

PESTANA GRAND PREMIUM OCEAN RESORT

SUSTAINABILITY REPORT 2017



The Pestana Grand invites all Guests, Suppliers and Personnel to collaborate in a daily practice of sustainability - "Planet Guest".

Your participation will allow us to continue to develop several areas of action through which Pestana Grand progresses as an enterprise

- ecologically correct
- economically viable
- socially just
- culturally diverse

Collaborating with each gesture, action, intervention, we, Guests, Suppliers and Employees , will help to preserve our planet for future generations.

In the information you will find in rooms, public areas, our intranet or talking to us, you can adhere to various ways of active participation in this very special and endless trip.

Thank you very much!

The Management & Team

The Hotel

The Pestana Grand is one of the best and most prestigious 5-star hotels in Funchal, Madeira and sits upon the Ponta da Cruz cliff with a view of the oceans and Cabo Girão.

It is only 30 minutes on foot from Formosa beach and has direct access to Promenade do Lido, the famous promenade in Madeira. Surrounded by magnificent gardens is the island's largest outdoor saltwater swimming pool with views of the sea.

The hotel has a Spa, with a Jacuzzi, sauna, gym, Turkish bath and even a panoramic indoor swimming pool, in addition to massages and/or spa treatments.

For dining, guests can enjoy four restaurants and two bars. If you bring your family, the little ones can play in the lounge or the garden with a game zone. There is a free private car park (subject to availability).

All rooms are spacious and bright, include Wi-Fi and have private balconies.

ROOMS

The Pestana Grand is a Premium Ocean Resort offering 177 rooms, 11 suites and 1 master suite.

The rooms are bright with large windows, lots of natural light and air conditioning.

RESTAURANTS AND SERVICES

The Pestana Grand offers a diverse array of culinary delights in its restaurants that include Atrium Restaurant (buffet, international cuisine), Cabo Girão (traditional Madeiran cuisine), Trattoria de La Fontana (Italian food) and Au Tagine (Moroccan cuisine).

For snacks and drinks, there is the Pool Bar and, starting late in the afternoon, the Coast Bar serving delicious cocktails and a weekly live music programme.

The hotel offers free bus trips to and from the centre of Funchal and the reception is open 24 hours.

The Pestana Grand offers a Spa where you can schedule a Magic Spa massage.

Discover the fantastic gardens and take a dip in the outdoor swimming pool. You can also join free water aerobics and stretching classes as scheduled.

LOCATION, DESTINATION, CULTURE

Madeira is known worldwide for its New Year's celebrations. If you prefer to come in June, you can watch the equally magnificent fireworks for the Festival do Atlântico.

If you chose April–May, you will be able to visit the renowned Festa da Flor, with flower carpets, expositions, shows and the main attraction—the colourful parade known as the Cortejo Alegórico. You can spend all of your pent-up energy on hikes along Madeira's paths and trails, or you can use it taking brisk swims in the middle of the Atlantic. If you go out on a boat in search of whales or dolphins, you will likely stop at one of several coves and dive straight into the contrasting greens and ocean blues of this breathtaking island.

Discover the picturesque Santana area, Câmara de Lobos bay, the incredible natural pools of Porto Moniz full of natural beauty, or the Curral das Freiras, where the views of the forest are impressive and the Madeira countryside is revealed in all its splendour.

This hotel is located only 10 minutes from the centre of Funchal, where you can take the gondola up to the Igreja do Monte, with its fabulous gardens and incredible views.

Madeira International Airport is 22 km away.

EMPLOYMENT

The Pestana Grand employs ca. 70 persons, 50 of which are fixed employees. Age average: 41

Average working period for the Pestana company: 13 years

Male/Female: depending on seasons, 50/50 %

Every year the Pestana Grand welcomes trainees in hotel business coming from local, national and international Hotel Schools, respecting the national and international legal procedures regarding training programs.

The Pestana Grand also cooperates with schools and institutions, welcoming trainees with special needs, either physical or intellectual. Since September 2016 we employ one of these participants in our training programs and he's working in our main kitchen, also in main restaurant' show cooking, being highly complimented by our Guests for his smile, friendly approach and professional performance.

