SUSTAINABILITY POLICY OF HOTEL SAN SAMUELE

As of August 2026, we have decided to embark on a journey towards greater sustainability, following the international standard of the **Global Sustainable Tourism Council (GSTC)**. This framework encourages evaluating hospitality sustainability not only from an environmental perspective, but also through management, social, economic, and cultural dimensions.

We chose this path because we believe that sustainability means, above all, preserving what matters: respecting the history and identity of Venice, caring for the well-being of our guests, contributing to heritage protection, and supporting the community and territory that welcome us.

At **Hotel San Samuele,** we are committed to continuous improvement. We have assessed the actual and potential impacts of our operations on society, culture, and the environment, identifying those most significant for us and for our destination.

This document summarizes our improvement goals for the three-year period from **2026 to 2029**.

THE PROPERTY

Hotel San Samuele is a 4-star boutique hotel located in the heart of the San Marco district (*sestiere*), a few steps from Campo Santo Stefano, Palazzo Grassi, and the Grand Canal, in one of the most authentic and elegant settings of Venice's historic center.

The hotel was born from the restoration and revitalization of a historic building, designed to blend the character of Venetian architecture with contemporary hospitality standards. The spaces preserve and reinterpret local traditions through materials, finishes, colors, and craftsmanship that honor the city's artistic and artisanal history.

The building is located on *Salizada San Samuele*, a name that reflects a piece of Venice's urban history.

The Venetian term *salizada* refers to a paved street. Around the 14th century, when most Venetian alleys (*calli*) were still dirt roads, only key thoroughfares were paved due to their commercial importance and heavy foot traffic. Salizada San Samuele thus stands as historical testimony to a vibrant urban fabric that has sustained the city's identity over centuries.

Our connection to Venice is woven into every detail: from color palettes inspired by *smaltino* glass, Renaissance green, Venetian red, and gold, to references to glasswork, textiles, gold-beating (*battiloro*), and traditional decorative arts.

The spatial layout highlights the inner courtyard and original architectural features, offering guests an immersive narrative of Venice through its spaces, history, and craftsmanship.

ACCESSIBILITY AND INCLUSIVITY

Accessibility and inclusivity are core pillars of the guest experience at Hotel San Samuele.

The property is accessible without architectural barriers and can be easily reached from the outside, even from the nearby vaporetto (water bus) stop, via a step-free path that does not require crossing any bridges. Furthermore, the hotel is equipped with an elevator and an access platform.

Inside the property, there are **2 rooms specifically designed to accommodate guests with disabilities**, featuring solutions conceived to ensure greater autonomy, comfort, and safety during their stay.

To support accessibility and guest autonomy, each unit is also equipped with **Alexa Smart Properties,** allowing guests to access information and services dedicated to their stay through voice commands, making it easier to use the hotel's amenities. Additionally, upon request, accessible rooms can be fitted with integrated visual and acoustic emergency alarm indicators, designed for the maximum safety of deaf, hard-of-hearing, blind, or visually impaired guests.

OUR COMMITMENT TO LOCAL TERRITORY DEVELOPMENT

People First

Hotel San Samuele condemns all forms of exploitation, harassment, and discrimination based on gender, ethnicity, religion, or disability. For this reason, it has adopted a code of ethics accessible at https://hotelsansamuele.com/ in the "Sustainability" section.

Community Support

Our Hotel is part of a community and supports the people who belong to it. We value local craftsmanship: inside Hotel San Samuele, there is a space dedicated to the display and sale of items made by the Murano glassworks **CAM Vetri D'Arte** (https://www.camvetri.com/). The initiative was created to promote and support Venetian craftsmanship and the Murano glassmaking tradition, offering guests the opportunity to discover one of the region's points of excellence.

We contributed through a donation to the **Charity Dinner organized by the association El Todaro Benefico** (https://www.venetovolontariatogiustizia.org/index.php/el-todaro-benefico). The proceeds will support a healthcare project for the benefit of residents' health and medical care.

We also have an active agreement with the **Higher Technical Institute (ITS) for Tourism** (https://itsturismo.it/), offering opportunities for educational internships within the hotel. This initiative allows students to gain direct experience in the hospitality sector and get closer to the working world, developing professional skills in contact with the reality of hotel management.

Through all these initiatives, Hotel San Samuele is committed to actively contributing to the enhancement of Venetian intangible heritage, the training of new generations, and the building of a more inclusive and supportive community.

Environmental and Biodiversity Protection

Our property is committed to promoting knowledge and protection of the natural ecosystems that characterize the destination, offering our guests opportunities to discover the territory through environmentally respectful experiences.

