



SUSTAINABILITY REPORT

Period:

From December 1st, 2023 to December 1st, 2024



Comitted to Sustainable Tourism



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Prologue

At Palladio Hotel MGallery Buenos Aires, we understand that luxury, quality and comfort can coexist with responsibility for our environment. As part of a global community, we are aware of the importance of acting in favor of the environment and the cultural heritage that surrounds us. Through this sustainability report, we are proud to share our policies and practices that seek to reduce our environmental impact, promote responsible tourism, and educate our employees and guests about the importance of respecting nature and local communities.

Our commitment is focused on protecting natural resources, reducing our carbon footprint, and fostering a culture of respect and care for the environment. We invite everyone, from our employees to our distinguished guests, to join us in this effort to preserve our planet and Argentina's cultural heritage. Together, we can contribute to a more sustainable future.

Sustainability Committee

Palladio Hotel MGallery Buenos Aires



SUSTAINABLE *Tourism*

Sustainability *Committee*



“In October 2023, we began this fascinating journey towards sustainability, understanding the importance of focusing our actions, apart from providing excellent quality of service so our guests can enjoy unique experiences, on protecting the environment and the cultural heritage that surrounds us. Thus, we not only help protect the planet we live in, but also allow tourists who visit us to discover and enjoy the natural treasures of our region and the history that defines us.”



SHADI KASBO
GENERAL MANAGER



PABLO FOURMATIN
MAINTENANCE MANAGER



MERCEDES GIACONE
HR MANAGER



LOLA GOMÉZ
SALES COORDINATOR



PAULA CARRACEDO
MARKETING MANAGER



FRANCO VITTI
F&B MANAGER



ALFREDO BERBEL
POURCHASING CHIEF



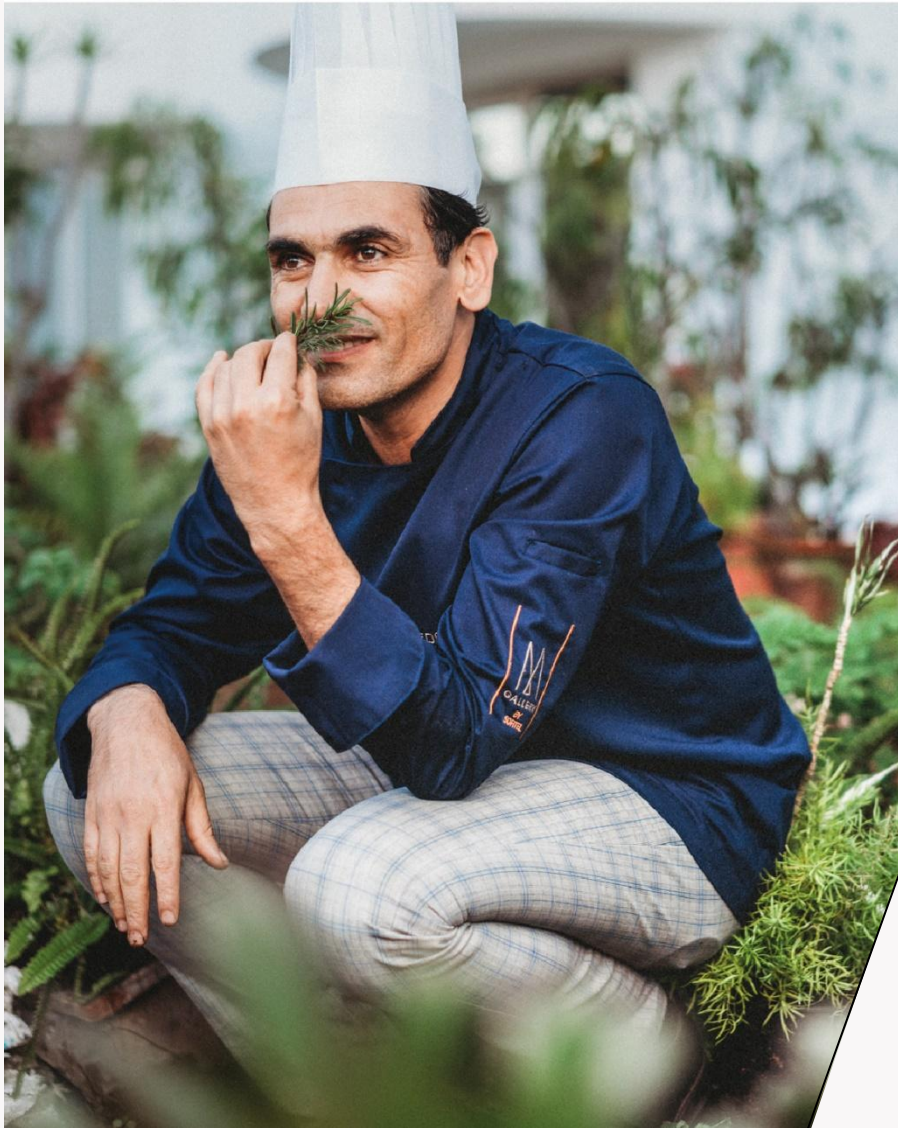
FACUNDO STEFANO
EXECUTIVE CHEF



SILVINA LEÓN
HOUSEKEEPING MANAGER



ALEJANDRO LAGNADO
FRONT DESK MANAGER



Organization *Values*

1 VISION

To be a benchmark in the global luxury hotel industry for our commitment to sustainability, combining practices that protect the environment, respect local culture, and promote responsible tourism, ensuring an unforgettable experience for our guests, aligned with caring for the planet.

2 MISSION

To promote sustainable tourism at Palladio Hotel MGallery Buenos Aires, implementing responsible environmental management practices that minimize the impact on the environment, preserve the region's cultural and natural heritage, and foster ecological awareness among our employees, suppliers, and guests.

3 VALUES

- Social Responsibility
- Respect for Cultural Heritage
- Commitment to the Community
- Innovation
- Education and Awareness

VALUES

ENVIRONMENTAL RESPONSIBILITY

We take measures to reduce the consumption of natural resources and to reduce our footprint.

RESPECT FOR CULTURAL HERITAGE

We cherish and preserve local history, culture and traditions, blending them into our guests' experience.

COMMITMENT TO THE COMMUNITY

We work with local suppliers, fostering circular economy, bringing about benefits for the community.

INNOVATION

We put into action innovative Solutions which enable a more efficient use of resources, always seeking sustainable improvements.

EDUCATION AND AWARENESS

We promote continuous training for our staff and we raise our guests' awareness regarding the importance of environmental protection.

Sustainability *Policy*

We are aware of the importance of taking care of the planet in order to keep a healthy ecosystem. At **Palladio Hotel MGallery Buenos Aires**, we care about the environment and biodiversity, and we are committed to carrying out different actions to continuously improve our sustainable management system and provide excellent quality of service to our guests.

Our commitment entails efficient resource use practices, both in public areas and within guest rooms and lounges. We make sure we reduce potential environmental impacts resulting from our activities, prioritize purchasing from local or eco-friendly suppliers, always within a fair trade framework, and carry out actions aimed at reducing pollution, improving eco-efficiency, and ensuring responsible use of resources.

We understand and are responsible for complying with the principles of sustainable tourism defined in the World Charter for Sustainable Tourism +20.

We invite our guests to engage in this initiative, helping us preserve the region's natural and cultural resources.

Palladio Hotel MGallery Buenos Aires is not just a place to relax; our rooms are also part of the city's historical heritage. We hope that these initiatives will help reduce environmental impact and continue to increase the growth of sustainable tourism in the country.





