

# Environmental Performance by Accommodations in Portugal | 2022

*Good Practices at Hotels, Holiday Villages and  
Tourist Apartments*







# Executive Summary

**Tourism Strategy 2027** is the benchmark for the development of public policies and business strategies in tourism. It positions the sector as a key area for economic, social and environmental development in Portugal and places the country as one of the most competitive and sustainable tourist destinations in the world.

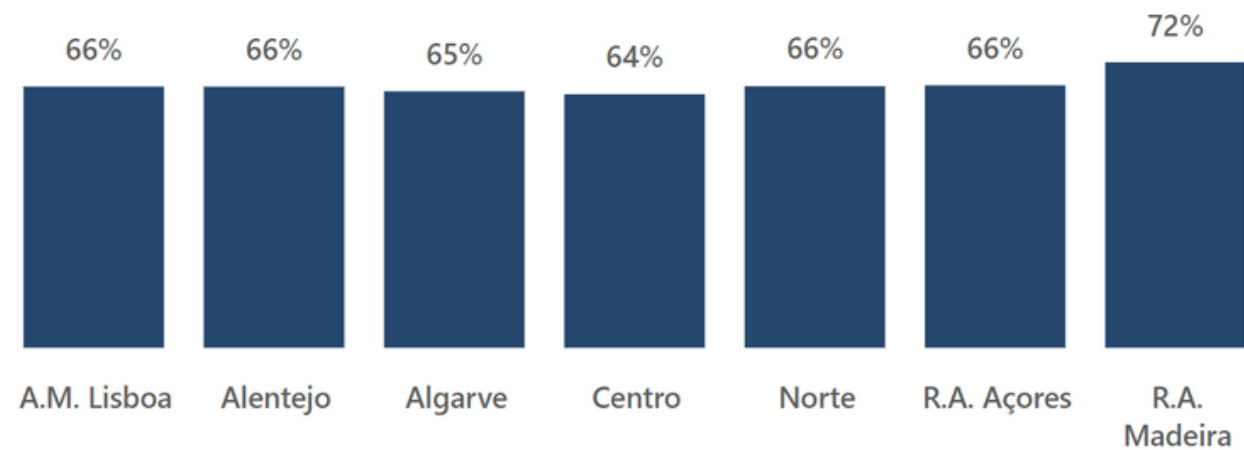
From the perspective of environmental sustainability, this strategy aims to ensure that, by 2027, over **90% of tourism businesses adopt energy and water efficiency measures** and develop environmental waste management actions. Bearing these goals in mind, this report is the result of a survey carried out to tourism establishments in Portugal between July and October of 2022: 2,184 units from all over the national territory were contacted and **1,353 replies were submitted**, which is equivalent to a **response rate of 62%**.

The following pages present the results for 2022, but without comparisons with previous years, since the methodology adopted in this survey differed from that used in previous surveys.

The purpose of this report is to situate and evaluate the environmental performance of the tourist establishments, especially in view of the goals established in Tourism Strategy 2027.

