



Gruppo UNA Sustainability Journey

2023



The background of the page features large, light blue, semi-transparent versions of the three shields from the UNA logo, arranged horizontally. A thin, yellow, wavy line starts from the left, loops around the first shield, and then extends across the bottom of the page.

Gruppo UNA Sustainability Journey

2023

Gruppo UNA presents:

Our Sustainability Journey

The sustainability journey of the leading hospitality group in Italy

With a smile we welcome Guests to our facilities, the challenge we face every day to improve our services and make our Guests feel good.

With that same smile, today we face a new challenge, which sees us committed to **sustainability**, and which leads us to pay attention to **the environment, people, the entire system.**

We thus express our **values**, putting our resources at the service of a more precious good which is the well-being of the community and we do it with what distinguishes us most: **the smile.**



Versilia Lido | UNA Esperienze

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UNA Letter to Stakeholders*

Dear Stakeholders,

Gruppo UNA has long been committed to a journey of sustainability and social responsibility, based on strategic and operational choices that take into account the needs and expectations of all of you. Our goal is to build a **long-term project to ensure a “Sustainable future” through the strategic use of technology to improve** Guest satisfaction and reduce the environmental impact of our activities.

These practices aim to **reduce energy consumption, save water and limit food waste**. In addition, we are developing human capital and enhancing the skills of our employees. We also promote diversity, inclusion and equal opportunities along the value chain. These initiatives are part of a pathway outlined in our Charter of Values and Code of Ethics.

This path is based on five core values: **accessibility, foresight, respect, solidarity and responsibility**. From the north to the south of Italy, we are implementing several initiatives within our facilities to reduce our environmental impact.

We also involve our Guests in the **‘Smile at the Planet’** programme, which offers them the opportunity to contribute to reducing waste and the excessive consumption of water and energy resources. As well we pay a special attention to reduce the food waste.

For this reason, we carefully select suppliers and products, giving preference to certified ingredients according to environmental standards or sourced from local organic producers. In addition, some of our restaurants by **‘UNA Cucina’** have joined the anti-waste movement of **Too Good To Go**, which allows people to buy unsold food of the day at favourable prices. We also collaborate with **Banco Alimentare** to recover surpluses from our bank and donate them to **‘Briciole di Pane’**, a non-profit organisation that provides hot meals to those in need.

The challenges ahead cannot be separated from sustainability. We are moving more and more towards projects and investments that **promote the digital transition** and the increase in hotel ancillary services. We also want to promote the consolidation of businesses in the sector. In this context, the

*As part of its ESG reporting, Gruppo UNA S.p.A. recognises and interacts with different groups of stakeholders, which include: **Clients** as hotel Guests, who expect high standards of quality and sustainability in the services offered; **Employees**: the staff of Gruppo UNA, who are essential for maintaining operating standards and promoting a responsible corporate culture; **Suppliers**: the companies and professionals who supply goods and services, with whom Gruppo UNA works to guarantee sustainable practices throughout the supply chain; **Unipol Group and UnipolSai**: shareholders who oversee the sustainable value and ethical performance of the company; **Local Communities**: the communities in which Gruppo UNA operates, which benefit from the company's commitment to social and environmental wellbeing; **Governmental and Regulatory Bodies**: the regulatory authorities, which require compliance with environmental, social and governance laws and regulations; **Franchisors**: the affiliates that participate with Gruppo UNA, sharing the commitment to common ESG objectives; **Non-Governmental and Environmental Organisations**: groups and associations that work for environmental and social sustainability, with which Gruppo UNA may collaborate or receive assessments and certifications.

creation, renovation, modernisation and improvement of accommodation facilities becomes crucial. It is crucial that public and private investment in sustainable tourism and the green transition support these initiatives.

Staff training is a key factor in this process, as it enables the spread of sustainable practices. In addition, we are committed to encouraging clean and sustainable mobility.

We are aware of the importance of the incentives and resources made available by the **Thematic Fund for Sustainable Tourism**.

These funds are earmarked for projects that involve energy upgrading and promote the use of own resources to reduce the impact on climate and biodiversity.

Looking to the future, Gruppo UNA's goal will be an **ongoing commitment to promote sustainability and social responsibility**.

CEO of Gruppo UNA

Giorgio Marchegiani



The SDGs

Sdgs: UN Sustainable Development Goals

On 25 September 2015, the Governments of 193 UN member countries signed the 2030 Agenda for Sustainable Development.

An action program approved by the UN General Assembly which includes **17 specific Sustainable Development Goals**, framed within a broader action program which includes a total of **169 targets**.

The 17 Goals commit governments and nations but also every single company. ESG principles are the declination of what companies must do.

Gruppo UNA is committed to contributing to the achievement of sustainable development objectives of the United Nations (UN Sustainable Development Goals - SDGs), integrating this commitment into its business model.

Integration occurs by operating with absolute correctness and foresight and by cooperating with Gruppo UNA stakeholders in processes of creating shared value.



In particular, **Gruppo UNA** undertakes to contribute with its actions directly to the achievement of **14 of the 17 objectives of Agenda 2030**:

n. 2 End hunger, achieve food security and improve nutrition and promote sustainable agriculture;

n. 3 Ensure healthy lives and promote well-being for all at all ages;

n. 4 Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all;

n. 5 Achieve gender equality and empower all women and girls;

n. 6 Ensure availability and sustainable management of water and sanitation for all;

n. 7 Ensure access to affordable, reliable, sustainable and modern energy for all;

n. 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all;

n. 9 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation;

n. 10 Reduce inequality within and among countries;

n. 11 Make cities and human settlements inclusive, safe, resilient and sustainable;

n. 12 Ensure sustainable consumption and production patterns;

n. 13 Take urgent action to combat climate change and its impacts;

n. 15 Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss;

n. 16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

UNA choice of sustainability

Three pillars through which to choose sustainability, day after day

Sustainability is a strategic pillar for **Gruppo UNA** and guides current and future choices on investments and business development, as well as the quality of the services offered, respect and listening to stakeholders and the valorization of the reference territory.

In this context, **Gruppo UNA** has identified three main pillars that guide the Company's priorities and which represent the three major ESG themes - acronym for **Environment, Social and Governance** - within which the projects that the Group has identified fall.

The projects that will be developed in the coming years will be **shared with stakeholders** and monitored over time, to measure the results with respect to the commitments undertaken and in relation to **international sustainability standards**.

.....

The projects illustrated in the following pages have been analyzed using the **STAR model**.

Our pillars of Sustainability

49
Projects

40 completed
9 to complete

YOU
Customer Focus

27
Projects

18 completed
9 to complete

ACTION
Team Commitment

41
Projects

13 completed
28 to complete

NATURE
Environmental Respect



UNA
IDENTITY

Gruppo UNA Sustainability Journey

Our journey begins with the welcome smile

UNA Identity

a Gold journey
in sustainability

We design and implement sustainable hospitality, through a Policy that defines growth and improvement actions and strategies, starting from our values.



YOU

Customer Focus and People
centrality

The focus on the well-being of the Guests which represents the core business of the company, the value of its people, who constitute its **“engine”** and whose commitment and skills allow it to **set and achieve increasingly challenging objectives** over time, the contribution to the community, so that it becomes the ground on which to share and create new value.



NATURE

Environmental Respect

Respect for the environment and mitigation of activities impact thanks to a strong care policy, to defined **efficiency projects**, which consider the main aspects of environmental **sustainability**, such as energy, water, emissions and policies to implement the circular economy, with the clear intention of **reducing its footprint on the planet**.



ACTION

Team Commitment

A virtuous commitment, which operates through the **involvement** of the various corporate functions and hotel management, with the aim of sharing a far-sighted **corporate culture, for sustainable growth** of the Group and which sees the progressive involvement of the supply chain and the entire value chain, through concrete **actions**.



Listening to Stakeholder

Stakeholders and their relevance in the priority evaluation process

Stakeholder engagement

In order to always keep stakeholder involvement alive with respect to priority issues for **Gruppo UNA**, it is important to create surveys **aimed at internal and external stakeholders** to integrate them in the process of defining what is considered material from an environmental, social and economic point of view.

The survey is not only useful for the process of determining the materiality matrix, but mostly to provide **Gruppo UNA** continuous awareness of the evolution of **sensitivity** and interests over time, with reference to sustainability issues.

Gruppo UNA already promotes meetings with the Steering Committee every 3 months to share the objectives and the progress of the activities. **Gruppo UNA** has already started a stakeholder engagement activity aimed at its Guests to collect their feedback on **initiatives** undertaken by the company regarding sustainability.

(The first results of the survey are published in this document, in the chapter dedicated to project 1B – Survey on sustainability).

Stakeholder engagement activity is developed through the preparation of contents for the **multi-channel awareness strategy** starting from those internal to the company.

This activity involves the **verification** of Compliance by **Gruppo UNA** to avoid running into the risk of green and blue washing.





UNAHOTELS Naxos Beach Sicilia

UNA Identity

Leadership guiding
sustainability
choices

UNA Leadership

The organisation's governance structure, composition, knowledge and roles are important to understand how the management of the organisation's impacts on economy, environment and people, UNA Leadership

(including the impact on their human rights) are integrated inside the organization's strategy and operations, as well to underline how the company is "equipped" to supervise the management of impacts.

“ Gruppo UNA has long been on a long-term journey of responsibility to support the future of the environment. This is a further step that confirms our commitment to an increasingly sustainable footprint.

The responsibility to think long term for the future of the environment and all of us: an approach that at Gruppo UNA starts with the strategic use of technology to improve guest satisfaction and at the same time reduce the environmental impact of business activities.

Sustainability is a topic close to our hearts: this is why we have planned a multi-year activity with the will and unity of purpose to evolve towards sustainable, less energy consuming and more inclusive hotel services. ”



CEO
Giorgio Marchegiani



UNAHOTELS Bologna Centro

“ Gruppo UNA has long been committed to a path of environmental sustainability and social responsibility that is reflected in strategic and operational choices attentive to the needs and expectations of all stakeholders. It is a path that is part of the wider respect for the ethical code of the Unipol Group, of which we are a part.

”



President of the Board of Directors
Mario Zucchelli

UNA Team

Gruppo UNA's action plan cannot be achieved without a team that works in synergy, starting from collecting information **for reporting purposes**, up to the definition of priorities and the industrial plan that **identifies the strategic choices** for the coming years.

The Team is made up of:

- Hotel Directors
- Head of Legal and Corporate Affairs function
- Human Resources function
- Administration and Control, Purchasing and IT function
- Hotel Operations and Technical function
- Sales, Marketing Revenue Tech Development and OTA function
- Quality and Sustainability Initiatives function

The involvement of individual functions is fundamental in the journey undertaken by **Gruppo UNA** to precisely define, during the **assessment phase**, the activities already carried out from a sustainability perspective, identify ongoing projects, the results achieved, but above all **establish future objectives**, this at the light of the fact that it is a process that necessarily requires the contribution of all the subjects involved and their own commitment.



UNA Vision, Three Brands

Gruppo UNA S.p.A is the largest hotel chain in Italy. Established in 2016, it is the result of the integration of Atahotels and UNA Hotels & Resorts and makes Italian style its hallmark. Located in 13 regions in Italy, **Gruppo UNA** covers 25 destinations and includes over 5,800 rooms, included in 53 hotels, resorts, residences and villas.

With **UNA Esperienze**, **UNAHOTELS** and **UNAWAY** the portfolio is gathered in three brands able to better represent three distinct ways of experiencing hospitality. **Gruppo UNA** aims to consolidate its position as a leading Italian hospitality operator and to expand the number of facilities managed or affiliated in prestigious metropolitan areas and major tourist destinations.

With the aim of enhancing an internationally unique gastronomic heritage, **Gruppo UNA** has created the “**UNA cucina**” collection of restaurants, an innovative concept that invites Guests to discover the unique flavours of the area through regional gastronomic proposals and dedicated thematic initiatives.

Gruppo UNA directly manages 26 restaurants with “**UNA cucina**”, 18 of them are open as well for local people\external guest. Other 12 restaurants of affiliated hotels, are completing the collection of 38 catering outlets.

UNA new business formula

2013 December

Unipol Group acquires Fondiaria SAI and then Atahotels, separating real estate assets from hotel management.

2016 December

Unipol Group acquires UNA Hotels & Resorts, separating real estate assets from hotel management.

Merge of hotel management companies Atahotels and UNA Hotels & Resorts.

2018 October

New Gruppo UNA brand identity.

35 Directly managed facilities

25 Urban Hotels

4 Beach Hotels and Resorts

6 Residences and Villas

4.300 Rooms

Gruppo UNA

14



UNA ESPERIENZE

19



UNA HOTELS

2



UNA WAY

The Highlights of Sustainability

YOU

823

Employees
Data as at
31/12/2023

406

Hires
Data as at
31/12/2023

+190

Nationalities
hosted

+1Mln

rooms occupied
in 2023

933.000€

Funds distributed
across the territory



NATURE

5 years 2,7Mln

investment for energy efficiency
in 5 years

148 Ton

Of waste produced

29.721.537 KWh

Electricity from renewable sources



ACTION

100%

Suppliers who sign the
Supplier Code of Conduct

35

Suppliers to
Track 2024

7%

"Green" suppliers*

*Green' suppliers are those companies in Gruppo UNA supply chain that hold international and international ESG certifications



UNA Sustainability policy

Sustainability Policy defined in 2022, and updated in 2023 by Unipol Group includes as well the commitments involving Gruppo UNA as the protection of the environment, terrestrial, marine and freshwater ecosystems, the fight against climate change, reaffirmed the commitment of the entire Unipol Group in reducing climate-altering emissions, with the aim of contributing to the achievement of the objectives undertaken by Governments with the Paris Agreement.

The Sustainability Policy includes:

- the Unipol Group strategy on climate change”, which defines the Group’s commitments to reducing climate-altering emissions;
- the “Guidelines on human rights”, which define and develop a structured and specific approach on the topic, in order to identify, follow up and manage impacts on human rights in all their forms;
- the “Anti-corruption Guidelines”, which pursue the objective of providing the anti-corruption reference principles in an organic way.

The Sustainability Policy defines:

- the Group’s commitments to improve its sustainability results and manage and mitigate: (i) the ESG risks to which it is exposed, consistently with the Group’s overall risk management system, as well as the impacts on ESG factors generated by the Group in consequence of its activities and business relationships;
- the roles and responsibilities of the corporate entities and structures involved in the process of managing ESG risks and the organisation’s impacts on ESG factors.

The Sustainability Policy, therefore, pursues the following general objectives:

- support the process of defining strategic choices regarding sustainability, including the governance of risks, opportunities and impacts linked to climate and nature, the operational declination of which takes place within the goal of specific risk management policies (such as, among others, the Risk Management Policy, the Investment Policy, the Policy on the Protection and Enhancement of Personal Data, the Policy on Outsourcing and Choice of Suppliers) and in the other policies that govern the main areas of operation of the Group (e.g. remuneration policies);
- improve the management process of ESG risks and impacts on ESG factors, defining objectives and management methods;
- direct the non-financial reporting process;
- increase the level of knowledge and awareness on policies and expected results regarding “material” issues;
- spread the culture of sustainability.

UNA Ethics

Accessibility, Foresight, Respect, Solidarity and Responsibility: the five values underlying Gruppo UNA's daily commitment.

The Charter of Values and the Code of Ethics of the Unipol Group extend to all Group companies, including **Gruppo UNA**. All the employees of the Group companies and a representation of agents actively contributed to the drafting of the two documents. In total, over 6,000 people. Both the Code of Ethics and the Charter of Values define the principles of behavior and the ethical direction of the relationships **between Gruppo UNA and its stakeholders**.

The recipients of the Code of Ethics are all those who influence or are in any case affected by **Gruppo UNA's activities**: investors, administrators, employees, agents, collaborators, Guests, suppliers, civil community, future generations.

For a concrete application of the principles expressed in the Code of Ethics and to ensure its real effectiveness, the Board of Directors of Unipol Gruppo has appointed:

- the **Ethics Committee**, composed of a number of Directors of not less than three and not more than five, in possession of the independence requirements prescribed by the legislative and regulatory provisions in force (currently composed of 3 members);
- the **Ethics Manager**, chosen from among authoritative and independent people, with an in-depth knowledge of the Group's reality and with recognized sensitivity on the issues of ethics and corporate responsibility (role currently held by Walter Visani, Unipol employee since 1982).

These bodies have a proactive role with respect to the contents and purposes of the Code and are primarily responsible for its promotion, correct interpretation and implementation.

