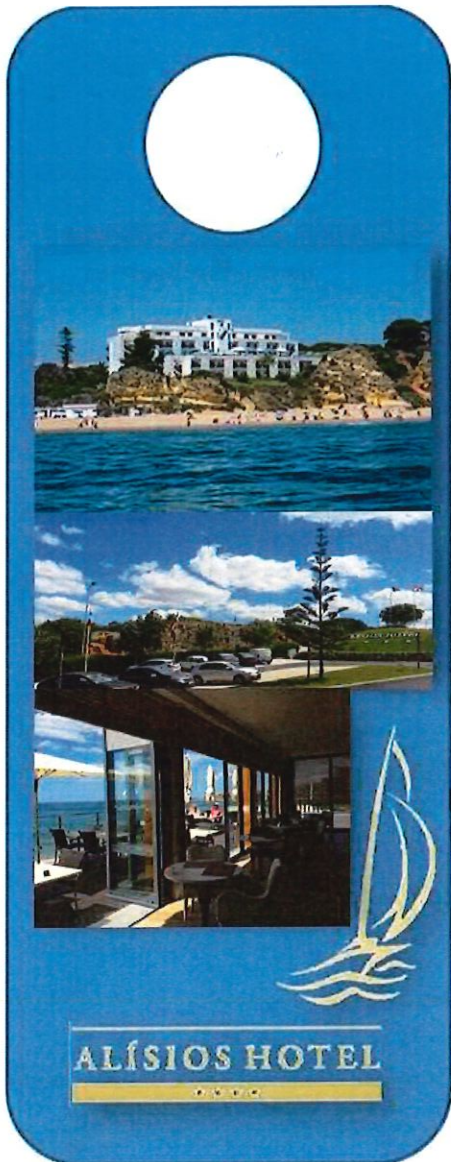




HOTEL ALÍSIOS SUSTAINABILITY REPORT - 2024

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61 workers

115 rooms

52935 overnight stays

31.02 MWh of photovoltaic energy produced

92340 meals served

0.03% in Donations

10.90% of repeat customers



BOARD STATEMENT

The year 2024 was marked by a continuity of the previous year in the hospitality sector. The demand for these services remains high even taking into account some factors that may cause some instability, such as the inflation rate resulting in the evident loss of purchasing power of families, the wars that are unfolding around the world, etc.

We saw a drop in the annual occupancy rate, but it had no impact on the Hotel's financial results, as preventive measures were taken a posteriori.

Thus, Hotel Alisios presents a summary of indicators of enormous importance and that systematically guides us, with the final aim of providing the best possible experiences to those who visit us.

Starting from a premise that a substantial part of our mission is proximity to our customers, it makes perfect sense to share our performance at various levels, such as environmental, food safety, social and obviously the results obtained by listening to the same customers.

We can only suggest that you visit us, as we are always available to receive you.

GUIDING PRINCIPLES AND POLICY

The attitude of Hotel Alísios towards customers, employees and surroundings, is guided by a set of principles and values that have long been the basis of all management and strategy that guides the activity of all, relying heavily on the quality of the service provided, the safety of those who seek the Hotel, the promotion of the health and safety of workers, in the close relationship with the local community and in the environmental preservation of the surrounding environment.

Its policy is based on six axes that support all activity:

Quality

The Hotel Alísios, within the scope of its activity, has as its main orientation the satisfaction and safety of the customer, so it has developed mechanisms in terms of its provision of services that enhance customer satisfaction and exceed their expectations.

Environment

Hotel Alísios is aware of the impact of its activities on the environment, promoting and implementing management practices that minimize the less positive effects of these activities, properly managing the consumption of natural and energy resources as well as the waste it produces.

Community intervention

Hotel Alísios works to ensure positive impacts at the socio-economic level, minimizing and, whenever possible, eliminating their negative impacts. It is a practice to donate furniture, television sets, bed linen and other items that are no longer suitable for the use of the Hotel, to local institutions such as schools, homes, hospitals and charitable associations, in order to enhance their reuse.

