

SUSTAINABILITY REPORT
Spain 2023

INDEX

1

• SANDOS COMMITMENT

- Sustainability Policy
- Sustainable Strategies
- Continuous Actions
- Procurement Policy
- Awards

2

• ENVIRONMENTAL COMPLIANCE

- Water Measurements
- Electrical Measures
- Waste Management
- Carbon Footprint
- Paper Indicators
- Circular Economy
- Promoting Nature

3

• OUR COMMUNITY

- The Community and Sandos
- Collaborations
- For Children (*Save the Children*)
- Continuing Training
- Sandista Recognition
- Social Responsibility Policies

SUSTAINABILITY REPORT
Spain 2023



1. SANDOS COMMITMENT

SUSTAINABILITY POLICY

At the SANDOS HOTELS & RESORTS group we are aware of the importance of implementing sustainability actions in the sector, as the tourism industry generates a multitude of impacts in the destination areas, both positive (generation of income, employment and business opportunities, etc.) and negative (overexploitation of natural resources, environmental and landscape degradation, generation of pollution, etc.); therefore it is necessary to promote the protection of our employees and the environment that surrounds us.



We want to strike a balance between our business goals, caring for the environment and ensuring that our community is happy and prosperous. That way we can continue to grow and develop without depleting all our resources and opportunities for the future.

We want to use energy and natural resources wisely and also preserve our traditions and culture, while reducing our impact on the environment. We start by teaching our Sandista family simple steps we can all take to make our establishments sustainable. We promote different actions to reduce single-use plastics, such as compostable straws or PET bottles.

We prefer suppliers who manage their waste properly and use biodegradable cleaning products. We also have a towel reuse programme and other good environmental practices that will be discussed in this report.

The best is when we make our guests feel that they are part of a unique experience without sacrificing all the comforts of their holiday. We make sure we balance great service, high quality and care for the environment. We want our guests to be part of it too, so we show them how their actions can help protect our natural resources. By getting involved, they become responsible travellers.

It takes a lot of investment to carry out these actions, so we need suppliers who care about sustainability, as Sandos does.

SUSTAINABLE STRATEGIES

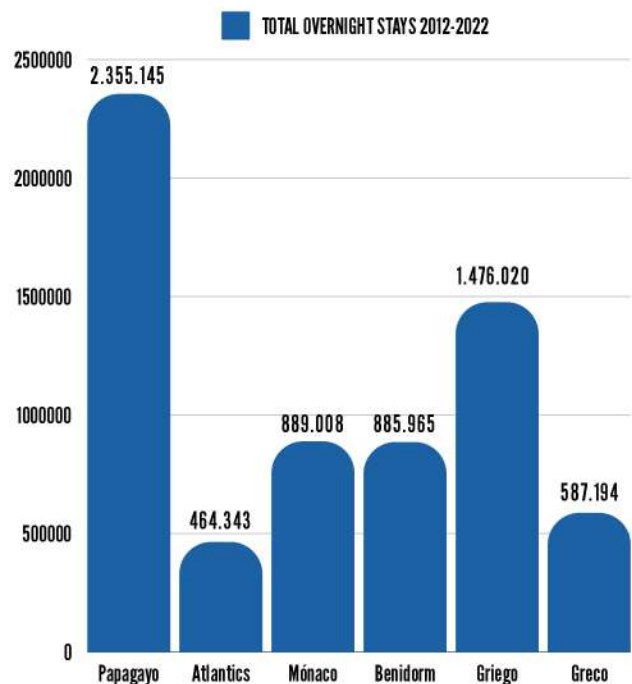
At Sandos Hotels & Resorts we are always improving to be a socially responsible and environmentally committed company. We have worked hard over the years to obtain certifications that demonstrate that we are achieving the best quality standards. These certifications help us improve the quality of our services and have a positive impact on the community. Now, let's talk about how hotels can help the environment with their best practices.

Since 2012, Sandos has been proactive in promoting environmental sustainability through the issuance of its first Good Housekeeping Manuals. These manuals have served as a comprehensive guide for employees and stakeholders in implementing environmentally responsible actions across various aspects of the company's operations. By providing clear instructions and best practices, Sandos has fostered a culture of environmental awareness and responsibility within our organisation.



This initiative demonstrates Sandos' commitment to mitigating its environmental impact and aligning its business with sustainable practices. In addition, these manuals enable Sandos to comply with local and international environmental regulations, thereby enhancing the company's reputation as an industry leader in sustainability.

Through continuous updates and revisions, Sandos ensures that its environmental best practices are current and relevant, reinforcing a proactive approach to environmental management that can serve as a model for other organisations in the hospitality industry.



With a lot of hard work and dedication, we have managed to involve almost 900,000 customers with our environmental awareness, which at an average of 7 nights, has meant approximately more than 6,650,000 overnight stays. Our continuous efforts to raise awareness of the importance of protecting the environment have yielded positive results in terms of increased participation and interest from various sectors of society. Through our campaigns, community actions and partnerships with like-minded organisations, we have been able to inspire people to take action and make sustainable choices in their daily lives. 

In that year, our Sandos Griego took a big step towards sustainability by installing its first 108 solar panels to generate domestic hot water (DHW) and to heat the swimming pools. This initiative was very successful and motivated us to continue implementing similar measures in other hotels of our chain.



