



CALHETA BEACH

Fine Sand All-Inclusive 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 of their activities, products and services;
- To strengthen the skills of our human resources;
- To ensure financial and economic sustainability.

Objectives Plan

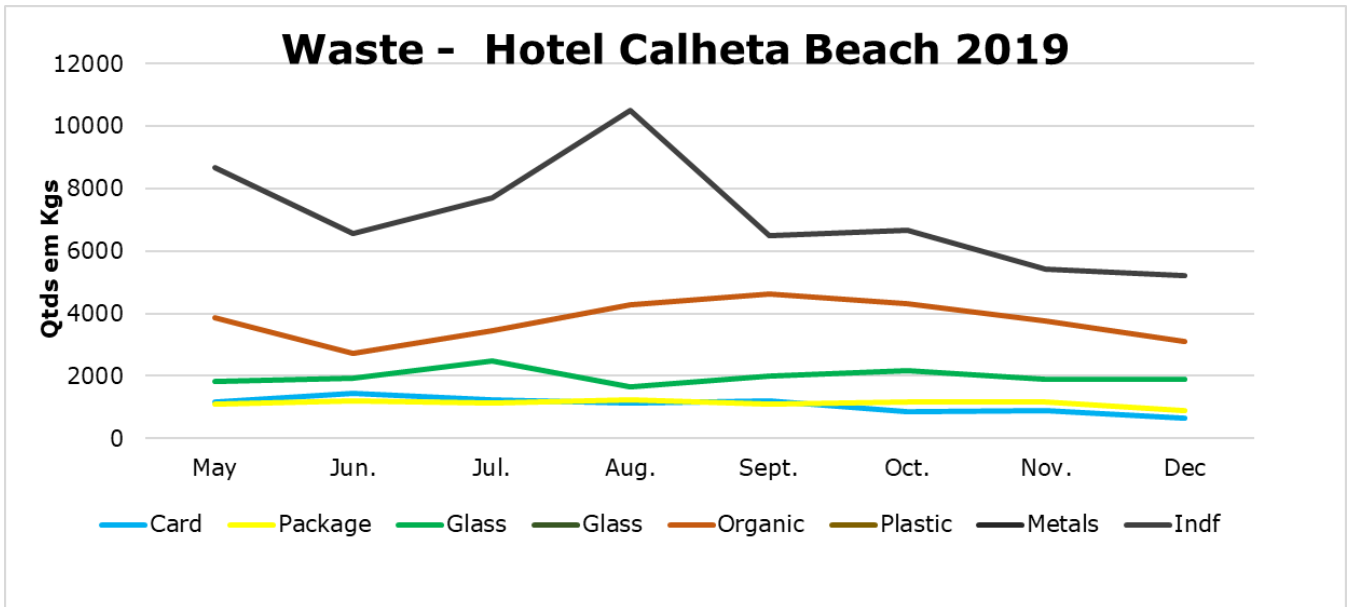
GOALS PLAN - 2020 CALHETA BEACH																	
SGA Process	Goals	Current data (2019)	To be achieved (2020)	Action Plan	Resp.	Evolution											
						Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Environmental actions	Communication and execution of environmental activities	2	3	Plan environmental actions regulary. Promote / ny distributing brochures) to guests and staff.	DC+DIR												
	Audits	3	4	Implement audits according to plan	GQ												
	Maintain or increase the amout	Fruits, Vegetables, Chichen, Sweets, Wines	Fruits, Vegetables, Chichen, Sweets, Wines	Choose local products whenever possible. Set a measurable goal if possible.	C+GQ												
	Increase the amount of bio products	Jams	Olive oils, sweets and cookies	Choose bio products whenever possible. Set a measure 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	60%	62%		GQ												
Electricity+water+gas	Reduce consumption of:																
	Warter (Floor+Rest+Bar+Common Areas + Swimming Pool)	0,40m3/guest	0,39m3/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)	14,44Kw/guest	14,00Kw/guest	Changing lamps from Halogen to Led's + Training to raise awareness	ENG+GQ												
	Gas	4,61kg/Guest	4,41Kg/guest	Training to raise awareness	ENG+GQ												
