

Updated March 2026

## **Quinta Marugo Sustainability Management Plan**

This is the full **Sustainability Management Plan** that offers a comprehensive overview of our long-term sustainability policies covering the four key areas of Quinta Marugo Retreats: Environment, Socio-cultural, Quality, and Health & Safety.

The plan aligns with the **Green Globe Certification Standard**. It is a living document and involves both new and ongoing sustainability initiatives. MaryAnn collaborates with all departments, implementing a **bottom-up approach** to ensure seamless integration of sustainability practices into our daily operations. Ultimate management responsibility for sustainability decisions rests with Ugo Uberti Foppa, co-owner and director of Quinta Marugo.

The Sustainability Management Plan is accessible both **internally** and **externally**. Internally, it is used by all departments to guide staff activities, while externally, it communicates our sustainability approach to guests, suppliers, and other stakeholders, focusing on the triple bottom line: **profit, people, and the environment**.

To foster a culture of sustainability, the plan is **regularly communicated to staff** during onboarding and monthly check-ins. Externally, it is shared through our website and our interactions with guests, suppliers, and the press. Additionally, small daily actions, like encouraging guests to reuse cloth napkins and place them in wooden holders (as at home) and or explaining the low use of sugar for gut health, help to spark discussions about sustainability and health.

We believe sustainability is embedded in the very DNA of our organization, and every team member integrates sustainable practices into their role. As of **January 2026**, we are a team of **four**, continuing to train on the job and live our sustainability philosophy daily, without the need for extra meetings focused solely on sustainability.

### **Improvements in the Previous Year:**

- Introduced small but impactful **guest engagement actions** (e.g., reusable napkins) to encourage sustainability conversations.
- Expanded sustainability training content for new employees and ongoing staff engagement.

## **A – Sustainable Management**

### **A1. Commitment to Sustainability**

At Quinta Marugo, sustainability is at the heart of everything we do. Our team, as

of February 2026, consists of 4 members, making it challenging to form a dedicated task force. However, we believe sustainability is embedded in the very DNA of our organization, and every team member integrates sustainable practices into their role. As of January 2026, we will operate as a team of four, continuing to live our sustainability philosophy daily without the need for extra meetings focused solely on sustainability. Our approach emphasizes continuous training and on-the-job learning. Sustainability is not just a practice but a daily living experience for all of us. This Sustainability Management Plan is reviewed and updated annually by senior management to ensure continued relevance and improvement.

## **A2. Legal Compliance**

Quinta Marugo is fully licensed in compliance with Portuguese law and adheres to all relevant local legislation and regulations, including health, safety, labor, and environmental standards. We ensure that our insurance policies and guest and staff protection instruments are up-to-date. We maintain our "Turismo Rural" license by connecting with the necessary institutions annually to comply with all relevant regulations.

## **A3. Employee Training**

Given the relatively small size of the hotel, employee training is conducted primarily through on-the-job training, supplemented with a training manual that encapsulates the key principles of our Sustainability Management Plan. All new employees undergo a thorough introduction to our sustainability concepts and our commitment to environmental responsibility. Additionally, employees are trained on how to communicate our sustainability efforts to guests, ensuring they can answer questions effectively. In February 2025, we contracted Kmed (now Quiron Prevention), a professional consultancy, to conduct comprehensive work safety and health training for all staff.

## **A4. Customer Satisfaction**

We prioritize customer satisfaction by fostering direct, personalized interactions. Guests are welcomed by Ugo Uberti Foppa, one of the owners, who ensures that each guest feels personally greeted. Employees are not dressed in uniforms, allowing them to engage more intuitively with guests and respond proactively to their needs. We utilize feedback forms from all retreat participants and guests to track satisfaction, complaints, and suggestions, allowing us to take immediate corrective action if necessary. Our philosophy is to address complaints promptly and go above and beyond to ensure that every guest leaves satisfied.

## **A5. Accuracy of Promotional Materials**

All of our promotional materials, including proposals and marketing materials,

are transparent and provide clear information about our sustainability initiatives. We take pride in not overselling our product, instead aiming to underpromise and overdeliver, often surprising guests with the beauty and authenticity of the property upon arrival.

#### **A6. Local Zoning, Construction, and Accessibility**

Quinta Marugo's buildings, some of which date back to the 1960s, have been renovated in a manner that respects the local environment and community. Renovations prioritize the reuse of original structures and materials, ensuring minimal disruption to the surrounding areas. We use sustainably sourced European pine for new building projects, and all renovation work includes environmentally sound materials. We maintain accessible facilities, with one room specifically designed for mobility special needs. For ease of access, all areas of the property are equipped with ramps made from natural materials designed for wheelchair use.

