

SUSTAINABILITY POLICY DELL’HOTEL LUISE

Since 2024, we have embarked on a journey towards greater sustainability, following the international standard of the Global Sustainable Tourism Council. This framework encourages us to evaluate the sustainability of our property not only from an environmental perspective, but also from a managerial, social, economic, and cultural standpoint.

Sustainability has always been a value worth nurturing. The long-standing traditions of respect for our territory, the surrounding environment and the people we work with have always been the pillars guiding the family’s decisions. This is why we decided to formalise this commitment through certification — it was simply a matter of officially recognising what we were already putting into practice.

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

Within the scope of our operations, we have analysed the actual and potential impacts we have on the society, culture, and environment in which we live, identifying those most significant for us and for the destination.

THE PROPERTY

The hotel’s first building (30 rooms with shared facilities) was constructed in 1959 by Eugenia and Rino Bertolini. Their passion for the restaurant trade quickly made Hotel Luise a point of reference for the city and its surroundings. Over the years, the hotel was expanded and modernised on several occasions, reaching its current size in 1997. Since 1990, following the passing of both founders, the management passed to their son Alberto and his wife Stella, who had in the meantime completed their university education in fields unrelated to the hotel industry.

A heartfelt choice to carry on the life’s work built by Eugenia and Rino.

A choice that, through commitment, dedication, and ongoing investment driven by great passion, has brought Hotel Luise to its current status as a 4-star property of 67 rooms, cared for and maintained in every small detail.

Hospitality, however, is made above all by people — and we are especially proud of our team.

The property features accessible rooms for guests with disabilities on every floor. In recent years, we have also been installing walk-in showers to facilitate access for guests with mobility impairments. Where needed, grab bars and support fixtures can be installed even in rooms not specifically classified as accessible.

OUR COMMITMENT TO LOCAL COMMUNITY 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 adopted an ethical code, available at [link](#)

Community Support

Our hotel is part of a wider community and actively supports the people within it:

- We partner with the local hospitality school to host students on work placement during the month of April.
- Our hotel services are also open to non-residents: local guests may book breakfast, the Psico-Aperitivo, and dinner — a welcome change from their usual daily haunts.

- We support ALBACHIARA, a local association dedicated to gender equality and combating violence against women.
- Our owner ALBERTO BERTOLINI is actively involved in supporting local institutions through various roles, including: Vice-President of ASAT Trentino, National Council of Federalberghi, Board of Auditors of Federalberghi, Member of the Local Executive of ASAT, and President of the Ente Bilaterale Turismo Trentino.

Our Team: Our Greatest Asset

Our commitment to the local area also passes through hiring locally, contributing to keeping our community alive. Our team members are our most precious resource in guaranteeing a high-quality experience, and we therefore invest in their professional development.

For example, we include in employment contracts a collaboration with the Ente Bilaterale del Turismo Trentino for free staff training. Each year, we also decide together with our team which topics they would like to develop, and we fund that training. In 2025, for example, we supported our Maître and a Chef in completing a Sommelier course. In 2026, we further invested in our baker Roberto with two winter courses on leavened products, and launched a bar management consultancy project with the Ente Bilaterale, led by consultant Filippo Festini.

Our hotel team is one big family. Only by creating a safe, respectful, and positive working environment can we guarantee both the wellbeing of our staff and the satisfaction of our guests. We comply with all national employment legislation, guaranteeing ongoing training opportunities.

At the end of each season, we organise a team celebration and social event for the entire staff.

We have set ourselves the goal of analysing and developing a feasibility plan for a staff welfare system linked to the achievement of shared goals. We have not yet been able to implement it, but we include it as an objective for the coming years.

Local and Ethical Supply Chain

In our culinary offering, we give pride of place to the products and traditions of our territory, serving classic local dishes and using local ingredients such as Storo flour and wild berries from Sant’Orsola.

For specialty products not available locally, we favour Nestlé Rainforest Alliance-certified chocolate.

