Sustainability Policy

Preamble and Context

The Hotel Europa overlooks the shores of Lake Garda, in the heart of the historic center of Garda, a village that has been a crossroads of cultures, exchanges, and traditions for centuries. Its privileged position, a few steps from the port and surrounded by lush hills and views of incomparable natural beauty, makes our structure an integral part of a landscape that unites nature, history, and community life. Ours is a history of family hospitality, handed down for generations with the same spirit of welcoming and dedication towards our guests. Over time, the hotel has been able to renew and modernize itself, introducing innovative services and solutions, without ever abandoning the values that distinguish us: care for people, attention to the territory, and respect for local traditions. Every management choice, from renovations to furnishings, has been made with the aim of enhancing the quality of the offered experience and minimizing the impact on the surrounding environment. The unique context in which we operate calls us daily to an important responsibility: to preserve an extraordinary natural and cultural heritage, so that it can continue to be experienced and loved by future generations. We are aware that hospitality is not just a service, but an act of relationship with the place where it takes place and with the community that enlivens it. For this reason, our Sustainability Policy arises from the desire to transform hospitality into an experience that unites comfort and respect, well-being and awareness. It integrates the three fundamental dimensions of sustainability into our daily work:

- **Environmental**, through the reduction of impacts and the enhancement of natural resources;
- **Social**, with respect for workers' rights, the fight against all forms of discrimination, and support for the local community;
- **Economic**, ensuring responsible management, capable of creating value for the company, for the territory, and for the guests.

With this vision, we commit to combining tradition and innovation, so that Hotel Europa continues to be not only a place to stay, but a concrete testament to sustainable tourism on Lake Garda.

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Energy

Energy represents for us one of the most delicate and decisive resources for the future of our planet. Its responsible management is not just a technical choice, but a true ethical commitment towards future generations. It means reducing the climate impact, limiting climate-altering emissions, and at the same time guaranteeing guests a comfortable, safe, and environmentally friendly stay. Every technological and managerial investment in the energy sector, from the efficiency of the systems to the adoption of low-consumption lighting systems, up to the progressive integration of renewable energy, reflects our will to combine innovation, efficiency, and waste reduction. The path undertaken in recent years testifies to our concrete commitment to be an active part of the energy transition in the Garda area, contributing to a cleaner and more sustainable future.

Actions already implemented:

- Restructuring of the building to energy class A2.
- Installation of high-efficiency heat pumps.
- Photovoltaic system for solar energy production.
- Smart air conditioning and lighting system.
- Over 90% of light bulbs replaced with low-consumption LEDs.

Water

Lake Garda is a symbol of life, beauty, and prosperity for the communities that inhabit it and for the millions of visitors who choose it as their destination every year. For us, safeguarding this resource means acting responsibly, aware that water is not an infinite resource but a heritage to be protected. The reduction of waste, the control of consumption, and the raising of guest awareness represent the cornerstones of careful and conscious water management. Every daily action, from reuse to the optimization of internal processes, contributes to enhancing water as a common good and to conveying the message that it must never be taken for granted. Our philosophy is clear: water is life, and as such, it must be protected with care, efficiency, and respect, so that it remains available and accessible to future generations.

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Actions already implemented:

- 10,000-liter cistern for collecting rainwater for irrigation.
- Aerators and flow reducers installed in faucets.
- Dual-flush toilets.
- Towel change only upon guest request.

Future commitments:

- Enhanced communication to guests on good water saving practices.
- Use of Ecolabel certified detergents to reduce the water impact of chemical products.

Waste and Plastic

Waste management is today one of the most significant challenges for anyone operating in the tourism and hospitality sector. We recognize that reducing the production of waste, and particularly single-use plastic, means making a concrete contribution to safeguarding the Garda area and reducing environmental pollution, which is why we are committed to pursuing this objective. For this reason, we have undertaken a series of targeted actions: from replacing plastic bottles with glass or reusable alternatives, to accurate waste sorting, up to the search for products with low environmental impact. Alongside structural interventions, we promote the direct involvement of guests, encouraging them to adopt virtuous behaviors during their stay and sharing good practices of reduction and recycling with them. In this way, environmental responsibility becomes a shared and participatory experience, capable of transforming small daily actions into a great collective impact.

Actions already implemented:

- Separate waste collection in the structure's areas.
- Water served exclusively in glass bottles.
- Partial use of recyclable packaging and sustainable materials.
- Donation of decommissioned furniture and furnishings to the Caritas Association of the Parish of Santa Maria Assunta in Garda.

Future commitments:

- Gradually replace detergents with Ecolabel certified products.

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Sustainable Mobility

The choices relating to guest travel, both to reach the destination and to move within it, have direct consequences on air quality, traffic, and the well-being of the territory. For us, promoting sustainable mobility means not only reducing emissions and pollution, but also proposing a different way of experiencing Lake Garda: slower, more authentic, and respectful of the rhythms of nature. The hotel encourages guests to discover the territory consciously, choosing means of transport that combine personal well-being and environmental protection. In this direction, we have activated services and agreements that facilitate the use of bicycles, ideal for exploring the scenic paths and cycle paths of Garda, and we provide access to advantageous rates for bicycle rental, thanks to partnerships with local operators. At the same time, we promote the use of public transport and lake connections, enhancing a transport system that allows for the reduction of car traffic, alleviating pressure on the historic center and contributing to the quality of the tourist experience. Sustainable mobility is therefore an integral part of our vision of hospitality: an invitation to discover the territory more authentically and to transform every journey into an opportunity to experience the beauty of the Garda landscape without burdening the environment.