#### **A7. Translation**

All communication, including our website and retreat activities, is provided in both English and Portuguese, ensuring accessibility to our primary guest groups. This bilingual approach is maintained for consistency across all guest-facing communication.

#### **A8. Communications Strategy**

Our communications strategy emphasizes transparency and engagement with guests on sustainability practices. We inform and advise guests on energy, water-saving practices, and waste reduction efforts through QR codes and printed materials. We also invite guests to share their best recycling or sustainability tips, fostering continuous improvement. We actively engage with guests via social media platforms to raise brand recognition and promote environmental, political, and social causes important to us.

#### **A9. Health and Safety**

We are committed to ensuring that all facilities and equipment are safe and environmentally friendly, prioritizing low-emission and energy-efficient devices. Regular checks are performed by our skilled team of maintenance professionals to ensure all systems are in good working condition. We have contracted Kmed (now Quiron Prevention) to perform HACCP audits, ensuring that our operations meet the highest standards of health and safety.

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## **B – Social/Economic**

## **B1. Ethical Business Practices**

At Quinta Marugo, we are committed to upholding the highest standards of ethical business conduct and transparency in all our operations. This includes actively avoiding dealings with contractors, suppliers, or partners known or reasonably suspected of engaging in bribery or unethical business practices. We undertake rigorous due diligence in evaluating prospective contractors and suppliers to ensure they adhere to our ethical standards, particularly in terms of their anti-bribery and anti-corruption policies.

Our employees are required to sign the **Code of Conduct**, which includes a strong anti-bribery clause, ensuring they understand the importance of ethical conduct in every aspect of our operations. We also expect all our contractors and suppliers to maintain similar ethical practices and enforce anti-bribery programs within their own businesses. By aligning with these standards, we ensure that our relationships are built on fairness, integrity, and respect for local and international laws.

## **B2. Community Engagement and Local Support**

We strive to create lasting positive impacts in the local community. This includes supporting local businesses, artisans, and farmers by sourcing products and services from nearby providers, ensuring a fair economic exchange that benefits everyone involved. Our commitment extends beyond just purchasing goods; we aim to create opportunities for growth and development within the local economy, while being mindful of the cultural, environmental, and economic context in which we operate.

## **B3. Fair Employment Practices**

Quinta Marugo ensures that all staff members are treated with respect, dignity, and fairness. We uphold policies that support equal opportunity, fair wages, and a healthy work environment, with a focus on the well-being of our employees. We believe in providing a workplace that encourages professional growth and development, along with a healthy work-life balance. Our fair employment practices are continually reviewed to ensure they meet both legal standards and the high ethical standards we set for ourselves.

## **B4. Economic Impact and Sustainability**

Our economic approach is focused on sustainability. We prioritize reducing our operational costs through sustainable practices and aim to achieve long-term financial success while minimizing negative impacts on the environment. This involves balancing our financial goals with our social responsibility to ensure a thriving business model that supports the broader community and our environmental objectives.

## **B5. Transparency and Accountability**

In all our financial dealings and partnerships, we strive for transparency and accountability. We regularly assess and disclose our business practices and seek to improve them through ongoing reviews and stakeholder feedback. Our commitment to transparency ensures that all our actions align with the ethical standards we set for ourselves and guarantees that we operate in the best interests of our community and environment.

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## **C. Cultural Heritage**

Cultural and historical preservation is of utmost importance at Quinta Marugo. We adhere to all local and national laws regarding the protection of historical sites and archaeological artifacts. We ensure that no artifacts or historical objects are sold, traded, or displayed, except in cases permitted by law. This strict adherence to legal and ethical standards ensures that our activities do not interfere with the protection and preservation of cultural heritage in the region.

We actively promote the cultural heritage of the surrounding area, integrating local traditions and regional knowledge into our operations. This includes sourcing food from local producers, utilizing traditional methods for cultivation, and working with artisans who use local materials. The focus on local food allows us to support and celebrate regional flavors, creating an authentic experience for guests while preserving and showcasing the unique culinary heritage of the region.

We also encourage guests to explore the area's rich history through activities such as guided tours to local historical sites, archaeological digs, and visits to museums that celebrate the area's history. By sharing this history, we promote respect for the land and its heritage, fostering greater appreciation for local culture.

