



TUI BLUE

Madeira Gardens

SUSTAINABILITY REPORT 2021

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Scope:

We have implemented a new management philosophy, setting goals in the areas of efficiency, efficacy and quality, seeking to strengthen our relationships with employees and suppliers, laying the groundwork for sustainable management and committing ourselves to social responsibility.

This Sustainability Report reinforces our commitment to our environmental policy, seeking a balance between social, economic and environmental aspects and consolidating a sustainable management approach.

This report is for our activities carried out in 2021, and is divided into three chapters:

- In the first, we present an analysis of the results of environmental indicators – Energy, Waste, Water and Chemicals – and strategic goals for 2022.
- The second describes employee and customer training and engagement.
- In the third, we present interactions with the local community and projects involving our management policy and partnerships.

Strategy:

- To engage customers, employees, the local community and suppliers to encourage better environmental performance in all of their activities, products and services;
- To strengthen the skills of our human resources;
- To ensure financial and economic sustainability.



Sustainability Goals:

PLANO DE OBJECTIVOS - 2022 SAVOY GARDENS																		
Processo do SGA	Objectivos	Valor actual (Total 2021)	Valor a atingir (2022)	Acções a Desenvolver	Resp.	Evolução												
						Jan	Fev	Mar	Abr	Mai	Jun	Jul	Ago	Set	Out	Nov	Dez	
Ações ambientais	Divulgação e Execução de ações ambientais	1	2	Planear regularmente ações ambientais. Divulgar em folhetos e verbalmente aos hóspedes e colaboradores.	DC+DIR													
	Realização de auditorias	1	2	Implementar auditorias conforme plano.	GQ													
	Manter ou aumentar a quantidade de produtos de origem na RAM	Frutas, Verduras, Frangos, Vinhos	Frutas, Verduras, Frangos, Doces, Vinhos	Procurar e dar preferência a produtos da RAM, sempre que possível. Verificar a possibilidade de conseguir chegar a um objetivo mensurável	C+GQ													
	Aumentar proporção de produtos biológicos	Compotas	Azeite, doces e biscoitos	Procurar e dar preferência a produtos biologicamente rotulados, sempre que possível. Verificar a possibilidade de conseguir chegar a um objetivo mensurável	C+GQ													
Formação	Realização de ações de formação na área ambiental	2 Formações a 5 Áreas do hotel	3 Formações a 5 Áreas do hotel	Cumprir com o Plano de Formação. Avaliar as formações ministradas	GQ													
	Melhorar a eficiência da formação	65%	70%		GQ													
Electricidade+água+gás	Reduzir consumos de:																	
	Água (Andares + Cozinha+Rest+Bar+Áreas Comuns+Piscina)	0,22m3/hospede	0,20m3/hospede	Substituição de redutores de caudal +Acções de formação para sensibilização + Piscina = diminuir o nº de lavagens	ENG+GQ													
	Electricidade (Andares + Cozinha+Rest+Bar+Áreas Comuns)	18,28 kw/hospede	18,00 Kw/hospede	Mudar lâmpadas de Halógeno para Led's +Acções de formação para sensibilização	ENG+GQ													
Gás	12,74 kg/ hospede	12,00kg/ hospede	Acções de formação para sensibilização	ENG+GQ														
Produtos Limpeza	Reduzir consumos de:																	
	Áreas Alimentares	0,087 kg/ Lt	0,085 kh/ Lt	Melhorar eficácia na utilização produtos. Acções de formação para sensibilização	GQ													
	Piscina	0,012 kg/Lt	0,010 Kg/Lt	Melhorar eficácia na utilização produtos. Acções de formação para sensibilização	GQ													
Alojamento	0,036Kg/Lt	0,035Kg/Lt	Melhorar eficácia na utilização produtos. Acções de formação para sensibilização	GQ														
Consumíveis	Cozinha	0,030 kg/Lt	0,028 kg/Lt	Sensibilizar os funcionários para a redução do uso de consumíveis	GQ													
	Andares e Zonas públicas	0,017 kg/Lt	0,015 Kg/Lt	Sensibilizar os funcionários para a redução do uso de consumíveis	GQ													
Resíduos	Taxa de reciclagem	71%	75%	Sensibilizar os funcionários para uma melhor separação dos resíduos	DR/GQ													
	Qualidade da Reciclagem	"Muito Boa"	"Excelente"	Melhorar qualidade da reciclagem	DR/GQ													
Satisfação de Clientes e Fornecedoros	Melhorar resultado Final Global de Satisfação	89,2%	89,9%	Sensibilizar os funcionários para a prestação de atendimento com rigor, qualidade e simpatia.	GQ													
	Melhorar resultado Final Global de Satisfação Trip Advisor	4,5 (máximo 5)	4,6	Aumentar a percepção dos clientes da qualidade do hotel e da prestação de serviço	GQ													
	Melhorar resultado Final Global de Satisfação Holiday Check	5,6 (máximo 6)	5,7	Aumentar a percepção dos clientes da qualidade do hotel e da prestação de serviço	GQ													
	Melhorar Satisfação Clientes com ambiente	65% Muito Bom 35% Bom	68% Muito Bom 32% Bom	Aumentar a percepção dos clientes das preocupações do Hotel em relação às questões ambientais	GQ													
Data: 12-01-2022		Gestora Ambiental: Alice Costa											Direcção Geral: Aida Nunes					

