



HOTEL SOAVE: OUR SUSTAINABLE COMMITMENT

2024





PREMISE

As we look to the future, we recognize that the path to sustainability is constantly evolving and requires constant adaptation and innovation. This report not only illustrates our achievements, but also charts the course for our future commitments. We have set ambitious goals for the coming years, including improving emissions, expanding our social initiatives, and strengthening circular economy practices. We are proud of the progress we have made so far, but we know there is still much to do. We invite all our stakeholders to read this report carefully and to continue supporting us on our journey towards sustainability. Only through collaboration and shared commitment can we achieve improvement together and create a lasting positive impact for future generations.

We thank you for your trust in us and for your continued support of our sustainability initiatives.

With best regards,

Fulvio Soave



OUR STORY

The Best Western Soave Hotel in San Bonifacio boasts a history rooted in the tradition of Venetian hospitality. Situated in a strategic position between Verona and Vicenza, along the famous Soave Wine Route, the hotel was designed to welcome travelers attracted by the beauty of the territory and the richness of the area's food and wine.

Since its opening, the hotel has been committed to offering quality service, becoming a point of reference for those visiting the region for both business and pleasure. Over the years, it has undergone several renovations to adapt to the needs of a modern clientele, while maintaining a strong connection with the territory through a welcoming style and particular attention to local traditions.

Today, the Best Western Soave Hotel represents a synthesis between the modernity of the services offered and the genuineness of Venetian hospitality, a place where tradition meets innovation to guarantee an unforgettable stay.



BEST WESTERN PLUS HOTEL SOAVE

The Best Western Soave Hotel offers a complete and detailed stay experience, designed to satisfy the needs of every guest.

The 102 modern and comfortable rooms are equipped with air conditioning, free Wi-Fi, minibar and flat-screen TV, ensuring a welcoming and relaxing environment. The hotel's location, near the San Bonifacio train station and well connected to the main roads, makes it ideal for exploring the region, from the Soave hills to the cities of art such as Verona and Vicenza.

Guests can enjoy moments of relaxation in the outdoor pool, immersed in a well-kept garden that creates a quiet and regenerating atmosphere. For lovers of good food, the hotel restaurant offers traditional Venetian dishes, accompanied by a wide selection of local wines. Every morning, a rich breakfast buffet with typical local products welcomes guests to start the day with taste.

For those travelling for work, the hotel has an equipped meeting room, ideal for organising meetings and events in a professional and functional context.

A well-equipped gym is available for those who want to keep fit, while guests traveling with their pets will find dedicated services that make the hotel a pet-friendly choice.

The offer is completed by a large free private car park, perfect for those arriving by car, and an attentive and personalized service that reflects authentic Venetian hospitality.





OUR IDENTITY

MISSION

“We are grateful and thankful towards life for the opportunity it has given us to do business and we commit ourselves every day, with enthusiasm, to build unforgettable experiences from generation to generation. We want to be a concrete support, towards those who are less fortunate, always looking to the future with respect, honesty and responsibility.”

THE CORPORATE VALUES THAT GUIDE US

Professionalism Loyalty Correctness Honesty



CODE OF ETHICS

We ensure equal treatment and fairness at all levels of the organization, through inclusive practices and policies that enhance human resources.

Hotel Soave condemns any form of exploitation, harassment and discrimination based on gender, ethnicity, religion or disability. For this reason we have adopted a code of ethics that expresses the values in which we believe.

The code of ethics is a tool that can always be consulted by all our collaborators as it is present on the notice board as well as visible at the following link: [CODE OF ETHICS](#)

OUR TERRITORY

GEOGRAPHICAL DESCRIPTION

The Best Western Soave Hotel is located in San Bonifacio, a town between Verona and Vicenza, in the heart of the Veneto province. The hotel's strategic position allows you to easily explore the wine-growing hills of Valpolicella and Soave, renowned for the production of fine wines. The Lessini Mountains and the Adige River are also a short distance away, offering opportunities for outdoor activities. The area's climate is temperate, with hot summers and mild winters, while spring and autumn are ideal periods to visit the region, thanks to the pleasant climate and the evocative colors of the landscape.