In particular, requests for information or clarification regarding the contents of the Code can be made to the **Ethics Manager and reports can be forwarded on alleged violations of the principles established by the Code of Ethics**.

The Code of Ethics and Charter of Values is published on the website <https://www.gruppouna.it/en/corporate-governance/charter-of-values-code-of-ethics>.

MOG 231

The Board of Directors of **Gruppo UNA** has decided to adopt an organisation, management and control model suitable for preventing the commission of the crimes envisaged by Legislative Decree no. 8 June 2001. 231.

The Company considered that the adoption of the **organisation, management and control model** envisaged by Legislative Decree no. 231/2001 (the so-called MOG 231), constitutes a valid tool for raising awareness towards **Gruppo UNA** employees and all other subjects involved in the same, so that they follow, in carrying out their activities, **correct and linear behaviour**, such to prevent the risk of committing the crimes contemplated in the Decree.

UNA Anti-Corruption Policy

Gruppo UNA carries out its business by applying a system for the management and prevention of corruption which derives from the application of the Unipol Group guidelines.

In compliance with **Principle X of the UN Global Compact**, which states that 'Businesses shall work against corruption in all its forms, including extortion and bribery', UNA Group has adopted Guidelines to prevent, detect and respond to corruption-related phenomena and comply with anti-corruption laws.

The Guidelines contain the general principles and specific behavioral principles that govern the performance of activities most exposed to the risk of corruption, the guidelines on the **corruption risk monitoring and control system**, the methods of reporting potentially illicit conduct, a reminder to the sanctioning system and the training methods on the topic of combating corruption.

The fundamental principles on which the entire system is based are those of **loyalty, diligence, fairness, integrity and transparency**, the same principles on which all commercial relationships maintained by the Company with its stakeholders must be based. The "line controls" carried out by the managers of the operational structures are then accompanied by internal audits, i.e. independent **verification activities** that evaluate the effectiveness, adequacy and reliability of the internal control and risk management system.

UNA ESG Performance

Gruppo UNA already stands out today for a series of activities that have emerged which are consistent with ESG issues and which underline how well the Company is already on the **journey to sustainability**. These activities also result from the use of some platforms for determining scores, according to recognized international parameters, such as the **Global Reporting Initiative (GRI)** and the **Sustainable Development Goals (SDGs)**.

The ESG scores provided by the platforms are useful for comparing performance in various areas, in a scenario that still does not present unique international benchmarks.



As can be seen from the certificate, **Gruppo UNA** has been included in a **restricted portfolio of companies in Italian hospitality first**, and obtained the **B score** by filling out the CRIF Cribis* Synesgy questionnaire.

A performance that describes **Gruppo UNA** with a **'Good level of sustainability'** and places it at the top in terms of maturity on **ESG issues** compared to the rest of the competitors and in line with the large international groups.

* This methodology was developed by CRIF Ratings, a credit rating agency operating under the supervision of the European Securities and Markets Authority (ESMA).

The assessment carried out by **Convention Bureau Italia** and dedicated to national MICE highlighted the **high level of coverage on the 5 dimensions** - General, Governance and Organization, Economic, Environmental and Social - of **Gruppo UNA**, classifying it in the highest score band.





Principi di Piemonte | UNA Esperienze

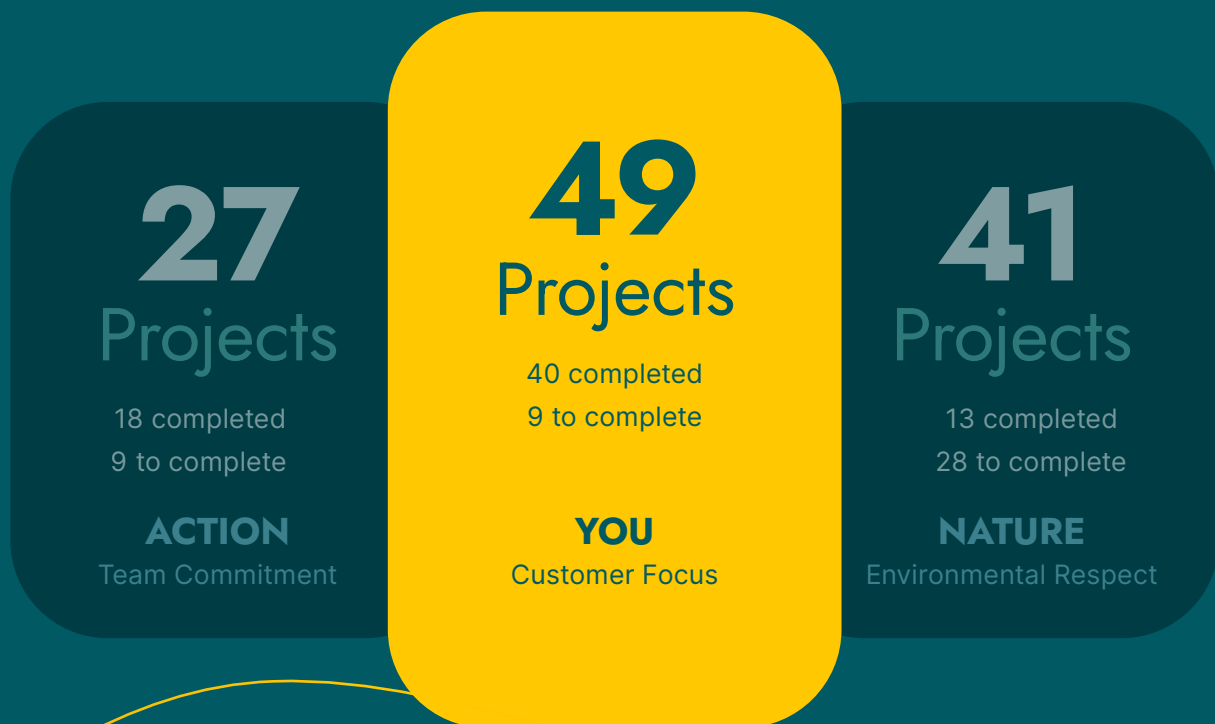


YOU

People at the
center of Gruppo
UNA's activity



Versilia Lido | UNA Esperienze



Projects completed by Gruppo UNA in 2023

Here below the list of projects completed during 2023 by Gruppo UNA hotels featuring, at the end by the details of the Company's current and future projects.

Goal action: You/Social
General Workplace Health and Safety Training
MOG Training: Management Model and Company Organisation
Fire Fighting Training and Updating High Risk
Fire Fighting Training and Updating Medium Risk
Fire Fighting Training and Updating Low Risk
VVF Technical Suitability Training
RLS Training
Foreman Training
First Aid Training and Updating
DEFIBRILLER Training and Updating
Cyber Security Training
Production of information material, made available to employees
Welfare Programme - UNA Community
Welfare Programme - Productivity bonus (upon reaching certain productivity parameters)
Welfare Programme - Life/Injury Policy
Welfare Programme - Employees' Liability Insurance Policy
Welfare Scheme - Flexible working hours/smart working

Welfare Programme - Convention for insurance policies of all branches
Welfare programme - Welfare portfolio for families (kindergarten/summer camp/school grants)
Welfare Programme - Lunch tickets (vouchers) increased from 5.29 to 8.00 € (tax-free)
Welfare Programme - Increase in company contribution to annual season tickets for public transport in Milan, Bologna and Turin.
Welfare programme - Children in the office (day dedicated to visiting the offices by the children of colleagues)
Welfare programme - Gruppo UNA partnerships for discounts on partner products/services to their employees
Welfare Programme - Membership of Clean up
Welfare Programme - Orienta Medie Programme
Welfare Programme - Orienta Diplomandi Programme
EDI policy published on the website
Employee satisfaction with regular, periodic survey
Adhesion to the European project “VALUE-ABLE”, to promote and foster the professional integration of employees with intellectual disabilities Versilia Lido UE, UH Decò Roma e UH Scandinavia Milano join the “Valueable, handing Opportunities” brand.
The facility is 100% accessible to people with disabilities or reduced mobility
Provide clear information on how the facility is adapted for people with disabilities
Communicate clearly and directly with customers and stakeholders
Listening and customer satisfaction
Complaint handling
Customer care
Carrying out analysis of the level of guest satisfaction to define corrective or improvement actions
Personal data and privacy initiatives
Institutional Internet site
The UNAHOTELS brand of Gruppo UNA Main Sponsor of Reggiana Basketball Sponsorship renewed for s.s. '23/24
Support for artistic initiatives by using hotel facilities as exhibition halls for collections of local artists Activities organised in 2022/2023 on 22 UNA Group facilities

YOU

**People centrality
e Customer focus**

YOU CARE: The Guests

Project 1 - **Customer information:**

- 1A Engagement activities
- 1B Sustainability Survey

Project 2 - **Inclusion:**

- 2A Recognitions
- 2B Inclusiveness certifications

YOU ENGAGE: Employees

Project 3 - **Employee involvement,
inclusion and welfare:**

- 3A Training on sustainability
- 3B Definition of professional development and growth journeys

YOU SHARE: The community and the territory

Project 4 - **Human rights and
community relations:**

- 4A ITS school-work project
- 4B Sustainability initiatives
- 4C Sponsorships





“ Strategic development choices, an innovative service and high quality standards: the objective is to maximize Guest satisfaction and involve them in a journey of constant growth. ”

Giorgia Gaviglio – Head of the Administration, Control and IT Function

YOU CARE

The Guest

The Guest is at the centre of **Gruppo UNA**'s attention and daily work.

The Group's objective and the fundamental pillar supporting its strategic development choices is in fact the maximisation of guest satisfaction, achieved by offering a constantly **innovative** and **high quality service**. This is made possible by the various channels used to inform, discuss and respond to the needs of each guest, starting with their profiling and their continuous involvement in the company's choices.

With an annual average of over **190 nationalities hosted** in its facilities and **1 million room nights per year**, **Gruppo UNA** stands out for the high standards of security and brand quality applied to its Guests and constant monitoring of feedback on the customer experience in order to manage and intervene promptly in the event of any criticalities.

In the journey of constant improvement that the Company has undertaken, it has activated a series of projects which concern:

Project 1 - Customer information:

- 1A Engagement activities
- 1B Sustainability Survey

Project 2 - Inclusion:

- 2A Recognitions
- 2B Extension of inclusiveness certifications to other structures and integration of certifications already held



Customer information

PROJECT 1

Gruppo UNA, oriented towards the well-being of its Guests, finds itself facing various challenges. To ensure clear communication, attentive listening and guest satisfaction, it is necessary to implement an effective engagement strategy.

Furthermore, complaint management and Guest assistance require special attention. At the same time, it is important to adopt initiatives that promote the privacy of those staying in the facilities and the secure processing of data. Finally, it is essential to constantly monitor the quality level of the hotel structure, while at the same time involving customers in its efficiency processes also from a sustainability point of view.

To achieve these objectives, Gruppo UNA has activated various actions, which can be classified into two main projects:

1A Engagement activities

1B Sustainability Survey

As regards activities, on the one hand, Gruppo UNA will continue along the journey undertaken to increasingly involve its Guests in listening activities, through the collection of feedback and evaluations, in order to gather opinions and suggestions and, on the other, in With a view to structuring opportunities for engagement with its customers regarding activities to reduce its sustainability footprint, it will implement communication and survey tools on these issues.



Thanks to the implementation of these actions, Gruppo UNA will be able to offer a higher quality service. Clear communication and attentive listening will promote guest satisfaction and loyalty. Finally, constant monitoring of the quality level of the facilities will allow us to identify and correct any critical issues, thus improving the overall experience of the Guests.

Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Customer information	GRI 416 Customer health and safety	   	Communicating clearly and directly with customers and stakeholders	●	
			Listening and customer satisfaction	●	
			Complaint management	●	
			Customer service	●	
			Stakeholder evaluation system	●	
			Sustainability survey	●	
			Analysis of guest satisfaction level to define corrective or improvement actions	●	
	GRI 418 Customer privacy		Personal data and privacy initiatives	●	

● Completed ● Work in progress ● To evaluate

1A

Engagement activities

PROJECT 1A

Situation:

Gruppo UNA's project is aimed at engaging its Guests and creating an efficient system for evaluating Stakeholders. The Company has implemented a process of listening and satisfying the Guest based on a "Total Quality" Brand Standard system in the management of complaints. Furthermore, Gruppo UNA carried out analyzes of the level of guest satisfaction to define corrective improvement actions. The objective is to communicate clearly and directly with its Guests and Stakeholders, carrying out initiatives aimed at the processing of their personal data and privacy.

Task:

The Company's objective is to further implement the Guest listening and satisfaction system, based on a "Total Quality" Brand Standard system in the management of complaints, define corrective improvement actions through the analysis of the level of customer satisfaction Guests, carry out initiatives aimed at processing customers' personal data and privacy, all through activities that involve and simultaneously inform customers of the practices adopted by the Company.

Action:

Gruppo UNA has implemented a system of listening and satisfying Guests which is based on a "Total Quality" Brand Standard system in the management of complaints. Furthermore, Gruppo UNA carried out analyzes of the level of guest satisfaction to define corrective improvement actions. Initiatives aimed at processing customer personal data and privacy have also been introduced.

Result:

Starting from the assumption that this is a journey already active within the Company's organizational system, the objective is to constantly improve the entire management system: thanks, in fact, to the further structuring of a timely and professional management methodology of complaints, it will be possible to offer adequate solutions. In terms of privacy and data protection, it will be essential to adopt cutting-edge solutions to update systems. Finally, the Company will guarantee the application of quality control programs to regularly evaluate the structures and make any necessary improvements.

Customer Experience 2023 data:

Statistics relating to 2023, compared with the data recorded in 2022.

Description of table entries

- **Performance:** rating of reviews with stars from 1 to 5
- **Performance:** difference reviewed in the two periods
- **Reviews:** number of reviews obtained in the period considered
- **Reviews:** difference in number of reviews in the two periods
- **Reply rate:** Percentage of responses given by directors to reviews
- **Replication rate:** percentage difference in responses between the two periods

Nome	Performance Jan 1 - Dec 31, 2023	Performance Jan 1 - Dec 31, 2022	Performance Jan 1 - Dec 31, 2023 vs Jan 1 - Dec 31, 2022	Reviews Jan 1 - Dec 31, 2023	Reviews Jan 1 - Dec 31, 2022	Reviews Jan 1 - Dec 31, 2023 vs Jan 1 - Dec 31, 2022	Reply rate Jan 1 - Dec 31, 2023	Reply rate Jan 1 - Dec 31, 2022	Reply rate Jan 1 - Dec 31, 2023 vs Jan 1 - Dec 31, 2022
Portfolio Gruppo Una	85	84,60	0,40	45.903	40.795	+5.110	88%	80%	8%

As can be seen, the performances of the structures, calculated on a base of 100, from the point of view of the positivity of the reviews, have improved, also taking into consideration the numerical increase in reviews left in 2023, compared to the previous year. The rate of response from facility directors is also increasing, resulting from an increasingly systematic application of the "Total Quality" Brand Standard in the management of complaints.

1B

Sustainability Survey

PROJECT 1B

What do Gruppo UNA Guests expect in terms of Sustainability?

Source: Sustainable travel interview by: [Booking.com](#)

The demand for sustainable housing is growing year by year:

- 83% of global travelers say sustainable travel is important:
- 73% say they are more likely to book a property that applies sustainable practices:

We must do more to help travelers realize this desire:

- In fact, 50% of those interviewed believe they do not have enough sustainable travel options available:
- 41% don't know how or where to find them.

Source: Sustainable travel Study by: [Expedia](#)

- 90% of consumers are looking for sustainable travel options and turn to trusted sources for guidance:
- For 74% of Italians, sustainable tourism is the safest in the post-Covid phase:
- 71% consider it ethically more correct and closer to nature:
- 84% also see it as an opportunity for economic development.

Situation:

From what emerges from the statistics, customers' awareness of the topic of sustainability progressively increases over time. This is therefore echoed by an increasingly "competent" request for services that take into account the impacts of tourism-hotel activity on the environment.

The change in the Consumer also involves the world of investors. Investors choose companies with a strong ESG orientation because they believe them to be more competitive in the medium/long term (81%) and more profitable, also thanks to the support of the Nations, with incentives for sustainable innovation (92%).

Task:

Gruppo UNA is firmly convinced that the opportunity of sustainability must involve everyone, which is why it has activated the "Smile at the planet" project, an high quality service that takes the surrounding environment into account. With a program that includes measures aimed at reducing waste and promoting the conscious use of resources, Gruppo UNA involves its Guests with a series of best practices aimed at reducing the impact of their stay on the environment. In addition to the invitation to implement sustainable behaviours, during their stay, Guests are involved in a real post-stay survey which is sent to them by Gruppo UNA, regarding the journey undertaken by the Company from the point of view of reduction of its impacts and clear communication of these objectives.

