

Informe Anual Sostenibilidad 2025-2026

SANDOS BENIDORM SUITES

Sandos Hotels & Resorts

www.sandos.es

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1. PRESENTATION

Located 900 metres from Benidorm's Levante Beach, Sandos Benidorm Suites is a Family-run all-inclusive establishment and a quiet location highly valued by its guests.

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

The hotel has two swimming pools, one for adults and one for children in the open air, a Wellness center and Gym, a poolside café, 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 competitions, 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, to ensure the compliance with environmental objectives and evaluate the environmental aspects of the activities of each department.

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

All the necessary resources and responsibilities are allocated to ensure that the objectives and goals that will enable continuous improvement and environmentally conscious behaviours are achieved, designing processes to minimise and prevent the impact derived from the company's activity.

At Sandos Benidorm Suites we have developed a set of social and environmental policies to guarantee the proper functioning of all our operational practices and guarantee the good behavior of all our employees.
(see About Our Policies)

PROJECT PLAN 2025

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

Since 2017, a series of changes have been carried out, involving all our employees with the aim of becoming a sustainable establishment and brand concerned with sustainable development.

For the 2025 season, a series of sustainability changes were proposed, ranging from energy saving and monitoring to phasing out the use of single-use plastics at all our points.

The plan of objectives proposed during the year 2025 were the following:

2025 Goals	Trimester 1	Trimester 2	Trimester 3	Quarter 4
Sustainability training with the entire hotel team with Tu Can Feel			X	
Change of yogurt and custard single-dose bulk presentations				X
Changing electronic locks to new Assa Abloy system (+ efficient/lower battery consumption)		X		X
Digital presentation of pool analytics and readings, as well as QR codes for the technical data sheets of the products used				X
Promotion of local gastronomy: Horchata and Fartons (with explanatory signage)			X	
Training with Derivalya: Keys to addressing the reduction of food waste and losses				X

All the measures proposed during 2025 were developed in the course of the year, according to the proposed timetable.

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

EVOLUTION OF THE 2025-2026 TARGETS

Water

- During 2025, we have continued to insist on raising awareness among staff to continue improving good practices. This training work is carried out by the company that advises and instructs us on these issues, Tu can Feel. The annual training took place at our facilities in October.

In addition to this training, the heads of departments supervise all good environmental practices and instruct new hires.

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

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

	Janua ry	February	March	April	May	June	July
m3 x stay 2024	0.22	0.24	0.19	0.20	0.23	0.24	0.21
m3 x stay 2025	0.23	0.28	0.18	0.20	0.20	0.22	0.19
m3 x room 2026	0.18	0.24	0.19	0.18	0.19	0.19	0.22
	Au- gust	Septem- ber	Octo- ber	November	Decem- ber	TO- TAL	
m3 x stay 2024	0.21	0.23	0.25	0.22	0.22	0.22	
m3 x stay 2025	0.21	0.24	0.24	0.21	0.19	0.21	
m3 x room 2026	0.2					0,20	

Taking the year 2024 as a reference, the evolution has been positive, as we have gone from consuming 220 litres per customer per day, to consuming 210 litres in 2025, even taking into account that the pool (with a capacity of 237 cubic metres) has been completely emptied for the repair of the walls that is done every 5 years. This decrease corresponds to the proposed objective of reducing water consumption from previous years.

During 2026, a slight drop in consumption is expected, since until August with about 11380 more

stays than in 2025, consumption per customer and day is 200 liters.

We estimate this saving at 4% of consumption per customer per day.

Energy

As for **electricity consumption** during 2025, information on savings and recycling was reinforced for both customers and employees, reinforcing cartelization.

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

	January	February	March	April	May	June	July
Consumption x stay 2024	17.43	11.83	9.01	8.14	12.16	15.82	16.39
Consumption x stay 2025	14.32	12.86	11.44	8.23	13.18	17.79	16.98
Consumption x stay 2026	16.64	8.76	10.93	8.12	11.23	16.78	17.99
	August	September	October	November	December	TOTAL	
Consumption x stay 2024	15.89	16.14	16.58	14.40	13.69	13.60	
Consumption x stay 2025	15.81	17.61	14.70	13.14	14.27	14.28	
Consumption x stay 2026	17.14					13.45	

The evolution in 2025 has been favourable, except for the summer months. From May to October, they have been hotter months than usual and to maintain the comfort of customers, the setpoint temperature of the centralised air conditioning system was lowered slightly, always within sustainable parameters.

