



CALHETA BEACH

Fine Sand All-Inclusive Resort

SAVOY *signature*

**ENVIRONMENTAL
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.

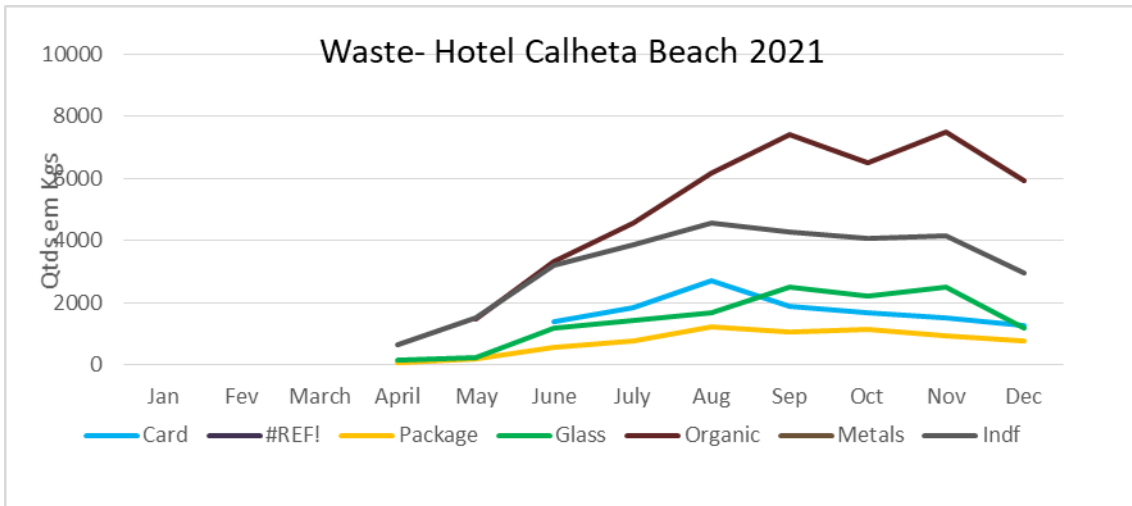
GOALS PLAN - 2022 CALHETA BEACH

SGA Process	Goals	Current Data (2021)	To be achieved (2022)	Action Plan	Resp.	Evolution												
						Jan	Fev	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Environmental actions	Communication and execution of environmental activities	1	2	Plan environmental actions regularly. Promote (by distributing brochures) to guests and staff.	DC+DIR													
	Audits	2	3	Implement audits according to plan	GQ													
	Maintain or increase the amount of local products	Fruits, Vegetables, Chicken, Sweets, Wines	Fruits, Vegetables, Chicken, Sweets, Wines	Choose local products whenever possible. Set a measurable goal if possible.	C+GQ													
	Increase the amount of bio products	Jams	Jams, olive oils, sweets and cookies	Choose bio products whenever possible. Set a measurable goal if possible.	C+GQ													
Training	Environmental training	2 to 5 training sessions	3 to 5 training sessions	Comply with the training plan. Evaluate the training provided.	GQ													
	Improve training efficiency	50%	52%		GQ													
Electricity+water+gas	Reduce consumption of:																	
	Water (Floors + Kitchen + Rest + Bar + Common Areas + Swimming Pool)	30614 m3	30001m3	Replacement of flow reducers + Training to raise awareness + Swimming pool = reduce the number of times it is washed	ENG+GQ													
	Electricity (Floors + Kitchen + Rest + Bar + Common Areas)	837693Kw	820939Kw	Changing lamps from Halogen to Led's + Training to raise awareness	ENG+GQ													
	Gas	276328Kg	270801Kg	Training to raise awareness	ENG+GQ													
Cleaning products	Reduce consumption of:																	
	Food areas	0,183 kg/ Lt	0,180kh/ Lt	Improve efficiency in the use of products. Training to raise awareness	GQ													
	Pool	0,032 kg/Lt	0,030 Kg/Lt	Improve efficiency in the use of products. Training to raise awareness	GQ													
Rooms	0,054 Kg/Lt	0,050 Kg/Lt	Improve efficiency in the use of products. Training to raise awareness	GQ														
Consumables	Kitchen	0,003 kg/Lt	0,002 kg/Lt	Sensitize employees to reduce the use of consumables	GQ													
	Floors and common areas	0,098kg/Lt	0,093 Kg/Lt	Sensitize employees to reduce the use of consumables	GQ													
Waste	Recycling rate	60%	62%	Sensitize employees to reduce the use of consumables	DR/GQ													
	Recycling quality	Good	GOOD	Increase recycling quality	DR/GQ													
Customer and supplier satisfaction	Improve Global Final Result of Satisfaction	MédiaYear 89,03%	Média Year 89,10%	Increase customer perception of the hotel quality and service.	GQ													
	Improve Global Final Result of Satisfaction - Trip Advisor	4 (max 5)	4,5	Increase customer perception of the hotel quality and service.	GQ													
	Improve Global Final Result of Satisfaction - Holiday Check	5 max 6)	5,5	Increase customer perception of the hotel quality and service.	GQ													
	Improve guest satisfaction - environmental sustainability	56% Very Good 44% Good	60% Very Good 40% Good	Increase customer perception of the Hotel Quality and service	GQ													
Date:10-01-2022		Quality & Sustainability: Alice Costa															Board : Carlos Ramos	