In particular:

- We promote **birdwatching** experiences in the lagoon, offering our guests the opportunity to directly discover the lagoon ecosystem and its biodiversity. The experience helps raise awareness among visitors about the importance of conserving natural habitats and respecting local wildlife.

- We support **Barena Association** (https://www.barenaassociation.ch/it) through a donation, contributing to the association's activities dedicated to safeguarding the environmental heritage of the lagoon, protecting biodiversity, and reducing water pollution. Through this support, we intend to make a tangible contribution to the long-term protection and conservation of local ecosystems.

- We have adopted an umbrella rental service through **Dripdrop** (https://www.dripdrop.io/sustainability). The umbrellas provided to guests are made from recycled plastic, and the proceeds from the service go to Repurpose Global to support important projects in Indonesia dedicated to plastic recovery and ethical waste management. This initiative represents an opportunity to reduce the consumption of single-use products while raising guest awareness about the impact of plastic pollution.

Through these initiatives, the hotel aims to contribute to the conservation of the destination's natural environments and encourage more conscious behavior on the part of its guests.

Enhancing Cultural Heritage and the Local Community

We believe that sustainable tourism also encompasses the protection and promotion of the destination's tangible and intangible cultural heritage. For this reason, we collaborate with local operators and professionals to offer our guests authentic and responsible experiences, while encouraging knowledge of Venetian traditions and the involvement of the local economy.

Among the experiences offered are:

- workshops for making **Venetian Carnival masks**;
- seminars dedicated to the **history and tradition of Venetian masks**;
- **photoshoots in traditional Venetian costume**, aimed at discovering and showcasing local traditions;
- **Venetian rowing lessons** (*voga veneta*), to learn about a traditional practice linked to the history and life of the lagoon;
- **rowing experiences on the Grand Canal**, combined with an aperitif at a local *bacaro* featuring a tasting of typical Venetian *cicchetti*;
- **cooking classes** dedicated to preparing traditional Venetian dishes.

Our Team — Our Most Valuable Asset

Our commitment to the local territory also involves hiring local staff, thus contributing to keeping the community vibrant.

To date, the hotel employs a total of **11 staff members**.

91% of our staff live within a 20 km radius of the property, which they reach exclusively using public transport or on foot.

The staff is composed of 63.6% women and 36.3% men. The average age is 37 years old.

Our staff members are the most valuable resource we have to ensure a high-quality experience, which is why we invest in their training.

We have established an **Annual Training Plan** consisting of the following modules:

1. **Hospitality and Guest Experience – "The San Samuele Style"**

   Training on personalized hospitality, language and behavior, arrival and departure management, anticipating needs, interacting with international guests, and the ability to turn a problem into an opportunity for customer loyalty.

2. **Knowing and Telling Venice**

   One of our goals is for all guest-facing staff to know the history of the San Samuele district, Salizada San Samuele, Campo Santo Stefano, the Grand Canal, Palazzo Grassi, Venetian craftsmanship, goldbeaters (*battiloro*), glass, textiles, and local traditions. The aim is to turn receptionists and concierges into true ambassadors of the destination, capable of suggesting a less touristy Venice as well.

3. **Accessibility and Inclusive Hospitality**

   Training on welcoming people with motor, visual, hearing, or cognitive disabilities: communication methods, appropriate assistance, use of accessible rooms, and knowledge of any barriers present in the destination.

The staff at our Hotel represents one big family, and only by creating a safe, respectful, and peaceful work environment can we guarantee their satisfaction and that of our guests. We comply with national labor law regulations, guaranteeing opportunities for training and advancement.

To improve our employees' working conditions, we have planned an annual program consisting of 2 initial days of **"San Samuele Academy"**, along with short 60-minute monthly modules and quick practical drills throughout the year.

We are already preparing the **"San Samuele Book"** (*Service Standards Manual*) containing the service standards that every staff member must know: how we welcome guests, how we speak to them, how we tell the story of Venice, how we handle a problem, and what we must never do.

Hotel San Samuele considers quality of work and employee well-being an integral part of the hospitality experience offered to guests. Over the next three-year period, the hotel aims to foster a working environment that is increasingly safe, inclusive, professional, and capable of supporting personal growth and staff retention within the organization.

Some key examples of our primary objectives include:

1. **Improve organizational well-being and work-life balance**

   We aim to progressively improve shift organization by providing advance scheduling, a fair distribution of workloads, and, where possible, greater stability for rest days. Particular attention will be paid to reducing overtime reliance and ensuring proper staffing levels relative to the hotel's occupancy rates.

