



SUSTAINABILITY REPORT 2020

MESSAGE FROM THE PRESIDENT

Following on from previous years, I hereby present the Pestana Hotel Group Sustainability Report for 2020. This Report deals with the main initiatives developed, participated in or supported by Planet Guest – the group's Sustainability program.

It was with great pleasure that Pestana Hotel Group started 2020 under the motto of Sustainability, which was reflected in the company's Annual Meeting agenda. Held in February, in São Tomé and Príncipe, it was exclusively dedicated to social and sustainability matters.

I particularly wish to highlight the voluntary work undertaken by its participants, who took part in concluding the Santo António Kindergarten building works and exterior arrangements, thus allowing it to welcome around 350 children of which 200 were children of Pestana Hotels members of staff in São Tomé. In addition to the Group's financial support of the Kindergarten's installation and future activities, this tangible contribution made by the Annual Meeting's participants illustrates how well all its functional areas are involved and committed to the Planet Guest's objectives.



However, 2020 was to be marred by the beginning and overwhelming spread of the COVID-19 pandemic that not only halted a large part of our activities, but also brought about substantial changes in life in society as we knew it.

The emergency intrinsic to the pandemic resulted in the need to suspend several planned initiatives and forced us to reconfigure our overall intervention, focusing on specific areas, supporting people in precarious situations and vulnerable institutions, both in terms of health and social conditions.

Accordingly, Pestana Hotel Group donated accommodation, meals, hotel materials, as well as specially purchased equipment for this purpose, to Hospitals, Social and Parish Centres, Parish Councils, Academies, and a large number of other public and private institutions.

Thus, even in the difficult context of the pandemic, it was possible for the Pestana Hotel Group, and Planet Guest in particular, to fully fulfil its objectives!

Dionísio Pestana



3
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MORE THAN
100
HOTELS



MORE THAN
12.000
ROOMS

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LOCAL COMMUNITY SUPPORT AND RELATIONS

In 2020, we maintained our commitment to the well-being and quality of life of the local communities where our hotels are located, fostering their development, and seeking to achieve greater social equality.

THANK YOU FOR YOUR HELP

This iconic project was continued. For every euro donated by guests, the Pestana Hotel Group matches the same amount, the total of which is donated to local institutions.

Portugal:

- Casa da Alegria (Lisbon)
- Crescer Ser (Porto)
- Lar Bom Samaritano (Alvor)
- Criamar (Madeira)
- AFACIDASE (Manteigas)
- Santa Casa da Misericórdia de Vila Franca do Campo (Azores)

São Tomé and Príncipe:

- Santo António Kindergarten (São Tomé) - funds collected in São Tomé and Príncipe, Germany, the Netherlands, Spain, the United Kingdom, and the USA.

Other countries and institutions:

- South Africa - Siya Buddy
- Argentina - Nilus
- Brazil - Teto
- Cape Verde - Maracanã
- Marocco - Oeuvre de la Goutte de Lait
- Mozambique - Casa do Gaiato de Boane

1€ + 1€

Ao contribuir com 1€ no momento do Check out, o Grupo Pestana ajuda com mais 1€. A totalidade deste valor reverte inteiramente a favor de uma instituição.
 Donate 1€ at check out. Pestana Group helps with a further 1€. All donations go to one institution. Find out more at [pestana.com](https://www.pestana.com)

A sua ajuda vale por dois.

Your help is worth for two.