We also place great emphasis on being immersed in the local environment by not only respecting the cultural values of the area but also contributing to the social and economic well-being of the region. Our commitment to cultural integration goes beyond just food and products; it encompasses the way we engage with the community, how we operate our business, and how we engage with guests. The goal is to create a deep, enriching experience that connects visitors to the region's cultural heritage, traditions, and history in a meaningful and respectful way.

Additionally, we ensure that we are continually learning from the local population, respecting their customs, and being proactive in supporting initiatives that preserve the region's rich cultural and historical heritage.

Through these efforts, Quinta Marugo seeks to protect, celebrate, and share the cultural heritage of the region with all who visit, contributing to the preservation of traditions while fostering a deeper connection to the land and its people.

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## **D. ENVIRONMENTAL**

### **D1. Purchasing Policy**

Our purchasing policy aims to reduce plastic and heavy packaging as much as possible. We focus on bulk purchasing and select environmentally friendly products from suppliers such as EcoYoga, Ekotex, and others. Our dry foods like brown rice, flours, and legumes come from Spain and Portugal, with Quinoa sourced from central America and packaged in bulk in paper in Spain by Rincon del Segura ([www.rincondelsegura.com](http://www.rincondelsegura.com)). We aim to order bi-monthly and are working to reduce the frequency of orders to minimize the carbon footprint. All cleaning products are biodegradable, and we produce some ourselves, like EcoOne (hypochlorous acid).

For toiletries, we purchase organic, zero-waste products, including bath gel from [Petit Roseau](#), which we activate by adding water. We also use bamboo or recycled toilet paper.

For renovations, we prioritize long-lasting materials with good insulation properties to minimize energy consumption. Our furniture and decor are mostly from Portuguese artisans such as Fabricaal and DeRaiz Design. We use QR codes and flyers in the rooms to provide guests with local recommendations and activities.

Our printer, Print24.com, follows sustainable practices by using FSC™ and PEFC certified paper, promoting the use of recycled and ecological materials like grass and apple paper, and contributing to forest protection initiatives.

### **D2. Water Consumption**

We source water from two boreholes, one at 60m and the other at 100m deep, which supply enough water for our operations. We also collect rainwater from building gutters, storing it in tanks for plant irrigation and excess water is directed to one of our lakes to water the vegetable gardens. Landscaping is designed with drought-resistant plants to minimize water usage during dry summer months.

Grey and black water are purified through a wastewater treatment system using aquatic plants, and this treated water is used for irrigation. Our toilets have a dual

flush system with a low-water option of less than 3 liters.

We encourage guests to reduce water usage by reusing napkins, and we monitor our water consumption monthly.

### **D3. Energy Consumption**

We track our energy usage, with 54% sourced from solar power and 46% from the grid. Energy consumption is monitored via VRM (Vitron Remote Monitoring). Our property has well-insulated roofs and double-glazed windows, helping reduce heating and cooling needs. Hot water and heating are powered by wood pellet boilers and solar panels. Cooling is achieved using ceiling fans, natural cooling methods like shaded areas, and biological pool water.

We minimize the use of air conditioning by having only 2 units – one in the Pagoda which is the meeting hall and 1 in the Kitchen. In the rooms and living areas, we encourage guests to open windows at night for natural cooling and close windows during the day to retain cool air.

Energy-efficient appliances and LED lighting are used throughout, and outdoor lighting is controlled by a timer.

### **D4. Food & Potable Water**

We provide 100% vegetarian food, with gluten-free and vegan options available. 60-80% of our food is locally sourced within the Iberian Peninsula, with most vegetables grown in our own gardens following permaculture principles. Any additional vegetables are sourced from local organic farmers.

Our fruit comes from organic local farmers, and we bake goods with flour sourced in bulk from Spain and Portugal. We use minimal refined sugars in our baked goods, and drinking water is filtered and tested every 3 months.

### **D5. Carbon Footprint**

We minimize car usage and encourage suppliers to explore eco-friendly transport options. Our food deliveries occur twice a month to reduce our carbon footprint, and we aim to continue reducing the carbon impact of our supply chain by purchasing bulk bath gel powder and exploring similar options for shampoo.

We purchase carbon credits to offset our GHG emissions from Gold Standard Foundation

We do not engage in business travel so we have no carbon footprint in this area.

### **D6. Land and Soil Regeneration for Capturing Carbon**

Soil is a significant carbon sink, and we focus on soil regeneration through permaculture practices that capture CO<sub>2</sub> and increase plant growth, which in

turn absorbs more CO2. Our agricultural practices prioritize regenerative techniques to enhance soil health.

