



São Lourenço do Barrocal

Sustainability Management Plan



SÃO LOURENÇO DO BARROCAL, HOTEL & MONTE ALENTEJANO

São Lourenço do Barrocal is a rural retreat, located in Monsaraz, on a 780-hectare estate which has been in the same family for over 200 years. At its heart is an ancient small farming village, the 'monte', rejuvenated by architect Eduardo Souto de Moura, who spent seven years working on the project. An unassuming luxury hotel, surrounded by vineyards, ancient oaks and olive trees, has been created on the estate. It also comprises a farm to table restaurant, a winery, a spa and a farm shop that sells the various products grown on the estate, which, despite its age is still known for its fruitful harvest.

The estate in numbers

Total area - 7.8 million square metres

Days of sunshine - 275 days per annum

Age of the menhirs on the estate - 7.000 years old

Neolithic dolmens - 16 within the estate

Olive groves - 600.000 square metres on the property

Vineyards - 150.000 square metres on the property

Organic vegetable garden - 10.000 square metres

Grapes - 100.000 kilos per year

Olives - 160.000 kilos per year

Oats - 45.000 kilos per year

Bird species - 75 different species on the property

Cows - 220

Horses - 8



José António Uva and his vision for the estate

José António Uva is the eighth generation of the same family to have lived at São Lourenço do Barrocal, and is the lead developer on the estate.

Having spent much of his childhood here with his family listening to tales of the thriving estate, José was determined to bring the community back to life in a manner that respected its unique ecology and ancient history. That was his starting point for the development of an ambitious project – the rejuvenation of the entire estate as a farm retreat –, so that others could feel as at home here as he always was.

The project is being developed by the family who has own the estate since the beginning of the 19th century, now led by Maria do Carmo Martins Pereira, together with the family of António Menano.

A history that dates back to megalithic times

Inhabited since Neolithic times by sedentary tribes, São Lourenço do Barrocal was once the epicentre of the megalithic culture of Central Alentejo. This ancient history lays among the barrocais (the huge outcrops dotting the landscape), which represent some of the most monumental natural features of Alentejo. Visiting the estate is a true voyage through time from the Iron and Bronze Age through the Roman and Moorish occupation to recent times.

In the nineteenth-century, it grew to become a thriving small farming village, providing enough livestock, grain, vegetables and wine to sustain up to 50 resident families year-round. With its own chapel, schoolroom and bullring, it was home to a tight-knit community who dwelled there happily for many years.



THE OLD FARMING VILLAGE AND THE LANDSCAPE, OUR INSPIRATION

**In Alentejo,
'MONTE' & LANDSCAPE
are our home.**

This is the inspiration for São Lourenço do Barrocal, which reveals the cadence of a rural lifestyle, which has always regulated and continues to regulate the agricultural activity of the estate.

'Home' and 'land' have always characterized living in the Alentejo, acting both as its roots and its foundations. Those who live here, do it in communion with the land and the property in which they work, following a pace that harks back to the estate's earliest days, one day at a time, respecting every moment. It is this connection that we want to establish in the heart of our clients: the feeling of being at home and the desire to belong to the vastness of this land.

Our guiding principles are:

SUSTAINABILITY OF THE 'MONTE' AND OF THE LANDSCAPE

Essential simplicity, Sensitivity to the land & to the heritage, Innovation, Self-sustainment

SENSE OF BELONGING TO THE 'MONTE' AND TO THE LANDSCAPE

Understated luxury, Multi-generational offer, In communion awareness, 'Feels like home' feeling

HOSPITALITY OF THE 'MONTE' AND OF THE LANDSCAPE

Leisure and business over stars service, Modern cosiness, Hassle-free



THE TEAM

With the opening on March 18th, 2016, a team of 57 employees was created, which are life and soul of this place. About 80% are from the county or have fixed their residence in it. The remaining employees reside in bordering counties.

A COMMITMENT WITH THE LANDSCAPE, THE COMMUNITY AND THE LOCAL ECONOMY

It is part of our underlying strategy the commitment towards the local landscape, flora and fauna, the local community, its history and connection to the land and the local economy and small businesses, fostering a type of tourism concerned in respecting and experiencing all the authenticity the area has to offer.

