



BAIRRO
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BAIRRO ALTO HOTEL AND ITS COMMITMENT TO ESG



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INTRODUCTION

Within the area of environmental sustainability, we recognise that our company operations have an impact on the environment, and we are committed to minimising that impact. These actions contribute to preserving natural resources and reduce operating and regulatory risks associated with pollution and climate change.

As far as social responsibility is concerned, we value our employees, customers, partners and the local community. By promoting equality, diversity and inclusion within our company and supporting social initiatives in our community, we are strengthening ties with these stakeholders and building our reputation as a socially responsible company.

In the context of governance, we believe that it is the key to long-term success. By adhering to the highest standards of ethics, integrity and transparency in all our operations, we are protecting the interests of our shareholders, maintaining the public's trust and mitigating the risks related to poor corporate conduct.

Furthermore, we recognise that the effective integration of ESG practices into our business strategy is not just morally correct but also fundamental to ensure our resilience and competitiveness in a rapidly changing world. Clients, investors and regulators set increasingly high goals with regard to companies' ESG practices, and it is imperative that we are able to meet these expectations to ensure our long-term success.

The aim of this report is to highlight the ESG initiatives and practices that we have already implemented as well as our intentions for the future, demonstrating our continual commitment to corporate sustainability and accountability.



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VISION, COMMITMENT AND VALUES

At Bairro Alto Hotel, our approach to sustainability is deeply rooted in our identity as an independent family hotel. We recognise both our privilege and responsibility in performing a significant role in the community and in preserving Portugal's cultural and environmental heritage.

We offer a unique and personalised experience to our guests and customers based on a concept that sets the hotel apart and provided by a highly motivated and customer service-oriented team that is heavily committed to the attainment of excellence.

Everyone involved in the Bairro Alto Hotel expansion project is Portuguese, and whenever possible Portuguese suppliers and products have been chosen, many of them artisanal.

The tiles used in the bathrooms were designed and made by hand in Portugal by Barro and conceived to outlive trends, to be functional throughout their lifecycle and even to be passed down to future generations.

Towels are supplied by the companies Sampedro and Lameirinho, two Portuguese brands with a long history and tradition in the textile sector that have an impressive reputation for quality, handcrafting and innovation.

The furniture was produced by EPOCA, a company renowned for its superior quality and elegant design, as well as its durability, comfort and aesthetics.

We also celebrate Portuguese art. We have teamed up with various Portuguese artists, including Rui Chafes, Vasco Araújo, Ana Jotta, Ilda David, João Louro, João Paulo Feliciano, João Queiroz, Jorge Barradas, José Pedro Croft, Julião Sarmento, Pedro Cabrita Reis, Pedro Calapez, Pires Vieira, André Welter Ribeiro, José Pedro Cortes, Nuno Cera and Rui Calçada Bastos. We also cooperate with locally renowned artists, such as Anna Westerland, who focused her singular artistic vision on creating an exclusive capsule collection for Bairro Alto Hotel.

Diana Meneses Cunha's Oficina 166 produced a unique piece inspired by Lisbon's seven hills, while Alexandra Mota handpainted a bird for each room in the hotel's original wing in homage to the birdsong frequently heard in Largo Camões.

As a veritable showcase for Lisbon and Portugal's culinary diversity and richness, BHR reflects our commitment. Enmeshed in this characteristically irreverent neighbourhood, it is a tribute to the historical flavours and influences that have moulded the local cuisine. We prioritise local and seasonal ingredients





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in collaboration with local producers and suppliers, such as Hortelão do Oeste, Cerquinha, Quintal Urbano, Pasto Alentejano, Padaria Massa Mãe, SEL, Linda Rosa, Nutrifresco, Fungifresh, Queijaria Simões, Queijaria Ortodoxo, Segredos da Vila, Arroz da Ereira and Millstone Sourdough.

Our wine list is essentially structured around products that have received minimal intervention, whether organic, natural or biodynamic, most of which are Portuguese: Quinta de Monte d'Oiro, Humus (Quinta do Paço), Soalheiro Pour Nature (Soalheiro), Quinta do Vallado (Vinha do Orgal), Quinta das Murças (Esporão – Douro), Quinta do Javali (Porto).

At the table, the emphasis on Portuguese brands is also evident, with Cutipol, Studio Neves and Costa Nova being a few examples.

For our uniforms, we chose JAK Shoes, a Portuguese brand of footwear whose aim is to create aesthetic and durable shoes made using high-quality materials and traditional methods.

All of these choices reflect our commitment to enhance and promote the feeling of belonging to the surrounding community.

We are committed to minimising our environmental impact and fostering sustainable practices in all areas of our operations. This includes reducing food waste, which is resolved by reusing unsold food from our sales outlets in our new staff canteen.

We value the efficient use of natural resources and the implementation of measures to mitigate climate change.