2. **Recognize and retain staff**

   Over the next three years, we intend to gradually reduce turnover and increase employee retention through a better working environment, growth paths, skills recognition, and—subject to company performance—welfare programs and bonuses tied to individual and team goals.

3. **Involve staff in the hotel's sustainability journey**

   Employees will be directly involved in the property's environmental and social policies through training and feedback collection to optimize resource consumption, minimize waste, increase recycling, and develop local community initiatives.

Local and fair supply chain

In our culinary offerings, we aim to showcase regional products by featuring traditional dishes made with local ingredients.

We collaborate with local businesses, including OFA Srl for cleaning and hygiene products, Bettiol Srl for fresh food supplies, Pasticceria Dolci Palmisano Srl, Rialtofrutta, and Panificio Colussi.

Over the coming years, we are committed to strengthening relationships with our current local suppliers, fostering a shared vision and common values regarding sustainability. Concurrently, we aim to gradually expand our network of local suppliers, giving preference—where possible—to regional entities that adopt responsible practices aligned with our sustainability principles.

Over the next three years, Hotel San Samuele intends to develop an increasingly sustainable Food & Beverage model tailored to the size and characteristics of the property, deeply rooted in Venice and the Veneto region.

The goal is to combine a high-quality guest experience and the promotion of local producers with a gradual reduction in the environmental impact of our breakfast service and Bar Battiloro:

1. Increase the use of local and short-supply-chain products

We will progressively increase the availability of products sourced from Venice, the lagoon, and the Veneto region, favoring local producers and suppliers whenever possible. Special attention will be paid to baked

goods, seasonal fruits and vegetables, cheeses, cured meats, wines, Prosecco, and other regional specialties.

Three-year goal: Source at least 50% of Food & Beverage purchases from local or regional suppliers, subject to availability, quality standards, and supply continuity.

2. Reduce food waste

Choosing an à la carte breakfast over a buffet is already a deliberate decision toward sustainability, allowing us to prepare primarily what is requested by the guest.

We plan to progressively monitor food waste, optimize purchases based on expected occupancy, control portion sizes and stock levels, and improve product rotation.

Three-year goal: Reduce food waste per guest by at least 10% compared to the baseline figure measured in the first year of monitoring.

3. Phase out single-use plastics and packaging

Preference will be given to loose, refillable, reusable products, or those provided in recyclable packaging, progressively reducing single-serve portions and unnecessary packaging.

For the breakfast and bar services, containers made of glass, ceramic, or other durable and reusable materials will be used where possible.

Three-year goal: Eliminate non-essential single-use plastic from F&B services and significantly reduce reliance on single-serve packaging.

4. Commitment to making beverage offerings more sustainable

The menu at Bar Batiloro and the in-room selection will progressively feature Venetian wines and sparkling wines, local producers, and eco-conscious wineries.

The goal is not only to purchase locally but also to share the story of each product and its region with our guests, turning consumption into an opportunity to learn about Venetian and regional food and wine culture.

Ecological and Efficient Purchasing

Over the next 3 years, we aim to extend sustainable purchasing beyond F&B to housekeeping, amenities, paper, equipment, maintenance, and office supplies.

We intend to adopt an increasingly responsible purchasing policy focused not only on product quality and cost, but also on environmental and social impact throughout the full life cycle.

The objective is to progressively reduce consumption, waste, packaging, and transport by favoring durable, efficient, recyclable products sourced from local suppliers where possible.

Sustainable Mobility

The property is **easily accessible by public transport**: the *vaporetto* stop is located approximately 100 meters from the hotel and can be reached **without crossing any bridges**, making arrival especially smooth even with luggage or for guests with mobility difficulties.

To encourage the use of public transportation, **timetables, routes, and local mobility information** are readily available both at reception and through the **guest information app**, which provides useful guidance for getting around during the stay.

For guests arriving in Venice by car, the hotel also has **agreements with Garage San Marco** and **MARIVE Parking**, where guests can arrange parking reservations. This provides an organized alternative to searching for parking independently, promoting easier transit management and city access.

Finally, the hotel encourages guests to **experience Venice on foot and via the public water transport network**, allowing them to discover the city at a slow pace that respects the unique characteristics of the lagoon environment.

I, the undersigned **Massimiliano Schiavon**, as legal representative of Hotel San Samuele, hereby confirm the adoption of this sustainability policy.

Location: Venice

Date: 16/09/2026

Signature: __Massimiliano Schiavon__
(Legal Representative of Hotel San Samuele)