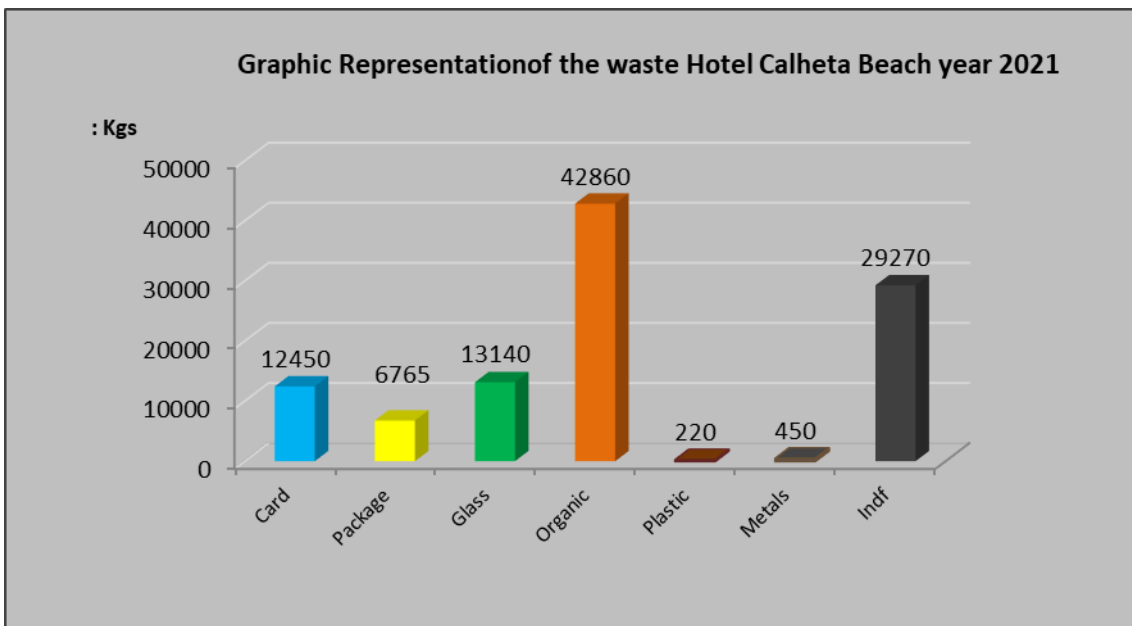
Table 1-Objectives Plan

Chapter I

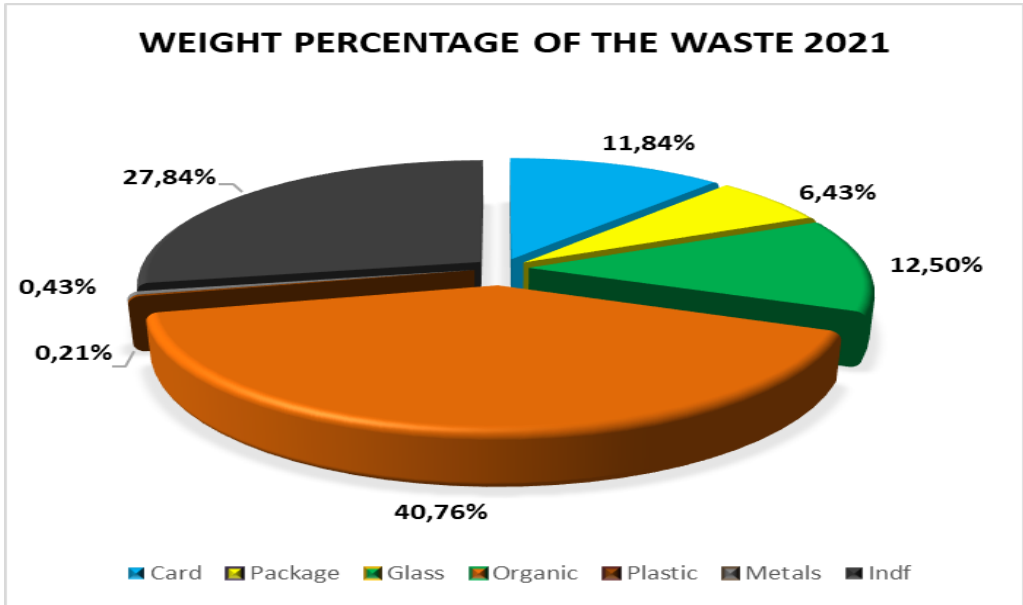
Environmental Indicators



Graphic 1 - Waste Hotel Calheta Beach 2021



Graphic 2 - Total of Waste Hotel calheta Beach 2021



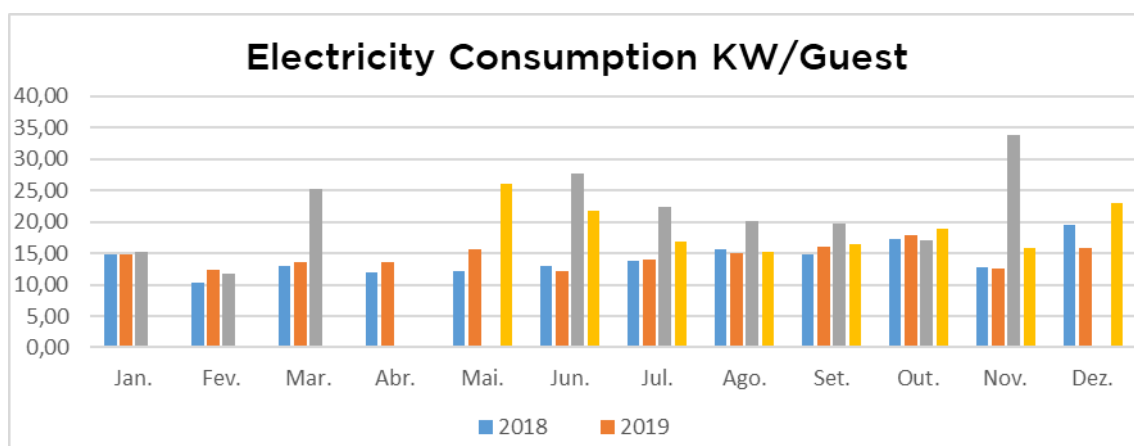
Graphic 3 - Weight Percentage of the waste 2021

Analyzing recyclable wastes, there was a significant improvement in the recycling rate, obtaining a rate of 60.64% in 2020, compared to the value obtained in 2021 (62.04%). The increase in the total weight of solid waste and the increase in the recycling rate compared to the previous year is a direct consequence of the promotion of the various awareness programs and environmental training among employees and customers