The Hotel Alísios also supports the local community in kind, promoting whenever possible "Tombolas" whose revenues revert to the Albufeira Volunteer Firefighters and also sponsors local sports teams with monetary contributions and in the offer of sports equipment, among others. It provides internships and job opportunities to young local graduates.

Promotion of Local Responsible Tourism

Hotel Alísios is a member of AHETA (Association of Hotels and Tourist Developments of the Algarve) and APAL (Albufeira Promotion Agency) with the aim of promoting and improving the socio-economic benefits of the local and business community.

Hotel Alísios combines the tourism development of the Algarve region with the improvement of the provision of its services and environmental performance, actively involving its Customers, Suppliers and Employees. Promoting in-house training is a priority for the hotel's success.

Shopping

Hotel Alísios gives preference to the acquisition and promotion of products from the region, thus helping to reduce CO2 emissions resulting from transport and enhancing the development of the local economy. Also in terms of contracting, it selects its service providers among the companies in the Region and ensuring that when procuring equipment, capital goods, food, beverages, building materials, consumables, installations and services, preference is given to those that meet as many of the following conditions as possible and/or are relevant:

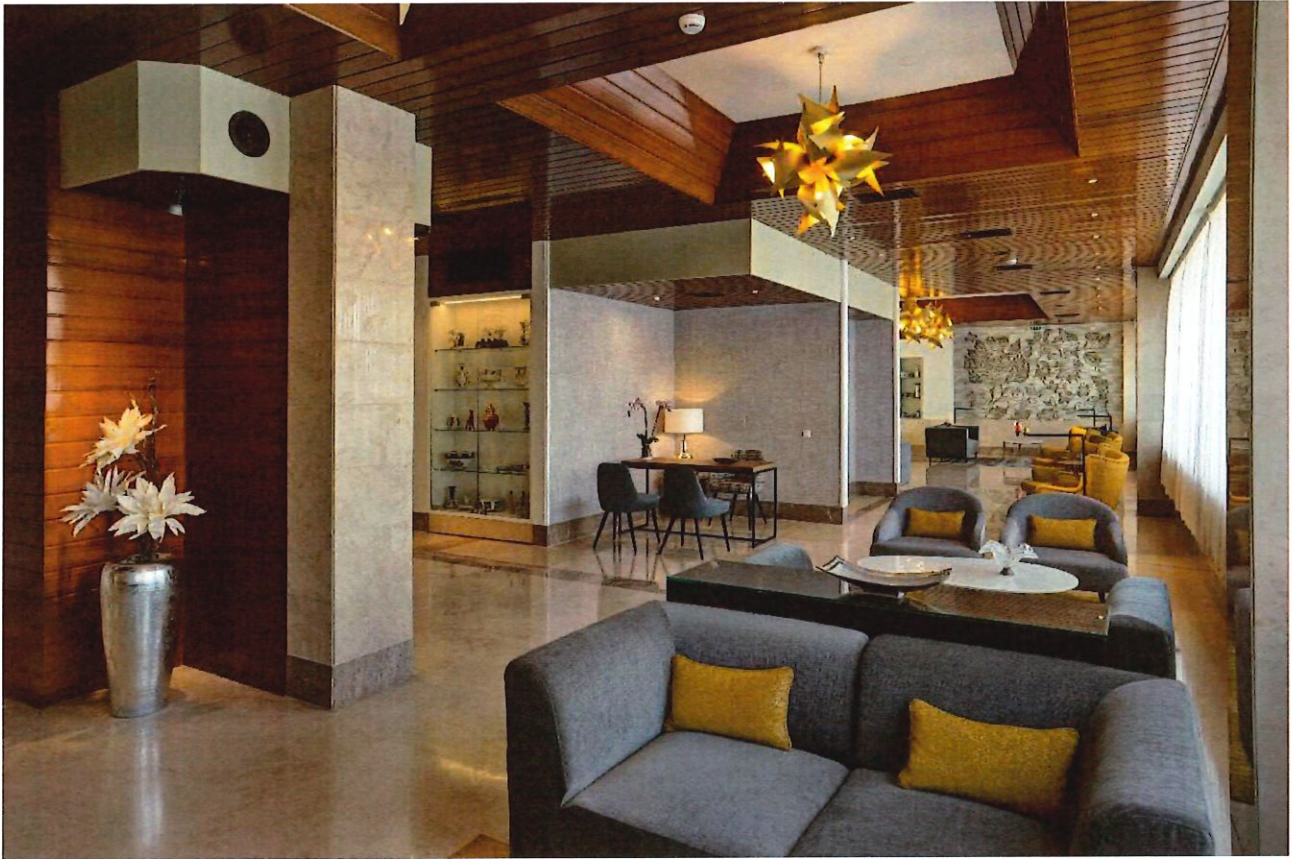
- Made from recycled materials.