Cleaning Products	Reduce consumption of:																
	Food Areas	0,123 kg/ Lt/guest	0,111 kh/Lt/guest	Improve efficiency in the use of products. Training to raise awareness.	GQ												
	Pool	0,041 kg/Lt/guest	0,039 Kg/Lt/guest	Improve efficiency in the use of products. Training to raise awareness.	GQ												
	Rooms	0,054 Kg/Lt/guest	0,050 Kg/lit/guest	Improve efficiency in the use of products. Training to raise awareness.	GQ												
Consumables	Kitchen	0,003 kg/Lt/guest	0,002 kg/Lt/guest	Sensitize employees to reduce the use of consumables	GQ												
	Floors and Common aras	0,047 kg/Lt/guest	0,045 Kg/Lt/guest	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	Very Good	Increase recycling quality	DR/GQ												
Customer and Supplier satisfaction	Improve Global Final Result os Satisfaction-Booking	Average year 88,5%	Average year 89%	Sensitize employees to provide a friendly service with rigor and quality	GQ												
	Improve Global Final Result os Satisfaction-Trip Advisor	4 (max 5)	4,5	Increase customer'prtception of the hotel quality and service	GQ												
	Improve Global Final Result os Satisfaction-Holiday Check	5 (max 6)	5,5	Increase customer'prtception of the hotel quality and service	GQ												
	Improve guest satisfaction-environmental sustainability	68%Very Good 32% Good	70%Very good 30% Good	Increase customer'prtception of the hotel quality and service	GQ												
Data:10-01-2020		Quality & Sustainability: Alice Costa										Board: Ricardo Augusto					

