



## **Upon Vila Sustainability Policy**

At Upon Vila, we believe that protecting the environment and investing in social responsibility are fundamental to ensuring the continuous improvement of our economic and social performance. We are therefore 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 recognise 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 minimising 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 Management**

- 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.

### **Legal and ethical compliance**

- Strict compliance 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.
- AI solution for controlling the air conditioning system adjusted to seasonal climatic conditions and permanence in the spaces.
- Towel change programme only at guests' request.
- Replacement of 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 optimised for energy efficiency.
- Collection of used cooking oil for biofuel production (partnership with a certified organisation).
- Batteries, light bulbs and small electrical equipment are sent for recycling in partnership with Eletrão.
- Forwarding cork stoppers for recycling 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 charitable organisations with the purchase of handcrafted products to give to guests.
- Replacing paper processes with digital solutions, such as apps for check-in, menus or hotel information.
- Purchasing local artisanal products to offer and make available to guests.
- Covered outdoor swimming pool to maintain heat and water temperature.
- Use of wood and natural products to decorate the rooms.

## **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.