

PARADORES SUSTAINABLE EVENTS GUIDE



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1. 1.Presentation

Since 1928, Paradores has been a public company serving Spanish tourism, with the mission of projecting an **image of modernity, quality and commitment** through a network of unique establishments located in settings of high historical, cultural and natural value. With **98 hotels and more than 100 dining venues**, we are committed to a **sustainable tourism model** that integrates environmental protection, social welfare, local development and service excellence.

Sustainability is part of our mission and a strategic pillar of our management. **We hold certifications including the ISO 14001, ISO 9001 and ISO 22483**, as well as the “Q” for Tourism Quality and “Ecostars” seals, and we measure and reduce our carbon footprint with external verification and official registration. This reflects a continuous effort to minimise our impact, comply with the most demanding regulations and foster a culture of shared responsibility among employees, suppliers and customers.

In this context, **corporate events** play a key role: not only do they boost business tourism, but they also have the potential to generate a positive social, economic and environmental impact. Meetings, conferences and conventions held at Paradores are an opportunity to create value in a responsible manner.

This is why we present this **Sustainable Events Guide**, with the aim of supporting companies to organise events that are more respectful of the environment, people and the community. Through **practical recommendations and environmental, social and governance (ESG) criteria**, we want to ensure that every event at Paradores not only meets the highest quality standards, but also contributes to the **Sustainable Development Goals (SDGs)** and the transition to a **more responsible and resilient tourism model**.



2. Objective and scope

Paradores offers a model for corporate events based on efficiency, sustainability, ethics and respect for people. The purpose of this **Sustainable Events Guide** is to provide practical recommendations so that our customers can organise events that generate real value, promote the well-being of attendees and, at the same time, reduce their environmental impact and foster social development in the area where they are held.

3. What is a sustainable event and why organise one?

At Paradores, we consider an event to be sustainable when it is planned, developed and evaluated with the aim of minimising its environmental impact, maximising its social value, especially in the local environment and the well-being of attendees, as well as ensuring the efficient use of economic resources, all in line with our principles of responsibility and excellence.

As a hotel chain and public company serving private and MICE segment customers, extending sustainability to events brings the following environmental, social and economic returns:

- **Environmental:** Reduction of waste and emissions, energy and water savings, and promotion of responsible consumption.
- **Social:** Social well-being of attendees, support for local suppliers, and job creation in the surrounding area.
- **Economic:** Improved operational efficiency and economic returns for the local community.



4. Sustainability principles applicable to events

The organisation of events at Paradores is based on sustainability principles that guarantee environmentally friendly management, in line with corporate values and the commitments set out in the 2025-2028 Sustainability Plan. These principles are grouped into environmental, social and governance (ESG) pillars, which are applied across all stages of the event.

*Annex I includes details of Paradores' main sustainability attributes.



Environmental

The environmental dimension involves minimising the event's impact on the natural environment, prioritising energy efficiency, the responsible use of natural resources and **reducing our carbon footprint**. In line with the goal of achieving **climate neutrality** in our direct emissions by around 2040, Paradores promotes the reduction of emissions through the use of renewable energies, sustainable mobility, the measurement of the carbon footprint of events, and the efficient management and recovery of waste generated. In addition, it should be noted that 100% of the electricity contracted by Paradores is **guaranteed as coming from renewable sources**. Water saving is also promoted, especially in catering and maintenance activities.





Social

One of the fundamental pillars of Paradores' mission is **to revitalise the areas** where Paradores operates. This contribution is particularly significant in smaller towns. Any event held at our establishments indirectly contributes to the development and growth of our local communities. In addition, we promote the hiring of local suppliers based on criteria of sustainability and social responsibility.

Furthermore, Paradores also prioritises collaboration with social entities, in line with our commitment to territorial cohesion and human rights.



Governance

At Paradores, we promote a responsible and transparent management model that guarantees service quality and the fulfilment of our mission, in line with the principles of our **Code of Ethics**. This commitment extends to all our areas of activity and includes the application of sustainable standards and practices in the organisation of events.

