



ROYAL SAVOY

Heritage Sea Resort

SAVOY *signature*

ENVIRONMENTAL SUSTAINABILITY REPORT 2019

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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 2019, 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 2019.
- 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 their activities, products and service

- To strengthen the skills of our human resources;
- To ensure financial and economic

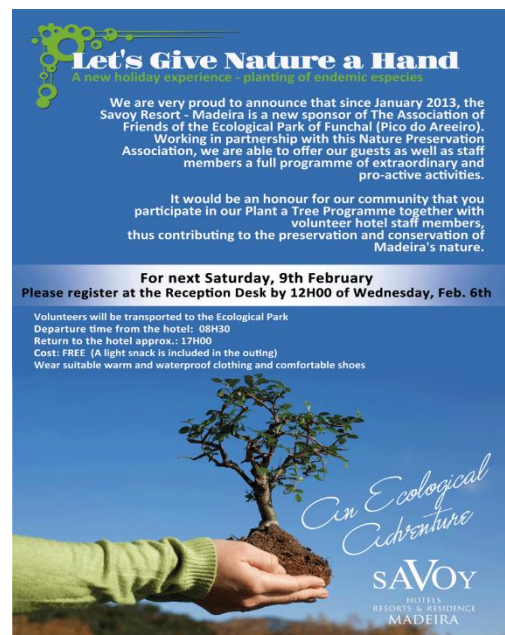


Figure 1 - Ecological partnership

Sustainability goal

| ROYAL SAVOY | | GOALS PLAN - 2020 ROYAL SAVOY | | | | | | | | | | | | | | | | |
|------------------------------------|--|--|--|--|--------|-----------|-----|-----|-----|-----|----------------------|-----|-----|------|-----|-----|-----|--|
| SGA Process | Goals | Curent data (2019) | To be achieved (2020) | Ações a Desenvolver | Resp. | Evolution | | | | | | | | | | | | |
| | | | | | | Jan | Fev | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec | |
| Environmental actions | Communication and execution of environmental activities | 3 | 4 | Plan environmental actions regularly. Promote (by distributing brochures) to guests and staff. | DC+DIR | | | | | | | | | | | | | |
| | Audits | 3 | 4 | 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 training sessions in 5 Areas | Comply with the training plan. Evaluate the training provided. | GQ | | | | | | | | | | | | | |
| | Improve training efficiency | 60% | 61% | | GQ | | | | | | | | | | | | | |
| Electricity+water+gas /Guest | Reduce consumption of: | | | | | | | | | | | | | | | | | |
| | Water (Floors + Kitchen + Rest + Bar + Common Areas + Swimming Pool) | 0,31 m3 | 0,29 m3 | 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) | 27,65 Kw | 26,50 Kw | Changing lamps from Halogen to Led's + Training to raise awareness | ENG+GQ | | | | | | | | | | | | | |
| | Gas | 1,10 Kg | 1,00 Kg | Training to raise awareness | ENG+GQ | | | | | | | | | | | | | |
| Cleaning products/Guest | Reduce consumption of: | | | | | | | | | | | | | | | | | |
| | Food areas | 0,037 kg/ Lt | 0,035 kh/ Lt | Improve efficiency in the use of products. Training to raise awareness | GQ | | | | | | | | | | | | | |
| | Pool | 0,011 kg/Lt | 0,010 Kg/Lt | Improve efficiency in the use of products. Training to raise awareness | GQ | | | | | | | | | | | | | |
| | Rooms | 0,018 Kg/Lt | 0,017 Kg/lt | Improve efficiency in the use of products. Training to raise awareness | GQ | | | | | | | | | | | | | |
| Consumables | Kitchen | 0,010 kg/Lt | 0,009 kg/Lt | Sensitize employees to reduce the use of consumables | GQ | | | | | | | | | | | | | |
| | Floors and common areas | 0,053 kg/Lt | 0,050 Kg/Lt | Sensitize employees to reduce the use of consumables | GQ | | | | | | | | | | | | | |
| Waste | Recycling rate | 70,68% | 72,00% | Sensitize employees to reduce the use of consumables | DR/GQ | | | | | | | | | | | | | |
| | Recycling quality | " Very Good" | "Excelent" | Increase recycling quality | DR/GQ | | | | | | | | | | | | | |
| Customer and supplier satisfaction | Improve Global Final Result of Satisfaction - Booking | 92,30% | 92/% | Sensitize employees to provide a friendly service with rigor and quality. | GQ | | | | | | | | | | | | | |
| | Improve Global Final Result of Satisfaction - Trip Advisor | 4.5 (max 5) | 4.7 | Increase customer perception of the hotel quality and service. | GQ | | | | | | | | | | | | | |
| | Improve Global Final Result of Satisfaction - Expedia | 4.6(max 5) | 4.8 | Increase customer perception of the hotel quality and service. | GQ | | | | | | | | | | | | | |
| | Improve guest satisfaction - environmental sustainability | 72%/Very Good 25% Good | 75%/Very Good 26% Good | Increase customer perception of the concerns regarding environmental issues. | GQ | | | | | | | | | | | | | |
| Date: 11-01-2020 | | | Quality & Sustainability Alice Costa | | | | | | | | Board: Luisa Correia | | | | | | | |