LOCAL HISTORY AND CULTURE

San Bonifacio boasts a rich historical and cultural heritage, deeply linked to the winemaking tradition of the area. The symbol of the town is the Villanova Abbey, a medieval complex of great artistic and spiritual value. A few kilometers away is Soave, famous for its perfectly preserved Scaligero castle, which dominates the ancient village and offers a panoramic view of the surrounding vineyards.

The area is known for the production of Soave DOC wine, celebrated every year with events and tastings that attract enthusiasts from all over Italy. Food and wine lovers can explore the local cellars and taste typical specialties such as risotto al tastasal and artisanal pandoro. For those looking for recreational activities, the Lessini Mountains offer trekking and mountain biking trails, while the nearby Lessinia Regional Natural Park allows you to immerse yourself in nature among woods, caves and alpine pastures.

SUSTAINABLE MANAGEMENT

Our passion for hospitality merges with a deep commitment to a sustainable future. We are aware of the growing importance of sustainability in the hospitality industry and the impact that each of our actions can have on the planet and future generations. For this reason, we have decided to undertake with determination the certification process of the Global Sustainable Tourism Council (GSTC), a leading organization in the promotion of sustainable tourism practices globally. Since 2023, we are proud to be GSTC certified.

The choice to adhere to the GSTC standards arises from their nature as a universal language, recognized and respected throughout the world. These standards, to which we have responded with concrete actions and constant commitment, represent values shared globally. Furthermore, the GSTC certification was obtained through a verification process by an independent entity, a "third party", which guarantees impartiality and credibility.

Through our commitment to the GSTC certification journey, we aim to adopt practices and policies that minimize the environmental impact of our operations, promote the well-being of local communities and preserve the natural and cultural resources of our territory. We firmly believe that sustainability is not only a responsibility, but also an opportunity to create lasting value for all.

We are excited to embark on this journey and eager to share with you our progress, challenges and achievements along the way. We believe that together, we can make a difference and build a more sustainable future for all.

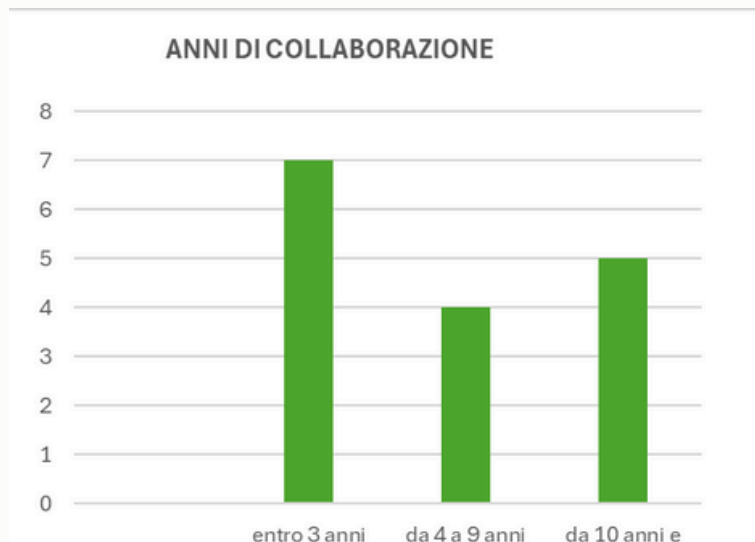
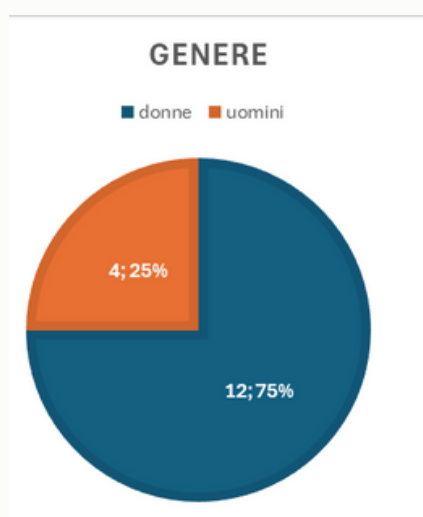
OUR SUSTAINABLE PATH

The path undertaken to obtain the GSTC certification has allowed our structure to develop and consolidate a structured and integrated sustainable management system. This system is developed starting from the code of ethics and is based on well-defined operating procedures that are rigorously applied within the hotel, with the active and conscious involvement of all our collaborators. By sharing these practices, we are able to promote a corporate culture based on sustainability, with the aim of creating value and constantly improving the environmental, social and economic impact of our activities.

