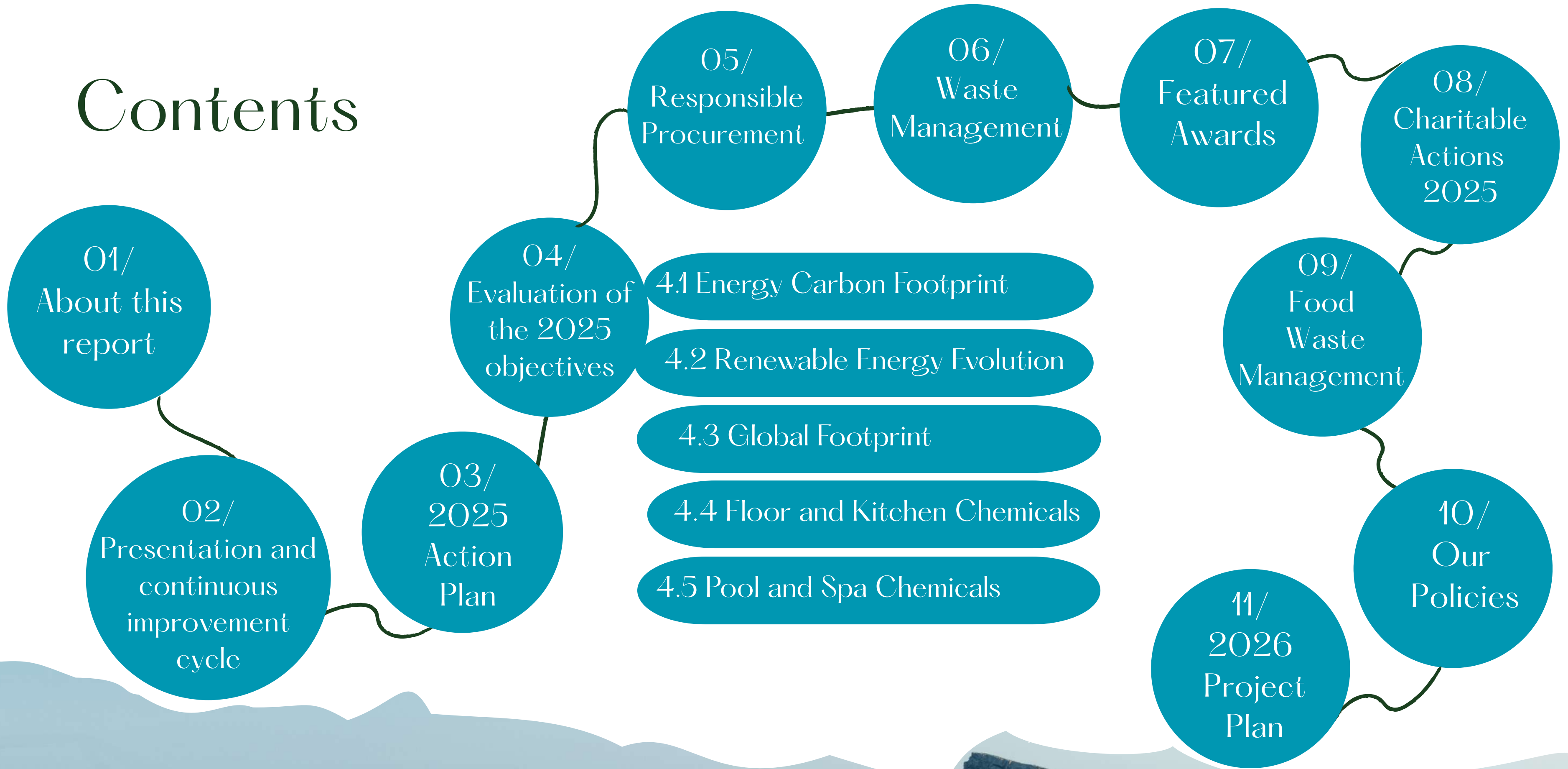




# Sustainability Report 2025–2026



# Contents



# 01/ About this report

At Sandos Monaco Hotel & Spa, we believe that excellent hospitality goes hand in hand with environmental protection, social responsibility, and strong corporate governance.

This 2025 Sustainability Report provides a comprehensive overview of our sustainability journey, highlighting the initiatives developed to minimise our environmental impact, foster more inclusive communities, and promote ethical and responsible business management.

Our report reflects our strong commitment to the Sustainable Development Goals (SDGs), the principles of responsible tourism, and long-term well-being. From reducing energy and water consumption to collaborating with local suppliers, developing an ethical supply chain, and strengthening transparent governance, we strive to create lasting value for our guests, stakeholders, and the planet.

We invite you to discover our initiatives, the progress we have made, and our vision for the future as we continue towards increasingly sustainable, inclusive, and responsible management.



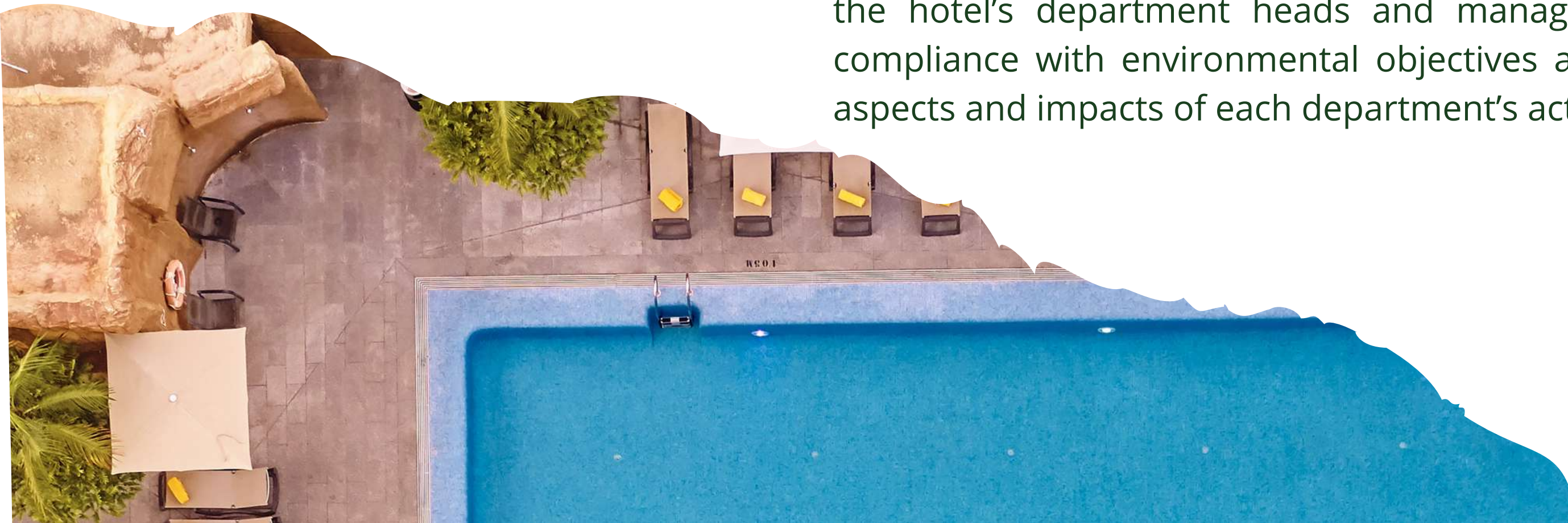
# 02/ Presentation

Sandos Mónaco Hotel & Spa, located 250 metres from Levante Beach in Benidorm, is an adults-only all-inclusive hotel, offering a highly valued location among its guests.

The hotel has 199 rooms distributed across 16 floors and employs between 75 and 95 people, depending on occupancy levels and the time of the season.

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

Sandos Mónaco has an Environmental Manager and an Eco Team made up of the hotel's department heads and management. Their role is to ensure compliance with environmental objectives and to assess the environmental aspects and impacts of each department's activities.



