

# **Annual Sustainability Report 2023-2024**

## **SANDOS MONACO HOTEL & SPA**

Sandos Hotels & Resorts

[www.sandos.com](http://www.sandos.com)

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# 01

## PRESENTATION

The Sandos Monaco Hotel & Spa - located 250 metres from the Levante beach Benidorm is an all-inclusive hotel exclusively for adults and a location highly valued by its customers.

The establishment has 199 rooms distributed over 16 floors and has a total staff of between 75 and 95 workers depending on occupancy and time of season.

The hotel has two swimming pools and an outdoor jacuzzi, a spa centre, a poolside café, a main bar and a restaurant.

The Hotel Sandos Monaco has an environmental manager and an eco-team made up of the heads of the hotel departments and the management, to ensure the compliance with environmental objectives and evaluate the environmental aspects of the activities of each department.

Environmental training is given to our employees developed by the company Tu Can Feel and informs all employees about environmental issues.

The Hotel devotes all necessary resources and responsibilities to ensure that achieve the objectives and goals that will enable continuous improvement and conscious environmental behaviors, designing processes to minimize and prevent the impact derived from the company's activity.

At Sandos Monaco, we have developed a set of social and environmental policies to ensure the proper functioning of all our operational practices and ensure the good behavior of all our employees.

(see About Our Policies)

## PROJECT PLAN 2023

At the Sandos Monaco Hotel we have carried out a defined environmental management policy, focusing all our actions on promoting energy savings, minimizing the environmental impact of our operations and supporting and collaborating with the local community.

Since 2011, a series of changes have been carried out, involving all our collaborators in them with the aim of becoming a sustainable hotel and brand concerned with sustainable development.

For the 2023 season, a series of sustainability changes were proposed, ranging from energy saving and monitoring to phasing out the use of single-use plastics at all our points.

*The plan of objectives proposed during the year 2023 were the following:*

ACTUACIONES PROYECTOS E INNOVACIÓN				
ACCIÓN PLANTEADA	2023			
	Trimestre 1	Trimestre 2	Trimestre 3	Trimestre 4
Instalación de un sistema de monitorización de consumo en spa, cocina, restaurante y climatización	X			
Revisión sistema atomizadores ahorro agua en todos os grifos del hotel	X			
Eliminar de forma progresiva los amenities individuales (bajo petición del huésped) por dispensadores de gel/champú, acondicionador, crema corporal y gel de manos		X		
Cambio iluminación comedor de bajo consumo a led		X		
Formación sostenibilidad con todo el equipo del hotel con Tu Can Feel. Talleres de sensibilización.			X	
Modificación de todas las balizas de bajo consumo a led ( perímetro hotel y terraza piscina)				X
Cambio enfriadores dispensadores de cerveza y refrescos por unos mas eficientes				X
Implementación aplicación Ejsi Soft para la gestión del mantenimiento correctivo y preventivo. Nos permitirá un mejor mantenimiento preventivo con el ahorro energético correspondiente				X
Retirada de mantelería de tela en restaurante en todos los servicios. Se utilizarán manteles individuales reutilizables				X

*All the measures proposed during 2023 were developed over the course of the year, according to the proposed schedule.*

*Below, we detail the results of the year, where the proposed measures are shown and how they have affected the results.*

## EVOLUTION OF THE 2023-2024 TARGETS

### *Water*

During 2023, emphasis has continued on raising awareness among staff to continue improving good practices. This training work is carried out by the company that advises and instructs us on these topics, Tu can Feel. The annual training took place at our facilities in July.

This training includes workshops with the whole team focused on promoting recycling during the working day as well as "Eco tips" that allow good habits in terms of water and energy consumption. In addition to this training, the heads of departments supervise all good environmental practices and instruct new hires.

- All flow regulators were checked by the company Aqualimit to ensure their correct operation. In February, reviewing the flow reducers of the bathroom, bidet and shower basin, as well as all the taps in common and work areas.
- Information on savings and recycling has been reinforced for both customers and employees, reinforcing cartelization.

*The evolution of water consumption in recent years has been as follows:*

		enero	febrero	marzo	abril	mayo	junio	julio	agosto	septiembre	octubre	noviembre	diciembre	TOTAL
2023	m3/ estancia	0,18	0,20	0,19	0,20	0,18	0,21	0,20	0,21	0,21	0,21	0,20	0,23	0,20
2022	m3/ estancia	0,25	0,20	0,21	0,21	0,21	0,24	0,24	0,16	0,15	0,18	0,19	0,19	0,20
2019	m3/ estancia	0,18	0,22	0,19	0,20	0,30	0,21	0,21	0,20	0,21	0,19	0,20	0,19	0,21

Taking the years 2023, 2022, 2019 (years that we have been open uninterruptedly) as a reference, the evolution compared to 2019 has been positive, as we have gone from consuming 210 litres per customer per day, to consuming 200 litres in 2022 and 2023. This decrease corresponds to the proposed objective of maintaining water consumption in 2022.

During 2024, a slight drop in consumption is expected, since in June/July the hot water production system will be modified for a more efficient one (we eliminate the accumulation of water) that will not require weekly purging of the accumulation tanks or emptying them annually for cleaning and disinfection.

We estimate this saving at 2% of consumption per customer per day.

## Energy

Regarding electricity consumption during 2023, information on savings and recycling was reinforced for both customers and employees, reinforcing cartelization.

The evolution of consumption in Kwh/stay in recent years has been as follows:

		enero	febrero	marzo	abril	mayo	junio	julio	agosto	septiembre	octubre	noviembre	diciembre	TOTAL
2023	Kwh/ estancia	13,74	13,98	13,15	13,58	14,47	20,04	25,81	25,81	23,54	19,15	12,32	15,03	17,73
2022	Kwh/ estancia	27,44	15,39	13,60	12,40	15,63	18,67	22,17	22,11	20,22	15,89	13,92	13,23	17,27
2019	Kwh/ estancia	17,64	16,19	14,16	13,30	16,16	18,66	23,71	22,94	19,92	17,45	14,39	15,80	17,63

The evolution in 2023 has been favourable, except for the summer months. From May to October, they have been hotter months than usual and to maintain the comfort of the customers, the set temperature of the centralized air conditioning system was lowered slightly, always within sustainable parameters.

However, in 2023, despite more extreme weather, the average annual consumption levels have been quite similar to the three years compared, being below 18 kwh per customer stay.