Table 1 - Goals Plan

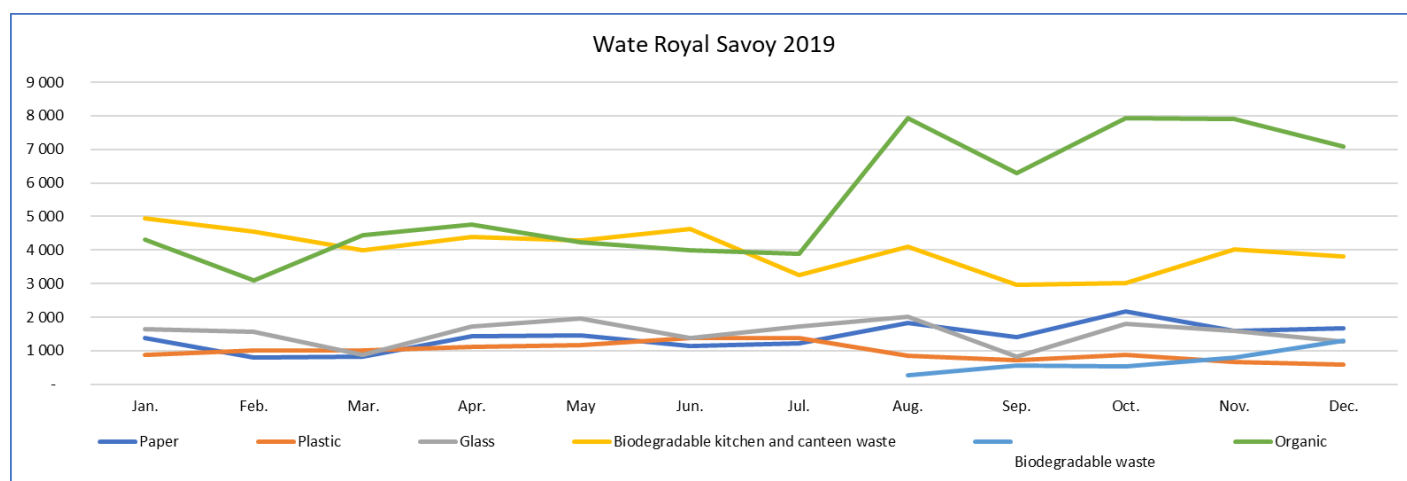
Chapter I

Environmental indicators

Waste

| Waste Designation | Code LER ⁽¹⁾ | Operation Code | Qty. Per Year (Kgs) | Percentage weight | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sep. | Oct. | Nov. | Dec. |
|---|-------------------------|----------------|---------------------|-------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Paper | 150101 | R12 | 8670 | 11,07% | 1 382 | 795 | 821 | 1 421 | 1 462 | 1 145 | 1 215 | 1830 | 1410 | 2170 | 1600 | 1660 |
| Plastic | 150106 | R12 | 3700 | 4,72% | 867 | 1 008 | 1 021 | 1 123 | 1 167 | 1 391 | 1 389 | 850 | 710 | 880 | 670 | 590 |
| Glass | 150107 | R12 | 7480 | 9,55% | 1 640 | 1 560 | 866 | 1 711 | 1 968 | 1 376 | 1 715 | 2000 | 830 | 1800 | 1590 | 1260 |
| Biodegradable kitchen and canteen waste | 200108 | R12 | 17870 | 22,81% | 4 933 | 4 555 | 3 998 | 4 396 | 4 279 | 4 625 | 3 253 | 4090 | 2960 | 3010 | 4010 | 3800 |
| Biodegradable waste | 200201 | R12 | 3480 | 4,44% | | | | | | | | 270 | 570 | 540 | 800 | 1300 |
| Organic | 200301 | R12 | 37140 | 47,41% | 4 319 | 3 099 | 4 430 | 4 749 | 4 238 | 3 996 | 3 890 | 7940 | 6280 | 7940 | 7900 | 7080 |
| QTY Total | | | 78340 | 100,00% | 13141 | 11017 | 11136 | 13400 | 13114 | 12533 | 11462 | 16980 | 12760 | 16340 | 16570 | 15690 |

Table 2 - Waste 2019



Graphic 1 - Waste 2019

Comparing the results of the analysis of waste recycling in 2018, we can see that a total of about 108.2 tons were produced, while in 2019 there was a reduction of approximately 29.9 tons, making a total of 78.3 tons of waste.

