



# SUSTAINABILITY POLICY

2024

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## OUR CONTEXT

We are deeply committed to environmental, cultural, and social sustainability. The selection of the GSTC-Global Sustainable Tourism Council certification underscores its significance.

### **The Municipality of Pordenone**

Pordenone is situated in the northeastern part of Italy, within the Friuli Venezia Giulia region. The city's core is distinguished by its medieval architecture; the Latins referred to it as the "painted city" due to the frescoed facades adorning the buildings along the main thoroughfare.

Pordenone is renowned for its vibrant cultural offerings, particularly in the realms of cinema, literature, comics, and music. A dynamic artistic scene unfolds year-round, featuring literary and film festivals, exhibitions, concerts, and theatrical performances.

Furthermore, the province of Pordenone boasts a robust economic landscape, hosting numerous industrial, service, and agricultural enterprises recognized globally.

### **The Best Western Plus Park Hotel in Pordenone in the metropolitan context**

A tranquil nook in the heart of Pordenone: we are ideal for those seeking intimacy and cozy spaces, as well as for those wishing to unwind while exploring the city... perhaps enjoying an "ombra" at the bar with friends or savoring a "frico" for dinner with a colleague!

WHERE WE STAND



**Our story**

The hotel was constructed in 1967 according to a design by A. Furlan, a prominent architect from Pordenone.

Our family commenced management of the hotel in 1996, shortly after becoming a member of the Italian cooperative Best Western, which facilitated the hotel's entry into international markets.

In 2006, we initiated our first significant restructuring intervention, and since that time, we have consistently pursued a process of continuous improvement, both structurally and organizationally. In the diverse restyling activities, we focused on the selection of materials, prioritizing natural options such as iron and wood. We emphasized the procurement of recyclable furniture and engaged local consultants, companies, and artisans.