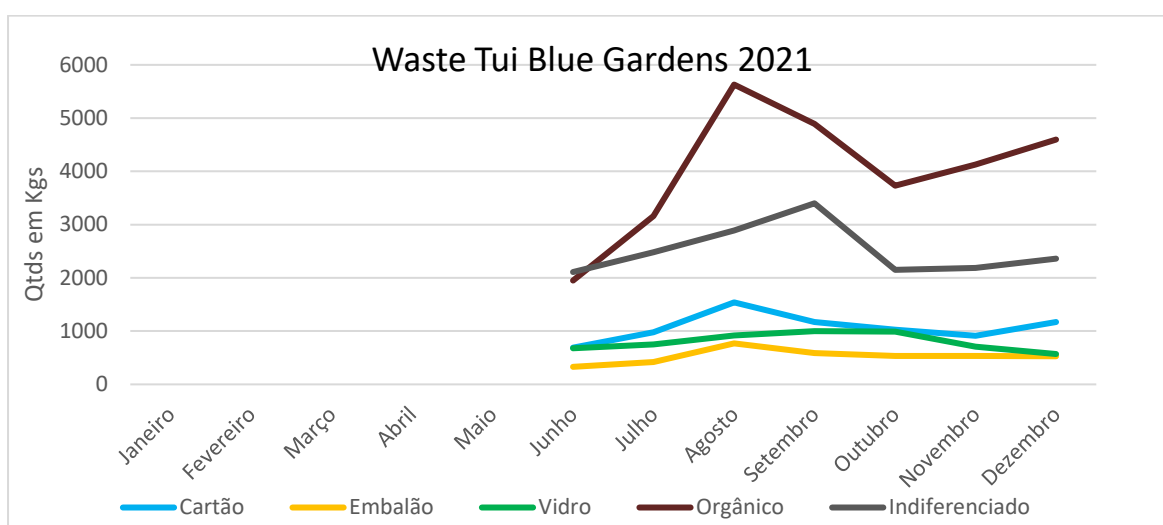
Table 1 - Goals Plans 2022

Chapter I – Environmental indicators:

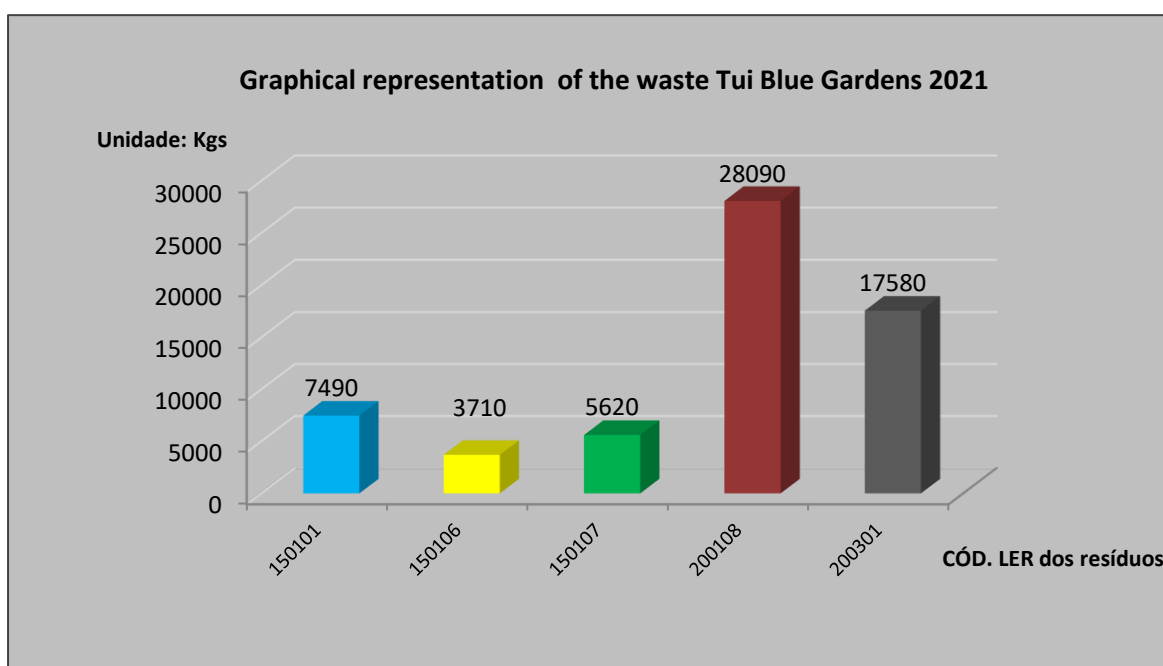
Waste:

