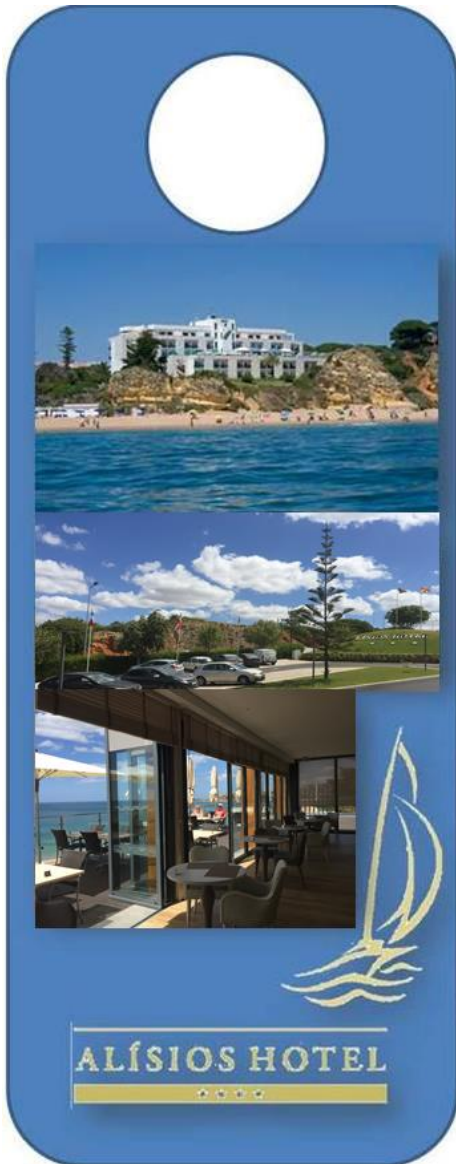




HOTEL ALÍSIOS SUSTAINABILITY REPORT - 2022

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55 Workers

115 Rooms

45975 Overnight stays

34,69 MWh of photovoltaic energy produced

64268 Meals served

0,04% In donations

12,00% Of repeated guests



BOARD STATEMENT

After two terrible years due to the pandemic with very serious consequences at various levels, namely economic, social and behavioral, the year 2022 apparently represented the end of the aforementioned calamity, bringing us a much desired normality.

Thus, Hotel Alísios presents a summary of extremely important indicators that systematically guide us, with the ultimate aim of providing the best possible experiences to those who visit us.

Based on the premise that a substantial part of our mission is proximity to our customers, it makes perfect sense to share our performance at different levels, such as environmental, food safety, social and obviously the results obtained by listening to our customers.

We can only suggest that you visit us, as we are always available to receive you.

GUIDING PRINCIPLES AND POLICY

The attitude of Hotel Alísios towards customers, employees and surroundings is guided by a set of principles and values that have long been the basis of all management and strategy that guides everyone's activity, relying heavily on the quality of service provided, in the safety of those looking for the Hotel, in the promotion of workers' health and safety, in the close relationship with the local community and in the environmental preservation of the surrounding environment.

Its policy is based on six axes that support all activity:

Quality

The Hotel Alísios, within the scope of its activity, has customer satisfaction and safety as its main focus, which is why it has developed mechanisms at the level of its service provision that enhance customer satisfaction and exceed their expectations.

Environment

Hotel Alísios is aware of the impact of its activities on the environment, promoting and implementing management practices that minimize their less positive effects, properly managing the consumption of natural and energy resources as well as the waste it produces.

Community intervention

Hotel Alísios works to ensure positive impacts at a socioeconomic level, minimizing and, whenever possible, eliminating its negative impacts. It is a practice to donate furniture, television sets, bed linen and other items that are no longer suitable for use in the Hotel, to local institutions such as: schools, homes, hospitals and charitable associations, in order to enhance their reuse.

Hotel Alísios also supports the local community in kind, whenever possible promoting “Raffles” whose revenue reverts to the Volunteer Firefighters of Albufeira and also sponsors local sports teams with monetary contributions and the provision of sports equipment, among others. Provides internships and job opportunities to young local graduates.

Promotion of Local Responsible Tourism

Hotel Alísios is a member of AHETA (Association of Hotels and Tourist Enterprises of the Algarve) and APAL (Promotion Agency of Albufeira) with the aim of promoting and improving the socio-economic benefits of the local community and business.

Hotel Alísios combines tourism development in the Algarve region with the improvement of its services and environmental performance, actively involving its Clients, Suppliers and Employees. Promoting in-house training is a priority for the hotel's success.