In the following years, Sandos Monaco in 2009, Benidorm Suites, Sandos Papagayo and El Greco joined this initiative and also installed their own solar panels for DHW and pool heating and solar panels to take advantage of solar energy and reduce their dependence on conventional energy sources. These projects were well received by our guests and helped us to strengthen our image as a company committed to the environment.



Eco-Experience!!! These themed excursions offered by Sandos Papagayo and Atlantics Gardens allow our guests to explore and enjoy the natural wonders of the area, while encouraging respect for the environment. Both hotels are committed to promoting sustainable and responsible tourism, recognising the importance of preserving local ecosystems.



It is decided and a decision is taken to phase out plastic water bottles and replace them with filtered water dispensers from 2019, which is an important step towards reducing plastic consumption and promoting more sustainable practices in our society.

In 2020, Atlantics Gardens creates its own eco-garden which allows it to reproduce local and native produce. In addition, by using organic farming methods and avoiding the use of pesticides and chemical fertilisers, Atlantics Gardens contributes to the preservation of the environment.



An important event in our company and an invaluable aid to the establishment is the creation of the Sustainable Newsletters. These newsletters are an invaluable tool to communicate and promote the importance of sustainability in our company. Through them, we are able to inform all members of the organisation about the actions that are being taken to comply with our sustainability manuals and best practices. Sandos Papagayo was the first in 2014, Atlantics Gardens in 2020 and Monaco and Benidorm Suites in 2022 being the pioneers of this event.

Newsletter

ONGOING ACTIONS

Sandos is committed to being socially and environmentally responsible. To achieve this, we have created our own strategy of continuous actions to help achieve the objectives and have implemented a Sustainability Policy at chain and establishment level, in which both guests and employees actively participate. The aim is to reduce the negative effects and increase the positive effects arising from the hotel's activities:



1. Efficient use of our facilities and equipment and with the active participation of staff and guests, with the aim of reducing water and energy consumption and the expenditure derived from them.
2. Reducing the generation of waste by following waste minimisation actions.
3. Encourage recycling by promoting selective waste collection.
4. Development of a purchasing policy specifying environmental and social objectives and requirements.
5. To conserve the biodiversity of our environment by participating in different activities.
6. Enhance the social benefits of our employees by promoting wellbeing and health protection, improving our employment policies with training

programmes and defending equal opportunities for all.

7. Actively participate in the development of our community by contracting local suppliers and distributors.

8. Optimise the use of chemical products.

9. To make our local culture known by promoting the use of tourist attractions, excursions and other activities in our autonomous community and our gastronomy by introducing typical dishes in our menus.



Corporate environmental policy: At Sandos Hotels & Resorts, we are committed to reducing and preventing the negative environmental impact associated with our activities. By informing and educating our employees, guests and suppliers, we foster in them a sustainable ecological culture to protect our environment and contribute to the recovery of our planet.



Sustainability Policy: At Sandos Hotels & Resorts, we continuously improve our operational processes to ensure the reduction of our ecological footprint. We distinguish ourselves by encouraging our guests, suppliers and collaborators to learn sustainable practices that contribute to the conservation of the historical, natural and cultural heritage and promote the development of the community.



The green team or eco-team was created in 2016:

1. This team shall supervise and ensure the correct implementation of the programme by the different employees of the establishment.
2. It shall fill in the records or data necessary for the control of the policies.
3. They shall hold regular meetings with those ultimately responsible for the system in order to reinforce, maintain and report on all aspects described in the sustainability manuals.

PURCHASING POLICY



The "PURCHASING POLICY" is a set of guidelines and procedures designed to ensure the efficiency, transparency and cost-effectiveness of the procurement process. A well-defined procurement policy outlines the criteria for supplier selection, establishes competitive bidding processes and sets parameters for contract negotiation and review.

At Sandos we are committed to:

- Promote among all our suppliers the use of both environmental sustainability strategies and renewable energies in their production processes.
- Helping and promoting suppliers with environmental certifications.
- To be aware of the sustainability behaviour of suppliers.
- Favour the purchase of products from local suppliers.
- Use biodegradable or low environmental impact products.
- We compare all the options on the market and always purchase the most energy efficient.
- We will value products that generate less packaging waste.
- Wherever possible, we will replace individual portions with products packaged in bulk.



SANDOS
HOTELS & RESORTS

**GENERAL PURCHASING POLICY
SANDOS SPAIN**

The target of Sandos Hotels is to achieve the greatest efficiency in the entire purchasing process, guaranteeing its clients the delivery of quality products and services. We require our suppliers to comply with the regulations in force and we promote the values of environmental sustainability.

*Our suppliers are 100%
local and national!!!*



AWARDS

Sandos and its establishments have been recognised and awarded for their outstanding commitment to the environment. The hotel chain has strived to implement sustainable practices in all of its facilities, which has earned it various certifications and awards in this area. These distinctions reflect Sandos' ongoing commitment to reducing its environmental footprint, protecting local biodiversity and promoting responsible tourism. This recognition consolidates Sandos' reputation as the undisputed leader in sustainability within the hotel sector.



Recognition and certification has become an important standard for the hotel and tourism industry. Travelife's Gold Certificate is awarded to establishments that meet strict criteria in terms of environmental sustainability, social responsibility and ethical management.

The Monaco was a pioneer in receiving this certification, which allowed it to stand out as a leader in the tourism sector committed to sustainable practices. Its example inspired other hotels and resorts to follow suit and seek Travelife certification as well.

