

"We are all Planet Guests"

PLANET GUEST

Pestana Group
Sustainability Report for 2018

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MESSAGE FROM THE CHAIRMAN

I am delighted to present the sixth Sustainability Report of the Pestana Group, in which we publish details of the initiatives implemented in 2018 by Planet Guest, the Group's sustainability programme.

In the year we celebrated 10 years of Planet Guest, we undertook a strategic reflection which led us to restructure the programme in six areas: support and interaction with the local community, education and culture, respect for the environment, restoration and preservation of listed heritage sites, corporate social responsibility, and support for entrepreneurship projects.

We chose these six areas because we understand that they contribute to the development of our business, both now and in the future.

Of these six areas, I place special emphasis upon corporate social responsibility, something upon which we have increasingly focussed, restoration and



preservation of listed heritage sites, born of the Group's long-established history of investment in the conversion of heritage sites into hotel units, and support for entrepreneurship projects, an area that we intend to look at in greater depth.

The initiatives we have set out in this report are proof that we can aim to grow our business and at the same time respect people and the planet.

With the commitment and motivation of our thousands of employees scattered around the 16 countries where we have a presence, we shall continue to seek out new opportunities to demonstrate our environmental and social responsibility.

I am certain that the next decade of Planet Guest will involve working together with our partners and local communities to construct a new set of initiatives that will make Planet Guest an even stronger programme, with an even more positive impact.

WHO WE ARE

Business

16 Number of countries in which the Pestana Group has a presence

434,2 Million euros in turnover

98 Hotel units

4 New hotel units inaugurated

15 Hotel units in the pipeline

11 382 rooms

67% Average occupancy rate

43,2 Million euros invested in new hotel facilities with restoration and conservation of heritage

31 Number of restored units

0,1 Million euros received in government funding

105,6 Million euros EBITDA

Customers

4,4 Million customers

Distribution of economic value

22,9 Million euros paid in corporate tax

198,9 Million euros paid to suppliers

88,9 Million euros in staff costs

The environment

5% less electricity consumed in 2018 than in 2017; a total of 69,376,360 KWh

10% less water consumed in 2018 than in 2017; a total of 1,279,966 m3

8% more natural gas consumed in 2018 than in 2017; a total of 1,569,036 m3

1% more gas (LPG) consumed in 2018 than in 2017; a total of 1,820,099 kg

18% more fuel/diesel consumed in 2018 than in 2017; a total of 465,130 litres

Employees

2,966 - Number of employees

72% - Percentage of employees with permanent contracts

99% - Percentage of employees with full-time contracts

100% - Percentage of employees who take part in performance assessments

0.87% - Absenteeism rate

43% of our employees are women

16% of our management posts are occupied by women. 33% of our national directors and 38% of our regional directors are women. 41% of our department heads are women.

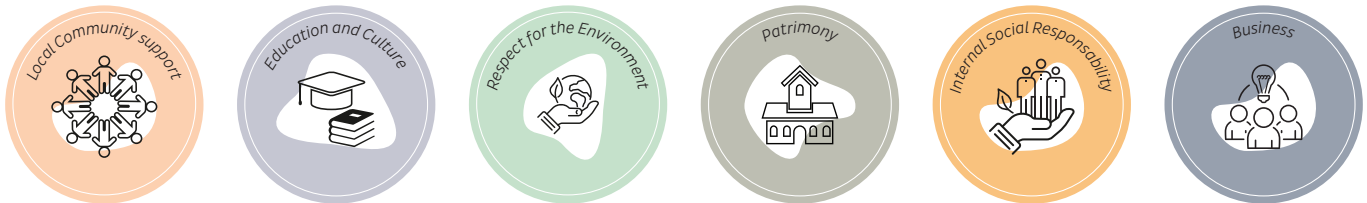
38% of our employees are under 35 years of age

PLANET GUEST – PESTANA GROUP SUSTAINABILITY PROGRAMME

In 2018 we reorganised the areas of activity of PLANET GUEST, the Pestana Group sustainability programme.

To the four branches of activity which have until now characterised our work on sustainability – support and interaction with the local community, education and culture, respect for the environment, and the restoration and preservation of listed heritage sites – we have added two new areas of activity: internal corporate social responsibility and support for entrepreneurship projects.

PLANET GUEST – PESTANA SUSTAINABILITY PROGRAM 6 AREAS OF STRATEGIC ACTION



The sustainability report that we are about to present – something which the Group has done since 2009 – is a voluntary provision of accounts to all the stakeholders with whom we are associated. In it we give an overview of the initiatives established and results obtained by the Planet Guest Programme in 2018, in all six of its strategic areas of intervention.

SUPPORTING AND INTERACTING WITH THE COMMUNITY

We are committed to the promotion of well-being and quality of life in the local communities of which our hotels are a part, promoting development and greater social equity in these areas.

