



EARTHCHECK

# Certification Report

conducted for

## MEMMO ALFAMA

**Audit Type**

Onsite Certification Audit Report

**Client Location**

Travessa das Merceeiras 4B  
1100 Lisboa  
Portugal  
(38.71031108786541, -9.130294310862309)

**Conducted on**

26 Jan 2018

**EarthCheck Auditor Name**

Ignacio Portillo García

**DISCLAIMER**

This Certification Report is limited to what the Auditor has read, seen and/or heard during these investigations.

The extent of this review is of compliance or non-compliance to the EarthCheck Company Standard. The review of supporting evidence has been conducted on a random sampling basis.

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## Introduction

Question	Response	Details
<p>This is a Certification Report to determine if you have met the requirements of the EarthCheck Company Standard. An approved EarthCheck Auditor has completed this report.</p> <p>Authorisation Process: A draft of this report is issued to you for review. If in agreement with these findings, please complete the 'Auditee Acknowledgement' section of this report and return it to EarthCheck for Authorisation within 7 days of receipt.</p>		
Audit Scope	<p>Memmo Alfama is a 42 room accommodation in the historical district of Alfama, Lisbon. The hotel includes: swimming pool, gymnasium in addition to a food and beverage outlet open to the public.</p>	
<h3>METHODOLOGY</h3>		
<p>The member has been reviewed against the EarthCheck Company Standard Version 3.5. The audit methodology used for each Certification Service type is detailed below: For Offsite Certification Assessments the audit methodology includes a review of the Self Assessment Checklist and supporting evidence provided, as well as correspondence with the EarthCheck Coordinator and staff. For Onsite Certification Audits the audit methodology includes an opening and closing meeting with the management team, review of the Self Assessment Checklist and supporting evidence provided, verification of the Benchmarking data, interviews with the EarthCheck Coordinator and staff, field observations including a review of site conditions and the local environment. Note: For members undergoing Sample Based Auditing, Certification will only be awarded once all member's within the group have fulfilled the requirements of SBA.</p>		
<h3>SUPPORTING EVIDENCE REVIEWED</h3>		
<p>The Certification Service involved review of the following supporting evidence:</p>		
Environmental and Social Sustainability Policy dated	04 Sep 2017	
Raw Data Spreadsheet of submitted Benchmarking Data dated	01 Nov 2017	
Legislation Register dated	26 Jan 2018	
Risk Assessment dated	26 Jan 2018	
Environmental Action Plan dated	26 Jan 2018	
Environmental Management System dated		
Waste Management Plan dated	26 Jan 2018	
Complaints Handling Policy and Procedure dated	26 Jan 2018	

Question	Response	Details
Please list all other supporting evidence cited		
Other Supporting Evidence 1		
Supporting Evidence	Waste management evidences: Certificado de recolha de OAU, Biological Gestao de Residuos Industriais 1-01-2018, Contract R024185, Guia de acompanhamento de residuos 22-12-2017.	
Supporting Evidence dated	01 Jan 2018	
<b>Meetings / Interviews Conducted</b>		
Details of Meetings / Interviews Conducted	Eduardo Conseglieri Pedroso, Hotel Manager. Reception and Housekeeping staff.	

## 1. Policy

Question	Response	Details
<b>1.1 Develop Policy</b>		
Does your organisation have a written Environmental and Social Sustainability Policy?	Yes	Environmental and social sustainability policy 4-09-2017.
Has an accurate scope statement addressing the extent of the organisation's operations been included?	Yes	
<b>1.1.1 Continual Improvement</b>		
Does the Policy include a commitment to continual improvement in sustainability and annual Benchmarking?	Yes	
<b>1.1.2 Legal Compliance</b>		
Does the Policy include a commitment to legal compliance?	Yes	
<b>1.1.3 Local Employment</b>		
Does the Policy include a commitment to give special consideration to local employment?	Yes	
<b>1.1.4 Products and Services</b>		
Does the Policy include a commitment to give preference to local products and services?	Yes	
Is your organisation committed to fair trade principles?	Yes	
Is a purchasing policy in place for the procurement of local food, goods, other consumables and services?	Yes	Evidenced in the local supplies of food and transport services.
<b>1.2 Adopt Policy</b>		
Has the organisation's Chief Executive Officer, General Manager and/or Director signed the Policy?	Yes	Signed by top management of Memmo Hotels.

Question	Response	Details
<b>1.3 Promote Policy</b>		
Has the Policy been communicated to all key stakeholders?	Yes	Non conformity from previous audit has been addressed. Policy has been communicated to the main stakeholders (customers, staff, suppliers, neighbors).
Is there a list of stakeholder groups engaged by the organisation?	No	Although there is not a straightforward list of stakeholders, the organization has evidenced through the implemented actions that the following ones have been considered: customers, staff, suppliers, neighbours, district council, government agencies and local NGO's. In order to ensure the maintenance of this approach, it is highly encouraged to document the list of stakeholders, as a tool to identify the priorities of the hotel and ensure that this approach is maintained after changes in the managerial levels of the hotel. See Observation 1.
<b>1.4 Publicly Available</b>		
Does your organisation display your Policy in prominent public places for staff, customers and suppliers?	Yes	The document 'Our environmental performance', issued by the General Manager, is on display at the front office, outlining the principles in the Policy and the main sustainability objectives. It has been also distributed to suppliers and neighbors.
Is the Policy made publically available on request to any key stakeholder?	Yes	No request received. Information on policy, sustainability approach and EarthCheck certification can be easily found at <a href="http://www.memmohotels.com">www.memmohotels.com</a>
<b>1.5 Review Policy</b>		
Has the policy been reviewed, signed and dated within the last 12 months?	Yes	
Does the organisation maintain a record for review?	Yes	