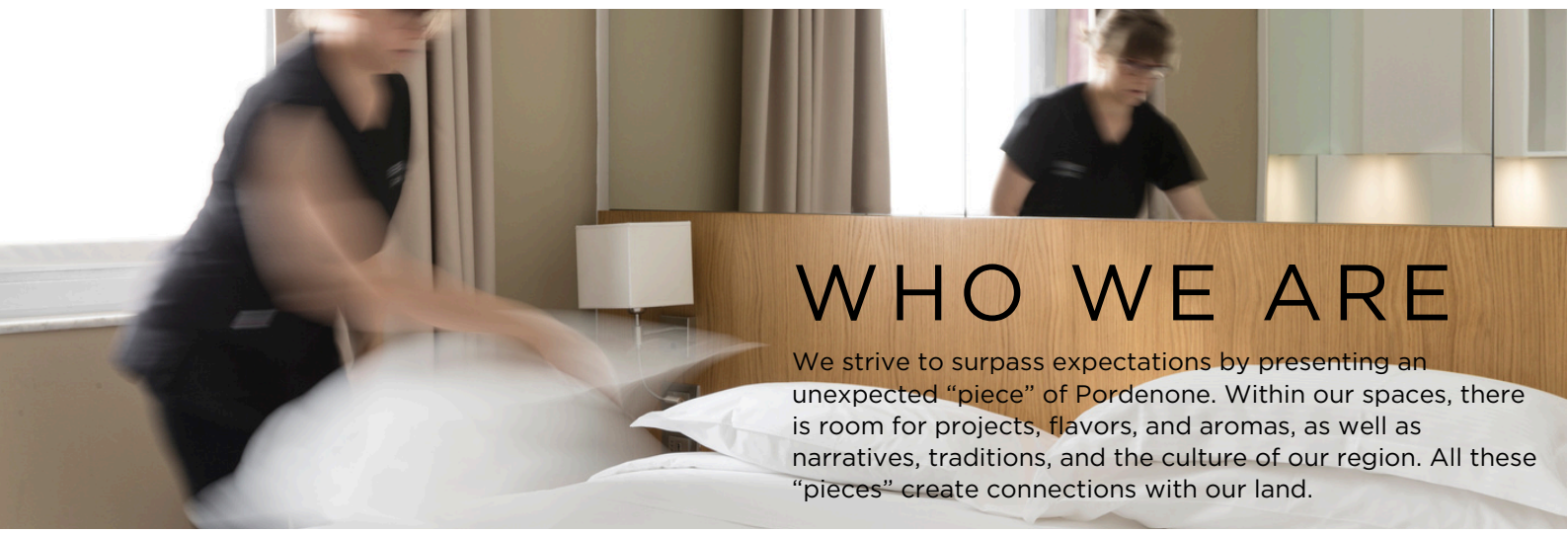
**Our hotel now**

Francesco and Lucia lead the company, supported by a team of thirty individuals.

We maintain our affiliation with Best Western under the Best Western Plus brand, positioned within the medium-high tier of the group. Our establishment boasts 4 stars, 67 rooms, 100 beds, a meeting room, several outdoor terraces, and a parking area. The primary services include overnight accommodations, breakfast, parking, meeting facilities, coworking spaces, Wi-Fi, bicycle rentals, e-bike rentals, and electric car rentals.

We provide services tailored to accommodate families with children, individuals with disabilities, cyclists, motorcyclists, and all travelers accompanied by pets.

The following services are also offered: early breakfast, expedited check-in, expedited check-out, luggage storage, laundry, bar, and Sky TV.



# WHO WE ARE

We strive to surpass expectations by presenting an unexpected "piece" of Pordenone. Within our spaces, there is room for projects, flavors, and aromas, as well as narratives, traditions, and the culture of our region. All these "pieces" create connections with our land.

## Employee Well-Being and Development

Our collaborators represent our most valuable asset; we strive to retain them, perhaps even more than our customers, dedicating significant attention to their needs.

Personal health, a secure work environment, respect, engagement, and ongoing dialogue regarding processes and procedures are the cornerstones of our commitment to enhancing the satisfaction of our collaborators and the success of our programs.

We are equally dedicated to facilitating the ongoing training of our collaborators to enhance their technical and professional competencies. We primarily depend on the services provided by our Best Western Italia chain, which offers an extensive array of training courses tailored to various professional domains: managerial, commercial, operational, administrative, and front office.

The majority of the courses are conducted as webinars, while others inherently necessitate in-person attendance.

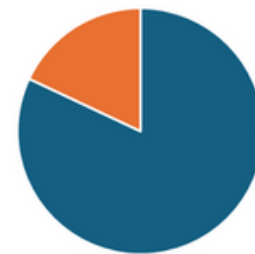
### Additional statistics regarding our collaborators:

- seniority: average of 8.1 years, maximum of 27.8 years
- ratio of women to men: 80% female, 20% male
- residence: 91% in the Province of Pordenone, with 47% residing in the Municipality of Pordenone

## Corporate subsidies

Upon achieving the company's predetermined qualitative and quantitative objectives, our employees will receive a welfare credit that can be utilized in the subsequent year for: fuel vouchers and/or shopping vouchers, public transport passes, educational and training opportunities for themselves and their families, wellness and personal care services, recreational activities, and supplementary pension contributions.

Proporzione % tra donne e uomini impiegati



■ Donne 82,2 ■ Uomini 18,8

Residenza dei collaboratori impiegati



■ Comune di Pordenone 8,12 ■ Provincia di Pordenone 90,62

# OUR PARTNERS

We denounce all forms of exploitation, harassment, and discrimination based on gender, ethnicity, religion, or disability.

Our values are encapsulated in the company's code of ethics, which is accessible on our website.