PLANET GUEST - PESTANA SUSTAINABILITY PROGRAM



THANKS FOR HELPING

In 2018, we extended the scope of the 'Thanks for Helping' initiative to include all Pousadas and our hotel units in the Azores.

We have established agreements with 2 new institutions, which have also benefitted from this initiative: Afacidase and Santa Casa da Misericórdia in Vila Franca do Campo, Azores. In this campaign we invite our guests to leave a donation of €1 for causes and institutions when they check out of the hotel. For every euro given by our customers, we donate a further €1.

All of this money goes to local charitable organisations: Acreditar (Lisbon), Crescer Ser (Porto), Lar Bom Samaritano (Algarve), Criamar (Madeira), Afacidase (Manteigas), and Santa Casa da Misericórdia (Vila Franca do Campo, Azores).



VOLUNTEER WORK

Our hotel units seek to associate themselves with voluntary programmes in the regions where they are located, or to promote their own voluntary initiatives to address the specific needs of charitable organisations with which they have established partnerships.

Over four days in 2019, a group of volunteers from the Pousada de Lisboa refurbished the head office of the Associação Os Francisquinhos, whose mission is to support the development of premature babies.

In 2018, some of our employees also volunteered with the Comunidade Vida e Paz, an organisation whose mission is to respond to the needs and develop possibilities for homeless or socially vulnerable people.



DONATIONS

CHRISTMAS CHARITIES

Year after year, our hotels help charities over the Christmas period. 2018 was no different. Our hotels in Madeira and the Pousada da Serra da Estrela donated basic supplies and toys to a group of local charitable organisations, their partners.

At our staff Christmas party in Lisbon, we made a collection of toys which were then donated to the Centro Paroquial de Alcântara, as part of an agreement we made with this organisation.



EMPLOYABILITY FOR PEOPLE WITH SPECIAL NEEDS

We seek to be an inclusive employer, and as part of this we have made agreements with various institutions for the integration of people with special needs into our team of employees.

In 2018, we continued our work with organisations such as Cercica and CMC by providing social and professional rehabilitation traineeships in our hotels for people with physical and mental disabilities, showing that the tourism sector can be inclusive for all citizens with regard to employment.

DONATIONS TO SCHOOLS PROMOTE BETTER EDUCATION

Our units in São Tomé have continued to play an important role with regard to the schools in their local area, providing support to students by donating books, clothes, and offering daily meals.

In this way, we help children to continue with their studies by providing them with appropriate learning materials and ensuring they have proper meals.

A similar initiative is undertaken by our hotel in South Africa, which donated materials to students studying at the school of the Utahndiwe Children's Home in Malenane.

DONATION OF TOYS ON CHILDREN'S DAY

In partnership with the paediatric out-patient department and the Children's Development Centre of the Dr Nélío Mendonça Hospital, our hotels in Madeira celebrated Children's Day with a special activity.

Aimed at the users of these services, our support for the event included the distribution of gifts to children, a healthy lunch and our animated mascot, Pestaninha.



DONATION OF UNUSED PRODUCTS

Casino Park Hotel Madeira and Ocean Bay/Promenade donated unused linen, such as sheets and towels, to three institutions: the Casa de Saúde Camara de Pestana, the Casa São João de Deus and the Santa Casa de Misericórdia da Calheta old people's home.

The Carvoeiro Golfe, Pestana Delfim and Pousada de Lisboa hotels also donated items that were no longer in use, as part of the Associação Hotelaria de Portugal (AHP; Portuguese Hotels Association) HOSPES programme. Created in 2012, HOSPES is the AHP's corporate programme for social responsibility and environmental sustainability.

The objective of the programme is to encourage Portuguese hotels to prioritise a common cause: promotion of sustainable and responsible growth of the sector, acting in three areas – social, economic and environmental.



CHARITY EVENTS

MADEIRA CHARITY DINNER

In November we organised another charity dinner event at the Pestana Casino Park Hotel.

50% of the revenue raised went to Criamar, an organisation which supports at-risk children between the ages of 6 and 12 in Madeira.



CHRISTMAS LUNCH FOR THE HOMELESS

On December 25, we opened up the old stable area of the Pestana Palace to provide Christmas lunch for the homeless. As well as lunch, which was served by volunteers, gifts were donated to the people who attended.

By making our facilities available in this way, we helped to provide this disadvantaged group of people with a warm and friendly Christmas in the company of others.

PESTANA PALACE CHARITY CHRISTMAS CONCERT

In 2018, we organised a charity concert at the Pestana Palace with musicians Sofia Hoffmann and DJ Lul.

50% of the proceeds were donated to the Casa dos Rapazes.