Action:

With particular reference to the surveys, Gruppo UNA defined three fundamental questions to which customers were asked to answer, namely:

- How important is it for you that Gruppo UNA operates in a sustainable way?
- Has Gruppo UNA clearly communicated its sustainability initiatives?
- How much do you value the presence of sustainable food options in Gruppo UNA's Food & Beverage proposals?

The vote is based on the assignment of scores on a scale ranging from 20 to 100.

Result:

Although the survey was only activated starting from October 2023, the scores obtained by Gruppo UNA highlight a very strong interest on the part of Guests in sustainability issues and, in particular, in the Company's commitment on this front.

How important is it for you that Gruppo UNA operates in a sustainable way?

Time filter: From 4/10/2023 to 31/12/2023

Average: 87.84 Best score: 57.54% with 496 reviews

●	100.00	496 reviews	57,54%
●	80.00	251 reviews	29,12 %
●	60.00	85 reviews	9,86 %
●	40.00	17 reviews	1,97 %
●	20.00	13 reviews	1,51 %

The overall opinion regarding the journey undertaken by Gruppo UNA is extremely positive.

Has Gruppo UNA clearly communicated its sustainability initiatives?

Time filter: From 4/10/2023 to 31/12/2023

Average: 77.55 Best score: 37.50% with 315 reviews

●	100.00	315 reviews	37,50%
●	80.00	251 reviews	29,88 %
●	60.00	178 reviews	21,19 %
●	40.00	48 reviews	5,71 %
●	20.00	48 reviews	5,71 %

In terms of communication, customers considered the way in which Gruppo UNA shared its commitments and initiatives regarding sustainability to be correct and immediate.

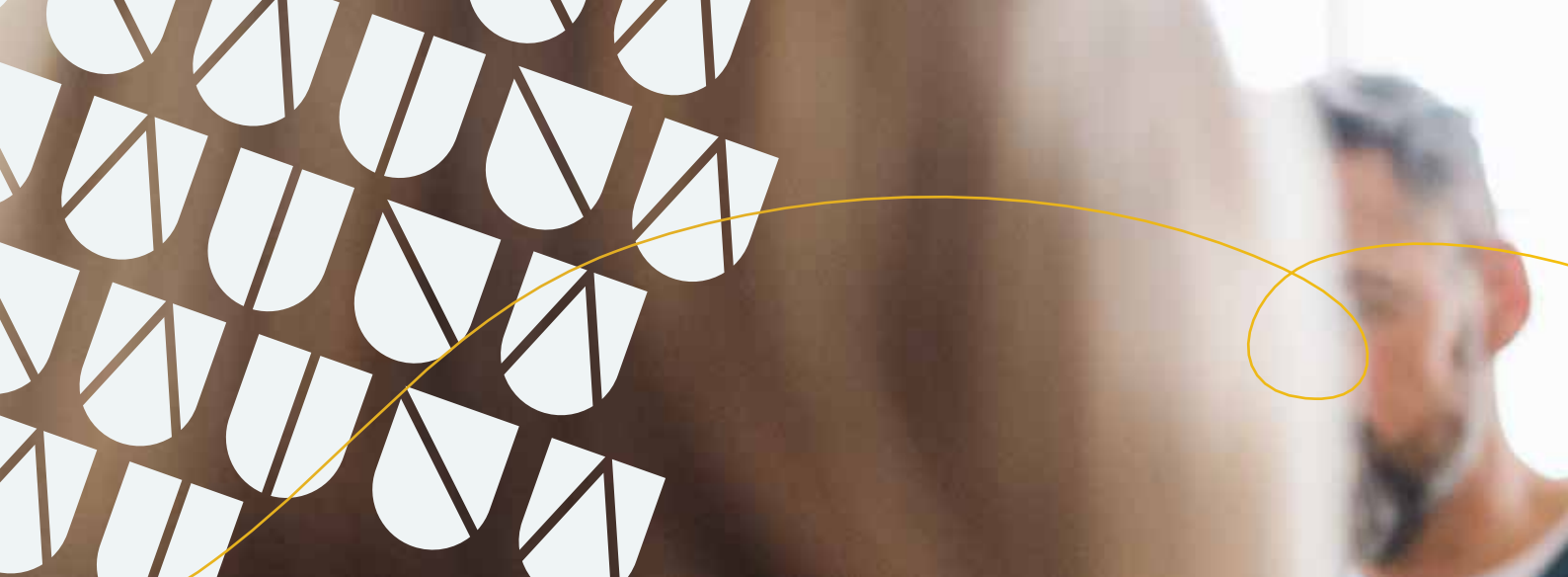
How much do you value the presence of sustainable food options in Gruppo UNA's Food & Beverage proposals?

Time filter: From 4/10/2023 to 31/12/2023

Average: 81.85 Best score: 43.26% with 350 reviews

●	100.00	350 reviews	43,26%
●	80.00	256 reviews	31,64 %
●	60.00	152 reviews	18,79 %
●	40.00	30 reviews	3,71 %
●	20.00	21 reviews	2,60 %

Likewise, the presence of sustainable choices in terms of food & beverage was also highly appreciated by customers.



Guests Inclusion

PROJECT 2

Gruppo UNA, with its structures, is constantly seeking excellence and continuous improvement of its services. Not only efficiency, but also well-being and inclusiveness for Gruppo UNA, which increasingly invests in welcoming and adapting its services also towards those with special needs. To do this, the Company is committed with people and means to constantly increasing quality and offering a series of services that cover the needs of Guests, through continuous listening to their needs.

This commitment is also underlined by the numerous awards obtained by Gruppo UNA from year to year by the structures.

This journey includes not only recognitions relating to the high level of services, but also to their inclusiveness, making the chain's structures increasingly accessible and the employees increasingly prepared to respond to customer requests.

The project, dedicated to inclusion, includes activities that fall within the goal of:

2A New awards for excellence

2B Extension of inclusiveness certifications to other structures and integration of certifications already held



Thanks to these efforts, Gruppo UNA is creating an inclusive and accessible environment. In addition to providing high-quality services, the company is committed to ensuring the well-being and inclusiveness of every individual. Gruppo UNA’s commitment is demonstrated by the numerous awards obtained by its structures, which recognize the excellence of the services offered and the inclusiveness of the structures themselves. Gruppo UNA will continue to dedicate itself to continuous improvement and the expansion of inclusiveness certifications, in order to increasingly satisfy the needs of its Guests and offer a quality experience to all.

Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Social inclusion	GRI 412 Evaluation of respect for human rights		Training Booking.com Travel Proud Certifications	●	Completed in 25/34 structures
	GRI 416 Customer health and safety	 	The property is 100% accessible to people with disabilities or reduced mobility	●	
		 	Provide indications to clearly inform how the facility is suitable for people with disabilities	●	

● Completed ● Work in progress ● To evaluate

2A

New awards of excellence

PROJECT 2A

Situation:

Gruppo UNA is constantly committed to achieving excellence and continually improving its services. Over the years, its structures have obtained and confirmed a series of recognitions and awards in the sector which testify to the high level achieved by the services.

Task:

Gruppo UNA's task is to provide excellent quality services and guarantee an unforgettable experience for its Guests. The company is committed to offering luxury facilities for both business and leisure travellers, with a wide choice of high-quality hotels and apartments. The maintenance of this level of quality also in the future should be demonstrated by the obtaining of other awards of excellence and the increase in the number of awarded structures.

Action:

Gruppo UNA obtained numerous awards in 2023 which testify to its constant commitment to quality. Between these:

2023 Qprize finalist : This award recognizes companies' commitment to sustainability and social inclusion, with a special focus on the LGBTQ+ community.

Italian Mission Awards 2023

- Principi di Piemonte | UNA Esperienze "Best Luxury Hotel for business travellers";
- Milano Verticale | UNA Esperienze "Best Hotel for Business Travelers - over 150 rooms"

- Torre Galfa Milano Luxury Apartments | UNA Esperienze “Best offer of apartments for business travellers”.

Booking.com: Gruppo UNA awarded by Booking.com with the Traveler Review Awards 2023 with a score of 8.5 out of 10.

World Travel Awards: Milano Verticale | UNA Esperienze is Italy’s Leading Lifestyle Hotel 2023 Tripadvisor Travelers’ Choice 2023 (among hotels under management): Principi di Piemonte|UNA Esperienze, Milano Verticale |UNA Esperienze, Versilia Lido | UNA Esperienze, Maison Venezia | UNA Esperienze, Palace Catania | UNA Esperienze, UNAHOTELS Century Milano, UNAHOTELS Napoli, UNAHOTELS Naxos Beach Sicily Giardini Naxos, UNAHOTELS Capotaormina. At the annual Forum of the Italian Food & Beverage Manager Association, Trust You awarded Principi di Piemonte the award for “Best F&B department”.

Casa Savoia Bar & Restaurant by “UNA cuisine” and Il Cairoli Bar & Restaurant by “UNA cuisine” included in the Gambero Rosso 2024 guide.

All Gruppo UNA facilities are 100% accessible according to regulations. On the websites it is highlighted that the properties are accessible to people with disabilities and special needs. Internal procedures includes the front office tasks during the guest registration phase where they receives all of the information related to the different needs.

Result:

The awards and recognitions obtained by Gruppo UNA demonstrate the company’s constant commitment to providing high quality services and ensuring the satisfaction of its Guests.

The company is committed to continuously improving its services and remaining at the forefront of the hotel industry. Thanks to its dedication to excellence and innovation, Gruppo UNA continues to be a point of reference for travelers and those seeking quality accommodation.



2B



Extension of inclusiveness certifications to other structures and integration of certifications already held

PROJECT 2B

Situation:

Gruppo UNA has demonstrated over the years its commitment to making its facilities increasingly accessible, not only by following up on structural interventions to accommodate people with disabilities or reduced mobility - the facilities to date are all 100% accessible to people with disabilities and Guests are adequately informed of this - but, recently, also breaking down those cultural and gender discriminatory barriers and fully supporting social inclusion.

Task:

The Company has joined Booking.com's "Travel Proud " initiative to make travel more inclusive for the LGBTQ+ community. Through training provided by Booking.com, Gruppo UNA obtained the "Travel Proud " certification. Currently, 25 hotel facilities of Gruppo UNA out of a total of 34 have obtained this certification.

Action:

Gruppo UNA participated in the training course offered by Booking.com to support inclusion and remove any gender discriminatory barriers. Joining the "Travel Proud " initiative demonstrates Gruppo UNA's commitment to making its travel services accessible and welcoming to the LGBTQ+ community.

Result:

Gruppo UNA is currently working to extend the inclusiveness certifications to other hotels. The extension of the certifications reflects the Group's commitment to offering an inclusive travel experience, breaking down discriminatory physical, cultural and gender barriers and fully supporting social inclusion.



“ Making our people
grow means promoting
the growth of the
entire Group.”

Andrea Giovannelli - HR Manager Function Gruppo UNA

YOU ENGAGE

The Employees

With over **823** employees and **406** hires in 2023 (31/12/2023), **Gruppo UNA** works to ensure that employees are guaranteed a stimulating work environment oriented towards personal and professional enrichment: the company promotes activities aimed at promoting the well-being of employees and their professional growth, thanks to training moments also aimed at those who have shown the desire to progress in their professional career, thus enriching their journey. Growth, diversity, inclusion, health and safety are the basis of human capital management.

During 2023, **Gruppo UNA** promoted over **8500 hours** of training which involved **80% of employees**, including mandatory training and updating courses.

The activated projects concern:

Project 3 - Involvement, inclusion and welfare:

- 3A Sustainability training
- 3B Definition of professional development and growth journeys



Involvement, inclusion and welfare

PROJECT 3

Gruppo UNA is increasingly oriented towards the involvement, inclusion and welfare of its employees. The goal is to create a sustainable working environment, in which employees are motivated, develop professionally and contribute to the sustainability of the company.

To complete the project, the Company undertook the development of 2 activities:

3A training on sustainability

3B the definition of professional development and growth journeys.

The goal is to ensure that employees gain in-depth knowledge of sustainable practices and are able to apply them in their work routine. At the same time, we want to provide professional growth and development opportunities to allow employees to progress in their careers within the company.

To achieve these objectives, the Company has launched a series of initiatives. Firstly, specific sustainability training was introduced, covering topics such as energy efficiency, waste management and natural resource conservation.



Furthermore, professional development and growth journeys have been implemented that offer opportunities for continuous learning, mentoring and internal promotions. Employees can participate in specialized training programs, participate in research and development projects and take on leadership roles within the company.

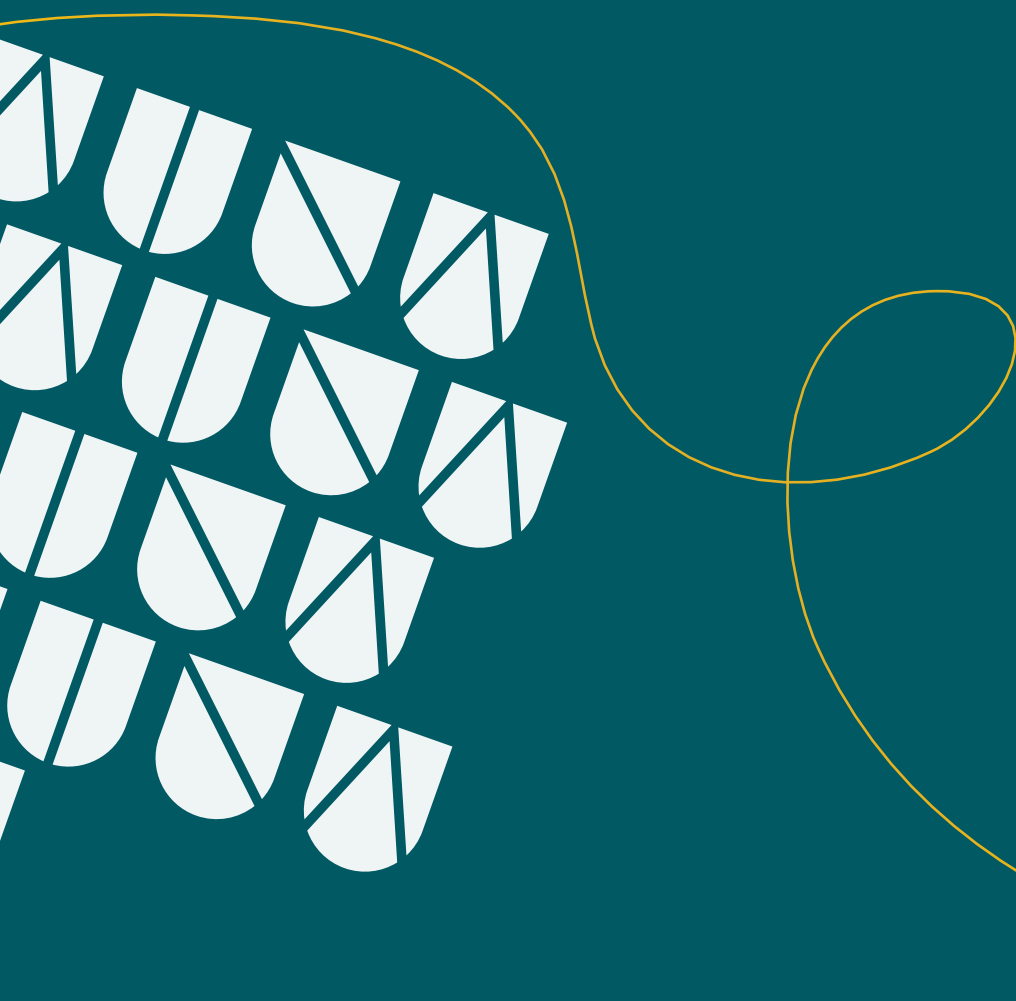
Thanks to these initiatives, Gruppo UNA expects a general improvement in employee performance because they are more aware of the importance of their role within the Company itself and, consequently, the sharing of a corporate culture that further encourages inclusion, sustainability and employee well-being.

Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Employee involvement, inclusion and welfare	GRI 403-5 Worker training in occupational health and safety	 	Employee training and collaboration on sustainability issues	●	
	GRI 404-2 Employee skills upgrading programmes		Improving resource knowledge through One to One talks, defining development paths	●	

● Completed ● Work in progress ● To evaluate

3A



Training on sustainability

PROJECT 3A

Situation:

Gruppo UNA has decided to adopt a new approach aimed at the involvement, inclusion and welfare of its employees. Recognizing the importance of sustainability and professional growth, the company decided to implement a project that focuses on sustainability training.