However, in 2026, despite more extreme weather, the average annual consumption levels have been quite similar in the three years compared, being below 14 kwh per customer stay. The buffer tank installed in the chiller machines at the end of 2022 seems to be working as planned, as consumption in the hottest months has decreased.

As a target for 2026, we are going to propose returning to 2024 consumption levels,

approaching 13 kwh/stay. It would mean a 3% decrease.

Gas consumption

In terms of gas consumption, in 2025 we obtained higher results than in 2024. Specifically, gas consumption in 2025 was 0.85% higher than in 2024.

	January	February	March	April	May	June	July
Consumption x stay 2024	7.18	12.88	8.79	8.06	6.77	7.13	4.81
Consumption x stay 2025	11.06	13.10	8.09	8.87	8.20	5.7	3.8
Consumption x stay 2026	11.86	11.21	8.69	8.21	7.73	5.35	4.07
	August	September	October	November	December	TOTAL	
Consumption x stay 2024	5.33	5.48	5.60	7.82	8.60	7.19	
Consumption x stay 2025	4.83	7.44	3.01	7.59	9.23	7.25	
Consumption x stay 2026						8.16	

The goal for 2026 is a regularization of consumption, with an estimate of 7.80 kwh per customer stay. This represents a drop of almost 2%, although we did not reach 2024 levels.

Responsible Purchasing

- During 2026, Sandos Benidorm Suites continues to plan its purchases according to sustainable criteria and with a responsibility in purchases with local suppliers.

New suppliers have been incorporated near the hotel, promoting the local product.

- To gradually remove all single-use plastic. To this end, the elements of this material have been replaced in our bars, restaurants and rooms, emphasizing our policy of responsible purchasing.
- By the end of 2025, single-dose containers of sauces and jams have been replaced by dispensers, thus avoiding the use and recycling of these plastic containers.
- The individual tubs of ice cream, yoghurt and custard have been replaced by bulk containers, avoiding the use and recycling of these plastic containers. There are only individual containers of ice cream in the snack bar and soy and lactose-free yoghurts.

Laundry

- Since 2023, fabric food lanes have been eliminated for washable and reusable PVC tablecloths. This change means that we have stopped washing 7045 kg of table linen with the consequent decrease in the ecological impact.
- The reception department has placed more emphasis on customers using the voluntary pool towel change system correctly and raising awareness of the environmental importance.
- The relationship between the number of towels washed and the number of customers has remained between 0.74-0.75 in the last four years. This has remained stable over time and the **goal for 2026 is to** reduce the number of towels washed by 0.73. **This would mean a 3% reduction compared to previous years.**

Use of Chemicals

- Meetings are held with department heads to continue with the chemical reduction plan after the change of products to Econ Packs at the beginning of 2025. Chemical consumption in 2025 is accounted for and established as a baseline for 2026.

In 2025, the consumption of swimming pool chemicals, including chlorine, pH, PH reducers, flocculants, etc., was reduced by 13.5% compared to 2024.

In terms of chemical products in both the flooring department, technical services, as well as dishwasher products, their consumption has been reduced by 45% compared to 2024. The comparison of 2026 in the same months a reduction of 25% compared to 2025.

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

A reduction in the consumption of chemical products has been achieved both for cleaning and in swimming pools. Chemical consumption will be taken as a reference in 2025. The objective is to reduce the consumption of both pool and cleaning chemicals by 2%.

Sustainable use of paper

- *As for the evolution of office paper consumption, comparing 2025 with 2024, it has been as follows:*

2024: 1426 kg

2025: 1798 kg

More paper has been consumed due to the printing of one sheet per guest for the completion of the new mandatory registration of SES Hospedajes.