Eventually, Sandos Papagayo in 2012, Atlantics Gardens in 2014 and Benidorm Suites 2014, achieved their well-deserved Travelife Gold medals to this day.



We would like to highlight the good work done by Sandos Mónaco, as in 2021 it will be certified as an accessible tourism hotel by the Generalitat Valenciana. This recognition demonstrates Sandos Mónaco's commitment to inclusion and accessibility for everyone. It also adds to its certification as a Gold Level Ecolideres hotel on Tripadvisor 2023. This Tripadvisor programme makes it easier to book in eco-friendly hotels or hostels, which means that Sandos Mónaco is recognised and highlighted as a hotel with responsible practices.



We close the chapter of sustainable recognitions with two very important certifications, Sandos Papagayo receives the Biosphere Smart Hotel in 2018 and in 2021 and 2022 Sandos Papagayo and Atlantics Gardens respectively receive the Biosphere Sustainable Lifestyle certification until today. The Biosphere Smart Hotel is an award given to those tourism establishments that meet high standards of sustainability in their management and operation.

Sandos Papagayo and Atlantics Gardens have worked hard to meet the standards set by Biosphere Sustainable Lifestyle. They have implemented measures such as efficient water and energy management, responsible use of natural resources, waste reduction and the promotion of sustainable practices among their employees and guests.



2. ENVIRONMENTAL COMPLIANCE

At SANDOS HOTELS & RESORTS Group we understand that the tourism industry has both positive and negative impacts on the destinations we visit. On the one hand, it brings income, creates jobs and opens up business opportunities. On the other hand, it can lead to overexploitation of natural resources, environmental degradation and pollution. That is why it is crucial for us to prioritise the protection of our employees and the environment around us.



We have developed and implemented a sustainability policy in our hotel, in which both guests and employees actively contribute to minimising the negative and maximising the positive impacts of our activities. Our commitment to sustainability is based on respect for the environment.

WATER MEASUREMENTS

In the areas where Sandos establishments are located, we know that water is a very scarce resource and in summer, due to the high temperatures, sunshine and tourist densities, water demands are sometimes abusive with respect to the availability of water, so it is important to manage it as efficiently as possible in order to minimise the environmental impact.

Sandos has created sustainability measures aimed at reducing water consumption:



- Knowledge of the spending at the hotel
- Flow reduction
- Inspection of toilets
- Voluntary towel exchange programme
- Backwash swimming pool filters
- Irrigation system of green areas
- Leak detection
- Savings system by department





ELECTRICAL MEASUREMENTS

The production and consumption of electricity has an impact on the environment in terms of the generation of polluting gases and the consumption of fuel and water. The consumption of electrical energy contributes to the global warming of the planet, which can contribute to the degradation of the tourist areas themselves. For this reason, the energy consumption control programme aims to establish a series of sustainability measures so that both clients and employees contribute to reducing energy consumption in the hotel.

In addition to these measures, all our establishments have installed solar panels and panels to support the heating of the swimming pools and to heat the sanitary hot water, ACS:

Sandos Hotels & Resorts	Swimming pool and ACS	Energy production
Papagayo	Year 2012 220 solar panels	Year 2022 277 panels
Atlantics	-	Year 2022 70 panels
Mónaco	Year 2009 70 solar panels	-
Benidorm S.	Year 2012 90 solar panels	-
Griego	Year 2008 108 solar panels	-
Greco	-	Year 2022 95 panels

SUSTAINABILITY MEASURES AIMED AT REDUCING ENERGY CONSUMPTION:



1. INSTALLATION OF ENERGY SAVING LAMPS OR DEVICES:

ENERGY EFFICIENT LAMPS. *energy-saving lamps (energy efficient, such as fluorescent or compact fluorescent tubes) have been installed.*

ENERGY SAVING DEVICES. *Installation of timers, occupancy/motion sensors or photocells to keep lights and equipment on only when necessary.*

2. USE OF NATURAL DAYLIGHT

3. REASONABLE USE OF LIGHT

4. ENERGY SAVING IN THE ROOMS:

USE OF KEY CARD FOR ELECTRICITY CONTROL.

5. AUTOMATIC CONTROL OF HEATING AND AIR-CONDITIONING IN THE ROOMS.

6. SUSTAINABLE EQUIPMENT AND MACHINERY PURCHASE

7. MAINTENANCE OF EQUIPMENT AND INSTALLATIONS

8. USE AND MAINTENANCE OF REFRIGERATION UNITS

9. INTELLIGENT CUSTOMER ACCOMMODATION:

- Sandos has always had a plan in its establishments where customers are accommodated starting from the first floor to the top floor. In this way, we will not need to switch on some lights in the corridors and the lifts will not have to go up to the higher floors. This way we avoid wasting energy.
- **10. ENERGY SAVINGS BY DEPARTMENT**
- **11. REINFORCEMENT POSTERS and STAFF TRAINING**



WASTE MANAGEMENT

Reducing waste production is one of the hotel's priorities because it is located in an area that attracts a large number of tourists. According to data from the National Statistics Institute, Spain produces more than 1.5 kg per person per day; this means that, for example, in a tourist municipality with 100,000 inhabitants, more than 150 tons of waste are generated per day.



