Sustainability Plan

2025

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1. INTRODUCTION

Sustainability is the ability to meet our needs today without compromising the ability of future generations to meet their own needs.

Source: Business Council for Sustainable Development (BCSD Portugal)

Sustainability is a holistic approach that considers the environmental, social, and economic dimensions, recognising that all must be addressed together to enable lasting prosperity.

Environmentally responsible, socially just, and economically viable.

Respect for the environment has been one of the core pillars of The Yeatman since opening. Accordingly, this first Sustainability Plan aims to share our policies, management approaches, and performance across economic, social, and environmental areas, helping to reduce the impact of our activity on the environment and communicating it to our guests, clients, and future generations.

As a member of the Porto Protocol, the hotel has demonstrated, since its construction, a genuine commitment to sustainability and integration with the local community. The Sustainable Management Policy seeks to disseminate the actions and best practices adopted by the hotel, to promote social responsibility and environmental awareness. We aim for 2023 to be a decisive year for The Yeatman in terms of Sustainability.

We believe we have a duty to contribute to more responsible development and that, through these examples, we can encourage others to follow the same path.

One of the main goals of this document is to promote increasingly sustainable tourism, something impossible without the active participation of our employees and customers.

2. THE YEATMAN

THE YEATMAN

The Yeatman is a luxury wine hotel set on a 31,000 m² property with a superb view over the city of Porto, a UNESCO World Heritage Site. A member of Relais & Châteaux and distinguished with two Michelin stars, The Yeatman is a unique landmark in Portugal's luxury hotel landscape. Located in the historic area of Vila Nova de Gaia, home to the oldest Port wine lodges, the hotel was built on terraces in homage to the Douro's vineyard landscapes.

The overarching ambition of The Yeatman is to be a hotel that celebrates the city, its culture, history, gastronomy, and wine—to be **"the hotel that defines a destination."** The Yeatman is not intended to be merely a place for guests to spend the night before moving on. The core idea is to create memorable experiences, tell stories, and ensure people take away a piece of Portuguese culture.

HISTORY

The Yeatman family, who began trading Port wine in 1838, was considered one of the most distinguished and entrepreneurial Port wine families. Their descendants carry on this tradition as the owners of three of the most renowned Port houses—Taylor's, Croft, and Fonseca.

GASTRONOMY

Ricardo Costa, Executive Chef at The Yeatman, is inspired by Portuguese cuisine, where local ingredients are centre stage and traditional dishes are reinterpreted through a modern lens and his own creativity. Respecting local, seasonal products and with roots near Aveiro, the Chef always seeks to showcase the very best of Portugal. We offer four spaces where guests can enjoy this gastronomy:

- The Restaurant at The Yeatman, awarded one Michelin star in 2011 and a second in 2017;

- Dick’s Bar & Bistro, with a simpler, more relaxed menu;
- Pool Bar, with its magnificent city view, serving light and healthy dishes for poolside days;
- The Orangerie, a family-friendly restaurant offering a more informal dining experience.

THE YEATMAN, A FRIEND OF THE ENVIRONMENT

Respect for the environment has been one of The Yeatman’s founding principles. Numerous initiatives have been developed and many features incorporated into the hotel’s design and operations to help reduce its ecological footprint.

Gardens

The Yeatman has 1.4 hectares of landscaped areas, surrounded by many plants considered rare or listed as threatened species in Portugal, as well as some migratory birds.

At the time of construction, hundreds of shrubs and herbaceous species were planted—dozens of which have medicinal and therapeutic uses—together with 22 different tree species selected for their historical and sustainable value. There is also an olive tree over 1,400 years old, symbolising millennial renewal.

Energy

Many aspects of the hotel's construction were designed to reduce its carbon footprint, such as the use of 80 solar panels that provide the energy required to heat all the hotel's water exclusively, with an average annual output of 102,000 kWh.
Additionally, the entire building features low-consumption lighting, including LED bulbs, and operates with motion sensors.

Water Conservation

By capturing rainwater, mine water, and water from artesian wells, we can also supply water for sanitary use and garden irrigation. As a result, public mains water is not used for these purposes (this represents the reuse of around 210,000 m^3 of water over the hotel's first 10 years).