CHARITY CHRISTMAS TREE

SALE OF TRADITIONAL MADEIRAN SWEETS WITH PROCEEDS GOING TO CHARITABLE ORGANISATIONS

The Casino Park Hotel infused their Christmas decorations with the spirit of solidarity: the tree was decorated with typical sweets of Madeira, which were for sale.

Proceeds from the sale of the sweets were donated to a charitable organisation in the local community.



MARATHON FOR THE ASSOCIAÇÃO ONCOLOGIA DO ALGARVE [ALGARVE ONCOLOGY ASSOCIATION]

20 employees from our Algarve hotels took part in the 2018 MAMAMARATONA - one of the biggest charity events in southern Portugal.

The money raised by registrations for the race, supported by the Pestana Group, was donated to the Associação Oncológica do Algarve.



PESTANA MADEIRA RUN TIME OF YOUR LIFE RUN 2018

In 2018, we organised another marathon, this time for the junior, senior and veteran levels.

Money raised from registrations for the event went to Criamar.



PESTANA SÃO SILVESTRE RUN SUPPORTS 600 CHILDREN

On 28 December of each year, the Associação de Atletismo da Madeira organises the São Silvestre Run, an event that has attracted numerous national and international athletes to the region. In 2018, when Madeira celebrated 600 years, our aim was to get 600 athletes to register for the run.

Our target was surpassed, with 957 amateur athletes registering for the charity run. This event, which aims to promote sport and a healthy lifestyle, has also been important because of its connections to charities.

In November 2018, when we reached 600 registrations, we gave 600 kits (backpacks, cases, notepads and pens) to the Secretaria Regional da Inclusão e dos Assuntos Sociais [Regional Bureau of Inclusion and Social Affairs], to be assigned to children in need.



PROVISION OF FOOD AND SERVICES

In several of our hotel units we have donated services, such as accommodation and meals, to various charities.



- The Pestana Hotel Group in São Tomé has signed two social support agreements with two important charitable organisations which operate there. The agreement with the International Red Cross aims to provide daily meals for the Palmares day centre, sponsored by the São Tomé Casino.
- The Madeira and Tropic Hotel supported the MAKE A WISH foundation by providing rooms for children with terminal illnesses, making it possible for their dreams to come true.
- Every year the PESTANA GROUP offers KANIMAMBO, the Albinism Support Association, up to 35 nights' free accommodation in double rooms at the Hotel Pestana Rovuma (Maputo), with certain conditions
- The CR7 Madeira hosted a dinner for 8 young people from the Academia Johnson, an association whose mission is to promote sport, development and social integration of young people and children from the neighbourhoods of Cova da Moura in Lisbon.
- The Pousada de Beja offered accommodation to support the Casa Santo António, a charitable organisation in that region, whose mission is to support families and children
- In the Algarve, our units donated two nights of accommodation to the Associação Oncológica do Algarve
- The Pousada da Vila de Óbidos presented a voucher to the Fundação de Educação e Cultura Portuguesa do Vale do Silício [Silicon Valley Portuguese Education and Culture Foundation] (SVPECF)
- The Pousada da Cidadela, working together with the Universidade Europeia, hosted a lunch for 150 children from the WAVE BY WAVE programme, an initiative of the Portuguese Surf for Good Association, which provides multidisciplinary intervention for the promotion of mental health and well-being through surfing.
- The Associação Famílias Solidárias de Oeiras [Charitable Association for the Families of Oeiras] and the Associação Salvador received offers of accommodation in our Pousadas de Portugal hotels.
- Our Cascais and Sintra hotels give any leftover food which is still good enough to eat to various charitable organisations in these two regions via Re-Food at the Cascais and Cascais CPR hub, which aims to make use of products not consumed at the various events that take place in the hotel. The Pestana Palace also donated food as part of its collaboration with Re-Food, at an average of 50Kg per week.

The Pestana Equador has been responsible for maintaining the local medical centre and for the recruitment of a nurse. It also supports, with a monthly limit in place, the purchase of medicines for customers, employees and community members. In addition, it has financed an outpatient service, which previously did not exist on the island, as well as maintaining the local police station, ensuring the salaries of the police and the security of the islet.

It paid for the installation of a local water fountain, which it has maintained to date, providing the local community with access to water. The hotel also employs local artists and craftsmen for decoration and refurbishment work, and has funded the opening of a shop where they can exhibit their work. Through a partnership with the VALUDO group, we have sponsored the gathering of coconuts, which creates employment for the inhabitants of the island.

EDUCATION AND CULTURE

In 2018 we continued to implement and support initiatives which place value upon the cultural identity of the regions where our hotels operate, and academic education as a right of all citizens.

PLANET GUEST - PESTANA SUSTAINABILITY PROGRAM



ARTFORYOU

In 2018, we established partnerships with official Portuguese entities that loaned us their art collections to display in the foyers of our hotels.

With this initiative, we are promoting Portuguese art and culture, giving public utility to the collections held by these organisations.

