



Hotel Mestre de Avis

MANUAL OF GOOD PRACTICES

Dear Customers, Dear Guests,
Dear Partners, Dear Suppliers,
Dear Employees,

We are delighted to present our new Manual of Good Practices!

At the Hotel Mestre de Avis, we are committed to reduce our environmental impact. We are excited to share our Good Environmental Practices with you, our customers and guests, as well as our suppliers and other members of society, including our neighbours and vocational training schools through our internship partnerships.

We hope you will join us in this endeavour! We can make a difference! We can satisfy our guests' needs while reducing our environmental impact. Let's work together to preserve natural resources and discover new ways to be more sustainable. Your suggestions are welcome! Join us in our environmental and sustainability practices.

We all want things to change, and we can make it happen! We're on a mission to prove that it's possible to satisfy our guests' and customers' needs while reducing our environmental impact. We need your help to preserve natural resources! Join us in our initiatives and share your ideas. We're excited to invite you to discover and participate in our environmental and sustainability practices!

1. WATER

Most of the water consumption in our hotel is related to consumption in the rooms, cleaning, laundry services and breakfast and bar service - here mainly for washing dishes.

Measures must be adopted to control and rationalise water consumption, including the installation of more efficient equipment:

- We periodically monitor water consumption to prevent, identify and correct any leaks, losses or poor use of water.
- We record consumption monthly.
- We optimise the use of water when cleaning sections, washing food or preparing breakfast, safeguarding existing internal procedures.
- We use the dishwasher to its full capacity.
- We turn the taps off completely after use (if they are not timed).
- We provide information near the washing machines on how to use them in the most cost-effective way.
- We rationalise the use of water when washing floors and equipment.



Hotel Mestre de Avis

- We promote the availability of tap water to customers.
- As a welcome gift, we provide all our guests with a personalised glass bottle of properly filtered company water. This avoids single-use bottles and their transport from the supply chain.
- We carry out periodic leak tests on the pipes.
- We ensure that equipment such as pipes and water supply devices are properly maintained.
- The maximum flow of water from showers must not exceed 9 l/min and water from washbasin taps must not exceed 6 to 8 l/min. Therefore we install water flow reduction devices to optimise consumption and prevent wear and tear on equipment.
- We install water consumption timers.
- We equip flushing cisterns with selective flushing systems.
- We use water-efficient equipment, including washing machines and dishwashers.

We ensure that all employees are aware of and follow simple water-saving measures, such as:

- Tap water flow should not exceed 12 litres per minute.
- To take short showers and to turn off the water when you are soaking, for the sake of nature.
- Our cisterns have a half flush option, so always consider your choice.
- Always Call for service immediately if water leaks or losses are detected.
- respect the customer's/guest's choice. Reduce the use of towels in the rooms: Towel in the bathroom 'please change'; on the clothes rail 'I'll use it anyway'.
- Always respect the choice of the client/guest, giving them the opportunity to participate in the Good Environmental Practices programme. Save on bed linen: we change the sheets twice a week and each time there is a change of guest. If the guest wishes to have them changed more often, please contact reception.

2. WASTEWATER

We carry out regular preventative maintenance on sewer and storm water drainage systems to avoid blockages, flooding and unpleasant odours.

- Regularly clean the existing retention boxes.
- Dispose of sanitary waste in a suitable container on site.
- Periodically carry out a visual inspection of the condition of the pipework.
- Periodically clean and unblock storm drains.
- All liquid chemical waste must be stored to prevent spillage which could harm the environment and disposed of to an appropriate destination.



Hotel Mestre de Avis

We make employees aware of the importance of preventing blockages in wastewater and stormwater drainage systems:

- Remove food waste before washing dishes and kitchen utensils.
- Switch on dishwashers and washing machines only when they are full and use the recommended amount of detergent.
- Do not flush hazardous substances (e.g. oils, solvents and concentrated detergents) into drains or rainwater systems.
- Do not flush solid waste (e.g. gloves, scales, paper) down drains or gutters.
- Do not flush 'waste' down the toilet but into the rubbish bin.
- When cleaning, use the correct amount of detergent.

3. WASTE

Waste is an environmental problem due to its hazardous nature and increasing production. The principle of a hierarchy of waste management operations is promoted, with prevention and reduction first, followed by reuse, recycling or other forms of recovery. Landfill is the last management option.

