



HOTEL QUINTA DO LAGO

★ ★ ★ ★ ★



# SUSTAINABILITY POLICY

**2021**

# SUSTAINABILITY POLICY

## *Commitment to the Future*

At Hotel Quinta do Lago we believe that the sustainability of our activity depends on our commitment to environmental preservation and the development of our direct and indirect stakeholders, promoting prosperity, social, environmental and economic quality, and a lasting positive impact on all those who visit us, motivating the adoption of the same principles.

Our sustainability policy is fundamentally centred around four areas of sustainability - **environmental, social responsibility, economic** and **food safety** - and one ambition: commitment to quality. This is how the values by which we are guided are framed, and operationalisation is an evolutionary and contributory process in which we count on the participation of employees, suppliers and partners to continually adjust our goals.

Hotel Quinta do Lago is actively and responsibly committed to minimising - and, ultimately, eliminating - the environmental impact of its operations, by: scrupulously complying with all legal and other applicable requirements; adopting practices that are consistent with the natural environment in which it operates; implementation of best food safety standards; and taking into account the socio-economic impact of tourism and the well-being of its employees. We hope to improve the quality of the environment and of society, for the benefit of present and future generations.

<b>ENVIRONMENTAL</b>	<b>4</b>
<b>Measures implemented</b>	<b>4</b>
1) Energy saving	4
2) Water saving	4
3) Reduction/Reuse/Recycling	4
4) Care for the environment	5
5) Customer awareness campaigns	5
6) Future ambitions	5
<b>SOCIAL</b>	<b>6</b>
<b>Measures implemented</b>	<b>6</b>
1) Employment and Personal Development	6
2) Health and safety at work	7
<b>ECONOMIC</b>	<b>8</b>
<b>General principles</b>	<b>8</b>
Respecting the environment	8
<b>FOOD SAFETY</b>	<b>9</b>
We are committed to...	9
<b>QUALITY</b>	<b>10</b>
Our Mission	10



# ENVIRONMENTAL

## *Commitment to preserving the environment*

Aware of the social and environmental impact of its activities, Hotel Quinta do Lago promotes and implements management practices that seek to minimise their less positive effects, making the following commitments:

- Regular assessment of environmental impacts, current standards and best practices in the field of sustainable tourism;
- Efficient, rational and appropriate management of natural resources, minimising the effects of pollution on the environment and waste, namely by reducing consumption of water, energy, paper and other limited resources, and improving waste selection, disposal and recycling processes;
- Promoting environmental awareness and training programmes;
- Preferential selection of purchases from local/regional/national suppliers or representatives;
- Continuous refurbishment of the hotel, incorporating solutions/technologies that meet the needs of the guest and boost energy efficiency, thus reducing our ecological footprint;
- Reducing food waste;
- Minimising/eliminating the use of single-use plastic.

## **Measures implemented**

### **1) Energy saving**

We have adopted measures that contribute to the rational consumption of energy (in its various sources and origins) and, consequently, reduce emissions, drawing up annual maintenance plans aimed in particular at:

- Overhauling/replacing equipment to ensure maximum efficiency in the consumption/production binomial;
- Using low-consumption lighting (LED) whenever possible;
- Automation of external and internal lighting systems, regulated according to the needs or availability of natural light;
- Continuous monitoring of energy consumption to identify deviations or opportunities for reduction;
- Adjustment of thermostats in public areas to dynamically adjust to weather conditions;
- Heating of swimming pool water and pre-heating of sanitary water with heat recovery from air conditioning equipment (chiller) or heat pump (efficiency).

### **2) Water saving**

- Installation of low-consumption flow meters (within the comfort level expected for the hotel's level of service);
- Monitoring and control of water leaks in equipment or pipework;
- Dual flush mechanism in all toilets;
- Continuous review of the efficient irrigation system, favouring times when there is little sunlight (preventing water from evaporating);
- Continuous maintenance of the pool filters, ensuring their effectiveness and reducing water consumption.

### **3) Reduction/Reuse/Recycling**

- Hotel waste is reused or recycled wherever possible.

- Garden waste, oils, batteries, light bulbs or electronic devices are responsibly sent to licensed companies for processing;
- Dematerialisation of processes, favouring digital media and minimising paper printing;
- Reuse of paper and office supplies (e.g. folders);
- Responsible management of waste such as glass, toners, paper, stoppers, cooking oil and organic waste.

#### **4) Care for the environment**

- Promoting low-impact mobility practices, such as the use of bicycles for travelling, amongst guests;
- Hiring energy suppliers who favour renewable energy sources and/or offset the emissions from their fuels.

#### **5) Customer awareness campaigns**

- Inviting customers to use water rationally/minimise the impact of their stay;
- Possibility of personalising daily room tidying and reuse, reducing the impact of daily washing of towels/linens;
- Automatic energy control system in rooms, via key card, so that equipments, air conditioning and lighting are not switched on unnecessarily;
- Complimentary transport to frequent destinations within Quinta do Lago, reducing the use of individual cars;
- Enjoyment and preservation of the surrounding green spaces.

