

Inspira Santa Marta Hotel

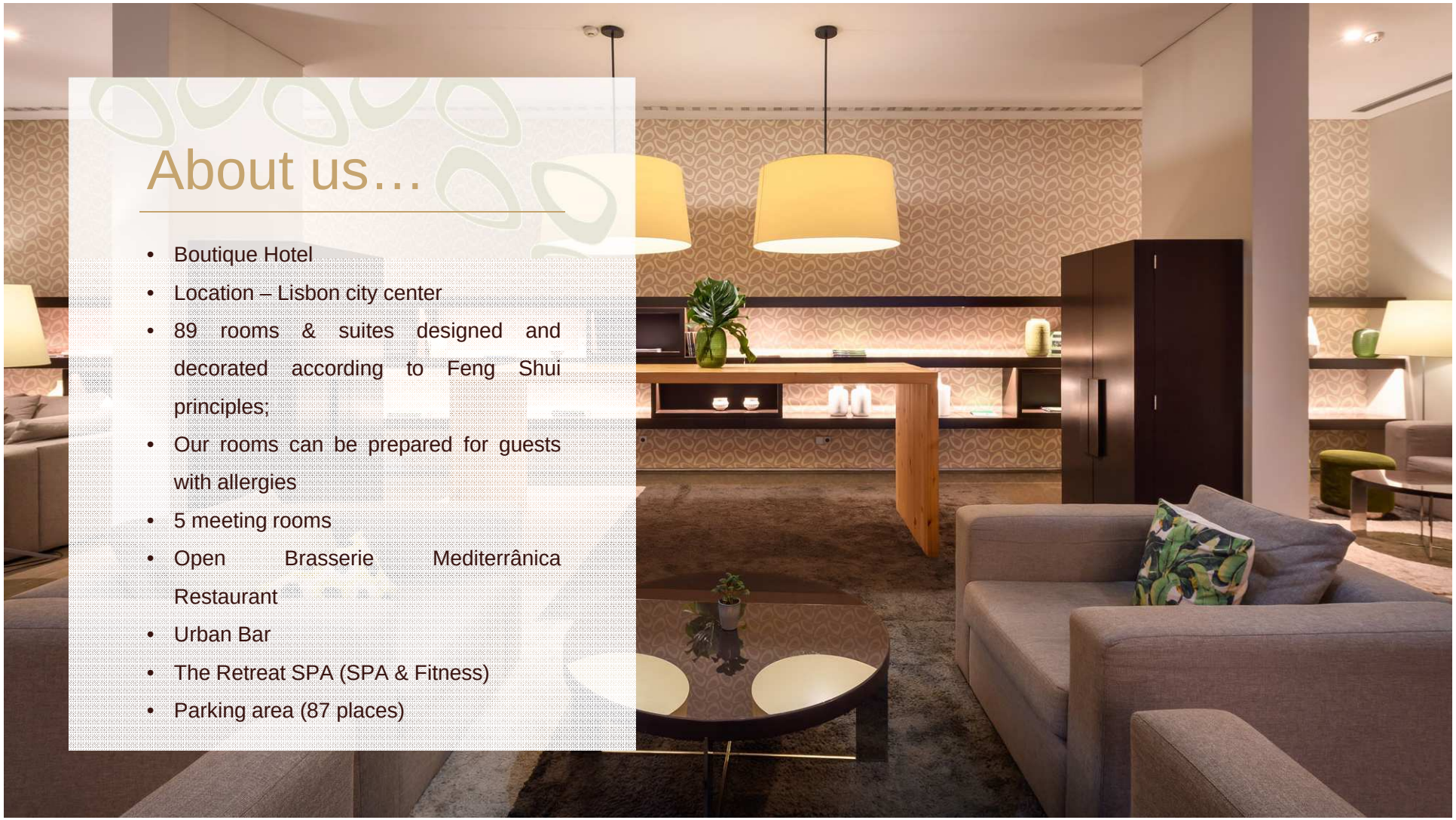
★★★★

CORPORATE SUSTAINABILITY

DOING THE RIGHT THING!

