



SACCHARUM

Hedonist Design Resort

SAVOY *signature*

SUSTAINABILITY REPORT 2021

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Scope and strategy

Saccharum Hotel & Resort undertakes to practice eco-efficient management to minimise the environmental impacts resulting from our activities and services. We have accordingly defined objectives in terms of efficiency, effectiveness and quality, seeking to strengthen our relationship with employees and suppliers, in order to continuously improve procedures. Hence, we make rational use of natural resources and energy, reducing the effects of pollution on the environment as much as possible. This modus operandi contributes to the growth of the economy and it improves the quality of the environment and society to the benefit of present and future generations.

We are aware that this is an evolutionary process that involves the commitment of all our employees, which is only possible to implement through constant monitoring, not only environmentally and economically but also in the social field.

The Sustainability Report therefore emerges as an essential tool in the search for a balance between those different aspects. This report refers to the activity carried out in 2021 and is divided into 3 chapters:

The first chapter presents the results of the environmental indicators – Energy, Waste, Water, Chemicals and Consumables – and their respective strategic objectives for 2022, followed by a short analysis of the results.

The second chapter details the various projects for the engagement of employees and customers, as well as the training activities aimed at employees.

The third chapter identifies projects related to the Management Policy / Partnerships and also methods that promote interaction with the local community.

Therefore, with the adoption of a strategy that involves customers, employees, suppliers and the local community and that strengthens the skills of human resources, it is possible to encourage the improvement of environmental performance in all activities, products and services. This will ensure the economic and financial sustainability of the hotel and the group.



GOAL PLANS - 2022 SACCHARUM

Evolution

SGC Process	Goals	Current data (2021)	To be achieved (2022)	Action Plan	Resp.	Evolution																	
						Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug	Sep	Oct	Nov.	Dec						
Environmental actions	Communication and execution of environmental activities	2	3	Plan environmental actions regularly. Promote 8 distributing brochures) to guests and staff	DC+DIR																		
	Audits	2	3	Implement audits according to plan	GQ																		
	Maintain or increase the amount of products from RAM	Fruits,vegetables , chicken,sweets and wines	Fruits,vegetables, chicken,sweets and wines	Choose local products whenever possible. Set a measurable goal if possible.	C+GQ																		
	Increase the amount of BIO products	Jams	Jams, olive oil,sweets and cookies	Choose Bio products whenever possible. Set a measure goal if possible	C+GQ																		
Training	Environmental training	1 to 5 training sessions	2 to 5 training sessions	Comply with the training plan. Evaluate the training provided	GQ																		
	Improve training efficiency	46%	47%		GQ																		
Electricity+water+gas	Reduce consumption of																						
	Water (floor+rest+bar+comm on areas)	0,16 m3/guest	0,15 m3/guest	Replacement od flow reducers+training to raise awerens+swimming Pool= reduce de number od times if is washed.	ENG+GQ																		
	Electricity (floor+rest+bar+comm on areas)	13,68 kW/guest	13,55 kw/guest	Changing lamps from halogen to Led'+ training to raise awerens.	ENG+GQ																		
	Gás	0,40Kg/guest	0,39 Kg/guest	Training to raise awerens	ENG+GQ																		
Cleaning Products	Reduce consumption of																						
	Food Areas	0,063Kg/guest	0,062Kg/guest	Improve efficiency in the use of products. Training to raise awerens	GQ																		
	Pool	0,002Kg/guest	0,001Kg/guest	Improve efficiency in the use of products. Training to raise awerens	GQ																		
	Rooms	0,002Kg/guest	0,002Kg/guest	Improve efficiency in the use of products. Training to raise awerens	GQ																		
Consumable	Kitchen	0,15Kg/guest	0,14Kg/guest	Sensitize employees to reduce the use of consumables.	GQ																		
	Floors and Common areas	0,15Kg/guest	0,14Kg/guest	Sensitize employees to reduce the use of consumables.	GQ																		
	Recycling rate	67,92%	68%	Sensitize employees to reduce the use of consumables.	DR/GQ																		
Waste	Recucting quality	Good	Very good	Increase recycling quality	DR/GQ																		
	Improve Golbal final Resuly of Sactisfaction Bookings	9,3 (max 10)	9,4	Sensitize employees to provide a friendly service with rigor and quality	GQ																		
	Improve Golbal final Resuly of Sactisfaction TripAdvisor	4,5 (max 5)	4,6	Increase costumer perception of the Hotel quality and service	GQ																		
	Improve Golbal final Resuly of Sactisfaction HolidayCheck	5,6 (max 5)	5,7	Increase costumer perception of the Hotel quality and service	GQ																		
	Improve Golbal final Resuly of Sactisfaction Expedia	4,7 (max 5)	4,8	Increase costumer perception of the Hotel quality and service																			
	Improve Guest satisfaction environmental sustainability	76% Very good 14% Good	77% Very good 13% Good	Increase costumer perception of the Hotel quality and service	GQ																		
Date: 10-01-2022					Quality & Sustainability: Alice Costa					Board: Bruno Teles													

