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SUSTAINABILITY REPORT
Spain 2024



1. SANDOS COMMITMENT

SUSTAINABILITY POLICY

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



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

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

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

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

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

ESTRATEGIAS SOSTENIBLES

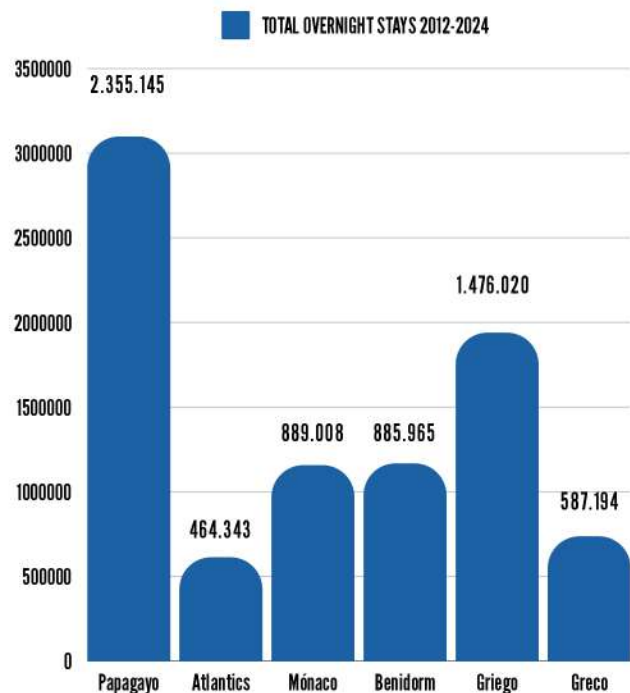
At Sandos Hotels & Resorts Spain we are always improving to be a socially responsible and environmentally committed company. We have worked hard over the years to obtain certifications that demonstrate that we are achieving the best quality standards. These certifications help us improve the quality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

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



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

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



With a lot of hard work and dedication, we have managed to involve almost 1,000,000 guests with our environmental awareness, which, at an average of 7 nights, has meant 6,700,000 overnight stays in 9 years. Our continuous efforts to raise awareness of the importance of protecting the environment have yielded positive results in terms of increased participation and interest from various sectors of society. Through our campaigns, community actions and partnerships with like-minded organisations, we have been able to inspire people to take action and make sustainable choices in their daily lives.



In 2008, Sandos & Resorts Spain began its environmental commitment to establish itself as a leader in the tourism industry in terms of sustainability and environmental conservation. In that year, our Sandos Griego took a big step towards sustainability by installing its first 108 solar panels to generate domestic hot water (DHW) and to heat the swimming pools. This initiative was very successful and motivated us to continue implementing similar measures in other hotels of our chain.



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



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



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

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



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

Newsletter

ONGOING ACTIONS

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



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

programmes and defending equal opportunities for all.

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

8. Optimise the use of chemical products.

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



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



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



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

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

PURCHASING POLICY



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

At Sandos we are committed to:

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



SANDOS
HOTELS & RESORTS

**GENERAL PURCHASING POLICY
SANDOS SPAIN**

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

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



AWARDS

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



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

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

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



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



We close the chapter of sustainable recognitions with two very important certifications, Sandos Papagayo receives the Biosphere Smart Hotel in 2018 and in 2021 and 2022 Sandos Papagayo and Atlantics Gardens respectively receive the Biosphere Sustainable Lifestyle certification until today. In 2024, Sandos Papagayo, Atlantics Gardens, Sandos Monaco and Benidorm Suite have once again been awarded Travelife Gold, thus exceeding the standards of sustainability and social responsibility in the hotel industry. These recognitions demonstrate the commitment of these hotel chains to the care of the environment, the protection of biodiversity and the wellbeing of local communities. They also reinforce their position as responsible and sustainable tourism destinations, attracting conscious travellers seeking authentic and environmentally friendly experiences.