In the following table, we see the consumption differentiated by areas. This allows us to analyse the areas with the highest consumption and implement the necessary measures to optimise electricity consumption for 2024:

2023	Spa		AA Comedor		Comedor		Cocina		AA General		Tren Lavado		Resto		Hotel Total
	kWh	%	kWh	%	kWh	%	kWh	%	kWh	%	kWh	%	kWh	%	kWh
Enero	6.115	4,27%	1.413	0,99%	12.767	8,92%	11.667	8,15%	8.707	6,08%	6.091	4,26%	96.373	67,33%	143.133
Febrero	4.932	3,66%	19	0,01%	10.577	7,85%	17.382	12,91%	15.222	11,30%	6.077	4,51%	80.445	59,74%	134.654
Marzo	5.373	3,68%	1.757	1,20%	12.962	8,87%	20.776	14,22%	16.384	11,21%	5.667	3,88%	83.176	56,93%	146.094
Abril	5.230	3,50%	2.931	1,96%	12.951	8,67%	20.822	13,93%	17.823	11,93%	5.355	3,58%	84.320	56,43%	149.432
Mayo	5.361	3,26%	3.002	1,83%	14.604	8,88%	22.083	13,43%	21.317	12,97%	4.946	3,01%	93.059	56,62%	164.372
Junio	5.059	2,32%	4.968	2,28%	15.180	6,96%	23.013	10,55%	40.095	18,39%	4.638	2,13%	125.109	57,37%	218.062
Julio	5.371	1,75%	5.677	1,85%	15.446	5,03%	27.030	8,80%	66.203	21,54%	4.871	1,59%	182.700	59,45%	307.298
Agosto	5.271	1,74%	2.790	0,92%	14.869	4,90%	28.830	9,51%	63.828	21,05%	5.149	1,70%	182.418	60,17%	303.154
Septiembre	5.000	1,88%	2.804	1,05%	14.272	5,37%	26.793	10,07%	54.906	20,64%	4.600	1,73%	157.588	59,25%	265.964
Octubre	5.311	2,38%	2.693	1,21%	13.928	6,24%	26.795	12,01%	41.658	18,67%	4.424	1,98%	128.290	57,50%	223.098
Noviembre	5.078	3,69%	608	0,44%	12.446	9,05%	22.083	16,06%	13.067	9,51%	3.628	2,64%	80.552	58,60%	137.462
Diciembre	5.052	3,33%	32	0,02%	12.099	7,98%	20.845	13,76%	17.851	11,78%	3.469	2,29%	92.189	60,84%	151.536
<b>Total</b>	<b>63.151</b>	<b>2,69%</b>	<b>28.693</b>	<b>1,22%</b>	<b>162.101</b>	<b>6,91%</b>	<b>268.119</b>	<b>11,44%</b>	<b>377.061</b>	<b>16,08%</b>	<b>58.914</b>	<b>2,51%</b>	<b>1.386.220</b>	<b>59,13%</b>	<b>2.344.259</b>

As a target for 2024, we are going to plan to return to 2022 consumption levels, approaching 17 kwh/stay. It would mean a 4% decrease.

We are going to monitor consumption monthly by areas during 2024, implementing the necessary measures to adjust consumption. For example, with the new DHW generation system, it will mean the elimination of numerous water recirculation pumps with significant energy savings.

It is also planned to install an auxiliary condenser to the spa's dehumidifier in the third quarter of 2024. This will also reduce electricity consumption since the equipment will work fewer hours a day.

### Gas consumption

In terms of gas consumption, in 2023 we obtained similar results to 2022. Specifically, gas consumption in 2023 was 2% higher than in 2022.

The goal for 2024 is a 10% decrease in consumption, with an estimate of 7.80 kwh per customer stay, This decrease is attributed to the change in DHW generation to a much more efficient and sustainable one. We will stop accumulating hot water and the boilers will heat the water instantly, according to the demand of the guests.

### Responsible Purchasing

During 2023, Sandos Monaco continues to plan its purchases according to sustainable criteria and with a responsibility in purchases with local suppliers.

The following initiatives have been promoted:

- New suppliers have been incorporated near the hotel, promoting the local product. For example, a local meat supplier.
- Gradually remove all single-use plastic from the hotel. To this end, the elements of this material in our bars, restaurants and rooms have been replaced, emphasizing our policy of responsible purchasing.
- During 2023, individual amenities have been eliminated and replaced by gel/shampoo, conditioner, hand gel and body cream dispensers.

The rest of the amenities have been made available to the customer on demand and need, with the aim of reducing the environmental impact with the reduction of individual packaging.

Specifically, in 2022, 65,881 containers were consumed. On the other hand, in 2023, the decrease was 57%, as 28,000 containers were used (37,881 units less than in 2022)

The VIP amenities of the Select rooms have also been eliminated, replacing the plastic bottles with two handmade bars of soap inside an ecological sackcloth bag.

In addition, the manufacturer of the new amenities products is aware of the environment and has a certificate that reflects its commitment to reducing its carbon footprint:





*By 2024, the consumption of amenities is expected to continue to decrease, with an estimated consumption of packaging of about 6000 units per year compared to 28,000 units in 2023 (78% less packaging/waste generation).*

### *Carbon Footprint*

Taking as a reference the annual consumption per stay of natural gas, electricity and organic waste generation, CO<sub>2</sub> emissions in 2023 were 6.62 Kg CO<sub>2</sub>/Kwh, compared to 6.71 Kg CO<sub>2</sub>/Kwh in 2022.

This has meant a decrease per stay of 1.3% compared to 2022.

	TOTAL 2023	TOTAL 2022	DIFERENCIA
<b>Resumen</b>			
Energía total (kWh)	3484375,00	3223062,00	261313,00
Consumo total de agua (m <sup>3</sup> )	26,65	25,22	1,43
Total de residuos sólidos (kg)	93176,00	91120,00	2056,00
Emisiones totales (kg CO <sub>2</sub> e)	876040,12	841200,61	34839,51
Emisiones netas totales (kg CO <sub>2</sub> e)	876040,12	841200,61	34839,51
Noches de huéspedes reales	132248,00	125296,00	6952,00
Emisiones medias por huésped y noche (kg CO <sub>2</sub> e)	6,62	6,71	(0,09)
Emisiones medias por m <sup>2</sup> GFA (kg CO <sub>2</sub> e)	0,00	0,00	0,00
Emisiones de alcance 1 (kg CO <sub>2</sub> e)	208111,30	193355,85	14755,45
Emisiones de alcance 2 (kg CO <sub>2</sub> e)	609515,14	590720,14	18795,00
Emisiones de alcance 3 (kg CO <sub>2</sub> e)	58413,68	57124,60	1289,08
<b>Energía</b>			
Electricidad y gas de red (kWh)	3484375,00	3223062,00	261313,00
Electricidad de red (kg CO <sub>2</sub> e)	609515,14	590720,14	18795,00
Kilovatios hora totales (kWh)	3484375,00	3223062,00	261313,00
Ave kWh por noche de huésped	26,35	25,72	0,63
Emisiones totales de energía (kg CO <sub>2</sub> e)	817626,44	784075,99	33550,45
<b>Agua</b>			
Agua de red (m <sup>3</sup> )	26,65	25,22	1,43
Agua de red (kg CO <sub>2</sub> e)	3,96	3,75	0,21
Consumo medio por huésped y noche (m <sup>3</sup> )	0,00	0,00	0,00
Emisiones totales de agua (kg CO <sub>2</sub> e)	3,96	3,75	0,21
<b>Desperdiciar</b>			
Vertedero (kg CO <sub>2</sub> e)	58409,69	57120,84	1288,85
Emisiones totales de residuos sólidos (Kg CO <sub>2</sub> e)	58409,69	57120,84	1288,85

In absolute data, in 2023 the carbon footprint was 876.04 TnCO<sub>2</sub>/Kwh compared to 841.20 TnCO<sub>2</sub>/Kwh. The figure for 2023 is higher due to the increase in stays compared to 2022.