# 2025 Annual Improvement Cycle

Sustainable management revolves around an annual improvement cycle that enables us to regularly assess the positive and negative impacts of our activities on people and places.

This cycle helps us identify what we are doing well, what needs to be improved, and how to prioritise improvements for the years ahead.

The cycle is structured around the 7 steps shown in the image.



Once the 2024 data had been evaluated, a series of improvement measures and corresponding actions were established based on the assessment of the previous year's results. The objectives set for 2025 were as follows:

# 03/ 2025 Action Plan



# 04/ Evaluation of the 2025 objectives

During the 2025 reporting period, the hotel recorded 137,293 stays, representing a 1.3% increase compared to 2024 and a 3.8% increase compared to 2023, while maintaining an occupancy rate above 93%.

Despite the increase in activity, specific electricity consumption stood at 16.88 kWh per stay, representing a 4.8% improvement compared to 2023. However, this figure represents a slight increase of 1.25% compared to 2024. The objective set for 2025 was to stabilise energy consumption. As a slight increase was recorded, the relevant actions will be incorporated into the 2026 Action Plan.

Furthermore, natural gas consumption per stay decreased by 12.2% compared to 2023, reflecting greater efficiency in the domestic hot water production systems. In 2024, the hot water storage tanks were replaced by a much more efficient instantaneous hot water generation system.

The differences compared to 2024 are not significant, as the gas meter was replaced at the end of 2024. As a result, part of the consumption corresponding to the end of 2024 was recorded on the invoices for January and February 2025.

Electricity



Water



Gas



## Evolution of Travelife Sustainability Indicators (2023 - 2025)



Regarding water consumption, specific consumption in 2025 reached 0.212 m³ per stay, representing a 5.5% increase compared to 2023. This result has been identified as a priority area for improvement in 2026, with actions established to strengthen consumption monitoring, optimise operational processes, and promote responsible water use among guests and employees.

# 4.1 Energy Carbon Footprint

Between 2022 and 2025, Sandos Mónaco Hotel reduced its emissions intensity from 6.21 kg to 5.87 kg CO<sub>2</sub>eq per stay, representing a 5.48% improvement, despite a 9.5% increase in occupancy, reaching 137,293 overnight stays in 2025.

Total emissions in 2025 amounted to 805.8 tonnes of CO<sub>2</sub>eq, comprising 207.1 tonnes from natural gas, using an emission factor of 0.182, and 598.7 tonnes from electricity, using an emission factor of 0.258. This consolidates the downward trend in emissions intensity.

May your rest, leave  
no trace on the  
planet



## EVOLUTION OF TOTAL CARBON - HOTEL SANDOS MONACO, BENIDORM (2022 - 2025)

Home

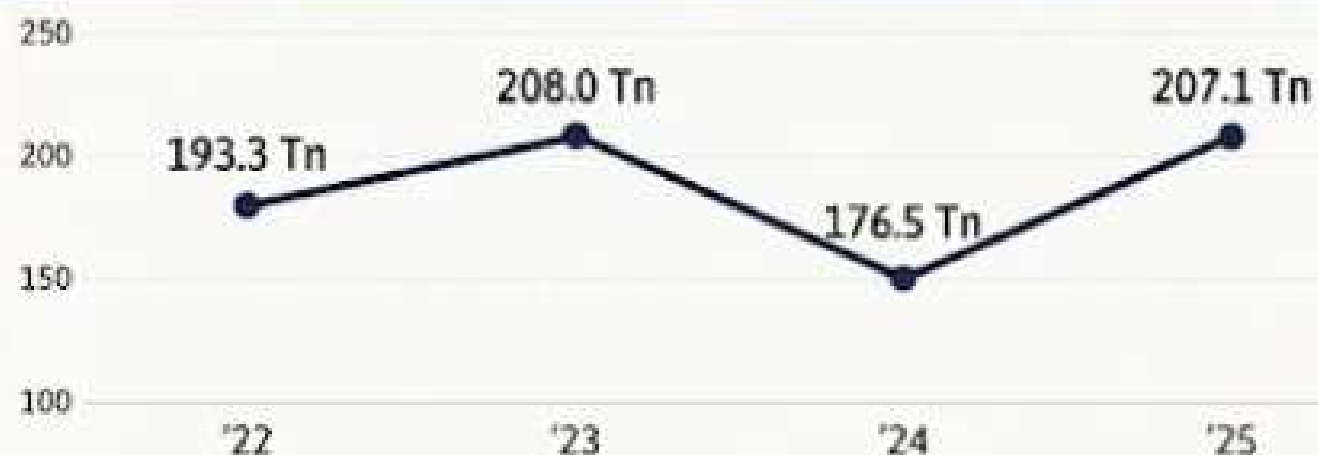
Energy Consumption

Carbon Emissions

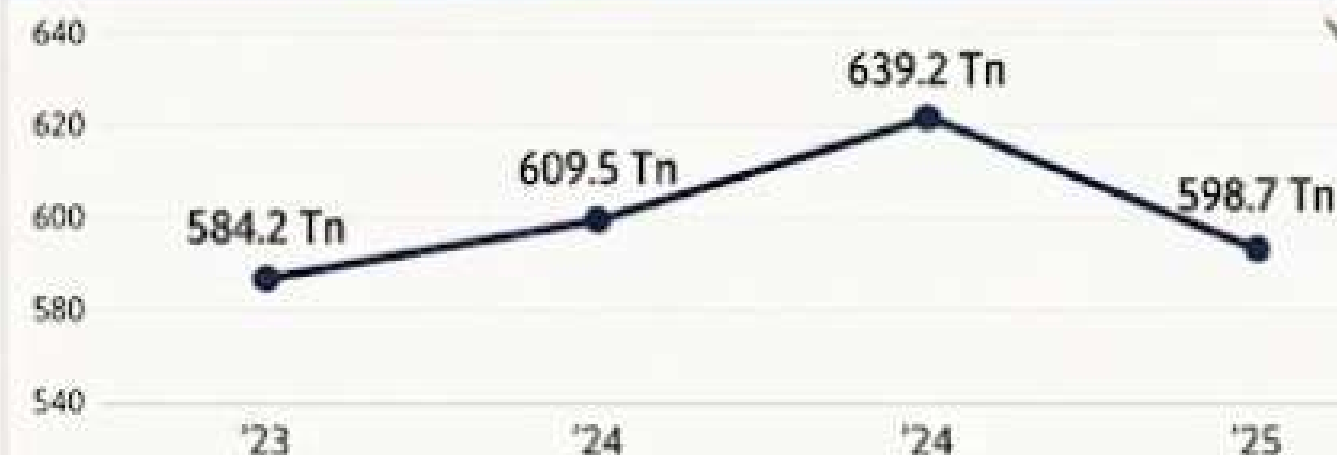
Waste & Water

Reports

### SCOPE 1: NATURAL GAS (Tn CO2eq)



### SCOPE 2: ELECTRICITY (Tn CO2eq)



### COMBINED (GAS + ELECTRICITY) (Tn CO2eq)



### STAYS (OVERNIGHTS) DATA AND COMBINED WEIGHTED FACTORS PER STAY



#### STAYS (OVERNIGHTS) DATA

2022: 125.297  
2023: 132.248  
2024: 135.509  
2025: 137.293



#### COMBINED WEIGHTED FACTORS (kg CO2eq/Stay)

2022: 6.2053  
2023: 6.1823  
2024: 6.0195  
2025: 5.8692

2025 Points  
**Total Emissions**  
805.8 (Tn)

**Scope 1 Emissions**  
207.1 (Gas, Tn)

**Scope 2 Emissions**  
598.7 (Elec, Tn)

**Combined Weighted Factor**  
5.87 (kg CO2eq/Stay)

# 4.2 Renewable Energy Evolution

| Year | Supplier                          | Consumption (kWh) | % Renewable | Factor (kg CO <sub>2</sub> eq/kWh) |
|------|-----------------------------------|-------------------|-------------|------------------------------------|
| 2022 | Iberdrola Clientes, S.A.          | 2.163.810         | 42,70%      | 0,27                               |
| 2023 | Iberdrola Clientes, S.A.U.        | 2.344.259         | 50,70%      | 0,26                               |
| 2024 | Iberdrola Clientes, S.A.U.        | 2.258.746         | 48,00%      | 0,283                              |
| 2025 | <b>Iberdrola Clientes, S.A.U.</b> | 2.320.660         | 51,40%      | 0,258                              |

The evolution in renewable energy procurement has been favorable since 2022. The goal is to orient this procurement annually with an increasing role of renewable energies.



