



SUSTAINABILITY

INTRODUCTION

Personal wellness should never overlook environmental wellness. Therefore, the resorts of the Group have been designed and built with respect for the environment, in accordance with the Lefay philosophy, which has made social and environmental responsibility one of its principal, indispensable guidelines. The perfect architectural integration of the properties into the surrounding countryside, the implementation of latest-generation technologies and the use of renewable energy sources have qualified Lefay Resorts as one of Italy's foremost companies integrating business with sustainability: a new holiday concept where every single detail is conceived to provide the utmost comfort while respecting the environment, in a completely CO₂ free experience.

This commitment began in 2011 with the agreement signed with the Italian Ministry of the Environment for the promotion of common projects that aims to neutralise the environmental impact of its activities. Since 2013, in fact, Lefay Resorts offers its Guests a CO₂ free holiday, offsetting 100% of its annual emissions through the purchase of CERs credits (in compliance with the Kyoto Protocol).

SUSTAINABILITY REPORT

Sustainability means developing a business model designed to achieve economic and financial goals while fully respecting the environment and promoting the development of the local area and the professional growth of the company's Staff. To communicate in a clear and transparent manner the commitment made to its stakeholders in Italy and abroad, from 2014 Lefay Resorts summarises the results achieved by the Group in the economic, social and environmental fields and the objectives for future improvement in the Sustainability Report published annually. All Sustainability Reports of the last years have been reviewed following the new international guidelines "Global reporting Initiative, sustainability reporting framework 4". The level of application of the GRI corresponds to G4 "in accordance with CORE" and has been verified by the TÜV Italy certification body. The final Assurance Report is included at the end of every Sustainability Report.

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ARCHITECTURE & DESIGN

The first efforts towards achieving environmental sustainability of the resorts were carried out during the design stage. The very first challenge for the architects was to create efficient properties in terms of logistics and energy, located in splendid unspoilt landscape, respecting the integration with the environment. In both properties, the main services are located within the central body, from which the suites spread out towards the side wings. The architecture of the buildings is based on philological criteria: the designers took inspiration from local types of construction and materials, reinterpreted in a contemporary key.

The containment of energy requirements was one of the fundamental criteria followed in the implementation of the projects. This objective was achieved with targeted interventions, including the high insulation of all surfaces of the building envelope and the adoption of ventilation systems with extremely high energy recovery. Moreover, considering the size and importance of such an articulated spa, characterised by several pools, it was decided to optimise its overall efficiency by reducing the heat requirement thanks to insulation and covering mechanisms. The heating and cooling of rooms and common areas is achieved through low temperature radiant systems installed within the ceilings and the floors.

The respect for nature and eco-sustainability is also reflected in the interior design, featuring natural materials from the local area. All the textiles, included bed linen, are made from natural cotton fibre with no chemical treatment. Moreover, only chemical-free water paints have been used on the walls.

ENERGY SAVING

The use of cutting-edge technologies that reduce energy consumption has given the opportunity to combine the luxury of all comforts and services with the utmost respect for the environment, thanks to an efficient use of energy and a smart exploitation of clean and renewable energy sources.

Technology facility

At Lefay Resort & SPA Lago di Garda it is composed by a biomass plant, a micro-turbines cogeneration plant and an absorption cooling system. Ensuring the 75% of cooling production, it is one of the few plants of this type in Italy. It enables to



generate cooling by using the heat exhausted through the micro-turbines and the biomass boiler. The remaining 25% cooling is produced by a high-performance compression cooling system. At Lefay Resort & SPA Dolomiti, in addition to the biomass plant and the cogeneration plant, a free cooling system has been installed with two air-cooled chillers which operate mainly in free-cooling given the favourable summer weather conditions. The biomass plants are fed by wood chips and produce a thermal energy with a significant reduction of carbon emissions in the atmosphere. They provide heating for rooms, swimming pools and produce sanitary warm water by using local woods and residues of gardening. In particular, at Lefay Resort & SPA Lago di Garda, the biomass plant covers around 70% of the property's demand and allows an annual oil saving of about 220,000 litres that means an annual CO₂ emission reduction worth about 510 tons. At Lefay Resort & SPA Dolomiti instead, it is estimated that the biomass boiler, with a nominal power of 1,100 kW, can cover more than 50% of the needs of the property. Here the annual oil saving is about 300,000 litres, which corresponds to a CO₂ emissions reduction worth about 900 tons.

Cogeneration plant

It allows the production of both electrical and thermal energy. The aim is to cover a large part of the resorts' electrical energy demand through the cogeneration system and to cover the entire thermal requirement through the recovery energy produced by the high-efficiency cogeneration system and by the totally renewable energy of the biomass plant.

At Lefay Resort & SPA Lago di Garda, the plant is made of two micro-turbines fed by methane gas and composed by an electric generator, a heat-exchanger and a supervision system. The heat produced by the micro-turbines is used to power the heating system in winter as well as the absorption cooling system in summer.

At Lefay Resort & SPA Dolomiti the plant consists of two gas-fired cogeneration modules with a nominal electrical power of 140 kW each and a nominal thermal power of 207 kW, with the predisposition for a third group.



