

## CODE OF SUSTAINABILITY

### PREMISE

We are aware that the Rifugi Tonale Presena mountain refuges are set in a natural environment of unparalleled beauty. This is why we are committed to preserving this area and our traditions.

Our activities aim to bring positive results that benefit the local community, balanced with protection of our natural heritage.

We want how we manage our mountain refuges to help reduce negative impact on the environment while, at the same time, continuing to offer our guests the best possible welcome. For this reason, our focus on sustainability is reflected in three macro-actions for development in the short term: the first is organising and serving **food and wine** that is as **closely linked** as possible to our local area, its traditions and identity, with focus on less impactful products. The second sees us committed to saving **energy**, using only energy from **renewable sources**, reducing atmospheric emissions, and constantly complying with environmental and occupational health and safety regulations. And as our third line of action, we have identified the **human factor**. On the one hand, we want our management of personnel and stakeholders to value and develop the person above all else and their abilities and skills, all based on respect. On the other hand, and as a consequence, focus on our guests in all our locations will be at the centre of our efforts.

Sustainable development for the Rifugi Tonale Presena mountain refuges is a primary commitment and responsibility. For this reason, we are adopting international best practices and a monitoring model for our actions, in line with the UN's Sustainable Development Goals (SDGs) for 2030. As well as this and to complement the technical aspects, we must also invest in developing a culture of sustainability, which, once it becomes an element embraced by the stakeholders may be an additional element provided to guests.

Our company policy for sustainability is embodied in 5 principles expressed in concrete actions that, together with the premise, make up our Code of Sustainability.

#### 1) Principle 1 — Collective and individual responsibility

- ✓ Definition of clear and transparent operating procedures
- ✓ Sharing of principles with local stakeholders
- ✓ Monitoring and control of the effects of new working approaches
- ✓ Explicit communication of results achieved
- ✓ Certification

#### 2) Principle 2 – Economic development in compliance with the principles of environmental and social sustainability

- ✓ Identification of procedures linked to the concept of “circular economy”
- ✓ Activation of actions to avoid any possible risk of harm to the environment (e.g. emission of pollutants);
- ✓ Involvement of partners and suppliers who guarantee compliance with the principles of environmental sustainability;
- ✓ Development approach for continuous improvement

**3) Principle 3 — Work ethics and respect for human and social capital**

- ✓ Constant attention to ensuring safe and protective working conditions
- ✓ Ensuring continuous training of all employees
- ✓ Enabling employee involvement in decision-making processes

**4) Principle 4 — The best possible experience for our guests**

- ✓ Developing increasingly more personalised offers and services with regard to specific needs
- ✓ Actions that aim to improve the quality of what we offer
- ✓ Clear communication for visitors that explains our philosophy and its aims
- ✓ Monitoring of visitor satisfaction

**5) Principle 5 — Enhancement of local identity**

- ✓ Promotion and sourcing from a responsible ethical supply chain
- ✓ Choice of certified environmentally friendly quality products
- ✓ Offering a selection of food and wine that reflects our local identity, also through collaboration with local producers
- ✓ Communication and explanation of what we offer in connection with the characteristics of our local area

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