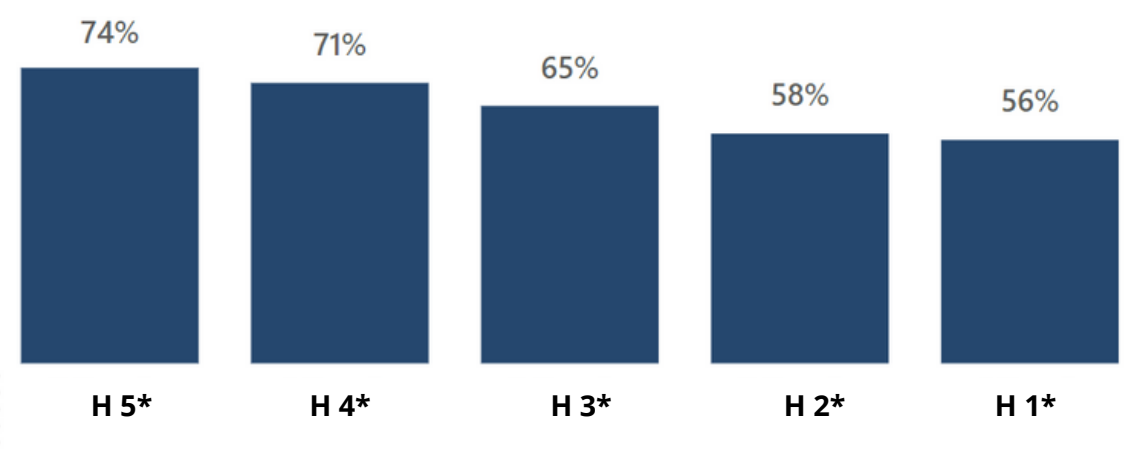
Energetic efficiency | Year | NUTSII

Year ● 2022



Energetic efficiency | Year | Hotels by category

Year ● 2022



Energy

Energetic efficiency | Year | Classification

Year ● 2022



- In 2022, 66% of the tourism establishments have adopted measures for efficient energy use;
- In an analysis per NUTS II, the Autonomous Region of Madeira presents the highest degree of implementation: 72%;
- In what concerns the tourism classification, Apartments Hotels are the units with the best results (68%) and at the opposite end are the Tourism Apartments (60%);
- It should be noted that the higher the number of stars, the higher the energy efficiency of the Hotels, reaching 74% in the case of 5-star hotels.