NOVEMBER 2019

www.inspirahotels.com



About us…

- Boutique Hotel
- Location – Lisbon city center
- 89 rooms & suites designed and decorated according to Feng Shui principles;
- Our rooms can be prepared for guests with allergies
- 5 meeting rooms
- Open Brasserie Mediterrânica Restaurant
- Urban Bar
- The Retreat SPA (SPA & Fitness)
- Parking area (87 places)

Open Restaurant

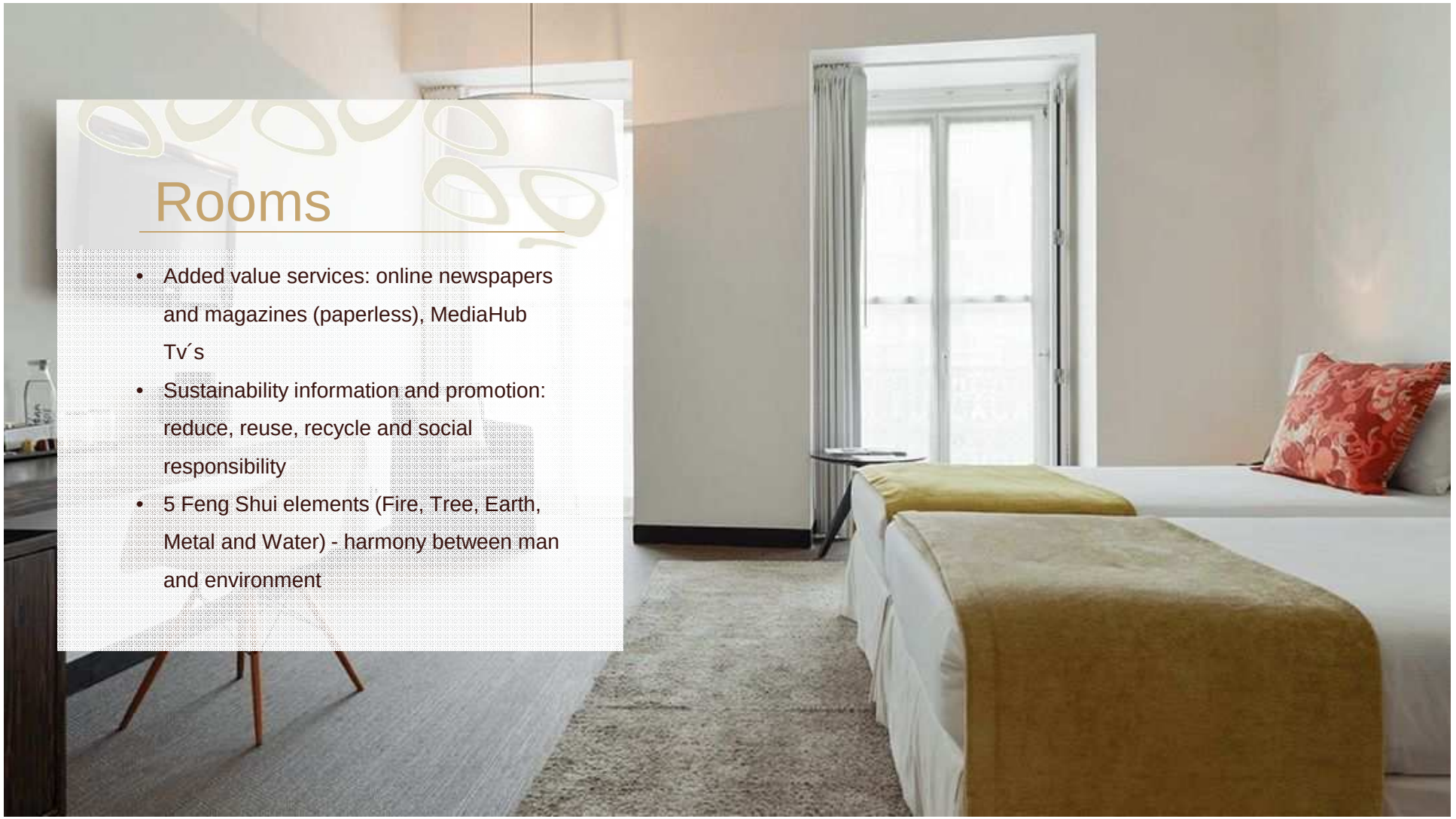
- Mediterranean cuisine with different daily lunch options and a la carte dinners
- All meals produced with local products, considering their organic production and protected origin preferably
- Different diet options are always part of our menu - vegetarian, vegan, lactose and gluten free
- Certified by the Portuguese Association of Celiacs (APC)
- Pump Aid – every bootle of water sold contributes to open water holes in several locations in Africa





