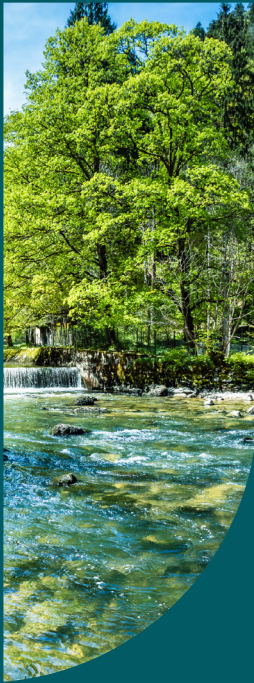
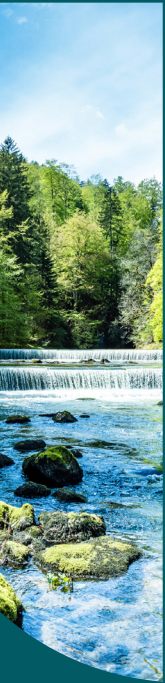


GRUPPO



UNA



“Sustainability Journey”  
Sustainability Report 2023  
Gruppo UNA S.p.A.





The background of the page features large, light grey, semi-transparent versions of the three shield icons from the UNA logo, arranged horizontally. A thin, wavy orange line curves across the lower half of the page, starting from the left and ending on the right.

# “Sustainability Journey” Sustainability Report 2023 Gruppo UNA S.p.A.

**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, one that sees us committed to sustainability, and which leads us to pay attention to **the environment, to people, to the entire system.**

In this way we decline our values, putting our resources at the service of a more precious asset, which is the wellbeing of the community, and we do so with what most distinguishes us: **a 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

\*As part of its ESG reporting, Gruppo UNA S.p.A. recognises and interacts with different stakeholder groups, which include:

**Clients:** 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 a commitment to common ESG objectives.

**Non-Governmental and Environmental Organisations:** groups and associations working for environmental and social sustainability, with which Gruppo UNA may collaborate or receive ratings and certifications.’

also want to promote the consolidation of businesses in the sector. In this context, the **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**



# Methodological note

The **Gruppo UNA** Sustainability Report examines the role and responsibilities towards the stakeholders of the largest Italian hotel chain in Italy, through the measurement of the results achieved for relevant issues in the economic, environmental and social dimensions, in relation to the commitments undertaken by the **Unipol Group** and by **Gruppo UNA** in person.

The methodological references for drafting this Report are

- the 'Sustainability Reporting Standards' issued by the Global Reporting Initiative (GRI) in 2016 (and subsequent additions and amendments, including the adoption of the GRI Universal Standards 2021), using the 'GRI-Referenced' approach;
- the Recommendations published in June 2017 by the Task Force on Climate-related Financial Disclosures (TCFD), to which Unipol adhered in 2020 for the voluntary dissemination of transparent reporting on climate change-related risks and opportunities (on which Unipol has been publishing its own TCFD Report since 2019);
- the Sustainable Development Goals of the UN 2030 Agenda, to the achievement of which the Group is committed to contributing.

The **Sustainability Report** is prepared on an annual basis and covers the period from 1 January to 31 December 2023, supplementing any information on events after the end of the financial year, where significant and available.

In some cases, in relation to specific and limited areas and for reasons related to the availability of information and the timeframe for **closing the budget**, the data published are estimates adopted on the basis of values recorded in previous years.

## The structure of the document

The **Sustainability Report** opens with a description of the **Gruppo UNA**'s identity, the strategies defined for the three-year period 2022 - 2024 through the 'Opening New Ways' Strategic Plan and the relevant reporting topics.

The chapter '**Governance**' presents the fundamental aspects of corporate governance and control systems and the monitoring of so-called '**ESG**' (Environmental, Social and Governance) factors. Performance is reported considering the different "roles" that **Gruppo UNA** plays towards its stakeholders in carrying out its business activities.

## Process and data processing methods

The collection of the data necessary to compile the performance indicators and the processing of the document was carried out through a dedicated information system that ensures the **robustness and full traceability** of the data collection and consolidation process; through the system, area contacts, data sources and approvers, belonging to **Gruppo UNA** and to the **Unipol Group**'s Corporate Departments, were involved, each according to their role and skills.