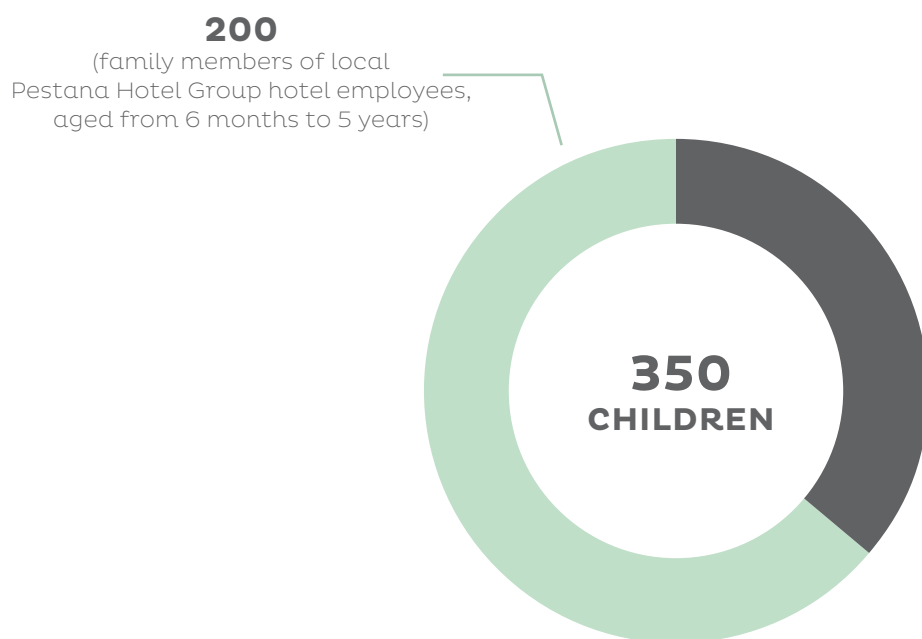
PLANET GUEST
 PESTANA SUSTAINABILITY
 PESTANA
 HOTEL GROUP



2ND PHASE OF THE SANTO ANTÓNIO KINDERGARTEN - SÃO TOME

The Santo António Kindergarten project was completed by the employees participating at the Pestana Annual Meeting in São Tomé in February 2020. Financed by the Group, under the protocol with the Ministries of Education and Labour of São Tomé and Príncipe, the project also received support from dozens of sponsors.

- The Kindergarten operation is financed by Pestana Hotel Group and by the guests' donations in their hotels in São Tomé, Europe and in the United States.



SUPPORT FOR ASSOCIATIONS

SALVADOR SUPPORT ASSOCIATION

Financial contribution to the activities of the Salvador Association - a Private Social Solidarity Institution dedicated to motor deficiency.



DONATION OF TOYS

Donation of new toys or toys in good condition to children accompanied and supported by the Stimulus Association.



JOÃO.13 ASSOCIATION

Meal donation by the Pestana Palace Lisboa Hotel, supported by weekly volunteer work by Pestana teams, in partnership with Colégio Pedro Arrupe, providing 60 dinners and 60 breakfasts to the homeless in Lisbon, through Associação João.13.



MAKE A WISH

Martim's dream came true. A 12-year-old boy dreamed of flying to Madeira with his family to discover the island. The Pestana Hotel Group offered the family a free stay at the Pestana Casino Park Hotel.



2020 CHRISTMAS INITIATIVE

Delivery of food goods, specifically Christmas hampers to local institutions in various countries, where the Pestana Group is present.

MAINLAND PORTUGAL:

1. Johnson Academy - Amadora: 50 hampers
2. Jorge Pina Academy - Lisbon: 25 hampers
3. Casa dos Rapazes - Parede: 5 hampers
4. Social and Parish Centre of Alcântara - Lisbon: 25 hampers
5. Estrela Parish Council - Lisbon: 25 hampers
6. Social and Parish Centre of S. Mamede - Lisbon: 20 hampers
7. Crescer Ser - Porto: 10 hampers
8. Stimulus - Sintra: 25 hampers
9. Good Samaritan Home - Alvor: 7 hampers
10. Casa da Alegria - Lisbon: 8 hampers
11. Social and Parish Centre of N. Senhora de Fátima - Viana do Castelo: 5 hampers
12. House of Baby Jesus - Couilhã: 5 hampers
13. Bread and Peace Association - Évora: 5 hampers

MADEIRA

- CASA: 20 hampers

BRAZIL

- Comunidade Beira Mar de Duque de Caxias: 99 hampers

ÁFRICA

1. Fundação da Criança - S. Tomé and Príncipe
2. Casa da Madre Clara and Casa do Gaiato de Boane - Mozambique
3. Maracanã and Aldeias SOS - Cape Verde
4. Uthandiwe Childrens Home - South Africa





EDUCATION AND CULTURE

We continued to implement and support initiatives that value the cultural identity of the regions where the Pestana Group operates.