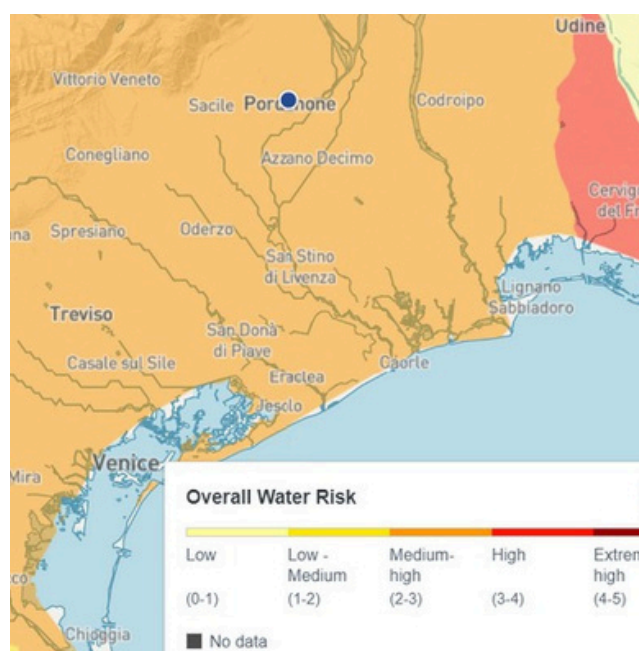
### Distinct Collection and Oversight

We maintain a stringent separate waste collection system and continuously monitor our consumption of water, electricity, gas, and the volume of waste generated. Separate waste collection bins are available in all common areas, individual rooms, and the meeting room. Additionally, we collect various other waste types separately and subsequently deliver them to the municipal eco-centre, including exhausted batteries, toners, metals, wood, WEEE, glass, inert materials, paints, and household appliances.

### Decrease in consumption

We exclusively acquire electricity generated from renewable sources certified by RECS, and we also partially produce it ourselves through a photovoltaic system with a capacity of up to 17 kWh, which meets approximately 15% of our requirements. We conduct an annual assessment of CO2 emissions to gauge our impact and identify areas for improvement. In the hotel, we utilize building automation software that enables us to regulate room temperature and electrical systems in each individual room according to guest occupancy or window status. Additionally, in all common areas and technical rooms, we can control and adjust relative temperatures, while nearly all lighting is managed by presence detectors or timers. All appliances utilized in the rooms, including minibars, hairdryers, kettles, and irons, are energy-efficient. Year after year, we have invested in enhancing the performance of our structure: the facades and roof have been treated with thermal coating; all fixtures possess high thermal and acoustic efficiency; 100% of the light bulbs are energy-efficient; and the appliances are designed for low energy consumption.

Attention to water consumption is consistently monitored. We have assessed the risk level of our region using the Aqueduct Water Risk Atlas website and have implemented conservation and awareness policies for our guests. Our faucets are designed for low consumption and equipped with flow reducers.

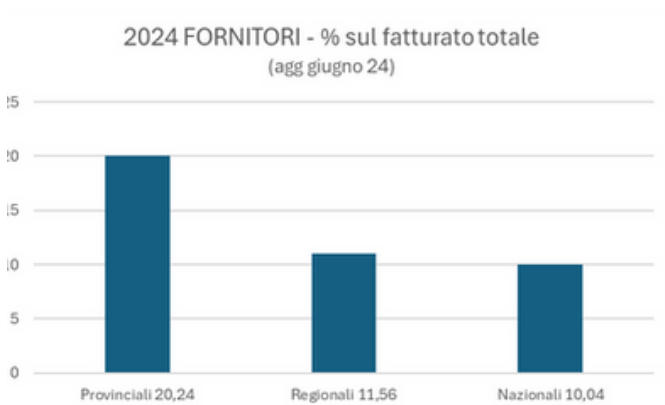
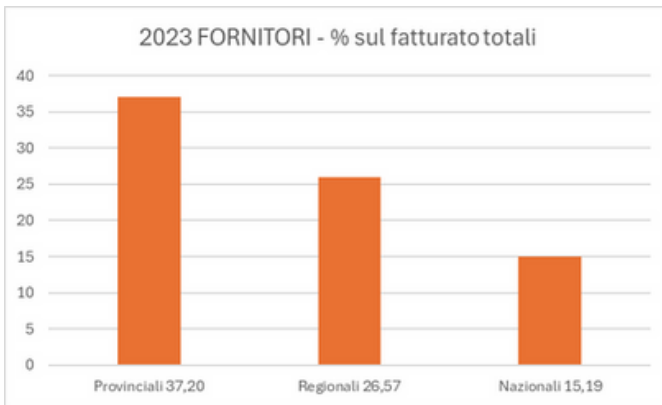


### Sustainable transportation

We promote the utilization of public transportation. The parking area is equipped with charging stations for vehicles, and bicycles and e-bikes are available for our customers. These measures aim to minimize CO2 emissions to the greatest extent possible.

