

Annual Sustainability Report 2023-2024

SANDOS BENIDORM SUITES

Sandos Hotels & Resorts

www.sandos.com

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INTRODUCTION

The Sandos Benidorm Suites, located 900 meters from Benidorm's Levante beach, is an all-inclusive family establishment and a quiet location highly valued by its clients.

The establishment houses 200 junior suites distributed over 25 floors and has a total staff of between 75 and 95 employees depending on occupancy and time of the season.

The hotel has two swimming pools, one for adults and one for children in the open air, a wellness and fitness center, a poolside cafeteria, a main bar and two restaurants, one of them a la carte with Indian food.

Sandos Benidorm Suites is part of the Sandos Hotels & Resorts business group and is a product focused on multigenerational families: guests enjoy family workshops, such as photography contests and sports activities. On the other hand, activities are organized to get to know both the area and local products.

Sandos Benidorm Suites has an environmental manager and an eco-team made up of the heads of the departments and the management, in order to ensure the compliance with environmental objectives and evaluate the environmental aspects of the activities of each department.

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

All the necessary resources and responsibilities are allocated to ensure that the objectives and goals that will enable continuous improvement and environmentally conscious behavior are achieved, designing processes to minimize and prevent the impact of the company's activities.

At Sandos Benidorm Suites we have developed a set of social and environmental policies to ensure the proper functioning of all our operational practices and to guarantee the good behavior of all our collaborators.

(see About our policies)

PROJECT PLAN 2023

At Sandos Benidorm Suites we have implemented 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 2017, a series of changes have been carried out involving in them all our collaborators with the objective of becoming a sustainable establishment and brand concerned about sustainable development.

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

The plan of objectives proposed for the year 2023 were as follows:

Objectives 2023	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Sustainability training with the entire hotel team with Tu Can Feel			X	
Replacement of sauce and jam single doses with dispensers				X
Implementation of Eisi Soft application for corrective and preventive maintenance management. It will allow us a better preventive maintenance with the corresponding energy savings.				X
Switching from single-dose to dispensers in sauces and jams				X
Replacement of faucets in common areas with sensor in toilets				X

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

Below are the results for the year, showing the proposed measures and how they have affected the results.

EVOLUTION OF OBJECTIVES 2023-2024

Water

- During 2023, we have continued to insist on raising staff awareness in order to continue improving good practices. This training is carried out by the company that advises and instructs us on these issues, Tu can Feel . The annual training took place at our facilities in October.

In addition to this training, department heads supervise all good environmental practices and instruct new recruits.

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

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

	January	February	March	April	May	June	July
m3 x room 2022	1,19		0,24	0,23	0,26	0,28	0,25
m3 x room 2023	0,30	0,29	0,24	0,26	0,22	0,26	0,21
m3 x room 2024	0,22	0,24	0,19	0,20	0,23	0,24	0,21
	August	Sept.	Oct.	Novemb er	Decem -ber	TO- TAL	
m3 x room 2022	0,25	0,28	0,26	0,27	0,31	0,27	
m3 x room 2023	0,20	0,23	0,22	0,24	0,26	0,24	
m3 x room 2024	0,20					0,22	

Taking as a reference the years 2023 and 2022 (years in which we have been open almost uninterruptedly), the evolution compared to 2022 has been positive, as we have gone from consuming 270 liters per customer per day to consuming 240 liters in 2023. This decrease corresponds to the proposed objective of reducing water consumption by 2022, even with a

increase in customer stays by almost 23,000 stays.

During 2024, a slight decrease in consumption is expected, since up to August, with some 21500 more stays than in 2023, consumption per customer per day is 220 liters.

We estimate these savings at 2% of consumption per customer per day.

Energy

In terms of electricity consumption during 2023, information on savings and recycling was reinforced for both customers and employees, reinforcing the signage.

