


SENTIDO

GALOSOL | GALOMAR

ALPINO
ATLANTICO

AYURVEDA HOTEL

ENVIRONMENTAL REPORT
2021



Environmental Report

Lucillumar – Sociedade Hoteleira e
Turismo S.A.

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INTRODUCTION

This report is produced with the aim of consolidating all the information regarding the environmental management of the hotels Sentido Galosol, Sentido Galomar and Alpino Atlantico Ayurveda.

GENERAL REVIEW AND CERTIFICATIONS

During 2021 we continued our social responsibility activities as well as environmental improvements, namely changes in labour standards and communication plans of our actions for guests. We have finalised the information board on environmental management for guests which is located in the Galosol corridor, next to the table where the guest computer is located.

The Green Key audit was carried out in April 2021, thus renewing its certificate.

Since the Hotels Sentido Galosol, Sentido Galomar and Alpino Atlantico Ayurveda are examples of good environmental practices the 2019 presentation at the annual meeting of Green Key was about our Hotels. The presentation took place in Campo da Barca and was held by the head of Environmental Management João Aragão.

A Travelife certification audit took place in November 2018 and subsequently in November 2021.

In addition to this award our Hotels were also one of the nominees for Portugal's Leading Green Hotel having won this recognition with the vote of the public - from guests, local community and employees. It should be noted that the World Travel Awards is considered the Tourism Oscars and this is an extremely important award and recognition.

The TUI environmental award (Hotel Galosol and Galomar) - Tui Umwelt - was also renewed, an award that allows TUI to distinguish its numerous hotels in terms of social and environmental responsibility.

Regarding water, electricity and gas consumption, there was a reduction in the three resources in the hotels Sentido Galosol and Sentido Galomar. Regarding the Hotel Alpino Atlântico Ayurveda there is an increase in energy consumption and an increase in gas and water consumption.

COMPANY POLICIES

The company's policies are unchanged, but the aim for 2022 is to overhaul them and make a change to its layout.

ACTIVITIES

Environment

The Sentido Galosol, Sentido Galomar and Alpino Atlantico Ayurveda Hotels are premised on ensuring that all processes are sustainable. The company works continuously to preserve the environment and improve its social responsibility.

This year various activities were carried out with employees and customers regarding the preservation of the environment and raising their awareness of this issue.

The following environmental initiatives took place this year:

- **Tree Day (08-07-2021)** - In 2021 it was not possible to carry out the reforestation activity in the Madeira Mountains due to weather conditions.
- Celebration of Earth Hour **(25-03-2021)** - Earth Hour - on 25 March we celebrated Earth Hour in our hotels. We could not fail to raise the awareness of our guests by posting information about this event and Earth Hour inviting our guests to turn off all lights during this hour. In public areas, with the exception of emergency lights and security lights, everything else was turned off for one hour.
where most of the lights were switched off for one hour. A letter was sent to all customers, warning them of the event, to turn off all the lights for one hour and explaining why. Awareness was also raised among our employees. This event was attended by 5 guests. During this hour a meditation session was held near the ondamar pool.
- Delivery of **reusable bottles** to employees in March 2021 with the aim of reducing plastic waste and encouraging the use of reusable materials.
- Collection of batteries and light bulbs in the cafeteria for employees and in the maintenance area (for batteries and light bulbs from guests and areas of the hotel) with

the objective of a collection under the AHP HOSPES programme - WE CARE seal - where the collection of these materials will be done by **Amb3E - Portuguese Waste Management Association** and the total amount collected (of used equipment) will be converted into financial support, to be given to an IPSS identified by AHP;

- **Collection of plastic covers** for donation to the Portuguese Association of the Disabled - Madeira Delegation.

SOCIAL RESPONSIBILITY

Internal Social Responsibility

- **Employee of the month and of the year:** Continuation of the election of the employee of the month and of the year with changes to last year's procedure. Employees seem satisfied with this system.
- **Celebration of employees' birthdays:** every month, on the last day of each month, the birthdays of employees who have a birthday during the respective month are celebrated in the cafeteria with all the employees who can show up. A cake is served and juice is distributed.
- **Team physical activity:** Every month, on the first Tuesday of each month, a football match for employees is held at the Caniço Pavilion. This activity is organised by the Galo Active gym.

External Social Responsibility

- **February 2021** - Join the AHP campaign - **Paper for Food** - The "Paper for Food" campaign is an action promoted by the Portuguese Federation of Food Banks, with environmental and solidarity contours: all paper collected is converted into food products to be distributed to the needy. For every tonne of paper collected, the equivalent of 70 euros in basic food products is delivered to the Food Banks Against Hunger, by certified waste collection and treatment companies. Approximately 500 kg of office paper was donated by GRH in 2017.
- **Women's Day:** Women's Day was celebrated by inviting women who were present in the hotel - employees and guests - to take photographs with phrases alluding to the day and publish them on facebook.
- AHP awarded the **WE SHARE seal under the** HOSPES programme for the donation of 35 mattresses to the Banco Alimentar contra Fome (Food Bank Against Hunger).
- In 2021, **7267.90 euros** were raised for the **Fundação Abraço** under the **1 euro per check out** programme where our guests can make a donation, of their own free will to this institution at the time of their check out. In the room, the guest has all the information about Fundação Abraço.
- The hotels Sentido Galosol, Sentido Galomar and Alpino Atlantico Ayurveda are involved in the community as part of the **Caniço Education Community**, enabling students to work placements for integration into working life.
- **The collection of gifts** (guests and employees) for **Christmas** was once again held for the following institutions:
 - Gracinda Tito Temporary Shelter;
 - Home of Peace;
 - Machico Temporary Shelter.
- Donation of crockery to the Santa Cruz Vincentians Institution.