## *Carbon Footprint Evolution and Performance (2024–2025)*

# 4.3 Global Footprint



### Key Carbon Footprint and Efficiency Indicators

- **Reduction in Total Carbon Footprint:** Total greenhouse gas emissions decreased by 5.85%, from 904,381.54 kg CO<sub>2</sub> in 2024 to 851,489.07 kg CO<sub>2</sub> in 2025, representing a net reduction of 52,892.47 kg CO<sub>2</sub>.
- **Growth in Activity and Efficiency per Guest:** This positive environmental performance was achieved alongside a 1.53% increase in guest stays, reaching 137,303 stays compared to 135,236 in the previous period. As a result, emissions intensity per stay improved significantly by 7.32%, decreasing from 6.69 to 6.20 kg CO<sub>2</sub> per stay, demonstrating greater operational efficiency and resource optimisation per guest.
- **Commitment to Climate Neutrality:** These results reaffirm the effectiveness of the energy-efficiency measures implemented, the prioritisation of local suppliers, and the responsible procurement policies in place. This strategy is complemented by the offsetting of unavoidable emissions, consolidating the hotel's continued progress towards carbon neutrality.



# CARBON FOOTPRINT 2022-2025

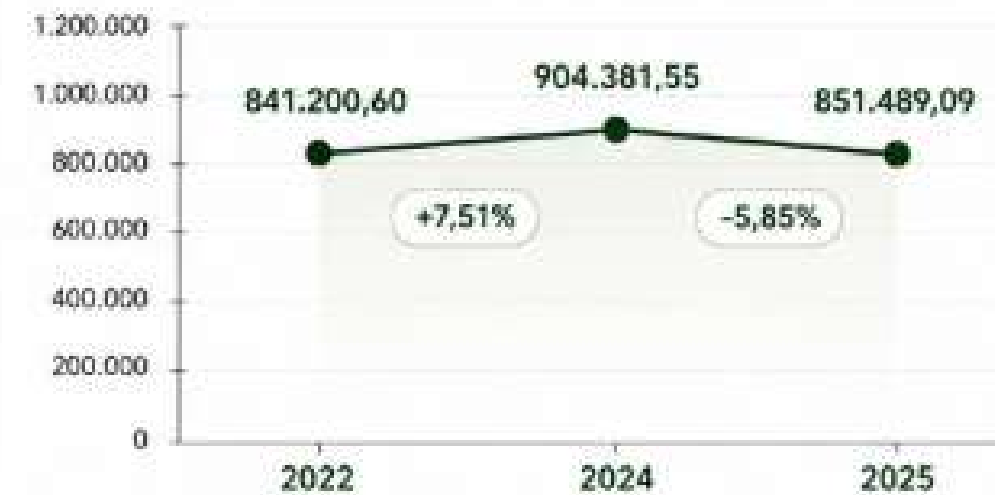
## Comparative evolution by source of emissions

At Sandos Mónaco Hotel & Spa we work every day to reduce our greenhouse gas emissions and move towards a more efficient and low-carbon operation.



### TOTAL CARBON FOOTPRINT EVOLUTION

kg CO<sub>2</sub>e



2025 vs 2024

↓ -5,85%

-52.892,46 kg CO<sub>2</sub>e

2025 vs 2022

↑ +1,22%

+10.288,49 kg CO<sub>2</sub>e

### EMISSIONS BREAKDOWN BY SCOPE - 2025

kg CO<sub>2</sub>e



The calculation includes Scopes 1, 2 and 3 (category selection) according to the Greenhouse Gas Protocol (GHG Protocol).

### KEY MESSAGES 2025

-  We reduced total emissions by 5,85% compared to 2024, despite an increase in the number of guest nights.
-  Carbon intensity improved by 7,08% compared to 2024.
-  Electricity and natural gas remain the main sources of emissions (49,1% of the total).
-  We continue to drive energy efficiency, responsible purchasing and waste reduction to minimize our climate impact.

### SUMMARY OF INDICATORS

|                                                           | 2022       | 2024       | 2025       | CUMULATIVE 2025-2022 |
|-----------------------------------------------------------|------------|------------|------------|----------------------|
| TOTAL CARBON FOOTPRINT<br>kg CO <sub>2</sub> e            | 841.200,60 | 904.381,55 | 851.489,09 | +1,22%<br>vs 2022 ↑  |
| GUEST NIGHTS<br>nº guest nights                           | 125.297    | 135.509    | 137.303    | +9,59%<br>vs 2022 ↑  |
| EMISSIONS INTENSITY<br>kg CO <sub>2</sub> e / guest night | 6,71       | 6,67       | 6,20       | -7,63%<br>vs 2022 ↓  |

### EMISSIONS INTENSITY 2025

kg CO<sub>2</sub>e / guest night

6,20

kg CO<sub>2</sub>e / guest night

↓ -7,08%  
vs 2024 (6,67)

### EMISSIONS INTENSITY EVOLUTION

kg CO<sub>2</sub>e / guest night



We improved carbon intensity: -7,63% compared to 2022.

### EMISSIONS BREAKDOWN BY SOURCE - 2025

% of total



### CUMULATIVE 2025-2022

kg CO<sub>2</sub>e

|                                    |                     |             |
|------------------------------------|---------------------|-------------|
| SCOPE 1 (Direct emissions)         | 730.755,90          | 15,6%       |
| SCOPE 2 (Purchased electricity)    | 1.053.668,00        | 22,4%       |
| SCOPE 3 (Other indirect emissions) | 2.910.844,83        | 62,0%       |
| <b>TOTAL</b>                       | <b>4.695.268,73</b> | <b>100%</b> |



# 4.4 Comparative consumption of chemicals

## Housekeeping and Kitchen

The consumption of cleaning chemicals per stay has decreased from 0.106 litres in 2022 to 0.031 litres in 2025, representing a cumulative reduction of 70.8%.

This improvement has been achieved through the optimisation of cleaning processes, the use of more precise dosing systems, ongoing staff training, and enhanced consumption monitoring.

The reduction has been achieved while maintaining the hygiene and quality standards required across all areas of the hotel, helping to reduce the environmental impact associated with the use of chemical products and enhancing employee safety.





4★ SUPERIOR

# EVOLUTION OF CLEANING CHEMICAL CONSUMPTION PER STAY (LITERS/STAY)

We continue to move towards a more efficient and responsible operation, optimizing the use of chemical products and reducing our environmental impact.

Travelife   
Gold  
CERTIFIED SINCE 2011



## RESPONSIBLE USE OF CHEMICAL PRODUCTS

We apply products only when necessary and in appropriate doses, minimizing impact on people and the environment.



## COMMITMENT TO SUSTAINABILITY

We continually improve our processes to reduce unnecessary consumption and promote environmental practices.