Operational software

Operational software guarantees further saving potentials. In particular, the lighting system receives information from natural light through devices and sensors installed on the external covering, allowing to reduce the artificial lighting levels when sufficient natural light is available, as well as during the night or in case of scarce use. Also, the lighting of common areas and walkways is operated by a presence or movement detector, which allows energy saving.

WATER SAVING

The means for achieving a 360-degree environmental protection includes water supply management. To dramatically reduce water consumption from water mains, precise measures have been put in place in both properties to achieve this objective while respecting the territory and the environment. The supply system has been planned and designed in minute detail: all toilet flushing systems as well as bath taps and faucets enable to regulate water quantity through devices aimed at saving water consumption by 50% in comparison to standard facilities, while swimming pool facilities envisage a water refilling system based on the number of people using pools. All the rainwater falling on the roof of the building is stored and used for the irrigation of green areas. Management policies of the laundry are also oriented towards saving water and energy.

WASTE MANAGEMENT

To reduce the environmental impact of the produced waste, the Lefay Resorts properties separate their waste, use recycled materials and are committed to progressively reduce the amount of waste produced. The separation of waste into different types is carried out in all areas of the resorts, except for bedrooms, where waste is separated at a subsequent stage by the Housekeeping department. The resorts also use recycled and ecological paper for all their paper materials and glass bottles to limit the use of plastic.

SOCIAL RESPONSIBILITY

Lefay Resorts & Residences is committed to developing a business model that is focused on achieving economic and financial results, thereby creating “value”, by



paying increasing attention to social responsibility, which is intended as the safeguarding and enhancement of the territory and the Staff.

HUMAN RESOURCES

The real key to the Lefay Resorts success is the excellence of the Staff, whose satisfaction must be as important as the satisfaction of the Guests. For this reason, great attention is paid to the selection and professional development of the Staff, to create a relationship of mutual trust and sense of belonging. This is achieved through a deep professional training, the developing of career paths for younger employees, a dedicated restaurant area, as well as comfortable private apartments and a motivating and driving accountability through the setting of professional goals.

LOCAL COMMUNITY SUPPORT AND PROMOTION OF THE LOCAL AREA

Lefay Resorts & Residences contributes actively to the development and promotion of the territory in Italy and abroad. It performs intensive public relations activities, creates partnerships, sets up co-marketing activities and sponsors cultural, social and sports events in collaboration with local organisations and associations. The resorts are also committed to giving employment preference to people living in the nearby cities and to local suppliers, promoting the development of the area.

PROCUREMENT POLICY

The resorts give preference to companies that operate in compliance with the processes and regulations envisaged by international quality and environmental certification systems. More than 60% of suppliers are from the immediate area, all located within the province of Brescia and Trento.

GUESTS' CONTRIBUTION

Through the Green Book, located in all bedrooms, the properties are committed to raise Guests' awareness, providing them with a series of suggestions for minimising the environmental impact of their stay. The Green Books of both resorts are also available online.



CERTIFICATIONS

Top Employers Italy

Since 1991, this organisation has been certifying corporate excellence in Human Resources at a global level and this year it has included Lefay Resorts & Residences among the 131 companies certified Top Employers Italia 2022. This certification is very prestigious because only the most virtuous companies in terms of working conditions, benefits, career plans, investments, training and development and HR policies focused on professional and personal growth are considered worthy of this recognition.

Lefay Total Green

Following the voluntary agreement with the Italian Ministry of Environment, in 2014 Lefay Resorts has chosen to compensate every year 100% of its CO₂ emissions by purchasing CERs credits, certified and recognised to be in compliance with the Kyoto Protocol related to specific projects fulfilled in Europe and in the rest of the world, aimed at the reduction of CO₂ emissions.

Green Globe

Located in California, USA, and represented in over 83 countries worldwide, it is the first programme to have developed international reference standards for properties operating in the wellness industry. Both properties of the group have been certified; Lefay Resort & SPA Lago di Garda is a Gold Member.

ISO 14001 – ISO 9001 – ISO 14064 Certifications

Environmental certification ISO 14001, for the “Design and management of architectural solutions for innovative and eco-compatible structures” phase; ISO 9001 quality certificate and the ISO 14064, which certifies the analysis of the Resort’s CO₂ emissions carried out by the Italian Ministry of the Environment.

Voluntary Agreement with The Italian Ministry of The Environment

On 20th December 2011, Lefay Resorts signed a voluntary agreement with the Italian Ministry of the Environment, the Land and the Sea, for the promotion of joint



projects aimed at the analysis and neutralization of the climate impact of its activities.

Climahotel®

Lefay Resort & SPA Dolomiti is ClimaHotel® certified, a seal of sustainability for accommodation facilities that successfully contribute to the sustainable development of the company, both through the integration of innovative and sustainable technologies, and through strategic measures in management practices. Sustainability is thus applied and made visible also to Guests, certifying that their holidays are spent in a sustainable resort.

Adamello Brenta Nature Park "Park Quality Brand - ECST"

Obtained by Lefay Resort & SPA Dolomiti in 2022, this double certification has been created to guarantee a sustainable model of tourism. On one hand, it certifies the commitment to safeguarding biodiversity, reducing environmental impacts and ensuring the survival of local production. On the other, the pursuit of values such as the continuous improvement of the area by protecting landscapes and cultural heritage, reducing pollution and waste of resources, ensuring social cohesion and the wellbeing of the local community, while measuring the environmental impact of tourism.

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