As a 2024 target, a decrease in the footprint per stay of 2% is established compared to 2023.

*This objective is intended to be achieved with the measures to save energy, gas and in the containment of the generation of organic waste, described in this report.*

## *Laundry*

- During 2023, fabric food lanes have been eliminated for washable and reusable PVC tablecloths. This change means that we have stopped washing 2160 kg of table linen with the consequent decrease in the ecological impact.
- The reception department has placed more emphasis on customers using the voluntary change system correctly and raising awareness of the environmental importance.
- The ratio between the number of towels washed and the number of customers has remained between 0.74-0.75 in the last four years. This has remained stable over time and the goal for 2024 is to reduce the number of towels washed by 0.73.

This would represent a 3% reduction compared to previous years.

The message of awareness of the sustainable use of towels, both in rooms and in the pool/spa, will be reinforced:

- Sustainable message in the Requests section of the My Stay app
- Redemption cards for pool towels will be modified with ones with messages of sustainability

## *Use of Chemicals*

Meetings are held with the heads of the department, to continue with the chemical reduction plan. Chemical consumption in 2023 is counted and established as a baseline for 2024.

In 2023, the consumption of pool and spa chemicals, including chlorine, pH, PH

reducers, flocculants etc..

As for chemical products from both the flooring department, technical services as well as dishwasher products, their consumption has been reduced by 34% compared to 2022. We have gone from 0.10 litres per stay in 2022 to 0.078 litres per stay in 2023.

It should be noted that the reduction in chemicals with a high and medium polluting impact has also been significantly reduced.

A reduction in the consumption of chemical products has been achieved both for cleaning and in swimming pools. Chemical consumption will be taken as a reference in 2024. The objective is to reduce the consumption of both pool and cleaning chemicals by 4%, establishing a baseline of 0.078 liters per stay.

To achieve this goal, the installation of automatic dispensers for most cleaning products is planned in the last quarter of 2024, both for kitchens and for bars and restaurants.

#### *Sustainable use of paper*

*As for the evolution of office paper consumption, comparing 2022 with 2023, it has been as follows:*

2022: 195 uds x 500 hojas = 97.500 hojas x 0,216m<sup>2</sup> x 0,279m<sup>2</sup> x 80gr/m<sup>2</sup>= 470.059,2 gr.

2023: 180 uds x 500 hojas = 90.000 hojas x 0,216m<sup>2</sup> x 0,279m<sup>2</sup> x 80gr/m<sup>2</sup>= 433.900,8 gr.

*As a result, in 2023 paper consumption has been reduced by 39 kg compared to 2022.*

*The goal for 2024 is to reduce consumption by 15%.*

In addition, all the paper at the reception is recycled and compacted together with the cardboard.

- With the use of the Eisy hotel application, it means significant paper savings, by digitizing the processes in all hotel departments.

For next year 2024, projects related to the improvement of sustainability, training and motivation of the team, labor integration at the local level and also different actions that will improve energy consumption:

### PLAN DE PROYECTOS E INNOVACIÓN TRAVELIFE

ACTUACIONES PROYECTOS E INNOVACIÓN				
ACCIÓN PLANTEADA	2024			
	Trimestre 1	Trimestre 2	Trimestre 3	Trimestre 4
Formación plan de igualdad	X			
Implantación aplicación My Stay	X			
Cambio sistema generación agua caliente sanitaria por acumulación y sustitución por un sistema de generación instantáneo, con ahorro estimado de gas de un 35%-40%		X		
Firma convenio practicas Universidad Complutense Madrid. Firma convenio IES Bernat Formación Dual para el departamento Spa		X		
Formación prevención acoso en el entorno laboral para todos los departamentos		X		
Formación sostenibilidad con todo el equipo del hotel con Tu Can Feel		X		
Cambio proveedor limpieza campanas. Mejor efectividad y mejora rendimiento sistema		X		
Formación Trastornos musculo esqueléticos camareros, terapeutas y equipo de pisos			X	
Instalación de una maquina condensadora de apoyo a la deshumectadora del spa. De esta forma, optimizamos el rendimiento de la maquinaria con el ahorro energético que representa.			X	
Evaluación riesgos psicosociales con reuniones mensuales con cada departamento			X	
Cambio grifería de aseos mujeres recepción con sensor				X
Certificación ambiental Green Host HOSBEC				X
Incorporación mensajes sostenibles de uso responsable de toallas en My stay y tarjetas de canje				X

Below, we are going to explain each point of the 2024 project plan:

- Training of equality plan

For the first quarter of the year, we will develop the online training of the entire hotel team. It is a training aimed at promoting respect, integration and equitable principles within the team, with integrating and respectful principles.

- Implementation of the My Stay application

With this web app, the customer will have all the information about the hotel with the possibility of making reservations for both the spa, themed restaurant and the purchase of extras with a few clicks.

We adapt to digitization, new technologies and with a significant saving of information printed on paper.

- Change of domestic hot water generation system by accumulation and replacement by an instantaneous generation system, with estimated gas savings of 20%

With this modernization of the domestic hot water generation system, it will mean a high saving in gas consumption by ceasing to emit 2 tons of CO<sub>2</sub>.

This action will be carried out from September 2024

- Signing of different agreements to promote labor integration into our team

1-Internship agreement is signed at the Complutense University of Madrid.

2-IES Bernat Dual Training agreement signed for the Spa department

In addition, we will continue to collaborate with other social integration entities at the local level, such as UPAPSA.

- Training to prevent harassment in the workplace for all departments

This training will be developed in the second quarter of 2024 and we will develop it throughout the year by departments

- Sustainability training with the entire hotel team with Tu Can Feel

It is scheduled for the second quarter and we will focus this training by developing different workshops to be able to raise awareness among the entire team of the importance of sustainability and to make them aware of the actions carried out by the company in this regard.

- Change of hood cleaning supplier. Better effectiveness and improved system performance

For the next inspection and cleaning of hoods in June 2024, will be committed to a supplier that is very aware of the environment, using more respectful products.

- Training Musculoskeletal disorders waiters, therapists and floor team

Following our policy of caring for our teams, we will develop theoretical training on musculoskeletal disorders at work.

We are going to link this training with a month of training for team members who wish to do so and where they will be able to put into practice the exercises learned.

- Installation of a condensing machine to support the spa dehumidifier.

With this action to be carried out in the third quarter of 2024, we will achieve an improvement in the efficiency of the spa dehumidifier, as this condenser will help to dissipate heat from the spa area more efficiently. This measure will mean significant energy savings. This can be determined in the future since this part of the installation is monitored.

- Psychosocial risk assessment with monthly meetings with each department

From the third quarter, we will start with departmental meetings and we will assess what actions can be taken to improve the well-being of our teams.

- Change of women's toilet taps reception with sensor

In the last quarter, the faucets with sensor in the toilet of women of reception. With this action we will optimize water consumption.

- Green Host Certification



In the last quarter of 2024, the goal is to be certified in this very important initiative. interesting at the local level. This consists of:

Green Host is a certification promoted by Hosbec, the business association of the tourist hotel industry in Benidorm, Costa Blanca and the Valencian Community.

