



# A COMMITMENT TO SUSTAINABILITY



Vila Galé

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HOTÉIS

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Always Close To You



## OUR COMMITMENT

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### SUSTAINABILITY POLICY

The Vila Galé Group sees their management model as an integrating part of a sustainability project for society, in consideration of the current and future generations.

This management model considers that the Environment, Quality, Security, Health, Food Safety, Social Liability, and Economic Feasibility are values of an integrated system governed by a set of ethical principles that respect the people and the environment, aiming for the continuous improvement principles through these commitments:

- To integrate the enforcement of a sustainability, protection, and preservation concept in their activities;
- To introduce processes that allow a water and energy consumption reduction and ensure that the produced wastes are sent the appropriate way;
- To seek the competitive quality perfecting continuously the processes, products, and services to attend to our stakeholders' expectations;
- To promote and encourage occupational safety and health in all activities carried out;
- To foster good food safety practices;
- To promote the professional development and personal fulfilment of all of the company's employees;
- To support initiatives which contribute towards promoting social well-being and the preservation of nature;
- To adopt economically feasible and socially equitable processes;
- To comply with the applicable legislation, applying responsible standards in cases where they may have been omitted or where they may not exist;
- To share the good practices with the concerned public.



## COOPERATE WITH US AND THE ENVIRONMENT DURING YOUR STAY:

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Change of the bedding performed once there is a request therefor (leaving the pillows on the bed means that the bed sheets are in usable condition);

If your towel is clean, please don't leave it on the floor; instead, hang it in the towel holder (leaving the hanged towels means that they are in usable condition);

A pool towel will be provided upon request. Please keep it for the duration of your stay if it is in usable condition. It will be exchanged upon request;

Please let us know if you find any dripping tap;

Do not leave the key in the energy saver to avoid energy expenditure;

Do not leave devices turned on when they are not necessary (chargers, television, air-conditioner, etc.);

When using the air conditioner avoid extreme temperatures, to get the best out of the equipment (max. 24°C - min. 20°C);

Please close the bedroom window whenever the air conditioning system is on; Do not turn on lights that you don't need;

Do not unnecessarily send clothes to laundry; Avoid producing waste;

Preserve tranquillity and green spaces;

Place the waste in the appropriate containers;

In case you wish to dispose medicinal products, do not put them in the paper bins and request to a member of our staff to collect it;

If you have recyclable waste, please do not put it in the paper bins, so that the Floor Staff can perform a selective waste collection.



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## IMPLEMENTED ENVIRONMENTAL GOOD PRACTICES

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### ENERGY, WATER, AND RAW MATERIALS CONSUMPTION REDUCTION AND CONTROL:

Energy and water consumption management system and daily and sectorial control in order to detect possible leaks or pipework and equipment deficiencies almost immediately;

Preventive maintenance plan to ensure a better efficiency of the different installed equipment;

Low consumption lighting systems, as well as using movement sensor devices in common areas, photoelectric cells in some external lighting and timers;

The rooms have energy savers that partially cut off the power when the electronic key card is removed;

The initial lighting layout is pre-set, avoiding that all the lights are on unnecessarily;

Air conditioner thermostats' restriction in common areas;

Using low temperature programs for laundry and dish washing;

Washing and drying machines maximum load usage;

Taps, showers, and toilet cisterns have controlled, low consumption devices;

Pools filter cleaning and hydromassage pool water reuse for irrigation;

Programmable drop by drop irrigation system, avoiding the hottest hours;

Weather control for the irrigation requirements according to the different plant species;

Electronic invoices;

Internal management documentation in digital form;

Adoption of the "Paper & Plastic Free" concepts in different units.

The products produced follow rigorous technical sheets, in order to avoid possible waste;



## OPTIMISATION OF RESOURCES:

Recycled and recyclable materials usage from the moment the units were built;

The majority of the electrical energy consumed is provided by 100% renewable sources;

Solar panels usage for water heating;

Good environmental practices are included in the employees' annual training;

Ongoing participation in case studies of more sustainable technological and procedural developments, taking into account the impact of hotel implementation and operation.

## WASTE MANAGEMENT:

Screening and directing the waste produced in the hotel to licensed recipients;

Reusing materials;

Reducing waste production by preferring the products that are sold loose whenever possible.

Phasing out single-use materials.





VILA GALÉ ECO RESORT DO CABO



ECO-HOTEL



## CERTIFICATIONS AND AWARDS GRANTED TO THE VILA GALÉ HOTELS

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### ECO-HOTEL

Certification focused on identifying and managing processes that cause environmental and socioeconomic impacts;

### LIDERSHIP

Certification of undertakings with the best environmental and sustainability performance;

### GREEN KEY

International award for undertakings that hold awareness on the need to develop good environmental practices;

### TUI UMWELT CHAMPION

International award for hotels that perform well on applying good sustainability practices.

### 360° TOURISM COMPANIES PROGRAMME

This initiative aims to support companies in their process of strategic reinvention, of measuring, managing and reporting their environmental, social, and governance performance, and of transforming their businesses according to new priorities and objectives that may bring not only competitive advantages but also tangible social benefits and less impact on the environment.





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