



OUR SUSTAINABLE COMMITMENT

2025

Hotel Armando di Hotel De' Capuleti SRL



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Premise

The journey towards sustainability is constantly changing and requires a process of continuous adaptation and innovation.

This report is therefore not only a celebration of the milestones achieved, but also a path for our next steps. We have set ambitious goals for the years to come, focusing on reducing our impact, expanding social initiatives and strengthening circular economy practices.

While we are proud of what we have achieved so far, we are aware that there is still a long way to go.

We invite all our stakeholders to read this report and continue to walk alongside us on the path to sustainability. Only through a shared commitment will we be able to reach new goals and ensure a positive and lasting impact for those who come after us.

Thank you so much for your trust and your continued support of our sustainability initiatives.

Kind regards,

Arianna Montresor
Sustainability Manager

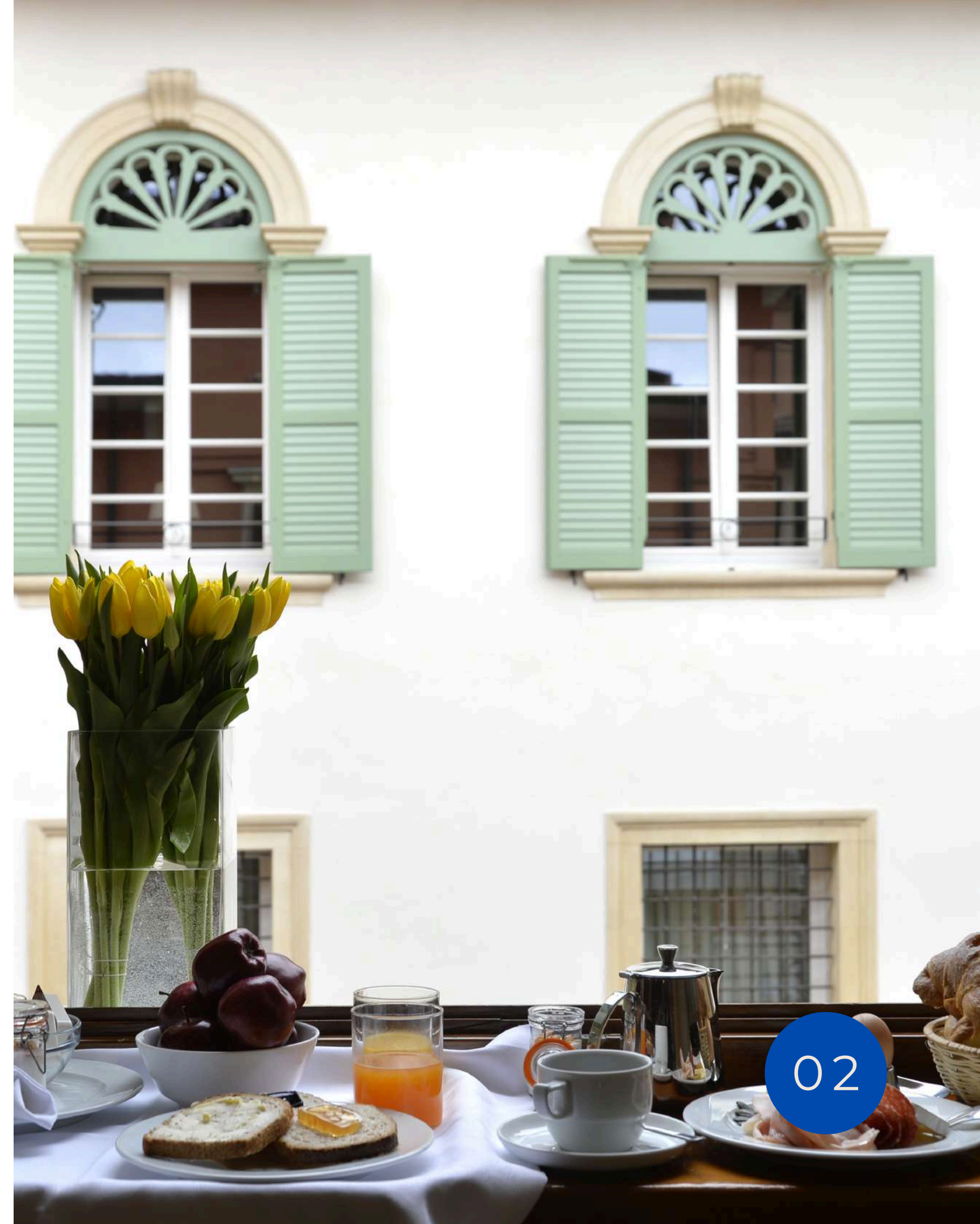
Our story

The Best Western Hotel Armando is located in the heart of the city of love and culture, just a few steps from the Arena, in a quiet yet very central district of Verona's oldest area, the Filippini district.