Code of Ethics and Corporate Social *Responsibility*

The Palladio Hotel MGallery Buenos Aires Code of Ethics aims at guaranteeing an environment of respect and harmony for all Directors, Associates, Guests and Suppliers. It also promotes fair, honest and exemplary professional conduct in every case and circumstance.

Ethical conduct is the duty of each individual and of all of us together. The objectives of the Code of Ethics and CSR can only be achieved through the commitment, focus and sense of responsibility of each individual.

This Code applies to all Accor Group employees worldwide, whether permanent, temporary or representatives of Accor, its subsidiaries or companies under its control. The rules stipulated in this Code must also apply to all Group partners, including customers and suppliers, within the framework of their contractual relationships with the Group.

Group managers and hotel general managers have a special responsibility in promoting the values and commitments defined in the Code in relation to those who work with them, and in overseeing its application and implementation.

The Code is communicated to new employees when they start working and is also available on various intranet sites, allowing individual staff members to review its terms and conditions whenever necessary. It is also communicated to the public on the website www.accor.com.

This Code is periodically updated by the Group to reflect changes in its business or in the legal and regulatory scenario.



6 Values from the Code of Conduct that unite us as a Team

- 1 PASSION FOR OUR CUSTOMERS**
We are obsessed with our customers. They are the driving force behind our decisions and our actions; they come first, and we care about them. We go the extra mile for them and we enjoy doing so.
- 2 SUSTAINABLE PERFORMANCE**
We believe that hospitality has the power to build a better tomorrow. We act to support and empower the communities we live in and protect the world we inhabit.
- 3 RESPECT**
We are connected to the world and to others. We enjoy the mixture of cultures. We are proud of our differences. We put people first, valuing everyone. We care about the planet.
- 4 CONQUERING SPIRIT**
Our clients are travelers, and so are we. We want to be what they want to be; we explore, undertake and develop. We are ambitious for our clients. We make the impossible possible and have fun doing it.
- 5 INNOVATION**
We dare to challenge the status quo. We embrace innovation and the challenge of doing things better and faster. We take risks, dream the impossible and make it possible.
- 6 TRUST**
Hospitality is a team sport and, when we trust and support each other, we become stronger. We believe in natural kindness, respect for our differences and valuing all voices. We work as one team, and we say what we do and do what we say.



Ethics is a basic principle within an organization or company. Since good practices are applicable not only to tourism and hospitality, but to any economic activity and to society as a whole, anyone can personally contribute to environmental care and implement several of the good practices mentioned here.

'Every Action counts in order to help preserve the Planet we live in.'

Goals for a Sustainable *Tourism*.



IN SEPTEMBER 2015, THE 193 MEMBER STATES OF THE UNITED NATIONS ADOPTED THE NEW 2030 AGENDA FOR SUSTAINABLE DEVELOPMENT, WHICH INCLUDES 17 GOALS WITH 169 TARGETS COVERING THE ECONOMIC, SOCIAL AND ENVIRONMENTAL SPHERES, WITH THE AIM OF ERADICATING POVERTY, PROTECTING THE PLANET AND ENSURING PEACE AND PROSPERITY FOR ALL.



HEALTH AND WELLNESS
The relationship between tourism and health/wellness is extremely important to ensure the safety of our guests and an excellent stay. At the hotel, we make sure that all our facilities are in perfect and mint condition, maintaining high standards certified by the hotel chain.



QUALITY EDUCATION
Skilled workers are key to the success of sustainable tourism. Training increases opportunities for professional growth and development, and it also plays an important role in raising awareness among customers and guests about our contribution to the SDGs. The hotel provides ongoing employee training on health, occupational safety, environmental protection, and diversity, among other topics.



GENDER EQUALITY
At Palladio Hotel, we promote a harassment-free environment where all employees feel respected and included. This is key within the hotel and the chain.
We also endorse a policy of Respect for Diversity and Gender Equality.



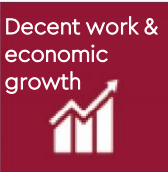
CLEAN WATER AND SANITATION

- Implementation of eco-friendly chemical treatments to avoid replacing water in the pool and the Jacuzzi, in order to preserve this vital resource.
- Awareness-raising efforts for guests, employees and the community to reduce water consumption through signs, training, etc.
- Implementation of practices that reduce water waste, such as efficient irrigation systems, low-flow faucets and gray water recycling.



RENEWABLE ENERGY

- Implementation of eco-friendly chemical treatments to avoid replacing water in the pool and the Jacuzzi, in order to preserve this vital resource.
- Awareness-raising efforts for guests, employees and the community to reduce water consumption through signs, training, etc.
- Energy use through efficient and renewable technologies (LED lights).



DECENT WORK AND ECONOMIC GROWTH
Tourism is a driver of global economic growth and stimulates job creation. At Palladio Hotel, we guarantee fair working conditions in a safe, equitable and respectful work environment. We invest in social and economic development by supporting local suppliers and we offer products and services that do not compromise future resources, choosing suppliers that adhere to sustainable practices.



INDUSTRY-INNOVATION-INFRASTRUCTURE
Sustained investment in sustainable infrastructure and innovation is important for the development of tourism. In our commitment to sustainability, we have, among other actions, installed power cut-off devices in rooms when the passenger is not present, switched on lights in bathrooms by means of motion sensors, installed a dimmer system for switching on lights in halls, and installed a solar panel in the Terrace.



SUSTAINABLE CITIES AND COMMUNITIES
Tourism contributes to improving urban infrastructure and preserving cultural and natural heritage. The Hotel was built on the site of Nicolás Rodríguez Peña's former home. Our lounges retain their original boiserie and oak floors and are currently used for events and as a restaurant, in order to keep this cultural heritage alive. We also work with waste management, water management and energy conservation programs.



RESPONSIBLE PRODUCTION AND CONSUMPTION
Tourism needs to adopt consumption and production methods capable of accelerating the shift toward sustainability. At the hotel, we take measures to reduce the consumption of natural resources and minimize our carbon footprint. We implement innovative solutions that allow us to be more efficient in our use of resources. We also work in collaboration with local suppliers to promote circular economy.



CLIMATE ACTION
tourism contributes to and is affected by climate change. Reducing the carbon footprint is key to mitigating its effects. This includes investing in renewable energy and promoting the use of electric transportation to reduce CO2 emissions. We installed a solar panel at The Terrace to power this area and reduce consumption. A space was created in the parking lot for employees to leave their bicycles. Chargers were also installed so they could recharge their equipment.



PARTNERSHIPS TO ACHIEVE GOALS
Implementation of eco-friendly chemical treatments to avoid replacing water in the pool and the Jacuzzi, in order to preserve this vital resource.