ART INSTITUTE

The mission of this New York-based organisation is to promote Portuguese art and culture. It provides an intercultural space for inspiration, acting as a catalyst for an innovative artistic dialogue in its promotion of Portuguese artists.

In 2020, the Pestana Hotel Group's support focused on the first quarter, due to the pandemic obstacles.



EPIS

Three social grants were awarded to young people supported by EPIS. This association's mission is to train underprivileged young people and help them achieve their potential throughout their lives, through education, training, and professional integration.



DÉJÀ LU

Continuing support was provided for the Déjà Lu charity project, by providing space for its activities at the Pestana Cidadela de Cascais. The association sells donated second-hand books, assigning the generated revenue to projects that provide professional training for children with Trisomy 21.



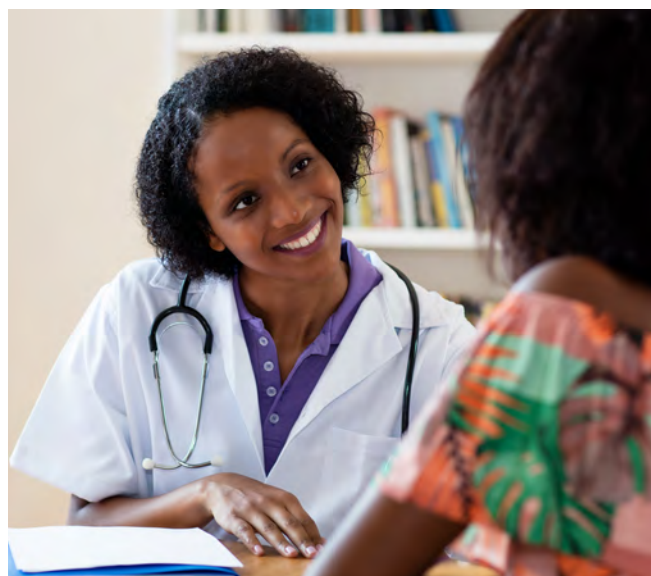
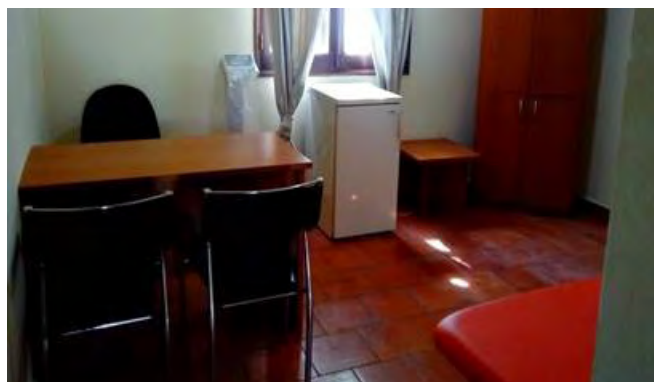


INTERNAL SOCIAL RESPONSIBILITY

The well-being and support of workers continues to be one of the focuses of our activity.

MEDICAL CLINIC AT PESTANA MIRAMAR (SÃO TOMÉ)

Support for the medical clinic with free consultations for Pestana Hotel Group employees and their families, through the accommodation of volunteer doctors.



SKILLS VOLUNTEERING

Continuation of the internal skills volunteering project. Employees provide support to their colleagues, especially that of a legal nature and provide their children with online tutoring.



SOCIAL SUPPORT

- Distribution of Christmas hampers to all employees;
- Distribution of additional hampers to 50 workers in more vulnerable situations;
- Allocation of an additional month's salary to all employees;
- Distribution of toys to children of employees up to 12 years of age;
- Creation of an emergency salary fund;
- Creation of a psychological support section.





RESTORATION AND PRESERVATION OF HERITAGE SITES

Our heritage is a legacy of the past that we must respect and pass on to future generations.