*The **goal for 2026** is to reduce consumption by 15%.*

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

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

PROJECT PLAN 2026

For the years 2026, projects related to the improvement of sustainability, training and motivation of the team and labor integration at the local level.

No .	PROPOSED ACTION	2026			
		Trimester 1	Trimester 2	Trimester 3	Quarter 4
	Sustainability training with the entire hotel team with Tu Can Feel		X		
	Changing individual tubs from ice cream to bulk ice cream at the buffet		X		
	Completion of equality plan training	X			
	Change of uniformity with eco-friendly fabric		x		
	Training in the Food Waste Law		X		
	Removal of fabric table linen in the restaurant in all services. Reusable placemats will be used		X		

Below, we are going to detail each point of the 2025 and 2026 project plans:

- Completion of Equality Plan Training

By the first quarter of 2026, we will develop the online training of the rest of the hotel team that remains to be trained in this plan. It is a training aimed at promoting respect, integration and equitable principles within the team, with integrating and respectful principles.

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

With this action, we intend to minimise the washed table linen as it involves a high consumption of water and although the laundry we use is respectful of its environmental processes and has different certifications, environmental pollution with the use of chemical products is inevitable.

- **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.

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

As every year, it is scheduled for the second quarter and we will focus this training by developing different workshops to be able to raise awareness among the whole team of the importance of sustainability and to be aware of the actions carried out by the company in this regard.

- **Changing room locks**

During 2025, the change of the electronic lock system was carried out with the company Assa Abloy. The initial system was from 2014 and was no longer updated. With the change, fewer battery changes will be made as it is a more modern system and optimizes its use

- **Training Musculoskeletal disorders waiters, therapists and floor team**

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

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

- **Food Waste Law**

In 2026, staff from the Kitchen and Food & Beverage teams are trained in the new Food Waste Law. Responsible consumption at the buffet by customers and the team is

encouraged with new signage. Food presentations are made in smaller, more individual formats so that customers can reduce the portions of food that are usually wasted. This training is a continuation of the on-site training in 2025 with the company FormarteArte on buffet presentations.

- **Switch to bulk ice cream**

Swapping individual ice cream tubs for bulk ice cream at the restaurant buffet. During the summer of 2026, only individual tubs are served in the snack bar by the pool.

- **Switch to yogurts and custard in bulk**

Change of the individual containers of yogurts and custards for a bulk presentation of these products. Only soy and lactose-free yogurts are served in individual containers, which we do not yet have in bulk.

- **Change of Uniformity**

Change of uniformity in May 2026, the fabric is eco friendly.

COMMITMENT AND SUPPORT TO THE LOCAL COMMUNITY. SOLIDARITY ACTIONS 2025-2026

- **RIFAS SOLIDARIAS SAVE THE CHILDREN**

During 2025 and 2026, numerous activities have been carried out at the hotel aimed at raising funds for the Save the Children organization.

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



GRACIAS POR VUESTRA CONSTANCIA Y ESFUERZO

Queridos y queridas compañeros de Sandos Hotels&Resorts,

Gracias. Un año más, vuestra solidaridad ha hecho posible que sigamos ofreciendo apoyo a la primera infancia y a sus familias en el barrio de Palmete, Sevilla.

Desde 2017, vuestra constancia dinamizando acciones con clientes os ha convertido en nuestros mejores cómplices por la infancia. Ese esfuerzo diario en los hoteles se traduce hoy en oportunidades reales para que niños y niñas de entre 3 y 6 años crezcan en un entorno seguro.

Impacto de vuestra colaboración en 2025

Vuestra recaudación de 31.315,32 € ha permitido fortalecer el trabajo en el CEI Nuestra Señora de Nazaret:

- **Desarrollo infantil:** Espacios de juego y aprendizaje donde cada menor avanza a su propio ritmo.
- **Acompañamiento familiar:** Orientación y apoyo para fortalecer el entorno de crianza en el hogar.
- **Bienestar y seguridad:** Herramientas para que los niños ganen autonomía y confianza.

"Ver cómo construimos estos vínculos con las familias y con el barrio nos confirma que nuestro trabajo tiene sentido".
— Equipo educativo.