- Can be recycled locally.
- Can be easily reused or repurposed by the organisation or a third party they work with.
- Sustainably produced/sourced.
- Produced locally.
- From locally owned businesses.
- From small businesses.
- Have a reputable sustainability certification label such as Rainforest Alliance, MSC, FSC, etc.
- Delivered in less packaging and/or more sustainable packaging.
- Energy and/or water efficient.
- Low pollutant.
- Reduce the need for printing.
- Require less shipping/transport.
- Use cleaner, more resource efficient and low-emission transport options.
- Reflect the area's nature, history and culture.
- From fair trade suppliers.
- Minimises food waste.
- Minimises the use of single-use or disposable items, e.g. single-use plastics

That none of the species, nor any items made from them (i.e. caviar from endangered sturgeon, shells, coral, fur and ivory), that are currently on the IUCN (International Union for Conservation of Nature) Red List of Threatened Species are harvested or purchased to be served at our hotel.

Employment and personal development

Hotel Alisios recognizes the importance of recruiting its employees in the region, enabling most of the salaries to be invested locally and thus providing benefits to other companies in the community. It also recognises the long-term importance for local residents to stay within the community rather than looking for employment elsewhere.



TEAM

The Hotel Alísios Team is composed of a mix of youth and experience, with a dynamic, competent and constantly updated spirit. The Administration understands that training is a relevant factor and an asset for improving performance in the face of the constant evolution of the market and customer requirements, so it develops an Annual Plan that includes training in the environmental, occupational health and safety and food quality areas.

Hotel Alísios is committed to:

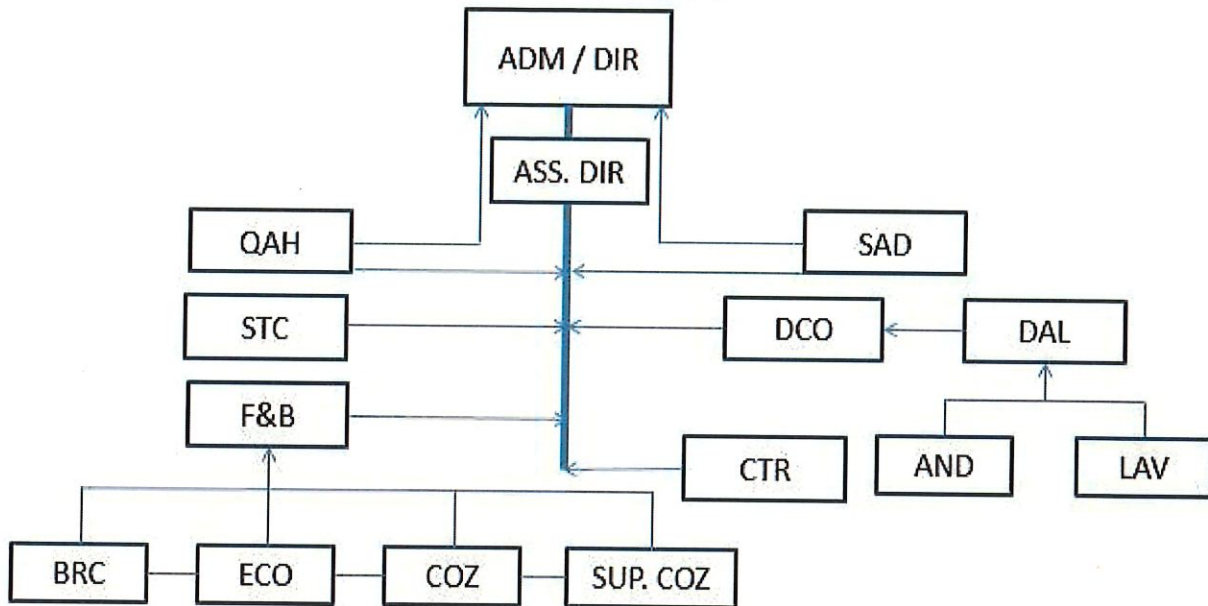
- treating its staff fairly, respecting all labour laws, offering a safe and secure working environment
- protecting and respecting human rights including the protection of minorities and vulnerable groups (such as children, adolescents and women), promoting fair treatment and preventing exploitation, harassment, abuse and any form of discrimination, based on race, color, sexual orientation, age, gender, culture, work, disability, thinking, religion or for any other reason, guaranteeing equality of opportunities and claiming diversity and inclusion as values to be protected and consolidated in our workplace environments.
- allowing staff to join trade unions operating in our location and allowing employees in line with current legislation to meet up during working hours, form an association and elect a spokesperson in order to discuss issues without management involvement.

