



Environmental Sustainable Tourism Policy Statement

Green Key program is an international award that promotes sustainable tourism in Portugal through the recognition of hotels that implement environmental and social sustainable measures, develop environmental management in their properties and encourages an environmental education for sustainability.

Green Key was created by the Foundation for Environmental Education (FEE), located in Denmark, and in Portugal is coordinated by the Blue Flag Association of Europe (ABAE).

At **Golden Residence Madeira** are concerned about the impact our activities has on the environment and local community and are aware of our responsibility in addressing a common way forward with best practices for supporting sustainability efforts within the tourism industry.

Tourism is one of the fastest growing global industries, creating significant employment and economic development. This growth has led to an increase in the negative environmental and social impacts of tourism, from resource consumption, pollution and the generation of wastes. Tourism activities can also disrupt or destroy local cultures and introduce unwanted activities such as drugs and prostitution.

We are, therefore, committed to operating in ways to reduce the environmental impact by integrating important conservational practices and sustainability principles into our core business practices with a view to contributing to a socially and ecologically sustainable society and ensuring the protection of both current and future generations. Through collaboration with our suppliers, trading partners, local community and most importantly, our guests, we will actively work on improving and innovating practices aimed at:

- Minimizing waste and pollution
- Conserving natural resources
- Reducing water and energy use
- Supporting environmentally responsible purchasing
- Identifying and managing environmental risks and/or hazards
- Respect the integrity of local cultures and social institutions and vehemently oppose and discourage abusive and exploitative drugs, prostitution, child abuse and the protection of children from tourism related sexual exploitation.
- Provide suitable training to enable employees to deal with their specific areas of environmental awareness and control
- Oppose and actively discourage all illegal, abusive or exploitative forms of tourism
- Raising environmental awareness among our associates, guests and local community
- Co-operate with the local community and people, ensuring they benefit from the visits of our guest clientele and encourage our customers to respect the local way of life
- Communicate our progress in implementing our commitment

We strongly trust that together with all stakeholders concerned, our efforts and contribution in supporting a healthy environment will serve the interests of both current and future generations.



Environmental Sustainable Tourism Policy Statement

Without compromising on our guest comfort and experience, Golden Residence Madeira has implemented the following techniques in our efforts towards minimizing impact on the environment:

ENERGY EFFICIENCY:

energy-saving led bulbs
Automatic light sensors in public areas
Air conditioning in the hotel is set to 23°C which is an accepted comfort temperature.
Switching off all the lights in the rooms with the exception of entrance, bedside table and desk lights.
Turning off computers and screens during the night and when not in use.
Monitoring and controlling the entire electrical power system via a central computerized software program.
Participation in Earth Hour

PAPER:

Re-use of paper to print unofficial documents – two sides
Not printing emails unless absolutely necessary

WATER:

In-resort water meter monitoring of consumption and quality of water.
Low flush toilets
Reduced water flow on all taps and shower heads
Water quality monitoring
All our rooms include cards that communicate with guests the hotel's aim at reducing water consumption via the hotel's towel and linen re-use program

WASTE AND RECYLCING:

Provision of recycling dustbins for guest use in all rooms and certain public areas of the hotel
All refuse is separated in loco – by paper, organic, plastic, glass and general

FOOD AND SUPPLIERS:

Wherever possible the hotel integrates locally grown and seasonal products including fruit and vegetables for use in our food and beverage outlets; this in turn offers our guests unique opportunity to experience a greater connection to our location / destination

SPA:

Where possible, our spa features local indigenous ingredients and natural organic products in their treatments – offering guests a special connection to our destination.

CLEANING PRODUCTS:

Reduction of bleach chlorine based products by shifting towards more bio-based natural cleaners

COMMUNITY INITIATIVES:

Hotel supports local community by allowing local artisans to exhibit and sell their handicraft and paintings at the hotel on a regular basis. Encourage guests to support services offered by local companies organizing excursions, trips and air, land and sea activities. Donating linen and clothing to local charity organizations.

STAFF:

Involvement of staff in environmental and sustainability practices