Task:

Gruppo UNA's main task was to create an inclusive and sustainable working environment, which offered opportunities for growth and development to employees. To achieve this objective, it was necessary to introduce initiatives such as specific training on sustainability and the identification of good practices to be implemented in normal company operations.

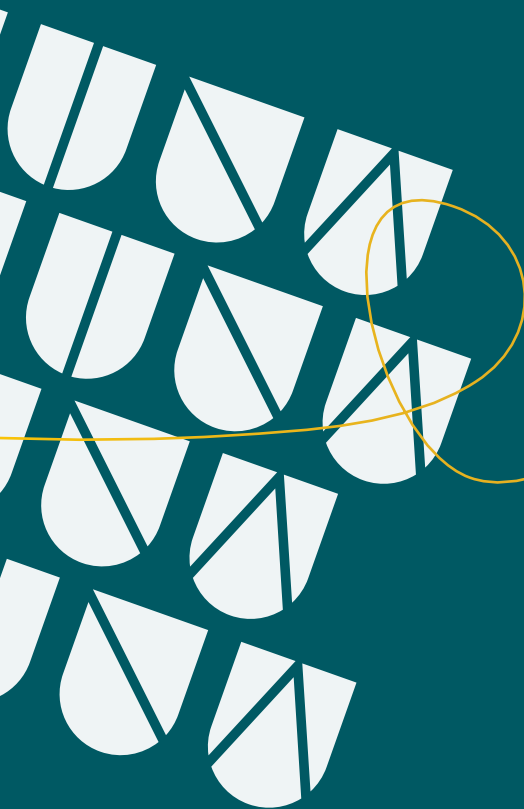
Action:

In this regard, Gruppo UNA will launch a series of training programs on sustainability, which will involve all company employees, including seasonal employees. These programs aim to provide information and practical tools to reduce the environmental impact of hotel operations, such as energy saving and waste management.

Result:

From the point of view of expected results, Gruppo UNA expects to be able to reduce the energy costs and environmental impact of its structures, improving the overall sustainability of the company, as well as the retention of employees who will feel more involved and motivated.

3B



Definition of development journeys and professional growth

PROJECT 3B

Situation:

Gruppo UNA aims to implement a project that focuses on defining professional development journeys for its employees. Furthermore, it has planned to address various aspects such as improving Guest experiences, improving food services and upgrading managerial and technical skills through specialized training courses.

Tasks:

Gruppo UNA aims to create a comprehensive program that fosters employee growth, with career advancement opportunities and promotes a sense of inclusion and well-being, thereby recognizing the need for continuous learning and development to remain competitive in the industry. 'hospitality.

Action:

To achieve its objectives, the Company has activated personalized professional development journeys, starting from One to One cognitive interviews with its employees, to explore personal interests and inclinations, aimed at defining ad hoc journeys.

Alongside this are:

- Workshop for Engagement and teambuilding activities
- Managerial training and assessment for growth journeys dedicated to potential
- Specialized Food&Beverage training

Result:

The personalized professional development journeys aim to lead to better employee involvement, motivation and retention , as well as progressive management improvement, thanks to an enhancement of employees skills, associated with an increase in the efficiency of resources, through their assignment to roles more suited to personal inclinations.



“ Gruppo UNA’s bond with the territory is essential, a relationship made of respect, solidarity and responsibility. ”

Giorgio Marchegiani – CEO Gruppo UNA

YOU SHARE

The community and the territory

Gruppo UNA's Charter of Values is based on five essential principles: accessibility, foresight, respect, solidarity and responsibility. With its structures present in **13 regions of Italy**, **Gruppo UNA** covers **25 destinations**, among the main tourist-cultural interests of the peninsula. In the context of the brand's vocation to become an expression and synonym of Italianness, concrete support towards the realities that contribute to defining the richness of the local heritage cannot be missing.

During 2023, **Gruppo UNA** supported its territory by donating a total of **933.000€**, in support of various local projects and realities.

These are past initiatives, but also the projects that **Gruppo UNA** has planned for the next few years, which focus on three main directions:

- Training;
- The sharing;
- The creation of value.

Specifically, the activities identified for the next few years, also in continuity with previous ones, are:

Project 4 - Strengthening relationships with the local community:

- 4A ITS school-work project
- 4B Sustainability initiatives
- 4C Sponsorships



Strengthening relationships with the local community

PROJECT 4

Gruppo UNA pays particular attention to its relationship with the community and has developed over time a series of initiatives and activities, aimed at increasingly involving the territory that hosts its structures and, at the same time, aimed at encouraging their growth.

The Company has identified three main pillars to achieve this goal:

4A ITS school-work project

4B Sustainability initiatives

4C Sponsorships

Gruppo UNA is dedicating significant efforts to strengthening relationships with the community. Through the activation of a professional course, the organization of activities, the sharing of journeys and initiatives related to sustainability and the implementation of donations and sponsorships for local activities and realities, Gruppo UNA is demonstrating its commitment to contributing to well-being and community growth. These initiatives not only strengthen Gruppo UNA's reputation as a socially responsible company, but also create a positive impact on the lives of people who live and work in the surrounding areas.



Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Involvement of local communities	GRI 413-1 Activities involving local communities	 	Projects in the community related to sustainability	●	
			The UNAHOTELS brand of Gruppo UNA Main Sponsor of Pallacanestro Reggiana	●	Sponsorship renewed for s.s. '23/24
			Donations/sponsorships/liberations for the benefit of the community	●	
			Organisation of team building activities involving the territory and local suppliers	●	
			ITS school-to-work project	●	
			Supporting artistic initiatives by using hotel facilities as exhibition halls for collections of local artists	●	Activities organised in 2022/2023 on 22 Gruppo UNA facilities

● Completed ● Work in progress ● To evaluate



4A



ITS school-work project

PROJECT 4A

Situation:

Gruppo UNA, in collaboration with the Istituto Tecnico Superiore Biennale, is working to start a “Hotel Specialist” apprenticeship, in agreement with the IATH, i.e. the International Academy of Tourism and Hospitality based in Como.

Tasks:

The Apprenticeship for the Higher Technical Education diploma is an employment contract with training content included in order to receive an authentic qualification. 20 young guys from 18 to 29 years old included in this project, will receive knowledge and qualification as Front Office Agent, Event Specialist and Controller.

Action:

The training course involves the activation of classroom activities starting from September 2024, while the final exam will be held in September 2026. During the training period, apprentices will have the opportunity to learn from experts in the hotel sector, acquiring specialized skills and developing their professional capabilities.

At the end of the two-year apprenticeship programme, participants will be subjected to a final exam scheduled for September 2026. Passing this exam will allow them to obtain the Higher Technical Education (ITS) diploma in “Hotel Specialist”.

Result:

The main objective of this apprenticeship is to provide participants with a solid foundation of knowledge and skills in the hotel hospitality industry, preparing them for a successful career in this ever-growing field. Thanks to the collaboration with IATH, participants will have the opportunity to receive high-quality training and come into contact with industry experts, thus broadening their professional perspectives.

The “Hotel Specialist” apprenticeship offered by Gruppo UNA and the Istituto Tecnico Superiore Biennale represents a unique opportunity for young people interested in pursuing a career in the hotel hospitality sector. Thanks to the combination of theoretical and practical training, participants will be able to acquire the skills necessary to face the challenges of the sector and stand out as highly qualified professionals.

4B



Initiatives on the topic of sustainability

PROJECT 4B

Situation:

Gruppo UNA is committed to activating a series of sustainability initiatives that actively involve the community. The desire is to increasingly strengthen the relationship with the community and start a more fruitful dialogue with particular reference to sustainability issues.

Tasks:

The company has been committed to raising awareness of the importance of sustainability - both internally and externally - for some time now. Through team building activities within the organization, On one hand it aims to engage and educate employees on the importance of sustainable practices through team building activities. On the other hand it integrates the territory into its team building and employee-related activities, in order to create an exchange of experiences aimed at mutual enrichment in terms of values.

Action:

Gruppo UNA is committed to implementing relationships with the territory, trying to also involve the local cultural fabric and integrate it into its initiatives: this is what happened with Discovery Versilia, an activity aimed at the Company's employees which led them to visit the territory, discover the local wonders, and participate in artistic activities that saw the participation of local artisans and the use of sustainable material. Precisely on the subject of sustainability, Gruppo UNA wants to involve the community in its environmental awareness journey, in order to start common journeys to reduce impacts on the environment and, at the same time, adopt sustainable initiatives and responsible behaviour.

Result:

Gruppo UNA seeks to encourage the adoption of sustainable initiatives through open and constant communication with local communities and is committed to involving local stakeholders, encouraging active participation and sharing of ideas to promote a sustainable culture.

Gruppo UNA assumes the responsibility of promoting sustainability in all its activities, constantly monitoring and evaluating the environmental impact of the initiatives undertaken, also seeking to collaborate with local organizations and institutions to implement concrete projects that contribute to the sustainability of the territory. The goal is to create a positive impact on the environment and society by promoting sustainable practices and actively involving people. With these initiatives, Gruppo UNA is committed to contributing to a more sustainable future for all.

4C



Sponsorships and support to the realities of the area

PROJECT 4C

Situation:

Gruppo UNA has implemented a donation and sponsorship's program for local activities and entities. The company recognizes the importance of supporting the social and economic fabric of the community in which it operates. Gruppo UNA actively collaborates with local organizations, charities and cultural and sporting associations, to support projects that contribute to the growth and development of the community. These donations and sponsorships are a concrete way for Gruppo UNA to give back to the community and build meaningful relationships with the people and organizations that make it up.

Tasks:

The objective for Gruppo UNA is to support local organizations and associations, in their progressive growth over time, with a view to encouraging and participating in the development of the community.

Action:

During 2023, it invested over 930 thousand euros in the area, supporting sporting and cultural realities, as well as initiatives of great social importance such as those aimed at supporting and being available to welcome women victims of violence into its facilities, offering them a safe refuge in case of necessity.

The donation and sponsorship program is a concrete way for Gruppo UNA to give back to the community and build meaningful relationships with the people and organizations that make it up.

Result:

Thanks to this program, Gruppo UNA has been able to support various initiatives with a positive impact on the community. Donations and sponsorships have contributed to the creation of cultural, sporting and charity projects, promoting the economic and social growth of the area. Furthermore, these actions have allowed Gruppo UNA to consolidate its reputation as a socially responsible company and to strengthen its bond with the community in which it operates.



NATURE

Respect for the
environment and
mitigation of impacts



UNAHOTELS Malpensa



Projects completed by Gruppo UNA in 2023

Here below the list of projects completed during 2023 by Gruppo UNA hotels featuring, at the end by the details of the Company's current and future projects.

Goal action: Nature/Environment
At least 80% of lighting uses energy-saving LED bulbs
Reduction in consumption compared to the previous year, thanks to efficiency measures
LEED certification UNAHOTELS San Vitale Bologna
Decarbonisation plan
Electric vehicle charging station - Collab. with Tesla 36 locations activated: UNAWAY Hotel Occhiobello and UNAHOTELS Forte dei Marmi and Tesla Wall Connector in UNAHOTELS The One Milano Hotel & Residence, UNAHOTELS Scandinavia Milano, UNAHOTELS Bologna Fiera and UNAHOTELS Vittoria Firenze.
Electric bicycle rental - TINO MOBILITY project Completed in: Versilia Lido UNA Esperienze, UNAHOTELS Forte dei Marmi, UNAHOTELS Vittoria Firenze, UNAHOTELS Bologna Centro; UNAHOTELS San Vitale Bologna; UNAHOTELS Malpensa. Progetto CAMBIOBIKE completed in: Versilia Lido UNA Esperienze and UNAHOTELS Capotaormina, UNAHOTELS Expo Fiera Milano.
Rental and parking for 'classic' bicycles - TINO MOBILITY Project Completed in: Versilia Lido UNA Esperienze, UNAHOTELS Forte dei Marmi, UNAHOTELS Vittoria Firenze, UNAHOTELS Bologna Centro; UNAHOTELS San Vitale Bologna; UNAHOTELS Malpensa. Progetto CAMBIOBIKE completed in: Versilia Lido UNA Esperienze and UNAHOTELS Capotaormina, UNAHOTELS Expo Fiera Milano.



Smoking free
Reuse of towels and bed linen by customers - Smile at the planet
Waiver of daily cleaning service by customers - Smile at the planet
Use of Ecolabel or recycled office paper
Separate waste collection (beyond legal obligations)
Recovery Time Week 2022 UNAHOTELS Napoli e UNAHOTELS Expo Fiera Milano

NATURE

Environmental respect

Respect for the environment and mitigation of impacts

Project 5 - **Energy 2024:**

- 5A New photovoltaic system
- 5B Highly energy efficient properties
- 5C Purchase of renewable energy
- 5D Environmental Certification

Project 6 - **Control and mitigation of CO2 emissions:**

- 6A Car pooling to reach the hotels
- 6B Measurement and compensation of CO2 emissions

Project 7 - **Water and marine resources:**

- 7A Rainwater recovery for fire prevention systems
- 7B Water consumption monitoring
- 7C Implementation of savings measures

Project 8 - **Use of resources and circular economy:**

- 8A Plastic removal
- 8B Waste management procedure
- 8C Replacement of paper instruments with digital instruments
- 8D Sustainable Food & Beverage choices





“ Looking to the future, Gruppo UNA wants to make its footprint more and more sustainable: being more efficient is an opportunity for growth and improvement that we want to seize. In addition, the company has decided to introduce a new business model by directly managing the catering of its facilities to guarantee our Guests quality, safety, sustainable local products, waste control and a Carbon Footprint. ”

Daniele Mereu – Hotel Operations Manager

NATURE

Respect for the environment and mitigation of impacts

Gruppo UNA faces its new commitment to sustainability, aware of the urgent need to implement good environmental protection practices in its hotels and within the purchasing cycle. The company has a corporate risk management system (Enterprise RiskManagement), including environmental and social risks, implements sustainability initiatives and has a formalised sustainability strategy to manage the economic, social and environmental impacts of its activities: it has defined an integrated sustainability strategy within the industrial strategy.

Since 2023 Gruppo UNA has been purchasing energy exclusively from renewable sources (hydroelectric, wind and solar power) for some of its hotels, with a consequent significant reduction in CO2 emissions.

Gruppo UNA only uses recycled or FSC paper, i.e. from certified forests, for all its operations, in the Milan headquarters and at the hotels. This is a further step towards sustainability within a three-year path designed to limit the Group's environmental footprint. In 2023, Gruppo UNA purchased 5,200 reams of recycled paper and 2,660 reams of FSC-certified paper, representing 100% of the company's needs.



Investment solutions are being studied to ensure a more respectful and conscious use of energy and water resources. These projects will concern both building envelopes (thermal insulation, doors and windows, etc.) and technological plants with high-efficiency systems that will improve environmental comfort while fully respecting energy consumption and paying special attention to CO2 emissions.

Gruppo UNA, aware that energy consumption often depends on behaviour, has embarked on a 'green' path and training activity for its employees, aimed at creating greater awareness of sustainability and respect for the environment.

On the environmental theme, Gruppo UNA has activated a series of activities and projects for the coming years:

Project 5 - Energy 2024:

- 5A New photovoltaic system
- 5B Highly energy efficient properties
- 5C Purchase of renewable energy
- 5D Environmental certifications

Project 6 - Control and mitigation of CO2 emissions:

- 6A Car pooling to reach the hotels
- 6B Measurement and compensation of CO2 emissions

Project 7 - Water and marine resources:

- 7A Rainwater recovery for fire prevention systems
- 7B Water consumption monitoring
- 7C Implementation of savings measures

Project 8 - Use of resources and circular economy:

- 8A Plastic removal
- 8B Waste management procedure
- 8C Replacement of paper instruments with digital instruments
- 8D Sustainable Food & Beverage Choices

Gruppo UNA's objective is to progressively reduce its environmental footprint and, at the same time, activate a series of initiatives that lead to the efficiency of its system to make this new challenge to sustainability an opportunity for improvement.

Energy 2024

PROJECT 5

Corporate energy consumption is critical to efficiency and environmental impact. A monitoring system identifies areas that require interventions to rationalize resources. To reduce electricity consumption, Gruppo UNA joins the “Tesla Destination Charging Program” with 36 Tesla stations and room temperatures set at 19° in autumn-winter and 26° in spring-summer, with a tolerance of +/-2°.

