



SANDOS
PAPAGAYO

SUSTAINABILITY REPORT
2025

INDEX

Introduction	3
Sustainability Policy	3
Our Values	3
Social Responsibility Policies	4
Environmental Management at the Hotel	5
• Renewable Energy	
• Energy Management in Common Areas	
• Energy Management in Guest Rooms	
• Energy Management	
• Water Management	
• Water Management in Guest Rooms and Common Areas	
• Sustainable Towel Management	
• Wastewater Management	
• Waste Minimisation and Management	
• Nature and Biodiversity Conservation	
Commitment to and Support for the Local Community	7
Communicating and Promoting Sustainability to Our Guests	10
Our Awards in 2025	13-14



SUSTAINABILITY REPORT



SANDOS
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Alojamientos
Sostenibles de
Lanzarote

2025



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BIOSPHERE
SUSTAINABLE LIFESTYLE



Travelife
Sustainability in tourism

Sandos Papagayo applies all the resources and responsibilities necessary to ensure the achievement of objectives and targets that enable continuous improvement and promote environmentally responsible behaviour, designing processes that minimise and prevent the environmental impact arising from the company's activities.

Taking into account the following two Sandos Hotels & Resorts principles relating to the environment, Sandos Papagayo extends its approach, measures and objectives towards sustainability.

Company Environmental Policy: At Sandos Hotels & Resorts, we are committed to reducing and preventing the negative environmental impact associated with our activities. By informing and educating our employees, guests and suppliers, we lay the foundations for a sustainable ecological culture that protects our surroundings and contributes to the recovery of our planet.

Sustainability Policy: At Sandos Hotels & Resorts, we improve all our processes together, seeking a constant balance between the business, environmental and sociocultural areas, allowing us to operate sustainably and independently without compromising resources and opportunities for future growth and development. We promote practices among our guests, suppliers, partners and community that enable us to use energy and natural resources efficiently, preserve and respect our cultural traditions and customs, and reduce our ecological footprint.

Our Values:

1. Go Beyond: Committed to always being one step ahead in our constant pursuit of excellence.
2. Play as a Team: Our talent is inspired to give its very best: together we build achievements and make the process rewarding and fun.
3. Do the Right Thing: We are an example of human values and ethics, a socially responsible company towards our community and our team.



BE YOUR BEST
VERSION

SE TU MEJOR
VERSIÓN



DO THE
RIGHT THING

HAZ LO
CORRECTO



TEAM
WORK

JUEGA EN
EQUIPO



GO
FURTHER

VE MÁS ALLÁ

SUSTAINABILITY REPORT



2025



SOCIAL RESPONSIBILITY POLICIES

- 1. Child Exploitation Policy:** We reject child sexual exploitation and therefore prohibit providing our guests with information about places or people that could facilitate such practices. We apply a child abuse detection protocol. We prohibit hiring minors when this would breach Articles 22 and 23 of the Federal Labour Law. In accordance with the above, if a minor were to be hired, this would be under the conditions specified in Article 5 of the Federal Labour Law.
- 2. Women's Care Policy:** We do not terminate contracts during pregnancy. We ensure that pregnant women do not carry out work requiring considerable effort or posing a risk to the health of the mother or baby. During breastfeeding, we provide two additional breaks per day, each lasting half an hour, to feed their children in a suitable and hygienic place.
- 3. Gender Equality Policy:** We reduce occupational segregation rates in each position. We provide equal opportunities for employees to undertake work placements in other departments of the company.
- 4. Cultural Heritage Policy:** We do not participate in the illegal exhibition of original archaeological artefacts, nor do we allow their purchase or sale. We preserve original archaeological remains. We promote constructive interaction between guests and communities in the region.
- 5. Non-Discrimination Policy:** We make no distinctions between employees on the grounds of race, gender, sexual orientation, creed, socioeconomic status, nationality or indigenous cultural expressions.
- 6. Excellence Recognition Policy:** We recognise and encourage employees who have demonstrated excellence in their performance, as evidenced through the corresponding internal measurement systems.
- 7. Policy on Respect for the Customs, Rights and Traditions of Peoples:** We respect the cultural customs, rights and traditions of employees and the community. We therefore support their preservation by promoting the culture of the destination among employees, guests and visitors through activities.
- 8. Cultural Heritage Policy:** We do not participate in the illegal exhibition of original archaeological artefacts, nor do we allow their purchase or sale. We preserve original archaeological remains. We promote constructive interaction between guests and communities in the region.
- 9. Flora and Fauna Policy:** We do not permit the exploitation of animal species and therefore prohibit the sale of photographs with animals to our guests, employees and visitors. We also raise awareness among our guests about not purchasing these services. We prohibit the removal of flora and fauna species from the region by guests, employees and visitors. We prohibit guests from feeding wildlife in order to prevent the negative effects this may cause.