Table 1 - Objectives Plan

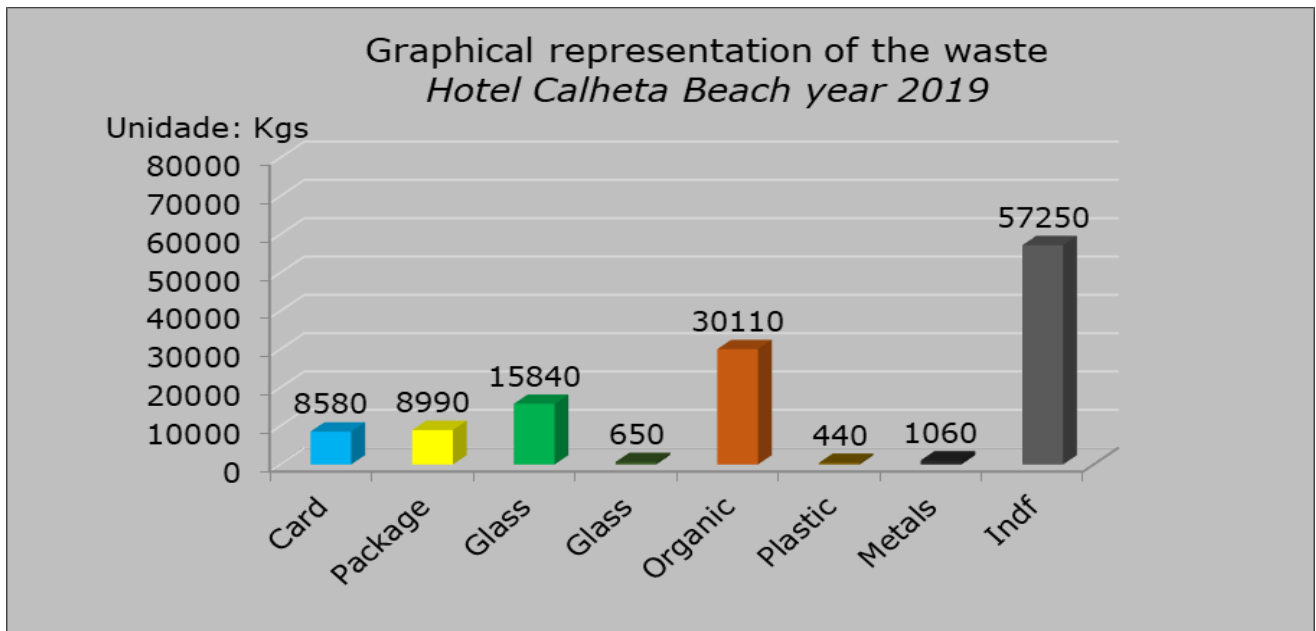
Chapter I

Environmental Indicators

Waste

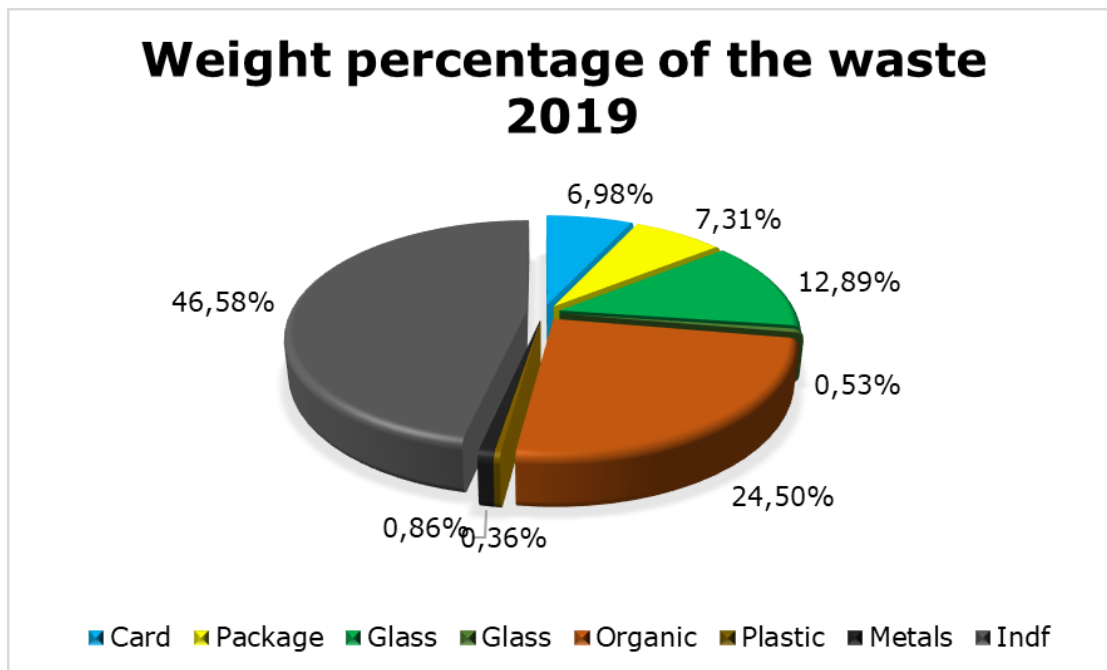


Graphic 1 - Waste Hotel Calheta Beach 2019



Graphic 2 - Total of Waste Calheta Beach 2019

Comparing the results of the analysis of waste recycling in 2018, we can see that a total of about 151 tons were produced, while in 2019 there was a reduction of approximately 65 tons, making a total of 157 tons of waste.