Table 1 - 2022 Targets Plan

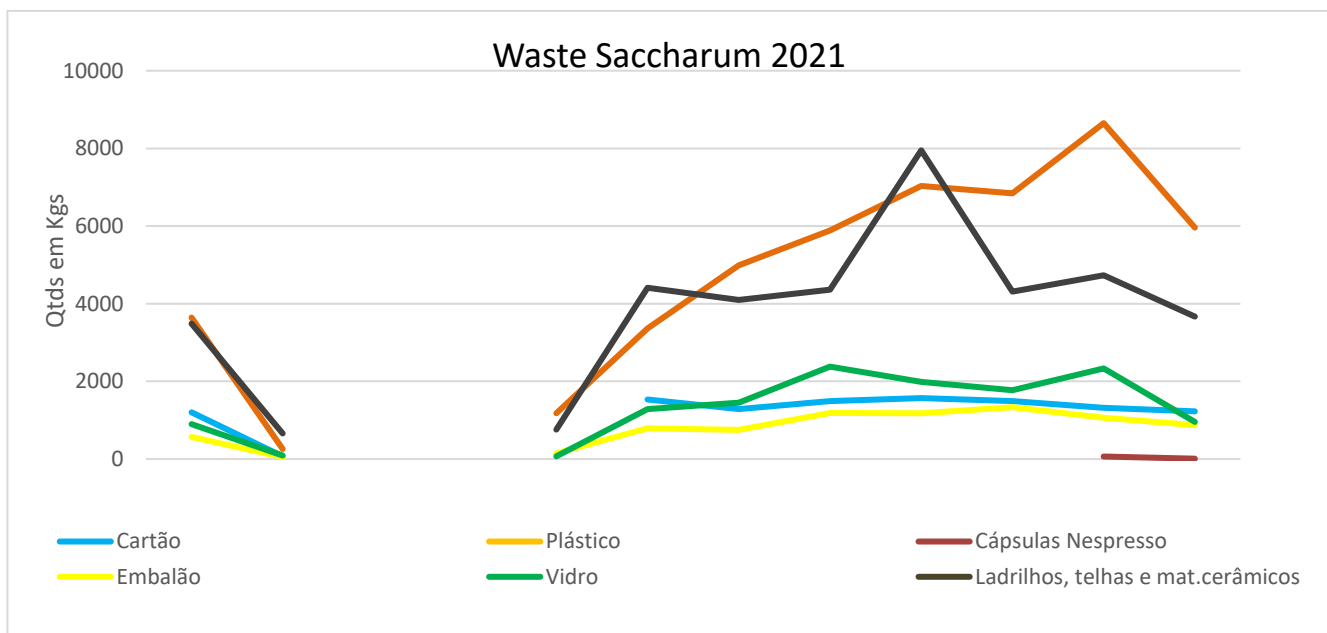
Chapter I

Environmental Indicators

Waste Analyzes

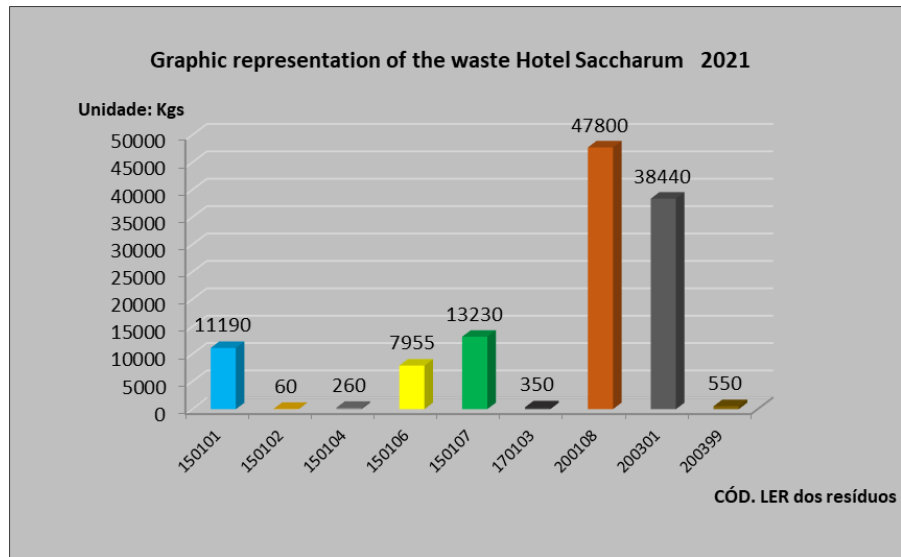
Waste Saccharum 2021																
Designation of waste	Código LER ⁽¹⁾	Operacio n code	Qt,Year (Kgs)	Weight Percentage	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Card	150101	R12	11190	9,34%	1200	70				1530	1290	1490	1570	1490	1320	1230
Plastic	150102	R12	60	0,05%						60						
Used Nexpresso Capsules	150104	R12	260	0,22%		110							75		65	10
Plastic	150106	R12	7955	6,64%	570	50			150	790	750	1190	1180	1335	1065	875
Glass	150107	R12	13230	11,04%	900	90			70	1290	1450	2380	1990	1770	2330	960
Ceramic	170103	D13	350	0,29%									350			
Organic	200108	R12	47800	39,89%	3640	260			1180	3360	4990	5890	7030	6840	8650	5960
Mixed	200301	R12	38440	32,08%	3490	660			760	4410	4100	4360	7950	4310	4730	3670
Tiles	200399	R12	550	0,46%												550
QT Total			119835	100,00%	9800	1240	0	0	2160	11440	12580					