**97,5%**

energy saving lamps



**92,3%**

guest-controlled air-conditioning systems



**89,6%**

ensure that unneeded equipments are switched off



**82,4%**

thermal insulation and soundproofing of the windows, and properly fitted frames



**73,7%**

card-actioned automatic switches in rooms



**73,1%**

automatic sensors on lights in public areas



**67,8%**

Class A equipment or superior



**61,2%**

periodic energy auditing by a qualified technician



**44,9%**

solar thermal panels for water heating



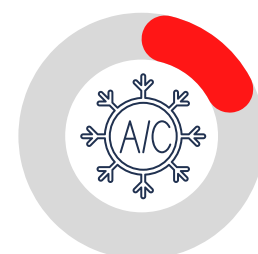
**34,5%**

electricity from renewable sources/green electricity



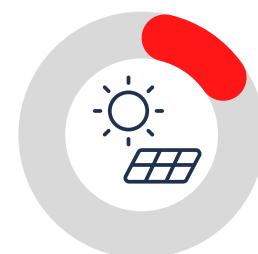
**28,8%**

electric car charging points



**21,2%**

system that automatically switches off air-conditioning when windows are open



**19,3%**

photovoltaic solar panels for energy production

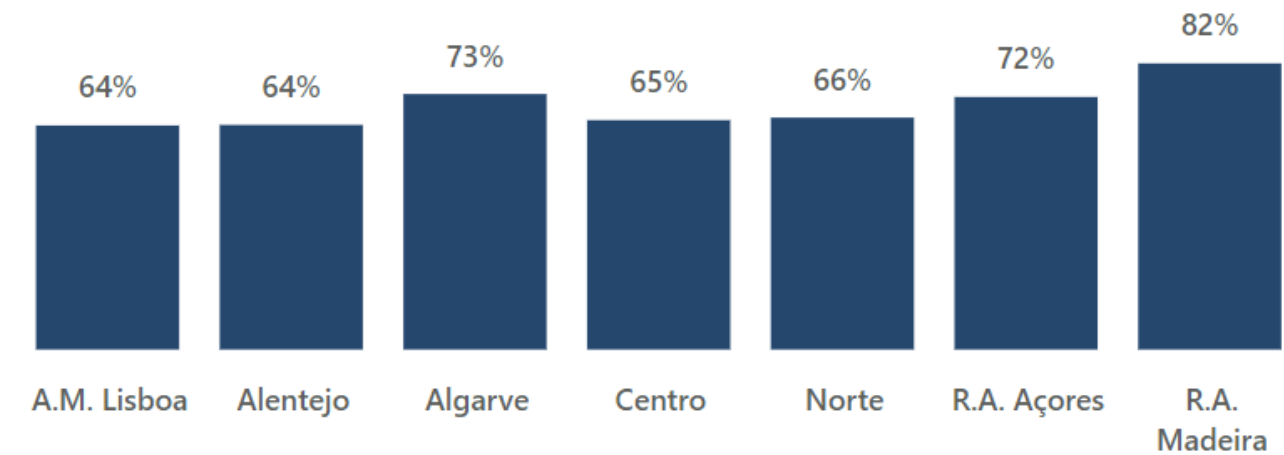


## Energy

### Good practices of efficient use of energy 2022

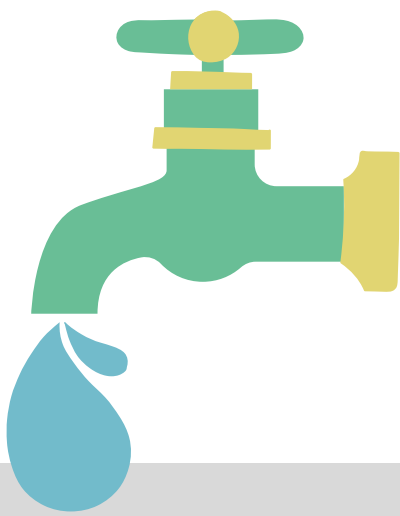
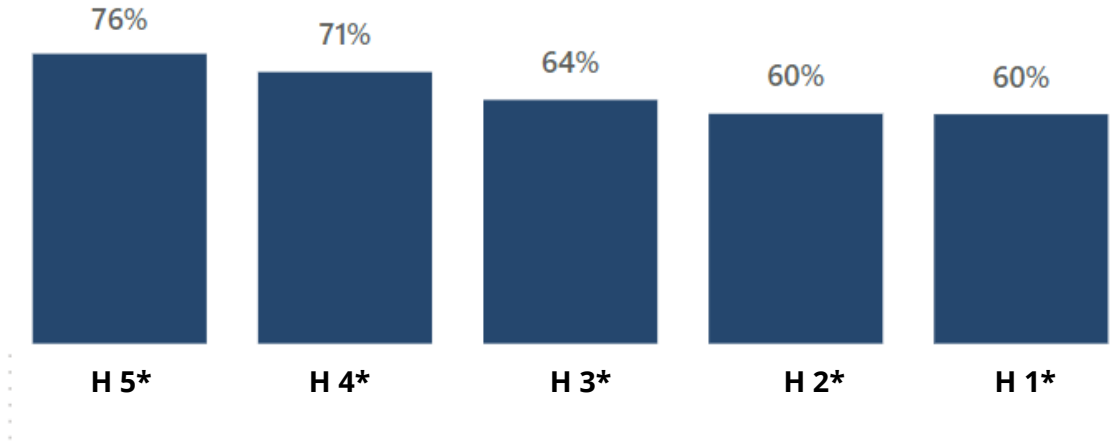
Efficient use of water | Year | NUTSII

Year ● 2022



Efficient use of water | Year | Hotels by category

Year ● 2022



Water

Efficient use of water | Year | Classification

Year ● 2022



- By 2022, 68% of the tourism establishments have adopted water efficiency measures;
- In an analysis by NUTS II, the Autonomous Region of Madeira shows the highest level of implementation (82%), followed by Algarve (73%) and the Autonomous Region of Azores (72%);
- As far as tourism classification is concerned, Tourist Villages (76%) and Apartment Hotels (75%) are the best performing establishments. On the opposite end are the Pousadas (67%);
- The water efficiency of Hotels is as higher in 5-star hotels: 76%.