| TAXA DE RECICLAGEM ANO 2019 | | | | |
|-----------------------------|--------|--------|----------------|---------|
| 70,68% | | 15 | MUITO BOA | |
| DESIGNAÇÃO | PESO | % | TIPOS RESÍDUOS | |
| IND. | 28 721 | 33,47% | INDIFERENCIADO | |
| RECICLÁVEIS | 27 043 | 31,52% | VID | PLA PAP |
| ORG. | 30 039 | 35,01% | ORGÂNICOS | |
| TOTAL | 85 803 | | TODOS | |

Table 3 - Quality of recycling

| COMPARATIVO TAXA DE RECICLAGEM | | | |
|--------------------------------|--------|------|--------|
| 2017 | 59,35% | 2018 | 61,25% |
| | MÁ | | BOA |

Table 4 - Comparative of recycling

| QUALIDADE DA RECICLAGEM | | | | |
|-------------------------|-----------|------|-------|---------|
| QUALIDADE | LIMITES % | | NÍVEL | CLASSIF |
| SUPER | 90% | 100% | A | 18-20 |
| EXCELENTE | 80% | 90% | B | 16-18 |
| MUITO BOA | 70% | 80% | C | 14-16 |
| BOA | 60% | 70% | D | 12-14 |
| MÁ | 50% | 60% | E | 10-12 |
| MUITO MÁ | 30% | 50% | F | 6-10 |
| PÉSSIMA | 0% | 30% | G | 0-6 |

Table 6 - Quality of recycling

| | | | | |
|--|-----|--------|-----------|----|
| EVOLUÇÃO MENSAL DA TAXA DE RECICLAGEM 2019 | JAN | 67,13% | BOA | 14 |
| | FEV | 74,56% | MUITO BOA | 15 |
| | MAR | 73,25% | MUITO BOA | 15 |
| | ABR | 64,56% | BOA | 13 |
| | MAI | 70,44% | MUITO BOA | 15 |
| | JUN | 68,53% | BOA | 14 |
| | JUL | 66,06% | BOA | 14 |
| | AGO | 72,02% | MUITO BOA | 15 |
| | SET | 70,05% | MUITO BOA | 15 |
| | OUT | 72,25% | MUITO BOA | 15 |
| | NOV | 77,14% | MUITO BOA | 16 |
| | DEZ | 72,14% | MUITO BOA | 15 |
| MÉDIA 2019 | | 70,68% | MUITO BOA | 15 |

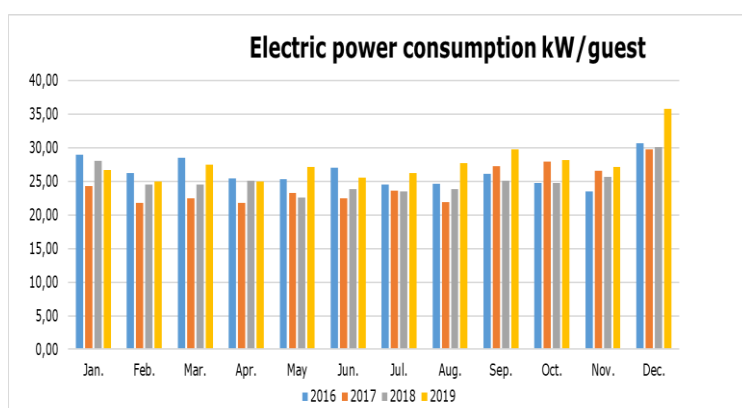
Table 5 - Evolution of recycling

Analyzing recyclable wastes, there was a significant improvement in the recycling rate, obtaining a rate of 70.68% in 2019, compared to the value obtained in 2018 (61.25%). The decrease 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

| Electric power consumption kW/guest | | | | |
|-------------------------------------|-------|-------|-------|-------|
| Month | 2016 | 2017 | 2018 | 2019 |
| Jan. | 28,95 | 24,31 | 28,03 | 26,71 |
| Feb. | 26,24 | 21,84 | 24,56 | 25,01 |
| Mar. | 28,51 | 22,46 | 24,58 | 27,47 |
| Apr. | 25,44 | 21,79 | 25,14 | 24,98 |
| May | 25,28 | 23,29 | 22,64 | 27,17 |
| Jun. | 27,10 | 22,48 | 23,85 | 25,61 |
| Jul. | 24,51 | 23,61 | 23,49 | 26,24 |
| Aug. | 24,62 | 21,97 | 23,80 | 27,73 |
| Sep. | 26,10 | 27,28 | 25,11 | 29,80 |
| Oct. | 24,72 | 27,92 | 24,82 | 28,12 |
| Nov. | 23,51 | 26,54 | 25,70 | 27,16 |
| Dec. | 30,64 | 29,82 | 30,15 | 35,83 |
| Monthly average | 26,30 | 24,44 | 25,16 | 27,65 |

