



ROYAL SAVOY

Heritage Sea 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 their activities, products and service

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

Sustainability goal


		GOALS PLAN - 2022 ROYAL SAVOY															
SCA Process	Goals	Current data (2021)	To be achieved (2022)	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	2	3	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	50%	55%		GQ												
Electricity+water/gas /Guest	Reduce consumption of:																
	Water (Floors + Kitchen + Rest + Bar + Common Areas + Swimming Pool)	0,28 m3	0,27 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)	28,30 Kw	26,9 Kw	Changing lamps from Halogen to Led's + Training to raise awareness	ENG+GQ												
	Gas	1,60 Kg	1,50 Kg	Training to raise awareness	ENG+GQ												
Cleaning products/Guest	Reduce consumption of:																
	Food areas	0,036 kg/ Lt	0,036 kg/ Lt	Improve efficiency in the use of products. Training to raise awareness	GQ												
	Pool	0,019 kg/Lt	0,018 Kg/Lt	Improve efficiency in the use of products. Training to raise awareness	GQ												
	Rooms	0,023 Kg/Lt	0,022 Kg/Lt	Improve efficiency in the use of products. Training to raise awareness	GQ												
Consumables	Kitchen	0,007 kg/Lt	0,009 kg/Lt	Sensitize employees to reduce the use of consumables	GQ												
	Floors and common areas	0,068 kg/Lt	0,060Kg/Lt	Sensitize employees to reduce the use of consumables	GQ												
Waste	Recycling rate	66,17%	68,00%	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 of Satisfaction - Booking	90,00%	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: 11-01-2022		Quality & Sustainability Alice Costa															Board: Luísa Correia

Table 1 – Goals Plan 2022

Chapter I

Environmental indicators

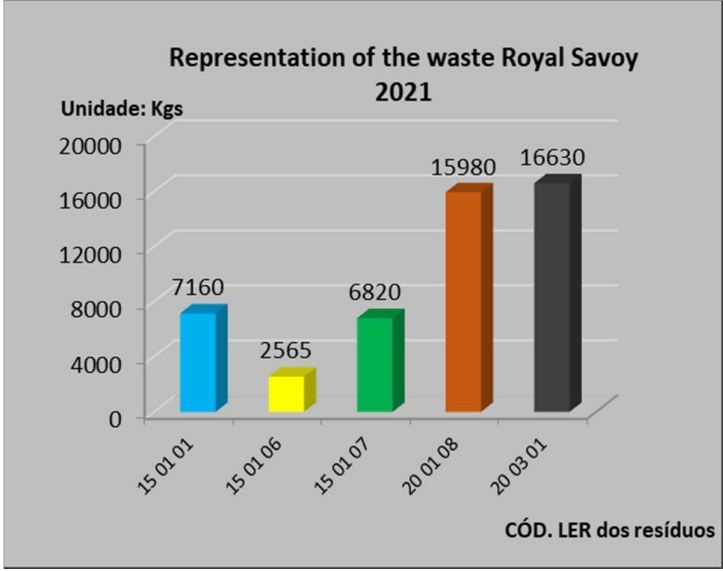
Waste

Waste Royal Savoy 2021												
Designation of Waste	Código LER ⁽¹⁾	Cód. Operation	Qtd. Year (Kgs)	Weight Percentage	June	July	Aug	Sept	Oct	Nov	Dec	
Card	15 01 01	R12	7160	14,57%		210	580	1560	1680	1700	1430	
Plastic	15 01 06	R12	2565	5,22%			280	710	515	550	510	
Glass	15 01 07	R12	6820	13,87%				2080	1400	1990	1350	
Organic	20 01 08	R12	15980	32,51%				3350	4390	4450	3790	
Mixed	20 03 01	R12	16630	33,83%	80		1960	5620	3590	2980	2400	
QT Total			49155	100,00%	80	210	2820	13320	11575	11670	9480	