ENERGY, WATER AND GAS

Electricity Consumption KW/Guest				
Month	2018	2019	2020	2021
Jan.	14,82	14,82	15,25	0,00
Fev.	10,29	12,43	11,74	0,00
Mar.	12,99	13,50	25,17	0,00
April	11,90	13,51	0,00	0,00
May	12,24	15,68	0,00	26,05
Jun	12,87	12,24	27,62	21,68
Jul	13,86	13,92	22,33	16,88
Aug	15,52	15,07	20,17	15,20
Sep	14,74	15,93	19,66	16,46
Oct	17,31	17,77	17,07	18,94
Nov.	12,79	12,50	33,86	15,91
Dec.	19,47	15,86	0,00	22,95
Monthly Average	14,07	14,44	16,07	12,84

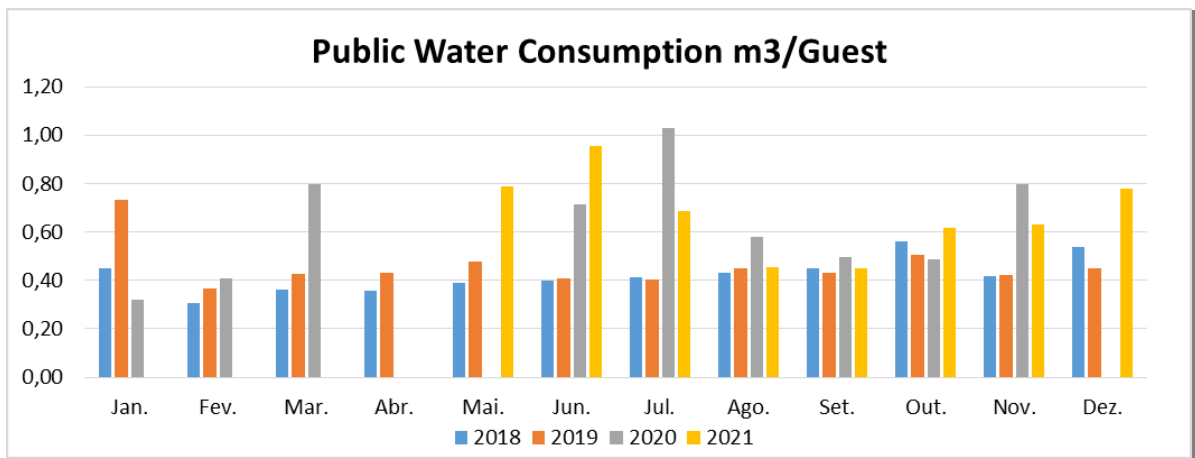
Table 2-Electricity Consumption



Graphic 4 - Electricity Consumption

Public Water Consumption m3/Guest				
Month	2018	2019	2020	2021
Jan.	0,45	0,73	0,32	0,00
Fev.	0,31	0,37	0,41	0,00
Mar.	0,36	0,42	0,80	0,00
Apr.	0,36	0,43	0,00	0,00
May	0,39	0,48	0,00	0,79
Jun.	0,40	0,41	0,71	0,96
Jul.	0,41	0,40	1,03	0,68
Aug.	0,43	0,45	0,58	0,45
Sep.	0,45	0,43	0,50	0,45
Oct.	0,56	0,51	0,49	0,62
Nov.	0,42	0,42	0,80	0,63
Dec.	0,54	0,45	0,00	0,78
Monthly Average	0,42	0,46	0,47	0,45