SECURITY

The goal for 2021 was to start the process of self-protection measures at the Hotel Alpino Atlântico, however this was not possible due to the operations of the Hotel.

The chemical products supplier was changed - to Johnson Diversey - which allows an automatic dosing of the products, avoiding direct handling of the products and saving at this level because the products are more profitable. In addition, there will be less packaging waste because the product is concentrated in smaller packages.

RESOURCE MANAGEMENT - WATER, LIGHT AND GAS

SENTIDO GALOSOL

- Water

Water Consumption			
	2019	2020	2021
Sleeps	67.339	69.294	66.242
m³ / year	24.685	25.094	22.224
Comparison	-----	+409 (+1.66%)	-2.870 (-11.44%)
m³ /sleeping	0,366	0,362	0,335
Comparison	-----	- 0.0044 (-1.21%)	-0.03 (-7.36%)

With regard to water consumption at the Hotel Galosol, there has been a recovery from the water spillage that occurred in 2020 and a saving compared to the last two years.

Although the desalination plant was not in operation, there was still a reduction in water consumption. Furthermore, in August, an intervention was carried out in the indoor pool area, which implied the emptying of the indoor pool.

A quality control was carried out in Galosol's rooms to check various parameters including the flow rates of the rooms. It was found that most of the rooms have a reasonable flow rate, but above the recommended one. With the adjustment of flow rates and the acquisition of new reducers to replace some already damaged ones, a greater water saving will be obtained for 2018.

Note: All consumptions (water, electricity and gas), since 2015, have been rectified according to the readings taken by maintenance and calculations in order to include the consumption of the 3000 in GS and not in GM.

	SWIMMING POOL CONSUMPTION (m ³)								
	Jacuzzi			ORC			Outdoor Swimming Pool		
Month/Year	2019	2020	2021	2019	2020	2021	2019	2020	2021
Jan	37	0	19	124	0	0	297	186	21
Feb	20	16	18	107	0	0	257	148	5
March	22	17	32	119	0	0	248	161	96
Apr	19	12	13	92	0	0	223	199	82
May	22	13	19	132	0	0	337	191	108
June	21	21	28	92	0	0	327	239	122
July	22	20	25	111	0	0	331	202	115
Aug	23	19	5	104	0	0	384	330	102
Sep	24	17	12	51	0	0	301	236	80
Oct	20	18	15	51	0	0	308	124	34
Nov	23	14	16	18	0	0	311	61	28
DeC	11	16	14	0	0	0	223	51	38
Total	264	183	216	1.001	0	0	3.545	2.128,7	829
	-112 m³	- 81 m³	+33m³	We have no working counter			+1339 m³	- 1416,3 m³	- 1299,7 m³

In the pools we can observe an increase in the consumption of water in the jacuzzi because, unfortunately, as the chlorine probe was broken and the dosage was always in the manual, it became difficult to calibrate the chlorine and pH consistently and correctly leading sometimes to lower chlorine or higher chlorine, forcing sometimes longer backwashes and even sometimes having to empty the jacuzzi.

Electricity

	2019	2020	2021
Sleeps	67.339	69.294	66.242
kw / year	1.144.865,42	1.102.874,25	1.100.060,67
Comparison	-----	-41.991,18 kw (-3,67%)	- 2.812,58 kw (-0.26%)

kw/sleep	17,00	15,92	16,61
Comparison	-----	-1,09 kw (-6,39%)	+ 0,69 kw (+ 4,34 %)

Analysing Galosol's electricity consumption there is a decrease over the years in the total energy consumed. In the consumption per overnight stay there is an increase in 2017, which is normal due to the reduction in the number of overnight stays that year.