São Lourenço do Barrocal has committed in using certified stationery along other carefully curated materials that meet the criteria mentioned above. It complies reduction principles, ensuring that it minimizes the business impact on the ecosystem. It holds an energy consumption policy and a waste management plan to recycle and diminish pollution. It uses, as much as possible, local and long lasting materials in the refurbishing of its guest rooms and all other hotel facilities. Its own gastronomic concept, supported by a farm to table approach focusing on the estate's own organic certified production and sourcing of quality produce among local producers, is a very tangible expression of the ongoing commitment.

It is applying these practices in our day-to-day that we leverage self-sustainability, promoting a good quality of life that rests upon a virtuous cycle which embraces nature, agriculture, hospitality, small businesses and land ownership.

We believe that experiencing the local products, food, history, landscapes and stories is the right way to contribute to the development of the local economy, our own business and a sensibility towards the land and the region. And this is something that we at São Lourenço do Barrocal strive every day to achieve.



THE INTEGRATED OFFER OF SÃO LOURENÇO DO BARROCAL

At São Lourenço do Barrocal, our guests and residents are invited to experience an authentic working farm, establishing roots with the land and its people, while never leaving aside the comfort and amenities of contemporary life. For them, we have several different types of accommodation available – 22 rooms, 2 suites and 16 cottages – all of which are in characterful buildings, each with its own story to tell. The estate has vineyards, olive groves, fields of oats, a vegetable garden, orchards, horses and certified cattle that feed on natural pastureland.

The organic vegetable garden will provide fresh, seasonal produce for the farm to table restaurant – with a cuisine deeply rooted in Alentejo’s tradition –, which will be combined with the best ingredients from local farms and limited edition wines produced at the estate’s winery, thus highlighting the region’s reputation for winemaking.

Honesty, simplicity and quality characterize all of São Lourenço do Barrocal’s business areas, among which is the Susanne Kaufmann Spa Barrocal, a place dedicated to beauty, serenity and holistic comfort, where only organic cosmetic products are used.

It is this integrated touristic offer – delivered by a superior quality service and materialized in a place with so much heritage – coupled with the estate’s agricultural production what makes São Lourenço do Barrocal such a special place, conducive to multiple and enriching experiences.

Our guests have different activities available which allow them to enjoy their stay, the estate and the region to a full extent. These activities include three-day bike journeys, picnics, walks in the estate, wellness classes, wine tastings and treasure hunts for children.

At the ‘monte’ we have a farm shop selling the estate’s products alongside selected works of traditional and contemporary crafts, an outdoor swimming pool, bars both in the hotel and at the pool, venues for weddings and other events and a children’s playroom.



OUR CODE OF ETHICS AND CONDUCT

São Lourenço do Barrocal has a code of ethics and conduct covering every sector of its activity. The principles set out in this code are consistent not only with the expected high standards of conduct and with the applicable laws, but also with our philosophy.

Este código de ética e de conduta é um instrumento orientador para as ações de todo e qualquer colaborador, bem como uma forma de transmitir os princípios orientadores do São Lourenço do Barrocal. O seu seguimento refletir-se-á positivamente nas operações do hotel, no ambiente de trabalho, na qualidade do serviço e na satisfação dos clientes.

This code of ethics and conduct is a guiding instrument for the activities of each and every employee, and also a means of transmitting São Lourenço do Barrocal's principles. The respect for the code will have a positive effect on the hotel's operations, the working environment, the quality of service and on guests' satisfaction.