PEOPLE AT THE CENTER

Our commitment to the territory also involves hiring staff who reside 100% within 50 km, thus helping to keep the local community alive. Our collaborators are the most valuable resource we have in order to guarantee a high quality experience.

Some data in brief:



CULTURAL SUSTAINABILITY

Preserving the cultural heritage of our territory is a priority for the Hotel Soave.

We firmly believe that the cultural and historical richness of the place is an integral part of our guests' experience.

For this reason, we dedicate part of our activities to the protection and support of traditions, art and culture.

We support, through the hospitality of the authors, the Historic Bonturi Bookshop of Sn Bonifacio which regularly organizes events to bring the culture of eastern Verona closer to meetings for the presentation of stimulating and reflective books for adults and children.

Libreria BONTURI 1950 IL TEMPO e LE PAROLE storie e libri nell'Est Veronese

LIBRAIO MAGICO
LETTURE PER I PIU' PICCOLI

Paolo Scquizzato
Presenta
Venire alla luce ed. Gab
La presentazione è parte della lezione
42° anno accademico della scuola di /

Martedì 17 Settembre
Ore 16.30 0-6 anni
Ore 17.30 7-10 anni
In libreria

Sabato 28 Settembre 2024
Ore 16.30 0-6 anni
Ore 17.30 7-10 anni
In libreria

Eventi in collaborazione con la scuola

Logos: Comune di San Bonifacio, Provincia di Verona, Best Western Plus, Pedrollo

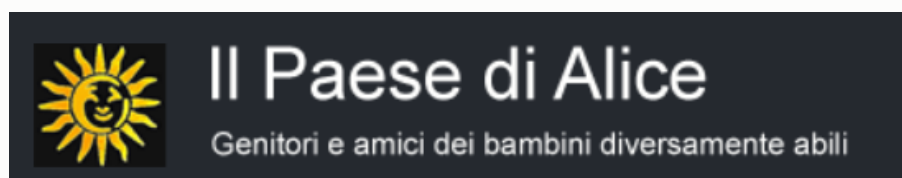
SOCIAL SUSTAINABILITY

Attention to the health and safety of our guests, along with their satisfaction during their stay, are aspects at the heart of our sustainability policy. Firstly, we guarantee a safe and accessible environment for all our guests. We take into account those with disabilities or special needs, ensuring that our property complies with accessibility standards and that our staff are adequately trained to assist anyone in need. activated

The importance of the company and its local community is at the heart of a hotel business like ours, which is geared towards sustainability and long-term development. Establishing strong ties with locals not only fosters mutual economic growth, through hiring local staff and collaborating with local suppliers, but also helps promote the social and cultural development of the community itself. We actively engage in supporting local social and cultural initiatives, demonstrating our value as an integral part of the social fabric, earning the respect of the surrounding community.

We support:

The non-profit organization “Il Paese di Alice”. It is “a vibrant community where support, inclusion and solidarity intertwine to create a stimulating and welcoming environment for children and young people with disabilities and their families.”



The Bianca nel Cuore Association: “Support for dealing with situations related to disability in everyday life.”

