



Grande Albergo
EXCELSIOR VITTORIA s.p.a.
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Environmental Policy – Revision 2025

Introduction

The Management of the Grande Albergo Excelsior Vittoria, through this Environmental Policy, formalizes the principles and commitments undertaken for the protection and enhancement of the ecosystem that surrounds us.

This document reflects the philosophy and values of the hotel and is designed to be understood and shared by our staff, our guests, partners, and external stakeholders.

The Management has drafted this Policy ensuring clarity and transparency, so that it may serve as a practical tool for guiding and communicating our goals and commitments. We believe that compliance with environmental regulations is only the starting point: our true ambition is to become a model of sustainable hospitality, building our activity on the values of responsibility, excellence, and respect for the territory.

Our Guiding Principles

Our commitment is based on the following core values:

- **Respect:** for people, communities, cultural and opinion diversity, and the natural environment.
- **Responsibility:** every employee plays an active role in continuous improvement, in preventing pollution, and in safeguarding health and safety.
- **Transparency:** we act with honesty and openness, sharing information and results.
- **Innovation and Excellence:** we encourage new ideas, learn from mistakes, and seek increasingly sustainable solutions.

The Management ensures that objectives and resources are clearly defined and made available, promoting a corporate culture oriented towards continuous improvement and guest satisfaction.

Our Objectives

The Grande Albergo Excelsior Vittoria is committed to:

1. **Regulatory Compliance**
 - Complying with all applicable environmental laws and regulations, as well as international sustainability standards (UNI EN ISO 9001, UNI EN ISO 14001).



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2. Environmental Protection

- Preventing and reducing pollution arising from hotel activities.
- Properly managing wastewater, waste, and chemical substances.
- Prioritizing environmentally friendly purchasing and suppliers, while promoting local and zero-kilometer products.

3. Responsible Use of Resources

- Optimizing water and energy consumption by introducing efficient technologies and renewable sources.
- Extending the lifecycle of materials and promoting their reuse.

4. Engagement and Awareness

- Training and educating all staff on environmental practices.
- Involving guests and suppliers in our sustainability journey, encouraging responsible behavior.
- Promoting transparent communication with communities, authorities, and stakeholders.

5. Continuous Improvement

- Constantly monitoring key environmental aspects and defining measurable objectives.
- Periodically updating strategies, tools, and actions based on results achieved and regulatory or technological developments.

Concrete Actions Already Implemented

In recent years, we have introduced numerous initiatives to reduce our environmental impact, including:

- Creation of a dedicated garden and enhancement of our estate lands for the production of local products such as PDO extra virgin olive oil, limoncello, and homemade jams.
- Change of bed linen and towels only upon guest request.
- Installation of soap and shampoo dispensers in all public and staff restrooms, reducing single-use plastics.
- Dual-flush toilets and flow regulators for showers.
- Photovoltaic membrane for solar energy production.



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- Heat pumps for the production of hot and cold water.
- Low-energy lighting and smart air-conditioning systems.
- Thermal and acoustic insulated windows.
- Extended waste separation and grease separators in the kitchen.
- Reduction of single-use plastics with the introduction of reusable glass and biodegradable materials.
- Breakfast and banquets served à la carte, reducing buffet use and food waste.
- Vegetarian and vegan menu options.
- Provision of water for staff via dedicated stations and personal reusable bottles.
- Use of eco-friendly cleaning products.
- Water-based paints, eco-leather, and regenerated wood for furniture.
- Incentives for the use of electric vehicles.
- Digitalization of processes to reduce paper consumption.

Organizational Structure and Responsibilities

The Management is directly involved in defining, implementing, and updating the Environmental Policy.

In particular:

- The **Quality and Sustainability Manager** coordinates activities, monitors results, and oversees training.
- All **department heads** collaborate in managing the environmental aspects within their areas of responsibility.
- An **Emergency Response Team** manages environmental emergencies and hotel safety.

Communication and Corporate Culture

Staff training and guest awareness are central to our strategy. We believe that sustainability is a shared journey that requires the active participation of all stakeholders: employees, suppliers, guests, and the local community.



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Conclusion

The Environmental Policy of the Grande Albergo Excelsior Vittoria is a concrete and ongoing commitment. Through regular reviews, Management assessments, and updates of objectives, we intend to continue our path towards a model of hospitality that combines excellence with sustainability.

Cav. Lav. Guido Fiorentino
Presidente & CEO