## 2. Benchmarking

Question	Response	Details
<b>2.1 Data Collection</b>		
Please note that Section 2. Benchmarking is only applicable to Onsite Certification Audits. If this is an Offsite Assessment then please continue to the next section of this report.		
Annual Activity Measure Data Verification		
Item 1		
Activity Measure	Guest nights	
Annual Figure Reported	26.981 guest nights.	
Annual Figure Verified	26.981	
Annual Variance (%)	0	
Records	Monthly reports in 10ihost.	
Comments	Benchmarking Period: July 2016 - June 2017.	
Annual Energy Consumption Data Verification		
Item 1		
Source	Natural gas	
Annual Figure Reported	451004 kWh	
Annual Figure Verified	451004 kWh	
Annual Variance (%)	0	
Comments	Checked Galp monthly invoices for the considered period, no deviation found.	
Item 2		
Source	Purchased electricity	
Annual Figure Reported	217081,15 kWh	
Annual Figure Verified	217081,15 kWh	
Annual Variance (%)	0	
Comments	Checked EDP monthly invoices for the Benchmarking period, no deviation found.	

Question	Response	Details
Monthly Energy Consumption Data Verification		
Annual Water Consumption Data Verification		
Item 1		
Annual Figure Reported	6461 m3	
Annual Figure Verified	6461 m3	
Annual Variance (%)	0	
Comments	Checked EPAL monthly invoices for the Benchmarking period, no deviation found.	
Monthly Water Consumption Data Verification		
Annual Waste Production Data Verification		
Item 1		
Annual Figure Reported	17136 kg	
Annual Figure Verified	17136 kg	
Annual Variance (%)	0	
Comments	Estimation based on the total waste management capacity, related to the real occupation, considering 1Kg = 3,33litres. File 'Lixo kgs.xls'	
Monthly Waste Production Data Verification		
Is the Benchmarking data collected relevant only to the scope of the organisation?	Yes	
Is the organisation's Activity Measure data accurately calculated for the Benchmarking Period?	Yes	
Is the organisation's Energy Consumption data measured and accurately recorded?	Yes	
Does the organisation have comprehensive Energy Consumption records that would allow the calculation of Greenhouse Gas Emissions (Scope 1 and Scope 2)?	Yes	
Is the organisation's Potable Water Consumption data accurately recorded?	Yes	

Question	Response	Details
Is the organisation's Water Saving data accurately recorded?	Yes	
Is the organisation's Waste Sent to Landfill data accurately recorded?	Yes	Estimated figure, based on the total waste management capacity. The estimation is updated to keep it adecuated for the available containers through the year.
Is the organisation's Waste Recycling data accurately recorded?	Yes	Estimation.
Is the organisation's Community Commitment data accurately recorded?	Yes	
Is the organisation's Community Contributions data accurately recorded?	Yes	
Is the organisation's Paper Products usage data accurately recorded?	Yes	
Is your organisation's Cleaning Product usage data accurately recorded?	Yes	
Is your organisation's Pesticide Product usage accurately recorded?	No	At the time of visit, the biodegradability/ecolabel of rodent and insect killers (100% in Final Raw Data) could not be demonstrated. See Observation 2.
<b>2.1.1 Sector Specific Indicators</b>		
Have all Sector Specific Indicators relevant to your organisation been recorded as per the EarthCheck SBI document?	N/A	
<b>2.1.2 Optional Indicators</b>		
Does the organisation have any subscribed requirements an Optional Indicator can measure?	No	
Does the organisation record consumer feedback received, both positive and negative, as an Optional Indicator?	No	Opportunity for improvement: consumer feedback received from several media (survey, travel webs,...) is analyzed and answered as applicable, an Indicator would help to evaluate the performance, and would also serve as a valuable input for the management review.
Does the organisation record the total hours of employee training on policies and procedures as an Optional Indicator?	No	

Question	Response	Details
Does the organisation record the total number of incidents of discrimination and actions taken as an Optional Indicator?	No	Hotel Manager informs that no incidents have occurred.
Does the organisation record the number of staff trained on anti-corruption policies as an optional indicator?	No	
Does the organisation perform internal assessments to verify that key stakeholders are staying true to the values against corruption?	No	
<b>2.2 Benchmarking Records</b>		
Has your organisation been keeping records for at least three years (or since initial Benchmarking)?	Yes	
Can evidence be provided for the calculation of the organisation's Activity Measure data?	Yes	
Are records available for the calculation of each of the Core Benchmarking Indicators?	Yes	
Are records available for the calculation of any Sector Specific or Optional Indicators?	N/A	
Does your organisation address any indicators that have performed below Baseline performance in the organisation's Risk Assessment and long term Sustainability Approach?	N/A	No indicator below Baseline.

### 3. Compliance

Question	Response	Details
<b>3.1 Regulatory Compliance</b>		
Does the organisation comply with all relevant laws and legal requirements?	Yes	No deviation found during the audit.
Has there been any prosecution or legal action against the organisation within the last year?	No	
<b>3.1.1 Legislation Register</b>		
Has the organisation developed a comprehensive legal register?	Yes	Registro legislaçao (no date) plus copy of main applicable regulations.
Does the organisation keep records (including permits, licenses, leases, and correspondence with regulatory authorities) to demonstrate legal compliance?	Yes	Auditoría 1ª Classificação 4*, 29-04-2014 and related information. Sampling on the records regarding plague control services, fire fighting system, legionela, emergency plan, food, kitchen oil.
<b>3.2 International Standards</b>		
Is the organisation committed to the adoption of international standards and/or best practice where applicable?	Yes	EarthCheck Standard, best practices for building and food safety.

