


SENTIDO

GALOSOL | GALOMAR

ALPINO
ATLANTICO

AYURVEDA HOTEL

ENVIRONMENTAL REPORT
2022



Environmental Report

Lucillumar – Sociedade Hoteleira e
Turismo S.A.

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INTRODUCTION

This report has been drawn up with the aim of consolidating all the information on the environmental management of the Sentido Galosol, Sentido Galomar and Alpino Atlantico Ayurveda Hotels.

GENERAL STATEMENT AND CERTIFICATIONS

During 2021, we continued our social responsibility activities as well as environmental improvements, including changes to labour standards and drawing up plans to communicate our actions to guests. The information board on environmental management for guests, which is located in Galosol's corridor next to the table where the guest computer is located, was finalised.

A Green Key application was submitted in May 2022, renewing its certificate.

Since the Sentido Galosol, Sentido Galomar and Alpino Atlântico Ayurveda Hotels are examples of good environmental practices, the 2022 Madeira Circular presentation was about our hotels. The presentation took place in Camara de Lobos and was given by the Director of Technical Services and Sustainability João Aragão.

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

TUI's environmental award (Hotel Galosol and Galomar) - Tui Umwelt - was also renewed. This award allows TUI to distinguish its many hotels in terms of social and environmental responsibility.

With regard to water, electricity and gas consumption, there was a reduction in all three resources at the Sentido Galosol and Sentido Galomar Hotels. At the Alpino Atlântico Ayurveda Hotel, there was an increase in energy consumption and an increase in gas and water consumption.

COMPANY POLICIES

The company's policies have not changed.

ACTIVITIES

Environment

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

This year a number of activities were carried out with employees and customers on preserving the environment and raising awareness of this issue.

The following environmental initiatives took place this year:

- **Arbor Day (21-03-2022)** - It was possible to carry out a reforestation activity in the Madeira Mountains. The event was organised in collaboration with the staff as a way of raising awareness of environmental preservation issues. Afterwards, lunch was provided for everyone.
- Celebration of Earth **Hour (26-03-2022)** - Earth Hour - on 25 March we celebrated Earth Hour in our hotels. We could not help but sensitise our guests by posting information about this event and Earth Hour, inviting our guests to switch off all the lights during that hour. In public areas, with the exception of emergency lights and security lights, everything else was switched off for one hour.
where most of the lights were switched off for an hour. A letter was sent to all customers informing them of the event and asking them to switch off all the lights for an hour, explaining why. Our employees were also sensitised. Five guests took part in this event. During this hour, a meditation session was held by the ondamar pool.
- Delivery of **reusable bottles** to employees in March 2022 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 aim of collecting them as part of AHP's HOSPES programme - WE CARE label - in which 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 caps for donation to the Portuguese Association of the Disabled - Madeira Delegation.

SOCIAL RESPONSIBILITY

Internal Social Responsibility

- **Employee of the month and of the year:** Election of the employee of the month and of the year with changes to last year's procedure. Employees seem satisfied with this system.
- **Celebrating employees' birthdays:** every month, on the last day of each month, the birthdays of employees who have their birthday in the respective month are celebrated in the canteen with as many employees as can turn up. Cake is baked and juice is distributed.
- **Team physical activity:** Every month, on the first Tuesday of each month, a football match is held for employees in the Caniço Pavilion. This activity is organised by the Galo Active gym.

External Social Responsibility

- **February 2022** - Joining the AHP campaign - **Paper for food** - The "Paper for Food" campaign is an initiative promoted by the Portuguese Federation of Food Banks, with environmental and solidarity implications: all the 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. GRH donated around 500kg of office paper in 2022.
- **Women's Day:** Women's Day was celebrated by inviting women who were present at the hotel - employees and guests - to take photographs with phrases alluding to the day and publish them on Facebook.
- Award of the **WE SHARE seal** by the AHP under the HOSPES programme for the donation of 35 mattresses to the Banco Alimentar contra Fome.
- In 2022, **7267.90 euros** were raised for the **Abraço Foundation** as part of the **1 euro per check out** programme, where our guests can make a donation of their own free will to this institution when they check out. In the room, the guest has all the information about the Abraço Foundation.
- The Sentido Galosol, Sentido Galomar and Alpino Atlantico Ayurveda Hotels are involved in the community as part of the **Caniço Educational Community**, providing students with work experience placements.
- **Gifts** (for guests and staff) were once again **collected** for **Christmas** for the following organisations:
 - Gracinda Tito Temporary Shelter Centre;
 - Home "Lar da Paz";
 - Machico Temporary Shelter Centre.
- Donation of crockery to the Santa Cruz Vincentians Institution.