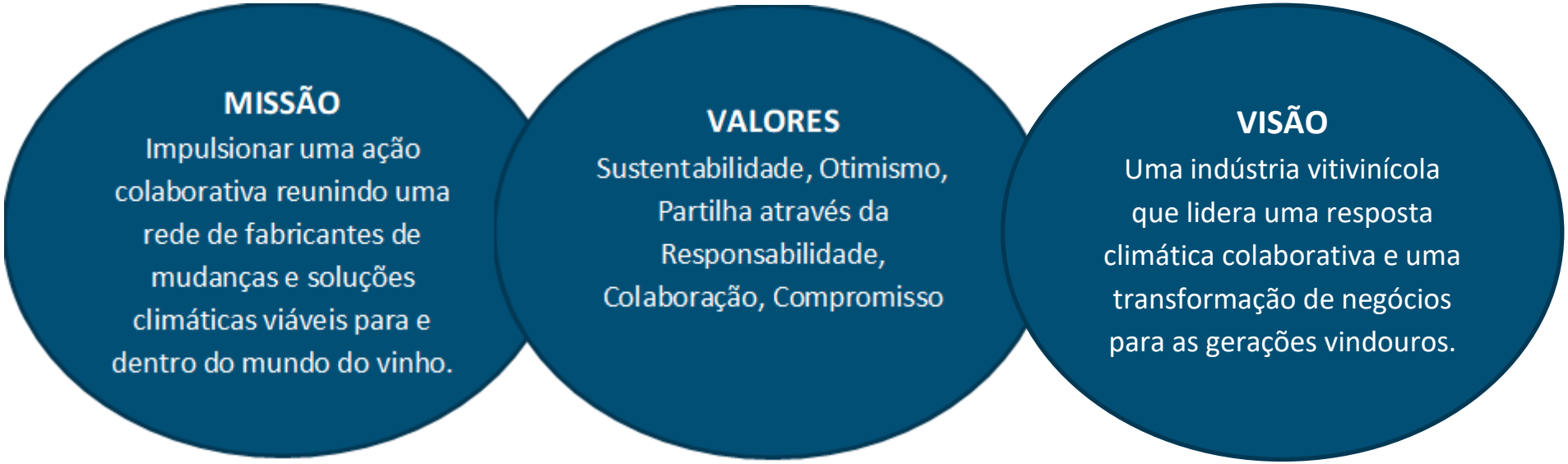
Waste Reduction and Separation

The Yeatman's sustainability initiatives also include a waste separation system and the use of composting machines. Food surpluses and green waste are transformed and used as fertiliser for our gardens. In this way, the hotel moves towards a self-sustaining cycle with regard to The Yeatman's flora.

3. PORTO PROTOCOL

Founded by The Fladgate Partnership, the Porto Protocol Foundation is a non-profit corporate institution recognised with the award for the best green initiative in the wine sector. The foundation was created to drive collaborative action by bringing together a network of change agents and viable climate solutions for and within the world of wine. Recently awarded “Best Green Initiative” at the 11th edition of The Drinks Business Green Awards 2020, the Porto Protocol has two major goals:

- To ask everyone to do more to help than they are doing at present.
- To create a platform where participants can share ideas, achievements, and experiences.



4. OUR MISSION

The overarching mission of The Yeatman is to become Ambassadors of Portuguese Wine and to actively contribute to “Defining a Destination.”

Our sustainability practices are grounded in the **VALUES** we promote:

- Positive and proactive attitude;
- Education and natural friendliness;
- Team spirit;
- Ethics and responsibility.

Our **MISSION** is to deliver memorable moments for our guests and create true experiences through:

- Differentiated products;
- Excellence in service delivery;
- Motivated, skilled, and committed teams.

5. SUSTAINABLE TOURISM

Sustainability in tourism is an unavoidable path, embraced with growing awareness by sector stakeholders worldwide. It means considering the needs of visitors, the industry, and communities, and their environmental, economic, and social impacts—now and in the future.

Sustainable tourism should make appropriate use of environmental resources, respect the sociocultural authenticity of communities, and ensure that economic activities are viable in the long term. It also requires informed stakeholder participation and constant monitoring of impacts, while maintaining a high level of visitor satisfaction (adapted from the UNWTO concept of Sustainable Tourism, 2005).

The motivation behind our commitment to Sustainability is linked to two main factors:

- Profitability and long-term business development;
- Ensuring the conservation of nature and local heritage while maintaining a positive effect on the community and the environment.