This initiative is designed to promote sustainability and good practices in the tourist accommodation in the region.

The Green Host certificate is awarded to establishments that implement measures to reduce their environmental impact, promoting the efficient use of resources, the reduction of waste and the conservation of biodiversity. Some key aspects include:

- IMPLICATE... to the accommodation sector in increasing the improvement of the environmental balance of tourism activity.
- SENSITIZE... the tourism sector in the need to increase their sustainable values as companies.
- FOMENT... their work as hosts of the commitment to the tourism sustainability of the Valencian Community destination.
- RECOGNIZE... those accommodations most involved in offsetting their customers' carbon footprint.

This initiative will help us to meet one of Travelife's objectives of caring for biodiversity and protecting the environment.

- Incorporation of sustainable messages

To reduce the number of towels washed by 3% in 2024, both in the room and As for the pool/spa, the message of responsible use of towels will be reinforced:

- Incorporating it into the towel requests section of the My Stay app
- Modifying the text of the pool towel redemption card for another with Sustainable towel change content.



## ENGAGEMENT AND SUPPORT TO THE LOCAL COMMUNITY. SOLIDARITY ACTIONS 2023

- RIFAS SOLIDARIAS SAVE THE CHILDREN

During 2023, numerous activities have been carried out at the hotel aimed at raising funds for the Save the Children organization.

Below, we present the gratitude of this organization with Sandos Hotels. We greatly value their great work and social work.



*En Sandos estamos comprometidos con la infancia vulnerable*

Un año más Sandos consigue batir su propio récord en la recaudación para el proyecto que Save the Children desarrolla en Sevilla y con el que llevamos ocho años colaborando. Desde 2017, Sandos tiene un compromiso con la infancia más vulnerable apoyando la labor de la ONG para reducir la pobreza y desigualdad que afectan a la infancia en España. Este proyecto tiene como objetivo favorecer el bienestar y el desarrollo integral de la infancia de 0 a 6 años. Gracias a las colaboraciones de nuestros clientes y trabajadores hemos recaudado un total de **25.800€** en diferentes rifas solidarias en todos los hoteles de España.



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We also publicize the solidarity work on social networks, encouraging the participation of our guests in Save the Children's solidarity raffles



Sandos Monaco  
9 agost del 2023 · 🌐



Durante tu estancia en Sandos Monaco podrás participar en nuestra rifa solidaria a favor de Save the Children. Mientras apoyas esta causa puedes ser uno de los afortunados en ganar nuestros premios. ¿Lo intentarás? 🎁🎉

During your stay at Sandos Monaco you can participate in our charity raffle for Save the Children. While supporting this cause you can be one of the lucky ones to win our prizes, will you give it a try? 🎁🎉

Mostra la traducció



👍 Juan Cozar Valera, Mary Drake Dobson i 23 persones més

5 comentaris

- CONTRIBUTION TO THE PARISH OF OUR LADY OF THE SEA

Statement issued by the center:

One more year, we have continued to collaborate with the parish of Nuestra Señora del Mar, both in the collection of toys on Three Kings Day and in the celebration of different raffles in the hotel in favor of the parish.

We want to thank the great work done by the parish priest José Luis Rodes, with the local community and the people who need it most.

Parroquia Ntra. Sra. del Mar  
Avda Montecarlo, 9  
03305 Benidorm  
Telf: 630487357  
E-mail: jlrodes37@hotmail.es

Estimados Hoteles Sandos Mónaco y Sandos Benidorm Suites:

El equipo Cáritas de la Parroquia de Nuestra Señora del Mar, bajo la dirección de nuestro Párroco, quieren con este escrito dar las gracias más elusivas a todos los colaboradores pertenecientes a Hotel Sandos Mónaco y Sandos Benidorm Suites por su labor de recogida de donativos, rifas, y Juguetes para la Campaña de Navidad que han realizado a favor de Cáritas en nuestra Parroquia. Las gracias a sus dirigentes y al personal, así como a todos los que han coordinado a los diferentes grupos y personas que al final han colaborado con sus donaciones.

En Benidorm a 6 de Enero de 2023



José Luis Rodes (párroco) y  
El Equipo de Cáritas

A handwritten signature in blue ink, appearing to read 'José Luis Rodes', written over a horizontal line.

We also thank all our customers, suppliers and team members who have contributed toys to the collection carried out at both Sandos Monaco and Sandos Benidorm Suites for Three Kings Day 2023.



- SPONSORSHIP IX PADEL TOURNAMENT 2023

Once again, we continue to bet on sporting events at the local level. Specifically, the IX edition of the Padel Open 2023.

Part of the proceeds has also gone to Save the Children.

This is the letter of thanks for the sponsorship of the event by the organizing entity:

# PENYA PAPERINELL



ESTIMADO PATROCINADOR:

La Penya Paporinell aprovecha la ocasión para saludarle y mostrarle su más sincero agradecimiento por la colaboración de su empresa en el IX Open de Pádel que se ha organizado en el Palau d'Esports L'Illa de Benidorm, del 25 septiembre al 1 de octubre de 2023.

Un año más, nuestro torneo ha alcanzado el éxito deseado por la alta participación de parejas apuntadas, y una difusión en redes sociales diaria que esperamos haya tenido repercusión en su empresa o negocio.

**Desde aquí, queremos aprovechar la ocasión para invitarle a disfrutar de nuestras queridas Fiestas Mayores Patronales, que se celebran desde el 10 de noviembre hasta el 15 de noviembre, a pasarse por nuestra sede festera, sito en la calle MOLI.**

Al mismo tiempo, esperamos seguir contando con su estimada colaboración, reciba un cordial saludo..

En Benidorm, a 7 de octubre de 2023

Fdo.: PENYA PAPERINELL



o COLLABORATION WITH THE BENIDORM LIONS CLUB

We continue one more year with the collaboration with the Benidorm Lions Club in different events held during the year, all of them with a solidarity purpose.



○ PUBLICATIONS FOR THE PROMOTION OF SUSTAINABILITY ON SOCIAL NETWORKS

During the year we also work on social networks to disseminate special days related to sustainability and the environment.





# 02

## ABOUT OUR POLICIES

### Management commitment

The management is fully committed to promoting and adopting sustainable practices throughout our operations, with the aim of reducing our environmental impact and contributing to a more sustainable future. We recognize our responsibility to operate in a manner that minimizes our ecological footprint, and that is why we make the following commitments:

#### 1. Reduction of CO<sub>2</sub> Emissions

We are committed to implementing strategies and actions to reduce our greenhouse gas emissions. These actions include, but are not limited to:

- Optimize the use of fuels and reduce the carbon footprint of our activity
- Promote the use of renewable energies in our facilities.
- Reduce unnecessary travel by promoting digital alternatives, promoting online training.

#### 2. Reduced Energy Consumption

We are committed to reducing energy consumption throughout our operations by:

- The implementation of energy efficiency systems, such as the installation of energy-efficient LED lighting and motion sensors.
- Improve thermal insulation and optimize the use of efficient air conditioning systems.
- To encourage energy-saving habits among our employees and guests.
- Collaborate with renewable energy providers to increase the proportion of green energy used in our facilities.