2. ENVIRONMENTAL COMPLIANCE

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



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

WATER MEASUREMENTS

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

SANDOS HOTELS & RESORTS SPAIN has created sustainability measures aimed at reducing water consumption:



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



ELECTRICAL MEASUREMENTS

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



SUSTAINABILITY MEASURES AIMED AT REDUCING ENERGY CONSUMPTION:

1. INSTALLATION OF ENERGY SAVING LAMPS OR DEVICES:
ENERGY EFFICIENT LAMPS. *energy-saving lamps (energy efficient, such as fluorescent or compact fluorescent tubes) have been installed.*

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

2. USE OF NATURAL DAYLIGHT

3. REASONABLE USE OF LIGHT

4. ENERGY SAVING IN THE ROOMS:

USE OF KEY CARD FOR ELECTRICITY CONTROL.

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

6. SUSTAINABLE EQUIPMENT AND MACHINERY PURCHASE

7. MAINTENANCE OF EQUIPMENT AND INSTALLATIONS

8. USE AND MAINTENANCE OF REFRIGERATION UNITS

9. INTELLIGENT CUSTOMER ACCOMMODATION:

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



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

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



WASTE MANAGEMENT

Reducing waste production is one of the priorities of hotels due to the fact that they are located in areas that attract a large number of tourists. According to data from the National Statistics Institute, in Spain more than 1.5 kg of waste is produced per person per day; this means that, for example, in a tourist municipality with 100,000 inhabitants, more than 150 tonnes of waste are generated per day.



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



It is important for proper environmental management that the person responsible for the sustainability programme and his or her eco-team know what waste is generated and how much of it is produced. Waste reduction measures must first of all include the actions set out in current legislation, in terms of reduction, reuse, recovery and treatment.

One of the solutions imposed on Sandos hotels is to replace certain materials with more environmentally friendly alternatives such as the use of biodegradable products, which can significantly reduce the amount of waste generated.

The following is a description of the data for Sandos Spain hotels regarding the environmental scope of some of the most important wastes between 2022 and 2024, taking into account the increase in the number of stays at each establishment.

In some of the establishments, there are disparities in certain amounts of waste recycled and this may be due to the different applications and changes in sustainable solutions that come to us from different sustainable references, which can lead to confusion and disorientation as to which is the best option to follow. We are committed to continuing to implement current waste management policies to ensure a positive impact on our annual data.



SANDOS PAPAGAYO

At Sandos Papagayo there has been an increase in the use of light plastics due to the implementation of specific containers for recycling in strategic locations and this has facilitated more recycling of this resource in terms of customers. This increase has contributed to the reduction of environmental pollution and to the care of the environment in general. In other waste,

The parameters have remained practically the same, although the amount of empty hazardous plastics packaging has fallen considerably.

Sandos Papagayo	2022	2023	2024
Plastic	12.661 kg.	11.940,70 kg.	16.581.12 kg.
Glass	88.060 kg.	84.210 kg.	70.890 kg.
Cardboard	44.235 kg.	46.780 kg	50.180.40 kg
Oil	1.725 L.	2.055 L.	2.895 L.
Plastic containers hazardous	2.619,84 kg	4.516,60 kg	3.614,44 kg

SANDOS ATLANTIC GARDENS

Atlantic Gardens, compared to previous years, has achieved a fantastic reduction in waste, due to the control of recycling processes and the implementation of waste reduction measures in all areas of the resort. In addition, environmental awareness has been raised among employees and guests, promoting sustainable practices and the use of responsible use of natural resources.

Sandos Atlantic Gardens	2022	2023	2043
Plastic	2.649 kg.	2.949 kg.	3.065 kg.
Glass	55.015 kg.	33.900 kg.	35.980 kg
Cardboard	13.399 kg.	14.819 kg.	5.660 kg.
Oil	1.890 L.	1.949 L.	585 L.
Plastic containers hazardous	247 kg.	118.56 kg	234 kg.