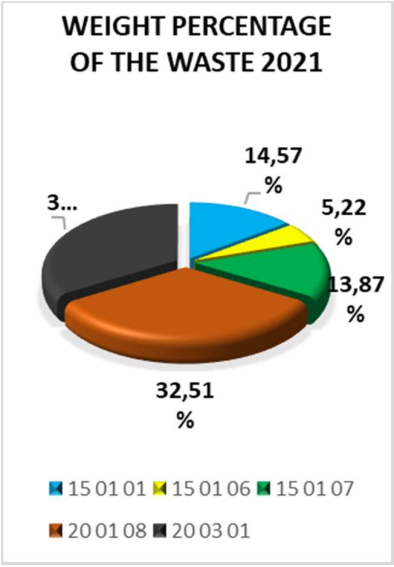
Table 2 – Waste 2021



Graphic 1 – Waste 2021



Graphic 2 – Waste Royal Savoy 2021



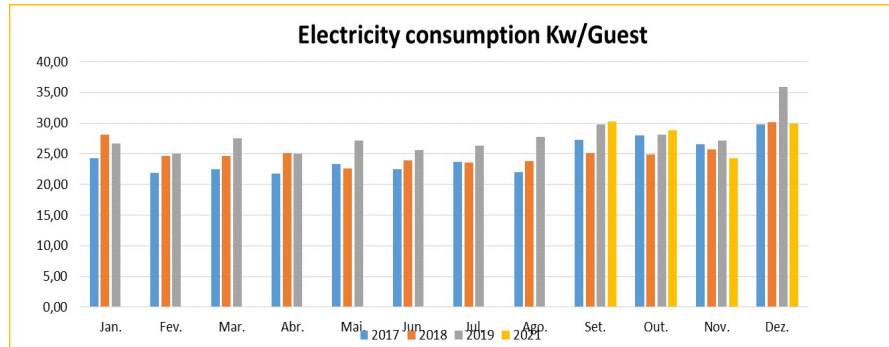
Graphic 3 – Weight percentage of the waste 2021

Analyzing recyclable wastes, there was a significant improvement in the recycling rate, obtaining a rate of 66.17% in 2021, compared to the value obtained in 2019 (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

Electricity Consumption kw/guest				
Month	2017	2018	2019	2021
Jan.	24,31	28,03	26,71	0,00
Feb.	21,84	24,56	25,01	0,00
Mar.	22,46	24,58	27,47	0,00
Apr.	21,79	25,14	24,98	0,00
May	23,29	22,64	27,17	0,00
Jun.	22,48	23,85	25,61	0,00
Jul.	23,61	23,49	26,24	0,00
Aug.	21,97	23,80	27,73	0,00
Sept.	27,28	25,11	29,80	30,24
Oct.	27,92	24,82	28,12	28,79
Nov.	26,54	25,70	27,16	24,22
Dec.	29,82	30,15	35,83	29,93
Monthly Average	24,44	25,16	27,65	28,30