# The SDGs

## SDGs: UN Sustainable Development Goals

On 25 September 2015, the governments of 193 UN member states 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.

The **Gruppo UNA** is committed to contributing to the achievement of the UN Sustainable Development Goals (**SDGs**) by integrating this commitment into its business model.

Integration takes place by operating with absolute fairness and foresight and cooperating with **Gruppo UNA** stakeholders in processes of shared value creation.









# 'Opening New Ways': Unipol Group's 2022-2024 strategies

**Gruppo UNA** contribution to the achievement of the UN goals is an integral part of the **Unipol Group's** Strategic Plan 2022 – 2024 “Opening New Ways”.

2023 represented the second year of execution of the Strategic Plan 2022 - 2024 “Opening New Ways”, with which Unipol Group pursues the key objective of strengthening its market positioning by maintaining a high level of attention and constant commitment to the Sustainable Development Goals set out in the UN 2030 Agenda and consolidating the role that the Group can play in supporting the achievement of these goals at community level.

In particular, the 2022 - 2024 Plan and its implementation during 2023 renew the commitment of the **Unipol Group** and, in particular, of **Gruppo UNA** to make a priority contribution to the achievement of the following SDGs: Goal 3 “Health and well-being”, Goal 8 “Decent work and economic growth”, Goal 11 “Sustainable cities and communities”, Goal 12 “Responsible consumption and production”, Goal 13 “Acting for the climate”:

SDGs	SDGs Description	Scope of activity
	Goal 3 “Health and well-being”	Identifying proposals that respond to the changing needs of individuals and, together, of society over time.
	Goal 8 “Decent work and economic growth”	Responsible conduct approach in critical supply chains.
	Goal 11 “Sustainable cities and communities”	Promotion of behaviour that supports the goals of the Paris Agreement.
	Goal 12 “Responsible consumption and production”	Environmental qualification of business processes and strengthening of the ESG component in service and product offerings.
	Goal 13 “Acting for the climate”	Unipol Group Climate Strategy which states how the Group addresses climate-related risks and opportunities, contributing to the Achievement of the Paris Agreement objective of limiting global warming by 1.5°C by reducing direct and indirect impacts. Unipol’s membership of the Net Zero Asset Owner Alliance.





In particular, **Gruppo UNA** undertakes to contribute through their actions directly to the achievement of **14 of the 17 goals 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.

# Unipol Group's climate strategy

In June 2023, the **Unipol Group Board of Directors** adopted an updated version of the **Unipol Group Climate Change Strategy** approved in 2022, which constitutes an annex to the **Sustainability Policy**. In line with the Target Setting Protocol of the Net-Zero Asset Owner Alliance, Unipol has set interim sustainability targets to 2030 for its financial investment portfolio.

The main commitments undertaken by the Group in its three main areas of intervention are described below:

## Property development and management activities

The Group is **committed to reducing** scope 1 and 2 emissions related to electricity, gas and other energy sources by 46.2% by 2030 for all buildings over which the Group has direct control, from the Group's headquarters and those of its diversified companies to the buildings housing the **Gruppo UNA's** operations and foreign offices, as well as the Group's employee car fleet, in line with climate science and in particular the scenario of **limiting** the global average temperature increase to within 1.5°C.

## Investment activities

- **Unipol** is committed to reducing the carbon intensity of its directly managed portfolios of listed equities and publicly traded corporate bonds by 50% by 2030, compared to 30 September 2022. The commitment to **reduce carbon intensity** concerns the Scope 1 and 2 emissions of the companies in the perimeter. In 2023, emissions calculated according to the Carbon to Value Invested - C/V had decreased by 21.1% compared to 2022;
- To support the **achievement of the above target**, the Group has committed to engagement activities with the 20 companies generating the highest Scope 1 and 2 emissions;
- **Unipol** has set itself the target of reaching EUR 1.3 billion in thematic investments for the SDGs by 2024, including those for combating climate change and **protecting the environment**, terrestrial, marine and freshwater ecosystems (such as investments in renewable energy and eco-efficiency, sustainable mobility, water, sustainable forest management, agriculture biological and eco-innovation), starting with the EUR 862.2 million invested at the end of 2021. In 2023, thematic investments for the **SDGs amount to EUR 1,439 billion**, exceeding the target set.

