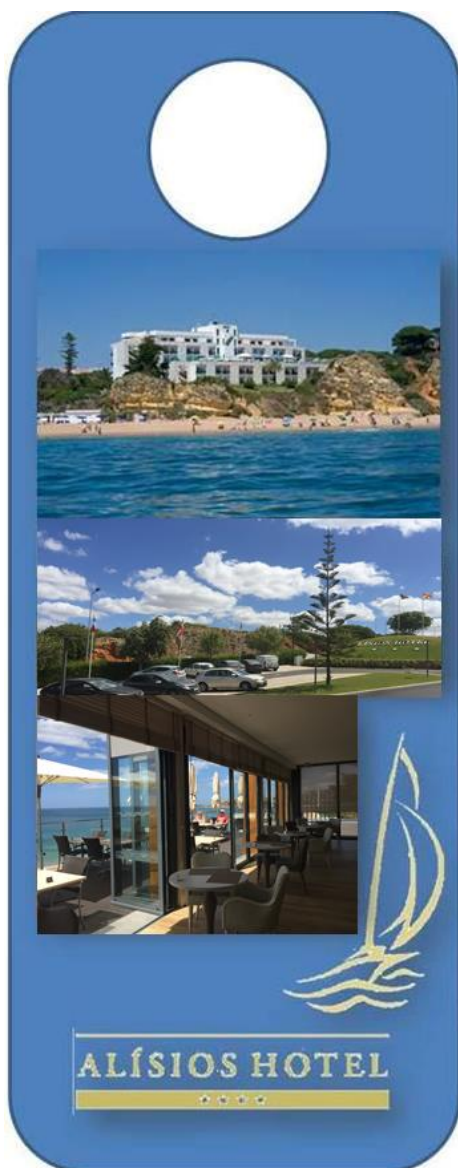




## **HOTEL ALÍSIOS SUSTAINABILITY REPORT - 2018**

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55 Workers

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115 Rooms

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49726 room-nights

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36,43 MWh of photovoltaic energy produced

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94403 Meals served

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0,4% in Donations

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14,05% of Repeated guests

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## **MANAGEMENT STATEMENT**

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The Hotel Alisios present a summary of indicators of great importance that guides us, with the ultimate aim of providing the best possible experiences to those who visit us.

Assuming that a substantial part of our mission is focused on the proximity to our customers, it makes sense to share our performance in various levels - environmental, food safety, social performance - & of course our customers feed-back.

Another year has passed and as usual more investments have been made keeping in mind the well-being of our customers and future visitors. For instance, in the indoor pool area, a bathroom for guests with reduced mobility or with wheelchair has been added as well as a bathroom on the beach access level and the replacement of some windows now with double glass.

We hope you can visit us in the near future, as we look forward to welcome you.

## **GUIDELINE ORIENTATION & POLICY**

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The performance of the hotel Alisios towards customers, employees and surroundings is based on principles and values that have long been established as our management and strategy policies always guiding our activity to reliable quality of service, the safety of those who choose our Hotel

to stay or visit, in promoting health & safety of our staff members, in the close relationship with the local community and in the environmental preservation of the surroundings.

Our policy is based on the following six “supports”, through which all activity is supported:

### **Quality**

The hotel Alisios mainly focus on its customer satisfaction & safety having developed mechanisms to provide service that lead into customer satisfaction and exceed expectations.

### **Environment**

The hotel Alisios is aware of the impact of its activities on the environment. We promote and implement management practices that minimize negative effects by adequately registering and controlling the consumption of natural resources and energy as well as the waste produced.

### **Community**

The hotel Alisios ensure positive impacts on the socioeconomic level, by minimizing whenever possible or eliminating its negative impacts. Donations such as furniture, television sets, bedding and other items that are no longer appropriate for the use of the Hotel, are given to local institutions (schools, homes, hospitals, charity associations...) to be reused.

The Alisios also supports the local community by promoting “Raffles” among the guests - the money obtained is offered to Albufeira Fire-brigade; we sponsor local sports-teams with monetary contributions and also offering of sports equipment, among others. The Hotel promote internships and job opportunities for newly graduated local young people.

### **Promotion of Local Responsible Tourism**

The Alisios is a member of AHETA (Association of Algarve Hotels and Tourism Resorts) and APAL (Albufeira Promotion Agency), promoting and improving the socio-economic benefits of the local and business community.

The Alisios combines the tourism development of the Algarve region with the improvement of its services and environmental performance, actively involving its Customers, Suppliers and Employees. The promotion of internal training is a priority for the success of the hotel.

### **Purchase**

The Alisios gives preference to the purchase and promotion of products from the region, thus helping to reduce CO2 emissions from transportation and boosting the development of the local economy. On contracting, the Hotel selects its suppliers from companies in the Region.

## Employment and personal development

The Alisios recognizes the importance of recruiting its employees in the region, enabling most salaries to be invested locally and therefore providing benefits to other businesses in the community. The Hotel gives preference to residents staying within the community rather than seeking employment elsewhere.