OUR GUESTS

Pestana Grand welcomes a wide range of nationalities. In 2016 the Top 10 nationalities in the Grand were:

Pestana Grand 2016 Top 10 Nationalities		
Nationality	%	Persons
Germany	38,11%	42083
Great Britain	33,14%	36596
Switzerland	4,66%	5148
France	3,95%	4364
Portugal	2,60%	2876
Austria	2,23%	2460
Sweden	1,63%	1805
Spain	1,13%	1251
Luxembourg	1,07%	1182
Norway	0,93%	1030

Pestana Grand Sustainability Programme

Responsibility:

The Pestana Grand Sustainability Programme is based on the Pestana Group Sustainability philosophy. Each country, region, where Pestana Hotels & Resorts are settled, has a Senior Area Director to be reported on the achievements of each unit in the region. Each unit/hotel has a Manager who ensures compliance with the sustainability programme, control of the teams' performance, leading to achieve the objectives set by the sustainability programme. Each year all hotel staff has a performance evaluation. The evaluation of each employee has parameters setting objectives and recording achievements.

Stakeholders:

The hotel coordinates with central internal departments and several external companies the sustainability program and results, i.e.:

Maintenance Central Department: control of consumptions of energy, water, gas;

Central Purchasing Department: purchasing policy, selection of preferable suppliers (regional) and products;

Central Human Resources Department: contracting, managing staff, training staff, health & safety in work, cooperation with hotel schools, institutions. Furthermore all the policies regarding Human Rights, Discrimination, Child Protection, etc. are issued by this central department for all the Pestana Group;

"Controlvet": control of HACCP, training;

"Perimadeira": collects the hotel waste, reporting every month quantities and performance; staff training;

"Ecolab" – supplier of cleaning products – technical and safety procedures, waste of products, etc.; staff training;

"TFalcon" – natural control of invasive species;

"Frente Mar Funchal" – control of environmental conditions in the promenade (facing the Hotel);

"Jardim Formoso" – responsible for the hotel gardens with the compromise to keep local species, inform guests on local nature and on the hotel aromatic herbs' little garden. A special care to the area where the hotel is located, cooperating with town hall;

"Tulipa": decoration with plants, giving preference to local plants and avoiding cut flowers;

"Healthy Planet": contracted in 2016 to supply "Amby Control" products, used in the air;

"Criamar": Social intervention -cooperation with children' education.

"Lar da Tabua": Social intervention – cooperating in entertaining and assisting elderly people of this institution.


Environmental and social:

- to protect environment – attention to waste, to landscape, to surrounding nature, to save energy and control consumptions;
- to protect children in education, rights and values;
- to protect and educate employees: health, professional knowledge, socializing;
- to give opportunities of employment to locals with no prejudices on race or religion;

2016 actions:

Domain	Objective	Action	Target achievement
1. Energy	5% saving on total energy consumption compared to 2015	Training and evaluation parameter	80%
2. Waste Selection	Score: "Very Good"	Training of staff	"Very Good"
3. Water	Shower = 10 l/min Basin = 5 l/min Wc's = 6,5 l/min Urinals = 2 l/min	Installing all the equipment necessary to reduce water flow	75% installed
4. Information	Inform and enthusiasm Guests on Sustainability	To make new brochure for rooms on Sustainability	0%
5. Social	i.e. Special Cxmas programme with elderly people in Lar Tabua	Organizing the program and to accomplish it (annex all acts 2016)	100%
6. Environment	Waste selection in pool and garden area	To recycle old waste containers in "brand new" ones for guests to separate waste	100%
7. Environment	Protecting nature – team and guests	To plant trees on the east side of the island where vegetation is getting rare	100%


1.



