



**SANDOS**

HOTELS & RESORTS



**SUSTAINABILITY REPORT**

Mexico 2022

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# 1. CORPORATE COMMITMENT

## CORPORATE SUSTAINABILITY

At Sandos Hotels & Resorts we have great transformations, from challenges to achievements. We constantly seek to improve processes and awareness of our internal and external customers. To get closer to corporate sustainability, the projects adopted must be of great impact, these must be constant, channeled and specific.

We seek a balance between the corporate, environmental, and socio-cultural areas that will allow us to sustain ourselves in an autonomous manner without compromising resources and opportunities for future growth and development.

We promote practices that allow us to make efficient use of energy and natural resources, in addition to conserving and respecting our traditions, cultural customs and reducing our ecological footprint. The work begins by

educating our Sandista family to ensure that we all work hand in hand with simple actions that help us achieve corporate sustainability. In this area, we have implemented several programs to reduce single-use plastics, such as straws or PET bottles. We prefer suppliers that manage their waste, biodegradable and bulk cleaning products, a towel reuse program, among other good environmental practices that we will describe throughout this report.

The most satisfying part is when we make our guest an accomplice, since they can live unique experiences, with the comforts that their vacations demand, maintaining a balance between service, quality, and environmental awareness. We look for ways to involve our guests to convince them that their participation contributes satisfactorily to the conservation of our natural resources and that they can contribute to their vacations with the co-responsibility of a responsible traveler.

The investment required in these programs requires the participation of service or product suppliers that work along the same sustainable lines as Sandos.

SANDOS' SUSTAINABLE JOURNEY THROUGH TIME

At Sandos Hotels & Resorts we seek constant improvement in processes to achieve corporate sustainability and be a socially responsible company, committed to mitigate the ecological footprint. Over the years, we have achieved several certifications that have shown us the way to achieve better standards of quality, services and as a generator of benefits in the community. Next we will talk about the participation of the hotel industry with its good environmental practices.

In 2009, Sandos Caracol adheres to the environmental management program 'Good Environmental Practices' issued by MARTI (Mesoamerican Reef Tourism Initiative). In 2010 and 2012, Sandos Playacar and Sandos Cancun joined this distinction.

To mitigate the impact of the environmental footprint, in 2010 the "Plant a Tree" activity was created (in force to this day), where the guest gets involved and generates a series of actions that contribute to the propagation of greener spaces. From 2010 to 2019, we managed to involve a total of 4,924 guests to

raise environmental awareness and plant trees in the spaces of the Eco Resort, respecting the flora and fauna of the region.

Another achievement of great progress in terms of investment took place in 2011 at Sandos Caracol, where solar cells were installed in more than 100 eco-rooms, thus achieving considerable energy savings, and having a very positive impact on our natural resources.

As for Sandos Finisterra, it uses solar panels to provide hot water service in more than 22 rooms in the 'casitas' area.

Another important event in the company occurred in 2011 with the modernization of the wastewater treatment plant.

In 2012, Sandos Group implemented the reuse of organic waste from planters through a composting project. At the same time, it created its own nurseries, which, with the support of collaborators, allow the reproduction of the region's native flora. This environmental management system is currently used to beautify areas and reforest jungle spaces that have been impacted by natural phenomena such as storms and hurricanes.

It is worth noting that since 2013, activities to measure greenhouse gases (GHG) and the use of ozone in laundries began. Ozone eliminates the use of chlorine, reduces water and energy consumption, and increases the quality of garment washing. The following are the achievements of the recycling actions to mitigate CO2.



Year	Guests
2010	70
2011	80
2012	120
2013	123
2014	140
2015	835
2016	1052
2017	450
2018	403
2019	1651








### RECYCLING ACTIONS

Material	Ton Quantity	KgCO2e
Aluminum	7.395	51,074.45
Paper & Cardboard	26.37	5,379.48
Plastic	15.12	37,890.72
Glass	62.37	8,482.32
<b>Total ( KgCO2)</b>	<b>Mitigated 94,344.65</b>	
<b>Total ( Ton CO2)</b>	<b>Mitigated 94.34</b>	

**TOTAL GHG EMISSIONS FOR  
THE 2019 REPORT  
8, 616.81 tCO2e**

HOTEL SANDOS CARACOL ECO RESORT  
GREENHOUSE GAS EMISSIONS INVENTORY  
REPORT 2019




Recyclables	Quantity	With therecycling actions, it was possible to
 Paper & Cardboard	26.37 Tons	Avoided the felling of 448 trees that, in natural conservation, can mitigate by waste recycling offsetting actions mitigate 94.3 tons of CO2. Savings of 7,713,511.20L of water reserved and 377,422.43 Kw/hr saved by treating natural fibersin the industrialization process.
 Plastic	15.12 Tons	Savings of 593,611.20 Lofwater and 76,032.43 Kw/hr from the treatment of inputs in the industrialization process.
 Aluminum	7.3 Tons	Savings of 29,200.00 Kg of bauxite for aluminum production and 116,800.00 Kw/ hr of electric energy for the treatment of inputs in the industrialization process.
 Glass	62.37 Tons	The use of 8,482.32 L of oil for glass production was avoided.
 Recycling	94.34 T de CO2 mitigated by waste recycling offsetting actions	The recycling actions saved theuseof377,422.43Kw/hrof electric energy and the use of 8,482.32 L of oil.