#### **6) Future ambitions**

Hotel Quinta do Lago hopes to implement, in the short term:

- Installation of a micro-generation system (e.g. photovoltaic panels) for self-consumption or participation in an energy community for this purpose;
- Green Key certification (or equivalent) of the hotel's processes.

# SOCIAL

*Our commitment to those closest to us.*

We are an active member of the region's business associations, belonging to the board of AIHSA (Associação dos Industriais Hoteleiros e Similares do Algarve) and ATA (Associação de Turismo do Algarve), and we frequently take part in forums and meetings with Turismo de Portugal, with the aim of promoting and improving the socio-economic benefits of the local and business community.

We collaborate with local schools and universities, facilitating study visits and internships and work opportunities for students.

The staff is very balanced in terms of gender distribution and we excel in the stability of our human resources, with many employees choosing to spend their entire professional career at Hotel Quinta do Lago.

In labour terms, in addition to complying with all the rules required by law and within the framework of collective labour agreements in the hospitality sector, improved internal regulations have been adopted, to incorporate clear rules, rights and duties for all parties.

## **Measures implemented**

- Favour local products and suppliers with good environmental conduct;
- Favour food produced in the region or with short supply chains;
- Organise campaigns to donate bed linen, furniture, equipment (TVs and computer equipment, for example) and amenities to local institutions;
- Drawing up menus with attention to the dietary restrictions of people with special dietary needs/preferences: vegetarians, vegans, lactose or gluten intolerants, amongst others;
- Employee recruitment policy focussed on the local community, with the aim of promoting economic and social progress and development;
- Participation in the Food Bank's "Paper for Food" campaign, which is both environmental and charitable, converting donated paper (discontinued articles, newspapers, magazines, etc.) into food products.
- Various one-off support programmes are also carried out with various institutions.

Continuous learning and education are promoted in the various professional areas and within the company, through training and awareness-raising initiatives.

It is Hotel Quinta do Lago's policy to donate all items for which it promotes replacement, namely furniture, television sets, bed linen and other items that are to be replaced but are still in good condition, to local institutions such as schools, nursing homes, hospitals, firebrigades, local police and/or charitable organisations, in order to encourage their reuse.

### **1) Employment and Personal Development**

Hotel Quinta do Lago recognises the importance of recruiting its employees in the region, enabling the majority of salaries to be invested locally and thus providing benefits to other businesses in the community.

We also recognise the long-term importance of local residents staying within the community rather than seeking employment elsewhere. We are convinced that this policy will help preserve our community and the characteristic hospitality of our hotel.

As part of its human resources management process, Hotel Quinta do Lago favours:

› **Equal opportunities**

In the selection and assessment process, equal conditions are given to all candidates and no discrimination is made on the grounds of age, gender, ethnicity, age or belief.

› **Qualifications**

We endeavour to ensure that the selection of new employees extends the company's existing training and knowledge, increasing the potential for individual and company growth. Internally, we promote employee training, equipping them to continuously improve their skills.

› **Internal selection**

We favour the growth and professional development of employees, giving preference to internal resources in career progression.

› **Privacy**

All employees are guaranteed confidentiality when processing data, in accordance with the privacy policy in force (also available on the website [www.hotelquintadolago.com/privacy](http://www.hotelquintadolago.com/privacy)).

› **Adequate remuneration**

The salary policy establishes fair remuneration criteria, while taking individual merit into account.

## 2) **Health and safety at work**

In order to guarantee safety conditions for all the people who work for the company, Hotel Quinta do Lago continually seeks to identify and mitigate any significant labour risks, preventing undesirable results such as injuries and damage to workers' health.

Awareness-raising and training activities are carried out to equip workers with the skills to anticipate any actions or activities that could involve harm, such as manual handling of loads, contact with cold or cooking equipment, contact with electricity, vibrations or fires.

# ECONOMIC

## *LONG-TERM ECONOMIC SUSTAINABILITY*

Aware of its role in the regional market, in our purchasing policy we endeavour to establish partnerships with suppliers that establish even greater trust in the hotel and create, as a result, more value in the local economy.

We seek to incorporate and promote regional products, also as a way of promoting the development of the regional economy and saving the environment from cumbersome transport processes.

### **General principles**

- The selection of suppliers is based on strict criteria, taking into account the principle of sustainability;
- In equal circumstances, we give preference to regional suppliers, especially for products that are differentiated, such as fish, fruit or vegetables, while at the same time helping to reduce CO2 emissions resulting from transport and boosting the development of the local economy;
- Whenever possible, we use local/regional/national companies to provide services.

### **Respecting the environment**

We prefer suppliers who are committed to and practise good sustainability practices, in particular respect for the environment.

We require technical data sheets for all products containing toxic substances, such as chemicals and paints, which are analysed and a decision made on the best viable alternative.



# FOOD SAFETY

We take great pride in promoting the Mediterranean diet and healthy eating habits for our employees and customers, offering the best and freshest products available, as well as creating a rigorous quality control process, aspiring to achieve the highest levels of food safety.