- We reduce waste by choosing products with less packaging and opting for products sold in bulk whenever possible.
- Avoiding disposable products and opting for reusable products.
- We prefer to use the eco-refill system and/or concentrated products.
- We separate undifferentiated waste and place it in appropriate bags and pack it properly to minimise odours.
- We equip bathrooms and/or rooms with appropriate containers for collecting paper and other waste.
- Selective waste collection in all areas of the hotel: we provide the facilities with appropriate containers (ecopoints) for the disposal of each type of waste produced (glass, packaging and paper/cardboard, undifferentiated) and the corresponding quantity. We dispose of this type of waste correctly.
- We ensure the correct use of materials and products, guarantee the existence of safety data sheets, identify and label all locations and containers containing chemical products and use equipment to contain small spills.
- We ensure the proper management of small quantities of hazardous waste resulting from the use of certain materials and products (e.g. ammoniacal detergents, ammonia, bleach, organic solvents, aerosols, degreasing agents, paints, varnishes, degreasing agents).
- We store and properly dispose of used cooking oil, avoiding hot oil and spills.
- We ensure the cleanliness of the premises and the surrounding area.
- We shall educate employees and customers about proper waste management.
- Encourage employees and customers to use recycling bins correctly. Information and clear instructions are provided to all employees to ensure that waste separation is effective.



Hotel Mestre de Avis

- We make guests/customers aware of waste separation. They should be made aware of the procedures.
- In the bar/restaurant, we shall only sell beverages such as soft drinks, beer and mineral water in reusable containers for immediate consumption on site.
- We prefer to use refillable dispensers in bathrooms rather than single dose products (shampoo, soap, etc.).
- We prefer not to use single portion products (10-25g) such as sugar, butter, cheese and jam (without compromising food safety).
- Ensure proper storage on site (preferably in a covered and waterproof area) and transport and transfer to a suitable location if there is no waste collection for recycling and/or treatment.

We encourage employees to reduce, reuse and separate solid waste:

- Discarded linen is reused for cleaning cloths.
- Always separate solid waste: glass, paper, cardboard, packaging, wood and plastic boxes, organic waste, batteries, light bulbs, toner, ink cartridges and unsorted waste.
- Use double-sided printing whenever possible.
- Think before you print.
- Separate and store unsorted waste in appropriate bags and properly packaged to minimise odours.
- Organic waste from the kitchen should be composted where possible.
- Use leftover toilet rolls from bedrooms for staff toilets; (out of use since the pandemic).

4. ENERGY

Our hotel uses energy for lighting, rooms, refrigeration, air conditioning and various kitchen equipment, laundry services, and more. We have defined measures to promote rational use of energy by identifying and monitoring consumption and installing more efficient equipment, such as:

- Record the total energy consumption at least once a month.
- The heating and air conditioning control system is switched off whenever the rooms or flats are unoccupied.
- We have replaced all incandescent light bulbs with high-efficiency LED bulbs.
- We have invested in and will continue to invest in highly energy-efficient equipment.
- We ensure the regular cleaning and maintenance and correct insulation of installations and equipment, including regular cleaning of heating and cooling air circulation outlets, as well as exhaust fan filters.
- We maintain appliances, including defrosting and cleaning fridges and freezers.
- When purchasing new refrigerators, we consider their energy class.



Hotel Mestre de Avis

- Ensure appropriate operating temperatures for air conditioning, refrigeration and freezing equipment and ovens.
- We avoid installing refrigeration equipment next to heating equipment.
- We ensure that products are placed in display cases to allow natural air circulation.
- When necessary, we install timers in equipment.
- We install movement and light sensors to automatically switch on lighting (e.g. in corridors, toilets).
- We use energy efficient light bulbs and equipment.
- We place fridges, freezers, ovens and food hotplates in airy, draughty places wherever possible.
- We will thermally insulate the hot water pipework; despite the difficulties this will present in an old building.
- Computers and photocopying machines are equipped with a hibernation system when the equipment is renewed. This is in place when they are not used for a period of one hour.
- We promote the use of renewable energies. Unfortunately, solar panels are not permitted at our location.

It is crucial to educate employees on the significance of rational energy use.