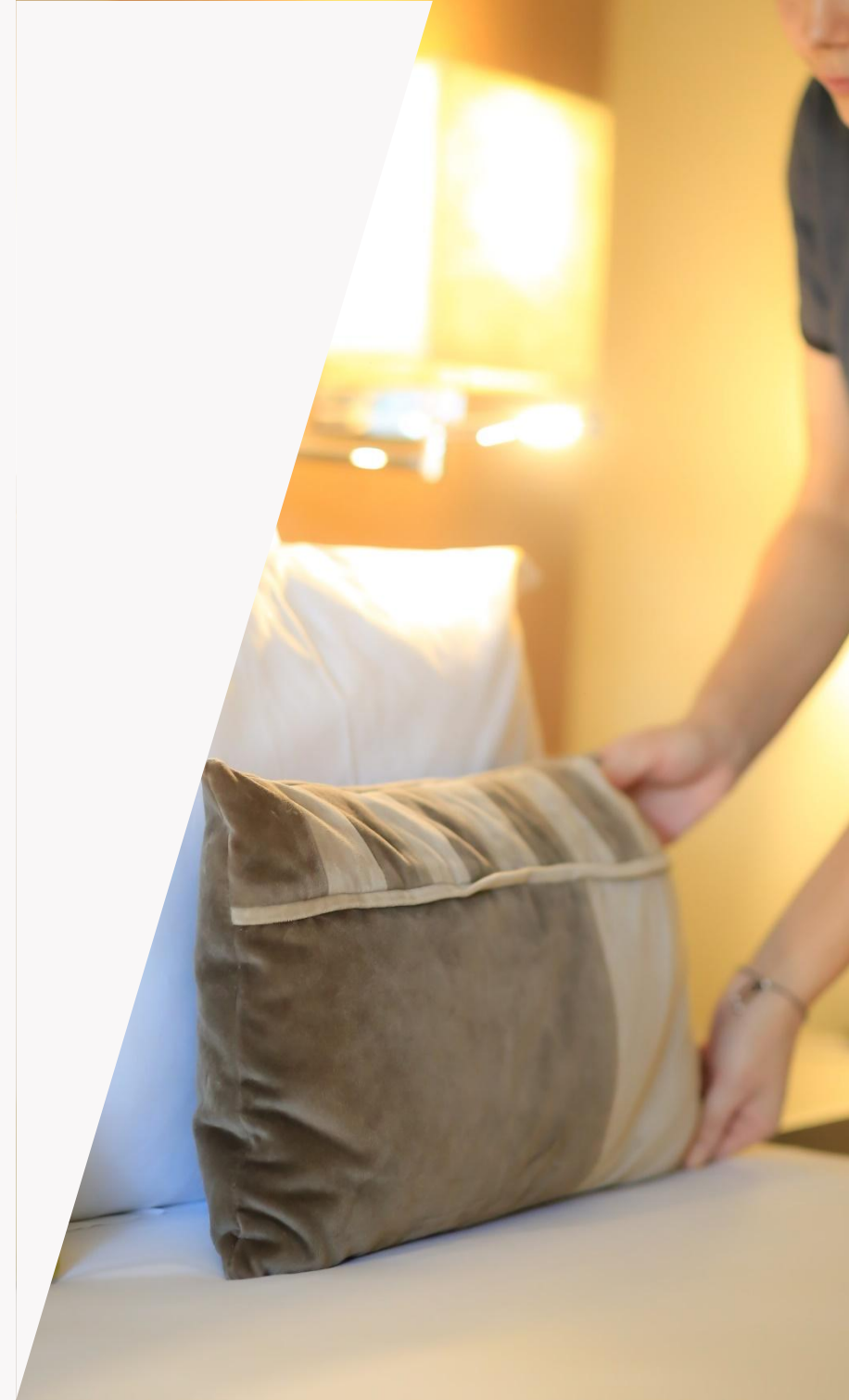
- Awareness-raising efforts for guests, employees and the community to reduce water consumption through signs, training, etc.
- Energy use through efficient and renewable technologies (LED lights).

Action Plan: from December 2024 to December 2025

- 1 Design and implement an integrated solid waste management program in different areas of the hotel and guest rooms, also involving guests.
- 2 Eliminate the use of single-use plastic in all services and replace it with eco-friendly materials.
- 3 Reduce energy consumption by 10%.
- 4 Install solar panels on the hotel's terrace.
- 5 Reduce water consumption for irrigation.
- 6 Measure the carbon footprint of guest stays.
- 7 Organize specific sustainability training for staff, with a foundation that promotes sustainability.
- 8 Implement more QR codes in service areas with passenger information, to reduce printing and paper use.
- 9 Continue incorporating sustainable suppliers, and this time, add regional suppliers to promote the country's culture. Increase the number of these suppliers by another 15% by 2025.

Annual training on Sustainability

- Lighting control system and consumption reduction
- Diversey: Correct use of cleaning products
- Safe and comfortable work environments
- Recycling campaign
- Carbon Footprint Reduction
- Prevention of accidents
- Fire circuit circulation pump testing
- Fire prevention





Becoming acquainted *with*..
Palladio Hotel MGallery Buenos Aires...



Integrating sustainability into ‘Travel *Experiences*’

At Palladio Hotel MGallery Buenos Aires, we understand that luxury, quality and comfort can coexist with responsibility for our environment. As part of a global community, we are aware of the importance of acting in favor of the environment and the cultural heritage that surrounds us. Through this sustainability report, we are proud to share our policies and practices that seek to reduce our environmental impact, promote responsible tourism, and educate our employees and guests about the importance of respecting nature and local communities.

Palladio Hotel and its identity...

Located at 924 Callao Avenue in the Recoleta neighborhood, across Plaza Rodríguez Peña, Palladio Hotel MGallery Buenos Aires offers privileged access and views. It combines a classic and modern atmosphere, carefully designed down to the last detail so guests (or tourists) can enjoy unique moments in the city center. A space that offers remarkable experiences, from hotel stays to gastronomic events, wellness circuits in the Wellness Center with a heated outdoor pool, an open-air pool bar, and meeting rooms for social and corporate gatherings, among other amenities. Its name is in honor of Italian architect Andrea Palladio, who laid the foundations of the neoclassical style and was a great mentor for the European architects who left their mark on 18th century Buenos Aires buildings.

The only 5-star hotel from the Accor MGallery line in Argentina.

The hotel is located on the site of Nicolás Rodríguez Peña's birthplace, whose house hosted secret meetings of great Argentine heroes, beginning the development of the "May Revolution," which paved the way for the creation of the Argentine state and its subsequent independence. A century later, a French-style hôtel particulier residence was built there, from which the beautiful oak paneling that lined the walls of the two main rooms has been preserved and is still present today in the Palladio Hotel. Today, this exclusive space blends classic style with modern comfort, with its beautiful hand-carved walls and a large glass ceiling. It is fully equipped to provide the best service and successfully host both social and corporate events. Several of the city's tourist attractions are reflected in Palladio's isologo, which recreates a historical tour and highlights the city's cultural heritage. These include the Aguas Corrientes Palace, the Palace of the Argentine National Congress, the Barolo Palace, the Vera Palace, the Colón Theater, the Cervantes National Theater, the Palace of Justice, the Pizzurno Palace, the Paz Palace, the San Martín Palace, the Fernández Anchorena Palace, the Maguire Palace, the Grand Splendid bookstore, and the Recoleta Cemetery with its magnificent architecture.



Integrating sustainability into ‘Travel *Experiences*’

Room categories

- 15 Superior Rooms (25 m2)
- 16 Deluxe Rooms (35 m2 with private balcony)
- 27 Executive Rooms (60 m2 with an open-plan living room and private balcony)
- 54 Deluxe Suites (57 m2 with an open-plan living room and private balcony overlooking the park)
- 1 Palladio Executive Suite (located on the 14th floor with a spacious balcony offering excellent views of the city. With 89 m2, it features a bright living and dining room, a luxurious marble bathroom with a whirlpool tub and separate shower, a toilet and a fully equipped kitchen)

Hotel description and services

For foodies, guests can enjoy the Negresco Bistro, an exclusive restaurant that serves Mediterranean cuisine with signature touches, offering unique culinary experiences. It also features an exceptional wine list with the region's finest wineries, inviting guests to savor the finest Argentine grapes. The hotel also has the Negresco Bar, a modern bar with its innovative cocktail menu.