Purchases

Hotel Alísios gives preference to the acquisition and promotion of products from the region, thus helping to reduce CO2 emissions resulting from transport and boosting the development of the local economy. Also at the contracting level, it selects its service providers among companies in the Region.

Employment and personal development

Hotel Alísios recognizes the importance of recruiting its employees in the region, allowing most salaries to be invested locally and thus providing benefits to other companies in the community. It also recognizes the long-term importance of local residents remaining within the community rather than seeking employment elsewhere.



TEAM

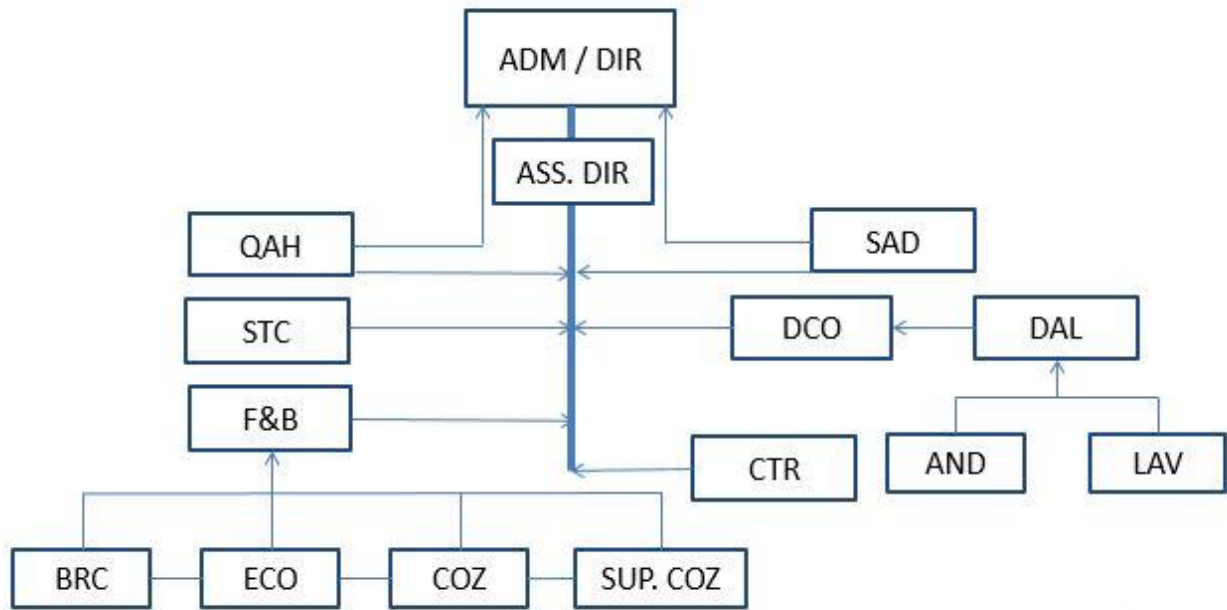
The Hotel Alísios team is made up of a mix of youth and experience, with a dynamic, competent and constantly updated spirit. Management understands that training is a relevant factor and an asset for improving performance in view of the constant evolution of the market and customer requirements, which is why it develops an Annual Plan that includes training in the areas of environment, health and safety at work and food quality.

Most employees live within a radius of less than 25 km from the Hotel, thus reducing travel costs and boosting the local economy as their consumption is centered in their area of residence.

The absenteeism rate is low (in 2022 it was 4,3%) which contributes to greater interaction between everyone and easier planning of activities.

ORGANIGRAM

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)