### IMPLEMENTED ACTIONS

To reduce greenhouse gas emissions, we continue to carry out the following actions:

Preventive maintenance with MP9 of the facilities that use energetics such as boilers, heaters, refrigeration chambers, etc., so that emissions are constant and do not become corrective maintenance, and therefore, increase emissions due to poor combustion of the units. We also extend an invitation to our suppliers to make the same effort with their respective fleets.

Development of Good Environmental Practices (GEP) so that the personnel (sandista, partners, suppliers, etc.) participate in activities and we can reduce the negative impact on the environment, such as:

- A)  Sustainable Purchases with suppliers that have been implementing an environmental management system with their waste, for example, sugarcane bagasse leaves, LED light bulbs, bulk purchases to reduce plastic packaging.
- B) We involve the environmental criteria as the main reference when buying products, that these are environmentally friendly, preferably recycled and/or recyclable or with ecological labels that in their technical data sheets prove that they are biodegradable such as cleaning products (Purchasing Policy).
- C) We avoid single-use plastics such as PET bottles, straws, disposable cups, etc.

- D) Talks for environmental education such as:
  - Hazardous waste management.
  - Sustainability.
  - The sea starts at home.
  - De-plasticize yourself.
  - Sea turtle nesting season, among others.
- E) Development of energy saving programs, water consumption, wastewater, and osmosis plants.
- F) Reproduction, conservation of native flora, reforestation inside and outside the hotels (see the Sandos Foundation section).
- G) Recycling campaigns such as Tapatón, Reciclalito, "Donativos Verdes" for the reuse of furniture, bazaars for a circular economy, among other activities.
- H) Beach cleaning at our Sandos hotels and in natural protected areas (NPA), such as the Sian Ka'an reserve and the Nuchupté reserve.
- I) Preservation of endangered sea turtles according to Mexican Official Standard NOM-162-SEMARNAT-2012.



## SUSTAINABILITY POLICY

Implementation of our Sustainability Policy in the four Sandos hotels.

Sustainability "is the result of the company's concerted actions to promote a development model that is compatible with the environment and social equity". We encourage our guests, suppliers, collaborators and community to adopt practices that allow us to make efficient use of energy and natural resources, conserve and respect our cultural traditions/customs, and reduce our ecological footprint.

## SUSTAINABILITY POLICY



**At Sandos Hotels & Resorts, we seek to optimize the processes that allow us to sustain ourselves autonomously and reduce our ecological footprint through the use of energy and natural resources. Furthermore, we constantly seek to maintain a balance between the business, environmental, and sociocultural spheres and promote the conservation and respect of Mexican cultural traditions and customs.**



## PURCHASING POLICY

The purchasing policy **establishes the guidelines to be followed in the acquisition of products and services**, with the purpose of favoring the environment and the community.

We seek a balance between the social and economic aspects of our organization.

Therefore, it is essential that we have a balance between economic growth and the use we make of the human, financial, material, and natural resources that make up our society.

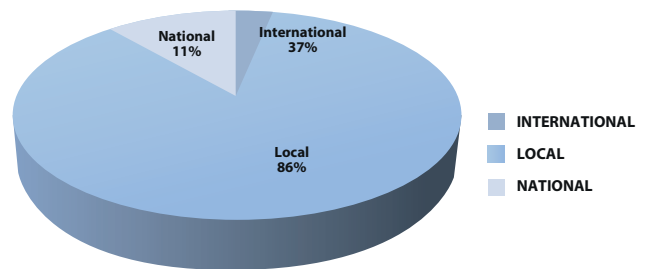
At Sandos we seek to achieve the following:

1. Products from animals at risk or in danger of extinction shall not be purchased.
2. Preference will be given to local, national, and seasonal products.
3. Consideration will be given to products that are biodegradable (compostable) and/or environmentally friendly.
4. Preference will be given to responsible suppliers with their packaging and waste.
5. Preference will be given to wholesale and/or bulk purchases.
6. Devices and/or tools that provide social, economic, and natural resource benefits (Ecotechnologies).

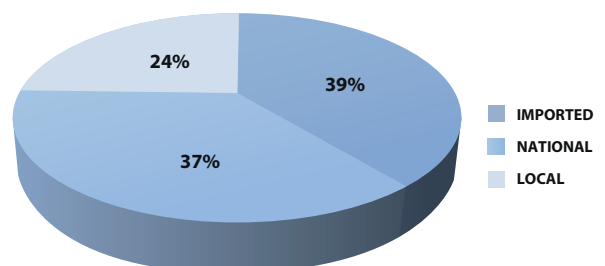
More than 61% of our suppliers are either local or national.



**SANDOS service suppliers**



**Suppliers A&B**



## CERTIFICATIONS AND AWARDS

Sandos has achieved important certifications that endorse its commitment to the environment and the local community.

In 2009 Sandos Caracol and Sandos Playacar strengthened their environmental commitment by obtaining their sustainable hotel certification, endorsed by MARTI (The Mesoamerican Reef Tourism Initiative) and based on the following points:

- Energy savings.
- Use of biodegradable cleaning products.
- Training of personnel in good environmental practices.
- Respect for the environment.
- Waste separation and recycling.
- Raising guests' awareness of respect for wildlife.
- Social projects with local inhabitants.

**MARTI** was the first step in the evolution of Sandos Hotels & Resorts in terms of sustainability.

Subsequently, Sandos Caracol opted for a second eco-label: the TraveLife certification, achieving the gold medal.

We also highlight the participation of Sandos Caracol, Sandos Playacar, Sandos Cancun, and Sandos Finisterra in the Rainforest Alliance certification.