The hotel, family-run, has been welcoming travelers since 2008 who wish to immerse themselves in Verona's unique atmosphere.

The same Boldrini family has been managing the Best Western Plus Hotel De' Capuleti, the "sister" hotel located just a short walk from Hotel Armando, since 1964.

Guests of Hotel Armando can benefit from some services of the sister hotel, such as the wellness center for exclusive use and the gym.



Main features

The Best Western Hotel Armando offers its guests a refined experience with great attention to detail. The rooms, elegant and equipped with every comfort, stand out for their modern and welcoming design. Each room features air conditioning, free Wi-Fi, a minibar, the Alexa voice assistant, and a flat-screen TV, ensuring a relaxing and pleasant stay.

The breakfast service, rich in fresh and typical products, is designed to meet every need, offering both sweet and savory options with particular attention to quality and local specialties.

Thanks to its central location, the hotel is ideal both for leisure travelers and for those visiting Verona for business.

Technological innovation, a 24-hour reception, and warm hospitality complete the offering of a property that combines tradition and modernity, guaranteeing an unforgettable stay in the heart of one of the most romantic cities in the world.

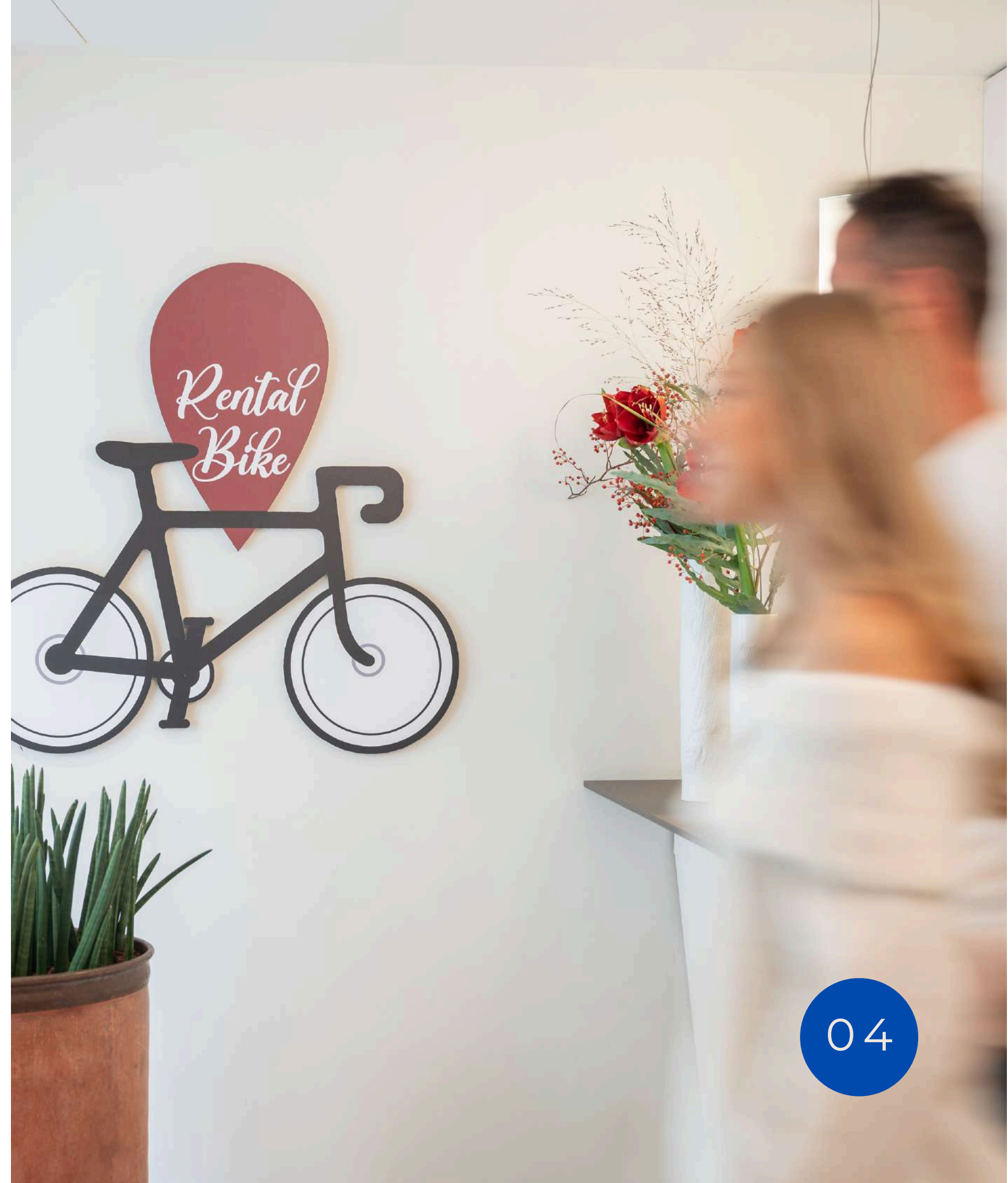
Our identity

MISSION

We walk from generation to generation towards the future. We operate in an organized and sustainable way to provide authentic and quality experiences, giving true emotions in the journey to discover the territory and traditions.

CORPORATE VALUES WE BELIEVE IN

Respect for others, transparency, responsibility, humility and pride in the history and tradition of Verona are the values that for more than fifty years have guided the Company to operate by observing rigorous and high quality standards. We believe it is essential to invest in safety, innovation and staff training, as well as in the choice of well-selected suppliers, to guarantee each guest well-being and satisfaction.





Ethical Code

We are committed to ensuring fair treatment for everyone at every level of our organization, through inclusive policies that value people. Hotel Armando opposes all forms of exploitation, harassment, or discrimination, whether based on gender, ethnicity, religion, or disability. For this reason, we have created a Code of Ethics that represents the values we believe in.

All our employees can easily access it: it is provided to them upon hiring and is also publicly available on our website.