#### 3. Maximum Commitment to Recycling

Our commitment to the circular economy and waste management is reflected in the following actions:

- Implement recycling programs that cover all types of waste, including paper, glass, plastics, and organic waste.
- Reduce the use of single-use plastics, replacing them with biodegradable or reusable alternatives.
- Promote recycling and waste reduction practices among our guests and employees.
- Collaborate with local entities to ensure the correct disposal and treatment of the waste generated by our activities.

We are firmly committed to continuously improving our environmental performance, regularly reviewing and updating our practices and commitments to be aligned with technological advances and industry best practices. The ultimate goal is to achieve a sustainable balance between our business activities and environmental protection.

#### Environmental and social sustainability policy

The Management of Hotel Sandos Monaco is aware of the limitation of available natural resources, and of the impacts that our activity of providing tourist services generates on society and the environment.

For this reason, the Travelife Quality Management and Environmental Management systems have been implemented since 2011, adopting the commitment to implement new measures to minimise impacts and to constantly monitor the hotel's activities, products and services, which may affect the social, cultural and environmental environment.

It conveys a clear and consistent message to both its current and external clients and potential customers about what it does and the services offered, including its interest and efforts in tourism sustainability and the support, respect, promotion and preservation of cultural and natural heritage.

Sandos Monaco's sustainability policy is based on the principles of business, socio-cultural and environmental sustainability, thereby seeking to reduce the negative impacts that may be caused to the environment where our activities are carried out.

To this end, a series of policies have been designed in relation to environmental issues, treatment of employees, socio-cultural and support for local development, purchasing, and quality, to ensure that the environmental objectives set are met, as well as to promote social initiatives towards the most vulnerable groups.

Sandos Monaco Hotel & Spa is committed to assigning all the necessary means and responsibilities to ensure the achievement of objectives and goals that lead to a continuous improvement of environmental performance, designing processes and making day-to-day decisions that tend to minimize and prevent environmental impacts.

The Sandos Monaco Hotel & Spa is based on the following principles of action:

- Ensure compliance with and exceed the requirements of the environmental regulations that are applicable.
- Constitution of the Eco Team made up of all the heads of departments of the Hotel, as well as the management in order to ensure compliance with environmental objectives.
- Training of all our employees with comprehensive training in sustainability and the environment
- Evaluate from each Department, all the environmental aspects of their activities, as well as the impact of our projects.
- To promote reuse, as well as to minimise the generation of waste, being committed to minimising the consumption of natural resources.
- To promote integration with the local community, as well as purchasing from suppliers in the immediate environment.
- To encourage the hiring of people at risk of social exclusion through collaboration agreements with social foundations.
- Commitment to the protection of the most vulnerable groups such as children. Report any situation of abuse and support through social initiatives with Save the Children.

- Compliance with human rights legislation and implementation of inclusive and equality policies.
- To promote the protection of the biodiversity of the environment, promoting knowledge of it and encouraging recycling policies.

#### Policy for the protection of historical, cultural and natural heritage

Sandos Monaco is aware that the historical cultural heritage and the natural heritage are increasingly threatened with destruction, not only because of the traditional causes of deterioration but also because of the evolution of social and economic life which aggravates them with even more fearsome phenomena of alteration or destruction, Considering that the deterioration or disappearance of a property of the historical, cultural and natural heritage constitutes a harmful impoverishment of the heritage of our islands. For this reason, we have procedures in place to inform our clients about these issues.

#### Quality Policy

The Sandos Monaco Beach Hotel & Spa has facilities and equipment suitable for the category of a functional and modern hotel. Our level of quality in the facilities must be accompanied by our level of service, with the sole purpose 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 customers and involved in all connected processes and with the participation of all the personnel of the chain.

#### OUR COMMITMENT

To achieve our purpose, we have established the following principles:

- To assume the needs and expectations of our customers as our own.

- Maintain communication with our customers, staff and suppliers, to detect opportunities for improvement of our processes.
- To achieve and maintain the appropriate level of technical preparation of personnel through continuous training.
- Increase the level of satisfaction and exceed customer expectations in the services and products received.
- Manage human resources by committing to continuous training involving all areas of the organization.
- Maintain the facilities in good condition, complying with current reference legislation, guaranteeing the provision of services with guarantees of safety and quality.
- To implement work procedures that allow us to develop our commitment to Quality.
- Establish periodic controls to achieve the improvement of the relevant services and products.
- Implement a continuous improvement system by establishing goals and objectives.

## OUR ENVIRONMENTAL COMMITMENT

All activities, products and services must be carried out with adequate respect for the environment, our company has the following 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 workers, guests and suppliers, we promote in them a sustainable ecological culture to protect our environment and contribute to the recovery of our planet."

That is why we are committed to complying with and enforcing the following principles:

- Promote internal communication systems and communicate Environmental Sustainability policies to customers and suppliers.
- Implement environmental criteria in the development of our activities by promoting environmental awareness among our staff, suppliers and guests.

- Use continuous improvement as a system to be increasingly efficient in the consumption of energy resources.
- Prevent the generation of waste through its reduction, reuse and recycling.
- Promote the use of renewable energies.
- Progressively reduce the waste generated and minimise the environmental impact. Build a framework of social and cultural collaboration with all stakeholders connected to the company.

The Quality and Environmental Management Policy of Sandos Monaco Hotel & Spa is communicated and understood by all the staff of the establishment and is available to all the public who want to know it.

#### Purchasing Policy

The goal of Sandos Monaco Hotel & Spa is to achieve the greatest efficiency throughout the purchasing process, guaranteeing its customers the delivery of quality products and services.

Hotel management will not tolerate any form of exploitation or human abuse in our supply chain. If we discover that a supplier is involved in any form of trafficking, exploitation or abuse of human beings, we will stop working with them and report them to the authorities

We require our suppliers to comply with current regulations and we promote the values of environmental sustainability:

- Promote among all our suppliers the use of both marketing and environmental and renewable energy sustainability in their processes of production.
- Assist and empower certified suppliers

Environmental.

Know the sustainability behavior of suppliers.

- Encourage the acquisition of products from local suppliers.
- Use biodegradable products or products with low environmental impact.
- We compare all the options on the market and always acquire the most energy efficient.
- We will value products that have less waste generation containers and packaging.
- As far as possible, we will substitute the individual portions for Bulk packaged products.

## Human Resources Policy

### *Basic principles:*

Contract without excluding by race, gender, religion, political or sexual tendency in compliance with current legislation.

Encourage the hiring of people at risk of social exclusion through collaboration agreements with local foundations.

To train and promote the professional development of all staff through continuous training.

Encourage the hiring of residents from the area, thus being consistent with our policy of supporting local development.