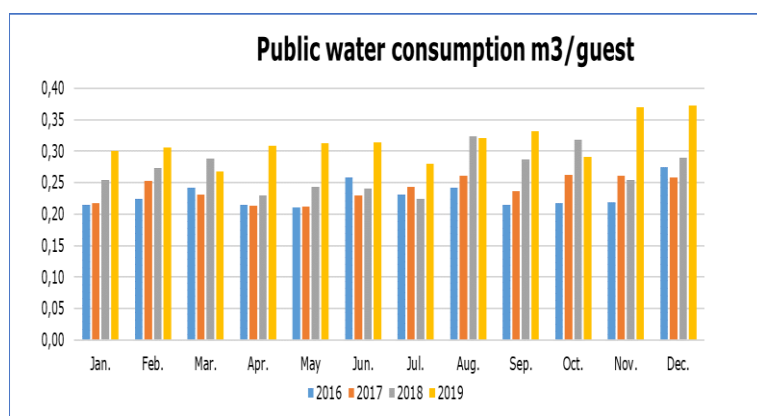
Table 7 - Electric Power Consumption



Graphic 2 -Electric Power Consumption

| Public water consumption m3/guest | | | | |
|-----------------------------------|------|------|------|------|
| Month | 2016 | 2017 | 2018 | 2019 |
| Jan. | 0,22 | 0,22 | 0,25 | 0,30 |
| Feb. | 0,22 | 0,25 | 0,27 | 0,31 |
| Mar. | 0,24 | 0,23 | 0,29 | 0,27 |
| Apr. | 0,21 | 0,21 | 0,23 | 0,31 |
| May | 0,21 | 0,21 | 0,24 | 0,31 |
| Jun. | 0,26 | 0,23 | 0,24 | 0,31 |
| Jul. | 0,23 | 0,24 | 0,22 | 0,28 |
| Aug. | 0,24 | 0,26 | 0,32 | 0,32 |
| Sep. | 0,21 | 0,24 | 0,29 | 0,33 |
| Oct. | 0,22 | 0,26 | 0,32 | 0,29 |
| Nov. | 0,22 | 0,26 | 0,25 | 0,37 |
| Dec. | 0,28 | 0,26 | 0,29 | 0,37 |
| Monthly average | 0,23 | 0,24 | 0,27 | 0,31 |

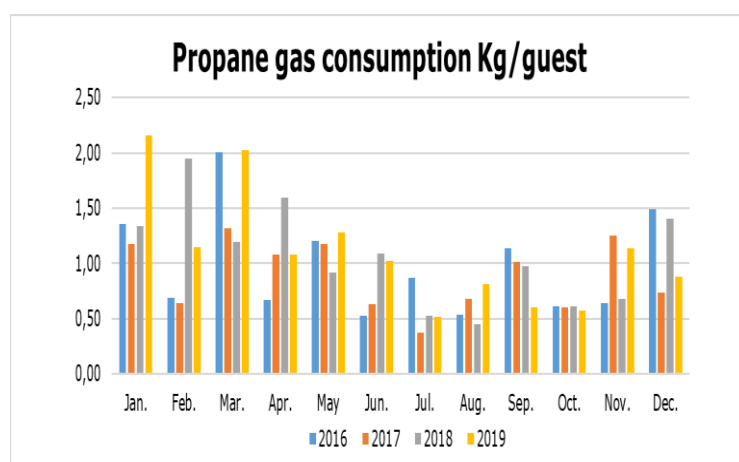
Table 8 - Public Water Consumption



Graphic 3 - Public Water Consumption

| Propane gas consumption Kg/guest | | | | |
|----------------------------------|------|------|------|------|
| Month | 2016 | 2017 | 2018 | 2019 |
| Jan. | 1,36 | 1,18 | 1,34 | 2,16 |
| Feb. | 0,69 | 0,64 | 1,95 | 1,15 |
| Mar. | 2,00 | 1,32 | 1,19 | 2,03 |
| Apr. | 0,67 | 1,08 | 1,59 | 1,08 |
| May | 1,20 | 1,17 | 0,92 | 1,28 |
| Jun. | 0,52 | 0,63 | 1,09 | 1,02 |
| Jul. | 0,87 | 0,37 | 0,52 | 0,51 |
| Aug. | 0,53 | 0,68 | 0,45 | 0,81 |
| Sep. | 1,14 | 1,01 | 0,98 | 0,60 |
| Oct. | 0,61 | 0,61 | 0,61 | 0,57 |
| Nov. | 0,64 | 1,25 | 0,68 | 1,14 |
| Dec. | 1,49 | 0,74 | 1,40 | 0,88 |
| Monthly average | 0,98 | 0,89 | 1,06 | 1,10 |