## 4. Sustainability Approach

Question	Response	Details
Please check risk allocation in documentation issued to you by EarthCheck and include a statement verifying such allocation. Risk Criteria can be found on p16 of the Company Standard. Please note water/beachfront properties are deemed high risk.	Low	Urban hotel, in a historical neighborhood in Lisbon, not in the water line, 42 rooms, 26 staff, with no specific impacts in the surroundings. One of the key characteristics of the hotel since its conception is its integration in the urban environment. No changes from previous visits, the allocated risk 'Low' is deemed appropriate.
<b>4.1 Sustainability Approach</b>		
Does the organisation have a commitment to implement its Policy and meet its objectives and targets?	Yes	The sustainability approach is common to Memmo Hotels group, sharing top management and sustainability strategy, built around Reputation, Cost control, Service and CSR.
Does the organisation have in place a structure that will enable it to meet the requirements of the EarthCheck Company Standard?	Yes	
<b>4.1.1 Environmental Risk</b>		
Does the organisation have more than 500 full time equivalent staff?	No	
Does the organisation have more than 500 guest rooms and/or do the activities undertaken by your organisation involve more than five locations or tour routes?	No	
Are there any potential ecological and/or social impacts or is the organisation located in close proximity to environmentally and/or culturally sensitive areas?	No	
<b>4.2 Risk Assessment</b>		
Does the organisation have a documented Risk Assessment in order to assess all actual and/or potential risks?	Yes	Risk assessment 2016-2017, for the Benchmarking period. Pending update for 2017-2018. See Observation 4.

Question	Response	Details
<b>4.2.1 Aspects and Impacts</b>		
Does the organisation have a procedure to identify aspects against the 10 Key Performance Areas?	Yes	
Have major external influences been identified and potential impacts assessed where appropriate?	Yes	
Are auditable records for gathering information, assessing performance and rectifying issues retained?	Yes	
<b>4.2.2 Likelihood and Severity</b>		
Has the Risk Assessment identified the likelihood and severity of potential impacts?	Yes	
Has the Risk Assessment considered the ability to prevent and/or mitigate impacts should they arise?	Yes	
<b>4.2.3 Stakeholder Views</b>		
Is there a process for identifying and consulting with key stakeholders?	Yes	Evidences of different kinds of communications and relations with key stakeholders (information and service for customers, letters for suppliers and neighbours, collaboration projects with associations and authorities) were presented during the audit. Nonconformance 6 raised in last audit has been addressed.
<b>4.2.4 Emergency Planning and Response</b>		
Has the Risk Assessment considered potential emergency and accidental situations?	Yes	
<b>4.2.5 Review Annually</b>		
Has the Risk Assessment been revised and completed within the last twelve months?	No	See Observation 4.
Have there been any changes to the operation that need to be included in the organisation's Risk Assessment?	No	None identified during the audit.

Question	Response	Details
<b>4.3 Environmental Action Plan</b>		
Does the organisation have a process to rectify, eliminate, reduce and/or control the impacts identified by way of an Environmental Action Plan?	Yes	Action plan 2018. Nonconformance 1 from last audit report has been addressed.
Is the Environmental Action Plan linked to the organisation's Risk Assessment?	Yes	
Is the Environmental Action Plan reviewed regularly?	Yes	Expected annually.
<b>4.4 Appoint Representation</b>		
<b>4.4.1 Responsibilities</b>		
Has an EarthCheck Coordinator been formally appointed supported by a letter of appointment or position description?	Yes	EarthCheck Coordinator: Hotel Manager.
Has the EarthCheck Coordinator received training to the requirements of the organisation's Sustainability Approach?	Yes	
Has the organisation's Green Team been established and trained to support the EarthCheck Coordinator?	Yes	Members of the Green Team: General Manager, Hotel Manager, Executive Housekeeper.
Have reports been provided to senior management in relation to the organisation's performance?	No	Nonconformance 2 from last audit, regarding the review of the effectiveness of the sustainability approach, has not been addressed. See Nonconformance 1 in this report.
<b>4.4.2 Staff Training</b>		
Does staff induction include the Policy, Risk Assessment, and the overall long term Sustainability Approach?	Yes	The staff induction is based on the green team meetings training and the cascade info in each area. Information about sustainability, policy, and performance is placed and updated in the staff rooms. Same approach as in the past.
Does the staff induction include specific environmental management aspects for the duties and responsibilities of each position?	Yes	

Question	Response	Details
Is there an ongoing program to keep staff updated with their environmental management responsibilities?	Yes	
<b>4.4.3 Management Awareness</b>		
Do management know and understand the Policy and long term Sustainability Approach?	Yes	
<b>4.4.4 Retain Records</b>		
Are record keeping processes in place and have they been held for the last three years (or since initial Benchmarking)?	Yes	
<b>4.4.5 Review</b>		
Are the Risk Assessment and the Environmental Action Plan reviewed and updated annually?	Yes	Reviewed and updated Jan 2018.
Is the effectiveness of the organisation's Sustainability Approach assessed?	No	A formal review process has not been implemented yet. This is a risk for the implementation of the system, since changes in the management of the hotel can delay the review of some documents (for example, the Risk Analysis), and would be a great to to ensure a smooth transition between Hotel Managers and a better control by Memmo Hotels management. Nonconformance 2 from last audit has not been addressed. See Nonconformance 1 in this report.
<b>4.5 Environmental Management System (EMS)</b>		
<b>4.5.1 EMS Relevance</b>		
Is the documented EMS relevant to the scope of the organisation's operation, including activities, products and services?	N/A	
<b>4.5.2 EMS Documentation</b>		
Are the Policy, Risk Assessment and Environmental Action Plan included in the EMS?	N/A	

