

OUR SUSTAINABLE COMMITMENT

2024-2026



★ ★ ★ ★

AQUA PALACE HOTEL

V E N I C E



INTRODUCTION

In the current context, sustainability is a key priority for the hotel industry, which must respond to increasingly pressing environmental and social challenges. Travelers' growing concern for the environment and local communities has prompted many accommodations to undertake a transformation aimed at reducing their environmental impact, improving energy efficiency, and supporting biodiversity.

With this sustainability report, we wish to illustrate our concrete commitment to responsible and transparent resource management. We have implemented targeted practices to reduce energy and water consumption, limit the use of single-use plastic, optimize waste management processes, and promote social initiatives that enhance the local area and its people. Every action is guided by principles of responsibility, with the aim of creating value for our guests, staff, the community, and the environment.

Federica and Claudio Caputo



AQUA PALACE HOTEL

V E N I C E

MAIN FEATURES

The Aqua Palace Hotel in Venice is an elegant boutique hotel located in the heart of the city, strategically positioned between St. Mark's Square and the Rialto Bridge. This four-star hotel is housed in a historic Venetian palazzo, combining the historic charm of classic Venetian architecture with modern amenities and comforts, offering guests an unforgettable stay combining luxury, charm, and tradition.

Main Features

Style and Atmosphere: The Aqua Palace Hotel blends contemporary design with historic details: wood-beamed ceilings, elegant Murano glass chandeliers, and refined furnishings create an intimate and sophisticated atmosphere. The building is decorated in warm tones and fine materials, evoking traditional Venetian aesthetics.

Rooms and Suites: The hotel offers a variety of rooms and suites, all tastefully furnished and equipped with modern amenities. Each room offers elegant and welcoming spaces, with comfortable beds, high-quality linens, and windows offering splendid views of the Venetian canals or the city's ancient rooftops. The suites boast spacious spaces and exclusive amenities, ideal for those seeking a luxurious stay.

View and Location: Situated on one of the city's historic canals, the hotel offers picturesque views, perfect for those who want to immerse themselves in the magic of Venice. Its central location allows for easy exploration of major attractions such as the Grand Canal, museums, and artisan boutiques.

Buffet Breakfast: Every morning, the Aqua Palace Hotel offers a generous buffet breakfast, featuring a wide selection of sweet and savory dishes prepared with fresh, local ingredients. It's served in an elegant, bright room, ideal for starting your day with a touch of sophistication.

Bar Service: The hotel bar is perfect for an aperitif or a relaxing moment after a day of exploring the city. It offers a selection of cocktails, Italian wines, and champagne in an intimate and sophisticated atmosphere.

Private Canal Access: For a quintessential Venetian experience, the Aqua Palace Hotel offers private canal access, allowing guests to arrive or depart by gondola or water taxi.



AQUA PALACE HOTEL

V E N I C E



OUR IDENTITY

MISSION

"To make hospitality an engaging, participatory, and passionate project that can express and give value to those who experience it and that aims at the constant growth of the company and its employees."

CORPORATE VALUES WE BELIEVE IN

Love for work

Dedication: Putting the best of yourself into every activity.

Responsibilities: Complete tasks with care and attention to detail.

Continuous Commitment: Seeking constant improvement and exceeding expectations.

Passion

Motivation: Do your job with enthusiasm and positivity.

Proactivity: Seeking new opportunities for growth and contribution.

Creativity: Finding innovative solutions and inspiring positive change.

Trust

Transparency: Communicate clearly and honestly.

Integrity: Always act in compliance with company rules and values.

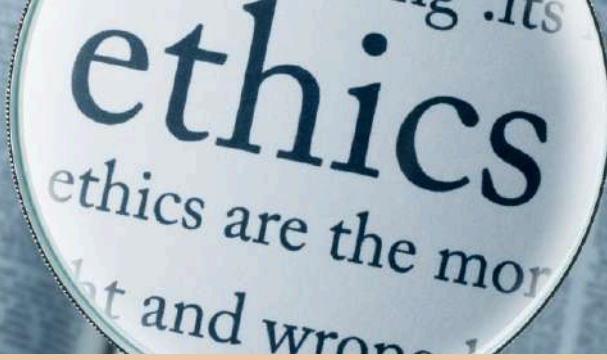
Mutual Respect: Creating an inclusive and collaborative work environment.