Sandos Cancun also achieved the "Sustainable Clean Beach" distinction in 2019, for being within the perimeter of the beach that is certified based on NMX-AA-120-SCFI-216. We were able to comply with the corresponding regulations and legislation that ensures the protection of the environment and visitors.

It is worth mentioning that in 2019 we received worldwide recognition from Expedia, the

world's largest online travel agency, who evaluated the comments of eight million "Eco-travelers" and rated Sandos Caracol as the most recommended eco-friendly stay. This award confirms Sandos Caracol's dedication and determination to continue making a difference in the hotel industry by providing exceptional service and at the same time reducing its ecological footprint to create awareness among travelers.





## 2. Environmental commitment

### REDUCTION OF GREENHOUSE GASES

The carbon footprint is a way of describing the impact an organization has on the climate.

This impact is determined by the amount and type of greenhouse gases that the organization emits into the atmosphere. GHG emissions inventories report direct and indirect emissions.

In 2014, emissions recorded in 2013 were measured and reported for the first time to the GEI Mexico program, where Sandos made a commitment to carry out actions to offset emissions. Since then, a positive downward trend has been observed..

### WATER SAVINGS PROGRAM

In 2012, we began installing ecological toilets in guest bathrooms in different areas of the Sandos Caracol hotel. The annual savings generated by this initiative is estimated at approximately 1'600,000 liters of water.

Between 2012 and 2015, 2,141 aerator devices were installed in toilets, sinks, guest bathrooms, rooms, and employee areas.

In 2007, the installation of new meters began in several areas, such as:

- Well withdrawals
- Osmosis production
- Osmosis plant
- Laundry service consumption
- Swimming pool fillings
- Pool backwashes
- Treatment plant discharges

This has made it easier to locate water leaks in the complex's hydraulic network of the complex.

Since 2013 we have been refusing materials in our green areas.

Clean, natural wood is shredded and displayed as part of the beautification of the gardens, substituting the grass, thus reducing water consumption for irrigation.



**ELECTRIC ENERGY SAVINGS PROGRAM**

Sandos Hotels & Resort implements measures to control the rational use of energy through energy saving strategies.

As part of the series of operations and monitoring implemented through a variety of formats, there is preventive maintenance of the equipment that uses this type of energy.



1 STRATEGIES FOR ENERGY SAVINGS

- 1.1 Lights out tour.
- 1.2 Swimming pool pumping off tour.
- 1.3 Preventive maintenance of air conditioning equipment.
- 1.4 Preventive maintenance of electrical panels.
- 1.5 Preventive maintenance of pumping equipment.
- 1.6 Use of stickers in rooms for energy saving.
- 1.7 Rational use of the timetable.
- 1.8 Energy monitoring.
- 1.9 Installation of presence sensors.

- 1.10 Purchase of high efficiency equipment.
- 1.11 Installation of switchboards for refrigeration chambers.
- 1.12 Automatic control devices for turning lights on and off in villas.
- 1.13 Installation of timers in restaurant air conditioners.
- 1.14 Installation of photovoltaic systems.
- 1.15 Use of solar panels for water heating.
- 1.16 Installation of automatic on/off control for air-conditioning rooms.
- 1.17 Training of maintenance personnel in electrical energy saving.

The lights on/off program has been in operation since 2009, allowing us to keep track of the areas to keep the lights off during non- working hours. These areas include recirculation pumps, sumps, the osmosis plant, the ozone scrubber, and chillers.

In 2009, energy-saving light bulbs were installed in all areas to replace incandescent bulbs, and in 2010 the installation of LED bulbs began.

In 2013, we began investing in presence sensors in both guest and employee areas, as well as the acquisition of timers for lighting in restaurants, roads, and refrigeration equipment, which allow the lighting to be turned on quickly and in a timely manner.



### CONTROL AND MANAGEMENT OF GENERATED WASTE

As waste generators, we promote waste separation practices that facilitate its recovery and valorization.

Since 2009, Sandos Hotels & Resorts has been training its employees in good environmental practices and corporate sustainability courses to teach them how to classify waste and separate it properly.

In waste management, we keep control of recyclable waste, delivered in its entirety to responsible companies that have municipal, state and/or federal permits, verifying the final destination according to the classification of the General Law for the Prevention and Integral Management of Waste of the state of Quintana Roo, complying with environmental regulations.

The following is a description of the environmental progress with the recycling report from 2020 to 2022.

### RECYCLED WASTE IN SANDOS PLAYACAR (kg).

PLAYACAR			
Material	2020	2021	2022
PET	529.27	3924.05	2439.4
Aluminum	3233.53	7669.36	2889.5
Cardboard	4397.82	14309.48	5683.0
Plastic	1243.16	5033.4	3509.9
Brass	0	201.36	601.4
File paper	51.44	506.58	1026.1
Glass	5140	43036	26100.0
Scrap	16161.6	3428.12	635.6

Chart 1. SOURCE: Own elaboration with data generated at the hotel.

### RECYCLED WASTE IN SANDOS PLAYACAR (kg).

PLAYACAR			
Material	2020	2021	2022
PET	235.6	453.0	82.4
Aluminum	1186.9	1646.5	1693.3
Cardboard	7985.8	13586.0	9937.7
Plastic	1003.0	1604	865.4
Brass	0	201.36	257.5
File paper	1516.5	869.0	1161.5
Glass	5140	43036	17800.0
Scrap	4432.5	26029.0	6064.6

Chart 2. SOURCE: Own elaboration with data generated at the hotel.