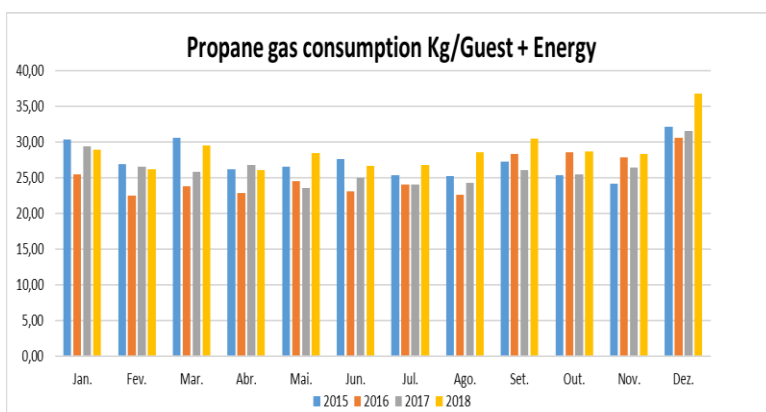
Table 9 - Propane Gas Consumption



Graphic 4 - Propane Gas Consumption

| Propane gas consumption Kg/Guest + Energy | | | | |
|---|-------|-------|-------|-------|
| Mês | 2016 | 2017 | 2018 | 2019 |
| Jan. | 30,31 | 25,48 | 29,37 | 28,87 |
| Fev. | 26,93 | 22,47 | 26,51 | 26,16 |
| Mar. | 30,51 | 23,78 | 25,77 | 29,50 |
| Abr. | 26,11 | 22,87 | 26,74 | 26,06 |
| Mai. | 26,48 | 24,47 | 23,56 | 28,44 |
| Jun. | 27,62 | 23,11 | 24,95 | 26,63 |
| Jul. | 25,38 | 23,98 | 24,01 | 26,76 |
| Ago. | 25,16 | 22,65 | 24,25 | 28,54 |
| Set. | 27,24 | 28,29 | 26,09 | 30,40 |
| Out. | 25,34 | 28,53 | 25,43 | 28,69 |
| Nov. | 24,15 | 27,80 | 26,37 | 28,30 |
| Dez. | 32,13 | 30,56 | 31,55 | 36,71 |
| Monthly average | 27,28 | 25,33 | 26,22 | 28,75 |

Table 10 - Propane Gas Consumption +Energy



Graphic 5 - Propane gas Consumption

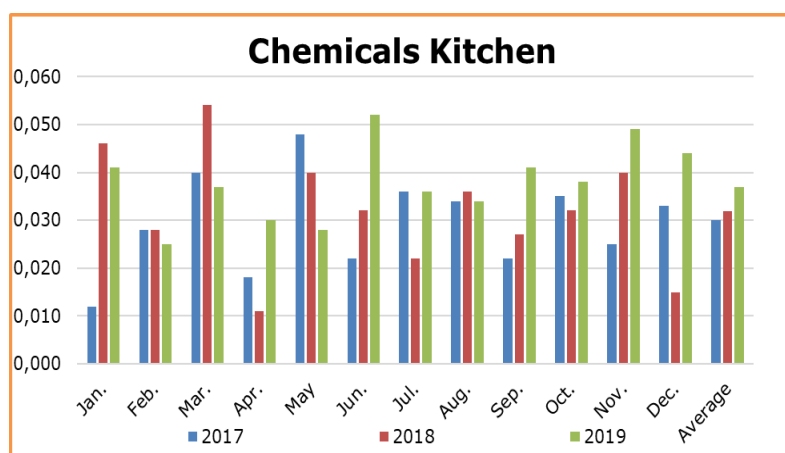
The results presented in the consumptions are due to the following corrective actions:

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 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

| Chemicals Kitchen | | | |
|-------------------|-------|-------|-------|
| Month | 2017 | 2018 | 2019 |
| Jan. | 0,012 | 0,046 | 0,041 |
| Feb. | 0,028 | 0,028 | 0,025 |
| Mar. | 0,040 | 0,054 | 0,037 |
| Apr. | 0,018 | 0,011 | 0,030 |
| May | 0,048 | 0,040 | 0,028 |
| Jun. | 0,022 | 0,032 | 0,052 |
| Jul. | 0,036 | 0,022 | 0,036 |
| Aug. | 0,034 | 0,036 | 0,034 |
| Sep. | 0,022 | 0,027 | 0,041 |
| Oct. | 0,035 | 0,032 | 0,038 |
| Nov. | 0,025 | 0,040 | 0,049 |
| Dec. | 0,033 | 0,015 | 0,044 |
| Average | 0,030 | 0,032 | 0,037 |