CLEANING CHEMICAL CONSUMPTION PER STAY (LITERS)



↓  
**-61,35%**  
reduction in 2025  
compared to 2024



## SIGNIFICANT IMPROVEMENT

In 2025 we achieved a 61.35% reduction in the consumption of cleaning chemicals per stay compared to 2024, moving towards more efficient and sustainable management.

| YEAR | LITERS / STAY | EVOLUTION VS. PREVIOUS YEAR |
|------|---------------|-----------------------------|
| 2022 | 0,106         | -                           |
| 2023 | 0,079         | -25,47%                     |
| 2024 | 0,0802        | -1,52%                      |
| 2025 | 0,031         | -61,35%                     |



## WE KEEP ADVANCING

Our objective is to continue reducing the consumption of chemical products and minimizing our environmental impact, in line with Travelife principles.



At Sandos Mónaco Hotel & Spa we work daily to minimize our environmental impact and contribute to more responsible and sustainable tourism.

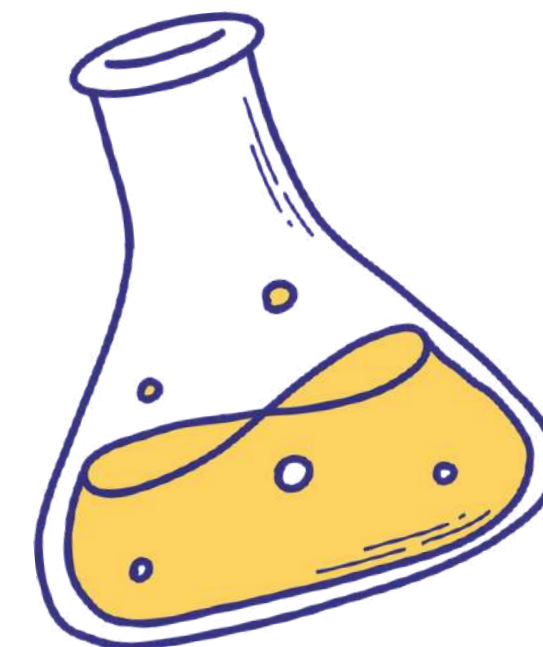
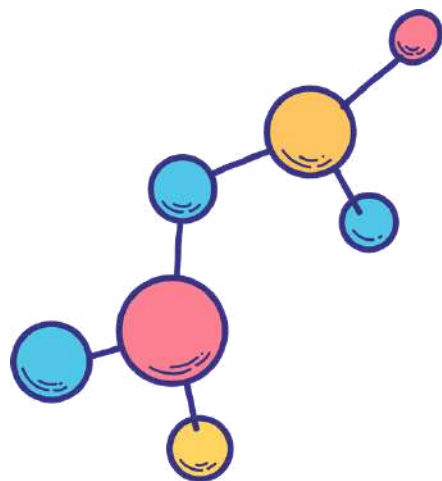
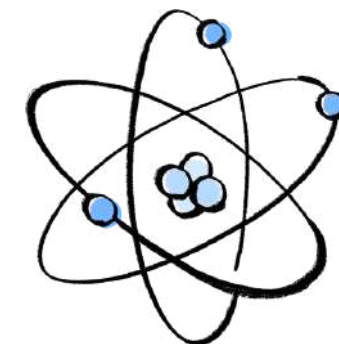




During 2025, Sandos Mónaco Hotel & Spa reduced its specific consumption of cleaning chemicals from 0.08 litres per stay in 2024 to 0.031 litres per stay in 2025, representing a 61% reduction.

In addition, the consumption of high-impact chemicals, such as degreasers, dishwashing detergents and descaling agents, is monitored on a monthly basis. In this regard, consumption decreased by 66% compared to 2024.

This evolution reflects an improvement in the efficiency and optimisation of chemical use in cleaning operations, reducing the consumption of high-impact chemicals and helping to minimise the environmental impact associated with these activities.



# The keys to this decline have been as follows:

- **Optimisation and Automatic Dosing:** Installation of high-precision dosing systems in dishwashing areas, minimising over-dosing and operational waste.
- **Switch to Low-Impact Formulations:** Transition towards detergents and cleaning products with an eco-label (Ecolabel or improved biodegradability), replacing products classified as high-impact or bearing hazardous warning statements and strict hazard pictograms.
- **Staff Training:** Technical training for operational staff on the correct use of dilution systems, appropriate dosing, and the prevention of occupational risks associated with the handling of chemical substances.
- **Eco-Friendly Packaging:** A large proportion of plastic containers and canisters have been eliminated and replaced with compact, recyclable dosing systems, significantly reducing waste generation.

Measure



Formula



Training



Packaging



# 4.5 Comparative consumption of chemicals

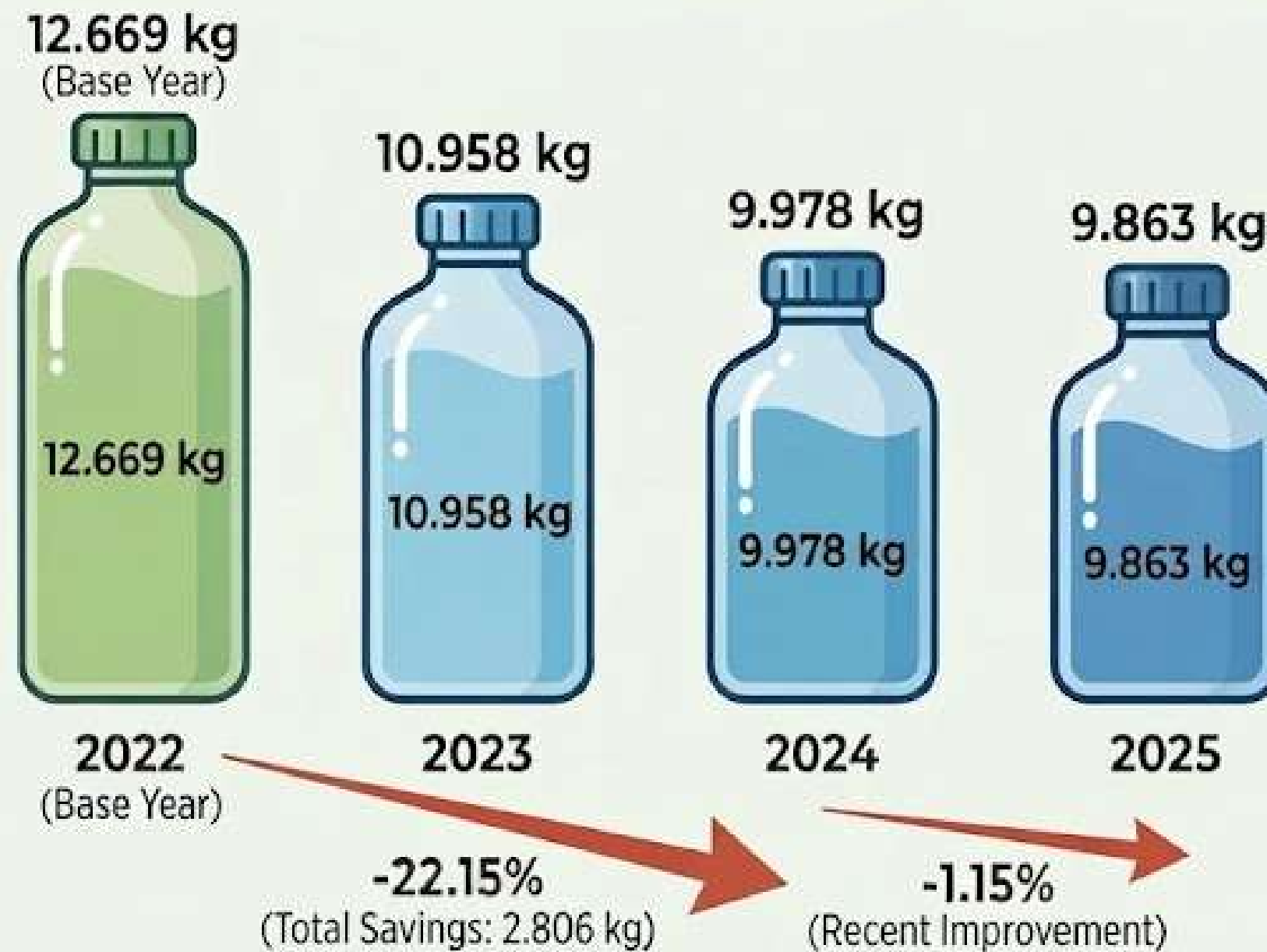
## Pool and Spa

During the current period, the implementation of preventive controls and the optimization of technical processes have allowed a significant improvement in the sustainability profile of the establishment. Especially highlights the reduction achieved in the consumption of pool chemicals where the implemented measures have generated a percentage saving of 22.15% in swimming pool and spa water treatment since 2022.