**95,5%**

change of towels and sheets at guests' request or according to the minimum legally required



**82,8%**

low-consumption toilet cisterns (different flushing options)



**81,7%**

guests asked to inform the property of any leaks detected



**73,8%**

flow reducers on taps and showers



**37,4%**

Inferior quality water used for watering and washing (for example: rain water)



**36,7%**

self-closing taps

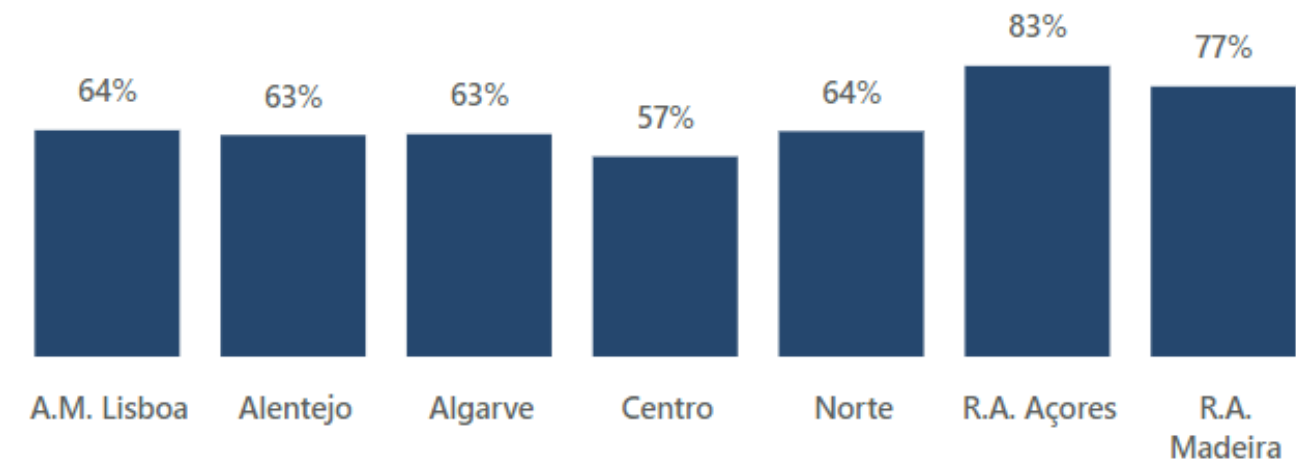


# Water

**Good practices  
of efficient use  
of water  
2022**

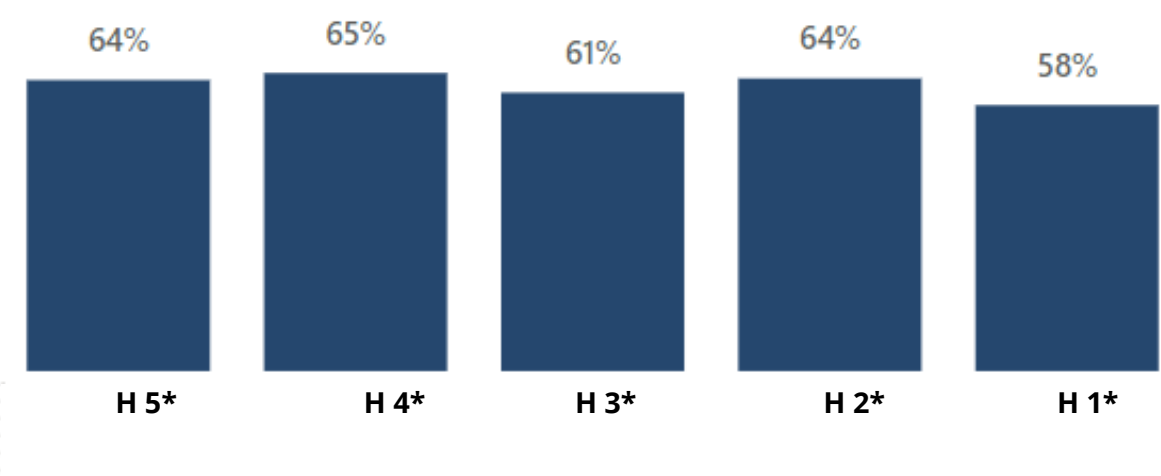
Efficient waste management | Year | NUTSII