SECURITY

The aim for 2023 was to start the process of self-protection measures at the Hotel Alpino Atlântico, but this was not possible due to the hotel's operations.

The chemical supplier has been changed - to Johnson Diversey - which allows the products to be dosed automatically, thus avoiding direct handling of the products and saving money in this respect as they are more cost-effective products. In addition, there will be less packaging waste as the product is concentrated in smaller packs.

RESOURCE MANAGEMENT - WATER, ELECTRICITY AND GAS

SENTIDO GALOSOL

- Water

Water Consumption			
	2020	2021	2022
Sleepovers	30.959	31.792	63.292
m³ / year	11.098	11.149	21.292
Comparison	-----	+51 (+0.46%)	+10.143 (+47.15%)
m³ /sleep	0,329	0,378	0,307
Comparison	-----	+0.05 (+13.27%)	-0.07 (-18.52%)

With regard to water consumption at Hotel Galosol, after 2 years of covid, 2022 was already a normal year with occupancy and a natural increase in water consumption. It is confirmed that the total spent on overnight stays is lower than in other years.

A quality control was carried out on the Galosol 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, below the recommended level.

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

	POOL CONSUMPTION (m ³)								
	Jacuzzi			ORC			Outdoor swimming pool		
Month/Year	2020	2021	2022	2020	2021	2022	2020	2021	2022
Jan	24	-	11	7	7	60	5	5	5
Feb	15	-	10	5	27	66	6,8	3	7
Mar	-	-	11	6	21	59	10,5	3	7
Apr	-	-	10	-	23	52	-	3	15
May	-	-	11	-	14	62	-	4	9
June	-	-	16	-	39	57	-	6	11
July	-	-	14	58	33	168	17	6	13
Aug	-	-	12	96	67	46	7	22	32
Sep	-	-	14	121	65	48	7	9	53
Oct.	-	22	14	133	72	53	8	8	95
Nov	-	7	16	98	75	45	5	10	71
Dec	-	9	15	42	59	48	6	18	44
Total	39	38	154	566	502	764	72	96	361
		-1m³	+106m³				+1339 m³	- 1416,3 m³	- 1299,7 m³

In the swimming pools, there has been an increase in water consumption in the jacuzzi and pool, due to the resumption of activity after Covid. We have once again carried out the necessary maintenance work on the pools, including washing the filters and sending the wash water to the sewer.

Electricity

	2020	2021	2022
Sleepovers	30.959	31.792	63.292
kw / year	954.733,72	973.402,26	1.238.101,37
Comparison	-----	+18,668.54 kw (+1.92%)	- 264,699.11 kw (+21.38%)
kw/sleep	30,84	30,62	19,56
Comparison	-----	-0.22 kw (-0.72%)	- 11.06 kw (- 56.54 %)

