

### SUSTAINABILITY INITIATIVES AT SANA HOTELS

Caring and being responsible is part of SANA's DNA. We promote sustainable policies in our hotels, in accordance with our values: Quality, Trust and Care.

We are dedicated on implementing environmental initiatives that will have a lasting impact over time and in the community, with a focus on achieving environmental sustainability as a key operational driver.

We present some of the initiatives we have developed in our hotels, in the various departments:

#### **FRONT OFFICE:**

- Use and promotion of digital services with a view of reducing paper:
  - o online check-in
  - o tablet during (in-person) check-in
  - o invoices are sent by e-mail
  - o internal communication through displays
  - o web app for consumption of internal services
  - o digital press service (magazines and newspapers)
- Room keys in PET material and key holders in FSC<sup>1</sup> paper

### **HOUSEKEEPING:**

- Recycling/separation of waste
- Textile recycling
- Use of glass cups rather than plastic ones
- Changing linens in the room at the client's request

# **RESTAURANTS AND BARS:**

- Recycling/separation of waste
- Use of e-menus to reduce the impact of printed menus
- Internal communication through displays

#### KITCHEN:

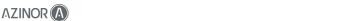
- Recycling/separation of waste
- · Recycling of cooking oil
- Reduction in the use of plastic materials
- Preference for suppliers certified with environmental standards
- Preference for local producers and seasonal products

SANA Hotels Portugal, S.A.

Edifício MYRIAD CRYSTAL CENTER Cais das Naus, Lote 2.15.02 1990-173 Lisboa . Portugal

NIPC 502 520 833

C.R.C. de Lisboa Capital Social € 250.000,00



<sup>1</sup> FSC certification ensures that products come from a well-managed forest that provides environmental, social, and economic benefits



# **MAINTENANCE:**

- Low-energy light bulbs
- Raising awareness of the teams for energy saving
- Team awareness for water saving
- Automatic watering system
- Taps with flow reducer

# **SOCIOCULTURAL:**

- Partnerships with institutions, such as Refood
- Collection of plastic bottle tops for various charitable purposes
- Donations to associations (food, towels...)
- Green Team Ambassadors

These are some of our hotels' initiatives. We work daily to make our spaces more sustainable for a better future.



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