### RECYCLED WASTE IN SANDOS FINISTERRA(kg).

FINISTERRA			
Material	2020	2021	2022
PET	198.2	457.1	267.7
Aluminum	1168.2	1529.4	1773.4
Cardboard	4536.9	5161.1	4625.1
Plastic	407.8	0.0	0.0
Brass	0	0.0	0.0
File paper	0.0	0.0	0.0
Glass	0	0.0	0.0
Scrap	2104.0	876.6	1350.0

Chart 3. SOURCE: Own elaboration with data generated at the hotel.

### RECYCLED WASTE IN SANDOS CANCUN (kg).

CANCUN			
Material	2020	2021	2022
PET	122.5	784.36	548.1
Aluminum	285.1	1186.78	654.4
Cardboard	826.6	1574.6	1866.8
Plastic	359.0	919.06	451.3
Brass	49.3	554.18	200.8
File paper	630.9	27	14.3
Glass	1555.0	751.8	6200.0
Scrap	6508.9	0	1995.0

Cancun		Total
2021	Total (Kg)	35,781.8
	Total (\$)	\$46,666.81
2022	Total (Kg)	13,445.3
	Total (\$)	\$17,664.47

Chart 4. SOURCE: Own elaboration with data generated at the hotel.

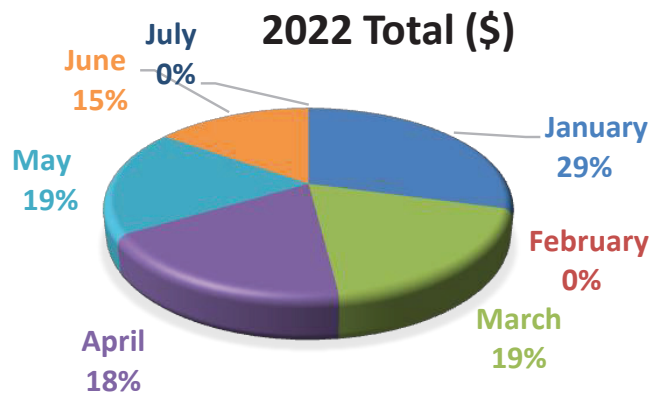
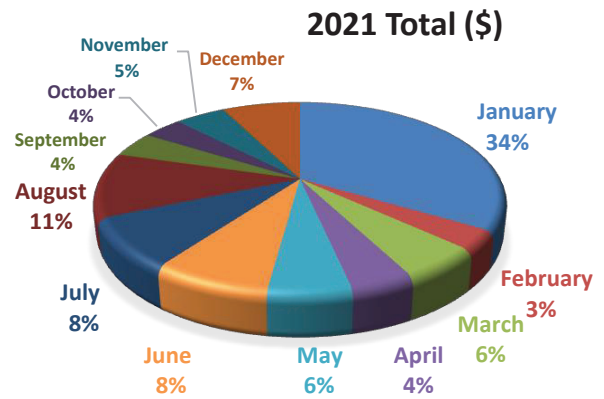
### CIRCULAR ECONOMY

At Sandos we also seek to implement the Circular Economy model to stimulate economic growth without compromising the environment.

Ken Webster defines the circular economy as. "one based on reduce, reuse and recycle, while promoting the value of products, materials and resources are retained in the economy for as long as possible, and waste generation is minimized."

Out of our commitment to ecological footprint mitigation, there are different initiatives, following are listed from this Circular Economy model:

1. Separation of recovered waste in the recycling business, e.g.: PET, tin cans, cardboard, plastic, etc. Each classification of waste has its own value.



Price List		
Code of the product	Product	Price \$
RME-1	Stainless steel	\$ 7.00
RME-2	Steel frit or chain (annealed - tangled wire)	\$ 0.50
RME-3	Soft or solid aluminum	\$ 15.45
RME-4	Glass bottle	Not priced
RME-5	PET bottle	\$ 1.50
RME-6	Brass	\$ 47.00
RME-7	Aluminum cablew/sheathing	\$ 5.15
RME-8	Aluminum cable w/osheathing	\$ 20.00
RME-9	Copper cablew/sheathing	\$ 8.20
RME-10	Calamine	\$ 9.30
RME-11	Cardboard	\$ 1.00
RME-12	Can of canned scrap metal	\$ 0.60
RME-13	Scrapwith cut	\$ 2.00
RME-14	heavy scrap	\$ 2.00
RME-15	Mixed scrap	\$ 2.00

RME-16	Copper first	\$ 64.90
RME-17	Copper second	\$ 51.50
RME-18	Aluminum can or tin	\$ 12.00
RME-19	Lithography	\$ 18.50
RME-20	Magnesium	\$ 8.20
RME-21	Electric motor	\$ 5.15
RME-22	File paper	\$ 1.00
RME-23	Aluminum profile	\$ 13.00
RME-24	Hard plastic (HDPE)	\$ 1.00
RME-25	Playo - Plastic bags	\$ 0.40
RME-26	Lead	\$ 15.50
RME-27	Small bronze Rad	\$ 16.50
RME-28	Large bronze Rad	\$ 33.00
RME-29	Aluminum radiator	\$ 10.30
RME-30	Coil	\$ 25.00
RME-31	Large Battery	\$ 3.00
RME-32	Tetrapak	Not priced
RME-33	Electronics	Not priced

2. **Bazaars** for collaborators, in this activity we were able to give the benefit of buying several items that are cataloged as "casualties" of the operation and are in excellent condition for colleagues to acquire them, in addition to other items from Lost & Found unclaimed. Among these items are pillows, sheets, blankets, curtains, mattresses, beach toys, clothing, etc. The money raised goes to Sandos Foundation projects.