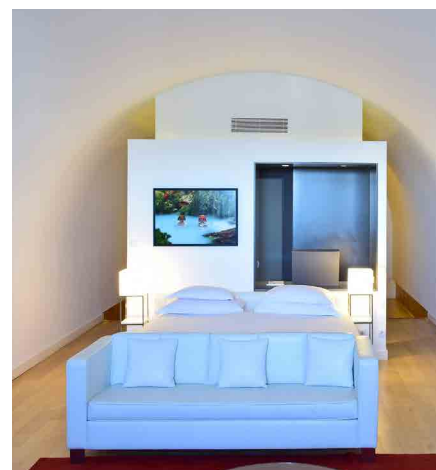
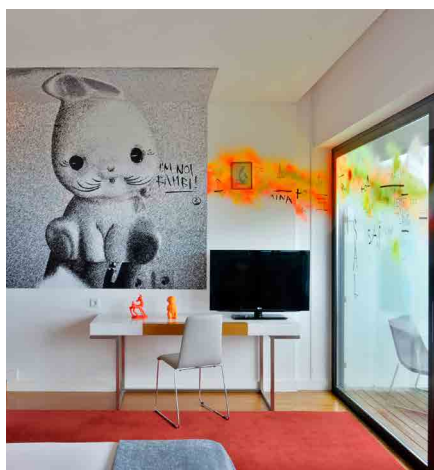
We can educate our guests and hotel users on Portuguese art.

ARTMACH

In partnership with the young businessman Gonalo Vidigal, we sponsored the ARTMACH event.

Inspired by a successful event in the US, ARTMACH is a competition between various artists, which becomes an interactive art spectacle held to the sound of a DJ set.

At the end of the event, the resulting works of art are auctioned off, with proceeds going to a charity.



POUSADA DE CASCAIS CREATES AN ARTISTIC MAP OF THE CITY WITH THE CIDADELA ART DISTRICT

The Cidadela Art District is an innovative art space created by the Pestana Group. It was created in 2014 as an arts hub for visitors and guests, boosting the status of Cascais as a cultural region, in conjunction with the Centro Cultural de Cascais [Cascais Cultural Centre] and the Paula Rego Casa das Histórias [House of Stories], alongside other cultural institutions and events. The innovative nature of the initiative gives expression to the ties of citizenship that the Pousada has created with Cascais, and provides an example of the role that a hotel group can play in strengthening the cultural status of a city. It has 6 open art studios, allowing guests and visitors to watch the creative process. These six studios, which are let without charge for periods of one year, have been occupied by a group of contemporary Portuguese artists: Paulo Arraiano, Pedro Matos, Susana Anagua, Duarte Amaral Netto, Bruno Pereira and Paulo Brighenti. The 6 artists were responsible for the creation of 6 boutique rooms at the Pousada de Cascais, as well as for presenting lectures and workshops, ensuring an innovative creative dynamic.

In 2018, the hotel also granted use of the Pestana Cidadela Hotel's Praça de Armas to host the structure known as LOVE. This initiative, from the Associação Dê Mais Coração [Give More Heart Association], allows messages to be placed onto the metallic structure that makes up the word LOVE, in a manner similar to what happens on bridges in several European cities.



OPEN DAY AT PESTANA PALACE

As part of the Open House event, which took place during the Lisbon Architecture Triennial, and in partnership with EGEAC, Pestana Palace hosted several guided tours around the Palace and gardens. This initiative gave students from secondary schools and the Universidade Técnica de Lisboa school of architecture the opportunity to learn about the architectural heritage of this particular unit.



PESTANA GROUP PARTNERS THE ARTE INSTITUTE

The Pestana Group supports the Arte Institute. This organisation, based in New York, has the mission of publicising Portuguese art and culture in New York and around the world.

It provides an intercultural space for inspiration, and is a catalyst for innovative artistic dialogue between the various communities of New York and the Portuguese artists.



BOOKS SUPPORTING TRAINING COURSES FOR CHILDREN WITH DOWN SYNDROME

The Hotel Cidadela in Cascais has made a significant contribution to the provision of training courses for children with Down Syndrome. Support has been provided through the provision of space to the Deja Lu Bookstore. Managed by an association that sells donated books, the revenues generated from this activity have supported projects to provide training courses to children with this condition. In 2018 the project raised donations of €32,000, with a total of €119,000 since its inception.



PARTNERSHIP WITH CASA DOS RAPAZES

Through our partnership with the Casa dos Rapazes, a charity whose mission is to provide assistance to at-risk children and families, we have continued to support the education of users of this institution.

COMENDADOR MANUEL PESTANA LIBRARY IN THE NATIONAL NETWORK

The Comendador Manuel Pestana library, paid for by the founder of the Pestana Group, joined the national library network in 2018. This just goes to show the quality of the library's portfolio and its role in promoting cultural accessibility for Madeiran citizens.