The vast majority of employees live within a radius of less than 25 km from the Hotel, thus reducing travel costs and boosting the local economy since their consumption is concentrated in the area of residence.

The absenteeism rate is low (in 2024 it was 5.4%), which contributes to greater interaction between everyone and greater ease of planning activities

ORGANISATION CHART

ORGANIGRAMA



ADM / DIR – Administração / Direção
 ASS. DIR – Assistente Direção
 DCO – Direção Comercial
 DAL – Departamento de Alojamentos (Recepção, Andares & Lavandaria)
 QAH – Gestor da Qualidade, Ambiente & Segurança Alimentar
 SAD – Serviços Administrativos
 STC – Serviços Técnicos
 F&B – Departamento de comidas e bebidas (Bar, Restaurante, Cozinha, Copa, Económico, Supervisor cozinha)



ALÍSIOS HOTEL

Junho 2018

MAIN RESULTS

The year 2024 presented very good economic values, improving compared to the previous one, which had already been positive, providing a 4.42% growth in revenue.

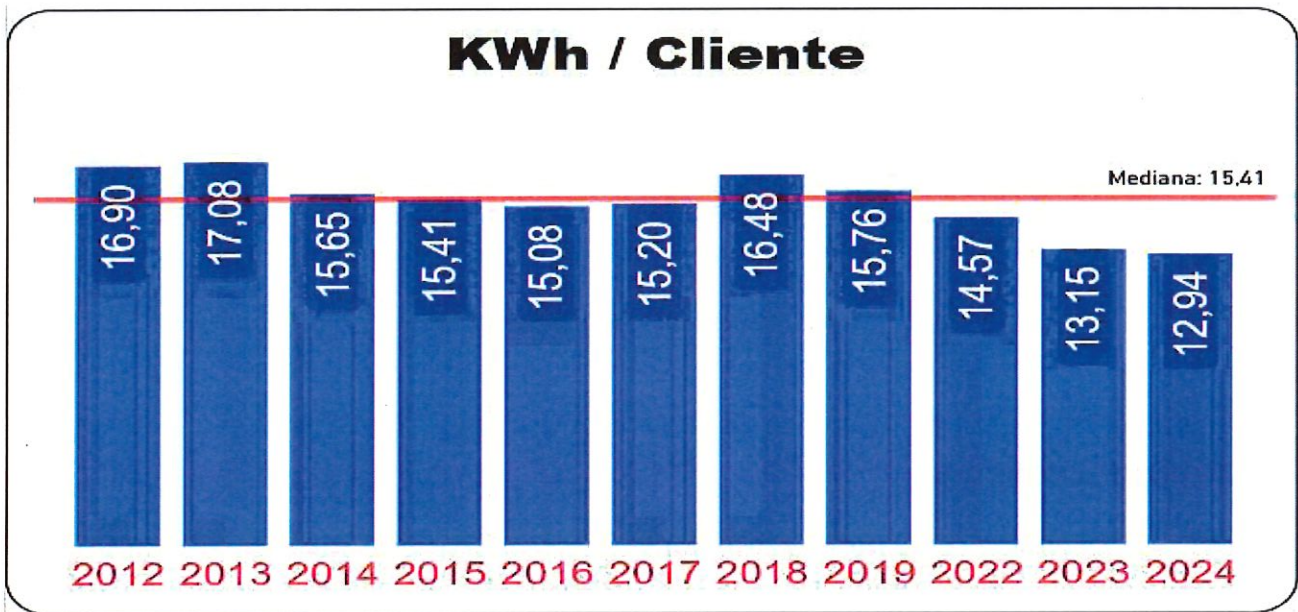
Thus, the main results came out according to expectations. In the table below we can see the degree of achievement of objectives and their evolution compared to the year 2023.