- Use the dishwasher only when it is full. Clean the filters after each wash.
- Switch off outdoor lights whenever they are not needed.
- Keep the doors of refrigeration equipment tightly closed and caulked.
- Use natural light during the day and switch off all non-essential equipment after closing time.
- Pack products correctly in refrigeration equipment, keeping to the maximum recommended height.
- Switch off any unnecessary lights.
- Do not heat or cool the air beyond the comfort point.
- Use the washing machine and tumble dryer overnight.
- We use washing machines/dryers and dishwashers at their maximum load capacity whenever possible.
- The tumble dryer filter must be cleaned after each drying cycle.
- Use the smaller washing machine for washing small quantities.
- Switch off the Pressing machine as soon as you're done ironing.
- During periods of low occupancy, group guests together in restricted areas, possibly closing off a block or part of the building. This will minimise consumption in general of mechanical, electrical, air conditioning and other equipment.
- Whenever possible, use the stairs as a form of exercise.
- Advise guests to use the stairs as a form of exercise to reduce the energy consumption of the lift.



Hotel Mestre de Avis

5. FOOD AND DRINK

- We only eat food that is sustainably produced locally, seasonal and if possible organic.
- We choose local bottled water to minimise our environmental impact.
- We avoid plastic packaging and use glass instead.

6. HYGIENE AND CLEANLINESS

- We have clearly marked all the rooms to state that the client is free to decide whether to change the towels and bed linen.
- We guarantee that our maids will respect the client's request and will not change the towels unless they are lying in the bathtub or shower for exchange.
- Cleaning and disinfecting products must not contain chemical agents that are harmful to the environment. We only use cleaning products containing biodegradable chemical agents where possible.
- Handle these products with care and respect the correct dosage.
- We use paper towels and toilet paper made from chlorine-free bleached paper or recycled paper certified with an eco-label.
- Fibre cloths are used for cleaning to reduce the use of water and chemicals.

7. AIR QUALITY AND NOISE POLLUTION

- We only use environmentally recognised products in renovations, such as cork or wood from sustainably managed forests.
- The hotel has clear policies in place for staff regarding smoking in the workplace.
- We ensure that the equipment and services in our developments on old buildings and UNESCO-listed streets respect the principles of design for all, whenever possible. Design for all, or inclusive design, is the design of products and physical environments that can and should be used by everyone, without the need for adaptations or specialised design. This concept is designed to be accessible to people of all ages, sizes and abilities.

9. TOP MANAGEMENT

- All areas used exclusively by employees and senior management are subject to the same criteria as those applied to customer areas.
- In the purchase of paper (for photocopying, writing, letterhead orders or other publications), preference is given to recycled paper or to suppliers with environmental certification (EMAS, or ISO 14001).
- In the purchase of materials and durable goods, preference is given to certified materials or those produced by companies with an environmental management system.
- We encourage our clients and employees to use sustainable forms of transportation.



Hotel Mestre de Avis

- Hotel staff are available to provide customers with information about public transport options and other forms of transportation, including bicycles, hybrid or electric vehicle hire, and train timetables. We are committed to promoting sustainable mobility. We encourage customers to use public transport or non-polluting transport whenever possible when travelling to and from the hotel.
- We value the local economy and make a conscious effort to buy products and services from local, regional and national producers, as well as seasonal food.
- We actively promote buying in bulk and can't stop pushing our suppliers to offer more environmentally friendly products with less packaging.

10. CUSTOMER INFORMATION

- We will provide tourists with information in their rooms about the environmental impacts produced during their holiday and we will encourage them to contribute to protecting the environment.
- We actively promote sustainable tourism and its benefits for our clients and guests.
- Whenever possible, we inform our clients about the environmental activities implemented at the hotel, which enable them to offer the quality recognised through environmental certification, if applicable. This is to inform clients of the possibility of also contributing to the environmental effort and work carried out and to showcase our commitment to sustainability.
- Hotel staff are able to inform customers about environmental activities taking place in the hotel, as well as outdoor activities organised in the region. There are instructions on actions to be taken in relation to waste management, rational use of water, energy saving for customers and staff (care in the use of television, water, electricity and heating, and waste in general).
- We provide customers with a questionnaire to obtain their opinion on the company's performance and business, which will allow us to gather information on any changes to be made in the hotel development process.

11. OUTDOOR ACTIVITIES

- At the reception and in the room, you will find information on the nearest nature reserves and areas of natural interest, as well as references to a nature guide and up-to-date information on nature event organisations.
- We plan to contact local associations and, if necessary, compile a list of local nature guides who can help with activity suggestions.
- We provide our customers with everything they need for a great picnic, including the food and all the information they need to choose the perfect spot and make a booking.
- We are proud to offer our guests the chance to hire bicycles or other sustainable transport through a partnership.
- The hotel wholeheartedly promotes outdoor activities.
- In addition, we facilitate awareness-raising activities focusing on sustainable development, the environment and the natural surroundings of the project or nearby areas whenever possible.