SANTA CRUZ CULTURAL ITINERARY

A cultural visit to Santa Cruz was arranged for guests at the Pestana Grand, with the support of the Santa Cruz Municipal Council.

With this initiative, the hotel promoted the cultural itinerary of the region of which it is a part.



PROMOTING SUSTAINABILITY

Our contribution to sustainability has been expressed in our hosting of sustainability events, in partnership, in our hotel units.

In 2018, Pestana Palace was chosen for the launch of the GRACE Social Responsibility Guide C21, and for a session to present the AHP's seals of social and environmental responsibility.

PROMOTION OF LOCAL CRAFTS AND PRODUCTS

In 2018, many of our units continued to act as sponsors for local culture, by integrating into the hotel's schedule various artistic and gastronomic events which characterise the region of which they are a part.

The units have also made the hotel foyer available for exhibitions of local handicraft products.



TRANSPORTING PUPILS TO SCHOOL

Our hotel in São Tomé has played an important role in enabling the children of Ilhéu das Rolas to remain in education. In 2018, just as we did in previous years, we continued to ensure that they were transported by boat to their school between Ilhéu and Porto Alegre.



SOCIAL GRANTS FOR SCHOOL EDUCATION

In 2018, we continued to promote the education of young people by providing social fund payments to 50 young people from Arraiolos in the Alentejo region, enabling them to continue attending school.

We provided this assistance in our capacity as members of EPIS, an association set up in 2017 by a group of over 100 entrepreneurs and managers in Portugal, with the mission of enabling disadvantaged young people to realise their potential throughout their lives by means of education, training and employment.



CORPORATE SOCIAL RESPONSIBILITY

Support for our employees is at the heart of Planet Guest, with initiatives aimed at their professional and personal enhancement and increased well-being.

PLANET GUEST - PESTANA SUSTAINABILITY PROGRAM



FAMILY SUPPORT

In 2018, the Pestana group brought forward to August the payment of half of the Christmas bonus, with the aim of helping families to purchase academic materials in time for the return to school. In addition to this initiative, we have once again organised a bank of school textbooks, so that the children of our employees can take make use of pre-used books. Mindful of the fact that the summer school holiday period can be difficult for employees with young children and teenagers, we made an agreement with the Cruzeiro Rio Seco cultural and recreational centre, so that the children of our employees can be looked after. In 2018, with a view to helping our staff members' families, we undertook an internal study to flag up those of our employees with the greatest difficulties, so that we could help to resolve some of them.

REWARDING EMPLOYEE PERFORMANCE

In several of our units, we have established the "Employee of the Month/Quarter" initiative. The winner is chosen by the entire team, and our intention is to recognise and value the work of our employees. Employees who perform well receive an annual bonus based on their performance in the various areas of work they undertake. Every year at the Pestana Meeting, Annual Prizes are given for the hotel units which perform best in various categories, such as, for example, the "Pestana Productivity Prize".

BETTER HEALTH FOR OUR EMPLOYEES

In São Tomé, we have paid for the installation of a medical centre with equipment sent from Portugal, to provide free medical consultations for our workers and their families, carried out by doctors working and living with us on a voluntary basis.

We have also set up an agreement for the provision of hospital care to our employees and their families, as well as a second one with the Ministry of Health for the acquisition of medicines, which are then supplied to our office for use by our employees, families and guests, if necessary.

In partnership with the Ministry of Health, and in order to deal with the lack of medicines on the island, we have established links with the ethics committees of various pharmaceutical companies for the importation of drugs, under the patronage law. We also created the Pestana Market STP, a social enterprise which aims to raise funds through the sale of used clothing and other materials donated by the various hotel units of the Pestana Network, which will be available at the store to be given to those employees who are most in need.



HEALTH TRAINING

The Health 4 Moz agreement gave employees at our Mozambique hotel, together with their family members, the opportunity to attend a course in basic life support.

The course was provided by the members of Health 4 Moz, an association that aims to design, implement and support cooperative programmes and projects for development and humanitarian assistance in Mozambique in the areas of health, including education, medical care, drugs and food.



SALARIES AND BENEFITS

In all our units, we pay salaries which are equal to or higher than the National Minimum Wage, and male and female workers in the same professional category receive equal salaries.

The Pestana Group provides some members of its staff with a set of benefits that contribute to a better level of well-being for them, such as medical care plans, food subsidies and life insurance. In some countries, the Group also provides workers with transport vouchers.

HYGIENE AND FOOD SAFETY

The Pestana Group adheres to all training required by law on food safety and hygiene, providing its staff with the relevant training certification.

VOLUNTEERING OF SKILLS

Our team is large and includes people with a vast range of skills in many different areas.

To promote development among our employees, we give each of them the opportunity to donate one hour of work per week to volunteer their skills with a colleague.