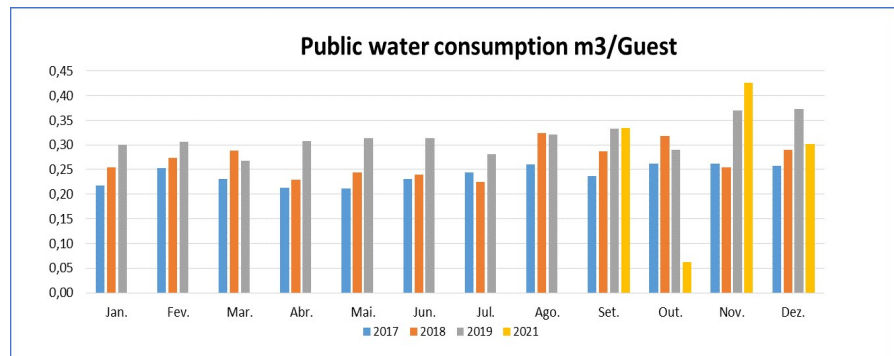
Table 3 – Electricity consumption



Graphic 4 – Electricity consumption

Public water consumption M3/guest				
Month	2017	2018	2019	2021
Jan.	0,22	0,25	0,30	0,00
Feb.	0,25	0,27	0,31	0,00
Mar.	0,23	0,29	0,27	0,00
Apr.	0,21	0,23	0,31	0,00
May.	0,21	0,24	0,31	0,00
Jun.	0,23	0,24	0,31	0,00
Jul.	0,24	0,22	0,28	0,00
Aug.	0,26	0,32	0,32	0,00
Sept.	0,24	0,29	0,33	0,33
Oct.	0,26	0,32	0,29	0,06
Nov.	0,26	0,25	0,37	0,43
Dec.	0,26	0,29	0,37	0,30
Monthly Average	0,24	0,27	0,31	0,28

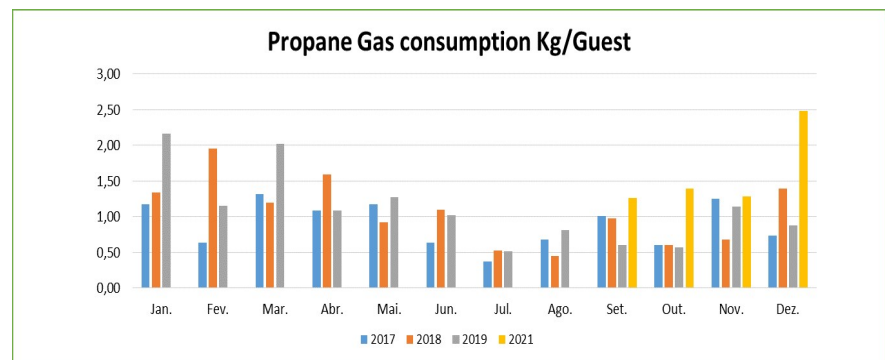
Table 4 – Public water consumption



Graphic 5 – Public water

Propane Gas Consumption Kg/Guest				
Month	2017	2018	2019	2021
Jan.	1,18	1,34	2,16	0,00
Feb.	0,64	1,95	1,15	0,00
Mar.	1,32	1,19	2,03	0,00
Apr.	1,08	1,59	1,08	0,00
May	1,17	0,92	1,28	0,00
Jun.	0,63	1,09	1,02	0,00
Jul.	0,37	0,52	0,51	0,00
Aug.	0,68	0,45	0,81	0,00
Sept.	1,01	0,98	0,60	1,26
Oct.	0,61	0,61	0,57	1,39
Nov.	1,25	0,68	1,14	1,28
Dec.	0,74	1,40	0,88	2,48
Monthly Average	0,89	1,06	1,10	1,60

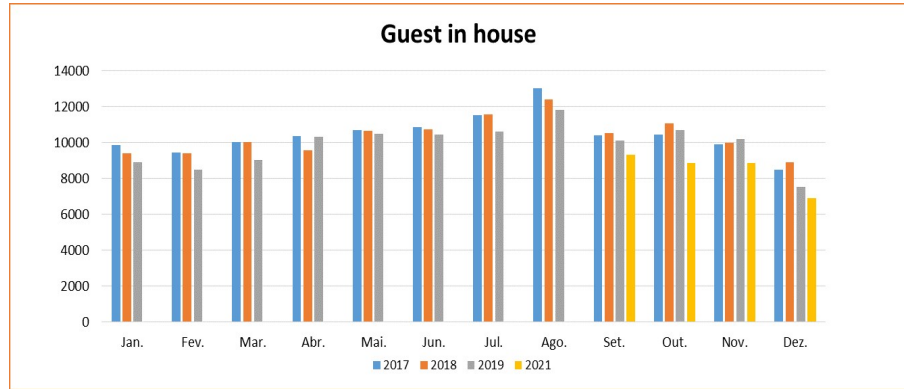
Table 5 – Propane Gas Consumption



Graphic 6 – Propane gas consumption

Guest in house				
Mês	2017	2018	2019	2021
Jan.	9853	9383	8896	0
Fev.	9427	9381	8486	0
Mar.	10042	10011	9030	0
Apr.	10351	9557	10308	0
May	10697	10647	10506	0
Jun.	10864	10733	10424	0
Jul.	11517	11574	10602	0
Aug.	13012	12418	11812	0
Sept.	10382	10531	10125	9310
Oct.	10457	11076	10683	8861
Nov.	9915	9990	10203	8879
Dec.	8493	8899	7544	6898
Monthly Average	125010	124200	118619	33948