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

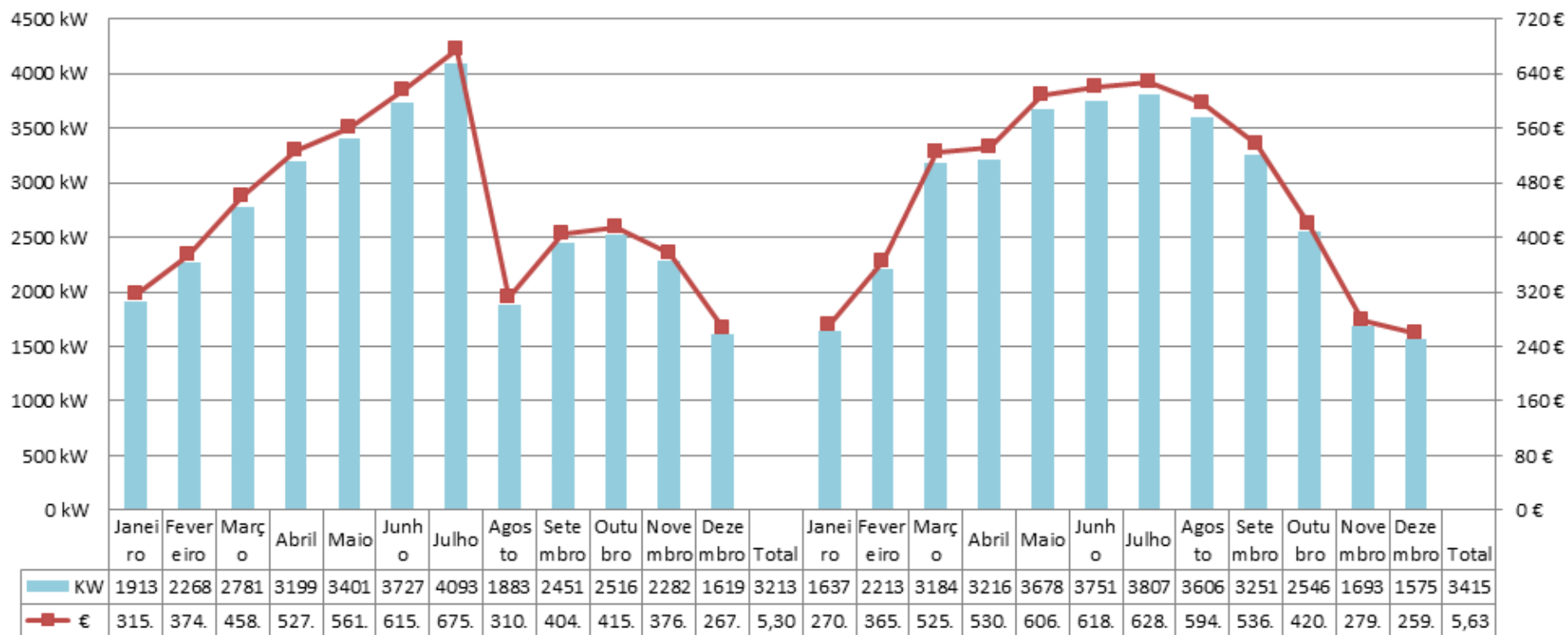
In 2017, motion sensors were placed in strategic locations to reduce energy consumption in the busiest areas.

Photovoltaic production

Year	KW Produced	Euros	% kW in relation to grid energy
2020	34.370	5.671	3,00
2021	32.134	5.302	3,12
2022	34.155	5.635	3,11
Total	129.840	21.280,91	Average = 3.07
Investment		19.157,05	