Table 2 - Waste weight records

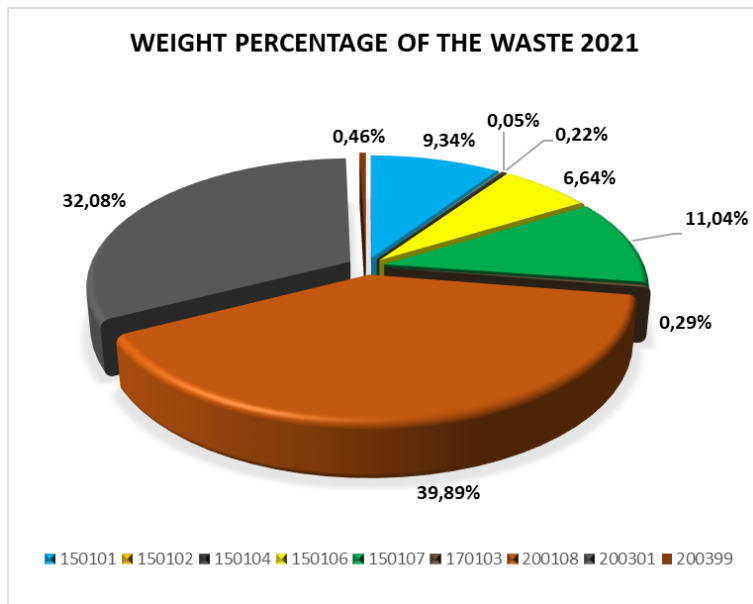


Graphic 1 - Solid Waste Weights

We can see, comparing the results of the waste analysis, that a total of around 78 tons were produced in 2020. This value increased by approximately 40 tons in 2021, making a total of 118 tons of waste. This increase in waste production was due to the increase in events held at the hotel.



Graphic 2 - Representation of waste 2021



Graphic 3 - Weights Percentage of waste 2021

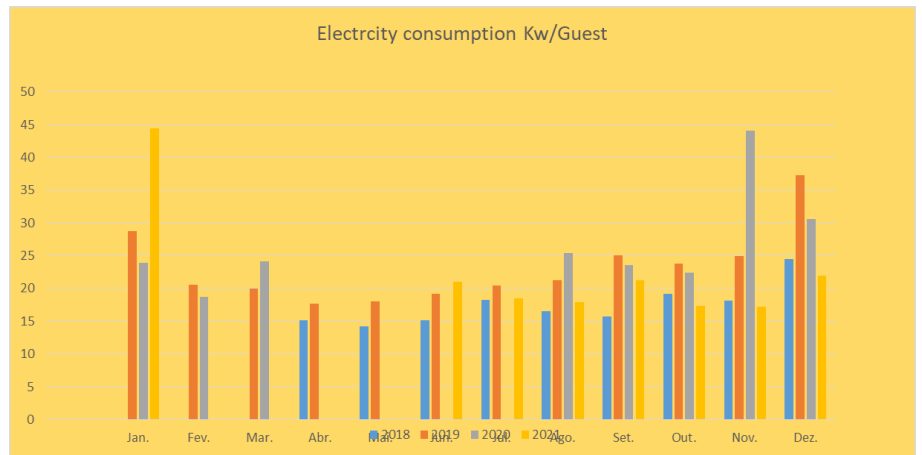
Analysing recyclable waste, there was a slight increase in the recycling rate to 65.7% in 2020, compared to the rate of 67.2% obtained in 2021. This increase it is not representative of recycling quality since this remains classified as "Good".

