

## HOTEL LUISE SUSTAINABILITY POLICY

Starting in 2024, we have decided to embark on a journey toward greater sustainability, following the international standard set by the Global Sustainable Tourism Council. This framework encourages evaluating the sustainability of establishments not only from an environmental perspective, but also from a managerial, social, economic, and cultural standpoint.

Sustainability has always been a value we strive to enhance—old traditions of respecting and caring for our territory, our surrounding environment, and the staff we work with have always been the pillars guiding the family's decisions. For this reason, we decided to make this step official through certification. It was simply a matter of certifying what we were already doing.

At Hotel Luise, we are committed to the continuous improvement of our sustainability by increasing positive impacts and reducing negative ones generated by our operations.

We have analyzed the actual and potential impacts our activity has on society, culture, and the environment, identifying the most significant ones for us and our destination.

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## THE ESTABLISHMENT

The first hotel building (30 rooms with shared facilities) dates back to 1959, built by Eugenia and Rino Bertolini. Their passion for hospitality made Luise a point of reference for the town and surrounding areas. Over the years, the hotel has been expanded and modernized several times, reaching its current size in 1997. In 1990, after the passing of both parents, the management was passed on to their son Alberto and his wife Stella, who had completed university studies in fields unrelated to hospitality.

It was a heartfelt choice to continue the work built by Eugenia and Rino throughout their lives.

A choice that—with commitment, dedication, and continuous investment driven by passion—has led Hotel Luise to become the 4-star, 67-room establishment it is today, cared for in every detail.

However, hospitality is above all made by people, and we are especially proud of our staff.

The hotel offers accessible rooms for disabled guests on every floor. In recent years, all showers have been made walk-in to better accommodate those with mobility challenges. If needed, we can also install grab bars and supports in rooms not specifically designed for accessibility.

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## OUR COMMITMENT TO LOCAL DEVELOPMENT

### People First

Hotel Luise condemns all forms of exploitation, harassment, and discrimination based on gender, ethnicity, religion, or disability. To this end, we have implemented a code of ethics, available at the following link.

### Community Support

Our hotel is part of a local community and supports its members:

- We have agreements with the local hospitality school to host students for training internships in April.
- We offer our services to external guests: locals can book breakfast, “psycho-aperitivo,” or dinner as a pleasant change from their usual routine.
- We support a local association (ALBACHIARA) focused on gender equality and fighting violence against women.

- Our owner, ALBERTO BERTOLINI, is actively involved in supporting local institutions, holding roles such as:
  - Vice President of ASAT Trentino
  - Member of the National Council of Federalberghi
  - Member of the Federalberghi Trade Union Council
  - Local ASAT Board Member
  - President of the Trentino Tourism Bilateral Organization

### **Our Collaborators: Our Most Valuable Asset**

We are committed to hiring local staff, contributing to the vibrancy of the community. Our collaborators are our most valuable resource for ensuring high-quality experiences, which is why we invest in their training.

For example, our employment contracts include access to free training through the Trentino Tourism Bilateral Organization. Each year, we decide training topics together with our staff and fund the chosen courses. In 2025, for instance, we trained our Maitre d' and a Chef in sommelier courses.

Our hotel staff is like a big family, and we believe a safe, respectful, and peaceful work environment is essential for their satisfaction and that of our guests.

We comply with national labor laws and provide professional development opportunities.

Each year, we organize a team-building event before and after the season to celebrate and bond with our team.

We are also evaluating the feasibility of implementing a corporate welfare system tied to shared goal achievement.

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### **Local and Fair Supply Chain**

In our food and beverage offering, we highlight local products and traditional dishes, such as:

- DOP olive oil from Madonna delle Vittorie
- Trentino "Carne Salada"

For specialty products not available locally, we prioritize fair trade items, such as Rainforest Alliance-certified Nestlé chocolate.

We collaborate with local suppliers:

- OMKAFF
- AGRARIA RIVA DEL GARDA SOC. COOP AGRICOLA
- PLANET BEVANDE SRL
- PREGIS SPA

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## OUR COMMITMENT TO CULTURAL HERITAGE AND PROMOTION

Cultural heritage enhances the value of the destination, which is why we protect and promote it.

We support the **GARDA JAZZ** event, both financially and by offering our hotel as the venue, open especially to locals.

The hotel hosts a permanent collection of vintage luggage labels representing global hotel culture—open to visitors, helping us tell the story of our local heritage since 1959.

Each year we also support an Italian artist in creating a custom luggage label.

We support local volunteer organizations such as **LA BACIONELA**, **LA BEFANA SUBACQUEA**, and **LA NOTTE DI FIABA**.