In 2023 Gruppo UNA purchased energy from renewable sources amounting to 29.721.536,74 KWh. At least 98% of the energy used comes from renewable resources already today. It has contracts with renewable sources, photovoltaic systems, district heating and a geothermal system installed at Milano Verticale | UNA Esperienze, with 2 intake wells and 6 yield wells, and a project being implemented at UNAWAY Hotel & Residence Contessa Jolanda Milano. It has also carried out energy efficiency interventions in the last 5 years, such as relamping , the replacement of refrigeration units and hydraulic lifts, the installation of temperature control systems and inverter pumps.

The overall value of energy efficiency is €2.625.000, with a reduction in consumption of 16% over three years.

In this process of increasing efficiency and reducing energy consumption, Gruppo UNA is committed to a series of initiatives that will be priorities in the coming years for the entire hotel sector:

- 5A New photovoltaic system**
- 5B Highly energy efficient properties**
- 5C Purchase of renewable energy**
- 5D Environmental Certification**



Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Energy 2024	GRI 302-1 Energy consumption within the organisation GRI 302-4 Reducing energy consumption GRI 302-5 Reducing the energy requirements of products or services	  	80% LED lighting	●	
			Double-glazed windows	●	33/34 structures completed
			Solar panels are used that produce hot water	●	
			100% renewable energy use/purchase	●	
			Reduction in electricity consumption compared to the previous year, thanks to efficiency measures	●	
			Use of photovoltaic panels producing electricity	●	3/34 structures completed: UNAHOTELS San Vitale Bologna; UNA HOTELS Bologna Fiera; UNAHOTELS The One Milano Hotel & Residence
			Energy-efficient buildings	●	3/34 structures completed: UNAHOTELS San Vitale Bologna; Milano Verticale UNA Esperienze, UNAHOTELS The One Milano Hotel & Residence
			Activation of systems to reduce light emissions	●	
	GRI 307 Environmental compliance		LEED certification	●	UNAHOTELS San Vitale Bologna
			Environmental certifications	●	

● Completed ● Work in progress ● To evaluate

The compliance of projects with Taxonomy

The objective of Taxonomy is to make truly sustainable activities from an environmental and (partially) social and governance point of view. This must be transparent and easily recognisable for consumers and investors.

Taxonomy intends to define a list to categorize economic activities based on their ability to:

- contribute to the achievement of at least 1 of the 6 established environmental objectives; do not harm any of the other 5 environmental objectives (Do Not Significantly Harm , DNSH);
- respect the criteria and technical thresholds (screening criteria) defined for each activity to achieve the 6 objectives;
- comply with social safeguard guarantees (Minimum Governance and Social Safeguards, MSGS).

Gruppo UNA Project could be consistent with the objectives of the EU Taxonomy regulation following assessment of eligibility.

1) Climate change mitigation	●
2) Adaptation to climate change	●
3) Sustainable use and protection of waters and marine resources	
4) Transition towards a circular economy	
5) Prevention and reduction of pollution	
6) Protection and restoration of biodiversity and ecosystems	



5A



New photovoltaic system

PROJECT 5A

Situation:

Gruppo UNA is facing the challenges of the current energy and environmental scenario. With the aim of reducing its ecological footprint and promoting the use of renewable energy, Gruppo UNA has decided to commit to the implementation of new solar panels for the production of hot water and photovoltaic panels for the production of electricity in its accommodation facilities.

Tasks:

The main objective of the project is to reduce Gruppo UNA's dependence on traditional energy sources, such as gas and coal, and to adopt sustainable and ecological solutions to cover the energy needs of hotel structures. This initiative also aims to raise awareness among Guests and promote a sustainable lifestyle.

Action:

To achieve these objectives, Gruppo UNA intends to undertake a series of actions, starting from conducting feasibility studies to identify the best energy solutions for each structure. Customized plans will then be developed for the installation of solar thermal and photovoltaic panels, taking into account the technical specifications of each structure and close collaborations will also be established with companies specialized in the renewable energy sector to guarantee the quality and efficiency of the systems installed.

Result

It is expected that the implementation of the new solar and photovoltaic panels will lead to significant results for Gruppo UNA, in terms of energy savings, with a reduction in electricity and gas consumption in all structures, also with a view to fighting climate change.

This initiative demonstrates the importance of adopting innovative solutions to reduce the environmental impact of accommodation facilities and promote a sustainable lifestyle. Gruppo UNA continues to invest in the research and development of new technologies to continue to be a point of reference in the sustainable hospitality sector.

5B



Highly energy efficient properties

PROJECT 5B

Situation:

Gruppo UNA has made a significant commitment for the coming years regarding the availability of highly energy efficient properties. The objective is to ensure that all properties owned by Gruppo UNA, which require improvements in terms of energy efficiency, reach at least class A. Currently, Gruppo UNA owns a considerable number of properties in various Italian locations. However, many of these properties do not meet the energy efficiency standards required by current regulations. In particular, only 3 of them have a high level of energy efficiency, specifically, UNAHOTELS San Vitale Bologna, Milano Verticale UNA Esperienze, UNAHOTELS The One Milano Hotel & Residence.

As a result, Gruppo UNA has decided to undertake an energy improvement project to reduce the environmental impact of its facilities and offer a more sustainable experience to its Guests.

Tasks:

The main task of Gruppo UNA is to identify all the properties it owns that require interventions to achieve class A energy efficiency. This assessment involves the evaluation of thermal insulation, the installation of efficient heating and cooling systems, the adoption of innovative energy saving solutions and the use of renewable energy sources.

Action:

To achieve this objective, Gruppo UNA has launched a series of concrete actions. First, a dedicated team was established, made up of experts in the field of energy efficiency and engineering. This team conducted a detailed analysis of all owned properties, identifying areas requiring improvement and defining the most appropriate solutions to achieve class A. Gruppo UNA has also established partnerships with suppliers of cutting-edge technologies in the energy efficiency sector. These collaborations allow the Group to have access to the most innovative and sustainable solutions available on the market.

Result:

The expected results of this commitment are many. First, Gruppo UNA expects to significantly reduce the environmental impact of its facilities by reducing CO2 emissions and overall energy consumption. This will lead to a significant decrease in operating costs in the long term.

Secondly, the commitment to energy efficiency will help improve the brand image and attract customers who are increasingly sensitive to environmental issues.

This commitment represents an important step towards a greener and more responsible future for the hotel industry.

5C



Purchase of renewable energy

PROJECT 5C

Situation:

Gruppo UNA has decided to commit to the purchase of renewable energy in the coming years. This choice was made in response to the growing awareness of the environmental impact of human activities and the Company's desire to contribute to the transition towards a more sustainable economy.

Tasks:

Gruppo UNA's task is to reduce the environmental impact of its activities through the use of renewable energy. This requires an assessment of available energy sources, the identification of reliable suppliers and the implementation of effective technical and operational solutions for the integration of renewable energy into the hotel network.

Action:

Gruppo UNA has begun to address this challenge through a series of concrete actions. First, an in-depth study was conducted on renewable energy sources available locally and nationally. Based on this analysis, the most promising sources and the most suitable technologies for use in the hotel sector were identified.

Subsequently, the Company will enter into a series of negotiations with renewable energy suppliers to ensure the stable and reliable supply of clean energy. In anticipation, the stipulation of long-term agreements for the purchase of green energy.

Result:

Thanks to these efforts, Gruppo UNA will be increasingly able to significantly reduce its dependence on traditional energy sources and increase the use of renewable energy, while also reducing GHG emissions resulting from electricity consumption.

5D



Environmental certifications

PROJECT 5D

Situation:

Gruppo UNA is considering competing for environmental certifications in the next few years. This decision reflects a commitment to sustainability and a positive impact on the environment, showing the group's willingness to adopt responsible business practices.

Task:

The main task for Gruppo UNA is to plan and implement the actions necessary to meet the requirements for obtaining environmental certifications. This involves a detailed analysis of current business practices, identification of areas for improvement and implementation of corrective actions to comply with the standards required for certification.

Action:

To achieve this, Gruppo UNA begins with a thorough analysis of its hotel operations to identify potential environmental impacts. Subsequently, it develops and implements programmes and initiatives aimed at reducing environmental impact, such as the implementation of recycling practices, waste reduction and the adoption of technologies with low environmental impact. The group may also invest in employees training to raise awareness and involve employees in the sustainability process, as well as working with suppliers and partners to promote sustainable practices throughout the supply chain.

Result:

As a result of these actions, Gruppo UNA hopes to obtain the desired environmental certifications, demonstrating its commitment to sustainability and the environment. These certifications not only confirm the group's focus on sustainability, but can also enhance brand reputation, attract environmentally aware customers and generate savings through operational efficiency. Moreover, Gruppo UNA could serve as a model for the hotel industry, inspiring others to follow its example towards sustainable business practices.



Control and mitigation of CO2 emissions

PROJECT 6

Scope 1 and 2 emissions are associated with the company's direct operations and energy use.

At present, Gruppo UNA does not have tools for calculating its direct and indirect emissions (scope 1 and 2), but it aims, for the purposes of monitoring its impacts, to implement these activities, also in light of the fact that according to recent research, a single night in a hotel produces on average 6.9 kg of CO2, and the hotel sector represents approximately 1% of global CO2 emissions.

In this context, there is also the desire to cover at least 10% of its emissions, through the purchase of certified carbon offsets and to activate actions and best practices to reduce CO2 emissions.

The main actions that Gruppo UNA intends to activate in the coming years concern:

6A Car pooling to reach the hotels

6B Measurement and compensation of CO2 emissions

Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
CO2 control and mitigation	GRI 305-2 Indirect GHG emissions GRI 305-5 Reduction of GHG emissions	  	Decarbonisation plan	●	
			Activate your footprint in terms of greenhouse gas emissions	●	
			CO2 impact measurement	●	
			Carpooling for business travel	●	
			Offset at least 10% of total annual carbon emissions by purchasing certified carbon offsets	●	
			Electric vehicle charging station - Collab. with Tesla	●	36 locations activated: Tesla charging station in UNAWAY Hotel Occhiobello and UNAHOTELS Forte dei Marmi and Tesla Wall Connector in UNAHOTELS The One Milano, UNAHOTELS Scandinavia Milano, UNAHOTELS Bologna Fiera and UNAHOTELS Vittoria Firenze.
			Electric bike rental - TINO MOBILITY project	●	Completed in: Versilia Lido UNA Esperienze, UNAHOTELS Forte dei Marmi, UNAHOTELS Vittoria Firenze, UNAHOTELS Bologna Centro; UNAHOTELS San Vitale Bologna; UNAHOTELS Malpensa. Progetto CAMBIOBIKE completed in: Versilia Lido UNA Esperienze and UNAHOTELS Capotaormina, UNAHOTELS Expo Fiera Milano
			Hire and Parking for "classic" bicycles - TINO MOBILITY Project	●	Completed in: Versilia Lido UNA Esperienze, UNAHOTELS Forte dei Marmi, UNAHOTELS Vittoria Firenze, UNAHOTELS Bologna Centro; UNAHOTELS San Vitale Bologna; UNAHOTELS Malpensa. Progetto CAMBIOBIKE completed in: Versilia Lido UNA Esperienze and UNAHOTELS Capotaormina, UNAHOTELS Expo Fiera Milano
			Incentives for employees using public transport or environmentally friendly vehicles to get to work	●	

● Completed ● Work in progress ● To evaluate

The compliance of projects with Taxonomy

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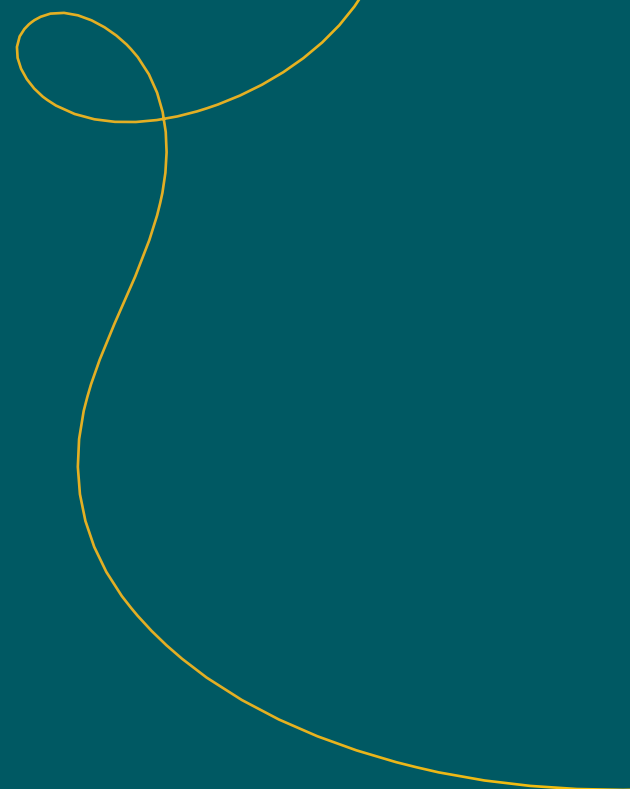
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- comply with social safeguard guarantees (Minimum Governance and Social Safeguards, MSGS).

Gruppo UNA Project could be consistent with the objectives of the EU Taxonomy regulation following assessment of eligibility.

1) Climate change mitigation	●
2) Adaptation to climate change	●
3) Sustainable use and protection of waters and marine resources	
4) Transition towards a circular economy	
5) Prevention and reduction of pollution	●
6) Protection and restoration of biodiversity and ecosystems	

6A



Car pooling to reach hotels and employee incentives who use public transport or eco-friendly vehicles to reach the workplace

PROJECT 6A

Situation:

Gruppo UNA has recognized the importance of promoting sustainable practices and has decided to encourage car pooling among its employees to reach hotels. Furthermore, it has decided to offer incentives to employees who use public transport or eco-friendly vehicles to reach their workplace.

Tasks:

Gruppo UNA's intention is to reduce the environmental impact caused by employee travel to hotels and the workplace. The objective is to reduce the use of company cars and promote the use of more sustainable means of transport.

Action:

To achieve this objective, Gruppo UNA is implementing a car pooling system among employees. During particular occasions and initiatives dedicated to employees, a computerized network was created which allowed participants to organize themselves to reach the hotel and subsequently return to their offices. This made it possible to reduce the number of company cars used, thus limiting fuel consumption and CO2 emissions.

Result:

Thanks to the implementation of these measures, Gruppo UNA expects significant results. The promotion of car pooling among employees will lead to a significant reduction in the number of company cars in circulation, helping to reduce the environmental impact. Furthermore, offering incentives for the use of public transport or eco-friendly vehicles undoubtedly encourages people to opt for more sustainable means of transport.

In addition to reducing impacts, this type of initiative is aimed at promoting a sense of environmental responsibility within the company, promoting awareness among employees of the importance of adopting sustainable behaviors. Gruppo UNA continues to strive to further improve its sustainable practices, in order to become a reference model for other companies in the hotel sector.

6B



Measurement and compensation CO2 emissions

PROJECT 6B

Situation:

Gruppo UNA recognizes the importance of reducing the environmental impact of its operations. One of the key aspects is the emission of CO2, which contributes significantly to the greenhouse effect and climate change. To face this challenge, Gruppo UNA has decided to commit to measuring its CO2 impact and adopting measures to offset the carbon emissions generated by its hotel facilities.

Tasks:

Gruppo UNA's commitment over the next few years is to measure the extent of CO2 emissions produced by its hotel operations and to adopt a plan to offset at least 10% of total annual emissions. This requires an in-depth analysis of different sources of carbon emissions, such as energy used, water consumption and waste produced. Additionally, you need to develop a strategy for purchasing certified carbon offsets, which will help reduce your overall climate impact.

Action:

Gruppo UNA, with a view to verifying and reducing its emissions, will implement an environmental impact monitoring system in all its hotel facilities, in order to collect accurate data on CO2 emissions, including the measurement of energy consumption, waste monitoring and analysis of water management practices. Based on this data, Gruppo UNA will be able to establish specific objectives to reduce carbon emissions in a sustainable way.

At the same time, it intends to verify the methods and possibilities for proceeding with the purchase of certified carbon credits, to offset its emissions. These credits represent the reduction or removal of a specific amount of CO2 equivalent from external sources. By purchasing these credits, Gruppo UNA will help finance emission reduction projects in sectors such as renewable energy, reforestation and energy efficiency.

Result:

Thanks to the undertaken actions, Gruppo UNA will be able to obtain significant results in reducing its impacts in terms of CO2 emissions: among the first objectives, the purchase of certified carbon credits capable of offsetting at least 10% of the CO2 issued.