RESTORATION OF PROPERTY AND ADAPTATION FOR HOTEL PURPOSES

Although 2020 was marred by the pandemic, the Pestana Hotel Group continued all its ongoing projects dedicated to the restoration and adaptation of hotels in pre-existing buildings:

PESTANA LISBOA VINTAGE

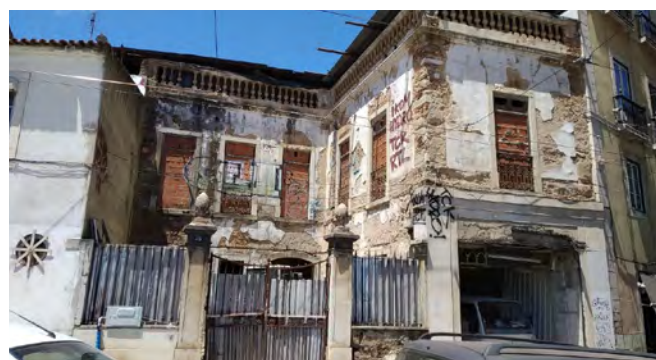


BEFORE



AFTER

PESTANA POUSADAS DE PORTUGAL | NEW HOTEL IN LISBON - ALFAMA



BEFORE



DURING

PESTANA HOTELS & RESORTS | NEW HOTEL IN LISBON - RUA AUGUSTA



BEFORE



DURING

PESTANA POUSADA PORTO - RUA DAS FLORES



BEFORE

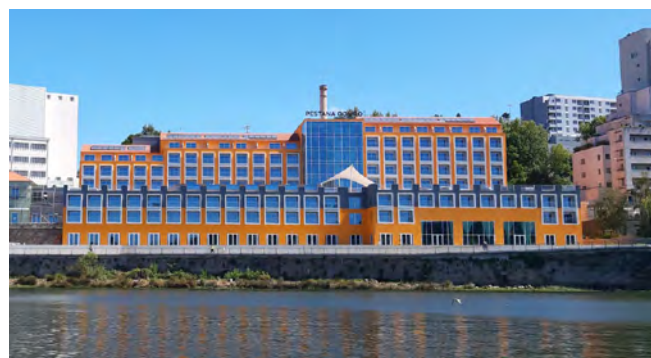


AFTER

PESTANA DOURO

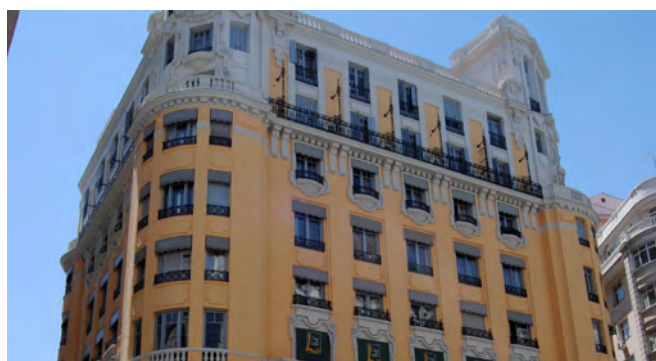


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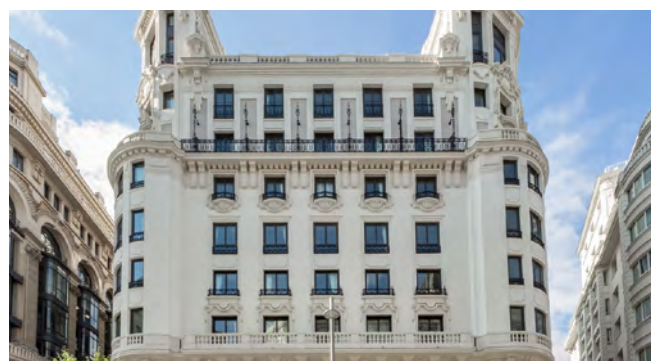


AFTER

PESTANA CR7 GRAN VIA MADRID



BEFORE



AFTER

PESTANA POUSADA VILA REAL DE SANTO ANTÓNIO



BEFORE



AFTER



RESPECTING THE ENVIRONMENT

This is the only Planet we have, and it is our obligation to reduce our “footprint” as much as possible.