We maintain strategic alliances with nationally and internationally renowned entities, which reinforce our commitment to sustainability and continuous improvement. These include the Spanish Network of the United Nations Global Compact, Forética, EUROPARC-Spain, the World Heritage Cities Group, the Oceanogràfic Foundation of Valencia, the Global Nature Foundation and the Spanish Red Cross, among others. These collaborations enable us to advance our environmental, social and cultural objectives, as well as strengthen our role as an active player in the achievement of the 2030 Agenda.



Parador de Corias

5. Event stages and best practices

BEFORE THE EVENT

🔊 Communication of the event

GOOD ENVIRONMENTAL PRACTICES

Reduce the use of paper, materials and unnecessary packaging

When preparing and communicating about the event, replace printed brochures, programmes and accreditations with digital versions accessible from mobile devices.

Raise awareness among attendees before the event

Share the event's sustainability commitments in the invitation and encourage participants to adopt more responsible practices.

Consider the expected environmental impact and set objectives

Identify the main areas of environmental impact of the event and set specific goals and actions to reduce these (waste, energy, emissions, etc.).



GOOD SOCIAL PRACTICES

Communicate all practical and logistical information in advance

Communicate the event schedule well in advance and, if deemed necessary, provide access to health, safety and protocol information for all attendees.

In addition to the programme, provide information on the dress code, expected weather conditions, available transport options and any other relevant aspects to create a favourable and participatory atmosphere for the event.

Provide clear instructions on travel, with carbon footprint criteria: prioritise trains, shuttle buses or carpooling among event attendees.

Design an inclusive event for everyone

Avoid bias in the selection of topics, speakers or activities, and promote inclusive language and imagery in all communications.

Take into account different diets, allergies, intolerances and food preferences and provide us with all the details so that we can include them in our planning.

Assess individual needs: reduced mobility or other requirements.

Transport

GOOD ENVIRONMENTAL PRACTICES

Prioritise public transport, electric mobility or carpooling

One of the most effective ways to reduce the environmental impact of an event is to plan mobility responsibly. We encourage companies and attendees to prioritise public transport whenever possible, as this is an efficient, safe alternative with a lower carbon footprint. When access is limited, we recommend carpooling or the use of low-emission vehicles, such as electric or hybrid cars.

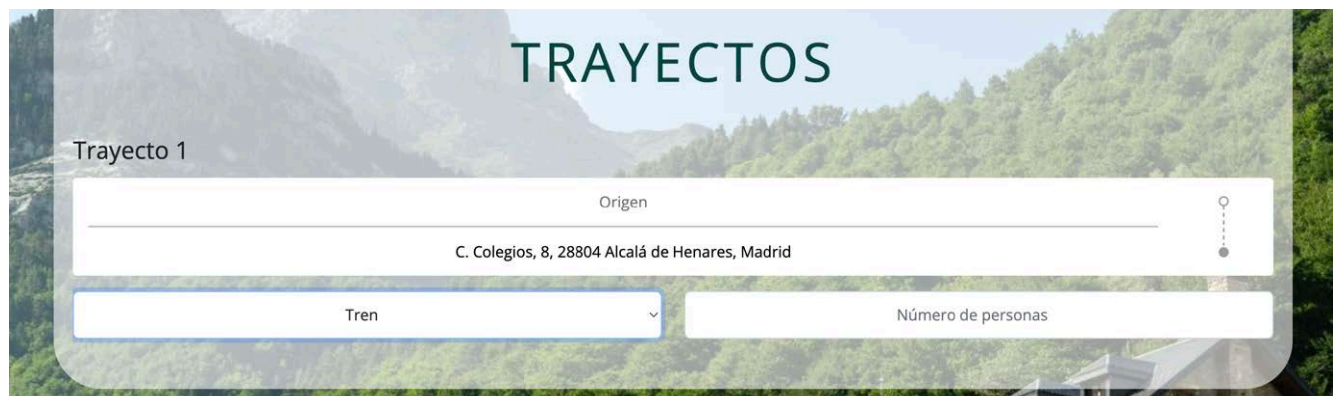
At Paradores, we support these practices by providing information on the different transport options and the availability of charging points for electric vehicles at many of our establishments ([see Map of Paradores with electric vehicles](#)).

Opting for more sustainable forms of mobility not only reduces the impact of the event, but also reinforces the company's commitment to a responsible development model.