These values are at the heart of our work and help build a strong and positive corporate culture.



AQUA PALACE HOTEL

V E N I C E



CODE OF ETHICS

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

Aqua Palace Hotel condemns any form of exploitation, harassment, or discrimination based on gender, ethnicity, religion, or disability.

For this reason we have adopted a CODE OF ETHICS that expresses the values we believe in.

The Code of Ethics is a tool available to all our collaborators and stakeholders.

It can be viewed and made available on our website: www.aquapalace.it



AQUA PALACE HOTEL

V E N I C E

OUR TERRITORY

GEOGRAPHICAL DESCRIPTION

Venice has a fascinating history that dates back to the 5th century, when the first inhabitants took refuge on the lagoon islands to escape the barbarian invasions. Within a few centuries, Venice became a commercial and naval power, dominating the sea routes between East and West. Between the 13th and 15th centuries, the Republic of Venice, known as "La Serenissima," reached its peak, enriching itself through the trade of spices, silk, and art.

Venetian architecture and its cultural traditions flourished, as Venice consolidated its cultural and artistic influence. However, in the 18th century, the Serenissima began to decline and was finally conquered by Napoleon in 1797, marking the end of the Republic. Venice then came under Austrian rule and, later, in 1866, became part of the Kingdom of Italy.

Today, Venice is famous throughout the world for its unique beauty, its canals, its Gothic and Renaissance architecture, and its priceless cultural heritage, continuing to be a symbol of art, history, and resistance to time and the elements.

LOCAL HISTORY AND CULTURE

Venice's local culture is rich and unique, influenced by centuries of history, trade, art, and folk traditions. Venice has developed its own cultural identity, made up of crafts, popular festivals, traditional cuisine, and a distinctive dialect. Here are some of the most notable aspects:

1. Art and Architecture

Venice is an open-air museum, with buildings that represent a fusion of Gothic, Byzantine and Renaissance styles.

2. Artisan Traditions

Murano Glass
Burano Lace

3. Festivals and Celebrations

Venice Carnival
Feast of the Redeemer
Historical Regatta

4. Venetian Cuisine

Risotto with cuttlefish ink, sardines in saor, bigoli in salsa, creamed cod, cicchetti, fritole and baicoli, just to name a few typical dishes.

5. Language and Dialect

It is still used by residents, especially the elderly.

6. Musical Tradition and Theatre

The La Fenice Theatre
Comedies and Street Theatre
Characters such as Harlequin and Pantalone



AQUA PALACE HOTEL

V E N I C E

SUSTAINABLE MANAGEMENT

Our passion for hospitality combines with our concrete commitment to a sustainable future. Our facility has undertaken and successfully completed a responsible management process, obtaining certification from the Global Sustainable Tourism Council (GSTC).

This important milestone confirms our commitment to offering our guests an authentic experience, fully respecting the environment and local communities. The internationally recognized GSTC standards represent a global benchmark for sustainable tourism and ensure that our practices are aligned with the highest industry standards.

The certification, issued by an independent third-party body, impartially attests to the quality, compliance, and reliability of our commitment, offering our guests a concrete guarantee of responsibility and transparency.

We continue to work every day to reduce the negative impacts of our activities, maximize the positive ones, and actively contribute to more sustainable tourism development.



OUR SUSTAINABLE PATH

This process began with the goal of strengthening and strengthening our operations and achieving GSTC certification. This decision has enabled our hotel to embark on a journey to develop and consolidate a structured and integrated sustainable management system over time. This system builds on our code of ethics and is based on well-defined operating procedures that are rigorously implemented within the hotel, with the active and informed involvement of all our employees. By sharing these practices, we are able to foster a corporate culture focused on sustainability, with the goal of creating value and continuously improving the environmental, social, and economic impact of our operations.

People at the center

Our commitment also includes hiring local staff, thus helping to keep the community alive. Our employees are our most valuable resource for ensuring a high-quality experience, and many of them have been with us for many years.