Question	Response	Details
<b>4.5.3 Operational Controls</b>		
Are documented procedures in place for those operations with a significant environmental impact?	N/A	
<b>4.5.4 Monitoring and Measurement</b>		
Does the organisation monitor performance against set improvement targets?	N/A	
<b>4.5.5 Internal Audits</b>		
Are internal audits conducted regularly?	N/A	
<b>4.5.6 Corrective and Preventative Action</b>		
If your organisation has undergone audit and non-conformities were identified, have they been reviewed and corrective/preventative action taken?	N/A	
<b>4.5.7 Control of Documentation</b>		
Is there a procedure for the control of records required to demonstrate compliance to the Standard?	N/A	
<b>4.5.8 Management Review</b>		
Is the EMS reviewed at regular intervals to determine its adequacy and effectiveness?	N/A	

## 5. Performance

Question	Response	Details
<b>5.1 Greenhouse Gas Emissions</b>		
Is there a commitment to the reduction of greenhouse gas emissions?	Yes	Considered in Risk Assessment and risk mitigating measures.
Is a program in place to offset the carbon generated in greenhouse gas emissions through carbon sequestration by, for example, forest planting?	No	
<b>5.2 Energy Efficiency, Conservation and Management</b>		
Are ozone depleting substances, particularly refrigerant gases from older refrigeration and air conditioning systems released to the atmosphere?	No	
Is a program in place to ensure energy efficiency as much as possible?	Yes	There is a procedure for energy management, and housekeeping staff know and apply its content.
Is the use of renewable energy maximised?	N/A	
Does this take the form of solar, wind or hydroelectricity and do you use ethanol or bio-diesel for vehicles, vessels or machinery?	N/A	
Is the organisation's energy supply sustainable, particularly when using timber for heating, cooking or fireplaces?	Yes	Grid electricity, grid natural gas. No timber.
Where available, is 'green' electricity from grid suppliers purchased?	No	
Is there a preference for efficient, low greenhouse gas emission energy sources (grid electricity where renewable, bio-diesel or natural gas)?	Yes	Grid electricity, grid natural gas.
Are energy efficient lighting appliances utilised (many new types are now available)?	Yes	
Is natural lighting utilised wherever possible?	Yes	Considered in the design of the hotel.

Question	Response	Details
Are movement detectors used for lighting around outdoor paths and in seldom or infrequently used areas?	Yes	
Is passive solar design used, and when in a hot climate, is natural ventilation available?	Yes	Natural ventilation available in rooftop restaurant.
Are energy efficient heating and cooling systems used where required (not walkways, open areas, seldom used areas), including the use of smart control so unoccupied rooms are not heated/cooled?	Yes	
Is tempered air employed rather than full air conditioning, is there use of desiccant dehumidification systems for air-conditioning, and are there efficient chillers and air handling systems for air-conditioning?	No	
Are variable speed drives and intelligent controls for refrigeration, air conditioning and pumping applications implemented?	Yes	
In areas that are heated or cooled, is roof and wall insulation installed, and in extremely cold areas? Is double glazing installed?	Yes	As per building regulations. Double glazing and wall insulation.
Is heat recovery and cogeneration equipment used where possible?	No	
Are energy efficient vehicles, vessels, plant and machinery used when considering group sizes, terrain and road conditions, vehicle style and engine type for maximum efficiency (as a guide select ethanol based fuels (e10), bio-diesel, natural gas or LPG before diesel or petrol-powered vehicles (and consideration of fuel/electric hybrid-drive vehicles)?	N/A	
Do small vessels use diesel or four-stroke instead of two-stroke outboards?	N/A	
Are any other energy saving measures in place? If 'Yes', please provide details.	N/A	

Question	Response	Details
<b>5.3 Management of Freshwater Resources</b>		
Is the source of freshwater for the organisation from a sustainable source(s)?	Yes	Local municipality supply.
Is a program in place to ensure water conservation as much as possible?	Yes	'Water management' procedure.
Is a regular maintenance schedule implemented?	Yes	Corrective maintenance.
Have low/dual flush toilets been implemented?	Yes	
Have low flow tap/faucet fittings been implemented?	Yes	
Have low flow shower fittings been implemented?	Yes	In progress.
Are baths provided in guest rooms?	No	
Are outside areas swept instead of being washed down?	Yes	As needed.
Have auto detect or waterless urinals been implemented?	No	
Is rainwater collected, stored and/or used?	No	
Is grey water or treated wastewater recycled?	No	
Are native species (i.e. those that are adapted to the climate) planted to reduce irrigation?	N/A	
Does the organisation have other water saving measures in place? If yes, please provide details.	No	
<b>5.3.1 Stormwater Management</b>		
For organisations with land which collects stormwater, is there a system in place to ensure stormwater does not become contaminated with litter, oil and grease, or silt wastewater?	N/A	