Vuestro compromiso sostiene escenas cotidianas profundamente transformadoras. Gracias por creer, por sumar y por mantener vuestro apoyo firme año tras año.

Con gratitud,

Save the Children España Apoyo a la Primera Infancia | Palmete, Sevilla

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

○ CONTRIBUTION TO THE PARISH OF OUR LADY OF CARMEN

One more year, we have continued to collaborate with Caritas, this year with the parish of Nuestra Señora del Carmen, 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 would like to thank the great work done by the parish priest José Luis Rodes, with the local community and the people who need it most.

We also thank all our customers, suppliers and team members who have contributed toys to the collection carried out at both Sandos Monaco and Sandos Benidorm Suites for Three Kings Day 2026.



○

○ ART EXHIBITION 2026

In 2025 and again in 2026 we have collaborated with one of our sandistas exhibiting his art in our facilities. Oscar belongs to the entertainment team and stands out in other creative areas, which we want to promote and make known among our customers.



○ SPORTS SPONSORSHIP

Sandos Hotels is one of the sponsors of Juan Cozar, waiter at Sandos Monaco, in the races, as a bet on the sport and support for a member of our team. Juan's next journey is to compete in the very tough test of the Titan Desert in Almeria, from October 1 to 4.



○ PUBLICATIONS FOR THE PROMOTION OF SUSTAINABILITY ON SOCIAL NETWORKS

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



Between waves and open skies,
Benidorm offers us balance.
Protecting its essence is protecting our future.
🌿🌿

Entre olas y cielos abiertos,
Benidorm nos regala equilibrio.
Cuidar su esencia es cuidar nuestro futuro.
🌿🌿

#SandosBenidormSuites #SandosHotels
#ReasonsToSmile



Happy World #EnvironmentDay! 🌿🌿🌿

Did you know that up to 40% of the planet's
land surfaces are degraded, directly affecting
half of the world's population?

At #Sandos we are very committed and aware
of the importance of taking care of our
environment - it is the future of new
generations! That's why today we want to
remember that if we all collaborate and do our
part, we can contribute to making our world a
better place 🌿🌿. In our hotels in Spain you
can find the sustainability report where you will
find everything we have done to care for and
protect our environment. You can find all the
information here 📄 <https://bit.ly/45b8WuS>

¡Feliz día mundial del #MedioAmbiente! 🌿🌿
🌍

¿Sabías que hasta el 40% de las superficies
terrestres del planeta están degradadas, lo que
afecta directamente a la mitad de la población
mundial?



Celebrating International Day for Monuments
and Sites! 🏛️🌟 Benidorm's skyline and
historic spots are full of stories waiting to be
discovered.

¡Celebrando el Día Internacional de los
Monumentos y Sitios! 🏛️🌟 El skyline y los
rincones históricos de Benidorm están llenos
de historias por descubrir.

#MonumentsDay #CulturalTravel
#DiscoverBenidorm #SandosBenidormSuites
#SandosHotels #ReasonsToSmile



Benidorm, endless blue. The ocean isn't
scenery, it's life. Let's protect it. 🌊💙

Benidorm, azul infinito. El océano no es
paisaje, es vida. Cuidémoslo. 🌊💙

#SandosBenidormSuites #SandosHotels
#ReasonsToSmile





Holidays can make a positive impact too 🌍
This Plastic Free Day, we remind ourselves that small changes matter. Thank you for travelling consciously 🌱

Las vacaciones también pueden dejar huella positiva 🌍 En el Día Sin Plásticos recordamos que cada gesto cuenta. Gracias por viajar con conciencia 🌱

#PlasticFreeDay #SustainableTravel
#EcoHoliday #SandosBenidorm
#SandosHotels #ReasonsToSmile



En #Sandos estamos muy comprometidos y somos conscientes de la importancia de cuidar nuestro medio ambiente. ¡Es el futuro de las nuevas generaciones! Por eso hoy queremos recordar que si todos colaboramos y ponemos de nuestra parte, podemos contribuir a hacer de nuestro mundo, un sitio mejor 🙏🌱. En nuestros hoteles de España podrás encontrar la memoria de sostenibilidad donde se recoge todo lo que hemos hecho para cuidar y proteger nuestro entorno. Puedes consultar toda la información aquí 👉
<https://bit.ly/3HqCJ0>