The Hotel remains committed to continuous improvement of its practices, through adequate waste management, as well as the promotion of various environmental awareness and training plans for employees and customers, with a view to achieving ideal environmental performance.

Energy, water and gas

Electricity consumption Kw/Guest				
Month	2018	2019	2020	2021
Jan.	0,00	28,81	23,91	44,43
Fev.	0,00	20,57	18,71	0,00
March	0,00	19,94	24,11	0,00
Apr	15,17	17,68	0,00	0,00
May	14,22	17,99	0,00	0,00
June	15,14	19,20	0,00	21,02
July	18,22	20,44	0,00	18,47
Aug	16,54	21,26	25,42	17,95
Sept	15,70	25,02	23,56	21,24
Oct	19,15	23,84	22,38	17,36
Nov.	18,19	25,00	44,09	17,27
Dec	24,52	37,24	30,60	21,90
Monthly Average	17,43	23,08	17,73	13,68

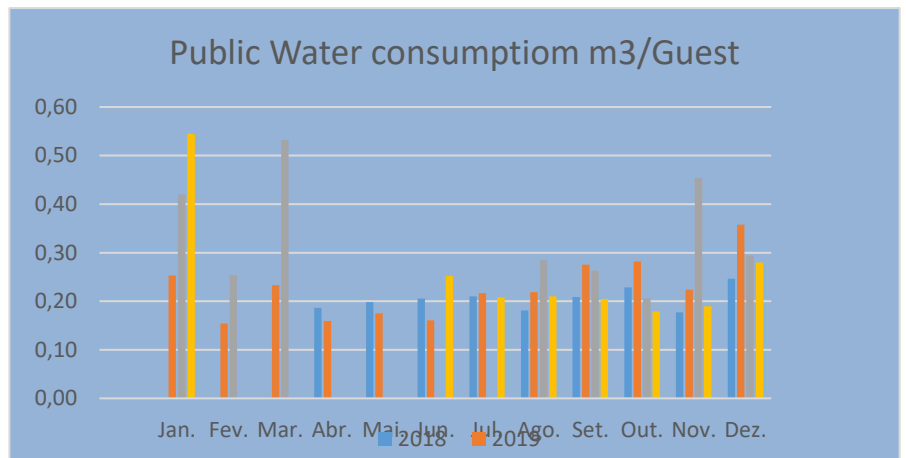
Table 3 – Electricity consumption



Graphic 4 – Electricity consumption

Public Water consumption m3/Guest				
Mês	2018	2019	2020	2021
Jan.	0,00	0,25	0,42	0,54
Fev.	0,00	0,15	0,25	0,00
Mar.	0,00	0,23	0,53	0,00
Abr.	0,19	0,16	0,00	0,00
Mai.	0,20	0,18	0,00	0,00
Jun.	0,21	0,16	0,00	0,25
Jul.	0,21	0,22	0,00	0,21
Ago.	0,18	0,22	0,28	0,21
Set.	0,21	0,28	0,26	0,20
Out.	0,23	0,28	0,21	0,18
Nov.	0,18	0,22	0,45	0,19
Dez.	0,25	0,36	0,29	0,28
Média Mensal	0,15	0,23	0,23	0,16