EMPLOYEES	2024	2026
Total	15	14
Gender	Women: 20% Men: 80%	Women: 28.6% Men: 71.4%
Years of collaboration	33.3% from 1 to 5 years 13.3% from 6 to 10 years 63.3% over 10 years	28.6% from 1 to 5 years 14.3% from 6 to 10 years 57.1% over 10 years
Locals (live within 40km)	100%	100%



CULTURAL AND SOCIAL SUSTAINABILITY

We want to commit ourselves to generating a positive impact and supporting the culture and conservation of the beauty of places of art, promoting a "benevolent tourism" that also offers opportunities for cultural enrichment for guests.

We support the "The Dreamer" project at the **Querini Stampalia Foundation**.

This exhibition, dedicated to Giovanni Querini Stampalia, focuses on the theme of "dreams." It explores the second half of the nineteenth century and highlights the figure of his sister Caterina, offering a more authentic reading of Venice.

Supporting our community is also one of the focuses we want to commit to.

Attention to the health and safety of our guests, along with their satisfaction during their stay, are central to our sustainability policy.

First and foremost, we ensure a safe and accessible environment for all our guests. We take into account those with disabilities or special needs, ensuring our facility complies with accessibility standards and that our staff is adequately trained to assist anyone in need.

Establishing strong relationships with local residents not only fosters mutual economic growth through hiring local staff and collaborating with local suppliers, but also helps promote the social and cultural development of the community itself.

We actively support local social initiatives, demonstrating our value as an integral part of the social fabric.



This year, our support is once again directed to the Italian **Association Against Leukemia (AIL)**, which is dedicated to promoting and supporting scientific research for the treatment of leukemia, lymphoma, and myeloma. It assists patients and families through all stages of the disease journey with services tailored to their needs. It aims to improve the quality of life of patients and raise public awareness of the fight against blood diseases.