SUSTAINABILITY REPORT



2025



ENVIRONMENTAL MANAGEMENT AT THE HOTEL

RENEWABLE ENERGY: In 2015, we installed 220 solar cells on our roofs, producing a significant part of the energy required to provide our services to guests. In 2022, a further 277 solar panels were installed to generate electricity as an alternative to conventional energy systems.

ENERGY MANAGEMENT IN COMMON AREAS: Since 2016, more than 700 lamps in our corridors have been replaced: instead of consuming 50W of energy, the new LED lamps consume only 5W, representing a daily energy saving of 10%. They are also 80% more efficient, last up to ten times longer than traditional lamps, generate no heat and are more resistant. In addition, they contain no mercury, helping to protect the environment during recycling. Our corridors and areas such as the Chill-out Terrace, Royal Elite Lounges, International Restaurant, Fusión Restaurant and Italian Restaurant are equipped with LED technology and computerised control.

ENERGY MANAGEMENT IN GUEST ROOMS: Since 2016, all lights and television screens (Samsung UE22eh4003 and LG Ly330C) have been replaced to save 277W per room, representing 135,176W in total. Thanks to our proximity-card access system, electricity is automatically disconnected when rooms are unoccupied or when guests leave their rooms. We have also installed automatic devices in guest rooms that switch off the air conditioning when the balcony door is open. These measures have also enabled our guests to help control room energy consumption. In 2024, we completed our project to replace the 1,500 lamps in our guest rooms.

ENERGY MANAGEMENT: In 2025, 379,008 people stayed at the hotel, representing a minimal difference in occupancy of +1.02%. In 2025, total consumption was 18.81 kWh per person, representing a decrease of 2% for the second consecutive year compared with the previous year's consumption of 19.18 kWh. This brings the reduction in energy consumption since 2020 to 46.85%. Lower energy consumption per person demonstrates the effectiveness of various strategies and initiatives focused on improving energy efficiency and conservation practices during this period.

WATER MANAGEMENT: In 2025, a major effort was made to maintain water consumption. As can be observed, there was a small increase compared with 2024; nevertheless, we have maintained a constant and regular level over the three years following the pandemic.

For the second consecutive year, 2025 was confirmed as the second warmest year of the last 63 years, covering the historical series of the Spanish State Meteorological Agency (AEMET). In addition, it was a dry year, with the average temperature in the archipelago reaching 19.6°C, an anomaly of 1.2°C, with extreme episodes and historical heat records.

We continue to implement measures to minimise consumption of this resource, such as reducing water flow from taps using water-saving devices. Water for gardens is also regulated through an app that controls the timing and use of this water.

SUSTAINABILITY REPORT



2025



WATER MANAGEMENT IN GUEST ROOMS AND COMMON AREAS: During 2018 and continuing to the present day, Sandos Papagayo decided to change and include water-flow restrictors in guest rooms and public toilets, as well as water purification machines.

SUSTAINABLE TOWEL MANAGEMENT: The towel indicators show that each guest used 0.514 towels per day during 2025, representing a slight increase in towel use compared with 2024. This could be due to the warmer weather during the summer months.