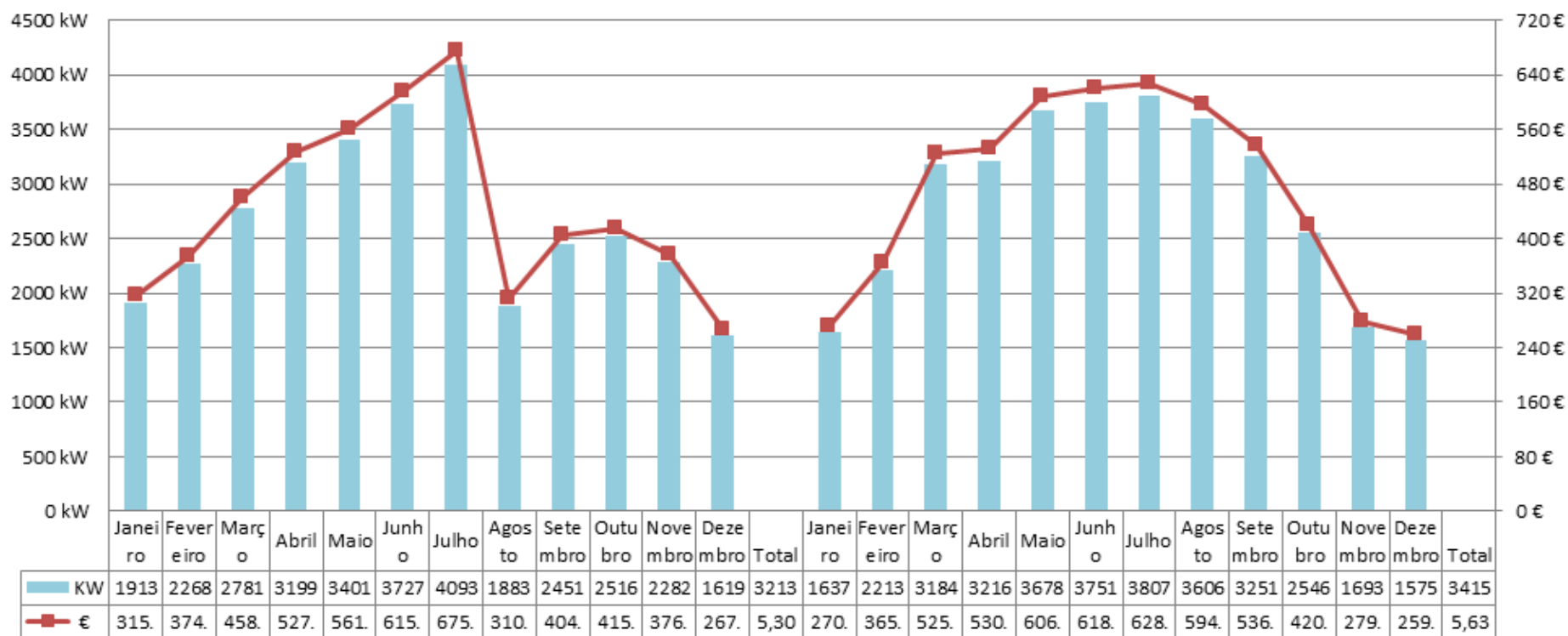
In 2017, motion sensors were placed in strategic locations to reduce energy consumption in the busiest locations.

Photovoltaic Production

Year	KW Produced	Euros	% kW vs. grid power
2019	34.370	5.671	3,00
2020	32.134	5.302	3,12
2021	34.155	5.635	3,11
Total	129.840	21.280,91	Average = 3.07
Investment		19.157,05	

B

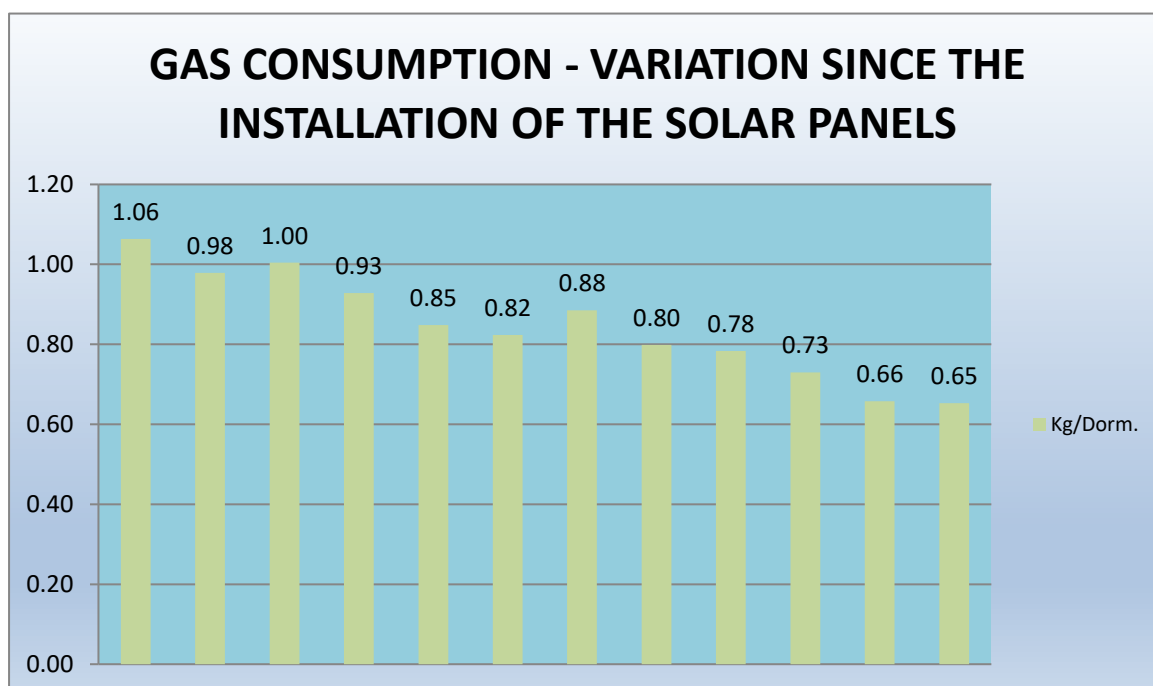
Paineis Fotovoltaicos - Auto-produção kW / Poupança 2020/2021