3. **"Green donations"** consists of donating in kind several items that the company has for a second life, to take advantage of the reuse of furniture, textiles out of operation and provide raw materials for reuse and/or recycling. In addition, we have made alliances with other foundations and civil associations that contribute to social benefit issues with the protection of the environment and with the government.



4. **Recyclalito Campaign.** We invite our employees of all Sandos Hotels to bring 4 types of separated and clean waste to increase waste sales and encourage the community to recycle, these are:

- PET bottles
- Beverage cans
- Cigarette butts
- Burned vegetable oil

**Reciclalito 2021 Campaign**

Sandos	Total of liters	Sandistas Participation	Number of Plants delivered	Total profit
Playacar	334	25	86	\$ 1,336.00
Caracol	635.7	43	136	\$ 2,542.80
<b>TOTAL</b>	<b>969.7</b>	<b>68</b>	<b>222</b>	<b>\$ 3,878.80</b>

\* For every liter of oil used, 1000 liters of water are polluted.  
 \*\* Biodiesel is a clean and renewable energy source, its total or partial use avoids the emission into the atmosphere of carbon dioxide (CO2) from the replaced diesel - for each liter of diesel replaced, the emission of 2.38 kg of CO2 is avoided. In addition to the reduction, biodiesel does not emit sulfur dioxide (SO2).

**RESIDUOS DE MANEJO ESPECIAL EN ESPECÍFICO ACEITE VEGETAL**



El aceite vegetal que utilizan en las cocinas de los Hoteles Sandos es recuperado en cada centro de consumo y transportado a un almacén temporal para que posteriormente sea entregado a una empresa que tenga el permiso de traslado y centro de acopio en donde lo procesan y lo convierten en biodiesel. En Sandos nos comprometemos a dar un destino final, comprobando que somos responsables con cada residuo que se pueda reciclar.

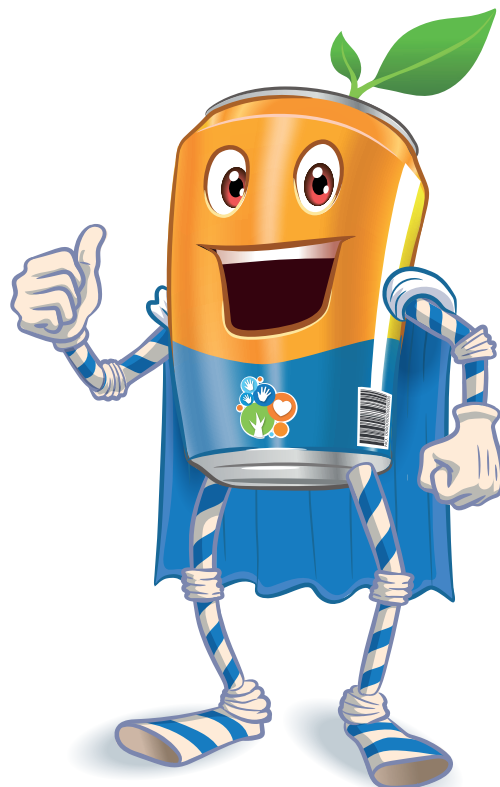
TOTAL LITERS OF OIL 2020						
SUPPLIER	HOTEL				TOTAL LITERS	Profit
	SC	SP	SCUN	FINISTERRA /SOLEKO		
1.Eco-Initiative	2700	4505	890	0	8615	\$ 34,460.00
2.Ecolsur	220	0	0	0	600	\$ 2,400.00
3.Sachasa	200	600	0	0	800	\$ 3,200.00
	<b>3120</b>	<b>5105</b>	<b>890</b>	<b>0</b>	<b>10015</b>	<b>\$ 40,060.00</b>

TOTAL LITERS OF OIL 2021						
SUPPLIER	HOTEL				TOTAL LITERS	Profit
	SC	SP	SCUN	FINISTERRA /SOLEKO		
1.Sachasa / Marfusa	2490	3985	30	2616	1885	\$ 11,772.00
2. Eco-Initiative / UGA	2880	4485	1810	0	9425	\$ 37,700.00
	<b>5370</b>	<b>8470</b>	<b>1840</b>	<b>2616</b>	<b>22041</b>	<b>\$ 49,472.00</b>

TOTAL LITERS OF OIL *FIRST SEMESTER 2022						
SUPPLIER	HOTEL				TOTAL LITERS	Profit
	SC	SP	SCUN	FINISTERRA /SOLEKO		
1. Eco-initiative / UGA	810	3450	805	2150	8055	\$ 32,220.00
					<b>10205</b>	<b>\$ 45,100.00</b>



## SEA TURTLE PROTECTION

Since 2011, Sandos Hotels & Resorts participates in sea turtle conservation programs, either directly or indirectly in the monitoring and surveillance of turtle nests on its beaches, following the guidelines of the official standard NOM-162-SEMARNAT-2011.