Water and marine resources

PROJECT 7

Gruppo UNA has undertaken the commitment, to contribute to reducing, as far as possible, its water consumption for the next few years. This decision was made due to the growing awareness of the importance of environmental sustainability and the need to reduce the environmental impact of the hotel business.

For its part, Gruppo UNA has planned to adopt a series of measures capable of encouraging savings or the possibility of reusing the upstream resource, in particular:

7A Rainwater recovery for fire prevention systems

7B Water consumption monitoring

7C Implementation of savings measures

At the same time, it should be underlined that a large part of the impacts relating to water consumption derive, as is easy to imagine, from the management of the resource by the Guests of the structure: a good starting point, with a view to saving, is to identify a series of best practices to suggest to customers, in order not to waste this precious resource. From this perspective, Gruppo UNA has already activated an incisive awareness campaign towards Guests, calling them back and suggesting simple sustainability practices to adopt during their stay in the facilities.

Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Water and water resources	GRI 303-2 Management of impacts related to water discharge		Use only water-efficient toilets. (i.e. low-flow toilets, dual flush toilets)	●	Completed in 24/34 facilities
	GRI 303-3 Water abstraction		Recovery of rainwater for fire fighting and irrigation	● for other hotels	Activity completed in UNAHOTELS San Vitale Bologna
	GRI 303-4 Water discharge		Implementation of water consumption monitoring procedures	●	
	GRI 303-5 Water consumption		Reuse of towels and sheets by customers - Smile at the planet	●	
			Waiver of daily cleaning service by clients - Smile at the planet	●	

● Completed ● Work in progress ● To evaluate

The compliance of projects with Taxonomy

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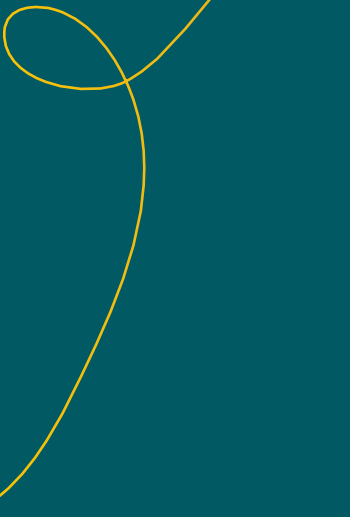
- contribute to the achievement of at least 1 of the 6 established environmental objectives; do not harm any of the other 5 environmental objectives (Do Not Significantly Harm , DNSH);
- respect the criteria and technical thresholds (screening criteria) defined for each activity to achieve the 6 objectives;
- comply with social safeguard guarantees (Minimum Governance and Social Safeguards, MSGS).

Gruppo UNA Project could be consistent with the objectives of the EU Taxonomy regulation following assessment of eligibility.

1) Climate change mitigation	●
2) Adaptation to climate change	●
3) Sustainable use and protection of waters and marine resources	●
4) Transition towards a circular economy	
5) Prevention and reduction of pollution	
6) Protection and restoration of biodiversity and ecosystems	



7A



Rainwater recovery for fire prevention systems

PROJECT 7A

Situation:

Gruppo UNA has recognized the importance of adopting sustainable practices to ensure the efficient management of water resources. Faced with the growing demand for water in the fire safety systems of its tourist facilities, Gruppo UNA has identified an opportunity to exploit rainwater as an alternative and sustainable source.

Tasks:

Gruppo UNA's intention is to implement a system for the recovery and use of rainwater for fire-fighting purposes. This requires a strategic plan that includes the installation of rainwater collection systems, the adaptation of existing infrastructure and the training of employees to ensure correct management of the system.

Action:

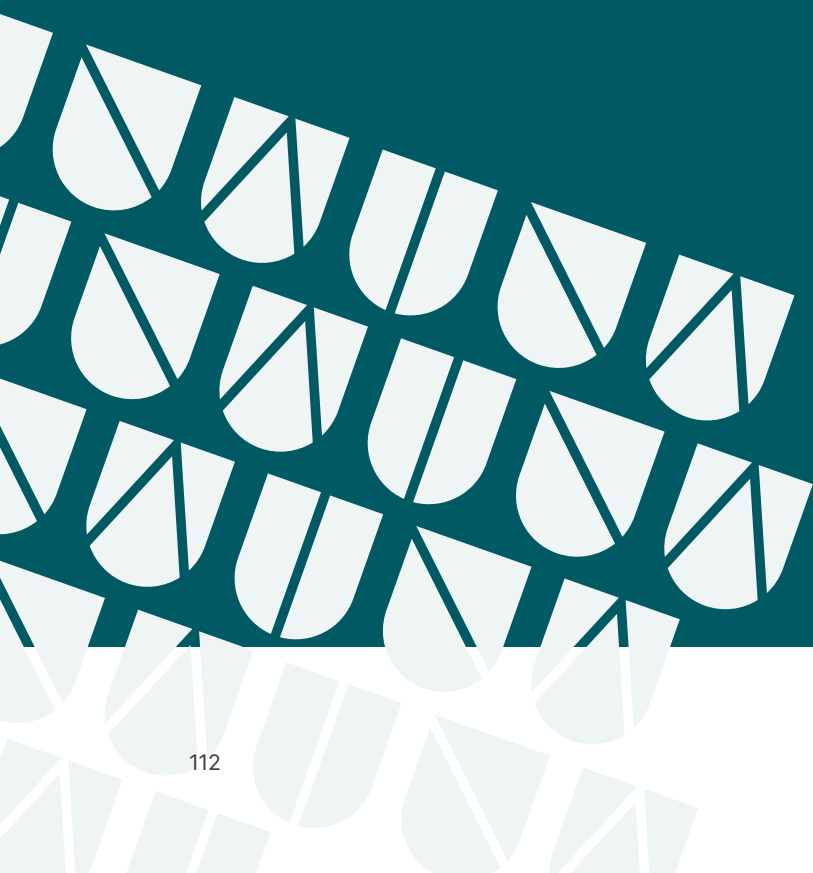
Faced with this challenge, the Company will consider undertaking in-depth analyzes to identify areas within its structures to be used for rainwater collection, subsequently installing collection tanks, equipped with filtering systems to guarantee the quality of the water. Changes will then be made to existing fire safety systems to allow the use of rainwater as an alternative source. Employees will be adequately trained to understand the operation of the system, the maintenance procedures and the guidelines for the correct management of the collected water.

Result:

Thanks to the implementation of these actions, Gruppo UNA will be able to guarantee a sustainable source of water for fire-fighting systems, while reducing, thanks to the use of rainwater, the dependence on the public water system, contributing to the conservation of resources local water supplies.

In relation to this intervention, Gruppo UNA will also be able to obtain significant economic savings thanks to the reduction of water bills and the optimization of energy costs associated with water pumping.

7B



Water consumption monitoring

PROJECT 7B

Situation:

Gruppo UNA is considering the opportunity to start a project to constantly monitor water consumption in its accommodation facilities in the coming years. This decision was made in response to increasing concerns regarding environmental sustainability and the need to reduce the environmental impact of hotel operations.

Tasks:

The goal is to implement a water consumption monitoring system that allows accurate data to be collected and areas where significant improvements can be made. The final aim is to reduce water consumption and promote sustainable practices within Gruppo UNA's accommodation facilities.

Action:

To achieve this goal, Gruppo UNA has begun to identify a series of targeted actions: firstly, advanced water meters and automated monitoring systems will be installed in all hotel facilities. These devices allow you to precisely detect and record water consumption in real time. Furthermore, employees training and awareness programs will be launched to promote the importance of water saving and sustainable practices. Gruppo UNA will also collaborate with suppliers and partners to identify innovative solutions and advanced technologies aimed at reducing water consumption in accommodation facilities.

Result:

Thanks to these actions, Gruppo UNA will have the opportunity to monitor and control its water consumption, identifying, thanks to the data that will be collected, the areas in which it will be possible to make improvements and reduce water waste.



7C



Implementation of savings measures

PROJECT 7C

Situation:

Gruppo UNA has undertaken the commitment to implement water saving measures in its accommodation facilities. This decision was made to address the important problem of water waste and to contribute to environmental sustainability.

Tasks:

In this context, Gruppo UNA wants to work to identify and implement effective strategies to reduce water consumption within its structures. The ultimate goal is to promote a sustainable approach to water resource management, reducing environmental impact and improving operational efficiency.

Action:

To achieve this goal, Gruppo UNA will conduct consumption monitoring at each facility to identify areas where excessive or inefficient use occurs. Based on this information, it will develop specific guidelines for saving water, involving both employees and Guests.

Alongside this, Gruppo UNA will invest in advanced water saving technologies, such as the installation of rainwater collection and reuse systems, the installation of low flow devices in taps and showers, as well as the implementation of efficient irrigation systems for the green spaces surrounding the structures.

Result:

Thanks to the implementation of these measures, Gruppo UNA expects to significantly reduce its water consumption, as well as the economic and environmental impacts of hotel activities related to such consumption.



Use of resources and circular economy

PROJECT 8

Careful waste management is of fundamental importance for sustainability and savings. Reducing waste production and recycling what cannot be reused contributes to reducing consumption. Simple gestures such as correct separate waste collection are crucial, and Gruppo UNA hotels facilitate compliance with this practice by providing labeled bins in the rooms, bathrooms, common areas and hall.

Gruppo UNA has adopted a waste management procedure that will be implemented in the coming years to reduce environmental impact and promote recycling and reuse when possible. This commitment involves all company employees, contractors, suppliers and Guests. Responsible waste management is essential for protecting the health of Guests and employees, preserving the environment and promoting sustainability in Gruppo UNA's hotel operations.

The Company is also committed to reducing the use of packaging by collaborating with suppliers who adopt environmentally friendly production policies. Furthermore, it is starting a process of digitizing paper material.

In the last year, the company produced a total of 148.35 tons of waste.

The objective is to enhance separate waste collection in the common areas of all the group's hotels by 2024, including UNAHOTELS The One Milano Hotel & Residence and UNAWAY Hotel & Residence Contessa Jolanda Milano, which already adopt this practice.

Gruppo UNA is also committed to promoting the circular economy in the food sector, with the activation of projects aimed at reducing waste. In collaboration with Too Good to Go, Regusto, Banco Alimentare, Briciole di Pane and other associations, Gruppo UNA hotels dedicate themselves to initiatives that aim to make the most of available food resources.

The objectives that Gruppo UNA has set for itself in the coming years concern actions in the direction of:

8A Plastic removal

8B Implementation of the waste management procedure

8C Replacement of paper instruments with digital instruments

8D Sustainable Food & Beverage Choices

Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Resource utilisation and circular economy	GRI 301-1 Materials used by weight and volume GRI 301-2 Materiali Materials used by recycling GRI 306-2 Management of significant impacts related to waste GRI 306-3 Waste generated	 	Removal of plastic cups	●	90% completed
			Removal of plastic water bottles	●	
			Removal of plastic pens	●	
			Soap dispenser in communal bathrooms	●	
			Digital business card	●	
			"Give Aways' with recycled plastic bottles	●	
			Passive cycle review (electronic bubble)	●	
			F&B proposals with sustainable products	●	
			Use of Ecolabel or recycled office paper	●	
			Update Waste Management procedure	●	
			Separate waste collection (beyond legal obligations)	●	
			Agreements for food surpluses - Too Good to Go	●	Completed in 11/34 structures
			Agreements for food surpluses - 'Banco Alimentare	●	UNAHOTELS Expo Fiera Milano
			Agreements for food surpluses - Regusto	●	
			"Recovery Time Week 2022	●	UNAHOTELS Napoli e UNAHOTELS Expo Fiera Milano

● Completed ● Work in progress ● To evaluate

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Gruppo UNA Project could be consistent with the objectives of the EU Taxonomy regulation following assessment of eligibility.

1) Climate change mitigation	●
2) Adaptation to climate change	●
3) Sustainable use and protection of waters and marine resources	
4) Transition towards a circular economy	●
5) Prevention and reduction of pollution	
6) Protection and restoration of biodiversity and ecosystems	



8A

Plastic removal

PROJECT 8A

Situation:

Gruppo UNA has committed to removing plastic from its accommodation facilities in the coming years. Currently, where plastic is still present, such as in giveaways, recycled plastic bottles are used. Two of the UNAHOTELS facilities, Naxos Beach Sicilia and Capotaormina, have already reached the goal of 100% Plastic Free in 2023. The bars of these facilities have gradually eliminated plastic items, such as straws, replacing them with certified biodegradable and compostable materials such as cardboard and PLA, obtained from natural and renewable materials, such as corn, beetroot and sugar cane.

Tasks:

Gruppo UNA's objective is to gradually make other accommodation facilities, in addition to those already mentioned, 100% plastic free. In this context, the focus is on the gradual implementation of a series of actions to reduce plastic consumption within the main premises. These actions include replacing plastic in amenity packaging with eco-friendly materials and using dispensers.

Action:

To achieve the goal of eliminating plastic, Gruppo UNA will adopt various measures. First, by replacing the plastic used to package amenities within the facilities with eco-friendly materials. This means items like soap, shampoo and conditioner will be packaged in biodegradable and compostable materials rather than plastic. Furthermore, the Company is introducing dispensers in the rooms, instead of the classic hygiene product containers.

Result:

UNAHOTELS Capotaormina has already become 100% Plastic Free in 2023. This result has been possible through the gradual elimination of plastic items such as straws and the replacement with biodegradable materials and compostable. Gruppo UNA intends to extend this commitment to all other accommodation facilities, with the aim of becoming completely plastic-free. The introduction of dispensers and the replacement of plastic in the packaging of amenities are just some of the steps Gruppo UNA is taking to reduce plastic consumption in its main offices.



8B



Implementation of the waste management procedure

PROJECT 8B

Situation:

The company has adopted a procedure, in line with the provisions of Organizational Model 231, for waste management (ROP/UNA/DG/GERIF-1.0), i.e. precise procedures for the correct management of waste, adopting practices that minimize the environmental impact and promote recycling and reuse when possible, through the organization of efficient separate collection systems and the correct treatment of waste. This commitment extends to all company activities and involves employees, contractors, suppliers and visitors. Responsible waste management is essential to protect the health of Guests and employees, preserve the environment and promote sustainability within Gruppo UNA's hotel activities.

Tasks:

Gruppo UNA has set responsible waste management as its main objective, to protect the health of Guests and employees preserve the environment and promote sustainability in hotel activities. To achieve this objective, the company intends to implement its waste management policy, in compliance with European Union regulations and the provisions of Legislative Decree 231/01, which concerns the administrative liability of legal entities for crimes committed in the interest of the organization. This means that the company is committed to complying with the regulations in force and ensuring correct waste management in all its areas of competence and management.

Action:

The Company has adopted a series of waste management procedures that comply with current regulations. These procedures include the correct separate collection of waste, the organization of efficient systems for its management and the adequate treatment of materials. The company is committed to actively involving all employees, contractors, suppliers and visitors in responsible waste management. Training and awareness courses are planned to inform and educate employees on correct practices.

Result:

The result that the Company expects is aimed at reducing the environmental impact generated by waste management, promoting the recycling and reuse of materials when possible. Thanks to the implementation of waste management procedures, Gruppo UNA will be able to guarantee correct management in all its areas of competence and management. The health of Guests and employees will thus be further protected, the environment preserved and sustainability promoted effectively within hotel activities.



8C

Replacement of paper instruments with digital tools

PROJECT 8C

Situation:

In all hotels and in Milan headquarter, Gruppo UNA uses only recycled paper to carry out all operational activities. As regards activities to reduce paper consumption, the Group has favored the use of recycled paper at headquarters and in hotels: in 2023 Gruppo UNA purchased n. 5.200 reams of recycled paper and n. 2.660 reams of FSC certified paper equal to 100% of the entire company's needs. Furthermore, the Company has chosen to communicate with its customers in a sustainable way: the branded material, the price lists and all the information material that the facilities make available to their Guests during their stay is FSC certified, meaning that it is created with paper coming from sustainably managed forests, according to Forest standards Stewardship Council, respecting the ecosystem and people.

At the same time, Gruppo UNA has started a process of digitization and consequent replacement of paper tools, so as to further reduce the use of paper, even if it is recycled.

Tasks:

The main objective of Gruppo UNA is to reduce paper consumption and promote sustainable resource management. Therefore, it has committed to replacing paper tools with digital tools in all its facilities. Furthermore, he wanted to communicate with Guests in a sustainable way, using FSC certified materials.