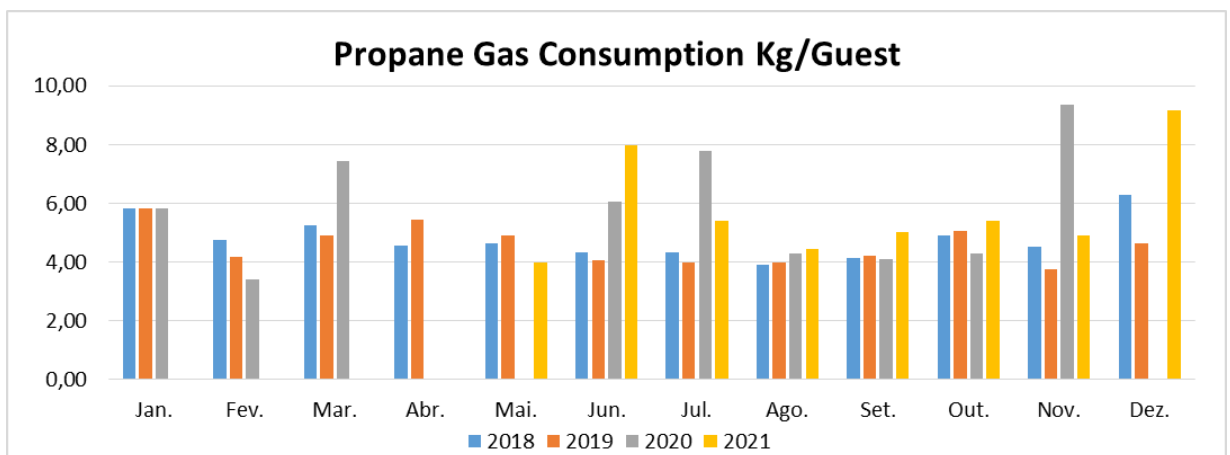
Table 3- Public Water Consumption



Graphic 5 – Public Water consumption

Propane Gas Consumption Kg/Guest				
Month	2018	2019	2020	2021
Jan.	5,84	5,84	5,84	0,00
Fev.	4,77	4,17	3,40	0,00
Mar.	5,27	4,91	7,43	0,00
Apr.	4,58	5,46	0,00	0,00
May	4,62	4,89	0,00	3,99
Jun.	4,34	4,07	6,05	7,98
Jul.	4,33	3,98	7,80	5,39
Aug.	3,92	4,00	4,31	4,44
Sep.	4,14	4,21	4,12	5,04
Oct.	4,91	5,06	4,30	5,39
Nov.	4,51	3,75	9,36	4,90
Dec.	6,28	4,66	0,00	9,17
Monthly Average	4,79	4,58	4,38	3,86