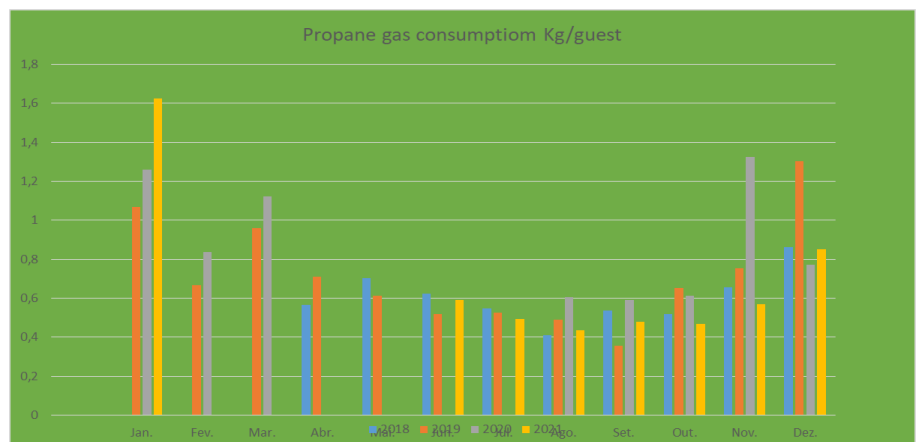
Table 4 – Public water consumption



Graphic 5 – Public water consumption

Propane gas consumption kg/guest				
Mês	2018	2019	2020	2021
Jan.	0,00	1,07	1,26	1,62
Fev.	0,00	0,67	0,84	0,00
Mar.	0,00	0,96	1,12	0,00
Abr.	0,56	0,71	0,00	0,00
Mai.	0,70	0,61	0,00	0,00
Jun.	0,62	0,52	0,00	0,59
Jul.	0,55	0,53	0,00	0,49
Ago.	0,41	0,49	0,61	0,43
Set.	0,54	0,35	0,59	0,48
Out.	0,52	0,65	0,61	0,47
Nov.	0,66	0,75	1,33	0,57
Dez.	0,86	1,30	0,77	0,85
Média Mensal	0,45	0,72	0,59	0,40

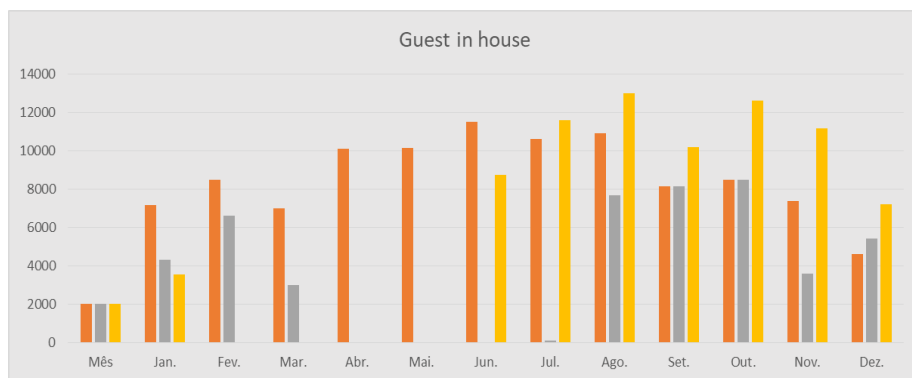
Table 5 – Propane Gas consumption



Graphic 6 – Propane Gas consumption

Guest in house				
Mês	2018	2019	2020	2021
Jan.	5405	7173	4310	3560
Fev.	7196	8490	6622	0
Mar.	8245	7007	2998	0
Abr.	9195	10125	0	0
Mai.	9476	10133	0	0
Jun.	9478	11511	0	8760
Jul.	11429	10620	84	11614
Ago.	13754	10934	7694	13027
Set.	11238	8149	8162	10207
Out.	10942	8512	8495	12622
Nov.	9877	7364	3604	11160
Dez.	7117	4622	5429	7206
TOTAL	113352	104640	47398	78156

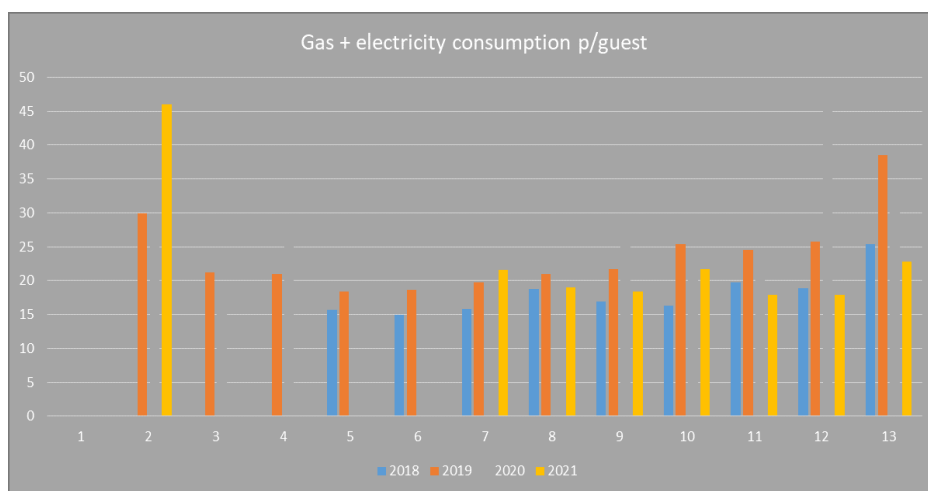
Table 6 – Guest in house



Graphic 7 – Guest in house

Gas+electricity consumption p/guest				
Mês	2018	2019	2020	2021
Jan.	0,00	29,88	25,17	46,05
Fev.	0,00	21,24	19,55	0,00
Mar.	0,00	20,90	25,23	0,00
Abr.	15,73	18,39	0,00	0,00
Mai.	14,92	18,60	0,00	0,00
Jun.	15,76	19,72	0,00	21,62
Jul.	18,77	20,97	0,00	18,97
Ago.	16,95	21,75	26,02	18,38
Set.	16,24	25,37	24,15	21,72
Out.	19,67	24,49	22,99	17,83
Nov.	18,84	25,76	45,41	17,84
Dez.	25,38	38,54	31,37	22,75
Média Mensal	13,52	23,80	18,33	14,08