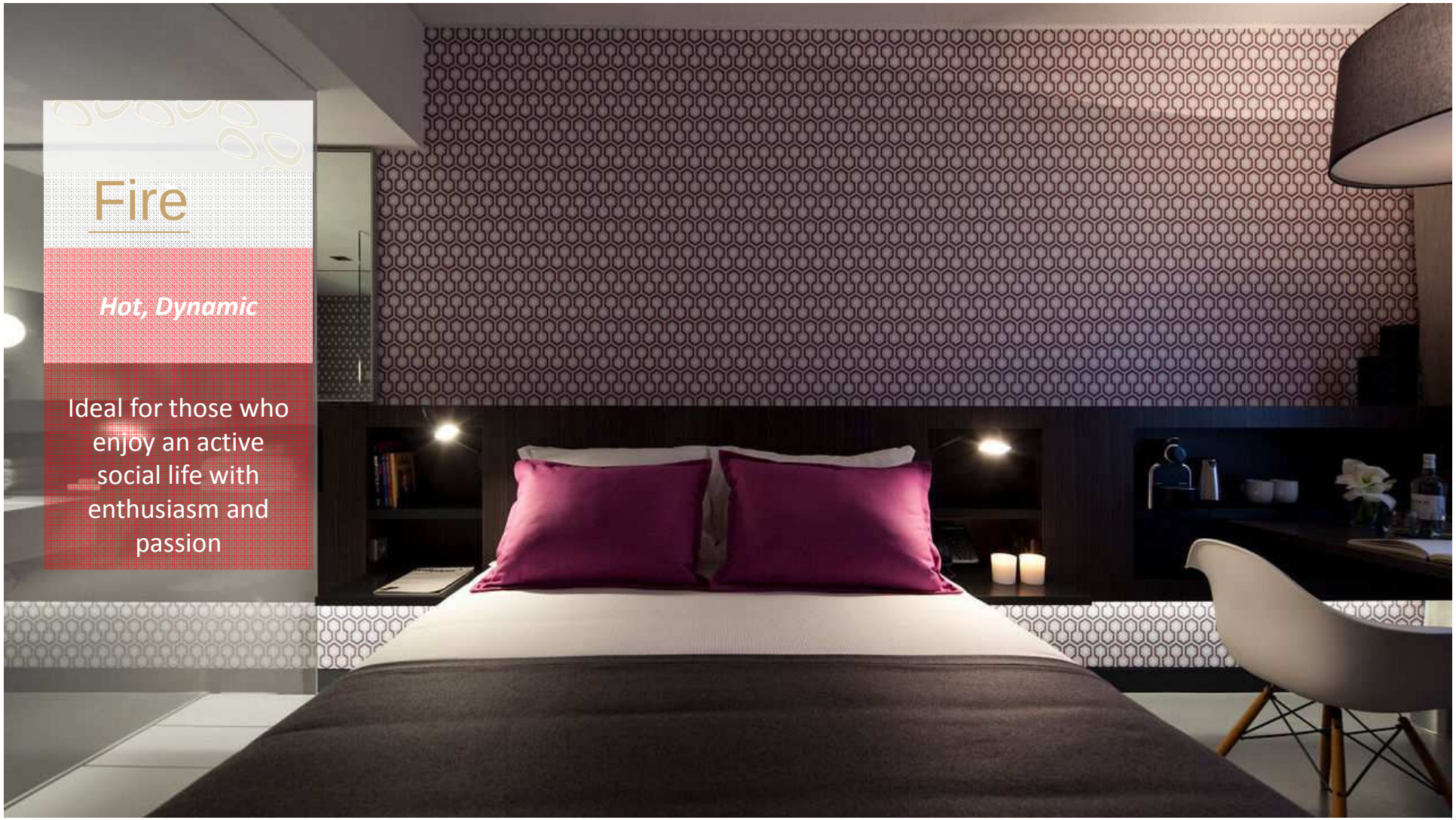
Green Meetings

- Green energy – Carbon free events
- Recycled office supplies (paper and pencils)
- Cup bases made with cork
- Recycling bins in every meeting room
- Clients awareness

