

SUSTAINABILITY

Sustainable tourism

At Hotel Quinta Alegre, we believe that the success of a company depends not only on the satisfaction of its guests, but also on the satisfaction of its employees and their respective well-being, integrated with social well-being and the health status of the environment. .

We are focused on Sustainable Tourism and assume full responsibility for minimizing the impact on the environment, as well as on an economic and social level, now and in the future.

With the collaboration of our suppliers and business partners, we will strive to innovate and improve some aspects of Sustainable Tourism:

ENVIRONMENT

Hotel Quinta Alegre applies procedures daily to minimize its impact on the environment. These include reducing energy and water consumption, as well as producing solid and liquid waste.

Any negative impact on the natural environment and wildlife where it is located is also managed and limited.

You can ask at the hotel reception for information about local activities, special celebrations, events, etc.

We check and record the consumption of energy, water and waste produced daily, weekly and monthly in order to compare this consumption and implement procedures for its reduction and financial savings if necessary.

Below you can find our environmental policy, our objectives to be achieved, as well as those already achieved.

Energy:

- Target for 2023: 2% reduction
- Reached 2022: 7.48 Kwp per customer
- Reached 2023: 7.30 Kwp per customer – 2.5% reduction
- Target for 2024: 1% reduction

Hotel Quinta Alegre is aware of the importance and need to implement changes for greater energy efficiency, encouraging changes in the habits of employees and guests, taking into account the objectives set for the following years.

We assume energy efficiency in consuming the least energy possible without neglecting comfort and quality, thus maintaining high standards of service.

The following action was taken:

1. The Hotel has installed a magnetic card system in the guest rooms, which automatically turn off the power when they are picked up and the guests are not in the rooms.

2. We post information in guest rooms so that they turn off the heater when they open windows or doors.
3. All lamps in the hotel are low energy consumption (LED'S).
4. External and internal lighting systems are automated and regulated based on the availability of natural light.
5. Implemented a maintenance plan with routines to verify the efficiency of all equipment.
6. When purchasing new equipment, one of the selection criteria is its efficiency and energy rating, namely the purchase of class "A" home appliances.

waters:

- Target for 2023: 2% reduction
- Reached in 2022: 0.180 m3/guest
- Reached in 2023: 0.171 m3/guest - 5% reduction
- Target for 2024 - 2% reduction

At Hotel Quinta Alegre we are aware of the importance that water has for life and that it is a limited and indispensable asset. Thus, it is important to establish a consumption base by area and continue to monitor this consumption with the intention of reducing its use, as well as the waste of wastewater.

In this way, we present the following examples.

1. Information in the rooms to promote the profitability of towels and sheets.
2. Training given to employees with the aim of keeping pipes and faucets free of water leaks, as well as making customers aware of the same objective.
3. Efficient watering by applying watering time management.
4. We have water saving systems installed, including flow reducers

WHAT HAVE WE DONE FOR THE ENVIRONMENT SO FAR?

Notwithstanding the measures we currently take, we are aware that both we and the community in which we operate are still taking the first steps in implementing changes that will be crucial to achieving these goals.

We fully believe that we will reap dividends through our efforts and our willingness to cooperate.

Protected natural areas are also of great importance for the local environment, and we recommend their visit, but always accompanied by duly accredited organizations.

We therefore accept suggestions that can improve the environment – through our employees or guests.

SOCIAL

Hotel Quinta Alegre is closely linked to the local community. We preserve, respect and support local culture (folklore groups operate at Quinta Alegre) and encourage our guests to visit places of interest, with cultural events and local traditions.

We are also linked to our employees and their loyalty, as they are the ones that most contribute to the excellent quality of the service provided to our customers. We ensure all legal aspects related to hiring in accordance with the laws in force. We also provide constant training in order to stay at Quinta Alegre and progress, being always motivated to do so.

We fully support the principles that all human beings, regardless of gender, religion, color, nationality, age, culture or disability, have the Universal Right to be treated with dignity, equality and respect.

We thus ensure that:

- Job

1. All our employees have a written employment contract.
2. We pay our employees a fair wage above the national minimum wage.
3. Working hours are in accordance with national and community law.
4. All employees work on their own initiative and can resign of their own free will.
5. All employees undergo medical examinations at least once a year and are covered by occupational accident insurance.

- Local communities

The Hotel Quinta Alegre is linked to the local community promoting local culture and traditions, from participating in the animation of the Ponta de Sol Folkloric Group hotel.

Last winter, when the rooms were refurbished, some of the old furniture, as well as several removed materials, were donated to local or charitable associations.

There are no special cultural precautions to be taken in the area where we are located – however, and if guests leave the area – employees warn of this fact when booking the tour.

We have a sealed box of the red cross at reception, in order to receive donations.

- Protection of Children

Hotel Quinta Alegre fully supports the protection of all children, where their well-being can never be put at risk and in particular with regard to the sexual exploitation of children.

ECONOMIC

At Hotel Quinta Alegre, we encourage our guests to visit local attractions, such as restaurants that offer Portuguese cuisine, visit historical and interesting places, local markets where they sell regional products (Prazeres, Camará de Lobos and or Funchal) and we also organize the night Portuguese, having performances by local folklore groups, and by taking these actions, we are contributing so that the money spent stays in the local economy.

We also purchase most services and products from local suppliers, when not available, we extend our purchases to a national level and only when necessary do we resort to companies outside the country.

QUALITY PROCEDURES

Hotel Quinta Alegre is determined to always satisfy its guests, at any time and always with a genuine smile.

We are always in contact with our guests, always asking their opinion regarding the services provided by the hotel, they are invited to inform us if we are not meeting their expectations and where we can resolve any dissatisfaction.

These actions allow us to know their needs and facilitate the satisfaction of their expectations.

Our success is measured by the return of internal questionnaires at the end of the stay and through market studies prepared by our largest Tour Operator. We also have recognition through awards from our main partners, which reveals the excellent work developed.

We are proud of our teamwork and we are constantly improving the efficiency of our management processes that will bring greater motivation and smiles to our employees and guests.

Our products and services are guaranteed and comply with the country's legal requirements.

SAFETY AND HEALTH PROCEDURES

Hotel Quinta Alegre is committed to the safety of its guests and employees.

We are fully aware that Fire Safety, General Safety and Food Safety are vital for the general well-being of our customers and are in compliance with local, national and international rules, regulations and laws.

In order to respect Fire Safety and Security in General standards, we work in partnership with several entities accredited for the same.

Inspections are carried out regularly, and we meet all the required requirements. We also work in partnership with local firefighters.

We also work with the company Qualiram, which monitors all the quality of food purchased and served at the hotel and where visits are made every three months. Also with regard to HACCP, we have the Gold certificate, and we continue to improve our procedures, training and developing them with our employees.

We continuously test the hotel's water, including the two pools, and work in partnership with an outside company, Biogerm, which performs analysis once every three months.

We believe that our employees must be healthy and safe, so we offer a medical exam per year to each employee together with the company Novos Rumos.

Report from January to December 2022 and 2023 and goals to be achieved in 2024.

Conducted and completed on January 20, 2024