### **D7. Waste Management**

We manage waste by composting food scraps for our vegetable gardens, feeding waste to chickens and worms, and recycling plastic, metal, and paper. We aim for zero-waste practices, with guests educated through printed materials and role modeling. Waste baskets are available in public areas for easy sorting, and plastic bags are reused until no longer viable.

We reuse plastic oil containers for farming products and dispose of waste responsibly, following Serpa's municipal guidelines.

### **D8. Chemical Usage**

We avoid chemicals wherever possible, using natural cleaning agents such as vinegar, essential oils, citric acid, and homemade hypochlorous acid. Our swimming pool is biological, with no chlorine used. We use chemical-free filtration for drinking water but are required by law to have a minimal chlorine level. Laundry is outsourced to a company that uses eco-friendly detergents. We are committed to ensuring that no bodies of water are polluted with hazardous products.

### **D9. Disaster Management**

Quinta Marugo is located in a fire-sensitive region, so we have more than 250,000 liters of water in our biological pool, and two lakes where helicopters can source water in the event of a fire. We inform guests about fire safety in the guest manual and conduct regular fire drills with staff. All rooms are equipped with fire extinguishers and alarms, and staff are trained in emergency procedures. Regular drills are conducted to ensure readiness in case of a disaster.

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## **E. Summary of Environmental Improvements**

1. **Sustainable Sourcing and Purchasing:** The property emphasizes minimizing plastic waste by sourcing eco-friendly products, including yoga and meditation supplies from environmentally conscious companies like EcoYoga and Ekotex. Bulk purchases are made to reduce packaging, and food supplies, such as grains, legumes, and flour, are sourced locally from Spain and Portugal, with a commitment to reducing supply chain impacts. Cleaning products are biodegradable, with some homemade using natural ingredients like salt and water. In-room toiletries are organic and zero

waste.

2. **Water Management:** Water usage is optimized through two boreholes on the property and water collection systems in buildings for irrigation. Landscaping is drought-resistant, and biological wastewater treatment processes using aquatic plants help repurpose water for gardening. Water-saving fixtures, such as dual-flush toilets and water-efficient shower heads, further conserve water. Water usage is monitored monthly for efficiency.
3. **Energy Efficiency:** The property relies heavily on solar energy, with 54% of daily energy consumption sourced from our solar panels. Roof insulation, double-glazed windows, and natural cooling methods like trees and biological pools reduce energy needs. High-energy appliances are regularly maintained for efficiency, and LED lighting is used throughout, with timers controlling outdoor lighting. Energy use is carefully monitored and regularly assessed.
4. **Sustainable Food Practices:** The food offered is 100% vegetarian, with seasonal and local sourcing, primarily from the property's own gardens. Local organic farmers supply additional produce. The chef caters to dietary needs such as gluten-free and vegan options. Baked goods are made with bulk organic flour to reduce packaging waste, and all water used for drinking is filtered and regularly tested.
5. **Carbon Footprint Reduction:** Efforts are made to reduce transportation emissions by limiting car use and encouraging eco-friendly transport from suppliers. The purchase frequency from external providers is minimized to reduce carbon footprint, and products like powdered bath gel are chosen to avoid water transportation.
6. **Waste Management:** The property minimizes waste by reusing food scraps for composting and feeding livestock. Plastic and metal waste are recycled, and efforts are made to reuse packaging materials such as plastic oil containers. A zero-waste philosophy guides the management of guest waste, with recycling bins in public areas and housekeeping efforts to sort

waste in rooms.

7. **Chemical-Free Operations:** Cleaning products are non-toxic, with vinegar, essential oils, and homemade solutions like hypochlorous acid replacing harmful chemicals. The biological swimming pool and non-toxic filtration systems ensure no hazardous chemicals are used, and the laundry service employs environmentally friendly detergents.
  
8. **Disaster Management:** The property is prepared for fire emergencies with extensive fire safety measures, including two lakes that provide water for firefighting. Fire drills and regular staff training ensure preparedness, and fire extinguishers and alarms are installed throughout the property. Fire drills are executed every 12 months, the last one on April 30th 2026.