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

	January	February	March	April	May	June	July
consumption x stay 2022	91,33		18,21	11,70	14,55	18,02	16,99
consumption x stay 2023	17,20	15,41	9,35	9,43	13,26	16,56	18,09
consumption x stay 2024	17,43	11,83	9,01	8,14	12,16	15,82	16,39
	August	Sept.	Oct.	November	December	TOTAL	
consumption x stay 2022	15,95	17,63	14,11	12,01	13,16	15,65	
consumption x stay 2023	16,07	17,91	15,61	12,28	12,52	14,52	
consumption x stay 2024	15,89					13,33	

The evolution in 2023 has been favorable, except for the summer months. From May to October, these months were hotter than usual, and in order to maintain customer comfort, the setpoint temperature of the centralized air conditioning system was slightly lowered, always within sustainable parameters.

However, in 2023, despite more extreme weather, the average annual consumption levels have been quite similar in the three years compared, being below 16 kWh per customer stay. The buffer tank installed on the chiller machines at

end of 2022 seems to be working as planned, as consumptions in the hottest months have decreased.

As a target for the year 2024, we will propose to return to the consumption levels of 2023, approaching 14 kWh/stay. This would represent a 2% decrease.

Gas consumption

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

	January	February	March	April	May	June	July
consumption x stay 2022	144,89		5,90	7,31	8,56	5,29	3,92
consumption x stay 2023	14,76	13,27	9,67	5,88	7,79	6,39	4,55
consumption x stay 2024	7,18	12,88	8,79	8,06	6,77	7,13	4,81
	August	Sept.	Oct.	Novemb er	Decem -ber	TOTAL	
consumption x stay 2022	4,67	4,88	4,92	7,77	8,62	6,54	
consumption x stay 2023	5,10	7,11	9,09	4,93	15,88	8,14	
consumption x stay 2024	5,05					7,58	

The target for 2024 is a regularization of consumption, with an estimated 7.80 kWh per customer stay. This represents a drop of almost 2%, although we will not reach the levels of 2022.

Responsible purchasing

- During 2023, Sandos Benidorm Suites continues to plan its purchases according to sustainable criteria and with responsible purchasing from local suppliers.

New suppliers have been incorporated close to the hotel, promoting local products. of proximity.

- To gradually phase out all single-use plastic. To this end, we have been replacing the elements of this material in our bars, restaurants and rooms, emphasizing our policy of responsible purchasing.
- At the end of 2023 and during 2024, single-dose containers for sauces and jams have been replaced by dispensers, thus avoiding the use and recycling of these plastic containers.
- The VIP amenities in the Select rooms have been changed, replacing the plastic bottles with two bars of handmade soap in an eco-friendly sackcloth bag.

Laundry

- During 2023, we have eliminated the cloth food trails for washable and reusable PVC tablecloths. This change means that we have stopped washing 2160 kg of table linen with a consequent reduction in the ecological impact.
- The reception department has placed more emphasis on the correct use of the voluntary pool towel change system by guests and on raising awareness of the importance of the environment.
- The ratio between the number of towels laundered and the number of clients has remained between 0.74-0.75 over the last four years. This has remained stable over time and the goal for 2024 is to reduce the number of towels laundered by 0.73. This would represent a 3% reduction compared to previous years.

Use of Chemicals

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

In 2023, the consumption of pool chemicals, including chlorine, pH, PH reducers, flocculants, etc., was reduced by 13.5% compared to 2022.

In terms of chemical products, both in the housekeeping department, technical services, as well as dishwashing products, we have reduced their consumption by 34% with respect to 2022. We have gone from 0.10 liters per stay in 2022 to 0.078 liters per stay in 2023.

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

A reduction in the consumption of chemical products for cleaning and swimming pools has been achieved. Chemical consumption will be taken as a reference in 2023. The goal is to reduce the consumption of both pool and cleaning chemicals by 2%, establishing a baseline of 0.078 liters per stay.

Sustainable use of paper

- *The evolution of office paper consumption, comparing 2022 with 2023, was as follows:*

2022: 1205 kg

2023: 1205 kg

The same amount of paper has been consumed, although in 2023 we were open all year round compared to 2022 when we were only open for 10 months.