ENERGY CONSUMPTION 2015-2017

Poder Calorifico Med GPL	12,778	kWh/kg
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	Gas GPL		Clients		Gas GPL		Clients		Diff
	2015		2015		2016		2016		
	[kg]	[kWh]	nº clients	kWh / client	[kg]	[kWh]	nº clients	kWh / client	
Jan	9.588	122.511	5.466	22,41	9.489	121.247	6.770	17,91	
Fev	9.805	125.283	8.242	15,20	9.764	124.767	7.483	16,67	
Mar	10.447	133.497	9.023	14,80	10.555	134.873	8.587	15,71	
Abr	10.094	128.976	8.910	14,48	9.718	124.181	8.709	14,26	
Mai	9.043	115.556	9.656	11,97	9.917	126.713	9.693	13,07	
Jun	8.331	106.455	9.741	10,93	8.737	111.637	10.063	11,09	
Jul	7.641	97.634	10.928	8,93	7.880	100.686	11.059	9,10	
Ago	8.276	105.746	11.224	9,42	5.778	73.833	11.472	6,44	
Set	8.105	103.565	9.830	10,54	6.875	87.852	9.408	9,34	
Out	9.473	121.051	9.831	12,31	6.994	89.365	10.472	8,53	
Nov	9.386	119.936	8.342	14,38	8.399	107.321	9.141	11,74	
Dez	9.542	121.928	6.583	18,52	7.610	97.246	6.213	15,65	
TOTALS	109.731	1.402.138	107.776	13,01	101.716	1.299.722	109.070	11,92	-8,40%



PESTANA
GRAND
PREMIUM
OCEAN RESORT
MADEIRA - PORTUGAL

ENERGY CONSUMPTION 2015-2017

	Electricity	Clients		Electricity	Clients		Diff
	2015	2015		2016	2016		
	kWh	nº clients	kWh / client	kWh	nº clients	kWh / client	
Jan	68.911	5.466	12,61	73.469	6.770	10,85	
Fev	65.511	8.242	7,95	65.994	7.483	8,82	
Mar	68.432	9.023	7,58	75.259	8.587	8,76	
Abr	73.090	8.910	8,20	71.700	8.709	8,23	
Mai	79.044	9.656	8,19	76.455	9.693	7,89	
Jun	84.073	9.741	8,63	91.964	10.063	9,14	
Jul	112.492	10.928	10,29	109.197	11.059	9,87	
Ago	115.705	11.224	10,31	122.369	11.472	10,67	
Set	113.548	9.830	11,55	79.207	9.408	8,42	
Out	102.730	9.831	10,45	104.823	10.472	10,01	
Nov	81.481	8.342	9,77	77.852	9.141	8,52	
Dez	77.125	6.583	11,72	75.237	6.213	12,11	
TOTALS	1.042.142	107.776	9,67	1.023.526	109.070	9,38	-3,0%

WATER CONSUMPTION 2015-2017

	Water	Clients		Water	Clients		Diff
	2015	2015		2016	2016		
	m3	nº clients	m3/ client	m3	nº clients	m3/ client	
Jan	1.306	5.466	0,239	1.489	6.770	0,220	
Fev	1.515	8.242	0,184	1.581	7.483	0,211	
Mar	1.643	9.023	0,182	1.766	8.587	0,206	
Abr	1.804	8.910	0,202	1.775	8.709	0,204	
Mai	1.709	9.656	0,177	1.917	9.693	0,198	
Jun	1.865	9.741	0,191	2.079	10.063	0,207	
Jul	2.159	10.928	0,198	2.123	11.059	0,192	
Ago	2.096	11.224	0,187	2.367	11.472	0,206	
Set	2.177	9.830	0,221	1.307	9.408	0,139	
Out	2.001	9.831	0,204	1.935	10.472	0,185	
Nov	1.799	8.342	0,216	1.823	9.141	0,199	
Dez	1.503	6.583	0,228	1.526	6.213	0,246	
TOTALS	21.577	107.776	0,200	21.688	109.070	0,199	-0,7%

ESTAMOS A POUPAR ENERGIA

MÁQUINA DE LAVAR LOUÇA

Cheia, bem arrumada, a funcionar a 100%



NÃO

Pouca loiça, espaços vazios, sem proveito



19.03.2016

20:30

Caro Hóspede,

A **Hora do Planeta** é um acto simbólico, promovido em todo o Mundo pela Rede **WWF**, no qual os governos, empresas e a população demonstram a sua preocupação com o aquecimento global, desligando a luz durante sessenta minutos numa data determinada.