WASTEWATER MANAGEMENT: All wastewater discharged is treated to comply with national regulations.

WASTE MINIMISATION AND MANAGEMENT:

- Sandos Papagayo is actively committed to reducing the volume of solid waste produced. From 2016, shampoo and shower-gel dispensers were installed in guest bathrooms instead of small polyester sachets, helping to reduce approximately 67.50 kg of polyester waste. In 2024, we renewed the shampoo dispensers with Eco-Friendly products from GFL COSMETICS.
- Sandos Papagayo also uses a water-based air freshener supplied in 10 ml water-soluble capsules. The product is biodegradable and the film dissolves completely in water, avoiding non-recyclable waste. It achieves a 75% saving in CO2 emissions from transport and is 100% environmentally friendly.
- In 2018, Sandos Resorts replaced all plastic cups, straws and trays with wooden, paper and polycarbonate utensils, thereby avoiding the use and consumption of 13,035 kg of plastic.
- In 2025, a significant decrease in gas consumption was observed, with a total of 83,139 litres consumed (70,824 litres less than in 2024). This decrease can be attributed to several factors, such as energy-efficiency policies, increased use of renewable energy through our 277 solar panels and 220 solar cells, and greater awareness of the importance of reducing greenhouse-gas emissions.
- We provide facilities for recycling waste. We work with authorised companies that recycle used printer cartridges, batteries, electronic equipment, metals, cooking oil and plastic. We also provide different containers for mattresses, garden waste, wood remains, etc. Damaged equipment is repaired as soon as possible, and we have an equipment replacement plan to avoid waste and enable reuse.
- Paper consumption from January to December 2025 was $710 \text{ units} \times 500 \text{ sheets} = 355,000 \text{ sheets}$
 $\times 0.216 \text{ m}^2 \times 0.279 \text{ m}^2 \times 80 \text{ g/m}^2 = 1,711,497.60 \text{ grams}$, resulting in 1,765.34 kg of paper consumed. This remained in line with 2024. We hope to reduce this figure in 2026 through new internal measures and the use of applications that do not require paper.

SUSTAINABILITY REPORT



2025



CONSERVATION OF NATURE AND BIODIVERSITY: Through various initiatives, such as waste-reduction and recycling programmes, energy-efficiency measures and water-conservation practices, Sandos Papagayo strives to reduce its carbon footprint. In addition, the resort actively promotes sustainable tourism practices among its guests by offering our “NATURE EXPERIENCE” and involving them in environmentally friendly activities.

COMMITMENT TO AND SUPPORT FOR THE LOCAL COMMUNITY

- Every day, local (indigenous) artisans can sell their products in our hotel shop.
- Special attention is paid to guests with CELIAC DISEASE, VEGETARIAN requirements or DIFFERENT TYPES OF INTOLERANCES, through signs in each restaurant identifying every dish. We also provide information to guests with allergies and, as part of our protocol, they can complete a kitchen/restaurant card to inform our staff about their allergies.
- We use ALOE VERA, CANARIAN JAMS, MOJOS and VINOTHERAPY products (made from native plants) from local companies in the SPA for treatments. We also provide a gift box containing samples to repeat guests and Royal Elite guests.
- Local companies are represented throughout the hotel's facilities through products such as jams, cheeses, meats, local beverages, etc. During the year, we showcase them to our guests through activities such as wine and cheese tastings, cocktail workshops and our daily menus.
- Sandos Papagayo offers special rates to associations dedicated to helping others, e.g. ADISLAN (Association for People with Intellectual Disabilities and Their Families), CARITAS PARISHES, FUNDACIÓN CANARIA “FLORA ACOGE”, “CALOR Y CAFÉ”, etc.
- Our employees receive benefits beyond their legal rights, such as free meals, sickness allowance and free transport. We also provided all staff with training on Equality, Child Protection and Sexual Tourism. Throughout the year, our staff received different training courses.
- Since 2014, we have had international students in different departments. For them, this is an opportunity to learn languages, gain practical experience for their future, have a valuable experience and discover the professional world. This year, we continued along this path.
- We continue to use ecological printer paper, as indicated by the European Commission website and the product's ecolabel.
- **CHALLENGE ACHIEVED!!!!** Sandos & Resorts successfully reached its annual donation target of €25,000 for its project with Save the Children, thanks to contributions from hotels and their guests. This project helps combat child poverty and supports children and families in Palmete, Seville. Sandos Papagayo contributed €16,719, which is €1,449 more than in 2024. In total, Sandos & Resorts reached €31,315 in donations.