PHOTOVOLTAIC PANELS - SELF-CONSUMPTION

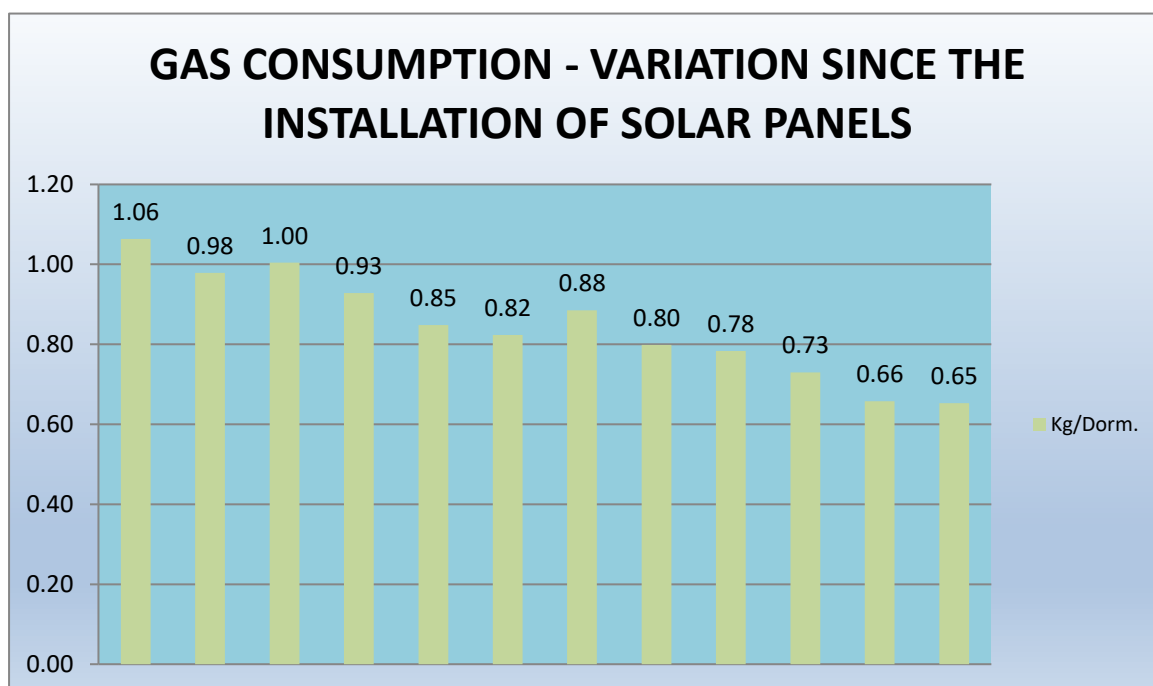
KW/SAVINGS 2021/2022



Valor Estimado: €0,165/kW

Gas

	2020	2021	2022
Sleepovers	30.959	31.792	63.292
kg / year	17.605	16.334	27.266
Comparison	-----	-3,584 kg (-7.31%)	-1,948 kg (-4.29%)
Kg/sleep	0,57	0,51	0,43
Comparison	-----	-0.07 kg (-9.93%)	(-0,12%)



Analysing Hotel Galosol's gas consumption, there has been a continuous reduction over the last three years. Last year gas consumption per overnight stay stabilised at 0.43kg.

Analysing the graph of the solar panels shows a decrease in gas consumption over the years (installed in 2010). Changing the standard of the taps (to cold water in the bedrooms) may also have helped.

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

SENTIDO GALOMAR

Water

	2020	2021	2022
Sleepovers	24.704	30.910	44.258
m³ / year	8.960	13.656	15.340
Comparison	-----	+4.696 (-34,39%)	+1684 (+10,98%)
m /sleep³	0,36	0,44	0,35
Comparison	-----	+0,08 (+18,18%)	-0,09 (-25,71%)

Electricity

	2020	2021	2022
Sleepovers	24.704	30.910	44.258
kw / year	295.322,50	346.481,70	377.657,00
Comparison	-----	+51.159,2 (+14,77%)	+31.175,3 (+8,25%)
kw/sleep	11,95	11,21	8,53
Comparison	-----	-0,74 (-6,60%)	-2,68 (-31,42 %)

Gas

	2020	2021	2022
Sleepovers	24.704	30.910	44.258
kg / year	37.154	51.323	55.207
Comparison	-----	+14.169 (+27,61%)	+3.884 (+7,04%)
Kg/sleep	0,61	0,72	0,46
Comparison	-----	+0,11 (+15,28%)	-0,26 (-56,52%)

With regard to consumption at the Hotel Galomar, it was not possible to assess it accurately in 2022, as the work on the hotel began in October - there was no consumption of water, electricity or gas (apart from the work itself, which is not shown here).