## **We are committed to...**

- Providing safe, good quality food, ensuring that food is prepared and handled in accordance with good hygiene practices in order to minimise any risks.
- Staff who handle food are trained and supervised, enabling them to carry out their duties with food safety in mind.
- Facilities and equipment are kept clean and hygienic.
- Internal control mechanisms monitor the entire production chain, from the reception of food products, storage, cooking and the reuse of unserved portions, either by refrigeration or freezing as applicable.

We believe that these practices also result in numerous indirect benefits such as energy savings, efficient waste management and improved consumer habits.

# QUALITY

Since its opening, Hotel Quinta do Lago has operated in the most demanding market segment, with great distinction and recognition, as a result of the effort and commitment of all the unit's employees, who focus their attention on detail and personalised contact with each guest.

## Our Mission

- To provide an experience that reflects the high quality and prestige of the Hotel, offering a high level of service that consistently meets customer expectations.
- To establish a culture that fosters a sense of commitment to continuous service improvement.

All employees receive the document with the basic principles of hospitality, which sets out some of the basic principles of hospitality at Hotel Quinta do Lago:

### **OUR MISSION**

*- To create an experience that makes Hotel Quinta do Lago a unique destination.*

*- To provide an experience that reflects the quality of the Hotel, offering a high level of service that consistently meets customer expectations.*

*- To establish a culture that fosters a sense of commitment on the part of everyone and a continuous interest in improving service.*

**Everyone's contribution is essential if customers are to have good memories of their stay. Everyone is equally important and, as members of this team, we must endeavour to:**

*1. Know the LHW standards, as they are our behaviour and service procedures when carrying out our duties: memorise them, understand them and apply them.*

*2. Maintain correct posture and greet all customers with a friendly smile, giving them our undivided attention.*

*3. Learn and use customers' names at every opportunity.*

*4. Always use appropriate, elegant, professional and, above all, friendly language.*

*5. Be as hospitable as possible and always show enthusiasm in serving our customers, especially in difficult situations: they are guests in "our home" and deserve our utmost respect and attention.*

*6. Answering the phone until the 3rd ring, with a smile in our voice, identifying ourselves.*

*7. Always thanking customers and saying a warm goodbye.*

*8. When providing a referral, accompany customers (whenever possible).*

*9. Always listen to questions from guests and respond with empathy; if you don't know the answer to a question or aren't sure, tell the customer that you will find out and get back to them (and do so!).*

*10. Whenever appropriate, check the guests' satisfaction with the service and/or their stay.*

*11. Anticipate the customer's needs and provide the desired service.*

*12. Make the first and last impression count: remember that we are constantly being evaluated.*

*13. Ensure the cleanliness and good presentation of our work area, as this reflects directly on us; contribute to its cleanliness and tidiness.*

*14. Being alert to the detection of something that could jeopardise someone's safety, reporting it or resolving it - this will help more than you can imagine.*

*15. Respecting their work colleagues, facilitating teamwork and recognising the efforts of others.*

*16. Taking care and attention to the smallest detail: we do not accept any imperfection, no matter how small, in people or things.*

*17. When receiving criticism or complaints from customers, give our full attention to correcting or eliminating possible errors; errors are not always material but often in the customer's perception, to which we must ensure equal commitment - the customer's perspective does not always correspond to ours.*

*18. When we receive praise or awards, from the press or from partners, always remember that if we have been recognised for it, we have an added responsibility to maintain it and an obligation to strive to progress and surpass ourselves!*

*Trust is placed in you! Use it wisely to exceed guests' expectations.*

*The Hotel needs your contribution and your ideas for constant improvement.*

**Preserve and represent the Hotel with pride, within and outside the hotel.**

At Hotel Quinta do Lago we always try to keep the "voice of our guest" in mind:

## THE VOICE OF OUR GUEST

# Engage me

**Make me feel special,  
Make me feel included,  
Make me feel valued,  
Make me feel appreciated.**

Tell me that you're happy to see me,  
Tell me that you're happy to serve me,  
Tell me that you're **happy I chose you,**  
instead of your competitors.

Welcome me, as if I were a guest in your own home,  
Tell me about the service I am about to receive.

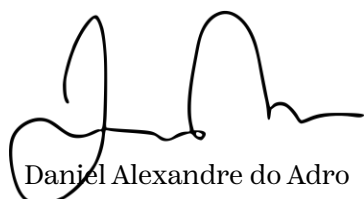
**Thank me for choosing you.**

Tell me it was a pleasure to serve me, invite me back, tell me that you look forward to serving me again... **mean it genuinely and I will be an engaged customer and your biggest ambassador.**

I want to be your customer... that's why I'm here.  
**Engage me and I will reward you with my patronage,  
my referrals, and my loyalty...**

This set of values and principles guides the management of Hotel Quinta do Lago in all areas, supporting management, operational and investment decisions.

This is our commitment to the future.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.

Daniel Alexandre do Adro  
*Representing the management*

Hotel Quinta do Lago

*March 2021*

§