



CALHETA BEACH

Fine Sand All-Inclusive Resort

SAVOY *signature*

**ENVIRONMENTAL
SUSTAINABILITY
REPORT
2018**

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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 2017, 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 2017.
- 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.



Figure 1 – Partnership with Funchal Ecological Park

CHAPTER I ENVIRONMENTAL INDICATORS

WASTE

TOTAL WASTE RECORDS OF 2018 (KG)																
HOTEL CALHETA BEACH APA00161477					JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
ORD	CIRC	WASTE	COD. LER	TOTAL												
1	A 01	ORG	20 01 08	62 307	5 650	4 650	3 230	4 250	3 640	5 343	5 519	7 684	7 248	5 684	4 627	4 782
1.1	A 01	IND	20 03 01	49 999	4 970	4 180	3 810	4 480	4 710	2 588	3 742	5 454	4 641	4 910	3 346	3 168
2	A 02	VID	15 01 07	20 689	1 670	2 080	1 400	1 360	1 693	1 759	2 128	2 246	1 950	1 524	1 539	1 340
3	B 01	PLA, MET	15 01 06	13 595	830	1 290	970	1 020	1 039	614	1 307	1 696	1 271	1 364	1 278	916
4	B 02	PAP, CAR	15 01 01	10 390	910	490	630	796	930	771	1 020	1 052	890	1 064	1 100	737
5	RV	VERDES	20 02 01	0	0	0	0	0	0	0	0	0	0	0	0	0
6	OAU	OAU	20 01 25	958	37	129	129	74	0	170	170	250	0	0	0	0
TOTAL WEIGHT (KG)>>>				156 980	14 067	12 819	10 169	11 980	12 012	11 245	13 886	18 382	16 000	14 546	11 890	10 943
IND+ORG >>>				112 306	10 620	8 830	7 040	8 730	8 350	7 931	9 261	13 138	11 889	10 594	7 973	7 950

Table 1 – Total waste records of 2018

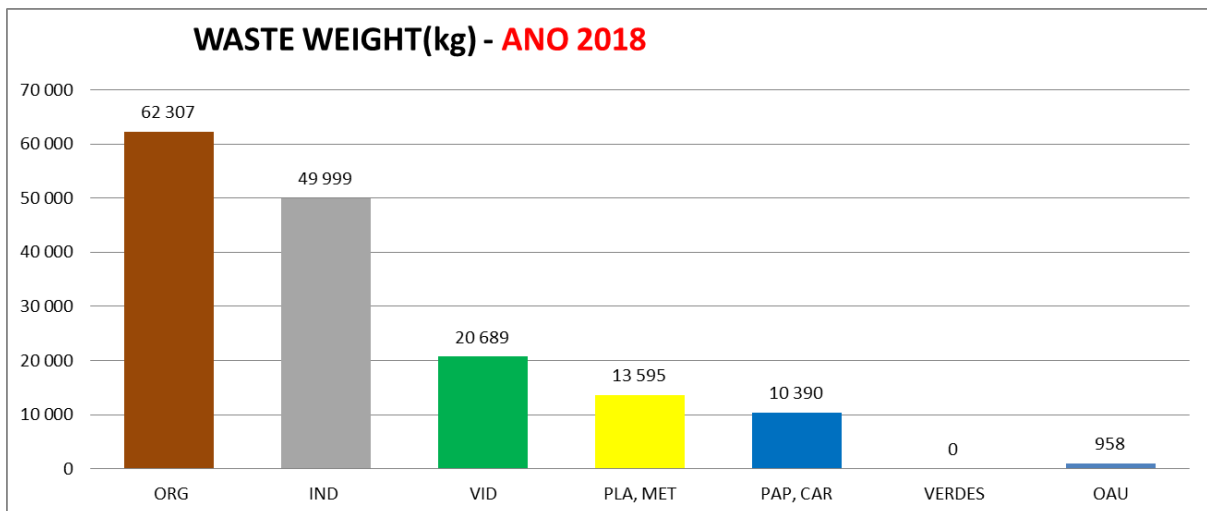


Figure 2– Solid waste records of 2018

Comparing the results of the analysis of waste recycling in 2017, we can see that a total of about 151 tons were produced, while in 2018 there was a reduction of approximately 65 tons, making a total of 157 tons of waste.