HEALTH AND SAFETY

In the African countries where we have a presence, talks are held on matters of health and safety at work, particularly on the prevention of diseases which have a major impact upon these regions, such as typhoid fever, malaria and tuberculosis. Awareness-raising is also carried out on the prevention of sexually transmitted and infectious diseases such as HIV AIDS.

RESTORATION AND PRESERVATION OF HERITAGE

In 2018, we continued with our work of rehabilitating historic buildings in our new hotel projects, helping to maintain the heritage and history of the places in which our operations take place

PLANET GUEST - PESTANA SUSTAINABILITY PROGRAM



PESTANA PLAZA MAYOR MADRID

Pestana Plaza Mayor Madrid is a hotel built from the restoration of two historic buildings which are over 400 years old – the Casa de la Carniceria and the Quartel de Bombeiros.

This project demonstrates the strong commitment of the Pestana Group to respect local heritage and ensure harmony with the surrounding areas. The hotel is located in the Plaza Mayor in Madrid, built in 1617 by architect Juan Gómez de Mora, which was the scene of historical events such as the beatification of San Isidro, the coronation of Filipe IV and Carlos III, and numerous public executions.

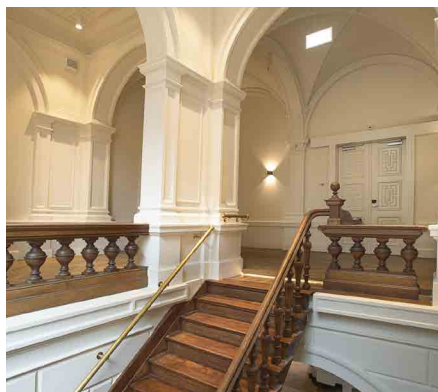


The Pestana Plaza Mayor Madrid is a unique hotel, a tribute to the work of weavers, embroiderers, blacksmiths, carpenters and ceramists. It is a tribute to the original architecture of the building, in which each exposed brick in its solid walls reveals the scars of history, and where illuminated baroque scenography, Islamic art heritage, inspiration of artists such as Goya or Velázquez, and Herrerian-style staircases, carry us to the heart of the city's history.

PESTANA AMSTERDAM RIVERSIDE

Two of the buildings that make up the Pestana Amsterdam Riverside are heritage sites, having been part of the municipality of Nieuwer Amstel, and afterwards the Amsterdam archive.

The original structures were maintained and incorporated in the current building, such as the lobby staircases or the monumental tree in the restaurant. The building was restored with the approval of the monuments committee.



POUSADA DE ÓBIDOS

Located 200 metres from the castle of Óbidos, where the reception and restaurant services operate, the Pousada Vila Óbidos, a former hospital, was restored to reproduce a traditional eighteenth century Óbidos house.



This hotel offers an innovative experience of life within the walled town of Óbidos; it is a great starting point for getting to know the historical and cultural heritage of this town. Together with the other three buildings – the Lidador house and the Castelo, where we provide reception and restaurant services, it is an excellent starting point to explore the medieval streets and cultural heritage of the town.



PESTANA CHURCHILL BAY

This new hotel, set to open in Madeira in 2019, represents an investment of 4 million euros.

It will be set in an iconic historical building facing the bay of Câmara de Lobos, renovated by the Pestana Group.

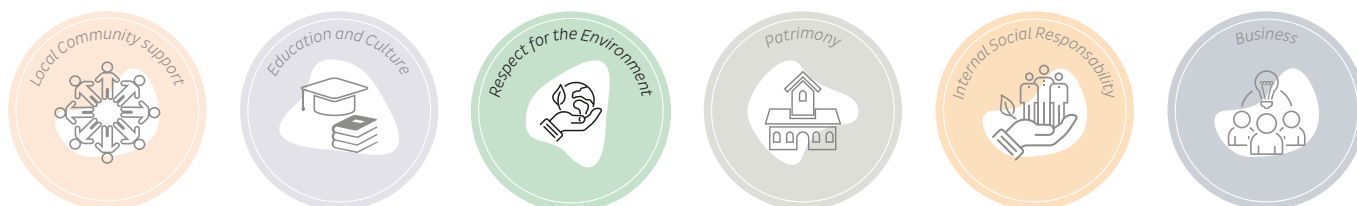
The hotel is entirely inspired by former British Prime Minister Churchill, who holidayed on the island in 1950.



RESPECT FOR THE ENVIRONMENT

2018 was marked by the attainment of certification and acknowledgement which attests to our hotels' environmental responsibility. We launched a campaign to replace plastic in our operations, and continued with our activities to help save endangered species and raise awareness of environmental issues among our employees and customers.

PLANET GUEST - PESTANA SUSTAINABILITY PROGRAM



PESTANA EQUADOR SUPPORTS THE NESTING OF ENDANGERED TURTLES

In 2018, we maintained the turtle nesting zone, where thousands of endangered Sada turtles have already been able to reproduce.