Since the 1950s, the capacity of the environment to reincorporate waste has been saturated and hotel establishments generate a large amount of urban waste on a daily basis, which is of a different nature: plastics, paper and cardboard, glass, metals, textiles, organic matter, rubber, wood, cartridges, etc.; some may even be of a toxic nature, such as batteries, solvents, fluorescents, paints or inks.



It is important for proper environmental management that the person responsible for the sustainability programme and his or her eco-team know what waste is generated and how much of it is produced.

Waste reduction measures must first of all include the actions set out in current legislation, in terms of reduction, reuse, recovery and treatment.

Below is a description of Sandos Spain hotels' data on the environmental scope of some of the most important waste items between 2022 and 2023, taking into account the increase in the number of stays at each establishment.

In some establishments, there is some disparity in the amount of plastic, glass or even cardboard that is recycled. This is due to the implementation of sustainable solutions, where different materials are being substituted to reduce waste before it enters the establishment.



By replacing certain materials with more environmentally friendly alternatives, we can significantly reduce the amount of waste generated.

Sandos Papagayo	2022	2023
Plastic	12.661 kg.	11.940,70 kg.
Glass	84.140 kg.	89.623 kg.
Cardboard	44.235 kg.	46.780 kg
Oil	1.725 L.	2.055 L.
Plastic containers hazardous	2.619,84 kg	4.516,60 kg



Sandos Atlantic Gardens	2022	2023
Plastic	2.649 kg.	2.949 kg.
Glass	55.015 kg.	33.900 kg
Cardboard	13.399 kg.	14.819 kg
Oil	1.890 L.	1.949 L.



Sandos Griego	2022	2023
Plastic	2.986 kg.	2.880 kg.
Glass	28.026 kg.	28.350 kg.
Cardboard	10.658 kg.	10.800 kg.
Oil	1.480 L.	1.533 L.
Plastic containers hazardous	901.20 kg	864.00 kg

Sandos Greco	2022	2023
Plastic	6.768 kg.	7.578 kg.
Glass	27.720 kg.	26.440 kg.
Cardboard	15.504 kg.	15.333 kg.
Oil	0.000 L.	639 L.
Plastic containers hazardous	0 kg	193,50 kg



Sandos Mónaco	2022	2023
Glass	16.884 kg.	20.924 kg.
Cardboard	14.765 kg.	11.190 kg.
Oil	1.536 L.	1.654 L.



Sandos Benidorm Suites	2022	2023
Glass	12.758 kg.	8.914 kg.
Cardboard	10.469 kg.	15.509 kg.
Oil	1.346 L.	01.595 L.



CARBON FOOTPRINT

The carbon footprint is a way of describing the extent to which an organisation affects the climate. This impact is determined by the amount and type of greenhouse gases that Sandos releases into the atmosphere. Greenhouse gas emission inventories report both direct and indirect emissions. Since 2008 Sandos has committed to take measures to offset these emissions. Since then, there has been a positive trend of emission reductions.

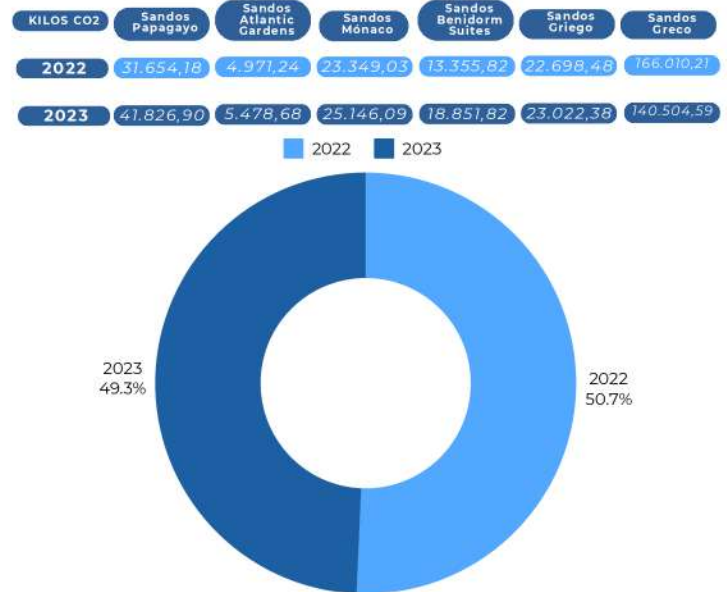


PAPER INDICATORS

The current trend to reduce office paper expenditure indicates a positive shift towards sustainable practices and greater efficiency in the workplace. In order to embrace digitalisation, our organisation has successfully implemented strategies to reduce paper usage. This achievement is not only commendable from an environmental point of view, but also highlights our commitment to adopting modern technologies and optimising business operations.

By adopting various digital solutions, such as cloud-based document management systems or the employee portal, e-signatures, reusing paper already printed and training employees on efficient paper use, we have substantially reduced our reliance on physical paperwork. Our proactive approach to minimising paper waste aligns with industry best practice and allows us to stay ahead in a competitive market while contributing to a greener environment.

KILOS OF CO₂



CIRCULAR ECONOMY

The circular economy at Sandos is a comprehensive business strategy implemented by our chain with the aim of minimising its environmental impact and maximising efficiency in the use of resources. This initiative is based on a regenerative economic model where waste is converted into resources to create new products or reused in production processes.