We constantly pursue excellence in everything we do, from our products to the quality of our services.

We are open to innovation and our goal is always to find a way to improve and evolve as an organisation.





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ESG GOALS

ENVIRONMENTAL SUSTAINABILITY (E)

Boosting the relationship with small local producers, promoting the regional economy and reducing our carbon footprint associated with the transport of products.

- To cut food waste in our operations. We have set goals to monitor and cut waste at every stage, from preparation to service.
- To improve energy efficiency and cut energy consumption through:
 - Energy efficient technologies and monitoring of energy and water use;
 - Installation of low-energy LED lighting systems;
 - Regular maintenance of equipment to ensure efficient functioning.
- To use sustainable and recyclable materials in our operations whenever possible.
- To cut carbon emissions and minimise our carbon footprint by:
 - Optimising delivery routes to cut food transport and reusing delivery containers;
 - Regular assessment of our carbon footprint.
- To manage waste in order to cut, reuse and recycle as much of it as possible from our operations by:
 - Separating waste adequately;
 - Using recyclable containers;
 - Creating partnerships with local recycling companies;
 - Composting.



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ESG GOALS

SOCIAL RESPONSIBILITY (S)

- To define programmes and policies to promote diversity and inclusion in the workplace by:
 - Raising awareness and understanding;
 - Adopting inclusive hiring policies;
 - Creating vocational development opportunities for all employees regardless of origin, gender or sexual orientation.
- To train and develop teams to help them reach their aims and full potential by:
 - Offering continuous training and mentoring programmes;
 - Creating vocational development opportunities to ensure our teams are well prepared and motivated.
- To support the local community and non-profit organisations that promote social and economic development by:
 - Organising voluntary projects, donations and partnerships with local charitable and voluntary organisations.
- To ensure the safety and wellbeing of our employees, providing a safe and healthy working environment by:
 - Adopting rigorous safety policies and procedures;
 - Offering regular training in occupational safety;
 - Creating an accident prevention culture.
- To develop socially responsible initiatives that address significant issues such as:
 - Campaigns to raise awareness and understanding about important social issues;
 - Partnerships with non-governmental organisations;
 - Support for humanitarian causes.



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ESG GOALS

GOVERNANCE (G)

We are developing our governance structure so that it is stable and transparent with clear decision-making and accountability processes. The goals set are:

- To implement risk management systems to identify, assess and mitigate the company's operating, financial, environmental and social risks. These systems ensure that we are prepared to deal with any challenge that may arise and to protect stakeholders' interests.
- To continue to valorise transparency in communications with all stakeholders. We aim to divulge relevant financial and operating information regularly, as well as our ESG practices, to ensure trust.
- To continue to comply with all relevant legislation, regulations and ethical standards at all our operations. We are developing a manual with clear compliance and business ethics policies and we will conduct regular in-house assessments to ensure compliance with all applicable directives.

These values, actions and goals reflect our continual commitment to sustainability and ESG principles, while ensuring guests are offered authentic and memorable experiences.

Our target is to obtain internationally recognised environmental certification in the aim of validating our commitment to responsible environmental management. This certification will demonstrate our commitment to sustainability and help to ensure compliance with the best environmental practices.



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PERFORMANCE INDICATORS

- **Energy and Water Use:**

We monitor our energy and water use to assess our operational efficiency and to identify opportunities for improvement. We have set goals for cutting energy and water use and we implement measures to optimise the use of these resources.

- **Percentage Cut in Carbon Emissions:**

We set annual targets for cutting carbon emissions and regularly check our progress against specific metrics, such as tons of CO2 emitted. Our aim is to cut our emissions compared to the previous year.

- **Percentage of Waste Recycled:**

We are defining metrics to check the percentage of waste recycled at our operations.

- We implement training and awareness-raising programmes to promote recycling.

- **Participation in Voluntary Initiatives:**

We monitor the involvement of our employees in voluntary initiatives, both in and outside the workplace. We set targets for raising participation in corporate social responsibility projects and we incentivise voluntary work through support and recognition programmes.

- **Assessment of Client Satisfaction with Sustainability Practices:**

We conduct regular client satisfaction surveys to assess the impact of our sustainability practices on their overall experience. We also monitor specific indicators relating to internal and external client perceptions of our social and environmental responsibility and set goals for improvement based on these results.

- **Employee Retention Rates:**

We check our employee retention rates regularly to assess team engagement and satisfaction. We also set retention goals for each department and implement development and recognition programmes to incentivise employees.





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- **Transparency and Dissemination of Information:**

We value transparency in our liaison with all stakeholders and regularly divulge relevant financial and operating information, as well as our ESG practices, enhancing trust.

We reiterate the fundamental importance of sustainability to Bairro Alto Hotel and reinforce our commitment to keep progressing towards achieving it as a goal, pursuing ways to minimise our environmental impact, promote socially responsible practices and drive sustainable economic growth.

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