## TEAM

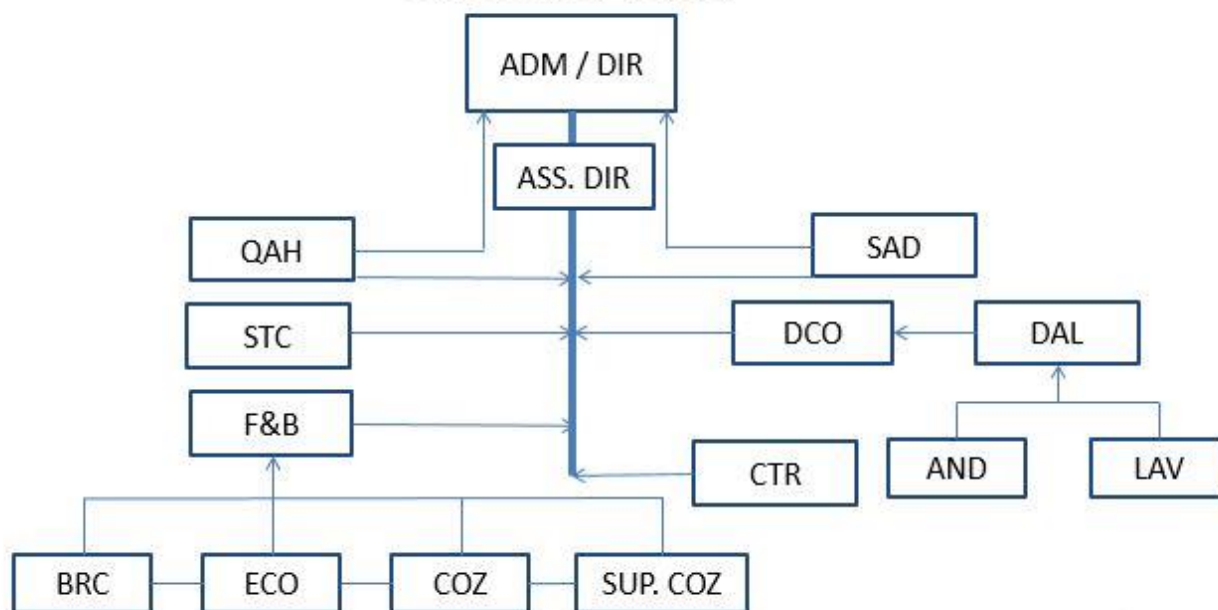
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The Alisios Team is young, with a dynamic spirit, competent and constantly updated. The Management believes that training is very important and is an asset for improving performance in view of the constant market changes and customer requirements - an Annual Training Plan is promoted including trainings on the environment , health & safety areas and of course HACCP.

The majority of our employees reside within less than 25 km from the Hotel location, thus reducing travel costs and boosting the local economy as their consumption is centered on the area of residence.

The absenteeism rate is very low (in 2018 it was 1.6%) contributing naturally to greater interaction among all and easier planning of activities

# ORGANIGRAMA



ADM / DIR – Administração / Direção  
 ASS. DIR – Assistente Direção  
 DCO – Direção Comercial  
 DAL – Departamento de Alojamentos (Recepção, Andares & Lavandaria)  
 QAH – Gestor da Qualidade, Ambiente & Segurança Alimentar  
 SAD – Serviços Administrativos  
 STC – Serviços Técnicos  
 F&B – Departamento de comidas e bebidas (Bar, Restaurante, Cozinha, Copa, Economato, Supervisor cozinha)



ALÍSIOS HOTEL

Junho 2018





## MAIN RESULTS

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2018 presented very satisfactory economic values, having improved in relation to the previous year, which had already been positive, providing a growth of 7.73% in revenue compared to 2017 and 8.14% to 2016.

As the Alisios was closed for 107 days for renovations in 2017, occupancy, overnight stays and revenue increased significantly.

The main results were according to expectations. The table below shows our achievement of objectives and their evolution compared to 2017.

GOALS	RESULT	2018	EVOLUTION
Operational	Accommodation	ND	+ 10,95%
	Sales amount	ND	+ 7,73%
	Occupancy rate	61,69%	+ 9,71%
	Number of Room-nights	49726	+ 8,94%
Quality	Clients satisfaction	92,80	+ 1,07%
Environment	Photovoltaic energy production	36,43 MWh	+ 1,66%
	Electricity consumption / Room nights	16,48 KWh	+ 9,65%
	Water consumption / Room nights	222,13 Litros	- 16,42%
		6,55 tep	+ 1,36%
	Other energy consumptions		
	Waste production / Room nights		
	• Plastic	0,03	+ 35%
	• Paper and coal	0,04	- 25%
• Glass	0,07	- 17%	
• RSU's	0,75	+ 35%	
• Cooking oil	0,011	+ 31%	

### Notes:

- Room night rate and revenue were significantly benefited from the homologous comparison due to the fact that the Alisios did not closed this year, increasing the number of exploration days by 107 days;

- b) Waste production index are indicators of small statistical significance, as on the basis of their calculation formula there may be inaccurate data provided by its collectors, particularly in recyclables.