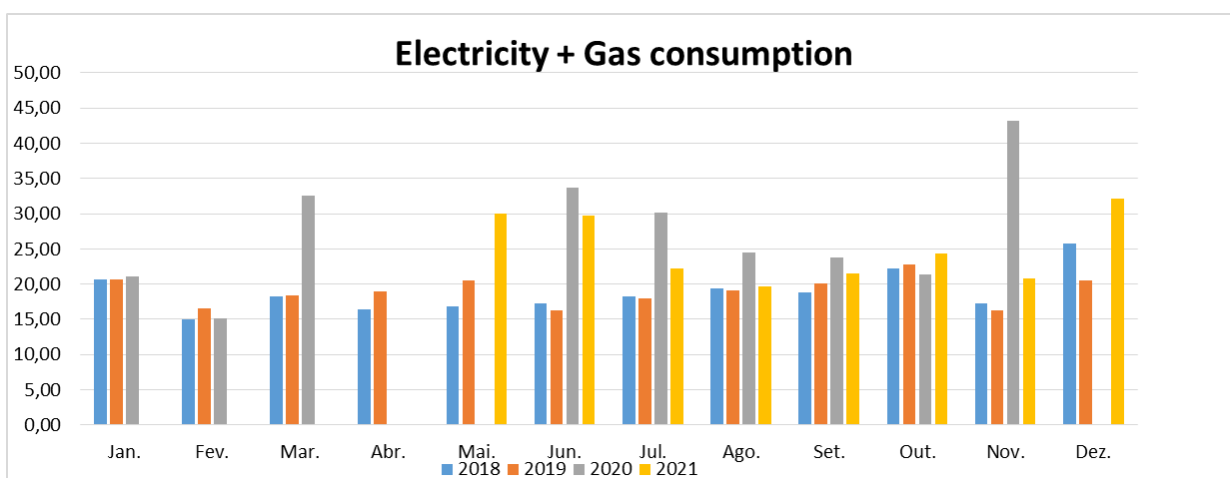
Table 4 - Propane gas Consumption



Graphic 6 - Propane Gas Consumption

Electricity + gas consumption				
	2018	2019	2020	2021
Jan.	20,66	20,72	21,09	0,00
Fev.	15,06	16,60	15,14	0,00
Mar.	18,26	18,41	32,60	0,00
Abr.	16,48	18,97	0,00	0,00
Mai.	16,86	20,58	0,00	30,05
Jun.	17,22	16,31	33,68	29,67
Jul.	18,19	17,91	30,12	22,27
Ago.	19,45	19,06	24,48	19,64
Set.	18,88	20,14	23,78	21,49
Out.	22,22	22,83	21,38	24,33
Nov.	17,31	16,25	43,22	20,81
Dez.	25,76	20,52	0,00	32,12
Média Mensal	18,86	19,02	20,46	16,70

Table 5 – Electricity + Gas Consumption



Graphic 7 – Electricity + Gas consumption

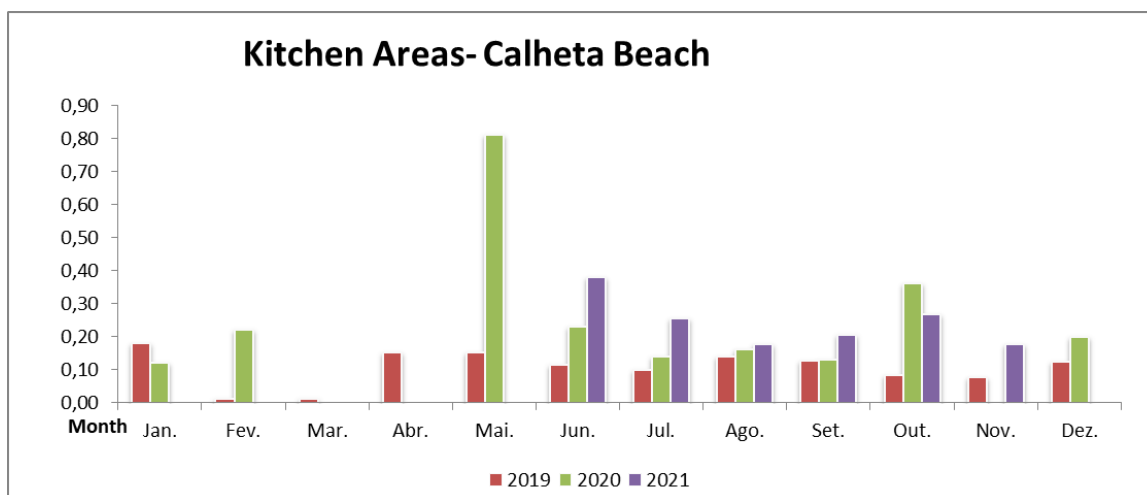
The reductions presented in the consumption are due to the following corrective actions:

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 = 6L/m³
 - 4.2. Showers = 10L/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.	0,18	0,12	0,00
Fev.	0,01	0,22	0,00
Mar.	0,01	0,00	0,00
Apr	0,15	0,00	0,00
May	0,15	0,81	0,00
Jun.	0,11	0,23	0,38
Jul.	0,10	0,14	0,26
Aug	0,14	0,16	0,18
Sep	0,13	0,13	0,21
Oct	0,08	0,36	0,27
Nov.	0,08	0,00	0,18
Dec	0,12	0,20	0,00
Average	0,11	0,20	0,18