We work with local companies:

- COFFEE OF THE ALPS
- PLANET BEVANDE SRL
- PREGIS SPA

OUR COMMITMENT TO PRESERVING AND PROMOTING LOCAL CULTURE

The historical and cultural heritage of our destination enhances the value of our territory and must therefore be protected and promoted. Our support for local culture takes the form of sponsoring the GARDA JAZZ festival, both financially and by offering the hotel free of charge as its venue — an event open above all to local residents and visitors from outside.

The hotel hosts a permanent collection of vintage luggage labels tracing the history of hotel culture worldwide. Open to the public, it allows us to tell the story of our building — part of the local heritage since 1959 — connecting it to a broader cultural narrative.

Each year, we commission an Italian artist to create a bespoke luggage label for the collection.

We also support other local voluntary associations: LA BACIONELA, LA BEFANA SUBACQUEA, and LA NOTTE DI FIABA.

The hotel has always paid particular attention to design and local culture. Inside, vintage Vespa scooters are on display; a classic Fiat 500 stands in front of the building as an icon of Italian design; and a vintage field hockey piece crafted in Rovereto by Falegnameria Ruele pays tribute to the hockey tradition of Rovereto.

Our menu features traditional local dishes such as handmade potato gnocchi.

Among the initiatives promoted and hosted by the hotel, further local cultural touchstones include: a library at Reception with books exploring various topics relating to our area, and throughout the property a collection of paintings by Eugenia Giovannella as a legacy of our cultural heritage.

OUR ENVIRONMENTAL COMMITMENT

At the Table

Local and Km0 Food Products

Farina di Storo

Frutti di Bosco Sant'Orsola

BioSucco Mela

Organic / Fair Trade / MSC-certified products

Succo Plose

Alegria Nestlè

Seasonal dishes on our menu

Smoked aubergine

Sea bass with saffron and asparagus

Vegetarian and vegan dishes on our menu

Grilled aubergine

Vegetable panzanella

Chocolate Cake

Sustainable and Responsible Purchasing

Reducing our environmental impact starts with responsible purchasing:

- all paper products we purchase (toilet paper, tissues, printing paper) carry FSC certification

We also pay close attention to limiting unsustainable packaging and single-use products:

- we prefer draught beer or returnable containers over single-use packaging
- for around ten years, we have used refillable dispensers in guest rooms for shampoo and shower gel
- at breakfast, we serve products in large-format containers displayed on the buffet, eliminating individual sachets

In 2025, we upgraded our in-house laundry to a 4.0 low-temperature system, delivering:

- longer garment lifespan

- cost optimisation
- improved operational efficiency
- reduced environmental impact
- more effective removal of sunscreen stains

Since 2026, we have begun the process of eliminating all single-use plastics from the entire property. A small amount of remaining stock is included in a phased disposal plan.

Energy Efficiency and Clean Energy

We have launched an energy monitoring programme. In 2025, we installed an automated system to track consumption and correlate it with gas and electricity purchases, photovoltaic production, and cogeneration output. Through our partner 4Mains, we have access to a management portal to monitor our energy use and reduce our CO₂ purchasing and production.

We have taken the following steps to reduce our impact:

- We have two on-site systems for self-generating electricity at low cost: a natural gas cogeneration unit (for which we are evaluating the purchase of carbon-offset gas) and solar panels producing 50.3 MWh, of which 2 MWh are fed back into the grid. Of the 228 MWh total consumed in 2024, self-production covered 18%. In 2025, self-production reached 23% of the 263 MWh total consumed.
- The electricity we purchase from Dolomiti Energia comes 100% from renewable sources.
- We have installed a centralised home automation system to reduce energy consumption in rooms and common areas, through timed activation, automatic energy cut-off when rooms are unoccupied, and remote air conditioning management.
- Our electrical contractor has consistently installed low-consumption LED lighting throughout all recent works.