ALPINO ATLÂNTICO AYURVEDA HOTEL

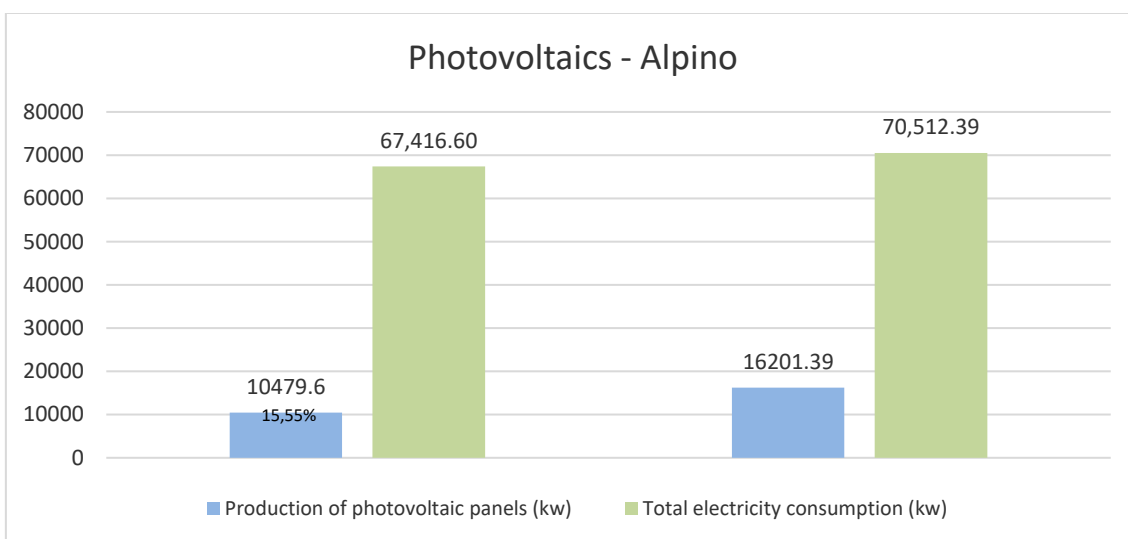
Water

	2020	2021	2022
Sleepovers	12.468	12.701	11.172
m³ / year	2.662	4.063	2.625
Comparison	-----	+1.401 (+52,64%)	- 1.438 (-35,39%)
m /sleep³	0,21	0,32	0,23
Comparison	----	+0,11 (+49,84%)	- 0,08 (-26,55%)

Analysing water consumption at the Hotel Alpino Atlântico shows a decrease from 2021 to 2022, as two spillages occurred in 2021 and were recovered the following year. For a more accurate analysis of consumption, 2019 is taken as the reference year, with similar water consumption but fewer guests in 2020. As there were no spillages in 2021, there is no exact explanation for the increase in consumption, even though there were fewer guests. It can be said that the number of meals in the Alpine restaurant has been increasing, as has the number of treatments in the healing centre. A review of the flow reducers in the rooms is planned to try to counteract this trend of increased water consumption. In addition, the Alpino's garden is still watered manually, which means more water is consumed.

Electricity

	2020	2021	2022
Sleepovers	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 Alpino Atlântico shows an increase over the year as a whole, even with a decrease in guests.

There is no technical explanation for this increase. The months with the highest energy consumption were the first five months of the year, so it may have been due to the use of air conditioning as they had a lower temperature.

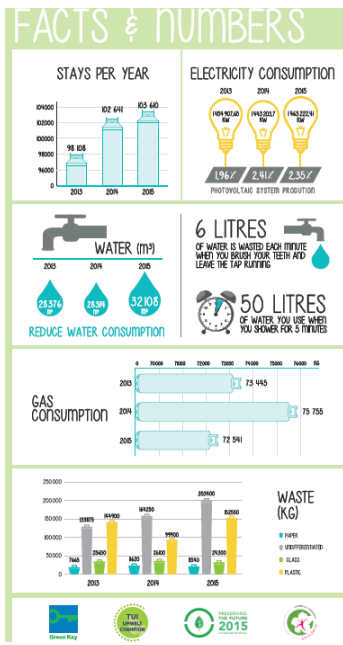
Gas

	2020	2021	2022
Sleepovers	12.468	12.701	11.172
kg / year	5.981	6.616	6.796
Comparison	-----	+635 (+10,62%)	+ 180 (+2,72%)
Kg/sleep	0,48	0,52	0,61
Comparison	-----	+0,04 (+8,59%)	+0,09 (+16,78%)