Table 6 – Kitchen Areas

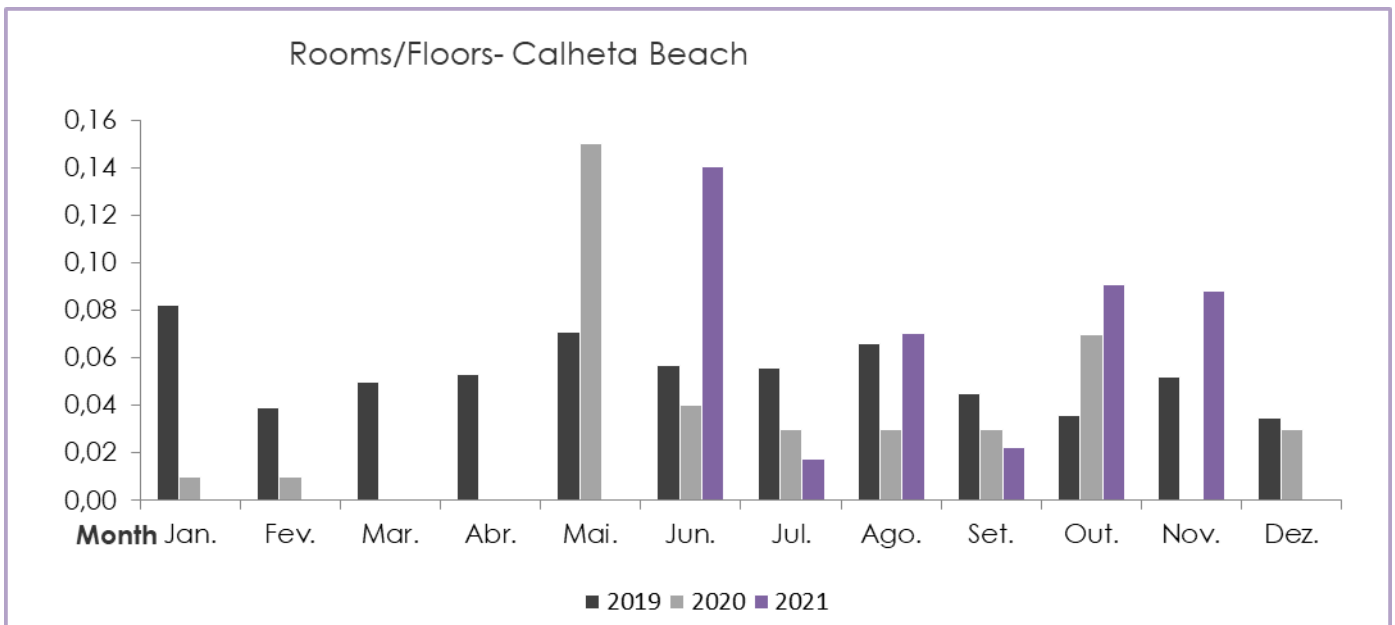


Graphic 8 - Kitchen Areas

Chemicals and Supplies used in hotel Rooms/Floors

Rooms/Floors			
Month	2019	2020	2021
Jan.	0,08	0,01	0,00
Fev.	0,04	0,01	0,00
Mar.	0,05	0,00	0,00
Apr	0,05	0,00	0,00
May	0,07	0,15	0,00
Jun.	0,06	0,04	0,14
Jul.	0,06	0,03	0,02
Aug	0,07	0,03	0,07
Sep	0,05	0,03	0,02
Oct	0,04	0,07	0,09
Nov.	0,05	0,00	0,09
Dec	0,04	0,03	0,00
Average	0,05	0,03	0,05

