



CRISIS MANAGEMENT PLAN FOR REDUCING ENVIRONMENTAL AND SOCIAL REPERCUSSIONS

1. Introduction

This plan aims to minimise environmental and social impacts in the event the establishment must close unexpectedly due to a crisis, pandemic or emergency. It sets out measures to reduce the impact on resource consumption, waste generation, and the wellbeing of staff, the community, and animals involved in the operation.

2. Measures to Minimise Energy, Water, and Hazardous Substance Use

- Switch off and unplug non-essential equipment to reduce energy consumption.
- Adjust heating and cooling systems to minimal levels to avoid unnecessary expenses.
- Inspect and repair any potential water leaks prior to temporary closure.
- Reduce the use of chemicals and store hazardous substances properly to avoid spills or contamination.

3. Measures to Minimise Waste, Including Food Waste

- Donate perishable food to food banks or charitable institutions instead of discarding it.
- Implement a recycling plan for waste generated during preparations for closure.
- Reuse materials and resources wherever possible to reduce waste.

4. Options to Support Staff and the Community

- Provide clear and timely information to staff regarding the situation and available options.
- Explore financial support schemes for affected staff, such as subsidies or government aid programmes.
- Facilitate staff reintegration once operations return to normal.
- Collaborate with local organisations to support the community through donations or crisis assistance.

5. Measures to Protect Animal Welfare

- Ensure continuous access to food and water for animals under the care of the establishment.
- Coordinate with shelters, veterinarians, and rescue organisations if temporary relocation is needed.
- Maintain a minimum team of staff to attend to their basic needs in the event of a prolonged closure.

6. Reopening and Recovery Plan

- Conduct a full inspection of the premises before reopening to ensure all systems are safe and operational.



- Develop financial and operational recovery strategies to return to normal in a sustainable way.
- Review and update the crisis plan based on lessons learned during the closure.

7. Conclusion

This crisis management plan seeks to minimise the environmental and social impact of an unexpected closure. The effective implementation of these measures will contribute to the sustainability and resilience of the business, its staff, the community, and the animals involved.

CSO Chief Sustainability Officer

Cala Millor, a 8 de julio 2025

A handwritten signature in blue ink that reads "Gabriela Lluís". The signature is written in a cursive style and is positioned above a horizontal line.