Valor Estimado: €0,165/kW

Gas

	2019	2020	2021
Sleeps	67.339	69.294	66.242
kg / year	49.007	45.422	43.475
Comparison	-----	-3,584 kg (-7.31%)	-1.948 kg (-4,29%)
Kg/sleeper	0,73	0,66	0,66
Comparison	-----	-0.07 kg (-9.93%)	(-0,12%)



Analysing the gas consumption of the Hotel Galosol there has been a continuous reduction over the last three years. In the last two years the gas consumption per overnight stay has stabilised at 0.66kg.

Also in the jacuzzi we had water expenses due to its maintenance (between 01-02-2017 - 05-02-2017).

Analysing the graph of the solar panels we can see a decrease in gas consumption over the years (installed in 2010). The change in the standard of the taps (turning to cold water in the bedrooms) may also have helped.

Good practices and awareness raising among guests and staff as well as some associated technology always help with savings.

SENTIDO GALOMAR

Water

	2019	2020	2021
Sleeps	23.803	25.091 (+1.288)	18.274 (-6.817)
m³ / year	4.959	4.593	3.532
Comparison	-----	-366 (-7,38%)	-1.061 (-23,11%)
m³ /sleeping	0,21	0,18	0,19
Comparison	-----	-0,03 (- 12,14%)	+0,01 (+5,58%)

Electricity

	2019	2020	2021
Sleeps	23.803	25.091 (+1.288)	18.274 (-6.817)
kw / year	223.127,29	226.670,30	169.126,31
Comparison	-----	+3.543,01 (+1,59%)	-57.543,98 (-25,39%)
kw/sleep	9,37	9,03	9,26
Comparison	-----	-0,34 (-3,63%)	+0,22 (+2,45 %)

Gas

	2019	2020	2021
Sleeps	23.803	25.091 (+1.288)	18.274 (-6.817)
kg / year	17.502	16.652	11.677
Comparison	-----	-851 (-4,86%)	-4.974 (-29,87%)
Kg/sleeper	0,74	0,66	0,64
Comparison	-----	-0,07 (-9,74%)	-0,02 (-3,71%)

With regard to consumption at Hotel Galomar, it was not possible to carry out an accurate assessment of consumption for the year 2021 because the work on the hotel started in October - there is no consumption of water, electricity or gas (other than that carried out by the construction work itself, which is not represented here).

ALPINO ATLANTICO AYURVEDA HOTEL

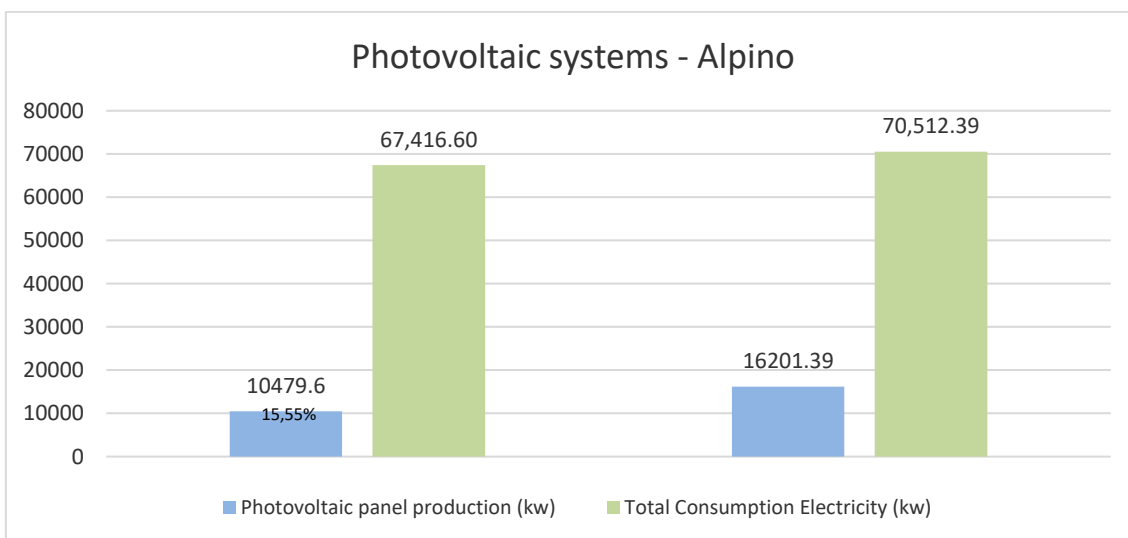
Water

	2019	2020	2021
Sleeps	12.468	12.701	11.172
m³ / year	2.662	4.063	2.625
Comparison	----	+1.401 (+52,64%)	- 1.438 (-35,39%)
m³ /sleeping	0,21	0,32	0,23
Comparison	----	+0,11 (+49,84%)	- 0,08 (-26,55%)

