



SAVOY PALACE

Tribute Cosmopolitan Resort

SAVOY *signature*

Environmental Sustainability Report 2021

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Scope and strategy

Savoy Palace undertakes to practice eco-efficient management to minimise the environmental impacts resulting from our activities and services. We have accordingly defined objectives in terms of efficiency, effectiveness and quality, seeking to strengthen our relationship with employees and suppliers, in order to continuously improve procedures. Hence, we make rational use of natural resources and energy, reducing the effects of pollution on the environment as much as possible. This modus operandi contributes to the growth of the economy and it improves the quality of the environment and society to the benefit of present and future generations.

We are aware that this is an evolutionary process that involves the commitment of all our employees, which is only possible to implement through constant monitoring, not only environmentally and economically but also in the social field.

The Sustainability Report therefore emerges as an essential tool in the search for a balance between those different aspects. This report refers to the activity carried out in 2021 and is divided into 3 chapters:

The first chapter presents the results of the environmental indicators – Energy, Waste, Water, Chemicals and Consumables – and their respective strategic objectives for 2022, followed by a short analysis of the results.

The second chapter details the various projects for the engagement of employees and customers, as well as the training activities aimed at employees.

The third chapter identifies projects related to the Management Policy / Partnerships and also methods that promote interaction with the local community.

Therefore, with the adoption of a strategy that involves customers, employees, suppliers and the local community and that strengthens the skills of human resources, it is possible to encourage the improvement of environmental performance in all activities, products and services. This will ensure the economic and financial sustainability of the hotel and the group.

Goals Plan - 2022 SAVOY PALACE

SGA Process	Goals	Current Data (2021)	To be achieved (2022)	Action Plan	Resp.	Evolution											
						Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept	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	1 to 5 training sessions	2 Trainings	Comply with the training plan. Evaluate the training provided.	GQ												
	Improve training efficiency	52%	54%		GQ												
Electricity+water+gas	Reduce consumptions of:																
	Water (Floors + Kitchen + Rest + Bar + Common Areas + Swimming Pool)	0,33 m3/guest	0,30 m3/guest	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)	46,52 kW/guest	44,19 kw/guest	Changing lamps from Halogen to Led's + Training to raise awareness	ENG+GQ												
	Gas	2,02Kg/guest	1,92 Kg/guest	Training to raise awareness	ENG+GQ												
Cleaning products	Reduce consumptions of:																
	Food areas	0,17Kg/guest	0,15Kg/guest	Improve efficiency in the use of products. Training to raise awareness	GQ												
	Pool	0,13Kg/guest	0,12Kg/guest	Improve efficiency in the use of products. Training to raise awareness	GQ												
	Rooms	0,82Kg/guest	0,78Kg/guest	Improve efficiency in the use of products. Training to raise awareness	GQ												
Consumables	Kitchen	0,15Kg/guest	0,14Kg/guest	Sensitize employees to reduce the use of consumables	GQ												
	Floors and common areas	0,21Kg/guest	0,20Kg/guest	Sensitize employees to reduce the use of consumables	GQ												
Waste	Recycling rate	69,70%	71%	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 - Bookings	9,3 (max 10)	9,4	Increase customer perception of the hotel quality and service.	GQ												
	Improve Global Final Result of Satisfaction - Trip Advisor	4,5 (max 5)	4,6	Increase customer perception of the hotel quality and service.	GQ												
	Improve Global Final Result of Satisfaction - Expedia	4,6 (max 5)	4,7	Increase customer perception of the hotel quality and service.	GQ												
	Improve Global Final Result of Satisfaction - Google	4,6 (Max 5)	4,7	Increase customer perception of the hotel quality and service.													
	Improve guest satisfaction - environmental sustainability	74% Very Good 15% Good	75% Very Good 13% Good	Increase customer perception of the hotel quality and service.	GQ												