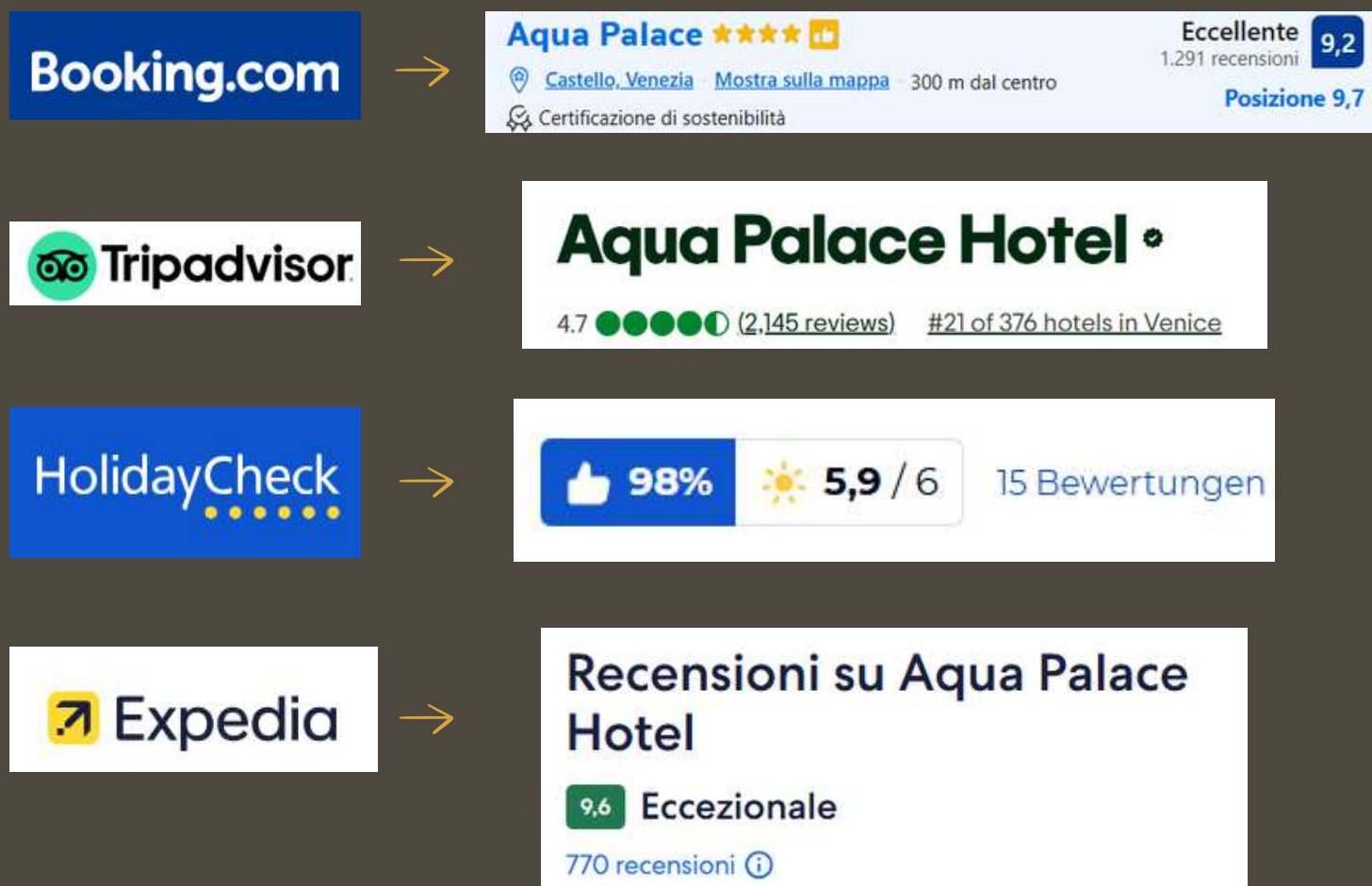
AQUA PALACE HOTEL

V E N I C E

SENTIMENT ANALYSIS

We have activated a guest monitoring process to capture and analyze satisfaction levels and have adopted a procedure to monitor corrective actions and specific interventions.

We also ask our guests what they think of our sustainability practices and efforts.



Updated: March 25, 2026

LOCAL, SUSTAINABLE AND EFFICIENT PRODUCTS



Our commitment also includes the care and selection of the supply chain.

For example, in our proposal we try to give space to the local products by offering traditional dishes and using local products such as Bastardo del Grappa.

We have adopted clear and shared procedures:

Buy from local producers:

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

Seasonality:

We are encouraging our breakfast department to plan the use of products based on seasonal ingredient availability, reducing environmental impact and ensuring food freshness.

Full use of ingredients:

We strive to reduce food waste as much as possible through conscious and responsible preparation of the food offered at our breakfast buffet.

Green and efficient purchasing:

Sustainable, efficient, and short-supply chain purchasing are a key component of our overall sustainability strategy. This includes purchasing practices that consider not only product cost and quality, but also their environmental impact.

What are the actions:

Progressive elimination of plastic and mono-products in general;

Gradual introduction of dispensers in bathrooms and replacement of remaining single-dose products with products in sustainable packaging;

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

Mapping of most cleaning products and replacing, where possible, with certified products or other eco-labels;

Be sure to purchase organic or fair trade products whenever possible. Many of our teas and herbal teas are currently sourced from responsible suppliers.



AQUA PALACE HOTEL

V E N I C E

COLLABORATION WITH OUR SUPPLIERS

We seek out our suppliers as partners who share our way of working and our values.

For this reason, in addition to sharing our Code of Ethics with them, we have initiated a mapping process to better understand our suppliers and assess their sustainability commitment. In this context, a structured evaluation process has also been launched, with the aim of classifying suppliers not only based on qualitative and operational criteria, but also on their performance and sustainable practices.

At the same time, we are committed to promoting awareness and engagement, fostering shared growth towards more responsible models.

We also monitor our supply chain in terms of purchasing results, to identify opportunities for improvement and strengthen collaboration with local suppliers.

	2025
% spent on local suppliers (within a 100km radius)	74,99%

THE MONITORING

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

Energy monitoring

- 1) **Energy consumption:** We track electricity and heating consumption in both common areas and guest rooms. We continuously implement efficient solutions (LED lighting, awareness signs, remote guest room management) when necessary.
- 2) **Purchase of renewable energy:** from 1 December 2024 we purchase 100% of our energy from renewable sources.

Monitoring CO2 emissions

- 1) **Carbon footprint:** We calculated the hotel's carbon footprint, taking into account emissions from energy consumption and laundry services.