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

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

- By using the Easy hotel application, you can save a significant amount of paper by using the

digitize processes in all departments of the hotel.

PROJECT PLAN 2024

For the next year 2024, projects related to sustainability improvement, team training and motivation, and labor integration at the local level.

No	ACTION TAKEN	2024			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
	Sustainability training with the entire hotel team with Tu Can Feel		X		
	Replacement of sauce and jam single doses by dispensers	X			
	Equality plan training	X			
	Implementation of My Stay application	X			
	Training on prevention of harassment in the work environment for all departments		X		
	Change of hood cleaning supplier. Better effectiveness and improved system performance		X		
	Removal of cloth table linen in the restaurant in all services. Reusable placemats will be used		X		
	Musculoskeletal disorders training for waiters, therapists and floor staff			X	
	Psychosocial risk assessment with monthly meetings with each department.			X	
	Replacement of faucets in common areas with sensor in toilets	X			

Below, we will detail each point of the 2024 project plan:

- Equality plan training

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

- Implementation of My Stay application

With this web app the client will have all the information of the hotel with the possibility of making reservations for the wellness center, theme restaurant and the purchase of extras with a few clicks.

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

- Removal of cloth table linen in the restaurant in all services. Reusable placemats will be used

With this action, we intend to minimize the amount of washed table linen, since it represents a high consumption of water and although the laundry we use is respectful with its environmental processes and has different certifications, the environmental pollution with the use of chemical products is unavoidable.

- Signing of agreements to promote labor integration into our team

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

- Training on harassment prevention in the workplace for all departments

This training will take place in the second quarter of 2024 and will be developed throughout the year by department.

- 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 raise awareness among the entire team of the importance of sustainability and to make them aware of the actions taken by the company in this regard.

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

For the next overhaul and cleaning of the hoods, we will choose a supplier that is very environmentally conscious, using more environmentally friendly products.

- Musculoskeletal disorders training for waiters, therapists and floor staff

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

This training will be combined with a month of training for team members who wish to put the exercises learned into practice.

- Psychosocial risk assessment with monthly meetings with each department.

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

- Change of faucets in common toilets with sensor

In the first quarter, we will finish installing the sensor faucets in the toilets in common areas. With this action we will optimize water consumption.

- SAVE THE CHILDREN SOLIDARITY RAFFLES

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

The following is the organization's thank you to Sandos Hotels. We greatly appreciate 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.



[SANDOS.COM](https://www.sandos.com)

We also publicize our solidarity work in social networks, encouraging our guests to participate in Save the Children's solidarity raffles.

○ CONTRIBUTION TO OUR LADY OF THE SEA PARISH

Communiqué issued by the center:

Once again this year, we have continued to collaborate with the Nuestra Señora del Mar parish, both in the collection of toys on Three Kings Day and in the celebration of different raffles in the establishment 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 efusivas 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 would also like to thank all our customers, suppliers and team members who have contributed toys to the collection at both the Sandos Monaco and the Sandos Benidorm Suites for the 2023 Kings Day collection.



- SPONSORSHIP IX PADDLE TOURNAMENT 2023

One more year, we continue betting on local sporting events. Specifically, the IX edition of the Paddle Open 2023.



Part of the proceeds also went to Save the Children.

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

PENYA PAPARINELL



ESTIMADO PATROCINADOR:

La Penya Paparinell 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..