GOALS	FINDINGS	YEAR 2023	EVOLUTION
Operating	Accommodation	ND	+3,16%
	Sales volume	ND	+4,42%
	Occupancy rate	67,07%	-3.61%
	Total overnight stays	48981	-3.39%
Quality	Customer Satisfaction Index	95,35%	+0,35%

Environmental	Photovoltaic energy production	36.97 MWh	-14.04%
	Electricity consumption per night	13.15 KWh	-1.59%
	Water consumption per night	220.66 Lt	-14,92%
	Consumption of other energy sources	6.12 toe	+20.59%
	MSW production per overnight stay	1.22 kg	-36.88%
	Production index edible oils	0.008 kg	+30.11%

1- Table of performance indicators

TREND ANALYSIS

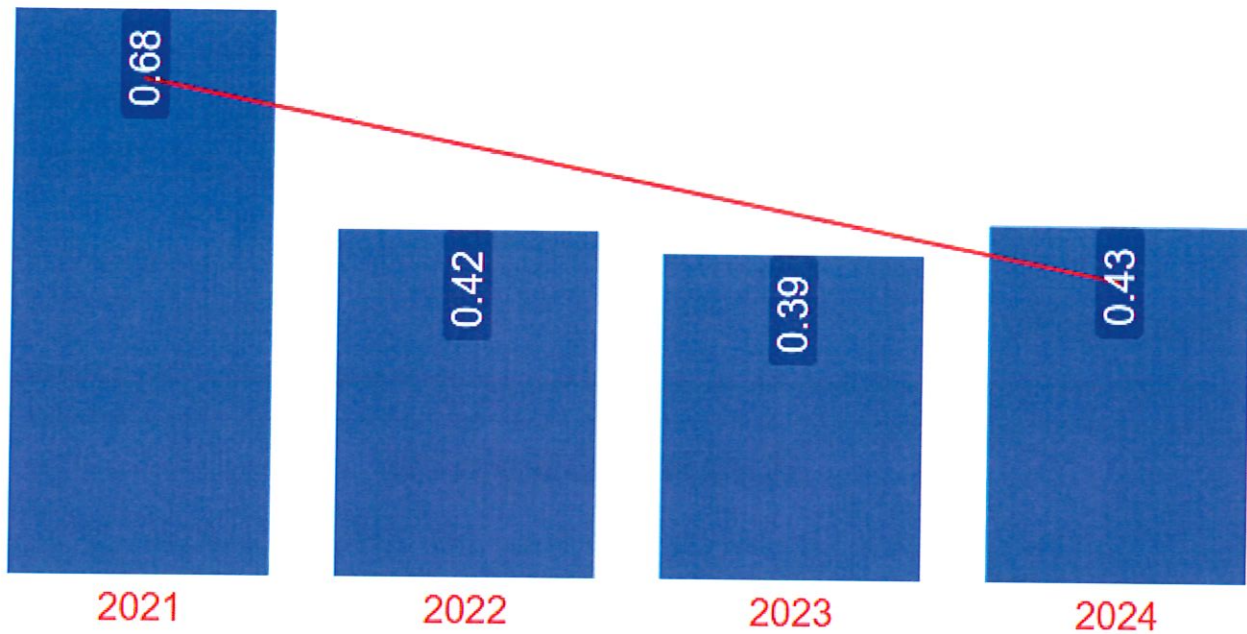


1- Energy consumption index per overnight stay



2- Water consumption index per night

KgCO2 E. Fósseis-Dormidas



3- Water consumption index per room night

EXTERNAL RECOGNITION

The Hotel Alísios has been certified according to the ISO 9001 and ISO 14001 standards since 2006. This certification aims to recognize compliance with quality, environmental and food safety requirements .