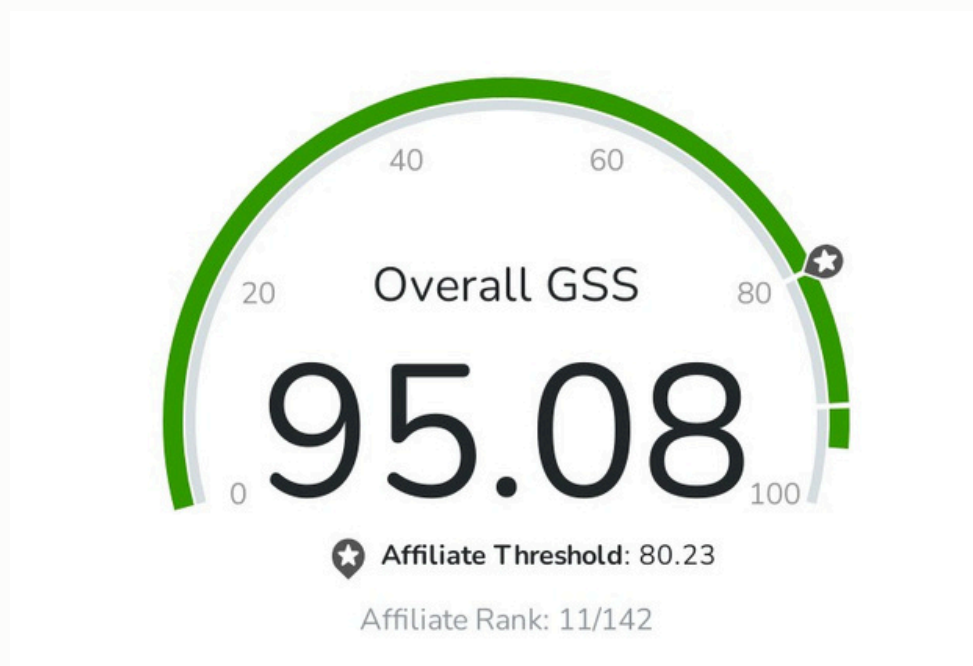


SENTIMENT ANALYSIS

Attention to the health and safety of our guests, along with their satisfaction during their stay, are aspects at the heart of our mission at the Hotel Soave.

We have activated a monitoring process towards guests to intercept and analyze the level of satisfaction and we have adopted a procedure to monitor corrective actions and specific interventions.

We also ask our guests what they think of the practices and attentions adopted in terms of sustainability.

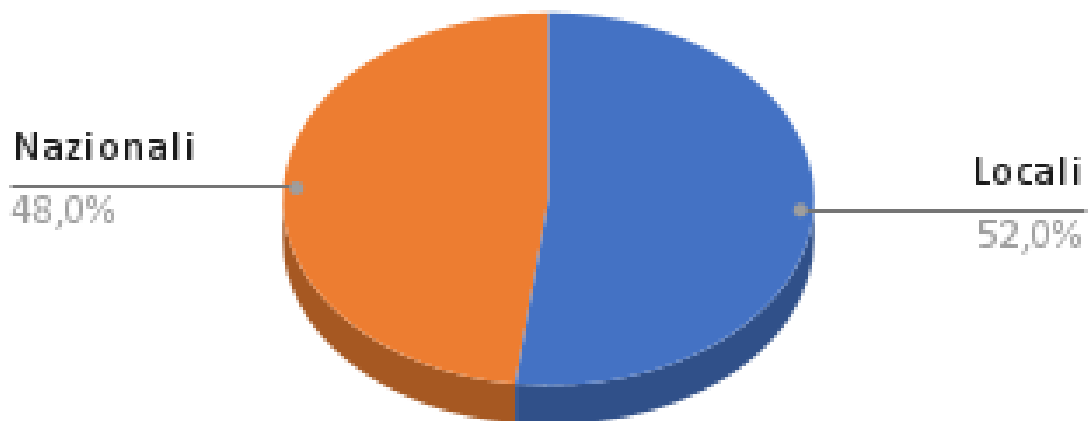


COLLABORATION WITH OUR SUPPLIERS

We look for partners in our suppliers with whom we can share our work process. For this reason, in addition to having shared our Code of Ethics with them, we have activated a specific mapping process to try to understand who we are working with and to verify their sustainable commitment.

At the same time, our aim is also to activate a process of awareness and involvement towards sustainability. Every year we also check our supply chain in terms of purchasing results to understand how we can improve collaboration with any local suppliers.

FORNITORI 2024



LOCAL SUPPLY CHAIN

Our commitment also looks at the care and selection of the supply chain. For example, in our breakfast proposal we try to give space to the offer of the territory by proposing traditional dishes and using local products such as the cheeses of the Caseificio La Casara that we serve in our breakfasts:

yellow blue blue veined monte veronese caciotta d'autore caciottina chives caciottina with pepper



We have adopted clear and shared procedures:

Purchase from local producers:

We work with local suppliers to reduce transportation-related CO2 emissions and support the local economy.

Seasonality:

we raise awareness among our restaurant partners, to plan menus based on seasonal availability of ingredients, reducing environmental impact and ensuring food freshness.

Promotion of local varieties:

we promote a virtuous mechanism that allows us to offer local and short supply chain products at breakfast.

Full use of ingredients:

we are careful to reduce food waste as much as possible through conscious and responsible preparation of the food offered at the breakfast buffet.