Our territory

GEOGRAPHICAL DESCRIPTION

The BW Hotel Armando is located in the heart of Verona, just a few steps from the Arena and the city's main attractions. Situated in the Po Valley, Verona is crossed by the Adige River and surrounded by rolling hills, including Valpolicella, known for its prestigious wines, and the Lessini Mountains, ideal for hiking. Lake Garda is also a short distance away, with its beaches and picturesque villages. The climate is continental, with moderately cold winters and hot, sunny summers, making Verona an ideal destination in every season.

HISTORY AND LOCAL CULTURE

Verona, known as the city of Romeo and Juliet, is a UNESCO World Heritage Site thanks to its exceptional historical and architectural heritage. The Arena, a Roman amphitheater of extraordinary beauty, is the symbol of the city and hosts the famous opera festival every year. Other points of interest include the Roman Theater, Ponte Pietra, Juliet's House and Piazza delle Erbe.

The city is animated all year round by cultural events, such as the Verona Carnival, one of the oldest events in Europe. Food lovers can discover the typical flavors of tradition, such as risotto all'Amarone, tortellini di Valeggio and boiled meat with pearà. For those who want to explore the surroundings, Valpolicella and Lake Garda offer unforgettable experiences, including visits to wineries and panoramic walks.



Sustainable Management

Our passion for hospitality goes hand in hand with the desire to build a sustainable future. In 2022, our company began a journey toward more sustainable and responsible management—an important step in continuing to offer our guests a unique experience while respecting the environment and local communities. For this reason, in March 2023 our sister property, the BW Plus Hotel De' Capuleti, obtained the GSTC (Global Sustainable Tourism Council) certification, a global leader in promoting responsible tourism and guaranteeing internationally recognized standards. We are also pleased to announce that BW Hotel Armando has recently started the same process and will very soon undergo the audit to obtain the GSTC certification. This certification is guaranteed by an independent third party that impartially verifies compliance with the required quality and safety standards. This allows us to offer our guests tangible proof of our commitment and the seriousness of our practices.

We are happy to share our journey with you.
Together, we can truly make a difference!