Table 7 – Gas + Electricity consumption



Graphic 8 – Gas + Electricity consumption

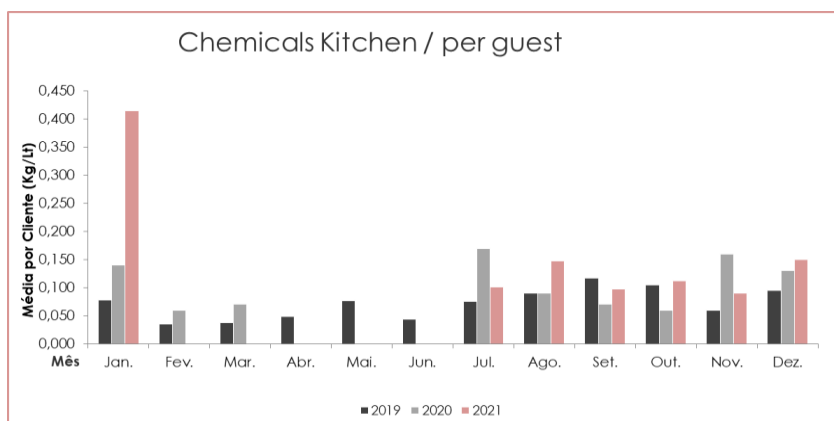
The results presented in the consumptions are due to the following corrective actions:

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 is currently:
 - 4.1. Taps = 6 L/m³
 - 4.2. Showers = 10 L/m³
5. Training sessions were held for employees
6. Equipment replaced by other with lower consumption.

Kitchen/food preparation area chemicals

Chemicals Kitchen			
Month	2019	2020	2021
Jan.	0,078	0,140	0,415
Fev.	0,035	0,060	0,000
Mar.	0,037	0,070	0,000
Apr.	0,048	0,000	0,000
May.	0,077	0,000	0,000
Jun.	0,044	0,000	0,000
Jul.	0,075	0,170	0,101
Aug.	0,090	0,090	0,147
Sept.	0,117	0,070	0,097
Oct.	0,105	0,060	0,112
Nov.	0,059	0,160	0,090
Dec.	0,095	0,130	0,149
Average	0,072	0,079	0,063

Table 8 – Chemicals Kitchen

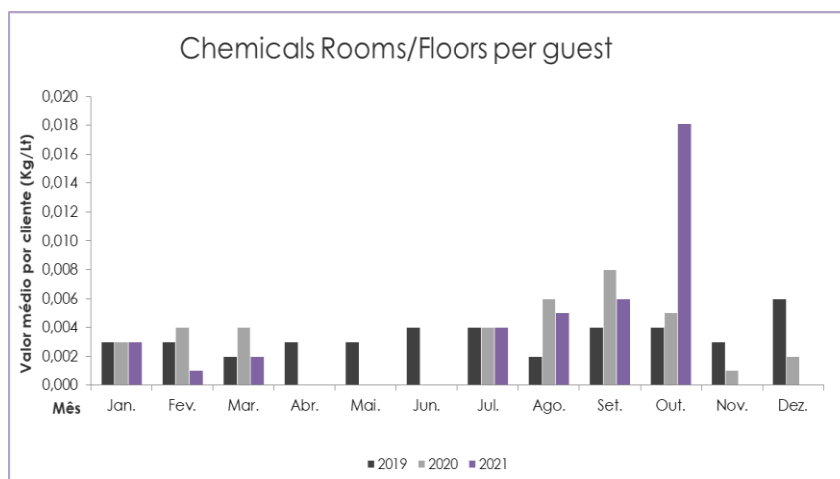


Graphic 9 – Chemicals kitchen

Rooms/floors chemicals

Chemicals Rooms/Floors			
Month	2019	2020	2021
Jan.	0,003	0,003	0,003
Fev.	0,003	0,004	0,001
Mar.	0,002	0,004	0,002
Apr.	0,003	0,000	0,000
May	0,003	0,000	0,000
Jun.	0,004	0,000	0,000
Jul.	0,004	0,004	0,004
Aug.	0,002	0,006	0,005
Sept.	0,004	0,008	0,006
Oct.	0,004	0,005	0,018
Nov.	0,003	0,001	0,000
Dec.	0,006	0,002	0,000
Average	0,003	0,003	0,002