By analysing the water consumption in the Hotel Alpino Atlântico there is a decrease from the year 2020 to 2021 because in 2020 two spills occurred and were recovered in the following year. For a more accurate analysis of consumption, the year 2019 is taken as a reference and a similar water consumption is verified, but with fewer guests in 2020. As there were no spills in 2021, there is no exact explanation for the increase in consumption, even with fewer guests. It can be said that the number of meals in the Alpine restaurant has been increasing as well as the number of treatments in the healing centre. A revision of the flow reducers in the rooms is planned in order to try to counteract this trend of increasing water consumption. In addition, the watering of the Alpine's garden is still done manually, which represents a higher water consumption.

Electricity

	2019	2020	2021
Sleeps	12.468	12.701	11.172
kw / year	71.573,00	67.416,60	70.512,39
Comparison	-----	-4.156,40 (-5,81%)	+3,095,79 (+4,59%)
kw/sleep	5,74	5,31	6,31
Comparison	-----	-0,43 (-7,54%)	+1,00 (+18,91%)



Analysing the electricity consumption of the Atlantic Alpino there is an increase in the total for the year even with a decrease in guests.

There is no technical explanation for this increase. The months with the highest energy consumption were the first 5 months of the year, which may have been due to the use of the air conditioning because the temperature was lower.

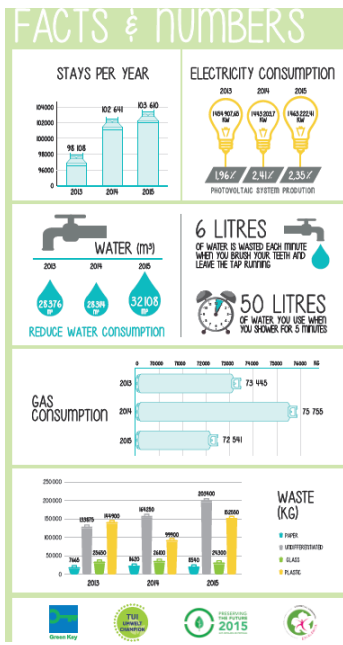
Gas

	2019	2020	2021
Sleeps	12.468	12.701	11.172
kg / year	5.981	6.616	6.796
Comparison	-----	+635 (+10,62%)	+ 180 (+2,72%)
Kg/sleeper	0,48	0,52	0,61
Comparison	-----	+0,04 (+8,59%)	+0,09 (+16,78%)

Regarding gas consumption in Hotel Alpino Atlântico there is a slight increase in gas consumption in the year 2021. The increase in gas consumption per overnight stay is normal due to the lower number of overnight stays.

INNOVATIONS/CHANGES

- Sustainability Framework - information for guests



BE ACTIVE, FEEL POSITIVE PROGRAM OUR 7 COMMITMENTS

- ENGAGE OUR GUESTS**

GOALS: To make our guests enjoy a more responsible experience. To connect with them and enhance the positive impact of our 6S system, and promote our 10 programs.

ACTIONS: Avoid dry / deforestation program. 100 activities planned to promote our 6S system already through guests' stay on 10 programs.

RESULTS: 100000 beach towel program. Interactive TV system. Paper waste per guest: 100 paper waste per week, 100 paper waste per month, 100 paper waste per year.
- TRANSFORM OUR EMPLOYEES IN OUR TRUE AMBASSADORS**

GOALS: Engage people and create a sense of belonging. Create a sense of responsibility and ownership. Strengthen the concept of a sustainable business.

ACTIONS: Analysis of the results. Highlighted to the quality of its work and performance. 100 hours of training. 100 hours of training. 100 hours of training. 100 hours of training.

RESULTS: 100000 beach towel program. Interactive TV system. Paper waste per guest: 100 paper waste per week, 100 paper waste per month, 100 paper waste per year.
- WORK WITH THE COMMUNITY**

GOALS: Create social networks. Promote social responsibility. Create a sense of belonging and ownership. Strengthen the concept of a sustainable business.

ACTIONS: Social network. Social network. Social network. Social network.

RESULTS: 100000 beach towel program. Interactive TV system. Paper waste per guest: 100 paper waste per week, 100 paper waste per month, 100 paper waste per year.
- PARTNERS: MAINTAINING LONG AND POSITIVE RELATIONS**

GOALS: Create social networks. Promote social responsibility. Create a sense of belonging and ownership. Strengthen the concept of a sustainable business.

ACTIONS: Social network. Social network. Social network. Social network.