Our sustainable journey

Our journey towards GSTC certification has allowed us to develop and consolidate a sustainable, structured and integrated management system. This system stems from our Ethical Code and is based on well-defined operating procedures, 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 dedicated to sustainability, aimed at creating value and constantly improving the environmental, social and economic impact of our activities.

PEOPLE AT THE CENTER

Our connection with the territory is also strengthened by hiring local staff, thus helping to keep the community around us alive. For us, collaborators are the most important resource to offer a quality experience.

The number of people working with us remains almost unchanged throughout the year.

2025 YEAR DATA

Total number of collaborators: 16

Average years of collaboration: 6

Average age of collaborators: 37 years

Gender distribution: 87.5% women, 12.5% men

75% of our employees have a permanent contract.

Cultural sustainability

For us at Hotel Armando, keeping the cultural heritage of our territory alive is a priority. We are convinced that the history and culture of the place enrich the experience of our guests. This is why we work every day to protect and enhance local traditions, art and architecture, dedicating part of our activities to preserving this extraordinary legacy.



2023, 2024 and 2025 - In support of a historic theatre company in the city of Verona and its projects

Social Sustainability

The health, safety and satisfaction of our customers are top priorities in our approach to sustainability. We create a safe and accessible environment for everyone, paying special attention to those with disabilities or specific needs. We ensure that our facilities meets accessibility standards and that our staff is trained to assist those in need.

We continuously monitor guest satisfaction to understand how we can improve.

The connection with the local community is at the heart of our long-term sustainability vision. Collaborating with local people, hiring local staff and working with local suppliers not only fosters economic growth, but also contributes to the social and cultural development of the community. We actively support local initiatives, demonstrating our commitment as an integral part of social life and earning the respect of the community around us.

We have been collaborating for several years with Ronda della Carità, a Volunteer Organization with the aim of assisting homeless people in Verona who live in a state of extreme urban poverty.

We donate to them daily the excess food from the buffets and occasionally furniture or materials that are no longer needed.



We collaborate with local schools and the University, activating internships that allow young people to approach the world of work.

Finally, we collaborate with social enterprises such as Reverse, which takes care of the design and production of furniture, also involving the Montorio prison with projects such as 'Fatto in Carcere'.

Sentiment Analysis

We have implemented a continuous monitoring system dedicated to collecting and analyzing our guests' opinions regarding their overall experience. This allows us to accurately assess the level of satisfaction and identify any areas for improvement.



At the same time, we are aware of how important it is to involve our guests in our commitment to sustainability. For this reason, we encourage them to share their opinions and suggestions about the sustainable practices we have adopted through a dedicated questionnaire.

Local supply chain

Our commitment is also reflected in the care with we choose the products we offer.

We have adopted simple but effective practices to ensure quality and sustainability:

Hotel Armando selects foods and raw materials from local producers, treated and processed by expert hands with full respect for the environment and people.

- The breakfast sweets are prepared daily with organic flours at Km0 in our kitchen.
- Seasonality: we are committed to following the seasonal availability of ingredients for fresher menus with a reduced environmental impact.
- Promotion of local products: we always try to include local and short supply chain products in our breakfasts.
- Responsible use of ingredients: We reduce waste by using every part of the food in food preparation.
- The Hotel collaborates with Too Good To Go and Ronda della Carità to fight food waste