Date: 11-01-2022

Quality & Sustainability: Alice Costa

Board: José Pereira

Table 1 – 2022 Targets Plan

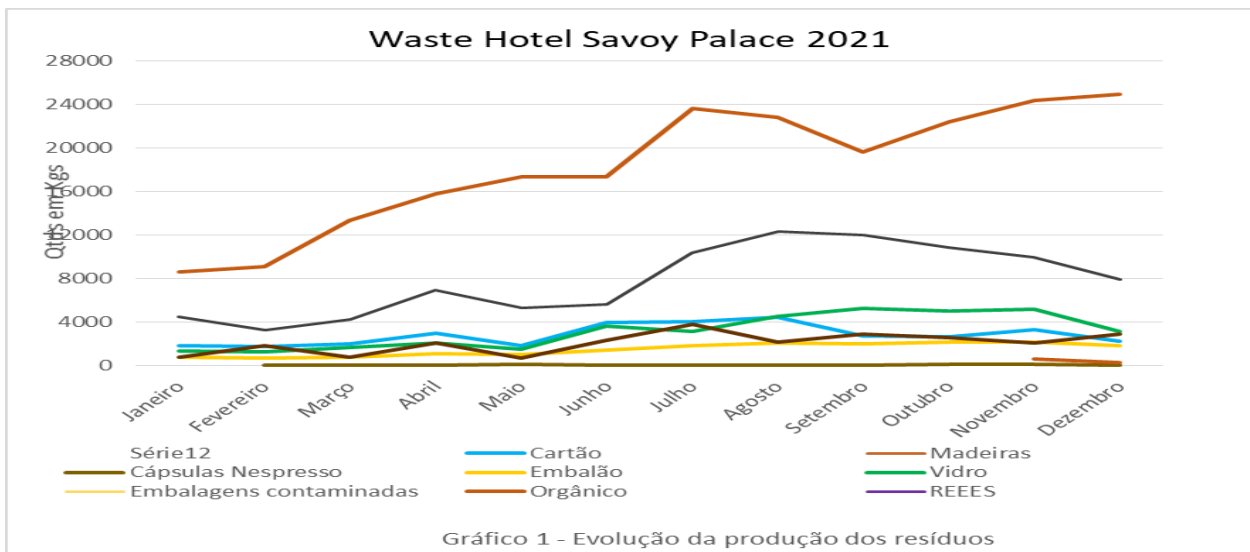
Chapter I

Environmental Indicators

Waste Analyzes

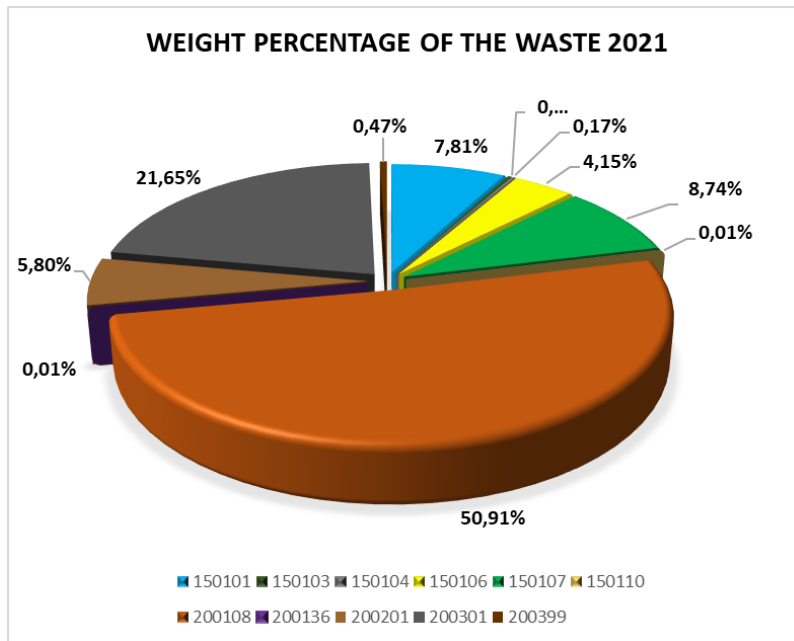
Waste Savoy Palace																
Designation of waste	Código LER ⁽¹⁾	Operacion Code	Qtd. Year (Kgs)	Weight Percentage	Jan	Fev	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Card	150101	R12	33630	7,81%	1800	1720	1990	2950	1820	3950	4060	4480	2750	2630	3270	2210
Wood	150103	R12	1180	0,27%		1180										
Used Nexpresso Capsules	150104	R12	735	0,17%		70	70	15	160	20	60	60	70	90	90	30
Plastic	150106	R12	17875	4,15%	760	670	740	1110	1040	1410	1840	2110	1980	2185	2160	1870
Glass	150107	R12	37620	8,74%	1320	1230	1630	2090	1510	3600	3130	4490	5280	5050	5140	3150
Contaminated Packing	150110	R13	35	0,01%												35
Organic	200108	R12	219130	50,91%	8630	9100	13320	15820	17290	17370	23590	22790	19590	22370	24370	24890
REEES	200136	R13	49	0,01%						49						
Biodegradable Waste	200201	R13	24980	5,80%	800	1800	800	2100	700	2290	3800	2200	2900	2600	2100	2890
Mixed	200301	R12	93180	21,65%	4500	3230	4280	6940	5290	5600	10330	12340	11990	10850	9930	7900
Ceramics	200399	R12	2010	0,47%	1110										600	300
Total			430424	100,00%	18920	19000	22830	31025	27810	34289	46810	48470	44560	45775	47660	43275