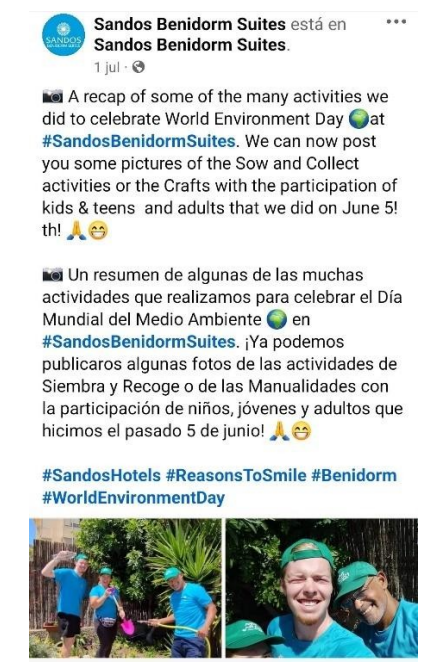
En Benidorm, a 7 de octubre de 2023

Fdo.: PENYA PAPARINELL



○ PUBLICATIONS FOR THE PROMOTION OF SUSTAINABILITY IN SOCIAL NETWORKS

During the year, we also worked on social networks to disseminate information about important days related to sustainability and the environment.



02. ABOUT OUR POLICIES

General Sustainability Policy

The Management of Sandos Benidorm Suites is aware of the limited natural resources available, and of the impacts that our activity of providing tourism services generates on society and the environment.

For this reason, it has implemented the Travelife Quality Management and Environmental Management systems, adopting the commitment to implement new measures to minimize impacts and constantly monitor the hotel's activities, products and services, which may affect the social, cultural and environmental surroundings.

It conveys a clear and consistent message to both its current and external customers 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.

The sustainability policy of Sandos Benidorm Suites is based on the principles of business, sociocultural and environmental sustainability, 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 issues and support for local development, purchasing, and quality, to ensure that the environmental objectives set are met.

Environmental policy

Sandos Benidorm Suites ensures compliance with current environmental legislation, as well as incorporating extra measures for environmental benefit.

To achieve this benefit Sandos Benidorm Suites carries out the following measures:

It has an environmental manager and an environmental team made up of department heads and management to ensure compliance with environmental objectives and evaluate the environmental aspects of each department's activities.

Environmental training is provided to our employees developed by Tu Can Feel and informs all employees of environmental policies.

This environmental policy includes measures such as:

Saving and Efficient Use of Energy and Water: The facility and its employees are committed to saving water and energy in all its operations. In order to achieve this, it requires appropriate technology and equipment, trains and motivates its employees on the subject, and invites its guests and visitors to support its efforts in this regard.

Solid Waste Management: We contribute to the environment and society by properly managing our solid waste in order to reduce, reuse, reject, reclaim and recycle as much of the waste we generate as possible.

Non-pollution: Sandos Benidorm Suites minimizes the alteration of natural, physical, chemical and biological characteristics that affect the quality of water, air and soil resources by implementing environmentally friendly and responsible procedures.

Protection of historical, cultural and natural heritage.

Sandos Benidorm Suites is aware that the historical cultural heritage and natural patrimony are increasingly threatened with destruction, not only by the traditional causes of deterioration but also by the evolution of social and economic life that aggravates them with phenomena of alteration or destruction even more frightening, considering that the deterioration or disappearance of a property of 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.

Health quality and safety policy

Sandos Benidorm Suites guarantees our customers compliance with current health legislation in terms of quality of service and food, water and sanitary safety, through quality control procedures, training for operators. For this purpose, it has a system of internal audits carried out by Biolab to check the quality and health conditions of the service provided.

Biolab certified hotels are a guarantee for their clients, and enjoy a high reputation at international level.

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

General human resources policy for the treatment of employees

Basic principles:

To hire without exclusion based on race, gender, religion, political or sexual orientation, in compliance with current legislation.

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

Train and promote the professional development of all personnel through continuous training.

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

To preserve workers' rights, Sandos Benidorm Suites has a protocol to combat labor harassment, sexual discrimination, carries out equality policies, protection of pregnant women, as well as a protocol for issuing complaints through a works council,

Sandos Benidorm Suites works intensively in the protection of workers in their areas through controls of working conditions and health. For this purpose, periodic controls of working conditions, risk evaluations and health examinations are carried out with companies specialized in risk prevention and occupational health.