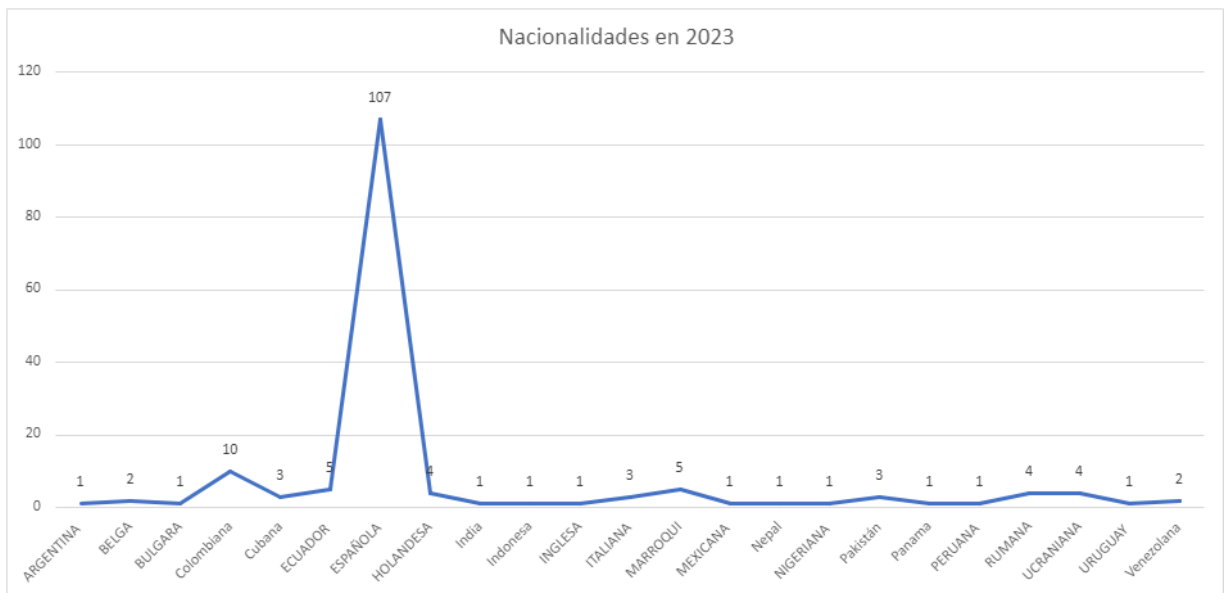
Preserving the rights of workers, Sandos Monaco has a protocol to combat workplace harassment, sexual discrimination, carries out equality policies, protection of pregnant women, as well as a protocol to issue complaints through a works council,

Sandos Monaco works intensively to protect workers in its areas through controls on working conditions and health. To this end, controls of working conditions, risk assessments and health examinations are carried out periodically with companies specialized in risk prevention and occupational health.

In 2023, at Sandos Monaco, 48.3% of workers are men compared to 51.7% women and local workers account for 75% of the total.

It is one of our priorities to achieve maximum equality in hiring between men and women.

Among our workers there are 23 different nationalities as can be seen in the following graph:



This diversity has been evident since the opening of the establishment in 2009.

In addition, our recruitment of staff totally excludes the recruitment of children. In the case of hiring a worker between 16 and 17.99 years old, we address the parents or legal guardians of the minor directly and make sure of the goodwill in the professional relationship with Sandos Monaco and the total voluntariness of the minor worker to work with us.

Our policy must be understood by everyone, for this reason the Management is responsible for disseminating it and putting all the necessary resources so that it is known and applied by all the staff of the Sandos Monaco Hotel & Spa.



## Hiring policy. Occupational health and safety

The Management of Sandos Monaco Hotel & Spa would like to make known, through this document, our firm commitment to compliance with current labor legislation, as well as to the protection of the most vulnerable sectors, such as minors, and reporting any knowledge of abuse or mistreatment of this group.

On the other hand, all employees and suppliers are informed of their intention to implement and maintain an Occupational Health and Safety Management System. To this end, we adopt the principle of permanent improvement of the health and safety management and performance system, as well as preventive action, which includes, among others, prevention and health protection activities, action in emergencies, adaptation of work to the person, selection of work teams and coordination between companies and other obligations included in the prevention regulatory framework.

In the exercise of its responsibility, the company's management will have the help of middle management, the workers designated in the field of prevention and the collaboration and advice of the Asepeyo prevention service.

In this sense, Sandos Monaco Hotel & Spa assumes the following commitments:

- Comply with the applicable legislation on regulations on the prevention of occupational risks.
- To promote the continuous improvement of behaviours and levels of occupational risk prevention.
- Involve and encourage the participation of all company personnel in the responsibility of managing occupational risk prevention, including suppliers and collaborators in the active commitment to improve the working conditions of their employees.
- Guarantee the adequacy and effectiveness of occupational risk management through the periodic review of all its facilities.
- Putting collective protection before individual protection, ensuring that safety in the company does not only affect jobs or individual tasks, but always has a collective dimension.

- The company's management is committed to controlling, assessing and combating risk at work in order to minimise its consequences. Adapting the work to the person, in particular with regard to the position to be performed, as well as the choice of equipment, work and production methods.

The professional safety and health skills of workers shall be taken into account when assigning them tasks.

- The company undertakes to train and inform all staff about occupational risk prevention, providing all workers with the appropriate instructions and materials.
- Ensure the recovery of the worker and his quality of life through the process of reinstatement to work.

#### Health Security Policy

Sandos Monaco guarantees our customers compliance with current health legislation in terms of quality of service and food, water and health safety, through quality control procedures, training of operators. To this end, it has a system of internal audits carried out by Biolab to verify the quality and health conditions of the service provided.

Biolab certified hotels are a guarantee for their customers, and enjoy a great reputation at an international level.

In addition, the hotel is audited every two months by members of the Health Department of the prestigious business association HOSBEC, reviewing the kitchen facilities and water hygiene facilities.

#### Sociocultural policy and support for local development.

Sandos Monaco, to the extent of its possibilities, supports, respects, preserves and promotes social, cultural, sports, educational, environmental and health activities, focused on our employees, to strengthen their identity and quality of life.

The Sandos Monaco Hotel actively collaborates in the local festivals of Benidorm, sponsoring both the Official Book of the Festivities and the Official Book of the Penyas of Benidorm.

### Child Protection Policy

We are fully committed to supporting children's rights as stated by UNICEF, in particular the following:

- Education, Every child has the right to an education that develops their personality, talents and abilities to the fullest
- Health: All children have the right to health care, clean water, nutritious food, and a safe environment so that they can be as healthy as possible.
- Childhood: All children should be provided with the care, protection and opportunities for rest and play they need to ensure that childhood is a time free from exploitation or adult responsibilities.
- Equality: All children have equal rights, regardless of ethnicity, gender, beliefs, HIV status, abilities or family background. However, every day children, like adults, face discrimination for any kind of reasons.
- Voice: All children have the right to have a say in matters that affect them and to have their views taken into account - according to their age and maturity.

Sandos Monaco condemns the forms of abuse of children, and we assure that any perceived behavior in this regard will be reported to the local authorities.

### Social responsibility policies

1. Gender equity policy: Guarantee equal opportunities and non-discrimination, by providing internships for the professional development of all employees. To this end, an equality plan has been developed
2. Non-discrimination or harassment policy: No distinctions may be made between employees based on race, gender, sexual orientation, creed, social-economic status, nationality and/or indigenous cultural expressions. Just as the right to dignity of people may not be violated. Hotel Sandos Monaco ensures non-discrimination and non-harassment for sexual reasons, race, gender.