Table 2 - Waste weight records



Graphic 1 – Solid waste weights

We can see, comparing the results of the waste analysis, that a total of around 198 tons were produced in 2020. This value increased by approximately 34 tons in 2021, making a total of 430 tons of waste. This increase in waste production was due to the increase in events held at the hotel.



Graphic 2 – Weight percentage of the waste 2021

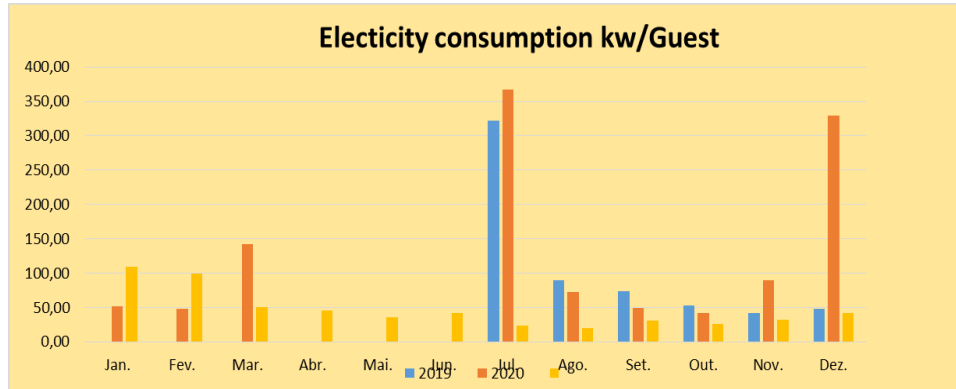
Analysing recyclable waste, there was a slight increase in the recycling rate to 65.2% in 2020, compared to the rate of 68.7% obtained in 2021. This increase it is not representative of recycling quality since this remains classified as "Good".

The Hotel remains committed to continuous improvement of its practices, through adequate waste management, as well as the promotion of various environmental awareness and training plans for employees and customers, with a view to achieving ideal environmental performance.

Energy, water and gas

electricity consumption Kw/guest			
Month	2019	2020	2021
Jan.	0,00	51,67	109,53
Fev.	0,00	47,97	99,94
Mar.	0,00	141,91	50,80
Apr.	0,00	0,00	45,91
May	0,00	0,00	35,65
Jun.	0,00	0,00	41,81
July	321,52	367,15	23,62
Aug	90,23	72,00	20,32
Sept	73,54	49,55	30,78
Oct	52,59	42,42	25,54
Nov.	41,39	89,69	32,72
Dec	48,24	329,26	41,58
Monthly Average	52,29	99,30	46,52