In 2023, at Sandos Benidorm Suites 42% of the employees are men to 58% women, and local employees account for 75% of the total. It is one of our priorities to achieve maximum equity in hiring between men and women.

Our employees are of 25 different nationalities and represent 36% non-Spanish employees out of the total workforce.

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

In addition, our hiring of personnel totally excludes the hiring of children. In the case of hiring a worker between 16 and 17.99 years old, we directly contact the parents or legal guardian of the minor and make sure of the good will in the professional relationship with the Sandos Benidorm Suites and the total voluntariness of the minor worker to work with us.

Purchasing policy

Sandos Benidorm Suites establishes commercial and business relationships with suppliers that comply with legal, health, quality and safety requirements. Priority is given to suppliers that have environmental certification and demonstrate commitment to sustainability and the environment, and preference is given to local suppliers, supporting their incorporation into the economy and promoting local development.

Socio-cultural policy and support for local development.

Sandos Benidorm Suites, 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.

Occupational health and safety policy

The company's management, aware that the activity it carries out may cause damage to the health and safety of workers and third parties who may remain in the facilities, has determined the development of an occupational risk prevention management system integrated into its activity, in accordance with the following principles:

- The preventive activity will be oriented to avoid risks and to evaluate those that could not be eliminated.
- Preventive measures shall be determined by trying to act on the origin of the risks and, where appropriate, placing collective protection before individual protection, and shall consider the additional risks that may be involved and may only be adopted when the magnitude of such risks is substantially lower than those to be controlled and there are no safer alternatives.

The choice of equipment and work and production methods shall be made with a view in particular to reducing monotonous and repetitive work and its effects on the health of workers.

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 his or her personal and social nature, talents and skills 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 their ethnicity, gender, beliefs, HIV status, abilities or family background. However, every day children, like adults, face discrimination for all kinds of reasons.

- Voice, All children have the right to have a say in matters that affect them and to have a voice in their own lives.

their opinions are taken into account - according to their age and maturity.

Sandos Monaco condemns all forms of child abuse, and we assure that any such perceived behavior will be reported to the local authorities.

SOCIAL RESPONSIBILITY POLICIES

1. Gender equity policy: To guarantee equal opportunities and non-discrimination by providing internships for the professional development of all employees. For this purpose, an equality plan has been developed.

2. Non-discrimination and harassment policy: No distinctions may be made among employees on the basis of race, gender, sexual orientation, creed, social-economic status, nationality and/or indigenous cultural expressions. Likewise, the right to personal dignity may not be violated. Hotel Sandos Monaco ensures no discrimination or harassment for sexual or gender reasons. No action that harms the rights and dignity of workers for it will apply the harassment protocol if workers see their rights in this regard are injured.

3. Women's care policy: Pregnant women will not perform heavy work, and during breastfeeding they will have extra breaks to feed their babies.

4. Policy against child exploitation: The protocol for detecting exploitative practices, abuse and/or child sex trade will be applied.

5. Hiring and development policy: We encourage the hiring of local employees and their promotion to management positions.

6. Excellence recognition policy: Recognize and incentivize employees who have demonstrated excellence in their performance, as evidenced by applicable internal measurement systems.

7. Policy of respect for the customs, rights and traditions of the people: The customs, rights and cultural traditions of employees and the community are respected, supporting the activities carried out on the most important commemorations.

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

The facility ensures that its social and economic impacts are beneficial to the local community whenever possible. In this way, the facility strives to minimize and eliminate any negative impacts it may have.

The objectives of the Community Management Policy are as follows:

Sustainability certification

In order to meet sustainability criteria, including socio-economic impacts and staff welfare, the facility has been Travelife Gold certified since 2014.

Promotion of responsible tourism in the area

The Sandos Benidorm Suites is a member of the Hotel Association of the Costa Blanca, HOSBEC. Through this forum we empower ourselves to promote and enhance the social and economic benefits for residents and businesses in the community.

Employment

The facility recognizes the importance of hiring local staff as a preference. This increases the local economy. The policy preserves the destination, which is the basis for future and repeat customers.