Table 9 – Chemicals Rooms / Floors

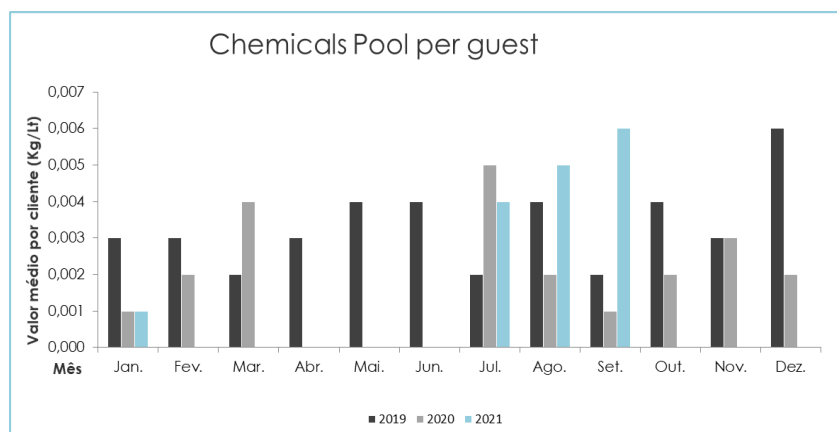


Graphic 10 – Chemicals Rooms / Floors

Swimming pool chemicals

Chemicals Pool			
Month	2019	2020	2021
Jan.	0,003	0,001	0,001
Fev.	0,003	0,002	0,000
Mar.	0,002	0,004	0,000
Apr.	0,003	0,000	0,000
May	0,004	0,000	0,000
Jun.	0,004	0,000	0,000
Jul.	0,002	0,005	0,004
Aug.	0,004	0,002	0,005
Sept.	0,002	0,001	0,006
Oct.	0,004	0,002	0,000
Nov.	0,003	0,003	0,000
Dec.	0,006	0,002	0,000
Average	0,003	0,002	0,001

Table 10 – Chemicals Pool

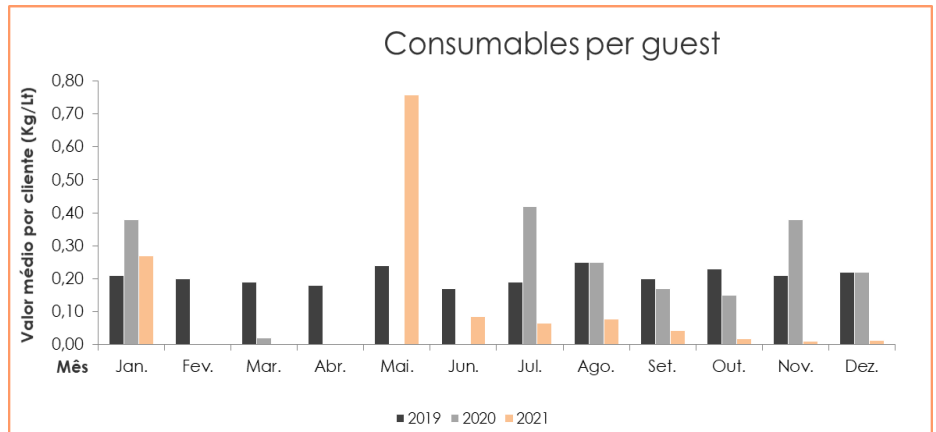


Graphic 11 – Chemicals Pool

Floors and public areas consumables

Consumables			
Mês	2019	2020	2021
Jan.	0,21	0,38	0,27
Fev.	0,20	0,00	0,00
Mar.	0,19	0,02	0,00
Abr.	0,18	0,00	0,00
Mai.	0,24	0,00	0,76
Jun.	0,17	0,00	0,08
Jul.	0,19	0,42	0,06
Ago.	0,25	0,25	0,08
Set.	0,20	0,17	0,04
Out.	0,23	0,15	0,02
Nov.	0,21	0,38	0,01
Dez.	0,22	0,22	0,01
Média	0,21	0,22	0,15

Table 11 – Consumables



Graphic 12 – Consumables

The Hotel is aware that the excessive or improper use of chemicals in general can have negative impacts on human health and on the environment, as it can cause pollution and contamination of the surrounding environment.

We contacted our suppliers this year, asking them if the products they use/supply contained any of the chemical agents on the plan's list, to which they all replied that they did not use products with those components.

The suppliers consulted were:

- Extermínio – Pest Control;
- RJP- Supplier of hygiene and cleaning products.

