Sustainability Savoy Signature

Hosting the Future Together

2024

SAVOY HOTELS & RESORTS SINCE 1912 signature



Welcome

A message from the CEO, Roberto Santa Clara



At Savoy Signature, sustainability is more than a concept – it is an ever-evolving mission. We acknowledge that the road to a more sustainable future has many challenges and requires an ongoing commitment to improving our practices. Every decision we make, from managing natural resources responsibly to taking concrete measures - such as the “Zero Plastic” programme - is part of a conscious effort to minimise the environmental impact of our operations and make a significant contribution to preserving our planet.

We are fully aware that sustainability is not achieved immediately but through a gradual process of innovation, adaptation and education. In this regard, we are especially proud of our initiatives in community involvement and environmental education. We believe that sustainability goes far beyond merely preserving the environment and is essential to strengthen the surrounding society/community. Therefore, we provide continuous training programmes for our employees and awareness-raising activities for our guests. We want guests to have an enriching stay and experience, not only in terms of the comfort and distinctive services our hotels provide, but also in terms of the opportunity to connect with nature and contribute to important social causes.

We are resolute in striving for constant improvement and engaging the whole community in this collective endeavour. Every initiative we implement reflects our commitment to sustainability and to building a positive legacy for future generations. This journey requires everyone's contribution alongside our commitment to lead with responsibility and vision in the belief that we can always do more and better.”

The 2023 Sustainability Booklet published by Savoy Investimentos Turísticos, SA. presents the company's initial approach to the contribution of all its hotels to more sustainable development. The document details the economic, environmental and social impacts of its activities, selected through a materiality process - with input from the main stakeholders - and the presentation of the Group's sustainability strategy.

Timeframe and Scope:
The document includes indicators related to environmental, social and governance performance between 1st January and 31st December 2023 for the Savoy Palace, Royal Savoy, Saccharum, Calheta Beach, Gardens and NEXT hotels.

This is an initial reporting exercise which marks the Group's journey towards integrating the new European requirements for environmental, social and governance matters.

Main indicators
2023 highlights

Business

6 hotels
Savoy Palace
Saccharum
Royal Savoy
Calheta Beach
NEXT
TUI Blue Madeira Gardens

€76,406,221.28
Overall turnover

763,285
No. of guests

90%
Overall satisfaction rate

Environment

15,780,812 kW
Total energy consumption

17.86%
% from renewable sources

9,391 tCO2e
(scope 1 and 2)
Carbon footprint

See the chapter "Operating efficiently" for more details.

Social

1,273
No. of employees
(1,143 in the hotels, 101 in the central admin structure and 29 in the Vacation Club)

45% 55%

25 no. of nationalities represented

12,730.5 hours of training

See the chapter "Taking care of our people" for more details.

6 organisations supported totalling €45,000

See the chapter "Strengthening the community" for more details.

VACATION CLUB

The Savoy Signature Vacation Club is a holiday resort that has offered 5-star luxury holidays to its members since 2002.

€18,347,166.36
Turnover in 2023

Vacation Club hotels: **Savoy Palace, Royal Savoy and NEXT.**
Employees: **29.**

Savoy Signature

Our name is our bedrock.
It is how we present ourselves to the world.
It is the first memory that people have of us.

We Are Savoy Signature

We are a group that manages 7 hotels on the island of Madeira within the 4- and 5-star segments.
Under the Savoy Signature label, we have introduced different accommodation concepts in all of our hotels so that, combined with different forms of service and architecture, each location can offer varied experiences and personalised stays. ‘Signature stories to be lived by you’ reflects our 100 years of history in the hotel industry and underlines our desire to continue growing.

It was on the verge of the 20th century that the Hotel Savoy opened its doors on the island of Madeira to the fine art of service and hospitality. In 2015, Savoy Hotels & Resorts, with its 3 hotels, was acquired by the AFA Group which added 3 more by 2019, leading to the creation of Savoy Investimentos Turísticos, SA.

More about our history and our signature.

What service and hospitality mean to us

Vision

To own and operate remarkable hotels which stand out for their location, uniqueness and personalised service.

Mission

To inspire and offer memorable experiences and unique moments in places of distinct beauty and identity.

Values

- Modern and contemporary design
- Immersion (in the destination and the concept of each hotel)
- Service
- Authenticity

4 Cornerstones of commitment

Guests

We are providers of service excellence. We put ourselves in your shoes, listen to and anticipate your needs and aim to surprise.

Staff

We prioritise professional behaviour, ethics and discipline. We promote competence.

Sustainability

We take on social and environmental responsibilities. We contribute to regional development where we operate.

Results

We achieve and exceed the goals we set for ourselves.

Savoy Signature Hotels



Savoy Palace	Royal Savoy	Saccharum	Calheta Beach	TUI BLUE Madeira Gardens	NEXT
Tribute Cosmopolitan Resort	Heritage Sea Resort	Hedonist Design Resort	Fine Sand All-Inclusive Resort	Panoramic Adults-Only Hotel	Connected Sea Hotel
*****	*****	*****	****	****	****
Funchal	Funchal	Calheta	Calheta	Funchal	Funchal
1,106 guest capacity	**364** guest capacity	**432** guest capacity	**196** guest capacity	**264** guest capacity	**260** guest capacity
548 Suites & Rooms **4** rooms for guests with reduced mobility	**174** Suites & Rooms **1** room for guests with reduced mobility	**215** Suites & Rooms **1** room for guests with reduced mobility	**98** Suites & Rooms **1** room for guests with reduced mobility	**132** Suites & Rooms **1** room for guests with reduced mobility	**130** Suites & Rooms **1** room for guests with reduced mobility
6 Restaurants **4** Bars	**2** Restaurants **3** Bars	**3** Restaurants **4** Bars	**2** Restaurants **3** Bars	**2** Restaurants **4** Bars	**2** Restaurants **2** Bars
. **5** Swimming pools . Spa . Gym . Library . Games room . Children's Playroom . Access to the sea . Pet friendly . Private parking (outdoor and covered)	. **4** Swimming pools . Spa . Gym . Padel court . Library . Playroom . Private and direct access to the sea . Private parking (outdoor and covered)	. **5** Swimming pools, **10** private swimming pools . Spa . Gym . Squash court . Children's Playroom . Games room . Gallery 1425 . Access to the sea . Pet friendly . Private parking (outdoor and covered)	. **3** swimming pools . Spa . Gym . Kids' Club . Beach access	. **2** swimming pools . Spa . Gym . Rooftop with jacuzzi	. **2** swimming pools . Spa . Gym . Pet friendly . Private parking (outdoor and covered)
500 Employees	**139** Employees	**198** Employees	**127** Employees	**86** Employees	**93** Employees

The Reserve

Designed to meet, anticipate and exceed all of our guests' expectations and needs, Savoy Signature has added The Reserve to its portfolio, a boutique hotel located in the Savoy Palace - a luxurious 5-star resort in Funchal, Portugal.
With 40 meticulously prepared rooms, The Reserve offers a unique experience for every visitor. The facilities were designed to accommodate different preferences and feature elegant and comfortable décor that is full of details.
Its opening took place on 15 January 2024, after a soft opening on 1 December 2023, and it is now one of two hotels in Madeira included on the list of The Leading Hotels of the World.

. **40** Suites
. **80** Guest capacity
. **2** Restaurants
. **1** swimming pool
. **1** Jet pool
. Access to the sea
. Access to the Palace swimming pools, spa and gym
. Pet friendly
. Private parking (outdoor and covered)
. **53 Employees**

Being responsible for what we do

For Savoy Signature, responsibility is understood as a set of guidelines for performing all activities with absolute respect for the highest values. It is therefore exercised with the aim of promoting prosperity and quality, bringing about social, environmental and economic change, and improving the capabilities of our employees and organisation.

Our policies

Sustainability Policy	Social Responsibility Policy	Social Responsibility Pact
Defines the guidelines for **promoting social, environmental and economic prosperity** through the involvement of employees, suppliers and business partners and by guaranteeing service quality, the improvement of people's capabilities and the organisation's performance. It also establishes the basis for social responsibility, quality, procurement, environmental and food safety policies.	Establishes the guidelines for socially responsible behaviour towards guests, employees, the local community and the environment.	Senior management's commitment to: . Avoid, minimise and restore any negative impact on the community and the environment. . Promote sustainable and responsible tourism. . Encourage local procurement. . Prioritise the local workforce. . Strengthen the surrounding communities by supporting local organisations.

More about our policies here.

In 2023, an in-house team for sustainability management was established, supported by a number of key elements throughout Savoy Signature's internal structure, to ensure that the guiding principles enable the organisation to perform well.
We have also won a series of awards recognising our good practices and which we use to guide us in attaining the quality and excellence of our hospitality standards.

More about the awards we have won.

Cybersecurity and data protection
With an eye on emerging challenges, we have a set of mechanisms, processes and procedures to ensure close protection of guest and employee data and information through our Data Protection Policy and Information Security Policy.[1] To ensure these principles are followed, our employees receive ongoing prevention training and our IT systems are updated on a daily basis.

[1] Information Security Policy applied to the entire AFA Group, which includes Savoy Investimentos Turísticos, SA.

Our Commitment

Hosting the Future Together

After 100 years of history, we want to grow beyond what we are today and preserve what we have always done well.

Our business success is anchored in a responsible operation where the safety of our clients, the conscious use of natural resources and energy, and the development and well-being of our people and community are the gateways to inspiring experiences.

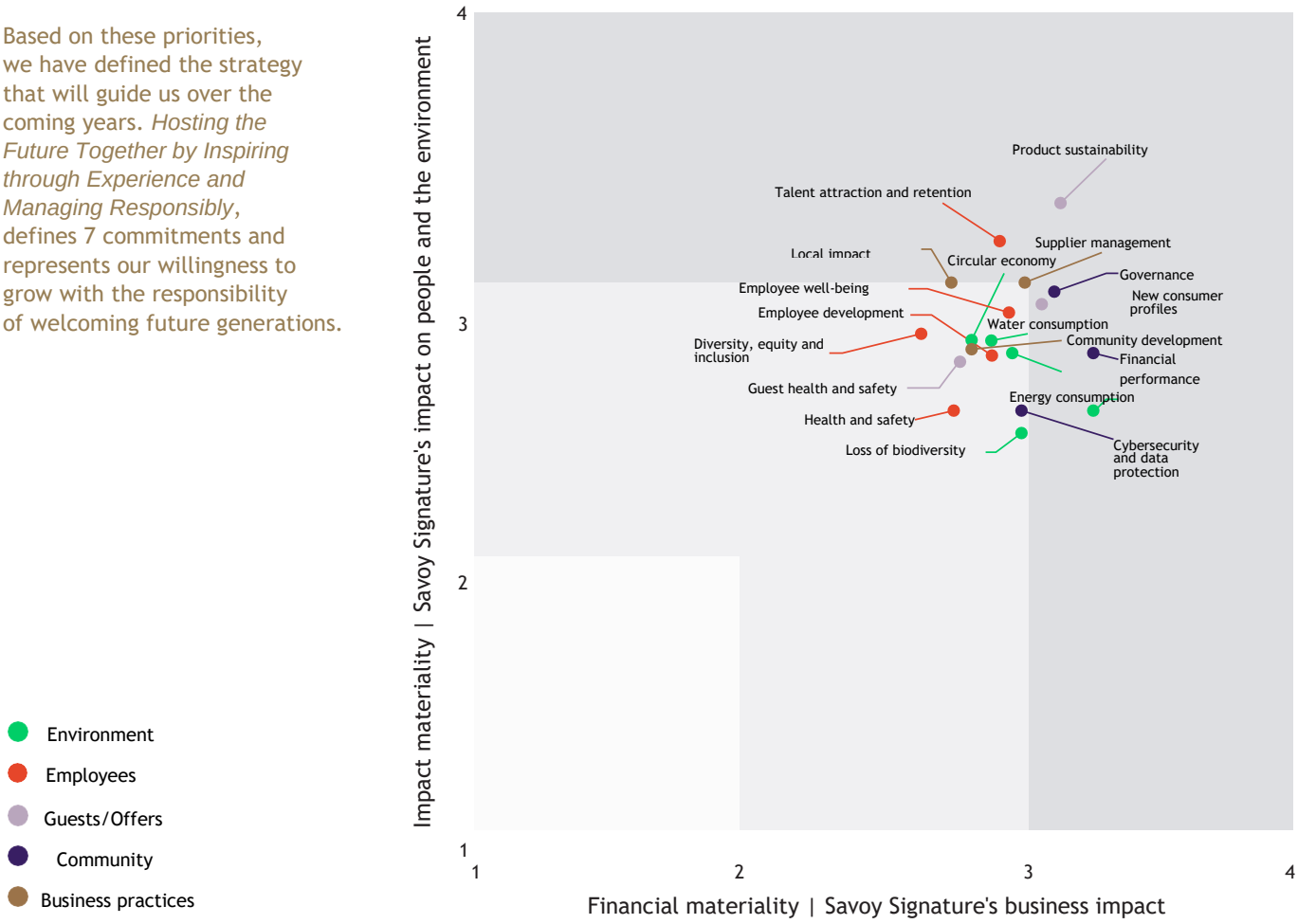
We will always maintain the standard of hospitality that defines us while acknowledging the critical responsibility we have in defining how to appeal to tomorrow's generations.

Hospitality faces a number of sectoral challenges, such as the pressure to decarbonise, the shortage of skilled workers and the growing number of guests looking for sustainable services and products. The industry is also responsible for impacts on the climate, resource use and pressure on infrastructure and local cultures.

As a trustworthy host, we aim to integrate current and future challenges into our business model and, through our products, transform Savoy Signature's art of hospitality into a benchmark for sustainable development. To define these challenges, a materiality assessment was conducted based on a reflection on the industry, our context and the comments of internal stakeholders. This led us to identify climate change, attracting and retaining talent, product sustainability, local impact management, community development, governance practices, financial performance and supplier management as top priorities.



Based on these priorities, we have defined the strategy that will guide us over the coming years. *Hosting the Future Together by Inspiring through Experience and Managing Responsibly*, defines 7 commitments and represents our willingness to grow with the responsibility of welcoming future generations.





Hosting the Future Together

Mobilising/inspiring through experience	Managing responsibly		
Giving experience purpose	Taking care of our personnel	Operating efficiently	
Promoting sustainable development through Savoy Signature's products	Attracting and retaining talent	Decarbonising operations	Promoting the efficient use of resources and circular economy
		Responsible procurement	
	Promoting employee development and well-being	Fostering ESG practices throughout the supply chain	
		Strengthening the community	
		Contributing to the well-being, safety, life quality and preservation of the local community's culture.	

The Starting Point



Customer dedication/Giving experience purpose

The protection and accompaniment of those we welcome into our home is a high-level commitment of the organisation, as is their involvement in the community they visit. We have established a set of principles that help us every day in the art of hospitality at Savoy Signature.

Client Health and Safety
We understand that each guest has different needs, and we work to ensure that they feel safe during their stay at Savoy Signature.

Safeguard against weaknesses	Food safety
Savoy Signature follows a preventative approach to guarantee the protection of vulnerable groups, as set out in **the Solo Traveller Policy and the Protection of Minors Policy.**	We provide food with high levels of hygiene and safety through our HACCP food safety system, which follows the guidelines of the **Food Safety Policy** and the ForeSee Food Safety system. We constantly monitor our practices internally and externally.

More about our policies here.

Client satisfaction
We constantly strive, based on attention to detail and personalised contact with each guest, to ensure that quality is a priority at Savoy Signature.

Continuous improvement	Constant monitoring	Close assistance
Through our Quality Commitment we have established a system of continuous improvement so that our clients' expectations are exceeded.	We constantly monitor our clients' satisfaction rates, adopting a preventative attitude when analysing information and training employees, and defining measurable goals that reflect and raise our quality and service standards.	We welcome each guest with our “10 golden rules” and we accompany their stay via the Savoy Signature App, which provides constant close contact with each of our individual guests.

More about our client commitment here.

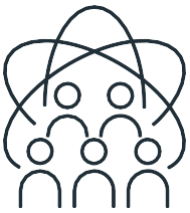
Client involvement in the local context and challenges
We appreciate the characteristic context of the community in which we operate and seek to involve everyone visiting it through our services.

Our own vegetable gardens	*Meia Légua* Project	Local initiatives	Social solidarity
All of our hotels have their own vegetable garden – the Chef's Garden – which, without suppressing consumption needs, aims to bring guests closer to nature, allowing them to explore the variety of products planted.	We are developing a new project in Meia Légua where several plant nurseries have been created, in what was once an old quarry, to supply the hotels. The project also extends our vegetable garden infrastructure and aims, in the long term, to host visits by our guests.	We promote guest involvement in local challenges through reforestation initiatives, beach clean-ups and the raising of awareness of accepted behaviour established by the Institute of Forests and Nature Conservation (IFCN) of the autonomous region of Madeira.	Through our "€1 Hotel" Policy, our guests can voluntarily contribute €1 for their stay which will be donated to local organisations: . Sagrada Família Pedagogical Rehabilitation Centre . Liga Portuguesa contra o Cancro . Acreditar . Centro da Mãe . Associação de Deficientes da Madeira. . Os Especiais



Taking care of our employees

At Savoy Signature, we are committed to improving our employees' skills by promoting a collaborative and inclusive culture in the aim of ensuring satisfaction, equal opportunities and well-being.



1,273

No. of employees



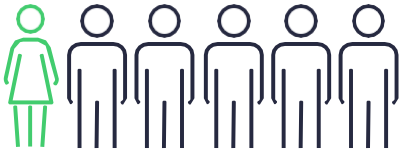
46 %

men

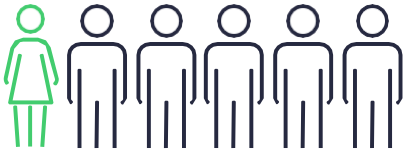


54 %

women



Women on the Executive Board in 2023



Women in hotel management positions



Women in management positions in the central admin structure

Attracting and retaining talent

In 2023, we welcomed 85 trainees from various institutions across the country.

Top 5 | Traineeships	Top 5 | Traineeships & accommodation
. Escola Secundária de Santa Cruz . Escola Básica e Secundária Padre Manuel Álvares . Escola Básica e Secundária/PE da Calheta . Universidade da Madeira . Instituto para a Qualificação, IP-RAM	. Escola de Formação Profissional de Turismo de Aveiro . Agrupamento Escolas Fernão do Pó . Escola Superior de Hotelaria e Turismo do Estoril . Escola Profissional de Hotelaria e Turismo de Lisboa . Höhere Lehranstalt für wirtscha liche Berufe Hermagor Tourism School



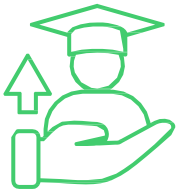
Local hiring

As the second largest employer in the hospitality sector in Madeira, we are proud to recruit a large number of our employees from the island. On average, 70% of candidates are recruited at local jobs fairs and Open Days organised in Funchal and Calheta.

Continuous training
We developed an annual training plan based on individual training needs, thus promoting skills, motivation and improved productivity. As part of the Leading Hotels of The World, we place great focus on service standards training and leadership development for managers.

In 2023, we highlighted technical training in the areas of sales, digital marketing, human resources, accounting, food & beverage, leadership, basic living support, first aid and cybersecurity.

Each employee registers and participates in the training courses through our Human Train platform.



883
No. of training courses

4,517
No. of hours - courses

5,460.5
No. of training hours - men

7,270
No. of training hours - women

Top 5 departments for accumulated training hours

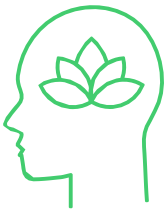
3,798.5 hours
F&B

3,158.5 hours
Front Desk

2,214 hours
Floors

681 hours
Reservations

542 hours
Kitchen



Top 10 training areas

. Service Leaders - Floors
. Service Leaders- F&B
. Service Leaders - Front Desk
. Service Leaders - Bookings
. Specialised course in hotel management
. Basic Pedagogical Training for Trainers
. Restaurant service
. Basic table service training - practice
. People & Culture Management
. Leading Housekeeping

Appreciation and recognition
Our employees are the gateway to our customers, which is why we value and reward their efforts through competitive salaries, internal mobility opportunities and an annual assessment model designed to identify improvements for career progression.

Is there any data or evidence to support this? Internal promotion indicators, for example, in which a staff member was recruited to the position of Marketing Assistant from within. In 2024, there have already been similar cases.

We also promote feedback within the teams, and we have installed anonymous suggestion boxes in all the hotels so that all concerns are integrated and analysed.

Leading training award
The investment made in training at the Hotel Palace was awarded the Leading training award by The Leading Hotels of the World.

THE LEADING HOTELS OF THE WORLD®

Taking care of well-being

Access to a set of benefits

Belonging to Savoy Signature means having access to a wide set of benefits:

- Exclusive discounts and promotions in the Savoy Signature partner network.
- Health insurance for all employees from the moment they are hired, including partners and their children.
- Cafeteria.
- Yoga lessons.
- Free gym available to employees.

Scholarships for employees and their children

At Savoy Signature, we support specialised training for our employees as well as their children.

2022/2023

51 new scholarships granted during the year worth €1,200 each.

€179,016 support granted to 150 scholars.

Most representative areas:

35% Health/Sports/Medicine

18% Communication/Marketing/PR/Culture/Music

17% Management/Accounting/Economics/Finance

8% Engineering

8% IT

5% Tourism

95% **Children of employees**

5% **Employees**

Be Healthy Be Savoy

Through the Be Healthy be Savoy initiative, we have set up a series of theory and practical workshops to raise awareness among employees of the importance of physical exercise for health.

Fostering an inclusive environment

Through our **Diversity and Equality Policy,** we are committed to creating an inclusive working environment free from discrimination, adopting fair recruitment processes, recognising individual diversity and promoting an environment of mutual respect that protects against any form of intimidation or harassment.

Diversity at Savoy Signature



54%
women


25
nationalities




16%
foreigners
(of which the largest groups are Nepalese (6.8%), Venezuelans (4.8%) and Brazilians (1%)


In addition, all employees receive and are informed about the **Good Conduct Policy for Preventing and Combating Workplace Harassment**, which sets out a set of rules and principles that must be observed at Savoy Signature to prevent harassment at work.

Integrating different cultures
At Savoy Signature, we welcome employees of various nationalities into our operations and strive at all times to facilitate their integration into the organisation. For this purpose, Portuguese language training is given to all foreign employees for a total of

16 hours.

More about our policies here.

Operating efficiently

Our vision for efficient resource management encompasses reducing emissions and water consumption and enhancing waste recovery to minimise the impact of our activities on the environment and contribute to the economy's sustainable growth for the benefit of present and future generations.

Our behaviour

Environmental policy	Awareness and involvement
Through our **Environmental Policy - Savoy Green Spirit -** we set out a series of environmental commitments for efficient resource management with a view to reducing and minimising Savoy Signature's impact on the environment.	We promote several environmental awareness and training programmes for employees aimed at implementing good practices in the use of resources, energy, water, chemicals and the production and management of waste. We share our environmental initiatives with our guests, raising their awareness of the importance of good practices.

More about our policies here.

Decarbonising our hotels

We prioritise various energy efficiency initiatives so as to reduce our greenhouse gas emissions, such as the design of efficient buildings that prioritise ecological materials, double glazing and LED lights. Consumption, particularly energy consumption, is monitored regularly and preventative measures are adopted, especially regarding air conditioning, for example by opting for more efficient equipment.
We also incorporate renewable energy sources, both for electricity production and water heating, from the perspective of integrating, whenever possible, methods to exploit weather conditions rather than relying on greater equipment use.

Emissions



9,391 tCO2e
Total emissions*

2,060 tCO2e (23%)
Scope 1**

7,331 tCO2e (77%)
Scope 2

12.4 kgCO2eq
Carbon intensity per guest

*Scope 3 emissions are still being calculated so that they can be reported in the near future.
**Emissions were calculated by hotel, except for fleet usage, which is transversal.

Energy consumption



15,780,812 kW
Total energy consumption

2,818,310.21 kW (17.86% of the total)
Energy consumption from renewable sources

20.67 kW/guest
Energy intensity per guest

Reducing and recovering waste

Waste management system	*Plástico Zero* (Zero Plastic)	Food waste management
We prioritise proper waste management where the principles of reduction, reuse and recycling are applied and monitored. We have internal rules for separating waste, reducing the consumption of chemicals and consumables, and we implement recovery practices such as: . Composting of organic waste. . Collection and recycling of used cooking oil and soap waste. Whenever available, we favour the purchase of chemicals with more environmentally friendly packaging.	We are committed to reducing plastic use in all our hotels, from the rooms to the restaurant areas, favouring materials such as wood, cardboard and metal. Of note among our various initiatives are: . Less use of single-use plastic . Replacement of plastic water bottles with glass or tetra pack containers. . Use of refill solutions for toiletries. . Implementation of a water purification and bottling system.	We keep food stocks low to avoid wastage, prioritise local purchases and look for alternative solutions that can reduce the sensitivity of food to expiry dates. We adjust portions, regulate excesses (to not exceed 10% of expected consumption) and make use of leftovers in the staff canteen. We have also implemented the practice of replenishing buffets in smaller quantities and more frequently, helping to reduce waste and optimise resources.



Minimising water consumption

We have adopted a series of measures to minimise our water consumption, such as installing meters to monitor and detect anomalies in consumption as well as regulators for showers, taps and cisterns to reduce water flow. We have also included native plants and synthetic grass in our green spaces and gardens to minimise watering needs as well as a drip irrigation system for garden maintenance. In the swimming pools, a central part of our hotels, we have installed overflow systems and pressure gauges in the filters to reduce the frequency of water changes. Benefiting sustainably from the resources of the island of Madeira, we harness water from the *levadas* and rain for irrigation and the pools. To raise awareness of efficient use of resources, we have installed signs on how to reduce consumption and avoid waste and we provide training for our employees on this subject.



Preservation of biodiversity

In our restaurant menus

The chef's choice takes environmental concerns into consideration, excluding endangered species and giving greater preference to fish that are typically discarded. We also have a growing concern about including more and more organic references in the selection of ingredients. The menus have also been changed to reduce animal protein (providing more vegan options) and to prioritise vegetables, fish and local produce.

In the surrounding areas

Green spaces are one of Savoy Signature's priorities. The extensive gardens of our hotels prioritise native species, which are combined with plants from different sources such as Africa, Europe, Macaronesia, America, Asia and Oceania. We have also excluded the use of herbicides and insecticides.

Strengthening the community

Our activities are rooted in the community of Madeira, which is why we are committed to promoting its well-being and development through partnerships with local organisations and producers, along with philanthropic initiatives.





8

institutions supported in 2023, at a total amount of

€40,625

(Acreditar, Associação sem limites, Centro da Mãe, Liga Portuguesa contra o cancro, Irmãs Hospitaleiras, Associação os Especiais, Botão solidário, Patronato S. Filipe.)

Preserving the culture of Madeira

At Savoy Signature, we play an active role in spreading and promoting the customs and ancestral values of our community to our guests, highlighting their characteristics and originality. In all our hotels we produce and display regional gastronomic products.



Partnerships for local impact

We foster close relations with the economic and technical fabric of Madeira for social, environmental and economic strengthening of the communities, and we sponsor several social and sporting events in the region.

. Banco Alimentar Contra a Fome - Campanha papel por alimentos.
. We have organised a charitable campaign with our employees to deliver donations that included clothes, toys and books in partnership with Irmãs Hospitaleiras Botão Solidário, Santa Casa da Misericórdia da Calheta and Espaço Solidário



Initiatives with an impact

Together with the Portuguese Association of the Disabled of Madeira, employees were encouraged to collect bottle tops to buy orthopaedic equipment and wheelchairs.

We carried out a non-perishable food collection campaign among our hotels and prepared meals that were delivered to the Banco Alimentar and Associação CASA to support homeless people.

We held a charity breakfast at the Savoy Palace hotel for the Patronato São Filipe, which takes in children and young individuals in vulnerable family situations. We offered breakfast to 37 children and took the opportunity to show them our facilities, making for a special and very happy day.

We collaborated with Calheta Town Council to support the community initiative of cleaning up Calheta beach



20%

Purchasing locally

of local produce

Our purchasing policy is geared towards regional produce as a way of developing the regional economy and avoiding long and complex transport processes. Our preference for regional suppliers is reflected in a 20% proportion of local products such as beer, fish, meat, biscuits, fruit, vegetables.

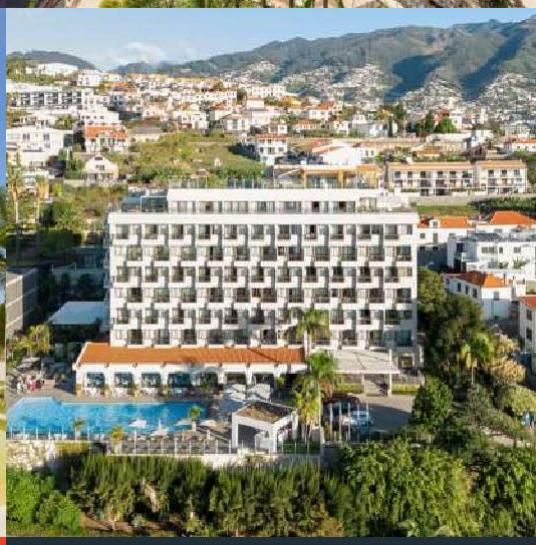
Our Hotels













Savoy Palace

The Savoy Palace, a luxurious 5-star superior hotel, is the materialisation of a great dream. Located in Funchal, the capital of the island of Madeira, this hotel offers an experience of luxury and pleasure, with personalised services and attention to detail. A member of the Leading Hotels of the World and Virtuoso luxury collections, the Savoy Palace stands out for the exclusivity of Madeiran hospitality. Inspired by Madeira's centenary landscapes and traditions,
the hotel is a tribute to the island, offering views of the Atlantic Ocean, the mountains and its gardens. Offering rich gastronomic variety, with a range of restaurants that highlight local and international flavours, and the largest spa in the country, it is the place of choice for those seeking relaxation and well-being. The Savoy Palace is Madeira's largest hotel with a total of 548 rooms.



- Boa Cama Boa Mesa - Chave de Ouro
- Tourism Leaders Awards (TNEWS) - Business Hotel
- Condé Nast Traveler UK & US Reader's Choice Awards 2023 – 10th place – category Hotels - Iberian Peninsula | 2nd place in Portugal
- World Travel Awards 2023 - Portugal's Leading Luxury Hotel
- TripAdvisor - Travelers' Choice 2023
- Gold Certificate - Luso Cristal HACCP
- GBAC accreditation – Biological risks



Key indicators

Guests

94%
Overall satisfaction rate (%) 2023

237,790
No. of guests in 2023

55.35%
Occupation rate in 2023

Employees

500
No. of staff

51% Men | 49% Women
% of men and women

7,728.5
Hours of training

2.9 years
Average length of staff employment

Environment

Emissions

626 tCO2eq
Scope 1

3,057 tCO2eq
Scope 2

15.48 kg CO2eq
Carbon intensity per guest

Energy

6,573,423 kW
Total energy consumption

1,045,89.88kW
Renewable energy

1.57%
% energy from renewable sources

27.64 kW
Energy intensity per guest

165
Number of thermal solar panels

350
Number of photovoltaic panels

68 kW
Installed power of photovoltaic panels

Water

22,084 m³
Water consumption

0.10 m³
Water consumption per guest

Waste

24.84%
Recycling rate

6.77%
% plastic reduction

Community

€7,500
In social support provided

500
Meals offered to homeless people

Royal Savoy

Royal Savoy is a 5-star hotel located in Funchal that is the ideal choice for guests looking for the cosiness and comfort of home.
One of a kind for its values, the hotel is proud of its decades of seafront service and welcoming attitude to visitors. With a collection of artefacts from all over the world, the Royal Savoy has an atmosphere of history and tradition which is sure to delight everyone.
Inspired by the centuries-long historical ties between the United Kingdom and Madeira, the resort offers a royal experience. It has 174 rooms, a spa, gym, four swimming pools, private access to the sea, five restaurants and bars, and a padel court.