Through the application of advanced technologies, Sandos adopts measures to reduce the consumption of water, energy and materials, while seeking to optimise waste management through recycling or reuse. In addition, this strategy includes the promotion of sustainable tourism and the promotion of a local and circular economy through the support of local suppliers and community projects. In short, Sandos Circular Economy demonstrates its commitment to environmental and social sustainability, setting an inspiring example for other companies within the hotel sector.

These excursions offer guests a unique opportunity to learn about the different local ecosystems and their importance in the natural balance.

This educational experience provides a space where visitors can connect with nature, while understanding the need to protect it.

Through these sustainable and inspiring practices, Sandos demonstrates its commitment to responsible tourism development and stands out as a leader in the conservation-oriented hotel sector.



Sandos el Greco de Ibiza organises two weekly excursions (a walk to the Portinatx lighthouse and a walk to the Portinatx defence tower). These are pleasant walks, on foot, almost entirely through undeveloped areas, where you can enjoy the island's landscape in an environment of native vegetation and fauna.



ENCOURAGING NATURE



Focused on promoting environmental awareness and care for biodiversity, Sandos has implemented an innovative initiative in its hotels to promote nature through excursions to natural parks.

Sandos Mónaco in Benidorm organises three different outings, 'Walking to the Old Town', 'Walking to the Torreón de Benidorm' enjoying the natural surroundings with views of the Mediterranean and 'Nordic Walking' along the Levante and Poniente beaches.



Sandos Papagayo captivates its guests with the 'Nature Experience', a guided walk to the Natural Monument of Los Ajaches, where they can enjoy breathtaking views of Fuerteventura while learning about the various beaches found in this area.



Sandos Atlantic Gardens invites guests to embark on a wonderful journey through Montaña Roja, a dormant volcano located in the south of the island of Lanzarote. This captivating experience offers incredible views towards the islands of Lobos and Fuerteventura.



3. OUR COMMUNITY

At the SANDOS HOTELS & RESORTS group we are aware of our commitment to the community in terms of sustainability, as this is a fundamental aspect for any organisation. In order to achieve an effective commitment, it is necessary to develop sustainability strategies that allow us to minimise the negative impacts of our activities on the local environment, while promoting sustainable practices that are beneficial to all.

This involves promoting environmental education, supporting community initiatives related to environmental protection and improving local socio-economic conditions. It is also important to establish open channels of communication with community members to listen to their needs and concerns, and to actively involve them in our sustainable actions.

Furthermore, engaging with the community on sustainability issues strengthens our social reputation.

COMMUNITY AND SANDOS

SDG 1 aims to end poverty by defining policies and strategies that help the most disadvantaged.



Supporting NGOs, campaigning with other organisations, and maintaining partnerships with others would also be part of the SDGs as number 17.



At SANDOS HOTELS & RESORTS we work to contribute to a better and more sustainable world through good social practices.

Some of the practices that are carried out so that the hotel activity benefits other businesses in the area or autonomous community are the following:



1. SUPPORT FOR LOCAL SUPPLIERS AND DISTRIBUTORS

A commitment to local businesses, in terms of sharing the benefits of tourism, is based on the establishment of a purchasing policy in which local products and services are purchased as far as possible, especially with regard to

fresh products for daily consumption, such as meat, fish, bread, fruit and vegetables, etc. One way of promoting local products is based on the elaboration of menus that provide the use of typical local products, and dishes that reflect the local culture.



2. COMMUNITY BENEFIT

2.1 USE OF FACILITIES

In order to provide services to the community, the hotel offers facilities that can be used by residents or other tourists such as:

- swimming pools
- restaurants
- meeting and conference rooms
- other



2.2 DONATIONS or VOLUNTARY ACTIVITIES SUPPORTING THE COMMUNITY

Another way to contribute to the maintenance of the environment is through actions such as:

a) Financial donations to environmental or social causes that are carried out in the locality, such donations are with the cash collected in raffles or draws where customers and employees can participate.

- b)** Fundraising activities are organised through discounted rates, voluntary contributions or other activities to support specific projects or disadvantaged groups.
- c)** Participate in and contribute to joint marketing initiatives with other businesses to encourage customer interest in environmental exploration and contribute to its maintenance.
- d)** Work with other businesses to reduce pressure on busier areas, for example, by offering customers the opportunity to buy tickets for tours at set times in advance, co-ordinating excursions to ensure different arrival times, and working to reduce peak and off-peak periods through off-season marketing campaigns.
- e)** Cooperate with native species repopulation projects in fields and open spaces.
- f)** Work with charities to encourage tourists to explore the environment.
- g)** Join local associations that trade in regional products for tourists.
- h)** Join local initiatives to avoid buying products out of season or during periods when natural production is low.



3. PROMOTION OF ENVIRONMENTAL AND CULTURAL AWARENESS

Some of the measures by which hotels contribute to the promotion of knowledge of areas of tourist and cultural interest are the following:

- 1.** There is a promotional area in the reception area in the form of brochures, promoting local activities; information includes maps or brochures of the area, local attractions, local history, nature parks, markets, hiking trails, cycling, boat trips, information on local guides, etc.