## TURTLES RELEASED

Hotel	2020	2021
Caracol	382	971
Playacar	2218	563
Cancun	13318	466
Finisterra	19269	16417

Las especies de tortugas marinas que se registran en las playas de Sandos son:



■ Caracol ■ Playacar ■ Cancun ■ Finisterra

Nests 2020				Turtles		
Species	Common name	Nest	Total	Unhatched	Alive	Death
Chelonia mydas	Green/white	Clutch	147	4938	14297	901
Caretta caretta	Loggerhead	Clutch	19	224	1371	110
Eretmochelys imbricata	Carey	Clutch	2	26	250	16
Lepidochelys olivacea	Golfina	Clutch	251	3894	19269	2695



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Species	Common name	Nest	Total	Unhatched	Alive	Death
Chelonia mydas	Green/White	Clutch	147	4938	14297	901
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Nests 2021				Turtles		
Species	Common name	Nest	Total	Unhatched	Alive	Death
Chelonia mydas	Green/White	Clutch	10	93	569	451
Caretta caretta	Loggerhead	Clutch	24	989	1431	374
Eretmochelys imbricata	Carey	Clutch	1	0	0	103
Lepidochelys olivacea	Golfina	Clutch	222	3724	16417	3083

### DIFFERENTIATORS FOR SANDOS HOTEL

Sandos Caracol has been recognized for more than a decade as an Eco Resort, due to the abundant biodiversity that surrounds it.

The wildlife that surrounds us is protected by Mexican regulations and our internal policies. The wild animals that inhabit the location, have a space designed for those that are rescued and that are farm animals, from those that are companion animals. It is worth mentioning that all animals are under the strict care of the veterinarian.

Next, we will talk briefly about the animals with which we can interact, always respecting their space:

- 2 donkey brothers named Lupillo and Pepillo, one is 12 years old, and the other is 11 years old. Both born at Sandos Playacar, sons of Panchito, who is in our sister hotel.
- 2 sheep named: Güera, approximately 5 years old and Dominó, 4 years old.
- Rabbits that were donated by a farm.
- 2 piglets named Niasha, 6 years old, and Pua, 3 years old. Both were given by guests, who follow up on their lives.
- 1 rooster named Cuco and 2 guinea fowl.
- 5 hens and ducks.

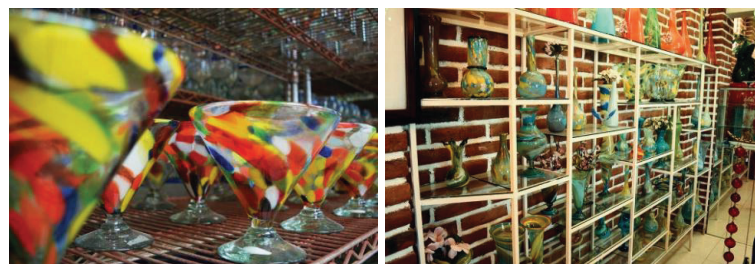
At Sandos Playacar we also have a farm designed for the care of the following rescued animals:

- 1 rescued donkey named Panchito, 13 years old, and his partner donkey, Juanita. They had donkeys (Lupillo, Pepillo).
- 1 zebu cow named Lola, almost 5 years old.
- 2 sheep named Moka and Capuchina.

In addition to its farm, the Sandos Playacar hotel is distinguished by the participation of its sandista family in the corporate volunteer program, present in the 4 Sandos hotels. Corporate volunteering "is the sum of activities promoted and supported by a company with the objective of freely involving its employees to support causes, projects and non-profit organizations".



At Sandos Finisterra, transparent glass bottles are separated and, on a weekly basis, delivered to The Glass Factory. Since 2017 to date, an average of 40,318 (26,320 kg) of glass bottles have been recycled, the factory returns the equivalent of the kilos of glass delivered (fruit bowls, glasses and blown glass cups), which are used to assemble amenities.





There is a botanical garden with endemic vegetation of Los Cabos, BCS and also an organic garden, in which different vegetables are planted (chard, epazote, eggplant, squash blossom, watermelon, melon, radishes, cherry tomatoes), depending on the season. The harvested products are delivered to the kitchen of Agave y Don Diego for the delight of the guests.

The olive ridley sea turtle species, which arrives to our beaches, has shown the best conservation results for Sandos hotels.



At Sandos Cancun we highlight the participation with the family of collaborators in beach cleanups to keep the ecosystem free of plastics and microplastics. In addition to the participation in environmental education talks.



**RESPONSIBILITY POLICY**  
**'DO NOT FEED THE WILDLIFE'**

At Sandos Hotels we all educate ourselves and convey to guests the message of "Do not feed  
They lose their hunting instinct and



- A) become human dependent, altering their behavior, reminding them that they are wild animals and can hurt us.
- B) The food created by humans affects their health and generates complications in their development, even leading to death.

**'NO TO THE EXTRACTION OF SPECIES OF FLORA AND FAUNA OF THE REGION'.**

For sustainable criteria and environmental responsibility, Sandos Hotels & Resorts prohibits the extraction of flora and fauna species from the region.

Because of the natural biodiversity of the region, no extraction of endemic species (sea and land) is permitted or encouraged by our guests, collaborators suppliers or visitors.

**'NO TO WILDLIFE EXPLOITATION'.**

Sandos Hotels & Resorts does not allow the exploitation of wildlife, native and/or endangered for human entertainment. That is why we do not consent to take pictures or sell tours that involve possible animal abuse. We promote among guests and collaborators, the awareness of non-wildlife exploitation.

### 3. Commitment to the community

#### SUPPORT TO COMMUNITIES

Since 2012, Sandos Hotels & Resorts has worked together with the Xya'at cooperative, signing a collaboration agreement year after year.



Within our hotels we offer spaces for the sale of local handicrafts to **12 Mayan communities near Tulum** and the municipal capital, located in the municipality of Carrillo Puerto.