The hotel values design and local culture, showcasing antique Vespas, a Fiat 500 (symbol of Italian design), and a vintage field hockey stick made in Rovereto, part of the local tradition.

Our menu includes local dishes like “carne salada” with sauerkraut and lasagna.

We also offer a reception area library with books on the region and display works by Eugenia Giovannella, preserving her artistic legacy.

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## OUR COMMITMENT TO THE ENVIRONMENT

### Food and Dining

#### Local and Km0 Products

- Extra virgin olive oil from Agraria Riva and Madonna delle Vittorie
- Organic apple juice
- OMKAFFE

#### Organic / Fair Trade / MSC Products

- Plose juice
- Matt Felicetti spaghetti
- Rossara Le Giare Zeni organic wine
- Alegria Nestlé

#### Seasonal Dishes

- Smoked eggplant risotto
- Asparagus risotto

#### Vegetarian/Vegan Options

- Las Vegan
- Bruschetta
- Celeriac crostini

### **Eco-Friendly and Efficient Purchasing**

We reduce environmental impact by buying eco-products:

- All consumable paper (toilet paper, tissues, printing paper) is FSC-certified
- We limit unsustainable packaging and single-use items
- We buy beer in returnable containers or via tap
- For over 10 years, we've used refillable dispensers for shampoo and body wash
- At breakfast, we serve bulk products instead of single-serve packages

In 2025, we upgraded our laundry system to a 4.0 low-temperature method for:

- Longer garment life
- Cost optimization
- Improved efficiency
- Reduced environmental impact
- Effective sunscreen stain removal

### **Energy Efficiency and Clean Energy**

We monitor our energy consumption and have taken the following steps:

- Two self-production systems: a gas-powered cogenerator (with CO<sub>2</sub>-compensated gas from Dolomiti Energia) and solar panels producing 50.3 MWh annually (2 MWh fed back into the grid). In 2024, this covered 18% of our total 228 MWh consumption.
- All purchased energy from Dolomiti Energia is 100% renewable.
- Centralized smart automation reduces energy use by managing room and common area systems.
- We use energy-saving LED lighting installed by our trusted electrician.

### **Water Conservation**

We take steps to reduce water usage:

- Low-flow toilet tanks in all renovations
- Flow restrictors on showers and faucets
- Garden irrigation uses an artesian well and water-saving sprinklers
- Room signage encourages guests to request linen changes only when needed
- Guest communication is handled digitally
- Our goal is to reduce consumption by 100% within 3 years
- We monitor water usage monthly starting in 2025
- According to the Water Risk Atlas, our area's hydrological risk is medium-low

### **Waste Reduction**

We monitor and reduce waste through:

- Smart purchasing
- Minimizing food waste (staff can take leftovers from the canteen)
- Eliminating single-use items except for ketchup/mayo sachets (more hygienic and compliant than refillable dispensers)
- Providing information via the **Qualitando** digital portal to avoid printed materials
- Recycling used cooking oil (VIALO) and coffee grounds (to Raffaele)
- Encouraging recycling with proper bins in common areas and guest guidance on **Qualitando**

### **Sustainable Mobility**

We support low-impact transport:

- Public transit stop 300 meters from the hotel
- Transit schedules easily accessible to guests and staff
- Partnered with **Clever Transfer** for collective and private transfers
- Partnered with **RIWUS** for bike and eco-vehicle rental/delivery
- On-site EV charging stations
- E-bike charging available in the bike depot

- We promote public transport with the **Garda Guest Card**, which offers free travel, ferry discounts, and “Bus and Go” access

### Emissions Reduction

We track and reduce greenhouse gas emissions by:

- Reducing waste
- Using green energy
- Calculating 2024 emissions: 83.85 tCO<sub>2</sub>

### Preservation of Biodiversity, Ecosystems, and Landscape

We protect our surroundings and respect local flora and fauna:

- Green areas managed responsibly
- Invasive species removed from the property
- We support APT’s **Make the Difference** campaign

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### IMPROVEMENT GOALS

We set and periodically update goals to achieve the greatest results within budget limits.

Our sustainability roadmap includes:

#### Winter 2025

- Renovate ground floor rooms and bathrooms
  - Expand the automation system
  - Replace windows
  - Restore ground floor furniture
  - Evaluate and implement a staff welfare plan
  - Offer free space for community events
  - Promote **FAI** campaigns for local heritage
  - Eliminate single-use plastics (phase-out plan)
  - Eliminate printed booking confirmations at reception
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**I, the undersigned, Alberto Bertolini, as owner and legal representative of Hotel Luise, confirm the adoption of this sustainability policy.**

Riva del Garda, May 19, 2025