RECYCLING RATE EVOLUTION 2018	JAN	64,58%	GOOD	<u>13</u>
	FEB	67,06%	GOOD	<u>14</u>
	MAR	62,05%	GOOD	<u>13</u>
	APR	62,37%	GOOD	<u>13</u>
	MAY	60,79%	GOOD	<u>13</u>
	JUN	76,63%	VERY GOOD	<u>16</u>
	JUL	72,72%	VERY GOOD	<u>15</u>
	AUG	69,92%	GOOD	<u>14</u>
	SEP	70,99%	VERY GOOD	<u>15</u>
	OCT	66,25%	GOOD	<u>14</u>
	NOV	71,86%	VERY GOOD	<u>15</u>
	DEC	71,05%	VERY GOOD	<u>15</u>
MEAN 2018		68,02%	GOOD	<u>14</u>

Table 2 – Monthly change in recycling rate 2018

RECYCLING RATE COMPARATIVE			
2016	65,33%	2017	60,64%
	GOOD		GOOD

Table 3 – Comparative recycling rate

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 4 – Quality of recycling

Analyzing recyclable wastes, there was a significant improvement in the recycling rate, obtaining a rate of 68.02% in 2018, compared to the value obtained in 2017 (60.64%). 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 KWh per guest				
Month	2015	2016	2017	2018
Jan.	12,44	11,77	14,82	12,47
Feb.	10,78	11,78	17,10	10,29
Mar.	11,70	10,92	11,76	12,99
Apr.	11,96	11,33	12,65	11,90
May	14,38	11,00	11,93	12,24
Jun.	12,40	11,99	12,51	12,87
Jul.	11,95	10,24	12,51	13,86
Aug.	11,06	10,12	13,94	15,52
Sep.	12,96	13,79	13,58	14,74
Oct.	12,63	12,60	15,50	17,31
Nov.	10,57	12,89	11,94	12,79
Dec.	12,82	12,67	15,49	19,47
Monthly average	12,14	11,76	13,64	13,42

Table 5 – Electricity consumption

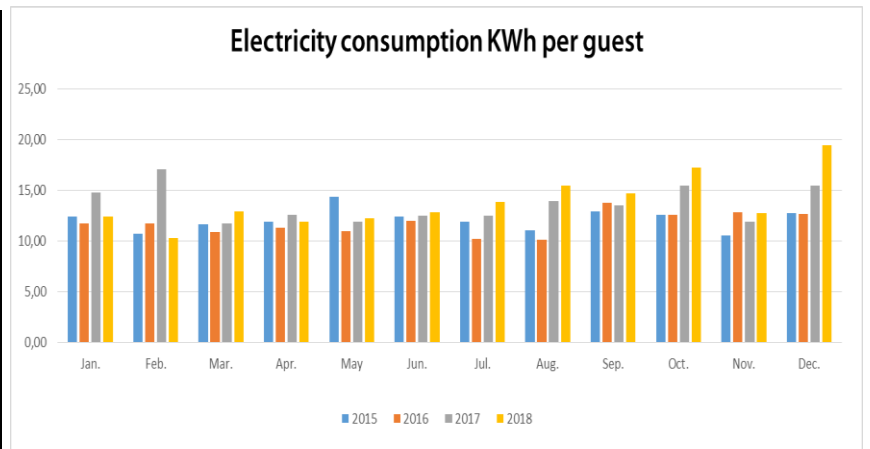


Figure 3 – Electricity consumption

Water consumption m3 per guest				
Month	2015	2016	2017	2018
Jan.	0,33	0,35	1,22	0,10
Feb.	0,30	0,37	0,42	0,31
Mar.	0,31	0,32	0,37	0,36
Apr.	0,30	0,28	0,32	0,36
May	0,39	0,33	0,31	0,39
Jun.	0,38	0,35	0,37	0,40
Jul.	0,39	0,33	0,35	0,41
Aug.	0,36	0,38	0,38	0,43
Sep.	0,37	0,34	0,33	0,45
Oct.	0,35	0,34	0,40	0,56
Nov.	0,30	0,35	0,32	0,42
Dec.	0,34	0,36	0,42	0,54
Monthly average	0,34	0,34	0,43	0,38