Result 2025: 1.15% reduction in the consumption of pool chemicals compared to 2024.



## SUSTAINABILITY REPORT 2025: POOL CHEMICALS CONSUMPTION TREND (kg)



### TECHNICAL CONCLUSIONS AND ACTIONS 2025-2026:

- Global Reduction of 22.15% vs. 2022.  
 • Recent Efficiency of -1.15% vs. 2024.
- **PH & CHLORINE OPTIMIZATION:** Preventive analytical control and water balance (alkalinity) to stabilize pH with reducers.
- **AUTOMATIC FILTER BACKWASHING:** Standardization of automated backwashes by pressure loss, reducing water and chemicals.
- **OCCUPATIONAL SAFETY (SGA):** Continuous update of containment trays, labeling, and Safety Data Sheets.
- **CONTINUOUS TRAINING:** Technical workshops for Maintenance on best environmental practices.

# 05/ Purchasing and Collaboration with Local Suppliers

In 2025, the hotel maintained its commitment to promoting a more sustainable supply chain, prioritising, whenever quality, availability and competitiveness conditions allow, the procurement of products and services from local and nearby suppliers.

This policy contributes to strengthening the local economy, supporting local employment and reducing the environmental impacts associated with the transportation of goods.

We also foster stable and collaborative relationships with our suppliers, progressively incorporating environmental and social criteria into our procurement processes.

In this way, we integrate sustainability into the hotel's day-to-day management and contribute to the economic and social development of our local community.



# Laundry

During 2025, Sandos Mónaco continued working to improve efficiency and reduce the environmental impact associated with laundry operations by conducting an annual monitoring of the kilograms of laundry processed and relating them to the number of hotel stays. This indicator makes it possible to assess trends in laundry consumption independently of variations in occupancy levels. In 2025, a total of 191,792 kg of laundry were processed, compared to 206,569 kg recorded in 2023, despite the number of stays increasing from 132,248 in 2023 to 137,293 in 2025.

As a result, the indicator for laundry processed per stay improved from 1.562 kg/stay in 2023 to 1.397 kg/stay in 2025, representing a 10.6% reduction over the two-year period.

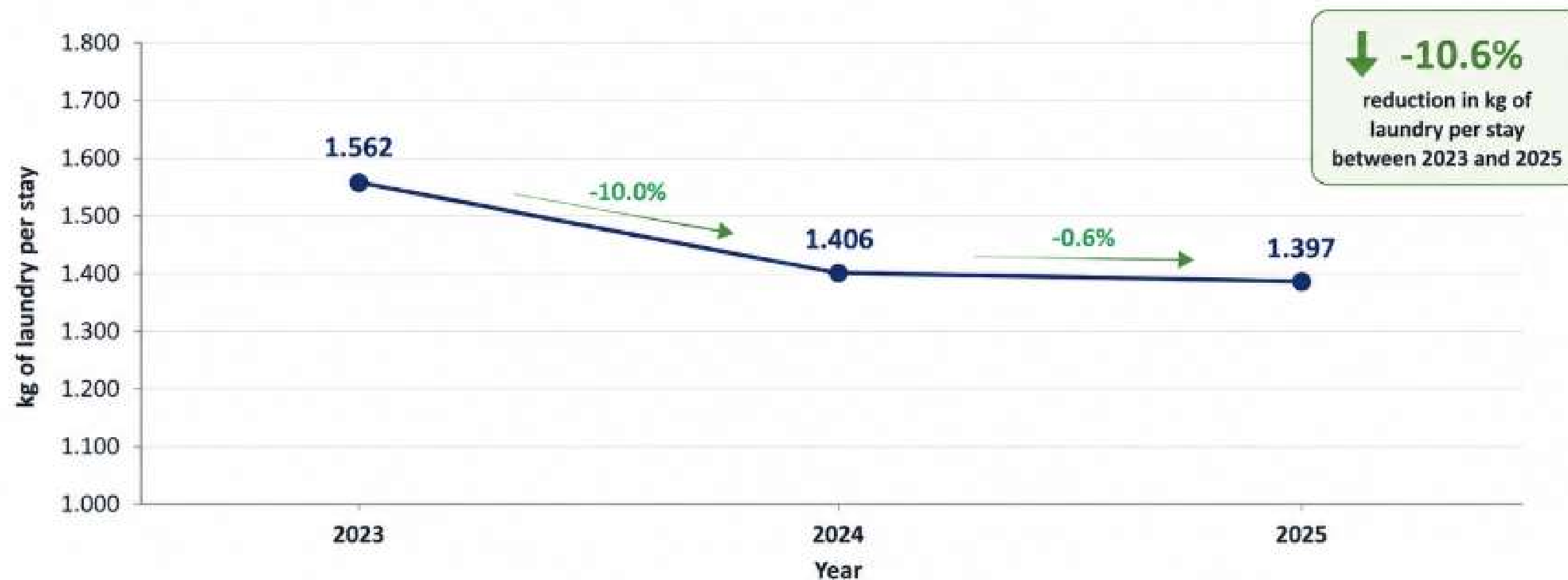
This evolution reflects an improvement in the efficiency of laundry management and contributes indirectly to reducing the associated consumption of water, energy and chemicals, as well as the generation of wastewater resulting from washing processes.

The reduction in table linen is particularly noteworthy, decreasing from 23,381 kg in 2023 to 14,001 kg in 2025, representing a 40.1% reduction. This evolution is related to the measures implemented to optimise the use of table linen and avoid unnecessary washing, while maintaining the hygiene and quality standards required by the hotel at all times.

Sandos Monaco continues to monitor this indicator as part of its environmental management system and will continue working towards progressively optimising the volume of laundry washed per stay, promoting the efficient use of resources without compromising service quality or hygiene standards.



## Sandos Monaco – Evolution of Laundry Washed per Stay (2023–2025)



| Year                              | Stays                               | Laundry Washed (kg)                      | Kg of Laundry per Stay                | Change vs. Previous Year |
|-----------------------------------|-------------------------------------|------------------------------------------|---------------------------------------|--------------------------|
| 2023                              | 132,248                             | 206,569                                  | 1.562                                 | —                        |
| 2024                              | 135,509                             | 190,485                                  | 1.406                                 | -10.0%                   |
| 2025                              | 137,293                             | 191,792                                  | 1.397                                 | -0.6%                    |
| <b>2023–2025<br/>Total Change</b> | <b>+3.8%</b><br>(increase in stays) | <b>-7.2%</b><br>(reduction in kg washed) | <b>-10.6%</b><br>(reduction per stay) | 🟢 <b>Improvement</b>     |

🌿 Between 2023 and 2025, Sandos Monaco reduced laundry washed per stay by **10.6%**, despite a **3.8%** increase in the number of stays.

Source: Internal laundry and occupancy records.

# 06/ Waste Management

Sandos Monaco aims to reduce waste, recycle as much as possible, and ensure proper waste management and segregation. To achieve this, we work each year to improve our system by providing hotel employees with the necessary resources, as well as training and information on proper waste management and recycling practices.

This recycling training is carried out in collaboration with Tu Can Feel.



## Single-use plastics



During the 2024–2025 period, the hotel implemented a comprehensive plan to eliminate Single-Use Plastics, in alignment with the criteria established by EU Directive 2019/904 and Travelife’s international sustainability standards.