Table 7 - Rooms / Floors

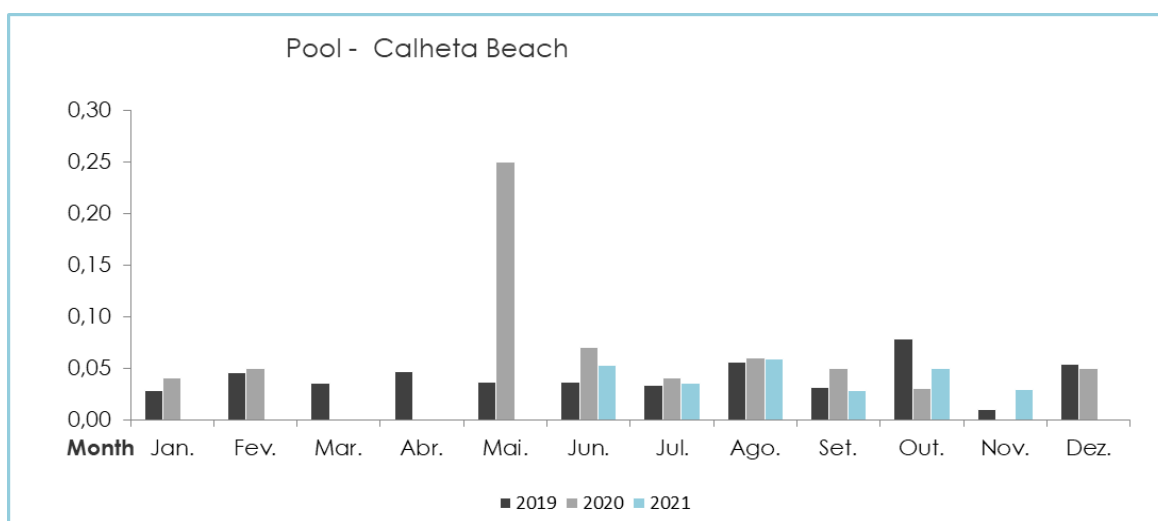


Graphic 9 – Rooms / Floors

Chemicals used in Swimming Pools

Pool			
Month	2019	2020	2021
Jan.	0,03	0,04	0,00
Fev.	0,05	0,05	0,00
Mar.	0,04	0,00	0,00
Abr.	0,05	0,00	0,00
Mai.	0,04	0,25	0,00
Jun.	0,04	0,07	0,05
Jul.	0,03	0,04	0,04
Ago.	0,06	0,06	0,06
Set.	0,03	0,05	0,03
Out.	0,08	0,03	0,05
Nov.	0,01	0,00	0,03
Dez.	0,05	0,05	0,00
Média	0,04	0,05	0,03

Table 8 - Pool



Graphic 10 – Pool

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:

- Extermínio – 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. For that reason, the company decided to pursue the following objectives:

- Reduce the usage of environmental hazardous chemicals and adopt the use of environmental friendly ones
- Prioritize the acquisition of local products
- If necessary, acquire low energy consumption appliances.



CAPÍTULO II

Environmental



The Calheta Beach 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.

Regarding local culture, we also report: There are no indigenous communities on the island who require the knowledge of guests of customs or special forms of treatment;

- There is no type of clothing code, however we recommend the use of more conservative clothing during visits to religious sites;
- We encourage respectful interaction with members of the local community by questioning them about any questions that may arise regarding some behavior or activity (ask whether it is appropriate to take pictures, address certain topics, etc.).

➤ **Protected Areas:**

- - Parque Nacional da Madeira
- Área Protegida Cabo Girão
- Área Protegida Ponta de S. Lourenço/Ponta do Pargo
- Reserva Natural das Ilhas Desertas
- Reserva Natural das ilhas Selvagens

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.

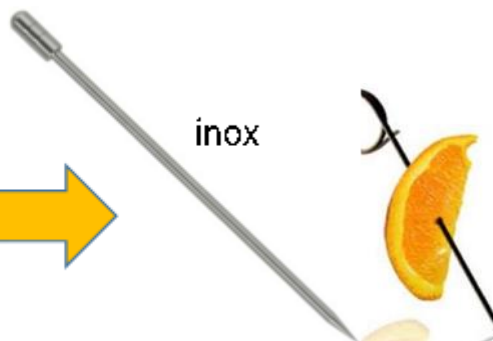
One example is the initiative to abolish the use of plastic straws. We only use straws made from recyclable material. We are committed to operating responsibly and feel this is a powerful step towards reducing our dependency.

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 III

Employee Training



It is fundamental to continue training our employees to ensure the environmental sustainability of our hotel.

Chapter IV

Employee and Customer Engagement



In February, tree-planting events were held on Pico do Areeiro, which was attended by 15 guests and 4 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".

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 kilometres 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.

CHAPTER V

Employee Engagement in Social Projects:

In 2021, a solidarity campaign was carried out for the collection of goods, with the contribution of all hotel employees



Vamos dar amor em forma de doações

Campanha Solidária
06.12 a 30.01.2021

ASSOCIAÇÕES
Irmãs Hospitaleiras | 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

Chapter VI

Interaction with the local community and projects involving management policy and partnerships:





With regard to donations, gifts in kind were given to the following institutions:

- 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.

CHAPTER VII

Sustainability Awards



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

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