Junho 2018



MAIN RESULTS

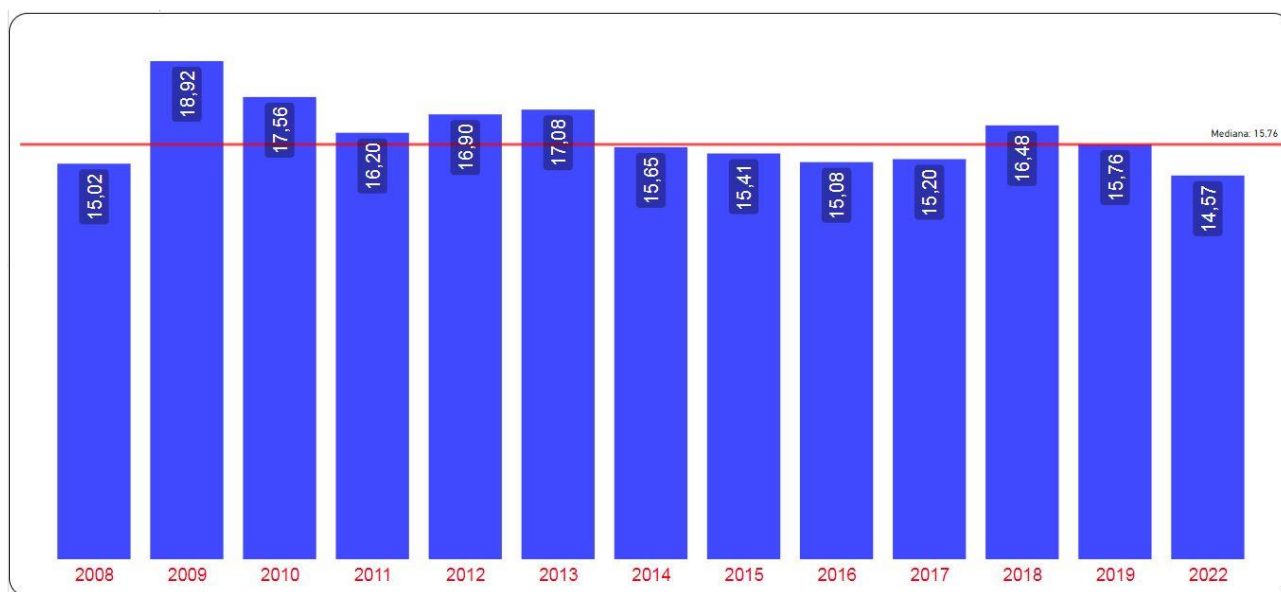
The year 2022 showed very good economic values, improving compared to the previous so-called normal year, 2019, which had already been positive, providing a 5.52% growth in revenue.

Thus, the main results were in line with expectations. In the table below we can see the degree of achievement of objectives and their evolution compared to 2019.

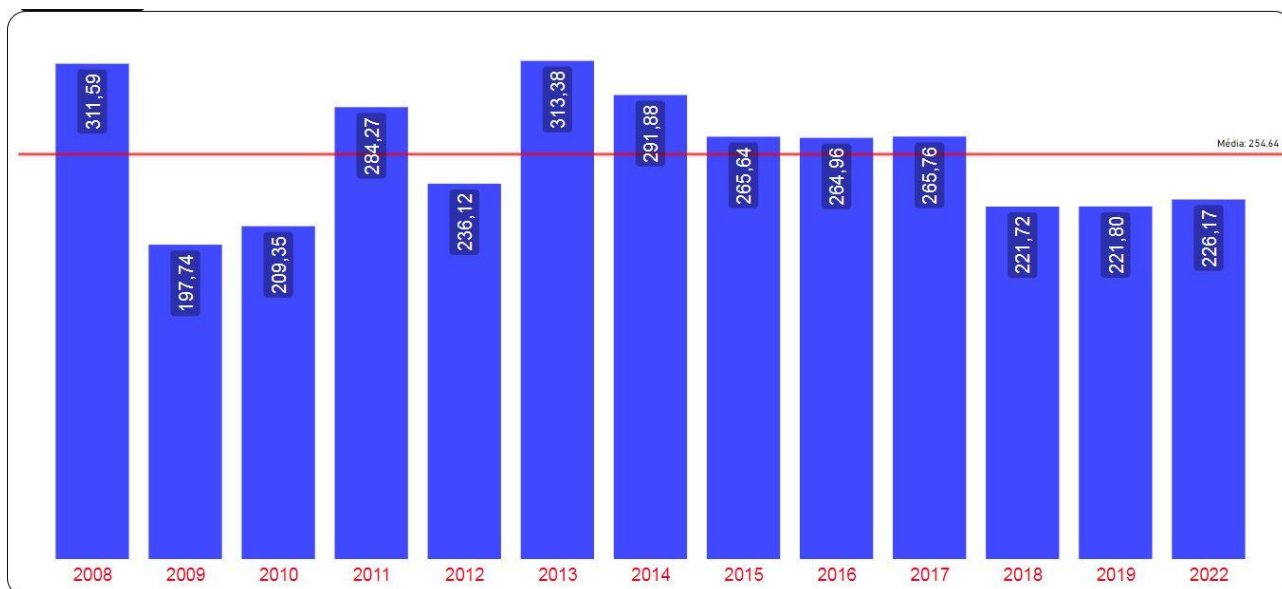
GOALS	RESULTS	YEAR 2019	EVOLUTION
Operational	Accommodation	ND	+11,37%
	Sales amount	ND	+5,52%
	Occupancy rate	59,96%	-6,37%
	Total of overnight stays	48981	-6,14%
Quality	Customer satisfaction index	95,41%	+0,14%
Environmental	Production of photovoltaic energy	38,19 MWh	-9,44%
	Electricity consumption per overnight stay	15,76 KWh	-7,55%
	Water consumption per overnight stay	221,80 Lt	+1,97%
	Consumption of other energy sources	6,07 tep	-3,62%
	Urban solid waste per overnight stay	0,87 Kg	-91,43%
	Waste cooking oil production index	0,0135 Kg	-43,22%