SUSTAINABILITY REPORT



2025



- In accordance with point 15.4 ACT345 and within SDG 15 “LIFE ON LAND”, “we promote green spaces to stimulate biodiversity in the surrounding area”. In line with our Sustainability Manual, we continue to promote local culture so that our guests can enjoy our “NATURE EXPERIENCE” and learn about both the Los Ajaches National Monument and our Gofio Workshop. We carry out sustainable practices during the walk to help protect the environment and learn how to prepare one of the most distinctive and characteristic foods of Canarian cuisine: Gofio.
- Once again, Sandos Papagayo celebrated International Women's Day on 8 March together with its staff. Management congratulated all our female employees.
- ASOCEPA, the Association of Coeliacs and People Sensitive to Gluten in the Province of Las Palmas, once again recognised us as FACE Gluten-Free Catering.
- Every year, Sandos Papagayo celebrates the Day of the Canary Islands with its guests. This local celebration gives our guests the opportunity to taste different local products and discover activities from all our islands.
- Once again, we brought together top golf players in the two tournaments held in support of Save the Children, raising €16,719.
- Sandos Papagayo was pleased to make its facilities available to a group of 15 students and 5 teachers from the Aesthetics, Beauty and Hairdressing courses at CIFP Zonzamas in Lanzarote. Training was delivered by Enedina García, Deputy Manager of BodyCare Spa & Wellness, and Melania Bornice, its Director of Quality and Training.
- Sandos Papagayo celebrated World Environment Day by organising a series of activities for our guests aimed at promoting awareness of environmental conservation and sustainability.
- Through our social media channels, we promoted World Recycling Day, sharing tips and information on how to recycle effectively at our facilities.
- Every year we choose Vitae Formación y Orientación to train our staff in the use of defibrillators and basic life support. At Sandos Papagayo, we have two defibrillators and our staff are trained in first aid, enabling us to provide rapid assistance to people suffering cardiac arrest.
- We also provide Fire Prevention training: Emergency Response and Drill with Vitae Formación y Orientación.
- We promote products with protected designation of origin and KM0/local products. Wines, cheeses, bread, eggs, meats, pastries and amenities are among the local products offered at our facilities.
- During Carnival, we support the local community by inviting the “Los Yaiseros” group, a comparsa from Yaiza, which entertained our guests.
- On 16 May, we celebrated International Celiac Disease Day with our guests.

SUSTAINABILITY REPORT



SANDOS
PAPAGAYO



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Sostenibles de
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2025



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- Once again, Sandos Papagayo collaborated with Gull Lasègue for its charity bingo, held on 3 October at Hotel Reina Isabel in Las Palmas de Gran Canaria. This charitable event aims to raise funds to support the Study and Treatment of Anorexia and Bulimia in the Canary Islands.
- Sandos Papagayo strongly supported the Lanzarote Golf event, the third edition of the “Volvo Golf Cup & Experience”.
- In November, we collaborated with the “Creciendo Yaiza” Association for one of its end-of-year charity raffles. This non-profit association works to improve the quality of life of children and families in vulnerable situations in the municipality of Yaiza.
- This year, Club Deportivo Tahiche, a Regional Preferente team, joined Pequeño Valiente in a charity tournament to raise money for children and young people with cancer on our island. Sandos Papagayo participated with a day pass and a dinner, and we continue joining efforts to help those who need it most.
- Since its opening in 2003, local company Papagayo Bike has provided bicycle rental services for all types of guests, including E-Bikes. Like all bicycles, they are an economical and efficient means of transport and a perfect tool for helping to reduce the carbon footprint and ease traffic congestion in our municipality and on the island.
- Every year, 40 kg of roast chicken with side dishes are donated to the Canarian Association “Fundación Canaria Flora Acoge” on 31 December for its Christmas campaign. This donation provides a special lunch for more than 60 people experiencing social exclusion or at risk of it, who are homeless and lack financial resources and social support, allowing them to begin the new year with a special meal.