Waste	Código LER ⁽¹⁾	Cód. Operatio	Qtd. Year (Kgs)	Peso percentu	January	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Card	150101	R12	7490	11,99%						690	980	1540	1170	1030	910	1170
Plastic/Metals	150106	R12	3710	5,94%						330	420	770	590	535	535	530
Glass	150107	R12	5620	8,99%						680	750	920	1000	990	710	570
Organic	200108	R12	28090	44,95%						1950	3160	5630	4890	3730	4130	4600
Indf	200301	R12	17580	28,13%						2110	2480	2890	3400	2150	2190	2360
QTD Total			62490	100,00%	0	0	0	0	0	5760	7790	11750	11050	8435	8475	9230

Table 2 – Waste Savoy Gardens 2021



Graphic 1 – Waste Savoy Gardens 2021



Graphic 2 – Waste Savoy Gardens 2021



Graphic 3 – Weight Percentage Waste Savoy Gardens 2021

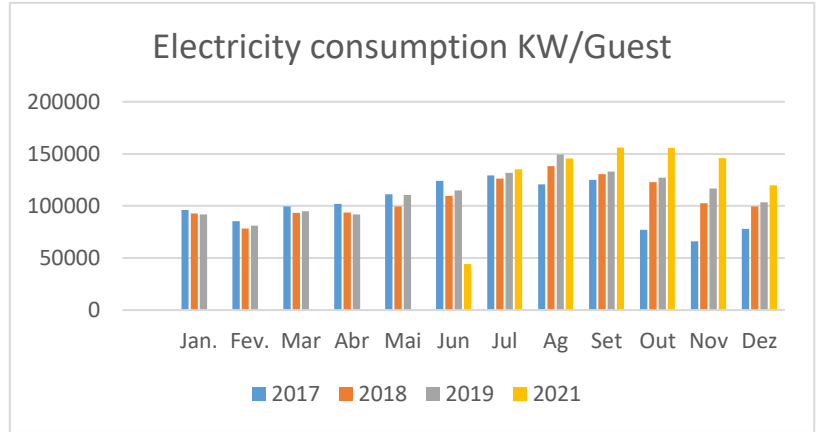
Comparing the results of the analysis with the waste of the year 2020, we can verify that the recycling rate is 77,27%, while in 2021 it is 77,87%

Ongoing training and guest awareness are key actions to increase the recycling rate in the future.

Energy, water and gas:

Electricity consumption kw/Guest				
Month	2017	2018	2019	2021
Jan.	96067	92683	91742	0
Fev.	85424	78262	81072	0
Mar	99498	93294	94920	0
Apr	102030	93679	91854	0
May	111237	99473	110711	0
Jun	123954	109538	114803	44080
Jul	129450	126213	131798	135145
Aug	120664	138245	149351	145735
Sept	125065	130523	132893	156185
Oct	77129	122886	127235	155676
Nov	65848	102444	116602	145939
Dec	77924	99540	103520	119932
Monthly Average	101191	107232	112208	128956

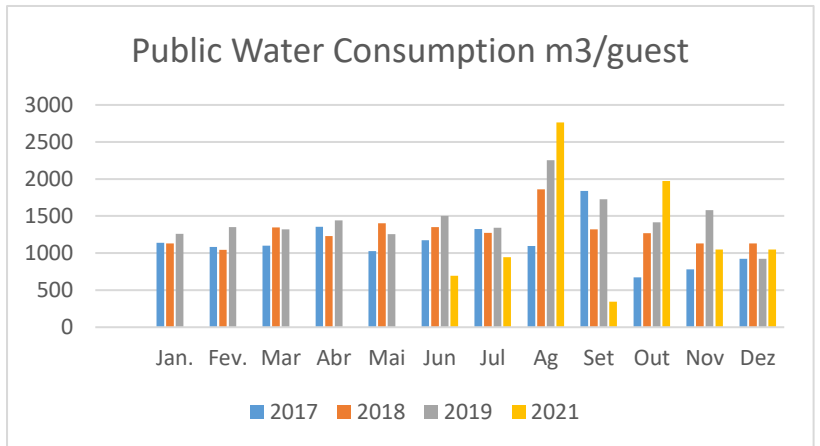
Table 3 – Electricity Consumption



Graphic 4 – Electricity Consumption

Public Water Consumption m3/Guest				
Month	2017	2018	2019	2021
Jan.	1139	1132	1261	0
Fev.	1084	1043	1349	0
Mar	1100	1346	1322	0
Apr	1357	1229	1440	0
May	1028	1402	1254	0
Jun	1173	1349	1503	693
Jul	1324	1272	1342	943
Aug	1096	1862	2253	2763
Sept	1841	1321	1726	343
Oct	671	1269	1415	1972
Nov	782	1129	1578	1049
Dec	924	1132	922	1049
Monthly Average	1127	1291	1447	1259