Year ● 2022



Efficient waste management | Year | Hotels by category

Year ● 2022



Waste

Efficient waste management | Year | Classification

Year ● 2022



- In 2022, 64% of the tourism establishments adopted efficient waste management measures;
- The autonomous regions of Azores (83%) and Madeira (77%) have the the best results. At the opposite end is the region of Centro (57%);
- With regard to tourism classification, Apartment Hotels are the most efficient (68%), followed by Pousadas (67%);
- Within Hotels, four-star establishments occupy 1st position in waste management (65%).



**94,2%**

separate waste for recycling



**71,8%**

minimise the use of packaging in catering (for example: tap water in jug or own bottle, water dispenser or own reusable bottle)



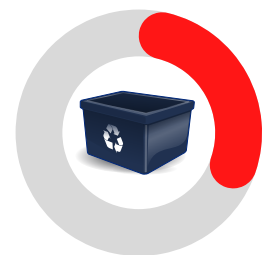
**66,9%**

provide refillable products in the rooms (shampoo, shower gel, others)



**48,2%**

separate organic waste to be composted



**33,7%**

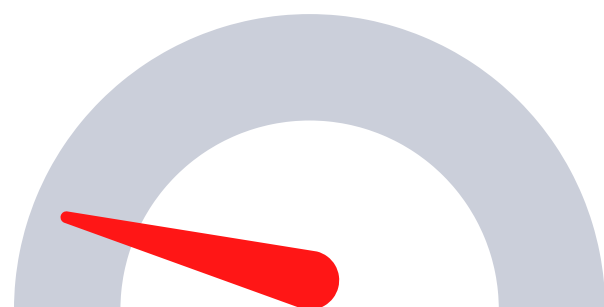
give recipients for guests to separate waste (glass, paper, packaging and undifferentiated or biowaste)



## Waste

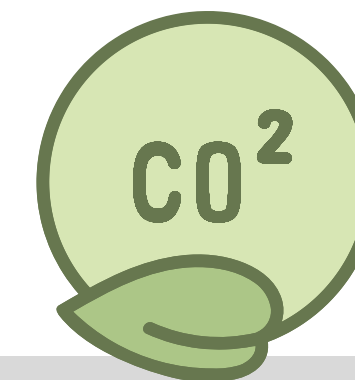
### Good practices in waste management 2022





11%

of tourism establishments in Portugal had at least one certification, national or international



## Certifications

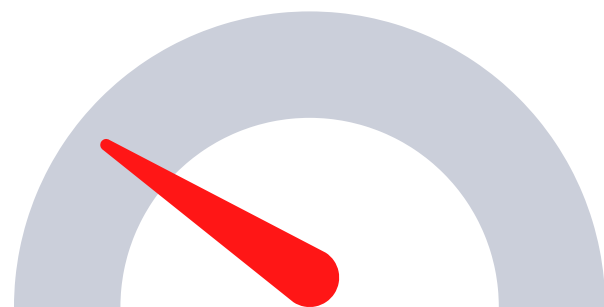
### Tourism Establishments with international certification (%) Type of standards | 2022



### Tourism Establishments with national certification (%) Type of standards | 2022



- In 2022, 11% of tourism establishments declared to be certified with some type of standard. Of these, 40% are certified under international standards;
- The autonomous regions of Madeira (26%) and Azores (16%) have the higher number of certifications;
- The international standards are more frequently referred in Azores (56%) and Algarve (48%);
- Quality management (ISO 9001) is the most frequently mentioned international standard (64%), followed by environmental management (ISO 14001) with 36% of the answers;
- From the tourism establishments certified with some type of standard, 47% mention national standards in the area of accessible tourism (NP 4523).