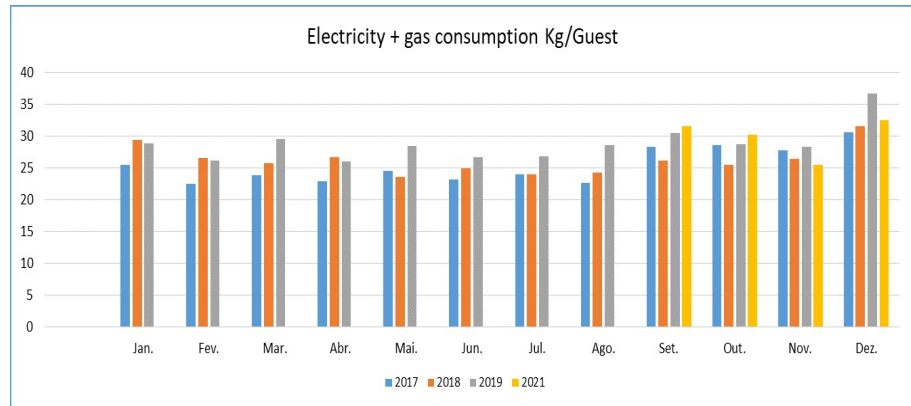
Table 6 – Guest in house



Graphic 7 – Guest in hose

Propane gas+electricity Consumption				
Month	2017	2018	2019	2021
Jan.	25,48	29,37	28,87	0,00
Fev.	22,47	26,51	26,16	0,00
Mar.	23,78	25,77	29,50	0,00
Apr.	22,87	26,74	26,06	0,00
May.	24,47	23,56	28,44	0,00
Jun.	23,11	24,95	26,63	0,00
Jul.	23,98	24,01	26,76	0,00
Aug.	22,65	24,25	28,54	0,00
Sept.	28,29	26,09	30,40	31,50
Oct.	28,53	25,43	28,69	30,18
Nov.	27,80	26,37	28,30	25,50
Dec.	30,56	31,55	36,71	32,42
Monthly Average	25,33	26,22	28,75	29,90

Table 7 – Propane gas + electricity consumption



Graphic 8 – Propane Gas + Electricity consumption

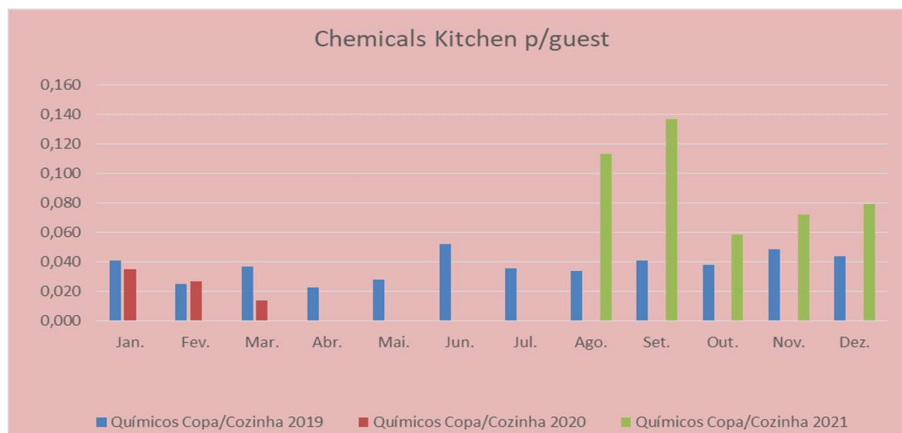
The results presented in the consumptions are due to the following corrective actions:

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

Chemicals Kitchen			
Month	2019	2020	2021
Jan.	0,041	0,035	0,000
Fev.	0,025	0,027	0,000
Mar.	0,037	0,014	0,000
Apr.	0,023	0,000	0,000
May	0,028	0,000	0,000
Jun.	0,052	0,000	0,000
Jul.	0,036	0,000	0,000
Aug.	0,034	0,000	0,113
Sept.	0,041	0,000	0,137
Oct.	0,038	0,000	0,059
Nov.	0,049	0,000	0,072
Dec.	0,044	0,000	0,079
Average	0,037	0,006	0,038

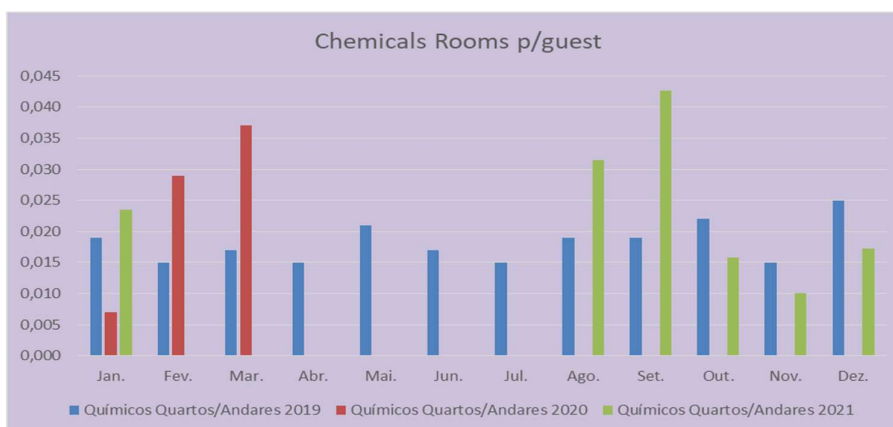
Table 8 – Chemicals Kitchen



Graphic 9 – Chemicals Kitchen p/guest

Chemical Rooms/Floors			
Month	2019	2020	2021
Jan.	0,019	0,007	0,023
Fev.	0,015	0,029	0,000
Mar.	0,017	0,037	0,000
Apr.	0,015	0,000	0,000
May.	0,021	0,000	0,000
Jun.	0,017	0,000	0,000
Jul.	0,015	0,000	0,000
Aug.	0,019	0,000	0,032
Sept.	0,019	0,000	0,043
Oct.	0,022	0,000	0,016
Nov.	0,015	0,000	0,010
Dec.	0,025	0,000	0,017
Average	0,018	0,024	0,023

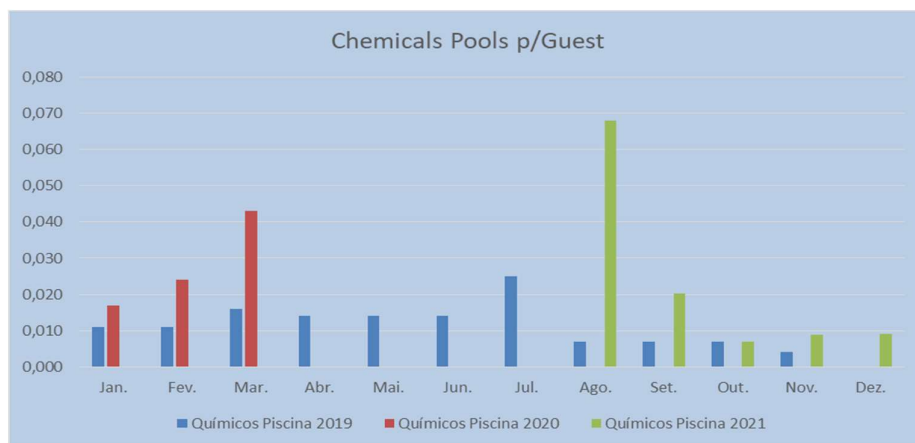
Table 9 – Chemicals Rooms/Floors



Graphic 10 – Chemicals rooms p/Guest

Chemicals Pool			
Month	2019	2020	2021
Jan.	0,011	0,017	0,000
Fev.	0,011	0,024	0,000
Mar.	0,016	0,043	0,000
Apr.	0,014	0,000	0,000
May	0,014	0,000	0,000
Jun.	0,014	0,000	0,000
Jul.	0,025	0,000	0,000
Aug.	0,007	0,000	0,068
Sept.	0,007	0,000	0,020
Oct.	0,007	0,000	0,007
Nov.	0,004	0,000	0,009
Dec.	0,000	0,000	0,009
Average	0,011	0,028	0,019