Since 2010 it has received recognition as an SME Excellence company in the category of Hotel with restaurant. From 2019 onwards we were awarded the SME Leader awards.



The performance in favor of quality and environmental preservation as well as the safety of its employees earned recognition by its customers and partners, having received the awards of the tour operator Tui, TUI HOLLY 2018, TUI TOP HOTEL AWARD and TUI UMWELT CHAMPION (since 2005), being one of the three awarded in the Algarve.

In the years 2022, 2023 and 2024 we were awarded the TUI GLOBAL HOTEL AWARDS.

Recognition of the Travelife entity with the Travelife Gold badge.



QUALITY AND SAFETY IN SERVICE

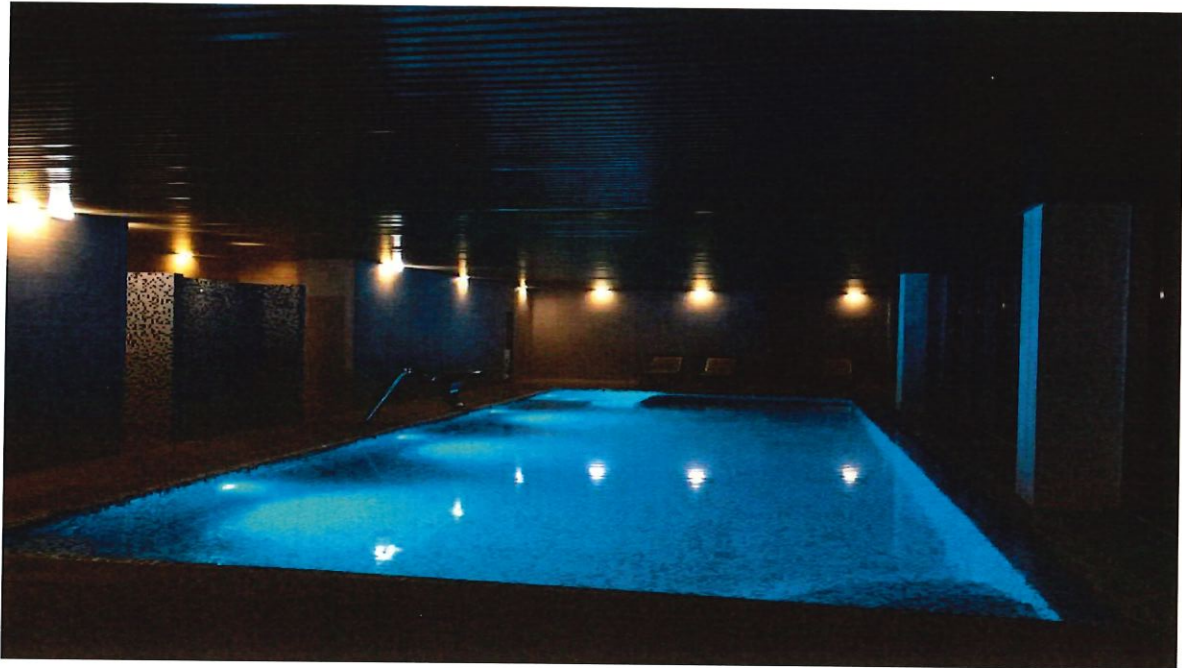
The service is focused on a close relationship with customers, so all staff is aware of providing a pleasant service that makes the customer experience unforgettable.