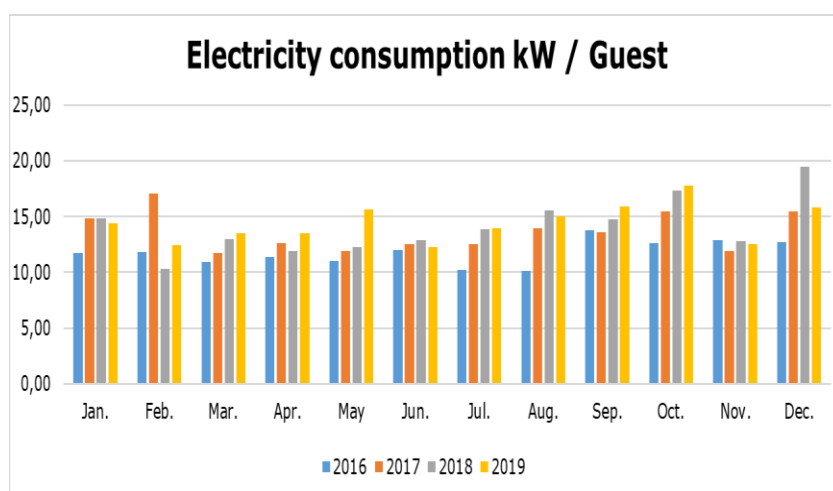


Analyzing recyclable wastes, there was a significant improvement in the recycling rate, obtaining a rate of 68.04% in 2018, compared to the value obtained in 2019 (67.97%). The increase in the total weight of solid waste and the increase in the recycling rate compared to the previous year is a direct 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	2016	2017	2018	2019
Jan.	11,77	14,82	14,82	14,38
Feb.	11,78	17,10	10,29	12,43
Mar.	10,92	11,76	12,99	13,50
Apr.	11,33	12,65	11,90	13,51
May	11,00	11,93	12,24	15,68
Jun.	11,99	12,51	12,87	12,24
Jul.	10,24	12,51	13,86	13,92
Aug.	10,12	13,94	15,52	15,07
Sep.	13,79	13,58	14,74	15,93
Oct.	12,60	15,50	17,31	17,77
Nov.	12,89	11,94	12,79	12,50
Dec.	12,67	15,49	19,47	15,86
Monthly Average	11,76	13,64	14,07	14,44

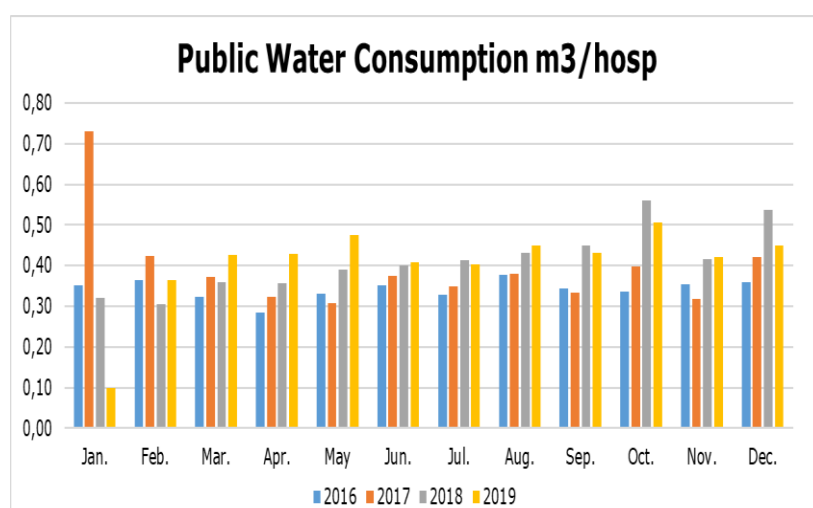
Table 2 – Electricity Consumption



Graphic 4 - Electricity Consumption

Public Water Consumption m3/Guest				
Month	2016	2017	2018	2019
Jan.	0,35	0,73	0,32	0,10
Feb.	0,37	0,42	0,31	0,37
Mar.	0,32	0,37	0,36	0,42
Apr.	0,28	0,32	0,36	0,43
May	0,33	0,31	0,39	0,48
Jun.	0,35	0,37	0,40	0,41
Jul.	0,33	0,35	0,41	0,40
Aug.	0,38	0,38	0,43	0,45
Sep.	0,34	0,33	0,45	0,43
Oct.	0,34	0,40	0,56	0,51
Nov.	0,35	0,32	0,42	0,42
Dec.	0,36	0,42	0,54	0,45
Monthly Average	0,34	0,39	0,41	0,40

