



Upon Angels Sustainability Policy

At Upon Angels, we believe that protecting the environment and investing in social responsibility are fundamental to ensuring the continuous improvement of our economic and social performance. As such, we are committed to adopting a conscious and sustainable approach to the use of natural resources and the implementation of social practices, seeking to have a positive impact on our partners, employees, guests and the local community.

We recognize the importance of creating value for people and the planet, which is why we integrate environmental and social sustainability actions into all our operations. We seek to promote equality, inclusion, well-being, and encourage the development of a fairer and more resilient community, while minimizing environmental impact and inspiring good practices in all those around us.

Sustainability Commitments

We are committed to implementing responsible and sustainable practices in line with the following commitments:

Waste Managemet

- Ensure the correct separation and disposal of waste.
- Progressively reduce the amount of waste generated, prioritising reuse whenever possible.

Environmental and Social Awareness

- Promote environmental education among guests, employees, suppliers and the local community.
- Raise awareness of the need to adopt sustainable practices and ethical codes of conduct on a daily basis.
- Develop volunteer initiatives that involve employees in improving the community.

Energy and Water Efficiency

- Optimise energy and water consumption, promoting the sustainable use of resources.
- Implement innovative technologies that reduce waste and environmental impact.

Supporting the local economy

- Expand the network of local suppliers (Km0), reducing environmental impact and boosting development in the region.
- Work in collaboration with local organisations to foster employment opportunities.

Selecting Sustainable Suppliers

- Integrate environmental, social and sustainability criteria when choosing suppliers.
- Ensure ethical and responsible labour practices throughout the value chain.

Diversity, Inclusion and Well-being

- Ensure equal opportunities by promoting diversity and inclusion in the team.
- Implement initiatives that support the physical and mental well-being of employees.
- Provide ongoing training and professional growth opportunities for all.

Contribution to the Community

- Develop partnerships with social institutions to support projects with a positive impact.
- Organise local events that involve the community and promote sustainability values.

Legal and Ethical Compliance

- Strictly comply with all applicable environmental, social and labour legislation and regulations.
- Promote a culture of transparency and responsibility in all operations.

Current Practices

We have already implemented several sustainable initiatives, including:

- Use of LED lighting for greater energy efficiency.
- Taps with timers to reduce water consumption.
- Programming of the air conditioning system adjusted to seasonal weather conditions.
- Towel change program only at guests' request.
- Replacing disposable plastic products, such as bottles and straws, with biodegradable or reusable alternatives.
- Preventive maintenance: Ensuring that equipment such as HVAC, refrigerators and boilers are optimized for energy efficiency.
- Recycling batteries, light bulbs and small electrical equipment in partnership with Eletrão.
- Recycling of cork stoppers in collaboration with Quercus.
- Forwarding coffee capsules for recycling in partnership with Delta.
- Forwarding used toners for recycling.
- Corporate volunteering in the distribution of food to needy families, also avoiding food waste.
- Corporate actions to donate food and other goods to pets in shelters.
- Support for charities by purchasing handcrafted products to give to guests.
- Replacing paper processes with digital solutions, such as apps for check-in, menus or hotel information.
- Partnering with institutions that support young people with cognitive development difficulties by promoting employability internships.

Review and Transparency

This policy is monitored and reviewed periodically and is widely communicated to all employees. It is also accessible to partners, clients and the community in general, reinforcing our commitment to transparency and environmental responsibility.