SUSTAINABILITY REPORT



2025



COMMUNICATING AND PROMOTING SUSTAINABILITY TO OUR GUESTS

- In 2016, Sandos Hotels and Resorts created the SANDOS ECO-CLUB, whose environmental policy is defined on our website and at Reception.
- Since the end of 2012, we have provided waste bins and recycling bins in common areas.
- We have also installed permanent recycling points in our common areas where guests can dispose of plastic, paper, glass and batteries.
- In all our guest rooms, we place a note to raise awareness among guests about water conservation, such as the frequency of towel changes. In addition, our valued guests have the option of personally recycling their waste using the designated recycling points available.
- Through displays in public areas (toilets), we advise our guests about possible energy savings and ask them not to dispose of objects in the toilet.
- Sanditos Kids Club: At our children's club, children make crafts using recyclable materials, learn how to recycle waste and support the environment by planting native plants in our "ECO GARDEN".
- We provide guests with a bicycle storage area to encourage the use of this environmentally friendly means of transport.
- Since early 2018, we have been committed to replacing all plastics used in our hotels with biodegradable materials or recycled cardboard. In this way, we expect to save more than 12 MILLION pieces of plastic per year!
- We continue working with ECO-line products, in this case our paper cups. They are heat-insulating, resistant to sauces and oils, 100% hygienic and 100% recyclable. Sandos Papagayo has already complied for several years with Regulation (EU) 2020/2151, which establishes new rules on harmonised specifications for the marking of single-use plastic products.
- Through our environmental policy, we spare no resources on recycling and continue renewing the materials used by our guests for recycling. These recycling bins have three compartments: plastics and metal packaging in yellow; paper and cardboard in blue; and organic matter and other waste, which goes to the hotel's grey containers.

SUSTAINABILITY REPORT



2025



- During 2021, we began working with ASU (ASCAN SERVICIOS URBANOS), the company awarded by ECOVIDRIO to collect glass containers at our establishment and in the province of Las Palmas de Gran Canaria. In 2025, a total of 66.67 tonnes of glass were recycled, equivalent to 0.1759 kg per person, representing a 5.95% decrease compared with 2024.
- SANDOS PAPAGAYO ALWAYS ECO-FRIENDLY. In this case, we refer to the paper straw, ideal for drinks. It is 100% biodegradable and environmentally friendly. This paper straw is made of cellulose, is 200 millimetres long and has a diameter of 6 mm. Disposable paper straws are the most sustainable choice for replacing traditional plastic straws, and their simple design and ecological nature are ideal for environmentally committed hospitality businesses.
- Our kitchen reuses the glass bottles generated from juices consumed in our bars to serve gazpachos, chilled juices and many other products to our guests. Our kitchen therefore takes recycling to a new level by reusing juice bottles for gazpachos and cold drinks!!!
- We have created an audiovisual presentation not only for our guests but also for the general public to provide information about the hotel's sustainable activities. This presentation highlights all improvements made in the past and shows how we constantly strive to innovate. It also includes useful tips on how guests can support our activities and participate in our Eco-Club. Recommendations for reusing the water bottles provided on arrival, using reusable shopping bags, public transport or bicycles, and the importance of beach cleaning are among the issues highlighted.
- We continue to make a conscious effort to prioritise sustainability by using 100% biodegradable latex balloons in activities with our guests. By choosing biodegradable balloons made from natural latex, we ensure that they break down organically over time without harming the environment.
- On 14 February, as part of our Valentine's programme, we held a workshop on local food and drinks, wine and cheese tastings, dance classes, a fantastic sunset and our second charity raffle of the year in support of our NGO Save the Children.
- In our International Restaurant, we have now set ourselves the goal of removing individual mini portions of jam, Nutella, etc. from our breakfast service. In 2023, approximately 145,200 portions of preserves were consumed. At 0.002 g per empty container, this equals 290.40 kg, meaning an average of 300 kg of plastic that we will stop consuming each year.