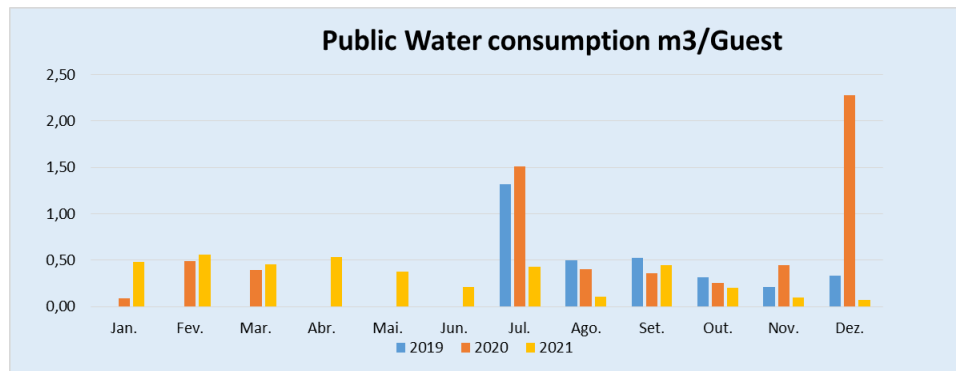
Table 3- Electricity consumption



Graphic 3 – Electricity consumption

Public Water Consumption m3/guest			
Month	2019	2020	2021
Jan.	0,00	0,09	0,48
Fev.	0,00	0,49	0,56
Mar.	0,00	0,39	0,46
Apr.	0,00	0,00	0,53
May	0,00	0,00	0,37
Jun.	0,00	0,00	0,21
July	1,32	1,51	0,43
Aug	0,50	0,40	0,10
Sept	0,53	0,35	0,44
Oct	0,32	0,26	0,20
Nov.	0,21	0,45	0,10
Dec	0,33	2,28	0,07
Monthly Average	0,27	0,52	0,33

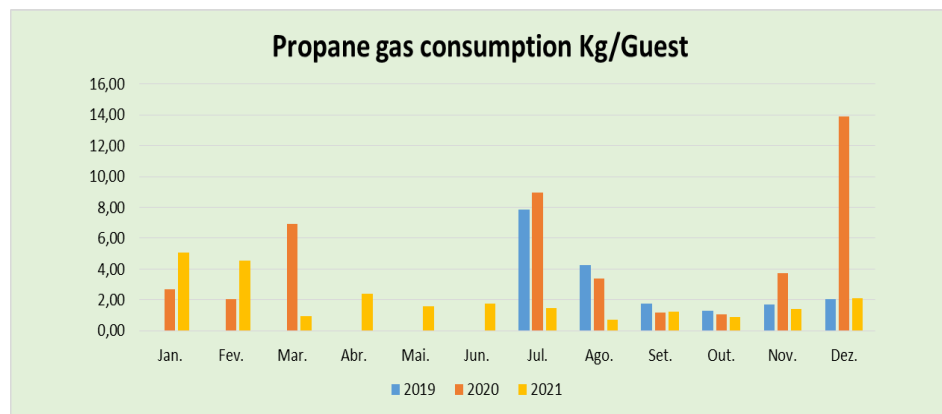
Table 4 – Public water consumption



Graphic consumption 4 – Public water consumption

Propane gas consumption Kg/Guest			
Month	2019	2020	2021
Jan.	0,00	2,68	5,07
Fev.	0,00	2,05	4,55
Mar.	0,00	6,94	0,97
Apr.	0,00	0,00	2,42
May	0,00	0,00	1,61
June	0,00	0,00	1,78
July	7,84	8,95	1,47
Aug	4,23	3,38	0,70
Sept	1,77	1,19	1,26
Oct	1,30	1,05	0,88
Nov.	1,72	3,73	1,40
Dec	2,04	13,92	2,13
Monthly Average	1,58	3,66	2,02