RESULTS: 100000 beach towel program. Interactive TV system. Paper waste per guest: 100 paper waste per week, 100 paper waste per month, 100 paper waste per year.
- FOOD: HEALTHY AND SUSTAINABLE EAT, REDUCING WASTE**

GOALS: To offer our guests healthy, sustainable food and beverages. To reduce food waste and promote our 10 programs.

ACTIONS: Healthy food. Healthy food. Healthy food. Healthy food.

RESULTS: 100000 beach towel program. Interactive TV system. Paper waste per guest: 100 paper waste per week, 100 paper waste per month, 100 paper waste per year.
- REDUCE RESOURCES**

GOALS: Reduce water consumption. Reduce electricity consumption. Reduce gas consumption. Reduce paper consumption. Reduce plastic consumption.

ACTIONS: Water saving. Electricity saving. Gas saving. Paper saving. Plastic saving.

RESULTS: 100000 beach towel program. Interactive TV system. Paper waste per guest: 100 paper waste per week, 100 paper waste per month, 100 paper waste per year.
- ENVIRONMENT: TO PROTECT THE SPECIES AND ECOSYSTEM**

GOALS: To protect the species and ecosystems. To promote sustainable tourism. To create a sense of belonging and ownership. Strengthen the concept of a sustainable business.

ACTIONS: Environmental protection. Environmental protection. Environmental protection. Environmental protection.

RESULTS: 100000 beach towel program. Interactive TV system. Paper waste per guest: 100 paper waste per week, 100 paper waste per month, 100 paper waste per year.

TV

RESERVA NATURAL DO GARAJAU

Our hotel has been created in 1987 with the purpose of protecting the nature. We are proud to be part of the Reserva Natural do Garajau, a natural area of great importance for the region.

GOALS: To protect the species and ecosystems. To promote sustainable tourism. To create a sense of belonging and ownership. Strengthen the concept of a sustainable business.

ACTIONS: Environmental protection. Environmental protection. Environmental protection. Environmental protection.

RESULTS: 100000 beach towel program. Interactive TV system. Paper waste per guest: 100 paper waste per week, 100 paper waste per month, 100 paper waste per year.

HOW CAN YOU HELP?

- Reduce consumption
- Collect packages and caps (bottle protectors, bottle caps, macro package plastic bottles, beverage packaging, etc.)
- Reuse every time you can, use fabric bags, reusable bottles
- Use the sorting waste and recycling bins in the hotel, including the ones in the beach.
- Open the windows and turn off the air-conditioned
- Stay Alert! You are a leak, please inform us!
- Sort waste
- Leave us your comment and suggestion in the room form.

QUESTIONS? & SUSTAINABLE ANSWERS!

Do you know what happens if you change your towel daily?
→ You create water and increase the carbon footprint.

What happens when you don't sort waste?
→ You miss the opportunity to reuse the increase of benefits.

What happens when you leave waste on the floor?
→ You miss the opportunity to reuse the increase of benefits.

Do you know what happens when you leave the coffee machine after being plugged?
→ 80% of the electricity is wasted.

Do you know what happens when you don't turn off the lights?
→ You miss the opportunity to reuse the increase of benefits.

How long does it take to recycle a newspaper?
→ It takes 60 days to recycle a newspaper.

300

- First energy-sustainable hotel
- Continued reduction in the number of pool towels being changed.

WASTE

Waste separation is an ongoing good practice and very important in our hotels. There are strategically placed recycling bins in various locations. Waste separation is carried out at customer and employee level and continuous awareness-raising is ensured.

The base waste weighing values were changed so that the values change from one year to the next. A new waste management procedure was created.

Every month, information is gathered on the quantities of waste collected from the various hotels (see table below).

Galosol and Galomar

Month	Card (Kg)		Undifferentiated (Kg)		Glass (Kg)		Packaging (Kg)	
	2020	2021	2020	2021	2020	2021	2020	2021
<i>January</i>	315	----	7.000	-----	1350	-----	1.600	-----
<i>February</i>	525	315	7.400	2.200	2250	788	1.800	725
<i>March</i>	655	630	8.800	5.740	2250	2475	2.300	1.400
<i>April</i>	595	525	7.400	8.000	1800	3150	2.500	2.050
<i>May</i>	630	595	7.800	8.000	1800	3375	2.500	2.350
<i>June</i>	1155	438	7.800	4.166	2700	2700	4.400	1.538
<i>July</i>	1050	263	7.800	7.200	3600	3825	4.300	2.100
<i>August</i>	875	753	8.700	9.100	3150	3825	6.000	3.950
<i>September</i>	840	403	7.200	5.360	3150	1890	3.600	2.150
<i>October</i>	560	158	8.400	1.300	3600	788	3.100	600
<i>November</i>	525	228	7.600	4.400	4500	1238	2.100	850
<i>December</i>	450		----		-----	-----	-----	
Total	7,735 kg	4,308 kg	85,900 kg	55,466 kg	30,150 kg	24,053 kg	34,200 kg	17,713 kg
%	-9,43%	-44,31%	-4,98%	-35,43%	+24,07	-20,22%	0,88%	-48,21%
Sleeps	94.385	84.519	94.385	84.519	94.385	84.519	94.385	84.519
Kg/sleep	0.08 kg	0,05 kg	0.91 kg	0.66 kg	0,32 kg	0,028 kg	0,36 kg	0,21 kg

Observing the production of waste in the Galosol and Galomar hotels it was verified that there was a reduction in waste consumption, but this is due to the fact that there was a

change in the base value. In addition, unfortunately, the rubbish counts were not done on a daily basis as there was no longer a person responsible for the 8 hours in the rubbish room. Several awareness raising and training actions were carried out to make employees aware of waste registration and maintenance of the bins.