Table 6 – Water consumption

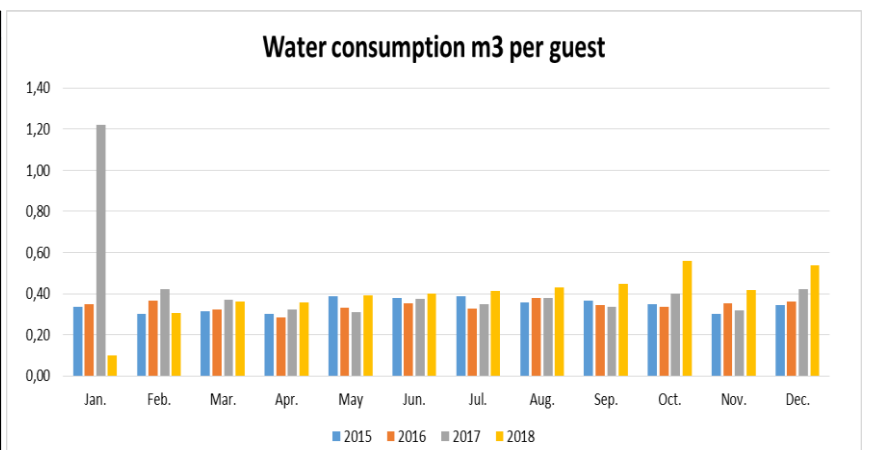


Figure 4 – Water consumption

Propanol gas consumption kg per guest				
Month	2015	2016	2017	2018
Jan.	4,56	4,38	5,84	5,17
Feb.	3,91	4,67	6,77	4,77
Mar.	4,30	4,54	5,25	5,27
Apr.	4,44	4,92	4,23	4,58
May	5,00	4,42	3,76	4,62
Jun.	4,18	3,90	4,20	4,34
Jul.	3,76	3,63	3,69	4,33
Aug.	3,61	3,69	3,68	3,92
Sep.	3,98	3,79	3,62	4,14
Oct.	4,12	3,66	4,31	4,91
Nov.	3,83	4,26	4,12	4,51
Dec.	4,61	4,28	6,21	6,28
Monthly average	4,19	4,18	4,64	4,61