Breakfast is served daily from 7 a.m. at the Negresco Bistro, where guests can enjoy an extensive buffet with a variety of hot and cold dishes, including whole and sliced fruits, pastries, artisan breads, cereals, yogurts, fresh juices, scrambled eggs, and à la carte options, a health station, and a selection of regional products. Mate is available upon request to learn about the country's traditions.

On the 11th floor of the hotel we find the Secret Spa & Wellness Center, an ideal place to relax while enjoying a day of sunbathing in the heated outdoor pool or Jacuzzi. This space has a relaxation room, with a dry sauna, tepidarium, Scottish shower, heated beds, loungers and refreshments. It also features four comfortable massage rooms with warm natural light and park views, and a fitness center equipped with state-of-the-art equipment to ensure the comfort of guests and local clients.

The hotel also has two elegant lounges in the lobby area, which can be used together or divided, and which stand out for their exquisite original oak paneling. Ideal for social or corporate gatherings, the main lounge offers a cozy atmosphere with a glass ceiling and warm natural light. The business center is located on the first floor of the hotel, with two brightly lit meeting rooms, each with a capacity of up to 14 people. On-site parking is available for an additional charge.



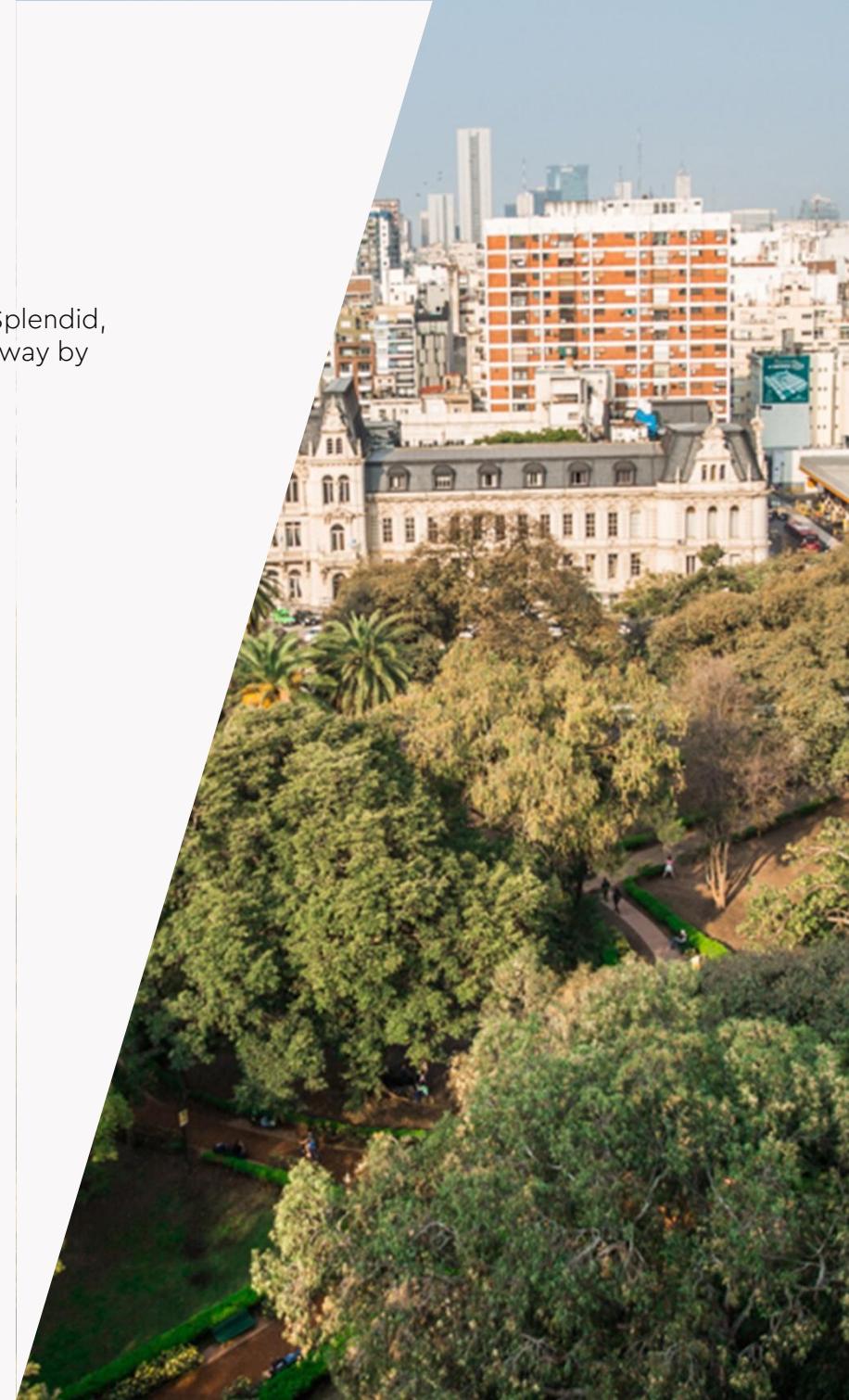
Integrating sustainability into ‘Travel *Experiences*’

Strategically Located

The Palladio Hotel MGallery Buenos Aires is located at 924 Callao Avenue, in the Recoleta neighborhood, across the historic Rodríguez Peña Square. It is only a few steps away from the commercial district of Santa Fe Avenue and the Ateneo Grand Splendid, one of the most beautiful bookstores in the world, as well as other cultural attractions. Ezeiza International Airport is 31 km away by car, and Jorge Newbery International Airport is only 6 km away by car.

About MGallery Hotel Collection

The MGallery Hotel Collection brand carefully selects unique properties around the world, creating a historic collection of boutique hotels with true soul where captivating stories are experienced and shared. These over 120 boutique hotels around the world share a unique history, inspired by the building's remarkable past or by its embracing fate, allowing guests to experience memorable and meaningful moments. MGallery Collection properties are hotels where guests enjoy an immersive experience, marked by exceptional interiors, an art of mixology that awakens all the senses, and a wellness centered on a balance between everyday life and mindfulness. It is a brand committed to women, but also to local communities, promoting the expertise of local artisans and producers. MGallery Collection guests leave with an unwavering desire to discover the brand's other gems for a unique new experience. The most renowned hotels in this collection include the Hotel Molitor Paris in France, the Municipal Liverpool in the United Kingdom, the Santa Teresa Hotel in Rio de Janeiro, Brazil, Manly Pacific in Sydney, Australia, Athens Capital in Greece, and Hotel des Arts Saigon in Vietnam. MGallery Collection is part of Accor, a leading global hospitality group with more than 5,700 properties in over 110 countries, and is a participating brand in ALL -Accor Live Limitless-, a lifestyle loyalty program that provides access to a wide variety of rewards, services and experiences.