GREEN AND EFFICIENT SHOPPING

We are committed every day to integrate sustainability into our choices, aiming for ecological and efficient purchases.

We carefully select products that minimize environmental impact and promote responsible use of resources.

We favor eco-friendly, biodegradable or recycled materials, avoiding disposable items in favor of long-lasting and environmentally friendly solutions.

In our work, we choose recycled or low-impact stationery and office supplies, such as certified paper.

To ensure maximum comfort for our guests, we use sustainable courtesy products, such as refillable dispensers.

Every choice we make contributes to reducing the ecological footprint of our activities, making sustainability an integral part of the experience we offer. With concrete gestures, we demonstrate our commitment to a responsible and ecosystem-friendly hospitality model.



THE MONITORING

To ensure sustainable management it is important to implement a monitoring system across different operational areas.

ENERGY MONITORING

1) Energy consumption: We constantly monitor our consumption by recording and trying to reduce data as much as possible.

We replaced 70% of the light bulbs with LED lighting and installed a new boiler.

2) Purchase of renewable energy: we purchase certificates of Origin equal to 50% of our needs to reduce our CO2 footprint.

CO2 EMISSION MONITORING

1) Carbon footprint:

Our footprint in 2023 was 208.05 tCO₂eq

2) Reduction of emissions: We have started a process of analysis and research to understand how to offset the CO₂ we emit and therefore reduce our impact.

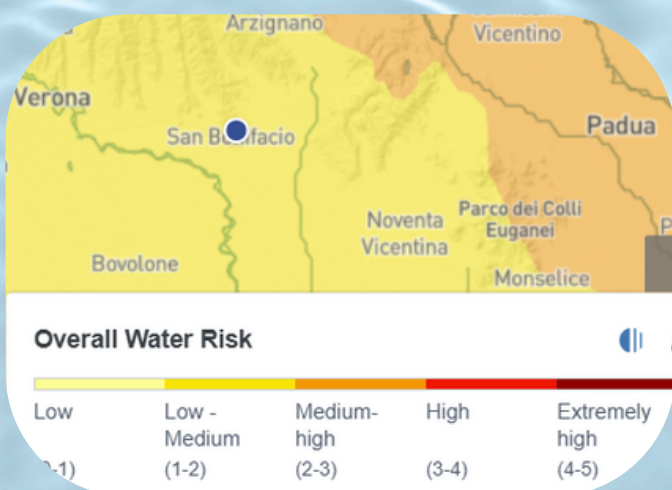
WATER MONITORING

1) Water consumption: We track our consumption in relation to attendance and verify water consumption in the rooms and common areas, identifying possible waste.

We have fitted flow reducers to all taps in the hotel

2) Analysis of the level of hydrogeological risk: We verify every year through the Water Risk Atlas platform, the positioning of the level of hydrogeological risk of our territory.

In October 2024 the estimated level is: MEDIUM LOW.

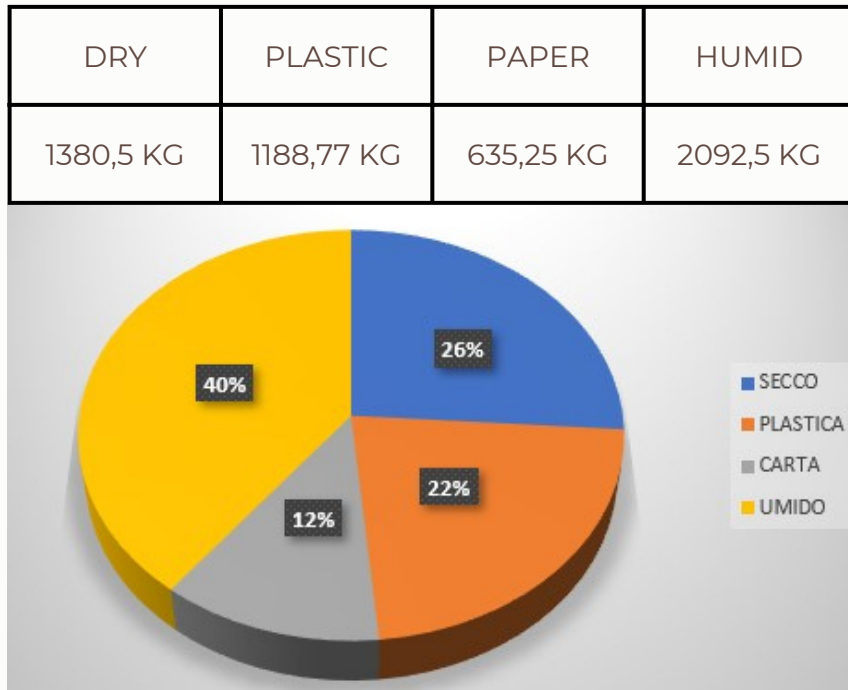


The climate crisis has begun to increasingly affect the availability of water. Our territory is among the fortunate ones compared to others, but we still believe it is important to commit to reducing consumption also through awareness-raising activities towards collaborators and guests. We implement good practices to keep our water cleaner. We purchase ecological detergents to reduce the use of substances harmful to the environment and we use the amount of chemical products necessary to guarantee a high level of cleanliness, without waste.

WASTE MONITORING

1) Waste production: We measure and monitor the quantity and type of waste produced (organic, plastic, glass, paper, etc.) in all areas of the hotel under our jurisdiction and we try to raise awareness among our guests about the correct management of their waste.

From January 1st to December 31st 2024 we produced:



2) Recycling and disposal: We ensure that recycling is effective, ensuring that each area of the hotel follows waste separation and reduction policies.



SUSTAINABLE MOBILITY

At Hotel Soave in San Bonifacio we are committed to promoting sustainable mobility. We provide charging stations for electric cars and encourage cycling thanks to a bike room equipped for our guests.

The proximity to the San Bonifacio train station makes exploring the area convenient and sustainable, inviting our guests to choose the train.

Many of our employees also travel by bicycle or train, helping to reduce our environmental impact.

We provide all the information you need to reach us in an eco-friendly way and make your stay a more responsible experience.



BIODIVERSITY

Protecting Biodiversity in the Verona Area

Welcome to our hotel, an ideal starting point to explore the rich natural heritage of the territory of Verona, Soave and San Bonifacio. This region is a perfect harmony between natural beauty, traditions and unique biodiversity. Preserving these places means protecting a treasure for future generations and for anyone who wants to live authentic experiences in contact with nature.

Why is biodiversity important?

Biodiversity is the basis of life, ensuring environmental balance, clean air and habitat for numerous species. Protecting this natural heritage is not only a duty, but an opportunity to live in harmony with the environment.

How can you contribute?

Explore these extraordinary places with respect: follow the paths, protect flora and fauna, reduce environmental impact and support local nature conservation initiatives.

Find out which natural wonders you can visit during your stay.

Visit our Biodiversity section and start your journey!

Join us for a sustainable future

These territories offer a natural heritage that enriches the lives of those who visit them. With your support, we can continue to protect these wonders, ensuring that they remain a source of inspiration and beauty for future generations. Staying at our hotel means participating in a shared commitment to respectful and sustainable tourism.



CONCLUSION

Our commitment to sustainability is not only a responsible choice, but an imperative necessity to build a better future for present and future generations. Through the initiatives undertaken so far, sustainability has become a fundamental pillar of our identity, integrating into every aspect of our operations. But our journey does not stop there. Every step forward, every innovation and every improvement brings us closer to a greater goal: a world in which economic growth, social well-being and environmental protection support each other in harmony.

Improvement objectives for the two-year period 2025/26:

- achieving 80% use of LED lamps throughout the entire structure
- participate in sustainability training courses for at least 60% of staff
- make waste sorting more efficient

We look to the future with determination, aware that there are still many challenges to face, but equally convinced that our passion, our creativity and our sense of responsibility will guide us towards increasingly effective solutions. Every action counts. We are aware that these actions, if implemented on a large scale, can significantly contribute to reducing the ecological footprint and promoting more sustainable development. We want to involve as many stakeholders as possible and create a tam tam that allows us to focus attention on issues that are so important for our well-being and that of those who will come after us.

We understand that these are small steps, but even the seas are made of many small drops. It is the strength of the group that makes the difference. We believe in it. Our journey towards constant improvement has just begun. We will continue to work with the same commitment, knowing that each of our efforts translates into a concrete positive impact. The future is in our hands, and together we can make it sustainable, fair and prosperous for all.



Best
Western
PLUS

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