Table 7 – Propanol gas consumption

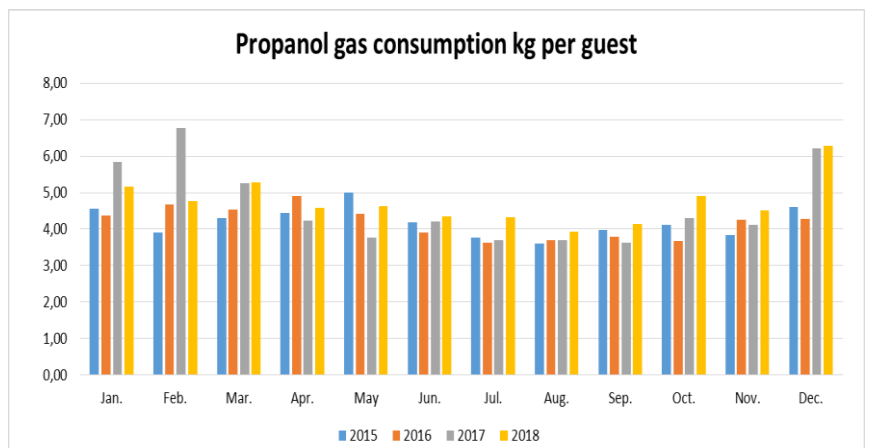


Figure 5 – Propanol gas consumption

		Propanol gas + electricity consumption			
Month	2015	2016	2017	2018	
Jan.	17,00	16,15	20,66	17,64	
Feb.	14,70	16,46	23,87	15,06	
Mar.	16,01	15,47	17,01	18,26	
Apr.	16,39	16,25	16,87	16,48	
May	19,38	15,42	15,69	16,86	
Jun.	16,58	15,89	16,70	17,22	
Jul.	15,71	13,87	16,20	18,19	
Aug.	14,67	13,81	17,62	19,45	
Sep.	16,94	17,58	17,20	18,88	
Oct.	16,75	16,27	19,81	22,22	
Nov.	14,40	17,15	16,06	17,31	
Dec.	17,43	16,95	21,70	25,76	
Monthly average	16,33	15,94	18,28	18,03	

Table 8 – Propanol gas and electricity consumption

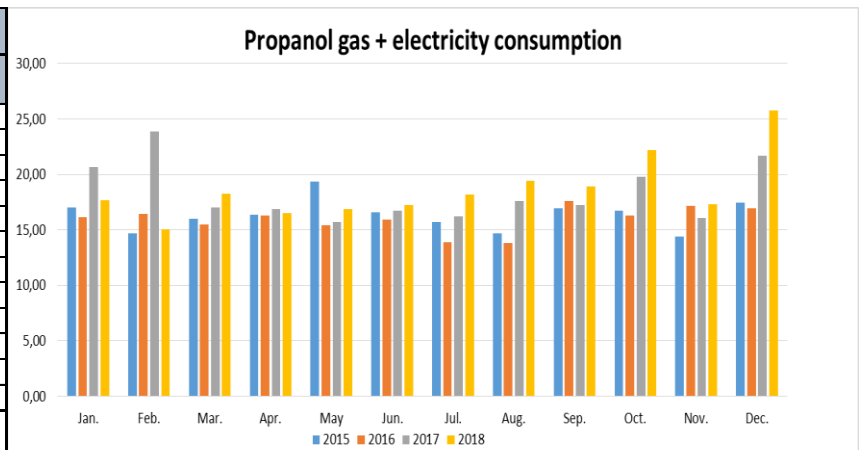


Figure 6 – Propanol gas and electricity consumption

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
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

Copa/Cozinha	UND	JANEIRO	FEVEREIRO	MARÇO	ABRIL	MAIO	JUNHO	JULHO	AGOSTO	SETEMBRO	OUTUBRO	NOVEMBRO	DEZEMBRO	TOTAIS FORNECIDOS P/PRODUTOS													
RF 1 DETERGENTE AUTOMATICO DE LOIÇA 24KG	24	5	120	4	96	3	72	2	48	10	240	0	0	3	72	8	192	6	144	7	168	5	120	4	96	1368	
RF 1 DETERGENTE AUTOMATICO LOIÇA 5KG	5	6	30	5	25	9	45	3	15	4	20	5	25	5	25	5	25	2	10	5	25	8	40	0	0	285	
RF 2 ABRILHANTADOR DE LOIÇA 20KG	20	5	100	4	80	3	60	2	40	4	80	2	40	6	120	8	160	2	40	4	80	3	60	3	60	920	
RF 2 ABRILHANTADOR DE LOIÇA 5KG	5	0	0	0	0	0	0	2	10	0	0	0	0	2	10	3	15	0	0	0	0	8	40	0	0	75	
RF 3 DETERGENTE AUTOMATICO CLORADO 5Kg	5	14	70	16	80	18	90	20	100	26	130	22	110	20	100	28	140	21	105	21	105	16	80	18	90	1200	
PRIME WASH 2 25Kg	25	10	250	11	275	12	300	13	325	13	325	13	325	11	275	18	450	12	300	8	200	8	200	5	125	3350	
PRIME WASH 2 5Kg	5	0	0	3	15	4	20	4	20	7	35	2	10	7	35	10	50	3	15	3	15	8	40	0	0	255	
RF 21 DESENGORDURANTE PARA FORNOS E GRELHAS 5KG	5	24	120	28	140	34	170	28	140	29	145	32	160	32	160	46	230	27	135	32	160	24	120	18	90	1770	
RF 22 DESENGORDURANTE PARA PAVIMENTOS E AZULEJOS 5Kg	5	26	130	8	40	16	80	18	90	17	85	24	120	21	105	23	115	21	105	19	95	16	80	11	55	1100	
ALCOOL GEL 1LT	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CUAT 88 FOOD 5Kg	5	0	0	2	10	0	0	0	0	0	0	0	0	0	0	0	0	1	5	0	0	0	0	0	0	15	
FOAM WASH PUREBAC ANTIBACTERICIDA 1LT	1	0	0	6	6	7	7	6	6	0	0	0	0	0	12	12	0	0	0	0	0	0	0	6	6	37	
			820		767		844		794		1060		790		902		1389		859		848		780		522		