In addition, the different users of hygiene and cleaning products were made aware of the method of rational use of chemicals in the different areas of the Hotel, in order to ensure that they only use them when necessary, in the correct way and thus reduce their use and the respective environmental impact.

In this context, the company decided to continue with the following objectives:

- Use only low environmental impact chemicals, preferably environmentally friendly products;
- Give priority to the purchase of products from the Region;
- When necessary, buy low energy-consuming electronic equipment.

Chapter II

Environment



The Saccharum 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

Engagement of Employees and Customers

The charity walk

The charity walk brought together Group guests and employees.



Tree-planting events

In February, tree-planting events were held on Pico do Areeiro, which was attended by 15 guests and 4 staff members. 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.”



Chapter IV

Employee Training

ENVIRONMENTAL EDUCATION

Environmental Education arose from the increasingly pressing awareness that it is necessary to modify human behaviour as regards natural spaces and those in which man intervenes, restoring their necessary balance.

The concept of Environmental Education has significantly evolved over the period of more than four decades, from a pure naturalist or conservationist state to a context of activity associated with sustainable development and the environmental progress of human activity: Sustainability Education

The Hotel is aware of the need for the continuous training of its employees. Training sessions are periodically held to raise awareness and educate all those who pass through our hotel unit.



INVOLVEMENT OF EMPLOYEES IN SOCIAL ACTIONS

Donation of goods



1. Solidarity Campaign

A solidarity campaign was held in 2021 to donate goods, with the contribution of all hotel employees.



Chapter V

Interaction with the local community, projects related to management policy/partnerships

Our commitment to those who need it most

Saccharum is proud to comply with the most demanding certifications in the field of environmental and energy policies. Proof of this are the recent awards received from entities such as the Regional Government of Madeira and the international organizations as Green Key and AHP.

However, our responsibility does not end here. We strongly believe that we have to help those who need it most. That is why we support causes that make the difference. We put together a donations program that enables each client to contribute, together with us, in a symbolically, safely and effectively way for the well-being of thousands of citizens, supported by dozens of local institutions that include orphanages, nursing homes and hospitals. Donating €1 during the time of your stay – which will be added to your hotel account upon check-out, unless we hear from you to the contrary. This debit is automatic but will be cancelled by request.

All donations go to charitable and social support organizations in Madeira Island.

In order to collaborate with the local community, we join forces with and are partners with, the Disabled Association of Madeira and other local associations of a community nature.



As far as donations are concerned, donations in kind were made to the following institutions during 2019:

- Centro de reabilitação Pedagógica da Sagrada Família/ Irmãs Hospitaleiras
- Centro da mãe.
- Acreditar
- Liga Portuguesa contra o Cancro
- Associação de Deficientes da Madeira

Donations included bed linen, bathroom linen, pool towels, bathrobes and glass beakers.



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.

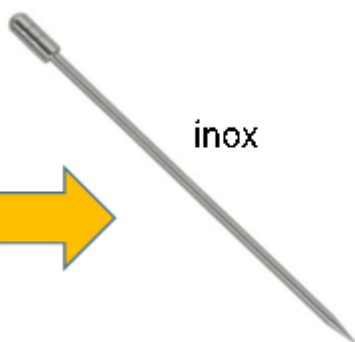
One example is the initiative to abolish the use of plastic straws. We only use straws made from recyclable material. We are committed to operating responsibly and feel this is a powerful step towards reducing our dependency.

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:

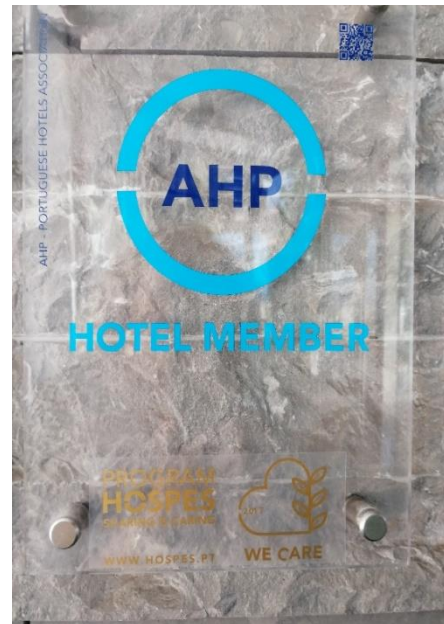
- Glass only bottles in rooms and restaurants.
- Ecological take-away containers
- Paper packaging for shower caps and cotton buds.

These initiatives, among others, are based on Savoy Signature's commitment to reduce its environmental impact.



Chapter VII

Sustainability Awards



The display of an environmental award is confirmation of good practices, environmental concern, and sustainable development.

Conclusion: The purpose of preparing the report is to improve the sustainable control of our organisation.