Question	Response	Details
Are stormwater flows designed to maintain existing drainage patterns as much as possible and ensure that there is no erosion?	N/A	
If your organisation washes vehicles regularly, do you have in place systems to ensure oil and grease contamination of runoff water does not occur (e.g. dedicated wash bays or an oil/water separator)?	N/A	
Does your organisation have sites and land which has been repaired/are managed to prevent erosion? If yes, has any erosion occurred or could erosion occur?	N/A	
Have silt trap devices been put in place to avoid siltation of natural watercourses?	N/A	
<b>5.4 Ecosystems Conservation and Management</b>		
Does the organisation have an understanding of the conservation requirements of any local natural ecosystems, species or communities of conservation concern and protected areas?	N/A	City hotel, no concerns regarding the ecosystem conservation.
<b>5.4.1 Minimise Eco-Disturbance</b>		
Is there any disturbance of natural ecosystems due to activities undertaken by the organisation?	No	
Are fees, permit fees etc. required for accessing any protected area?	N/A	
Within the available resources of the organisation, is there some form of contribution to conservation management?	No	
<b>5.4.2 Wildlife</b>		
Is any captive wildlife held onsite by the organisation?	No	
If wildlife interaction occurs, has a conservation organisation endorsed the efforts to minimise adverse effects?	N/A	

Question	Response	Details
<b>5.4.3 Protected Species</b>		
Have any protected species or those of conservation concern been included in any products for sale or consumption?	No	
Is there a commitment to address the provision of any species of conservation concern within the organisation?	N/A	
<b>5.4.4 Materials and Vehicles</b>		
As much as possible, have sustainable building/construction/maintenance materials been and are used?	Yes	The reform and construction project had sustainable building criteria, focused on archaeological issues, noise, lighting and energy use.
Have vehicles, vessels and equipment been chosen for their eco-efficiency?	Yes	Air conditioning equipment and lighting appliances. No vehicles nor vessels at the hotel.
<b>5.5.1 Cultural Sensitivity</b>		
Are the adverse effects on local cultures and the community understood?	Yes	
Have strategies been implemented to minimise and mitigate any impacts?	Yes	Implemented walking tour for guests and a fluent relationship with the neighbours in the alley. The hotel is in the city centre, in a tourist area, with no expected effects on local culture except those related to the building itself, addressed in the construction project. Walking tours are highly appreciated by customers in the web surveys.
Are supplies sourced locally where feasible?	Yes	
Where feasible, are local community, cultural, sports and/or recreational activities supported?	No	
Is the making and selling of local handicrafts by the local community encouraged?	Yes	Whenever possible. The hotel integrates local handicrafts and portuguese furniture and decorative objects.

Question	Response	Details
Does the selling, trading or displaying of natural or cultural/archaeological artifacts only occur with the relevant permits/approvals?	Yes	Considered in the reform project and licensing process by the local council. Some archaeological objects or building parts pertaining to the old building are on display or can be appreciated inside the hotel.
Has the provision of basic services to the local community (such as water supplies, sanitation, roads and power supplies) been jeopardised by the establishment and operation of the tourism product?	No	
<b>5.5.2 Cultural Engagement</b>		
Are the rights and aspirations of local people understood?	Yes	
Are specific measures implemented to raise guest awareness, understanding and respect for local indigenous cultures and customs?	Yes	Daily Walking Tour
<b>5.5.3 Cultural Awareness</b>		
Has a code of conduct for guests been established, in collaboration with the local community?	No	
Are specific measures adopted to promote guests' understanding of and respect for indigenous cultures and customs?	Yes	Daily Walking Tour and comprehensive information in the 'mail bag' placed in the rooms.
Has potentially offending behaviour(s) been identified and have guests and staff been advised of the appropriate behaviour?	No	Not expected, customers and staff share similar cultures.
<b>5.5.4 Local Employment</b>		
Are local people employed, and are local people employed for management positions?	Yes	Almost 100% staff are portuguese and live in Lisbon area.
<b>5.5.5 Employment Conditions</b>		
Is there a commitment to ethical and non-exploitative arrangements with staff, suppliers and clients?	Yes	Portuguese law ensures the rights of staff, suppliers and clients.

Question	Response	Details
Is there any sexual commercial exploitation of minors (children and adolescents)?	No	
Is there a participatory management approach, encouraging staff to input to management approaches and directions?	Yes	The participatory management approach was evidenced during the visit, with a fluent communication between the staff and the management, and coordination meetings between Memmo Hotels management and Memmo Alfama Hotel Manager.
<b>5.5.6 Local Goods and Services</b>		
Is a purchasing policy in place for the local procurement of products and services?	Yes	
Are fair trade services purchased where available?	No	The commitment to fair trade principles in the Policy could be further developed in the purchases of food and beverages. Eco/bio products could also be considered.
Are local businesses given the opportunity to sell products and services to your business e.g. in the gift shop?	Yes	The hotel has bought furniture and complements from local artisans or manufacturers in the past. There is no gift shop nor goods selling to guests.
<b>5.6 Land Use Planning and Management</b>		
Is there local zoning/management plans for the land?	Yes	
Is there a commitment to habitat conservation?	N/A	
Has land acquisition been in accordance with applicable legislation?	Yes	
Are there any cultural and heritage considerations to take into account?	Yes	Heritage considerations were taken into account during the project and reform / construction works, approved by the authority in the licensing process.
Are contributions made or is an environmental improvement program supported?	No	
Is access provided for persons with special needs?	Yes	Access and room.