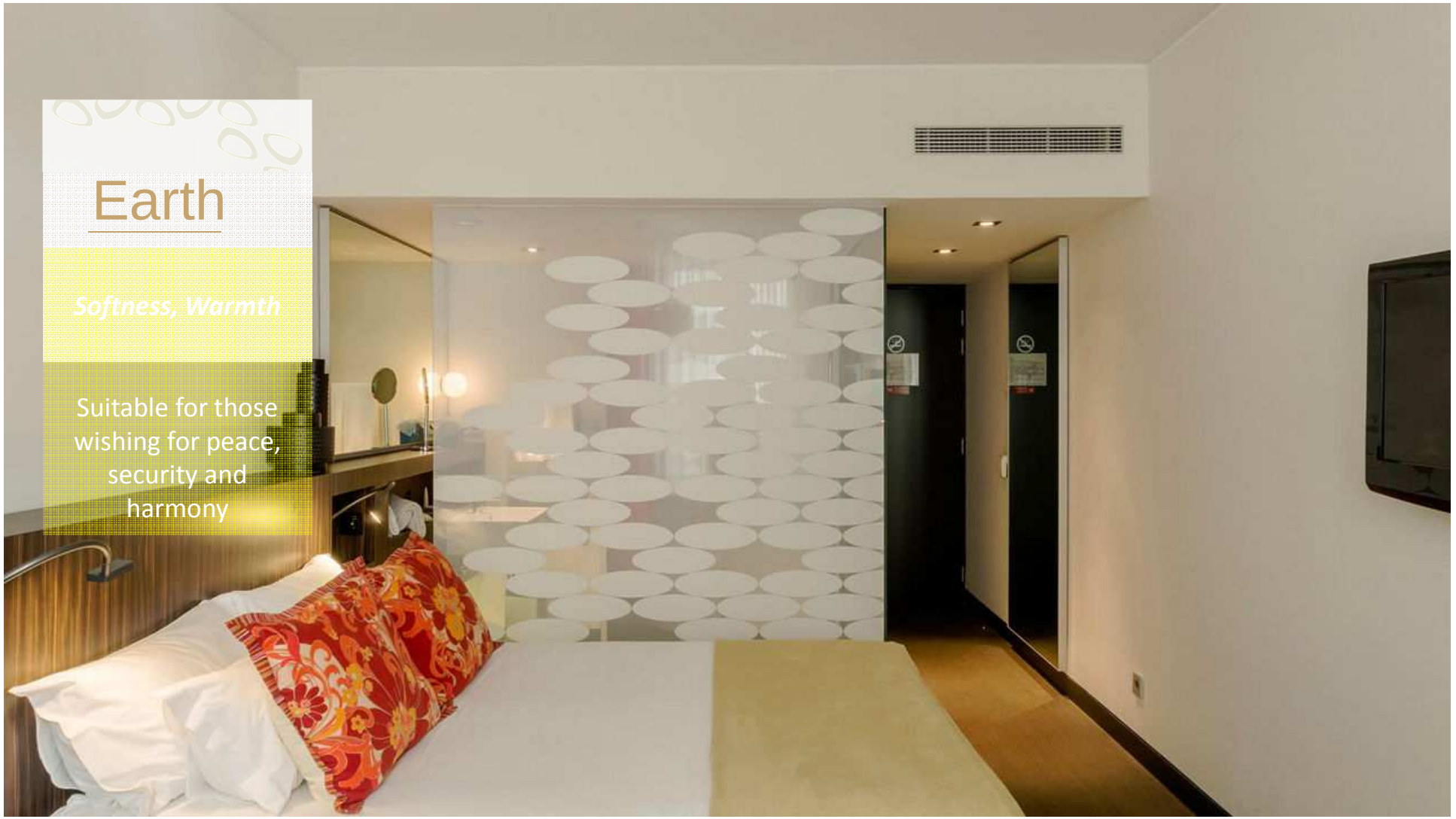


Rooms

- Added value services: online newspapers and magazines (paperless), MediaHub Tv´s
- Sustainability information and promotion: reduce, reuse, recycle and social responsibility
- 5 Feng Shui elements (Fire, Tree, Earth, Metal and Water) - harmony between man and environment


Fire
Hot, Dynamic
Ideal for those who enjoy an active social life with enthusiasm and passion


Tree
Growth, Reach
Suitable for those looking for novelty and adventure


Earth
Softness, Warmth
Suitable for those wishing for peace, security and harmony