ETHICS

Employees

- Our management team has a policy of openness, sharing and transparency towards employees.
- We ensure equal opportunities for all employees. The hiring, remuneration, access to training, promotions, contract termination or retirement policies and procedures aim to prevent biased treatment.
- We commit ourselves to the creation of a good working environment, one that will stimulate the development of skills and professional growth.
- We do not tolerate human rights violations.
- We encourage respect among all employees, promoting teamwork and individual responsibility:
 - We do not tolerate any kind of discrimination, be it related to religion, ethnicity, sexual orientation, physical condition, gender or otherwise;
 - We do not tolerate any kind of harassment or intimidation, threats or pressure carried out by employees, regardless of their hierarchical level;



- Any employee who believes that he or she has been targeted with the mentioned above should report to their direct superior or to the Human Resources management.
- We allow our employees to carry out other activities (paid or not), provided that said activities do not interfere with their obligations towards the company (for example, working hours incompatibility) or lead to conflicts of interest. However:
 - They shall be liable for any activities that result in conflicts of interest, including the acquisition of goods or services to entities affiliated to them or their family members in exchange for personal commissions (in cash or kind) on such purchases;
 - Employee involvement in civic or political affairs must be carried out in their spare time and using their own resources. The space, equipment or image of the company must not be used to express political or personal interests.
- We ask our employees to make good use of the company's resources:
 - In carrying out their activities employees must ensure the proper use, care and maintenance of the company's property. Its assets, equipment and facilities are intended solely for the operations of the organisation and are not to be used for private purposes;
 - Following an enquiry, any proven damage to goods, equipment and facilities resulting from improper or negligent use will be assessed by the management and may result in disciplinary action and/or penalties;
 - Each employee is responsible for ensuring that no unauthorised persons have access to the company's computer system;
 - Data storage and transport material (USB sticks, disks, etc.) are not allowed on the premises (except in cases allowed by management);
 - Improper use of São Lourenço do Barrocal's intellectual property will be subject to a legal enquiry aimed at its protection. The required legal measures will be sought;
 - Inside the premises, no unauthorized brands may be displayed to the guests.
- Health and safety are a priority. To this end, employees shall put hygiene, health, safety and environmental protection procedures into practice. All accidents must be reported and shall be resolved according to the applicable regulations.
- We encourage protection of and respect for the environment through a preventive approach, adopting sustainable technologies wherever possible and controlling the environmental impact of our activity.



Community

- We undertake to reach out to local entities in order to contribute to their social, economic and environmental development.
- We involve the local community in many of the resources we use at São Lourenço do Barrocal, by decorating the hotel with craftworks, selling these products at the estate's shop, and by selecting quality ingredients from local producers.
- We encourage the development of a prosperous and caring community, able to restore to the site its self-sustaining activity and create an emotional connection with the place.
- Through the project's permanent job opportunities, we have created conditions for the children of the workers, the estate's founders, to remain in the Alentejo (which has experienced a dwindling population since the 1950s). Modern economic perspectives and a new *raison d'être* for these localities has led to some previous residents returning and new ones arriving, thus contributing to, previously unused houses being occupied and training being provided in conjunction with the Reguengos Employment and Vocational Training Office (IEFP) to address the shortage of skilled personnel.

Guests

- We seek to meet and exceed the expectations of our guests.
- We ask all employees, when in contact with guests, to show respect, willingness, efficiency, courtesy and professionalism.
- We do not discriminate our guests, whatever their religion, geographic or ethnic background.
- We provide our guests with information on services and products in a clear and precise manner.
- We ensure confidentiality and discretion with regard to our guests, especially concerning personal information, such as companions, habits, personal data and other behaviour. We reserve the right to take legal action against anyone who breaches this rule.
- We encourage our guests to discover the region and local offer, which is unknown to many. Curiosity has grown in rediscovering Monsaraz, the Alentejo and what it is to experience a 'monte alentejano'. People who work here convey the identity of the region and the principles of self-sustainability



(take-home value) through their pride in the heritage of the site and imbued culture of excellency in hospitality.

Suppliers

- We encourage partnerships with suppliers that operate according to the company's values and the principles of this code.
- We condemn the use of child labour, either directly or indirectly.
- We base our relationships with suppliers on mutual respect and by constantly searching for products and services that add value to São Lourenço do Barrocal.
- We favour local businesses, in that we direct our search at regional products and suppliers.

Shareholders

- We are committed to an effective use of financial resources to ensure their optimisation, and always seek to obtain the proper added value on each investment.