With regard to gas consumption at the Hotel Alpino Atlântico, there was a slight increase in gas consumption in 2022. 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 establish the positive impact of our 4th mission, and our programs.
 - ACTIONS: Avoid any infrastructure program, 100 activities planned for guests every year, avoid alcohol, already through, guests invited to be responsible.
 - RESULTS: 100000 beach water management, 1000000 TV tubes, 1000000 paper waste per year, 1000000 paper waste per year, 1000000 paper waste per year.
- TRANSFORM OUR EMPLOYEES IN OUR TRUE AMBASSADORS**
 - GOALS: Engage people and create a sense of belonging, Create a sense of belonging and a sense of responsibility, Create a sense of belonging and a sense of responsibility.
 - ACTIONS: Analysis of the results, Highlighted by the quality of its work and performance, 1000000 TV tubes, 1000000 paper waste per year, 1000000 paper waste per year.
 - RESULTS: 100000 beach water management, 1000000 TV tubes, 1000000 paper waste per year, 1000000 paper waste per year.
- WORK WITH THE COMMUNITY**
 - GOALS: Create a sense of belonging and a sense of responsibility, Create a sense of belonging and a sense of responsibility.
 - ACTIONS: Create a sense of belonging and a sense of responsibility, Create a sense of belonging and a sense of responsibility.
 - RESULTS: 100000 beach water management, 1000000 TV tubes, 1000000 paper waste per year, 1000000 paper waste per year.
- PARTNERS: MAINTAINING LONG AND POSITIVE RELATIONS**
 - GOALS: Create a sense of belonging and a sense of responsibility, Create a sense of belonging and a sense of responsibility.
 - ACTIONS: Create a sense of belonging and a sense of responsibility, Create a sense of belonging and a sense of responsibility.
 - RESULTS: 100000 beach water management, 1000000 TV tubes, 1000000 paper waste per year, 1000000 paper waste per year.
- FOOD: HEALTHY AND SUSTAINABLE EAT, REDUCING WASTE**
 - GOALS: To offer our guests healthy, sustainable food and beverages, To reduce the hotel's marine plastic and production.
 - ACTIONS: To offer our guests healthy, sustainable food and beverages, To reduce the hotel's marine plastic and production.
 - RESULTS: 100000 beach water management, 1000000 TV tubes, 1000000 paper waste per year, 1000000 paper waste per year.
- REDUCE RESOURCES**
 - GOALS: Reduce water, electricity and gas consumption, Reduce water, electricity and gas consumption.
 - ACTIONS: Reduce water, electricity and gas consumption, Reduce water, electricity and gas consumption.
 - RESULTS: 100000 beach water management, 1000000 TV tubes, 1000000 paper waste per year, 1000000 paper waste per year.
- ENVIRONMENT: TO PROTECT THE SPECIES AND ECOSYSTEM**
 - GOALS: Reduce plastic use, Avoid the plastic impact of our program, To reduce the hotel's marine plastic and production.
 - ACTIONS: Reduce plastic use, Avoid the plastic impact of our program, To reduce the hotel's marine plastic and production.
 - RESULTS: 100000 beach water management, 1000000 TV tubes, 1000000 paper waste per year, 1000000 paper waste per year.

TV

RESERVA NATURAL DO GARAJAU

Our hotel has been created in 1987 with the purpose of protecting the nature here and being present in its conservation and, today for us, the commitment is the same and the same, through the "Reserva Natural do Garajau" we are responsible for the preservation of the species and the environment. Therefore we try to use our clean and local products for the use of the hotel and to help the local community.

The photo shows to one of our main concerns: it is estimated that plastic waste causes the death of more than a million of sea birds and other 100 thousand sea animals. Our hotel, with the aim of responsibly the production of about 10 kg of plastic, in the end of the year they are about 100 kg of plastic. We are committed to reduce this amount.

With small actions help us to reduce the plastic waste in our hotel.

HOW CAN YOU HELP?

- Reduce consumption
- Collect packages and caps (bottle protectors, bottle caps, metal 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 rooms and the beach.
- Open the windows and turn off the air conditioner
- Stay Alert! You use 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? Does change your travel style?

→ Yes, I reuse water and increase the recycling rate.

What happens when you don't sort waste?