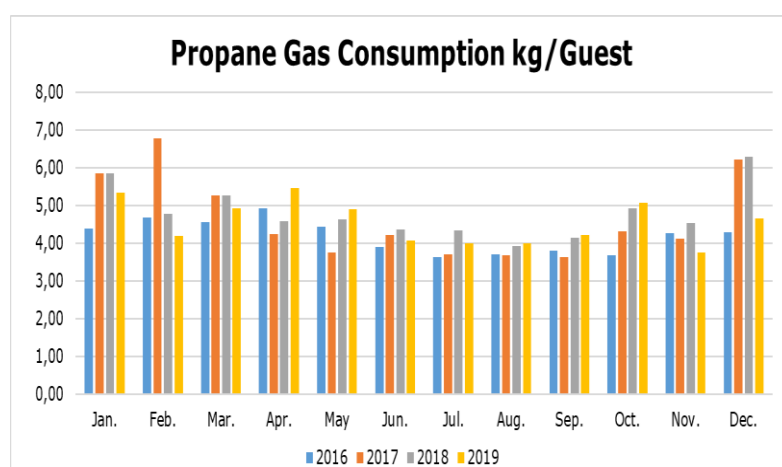
Table 4 - Public Water Consumption



Graphic 5 - Public Water Consumption

Propane Gas Consumption Kg/Guest				
Month	2016	2017	2018	2019
Jan.	4,38	5,84	5,84	5,33
Feb.	4,67	6,77	4,77	4,17
Mar.	4,54	5,25	5,27	4,91
Apr.	4,92	4,23	4,58	5,46
May	4,42	3,76	4,62	4,89
Jun.	3,90	4,20	4,34	4,07
Jul.	3,63	3,69	4,33	3,98
Aug.	3,69	3,68	3,92	4,00
Sep.	3,79	3,62	4,14	4,21
Oct.	3,66	4,31	4,91	5,06
Nov.	4,26	4,12	4,51	3,75
Dec.	4,28	6,21	6,28	4,66
Monthly Average	4,18	4,64	4,79	4,61

Table 3 – Propane gas Consumption



Graphic 6 - Propane Gas Consumption

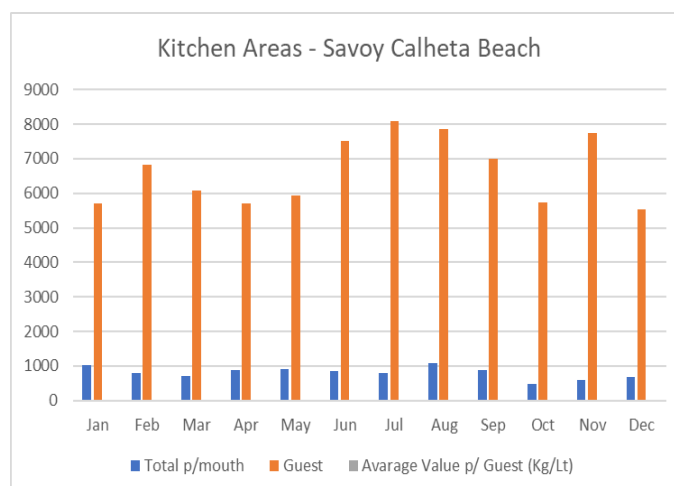
The reductions presented in the consumption are due to the following corrective actions:

- 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 - Savoy Calheta Beach			
2019			
Mouth	Total p/mouth	Guest	Avarage Value p/ Guest (Kg/Lt)
Jan	1027	5694	0,180
Feb	800	6827	0,117
Mar	710	6083	0,117
Apr	875	5718	0,153
May	906	5949	0,152
Jun	855	7510	0,114
Jul	807	8102	0,100
Aug	1085	7872	0,138
Sep	880	7005	0,126
Oct	480	5733	0,084
Nov	588	7745	0,076
Dec	675	5542	0,122
Avarage	807	6648	0,123