#SandosBenidormSuites #ReasonsToSmile
#Benidorm



At Sandos Benidorm Suites, we enjoyed connecting with nature, caring for our green areas and embracing a more sustainable way of travelling. Because the best holidays are those that also look after the planet. 🌞🌱

¡Feliz Día de la Tierra! 🌍🌱
En Sandos Benidorm Suites disfrutamos conectando con la naturaleza, cuidando nuestras zonas verdes y apostando por un turismo más sostenible.
Porque las mejores vacaciones también cuidan del planeta. 🌞🌱

#EarthDay #SustainableTravel
#EcoFriendlyHotel #SandosBenidormSuites
#GreenHolidays #LoveThePlanet
#SandosHotels #Benidorm #ReasonsToSmile



We're delighted with the activities we organised with the little ones to celebrate World Oceans Day on 8 June. Relive the moments with these photos! 🌍

Estamos muy contentos de las actividades que hicimos con los más pequeños para celebrar el Día Mundial de los Océanos el pasado 8 de junio. ¡Revive los momentos con estas fotos! 🌍

#SandosBenidormSuites #SandosHotels
#Benidorm #ReasonsToSmile



02. ABOUT OUR POLICIES

General Sustainability Policy

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

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

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

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

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

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 eco-team made up of the heads of the departments and the management, to ensure compliance with environmental objectives and evaluate the environmental aspects of the activities of each department.

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

This environmental policy encompasses measures such as:

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

Solid Waste Management: we contribute to the environment and society by properly managing your solid waste in order to reduce, reuse, reject, reclaim and recycle as much of the waste 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; through the implementation of environmentally friendly and responsible procedures.

Protection of historical, cultural and natural heritage.

Sandos Benidorm Suites is aware that the historical cultural heritage and the natural heritage 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 even more fearsome phenomena of alteration or destruction, considering that the deterioration or disappearance of an asset of the historical, cultural and natural heritage constitutes a disastrous impoverishment of the heritage of our islands. For this reason we have procedures to inform our clients about these issues.

Quality and Health Safety Policy

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

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

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

General Human Resources Policy on the Treatment of Employees

Basic principles:

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

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

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

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

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

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

In 2026, at Sandos Benidorm Suites, 42% of the workers are men compared to 58% women and local workers account for 75% of the total. It is one of our priorities to achieve maximum equality in hiring between men and women.

Among our workers there are 25 different nationalities and they represent 36% of non-Spanish people 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 of age, we address the parents or legal guardians of the minor directly and make sure of the goodwill in the professional relationship with 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 who have environmental certification and demonstrate commitment to sustainability, and the environment, in addition to giving preference to local suppliers, supporting them for their incorporation into the economy and promoting local development.

Sociocultural 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 safety and health of workers and to that of 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:

- Preventive activity will be aimed at avoiding risks and evaluating those that have not been eliminated.
- The determination of preventive measures will be carried out by trying to act on the origin of the risks and, where appropriate, putting collective protection before individual protection and will consider the additional risks that they may entail and may only be adopted when the magnitude of these risks is substantially lower than those intended to be controlled and there are no safer alternatives.

The choice of equipment and methods of work and production shall be made with a view in particular to reducing monotonous and repetitive work and to reducing 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 their personality, talents and abilities to the fullest
- Health: All children have the right to health care, clean water, nutritious food, and a safe environment so that they can be as healthy as possible.
- Childhood: All children should be provided with the care, protection and opportunities for rest and play they need to ensure that childhood is a time free from exploitation or adult responsibilities.

- Equality: All children have the same rights, regardless of their ethnicity, gender, beliefs, HIV status, abilities or family background. However, every day children, like adults, face discrimination for any kind of reasons.
- Voice: All children have the right to have a say in matters that affect them and to have their views taken into account - according to their age and maturity.