Table 9 – Description of chemicals used in the kitchen

COPA / COZINHA - Savoy Calheta Beach			
2018			
Mês	Total p/mês	Nº Guests	Valor Médio por Cliente (Kg/Lt)
Janeiro	820	7006	0,117
Fevereiro	767	7691	0,100
Março	844	6408	0,132
Abril	794	7104	0,112
Maio	1060	7163	0,148
Junho	790	7495	0,105
Julho	902	8382	0,108
Agosto	1389	8955	0,155
Setembro	859	7132	0,120
Outubro	848	5693	0,149
Novembro	780	7163	0,109
Dezembro	522	4389	0,119
MÉDIA	865	7048	0,123

Table 10 – Summary of chemicals used in the kitchen per guest

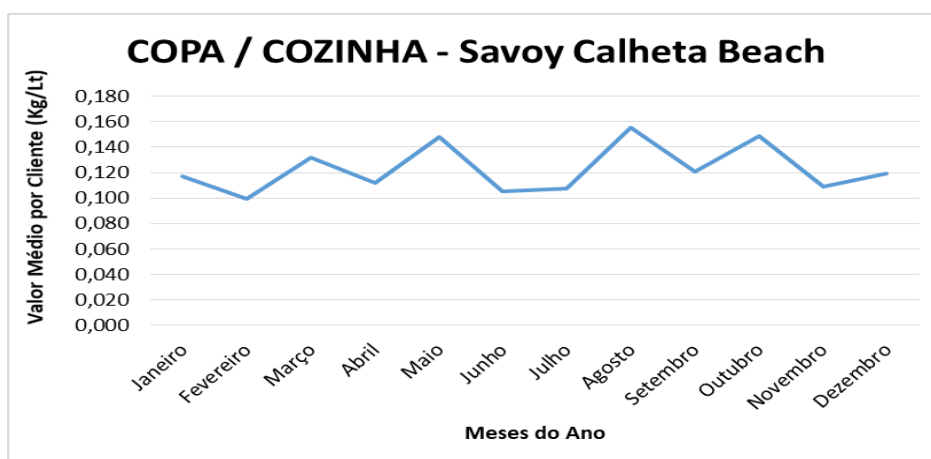


Figure 7 – Kitchen chemicals

CHEMICALS AND SUPPLIES USED IN HOTEL ROOMS/FLOORS

Quartos/Andares	UND	JANEIRO	FEVEREIRO	MARÇO	ABRIL	MAIO	JUNHO	JULHO	AGOSTO	SETEMBRO	OUTUBRO	NOVEMBRO	DEZEMBRO	TOTAIS FORNECIDOS P/PRODUTOS													
RUBY EASY 5KG	5	1	5	0	0	0	0	1	5	0	0	1	5	0	0	20											
PLURAL EASY 5KG	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5											
FLOOR EASY ECOLABEL 5Kg/Lt	5	0	0	0	0	0	0	0	0	0	0	0	0	1	5	5											
ONDASAN EASY 5KG	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
DERMOSOFT GEL A 5kg	5	8	40	4	20	0	7	35	11	55	8	40	8	40	10	50	11	55	8	40	8	40	5	25	440		
DERMO HAND ESPUMA 5kg	5	4	20	0	0	0	0	6	30	4	20	10	50	6	30	8	40	4	20	4	20	4	20	2	10	240	
LUVA VITAL 124 AMARELA T/6 (10)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LUVA VITAL 124 AMARELA T/7 (10)	1	0	0	0	0	0	0	10	10	0	0	0	0	0	0	0	0	0	0	0	0	10	10	0	0	0	20
LUVA VITAL 124 AMARELA T/8 (10)	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	10	10	10	10	0	21
LUVA VITAL 124 AMARELA T/9 (10)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	10	0	0	0	10
LUVA LATEX AZUL C/PÓ CX100 L (ATE 5.000UNI.)	1	10	10	0	0	0	0	10	10	20	20	10	10	10	10	10	0	0	0	0	0	1	1	10	10	0	81
LUVA LATEX AZUL C/PÓ CX100 M (ATE 5.000UNI.)	1	10	10	10	0	0	0	10	10	10	10	10	10	8	8	10	10	0	0	0	0	10	10	10	10	0	88