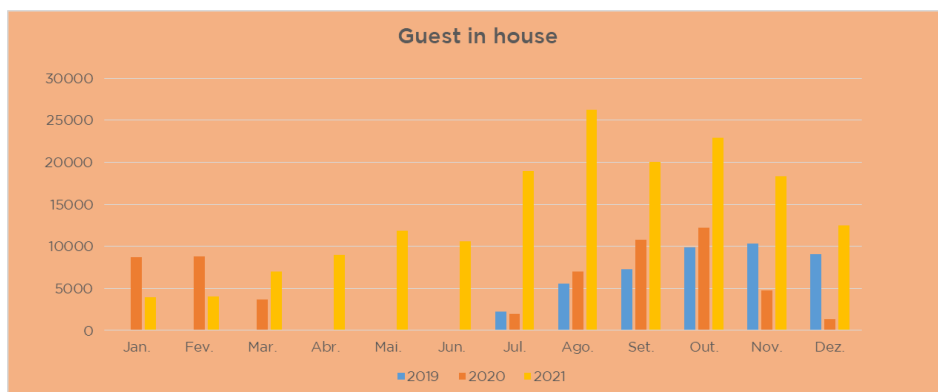
Table 5 – Propane Gas Consumption



Graphic 5 – Propane Gas consumption

Guest in house			
Month	2019	2020	2021
Jan.	0	8706	3980
Fev.	0	8819	4019
Mar.	0	3678	7009
Apr.	0	0	9025
May.	0	0	11854
Jun.	0	0	10630
Jul.	2269	1987	18966
Aug.	5585	6999	26241
Sept.	7238	10742	19997
Oct.	9856	12219	22931
Nov.	10303	4755	18350
Dec.	9037	1324	12504
Monthly Average	44288	59229	165506

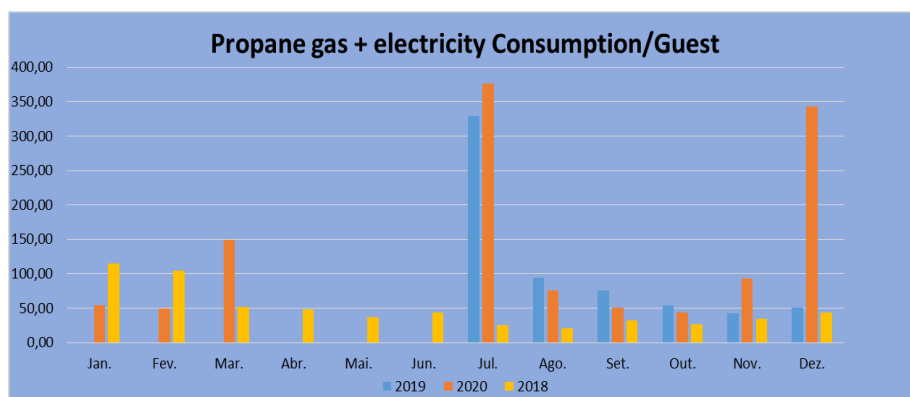
Table 6 – Guest in house



Graphic 6 – Guest in house

Propane gas +electricity Consumption/Guest			
Month	2019	2020	2021
Jan.	0,00	54,36	114,61
Fev.	0,00	50,02	104,48
Mar.	0,00	148,86	51,76
Apr.	0,00	0,00	48,33
May.	0,00	0,00	37,26
Jun.	0,00	0,00	43,59
Jul.	329,36	376,11	25,08
Aug.	94,46	75,38	21,02
Sep.	75,31	50,74	32,04
Oct.	53,89	43,47	26,42
Nov.	43,11	93,42	34,11
Dec.	50,28	343,17	43,71
Monthly Average	53,87	102,96	48,54