## Underwriting activities

**Unipol** is committed to developing an offer of insurance products and services aimed at supporting customers in **mitigating and adapting to climate change**. As part of the 2022-2024 Strategic Plan, the Group has decided to include a target related to the incidence of products with social and environmental value, setting a target of 30% to be reached by 2024. In 2023, solutions integrating **economic growth and social and environmental value** reached a share of 27.6% of total direct premiums for Non-Life and Life products.

The targets of the Strategic Plan 2022-2024 that have a specific contribution to **Sustainable Development goals** are outlined below:

OUR OBJECTIVES	OBJECTIVE DESCRIPTION
<b>Economic value of own extra-financial impacts</b>	 Measuring Shared Value.
<b>Reputational index</b>	 Perception of the company by public opinion
<b>Incidence of products with environmental and social values</b>	 Increased penetration of products with a social and environmental impact in the overall insurance portfolio
<b>Finance for SGDs</b>	 Increase in the amount of thematic investments for the SGDs
<b>Genre PAY GAP</b>	 Monitoring the gender pay gap
<b>Scope 1 and Scope 2</b>	 Reduction of CO2 emissions from operational sites (market-based approach)

For further details, please refer to the following links:

[Link: Policy collection](#)

[Link: Climate change](#)



# UNA: a choice of Sustainability

**Three pillars through which to choose sustainability, day after day.**

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

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

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

.....

The **projects** illustrated on the following pages were analysed using the **S.T.A.R.** (Situation, Task, Action, Result) model.

# Our Sustainability pillars

**48**

Projects

39 completed  
9 to be completed

**YOU**

Customer Focus

**25**

Projects

18 completed  
7 to be completed

**ACTION**

Team Commitment

**37**

Projects

13 completed  
24 to be completed

**NATURE**

Environmental Respect



**UNA**  
IDENTITY

# Gruppo UNA Sustainability Journey

## Our journey begins with a welcoming smile

### UNA Identity

A gold route in the Sustainability

We design and implement **sustainable hospitality**, through a Policy that defines **actions and strategies** for **growth** and improvement, based on our values.

### YOU

Customer Focus and People centrality

The focus is on the **wellbeing of guests**, which is the company's core business; the value of its people, who are its **'engine'** and whose commitment and skills enable it to **set and achieve** increasingly challenging **goals** 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 the impacts of its activities: this is thanks to a careful policy, defined **efficiency projects** that 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 forward-looking **corporate culture**, for **sustainable Group growth**, and which sees the progressive involvement of the supply chain and the entire value chain, through concrete actions.



# Reputation management in the Unipol Group

The wealth of trust built up over time by the **Unipol Group** is considered a fundamental asset to continue to **evolve successfully** in an insurance business that bases its development precisely on trust.

The Group launched its **Reputation Management programme** in 2014, progressively structuring its internal controls until the formalisation, in January 2020, of an integrated governance model, which clearly identifies the **processes to be implemented** and the actors involved, with the aim of making the Group's reputation and reputational **risk management even more effective**.

In particular, two dedicated bodies have been set up:

- the **Reputation Network**, composed of the heads of the corporate areas that oversee the Group's relations with all internal and external stakeholders, whose task is to ensure the proactive management of reputation and reputational risk, helping to develop a reputational culture within the Group, and the accountability of the reputational index, included in the company incentive system;
- the **Reputation Management Operating Team**, consisting of the 'Media Relations, Corporate Reputation and Digital PR' and 'Emerging and Reputational Risk' functions, which coordinates the **Unipol Group's** Reputation Management activities;
- Proactive **management of reputational risk** focuses on the early warning of any indications of risk related to the company's values and core business that may find their way into the media, including social media, or in day-to-day operations.

In order to **strengthen and protect** the Reputational Capital, there is a structured and systematic listening to the Group's main stakeholders. The objective is to constantly monitor the **balance** between the promise offered and market expectations.