This initiative has allowed Atlantic Gardens to become an example to follow in the hotel industry, demonstrating that it is possible to offer a quality service without compromising the environment.



SANDOS GRIEGO

At Sandos Griego they have been maintained with a very accurate regularity over the last three years. This is due to the waste management practices implemented, which promote the reduction, reuse and recycling of materials. Thanks to these measures, Sandos Griego manages to maintain a regularity in the generation of waste with very little difference and thus contribute to the care of the environment.

Sandos Griego	2022	2023	2024
Plastic	2.986 kg.	2.880 kg.	2.935kg.
Glass	28.026 kg.	28.350 kg.	27.775 kg.
Cardboard	10.658 kg.	10.800 kg.	12.250 kg.
Oil	1.480 L.	1.533 L.	1.620 L.
Plastic containers hazardous	901.20 kg	864.00 kg	705.00 kg

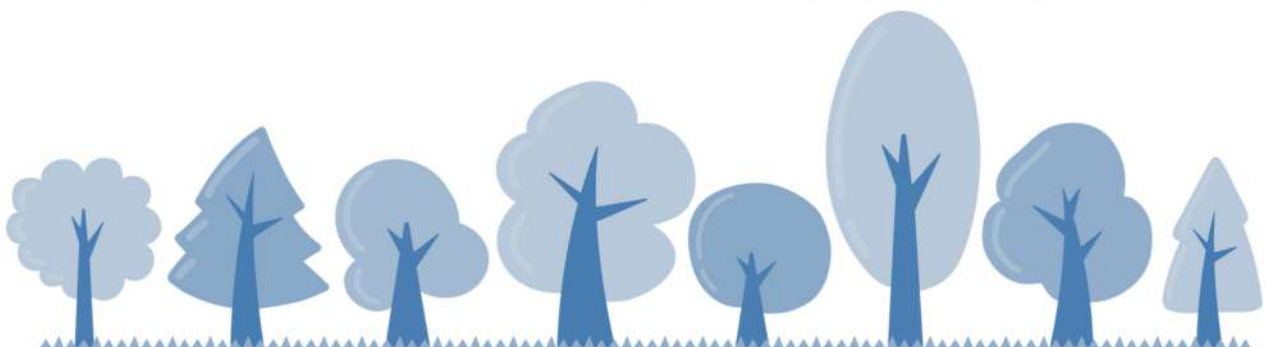


SANDOS GRECO

Sandos Greco has been doing more resource monitoring since 2022, although this has been a challenging task as the island did not offer many possibilities in this regard. However, despite the challenges, Sandos Greco has managed to implement more effective measures to monitor and manage its resources. As the island did not have many options previously, significant improvements have been seen in the amount of resources recycled through increased control and monitoring.

This demonstrates the company's commitment to sustainability and environmental care, as well as its ability to adapt and continuously improve its business practices.

Sandos Greco	2022	2023	2024
Plastic	6.768 kg.	7.578 kg.	6.516 kg.
Glass	27.720 kg.	26.440 kg.	29.070 kg.
Cardboard	15.504 kg.	15.333 kg.	16.758 kg.
Oil	1.076 L.	639 L.	670 L.
Plastic containers hazardous	206 kg	193,50 kg	620 kg



SANDOS MONACO

Sandos Monaco has achieved a large decrease in the treatment of plastics, considerably reducing this waste because it has implemented reduction and recycling measures throughout its operations. In addition, it has raised awareness among its employees and guests about the importance of caring for the environment and has promoted the use of biodegradable materials instead of disposable plastics.

In the case of other waste, we can see that a great deal of work has been done to maintain regularity in operations. In particular, there has been an improvement in the management of cardboard recycling, as well as glass, which has increased by a very low percentage.