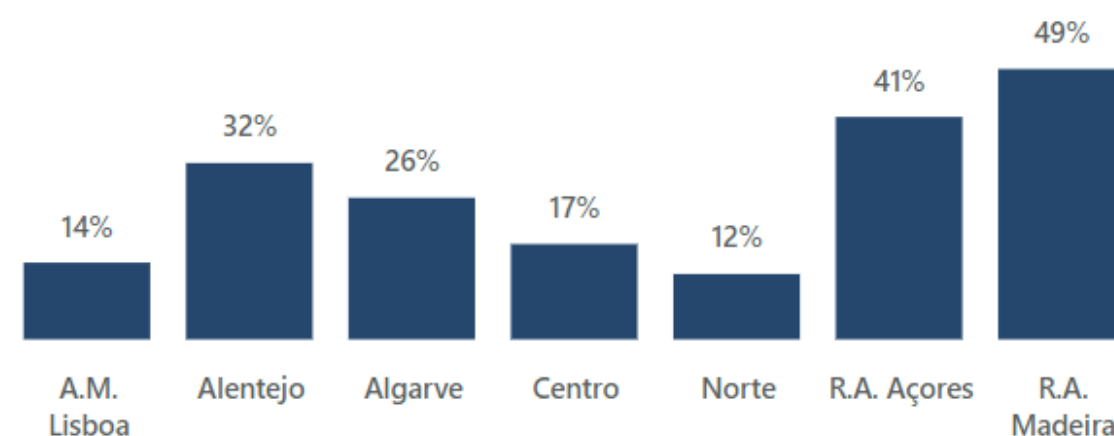


21%

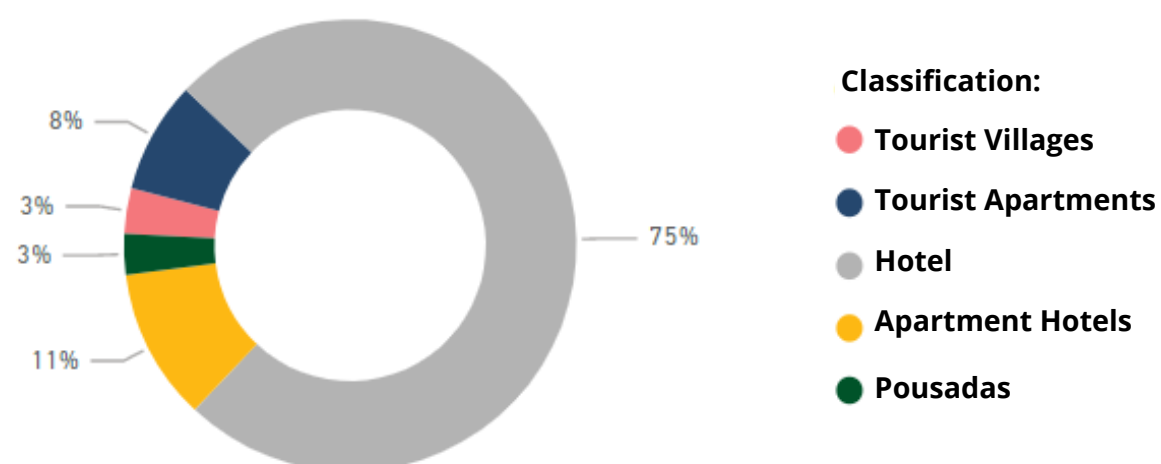
of the tourism establishments are certified with stamps/distinctions

Tourism Establishments with stamps/distinctions (%) | Year | NUTSII

Ano ● 2022



Tourism Establishments with stamps/distinctions (%) | Classification | 2022



## Stamps, awards, honours and labels

- The autonomous regions of Madeira (49%) and Azores (41%) are the best performing regions in terms of the attribution of stamps, distinctions, awards or labels. Norte (12%) and A.M. Lisboa (14%) are at the other extreme;
- In terms of type, hotels are the tourism establishments with the highest % of certificates: 75%;
- Environmental management is the most prominent area in the attribution of stamps, distinctions, awards and labels.