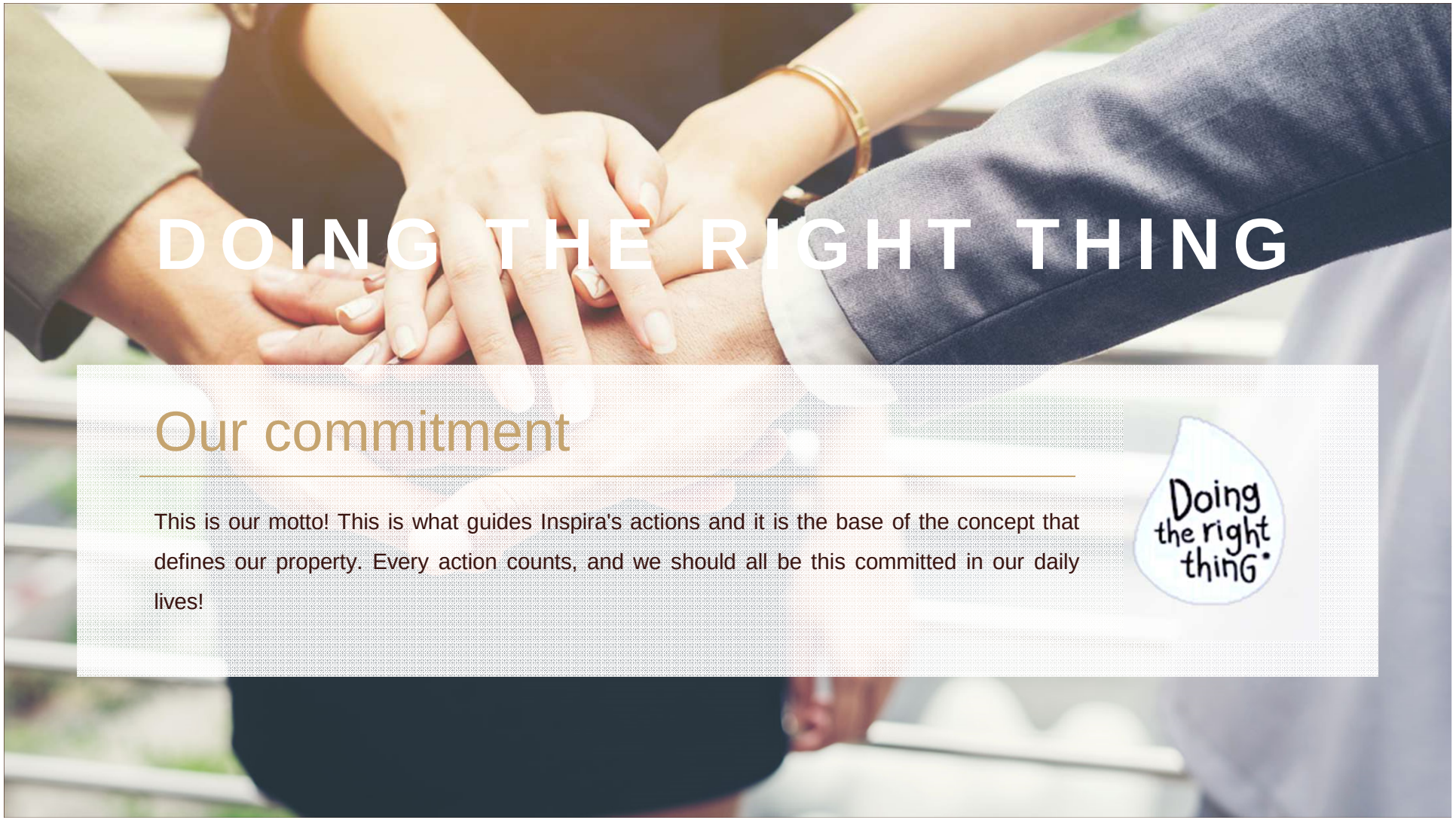

Metal
Concentration,
Sophistication
For those looking for order and control of situations


Water
Freshness,
Tranquility
Ideal for those looking for rest and regeneration

What does inspire us

- To adopt and promote sustainable practices
- To do effective management of natural resources, reducing the environmental impact on our operations
- To implement sustainability policies across the entire operations
- To offer a differentiated wellness experience to those who visit us – Urban Oasis concept
- To raise awareness for everyone that visit us to change
- To engage with local community for commitment





DOING THE RIGHT THING

Our commitment

This is our motto! This is what guides Inspira's actions and it is the base of the concept that defines our property. Every action counts, and we should all be this committed in our daily lives!

Sustainability policy

Interconnect the 3 pillars of sustainability:

- **ENVIRONMENTAL SUSTAINABILITY**
- **SOCIAL RESPONSABILITY**
- **SUSTAINABLE ECONOMIC DEVELOPMENT**





Environmental Sustainability

PRACTICE AREAS

- **Electricity, gas and water management**
- **Effluents and solid waste management**
- **Reducte and control greenhouse gas emissions (CO2 footprint)**
- **Biodiversity**

Our Practices

CONSTRUCTION STAGE

- Option to rebuild an existing building
- Use of low environmental impact materials in construction
- Use of various thermal insulation solutions, eg.: rockwool
- Rooms with cork flooring
- Windows with double glasses (energy savings)
- Lobby skylight with heat-reflecting film
- Installation of solar heater panels for hot water (35 solar panels - 70 sqm) - reducing natural gas consumption in boilers



