SENTIDO

GALO RESORT

EARTHCHECK SUSTAINABILITY AND ENERGY EFFICIENCY POLICY

Sentido Galo Resort is aware that, as a community, we can all contribute to a sustainable future by making environmental awareness an integral part of social responsibility.

Sentido Galomar is a 4-star "adult-friendly" hotel located on Madeira's south coast in an island environment, at Rua Baden Powell, 9125-031 Caniço (32°38'29.42" N, 16°49'58.47" W). The property has a total built area of 4,402.24 m² and comprises a hotel building with 77 guest rooms, all with stunning sea views.

The hotel has an outdoor saltwater swimming pool, a SPA with several treatment rooms and panoramic saunas overlooking the Atlantic Ocean, and an award-winning Manta Diving centre, and direct sea access through Lido Galomar, a coastal bathing complex located within the Garajau Nature Reserve. In terms of restaurants and bars, the Sentido Galomar Hotel has the Atlantis restaurant, with à la carte service, specialising in fresh local fish. The Capoeira Lounge Bar serves delicious cocktails and offers live music entertainment. Both outlets are open to the public.

Proudly eco-friendly, it runs entirely on renewable energy, uses natural ventilation and seawater in its swimming pools, and has several sustainability certifications.

Sentido Galosol is a 4-star active holiday hotel located on Madeira's south coast in an island environment, at Rua Dom Francisco Santana, 9125-031 Caniço (32°38'32.15" N, 16°49'55.08" W). The property has a total built area of 13,481.32 m² and comprises a hotel complex with 125 guest rooms offering sea views, together with sports, wellness and leisure facilities.

Guests enjoy access to the swimming pool and solarium, a gym with indoor pool, sauna and jacuzzi. In terms of cuisine, it has a themed buffet restaurant, a pizzeria and the Blue Bar, which serves the hotel's swimming pool.

Both properties are located on Madeira's south coast and are bounded by the Atlantic Ocean and coastal cliffs to the south, with residential areas, tourism developments and local roads to the north, east and west.

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We recognise that our hotel's activities have the potential to cause negative impacts on the environment and the community if not managed properly. Therefore, we have implemented an Environmental Management System.

The company is committed to harmonising social and economic development with environmental protection in order to develop sustainable and responsible tourism.

There is an ongoing concern for our company to be sustainable, with a new approach to business, in which essential factors are considered, such as: **optimising the use of natural resources** and **reducing environmental impacts**; **social inclusion** and **respect for cultural diversity** and the interests of all those involved, always maintaining an attitude of **cooperation and dialogue with the community**.

The hotels are committed to walking hand in hand with **progress**, always with a view to **sustainable tourism** in accordance with the following principles:

ENVIRONMENTAL RESPONSIBILITY

Commitment to **continuous improvement in environmental**, **energy and social sustainability**, as well as **improvement in annual comparative assessments**.

We are committed to using **natural resources** efficiently, especially **energy and water**, by adopting practices that minimise consumption and waste. In addition, we involve all stakeholders (e.g. employees, suppliers, guests and the community) to ensure that everyone contributes to the implementation of these practices.

- **Reducing greenhouse gas emissions** (reducing the amount of waste and promoting recycling and reuse; reducing energy consumption and minimising water use);
- Use natural and sustainable resources rationally and efficiently.
- **Protect the environment and biodiversity,** particularly the Garajau Nature Reserve, of which the Hotel is an integral part;
- **Commit to sustainable purchasing;**

SOCIAL RESPONSIBILITY

- **Safeguard human rights,** including the protection of minorities and vulnerable groups;
- Promote **local involvement by fostering employment**, integrating young people into working life through internships and supporting local initiatives;
- Protect children from any kind of abuse and not hire minors, except in the cases mentioned in the company's child protection policy;
- Ensure the safety of our customers and employees through close collaboration with local authorities, reporting any suspicious activity in the environmental and social areas.
- Cooperate at the societal level by forming social and environmental partnerships;
- **Cooperate with and help the local community**;
- **Help local traders by promoting the regional economy whenever possible;**
- Inform the local population about the hotel's initiatives, involving the community in them.
- Support institutions in the fight against animal abandonment and abuse - Animad.
- **Commitment to fair trade principles** - implementation of the Supplier Code of Conduct (SCoC).

INTERNAL RESPONSIBILITY

- **Ensure compliance with all legal obligations** applicable to our business, not only in relation to labour legislation, but also in relation to environmental, health and safety standards, among other legal requirements essential to operating responsibly.
- Promote communication between our hotel employees as a team;
- Make all employees aware of our Sustainable Policy;

- Raise awareness among our employees of social and environmental responsibility actions by making them an integral part of the hotel's initiatives;
- Provide our employees with better knowledge through continuous training;
- Improve the quality of work through an incentive system for our employees.

RESPONSIBILITY TO OUR GUESTS

- Promote and raise awareness of our Sustainable Policy among hotel customers;
- Inform and promote to our customers all actions and results achieved at an environmental level;
- Involve customers in the Hotel's social and environmental initiatives;
- Encourage customers to help by raising their awareness of environmental and social issues;
- Continuous improvement in the quality of service provided to our customers.

Our commitment to a sustainable future!

Version	Date	Description	Approval	Signature
V1	---	Policy drafting.	---	---
V2	02/10/2023	Update of letterhead.	Operations Management, David Andrade	
V3	08/10/2025	Letterhead update. Annual review: change in policy name; inclusion of the scope for hotels that are part of Sentido Galo Resort; reference to SCoC.		
V3	25/09/2026	Annual review. Modifications made to comply with EarthCheck certification requirements.	Hotel Director, David Andrade	