Table 7 – Gas + Electricity consumption



Graphic 7 – Gas + Electricity consumption

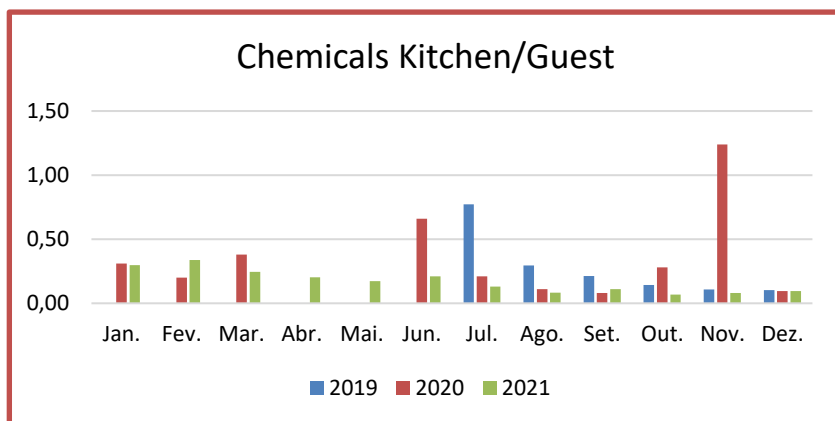
The reductions presented in the consumption are due to the following corrective actions:

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. Solar Panels
3. Not heating the pool when raining or in adverse weather conditions, which is 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
 - 4.3
5. Training sessions were held for employees.
6. Equipment replaced by other with lower consumption.

Chemicals

Chemicals Kitchen/Guest			
Month	2019	2020	2021
Jan.	0,00	0,31	0,30
Fev.	0,00	0,20	0,34
Mar.	0,00	0,38	0,25
Apr.	0,00	0,00	0,20
May	0,00	0,00	0,17
Jun.	0,00	0,66	0,21
Jul.	0,77	0,21	0,13
Aug.	0,30	0,11	0,08
Sept.	0,21	0,08	0,11
Oct.	0,14	0,28	0,07
Nov.	0,11	1,24	0,08
Fdec.	0,10	0,10	0,10
Average	0,27	0,30	0,17

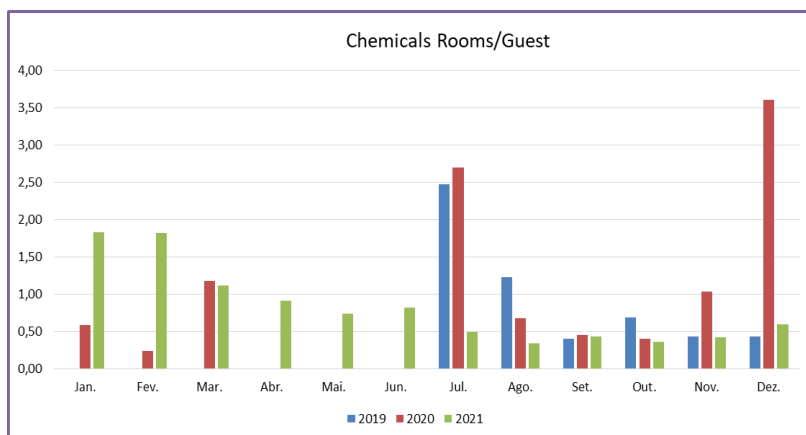
Table 8 – Chemicals Kitchen



Graphic 8 – Chemicals Kitchen

Chemicals Rooms/Floors/Guest			
Month	2019	2020	2021
Jan.	0,00	0,58	1,83
Fev.	0,00	0,24	1,81
Mar.	0,00	1,18	1,12
Apr.	0,00	0,00	0,91
May	0,00	0,00	0,73
Jun.	0,00	0,00	0,82
Jul.	2,48	2,70	0,50
Aug.	1,23	0,68	0,34
Sept.	0,40	0,45	0,44
Oct.	0,68	0,40	0,36
Nov.	0,43	1,03	0,42
Dec	0,44	3,60	0,60
Average	0,94	0,91	0,82