Equally important is monitoring the type of narrative that the media (offline and online press) and social media convey to public opinion because, in their mediating role, they influence the perception of the Company as is and the formation of expectations for the future. The aim is to understand what kind of narrative the media tend to portray in relation to the **Unipol Group** and to check its consistency with the corporate story to which the Group is committed.

Stakeholder and media **monitoring activities** are preparatory to the definition of specific action plans and stakeholder engagement.







# Listening to Stakeholders

## Stakeholders and their relevance in the priority assessment process

### Stakeholder engagement

In order to maintain stakeholder engagement on priority issues for the **Gruppo UNA**, it is important to create **surveys of internal and external stakeholders** to integrate them into the process of defining what is considered material from an environmental, social and economic perspective.

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

In this regard, **Gruppo UNA** already promotes meetings with the Steering Committee every three months to share objectives and the progress of activities. **Gruppo UNA** has also already started a stakeholder engagement activity aimed at its guests to collect their feedback on the initiatives undertaken by the company in the field of sustainability.

At the same time, the **stakeholder engagement** activity is developed through the preparation of content for the **multichannel awareness strategy**, starting from internal company content.

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







UNAHOTELS Naxos Beach Sicilia

# UNA Identity

Leadership driving  
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 the economy, the environment and people,**

including the impact on their human rights, is integrated into the organisation's strategy and operations, also emphasising how well equipped the organisation is to oversee the **management of impacts.**

“ *The Gruppo UNA has long been on a long-term path of responsibility to support the future of the environment. This is a further step that confirms its 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 an issue 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 for some time been committed to a path of environmental sustainability and social responsibility that takes concrete form in strategic and operational choices attentive to the needs and expectations of all stakeholders. It is a path that is part of the wider compliance with the Unipol Group ethical code, of which we are a part. ”



Chairman of the Board  
**Mario Zucchelli**



# UNA Team

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

## The Team consists of:

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

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



# UNA Vision, Three Brand

**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 & Resort and makes Italian style its hallmark.

**Gruppo UNA** is present in 25 destinations and 13 regions in Italy, with 53 hotels, resorts, residences and villas, of which 35 are directly managed facilities, the subject of this Sustainability Report 2023, and 18 are affiliated.

The total room inventory exceeds 5,800 rooms (of which 4,300 relate to directly managed hotels and 1,500 to affiliated hotels).

With UNA Esperienze, UNAHOTELS and UNAWAY the portfolio is gathered in three brands that better represent three distinct ways of experiencing hospitality. **Gruppo UNA** aims to consolidate its position as a leading Italian 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.

With '**UNA cucina**' **Gruppo UNA** directly manages 26 restaurants, 18 of which are open to Guests who do not use **hotel services**. To these are added the 12 restaurants in affiliated hotels, thus reaching a total of 38 catering outlets.

## UNA new business formula

### 2013 December

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

### 2016 December

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

**Merger** between the hotel management companies Atahotels and UNA Hotels & Resorts.

### 2018 October

New **Gruppo UNA** brand identity.

**35** Directly managed facilities

**25** Urban Hotel

**4** Beach Hotels and Resorts

**6** Residences e Villas

**4.300** Rooms

## Gruppo UNA

14



UNA ESPERIENZE

19



UNA HOTELS

2



UNA WAY



# Sustainability Highlights

## YOU

**823**

Employees  
As at 31/12/2023

**406**

Recruitment  
at 31/12/2023

**+190**

Nationalities  
hosted

**+1Mln**

Rooms occupied  
in 2023

**970.000€**

Funds distributed  
to territory



## NATURE

**5 years 2,7Mln**

Investment for energy efficiency  
in 5 years

**176 Ton**

Waste generated  
in 2023

**29.516.567 KWh**

Electricity from renewable sources



## ACTION

**100%**

Suppliers subscribing  
the Code of Ethics

**35**

Suppliers to be  
involved in value chain  
analysis in 2024

**7%**

Green' suppliers

Green suppliers are defined as companies in the Gruppo UNA supply chain that hold national and international ESG certifications."



# UNA Sustainability Policy

In the **Sustainability Policy** defined in 2022 and updated in 2023 by the **Unipol Group**, strategies have been outlined for the pursuit of the objectives of Sustainable Success, and the management of Environmental, Social and Governance (ESG) risks and impacts.