As a result of the actions implemented, the hotel achieved a 16% reduction in the total amount of single-use plastic generated compared to 2024.

# Breakdown of Measures Adopted in 2025

The overall reduction has been structured around three key operational areas:

## **A.** Food & Beverage (F&B): Elimination of Single-Use Plastic Portions

Individual plastic packaging and single-serving formats were replaced with bulk solutions using reusable dispensers and sustainable food-service displays across the buffet and food & beverage services:

- Jams, honey, yoghurt: Transition from individual plastic/aluminium portions to dispensers, enhancing the buffet presentation while maintaining high-quality products.
- Ice cream: Replacement of individual tubs or formats with plastic wrapping with bulk ice cream containers.





# Breakdown of Measures Adopted in 2025



## B. Rooms & Spa

- **Welcome slippers (Amenities) and Spa Centre flip-flops:** The product procurement process was redesigned, requiring suppliers to provide slippers without individual plastic packaging (using a recycled paper band or supplied in bulk without individual bags).

## C. External Supply Chain: Laundry Service

- **Bed linen and towels:** Since January 2025, negotiations and an agreement with the industrial laundry supplier have been in place to eliminate plastic bags from the delivery of clean linen, switching to closed transport trolleys.

We continue to use awareness signage for guests, encouraging the responsible use of towels in both guest rooms and the pool/spa areas.



# Other Waste Generated

During the 2023–2025 period, Sandos Monaco has continued working on the prevention, reduction and proper management of waste generated by the hotel's operations. The measures implemented have focused particularly on reducing waste at source, optimising supply systems and promoting the use of reusable and more durable solutions. The 2025 results show a positive trend across several of the main waste streams, particularly those for which specific prevention measures have been implemented.

One of the most significant results relates to lightweight packaging. Its generation was reduced from 13,500 kg in 2023 to 4,420 kg in 2025, representing a decrease of 67.3%. When expressed per stay, the indicator decreased from 0.102 kg/stay in 2023 to 0.032 kg/stay in 2025. This improvement is linked, among other measures, to the progressive replacement of certain conventional chemical product packaging with Eco Pack systems, thereby reducing the amount of packaging generated.

The generation of glass also shows a very favourable trend. In 2025, 23,135 kg were recorded, compared with 39,659 kg in 2023 and 41,345 kg in 2024. This represents a reduction of 41.7% compared with 2023 and 44.0% compared with 2024. This decrease is related to the progressive increase in the use of returnable packaging, which helps reduce the use and generation of single-use glass containers.





Regarding **cardboard**, 12,960 kg were generated in 2025, 17.6% less than in 2024. Although this figure remains above the level recorded in 2023, the reduction compared with the previous year reflects an improvement in packaging optimisation and, in particular, a lower use of packaging associated with the supply of certain chemical products.



A significant reduction can also be observed in **toner** consumption. The number of units used decreased from 32 in 2023 to 18 in 2025, representing a reduction of 43.8%. This trend is related to the progressive digitalisation of internal processes and the reduced need for printing.



The generation of **lamp** waste decreased from 40 kg in 2023 to 28 kg in 2025, representing a 30% reduction. This trend is linked to the progressive replacement of conventional lighting systems with LED technology. LED bulbs last almost six times longer than traditional bulbs, reducing the number of replacements required. This also reduces costs and the amount of resources needed for manufacturing, packaging and transportation.





**Batteries** also show a reduction of 30.9% compared with 2024, decreasing from 55 kg to 38 kg. In the case of used cooking oil, the volume has remained stable compared with 2024, at 950 litres, representing a reduction of 20.8% compared with 2023.

Overall, the evolution of these indicators demonstrates that the measures implemented by the hotel go beyond the proper management of waste once it has been generated, incorporating prevention and source-reduction measures. The replacement of certain types of packaging with Eco Pack systems, the increased use of returnable packaging, the digitalisation and reduction of printing, and the progressive implementation of LED lighting are concrete examples of measures contributing to a reduction in waste generation.

The annual monitoring of waste, both in absolute terms and in relation to the number of stays, makes it possible to assess the effectiveness of these measures and establish further improvement actions within the hotel's sustainable management system.





# WASTE MANAGEMENT AND REDUCTION

At Sandos Monaco we work to prevent waste at source, optimize resources and promote the circular economy.



## STAYS

2023: 132,248  
2024: 135,509  
2025: 137,293

| WASTE STREAM                                                                                                     | 2023      |           | 2024      |           | 2025      |           | CHANGE<br>2025 vs 2024                                                                       | CHANGE<br>2025 vs 2023                                                                       |
|------------------------------------------------------------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
|                                                                                                                  | TOTAL     | KG / STAY | TOTAL     | KG / STAY | TOTAL     | KG / STAY |                                                                                              |                                                                                              |
|  CARDBOARD                      | 11,190 kg | 0.085     | 15,725 kg | 0.116     | 12,960 kg | 0.094     | -17.6%    | +15.8%    |
|  PAPER                          | 508 kg    | 0.004     | 520 kg    | 0.004     | 529 kg    | 0.004     | +1.7%     | +4.1%     |
|  TONER<br>(units)               | 32 units  | 0.0002    | 26 units  | 0.0002    | 18 units  | 0.0001    | -30.8%    | -43.8%    |
|  LIGHTWEIGHT<br>PACKAGING       | 13,500 kg | 0.102     | 7,150 kg  | 0.053     | 4,420 kg  | 0.032     | -38.2%    | -67.3%    |
|  GLASS                        | 39,659 kg | 0.300     | 41,345 kg | 0.305     | 23,135 kg | 0.169     | -44.0%  | -41.7%  |
|  BATTERIES                    | 25 kg     | 0.0002    | 55 kg     | 0.0004    | 38 kg     | 0.0003    | -30.9%  | +52.0%  |
|  LAMPS                        | 40 kg     | 0.0003    | 39 kg     | 0.0003    | 28 kg     | 0.0002    | -28.2%  | -30.0%  |
|  USED COOKING OIL<br>(litres) | 1,200 L   | 0.009     | 950 L     | 0.007     | 950 L     | 0.007     | 0%      | -20.8%  |

## KEY TAKEAWAYS 2025



**-67.3%**  
LIGHTWEIGHT  
PACKAGING

Less chemical packaging thanks to the ECO PACK system.



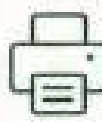
**-41.7%**  
GLASS

More use of returnable packaging compared to 2023 and 2024.



**-17.6%**  
CARDBOARD

Less packaging from chemical product suppliers.



**-43.8%**  
TONER

Less printing thanks to digitalization.



**-30.0%**  
LAMPS

More LED lighting: greater durability, less waste.



Committed to prevention, reduction and the circular economy.



**SANDOS**  
MONACO

Data corresponds to the period 2023-2025.

# 07/ Featured Awards

We are proud to share two important recognitions that highlight the hard work and dedication of the entire Sandos Monaco team.

On the one hand, the hotel has been recognised by TUI Group as a Quality Hotel, highlighting our commitment to quality and guest satisfaction.



In addition, loveholidays has recognised Sandos Monaco as “Most Loved Worldwide – Award Winner 2025”, a particularly meaningful recognition that reflects the appreciation and positive feedback of our guests.

These awards are a reflection of the hard work, professionalism and commitment of the entire team, and they motivate us to continue working every day to provide our guests with the best possible experience.

# Featured Awards

At Sandos Monaco, we are proud to have obtained the prestigious international Travelife Gold certification (valid from September 2024 to September 2026), a recognition that reflects our commitment to sustainability and the continuous improvement of our processes.

This certification represents an important recognition of the work carried out by the entire team and, at the same time, encourages us to continue moving forward and strengthening our good practices in sustainability, management and responsibility.

During this period, we have continued working to improve our procedures and comply with the established standards, with the aim of being fully prepared for the next Travelife audit, scheduled for September 2026, and successfully passing it.