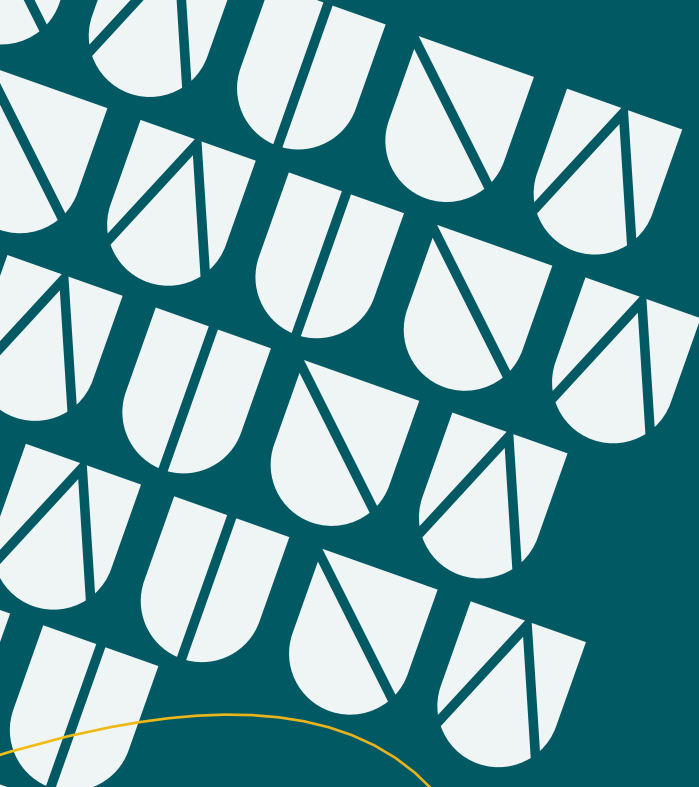
Action:

To achieve these objectives, Gruppo UNA has implemented various actions. It promoted the use of recycled paper in its headquarters and hotels, reducing ream consumption. It has also adopted branded material, price lists and all FSC certified information material; then started a digitalisation process to replace paper tools, replacing flyers, brochures and business cards with scannable qr codes. This has allowed us to further reduce the use of paper, even if recycled. The goal is to completely eliminate the need for paper in operational activities.

Result:

Thanks to the actions undertaken by Gruppo UNA, significant results have been achieved. Paper consumption has decreased significantly; furthermore, the use of recycled and FSC certified paper has contributed to reducing the environmental impact of the Group's activities.

The digitalisation of operational activities will lead to greater efficiency and productivity, reducing the time and costs associated with the use and management of paper.



8D

Sustainable Food & Beverage choices

PROJECT 8D

Situation:

Gruppo UNA is committed to making sustainable Food & Beverage choices in its accommodation facilities. Currently, the VIP treatments and food and wine experiences offered already follow sustainability criteria in the choice of F&B proposals. Local foods and wines, seasonality, some organic foods and those produced at Km 0 are favoured. However, to ensure greater sustainability, it is necessary to implement these strategies also in the coming years.

Tasks:

Gruppo UNA's intention is to expand and consolidate sustainable choices in the Food & Beverage sector within its accommodation facilities. This requires a review and implementation of current policies, as well as increased employees awareness and involvement. The group will also need to work with local suppliers and trusted partners to ensure the sourcing of sustainable products.

Action:

To achieve the goal of sustainability in the F&B sector, Gruppo UNA will be called upon to undertake various actions, firstly, evaluating the opportunity to form a team dedicated to sustainability that is responsible for planning and implementing sustainable policies in Food & Beverage, with the precise aim of identifying local suppliers who offer sustainable and high quality products. This will be accompanied by training sessions for all employees, in order to raise their awareness of the importance of sustainability and the practices to be adopted.

Result:

Thanks to the efforts made, Gruppo UNA will thus be able to obtain significant results in promoting sustainability in the F&B sector. Sustainable food and wine choices can be successfully implemented in accommodation facilities, offering Guests a high-quality and responsible food and wine experience and consequently obtaining positive feedback from Guests. Furthermore, collaboration with local suppliers will help support the local economy and reduce the environmental impact of transporting products.



UNAHOTELS Bologna Fiera

ACTION

Virtuous team commitment
and far-sighted policies
for sustainable growth of
Gruppo UNA



UNAHOTELS Trastevere Roma



Projects completed by Gruppo UNA in 2023

Here below the list of projects completed during 2023 by Gruppo UNA hotels featuring, at the end by the details of the Company's current and future projects.

Goal action: Action/Governance
Use of technologies enabling data analytics
Projects or actions aimed at integrating cloud technologies in archiving
Promoting sustainability on social media and the Internet
Sustainability policy
Sustainability reporting
Carrying out activities according to specific management systems (safety management and prevention, corruption management and prevention, supplier relationship management)
Being a member of a trade association Validity on all structures
Setting up internal controls Validity on all structures
Charter of Values and Code of Ethics Validity on all structures
Communicate its Code of Ethics to Guests Validity on all structures
Policy on gender equality Validity on all structures
Policy on the integration of foreign and/or disabled employees Validity on all structures
Policies for managing human rights and child, forced or compulsory labour Validity on all structures

Identify a Sustainability Manager or Contact Person
Validity on all structures
Identify a safety officer
Validity on all structures
Specific policy on working conditions (including safety)
Validity on all structures
MOG (Organisation, Management and Control Model)
Validity on all structures
QPRIZE Award 2023
Validity on all structures



ACTION

Team commitment

Team commitment and future challenges

Project 9 - **Corporate culture, innovation and management:**

- 9A Cyber security
- 9B Digitization of systems
- 9C Development of management tools

Project 10 - **Supply relationships:**

- 10A Supply chain tracing and value chain analysis
- 10B Sharing sustainability objectives with suppliers
- 10C Identification of new selection criteria



“ By embracing digital transformation and overseeing data security, we are able to monitor our ESG progress and measure the positive impacts these activities have on our business models. ”

Stefano Bolli – Information Systems Manager



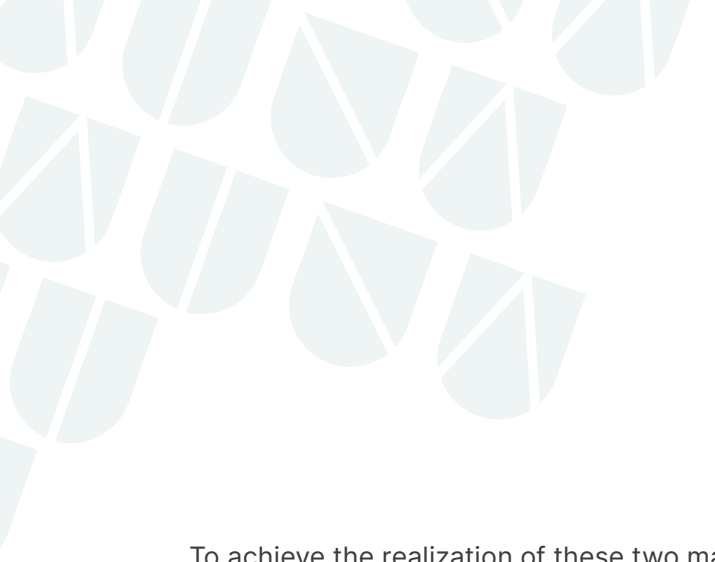
ACTION

Gruppo UNA's Commitment Team looks for future challenges: digital transformation and supply chain mapping

The future operational challenges that await Gruppo UNA in terms of sustainability revolve around two fundamental themes:

- the corporate culture and the Company's ability to respond quickly to innovation in the digital landscape, to make internal procedures and structure management systems increasingly efficient , keeping pace with new IT tools, and defending them at the same time from any external threats;
- the aspect of the value chain and the supply chain which, from a sustainability perspective, will increasingly become an issue to be monitored for the development of company policies in the coming years, as also required by the new reporting regulations.

From the point of view of digital transformation , Gruppo UNA is internally developing solutions to support its systems, which increasingly digitize operations, starting from check-in, up to the management of internal processes, in order to facilitate and make them more fluid and harmonious operating practices. At the same time, the problem of updating systems arises from the point of view of information security and the integration of artificial intelligence within its activities.



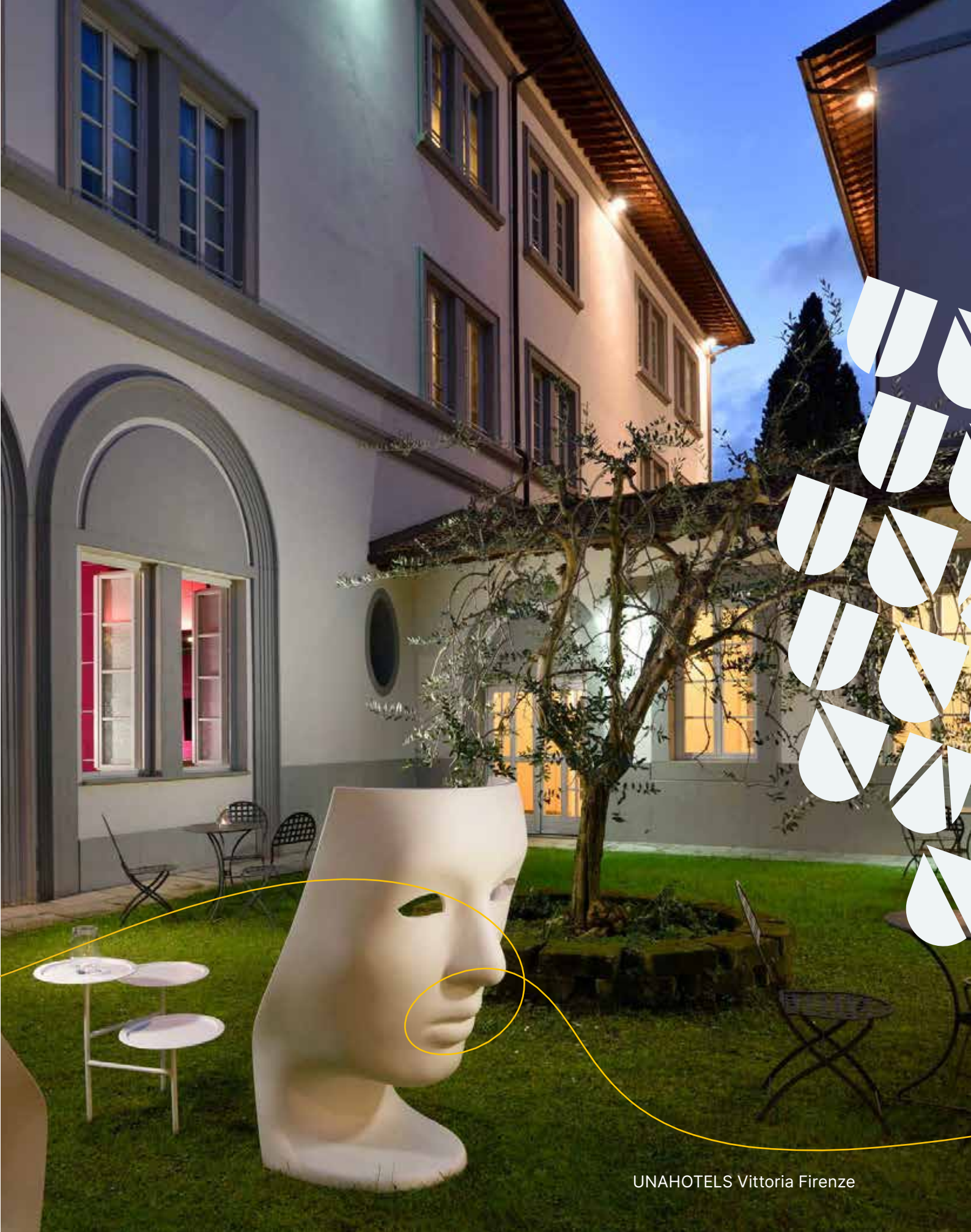
To achieve the realization of these two macro objectives , Gruppo UNA has defined a series of projects that will allow the Company to start the related development processes:

Project 9 - Corporate culture, innovation and management:

- 9A Cyber security
- 9B Digitization of systems
- 9C Development of management tools

Project 10 - Supply relationships:

- 10A Supply chain tracing and value chain analysis
- 10B Sharing sustainability objectives with suppliers
- 10C Identification of new selection criteria



UNAHOTELS Vittoria Firenze



Corporate culture, innovation and management

PROJECT 9

Gruppo UNA is embarking on a journey of constant improvement of its structures and seeks increasingly advanced solutions from a technological point of view to support its services. In line with this objective, the company management has launched several projects aimed at implementing IT systems to guarantee the security of Guest and employees data. In particular, Gruppo UNA has taken action, formulating 3 crucial projects from the point of view of the digital transformation and innovation of its systems:

9A Cyber security
9B Digitization of systems
9C Development of management tools

The introduction of these advanced IT systems represents an important step for Gruppo UNA in its journey of innovation and improvement. These technological solutions allow the company to offer a better and more efficient service to its Guests, simplifying internal processes and ensuring information security. Gruppo UNA is determined to stay abreast of rapid technological developments in the hotel sector and continues to invest in the research and implementation of innovative solutions.

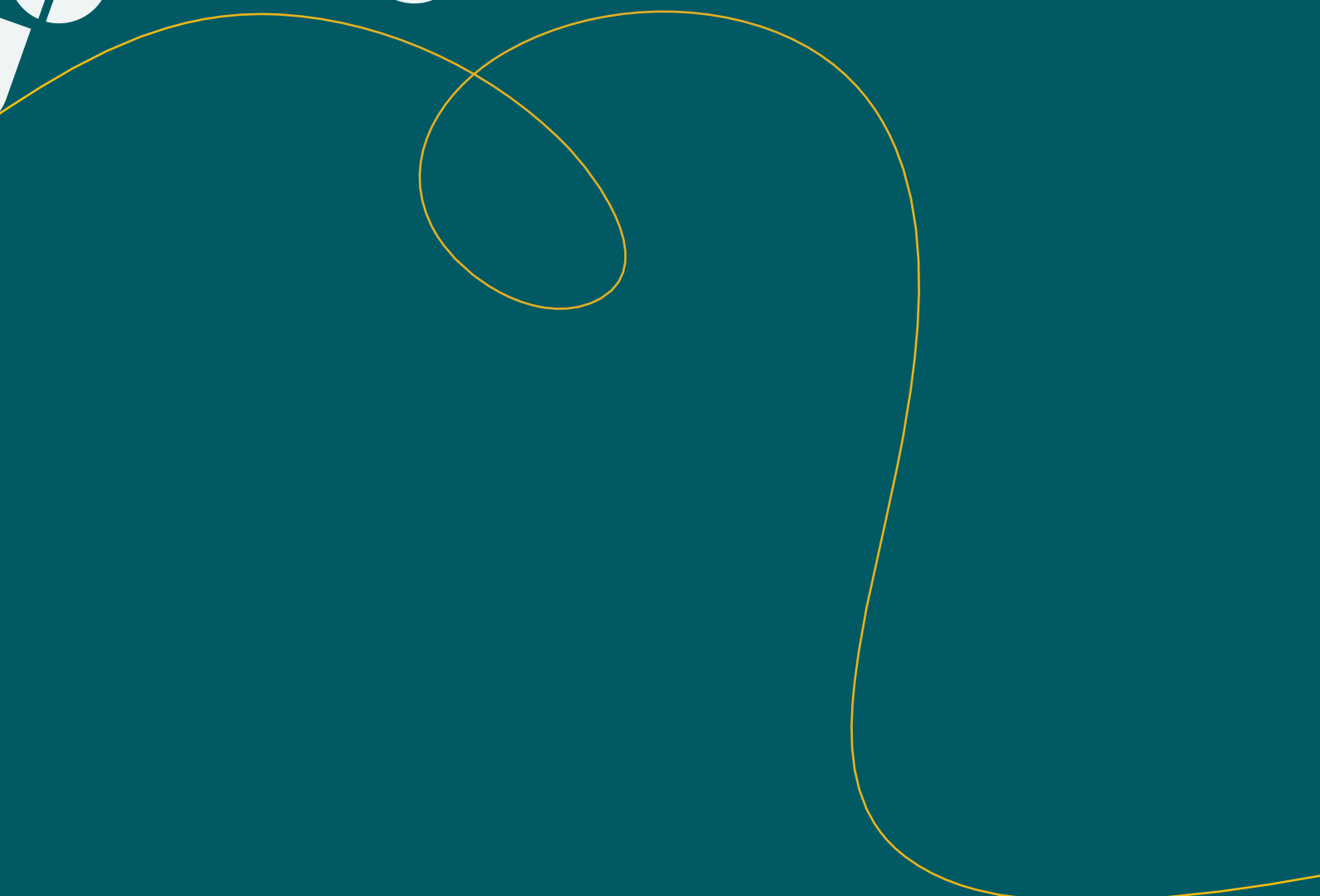
Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Innovation	GRI 2-25 Processes to remediate negative impacts		Use of technologies enabling data analytics	●	
			Projects or actions aimed at integrating cloud technologies in archiving	●	
			IT security	●	
			Digital concierge (stand alone or in web app), with potential ancillary services	●	Awaiting start-up
			Digital signature	●	
			Accommodation service management automation - Alloggiati 4.0	●	
			Tool for quality-operational checks on internal procedures	●	Awaiting start-up

● Completed ● Work in progress ● To evaluate



9A



Cyber security

PROJECT 9A

Situation:

Gruppo UNA recognize the importance of guarantee IT security within all the properties. With the increase in cyber threats and privacy violations, the Company has recognized the need to protect sensitive information processed internally.