The enrollment of artisans in our community program, aims to maintain the Mayan traditions with techniques in weaving, embroidery, wood, and stone carving. In addition, Sandos offers space in its facilities to the Xya'at cooperative for the sale of their handicrafts and commits not to charge any fee for their sales. The benefits of this activity are 100% for the non-profit organization.

Xya'at brings the knowledge of its culture to Sandos through **traditional Mayan ceremonies**, aimed at offering mystical experiences to guests during the traditional celebration of



"Hanal Pixan" or better known as the Day of the Dead.

The company promotes the purchase of local products and services among its customers.



#### REFORESTATION IN RURAL AREAS AND NATURAL PROTECTED AREAS

Sandos' support has also reached other Mayan communities near Cancun. Collaborators have been involved in **reforestation activities with native plants for the protection of melipona bees** in the communities of Ejido Juárez, San Ángel, Solferino and Nohoch Balam.

We have also reforested in protected natural areas (ANP) in collaboration with CONANP, specifically in the Nichupté reserve and Cancun Park, where we provided several native plants and trees with bags of soil to provide space for recreation and exercise.

Since 2018, we have also contributed with beach cleanups in the Sian Ka'an Biosphere Reserve, another CONANP protected natural area to conserve 9 ecosystems that comprise it. We have volunteered to provide the collaborator with the satisfaction of removing plastic from beaches of high importance for the conservation of marine species.

On the other hand, we provided the Sandos family with environmental awareness and education exercises. Some of the activities in the cleaning areas, reach the collective awareness of the importance of reducing the consumption of plastic and recycling. Where we managed to remove in 2018 the amount of 3,620 kg and in the year of 2019 352.52 kg total garbage.

**PACK FOR A PURPOSE**

The "Help us to Help" program, implemented since 2011 through the [https:// www.packforapurposorg/](https://www.packforapurposorg/) platform, has provided support to rural schools by delivering school supplies: notebooks, pens, teaching materials, worktables, pencils, markers, colors, watercolors, plasticine, drawing books, backpacks, etc.

Cumulative results from 2016 - 2021					
SANDOS CARACOL	SANDOS PLAYACAR	SANDOS CANCUN	SANDOS FINISTERRA	TOTAL	YEARS
KILOS	KILOS	KILOS	KILOS	KILOS	
335	599	36	129.3	1099.3	2021
303.78	175.76	27	375.9	882.44	2020
1298.45	892.82	143.07	350.37	2684.71	2019
493.64	669.86	62.21	167.45	1393.16	2018
773.23	377.06	180.16	445.05	1775.5	2017
602.34	244.49	98.75	280.81	1226.39	2016
<b>9061.5</b>					
<b>TOTAL KILOS</b>					



This campaign consists of inviting tourism to rethink the way it travels. Its objective is focused on making visits a more pleasant experience, providing useful supplies for the communities, and favoring the development of children. Let's make travelers more responsible during their stay in Mexico, all travelers are invited to voluntarily participate in this program.

In the same way, toys, clothes, whites, and oral hygiene items have been delivered, some donated by our collaborators and others by our guests.

**BRIGADES TO THE MAYAN ZONE**

Sandos Foundation and Sandos Hotels & Resorts seek to contribute to remote communities to benefit with **eye exams and donations of eyeglasses, toothbrushes, toys, whites and clothes, as well as school supplies.**

We have counted in 2018 and 2019 with the assistance of Doctors Without Borders, among many other volunteers.



### BRIGADAS ZONA MAYA

Con la participación de huéspedes y hoteles Sandos logramos entregar:

**1875 PAQUETES ESCOLARES = 1,312,500 PESOS MEXICANOS (2016-2018)**

**113**

VOLUNTARIOS



**8,612**

Juguetes entregados  
Última entrega: Juguetes Mexicanos sustentables

15 comunidades beneficiadas (Zona Maya)



### FORTALECIMIENTO INSTITUCIONAL

Contribuimos al bienestar social mediante la ayuda para diferentes sectores desde organismos no gubernamentales hasta instituciones públicas.

**117 entregas**  
DE DONATIVOS

**61,000 kilos**  
DE DONATIVOS



### ALLIANCES

Currently, the Sandos Foundation has strategic alliances with more than 50 institutions, including government agencies, civil associations or foundations, collectives and cooperatives with diverse social objectives that add to the social fabric.

The exchange consists of lending facilities for events, volunteering, in-kind donations and generating projects of great relevance. We describe below the activities that have been developed with the purpose of supporting vulnerable sectors of society:

1. Health fairs in Sandos hotels with PREVENIMSS, CIL, Vida Positiva, therapeutic centers to talk about violence prevention and psychosocial risks, among others, for our Sandos family.

2. DIF Cancer prevention talks for the public and Sandos families.

3. Talk with Marco Antonio Regil for the public and Sandos Family

4. Participation in conferences on sustainable tourism and climate change at the planetarium.

5. Environmental education with children to raise awareness about sea turtle conservation.

6. Collaboration with CONANP in the climate change forum.

7. Dejando Huellas de Vida and Museo del Árbol Viviente Campaigns.

8. Tapatón Campaign with collaboration for the Banco de Tapitas

9. International Beach and Aquatic Body Cleanup (Limpieza Internacional de Playa y Cuerpos Acuáticos -LIICCA), since 2018 Sandos Hotels participates in this international activity.

10. Distintivo Corazón Azul para concientizar y prevenir la temática de trata de personas y abuso infantil, Hoteles Sandos estamos en contra del turismo sexual.