Our commitment to environmental protection and *Cultural Heritage*

A look at the Hotel's initiatives



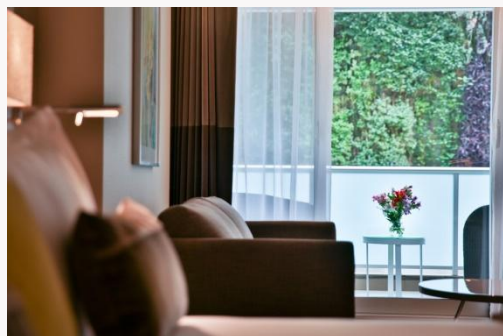
Rooms:

- Power cut-off terminals were installed in rooms when guests are not present. They are only turned on when the room key is inserted.
- Single-use plastic bottles were removed from rooms and sustainable aluminum water cans were installed.
- Sustainable amenities were placed in rooms with refillable containers to avoid the use of plastic, including bamboo toothbrushes, bamboo combs and bamboo cotton swabs. Amenity packaging were made out of recycled paper.
- Signs for reusing towels and sheets have been posted to prevent misuse of water and waste of cleaning products.
- A low-consumption toilet flush system was installed.
- Bamboo room keys were purchased and put into operation.
- Double-compartment wastebaskets were installed in rooms to separate organic waste from trash.
- QR codes with stationery details were installed in rooms, including the minibar menu, the health and safety menu, and the extension guide. We are currently developing a QR code with the Hotel Directory, including information for guests, such as spa services, dining, TV channels, laundry, etc.

Restaurants / Lounge:

- Single-use plastic bottles have been removed from the restaurant/dining room area and replaced with glass ones.
- Plastic straws have been replaced with eco-friendly ones.
- Regional products are offered at the breakfast buffet.
- A low-consumption dishwasher has been installed in the kitchen..

Our commitment to environmental protection and *Cultural Heritage*



Hotel Facilities:

- All hotel lighting was replaced with energy-efficient lights.
- Lights in public restrooms are switched on using motion sensors.
- A solar panel was installed in the terrace to power this area and reduce energy consumption.
- A water flow system was installed in the vertical garden to collect, irrigate and keep the vegetation of this area watered.
- Chargers were installed in the parking area so employees who ride eco-friendly bicycles or electric scooters can recharge their equipment.
- Lights in lounges and offices are turned off when not in use.
- The hotel separates cardboard and then collects it through City Government agencies.
- Batteries are separated.
- Letters are sent to guests checking out to offset their carbon footprint during their stay. To achieve this, we work with a chain system that allows us to record what was consumed and its subsequent weight value.
- QR codes are provided at the front desk, with the hotel's WhatsApp, Wi-Fi and taxi queries to avoid using printed cards.
- We are negotiating an agreement with the City's Cultural Heritage Department to sponsor the Bernardo de Irigoyen sculpture located in Rodríguez Peña Square, in front of the hotel.
- Newspapers and magazines were removed from public areas of the hotel, leaving only a few requested by the chain.

Our commitment to environmental protection and *Cultural Heritage*



Offices / Administration:

- Training on sustainability, ecology and environmental protection is provided to all employees.
- Paper is recycled for reuse.
- Cardboard is separated for recycling.
- Milk cartons are washed for recycling.
- Plastic caps are collected and then donated to Garrahan Hospital.
- Sheets, towels, pillowcases and unused materials are donated to churches and organizations.
- Computers are turned off when not in use.
- Printed receipts have been eliminated; all communications are handled through a platform, which sends digital pay slips and notifications to hotel employees.
- A bicycle storage area has been installed so employees can use this system to come to work, thus reducing their carbon footprint, in addition to the health benefits provided by this.
- Notifications to employees are sent through an HR WA.
- Information and updates for employees are provided via a digital screen in the staff area to reduce paper use.
- Separate bins for organic products, recyclables and trash have been installed in the staff cafeteria and in kitchen.
- Cleaning schedules have been set up for the staff cafeteria and kitchen to prevent waste of cleaning products and misuse of water.

Our commitment to environmental protection and *Cultural Heritage*



Integration of local and cultural products:

- A space is provided to display mates and alpaca and silver crafts from local artisans.
- The Concierge department encourages visits to the city's museums and tourist attractions to promote the country's cultural landscape.
- We also participate in the annual Architecture Open House to showcase the hotel's lounges, which retain the original wainscoting and oak floors of Nicolás Rodríguez Peña's home. This way, we keep alive the culture, heritage and history of a hero who was instrumental in the creation of the Argentine State.
- As part of the breakfast menu, there is a regional cuisine area to promote our products to tourists.
- We work with a wide range of local wineries to showcase our wines.
- The menu features local products to make the most of the season, promote our regional cuisine, and reduce the carbon footprint caused by imported products.
- The hotel was built on the site of Nicolás Rodríguez Peña's home. Our rooms retain their original wainscoting and oak floors. They are currently used for events and as a restaurant, aiming at keeping this cultural heritage alive.
- In line with this initiative, we offer a memorable experience, consisting of a two-night stay and a tour of 14 historic sites in the city, including museums and palaces. These tours are part of a route we feature on the hotel's logo. The tour takes place in a vintage car to transport you back to the era of our national hero, and with a guide speaks the passenger's language. This way, we can inform and promote our country's culture to foreign and local tourists.
- We created a PDF with the hotel's history, available on the chain's website and on our own website, to share the history of our venues, in addition to actively participating in articles in public online media.

The Hotel's role as part of the *Value chain*



Responsible Purchasing Policy

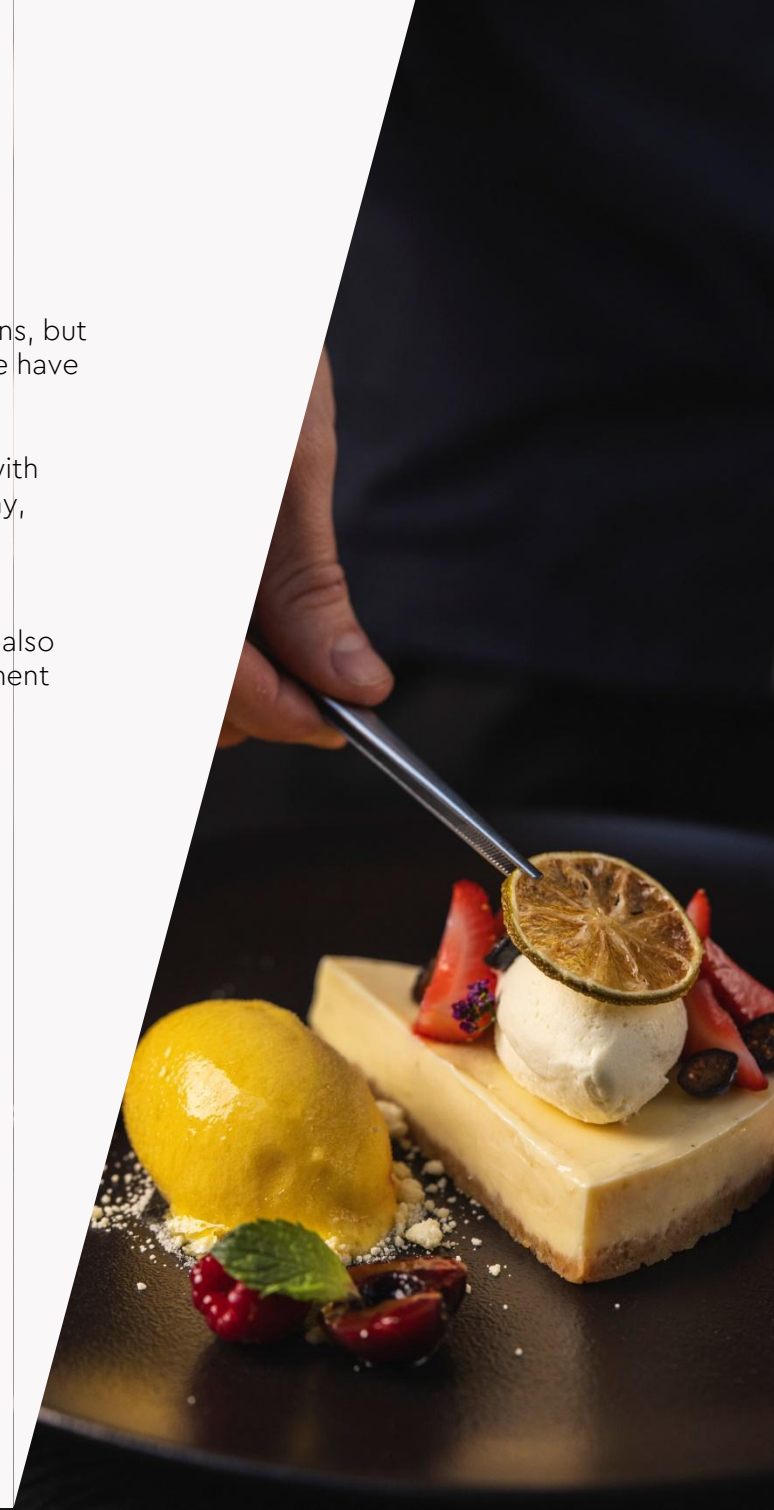
At Palladio Hotel MGallery Buenos Aires, we understand that our purchasing decisions have a significant impact not only on our operations, but Also, on the environment and the communities we interact with. As part of our commitment to sustainability and responsible tourism, we have developed a Sustainable Purchasing Policy that reflects our values and our vision towards building a more sustainable future.