## QUINTA MARUGO SUSTAINABLE STANDARDS

1. ESTABLISHED STANDARDS for the year  
September 2025 to September 2026:

### A. Electricity usage

Average daily use: **55 KW, 1,650 kw x month**

- a. Versus market benchmark of a similar hotel of **8,000 kw x month**  
(\* see Annex for details on this benchmark)
- b. In % usage

Summer:

Solar: 60% - 4269kw

Grid: 40% - 2974kw

Winter:

Solar: 50% - 5265kw

Grid: 50% - 5342kw

- c. Seasonal consumption
  - i. Summer (May to August) total consumption 7,243KW
  - ii. Winter (September to April) total consumption 10,607KW

### B. Water usage:

Average monthly consumption of 82 cubic meters.

Our objective is: 80 cubic meters per month. (not reached because of a breakdown during October, November and December 2025 with a loss of 200 cubic meters)

Benchmark in the market: 100 to 120 cubic meters per month.

### C. Wooden Pellets Usage

- a. Quantity in Kgs in 2023 - 12430 kg used
- b. Quantity in KG in 2024 - 11325 kg used
- c. Quantity in KG in 2025 - 13650 kg used
- d. Quantity in KG year to date April 2026: 10765 kg used
- e. Even with a revenue growth of 67% from 2024 to 2025, we have only an increase of 18% in usage of wooden pellets.
- f. Objective: 14,000 kg max per year.

**D. Waste (containers taken into town are 600 liters each)**

- a. General Garbage / Waste:  
*Objective: 1 container per 3 months*
- b. Plastic / Cans Recycled Waste  
*Objective: 1 Container per 3 months*
- c. Paper Recycled Waste  
*Objective: 1 Container per 3 months*
- d. Glass recycled waste (70 liters container)  
*Objective: 1 container per 2 months*

Monitoring through excel sheet – attached.

**E. Carbon Footprint**

- a. The main carbon footprint is in our purchasing policy. We aim to GATHER all what is needed to be purchased in less times a month, to become more efficient in our purchasing schedule – the less times there are deliveries, the lower the carbon footprint.
  - i. Going into town for food shopping
    - 1. Objective:
      - a. 5 times per week maximum during a retreat (full occupancy)
      - b. 3 times a week when less than 40% occupancy
      - c. 5 times a week with more than 40% occupancy
    - ii. Delivery from suppliers Objectives
      - 1. Rincon del Segura (DPD): 1 x a month
      - 2. Amazon: 1 x a month
      - 3. Planeta Huerto 1 x a months
      - 4. Other 1 x 3 months

**2. MONITORING**

- A. Energy: Checking the app that comes with the solar power program
- B. Water: Monthly checking
- C. Wooden pellets: daily checking with input log form.
- D. Waste: monitoring on a monthly basis with a log form.
- E. Keeping a log on how many times we purchase online

**3. Environmental Task Force**

- a. Ugo Uberti Foppa for operations, marketing and monitoring

## Annex for Benchmark

This is research to find out our benchmark:

Using the EUI to calculate annual energy consumption:

- **Annual Consumption:**  $450 \text{ m}^2 \times 330 \text{ kWh/m}^2 = 148,500 \text{ kWh}$
- **Monthly Consumption:**  $148,500 \text{ kWh} \div 12 \approx 12,375 \text{ kWh}$

### Electricity's Share in Total Energy Consumption:

It's important to note that the EUI encompasses all forms of energy usage, including electricity, heating, and cooling. Electricity typically accounts for about 50% of a hotel's total energy consumption.

Applying this proportion:

- **Monthly Electricity Consumption:**  $12,375 \text{ kWh} \times 0.5 \approx 6,188 \text{ kWh}$

### Additional Considerations for a Pool:

Swimming pools, especially if heated, can significantly increase energy consumption. Indoor swimming pools have been reported to consume approximately  $666.1 \text{ kWh/m}^2$  annually.

Assuming a modest pool size of  $50 \text{ m}^2$ :

- **Annual Pool Energy Consumption:**  $50 \text{ m}^2 \times 666.1 \text{ kWh/m}^2 = 33,305 \text{ kWh}$
- **Monthly Pool Energy Consumption:**  $33,305 \text{ kWh} \div 12 \approx 2,775 \text{ kWh}$

### Total Estimated Monthly Electricity Consumption:

Combining the hotel's base consumption with the pool's energy usage:

- **Hotel Consumption:**  $6,188 \text{ kWh}$
- **Pool Consumption:**  $2,775 \text{ kWh}$
- **Total:**  $6,188 \text{ kWh} + 2,775 \text{ kWh} = 8,963 \text{ kWh}$

Signed on: 03/03/2026

By: Ugo Uberti Foppa  
Title: co-owner and director