Question	Response	Details
<b>5.7 Air Quality Protection</b>		
Are there ongoing gaseous or particulate emissions which could affect air quality?	Yes	Gas heater. Taxi and transfer vehicles.
Are there any ongoing or regular noise emissions which affect residents, communities or wildlife?	Yes	Not relevant regular emissions. Noise isolation was considered for the under roof machinery, no trace of noise reaches the street. The only noise to neighbors is not regular, produced by the taxis and transfers that access the hotel. The hotel has implemented and communicated to suppliers a stop-engine policy. No deviation found during the visit, the existing nonconformance has been addressed.
<b>5.8 Wastewater Management</b>		
Is wastewater/sewerage sent to a municipal treatment system?	Yes	
Is wastewater treated to a standard to mitigate impacts?	Yes	Grease trap in kitchen.
<b>5.9 Solid Waste Management</b>		
Are waste minimisation strategies in place?	Yes	The cleaning products dosification system reduces the wastes produced in housekeeping.
Are reuse and recycling waste strategies in place?	Yes	Amenities, slippers, paper.
Is solid waste disposed to a known and managed landfill?	Yes	
Does the property have a waste management plan?	Yes	Waste management procedure 'Gestao de lixos' was found properly implemented during the visit.
<b>5.10 Management of Environmentally Harmful Substances</b>		
Are Material Safety Data Sheets (MSDSs) held for each potentially harmful substance stored (other than when in small domestic size containers)?	Yes	

Question	Response	Details
Are all harmful substances stored as per requirements of local regulations, international standards and MSDSs?	Yes	
Where harmful substances are stored in bulk and spills are possible, is containment/clean-up equipment held onsite, or readily available?	N/A	
Are staff (whose duties involve handling harmful substances) aware of the storage, handling and clean-up requirements? This can include training on storage and handling, as well as point-of-use wall charts.	Yes	
 <p data-bbox="129 969 272 996">Photograph 1</p>		
At a minimum, are bulk harmful substances, such as fuels and oils, stored in a bunded and preferably roofed storage area?	N/A	
Where harmful substances are stored, can floor drains be sealed or closed to contain spills? Have you ensured that drainage for storage locations does not go directly to storm sewers? Is containment/clean-up equipment held on-site or readily available?	Yes	Storage conditions have been greatly improved since last visit, see Photograph 5. Nonconformity 3 has been addressed.
Is a system in place to ensure leakage is not taking place in underground storage tanks? If 'Yes', please state the system in place.	N/A	
<b>5.10.1 Substance Disposal</b>		
Has the organisation developed and maintained a list of harmful substances requiring disposal, including appropriate sustainable disposal options for each substance?	Yes	Not a list as such, but the harmful substances are known and properly managed. Safety Data Sheet including disposal characteristics are available.

Question	Response	Details
<b>5.10.2 Rectification of Harmful Substance Damage</b>		
Has any damage caused by harmful substances taken place? If 'Yes', please state the area and type of damage.	No	
If any damage has been caused by harmful substances, has the damage been rectified? If 'Yes', please state the method of rectification.	N/A	

## 6. Communication

Question	Response	Details
<b>6.1 Policy and Performance</b>		
Are the Policy and Benchmarked or Certified certificates on public display, including the central office or other suitable place?	Yes	The Sustainability Policy or the document 'Our environmental performance' are on display at the front desk. Info also available at <a href="http://www.memmohotels.com/alfama/hotel-overview.html">www.memmohotels.com/alfama/hotel-overview.html</a> .
Has a copy of the Policy been provided to all key stakeholders?	Yes	
Is there a commitment in providing accurate information particularly with advertising material?	Yes	
Are all public documents maintained and updated regularly?	Yes	
<b>6.2 Community Consultation</b>		
Have key stakeholders been identified and consulted?	Yes	Nonconformance from last audit has been addressed. Suppliers and neighbors have been contacted with satisfactory result.
Is there ongoing liaison with local organisations and the community?	Yes	The relationship with the community seems fluent, the main interactions being the coordination for local waste, cleaning and civil works services. Donation of linen, towels and electrical equipment. New for 2018: Hospes Program, for management of kitchen oil in coordination with the local council and hotel and medical associations.
<b>6.3 Customer Satisfaction</b>		
Is there a complaints handling policy and procedure publically available?	Yes	Complaints management policy.
Is there a corrective action plan and is corrective action taken where appropriate?	Yes	

Question	Response	Details
Has feedback on the Policy and environmental program been sought and considered?	No	Information regarding the sustainability Policy and the commitment of Memmo Alfama is available for customers, but an effective process to get their feedback on the Policy and the environmental program has not been implemented. The Nonconformance 4 from previous audit has not been addressed. See Nonconformance 2 in this report.
Has data been recorded for all customer complaints and entered at time of Benchmarking?	Yes	
<b>6.4 Maintain Records</b>		
Does the organisation have a written procedure for record keeping?	Yes	Record keeping procedures are coordinated with Memmo Hotels. Nonconformance 8 from previous audit can be closed, anyway a stronger approach to procedure documentation is encouraged.
Have records of consultation with stakeholders been maintained?	Yes	
<b>6.5 Encourage Participation</b>		
Is a system in place to encourage customers and suppliers in the organisation's environmental and social programs?	Yes	Neighborhood tour, communications regarding the sustainability approach.
Have major suppliers been contacted in the last year, at least outlining the organisation's commitment to achieving sustainability and its EarthCheck commitment?	Yes	Information to suppliers 'O nosso desempenho ambiental' has been acknowledged by Grao Redondo, Portugal Drive Way, Salsilaranja, Fullrent, Viva Washing. Nonconformance from last audit has be addressed.