Water Conservation

The climate crisis is increasingly affecting water availability as well. We are therefore committed to reducing our consumption:

- In all recent renovation works, we have specified dual-flush, water-saving toilet cisterns with volume reducers.
- During renovation works, we install water-saving aerators on showers and washbasins.
- For garden irrigation, we use an artesian well together with water-efficient sprinklers, and a dedicated flow meter to monitor water drawn.
- In-room signage encourages guests to request linen changes only when necessary, with further guidance available on our internal guest portal.
- In our sustainability plan, we have set ourselves the target of reaching 100% water-efficient fixtures within three years.

Through analysis of the Water Risk Atlas, we have established that the hydrogeological risk level of our territory is medium-low. Furthermore, since 2025 we monitor the hotel's water consumption through monthly self-readings of the meter.

Waste Reduction

We monitor the waste produced by our property and take active steps to reduce it:

- Through responsible purchasing

- By limiting waste: staff are permitted to take home any leftover food from the staff canteen.
- By reducing single-use products wherever possible: we have eliminated single-use items throughout the property and, since 2026, introduced centralised mayonnaise and ketchup dispensers in the kitchen in place of individual sachets.
- Through the Qualitando portal, guests have access to all hotel information digitally, avoiding the need to print consumable materials.
- Through the recovery of by-products: used cooking oil is sold to VIALO, and spent coffee grounds are collected by Raffaele.
- By encouraging recycling: we have installed clearly labelled recycling bins in common areas and provide guest guidance through the Qualitando portal.

Sustainable Mobility

Transport has a significant impact on emissions. We therefore work to reduce it and to encourage sustainable mobility:

- The hotel is served by public transport (bus stop 300 metres away).
- Public transport timetables and information are easily accessible to both staff and guests.
- We have a partnership with Clever Transfer for shared or private transfer bookings.
- We have a partnership with RIWUS for bicycle rental and delivery, as well as other low-impact transport options.
- Electric vehicle charging points are available on site.
- Electric bicycle charging is available in the bike storage area.
- The hotel promotes the Garda Trentino AutoStop (hitchhiking) initiative.
- The hotel actively promotes the use of public transport: with the Garda Guest Card, guests can travel free on local buses, benefit from discounts on lake ferries, and use the Bus & Go service.

- For our team, we encourage sustainable commuting through the CREW CARD benefit and internal awareness initiatives, indicating cycling as the preferred means of transport and providing access to internal parking.

Emissions Reduction

We monitor our greenhouse gas emissions and take active steps to reduce them:

- By reducing waste and consumption
- By using clean energy sources

We are awaiting accurate CO₂ emission data from our district heating supplier. In the meantime, the analysis has applied maximum estimated values, so the current figure is considered overstated.

Biodiversity, Ecosystems and Landscape Conservation

We care for our local territory, respecting the flora and fauna that are at home here:

- The green areas of our property are managed responsibly in accordance with our green space management guidelines.
- Invasive species on the property are identified and eradicated.
- We collaborate with the support of the local APT (tourism board) through the [MAKE THE DIFFERENCE](#)

Improvement Objectives

We have set ourselves a series of objectives for the years ahead, reviewed periodically and seeking to implement solutions that deliver the greatest results within our budget constraints.

To this end, we have established the following sustainability roadmap:

- Winter 2025
 - Renovation of ground floor rooms
 - Integration of the home automation system
 - Bathroom refurbishments
 - Window and door frame replacement
 - Restoration of existing ground floor furniture, reusing existing items without new procurement
 - Development of a staff welfare plan (deferred for review)
 - Opening of hotel spaces for community meetings and events free of charge
 - Sharing of FAI campaigns for local heritage sites (not yet achievable)
 - Elimination of single-use plastics through the phased disposal plan
 - Elimination of printed booking confirmations at Reception
- Winter 2026
 - Assessment of possible water savings through replacement of remaining non-efficient aerators
 - Improvement of existing green areas and possible creation of a kitchen garden within the property
 - Review and development of the staff welfare plan

I, the undersigned Alberto Bertolini, as owner and legal representative of Hotel Luise, hereby confirm the adoption of this Sustainability Policy.

Riva del Garda, 29 May 2026