In addition, we provide our clients with an [Event Carbon Footprint Calculator](#), which allows them to simulate journeys and estimate CO₂ emissions based on the means of transport used.

The rest of the calculator's features are described in detail below.



DURANTE EL EVENTO

Accommodation services

GOOD ENVIRONMENTAL PRACTICES

During your stay, avoid single-use plastics and optimise your water and paper consumption: we make it easy for you. At Paradores, all rooms are free of single-use plastics and, among other things, we have refillable and reusable dispensers in our bathrooms, a digital press reader service and an online concierge service.

During your stay, we encourage you to follow these good environmental practices:

- **Energy saving:**
 - Switch off lights and electronic devices when not in use.
 - Ensure that windows are not open when using the thermostat.
 - Take advantage of natural light instead of using artificial lighting during the day.
- **Water saving:**
 - If desired, guests may reuse towels instead of requesting daily washing.
- **To minimise waste:**
 - Standard assembly is offered with a minimum range of amenities, in addition to items available upon request.



Catering services

GOOD ENVIRONMENTAL PRACTICES

Paradores offers you high-quality, healthy and responsible service and cuisine

Paradores, a benchmark in Spanish cuisine since its inception as a hotel chain, currently has more than 100 restaurants. Our culinary offering is distinguished by its prioritisation of local and seasonal products, carefully selected and adapted to each Parador.

We offer traditional and regional cuisine that respects the dietary diversity of our customers, strictly complying with requirements related to allergies and intolerances. All our restaurants include plant-based dishes on their menus, and we also offer vegetarian or vegan menus on request, tailored to customer preferences.



In our catering services, including events, we apply a clear strategy to prevent and minimise food waste, always guaranteeing the highest quality. Cocktails and special events are designed with a sustainable approach, with every bite being 100% edible or presented in reusable containers (such as porcelain or glass), or even on edible or biodegradable bases.

In addition, our restaurants offer customers the option of taking leftover food home in compostable containers, reaffirming our commitment to sustainability and caring for the environment.



Resources used

GOOD ENVIRONMENTAL PRACTICES

Reduce printed material

Use apps, QR codes and our digital screens during the event. The same applies to surveys and additional content.

GOOD SOCIAL PRACTICES

Encourage healthy breaks

Encourage breaks, rest periods and digital disconnection. Include moments for attendees to relax, disconnect from electronic devices and participate in activities that promote their physical and mental well-being.

The activities included in the event's 360° design are also a tool for reinforcing sustainability. Paradores has a wide range of establishments located in historic areas, cities or in the countryside.

Create spaces to foster a relaxed atmosphere, and organise sustainable group lunches or dinners with local, adapted menus. Encouraging interaction in a comfortable environment enhances the experience and social impact of the event.

Promote respectful and inclusive interaction

Foster a safe environment for dialogue where a diversity of opinions, identities and cultures is respected.

Facilitate socialisation in a relaxed environment

Incorporate activities that encourage connection among attendees, such as participatory dynamics, walks, or cultural visits. Depending on your location, we recommend including breaks or activities after the event that have a positive impact on the environment, to promote awareness of local heritage. These might include a guided tour of Parador hotels that have been declared Sites of Cultural Interest, or conservation of the natural environment with nature-related activities, such as the Paradores programme of nature experiences called "Nature for the Senses".