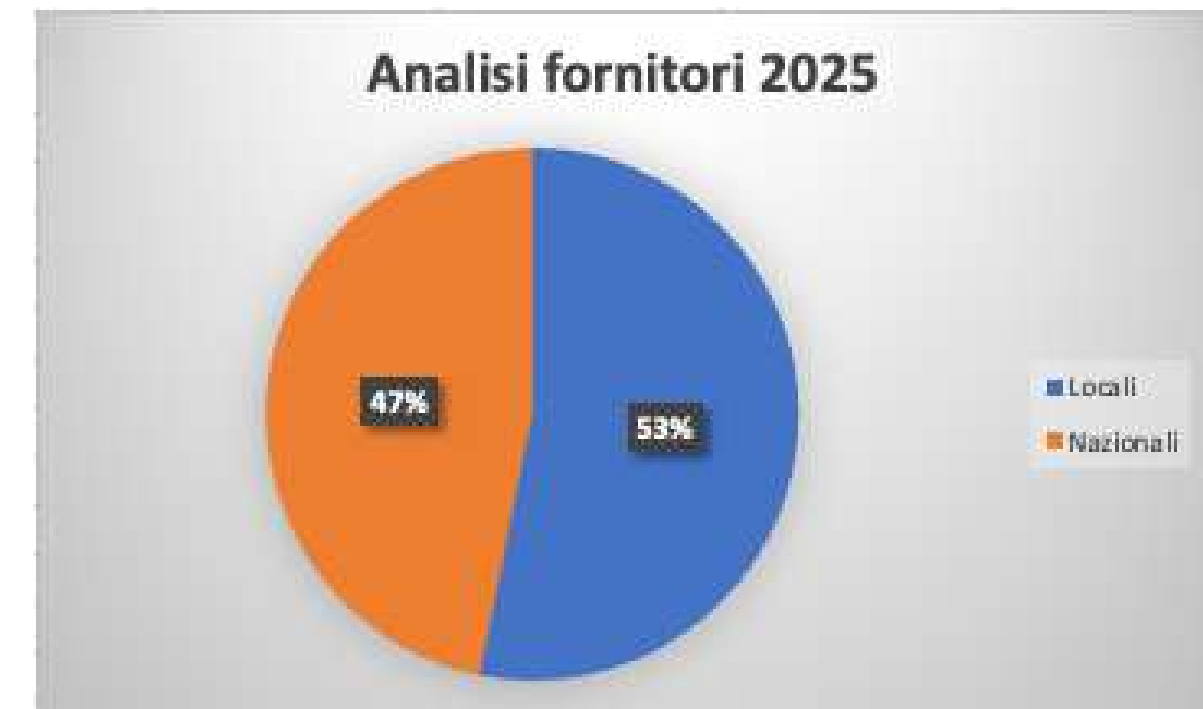
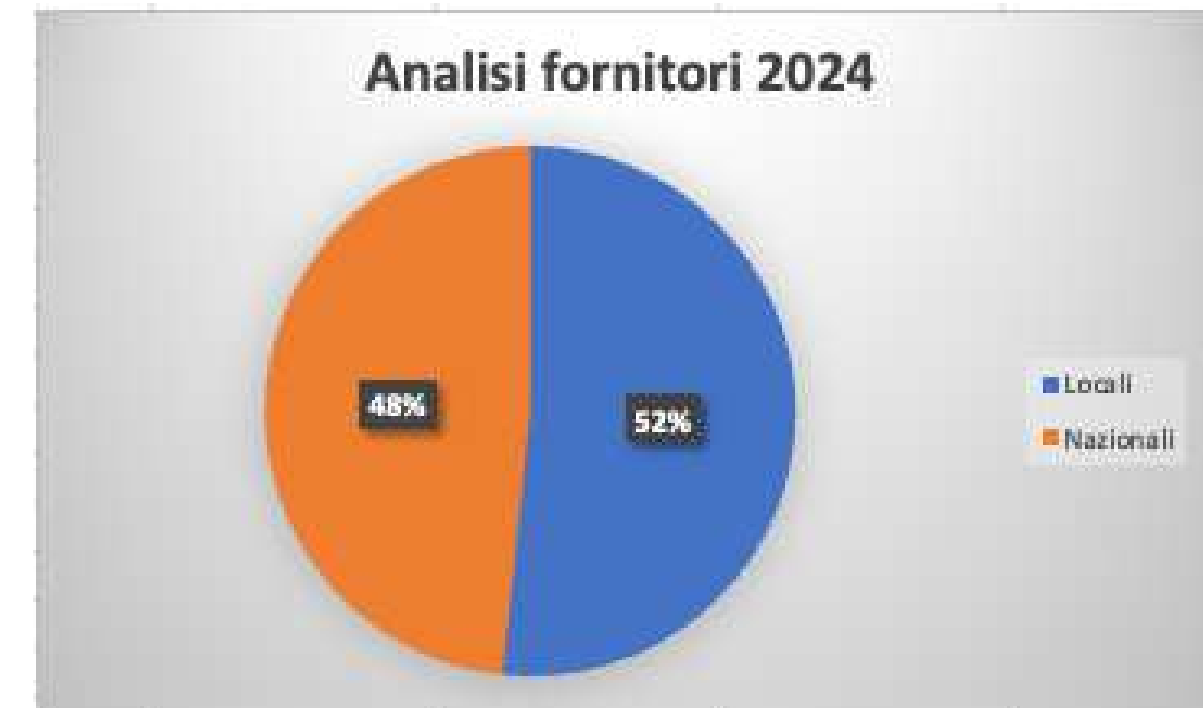
Collaboration with our suppliers

We seek to establish partnerships with our suppliers based on shared values and a common approach to our working processes.