Sandos Mónaco	2022	2023	2024
Plastic	12.000 kg.	13.500 kg.	7.152 kg.
Glass	34.498 kg.	39.659 kg.	41.345 kg.
Cardboard	14.765 kg.	11.190 kg.	15.725 kg.
Oil	1.536 L.	1.654 L.	950 L.
Plastic containers hazardous	718 Unids	673 Unids	655 Unids.

Food oil expenditure has been reduced by more than 700 litres compared to 2023 because an awareness programme on the responsible use of oil in cooking has been implemented, promoting practices to recycle it properly.

SANDOS BENIDORM SUITES

With Sandos Benidorm Suites we have a difficulty when it comes to knowing the amount of plastic waste due to the fact that the local authority bins are placed for the local residents to recycle in, so it has been stipulated that approximately 25% of the waste belongs to this local activity, with the remaining percentage being linked to our establishment. We are currently in discussions with the local competent authority in order to correct the data collection on an annual basis and to be able to process

Sandos Benidorm Suites	2022	2023	2024
Plastic	0 kg.	0 kg.	0 kg.
Glass	12.758 kg.	8.914 kg.	12.232 kg.
Cardboard	10.469 kg.	15.509 kg.	11.856 kg.
Oil	1.346 L.	1.595 L.	1.700 L.
Plastic containers hazardous	55 Unids	63 Unids	65 Unids

our management. Even so, thanks to our measures implemented in Benidorm Suites, we have managed to regularly control the environmental impact of the hotel and contribute to the conservation of the environment in which it is located.



SANDOS ESPAÑA

As can be seen, across all Sandos Spain establishments as a whole, there is a clear decrease in waste expenditure per person which demonstrates a commitment to the environment and sustainability.

This decrease in waste spend per person reflects a growing awareness of the importance of reducing, reusing and recycling materials to minimise environmental impact. In addition, this approach can also have economic benefits by reducing the costs associated with waste management.

Ultimately, this decrease in waste spend per person at Sandos Spain establishments is a positive step towards a more sustainable and environmentally friendly future.

Total Sandos España	2022	2023	2024
Plastic	37.064 kg.	38.847,70 kg.	36.249,12 kg.
<i>Per person</i>	<i>0.04509 kg/pax.</i>	<i>0.04387 kg/pax.</i>	<i>0.04087 kg/pax.</i>
Glass	242.217 kg.	226.886 kg.	235.156 kg.
<i>Per person</i>	<i>0.25883 kg/pax.</i>	<i>0.22202 kg/pax.</i>	<i>0.22798 kg/pax.</i>
Cardboard	109.030 kg.	114.431 kg.	112.429,40 kg.
<i>Per person</i>	<i>0.11651 kg/pax.</i>	<i>0.11197 kg/pax.</i>	<i>0.10900 kg/pax.</i>
Oil	7.352 L.	9.425 L.	8.420 L.
<i>Per person</i>	<i>0.00785 l/pax.</i>	<i>0.00922 l/pax.</i>	<i>0.00816 l/pax.</i>
Plastic containers hazardous	4.878,45 kg.	6.553,75 kg.	4.300,70kg
<i>Per person</i>	<i>0.00521 kg/pax.</i>	<i>0.00641 kg/pax.</i>	<i>0.00416 kg/pax.</i>



CARBON FOOTPRINT

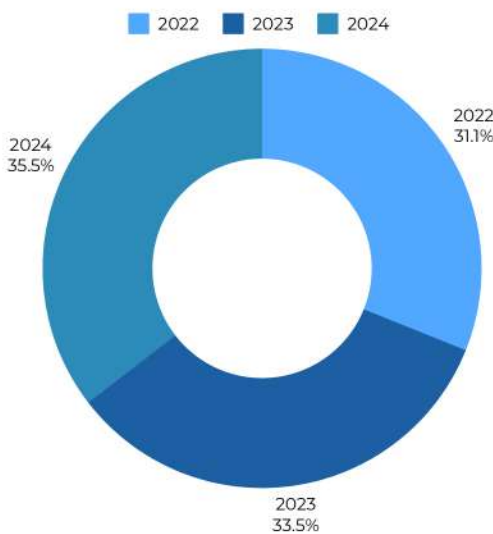
The carbon footprint is a way of describing the extent to which an organisation affects the climate. This impact is determined by the amount and type of greenhouse gases that Sandos releases into the atmosphere. Greenhouse gas emission inventories report both direct and indirect emissions. Since 2008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