## CAMPAIGN MORE THAN A SMILE

In 2019, we implemented the "More than a Smile" campaign in which, together with TV Azteca, we collected toys to donate to children in Mayan communities. This campaign was designed to recover Mexican traditions and we donated typical wooden and cloth toys, avoiding taking plastic to the communities. In addition to the sum of wills to altruism, the Sandista family participates for the conviction of becoming a Socially Responsible Company and thus reaching the goal of the campaigns to benefit more communities.



## "MÁS QUE UNA SONRISA"

En Sandos comenzamos una nueva historia para regalar juguetes. Este año te invitamos a sumarte en la donación de juguetes, en esta ocasión promovemos nuestra identidad mexicana, ya que regalaremos juguetes mexicanos hechos de madera.

Los beneficios de esta nueva dinámica:

- RECUPERAMOS NUESTRAS TRADICIONES
- REDUCIMOS PLÁSTICO
- REGALAMOS SONRISAS
- ENTREGA MÁS JUSTA Y EQUITATIVA
- JUGUETES QUE ESTIMULEN EL DESARROLLO PSICOMOTRIZ
- GENERAMOS IDENTIDAD EN NUESTRAS NUEVAS GENERACIONES

Desconto vía nómina o pago en caja **\$30 PESOS C/U**

En México se producen 300 millones de toneladas de plásticos al año, de los cuales sólo se recicla 3%. <http://ciencia.unam.mx/teer/764/una-vida-de-plastico>

**DEL 5 DICIEMBRE AL 02 DE ENERO 2019**

## CROQUETON CAMPAIGN

We benefit our four-legged friends to sensitize the Sandos family on altruism and the culture of giving to the most vulnerable.

The benefit is given to the animal shelter:

- SOS El Arca
- Planned Pethood International
- Tlacuatitlán
- K9 Life



## SOCIAL RESPONSIBILITY POLICIES

1. Non-discrimination
2. Care for women
3. Recruitment and development
4. No to child exploitation
5. Respect for the traditions and culture of the people.
6. Gender equity
7. Recognition of excellence
8. Cultural heritage



### POLÍTICA DE CALIDAD

En **Sandos Hotels & Resorts** estamos comprometidos a brindar servicios de hospedaje y gastronomía con la más alta calidad, orientados a superar las expectativas de nuestros huéspedes mediante la capacitación constante del personal, la revisión de procesos y con el objetivo de **mejorar continuamente**.

### QUALITY POLICY

At **Sandos Hotels & Resorts**, we are committed to providing lodging and gastronomy services with the highest quality, aiming to exceed our guests' expectations through constant staff training, process review, and **continuous improvement**.

## INTERNAL QUALITY, SAFETY AND HEALTH POLICIES

We also have quality, health, and safety policies, which were created for the benefit of our employees, guests, and suppliers.

## HEALTH AND SAFETY POLICY



We are committed to mitigate the risks with which our employees or guests may be in contact, so each risk will be evaluated and trained for the prevention of:

- + **Physical hazards: excessive dust, projection of materials, noise, shocks, and falls.**
- + **Chemical risks: welding fumes, cleaning, and gardening chemicals.**
- + **Biological risks: syringes, healing materials, wastewater, harmful fauna (scorpions, snakes, spiders, etc.).**
- + **Ergonomic risks: repetitive movements, physical over-exertion, and inadequate posture.**
- + **Psychosocial risks: harassment at work (mockery, fear, discouragement, contempt, and post-traumatic stress).**

The types of risks mentioned above are enunciative but not limitative.



Conocimiento, Humildad y Excelencia en el Servicio

The professional progression of our staff is very important to us, including opportunities for education and training on human rights and child protection, which is why we created the Sandos Institute, which is the professional training center of the Sandos Hotels & Resorts hotel chain.

The teaching strategy is appropriately structured as follows:

- Transversal formation (for all Sandistas) through the "Sandista Formative Pillars".
- Specific training for the "PL" leaders.
- Leadership program of four modules.
- Random training (for all Sandistas) through "Sandos Scenes of Excellence".
- Specific training for departments, according to the Sandos Institute structure.

In accordance with the above teaching strategies, the most recent certifications were:

- Repair and maintenance of Iverter air conditioners
- Freezing cold rooms
- Professional Bartender
- Frontoni Pizza Method

In addition, the Sandos Institute attends to the development of Sandistas and that is why we are about to sign collaboration agreements with organizations and universities such as:

- ICAT
- IEEA
- CECATI
- Universidad del Caribe
- Universidad Riviera

They offer training and certifications at preferential prices for Sandistas and direct family members of Sandistas.



**GLOBAL SEMESTRAL**

Miscellaneous courses taught (First Semester 2022)					
Cancun			Playacar		
No. of Courses	Attendees	Man hours	No. of Courses	Attendees	Man hours
41	515	1328	38	653	1919
Finisterra			Caracol		
No. of Courses	Attendees	Man hours	No. of Courses	Attendees	Man hours
32	642	2109	36	723	2579

College of Languages (First Semester 2022)							
	English A1	English A2	English B1	English B2	English A & B	French A1	Hours
Playacar	1024	0	0	0	172	149	1858
Caracol	699	0	0	0	316	404	2851
Cancun	285	133	53	0	1	0	608
Finisterra	56	62	53	0	18	57	627





**SANDOS**

HOTELS & RESORTS

**SUSTAINABILITY REPORT**

Mexico 2022