- 2.** The reception area or the hotel staff themselves make recommendations to guests about restaurants, markets, areas of cultural and tourist interest, etc.
- 3.** Excursions to places of interest are organised in order to encourage guests to explore beyond the boundaries of the hotel, guided tours, etc.
- 4.** Multi-use discount promotions for attendance at local attractions, theme parks, etc.
- 5.** Work with the face of commerce or other businesses to encourage and strengthen community businesses and to broaden the range of cultural activities on offer.
- 6.** Cultural and community groups are invited to provide an interpretation of their culture and to offer performances.
- 7.** Organise cultural or special interest talks for customers and staff.



4. SOCIAL AND ENVIRONMENTAL RECOMMENDATIONS



Customers are provided with information on important aspects related to maintaining good relations with the environment and preserving the environment. This includes legislative issues, appropriate attire in places of worship and specific environmental protections in relation to water use, waste management, fire protection and maintenance of the environment. Hotels communicate their social and environmental policies and specify actions guests can take to contribute, such as recycling options. Guests are also encouraged to use local transport and to walk or cycle, providing information on rental options and transport schedules.

Such information is available at all times and can be distributed through different channels:



- Informative signage in the reception area or main corridors, informing guests about the activities that the hotel is carrying out in terms of sustainability policies and how guests can participate in them, for example through raffles, raffles or other possibilities for action.
- It is passed on by any of the hotel staff and especially by the reception staff.
- Documents in the rooms, brochures, specialised magazines, etc.
- Work with tour operators to disseminate information through holiday brochures.
- The Web Zone

COLLABORATIONS

Sandos hotels stand out for their commitment to charitable collaborations of different kinds. Through strategic alliances with non-profit organisations and social programmes, the brand has been able to positively impact the local communities where its establishments are located. These charitable collaborations cover areas such as education, health, environment and social welfare. Sandos hotels implement programmes aimed at improving the quality of life of the most vulnerable people, focusing on projects that promote sustainability and community development. Moreover, these collaborations not only benefit local communities, but also offer guests a unique opportunity to contribute to social causes during their stay at the hotel. Sandos Hotels is a prime example of how a hotel company can leverage its privileged position to make a positive difference in society.



Hotel Sandos Greco's collaboration with Caritas, Red Cross and Sant Joan Town Hall is a commendable initiative aimed at making a positive social impact. By participating in coastal clean-up activities at local festivals and delivering retired clothing, the hotel demonstrates its commitment to environmental sustainability and community wellbeing. The partnership with Caritas and Red Cross highlights its dedication to helping disadvantaged people by providing support and resources.



Furthermore, the collaboration with the Sant Joan Town Hall demonstrates the desire of Hotel Sandos Greco to actively participate in community building. This joint effort not only contributes to the cleanliness of the coastal areas, but also improves the general wellbeing of the community. Hotel Greco sets an example to other companies by prioritising social responsibility, fostering goodwill among the local population, promoting environmental awareness and helping vulnerable sectors of society through its collaboration with renowned organisations such as Caritas, Red Cross and the Sant Joan Town Hall.



The Sandos Griego Hotel also collaborates with the Red Cross and the NGO Remar to promote social welfare and provide humanitarian aid to those who need it most. This strategic collaboration demonstrates the hotel's commitment to corporate social responsibility, as both organisations are internationally recognised for their efforts to support vulnerable communities. Thanks to these alliances, the hotel contributes financially and also provides material resources, which are destined to specific projects developed by these organisations for the benefit of society. The Sandos Griego Hotel thus shows its firm commitment to solidarity and active collaboration in the face of social challenges.



In this case, another of our brothers from Alicante, the Hotel Sandos Benidorm Suites makes an important contribution to society by collaborating with two outstanding non-profit organisations, Caritas and Protectora de animales de la Nucia. The hotel's partnership exemplifies its commitment to responsible social practices and its genuine concern for the welfare of both people and animals.

These types of collaborations highlight the spirit of compassion and responsibility of the Benidorm Suite Hotel towards social causes, making it an exceptional establishment that goes beyond traditional hospitality services.

Caritas

And also from Alicante, Sandos Monaco, as a well-regarded establishment in the community, recognises the duty to give back and support those in need. By partnering with Caritas, a respected organisation dedicated to helping vulnerable families, we strive to make a significant difference in the lives of children during the Christmas holidays.

Together with Caritas, the Sandos Monaco Hotel is determined to make a positive impact on the lives of the less fortunate in our community, particularly children experiencing hardship in these difficult times.

In addition to its professional commitments, it is also actively involved with the Benidorm Lions Club. This organisation is made up of a group of dedicated individuals who share the common goal of carrying out social and community work.

Their selfless efforts aim to uplift and improve the lives of those in need in the local community.

Volunteering his time and resources, he joins forces with like-minded friends to carry out various charitable projects.



Sandos Papagayo recognises the importance of contributing to the betterment of society and strives to actively participate in various initiatives. Through its close collaboration with local communities, charities and non-profit organisations, Sandos Papagayo has been involved in numerous projects aimed at having a positive impact on society.

This includes supporting initiatives related to local products, preserving the environment, helping medical associations on ADHD, Anorexia and Bulimia, people in social exclusion, and poverty alleviation. By actively participating in these ventures, Sandos Papagayo not only fulfils its corporate social responsibility, but also creates an environment where guests can feel proud to choose a socially conscious establishment for their stay. Furthermore, by constantly working to improve the quality of life of the underprivileged, Sandos Papagayo sets an admirable example for other companies in the hotel industry to follow. Names such as Caritas, Flora Acoge, Calor Y Café, Gull-lasègue, ATDAHILANZ or Deutsch Britische Klinik, etc., are some of the benefactors through this establishment and thus, Sandos Papagayo, has become one of the main hotel companies in the area.