Table 5 - kitchen Areas

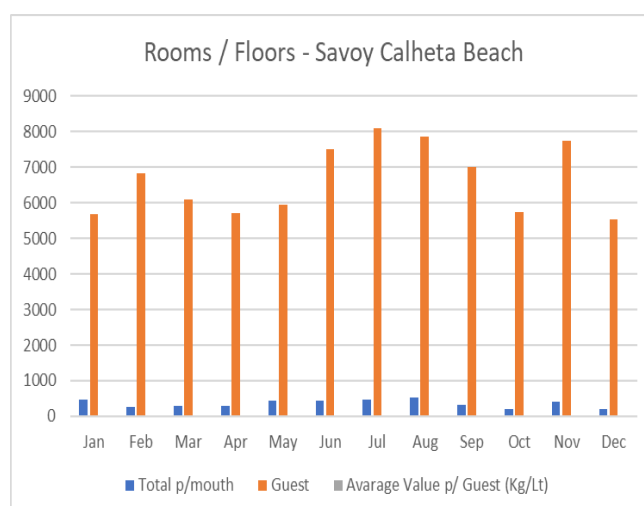


Graphic 7 - Kitchen Areas

Chemicals and Supplies used in hotel Rooms/Floors

Rooms / Floors - Savoy Calheta Beach			
2019			
Mouth	Total p/mouth	Guest	Avarage Value p/ Guest (Kg/Lt)
Jan	468	5694	0,082
Feb	267	6827	0,039
Mar	304	6083	0,050
Apr	305	5718	0,053
May	425	5949	0,071
Jun	425	7510	0,057
Jul	457	8102	0,056
Aug	518	7872	0,066
Sep	316	7005	0,045
Oct	207	5733	0,036
Nov	402	7745	0,052
Dec	195	5542	0,035
Avarage	357	6648	0,054

Table 6 - Rooms / Floors

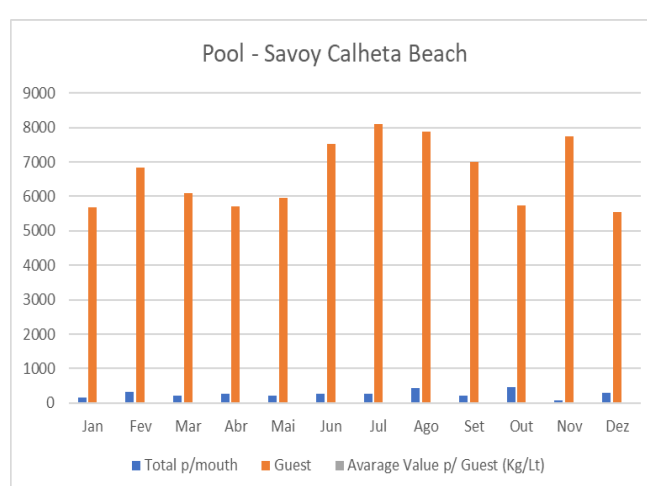


Graphic 8 - Rooms / Floors

Chemicals used in Swimming Pools

Pool - Savoy Calheta Beach			
2019			
Mouth	Total p/mouth	Guest	Avarage Value p/ Guest (Kg/Lt)
Jan	159	5694	0,028
Fev	317	6827	0,046
Mar	215	6083	0,035
Abr	267	5718	0,047
Mai	215	5949	0,036
Jun	267	7510	0,036
Jul	265	8102	0,033
Ago	442	7872	0,056
Set	215	7005	0,031
Out	449	5733	0,078
Nov	77	7745	0,010
Dez	300	5542	0,054
MÉDIA	266	6648	0,041

Table 7 - Pool



Graphic 9 - 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.

Chapter II

Employee Training



Figure 1 - Award of certificates to kitchen staff



Figure 2 - Award of certificates to reception staff



Figure 3 - Award of certificates to restaurant staff

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

Chapter III

Employee and Customer Engagement



Figure 4 - Solidarity walk

The solidarity walk involved the participation of collaborators and guests of the Savoy Group.

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.



Figure 5 - Employee solidarity campaign

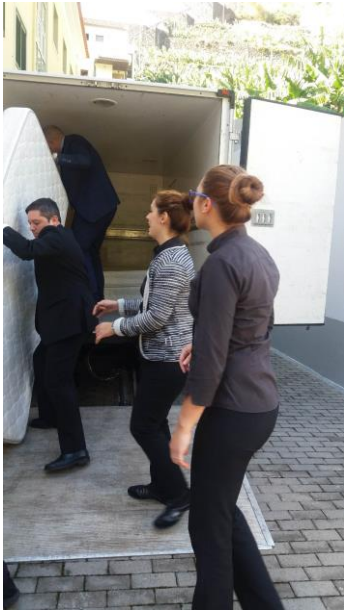


Figure 6 - Delivery of the goods collected in the campaign



Figure 7 - Delivery of the goods collected in the campaign



Figure 8 - Delivery of the goods collected in the campaign

Chapter IV

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

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.



Figure 9 - Quercus partnership



Figure 10 - Partnership with " O Tampinhas"



Figure 11 - Award given by the association



With regard to 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.

CHAPTER V

Sustainability Awards



Figure 12 - Travelife Gold certificate



Figure 13 - Green Key certificate



Figure 14 - TÜV Rheinland Portugal certificate (Eco-Hotel System)

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.