O Grupo Pestana Hotels & Resorts e as Pousadas de Portugal associam-se mais uma vez a esta iniciativa em prol do Planeta pelo que, neste dia **19 Março** pelas **20h30** e durante **1 hora** procederemos à redução da luz eléctrica, tanto no interior (áreas comuns) como no exterior das nossas unidades.

Mais do que um percurso, o Grupo Pestana assume a implementação de práticas de desenvolvimento sustentável como uma atitude no seu dia-a-dia, convertidas no **Programa Planet Guest** sob o lema "Somos apenas Hóspedes do Planeta". Poderá conhecer mais em www.planetquest.com.

Agradecemos desde já a compreensão, resta-nos convidá-lo a participar desta iniciativa, desligando as luzes do seu quarto favorito. Assim, juntos, poderemos ver melhor o Planeta em que vivemos.

O jantar será servido à luz de vela.

A Direcção

Dear Guest,

The **Earth Hour** is a symbolic initiative, promoted all over the world by WWF, whereby governments, companies and individuals are invited to show their concern regarding global warming, by turning the light off during sixty minutes on a set date.

The Group Pestana Hotels & Resorts and the Pousadas de Portugal are participating once again in this project for the Planet and, on the **19th March**, at **20h30**, will reduce electric lights for 1 hour in internal and external areas.

The Group Pestana is proud to implement best practices of sustainable development daily, which are part of its **Planet Guest** Sustainability Program under the motto, "We're All Planet Guests". Find out more at www.planetquest.com.

We thank you in advance for your understanding and invite you to join us in this event by turning your room lights along with us. We're certain that together we'll be able to see the Planet we live in under a new light.

Dinner will be "Candle Light".

The Management

Lieber Gast,

Die **Earth Hour** ist eine symbolische Initiative, gefördert in der ganzen Welt (von WWF), wobei Regierungen, Unternehmen und Einzelpersonen eingeladen sind, ihre Besorgnis über die globale Erwärmung zu zeigen, indem das Licht Zeit für 60 Minuten ausgeschaltet oder verringert wird.

Die Gruppe Pestana Hotels & Resorts und die Pousadas de Portugal beteiligen sich noch einmal an diesem Projekt für den Planeten und am **19. März um 20.30 Uhr**, wird für 1 Stunde in internen und externen Bereichen die elektrische Beleuchtung reduziert.

Die Gruppe Pestana ist stolz darauf, täglich beste Praktiken der nachhaltigen Entwicklung zu implementieren, die Teil des **Planet Guest** Nachhaltigkeitsprogramm unter dem Motto stehen: "Wir sind alle Planet-Gäste". Erfahren Sie mehr auf www.planetquest.com.

Wir danken Ihnen im Voraus für Ihr Verständnis und laden Sie ein, an dieser Veranstaltung teilzunehmen, indem Sie Ihre Raumbeleuchtung zusammen mit uns ausschalten oder verringern. Wir sind sicher, dass wir gemeinsam in der Lage sind, den Planeten auf dem wir leben, in einem ganz neuen Licht zu sehen.

Das Abendessen wird "Candle Light" sein.

Die Direktion

2.

Training “Waste Selection”



3.

Advised water flow in shower 5l/min; in basin, 16l/min

4.

New 2017 brochure



5.
Cxmas party in “Lar da Tabua”



6.
Waste Selection in Pool area



7.

Planting trees in East side of the island



These are only examples of several actions in and out of the hotel premises taking place and being measured from 1st of January till 31st of December 2016.

TARGETS 2017:

- Energy and consumptions: 5% saving in energy and water flow in showers 10l/min
- Sustainability information for Guests
- Second Training on Child Protection
- Development of Professional Training Programme in cooperation with Moita Hotel School "Escola Profissional da Moita".
- OMO Project - ON MY OWN... AT WORK - THE OMO PROJECT (Trisomy 21)
- To publish the Pestana Grand Sustainability Report on Pestana Web site.
- To change "one way glasses" in the pool area to polycarbonate glasses, reusable.

This report is published in:

- Special folder in public area of the hotel – for Guests
- Pestana Intranet – for Senior Management, Central Departments of Pestana Hotels & Resorts and Staff in general