SOCIAL RESPONSIBILITY SEAL

Renewal of the AHP Social and Environmental Responsibility seals, which attest to the good practices implemented in this area.



EARTH HOUR

On the 28th of March, between 8:30pm and 9:30pm, the group's hotels dimmed their lights, joining millions of people around the world, who demonstrated their commitment to safeguarding the planet.

LISBON'S GREEN CAPITAL COMMITMENT

On the 20th of January, the Pestana Hotel Group signed the 2020 Lisbon Commitment to a European Green Capital - an initiative promoted by the Lisbon City Council. Among the 18 measures to be implemented over the next 10 years, are increased energy and water efficiency in buildings, the elimination of single-use plastics and initiatives that raise stakeholders' awareness of sustainability issues.



"TOO GOOD TO GO" PROJECT

The "Too Good To Go" project fights food waste, allowing meals which have not been sold to be served at reduced prices, thus increasing the profitability of participating hotels and restaurants. The Pestana CR7 Lisboa was the first to join the initiative, followed by Pestana Porto - A Brasileira. This initiative was temporarily suspended due to the pandemic.

EFFICIENT USE OF WATER AND ENERGY

- Concluding implementation of the energy efficiency projects and photovoltaic installations at the Pestana Vila Sol - Vilamoura, and photovoltaic installation at ECM;
- Adoption of uniform procedures in hotels and other services that suspended activity during the pandemic with the objective of saving water and electricity, without compromising their safety and maintenance;
- Use of SIMAC (Consumer Monitoring and Alerting System) in order to detect any situations of abnormal consumption and their timely remedy.



SUPPORTING ENTREPRENEUREAL PROJECTS

We believe that business initiative is a decisive factor in social development.



GIRL MOVE

Girl Move is an organisation that contributes to social change in Mozambique, providing young Mozambican university students with active training and mentoring at national and international level. It includes practical experience as they are given counselling opportunities for other young university students (under the BELIEVE Programme, in Mwarusi) and an international trainee course in Portugal. In 2020, the Pestana Hotel Group welcomed Cacilda via online sessions, which covered areas such as Planet Guest, Communications, Human Resources and Events.



REFUJOBS

In 2020, we also continued our partnership with REFUJOBS, a project promoted by the High Commissioner for Migrations, which aims to enhance the professional skills of refugees as well as available job opportunities in Portuguese entities and companies.



SUPPORTING STARTUPS

- Participation in an open innovation programme, in partnership with Beta-i, which brings together startups from around the world to help solve business challenges and find innovative solutions for the tourism sector (the journey);
- Participation in an investment fund for multi-sectoral startups with technological features (LC Ventures);
- Participation in the “Tourism adVenture” program that aims to find innovative solutions in the post-COVID context, in partnership with the Startups Factory;
- Frequent interaction with startups that develop solutions in line with the Pestana Group’s strategic priorities.





SPECIFIC MEASURES DEVELOPED WITHIN THE SCOPE OF THE PANDEMIC

In the context of the pandemic that has brought the world to a standstill, the Pestana Hotel Group has undertaken initiatives to provide support in emergency situations and to those in greatest need.

ACCOMMODATION FOR HEALTHCARE PROFESSIONALS AND VOLUNTEERS

- 15 rooms/day were provided at the Pestana Cidadela Cascais and 8 rooms/day at the Pestana Pousada de Queluz;
- Allocation of rooms at the Pestana Blue Alvor Hotel, for quarantining health professionals or citizens in need, supporting the Portuguese National Health Service;
- An initial 5 Hotels (Pestana Goldsmith, Pestana CR7 Lisboa, Pestana Cidadela de Cascais, Pestana Viking and Pestana Casino Studios) and 3 Pousadas (Pestana Pousada Viana do Castelo, Pestana Pousada de Visa and Pestana Pousada Convento de Beja) were made available to integrate the program set up by the Ministry of Labour, Welfare and Social Security, to welcome professionals, quarantined people and even patients (who did not need hospitalisation). Ultimately three hotels, Pestana Casino Studios, Pestana Bay and Pestana Blue Alvor were used;
- Three Lisbon hotels (Pestana CR7 Lisboa, Pousada de Lisboa and Pestana Cascais), enrolled in a specific programme launched by the Lisbon City Hall;
- Agreement with the NGO COMVIDas, to host volunteers at hotels who have served in quarantined homes (e.g. Montargil);

MEAL PROVISIONING

Between March and December 2020, the Pestana Hotel Group, through the Pestana Pestana Palace Lisboa, donated a total of 18,500 meals, where a large number of its employees helped voluntarily.