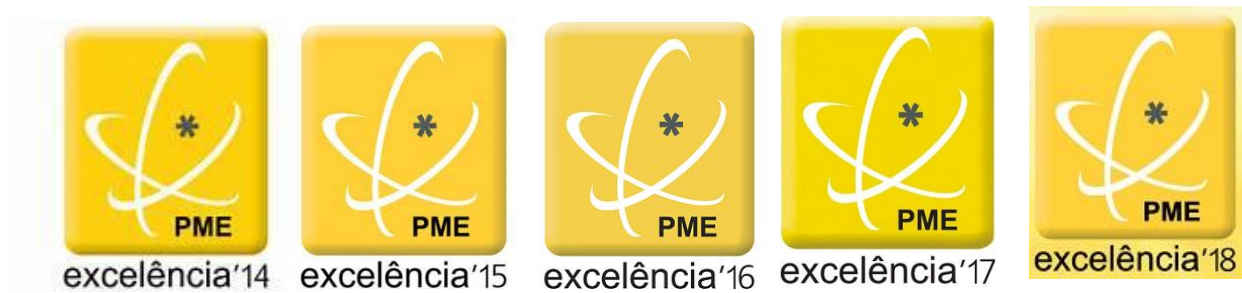


## EXTERNAL RECOGNITION

Hotel Alísios has been certified according to ISO 9001, ISO 14001 and HACCP standards since 2006. This certification aims to recognize compliance with quality, environmental and food safety requirements.



Since 2010 the Hotel has earned several “Excellence Awards” in the Small & Medium Business category



Our performance on Quality and preservation of the Environment together with the safety of its employees has earned recognition of our customers and partners, having achieved the awards from tour operator TUI: TUI HOLLY 2018, TUI TOP HOTEL AWARD 2018 and TUI UMWELT CHAMPION. (since 2005), being one of the three awarded in the Algarve.



## QUALITY & SAFETY IN SERVICE

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The service is focused on a close relationship with customers, so all staff are trained to provide a high standard service making the customer experience unforgettable.

In terms of food, the Hotel has strict procedures in terms of food safety control, ensuring the traceability of each meal as well as the results of the quality assessments prepared through a pre-defined laboratory analysis plan.

The pool with integrated jacuzzi, is subject to daily control in accordance with applicable national legal requirements and twice a month through water quality analysis performed by an accredited laboratory.

Internal audits are performed to verify compliance of day-to-day performance with customer-specified requirements, applicable law, and internal procedures. Any deviation lead to its registration & consequent establishment of action plan and assessment of their effectiveness.





## THE HOTEL ALISIOS & THE ENVIRONMENT

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Since the very beginning, the preservation of the environment has always been a concern of our Administration who initiated actions towards resource optimization from the reduction of the consumptions to the energy production.

As the construction of the Hotel Alisios is from the 90's, changes to its structure had to be done in order to contemplate the safety requirements, thermal insulation and reduction of energy consumption. Consequently, several actions were taken including:

- Replacement of traditional lighting with LED lamps;
- Replacement of flowmeters for low consumption ones;
- Replacement of the North glazing with double glass;
- Replacement of common taps with sensor taps;
- Thermostats adjustment to save temperature according to the weather conditions;
- Careful maintenance of the entire fluid network and energy network to prevent leakage;
- Installation of photovoltaic panels for power generation;
- Heat pump water heating;

Optimization of plant protection drugs in the treatment of outer green zones

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- Customer awareness program to reuse of towels and sheets & energy saving;
- New larger capacity Citytainers, reducing the number of garbage collections, environmental and visual impacts;
- Purchase of food from local suppliers;
- Promotion of typical products of the region;
- Providing customers with public transport schedules, favoring walking and reducing individual cars;

- Dissemination of information on the protection of local and regional animals and fauna;
- Construction of a new indoor pool with smaller water capacity, but with built-in equipment making it more appealing to guests.;
- Improved indoor pool insulation to prevent temperature loss and prevent Hibiscus Room heating;
- Replacement of the amenities in the rooms with high quality ones with the advantage of being replenished. This has prevented the production of over 2200 bottles;
- Elimination of existing bathtubs in the Suites, avoiding the immersion baths and the excessive water consumption associated with them;
- Replacement of south-facing glazing in the reception area, swimming pool, floor 1 and floor 2 access corridor with double glass.

## CONTRIBUTION TO SOCIETY

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Donations are made annually to the Fire Brigade of Albufeira and walks with the participation of customers and the Administration.

Study visits are organized for students from local schools, promoting the hotel activities and providing jobs in the period of greatest work intensity.

The Alisios also supports local clubs by offering its facilities for meetings and events promoted by the City Council, Extremo Sul, etc...

We promote among the suppliers our concern regarding environmental preservation and improvement of the tourist environment of the Municipality of Albufeira and the entire Algarve. Information on the protection of local and regional fauna and flora, including routes and visits to birdwatching areas, legal requirements applicable to animal protection and other information of interest.