CO ₂ EMISSIONS	2023	2024	2025
Total	145,68 tCO ₂	67,06 tCO ₂	64,6 tCO ₂



Water monitoring

1) Water consumption: We track our consumption based on occupancy. We monitor water usage in guest rooms and common areas, identifying potential waste.

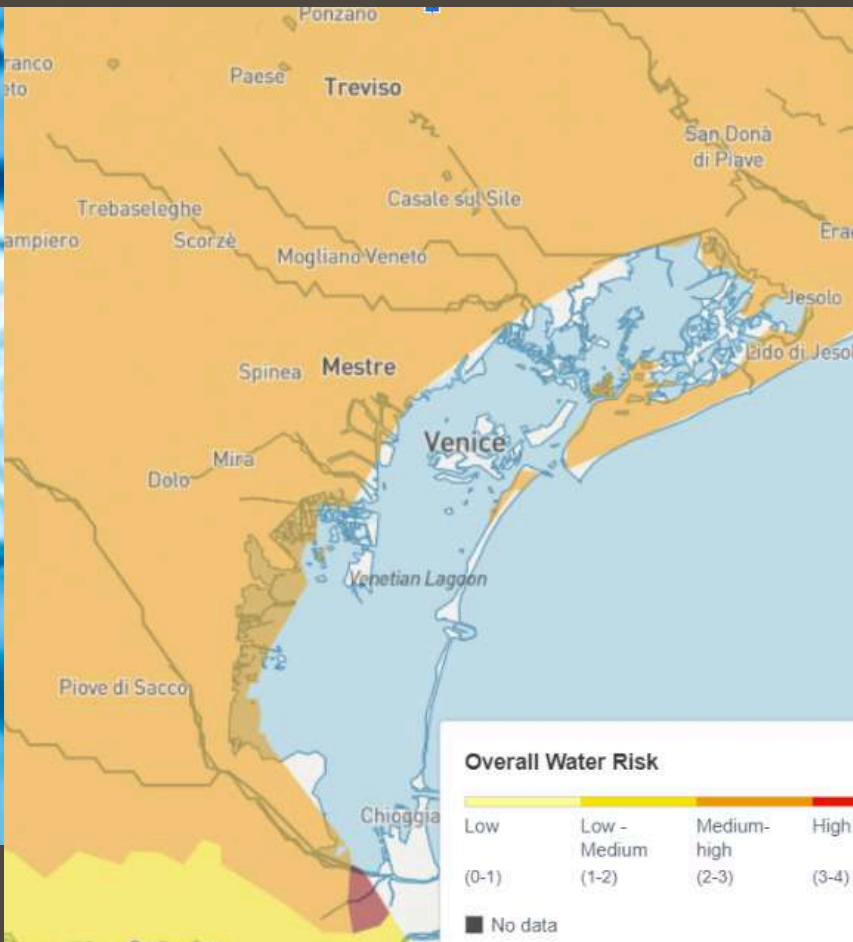
We have started installing flow reducers in our taps and aim to complete the installation by the end of 2026.

WATER CONSUMPTION	2023	2024	2025
Total	3.312 mc	3.797 mc	3.025 mc
Average total attendance	0,20 mc	0,22 mc	0,18 mc

2) Analysis of the level of hydrogeological risk:

We have verified the hydrogeological risk level of our territory through the Water Risk Atlas platform.

In March 2026 the estimated level is: MEDIUM HIGH



The climate crisis has increasingly begun to affect water availability. Our area is among the most fortunate compared to others, but we still believe it's important to commit to reducing consumption, including through awareness-raising activities for our employees and guests.

We implement good practices to keep our water cleaner. We purchase eco-friendly detergents to reduce the use of environmentally harmful substances and use the amount of chemicals necessary to ensure a high level of cleanliness, without waste.



AQUA PALACE HOTEL

V E N I C E

Waste monitoring

1) Waste production:

We measure and monitor the quantity and type of waste produced (residual waste, plastic, glass, paper, etc.) in all areas of the hotel under our control and strive to educate our guests on proper waste management. Our monitoring began in April 2024 and continues today.



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

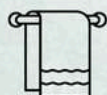
Our hotel has very limited space, so we encourage our guests to hand over their waste directly to us for proper disposal. We have installed a recycling bin in the common area. We have placed notices in the rooms to educate guests on proper waste disposal.