It should be stressed that due to the Galosol waste house works in 2016 the December figures were carried out by estimation.

Alpino Atlantico

Month	Card		Undifferentiated		Glass		Packaging	
	2020	2021	2020	2021	2020	2021	2020	2021
January	19,80	16,20	345,60	324,00	100,80	104,40	1.597,50	1.395,00
February	15,90	17,40	309,60	392,40	81,60	129,60	1.237,50	1.597,50
March	24,30	13,80	277,20	453,60	122,40	54,00	2.250,00	1.170,00
April	21,30	14,10	262,80	327,60	111,60	48,00	1.687,50	1.215,00
May	17,40	19,50	320,40	435,60	58,80	150,00	1.237,50	1.912,50
June	15,30	21,00	360,00	388,80	140,40	108,00	1.800,00	1.687,50
July	20,40	16,44	298,80	428,40	82,80	114,00	1.125,00	1.260,00
August	19,80	16,20	345,60	320,40	93,60	138,00	1.597,50	1.732,50
September	19,80	17,70	342,00	349,20	129,60	96,00	1.597,50	1.395,00
October	21,60	14,70	442,80	414,00	129,60	240,00	2.025,00	1.462,50
November	27,30	25,50	360,00	367,20	151,20	108,00	1.710,00	1.552,50
December	23,40	17,10	864,00	370,80	136,80	126,00	1.395,00	1.575,00
Total	246.30 kg	209.64 kg	4,528.8 kg	4,572.0 kg	1,339.2 kg	1,416.0 kg	19,260.0 kg	17,955.0 kg
%	8,89%	-14,88%	35,71%	0,95%	44,94%	5,73%	1,54%	-6,78%
Sleeps	12.701	11.172	12.701	11.172	12.701	11.172	12.701	11.172
Kg/sleep	0,02 kg	0,02 kg	0,36 kg	0,41 kg	0,11 kg	0,13 kg	1,52 kg	1,61 kg

Observing the table of waste production of the Hotel Alpino Atlântico we can see a decrease in the production of packaging and cardboard waste. Even the waste base has been altered these values have been real because the counting of waste is carried out in a continuous and certain way.

There is an increase in undifferentiated waste and glass. The continuous increase of dinners and lunches may have an influence as well as the treatments used in the healing centre, probably using more hand paper.

WATER AND SEWAGE

The fortnightly bacteriological and physical and chemical analyses of the water in the indoor and outdoor swimming pools continued throughout the year. The analysis of drinking water from various points, from bedrooms to kitchens, as well as the control of legionella also continued.

The water in the natural pool (Lido) is controlled by analyses carried out by the Regional Secretariat for Social Affairs and by internal analyses.

A further investment in flow reducers is planned for next year.

HAZARDOUS SUBSTANCES

The hotel keeps a list with all the dangerous products existing in the hotel, as well as the respective technical sheets and safety data sheets. This list and these data sheets are distributed in all the places where these products are found, as well as in the office of the head of purchases.

All storage sites of these substances have prevention materials to act in case of spillage (masks, gloves, shovel, broom and bran).

COMMUNICATION

The environmental table that has been created to inform our guests shows the 7 commitments of Lucillumar - Sociedade Hoteleira e Turismo, S.A., based on sustainability and social responsibility policies. This table also shows the hotel's water, electricity and gas consumption as well as its objectives for the following year. This table has been strategically placed to improve information to guests.

One of the essential elements for the success of an environmental certification is communication.

Communication is essentially carried out at 4 levels, for the client, for employees, for suppliers and for the *mass media* and the general public at the time of the official awards ceremony.

Below is a summary of our customers' comments and suggestions as well as some actions taken accordingly.

Every week during the cocktail party, guests are informed about our sustainability policy and asked for suggestions on how to improve our environmental management.