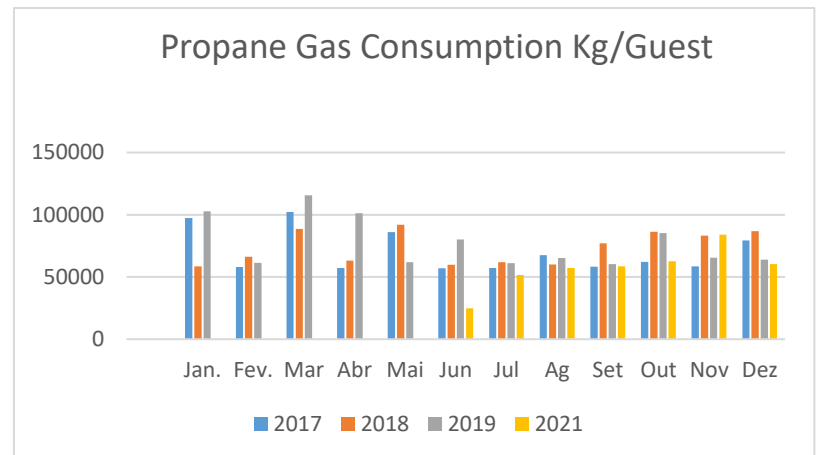
Table 4 – Public Water Consumption



Graphic 5 – Public Water Consumption

Propane Gas Consumption Kg/Guest				
Month	2017	2018	2019	2021
Jan.	97409	58422	102 752	0
Fev.	57993	66118	61 243	0
Mar	102323	88504	115 583	0
Apr	57109	63128	101 075	0
May	86112	91845	61 789	0
Jun	56940	59904	80 132	24752
Jul	57174	61984	61 139	51688
Aug	67535	60034	65 299	57226
Sept	58318	77090	60 437	58578
Oct	62114	86164	85 241	62517
Nov	58435	83330	65 429	83850
Dec	79339	86801	63 986	60424
Monthly Average	70067	73610	77009	57005

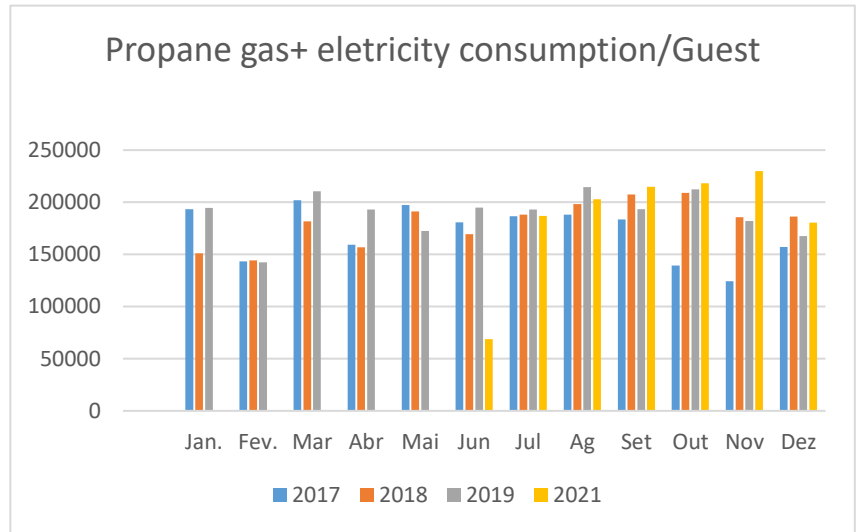
Table 5 – Propane Gas Consumption



Graphic 6 – Propane Gas Consumption

Propane Gas + Elect Consumption/Guest				
Month	2017	2018	2019	2021
Jan.	193476	151105	194494	0
Fev.	143417	144380	142315	0
Mar	201821	181798	210503	0
Apr	159139	156807	192929	0
May	197349	191318	172500	0
Jun	180894	169442	194935	68832
Jul	186624	188197	192937	186833
Aug	188199	198279	214650	202961
Sept	183383	207613	193330	214763
Oct	139243	209050	212476	218193
Nov	124283	185774	182031	229789
Dec	157263	186341	167506	180356
Monthly Average	171257	180842	189217	185961

Table 6 – Propane Gas + Electricity Consumption



Graphic 7 – Propane gas + Electricity Consumption

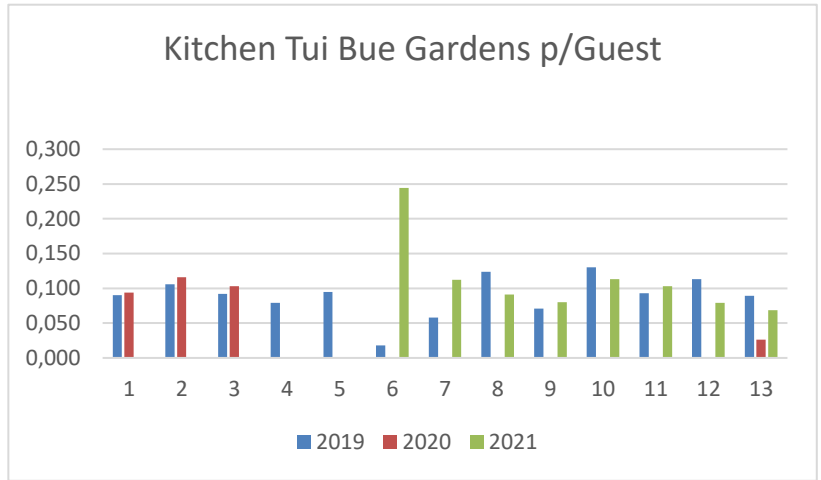
The results presented in the consumptions are due to the following corrective actions:

1. Project to raise awareness among our customers and employees – Information signs on "how to reduce consumption and help the environment"
2. Replacement of lamps with LEDs in all areas of the hotel
3. Not heating the pool when raining or in adverse weather conditions, which considerably reduced gas consumption
4. There was a reduction in the water flow from taps and showers, which is currently:
 - 4.1. Taps = 6 L/m³
 - 4.2. Showers = 10 L/m³
5. Training sessions were held for employees
6. Equipment replaced by other with lower consumption.

Chemicals used in kitchen:

Kitchen Areas			
Month	2019	2020	2021
Jan.	0,090	0,094	0,000
Fev.	0,106	0,116	0,000
Mar.	0,092	0,103	0,000
Apr.	0,079	0,000	0,000
May	0,095	0,000	0,000
June	0,018	0,000	0,244
July	0,058	0,000	0,112
Aug.	0,124	0,000	0,091
Sep	0,071	0,000	0,080
Oct	0,130	0,000	0,113
Nov.	0,093	0,000	0,103
Dec	0,113	0,000	0,079
Average	0,089	0,026	0,069

Table 7 – Kitchen Chemicals

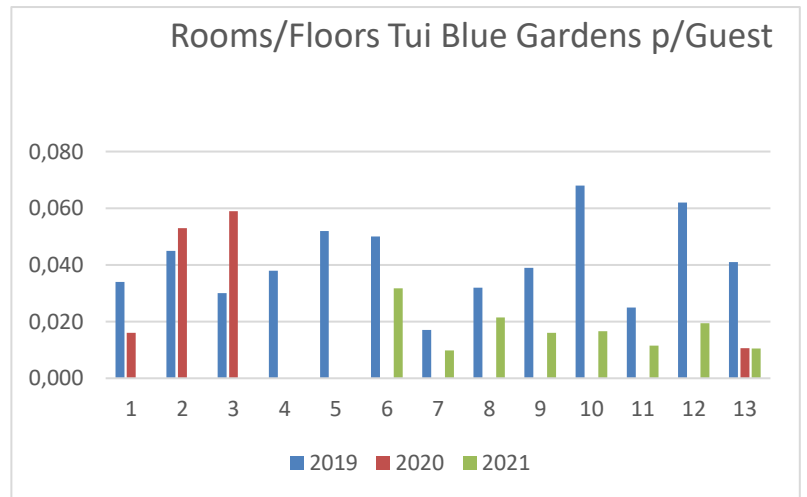


Graphic 8 – Kitchen Chemicals

Chemicals used in hotel rooms:

Rooms/Floors			
Month	2019	2020	2021
Jan.	0,034	0,016	0,000
Fev.	0,045	0,053	0,000
Mar.	0,030	0,059	0,000
Apr.	0,038	0,000	0,000
May	0,052	0,000	0,000
Jun.	0,050	0,000	0,032
Jul.	0,017	0,000	0,010
Aug.	0,032	0,000	0,021
Sep	0,039	0,000	0,016
Oct	0,068	0,000	0,017
Nov.	0,025	0,000	0,012
Dec	0,062	0,000	0,019
Average	0,041	0,011	0,011

Table 8 – Rooms/Floors Chemicals

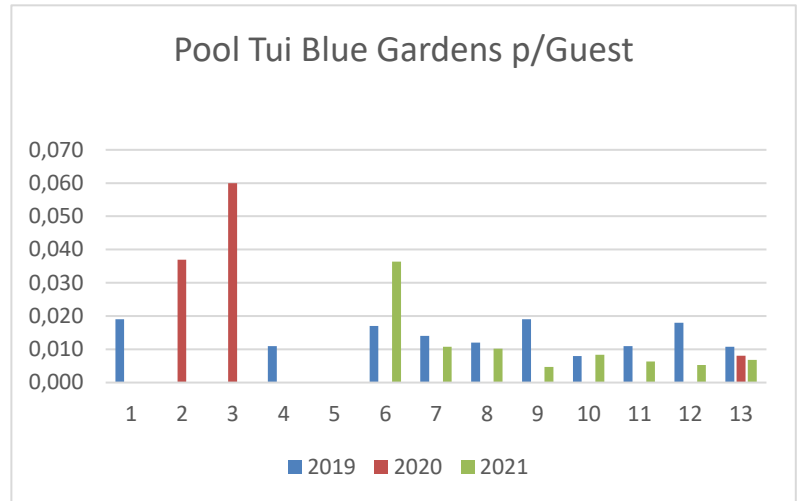


Graphic 9- Rooms/Floors Chemicals

Chemicals used in swimming pools:

Pool			
Month	2019	2020	2021
Jan.	0,019	0,024	0,000
Fev.	0,000	0,037	0,000
Mar.	0,000	0,060	0,000
Apr.	0,011	0,000	0,000
May	0,000	0,000	0,000
Jun.	0,017	0,000	0,036
Jul.	0,014	0,000	0,011
Aug.	0,012	0,000	0,010
Sep.	0,019	0,000	0,005
Oct.	0,008	0,000	0,008
Nov.	0,011	0,000	0,006
Dec.	0,018	0,000	0,005
Average	0,011	0,008	0,007

Table 9 – Pool Chemicals

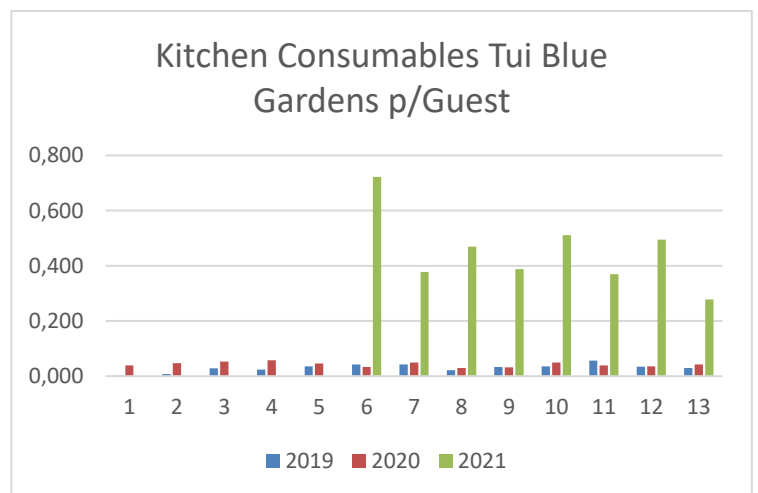


Graphic 10 – Pool Chemicals

Kitchen Supplies:

Kitchen Consumables			
Month	2019	2020	2021
Jan.	0,002	0,039	0,000
Fev.	0,008	0,047	0,000
Mar.	0,029	0,053	0,000
Apr.	0,024	0,057	0,000
May	0,035	0,046	0,000
Jun.	0,043	0,033	0,723
Jul.	0,043	0,049	0,377
Aug.	0,021	0,030	0,469
Sep.	0,033	0,032	0,388
Oct.	0,035	0,049	0,512
Nov.	0,056	0,039	0,370
Dec.	0,034	0,035	0,495
Average	0,030	0,042	0,278

Table 10 – Kitchen Supplies



Graphic 11 – Kitchen Supplies

Supplies used in hotel floors and public areas:

Floors/Areas Consumables			
Month	2019	2020	2021
Jan.	0,016	0,027	0,000
Fev.	0,018	0,020	0,000
Mar.	0,020	0,021	0,000
Apr	0,018	0,000	0,000
May	0,022	0,000	0,000
Jun.	0,025	0,000	0,102
Jul.	0,010	0,000	0,052
Aug	0,018	0,000	0,047
Sep	0,018	0,000	0,053
Oct	0,021	0,000	0,050
Nov.	0,016	0,000	0,044
Dec	0,021	0,000	0,041
Average	0,019	0,006	0,032

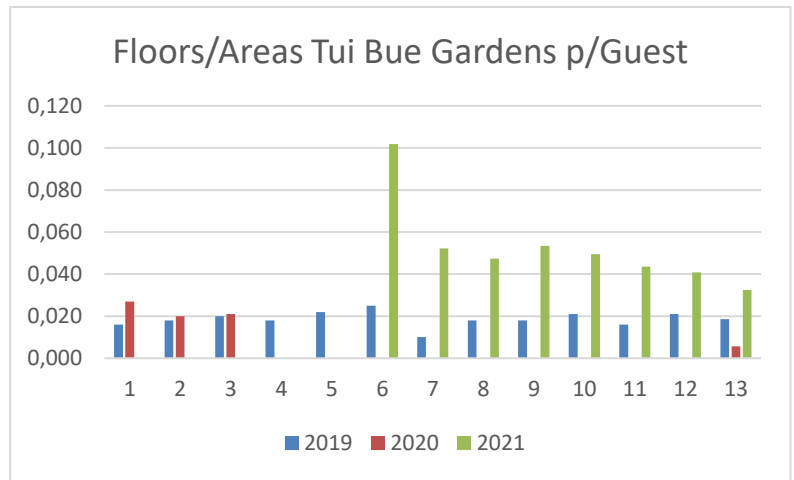


Table 11 – Floors / Public Supplies

Graphic 12– Floors / Public Supplies

The hotel is aware that the excessive or improper use of chemicals, in general, may have negative impacts on human health and the environment, since this can cause pollution and contamination to the surrounding environment.

We contacted our suppliers this year to ask if the products they use/provide contain any chemical agents shown on the program list. All answered that they did not use any products with these components.