To this end, in addition to sharing our Code of Ethics, we have implemented a dedicated supplier mapping process aimed at gaining a deeper understanding of our supply chain and assessing suppliers' commitment to sustainability. As of 2025, suppliers are also assigned a rating based on defined environmental, social, and governance (ESG) sustainability criteria.

Our objective is to foster awareness and engagement on sustainability issues, with the aim of initiating virtuous processes of continuous improvement and responsible business practices.

On an annual basis, we review our supply chain performance also in terms of purchasing outcomes, in order to identify opportunities to strengthen collaboration with local suppliers. The charts alongside present the results for 2024 and 2025.



Collaboration with our suppliers: fresh products

We monitor the share of fresh products—such as fruit and vegetables, cheese, cured meats, eggs, milk, and dairy products—sourced through the local supply chain.

In 2024, purchases from small local suppliers accounted for 64.5% of total procurement expenditure for this product category. In 2025, the share increased to 72.5%.

These results reflect the Company's commitment to supporting local economic development and ensuring consistent product quality for guests, particularly in relation to the breakfast service.



FROM THE LOCAL SUPPLY CHAIN



FRESH MILK, YOGURT AND MOUNTAIN CACIOTTA



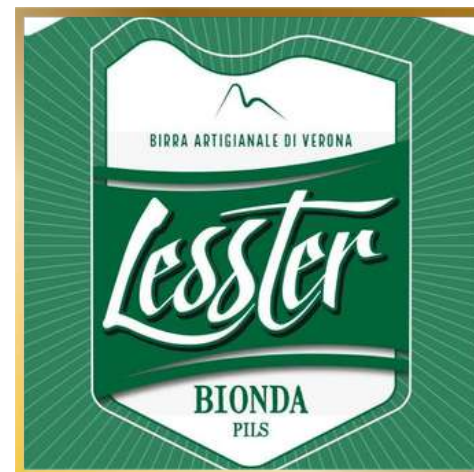
SALAME NOSTRANO, MONTEVERONESE E CIMBRETTO AL PEPE CHEESE



SOAVE RAW HAM



ORGANIC OAT FLOURS AND FLAKES



LESSINIA'S CRAFT BEERS



EGGS

Green and efficient purchases

We aim to promote a form of tourism that develops in balance with and respect for the environment, maintaining a harmonious relationship between people and the surrounding territory while preserving the beauty of the landscape.

Our objectives are:

- 1.To reduce environmental impacts by using resources efficiently and responsibly, aiming for a progressive reduction in consumption.
- 2.To work in synergy with other stakeholders to promote sustainable policies and practices.

Reducing environmental impact begins with the purchase of ecological and efficient goods. Hotel Armando constantly works to adopt analytical guidelines and procedures aimed at continuous improvement in the selection of its suppliers and products, where applicable.

Eco-friendly, efficient, and locally sourced purchases are a fundamental component of the overall strategy of our sustainability policy. In fact, they refer to purchasing practices that consider not only the cost and quality of products, but also their environmental impact.

What actions are we taking?

Elimination of plastic and single-use products whenever possible through:

- 1.The adoption of glass drinking glasses in all our rooms.
- 2.The use of glass water bottles with a returnable deposit system for in-room service.
- 3.The installation of shower dispensers in all rooms.
- 4.The use of a courtesy line with sustainable packaging certified by Nordic Swan Ecolabel or FSC.
- 5.The use of dispensers for jams, chocolate spread, and honey at the breakfast buffet.
- 6.The installation of a water dispenser in the kitchen for the breakfast room service water, also available to guests to refill their personal bottles.

Purchase of certified paper products (toilet paper, napkins, printer paper, etc.).

Mapping and review of cleaning products, replacing the vast majority with products certified with the Ecolabel or other eco-labels, biodegradable and with a lower environmental impact.

Careful selection of organic or Fair Trade products whenever possible. Currently, our teas and herbal infusions come from responsible supply chains.