Donations and social collaborations

The facility donates items such as furniture or bedding that can no longer be used in the business to local organizations that will be able to benefit from them (schools, hospitals, NGOs).

Interaction with the local community

We participate during 2023 in the social program of the Generalitat Valenciana of the Tourist Voucher. The purpose of the program is to encourage domestic demand for tourism services provided in the Valencian Community, during seasonal periods, by people residing in the Valencian Community.

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

Environmental practices in your municipality

The ten good practices 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 yourself, but be responsible and pick up the waste you have generated.
2. The beach and the bush are not an ashtray: If you smoke and you are on the beach or in the bush, remember that it takes ten years for a cigarette butt to disintegrate.
3. Protect yourself and the environment: We encourage you to buy organic sunscreens to protect your skin and the environment. Many creams contain pollutants.
4. Use water sparingly: Water is a finite commodity, so don't waste it.

5. Recycle: The colors of selective recycling are pretty much the same everywhere. Show that you know blue from yellow.
6. Think green when moving around: 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 the summer: If two wheels have resisted you until now, this is your big chance: pedaling feeling the breeze can become the great gift of this vacation.
8. Public transport, also for the summer: You know the public transport in your town; take advantage of your vacation to discover what public transport is like in the towns you visit.
9. Local sustainability: Eat local products and buy from local businesses. The flavors of the land are more authentic.
10. Respect the customs, and contribute to preserve and promote the customs of your area.

Environmental practices in your workplace

Water

The faucet will not be kept open if it is not necessary for work tasks, trying to save on consumption.

Check at the end of the work day that all taps are turned off. Any leakage of water shall be reported to any responsible person.

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

Dose the use of water when cleaning rooms.

Waste

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

Inappropriate discharges to the sewage system (vegetable oils, chemical products, used oils, corrosive products, paints, etc.) through the drainage system, as well as chemical products, shall not be carried out under any circumstances.

Adjust consumption of aluminum foil and plastic food wrapping as I know they will become waste.

Print only what is necessary, using e-mail as an internal information channel. Use both sides of the paper and reuse internal mail envelopes.

Do not throw waste, medicines or toilet paper down the toilet bowl when 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 more than one hour and at the end of the workday.

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

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

Control the temperature of the air conditioning and thermostats in individual equipment to avoid excessive consumption.

Check all equipment and maintain them properly to avoid leaks (air conditioners, airtight cold rooms, boilers, plumbing, propane, DHW).

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

Turn off lit burners when not in use. Cover pots and pans to prevent heat loss.

Adjust the thermostat of the cold rooms to a sufficient temperature, not too 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, since the highest energy consumption is produced in the ignition.

Avoid introducing food that is still hot into cold storage rooms.

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

03. SUSTAINABLE ACTIONS 2023

Waste Management

Sandos Benidorm Suites aims, in terms of waste, to recycle as much as possible, and perform a proper management and separation, for this we work every year to improve this system, providing material means to the hotel staff 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 taken this year:

The summary of recycling products comparing the year 2023 with 2022 was as follows:

	2022	x stay	2023	x stay	diff x stay
PAPER/CARTON KG	10469	0.092	15509	0.113	0.021
OIL (LITERS)	1346	0.012	1595	0.012	0,000
GLASS (KG)	12758	0.112	8914	0.065	-0,047

	2022	2023	diff
BATTERIES KG	20	25	5
LAMPS (KG)	10	14	4
TONER(UNITS)	11	18	7

Toner

We have changed both the reception printer and the management printer and as a result we have had an increase in the amount of toner used. The management printer is a color printer and has 4 toners when the previous one was an ink cartridge printer.

Glass

The company that collects the glass containers has not provided us with data for one of the containers in 2023, so the comparison is negative.

Oil

We consider that the optimum oil consumption has been reached with the usual hotel stays and do not expect any noticeable changes by 2024.