Question	Response	Details
<b>6.6 Inform Customers</b>		
Is there a system in place to inform customers on local culture and customs (this may take any form, via information in guest room, commentary on a tour, signage, etc.)?	Yes	The Walking Tour and the info available in rooms provide an interesting and personal view of the culture, activities and tourist offer in Lisbon.
<div data-bbox="89 465 316 689" data-label="Image"> </div> <div data-bbox="129 696 272 723" data-label="Caption"> <p>Photograph 2</p> </div>		
<b>6.7 Raise Awareness</b>		
Have local environmental issues been identified and have both local and global issues been promoted with at least one interested party (tourists, the local community, suppliers etc.)?	Yes	The hotel assumes the cleaning of the passage that gives access to the building, benefiting the rest of neighbors. Walking Tours provide guests with a close look to environmental and social characteristics of Alfama. Guest are also informed about the environmental impact of their decisions in in-room cards (use of water, energy and chemicals).
<div data-bbox="89 1209 316 1429" data-label="Image"> </div> <div data-bbox="129 1435 272 1462" data-label="Caption"> <p>Photograph 3</p> </div> <div data-bbox="320 1209 547 1429" data-label="Image"> </div> <div data-bbox="360 1435 504 1462" data-label="Caption"> <p>Photograph 4</p> </div>		

## Minor Non Conformances Raised in Previous Certification Service

Question	Response	Details
(Please note: This includes any Major Non Conformances that were downgraded to Minor Non Conformances in a Progress Review of Corrective Action Requests Report during the previous Certification Service.)		
Non Conformance 1		
Clause	4.3 Environmental Action Plan	
Non Conformance Details	At the time of audit, the content of an Action Plan is distributed in the Risk Analysis and the operational control procedures for each area. The improvement actions (Action Plan) should be clearly differentiated from the risk control and/or mitigation actions considered for the Risk Analysis, and from the operational controls already implemented through the 'Gestao' procedures.	
Outcome	Addressed	Action Plan 2018 defines clearly the improvement paths for this period, Procedures define operational controls.
Non Conformance 2		
Clause	4.4.5 Review	
Non Conformance Details	No records were provided regarding the review of the adequacy and effectiveness of the organization's long term sustainability approach.	
Outcome	Not Addressed	No change in Feb2018 audit. This Non Conformance continues as CAR 1 in this report.
Non Conformance 3		
Clause	5.10 Management of environmental harmful substances	
Non Conformance Details	Some bins with chemicals in the outside storage area are piled without proper prevention measures for drops, falls or soil contamination.	

Question	Response	Details
Outcome	Addressed	Storage conditions have been improved since last visit.
 <p data-bbox="129 517 272 544">Photograph 5</p>		
Non Conformance 4		
Clause	6.3 Customer satisfaction	
Non Conformance Details	The member has not evidenced that feedback on the Policy and environmental program has been sought and considered.	
Outcome	Not Addressed	Information regarding the sustainability Policy and the commitment of Memmo Alfama is available for customers, but an effective process to get their feedback on the Policy and the environmental program has not been implemented. See Nonconformance 2 in this report.
Non Conformance 5		
Clause	6.5 Encourage participation	
Non Conformance Details	Major suppliers have not been contacted in the last year, outlining the organisation's commitment to achieving sustainability and its EarthCheck commitment.	
Outcome	Addressed	Information to suppliers 'O nosso desempenho ambiental' has been acknowledged by Grao Redondo, Portugal Drive Way, Salsilaranja, Fullrent, Viva Washing.
Non Conformance 6		
Clause	4.2.3 Stakeholders views	
Non Conformance Details	Stakeholders have not been effectible identified. If those are not identified, it is not possible to consider their view. CAR.: Identify clearly the key stakeholders of the hotel and generate effective communication. This identification and communication must be registered.	

Question	Response	Details
Outcome	Addressed	An effective communication process to the main stakeholders has been implemented. Information has been directly distributed to staff, suppliers and neighbors, and is easily available for customers.
Non Conformance 7		
Clause	5.7 Air quality protection	
Non Conformance Details	Vehicles during delivery of goods and drop and pick up of guests by taxi do not stop engines producing air pollution and generating unnecessary noise disturbance.	
Outcome	Addressed	The hotel has implemented and communicated to suppliers a stop-engine policy. No deviation found during the visit.
 <p data-bbox="129 1039 272 1066">Photograph 6</p>		
Non Conformance 8		
Clause	6.4 Maintain records	
Non Conformance Details	There is not a written procedure for record keeping.	
Outcome	Addressed	Record keeping procedures are coordinated with Memmo Hotels.

## Observations & Best Practices

Question	Response	Details
<b>Observations</b>		
Record Observations		
Observation 1		
Summary	The organization has developed actions regarding the following stakeholders: customers, staff, suppliers, neighbors, district council, government agencies and local NGO's. In order to ensure the maintenance of this approach, the list of stakeholders should be documented, as a tool to identify the priorities of the hotel and ensure that this approach is maintained after changes in the managerial levels.	
Observation 2		
Summary	At the time of visit, the biodegradability/ecolabel of rodent and insect killers (100% in Final Raw Data) could not be demonstrated.	
Observation 3		
Summary	Opportunity for improvement: consumer feedback received from several media (survey, travel webs,...) is analyzed and answered as applicable. An Indicator would help to evaluate the performance, and would also serve as a valuable input for the management review.	
Observation 4		
Summary	Risk assessment should be updated for the period 2017-2018, even if no significant changes have occurred.	
Observation 5		
Summary	Since an EMS is not required, a documented procedure for documentation control is not a requirement, but the control of some documents and records needs improvement in order to identify the current versions (for example: files with no issue date, such as 'lixo kgs.xls' and wastes and complaints management procedures).	
<b>Best Practices</b>		
Record Best Practices		
Best Practice 1		

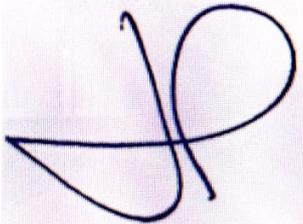
Question	Response	Details
Summary	Integration of Memmo Alfama in the neighborhood.	
Best Practice 2		
Summary	Improvements actions, seeking a better control of environmental risks (see chemicals storage) and costs (see kitchen oil management project).	