The following suppliers were consulted:

- Truly Nolen – Pest Control
- RJP (supplier of sanitation and cleaning products)

In addition, those who use sanitation and cleaning products in their daily tasks were instructed on the proper use of chemicals in different areas of the hotel to ensure that they are used correctly and only when needed, thereby reducing their overall use and environmental impact.

Chapter II

Environment



Figure 1 - Environment of Madeira island

The Tui Blue Gardens warns its guests to avoid activities that adversely affect local fauna and habitats by complying with the following standards of conduct established by the Institute of Forests and Nature Conservation of the Autonomous Region of Madeira.

It's forbidden:

- The harvesting, cutting, capture, killing or detention of specimens of living beings, as well as the destruction of their natural habitats;
- Introduction of exotic animal or plant species;
- The extraction of geological or archaeological material or its exploitation, whether of marine or terrestrial origin;
- Release of solid or liquid debris susceptible to produce negative or potentially negative effects on the environment;
- The practice of noisy activities that disturb the endemic fauna;
- Do not light a fire;
- If you are a smoker, do not throw the beetles on the floor, save them to put in the dustbin.

Chapter III – Employee training:



Figure 2 - Award of certificates to reception staff



Figure 3 - Award of certificates to bar staff



Figure 4 - Award of certificates to restaurant staff

Chapter IV – Employee and customer engagement:

In February, tree-planting events were held on Pico do Areeiro, which was attended by 14 guests and 5 staff members from the Royal Savoy and Savoy Gardens hotels. In all, around 1,000 plants from 10 species native and endemic to Madeira were planted: Laurels (*Laurus novocanariensis*), Dyer's Greenwood (*Teline maderensis*), Pride of Madeira (*Echium candicans*), Honey Spurge (*Euphorbia mellifera*), Marguerite daisies (*Argyranthemum pinnatifidum*) and Carrot Trees (*Monizia edulis*) were put in and mulched with wood chips to await the night's fog and drizzle.

“The hotel professionals, in addition to the tremendous commitment they showed while planting, had the opportunity to learn in the field about the importance of recovering the central mountain range's biodiversity for the sustainable future of Madeira's tourism. The tourists, almost all British aficionados of gardening, quickly grasped the monitors' teachings, and planted with great enthusiasm”.



Figure 5 - Customers and employees: Reforestation programme of Madeira's hills



These initiatives prove that a good number of guests are open to them and see them not only as a different way of participating in the reforestation efforts in Madeira's mountains, but also as a way to connect and interact with the environment and local communities.

Equally, the group says it fully subscribes to the comments of the association's blog: "After working for four hours in temperatures between 3° and 5°C, relative humidity constantly at around 100%, almost non-stop fog and a north-east wind between 30 and 40 kilometers per hour, there's nothing better than a hearty wheat soup and hot herbal infusion to aid digestion and return refreshed to downtown Funchal, where the sun was still shining. When we said goodbye, we were certain we had won over more friends to our cause."



In another initiative, the hotel took part in the reforestation days for indigenous and endemic species on the highest part of Madeira – the Environmental Education Camp at Cabeço da Lenha – as part of the ‘reforestation and learning’ programme.

This is an environmental programme for reforestation and raising awareness about the importance of our forests.

After the fires of the last few years and the impact they have had on our mountains and on the community, we decided to set to work and replant as much as we could. Finding out about native species, restoring the balance of natural ecosystems, planting trees, seeing natural life flourish and supporting the sustainability of our reforested hills.

This is an increasingly community-based project which breaks down barriers and is of great environmental significance in helping to popularize awareness-raising campaigns.

Employee engagement in social projects:



**Vamos
dar amor
em forma
de doações**

Campanha Solidária
06.12 a 30.01.2021

ASSOCIAÇÕES
Irmãs Hospitaloiras | Funchal
Botão Solidário | Funchal
Santa Casa da Misericórdia da Calheta

Solidariedade gera solidariedade.
Faça as suas doações:
vestuário
roupa de cama
produtos de higiene pessoal
alimentos não perecíveis
brinquedos
livros escolares

Pontos de Recolha:
Grupo AFA | Membro C.E
Calheta Beach | Lavandaria
Saccharum | Governantas
Savoy Palace | Economato
Vacation Club | Recepção Vacation

SAVOY
signature

GRUPO AFA

The employees of the Hotel Tui Blue Gardens, in a collaborative action with the local community and aware of the great needs, joined and handed over to the Congregation, clothing, toys, food, books, among other articles, a small grain of sand which contributed to many people in need and with mental health problems, a little happier, not only for the articles delivered, but also for the affection that we dedicated to them in the moments that we were together.

"CARING BY COMBINING SCIENCE AND CHARITY"

The Institute of the Sisters Hospitallers of the Sacred Heart of Jesus is a Private Social Welfare Institution for Health Purposes with civil and canonical legal status located in the city of Funchal.

The institution was created and directed by the Portuguese Province of the Congregation of Sisters Hospitallers of the Sacred Heart of Jesus and carries out projects in the field of Mental Health and Psychiatry.