Table 11 - Chemicals Kitchen

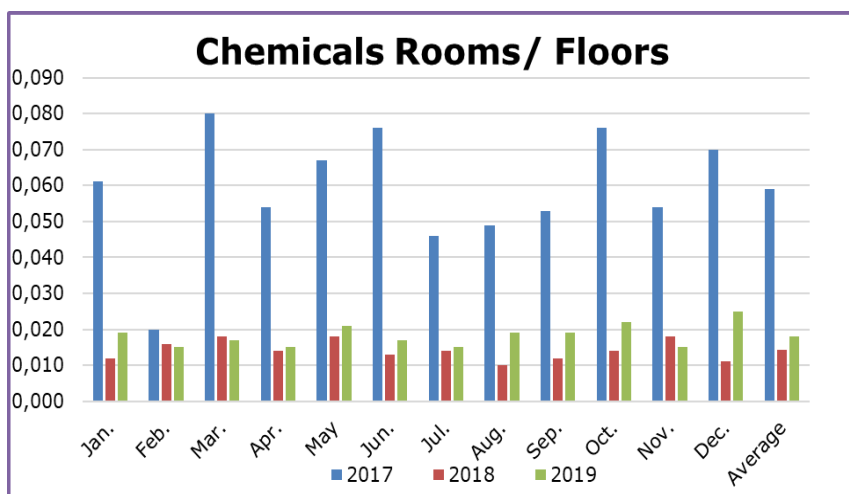


Graphic 6 - Chemicals Kitchen

Chemicals used in hotel rooms/floors

| Chemicals Rooms/Floors | | | |
|------------------------|-------|-------|-------|
| Month | 2017 | 2018 | 2019 |
| Jan. | 0,061 | 0,012 | 0,019 |
| Feb. | 0,020 | 0,016 | 0,015 |
| Mar. | 0,080 | 0,018 | 0,017 |
| Apr. | 0,054 | 0,014 | 0,015 |
| May | 0,067 | 0,018 | 0,021 |
| Jun. | 0,076 | 0,013 | 0,017 |
| Jul. | 0,046 | 0,014 | 0,015 |
| Aug. | 0,049 | 0,010 | 0,019 |
| Sep. | 0,053 | 0,012 | 0,019 |
| Oct. | 0,076 | 0,014 | 0,022 |
| Nov. | 0,054 | 0,018 | 0,015 |
| Dec. | 0,070 | 0,011 | 0,025 |
| Average | 0,059 | 0,014 | 0,018 |

Table 12 - Chemicals Room/Floors

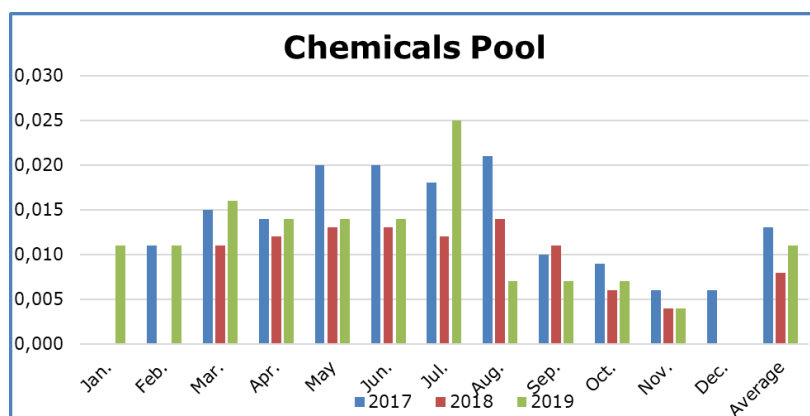


Graphic 7 - Chemicals Rooms / Floors

Chemicals used in swimming pools

| Chemicals Pool | | | |
|----------------|-------|-------|-------|
| Month | 2017 | 2018 | 2019 |
| Jan. | 0,000 | 0,000 | 0,011 |
| Feb. | 0,011 | 0,000 | 0,011 |
| Mar. | 0,015 | 0,011 | 0,016 |
| Apr. | 0,014 | 0,012 | 0,014 |
| May | 0,020 | 0,013 | 0,014 |
| Jun. | 0,020 | 0,013 | 0,014 |
| Jul. | 0,018 | 0,012 | 0,025 |
| Aug. | 0,021 | 0,014 | 0,007 |
| Sep. | 0,010 | 0,011 | 0,007 |
| Oct. | 0,009 | 0,006 | 0,007 |
| Nov. | 0,006 | 0,004 | 0,004 |
| Dec. | 0,006 | 0,000 | 0,000 |
| Average | 0,013 | 0,008 | 0,011 |