GUEST INVOLVEMENT

REDUCE YOUR ENVIRONMENTAL IMPACT

Unisciti a noi ed adotta alcuni semplici accorgimenti per evitare uno spreco di risorse

Join us and adopt some simple steps to avoid wasting resources



Cambia gli asciugamani solo in caso di necessità. Per cambiarlo, lascialo per terra.

Change towels only when necessary. To change them, leave them on the floor.



Non eccedere con l'aria condizionata e con il riscaldamento

Don't overdo it with air conditioning and with the heating



Chiudi le finestre quando l'aria condizionata è in funzione

Close windows when the air conditioning is on function



Scollega i dispositivi dalle prese elettriche una volta terminata la carica

Disconnect devices from the power outlets when charging is complete



Quando disponibile utilizza la luce naturale

When available use natural light



Utilizza gli appositi contenitori per la raccolta differenziata dei rifiuti

Use the appropriate collection containers differentiated waste

SUSTAINABLE MOBILITY

Most tourists visiting Venice prefer to use public transport, especially the train, to avoid the hassle and expense of owning a car once they arrive in the city.

It's important to encourage our guests to reduce their use of motorized watercraft, encouraging them to discover Venice on foot or by rowing, for a more authentic and sustainable experience.



BIODIVERSITY

The province of Venice, in addition to its renowned architectural and cultural beauty, boasts natural areas of extraordinary ecological value.

Attention to biodiversity in Venice is essential to preserving the balance of its delicate lagoon ecosystem, one of the most unique in the world.

The Venetian lagoon is home to an extraordinary variety of marine species, birds, plants, and microorganisms that coexist in a unique habitat of brackish waters and islands.

The Venice Lagoon includes protected areas such as the Northern Lagoon Natural Park, where natural habitats are monitored and protected to promote biodiversity. These areas serve as refuges for many species, such as fish, crustaceans, mollusks, and migratory birds, and are crucial for the reproduction and growth of marine communities.

Venice is a strategic point along bird migration routes between Europe and Africa. Species such as flamingos, herons, and seagulls populate the salt marshes, small mudflats that emerge at low tide. Protecting these areas provides birds with a safe haven and preserves the lagoon's avian diversity.

Our hotel is committed to promoting sustainable practices not only internally, but also by encouraging visitors to discover and respect the nature that surrounds us.

Preserving local biodiversity is a shared responsibility to ensure healthy ecosystems and a healthier, greener future for all.



★ ★ ★ ★

AQUA PALACE HOTEL

V E N I C E

CONCLUSION

Our journey toward sustainability is much more than a corporate goal; it's a commitment that reflects our respect for the environment, the communities around us, and future visitors to our area.

Over the past few months, we have undertaken important initiatives to reduce the environmental impact of our activities and promote solutions that help us improve our consumption.

However, we recognize that sustainability is an ever-evolving process that requires constant improvement and collective commitment.

For the coming years, we have set ambitious and motivating goals: reducing the use of single-use items and eliminating plastic, monitoring our consumption and finding solutions to reduce our use of energy, water, and gas, optimizing waste management, which is always a complex challenge in Venice, and increasing the inclusion of products from local supply chains.

We also aim to raise awareness among our guests and staff, promoting a culture of sustainability that involves every single individual who participates in our activities.

We deeply recognize that achieving these goals will require collaboration, creativity, and a shared vision.

For this reason, we would like to thank everyone who will support us on this journey: our team, who demonstrates extraordinary dedication every day; our external partners, who share our values and work with us to create innovative solutions; and finally, our guests, whose choice to adopt sustainable practices will be fundamental to realizing our vision of a greener and more responsible future.

Together, we have the opportunity to make a difference, leave a positive impact, and create a model that can inspire others to take action to protect and enhance our planet.

We are excited about this journey and firmly believe that, with everyone's commitment, we will be able to build a sustainable, respectful, and prosperous tomorrow for future generations.

Aqua Palace Hotel

Venice, April 2026



AQUA PALACE HOTEL

V E N I C E

Calle de la Malvasia 5492 Castello - 30122 Venezia

T +39.041.296.04.42 / +39.041.241.06.15 - P.I. 03765870278

info@aquapalace.it