Our Practices

Energy Management

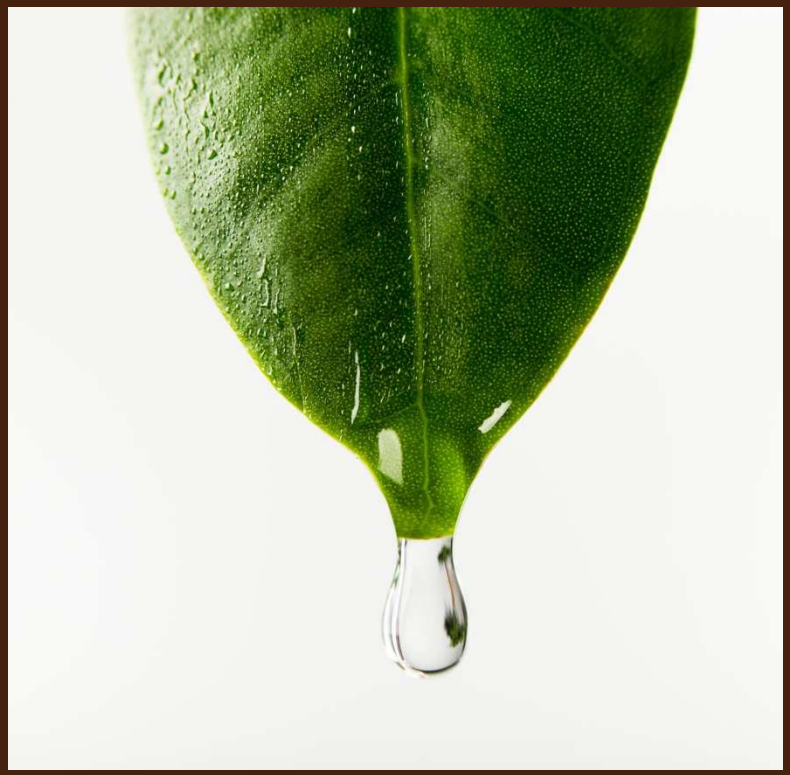
- Energy obtained from 100% renewable sources (Green certificate)
- LED and lower energy consumption lighting
- Building Management System (BMS): controls hotel’s lighting and HAVAC
- Replacement of electric motors with electronic motors
- Energy Star equipments
- Use of lighting sensors in public and staff areas



Our Practices

WATER MANAGEMENT

- Low flow aerators on all taps
- Dual flush toilets
- Taps with sensors (public and staff toilets)
- Use dosage control systems for cleaning products (laundry and steward)
- Use Ecolabel and biodegradable cleaning products and amenities
- Large dispensers for the amenities in the rooms
- More efficient cleaning procedures (water savings)
- Food fat separator chamber (for the kitchen sewage, capacity for 400 meals per day)
- Guest and staff awareness



Our Practices

WASTE MANAGEMENT

- All areas have recycling bins (waste sorting in all hotel operations)
- Other Recycling: EEE, used batteries, coffee capsules, printer cartridges, medicines, etc
- Adoption of paperless procedures in offices/reception and green meetings (electronic invoicing and contracts - paper is re-used whenever possible)
- Return of packaging to suppliers (minimize waste production)
- Hand dryers (paper-free)
- Zero Waste Movement (donate food to people in need)



Our Practices

OTHER PROJECTS

- Water bottling filtered system - recycled and reusable glass bottles
- Preference for products labeled "sustainable source" and fair trade
- Protected Designation of Origin products (PDO, whenever possible)
- Rooftop vegetable gardens
- Plastic straws replaced by mass straws
- Parking places reserved for hybrid or electric vehicles



Our Practices

GREENHOUSE GAS MANAGEMENT

- CO_2 footprint calculation reports
- In 2018, 128t CO_2e (direct and indirect) were calculated
- CO_2 Emissions offset program - National **Oxygen** Project funding:

Reforestation of an area of 0.5 ha in Cascais with native trees (Oaks) in the period from October 2019 to March 2020. Inspira employees participate in all these projects