AFTER THE EVENT

GOOD ENVIRONMENTAL PRACTICES

Measure the environmental impact of the event: Carbon footprint

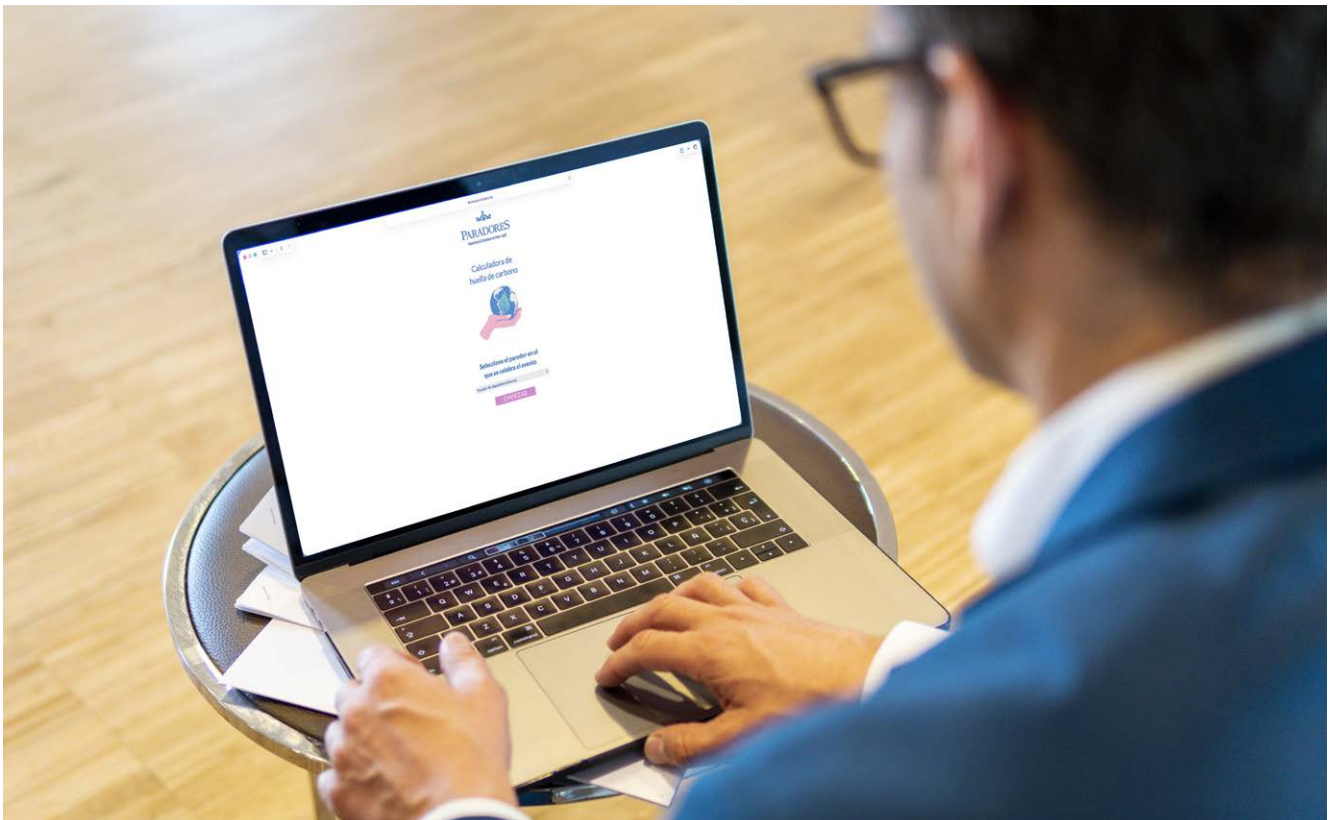
In order to identify areas for improvement and assess the carbon footprint generated by the event, Paradores has a specific tool for calculating the carbon footprint generated by events held at its establishments. This tool, intended for use by the event coordinator or manager, allows greenhouse gas emissions associated with the event to be estimated through a survey that collects data on activities related to attendees' travel, number of stays and catering services enjoyed, among other things.

There is also an alternative version of the survey aimed at individual participants, rather than the event coordinator.

Both calculators provide a calculation of the carbon footprint generated at the event (overall or individual per attendee), which is returned to participants with the aim of raising awareness and encouraging individual responsibility.

Thanks to this approach, each attendee is made aware of the environmental impact of their participation, and the company has the option, if it wishes, to voluntarily offset the emissions generated through certified CO₂ absorption or reduction projects.

With regard to offsetting, we recommend addressing this through the Portfolio of official CO₂ absorption projects registered in the Carbon Footprint, Offsetting and Carbon Dioxide Absorption Projects Register of the Ministry for Ecological Transition and Demographic Challenge (MITERD). In this way, you can actively contribute to sustainability and reinforce your environmental commitment through initiatives recognised by the Spanish Government.



Packing up the event while respecting the space

Paradores packs up the event in accordance with the guidelines established in its environmental sustainability policy and internal protocols.