REDUCED  
CONSUMPTION





### Acquisition Policies

We implement meticulous and precise purchasing policies, prioritizing local suppliers and producers, organic products, FairTrade items, and, in all instances, certified products. This strategy minimizes the environmental impact of transportation and bolsters the local economy.

We are striving to minimize the use of single-serving products and are continually seeking new alternatives that are more environmentally friendly.

We encourage our suppliers to seek business partners that align with the policy we have implemented.

For instance, more than 90% of breakfast items are organic and may be sourced locally, designated as DoP, DoC, or FairTrade.



COMMITMENT TO  
THE SUPPLY CHAIN



### Support for Community and Local Culture

We assert that "culture is the essence of tourism," and consequently, we endorse local organizations that cultivate and disseminate cultural initiatives.


We present exclusive exhibitions, where visitors can immerse themselves in the art and culture of Pordenone through projects focused on cinema and poetry.

In the breakfast room, there exists a library participating in a book-crossing initiative, enabling our guests to unwind by selecting an engaging read.

The meeting room features a permanent exhibition titled "Guest," a collection of photographic portraits by photographer Valentina Iaccarino.

On the fourth floor, one embarks on a journey through early cinema, featuring posters for each edition of the international festival Le Giornate del Cinema Muto.

We also partner with associations, businesses, and local authorities to enhance their initiatives in the social, health, community, and sports sectors.



A DAY WITHOUT LAUGHTER  
IS A DAY WASTED.

UN GIORNO SENZA UN SOGGISO  
È UN GIORNO SPRECATO.

CHARLIE CHAPLIN

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THE  
COMMUNITY  
AND  
CULTURE OF  
OUR REGION



### Safeguarding biodiversity and bee populations

We represent a verdant oasis in the city's core, and through our daily initiatives and environmental projects, we are dedicated to reducing pollution on our planet and enhancing the sustainability of our guests' experiences.

We are dedicated to actively promoting and supporting initiatives designed to protect biodiversity and bees, recognizing the essential role these small pollinators play in sustaining ecosystems and food production.

We contemplated how we could assist them... we embraced them and entrusted their care to Flavio and Raffaella, whose residence is L'Orto delle Api, a local farm and beekeeping enterprise.

<https://www.lortodelleapi.it/>



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# THE PROTECTION OF BIODIVERSITY





# WE FOCUS ON THE FUTURE



OUR SUSTAINABILITY POLICY EMBODIES OUR FIRM COMMITMENT TO FOSTERING A MORE RESPONSIBLE AND ENVIRONMENTALLY SUSTAINABLE FUTURE.

BY IMPLEMENTING SUSTAINABLE PRACTICES, OPTIMIZING RESOURCES, AND FOSTERING A CIRCULAR ECONOMY, WE WILL MITIGATE THE ENVIRONMENTAL IMPACT OF OUR OPERATIONS.

WE WILL CONTINUOUSLY ASSESS OUR PROGRESS, ADJUST OUR STRATEGIES TO ADDRESS EMERGING CHALLENGES, AND ENGAGE WITH ALL STAKEHOLDERS TO GENERATE MUTUAL VALUE.

OUR COMMITMENT TO A SUSTAINABLE FUTURE REPRESENTS NOT ONLY AN ETHICAL, ECONOMIC, AND SOCIAL DECISION BUT ALSO A PROMISE OF A BETTER WORLD FOR GENERATIONS TO COME.

*FRANCESCO AND LUCIA*

*PORDENONE, 24 OCTOBER 2024*