Considering guests' demand for new experiences (which encompass the physical space of the hotel as well as its surroundings—environmental or cultural), the criteria only make sense when based on conserving the broader setting, preserving local identity and the authenticity of its people.

Economic
Support for the local economy by investing in this sector and creating both direct and indirect

Social
Support and Relations with the Local Community,promoting charitable and social initiatives through donations and by showcasing the region and the country at international fairs.

Environmental
Commitment to a management approach that combines conscious consumption with the preservation of the environment.

Our People
Workplace safety, health and hygiene policies – improving quality of life with a positive impact on productivity.

Social

The construction of The Yeatman did not have a negative impact on the surrounding community; on the contrary, it created hundreds of jobs and stimulated local trade. Within our hospitality activity, we believe The Yeatman's success is directly linked to community development; as such, we seek to promote local and national culture through:

- The hotel's themed floors that tell our History and our Culture;
- Supporting Portuguese culture and artists through performances throughout the year;
- Weekly wine dinners with national wine producers;
- Masterclasses on Portuguese wines;
- Portuguese producers featured on the hotel's wine lists;
- Themed events such as Christmas Wine Experience, where we promote Portuguese wine and, through our Christmas Bazaar, local products;
- Promoting local gastronomy through themed events such as Sunset Wine Parties (we invite local restaurants to host a stall), among others.

Our People

All hiring at The Yeatman strictly complies with current regulations without exceptions. Beyond ensuring compliance with labour law, the hotel also offers additional benefits:

- Staff housing available under predefined criteria;
- Inpatient hospital insurance;
- Support for sports through agreements with four gyms;
- On-call doctor;
- Discount agreement with a dental clinic;
- Christmas hamper;
- Various discounts (employee discount).

Environmental

Tourism and the environment are directly interconnected and cannot be separated, as the success of tourism depends on environmental quality. To create long-term value, we must proactively minimise our ecological footprint and raise visitor awareness during their stay.

Water Consumption

The Yeatman has a system for collecting rainwater, as well as harnessing water from underground mines and two private boreholes, thereby reducing consumption of public mains water—beneficial both environmentally and economically. To promote more conscious water use, the hotel has already implemented:

- Water recycling systems;
- Flow restrictors installed in showers and taps in Rooms and the Spa;
- Motion sensors installed on taps in common areas;
- Flow meters installed in the highest-consumption departments (kitchen and laundry);
- Team awareness campaigns;
- Guest towel reuse campaigns in rooms.

Energy Consumption

At The Yeatman we use different energy sources:
Electricity for HVAC systems, ventilation, and other auxiliary equipment (such as pool pumps and circulation pumps) and for all indoor and outdoor lighting. Electricity is also used in kitchen equipment (such as ovens and freezers). Gas is used in kitchen appliances and boilers for water heating and climate control. To complement hot water production, we have 80 solar panels generating Domestic Hot Water from renewable energy sources.

Waste Management

The Yeatman is considered a major waste producer. Each room is provided with a waste separator to maximise recovery and reduce environmental impact. We work with operators who send waste to licensed landfills. In addition, we have implemented:

- Glass water bottles in rooms to eliminate plastic bottles;
- Proper collection of used cooking oil to prevent watercourse contamination;
- Paper, glass, wood, and cardboard are also collected by the same operator to enhance separation and recovery;
- Proper collection of batteries;
- Nespresso capsule collection point;
- Construction materials collected by a licensed operator.

Economic

Supporting the local economy is an increasing priority for those who depend on tourism. For this reason, we invest in a sector that attracts and retains populations, boosting the economy by creating direct and indirect employment. As this is a people-driven sector, strong social integration is essential to achieving success in our daily operations.

We work with small local producers, helping to stimulate local economies. 95% of our suppliers are national and 5% international.

Examples of local products

- Marco de Canaveses – producer of baby vegetables and red berries
- Braga – mushroom producer
- Aveiro – suckling pig breeder/producer
- Aveiro – oysters, razor clams, and cockles
- Nationwide – partners in Portuguese wines

6. QUALITY AND SAFETY IN CUSTOMER SERVICE

Service Quality

Our main objective is to create memories and experiences; therefore, every guest comment is valuable for internal analysis—what we did well and what can be improved. The quality of our service and guest satisfaction are reflected in the results presented below. We use an existing platform (**ReviewPro**) through which we respond to all reviews, whether positive or negative.