And at our adults-only Sandos Atlantics Gardens, we always donate the books that our guests leave at the hotel when they check out - it's a great way to share the joy of reading with others!



FOR CHILDREN

Sandos has been collaborating with Save the Children, a leading international NGO, for several years. This collaboration has been nationwide and represents Sandos' commitment to social responsibility and its dedication to making a positive impact on society. By partnering with Save the Children, Sandos is actively involved in projects aimed at improving the lives of children across the country.

Save the Children



Through golf tournaments, book rentals, charity raffles, music shows and summer parties, Sandos Hotels & Resorts raised €24,938.10 in 2022 and €25,803.80 in 2023.

From 2017 to 2023 112,203.54 has been raised, all of which has been earmarked for the purpose of promoting the well-being and comprehensive development of children aged 0 to 6 years.

Through this partnership, Sandos not only shows its commitment to sustainable tourism, but also establishes itself as a proactive contributor to social change and development, in line with Save the Children's mission. Such partnerships are essential to create lasting change and foster an inclusive and equal society for children across the country.

Since 2017, Sandos Hotels & Resorts and Sandos Foundation have been committed to the most vulnerable children and we collaborate with Save the Children to support their work to reduce poverty and inequality affecting children in Spain. Thanks to our collaborations, we are committed to the early childhood care project that Save the Children is developing in the Palmete neighbourhood in Seville. This project aims to promote the well-being and integral development of children from 0 to 6 years of age.

In Spain, 1 in 3 children live in poverty or social exclusion. Save the Children provides comprehensive care for children and their families so that the economic situation or social exclusion in which the youngest children live does not prevent them from fully enjoying their rights and reaching their full potential. Our establishments, and especially our staff, work very hard to win the battle against child poverty.



CONTINUOUS TRAINING

At Sandos, we understand the importance of continuous learning and professional development to ensure the highest standards within our organisation. As part of our commitment to nurturing a skilled workforce, we offer a comprehensive and complementary continuous training programme to all members of our staff. The aim of this initiative is to provide them with the knowledge and skills necessary to improve their job performance and contribute to their career growth. Our diverse range of training courses covers various aspects such as customer service excellence, leadership skills, industry-specific certifications and sustainability practices.



By investing in the ongoing training of our team, we strive to equip them with the tools they need to thrive in their roles, deliver exceptional service experiences to our customers and stay at the forefront of industry trends. We firmly believe that by prioritising employee development, we create an environment that fosters professional growth, which translates into greater job satisfaction and long-term loyalty among our dedicated staff members.



Having said all this, and in accordance with the strategies mentioned above, we list below the on-site training courses carried out in 2023:



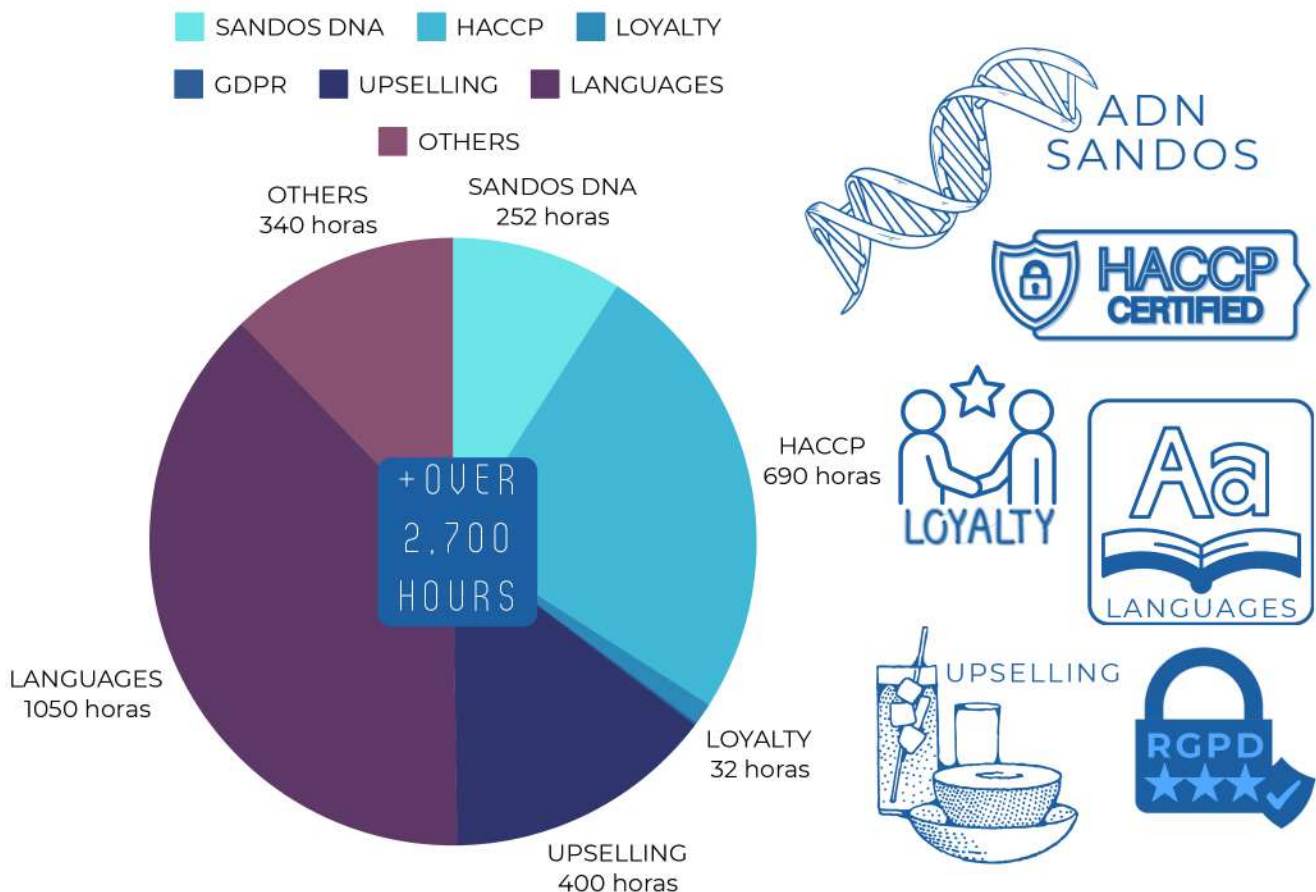
- EQUALITY**
- SUSTAINABILITY**
- WELFARE WORKSHOP**
- BACK WORKSHOP**
- MCB**
Mindfulness, coaching y bienestar
- PRL**
Prevención de riesgos Laborales
- NOROVIRUS**
- FIRE FIGHTING**
- EVACUATION DRILL**
- FIRST AID**
- AED**
Semi-automatic defibrillator
- VEGAN CUISINE**
- ALLERGENS**
- COELIAC DISEASE**