The Monitorings

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

ENERGY MONITORING

CONSUMPTION 2025:

Energy in kwh: 115975

Natural gas in mc: 6521

ACQUISTE OF RENEWABLE ENERGY: 50%

CO2 EMISSION MONITORING

1) Carbon footprint: we calculated the carbon footprint of the hotels in reference to the year 2024, taking into account emissions deriving from energy consumption and laundry services: tCO₂ totali 54,19

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.

Monitoraggio dell'acqua

1) Water consumption:

We keep track of our water consumption monthly.

Consumption 2025: mc 1968

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 the month of January 2025 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 in all the areas of the hotel and we try to raise awareness among our guests on the correct management of their waste.
- 2) Recycling and disposal: we ensure that recycling is effective, ensuring that each area of the hotels follows waste separation and reduction policies.

TIPO RIFIUTO	SECCO	CARTA	PLASTICA	UMIDO	VETRO
TOTALE SACCHI ANNUO 2025	567	198	196	352	10
PESO MEDIO	5,23	2,82	1,87	5,15	12
TOTALE KG ANNUO	2965,41	558,36	366,52	1812,8	120

Sustainable mobility

HIGH QUALITY SUSTAINABLE TOURISM

For guests who want to discover the real Verona, the authentic one, linked to historical traditions, lesser-known stories, and typical dishes that have taken it beyond national borders, the BW Hotel Armando promotes sustainable and high-quality tourism. Thanks to the tours and expert and passionate guides of Ways Tours, discovering the beauty and charm of Verona is an unforgettable experience.

We encourage sustainable transportation by giving guests arriving by train a free bus ticket to get around the city.

Several of our employees also adopt a carpooling method to reach the workplace.

We have bicycles available for guests to use free of charge.



BIODIVERSITÀ

Protect the Biodiversity of the Province of Verona

Welcome to our hotel, located in a territory rich in biodiversity, where the beauty of nature and cultural heritage coexist in perfect harmony. The province of Verona, with its unique landscapes ranging from the hills of Valpolicella to the city gardens, is home to an extraordinary variety of animal and plant species. Protecting this fragile natural balance is essential to maintain the richness of our territory and guarantee a greener and more sustainable future.

Our commitment to sustainability goes beyond eco-friendly practices within the hotel. We also work to educate our guests on the importance of preserving local biodiversity, which is essential for healthy ecosystems and quality of life.

Why is biodiversity important?

Biodiversity is not just about the beauty of nature, but also its ability to support life. Every species, from the smallest plant to the largest animal, plays a crucial role in maintaining the balance of the ecosystem. Protecting biodiversity means protecting the air we breathe, the water we drink and the food we eat, helping to make the land more resilient to climate change.

How can you contribute? During your stay, we invite you to explore the Verona area in a sustainable way, choosing low environmental impact activities such as excursions, walks in the countryside or bike rides. Respect for nature is fundamental: every gesture, even the smallest, can make a difference. We, as a hotel, are committed to reducing our environmental impact and promote environmental education among our guests.

Discover which natural wonders you can visit during your stay. Visit our Biodiversity section and start your journey!

Together we can make a difference.

Contributing to the protection of Verona biodiversity is a shared responsibility. By choosing to adopt sustainable behaviors during your stay, you will help to preserve the natural wonders that make this region unique. Every gesture counts: together we can build a better future, for ourselves and for generations to come.

Conclusione

Our commitment to sustainability is not only the right choice, it is a real necessity to build a better tomorrow, for us and for those who come after us. The initiatives we have already implemented have made sustainability an integral part of our identity, influencing every aspect of the way we operate. But our journey does not stop there. Every new step, every innovation, every improvement brings us closer to an ambitious goal: a world in which economic development, social well-being and environmental protection go hand in hand.

We look forward with determination, knowing that there are still many challenges to face, but convinced that our passion, creativity and sense of responsibility will guide us towards increasingly effective solutions. Every single action counts. We know that, if applied on a large scale, these actions can really make a difference, reducing environmental impact and promoting more sustainable development.

We want to involve as many people as possible, creating a wave that draws attention to issues that are fundamental to our future and to next generations. We know that these are small steps, but even oceans are made of drops. It is the strength of the group that really changes things. We believe in it. Our journey towards continuous improvement is just beginning. We will move forward with the same energy and determination, knowing that each of our efforts has a concrete and positive impact.

The future is in our hands, and together we can make it more sustainable, equitable and prosperous for all.





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