ENVIRONMENTAL PERFORMANCE

Sustainability was one of the concerns of the entire São Lourenço do Barrocal rejuvenation project. During the construction stage, the whole project was designed with due regard for the region's materials and architecture.

By employing local materials (fired-bricks, adobe roof tiles and aggregates), which support complex structures (vaults, arches and trusses), the rehabilitation project by architect Eduardo Souto de Moura is, next to the Monsaraz Castle and to the Alqueva Lake, is an example of respect for the local culture and its adequacy to a tourism programme. The careful and skilled manual labour required in this rehabilitation should be noted, especially the structural recovery of the seven buildings; all foundations and roofs were reinforced using only old bricks and tiles (Note: about 70,000 solid bricks and 250,000 adobe tiles have already been rehabilitated).



WATER MANAGEMENT

Because water is scarce in our region, we are respectful and careful about water resources. The whole estate is supplied by five boreholes, of which four are in service and one is reserved for emergencies. We highlight the following measures:

- Raising employee awareness of the need to save water;
- Low-flow toilets;
- Rationalisation of water consumption;
- Water supply and wastewater quality-control systems ensuring the project's self-sufficiency.

EFFLUENT AND WASTE MANAGEMENT

We wisely manage all our effluents and waste. We highlight the following measures:

- All effluents are sent to the estate's water-treatment plant;
- Used oil from the kitchen is collected;
- Packaging is returned to suppliers.

Solid waste is separated and sent to the municipality's collection centre.

Paper, cardboard and plastic is collected by a certified company.

We started the Ink Cartridge Project in partnership with Blacktoner. The mission of the project is to collect empty ink cartridges and toners, as well as old cell phones. The goal is to deliver them for the benefit of *Ajuda de Berço* and *Liga Portuguesa contra a Sida*.

In order to reduce food waste, all left-overs are fed to the animals, reducing waste to negligible levels.



ENERGY MANAGEMENT

The 275 sunny days that bless the estate means that all domestic hot water can be provided by 24 solar panels. Presently, a project is under way for a solar power plant, through a system of photovoltaic panels, which will make the estate self-sustainable in electricity consumption. The São Lourenço do Barrocal energy mix comprises electricity supplied by EDP and diesel fuel. We aim to reduce electricity consumption.

We highlight the following measures:

- Exclusive use of LED lights;
- Control of night consumption through supervision and timers on outdoor lighting;
- Raising employee awareness;
- Use of smart night-cooling air-conditioning control systems, and night-time ventilation systems, which minimise daytime cooling-energy consumption.

PRODUCTS AND SERVICES MANAGEMENT

At São Lourenço do Barrocal, our environmental concerns underlie the services we provide and translate into the following:

Housekeeping

- Our products are selected considering their technical specifications, whether they are biodegradable and the packaging saving they allow;
- Bed linen is changed every third day of guest's stay, and towels only on request or once a week.

Kitchen and Restaurant

- We use Vegware packaging for food, in particular for picnics and amenities;
- We prefer local artisans' products, or, where this is not possible, products from other parts of Portugal;
- We source our vegetables and fruit from Monte do Laranjal, an organic farm located next to São Lourenço do Barrocal. In the future, the restaurant will be supplied by our own organic vegetable garden (currently under construction).



Shop

- In our shop, we sell many regional products from the areas surrounding the estate, as well as the estate's own products, such as wine and olive oil. This enables our guests to understand and appreciate the essence of local products, thereby creating a knock-on effect on local indirect employment.

SOCIAL AND ECONOMIC PERFORMANCE

We regularly welcome local schools that want to know the history of the estate and its different areas. These visits also provide the opportunity to learn about a hotel and a project with a strong identity. The close connections with local entities brought about the "What I was and what I am" project organised by the Parish Council of Reguengos de Monsaraz, the objective of which aims to enable senior citizens to visit the places of their youth. In addition, we provide support to some groups by providing our own produce, an example of which is the "Anjo da Guarda", a group of Fatima pilgrims.

We also have partnerships with universities, such as the University of Évora, which, through the Department of Architecture, has brought to São Lourenço do Barrocal architecture students from different European countries.