We have also dealt with the collection of eggs and night surveillance to protect the turtles, in partnership with the ATM [Marine Turtle Association] NGO. We carry out turtle-release activities with our customers.

As in previous years, we have carried out environmental awareness-raising activities among the population, alerting them to the economic value of local natural resources such as whales and dolphins, which are much appreciated by tourists.



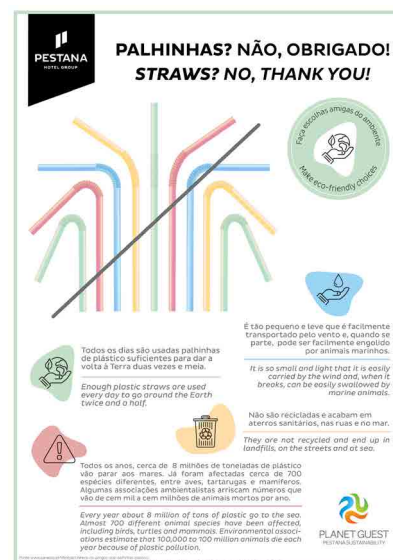
REDUCTION OF PLASTIC USE

In 2018, we implemented a programme to reduce the use of plastic in several of our hotel units.

In Cidadela, Pestana Palace and our hotels in Sintra and Cascais, in addition to identifying more environmentally friendly alternatives to the plastic products which were being used on a daily basis in the operation of the hotel, we gave all workers a customised stainless steel mug engraved with their name, in order to do away with the use of plastic cups in the back-office areas.

We also replaced plastic straws, drinks labels and sanitary bags with paper versions, and replaced the plastic cups used around the pool with paper glasses, as well as replacing the little plastic coffee cups with ones made of paper.

Pens provided to guests in the hotel bedrooms have been replaced with pencils.



CELEBRATING NATIONAL TREE DAY

The Casino Park Madeira Hotel celebrated National Tree Day 2018 by planting a tree, with the help of our customers.



GREEN BRIGADE

Our Pousada de Guimarães has promoted the creation of a Green Brigade, made up of workers and residents of the local community where the hotel is located.

Together they have developed various activities to protect and value the environment.



BEACH CLEANING

In 2018, 15 workers at the Carlton Madeira hotel marked the 5th of June, World Environment Day, by cleaning a pebble beach next to the hotel.

CAP THE INDIFFERENCE!

The Hotels of the Pestana Group in Madeira have handed over a total of 740 kilos of bottle caps to the Associação de Deficientes [Association of Disabled Persons] - RAM branch as part of our Sustainability Programme and the "Cap the indifference!" initiative, whereby bottle tops are collected and then sold, with all proceeds used to purchase medical supplies.



LESS WATER, MORE ENVIRONMENT

During 2018, our Amsterdam hotel carried out a campaign to raise guest awareness of towel reuse.

As part of this campaign, which aims to reduce operational costs and encourage more responsible consumption of water, the hotel has also extended the number of days between the replacement of bed sheets, which are changed every three days.

Pestana Promenade has undertaken a similar initiative with its guests to reduce water consumption, called 'Stop and Think'.



Ajude-nos a ajudar!
Help us to help!

Somos apenas hóspedes do planeta.
We're all planet guests.



ENERGY EFFICIENCY

Besides water, the demand for greater levels of efficiency levels has focused on energy use.

To this end, 2018 saw continued implementation of the monitoring and alerting system for consumption (including water as well as energy use), meaning that a detailed analysis of each hotel unit's environmental performance could be carried out.

The system has been implemented by geographical area since 2014. Each hotel unit has an energy committee, which includes the managers of each operating area, who are given responsibility for identifying and implementing measures to increase efficiency levels.

EARTH HOUR

On March 24 between 8.30 p.m. and 9.30 p.m., hotels from the Group and Pousadas de Portugal participated in Earth Hour, the world's largest initiative to combat climate change by the WWF network, an independent global nature conservation organisation. Between 8.30 and 9.30 p.m., the hotels of the Group and the Pousadas de Portugal turned down electric lights in the indoor and outdoor common areas of the units, and the Pestana Promenade also decided to promote this cause with a candlelight dinner.

GREEN LIFESTYLE

Our hotel in Amsterdam promotes a set of procedures with a view to operating in a more environmentally friendly fashion.

Use of eco-friendly cleaning products, replacement of paper newspapers by an online news service, and the availability of bicycles for guests to use are just some examples.

The hotel has also established a partnership with a taxi company that promotes mobility with less environmental impact.



MADEIRA HOTELS RECEIVE GREEN CERTIFICATION

12 hotels from the Pestana Hotel Group in Madeira were awarded with the 2018 Chave Verde, a certificate which rewards hotels that promote sustainable tourism and employ sound environmental management practices in their units. The Casino Park Hotel in Madeira was awarded the Travelife certificate.