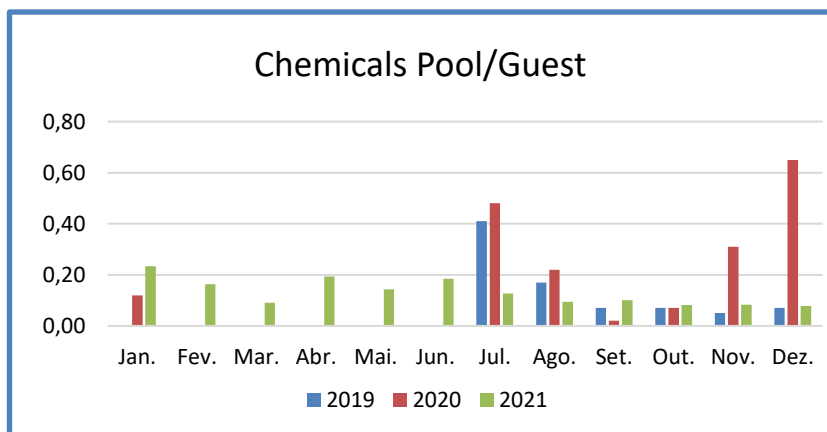
Table 9- Chemicals Rooms



Graphic 9 – Chemicals Rooms

Chemicals Pool/Guest			
Month	2019	2020	2021
Jan.	0,00	0,12	0,23
Fev.	0,00	0,00	0,16
Mar.	0,00	0,00	0,09
Apr.	0,00	0,00	0,19
May	0,00	0,00	0,14
Jun.	0,00	0,00	0,19
Jul.	0,41	0,48	0,13
Aug.	0,17	0,22	0,09
Sept.	0,07	0,02	0,10
Oct.	0,07	0,07	0,08
Nov.	0,05	0,31	0,08
Dec.	0,07	0,65	0,08
Average	0,14	0,16	0,13

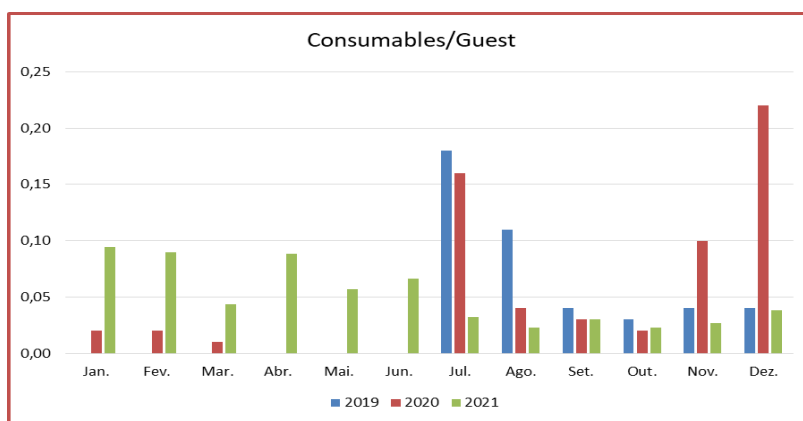
Table 10 – Chemicals Pool



Graphic 10 – Chemicals Pool

Consumables/Guest			
Month	2019	2020	2021
Jan.	0,00	0,02	0,09
Fev.	0,00	0,02	0,09
Mar.	0,00	0,01	0,04
Apr.	0,00	0,00	0,09
May	0,00	0,00	0,06
Jun.	0,00	0,00	0,07
Jul.	0,18	0,16	0,03
Aug.	0,11	0,04	0,02
Sept.	0,04	0,03	0,03
Oct.	0,03	0,02	0,02
Nov.	0,04	0,10	0,03
Dec.	0,04	0,22	0,04
Average	0,07	0,05	0,05

Table 11 – Consumables



Graphic 11 – Consumables

The Hotel is aware that the excessive or improper use of chemicals in general can have negative impacts on human health and on the environment, as it can cause pollution and contamination of the surrounding environment.

We contacted our suppliers this year, asking them if the products they use/supply contained any of the chemical agents on the plan's list, to which they all replied that they did not use products with those components.

The suppliers consulted were:

- Extermínio – Pest Control;
- RJP- Supplier of hygiene and cleaning products.

In addition, the different users of hygiene and cleaning products were made aware of the method of rational use of chemicals in the different areas of the Hotel, in order to ensure that they only use them when necessary, in the correct way and thus reduce their use and the respective environmental impact.