LUVA LATEX AZUL C/PÓ CX100 S(ATE 5.000UNI.)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GEL ETHANOL	1	48	48	48	0	48	48	144	144	144	144	144	288	288	48	48	144	144	48	48	48	48	48	48	48	0	1152
VASSOURA ESPANADOR PLUMA	1	15	15	5	5	0	6	6	12	12	8	8	10	10	4	4	10	10	4	4	5	5	4	4	4	0	83
CABO METALICO 1,40	1	5	5	0	0	0	4	4	4	0	0	0	0	4	4	4	0	0	0	0	0	0	0	0	0	0	21
PAÑO AMARELO MULTI-USOS ROLO PRÉ-CORTADO (34X400)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALVAUNHAS C/ESFREGAO VERDE (8,5x4cm)	1	54	54	30	30	0	30	30	54	54	90	90	40	30	30	90	90	20	20	50	50	30	30	30	30	0	518
SCOTCH-BRITE 90 BANHO FINO 158mmX10MT	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ESFREGONA ALGODAO	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PÁ P/LIXO C/CABO	1	4	4	2	2	0	4	4	0	4	4	8	8	0	0	4	4	8	8	0	0	0	0	4	4	0	26
HIGIENICO JUMBO 2FL Light 180mts P/12	1	9	9	9	9	0	15	15	12	12	13	13	25	25	21	21	14	14	12	12	8	8	6	6	6	0	144
HIGIENICO amOos 50 mts 2/FL (90 ROLOS)	1	11	11	13	13	0	14	14	14	13	13	19	19	20	20	15	15	13	13	9	9	8	8	8	8	0	149
ROLO SECA MAOS 2FL amOos AUTOCORTE (CAUTIVO)	1	22	22	28	28	0	27	27	32	32	28	28	31	31	52	52	29	29	36	36	23	23	22	22	22	0	330
PELICULA ADERENTE LMF 45X300	1	0	0	0	0	0	36	36	24	24	36	36	32	32	0	0	24	24	36	36	40	40	12	12	24	0	240
PASTA ROSA 500gr	1	0	0	0	0	0	24	24	12	12	36	36	24	24	0	0	36	36	48	48	12	12	24	24	24	0	216
	0	253	165	0	258	413	469	435	526	393	393	286	218														

Table 11 – Description of chemicals and supplies used in hotel rooms/floors

QUARTOS / ANDARES - Savoy Calheta Beach 2018			
Mês	Total p/mês	Nº Guests	Valor Médio por Cliente (Kg/Lt)
Janeiro	253	7006	0,036
Fevereiro	165	7691	0,021
Março	0	6408	0,000
Abril	258	7104	0,036
Mai	413	7163	0,058
Junho	469	7495	0,063
Julho	435	8382	0,052
Agosto	526	8955	0,059
Setembro	393	7132	0,055
Outubro	393	5693	0,069
Novembro	286	7163	0,040
Dezembro	218	4389	0,050
MÉDIA	317	7048	0,045