GOOD SOCIAL PRACTICES

Ask attendees for feedback

Collect opinions in an accessible and anonymous way to evaluate the experience honestly and diversely. Share the most relevant aspects internally and with your network to inspire others and improve future editions.

Always communicate the results and achievements of the event

Share the main conclusions and other future commitments with attendees and potential stakeholders to encourage networking and partnerships that arose during the event, strengthening human connections beyond the meeting.

Thank participants in a personalised and friendly manner

Recognising the involvement of those who have been part of the event strengthens the emotional bond and commitment to future editions. Send personalised thank you emails or group messages to attendees, speakers, collaborators and suppliers. You can include diplomas, certificates of participation or messages from the organising team valuing their contribution. A simple gesture that leaves a positive and human impression after the event.



6. Key definitions

Sustainability

In the corporate environment, this is the ability of an organisation to minimise its environmental impact, maximise its positive social contribution and ensure ethical and sound governance, while ensuring its long-term viability.

Certifications

Paradores has certificates in standards that demonstrate the quality of the organisation and the company's commitment to the environment, its customers and continuous improvement. Among others:

- Q Tourism Certificate: Recognises establishments that meet the requirements of the Spanish Tourism Quality System (SCTE).
- UNE EN ISO 9001: Quality Certification.
- UNE EN ISO 14001: Environmental Management Certification.
- In addition, Paradores has been studying its carbon footprint since 2019, obtaining recognition for its "Calculate, Reduce and Offset" programme from the Spanish Office for Climate Change.

Ecostars

Tourism sustainability certification endorsed by the Global Sustainable Tourism Council. All Paradores have this certification, which is recertified every year.

Sustainable Development Goals (SDGs)

A set of 17 goals adopted by the UN to eradicate poverty, protect the planet and ensure well-being by 2030.

Environmental, Social and Governance (ESG) Criteria

Criteria that evaluate an organisation's sustainable and ethical performance in relation to its environmental and social impact and the governance of its management.

Carbon footprint

Total amount of greenhouse gases emitted directly or indirectly by an activity, product or event, expressed in tonnes of CO₂ equivalent.

Climate neutrality

A state in which net greenhouse gas emissions are equal to zero, after applying verified reduction and compensation measures.

Guarantee of Renewable Origin (GdO)

Certified system that certifies that a certain amount of electrical energy has been generated from 100% renewable sources.

Emissions offsetting

Voluntary mechanism whereby the CO₂ emissions generated are offset by investing in projects that absorb or reduce greenhouse gases.

APPENDIX I: Paradores sustainability infographic



#PARADORES SOSTENIBLES



ENERGY AND WATER



All electricity consumed at Paradores comes from 100% renewable sources.



We calculate and reduce the carbon footprint of all establishments with the aim of becoming carbon neutral.



We have an energy efficiency plan and optimise water consumption

CIRCULAR ECONOMY



Our rooms are free of single-use plastics.



We are committed to efficient resource management, with measures such as refillable dispensers and the optimisation of amenities.



We minimise food losses and food waste. We offer customers the option to take away leftover food in compostable containers.

NATURAL CAPITAL



Commitment to biodiversity is part of our DNA and we put it into practice with programmes such as Nature For The Senses.

SUSTAINABLE COMMUNITIES



We promote economic and tourism development in our localities.



We create local employment and are committed to the professional development of the people who make up the team.



We are making progress in our equal opportunities objectives, eliminating any type of gender-based discrimination through the Paradores Equality Plan.



We collaborate with the training of students through educational cooperation agreements and we promote First Professional Experience programmes..



We contribute to the protection of the historical and artistic heritage, the development of local culture and gastronomy.



We guarantee the well-being of our employees and customers while they enjoy the Parador experience.

RECOGNITIONS AND PARTNERSHIPS



ANNEX II: Resource – Sustainability Report Template

Stage	Planned action	Person responsible	Monitoring indicator	Status (Pending/Done)
BEFORE the event	E.g. Paperless digital invitation		Number of physical invitations avoided	
DURING the event	E.g. Extra-event activities (nature, cultural, etc.)		Number of participants and feedback	
AFTER the event	E.g. Calculation and offsetting of emissions		Tons of CO ₂ offset	

Post-event evaluation

- Deviations detected and causes:
- Lessons learned:
- Improvements for future events: