



## SUSTAINABILITY POLICY

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Sustainability is a constant mission at Hotel Talisman, a medium-sized hotel, built in an 18th century building, maintaining its original layout and characteristic of the historic center of Ponta Delgada where it is located. Aiming to ensure long-term sustainability, the building of the Hotel was designed considering the balance between people, the environment where it is inserted and the materials, always with a commitment to technologies, equipment and even strategies that reduce the environmental impact of the activities of its employees, customers and suppliers.

The Hotel's Green Team, a group of employees made up of representatives from all departments, ensures employee involvement and participation with regard to the Hotel's environmental management, encouraging, monitoring and evaluating the performance of sustainability measures.



## OUR COMMITMENT

Environmental Protection:  
rational use of natural  
resources; pollution  
prevention.



Internal record of measures  
and expenses.



Support for the local  
economy: purchasing  
regional products from  
local companies and hiring  
local human resources.



Connection to the  
Community, preservation and  
promotion of traditions and  
dissemination of its natural  
and cultural heritage among  
Customers.

Promoting the satisfaction  
and motivation of its  
Employees, investing in their  
training, health and safety in  
the performance of their  
duties.



Protection of Human  
Rights, defending equal  
rights and opportunities.



Defense of Children's Rights,  
promoting a proactive policy for  
the protection of Children, Zero  
Tolerance against mistreatment  
and all types of exploitation.



Customer satisfaction and  
loyalty, offering them  
products, services and  
experiences that exceed  
their expectations.

Continually improve our  
performance by actively  
collecting feedback from  
our customers.



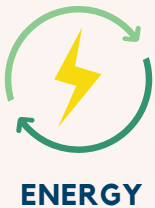
Ensure compliance with  
legislation and other legal  
requirements applicable  
to its activities.



## MEASURES ADOPTED



- Water flow reducers;
- Detergent dosing systems;
- Double flush toilets;
- Use of water purification systems;
- Monthly monitoring of water consumption;



- Solar panels;
- Led lighting;
- Automatic light sensors;
- Room light activation by card;
- Efficient towel / linen exchange;
- Monthly monitoring of energy / gas consumption;
- Definition of schedules for air conditioning of public areas;
- Acquisition of equipment with greater energy efficiency;
- Occupancy sensors in rooms;



- Definition of cleaning and sanitation plans;
- Dosage control system;
- Guests choose frequency of room linen change;
- Guest can choose not to have daily room cleaning;



- Oil separator
- Containers for the selective separation of waste in all sectors and public areas;
- Forwarding of waste to licensed operators;
- Awareness of Guests / Employees for the separation of waste;
- Reduction of packaging waste;
- Acquisition of products in larger capacity packaging;
- Paperless procedures (sending all types of documents by email);
- Filtered water served in glass bottles;
- Amenities dispensers;
- Donation of textile material to institutions;
- Furniture reuse (restoration).



- Buying local products from local suppliers
- Promotion of visits and ecofriendly tours
- Partnership with the "Zero Desperdício" Program - reduction of food waste
- Promotion of local gastronomy through the inclusion of dishes in the menu
- Reduction in the use of plastic: use of paper straws and cups, amenities dispensers and glass bottles of filtered water.
- Power Consumption Optimization - best power consumption schedules
- Participation and Promotion in Events in the Region
- Employee information and training



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Sustainability has been gaining more and more importance in the contemporary world. In addition to making people aware of the problems related to this issue, it is possible to create environmental, economic and social solutions capable of minimizing the negative impacts caused by Man.

Hotel Talisman has participated in several projects aimed at Sustainable Tourism, such as participation in the Environmental Performance and Social Responsibility Survey, promoted by Turismo de Portugal; Participation in Urban Waste, a European project involving several cities, promoted by the municipality of Ponta Delgada and also, recognition by Miosotis Azores through the attribution of the Miosótis Award.

Hotel Talisman is concerned and committed to constant improvement and investment in favor of Sustainable Tourism.