Table 10 – Chemicals Pool



Graphic 11 – Chemicals Pool

Consumables

Kitchen Consumables			
Month	2019	2020	2021
Jan.	0,005	0,007	0,000
Fev.	0,016	0,007	0,000
Mar.	0,005	0,006	0,000
Apr.	0,013	0,000	0,000
May	0,018	0,000	0,000
Jun.	0,004	0,000	0,000
Jul.	0,013	0,000	0,000
Aug.	0,001	0,000	0,001
Sept.	0,010	0,000	0,022
Oct.	0,003	0,000	0,011
Nov.	0,001	0,000	0,000
Dec.	0,016	0,000	0,001
Average	0,009	0,007	0,007

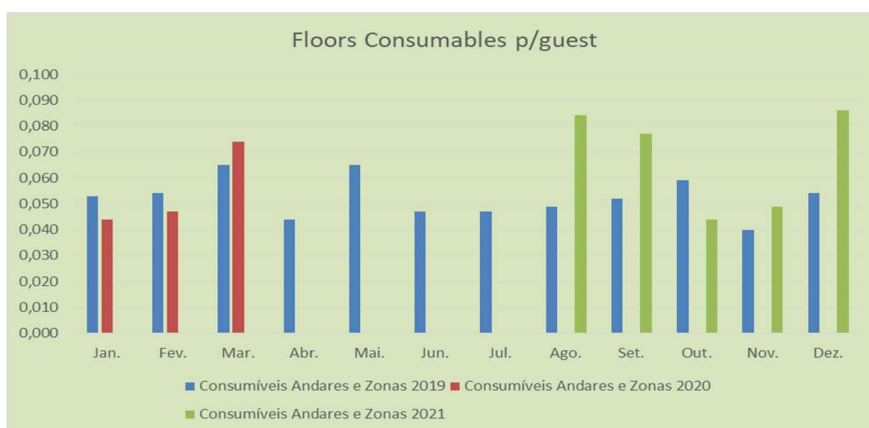
Table 11 – Kitchen consumables



Graphic 12 – Kitchen consumables

Floors Consumables			
Month	2019	2020	2021
Jan.	0,053	0,044	0,000
Fev.	0,054	0,047	0,000
Mar.	0,065	0,074	0,000
Apr.	0,044	0,000	0,000
May	0,065	0,000	0,000
Jun.	0,047	0,000	0,000
Jul.	0,047	0,000	0,000
Aug.	0,049	0,000	0,084
Sept.	0,052	0,000	0,077
Oct.	0,059	0,000	0,044
Nov.	0,040	0,000	0,049
Dec.	0,054	0,000	0,086
Average	0,052	0,055	0,068

Table 12 – Floors consumables



Graphic 13 – Floors consumables

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

Environment



The Royal Savoy 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

Employee training



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. 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.

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.





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)



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 V

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



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 2021:

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.



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 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.

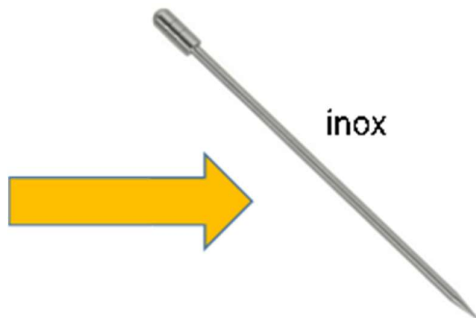
One example is the initiative to abolish the use of plastic straws. We only use straws made from recyclable material. We are committed to operating responsibly and feel this is a powerful step towards reducing our dependency.

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.



Chapter VII

Our 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.