The SANDOS HOTELS & RESORTS group has carried out courses and training in the e-learning modality. This demonstrates Sandos & Resorts' commitment to the continuing education and professional development of its staff.

In opting for e-learning, the company has recognised the benefits of online training, such as flexibility of time and location, as well as the possibility of accessing up-to-date and relevant content.

By offering courses and training online, Sandos & Resorts has been able to reach a greater number of employees, even those in different geographic locations. This has allowed all team members to have access to the same learning and development opportunities, regardless of their physical location. In addition, the use of e-learning has allowed Sandos & Resorts to save costs associated with face-to-face training.

With this pie chart, we demonstrate our efforts towards our employees in teaching them about our company in a visually appealing and easy-to-understand way. By presenting information graphically, we can highlight the key aspects of our company that we want to convey to our employees.



SANDISTA RECOGNITION

By recognising the contributions of our Sandos staff members for their outstanding work beyond the workplace, we demonstrate our commitment to fostering a culture of appreciation and support within our organisation. Sandistas have demonstrated exemplary dedication and passion for a variety of activities outside of their roles at Sandos, whether it be volunteering, community service initiatives or personal development efforts.

Their efforts not only reflect positively on themselves, but also demonstrate their commitment to embodying the core values and ethics we pursue as an organisation.



Through this recognition, we aim to reinforce a sense of pride and purpose among our employees and inspire others to engage in meaningful work beyond their immediate responsibilities. By recognising the achievements and impact of our staff members beyond Sandos, we further cement our reputation as an employer that values holistic growth and celebrates the integrity of its employees.



In this part, I want to tell you that all Sandos hotels have a party and raffle every year for their staff. But Sandos Papagayo gets the biggest comment by including in every sustainable newsletter information about one of our staff outside the hotel.



He is Jonatan Rodriguez from our kitchen department who not only works hard in our kitchens, but also in the most beastly events on the islands of Lanzarote, Fuerteventura, Las Palmas and Tenerife.



And in a professional environment, it is always fascinating to discover the hidden talents and interests of our colleagues. This is Alessandra Gironi from the Reception department and her ability to paint beautiful pictures and create beautiful works of art.



SOCIAL RESPONSIBILITY POLICIES

- Gender equality policy
- Non-discrimination policy
- Women's care policy
- Policy against child exploitation
- Recruitment and development policy
- Recognition of excellence policy
- Policy of respect for peoples' customs, rights and traditions



QUALITY AND HEALTH & SAFETY POLICIES

We also have an employee health and safety policy and a quality policy, which underlines our organisation's commitment to ensuring the well-being and protection of our employees, customers and suppliers.

Quality

- 1. Safety and Hygiene:** Emphasis on the correct handling of food and beverages, cleaning and disinfection, risk prevention for guests and staff.
- 2. Friendliness and Attention:** Attention to guests with a high standard of hospitality: sincere smile, attention to detail and personalised treatment.
- 3. Image:** Care for the impeccable image of all the collaborators, the common areas and the environment.
- 4. Efficiency:** Application of policies, procedures and standards that enhance synergies and allow a high level of productivity and speed of service.

Health and Safety

The hotel has the facilities and equipment appropriate to the category of a functional and modern hotel. Our level of quality in the facilities must go hand in hand with our level of service, with the sole aim of achieving customer satisfaction.

Continuous improvement and quality control are part of the culture of our company, always oriented to meet the needs and expectations of our

customers and involved in all the connected processes and with the active participation of all the staff of the chain.





SANDOS

HOTELS & RESORTS

SUSTAINABILITY REPORT

Spain 2023