Paper/Cardboard

More cartons were compacted in 2023 than in 2022. This increase is a sign of lower use of plastic packaging and that segregation is working better in all departments.

Packaging

The company in charge of packaging collection does not provide us with data since it is located outside our premises. Our recycling policy is still in force and all departments segregate and recycle packaging and plastics.

Batteries

The amount of batteries collected in 2023 is comparable to 2022, since we were closed for two months in 2022.

Lamps

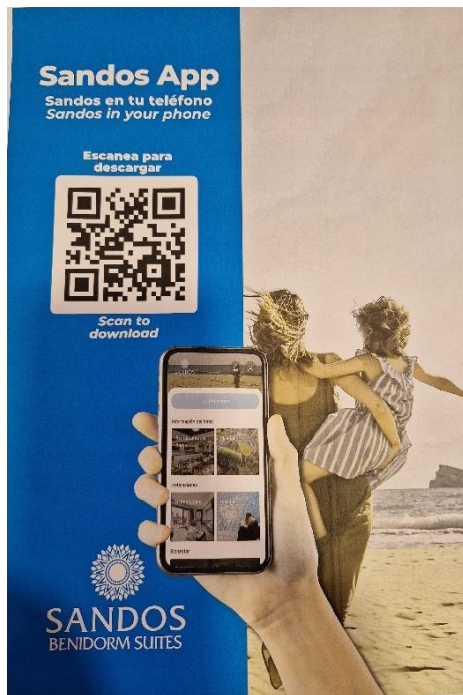
All of the hotel's lamps are recycled and this is a figure that should even decrease due to the greater durability of LED lamps and less need for replacement.

Awareness and educational posters

This year Sandos Benidorm Suites has continued to promote respect for the environment and to inform hotel collaborators and clients with informative posters.

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

- Garbage cans in both customer and staff areas are identified with recycling signs.
- The toilets indicate that the toilet should not be used as a wastebasket and the products that should not be discarded.
- Signage has been placed with QR codes that give access to the MyStay hotel information application.



Maintenance and improvement of the recycling system

Every day we work on the maintenance of the recycling system. Maintaining selective containers in all common areas.

Energy and water savings

Maintenance of flow reducers

Sandos Benidorm Suites, following in the footsteps of the other hotels in the company, continues to maintain its energy saving project with AQUALIMIT[®], a company with which it has signed a contract to reduce water consumption in the rooms by 66% through its implementation and maintenance.

AQUALIMIT[®] arises as the result of the experience of national and international companies merged into one for the marketing of its star products, AQUALIMIT[®].

The system used by this company allows, due to an air mixture, that the water jet is constant and adequate with a good pressure level, even if the water quantity is reduced.

Saving water has as an important consequence a proportional energy saving in electricity and other fuels.

Sustainable purchasing

LED lamps in 98% of the facility.

Sandos Benidorm Suites continues with its policy of renewing and only purchasing A and A+ certified LED lamps.

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, which reduces 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

Replacement of single-use plastic cups with reusable polypropylene to reduce plastic consumption in our bars and room restrooms.

-Replacement of coffee spoons with biodegradable ones.

-Substitution of plastic straws for biodegradable ones.

-Replacement of plastic cutlery with biodegradable cutlery.

-Replacement of the 25cm rack plate in the snack bar with a biodegradable one.

-Reduction of more than 70% in the consumption of plastic bottles by offering only 1 complimentary bottle upon arrival and encouraging the use of water fountains in the bars and restaurants. Water in glass bottles is served in the Select Room and a la carte restaurant.

From Sandos Benidorm Suites we have successfully carried out during this year 2023 the implementation of all these actions with the aim of joining the growing and more than

We are justifiably concerned about the environment and want to do our bit to promote this change towards the use of environmentally friendly and less polluting products for our environment.

At Sandos Benidorm Suites 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 the care of the environment that surrounds us, minimizing the impact on our environment and local culture while being able to generate income, remain profitable over time and act as a mechanism of awareness for all our customers and partners.