Table 13 - Chemicals Pool

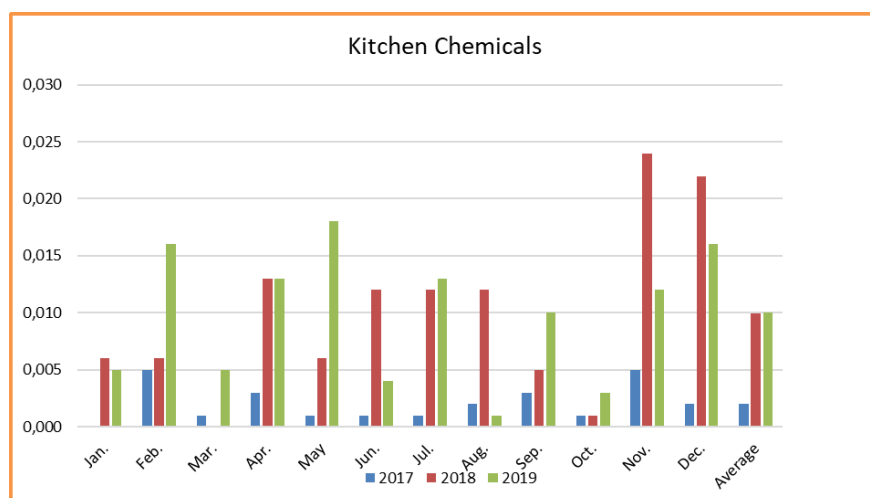


Graphic 8 - Chemicals Pool

Kitchen Consumables

| Mouth | 2017 | 2018 | 2019 |
|---------|-------|-------|-------|
| Jan. | 0,000 | 0,006 | 0,005 |
| Feb. | 0,005 | 0,006 | 0,016 |
| Mar. | 0,001 | 0,000 | 0,005 |
| Apr. | 0,003 | 0,013 | 0,013 |
| May | 0,001 | 0,006 | 0,018 |
| Jun. | 0,001 | 0,012 | 0,004 |
| Jul. | 0,001 | 0,012 | 0,013 |
| Aug. | 0,002 | 0,012 | 0,001 |
| Sep. | 0,003 | 0,005 | 0,010 |
| Oct. | 0,001 | 0,001 | 0,003 |
| Nov. | 0,005 | 0,024 | 0,012 |
| Dec. | 0,002 | 0,022 | 0,016 |
| Average | 0,002 | 0,010 | 0,010 |