- Meals were distributed to people supported by the following institutions:
 - João 13 Association;
 - Johnson Academy (Cova da Moura – Amadora);
 - Social and Parish Centre of Alcântara;
 - Social and Parish Centre of São Mamede;
 - Estrela Parish Council.

At Easter time, the Cozinha Velha Restaurant (Pestana Pousada de Queluz), prepared and distributed meals to the staff working at the Amadora Sintra Hospital.

The Pestana Pousadas de Portugal units in the Algarve region donated food to needy people supported by the following institutions:

- Aldeia da Paz Foundation;
- Support Centre for the Homeless;
- Conceição and Estoi Parish Council and Food Bank;
- Red Cross/Tavira Humanitarian Centre of Tavira;
- Vila do Bispo Social Canteen and Sagres Nursing Home.

DONATION OF CLOTHING AND HYGIENE PRODUCTS

- Provision of hygiene products by the Pestana Palace Lisboa Hotel for the accommodation of doctors from the St Francisco Xavier hospital.
- Donation of shower caps:
 - 250 units by the Pousada de Viseu, to the INEM [Instituto Nacional de Emergência Médica - National Emergency Medical Institute] in Vila Nova de Foz Coa;
 - 350 units by the Pousadas de Viseu and Pousada Serra da Estrela, to the INEM in Viseu;
 - 1.000 units by the Pousada Mosteiro do Crato, to the St Bernardo hospital, in Setúbal.
- Donation of 220 individual bed sheets, 200 pillowcases, 200 bath towels and 500 shower caps, to SESARAM [Serviço de Saúde da Região Autónoma da Madeira - Madeira's Regional Government Health Service];
- Donation of 100 sets of hygiene products, 41 masks and 5 surgical caps to the Order of Malta for delivery to the Viseu prison;
- Donation of bed sheets, blankets, caps and dressing gowns to the Holy House of Mercy in Vila Viçosa;
- Donation of masks to the following institutions:
 - Johnson Academy (182 in total, 32 of which were made by a Pestana Hotel Group employee);
 - APOIAR (150)
 - Casa da Alegria (40)
 - João.13 Association (60)

SUPPORTING WORKERS

- Anticipation of the Christmas pay;
- Loaning 30 company computers ensuring staff children could take part in online classes;
- An online training platform with more than 6,000 videos was made available;
- Leadership training course on issues related to Covid (stress management, anxiety, etc.);
- Launching of a wellness programme for employees (nutrition and mental health);
- Sharing of experiences among employees on different topics (Pestana Sharing and thematic webinars);
- Development of internal coaches as a way to motivate and share knowledge about the Group and its corporate culture;
 - Focusing on internal communication, through various channels (e-mail, newsletter, live sessions with the CEO) to ensure the consistency of messages in a time of uncertainty.



OTHER INITIATIVES

- Donation of 20 ventilators to SESARAM (Autonomous Region of Madeira);
- Supplying bottled water and medical equipment for the intensive Care unit at the Santa Maria Hospital;
- The Pestana Cidadela in Cascais opened its doors for the sale of masks by the Novo Futuro Association in partnership with the Cascais City Council;
- Promotional campaign dedicated to the healthcare professionals, with 50% discount on bookings up until the end of 2020, available at the Pestana Pousadas de Portugal and at other Pestana Hotel Group hotels;
- Allocation of facilities (Lumiar) to university students to carry out their work, taking into account the impossibility of holding meetings at home;
- Donation of school/university supplies to Casa dos Rapazes;
- Donation of a computer to the Jorge Pina Association.