No action that infringes the rights and dignity of the workers for this purpose the harassment protocol will be applied if the workers see their rights violated in this regard.

3. Women's care policy: Pregnant women will not perform heavy work, and during their breastfeeding they will have extraordinary rest to feed their baby.
4. Policy against child exploitation: The protocol for detecting practices of exploitation, abuse and/or child sex trade will be applied.
5. Recruitment and development policy: The hiring of collaborators from the area is encouraged, as well as their promotion to management positions.
6. Excellence recognition policy: Recognize and encourage employees who have demonstrated excellence in their performance, which is demonstrated through applicable internal measurement systems.
7. Policy of respect for the habits, rights and traditions of the peoples: The habits, rights and cultural traditions of the collaborators and the community are respected, supporting the activities that are carried out in the most important commemorations.

The management of the Sandos Monaco establishment aims to ensure good relations between the establishment, the local community and its businesses.

The Hotel ensures that its social and economic impacts are beneficial to the local community wherever possible. In this way, the establishment strives to minimize and eliminate the negative impact it may have.

The objectives of the Management Policy with the Community are the following:

#### Sustainability certification

In order to meet sustainability criteria, including socio-economic impacts and staff well-being, the establishment has been Travelife Gold certified since 2011.

#### Promotion of responsible tourism in the area

Sandos Monaco is a member of the Hotel Association of the Costa Blanca, HOSBEC. Through this forum we are trained to promote and improve the social and economic benefits for residents and businesses in the community.

The management of this hotel is part of the board of directors, actively participating in the meetings related to the safety and sponsorship of the Benidorm destination.

#### Employment

The property recognizes the importance of hiring local staff as a preference. This means an increase in the local economy. The policy preserves the place of destination, which is the basis for future customers and those who repeat destination.

#### Donations and social collaborations

The establishment donates objects such as furniture or bedding that can no longer be used in the business, to local organizations that can profit from them (schools, hospitals, NGOs...).

#### Interaction with the local community

During 2023 we participated in the social program of the Generalitat Valenciana of the Tourist Bonus. The purpose of the Programme is to encourage the internal demand for tourist services provided in the Valencian Community, in periods of seasonality, from people residing in the Valencian Community.

On the other hand, the guest can also book from the <https://sandos.tourtivity.travel/?lang=es-ES> website, the most relevant excursions of the Benidorm destination and surroundings, thus promoting the destination.

#### Environmental practices in your municipality

The ten good practices that include tips to protect the environment, make good use of water and promote the use of bicycles, among others. Specifically, the 10 tips are as follows:

1. Don't let anyone follow your trail: Have fun and enjoy, but be responsible and pick up the waste you have generated.
2. The beach and the mountains are not an ashtray: If you smoke and you are on the beach or in the mountains, remember that a cigarette butt takes ten years to disintegrate.
3. Protect and protect yourself: We encourage you to buy ecological sunscreens and thus protect your skin and the environment. Many creams contain contaminants.
4. Use water sparingly: Water is a finite commodity, so don't waste it.
5. Recycle: The colors of selective recycling are practically the same everywhere. Show that you can tell the difference between blue and yellow.
6. Think green when moving: Enjoy the outdoors and try to turn your usual itineraries into a pleasant walk and a reunion with yourself and the environment. Be aware that you may be in a protected area of high ecological value.
7. Bicycles are for summer: If two wheels have resisted you until now, this is your great opportunity: pedaling while feeling the breeze can become the great gift of this holiday.
8. Public transport, also for the summer: You know the public transport in your locality; Take advantage of your holidays to discover what public mobility is like in the towns you visit.
9. Local sustainability: Consume local products and buy in local shops. The flavors of the land are more authentic.
10. Respect the customs, and contribute to preserving and promoting the customs of your area

## Environmental practices in your workplace

### Water

The tap should not be kept open if it is not necessary for the work itself, trying to save on consumption.

At the end of the working day, all taps must be checked to ensure that they are closed.

Any person responsible will be informed of any water leaks in the Hotel.

Placement of information cards on changing sheets and towels to help save water

Dosing water use when cleaning rooms

### Waste

Use the waste management system (garbage separation, waste containers, etc.) Implemented by the company. Inform those in charge in case of incorrect use

Under no circumstances shall inappropriate discharges into the sanitation network (vegetable oils from chemical products, used oils, corrosive products, paints, etc.) be carried out down the drain, or chemical products.

Adjust the consumption of aluminum foil and plastics for food wrapping since I know that they will become waste.

Print only what is necessary, using email as a means of internal information.

Use paper on both sides and reuse internal mail envelopes.

Do not throw waste, medicines or toilet paper down the toilet bowl while cleaning the rooms.

Avoid the use of products with corrosive components that can be incorporated into the water.

Optimization of equipment use.

Turn off computers when they are not in use for a period of more than one hour and at the end of the working day

Use the equipment, such as ovens, washing machines, dishwashers, at the maximum capacity before starting it up.

Turn on the equipment only when it is going to be used and turn it off when it is finished (e.g. buffet, air conditioners, ovens etc.).

Control the temperature of the Air Conditioner and the thermostats in individual equipment to avoid excess consumption.

Check all equipment and maintain it correctly to avoid leaks (air conditioners, hermetic cold rooms, boilers, plumbing installations, propane, DHW).

Keep ovens, fires and hobs clean to prevent grease from impeding heat transmission and avoid accidents.

Turn off the burning burners when not in use. Cover containers and pots to prevent heat loss

Set the thermostat of the cold rooms to a sufficient temperature, not excessively low, avoiding opening the doors unnecessarily.

Energy.

At the end of the service, the lights in the room will be turned off, as well as all electrical equipment that is not essential to keep connected.

It is not advisable to turn off the fluorescent tubes where we are going to turn them on in less than five hours, as the highest energy consumption occurs when switched on.

Avoid putting food still hot in cold rooms.

Check when leaving the guest rooms that the curtains are closed, lights off and the televisions on.

## 02

### SUSTAINABLE ACTIONS 2023

#### Waste Management



Sandos Monaco aims, in terms of waste, to recycle as much as possible, and to carry out correct management and separation, for this we work every year to improve this system, providing material means to the hotel's collaborators by giving them training and information about it. This recycling training goes hand in hand with the company Tu Can Feel. To facilitate these tasks, the following measures have been addressed this year:

The summary of recycled products comparing the year 2023 with 2022 has been as follows:

	2022	For stay	2023	For stay	diff x stay
PAPEL/CARTON KG	14765	0,1177	11190	0,0845	-0,0333
KG PACKAGING	12000	0,0956	13500	0,1018	0,0061
OIL (LITERS)	1536	0,0122	1654	0,0124	0,0002
GLASS (KG)	34498	0,2751	39659	0,2991	0,0239

	2022	2023	Dif
KG BATTERIES	84	21	-63
LAMPARAS (KG)	38	27	-11
TONER(UNITS)	40	32	-8

	Kg 2022	Kg 2023	
ORGANIC COOKING	70675	72916	
ORGANIC BARS	20445	20260	
Total	91120	93176	Dif
<b>Kg/ stay</b>	<b>0,73</b>	<b>0,70</b>	<b>-4,00 %</b>

## Toner

Reduction in recycled units compared to 2022, as all toner is recycled and hard copies are increasingly being reduced in work processes. 8 units have been reduced in one year.

## Glass

More glass has been recycled in 2023. Specifically, 5161 kg more in 2023.

## Oil

We consider that the optimal oil consumption has been reached with the usual hotel stays and we do not expect notable changes for 2024.

## Paper/Cardboard

The recycling of cardboard in the hotel has been considerably reduced. Specifically, 3575 kg less than in 2022. This reduction is a sign of a lower use of cardboard packaging, as well as office sheets.

## Containers

Packaging recycling in 2023 has been slightly higher than in 2022 in absolute numbers. The increase in stays in 2023 makes the increase in recycled kilos compared to 2022 irrelevant.

## Batteries

The number of batteries collected in 2023 is comparable to 2022, since, in the 2022 collection, the recycling company took batteries from past years as well.

## Lamps

All the hotel's lamps are recycled and it is a fact that should even decrease due to the greater durability of LED lamps and less need for replacement. In this case, 11 kg less has been recycled than in 2022.

## Organic Waste

During 2022, 0.73 kg per customer stay were generated in the bar and kitchen department. In 2023, the generation of organic waste has been reduced by 4%, specifically 0.70 kg per stay.

The goal for 2024 is a decrease of another 4% in the generation of organic waste.

To achieve this objective, the following priorities and criteria will be established:

### 1. Menu planning and inventory control

- Demand-Driven Menus: Plan menus with seasonal and local ingredients, adjusting portions to minimize waste.
- Efficient inventory management:

### 2. Total use of food

- Integral use: Take advantage of all the parts of the ingredients (peels, stems) for soups, broths or garnishes.

### 3. Reduced waste in preparation and service

- Staff training: Teach cooks and kitchen staff how to minimize waste during preparation and how to make better use of ingredients.
- Buffet Reduction: Serve in smaller portions at buffets, offering the option to repeat rather than fill the plate from the start. It can also be made to order, cooking less food at first and restocking as needed. The show cooking area must be greatly enhanced.

### 4. Control of customer consumption

- Guest awareness: Encourage responsible consumption in customers, through awareness campaigns on the impact of food waste and encourage them to eat only what they are actually going to consume.

### 5. Technology and waste analysis

- Waste monitoring: Use technological tools to measure the waste generated and analyse where the most waste is produced. This will allow processes to be adjusted and efficiency to be improved.

## 6. Alliances with suppliers

- Sustainable suppliers: Collaborate with local suppliers who work on reducing the use of unnecessary packaging and prioritise fresh and seasonal food to reduce the waste footprint.

These measures will help to significantly reduce the amount of organic waste generated in the kitchen and achieve the proposed objective.

### Awareness and training posters

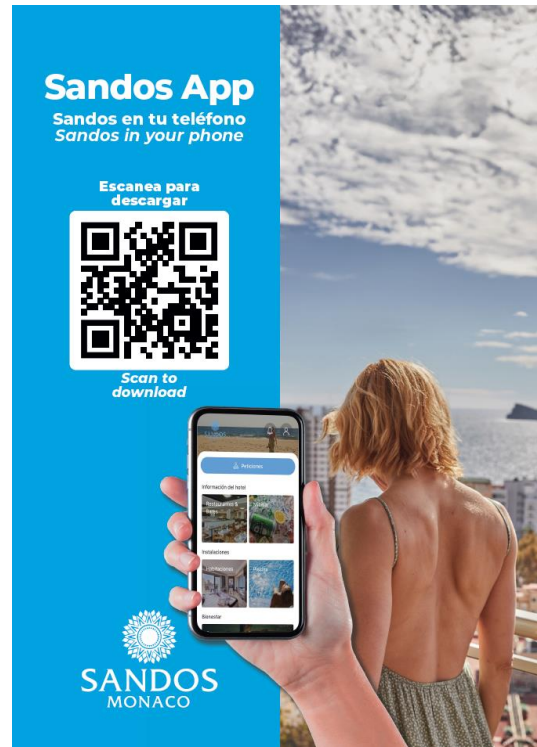
This year, Sandos Monaco has continued to promote respect for the environmental environment and information to employees and hotel guests with information posters.

Information and awareness on recycling has been provided with posters on selective packaging containers. Posters have also been placed in different places and common areas such as:

- Since June 2023, customers will find the following information sign in their room where they can order a toothbrush, razor blade, shoe shine, etc. as needed at the reception.



- Signage has been placed with QR codes that give access to the hotel's MyStay information application



## Recycling System Maintenance and Improvements

Every day the hotel team works on the maintenance of the recycling system.

From the purchasing department, he ensures that the recycling containers are in optimal conditions for use.

In the periodic Eco meetings, the importance of the correct use of each container is reminded.

## Energy and water savings

## Maintenance of flow reducers

Sandos Monaco, following in the footsteps of the other hotels of the company, continues to maintain its energy saving project with AQUALIMIT,<sup>®</sup> a company with which through a contract it committed to reduce water consumption in room areas by 66% through its implementation and maintenance.

AQUALIMIT<sup>®</sup> arises as a result of the experience of national and international companies merged into one for the commercialization of their star products, AQUALIMIT.<sup>®</sup>

The system used by this company allows, due to a mixture of air, that the water jet is constant and adequate with a good level of pressure, even if the amount of water is reduced. The important consequence of saving water is a proportional energy saving in electricity and other fuels.

## Sustainable Procurement

### LED lamps in 98% of the hotel

The Sandos Monaco Hotel continues with its policy of renovating and only buying LED lamps with A and A+ certification.

LED lighting uses 95% of the energy for light and only 5% is wasted to heat, making them more durable and eco-efficient.

A single LED bulb requires much less energy than a traditional bulb – only 38 watts compared to 84 watts. Due to their efficiency, these bulbs reduce overall energy consumption. In turn, this also reduces the number of greenhouse gases that are the main cause of global warming.

LED bulbs last nearly six times longer than traditional bulbs, reducing the number of replacements needed. This also reduces costs and the amount of resources needed for manufacturing, packaging, and transportation.

## Reduction of single-use plastic

The following measures have been taken against the use of single-use plastic since 2018:

- Replacement of single-use plastic cups with reusable polypropylene for eliminate the consumption of plastic in our bars.
- Replacement of coffee spoons with biodegradable ones.
- Replacement of plastic straws with biodegradable ones.
- Replacement of the 25cm rack plate in the snack bar with a biodegradable one.
- Reduction of more than 70% in the consumption of single-use amenities

At Sandos Monaco we have successfully carried out the implementation of all these actions during 2018 with the aim of joining the growing and more than justified concern for the environment and doing our bit to promote this change towards the use of ecological and less polluting products for our environment.

At Sandos Monaco we consider it essential to be part of this change of mentality in the tourism industry and we want to be part of this movement by betting on sustainable and sustainable tourism committed to caring for the environment that surrounds us by minimizing the impact on our environment and local culture and being able to generate income, to remain profitable over time and act as an awareness mechanism for all our customers and collaborators.





**SANDOS**

◆◆◆ MONACO ◆◆◆

HOTEL & SPA