According to the data obtained in 2024, Sandos Spain has managed to maintain the company average with very little difference. It is important to note that maintaining the company average with very little difference can be challenging in a competitive and ever-changing business environment, so this achievement is worthy of recognition. It suggests that Sandos España has been able to adapt to market conditions and effectively manage its resources to remain a successful company.



KILOS OF

KILOS CO2	Sandos Papagayo	Sandos Atlantic Gardens	Sandos Mónaco	Sandos Benidorm Suites	Sandos Griego	Sandos Greco
2022	31.654,18	4.971,24	23.349,03	13.355,82	22.698,48	30.759,25
2023	41.826,90	5.478,68	25.146,09	18.851,82	23.022,38	22.142,08
2024	33.541,31	4.811,43	36.818,69	18.538,58	23.935,36	26.954,01



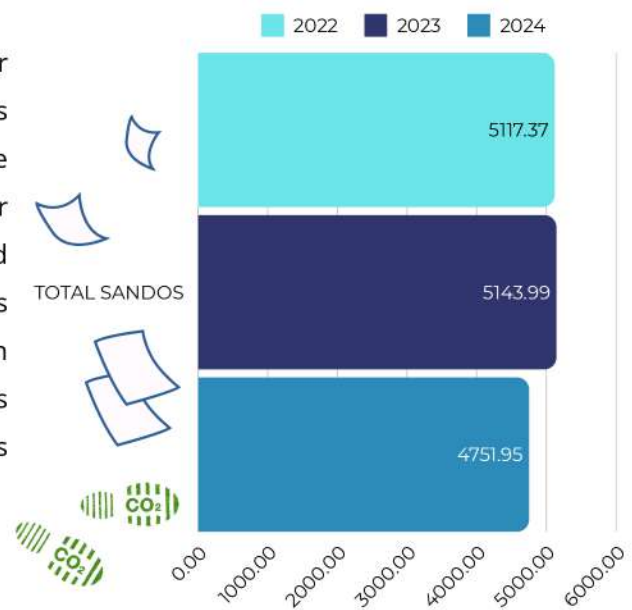
The only relevant changes in 2024 were recorded at Sandos Monaco and Sandos El Greco. Similar to Sandos Papagayo in 2023, both establishments had an increase in the (CO2) register. We attribute this substantial increase to the reinforcement measures taken for the heating of the DHW in order to prevent legionella.

This trend is mainly due to the growing awareness of the risks associated with the disease as it allows reaching temperatures suitable to eliminate any trace of pathogenic bacteria present in water used for human consumption, being the cleanest and most economical solution.

PAPER INDICATORS

KILOS PAPER	Sandos Papagayo	Sandos Atlantic Gardens	Sandos Mónaco	Sandos Benidorm Suites	Sandos Griego	Sandos Greco
2022	1361.97	289,26	470.06	1.205,28	1.480,00	310.80k
2023	1518.65	216,95	433.90	1.205,28	1.533,00	236.21k
2024	1765.34	279,62	474.00	1.552,50	615,00	65.49k

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



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

As demonstrated by the number of kilos spent on multifunctional paper in 2024, we have managed, for the third year in a row, to lower our waste of this resource. This shows that our paper efficiency and awareness initiatives are yielding positive results. We will continue to work on reducing our environmental impact and optimising our resources to remain a sustainable and environmentally responsible company.



CIRCULAR ECONOMY

The circular economy at Sandos Spain is a comprehensive business strategy implemented by our chain with the aim of minimising its environmental impact and maximising efficiency in the use of resources.

Our chain Sandos Hotels & Resorts Spain is currently immersed in a considerable circular economy project, which seeks to minimise waste and maximise resource efficiency through the reuse, recycling and reduction of materials and which has already been implemented in our Sandos El Greco. By 2025 it will be implemented in Sandos Papagayo and Sandos Atlantic Gardens and subsequently in the rest of the establishments.

This sustainable strategy not only contributes to the protection of the environment, but also generates economic benefits by optimising internal processes and fostering a responsible business culture. Through the implementation of practices such as composting organic waste, reusing water and using renewable energy, our hotels will position themselves as future leaders in sustainability within the tourism sector.

This commitment to the circular economy not only strengthens our reputation as a responsible brand, but also allows us to offer authentic and conscious experiences to our guests, who increasingly value and prefer environmentally friendly options.

FOMENTANDO LA NATURALEZA



Focused on promoting environmental awareness and caring for biodiversity, Sandos has implemented an innovative initiative in its

hotels to promote nature through excursions to natural parks.

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

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

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



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



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



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



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



3. OUR COMMUNITY

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

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

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

COMMUNITY AND SANDOS

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



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



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

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



1. SUPPORT FOR LOCAL SUPPLIERS AND DISTRIBUTORS

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

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



2. COMMUNITY BENEFIT

2.1 USE OF FACILITIES

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

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



2.2 DONATIONS or VOLUNTARY ACTIVITIES SUPPORTING THE COMMUNITY

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

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

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



3. PROMOTION OF ENVIRONMENTAL AND CULTURAL AWARENESS

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

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

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



4. SOCIAL AND ENVIRONMENTAL RECOMMENDATIONS



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

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



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

COLLABORATIONS

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

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



The Sandos Griego Hotel also collaborates with the NGO Remar to promote social welfare and provide humanitarian aid to those most in need. This strategic collaboration demonstrates the hotel's commitment to corporate social responsibility, as both organisations are internationally recognised for their efforts to support vulnerable communities. The Sandos Griego Hotel thus shows its firm commitment to solidarity and active collaboration in the face of social challenges.



It is also important to note another of our brothers in Alicante, the Hotel Sandos Benidorm Suites, which makes an important contribution to society by collaborating with two prominent non-profit organisations, Caritas and the Church of San Jaime. The hotel's partnership exemplifies its commitment to responsible social practices and its genuine concern for the welfare of both people and animals.

Caritas

To these participations, we add the solidarity raffles that have been carried out, with the aim of raising as much funds as possible to help the people affected by the Dana in Valencia. Thanks to the solidarity and generosity of all those who have participated, we have been able to support the affected families and contribute to their prompt recovery.

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

Caritas

And also from Alicante, Sandos Monaco, as a well-regarded establishment in the community, recognises the duty to support those in need. Together with Caritas and the Church of San Jaime, the traditional toy collection was carried out and Sandos Mónaco is proud to be able to contribute to making Christmas a little happier for these little ones and thanks all those who participated in this noble cause.

As well as Sandos Benidorm Suites, raffles were held to raise funds for the victims of the Dana.

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

This collaboration allows the realisation of youth meeting projects from all over Europe in Benidorm.



Our establishment also participated in the local festivities by publishing an advertisement for the Sandos SPA in their party magazine. This synergy between business and community is fundamental to building strong and lasting relationships that benefit both parties. We will continue to look for opportunities to collaborate with local events and further contribute to the well-being of our community.

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

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

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

This includes supporting initiatives related to local KMO products, preserving the environment, helping medical associations on ADHD, Anorexia and Bulimia, people in social exclusion, and poverty alleviation. Names such as Caritas, Flora Acoge, Calor Y Café, Gull-lasègue, Creciendo Yaiza or FLT/Asolan, etc., are some of the benefactors through this establishment and thus, Sandos Papagayo, has become one of the main hotel companies in the area.