Safety, Health and Hygiene

Workplace safety, health, and hygiene strongly influence service quality and therefore receive special attention in our daily routine. This enables us to ensure a safe and healthy working environment.

Measures implemented for the safety of guests and employees include:

- Monthly testing of fire alarms;
- Training in self-protection measures and fire-fighting;
- First-aid training;
- The hotel is equipped with fire-fighting materials and emergency signage in higher-risk locations, in line with the safety plan;
- Regular emergency drills;
- Creation of a Safety Committee to develop/improve safety best practices.

Regarding food safety:

- We periodically perform analyses of water intended for human consumption and microbiological analyses of food samples, work instruments, and food handlers;
- We follow a food safety code of good practice based on HACCP principles across all stages of receipt, refrigeration, freezing, cooking, and regeneration of food products;
- Regular inspections and audits of hotel facilities are carried out to ensure the well-being of our guests and staff.

7. EXTERNAL RECOGNITION

Since opening in August 2010, The Yeatman has received an extensive list of awards and has been featured in the world's most important tourism magazines and newspapers.

The Yeatman Hotel is certified under the **TRAVELIFE**, **GREEN KEY**, and **HACCP** standards.

Travelife
Gold Certified for Accommodation Sustainability

Green Key

ForeSee Food Safety

About Green Key:
Green Key is an internationally recognised ecolabel aimed at tourism and hospitality establishments. Green Key works with international chains and independent hotels, such as The Yeatman, who recognise the value of Green Key in supporting their activity and making their properties more sustainable.

About Travelife:
The Travelife Certification Programme follows a three-phase approach:

1. Engagement and Commitment;
2. Submission of the Sustainability Report and Requirements.
3. Travelife Certification after assessment by independent auditors based on an on-site evaluation.

8. OBJECTIVES FOR 2025

Aware of our responsibility and committed to developing more sustainable operations, The Yeatman aims to achieve the following over the next two years:

Economic

- Assume greater responsibility in implementing and communicating sustainability practices;
- Improve guest satisfaction scores;
- Apply greater rigour when selecting suppliers with sustainable products;
- Use printers with recycled paper and plant-based (recycled) inks.

Social

- Create e-learning content focused on Sustainability;
- Provide staff training to reduce energy and water consumption and ensure correct waste separation;
- Implement an employee performance recognition programme (to value individual and team achievements);
- Maintain Travelife and Green Key Certification—labels that raise awareness among companies and consumers about adopting more sustainable practices and behaviours. They serve as a trust mark indicating that, by choosing this establishment, the consumer is helping the planet;
- Increase focus on social initiatives: volunteering, donations, and support for associations/endangered animals.

Environmental

- Create a kitchen garden to support The Restaurant (in addition to supplying ingredients to the Kitchen, it will enable awareness-raising activities for guests—adults and children);
- Replace in-room amenities with a more eco-friendly option;
- Use environmentally friendly cleaning products;

- Reduce water consumption by 10%;
- Reduce electricity consumption by 5%;
- Reduce waste generation by 7%;
- Paper reduction:
    - Fewer printouts; reuse of printed paper;
    - Use biodegradable paper where necessary;
    - Implement Digital Registration Card and Digital Invoicing;
- Optimise and ensure proper waste separation;
- Train teams in sustainable management best practices;
- Water efficiency certification;
- Improved separation and management of waste;
- Participate in the Earth Hour initiative on 22 March, reducing electrical lighting in common and outdoor areas between 20:30 and 21:30;
- Enhance guest awareness of The Yeatman's environmental performance by placing messages that encourage the rational, conscious use of electricity and water:
    - Less frequent changing of bed linen and towels;
    - Avoid leaving cards in switches to keep heating and lights on in rooms.

9. Invitation to Stakeholders

The Yeatman believes that the success of its sustainability goals depends on everyone's involvement and collaboration. It therefore invites its employees, guests, suppliers, partners and the local community to join it in fulfilling its environmental, social and economic commitments. Everyone's contribution, through support, participation and the sharing of ideas, is fundamental to its continued evolution and to a positive and lasting impact. Through a joint approach, it is possible to promote a more sustainable future for The Yeatman, for the city of Porto and for the planet.