→ You miss the opportunity to reuse the increase of bottles.

What happens when you leave waste on the floor?

→ You miss the opportunity to reuse the increase of bottles, and other guests.

Do you see your guests are covered with leak and drips?

→ Yes, I reuse water and increase the recycling rate.

Do you see what happens? When you leave the coffee shop after being bought?

→ 50% of the electricity is reused.

Do you see what happens? When you leave the coffee shop after being bought?

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Do you see what happens? When you leave the coffee shop after being bought?

→ 50% of the electricity is reused.

ACRILICO A4

300

- First energy-sustainable hotel
- Continuous reduction in the number of pool towels that are changed.

WASTE

Waste separation is an ongoing and very important best practice 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 values for weighing waste have been changed, so the values change from one year to the next. A new waste management procedure has been created.

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

Galosol and Galomar

Month	Card (Kg)		Undifferentiated (Kg)		Glass (Kg)		Packaging (Kg)	
	2021	2022	2021	2022	2021	2022	2021	2022
January	315	----	7.000	-----	1350	-----	1.600	-----
February	525	315	7.400	2.200	2250	788	1.800	725
March	655	630	8.800	5.740	2250	2475	2.300	1.400
April	595	525	7.400	8.000	1800	3150	2.500	2.050
May	630	595	7.800	8.000	1800	3375	2.500	2.350
June	1155	438	7.800	4.166	2700	2700	4.400	1.538
July	1050	263	7.800	7.200	3600	3825	4.300	2.100
August	875	753	8.700	9.100	3150	3825	6.000	3.950
September	840	403	7.200	5.360	3150	1890	3.600	2.150
October	560	158	8.400	1.300	3600	788	3.100	600
November	525	228	7.600	4.400	4500	1238	2.100	850
December	450		----		-----	-----	-----	
Total	7,735 kg	4,308 kg	85,900 kg	55,466 kg	30,150kg	24,053 kg	34,200kg	17,713 kg
%	-9,43%	-44,31%	-4,98%	-35,43%	+24,07	-20,22%	0,88%	-48,21%
Sleepovers	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	0.66kg	0.32kg	0.028 kg	0.36kg	0.21kg

Looking at waste production at the Galosol and Galomar hotels, it was found that there was a reduction in waste consumption, but this was due to a change in the base value. In addition, unfortunately, rubbish counts were not carried out on a daily basis as there was no

longer a person responsible for the 8-hour rubbish collection. A number of awareness-raising and training sessions were held to sensitise employees to waste recording and bin maintenance.

Alpino Atlantico Ayurveda

Month	Card		Undifferentiated		Glass		Packaging	
	2021	2022	2021	2022	2021	2022	2021	2022
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%
Sleepovers	12.701	11.172	12.701	11.172	12.701	11.172	12.701	11.172
Kg/sleep	0.02kg	0.02kg	0.36kg	0.41kg	0.11kg	0.13kg	1.52kg	1.61kg

A look at the waste production table for the Hotel Alpino Atlântico shows a decrease in the production of packaging and cardboard waste. Even though the waste base has been altered, these figures are real because the rubbish is counted continuously and accurately.

There has been an increase in unsorted waste and glass. The continued increase in dinners and lunches may have had an influence as well as the treatments used in the healing centre, probably using more hand paper.

WATER AND SEWAGE

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

The water in the natural swimming pool (Lido) is monitored by means of 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 of all the dangerous products in the hotel, as well as their technical data 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 head of purchasing's office.

All places where these substances are stored have preventive materials to act in the event of a spillage (masks, gloves, shovels, brooms and bran).

COMMUNICATION

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

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

Communication is essentially carried out on four levels: for the client, for employees, for suppliers and for the *mass media* and the general public when official awards are presented.

Below is a summary of our customers' comments and suggestions, as well as some of the measures we have taken in response.