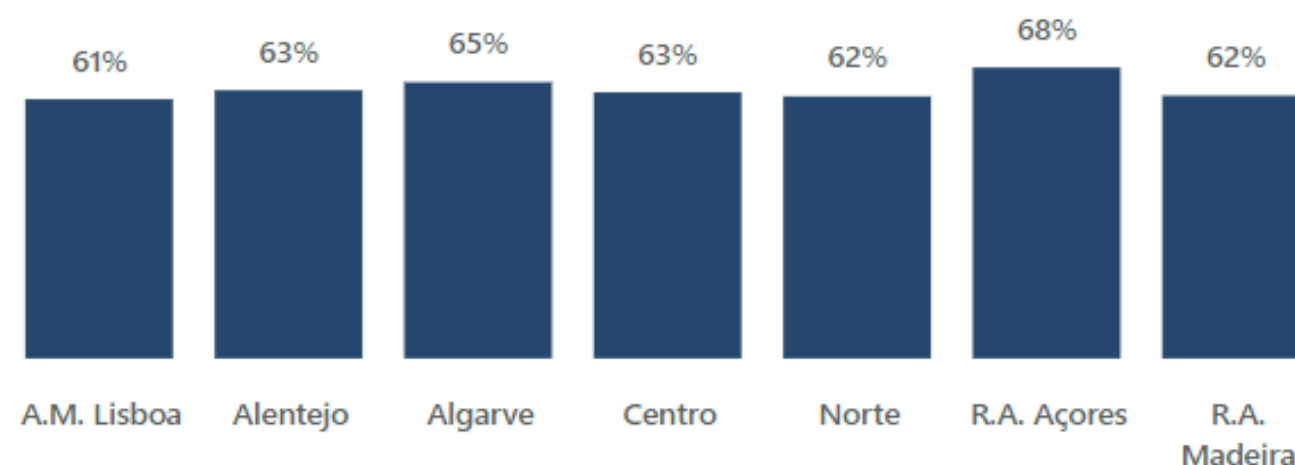


63%

of the tourism establishments declare that they don't give single-use plastics to their customers.

### Single-use plastics (disuse rate) | Year | NUTSII

Year ● 2022



### Single-use plastics (disuse rate) | Year | Classification

Year ● 2022



## Single-use plastics

- In 2022, 63% of the tourism establishments stated that they do not provide single-use plastics to their clients;
- The Autonomous Region of Azores (68%) had the highest rate of abandonment of this type of plastic. At the other extreme was AM Lisboa (61%);
- Among the types of disposable plastics less used in 2022, the packaging used to wrap sheets and towels after washing stands out (82%). Individual butter and jam packs are the most difficult to dispose (19%);
- The abandonment rate of disposable plastics was highest in Tourist Apartments (70%) and lowest in Pousadas (57%).





**82%**

do not use towels, sheets or similar products stored in plastic containers after washing



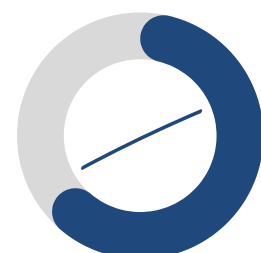
**78%**

they have already eliminated coasters



**72%**

don't have towels, cups and toilet lids wrapped in plastic sheeting or tapes



**65%**

no toothpicks



**62%**

no longer use coffee capsules



**60%**

toothbrushes are not available



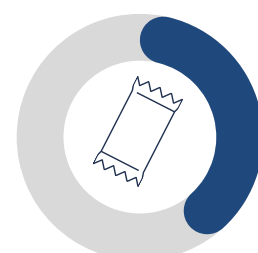
**56%**

do not have individual tea portions with plastic packaging



**47%**

don't use bottles of water



**42%**

disperse the use of individual sauce sachets



**19%**

no longer have individual packets of butter, jam, condiments or similar products



## Plastics

**Type of  
disposable  
plastic used  
less in 2022**



## **Technical Data Sheet:**

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