Table 14 - Kitchen Consumables

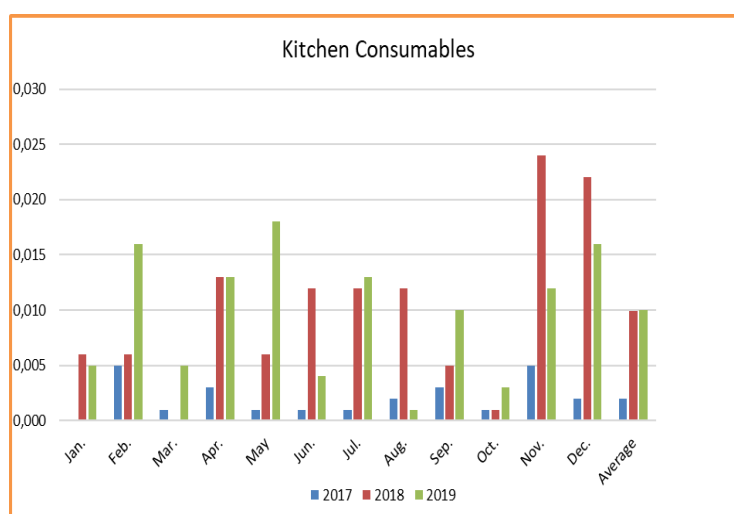


Graphic 9 - Kitchen Consumables

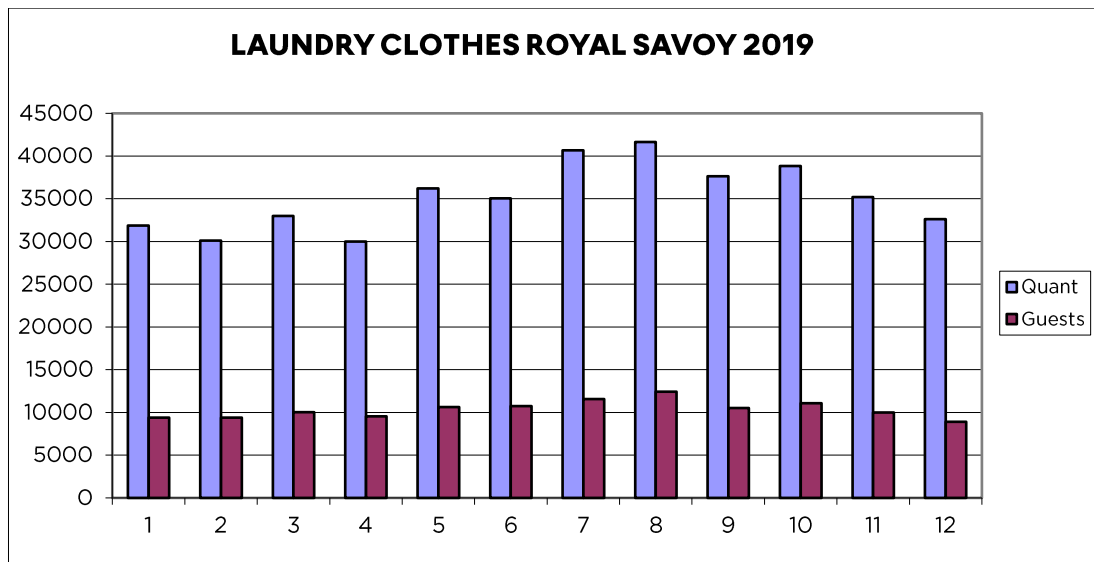
Supplies used in public areas

| Mouth | 2017 | 2018 | 2019 |
|---------|-------|-------|-------|
| Jan. | 0,041 | 0,046 | 0,053 |
| Feb. | 0,042 | 0,054 | 0,054 |
| Mar. | 0,060 | 0,046 | 0,065 |
| Apr. | 0,044 | 0,050 | 0,044 |
| May | 0,042 | 0,051 | 0,065 |
| Jun. | 0,056 | 0,053 | 0,047 |
| Jul. | 0,056 | 0,053 | 0,047 |
| Aug. | 0,039 | 0,054 | 0,049 |
| Sep. | 0,045 | 0,051 | 0,052 |
| Oct. | 0,042 | 0,062 | 0,059 |
| Nov. | 0,053 | 0,041 | 0,040 |
| Dec. | 0,048 | 0,042 | 0,054 |
| Average | 0,047 | 0,050 | 0,053 |

Table 15 - Consumables Public Zones and Floors



Graphic 10 - Kitchen Consumables



Graphic 11 - Laundry Clothes

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 programme 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

Employee training



Figure 2 - Diploma Distribuicion to HouseKepping staff



Figure 3 - Diploma Distribuicion to bar staff

Chapter III

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".



Figure 4 - Clients who participate on reforestation

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."



Figure 5 - Reforestation Initiative

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.

Employee engagement in social projects

In 2019, a solidarity campaign was carried out for the collection of goods, with the contribution of all hotel employees.



Campanha Solidária
1 até 20 de Novembro

**Um pequeno gesto...
que faz a diferença!**

Ajude quem mais precisa, doando:
roupas (F/M), roupa de cama, produtos de higiene pessoal,
alimentos não perecíveis, brinquedos, livros escolares, etc

Recolha: Membros C.E.

Comité Empresa

ASSOCIAÇÕES:
Lar Intergeracional da Tábua
Lar da Paz (Machico)
Irmãs Hospitaleiras (Funchal)
Botão Solidário (Funchal)

Figure 6 - Solidary campaign



Figure 7 - Solidarity Button

The "Solidarity Button" Social Shop is a social response project whose main goal is to meet the needs of the neediest families by collecting goods like, food, clothing, footwear, toys, among others in the Municipality of Funchal.

The "Royal Savoy Family", in an action of collaboration and goodwill with the neediest, managed to raise a large amount of goods, which was delivered to this social project.

Chapter IV

Interactions with the local community and projects involving management policy and partnerships



Figure 8 - Caps Delivery



Figure 9 - Official Partnership



Figure 10 - Prize of Caps Association



Figure 11- Quercus

Quercus and 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 2018:

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.



Figure 12- Centro da Mãe

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 V

Our awards



Figure 13 - Green Key 2018

GK Certificate issued 7 June 2018.

International Environmental Award



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www.greenkey.global

Figure 14 - Green Key 2019



Figure 15 - Travel Life Gold



Figure 16 - Travel Life Certification

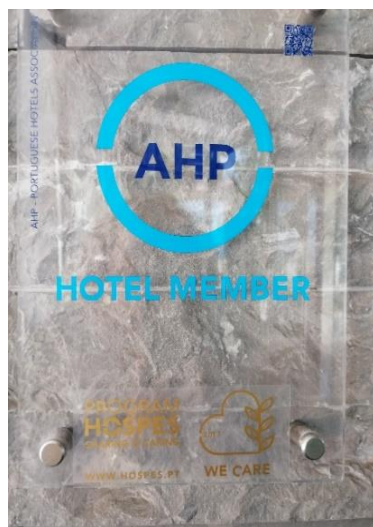


Figure 18 - AHP Hotel Members



Figure 17 – Diploma Gold Certification of Madeira Government

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.