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

Month	Positive	Negative	Recommendation	Observations
Jan	# 3109 Thanks to Karsten for the eco garden, it was very nice to meet you. However, it would be good at identifying the species contained in this space.			The plant identifications in our gardens were reinforced.
Feb			# 4012 Identify properly each of the rubbish separators, we weren't sure which of them we put the paper, for example.	There are three containers in the bedroom - one for plastic and cardboard, another for organic waste and one for unsorted waste in the bathroom. The plastic and cardboard are separated by the floor staff in the offices.
Mar		# It would be good to have a container just for the paper, it's not clear where we should deposit the newspapers.		There are three containers in the bedroom - one for plastic and cardboard, another for organic waste and one for unsorted waste in the bathroom. The plastic and cardboard are separated by the floor staff in the offices.
Apr	-----	-----	-----	-----
May		# 1002 The flush sometimes fastens and has no half-flush o which produces a waste of water.		Solved by maintenance
June			1023 I'd like to know where find the Water Stations	Informed by the hotel's PR.

			Waste in Madeira and its weight in water savings.	
July	# 4605 Thank you extraordinary. # 1032 Saving energy on air conditioning as long as it has a system that switches off when the doors / windows open.	# Inform those who clean 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 contain any chemicals. There are three containers in the bedroom - one for plastic and cardboard, another for organic waste and one for unsorted waste in the bathroom. The plastic and cardboard are separated by the floor staff in the offices.
Aug		# 4201 Waste separation is not only biological waste or not a deposit for plastic. - # 4611 No plastic container in the Pool Bar. - # 2035 pay one euro to exchange hand towel 😊	# More environmental awareness: lights on in the corridors at night (put in motion detectors), flies and poor cleaning in the Lido, cleaning is not daily.	There are three containers in the bedroom - one for plastic and cardboard, another for organic waste and one for unsorted waste in the bathroom. The plastic and cardboard are separated by the floor staff in the offices. Changing pool towels is paid for in order to avoid wasting water and chemicals, and is explained to guests when they check in. The towel change card also has information on environmental protection. Detectors have been installed in the areas with the greatest flow of guests. The other areas are controlled by a clock.
Sep		# 3101 Plastic bottles should be deposited separately.		There are three containers in the bedroom - one for plastic and cardboard, another for organic waste and one for unsorted waste in the bathroom. The plastic and cardboard are separated by the floor staff in the offices.
Oct			# 3210/4612 Waste container	It has a receptacle in the bathroom.

			generalised.	
Nov			<p># 4612 Question guests who have the information system on TV of the room if they intend to dine at MP that night in order to optimise the food. Remove the minibars, place a large machine at the entrance with drinks and small snacks.</p> <p>- # 4607 Adopt the "Objectives of Sustainable Development UN like yours and promote it. Fitting the motion sensors whenever possible.</p>	<p>The kitchen is monitored to avoid food waste. The F&B department is working on this in order to better control bookings.</p> <p>We define our actions according to the 17 UN goals.</p> <p>We challenge guests to put the sustainable action of the year on a board.</p>
Dec	- # 4014 We like your attitude ecological.		<p># 1060 ecological detergents? Natural cosmetic soap in dispenser? Food organic?</p>	<p>We have organic food in our buffet.</p> <p>Our soaps have a neutral pH. They are not organic.</p>

FOOD AND KITCHEN

The F&B and stock control departments continue to work towards continuous improvement in terms of consumption/stock control in order to avoid food waste and unnecessary spending.

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

	Mass (kg)	Price (€)
PARSLEY	1,30	2,34
BANANA	10,34	9,30
LETUCE	10,00	12,23
CHARD	2,16	1,94
SAVOURY / 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 FACILITIES AND SUPPLIES

In our offices we always pay close attention to the materials we use.

Whenever possible, we use recycled paper, scrap paper is always reused to print on the back, to take notes or to make our own notepads for the restaurants and front office.

Toner cartridges: toner cartridges are collected by the supplier.

Whenever possible, prints are made in black and white.

Most internal and external communication takes place via e-mail.

PURCHASING AND RESOURCE MANAGEMENT

This area is managed with great care, 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 carried out 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.

A day has been set aside to go to Funchal (Wednesday) to take care of some of the hotel's business, such as going to the bank. In occasional cases it is necessary to travel to Funchal or elsewhere more than once a week.

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

COSTS AND BUDGET MANAGEMENT

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