On the food side, the Hotel has demanding procedures in terms of food safety control, ensuring the traceability of each meal as well as the results of the quality assessments of the meals prepared, through a pre-defined constant laboratory analysis plan.

The pool is subject to daily control in accordance with the applicable legal precepts and monthly through water quality analyses carried out by an accredited laboratory.

Internal audits are carried out to verify the compliance of the day-to-day performance with the requirements specified by the clients, the applicable legislation, and the internal procedures. Any deviations lead to their registration, establishment of action plans and evaluation of their effectiveness.





HOTEL ALISIOS AND THE ENVIRONMENT

From an early age, the attitude of preserving the environment was a concern of the Administration, which has triggered actions to optimize resources, from the reduction of consumption to the production of energy.

Hotel Alisios aims so to:

- reducing greenhouse gas emissions by reducing its energy and water consumption and waste produced

As the construction of the Hotel building dates back to the 90s, it was necessary to make changes to its structure in order to adapt it to the requirements of safety, thermal insulation and reduction of energy consumption. Thus, several actions were triggered that include:

- Replacement of traditional lighting with LED lamps;
- Replacement of flowmeters with low-consumption ones;
- Replacement of the windows with double glazing;
- Replacement of taps for common use by sensor taps;
- Readjustment of thermostats for energy-saving temperatures according to weather conditions;
- Careful maintenance of the entire fluid and energy network in order to avoid leaks;
- Installation of photovoltaic panels for the production of electricity;
- Heating of sanitary water by upgraded heat pump;
- Installation of photovoltaic panels for the production of electricity;
- Optimization of phytopharmaceuticals in the treatment of outdoor green areas;
- Customer awareness program for reuse of towels and sheets and energy saving;

- New Citytainers with greater capacity, reducing the number of collections and environmental and visual impacts;
- Purchase of food products from local suppliers;
- Promotion of typical products of the region;
- Provision of public transport schedules to customers, favouring walking tours and the reduction of the individual car;
- Dissemination of information on the protection of animals and local and regional fauna.
- Construction of a new indoor pool with a smaller capacity of m3 of water, but with incorporated equipment making it more appealing to guests;
- Improved the insulation of the indoor pool to avoid temperature losses and avoiding the heating of the Hibiscus Room.
- Replacement of personal hygiene products in the rooms with others of very high quality and with the advantage of being replenished. This measure avoided the production of more than 2200 vials.
- Elimination of the existing bathtubs in the Suites on the 5th floor, thus avoiding the immersion baths, and the excessive use of water to which they are associated.

CONTRIBUTION TO SOCIETY

Annually, donations are made to the Albufeira Fire Department, Unicef, Refugio Aboim Ascensão, Extreme Sul.

Study visits are organized to students from schools in the region, promoting the hotel's activities and providing jobs during the period of greatest work intensity.

The Hotel Alísios also supports local clubs, making its facilities available for meetings and events promoted by the City Council, Extreme Sul, etc...

It discloses among its suppliers its concerns regarding environmental preservation and improvement of the tourist environment of the Municipality of Albufeira and the entire Algarve.

It disseminates information on the protection of local and regional fauna and flora, namely routes and visits to birdwatching areas, legal requirements applicable to animal protection and other information of interest, helping to enhance or preserve local heritage and way of life.

We invite all stakeholders, including our guests, staff and the local community, to provide us with your feedback on our sustainability work, to work with us to achieve even better results and to continue the positive trend in future operations and cooperation.

HOTEL ALISIOS ★★★★★
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Rafael Seabra

February 2025

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