Tasks:

Gruppo UNA's objective is to introduce an IT security system that is capable of adequately protecting the data of Guests and employees. This system must be cutting-edge and capable of preventing external intrusions, guaranteeing the security of confidentiality of information.

Action:

The Company has initiated a careful analysis of current cyber threats and best practices in the cybersecurity sector. It has worked and is still working with industry experts to develop an effective security strategy. Necessary security measures have been identified and implemented, such as firewalls, intrusion detection software and advanced encryption. Furthermore, training programs have been launched for employees, in order to raise awareness of IT security and encourage responsible behaviour.

Result:

Thanks to the Company's commitment, it will be possible to introduce an IT security system that guarantees the protection of sensitive information processed by the company (following up the procedures and measures already activated). Guest and staff data will thus be protected from threats of external intrusions or privacy violations.



9B

Digitization of systems

PROJECT 9B

Situation:

Gruppo UNA has identified the need to improve the Guest experience in its accommodation facilities. In order to offer a more personalized and convenient service, the company decided to develop a digital concierge, a system that allows customers to access services and information digitally.

Tasks:

The main task of Gruppo UNA is to design and implement a digital platform that allows Guests to interact with the hotel and access the services offered. This system should reduce the need for physical procedures and allow more time for physical interactions (develop of quality time with Guest).

Action:

To achieve this goal, Gruppo UNA started by identifying Guests' needs and the key features required for the digital concierge, to identify the best technological solutions available on the market.

Result:

The implementation of the digital concierge will allow customers to access a vast range of services and information through the digital platform, eliminating the need for physical interactions and simplifying the booking and check-in process.

This will make Guests' experience more personalized and convenient, saving them time and effort.



90



Development of management tools

PROJECT 9C

Situation:

Gruppo UNA has started a project called Alloggiati 4.0, which aims to create an automation system for the management of the lodging service.

Tasks:

The main objective of the Alloggiati 4.0 project is to save time, working hours and resources in front-office operations and night employees. Automation must streamline the processes of registering Guests, managing reservations and assigning rooms. Furthermore, it is necessary to automate mandatory obligations, such as recording Guest data in compliance with the GDPR and the Security Decree.

Action:

To achieve these objectives, Gruppo UNA has invested in the research and development of a cutting-edge automation system. Specialized teams have been formed for software development and system implementation. Detailed analyzes of existing processes were conducted to identify areas that required automation. Based on these analyses, the system specifications have been defined and the development of the necessary functionality is underway.

Result:

Thanks to the development of the Alloggiati 4.0 system, Gruppo UNA hopes to make guest registration a quicker and more efficient process, reducing waiting times and improving their overall experience. The management of reservations and the assignment of rooms are thus simplified, allowing for the optimization of resources and a greater ability to satisfy customer requests.

Automation will allow to fulfill regulatory obligations more accurately and efficiently. The recording of Guest data will be automated according to the rules of the GDPR and the Security Decree, guaranteeing the security and privacy of the information.



Supply relationships

PROJECT 10

The new regulations on sustainability increasingly draw companies' attention towards the impacts and consequently the relationships they maintain within the value chain and supply chain. Gruppo UNA has taken action in this sense to extend its impact analysis beyond its own corporate perimeter, starting a journey that will lead the Company to also involve the subjects interested in direct and indirect commercial relationships in its value chain, upstream and downstream of the organization itself.

The involvement, which has already begun in part, will not only have the aim of monitoring the maturity of its value chain from an ESG point of view, but will be aimed at sharing policies and strategies to reduce impacts on sustainability and introducing, where necessary, further protections and guarantees regarding employees.

This type of analysis is required in application of the new reporting standards - with collection and, therefore, adjustment deadlines of 3 years - to obtain specific information on:

- 3 greenhouse gas (GHG) emissions;
- Absorption and storage of GHG from its own operations and from the upstream and downstream value chain in impact mitigation projects financed by carbon credits (CO2 offsetting);
- Impacts (negative and positive) on employees involved in a company's value chain (including the issue of child labor, forced or compulsory labor);
- Policies relating to workers in the value chain;
- Company processes, especially to remedy any negative impacts, and channels for dialogue and listening;
- Actions referring to significant impacts and to mitigate corporate risks;
- Corporate objectives for managing impacts and risks.

To respond to the new reporting obligations, the company will have to monitor the entire supply chain and value chain, with the involvement of:

- Providers
- Clients
- Business partners
- Agents
- Distributors
- Financers

This involvement, for Gruppo UNA, will start from three main projects:

- 10A Supply chain tracing and value chain analysis
- 10B Sharing sustainability objectives with suppliers
- 10C Identification of new selection criteria

Below are the impacts of the projects measured thanks to the International Sustainability Parameters.

	GRI	SDGs	Activity	Activity status to 2023	Progress detail
Supply relationships and value chain	GRI 2-25 Processes to remediate negative impacts GRI 2-29 Stakeholder Engagement Approach		Supply chain tracking	●	
			Sharing sustainability goals with suppliers	●	
			Identification of new supplier selection criteria	●	

● Completed ● Work in progress ● To evaluate





10A

Supply chain tracking and value chain analysis

PROJECT 10A

Situation:

With a view to implementing what is established by the new reporting parameters, regarding the impacts relating to the value chain upstream and downstream of the organisation, Gruppo UNA has defined a list of 35 strategic suppliers who will be called to participate in a monitoring activity of ESG impacts.

Tasks:

This activity will allow Gruppo UNA to verify how much its suppliers are aligned with the commitments defined by international parameters, both in terms of environmental objectives and in terms of protecting its workforce. The information that Gruppo UNA will obtain from this monitoring activity will represent a fundamental part of the integration of its Sustainability Report, according to regulatory compliance, but, above all, it will become an important topic of engagement and strategy to define the future priorities of the Company and its stakeholders of its value chain.

Action:

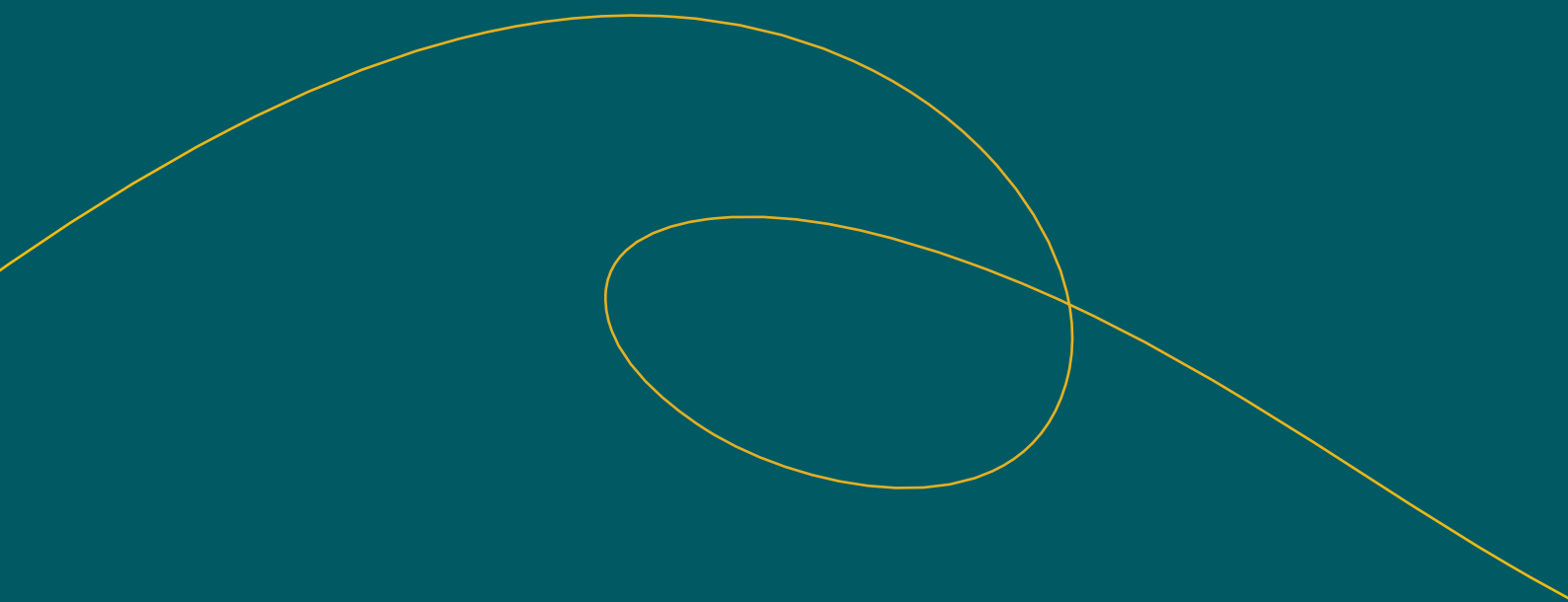
Gruppo UNA will launch an ESG impact monitoring activity involving the 35 selected strategic suppliers. Information will be collected regarding the environmental objectives and worker protection practices adopted by suppliers. This process will allow Gruppo UNA to evaluate the alignment of suppliers with international standards and to identify any areas for improvement.

Result:

By 2024, Gruppo UNA aims to map 20% of its supply chain, increasing the objective to 50% by 2025 and 80% by 2026. Monitoring ESG impacts will provide Gruppo UNA with crucial information to evaluate the supplier performance and to ensure effective integration of sustainability policies into its Report. This will allow us to establish future priorities and involve stakeholders in defining company strategies, promoting an increasingly sustainable value chain.



10B



Sharing sustainability objectives with suppliers

PROJECT 10B

Situation:

Gruppo UNA has recognized the importance of integrating sustainability into its operations in order to preserve the environment and promote responsible tourism. Therefore, Gruppo UNA is committed to sharing sustainability objectives with its suppliers.

Tasks:

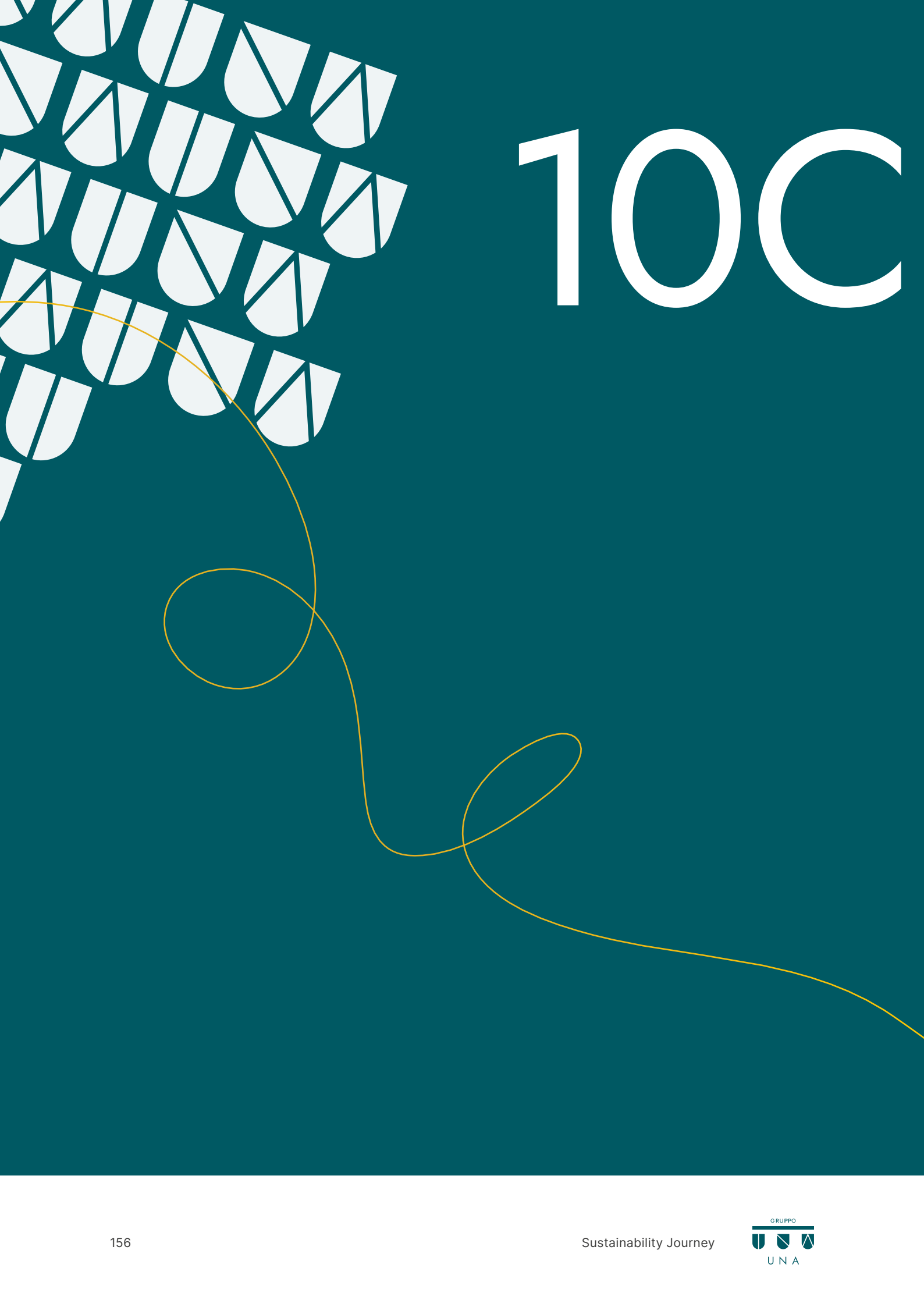
Gruppo UNA has recognized that sustainability cannot be achieved alone, but requires the collaboration of all actors in the supply chain. Therefore, the main objective is to involve and raise awareness among suppliers of the importance of sustainability and to encourage them to adopt eco-friendly practices.

Action:

The Company has developed a detailed program to involve suppliers in its sustainability initiative. First, it is producing a formal document that outlines Gruppo UNA's sustainability objectives and expectations of suppliers. This document will then be shared with all suppliers and, through meetings and surveys, will possibly be integrated with specific actions and priorities considered fundamental by both parties.

Result:

The result expected by Gruppo UNA is to encounter a strong commitment to sustainability coming from its suppliers. Launching a series of concrete actions to reduce the environmental impact of the activities and monitor the repercussions of these as well using social network.



10C

Identification of new selection criteria

PROJECT 10C

Situation:

Gruppo UNA believes it is essential to consider environmental, social and governance (ESG) impacts when selecting its suppliers. This decision was made in response to the growing awareness of the impact that companies' actions can have on society and the environment.

Tasks:

Gruppo UNA considers it crucial at this point, in line with the journey undertaken, to identify selection criteria for suppliers that reflect ESG impacts. This implies the need to develop a clear and coherent strategy to evaluate potential suppliers and ensure that they are aligned with Gruppo UNA's ESG objectives.

Action:

To fulfill this task, Gruppo UNA directed the Procurement function towards the definition of selection criteria that integrated ESG aspects into the supply chain, starting from a detailed analysis of its existing policies and procedures for the selection of suppliers. This allowed us to identify areas where improvements needed to be made to integrate ESG criteria into supplier evaluation.

Once these areas have been identified, Gruppo UNA will develop a series of selection criteria based on ESG impacts. These criteria will include the evaluation of environmental practices, such as waste management and energy efficiency, management of employees' rights and transparency in corporate governance.

Result:

Thanks to these actions, Gruppo UNA will be able to integrate ESG criteria into the selection of suppliers, in order to identify those who demonstrate a concrete commitment towards sustainability and social responsibility, thus contributing to the Company's ESG objectives.

The integration of ESG criteria in the selection of suppliers will help reduce the environmental and social impact of Gruppo UNA's supply chain.



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