In this context, the company decided to continue with the following objectives:

- Use only low environmental impact chemicals, preferably environmentally friendly products;
- Give priority to the purchase of products from the Region;
- When necessary, buy low energy-consuming electronic equipment.

Chapter II



Environment

The Savoy Palace Hotel 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.).

Chapter III

Engagement of Employees and Customers



Tree-planting events

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

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.



**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

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The employees of the Hotel Savoy Palace, 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.

Chapter IV

Interaction with the local community, projects related to management policy/partnerships

Our commitment to those who need it most

Savoy Palace is proud to comply with the most demanding certifications in the field of environmental and energy policies.

However, our responsibility does not end here. We strongly believe that we have to help those who need it most. That is why we support causes that make the difference. We put together a donations program that enables each client to contribute, together with us, in a symbolically, safely and effectively way for the well-being of thousands of citizens, supported by dozens of local institutions that include orphanages, nursing homes and hospitals. Donating €1 during the time of your stay – which will be added to your hotel account upon check-out, unless we hear from you to the contrary. This debit is automatic but will be cancelled by request.

All donations go to charitable and social support organizations in Madeira island.

In order to collaborate with the local community, we join forces with and are partners with the Disabled Association of Madeira and other local associations of a community nature.

SOLIDARIEDADE

Savoy Signature apoia CASA

A cadeia hoteleira Savoy Signature reforçou ontem à noite a parceria com o Centro de Apoio ao Sem-Abrigo (CASA), através da oferta de refeições solidárias, confecionadas pela equipa do chef executivo Carlos Gonçalves.

Apoiar a comunidade local tem sido, ao longo dos anos, uma das prioridades deste grupo. Neste momento particularmente difícil, com grandes impactos ao

nível social e económico, para além da questão sanitária, a Savoy Signature não ficou indiferente à urgência de ajudar quem mais precisa.

As refeições foram entregues ontem à noite a pessoas em situação de sem-abrigo, mas o CASA, criado em 2002, pretende auxiliar também famílias em risco ou carenciadas, disponibilizando contacto próximo, bens alimentares,

artigos de vestuário e serviços de reintegração social.

"Numa fase em que é particularmente difícil obter este tipo de cuidados primários para a população em risco, o grupo hoteleiro pretende ser um exemplo, impulsionando e incentivando à solidariedade", refere a Savoy Signature num comunicado em que nos dá conta de mais esta interação com a comunidade.



With regard to donations, gifts in kind were given to the following institutions in 2021:

- Centro de reabilitação Pedagógica da Sagrada Família/ Irmãs Hospitaleiras
- Centro da mãe.
- Acreditar
- Liga Portuguesa contra o Cancro
- Associação de Deficientes da Madeira



Chapter V

Employee Training

ENVIRONMENTAL EDUCATION

Environmental Education arose from the increasingly pressing awareness that it is necessary to modify human behaviour as regards natural spaces and those in which man intervenes, restoring their necessary balance.

The concept of Environmental Education has significantly evolved over the period of more than four decades, from a pure naturalist or conservationist state to a context of activity associated with sustainable development and the environmental progress of human activity: Sustainability Education

The Hotel is aware of the need for the continuous training of its employees. Training sessions are periodically held to raise awareness and educate all those who pass through our hotel unit.

Nome da Ação	Formandos	Entidade Formadora	Horário		Duração (horas)	Data Prevista												Data Real	Custo	Avaliação	
			L	PL		J	F	M	A	M	J	J	A	S	O	N	D			Sim	Não
Sustentabilidade Ambiental	Andares	Palace	X																X		
	Recepção	"	X						X										X		
	Bares	"	X						X						X				X		
	Piscina	"	X						X								X		X		
	Cozinha	"	X										X				X		X		
	Restaurantes	"	X															X		X	
	Copa	"	X						X					X					X		
	Manutenção	"	X						X					X					X		

L – Labour hours; PL –post-Labour; DND – Not defined date

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.



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