This policy seeks to integrate environmental, social and ethical criteria into all procurement processes for goods and services, aligning with our Sustainable Management System. Our goal is to ensure that purchasing decisions support responsible practices, foster local economy, reduce our environmental footprint, and contribute to the development of a more ethical and sustainable supply chain, while keeping excellent service quality and paying careful attention to our supplier selection process.

The permanent and effective implementation of this policy is essential to achieving and improving our environmental and social goals. It also allows us to lead by setting an example, showing that luxury and sustainability can coexist, generating a positive impact on the environment and future generations

Below are some of the criteria to consider when selecting suppliers.

- We focus on finding suppliers who work with natural and organic products and who are environmentally friendly.
- We value suppliers who minimize packaging materials or ensure their packaging is recyclable and follow practices to reduce unnecessary packaging.
- We value suppliers who offer products made with recycled, recyclable or sustainably sourced materials, such as recycled paper, organic or biodegradable textiles, and products free of single-use plastics.
- At Palladio Hotel, we communicate our commitment to environmental care and social sustainability to our suppliers in general, so as to raise collective awareness and attract a greater number of contacts who consider this same policy when offering their products.
- We prioritize suppliers that implement practices to reduce their carbon emissions, such as the use of renewable energy in their operations, the optimization of logistics routes to reduce transportation emissions, or energy-efficient manufacturing processes.
- As a hotel company that is part of an international chain that respects gender equality and inclusion, we foster relationships with companies that have a strong ethical commitment, respect labor rights, and offer fair conditions to their employees.



Integrating sustainability into *Travel experiences*

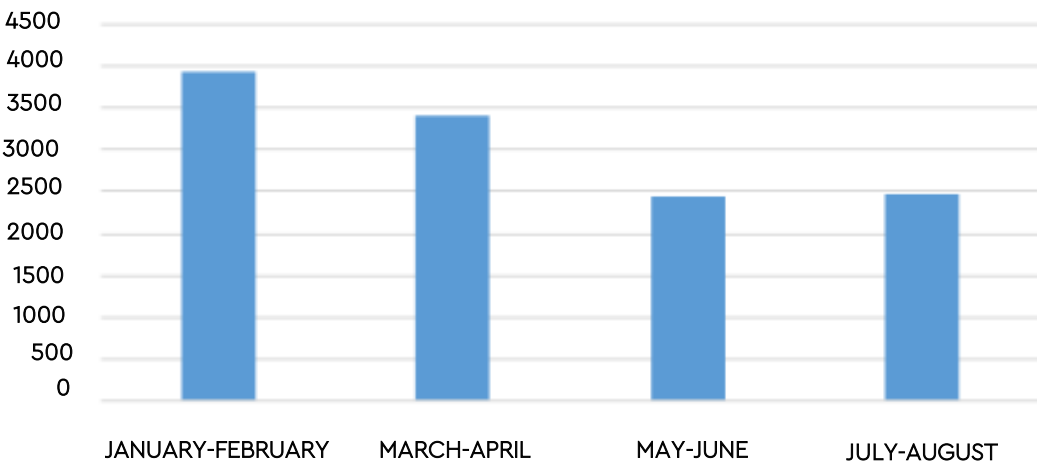
Water Management

The building implements a water control system that uses dual-action flushes in all bathrooms for efficient regulation. Additionally, chemical treatments are used to maintain the pool and Jacuzzi to avoid the need to replace the water, thus promoting the conservation of this vital resource.

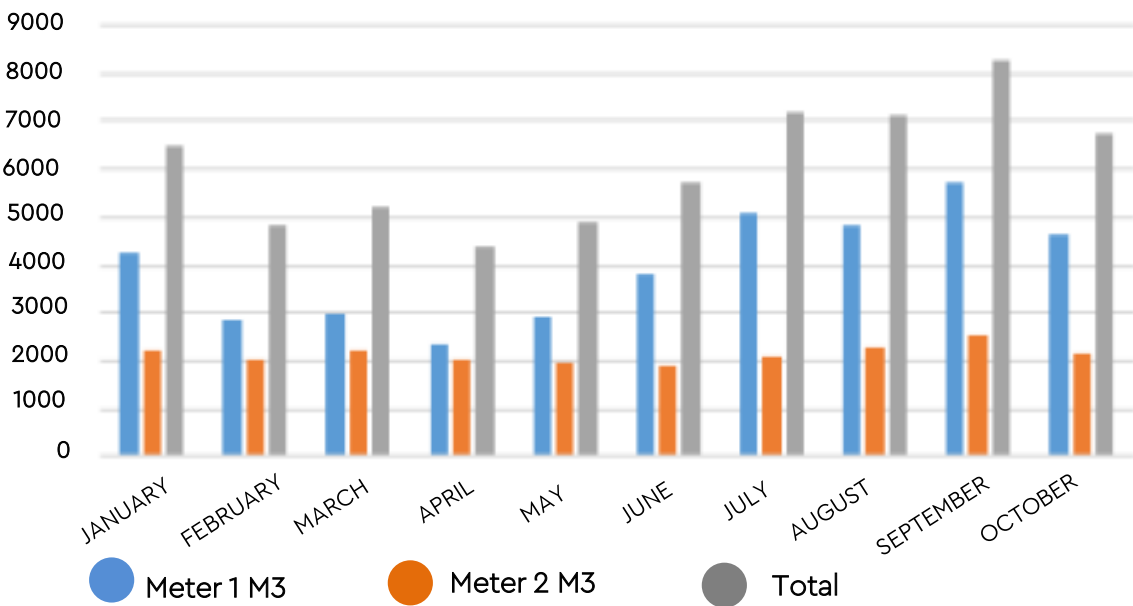
Gas Management

| Months | Meter 1 M3 | Meter 2 M3 T | Total |
|-----------|---------------|-----------------|-------|
| January | 4260 | 2217 | 6477 |
| February | 2830 | 2027 | 4857 |
| March | 2990 | 2249 | 5239 |
| April | 2335 | 2051 | 4386 |
| May | 2947 | 1933 | 4880 |
| June | 3816 | 1900 | 5716 |
| July | 5096 | 2064 | 7160 |
| August | 4813 | 2288 | 7101 |
| September | 5730 | 2553 | 8283 |
| October | 4605 | 2130 | 6735 |