ENVIRONMENTAL STAFF TRAINING

In many of our units, particularly those in Madeira, employees have received environmental training to help them adopt good practices at work.

This training focuses on the procedures put in place for waste separation, or more efficient use of energy, water and gas.

Pestana Promenade has carried out an awareness-raising activity on waste recycling and separation with the completion of a questionnaire to evaluate and raise awareness among its staff with regard to this environmental practice.



GIVING USED CONSUMABLES A SECOND LIFE

It is common practice in the Pestana units to promote recycling, particularly of materials consumed at a greater rate such as paper, plastic, glass, light bulbs and batteries, in addition to organic waste.

PESTANA HOTELS AWARDED SEAL OF ENVIRONMENTAL RESPONSIBILITY

The Pestana Group was awarded with seals of Social and Environmental Responsibility by the AHP.



SUPPORT FOR ENTREPRENEURSHIP

Working on our own initiatives or together with our partner organisations, we have been an enthusiastic sponsor of entrepreneurship, contributing to professional development and a more inclusive labour market.

PLANET GUEST - PESTANA SUSTAINABILITY PROGRAM



PARTNERSHIP WITH REFUJOBS

We have established a partnership with REFUJOBS, a project of the High Commissioner for Migration, which aims to enhance the professional skills of refugees and the employment opportunities available in Portuguese organisations and companies.

With this partnership we have given refugees the opportunity to participate in our traineeship programme traineeships (curricular, extracurricular, professional) in areas such as restaurants, customer service, entertainment, marketing, information and communication technologies, providing entry into the world of hotel work through the largest Portuguese hotel group and one of the largest hotel groups in Europe.

LINKS WITH THE INCORPORA PROGRAMME

In 2018, we established a partnership with the Incorpora programme, a project from the "La Caixa" Foundation, which aims to integrate people into employment who are in a situation or at risk of social exclusion, such as people with disabilities, immigrants, young people or women who are victims of gender violence, through training and the drawing up of a work plan according to the profile of each person.

Through this partnership we have contributed to social inclusion, enabling professional development and inclusion in the labour market for people affected by these issues.

PROTOCOLS FOR TRAINEESHIPS

In 2018 we entered into an agreement with the Casa dos Rapazes and the José Romão de Sousa Foundation in Estremoz to include their members in work experience projects at our hotels.

SUPPORT FOR REFUGEES

We subscribe to a €50,000 stake in the BlueCrow Dynamic Fund, which supports visionary entrepreneurs in the development and expansion of their ideas, products and business.

The subscribed amount was implemented in the fund's refugee support programme.

“WE ARE TOGETHER” TILIZINWE COMMUNITY DEVELOPMENT PROJECT



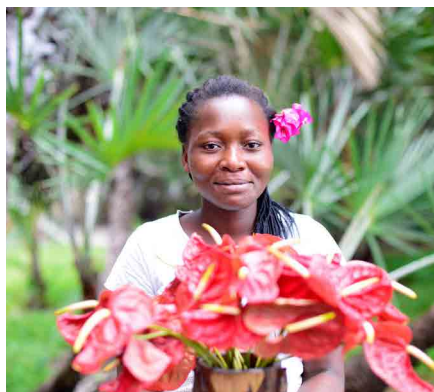
At the Pestana Group's Bazaruto resort, the needs of the resort's closest local community, Machulane, are many: access to drinking water, electricity or healthcare. With a population dependent on fishing and the sale of crafts for its survival, the management of our hotel in this region has developed an ambitious community development project which aims to generate social value in the mid to long term.

Support for the creation of alternative income opportunities for the local population, while preserving their culture, has led to the creation of a community centre where the local people can sell their handicrafts to tourists.

English lessons are also given at the centre, which have already helped local residents to gain skills needed to act as tour guides for our tourists, from digital literacy to hotel skills, making it more likely that local residents will be able to join the team at our hotel. The community project also involved hiring members of the local community to provide gardening ser-

vices for the hotels and cleaning of the beach, and the sponsorship of a local orchard, where members of the community cultivate various products that supply the hotel.

During school holidays, the hotel provides traineeships to young people from the local community, enabling them to acquire new skills and professional experience.



SUPPORT FOR GIRL MOVE

Girl Move is an organisation that contributes to social change in Mozambique, providing young women studying at University with active training from highly trained tutors (nationally and internationally), practical experience in mentoring other female university students (as part of the BELIEVE Programme in Mwarusi) and the experience of an international internship in Portugal.

In the context of the support given to this organisation, we welcomed Emilia Ferro for a one-month internship in the Directorate for Marketing, CRM and Loyalty.

The experience enabled her to improve her knowledge and skills, which she can then apply in Mozambique.



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