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



Sandos Hotels & Resorts Spain, by actively participating in these ventures, not only complies with its Corporate Social Responsibility and the UN SDGs, but also creates an environment where guests can feel proud to choose socially conscious establishments for their stay.

Furthermore, by constantly working to improve the quality of life of the underprivileged, Sandos Hotels & Resorts sets an admirable example for other companies in the hotel industry to follow.

FOR CHILDREN

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

Save the Children

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

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



Through Golf Tournaments, book rentals, charity raffles, and summer parties, Sandos Hotels & Resorts Spain achieved the €25,000 challenge in 2024 as well as €3,698 in the 'Sandos with children in the face of Spain's greatest natural disaster' challenge, the Dana.

From 2017 to 2024, 140,901.54 has been raised, all of which has been earmarked for the purpose of promoting the well-being and comprehensive development of children aged 0 to 6 years,

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



CONTINUOUS TRAINING

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



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



Having said all this, and in accordance with the strategies mentioned above, the following are the face-to-face training courses carried out in 2024:



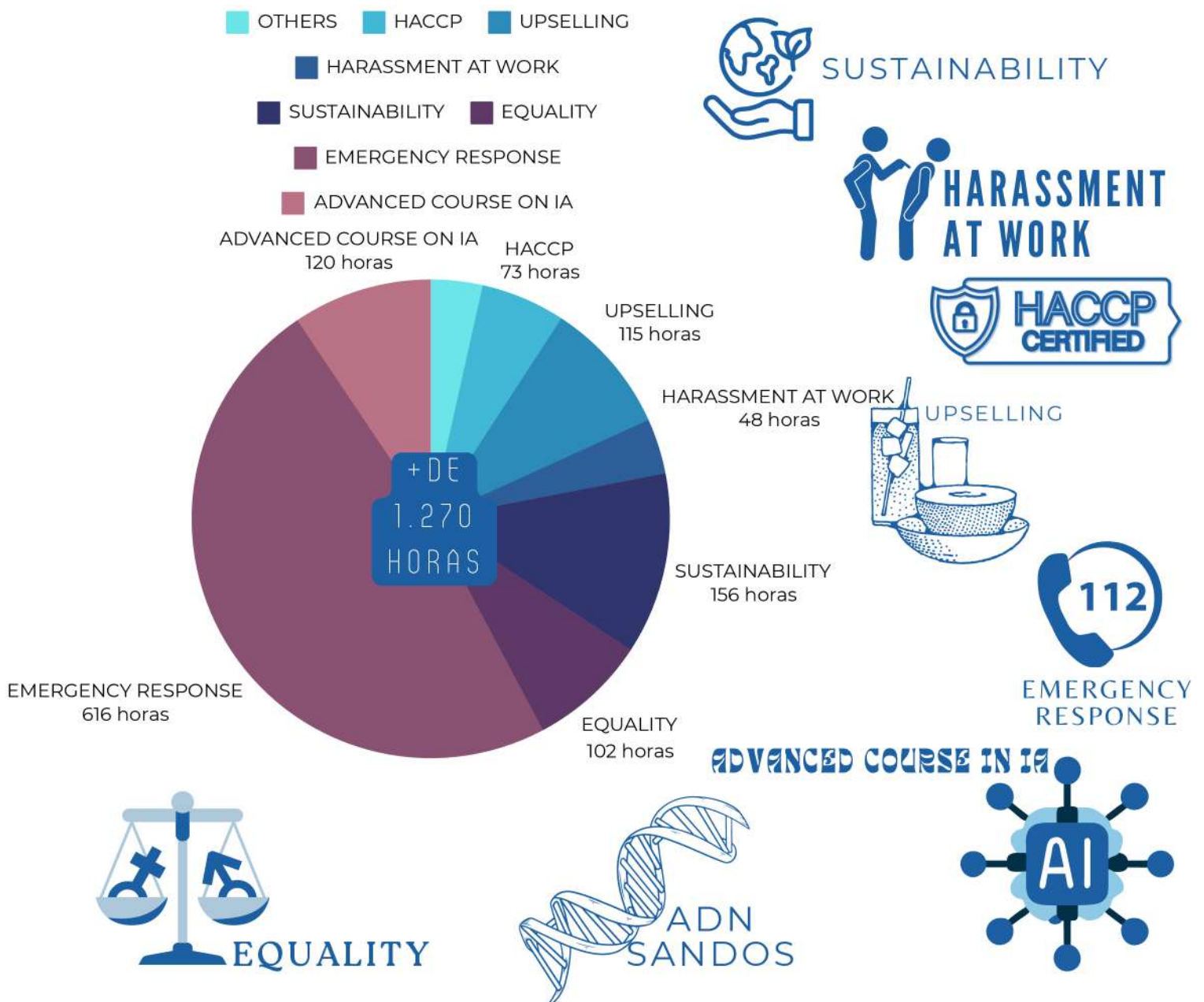
- EQUALITY**
- SUSTAINABILITY**
- UPSELLING**
Middle management, rest. staff, reception,
- HARASSMENT AT WORK**
- ADVANCED COURSE ON IA**
- PRL**
Prevention of occupational hazards
- NOROVIRUS**
- FIRE FIGHTING**
- EVACUATION DRILL**
- EMERGENCY RESPONSE**
- AED**
Semi-automatic defibrillator
- FOOD HANDLER**
- ALLERGENS**
- COELIAC DISEASE**