Water



Gas



Integrating sustainability into *Travel experiences*



Energy Management

Palladio Hotel MGallery Buenos Aires has an efficient energy saving system inside the rooms, based on the use of control cards, timers and motion sensors. The entire building also has LED lighting technology in order to maximize energy efficiency.

| Meses | KWH |
|------------|--------|
| Enero | 156120 |
| Febrero | 150480 |
| Marzo | 148840 |
| Abril | 152520 |
| Mayo | 123120 |
| Junio | 111480 |
| Julio | 135840 |
| Agosto | 112920 |
| Septiembre | 121440 |

Safety and Hygiene

In our commitment to safety and hygiene, we have established a robust monitoring and advisory system managed by Biorisk, which conducts monthly assessments and training for our staff and supervises all our facilities. We also have the appropriate insurance and undergo all the inspections required by the Buenos Aires City Government, all of which were successfully passed. As part of our safety measures, we also conduct semi-annual fire evacuation drills, ensuring the training of our entire team and the protection of our guests.

Waste Management

In our commitment to responsible waste management, we are registered at Buenos Aires Environmental Protection Agency (APRA) and we follow a meticulous waste separation process, under "wet" and "dry" categories. We also have a specific area for the disposal of hazardous waste, thus guaranteeing responsible and safe waste management in our facilities.

Biodiversity Conservation

In our commitment to preserving biodiversity and enriching the environment, we have set up a vertical garden at the rear of the building. This garden not only brings a green landscape to the rooms but also houses a variety of plant species, contributing to the biological diversity and natural beauty of the surroundings.

Accessibility

At our hotel, accessibility is a priority. We have installed access ramps, elevators and platforms in all areas, including the pool, to ensure that guests with reduced mobility can fully enjoy our facilities. Additionally, we offer our guests three rooms specially designed to provide comfort and accessibility for guests with reduced mobility, ensuring an inclusive and comfortable stay for all our visitors.

Quality Management System

Quality of Service

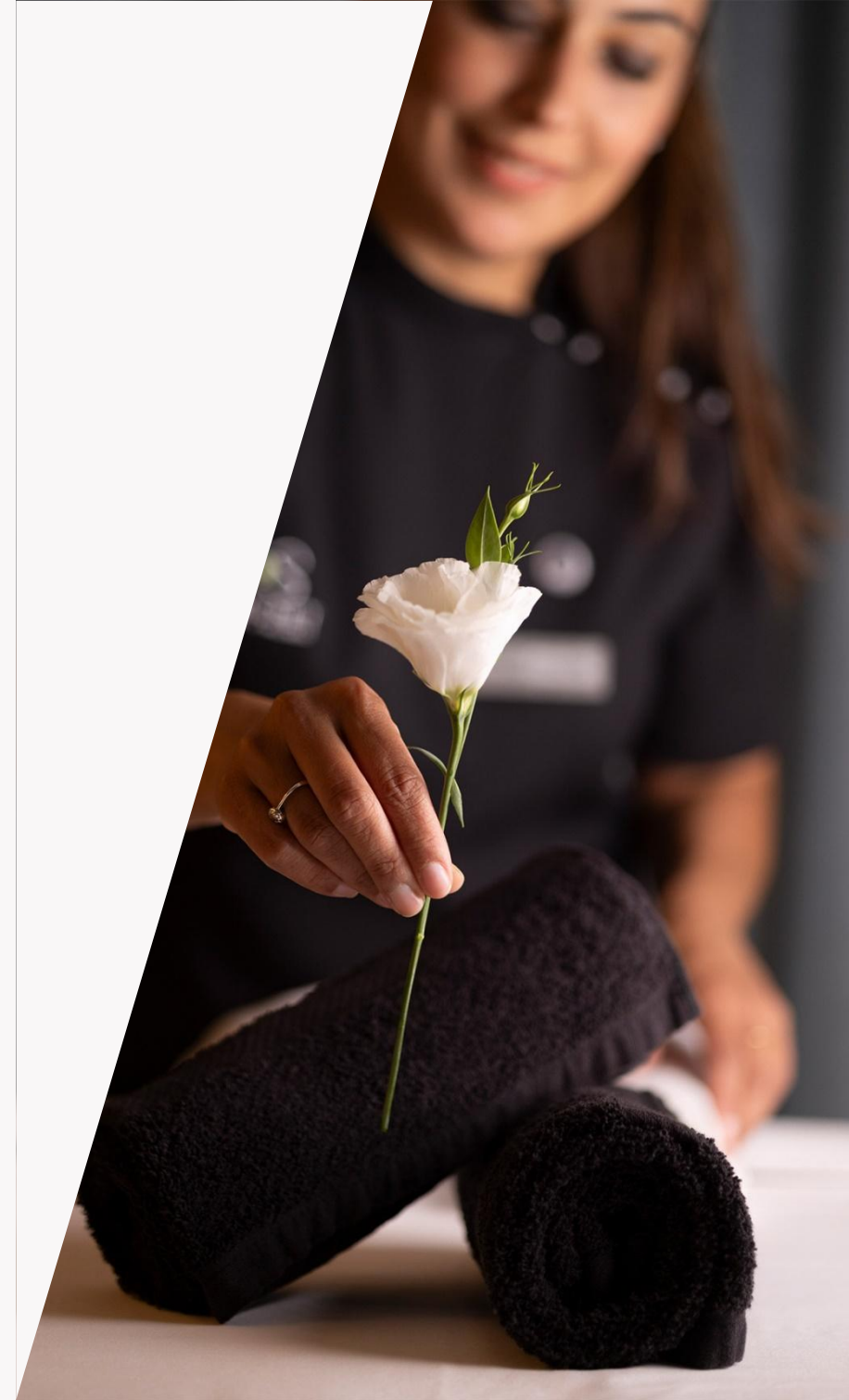
At Palladio Hotel MGallery Buenos Aires, we are committed to providing an excellent service to all our guests and creating memorable experiences.

Our goal is to provide an excellent stay, reflected in every detail. That's why we constantly work to improve the quality of service, creating and updating quality manuals for each area, constantly training and educating our employees from the moment they join us, and investing in ongoing facility improvements.

To measure all these results, we meticulously monitor the quality perceived by our guests and local customers, automatically triggering corrective actions if necessary.

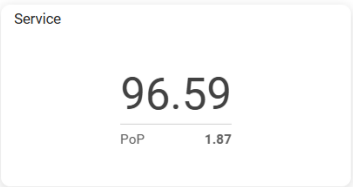
❖ The quality assessment methods we use are varied:

- 1 First, we have direct communication with our guests from the moment they contact us until they arrive at the hotel, allowing us to be attentive to their tastes and needs.
- 2 Then this path continues when they arrive at the hotel and check in, as it allows us to establish direct communication and tell them about all our services, in addition to putting ourselves at their complete disposal.
- 3 As a third step, we have the satisfaction survey that all guests receive upon checkout, either directly through our corporate channels or through online travel agencies (OTAs). This tool is extremely important as it allows us to accurately assess satisfaction in each area and service of the hotel, in order to continue growing and improving daily.