Our commitment is to continue evolving, identifying new opportunities for improvement and consolidating an increasingly responsible and sustainable way of working, involving the entire team in achieving this goal.



Following an independent audit against the Travelife Standard\*

## Sandos Monaco

Avenida Emilio Romero, 11, Benidorm, Valenciana, Comunidad, Spain

has achieved Travelife Gold 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

A handwritten signature in black ink that reads "Nuala White".

25/09/2024 to 25/09/2026  
certificate number – 103128

\*The Travel Standard is recognised by the Global Sustainable Tourism Council (GSTC)  
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# 08/ Charitable Actions 2025

## COMMITMENT AND SUPPORT TO THE LOCAL COMMUNITY

### SOLIDARITY ACTIONS 2025

At Sandos Monaco we work to generate a positive impact on the local community, the tourist destination and society as a whole through solidarity, well-being, cultural promotion and training and awareness-raising initiatives.



Our purpose is clear:  
to contribute to a more  
responsible, inclusive and  
sustainable destination.

1



#### SUPPORT TO THE LOCAL COMMUNITY

- Participation on 11/03/2025 in the fair organised by MTS and collaboration and cooperation with different local companies, strengthening the destination and improving the customer experience.
- Monthly charity raffle in aid of Save the Children: The entertainment team organises a monthly charity raffle in which guests can voluntarily take part by purchasing tickets. All proceeds are donated to Save the Children. This initiative encourages solidarity, active guest participation and the hotel's social commitment to causes with a positive impact.

2



#### SOCIAL WELL-BEING

- At Sandos we have established a collaboration with Sol Inari Dental Clinic, offering exclusive discounts to our employees. The agreement is communicated internally through the employee portal and posters in the staff canteen. This initiative promotes well-being, prevention and the health of our team, while strengthening collaboration with local businesses and contributing to the local economy.
- New uniforms in March, designed with comfort and adaptation to today's needs in mind. These uniforms not only reflect our identity, but also prioritise comfort and functionality, allowing our team to carry out their work in the best possible way and with style. In addition, we are committed to sustainability and have chosen to work with Nervil, a supplier that shares our sustainability values.
- Workshop on the prevention of musculoskeletal disorders in February for housekeeping, bars, restaurant and spa departments. The workshop covered ergonomics good practices, handling techniques and recommendations for adopting safe postures, helping to improve employees' health, well-being and safety.

3



#### PROTECTION OF CULTURAL HERITAGE

- In April we celebrated Easter in a very special way with our guests. The entertainment team organised different activities and the traditional "la mena" cake was served.  
  
Through this action we promote the local cultural heritage, the integration of the destination's traditions into the tourist experience and the cultural education of our guests.

4

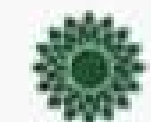


#### EDUCATION AND AWARENESS-RAISING

- World Environment Day: On 05/06/2025 the entertainment team organises fun activities for guests to raise awareness about the importance of caring for the environment. Our aim is not only to implement environmental measures internally, but also to involve our guests in sustainability, one of the aspects we work on all year round.
- Sustainability training with TuCan Feel on Thursday 12/06/2025. The aim was to strengthen staff knowledge and skills in sustainable tourism, good environmental practices and social responsibility.
- Online training on the equality plan for staff, with the aim of promoting a workplace based on equal opportunities, non-discrimination, respect for diversity and harassment prevention. This action strengthens our culture of inclusion and contributes to employee well-being.



With these actions we reaffirm our commitment to the community and our desire to contribute to a fairer, more sustainable and responsible future for all.



**SANDOS**  
MONACO

# Charitable actions 2025

During this 2025, monthly activities have been held at the hotel aimed at raising funds for the organization Save the Children.

Next, we present the thanks of this organization to Sandos Hotels. Where great work and social work is greatly valued.



**Save the  
Children**



## 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

# 09/ Food Waste Management

Sandos Monaco Hotel & Spa is committed to progressively reducing food waste through more efficient purchasing management, demand-based production, greater control of food losses, and responsible buffet management.

The combination of measurable targets, operational procedures, team training, monitoring through records, and guest awareness forms the basis for moving towards increasingly efficient and sustainable food management. At the same time, these actions contribute to waste reduction, the responsible use of resources, and the continuous improvement of the hotel's environmental performance.



# Food Waste Action Plan

The buffet service is also a priority area within the programme. A specific protocol has been established for the final 30 minutes of service, a period during which there is a significant risk of generating surplus food due to the need to maintain variety and an appropriate presentation until the end of the service.

During this period, product levels are reviewed, large-scale replenishments are stopped, and the quantity of food displayed is adjusted according to actual demand.

ESTABLECIMIENTO COMPROMETIDO  
CON LA LUCHA CONTRA EL  
DESPERDICIO ALIMENTARIO

**MENOS  
DESPERDICIO  
es MÁS  
CONCIENCIA**

Cuando pequeños gestos se convierten  
en grandes oportunidades

Por un consumo responsable



ESTABLISHMENT COMMITTED  
TO FIGHTING FOOD WASTE

**MORE  
AWARENESS  
is LESS  
WASTE**

A small gesture,  
a great opportunity.

For a responsible consumption.



One of the main measures implemented is the individualization of products, by replacing large trays with smaller formats, individual rations and replacements on demand. This methodology allows to maintain a perception of abundance, variety and quality for the client, while avoiding to keep large quantities of food exposed that can become waste at the end of the service.

# FOOD WASTE MANAGEMENT

## LESS WASTE, GREATER VALUE

At Sandos Mónaco Hotel & Spa we work every day to prevent and reduce food waste in all stages of the process, from planning and purchasing to storage, preparation, service and management of surplus food.



COMMITTED TO  
A MORE SUSTAINABLE  
TOMORROW

**Travelife**  
**Gold**

CERTIFIED SINCE 2011



### PLANNING AND EFFICIENT PURCHASING

- Balanced and seasonal menus
- Control of quantities
- Responsible supplier selection



### RECEPTION AND STORAGE

- Temperature and quality control
- Correct preservation and cold chain
- Efficient management of warehouses and storage rooms



### PREPARATION AND COOKING

- Minimize food losses
- Make the most of raw materials
- Control of processes and production



### BUFFET SERVICE

- Control during the last 30 minutes
- Individualization of products
- Replenishment on demand
- Variety and quality until the end



### CONTROL AND RECORDS

- Monitoring of surplus
- Identification of high-risk products
- Removal only of non-compliant food
- Supervision and closing checklist



### TRAINING AND AWARENESS

- Specific training for the team
- Information for our guests
- Commitment and involvement from everyone



### OUR BASELINE AND OBJECTIVE



#### BASELINE

Average organic waste generated in 2025.



#### OBJECTIVE

**-5%**

annual reduction  
(aligned with Travelife).



### KEY RESULTS AND BENEFITS



Less waste



Greater efficiency



Team commitment



Positive environmental impact

*Small actions,  
big changes*



Sustainability  
is served

# 10/ Our Policies

01

## GENERAL SUSTAINABILITY POLICY



SANDOS MÓNACO HOTEL & SPA  
4★ SUPERIOR HOTEL

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The Management of Sandos Mónaco Hotel & Spa is aware of the limits of natural resources and of the impacts generated by our tourism activities on society, culture and the environment.

In 2025 we reaffirm our commitment to sustainability through the continuous improvement of our Travelife Management System, integrating environmental, social, cultural and economic criteria into all our decisions and daily operations.

We communicate transparently to our guests, team members, suppliers and the community what we do and the services we offer, highlighting our interest and efforts in sustainable tourism and our commitment to respect, promote and preserve the cultural and natural heritage of our destination.



Our Sustainability Policy is based on the principles of business, socio-cultural and environmental sustainability, seeking to reduce negative impacts on the environment in which we operate and generate a positive and lasting impact.