Month	Positive	Negative	Recommendation	Observations
Jan	# 3109 I thank Karsten for the eco garden, it was very nice to meet. However it would be good to identify the species contained in this space.			The identifications on the plants in our gardens were reinforced.
Feb			# 4012 Identify properly each of the waste sorters, we weren't sure in which of them we would put the paper, for example.	In the bedroom there are three bins - one for plastic and cardboard, another for organic waste and in the bathroom one for mixed waste. The plastic and cardboard are separated by the floor employee in the offices.
Sea		# It would be nice to have a container just for paper, it is not clear where we should deposit the newspapers.		In the bedroom there are three bins - one for plastic and cardboard, another for organic waste and in the bathroom one for mixed waste. The plastic and cardboard are separated by the floor employee in the offices.
Apr	-----	-----	-----	-----
Mai		# 1002 The flush sometimes holds and has no half flush o		Resolved by maintenance

		which is produced in a waste of water.		
Jun			1023 I would like to know where finds the Water Stations Residuals in Madeira and what is their weight in water savings.	Informed by the Hotel PR.
Jul	# 4605 We thank your extraordinary. # 1032 Energy-saving air-conditioning provided that it has a system that shuts off when the doors / windows open.	# Inform the person who cleans the Lido not to let the water run into the mar.	- # 4503 Paper container no room. - # Paper container in the bedroom	The water that flows into the Lido is drinkable and does not carry any chemicals. In the bedroom there are three containers - one for plastic and cardboard, another for organic waste and in the bathroom one for mixed waste. The plastic and cardboard are separated by the floor employee in the offices.
Aug		# 4201 Waste separation is not perceivable, only biological waste or residual, no deposit for plastic. - # 4611 No plastic container at the Pool Bar. - # 2035 pay one euro to change hand towel 😊	# More environmental awareness: lights on in corridors at night (put motion detectors in place), flies and poor cleaning in the Lido, the cleaning is not daily.	In the bedroom there are three containers - one for plastic and cardboard, another for organic waste and in the bathroom one for mixed waste. The plastic and cardboard are separated by the floor employee in the offices. The exchange of pool towels is paid to avoid superfluous spending of water and chemicals and is explained to the guest at check in. The towel change card also has an information about environment protection. Detectors have been installed in areas with a high flow of guests. The remaining areas are controlled by clock.
Set		# 3101 The plastic bottles should be deposited separately.		In the bedroom there are three containers - one for plastic and cardboard, another for organic waste

				and in the bathroom one for mixed waste. The plastic and cardboard are separated by the floor employee in the offices.
Out			# 3210/4612 Waste bin widespread.	It has a container in the toilet.
Nov			# 4612 Question guests who have the information system on TV of the room if they intend to dine at the MP that night in order to optimise the food. Remove the minibars, place a large machine at the entrance with drinks and small snacks. - # 4607 Adopt the "Goals of Sustainable Development" of the UN like their own and promote. Placing the motion sensors where possible.	The kitchen is controlled in order to avoid food waste. The F&B department is working in this direction in order to better control the reserves. We have defined our actions according to the 17 UN goals. We challenge guests to put their sustainable action of the year on a board.
Ten	- # 4014 We like your attitude ecological.		# 1060 Eco-friendly detergents? Natural cosmetic soap in dispenser? Food organic?	We have organic food in our buffet. Our soaps have a neutral pH. They are not biological.

FOOD AND COOKING

The F&B and stock control departments continue to work towards continuous improvement with regard to consumption/stock control in order to avoid food waste and unnecessary expenditure.

As for the food products from the gardens, the following collections were obtained:

Culture	Mass (kg)	Price (€)
Parsley	1,30	2,34
Banana	10,34	9,30
Lettuce	10,00	12,23
Chard	2,16	1,94
SAVORY / THYME	1,40	9,53
Parsley	1,58	2,84
Aubergine	0,50	0,55
Lettuce "lollo rosso"	0,37	1,02
Lettuce "casca carvalho"	0,20	0,36
Total	27,84	40,11

OFFICE INSTALLATIONS AND SUPPLIES

In our offices we always pay great attention to the materials used.

We use recycled paper wherever possible, scratch paper is always reused to print on the back, to take notes or to make your own notepads for the restaurants and front-office.

Toners: Toner cartridges are collected by the supplier.

Whenever possible the prints are made in black and white.

The majority of internal and external communication is carried out via email.

PROCUREMENT AND RESOURCE MANAGEMENT

This area is managed with great attention always keeping in mind the company's sustainability policy and the requirements to ensure the food safety and quality of our products.

TRANSPORT

All transport undertaken as part of the hotel's functions is minimised.

Due to the layout of the three hotels it is necessary for some goods to be transported in the hotel van.

Whenever possible, goods are already delivered to the respective locations in order to minimise transport costs, such as the delivery of clothes from the external laundry, as well as some products that are already delivered directly to the outlets.

It was stipulated a day to go to Funchal (Wednesday) to deal with some Hotel issues, such as going to the bank. In occasional cases, it is necessary to go to Funchal or another place more than once a week.

As connections from Caniço to Funchal are good, we encourage guests to use public transport. For that purpose, the most important bus timetables are provided at the reception.

COSTS AND BUDGET MANAGEMENT

Name	Cost
Green Key	750 €
Controlvet	1065 €
Analysis of swimming pool water	2990,80 €
Various identification stickers & signage & materials	169,71€
Drinking water and legionella analyses	845€
Tui Environmental Champion	300€
TOTAL	6120,51€