Actions already implemented:

- Bike-friendly services: secure storage, tool bench, bike washing.
- Agreement with a local supplier for subsidized bicycle rental.
- Information on public and lake transport timetables and routes.
- Offering the Promotion Card, a pass that guarantees discounted access to Lake Garda boats and the cable cars of Malcesine and Monte Baldo.

Future commitments:

- Expansion of services dedicated to cycle tourism.

Local Supply Chain and Community

We deeply recognize the value of the community and local culture, aware that hospitality cannot disregard the territory that hosts it. The structure is not only a place to stay, but an integral part of the social, cultural, and economic life of Garda. Every management choice reflects the commitment to create a virtuous bond with the community, supporting its development and enhancing its traditions. In this sense, we are committed to choosing local suppliers, which is not only a logistical decision, but an act of responsibility towards the local economy: it means prioritizing the short supply chain, reducing the environmental impact of transport, and at the same time offering guests authentic products, an expression of Garda culture and quality.

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We are also committed to supporting associations and social initiatives, allocating resources and materials to organizations involved in assistance and solidarity, such as the Caritas of Garda, to which usable furnishings and goods are donated. Through these concrete actions, the desire is to return part of the value it receives daily from the territory and the people who inhabit it.

Actions already implemented:

- Support for the local supply chain through the choice of local suppliers for food, beverages, and services, reducing transport and enhancing typical Garda products.
- Donation of furnishings and materials to the Caritas of Garda, in support of the most fragile segments of the population and as an act of solidarity-based reuse.
- Active promotion of the territory through the update of the hotel's website with a dedicated section, “Territorio” (Territory), which collects and enhances events, activities, and cultural places of Lake Garda, offering guests a privileged access point to discover and participate in local life.
- Raising guest awareness through the dissemination of information and suggestions on events, routes, and cultural and naturalistic activities in the area.

Future commitments:

- Strengthen collaboration with local associations and organizations to expand support for social, cultural, and environmental initiatives in the area.
- Start collaborations with organizations or associations for direct interventions in the area that can provide positive value.
- Participate in cultural and tourism projects aimed at enhancing the intangible heritage of Garda (traditions, local festivals, craftsmanship).
- Further expand the “Territorio” section of the website, including multimedia content, sustainable itineraries, and direct testimonies from local communities, to strengthen the authentic experience of guests.

Workers’ Rights and Inclusion

The well-being of workers is an integral part of the quality of hospitality offered by our structure. The management is aware that an authentic and excellent service arises from the commitment, motivation, and serenity of those who welcome and assist guests daily. For this reason, we recognize the importance of guaranteeing fair, safe, and inclusive working conditions, in an environment that knows how to value individual skills and promote mutual respect. The protection of collaborators is expressed through compliance with current labor legislation, the correct management of contracts, the protection of health and safety in the workplace, and constant attention to the quality of professional relationships.

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Commitments:

- All workers are hired with regular contracts compliant with current legislation.
- A safe, respectful, and inclusive working environment is guaranteed.
- All forms of discrimination and harassment are prohibited.
- Staff participate in continuous training courses on welcoming and sustainability.
- Internal reporting procedures are provided for the protection of workers.

Guest Involvement and Trasparency

Guests are an active part of our structure's sustainability journey. Through communication and direct involvement, we intend to make travelers aware of making conscious choices, offering them practical tools and information. The relationship of trust with guests is based on transparency: sharing commitments and results is a way to make the impact of the actions undertaken visible and to stimulate participation.

Actions already implemented:

- Sustainable tourist's handbook available in the hotel.
- Separate waste collection available.
- Dedicated services such as agreement for bicycle discounts and Promotion Card for discounts on transport services and places of interest.
- Promotion of local cultural and naturalistic activities.
- Communication at reception about the practices adopted by the hotel.

Future commitments:

- Strengthen communication to guests on environmental and social practices.
- Expand the offer of authentic experiences in collaboration with local organizations.

Local Flora and Fauna

The natural heritage of Garda is characterized by a biodiversity that represents a unique value. Although our structure is not located in a protected natural area, it wants to contribute with concrete actions to the protection of local flora and fauna. The management of the garden and the reduction of light pollution are examples of how the structure can contribute to the protection of ecosystems. Furthermore, the absolute prohibition of the use of food derived from protected species as well as favoring their exploitation or trade is an integral part of this aspect.

Actions already implemented:

- Private garden with native vegetation.
- Limitation of external lighting to protect nocturnal fauna.

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- Draining pavements to favor water absorption.

Monitoring and Continuous Improvement

This Sustainability Policy is subject to periodic verification and updating. The Management undertakes to measure the sustainability indicators correlated to the defined aspects. Continuous improvement represents a guarantee of consistency and seriousness in the implementation of the commitments undertaken, as well as a stimulus for the involvement of guests and the community.

The Management approves and signs this Sustainability Policy, which is published, shared with staff, and made available to guests.

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