- TripAdvisor - Travelers' Choice 2023
- British Airways Holidays - Customer Excellence Award 2023 – 4.6/5
- Food & Hygiene/HACCP - Foresee Food Safety Gold
- Tripexpert - Experts' Choice Awards
- Gold Certificate - Luso Cristal-HACCP
- Sustainability Award "WE Care"- Associação da Hotelaria de Portugal



Key indicators

Guests

91%
Overall satisfaction rate (%) 2023

116,944
No. of guests in 2023

89.45%
Occupation rate in 2023

Employees

139
No. of staff

48% Men | 52% Women
% of men and women

622
Hours of training

9.6 years
Average length of staff employment

Environment

Emissions

428 tCO2e
Scope 1

1,307 tCO2e
Scope 2

14.84kgCO2eq
Carbon intensity per guest

Energy

2,810,502 kW
Total energy consumption

1,501,27.33 kW
Renewable energy

5.34%
% energy from renewable sources

24.03 kW
Energy intensity per guest

344
No. of photovoltaic panels

152.2 kW
Installed power of photovoltaic panels

Water

22,080 m³
Water consumption

0.19 m³
Water consumption per guest

Waste

34.17%
Recycling rate

5.06%
% plastic reduction

Community

€7,500
In social support provided

Mattresses donated to charity organisations and individuals

Saccharum

Saccharum is a resort located in Calheta, Madeira, which is inspired by the island's sugar production heritage. With a modern and elegant design, it combines comfort and sophistication. The hotel offers spacious accommodation with a sea and mountain view, as well as a range of gastronomic options. Among the facilities are a spa, several swimming pools and areas for relaxation. It is ideal for those seeking a unique experience of tranquillity and well-being in contact with nature. It has 215 rooms in total.





- World Travel Awards 2023 - Europe's Leading Island Resort
- Schauinsland Reisen - Top Hotel Partner 2023
- TUI Global Hotel Awards - TUI Quality Hotel
- TripAdvisor - Travelers' Choice 2023
- British Airways Holidays - Customer Excellence Award 2023 – 4.8/5
- Travelife-Gold Certification
- Gold Certificate - Luso Cristal-HACCP

Key indicators

Guests

93%
Overall satisfaction rate (%) 2023

130,961
No. of guests in 2023

73.52%
Occupation rate in 2023

Employees

198
No. of staff

39% Men | 61% Women
% of men and women

910
Hours of training

4.73 years
Average length of staff employment

Environment

Emissions

223 tCO2e
Scope 1

1,192 tCO2e
Scope 2

10.8 kgCO2eq
Carbon intensity per guest

Energy

2,563,593 kW
Total energy consumption

19.57 kW
Energy intensity per guest

70
No. of thermal solar panels

Water

30,823 m^3
Water consumption

0.26m^3
Water consumption per guest

Waste

26.18%
Recycling rate

7.5%
% plastic reduction

Community

€7,500
In social support provided

Cultural initiatives

. Agreement to collaborate with Casa das MUDAS (a contemporary art museum) to display the work of various artists.
. Preservation of the historical heritage of the hotel, which was built on an old sugar cane factory - part of Calheta's history.

NEXT

Next is a modern hotel located beside Funchal harbour, just 5 minutes from the centre. It offers direct access to the sea, two swimming pools (one on the rooftop, exclusively for adults), a spa, gym and three bars, including the rooftop Cloud Bar. The main restaurant, Recharge Bar & Restaurant, offers meals by the pool and beside the sea. With 130 rooms and suites, many with views of the Atlantic, the hotel combines elegance, comfort and advanced technology, and is the ideal place for relaxation or business meetings, with a 110-seat auditorium.





. Festival ART & TUR - Tourism Services (NEXT video - October)
. TripAdvisor - Travelers' Choice 2023
. Schauinsland Reisen - Top Hotel Partner 2023
. Jet2 – Quality Award
. Gold Certificate - Luso Cristal-HACCP

Key indicators

Guests

88%
Overall satisfaction rate (%)
2023

95,864
No. of guests in 2023

84.34%
Occupation rate in 2023

Employees

93
No. of staff

51% Men | 49% Women
% of men and women

194
Hours of training

3.9 years
Average length of staff employment

Environment

Emissions

122 tCO2e
Scope 1

484 tCO2e
Scope 2

6.32kgCO2eq
Carbon intensity
per guest

Energy

1,040,138kW
Total energy consumption

10.8 kW
Energy intensity
per guest

Water

4,882 m³
Water consumption:

0.05m³
Water consumption per guest

Waste

28.29%
Recycling rate

6.66%
% plastic reduction

Community

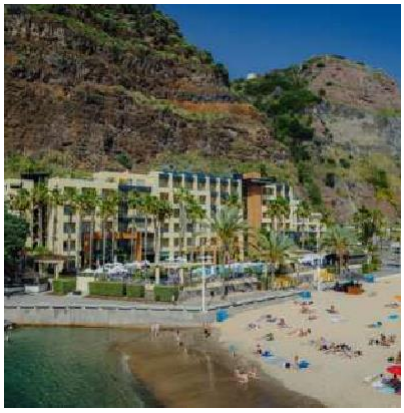
€7,500
In social support provided

Cultural initiatives

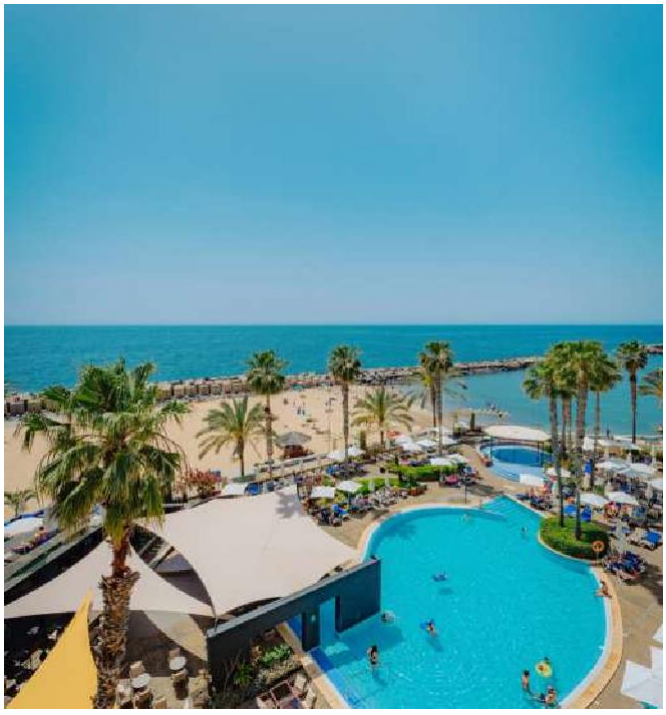
. Cultural Spot dedicated to small art exhibitions (painting, sculpture, performances, book releases, etc.)

Calheta Beach

Saccharum is a resort located in Calheta, Madeira, inspired by the island's sugar production heritage. With a modern and elegant design, it combines comfort and sophistication. The hotel offers spacious accommodation with sea and mountain views as well as a range of gastronomic options. Among the facilities are a spa, several swimming pools and areas for relaxation. It is ideal for those seeking a unique experience of tranquillity and well-being in contact with nature. It has 215 rooms in total.



- Schauinsland Reisen - Top Hotel Partner 2023
- TripAdvisor - Travelers' Choice 2023
- Travelife - Gold Certification
- Onda Azul – Recommended at Restaurant Guru
- Gold Certificate - Luso Cristal-HACCP



Key indicators

Guests

88%
Overall satisfaction rate (%) 2023

94,559
No. of guests in 2023

79.10%
Occupation rate in 2023

Employees

127
No. of staff

42% Men | 58% Women
% of men and women

493
Hours of training

8.3 years
Average length of staff employment

Environment

Emissions

469 tCO2eq
Scope 1

611 tCO2eq
Scope 2

11.42 kgCO2eq
Carbon intensity by guest

Energy

1,313,244 kW
Total energy consumption

13.8kW
Energy intensity per guest

52
No. of thermal solar panels

Water

40,611m³
Water consumption

0.45m³
Water consumption per guest

Waste

26.43%
Recycling rate

5.73%
% plastic reduction

Community

€7,500
In social support provided

We collaborated with Calheta Town Council to support the community initiative to clean up Calheta beach.

TUI BLUE Madeira Gardens

Savoy Gardens is a 4-star boutique hotel that offers its guests a sense of comfort combined with modernity in a relaxing and calm environment free of distractions and with a resplendent view of the Atlantic Ocean and Funchal city. The hotel is located in a quiet and sunny area close to the casino and various museums, restaurants and monuments. As an adults-only hotel, it stands out for its warm hospitality and cosy and homely atmosphere. As for facilities, it has two restaurants, four bars, a spa, indoor and outdoor swimming pools and a hairdresser. It has 132 rooms in total, surrounded by green gardens.

- TripAdvisor - Travelers' Choice 2023
- LUXlife Magazine Resorts & Retreats Awards - Best Boutique Adult-Only Hotel 2023 – Madeira
- Travelife - Gold Certification
- Food & Hygiene/HACCP - Foresee Food Safety Gold
- Gold Certificate - Luso Cristal-HACCP





Key indicators

Guests

88%
Overall satisfaction rate (%) 2023

87,167
No. of guests in 2023

95%
Occupation rate in 2023

Employees

86
No. of staff

60% Men | 40% Women
% of men and women

454
Hours of training

11.3 years
Average length of staff employment

Environment

Emissions

192 tCO2e
Scope 1

680 tCO2e
Scope 2

10 kgCO2eq
Carbon intensity per guest

Energy

1,479,912 kW
Total energy consumption

16.98 kW
Energy intensity per guest

19
No. of thermal solar panels

Water

80,684m³
Water consumption

0.24m³
Water consumption per guest

Waste

24.32%
Recycling rate

6.24%
% plastic reduction

Community

€7,500
In social support provided

TITLE
Savoy Signature Sustainability 2023

PROPERTY
Savoy Investimentos Turísticos, SA.

DEPARTAMENT
Sustainability

ART DIRECTION AND PRODUCTION
xxxx

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