To pursue its statutory purposes, the Institute runs 12 health facilities.



Chapter V – Interactions with the local community and projects involving management policy and partnerships:



Figure 6 -Delivery of collection of bottle caps

The Madeira Disabled Association are community-based groups with whom we have associated ourselves as partners in order to work with the local community.

Regarding donations, gifts in kind were given to the following institutions in 2019:

Centro de reabilitação Pedagógica da Sagrada Família/ Irmãs Hospitaleiras

Centro da mãe.

Acreditar

Liga Portuguesa contra o Cancro

Associação de Deficientes da Madeira

Donations in kind included bed linen, bath towels, swimming towels, robes and glasses.

The donations offered by our guests, at the symbolic value of 1 euro per stay, were delivered to Psychological, Social and Vocational Rehabilitation Associations for the Disabled.

Chapter VI

PROGRAMME “ ZERO PLASTICS 2020-2022 ”

As part of the "Zero Plastics" programme, Savoy Signature is committed to reducing its Ecological Footprint, reducing its consumption of plastics and contributing to a more sustainable environment. Savoy Signature has announced several measures implemented in our Hotels so far. We are proud of our efforts to reduce plastic by allowing our guests to make a simple contribution when staying with us.

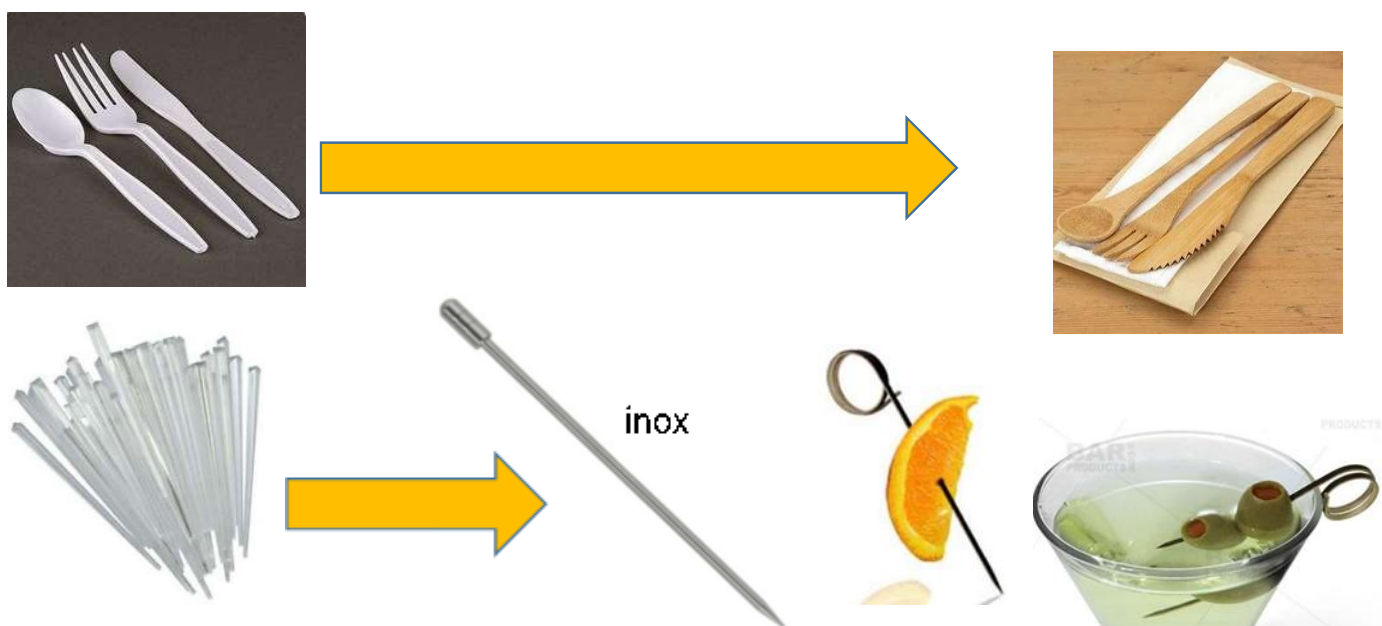
One example is the initiative to abolish the use of plastic straws. We only use straws made from recyclable material. We are committed to operating responsibly and feel this is a powerful step towards reducing our dependency.

In early 2021, Savoy Signature began replacing small amenities in guest's bathrooms for larger bottles, which makes it possible to dispense more product, reducing waste. This measure will allow Savoy Signature to eliminate the small plastic bottles that normally go to landfill.

Other measures implemented:

- Glass only bottles in rooms and restaurants.
- Ecological take-away containers
- Paper packaging for shower caps and cotton buds.

These initiatives, among others, are based on Savoy Signature's commitment to reduce its environmental impact.



Chapter VII – Our Awards:



The ostentation of an environmental award is the confirmation of good practices of environmental concerns and sustainable development.

Conclusion: The purpose of preparing the report is to improve the sustainable control of our organisation.