Table 12 – Summary of chemicals and supplies used in hotel rooms/floors

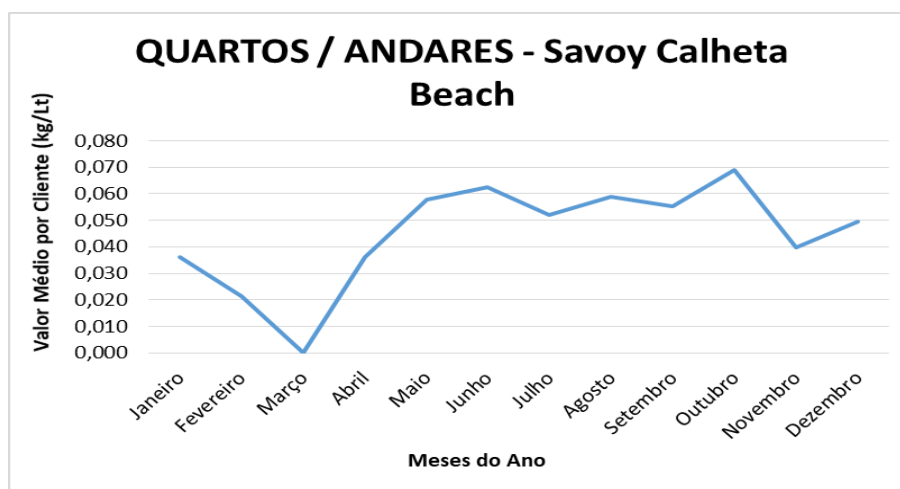


Figure 8 – Hotel rooms/floors chemicals and supplies and projects involving management policy and partnerships: hotel.up.d gas consumption

CHEMICALS USED IN SWIMMING POOLS:

Piscinas	UND	JANEIRO	FEVEREIRO	MARÇO	ABRIL	MAIO	JUNHO	JULHO	AGOSTO	SETEMBRO	OUTUBRO	NOVEMBRO	DEZEMBRO	TOTAS FORNECIDOS P/PRODUTOS
DICLORO 56% GRANULADO 10-30 (50KG)	50	0	0	0	0	0	1	50	0	0	0	0	0	350
TRICLORO PASTILHAS 200GrS 25Kg	25	2	50	0	0	0	0	0	0	0	0	0	2	350
MULTI AÇÃO P/200 25Kg	25	2	50	0	0	0	0	0	0	0	0	0	0	75
FLOCULANTE 25 Kg	25	0	0	0	0	0	0	0	0	0	0	0	1	125
Q-QUAT 20 25Kg	25	0	0	0	0	0	0	0	0	0	0	0	1	50
PASTILHAS DPD Nº 1 RAPID (POOLTESTER) CLORO/BROM	1	0	0	0	1	1	1	1	0	0	0	0	1	7
PASTILHAS PHENOL RED RAPID (POOLTESTER) PH	1	0	0	0	1	1	2	2	1	1	0	0	1	8
		100	0	2	53	2	0	0	405	125	126	0	152	

Table 13 – Description of chemicals used in swimming pools

PISCINA - Savoy Calheta Beach			
2018			
Mês	Total p/mês	Nº Guests	Valor Médio por Cliente (Kg/Lt)
Janeiro	50	7006	0,007
Fevereiro	0	7691	0,000
Março	2	6408	0,000
Abril	53	71 04	0,007
Maiο	2	71 63	0,000
Junho	0	7495	0,000
Julho	0	8382	0,000
Agosto	405	8955	0,045
Setembro	125	71 32	0,018
Outubro	126	5693	0,022
Novembro	0	71 63	0,000
Dezembro	152	4389	0,035
MÉDIA	76	7048	0,011