1- Tabela de indicadores de performance

TREND ANALYSIS



1- Índice consumo energia por dormida



2- Índice consumo de água por dormida

EXTERNAL RECOGNITION

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



Since 2010, it has received recognition as a PME Excellence company in the category of Hotel with restaurant.



The performance in favor of quality and environmental preservation as well as the safety of its employees was recognized by its customers and partners, having received the awards from the tour operator Tui, TUI HOLLY 2018, TUI TOP HOTEL AWARD and TUI UMWELT CHAMPION (since 2005), being one of three awarded in the Algarve.



SERVICE QUALITY AND SAFETY

The provision of service is centered on a close relationship with customers, so that all staff is aware of providing a pleasant service that makes the customer's experience unforgettable.

On the food side, the Hotel has demanding procedures in terms of food safety control, guaranteeing the traceability of each meal as well as the results of the quality assessments of the meals prepared, through a constant pre-defined laboratory analysis plan.

The swimming pool with integrated Jacuzzi is subject to daily control in accordance with the applicable legal precepts and biweekly through analyzes of the quality of the water carried out by an accredited laboratory.

Internal audits are carried out to verify the conformity of day-to-day operations with the requirements specified by customers, applicable legislation and internal procedures. Any deviations lead to their registration, establishment of action plans and assessment of their effectiveness.



THE HOTEL ALISIOS AND THE ENVIRONMENT

From an early age, the attitude of preserving the environment was a concern of the Administration, which has triggered actions to optimize resources from the reduction of consumption to the production of energy.

Since the construction of the Hotel's building dates back to the 90's, changes had to be made to its structure in order to adapt it to the requirements of safety, thermal insulation and reduction of energy consumption. Thus, several actions were triggered that go through:

- Replacement of traditional lighting with LED lamps;
- Replacement of flowmeters with low consumption ones;
- Replacement of glass panes with double glazing;
- Replacement of commonly used faucets with sensor faucets;
- Readjustment of thermostats for energy-saving temperatures according to weather conditions;
- Careful maintenance of the entire fluid and energy network in order to avoid leaks;
- Installation of photovoltaic panels to produce electricity;
- Sanitary water heating by updated heat pump;
- Installation of photovoltaic panels to produce electricity; • Optimization of phytopharmaceuticals in the treatment of outdoor green areas;
- Customer awareness program for reusing towels and sheets and saving energy;
- New Citytainers with greater capacity, reducing the number of collections and environmental and visual impacts;
- Acquisition of food products from local suppliers;
- Promotion of typical products from the region;
- Availability of public transport timetables to customers, favoring walks and reducing the number of individual cars;
- Dissemination of information on the protection of local and regional animals and fauna.
- Construction of a new indoor pool with a smaller m3 of water capacity, but with built-in equipment making it more appealing to guests;
- Improved the insulation of the indoor swimming pool to avoid temperature losses and avoid overheating in the Hibiscus Room.
- Replacement of personal hygiene products in the rooms with others of the highest quality and with the advantage of being restocked. With this measure, the production of more than 2200 bottles was avoided.
- Elimination of existing bathtubs in Suites on the 5th floor. floor, thus avoiding immersion baths and the excessive consumption of water they are associated with.

CONTRIBUTION TO SOCIETY

Donations are made annually to the Albufeira Firefighters, Unicef, Refugio Aboim Ascensão, Extreme Sul.

Study visits are organized for students from schools in the region, promoting the hotel's activities and providing jobs during periods of greater work intensity.

Hotel Alísios also supports local clubs, providing its facilities for meetings and events promoted by the City Council, Extreme Sul, etc...

It disseminates its concerns in terms of environmental preservation and improvement of the tourist environment in the Municipality of Albufeira and throughout the Algarve among its suppliers.

It disseminates information on the protection of local and regional fauna and flora, namely routes and visits to birdwatching areas, legal requirements applicable to animal protection and other information of interest.