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

SOCIAL RESPONSIBILITY POLICIES

1. Gender equity policy: Guarantee equal opportunities and non-discrimination, by providing practices for the professional development of all employees. An equality plan has been developed for this.
2. Non-discrimination or harassment policy: No distinctions may be made between employees on the basis of race, gender, sexual orientation, creed, social-economic condition, nationality and/or indigenous cultural expressions. As well as the right to dignity of people may not be violated. Sandos Benidorm Suites ensures non-discrimination or harassment for sexual reasons, race and gender. No action that infringes the rights and dignity of workers will be applied, for this purpose the harassment protocol will be applied if workers see their rights violated in this regard.
3. Women's care policy: Pregnant women will not perform heavy work, and during their breastfeeding they will have extraordinary rest to feed their baby.
4. Policy against child exploitation: The protocol for detecting practices of exploitation, abuse and/or child sex trade will be applied.
5. Recruitment and development policy: The hiring of collaborators from the area is encouraged, as well as their promotion to management positions.
6. Excellence recognition policy: Recognize and encourage employees who have demonstrated excellence in their performance, which is demonstrated through applicable internal measurement systems.

7. Policy of respect for the habits, rights and traditions of the peoples: The habits, rights and cultural traditions of the collaborators and the community are respected, supporting the activities that are carried out in the most important commemorations.

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

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

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

Sustainability certification

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

Promotion of responsible tourism in the area

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

Employment

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

Donations and social collaborations

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

Interaction with the local community

Since 2023 we have been participating in the Generalitat Valenciana's social programme of the Tourist Voucher. The purpose of the Programme is to encourage internal demand for tourist services provided in the Valencian Community, in periods of seasonality, from people residing in the Valencian Community.

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

This autumn 2026 we will join the **Turismo Que Suma** initiative promoted by **Exceltur**, a campaign that was born with the aim of promoting a more conscious, respectful and committed way of understanding tourism with destinations.

Under the slogan "**You live here**", this campaign focuses on a simple but fundamental idea: destinations are not only places that are visited, they are also spaces where people live, professionals work and residents, visitors and companies coexist.

Turismo Que Suma invites us to reflect on the importance of caring for the environment, respecting coexistence and valuing the role of tourism as an economic, social and territorial engine.

For this reason, we share this vision and reinforce our commitment to a tourism model that generates value for everyone: for those who visit us, for those who live in our destinations and for those who work every day to make a quality tourist experience possible.

In September 2026, the HOSBECFAMILY began, an initiative of Hosbec associates so that workers in the sector can enjoy advantages in their establishments.

"Since Monday, September 14, we have access to HOSBEC Family, the club of advantages for those of us who work in companies associated with HOSBEC: discounts and special conditions in hotels, restaurants, leisure and shops in the area, just for us.

It's free. You enter hosbecfamily.com, register indicating that you work here and receive a digital card on your mobile phone. You check the offers, show the card at the establishment and that's it.

You have the sign with the QR code on the changing room/board.



DISFRUTA DE VENTAJAS EXCLUSIVAS PARA TI.

Si trabajas en una empresa asociada a HOSBEC, este club de ventajas es tuyo. Consigue tu carnet digital y empieza a usarlo hoy mismo.



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CERCA DE DONDE VIVES

Hoteles, restaurantes, ocio y comercios de la Comunitat Valenciana.

ESCANEA Y ÚNETE AHORA



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Consigue tu carnet digital en 3 pasos:

- 1. Regístrate**
En hosbecfamily.com, con tu correo personal.
- 2. Acredita tu empresa**
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- 3. Disfruta**
Recibes tu carnet en el móvil en 24-48 h.

Una iniciativa de HOSBEC para las personas que trabajan en sus empresas asociadas. Proyecto financiado por Turisme Comunitat Valenciana.

Environmental practices in your municipality

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

1. Don't let anyone follow your trail: Have fun and enjoy, but be responsible and pick up the waste you have generated.
2. The beach and the mountains are not an ashtray: If you smoke and you are on the beach or in the mountains, remember that a cigarette butt takes ten years to disintegrate.
3. Protect yourself and protect yourself: We encourage you to buy ecological sunscreens and thus protect your skin and the environment. Many creams contain polluting products.
4. Use water sparingly: Water is a finite commodity, so don't waste it.
5. Recycle: The colors of selective recycling are practically the same everywhere. Show that you distinguish blue from yellow.

