and social leaders who promote peace and mutual understanding and strive to improve the quality of life. One of the club's initiatives that we support and work on is "[Alimentos para necesitados - A.L.P.A.N.](#)" to collect more solidarity menus for people without resources and/or at risk of social exclusion in Poble Sec. We offer an average of 50 menus per week.



## Fundación Comtal

The hotel works annually with the Fundació Comtal. The [Fundació Comtal](#) helps children, adolescents and young people in vulnerable situations, as well as their families, to provide them with opportunities for the future. Annually, InterContinental® Barcelona purchases Sant Jordi bookmarks created by the foundation's children. Funds generated from these purchases go to education, family support, counselling, inclusion, and direct assistance initiatives.



## L'Observatori contra l'LGTTBI-fòbia

During Pride month, InterContinental® Barcelona has come up with a way to contribute to the well-being of the LGBTQ+ community in Barcelona. During July, the hotel's cocktail bar, Gebre, serves a signature pride cocktail. The money raised from people who order this specific cocktail is donated to [L'Observatori contra l'LGTTBI-fòbia](#). The organization offers psychosocial support and advocacy for people who have faced discrimination due to their sexual orientation, gender identity and/or expression, promoting the principles of human rights and diversity.

## Taula del Sector Turístic

At InterContinental® Barcelona, we strongly support initiatives that promote social, equality, cultural and environmental causes. That is why we participate in the Sants - Montjuïc [Taula del Sector Turístic](#), to create a better district to live (shopping, consumption and local production), work (employment and local job opportunities) and visit (responsible and sustainable tourism).



## Fundación Pere Tarrés

Staff members were encouraged to donate old or unused toys and school supplies to the hotel, which were then donated to the [Fundación Pere Tarrés](#). The foundation is carrying out a campaign to distribute these collected items to vulnerable families in Poble Sec.

## Giving for Good Month

Every year, InterContinental® Barcelona actively participates in [IHG's Giving for Good Month](#), organizing environmental conservation and community support activities. Last year, one initiative was a garbage collection challenge in Montjuïc, where employees formed teams to collect as much garbage as possible. The team that collected the most trash was rewarded.



## Colaboration with de Veí a Veí

Hotel InterContinental® Barcelona collaborates with [De Veí a Veí](#) to donate surplus food to individuals and families at risk of social exclusion. This initiative supports our commitment to reducing food waste and providing nutritious meals to those in need.



## QUEER Destinations

Certified by [Queer Destination](#), we prioritize inclusivity and safety for all travelers, regardless of sexual orientation or gender identity. Our commitment includes specialized training and policies to ensure a welcoming environment for everyone. Through the 'Hospitality Meets Diversity' educational program, InterContinental® Barcelona promotes dedication to ensure everyone feels at home during their stay.

## SHe Travel Club

SHe Travel Club is a collection network of exclusive hotels, that guarantee greater comfort and safety for women travelers. At InterContinental Barcelona we have obtained the Platinum Certificate from the SHe Travel Club and we are officialy part of this collection of hotels. This recognizes the commitment to improve the travel experience for women, guaranteeing safety, comfort and exceptional service adapted to their expectations.





### **Plant-for-the-Planet**

InterContinental Barcelona, the first hotel in the city to partner with Plant-for-the-Planet, actively contributes to reforestation and the fight against climate change. Through this collaboration, we support the restoration of La Serra de Queralt, affected by the 2021 wildfires, and each guest helps create a greener and more sustainable future.

### **Mil y un Sueños**

In collaboration with the Mil y un Sueños Association, we helped Ximena, a brave girl undergoing cancer treatment, fulfill her dream of skating. Through community support and magical moments, the association inspires and brings hope to children facing difficult challenges.





## ACTIONS DONE

### SOCIAL ACTIONS

- Participation in the "Food for the needy - A.L.P.A.N" project of CLUB Rotary.





### CULTURAL AND LOCAL ACTIONS

- Collaboration with the Pere Tarrés Foundation with toys and school supplies for families in vulnerable situations.
- Taula member of the Sants - Montjuïc Tourism Sector whose purpose is to build together a better district to live, work and visit.
- Proximity suppliers Km0.

### ENERGY EFFICIENCY AND CARE OF THE ENVIRONMENT

- IGH Green Engage Level 2 Certificate.
- Eco Leaders Platinum Level.
- Member of Barcelona Sustainable Tourism.
- Incorporation of glass bottles in collaboration with HappyAgua®.
- Elimination of miniature amenities in rooms and common areas using XXL format dispensers to reduce plastic.
- Participation in the IHG Carbon Foot Print program.
- Adherence to the [BIOSPHERE© 2024 certification](#).
- [SAFE Travels](#) seal awarded by the World Travel Tourism Council (WTTC).
- [Barcelona Sustainable Tourism 2022](#) Award in the environmental sustainability category for the landscaping project of a 2,000 m2 garden roof.

## GOALS FOR THE YEAR

-  Replace plastic bottles from Front Office and Gym with tetra brick
-  Implement a digital signature during check-in to reduce paper use.
-  Installation of grease traps in water pipes.
-  Start collaboration with Plant-for-the-Planet to provide the opportunity to the guests to compensate for their carbon emissions