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

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

By offering online courses and training, Sandos & Resorts has managed to reach a larger number of employees, including those in different geographical locations. This has allowed all team members to have access to the same learning and development opportunities, regardless of their physical location. Additionally, the use of e-learning has allowed Sandos & Resorts to save costs associated with in-person training.

With this pie chart, we demonstrate our effort toward educating our employees about our company in a visually appealing and easy-to-understand way. By presenting the information graphically, we can highlight the key aspects of our company that we want to communicate to our employees.



SANDISTA RECOGNITION

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

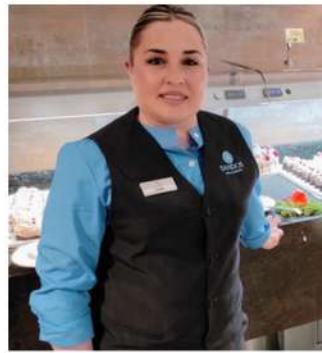
Their efforts not only reflect positively on themselves, but also demonstrate their commitment to embodying the core values and ethics we pursue as an organisation.



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



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



At Sandos & Resorts Spain, we congratulate Antonia Hernández for going from waitress to second-in-command at the Sandos Mónaco Restaurant. Antonia has been promoted at Sandos Monaco,

thanks to your effort and ability to lead the team. You are an example of dedication and commitment, showing that hard work brings rewards. Your teammates see you as an example of overcoming challenges and perseverance. Congratulations on this well-deserved achievement!



Rosa, who has dedicated 19 years of her life to our kitchen at Sandos Papagayo, has rightfully received her retirement in April. Her experience and attention to detail have been crucial to the success of the kitchen, and in this



picture it is being recognized by the Director and the Human Resources Manager of the hotel, who are presenting a plaque on behalf of all of Sandos Papagayo, "You deserve it"!!!



And at Benidorm Suites, after her commitment and dedication, we recognize Claire Blacklock as the new Head of Reception. Her problem-solving skills, positive attitude, and ability to work under pressure make her the perfect candidate for this new role.

SOCIAL RESPONSIBILITY POLICIES

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



QUALITY AND HEALTH & SAFETY POLICIES

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

Quality

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

Health and Safety

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

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

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





SANDOS

HOTELS & RESORTS

SUSTAINABILITY REPORT

Spain 2024