6. Think green when moving: Enjoy the outdoors and try to turn your usual itineraries into a pleasant walk and a reunion with yourself and the environment. Be aware that you may be in a protected area of high ecological value.
7. Bicycles are for summer: If two wheels have resisted you until now, this is your great opportunity: pedaling while feeling the breeze can become the great gift of this holiday.
8. Public transport, also for the summer: You know the public transport in your town; take advantage of your holidays to discover what public mobility is like in the towns you visit.
9. Local sustainability: Consume local products and shop in local shops. The flavours of the land are more authentic.
10. Respect the customs, and contribute to preserving and promoting the customs of your area.

Environmental practices in your workplace

Water

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

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

Anyone responsible will be informed of any water leakage.

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

Dosing water use when cleaning rooms

Waste

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

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

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

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

Use paper on both sides and reuse internal mail envelopes.

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

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

Optimization of equipment use.

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

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

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

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

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

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

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

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

Energy.

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

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

Avoid putting food still hot in cold rooms.

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

03. SUSTAINABLE ACTIONS 2025/2026

Waste Management

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

The summary of recycled products comparing the year 2025 with 2024 has been as follows:

	2024	For stay	2025	For stay	diff x stay
PAPER/CARTON KG	11856	0.081	20453	0.142	0.061
OIL (LITERS)	1700	0.012	1250	0.009	0,003
GLASS (KG)	12232	0.083	28024	0.195	0,112

	2024	2025	diff
KG BATTERIES	20	25	5
LAMPS (KG)	10	14	4

TONER(UNITS)	17	19	2
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Toner

The amount of toner used in 2025 has been slightly increased compared to 2024.

Glass

The company that collects the glass containers has not provided us with data for one of the containers in 2024, but already in 2025 they have provided us with the data for the 2 containers we use. The data for the container that has been counted in both years is very similar.

Oil

We believe that the optimum of oil consumption has been reached with the usual stays of the hotel and we do not expect notable changes for 2026.

Paper/Cardboard

More cardboard boxes have been compacted in 2025 than in 2024. This increase is a sign of less use of plastic packaging and that segregation works better in all departments.

Packaging

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

Batteries

The number of batteries collected in 2025 is comparable to 2024. In 2026 it is lower due to new electronic locks that do not wear out the batteries as much and are not changed as often as in previous years.

Lamps

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

Awareness and training posters

This year Sandos Benidorm Suites has continued to promote respect for the environment and information to the hotel's collaborators and customers with informative posters.

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

- The bins both for customers and in staff areas are identified with the posters for recycling.
- In the toilets it is indicated that the toilet should not be used as a bin and the products that should not be discarded.
- Signage has been placed in the buffet of the restaurant, snack bar and staff dining room raising awareness of responsible food consumption and avoiding food waste.



Recycling System Maintenance and Improvements

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

Energy and water savings

Maintenance of flow reducers

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

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

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

Sustainable Procurement

LED lamps in 98% of the establishment.

Sandos Benidorm Suites continues with its policy of renovating and only buying LED lamps with A and A+ certification.

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

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

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

Reduction of single-use plastic

- Replacement of single-use plastic cups with reusable polypropylene for reduce plastic consumption in our bars and in-room toilets
- Replacement of coffee spoons with biodegradable ones.
- Replacement of plastic straws with 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 on arrival and encouraging the use of water fountains in bars and restaurants. In the Select room and in the à la carte restaurant, water is served in a glass bottle.

At **Sandos Benidorm Suites** , we have been successfully implementing all these actions since

2023 with the aim of joining the growing and more than justified concern for the environment and doing our bit to promote this change towards the use of ecological and less polluting products for our environment.

At Sandos 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 tourism** committed to caring for the environment that surrounds us by minimizing the impact on our environment and local culture and being, at the same time, able to generate income, remain profitable over time and act as an awareness mechanism for all our customers and collaborators.