## Current Areas of Non Conformance

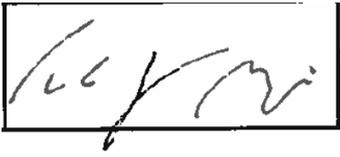
Question	Response	Details
Current Areas of Non Conformance		
Non Conformance 1		
Clause	4.4.5 Review	
Non Conformance Details	<p>From last audit: No records were provided regarding the review of the adequacy and effectiveness of the organization's long term sustainability approach. A formal review process has not been implemented yet. This is a risk for the implementation and continuity of the system, since changes in the management of the hotel can delay the review of some documents (for example, the update of Risk Analysis, the fulfillment of Objectives), and put at risk the sustainability strategy of the hotel.</p>	
Details of Corrective Action Required (CAR)	<p>Implement a formal review of the adequacy and effectiveness of Memmo Alfama sustainability management system, to be performed / reviewed by the Hotel Manager in order to ensure that, at least, the Objectives, Risk Analysis, performance data and information regarding stakeholders are reviewed as a whole in order to evaluate the adequacy and effectiveness of the long term sustainability approach. Provide a record of the information considered and the conclusions.</p>	
CAR Status	Major CAR, to be addressed within 3 months	
CAR Verification Method	Progress Review of Corrective Action Requests	
Non Conformance 2		
Clause	6.3 Customer satisfaction	

Question	Response	Details
Non Conformance Details	<p>Form last audit: The member has not evidenced that feedback on the Policy and environmental program has been sought and considered.</p> <p>Information regarding the sustainability Policy and the commitment of Memmo Alfama is available for customers, but an effective process to get their feedback on the Policy and the environmental program has not been implemented.</p>	
Details of Corrective Action Required (CAR)	Implement a process to get the feedback of customers on the Policy and the environmental program.	
CAR Status	Major CAR, to be addressed within 3 months	
CAR Verification Method	Progress Review of Corrective Action Requests	

## Auditor Conclusion

Question	Response	Details	
Note: All recommendations are subject to ratification by the EarthCheck Authorities.			
<b>Auditor Recommendation</b>			
The following Member has been audited against the EarthCheck Company Standard.	MEMMO ALFAMA		
The organisational commitment to compliance with the EarthCheck Company Standard is	Conditionally Recommended		
The Next Onsite Certification Audit is recommended within:	1 Year		
NB: Whereby the member is deemed high risk as per the EarthCheck Company Standard, and/or Major CARs have been awarded, an Onsite Certification Audit is recommended within 1 year. All recommendations are subject to approval by the EarthCheck Authorities and to be aligned with the Regional Schedule.			
Auditor Company Name			
Auditor Name, Date and Signature	Ignacio Portillo García	06 Feb 2018 12:41 AM	
<b>Member Requests</b>			
During the Certification Service the member requested further information on:			
EarthCheck Pre-Audits			
EarthCheck Training			

## Auditee Acknowledgement

Question	Response	Details
<p>I accept the findings within this Certification Report as appropriate, and fairly represent our level of compliance to the EarthCheck Company Standard. The supporting evidence provided to demonstrate our compliance has not intentionally misled the auditing body stated within this report.</p>		
EarthCheck Coordinator Name	Eduardo Consiglieri Pedroso	
Senior Manager's Position	General Manager	
Senior Manager's Name, Date and Signature	Eduardo Consiglieri Pedroso, 15 February 2018	15 Feb 2018 06:59 PM 

## EarthCheck Authorisation

Question	Response	Details	
The below section is for the use of the EarthCheck Authorities only.			
<b>EarthCheck Authorisation</b>			
EarthCheck Certification Recommendation		Conditional Certification Authorised	
Name, Date and Signature	Melinda Watt, 15 February 2018	15 Feb 2018 07:02 PM	
Position		Vice President of Relationship Management	
<b>Certification Requirements</b>			
Revised Benchmarking Assessment			
Progress Review of Corrective Action Requests		<input checked="" type="checkbox"/>	
Onsite Certification Audit 1 Year		<input checked="" type="checkbox"/>	
Annual Return			
Annual Audit as per Sample Based Audit requirements			

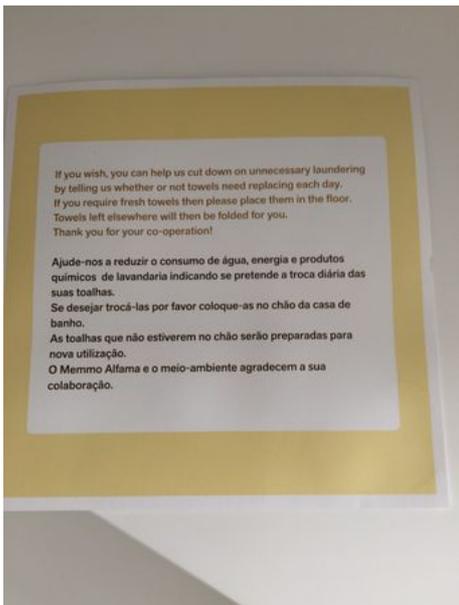
# Appendix



Photograph 1



Photograph 2



Photograph 3



Photograph 4



Photograph 5



Photograph 6