To achieve this, we have established specific policies on environmental issues, employee treatment, socio-cultural matters and local development support, purchasing and quality, ensuring compliance with our objectives and continuous improvement.



# 02

## ENVIRONMENTAL POLICY

SANDOS MÓNACO HOTEL & SPA

4★ SUPERIOR HOTEL



At Sandos Mónaco Hotel we ensure compliance with current environmental legislation and implement additional measures to protect the environment and combat climate change.



### OUR APPROACH IN 2025

- ✓ We have an Environmental Manager and an Eco-team made up of Department Heads and Management, who oversee environmental aspects and ensure the achievement of our objectives.
- ✓ We provide environmental training to our entire team (developed by Tu Can Feel) and inform employees, guests and suppliers about our environmental policies.
- ✓ We continuously evaluate our environmental impacts and establish improvement objectives.

### OUR ENVIRONMENTAL ACTION AREAS



#### Energy and water efficiency

We invest in efficient technology, preventive maintenance and good practices to reduce consumption. We train and motivate our team and invite guests to join us in saving energy and water.





### Responsible waste management

We apply the waste hierarchy: reduce, reuse, refuse, reclaim and recycle, maximizing the recovery and valorization of the waste we generate.



### Pollution prevention

We minimize the impact on water, air and soil through environmentally friendly products and processes, preventing contamination and protecting biodiversity.



### Protection of natural and cultural heritage

We inform and raise awareness among guests and team members about the importance of protecting our natural and cultural heritage, promoting responsible visits and activities.



## OUR COMMITMENT 2025

We work every day to reduce our environmental impact and contribute to a more sustainable future.



We reduce resource consumption.



We take action against climate change.



We protect biodiversity.



We involve our team, guests and suppliers.



We measure, evaluate and continuously improve.



03

# PEOPLE, COMMUNITY AND RESPONSIBLE BUSINESS POLICY

SANDOS MÓNACO HOTEL & SPA

4★ SUPERIOR HOTEL



At Sandos Mónaco Hotel & Spa we believe that our people, the local community and responsible management are the key to sustainable tourism and long-term value creation.



## OUR PEOPLE: WELL-BEING AND DEVELOPMENT



### Equality and non-discrimination

We promote an inclusive work environment based on respect, equality and diversity, in compliance with current legislation.



### Training and professional development

We encourage continuous training and personal growth, providing our team with the tools to develop their potential.



### Health and well-being

We promote a safe, healthy and supportive work environment that fosters well-being and work-life balance.



### Open communication

We maintain open, transparent and respectful communication with our team at all levels.





## OUR COMMITMENT TO THE LOCAL COMMUNITY



### Local employment

We prioritize hiring local residents and contribute to the socio-economic development of our destination.



### Collaboration and support

We collaborate with local organizations, initiatives and projects that promote social, cultural and environmental development.



### Involvement and participation

We promote volunteering and active participation in activities that generate positive impact in our community.



## RESPONSIBLE BUSINESS AND SUPPLY CHAIN



### Responsible procurement

We work with suppliers who share our values and commitment to the environment and society.



### Sustainable and quality products

We promote the purchase of local, sustainable and high-quality products and services.



### Ethical management

We act with integrity, transparency and responsibility in all our business decisions.



## TOGETHER WE CREATE POSITIVE IMPACT

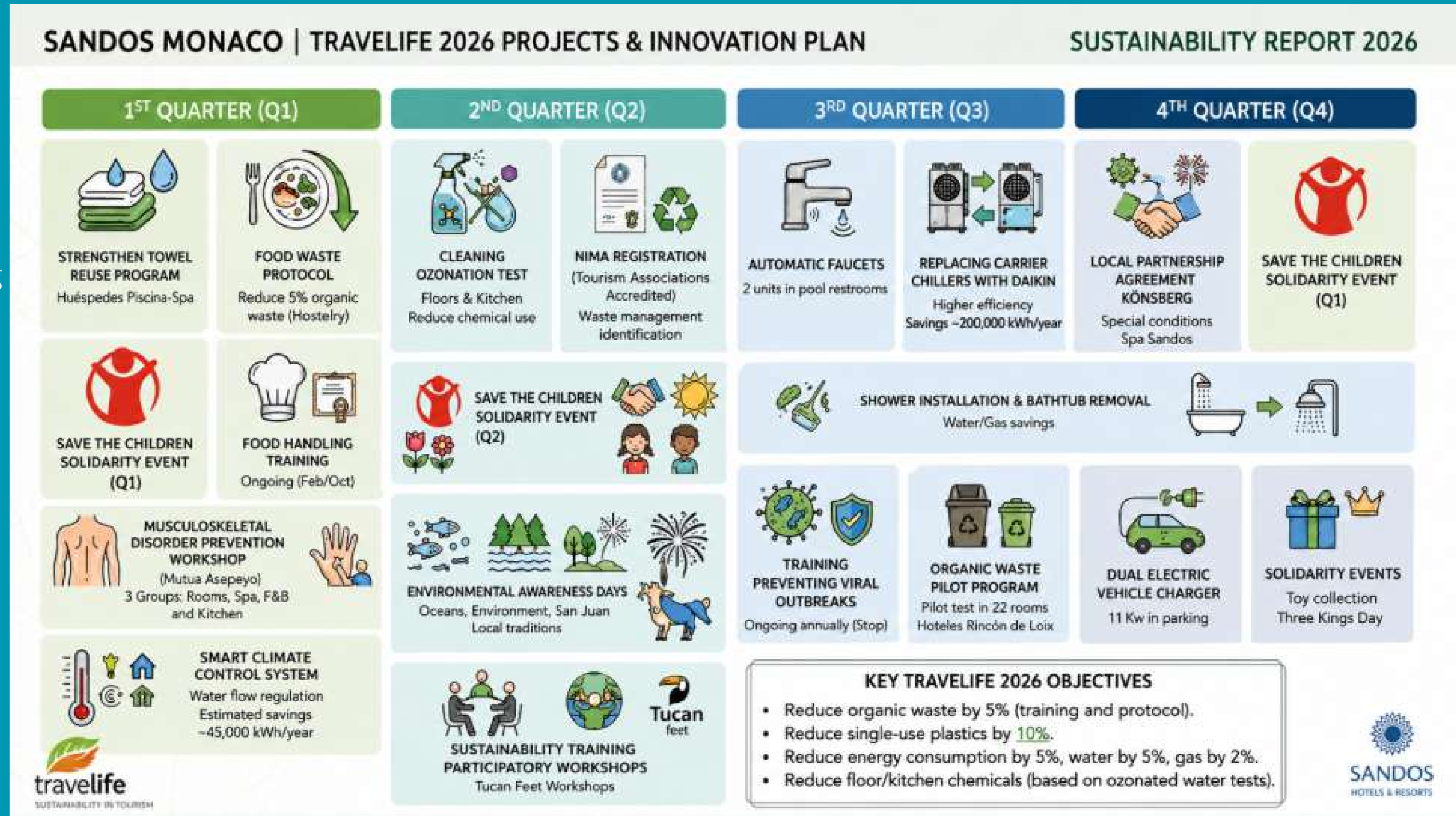
Our commitment to people, the community and responsible business contributes to a more ethical, fair and sustainable tourism.



# 11/2026 Project Plan

A series of activities and initiatives have been planned for 2026 following an evaluation of the 2025 results. This will enable us to continue making progress towards achieving our environmental and sustainability objectives, as well as supporting the local community and promoting the well-being of our team and guests.

This plan will be evaluated quarterly by the hotel's Eco Team, which will propose improvements to its implementation as part of the annual continuous improvement cycle.



**S**USTAINABILITY

**A**CTION

**N**ATURE

**D**EVELOPMENT

**O**PTIMIZATION

**S**OCIAL

Every day here is an  
opportunity to  
reduce emissions  
from our global  
footprint.



Together, we make  
it possible!





Thank you