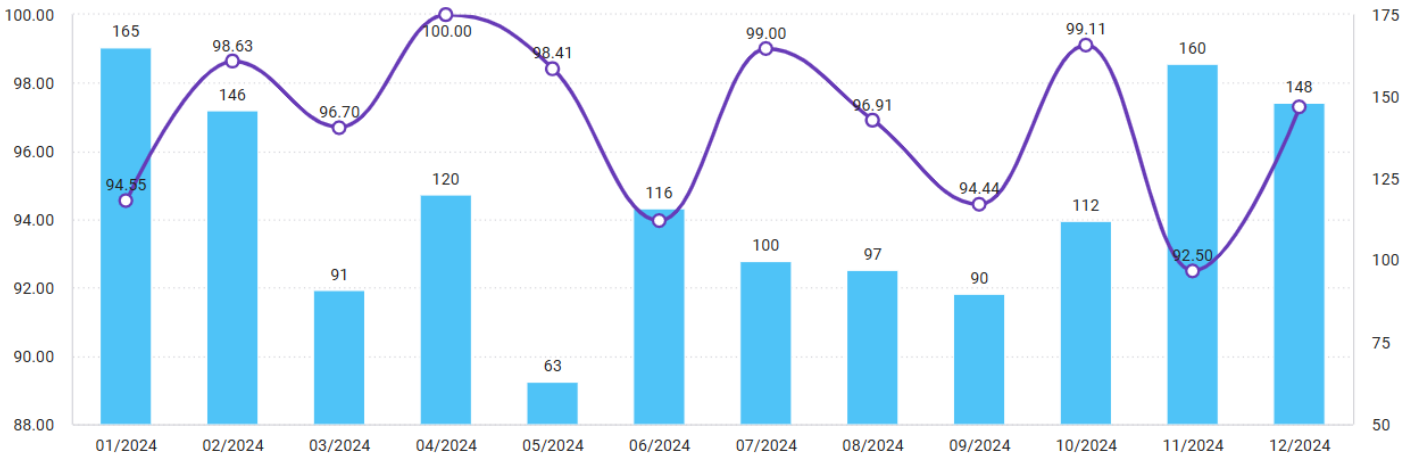


Results of guest satisfaction during 2024

TY CORPORATE PLATFORM



Servicio



TRIP ADVISOR



*Place N° 4
out of 485 hotels in Buenos Aires*

*Place N° 1 according to best rate out
of 20 Luxury hotels in Buenos Aires*

*Place N° 1 according to best rate
out of 32 5* hotels in Buenos Aires*

Palladio Hotel Buenos Aires - MGallery

●●●●● 492 opiniones | N.º 4 de 485 hoteles en Buenos Aires

📍 Avenida Callao 924, Buenos Aires C1023AAP Argentina

📞 [Agregar número de teléfono](#) 🌐 [Agregar sitio web del hotel](#)

●●●●● 492 opiniones

N.º 1 en relación al mejor precio de 20 en Hoteles de Lujo en Buenos Aires

●●●●● 492 opiniones

N.º 1 en relación al mejor precio de 32 en Hoteles de 5 Estrellas en Buenos Aires



Results of guest satisfaction during 2024

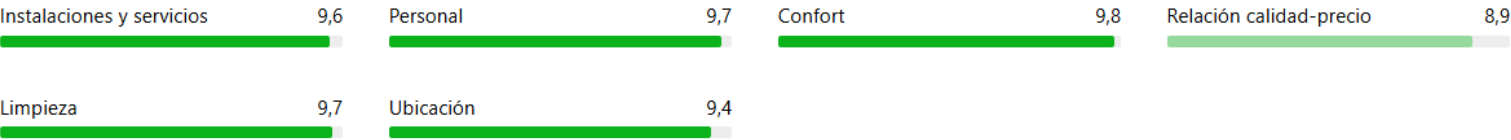
BOOKING

9.5 Tu puntuación de los comentarios
según 1461 comentarios

Rating 9.5 out of 10, based on 1,461 reviews from guests who stayed at the Hotel..

Categorías básicas

Estas categorías representan los elementos más comunes de la experiencia de los clientes. Los valoran tus huéspedes y son independientes de tu puntuación de los comentarios.



GOOGLE

Palladio Hotel Buenos Aires - MGallery

4.8 ★★★★★ 1,597 opiniones en Google

Hotel de 5 estrellas

Rating 4.8 out of 5, based on 1,597 reviews from guests who stayed at the Hotel.

EXPEDIA

9,8/10 Excepcional

514 opiniones verificadas ⓘ

Rating 9.8 out of 10, based on 514 reviews from guests who stayed at the Hotel.



TRIP ADVISOR

★★★★★ Buenos Aires Hidden Gem

You guys rock! Loved the location, the food and the extra attention to detail with the quality fittings. All staff from the doormen to housekeeping made us feel welcome and at home. A special shout out to Diego, the concierge, who went out of his way to recommend and book the best experiences for us. Thank you for making our stay so memorable! Love Buenos Aires.

cheryls208 - abr 2025

BOOKING

10 Modern classy hotel in great location with superb team and facilities.

Location was perfect for seeing all the sights of Buenos Aires. The hotel was beautifully kept with a wonderful team. They went out of their way to make our visit memorable. Diego, the concierge, provided the best concierge experience I have received to date. He was extremely knowledgeable and helpful in organizing activities for us. The breakfast was lovely. We also ate at the bar twice and it was lovely. Our room was modern, clean with every facility. I highly recommend this hotel.

Annamarie - feb 2025

Certifications

TOURISM HOTELS ASSOCIATION OF
THE ARGENTINE REPUBLIC



Awards

BOOKING

Awarded to
**Palladio Hotel
Buenos Aires -
MGallery**

Booking.com
Traveller Review Awards 2025

9,5
out of 10

Awarded to
**Palladio Hotel
Buenos Aires -
MGallery**

Booking.com
Traveller Review Awards 2024

9,5
out of 10

Awarded to
**Palladio Hotel
Buenos Aires -
MGallery**

Booking.com
Traveller Review Awards 2022

9,2
out of 10

TRIP ADVISOR



HOTELES.COM



A person with their back to the camera, sitting on a rocky ledge and looking out over a vast, layered canyon landscape under a hazy sky. The person is wearing a light-colored long-sleeved shirt and dark pants. The canyon walls are rugged and show distinct horizontal geological strata. The overall tone is contemplative and serene.

Helping to protect OUR *Planet*

Climate change is one of the greatest and most urgent challenges humanity faces today. Its consequences are visible in every corner of the planet: from melting glaciers and rising sea levels to extreme heat waves, prolonged droughts and increasingly intense weather events.

These changes not only affect ecosystems and biodiversity, but also directly impact our communities, economies and quality of life.

Every person has an important role to play in this global challenge. The fight against climate change is not just the responsibility of governments and businesses; we can all contribute through our daily actions. Reducing energy consumption, minimizing the use of plastics, choosing sustainable means of transportation, and supporting recycling practices are just some of the ways each individual can contribute to reducing their carbon footprint.

Furthermore, supporting initiatives and policies that promote environmental protection can make a significant difference.

Our planet needs us more than ever, and together, with conscious and mindful actions, we can mitigate the effects of climate change and build a more sustainable and healthy future for all. Every choice counts, and every step towards sustainability is a step towards preserving our common home.



PALLADIO

HOTEL MGALLERY BUENOS AIRES



GALLERY

HOTEL
COLLECTION