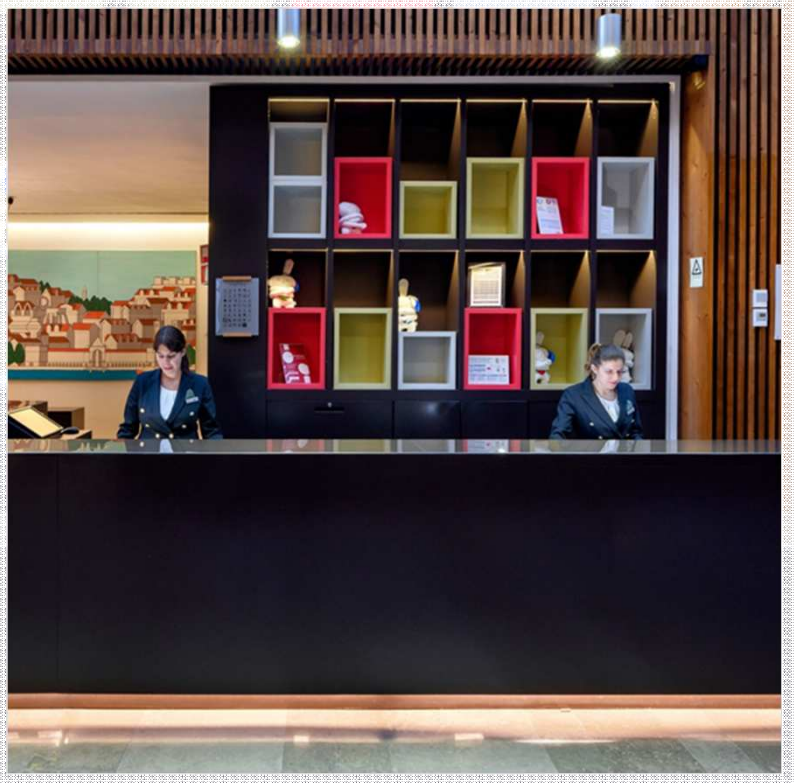
Performance indicators

	Energy kWh_e / Guest	Gas m^3/ Guest	Water m^3 / Guest	Paper (uni./Guest)	Recycling %
2012	11,92	0,72	0,10	2 units	78
2018	9	0,46	0,09	1 unit	78
Reduction %	**-24**	**-36**	**-10**	**-50**	**-**

Social Responsability

INTERNAL COMMITMENT

- Good working environment and conditions
- Investment in recruitment, training and retention of employees
- Code of conduct and ethics promoting human rights



Social Responsability

INTERNAL COMMITMENT

- **INSPIRA ONE**

Support our staff members with personal needs

- **QUARTER INSPIRA ELEMENT**

Employee distinguished by colleagues every quarter

- **BE OUR GUEST**

Opportunity to be a customer for a day: 1 night/ 2 people + Dinner + Breakfast + SPA Treatment

- Health insurance after one year contract
- Discount Medicines (25%)









Social Responsability

NATIONAL PROJECTS

- Partnerships with social institutions in order to support on their projects and initiatives with some of time and resources and donations
- Promote and sell articles at the hotel reception from non-profit institutions: **Fundação Rui Osório de Castro** and **APPDA – Lisboa**
- Protocol with various institutions, such as.: Zero Desperdício, Banco Alimentar, Jardim Botânico de Lisboa



Social Responsability

INTERNATIONAL PROJECTS

- Partnership with the NGO Pump Aid, responsible for the installation of drinking water pumps in developing countries generated from Inspira water bootles

- Inspira already co-sponsored the installation of 7 potable water pumps in Malawi



Social Responsability

TEAM INVOLVEMENT

- Workshops in collaboration with external entities
- Campaigns for collection and donation of goods
- Celebration of symbolic dates
- Field trips
- Social and environmental volunteering







Our certified practices

- ISO (International Organization for Standardization):

ISO 14001:2015 (Environment) and 9001:2015 (Quality)

- Green Globe – Gold Member
- Travelife Sustainability System by ABTA – Gold Member
- CarbonFree certification
- Gluten Free certification (APC)
- Allergy-Friendly certification (ECARF)

Our award winning practices

- Luxury Eco&Green Hotel – Regional Winner – Southern Europe for World Luxury Awards 2019

- Luxury Eco/Green Hotel for World Luxury Awards 2018

- Seal We Share We Care 2018 and Seal We Care 2019 by AHP









DOING THE RIGHT THING





Thank You!

inspira
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