Table 14 – Summary of chemicals used in swimming pools

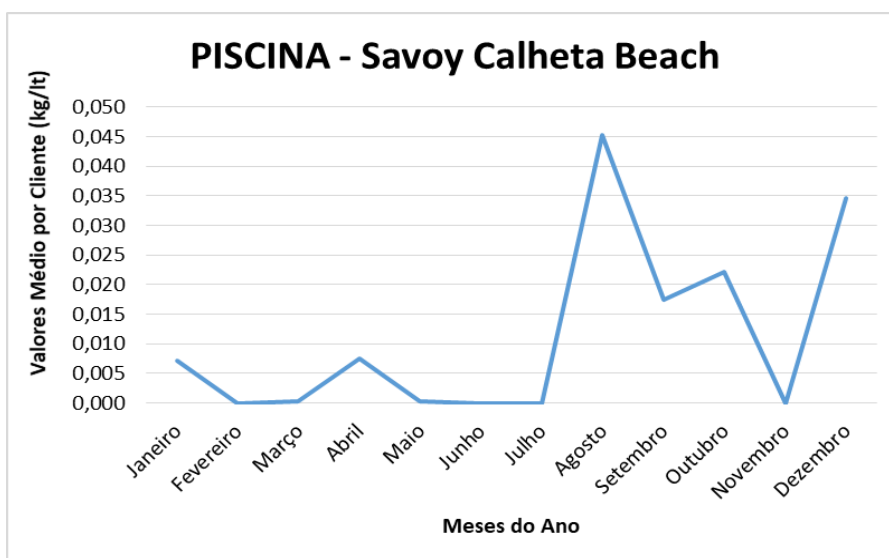


Figure 9 – Swimming pool chemicals

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 10 – Award of certificates to kitchen staff



Figure 11 – Award of certificates to reception staff



Figure 12 – 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 13 – Solidarity walk

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

EMPLOYEE ENGAGEMENT IN SOCIAL PROJECTS:

In 2018, a solidarity campaign was carried out for the collection of goods, with the contribution of all hotel employees.



Campanha Solidária
12 de Novembro até 16 de Dezembro

**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

Ponto de recolha: Lavandaria

ASSOCIAÇÕES:
Lar Intergeracional da Tábua
Lar da Paz (Machico)
Associação de Pais e Amigos de Crianças com Deficiência (Funchal)
Botão Solidário (Funchal)

SAVOY
HOTELS & RESORTS

GRUPO AFA

Figure 14 – Employee solidarity campaign

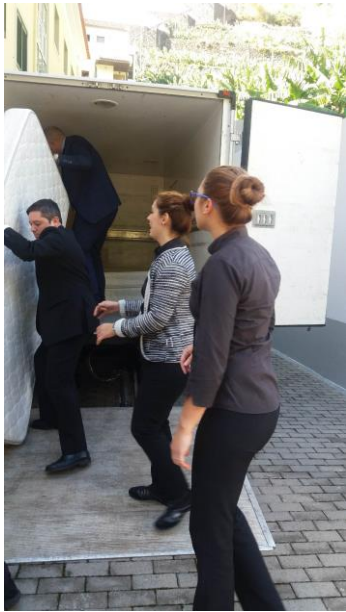


Figure 15 – Delivery of the goods collected in the campaign



Figure 16 – Delivery of the goods collected in the campaign



Figure 17 – 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 18 – Quercus partnership



Figure 19 – Partnership with "O Tampinhas"



Figure 20 – Award given by the association "Tampinhas"

With regard to donations, gifts in kind were given to the following institutions in 2017:

1. The Bom Jesus Social and Parish Centre;
2. Social Security Institute of Madeira;
3. “Centro da Mãe” welfare association;
4. Salesians of Funchal.

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



Figure 21 – “Centro da Mãe” welfare association

CHAPTER V SUSTAINABILITY AWARDS



Figure 22 – Green Key certificate



Figure 23 – Travelife Gold certificate



Figure 24 – 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.