SUSTAINABILITY REPORT



SANDOS
PAPAGAYO



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- With the implementation of the Stay APP in 2024–2025, we aim to improve our guests' experience while significantly reducing CO2 emissions into the environment. By allowing guests to access all hotel services through their smartphones, we are eliminating the need to print on paper.
- In 2024–2025, Sandos Papagayo decided to replace the traditional textile table linen used for many years with sustainable PVC table linen. In 2023, a total of 131,595.72 kg of table linen was processed through our external laundry service, resulting in 1.6 tonnes of CO2 emissions. With this change, our establishment will no longer contribute to the emission of this amount of carbon into the atmosphere.

SUSTAINABILITY REPORT



**SANDOS
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Alojamientos
Sostenibles de
Lanzarote

2025



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OUR AWARDS IN 2025-2026



ASOCEPA
Asociación de Celíacos de
la Provincia de Las Palmas



BIOSPHERE

2026

CERTIFICADO



Sandos Papagayo

Por haber logrado evidenciar el cumplimiento de las acciones de Biosphere Sostenible alineadas con los 17 Objetivos de Desarrollo Sostenible de la Agenda 2030 de Naciones Unidas, hacer participar a los empleados en un proyecto común y ser valorado positivamente por sus clientes.

Dr. Tomás de Azcárate Bang
Presidente. RTI

OBJETIVOS
DE DESARROLLO
SOSTENIBLE



**TOP HOTEL
PARTNER 2026**



Sandos Papagayo

gehört zu den beliebtesten Hotels von schauinsland reisen weltweit.
Für die partnerschaftliche und vertrauensvolle Zusammenarbeit möchten wir uns bedanken
und wünschen weiterhin viel Erfolg.

Stefan Bönning
Geschäftsführer
schauinsland reisen
Stefan Bönning
Geschäftsführer
schauinsland reisen
Stefan Bönning
Geschäftsführer
schauinsland reisen
Stefan Bönning
Geschäftsführer
schauinsland reisen

WEITEREMPFOHLEN AUF
HolidayCheck '26

Sandos Papagayo

5.0 / 6.0

Diese Unterkunft gehört zu den bestbewerteten weltweit.

Christoph Lillmann
CEO

Vertrag der Werbung ist über 01.08.2025



Certified for
Accommodation Sustainability

Following an independent audit against the Travelife Certification Requirements
(version 5.0)

Sandos Papagayo
Calle Las Acacias, 6, 19004, Lanzarote, Canarias, Spain
has achieved Travelife Certification

They have shown Travelife evidence that they are
taking action in the following areas:

- Minimising their environmental impacts
- Improving the economic and social impacts
for people in their community
- Respecting and protecting human rights
and fair labour practices
- Safeguarding animal welfare and biodiversity

Managing Director



Valid from 24/11/2023 to 24/11/2027
Certificate number - 338852

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SUSTAINABILITY REPORT



SANDOS
PAPAGAYO



Alojamientos
Sostenibles de
Lanzarote

2025



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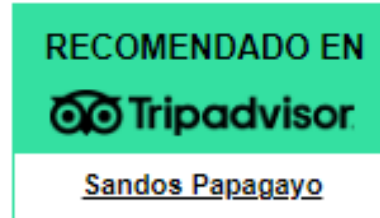


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Winner 2025



Tripadvisor
Travellers' Choice™
Awards 2025

Sands Papagayo Top
10%
Reviews from millions of Tripadvisor travellers
place this winner in the **top 10%** worldwide.



Expedia Verified Reviews





SUSTAINABILITY REPORT
2025