## The **Sustainability Policy** includes:

- ‘**Unipol Group** Climate Change Strategy’, which defines the Group’s commitments to reducing climate-changing emissions;
- the ‘Guidelines on Human Rights’, which define and develop a structured and specific approach on the subject, in order to identify, monitor and manage human rights impacts in all their forms;
- the ‘Guidelines on Anti-Corruption’, which pursue the objective of providing anti-corruption reference principles in an organic manner.

## The **Sustainability Policy** defines:

- the Group’s commitments to improve its **sustainability performance** and to manage and mitigate: (i) ESG risks to which it is exposed, consistent with the Group’s overall risk management system, as well as the impacts on ESG factors generated by the Group as a result of its business activities and relationships
- the roles and responsibilities of the corporate bodies 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:

- to support the process of defining strategic choices on sustainability, including the governance of risks, opportunities and impacts related to climate and nature, whose operational declination takes place within the framework of specific risk management Policies (such as, among others, the Risk Management Policy, the Investment Policy, the Policy on the Protection and Exploitation of Personal Data, the Policy on Outsourcing and Choice of Suppliers) and in the other policies governing the main areas of Group operations (e.g. Remuneration Policies);
- improve the process of managing ESG risks and impacts on ESG factors, defining objectives and management methods;
- addressing the non-financial reporting process;
- increase the level of knowledge and awareness of policies and expected results on ‘material’ issues;
- disseminating the Culture of Sustainability.

**Gruppo UNA** as a company of the **Unipol Group** adopts the governance system on ESG issues of the parent company, which is based on an effective and efficient organisational and procedural system, properly formalized and updated. To this end, the Group has adopted internal legislation that provides policies and guidelines as well as specific operational procedures. Of particular interest, the main contents of some of these policies are set out below.

[Link: Policy collection](#)

The **Diversity Policy** aims to provide **guidelines** on criteria for an optimal composition of the company's governing bodies, The integration of diverse managerial and professional profiles also had regard to a balanced gender representation and a **balanced composition** in terms of seniority and age groups contributes to maximising the quality of the administrative body's work and the activity of the supervisory body.

The **Policy for the management of dialogue with the general investors** aims to regulate opportunities for communication and participation with the general investors in the perspective of ensure **transparency of information**, increase the Investors' understanding of certain matters within the competence of the Board of Directors itself relevant for the purposes of investment choices, also with regard to ESG factors, as well as promoting the **stability of Investors' investments** and therefore the sustainable success of the Company.



## The monitoring of environmental, social and governance risks and impacts corporate

The monitoring of **sustainability risks** is ensured by the Group's risk management system, with a first level of controls, carried out by the operating structures or performed as part of back office activities, aimed at ensuring the smooth running of operations, in addition to second-level controls on risks and compliance, carried out by, inter alia, **Compliance and Anti-Money Laundering, Risk Management and the Actuarial Function**, and third level audits carried out by the Audit, each for its own areas of responsibility.

This monitoring system assists the Council in carrying out the tasks assigned to them by the internal Policies and regulations on sustainability.

The Group uses a variety of **tools to identify and assess risks** (also referred to as 'risks incurred'<sup>1</sup>) and current and potential negative impacts (also referred to as 'risks generated'<sup>2</sup>) related to environmental, social and governance dimensions.

In addition to what has been said above for ESG risks, in order to strengthen its ability to systematically monitor and manage negative impacts, the **Unipol Group** has set up its due diligence approach, starting from the areas identified in the **OECD Guidelines**<sup>3</sup> aimed at

the main negative impacts identified for the Unipol Group, the business processes involved and the strategic and regulatory safeguards in place at **Unipol Group** level. As a consequence of the recent corporate evolution, which has led the Unipol Group to be characterised as significantly diversified from a sectoral point of view, Unipol has also embarked on a process of broadening and deepening its due diligence approach in order to strengthen its coverage of the various business sectors.

**Risks and negative impacts** (which are also relevant from the point of view of the reputational risk associated with them) are fully integrated within the ERM framework and included in the taxonomy of risks common to the entire Unipol Group, defined by the Risk Management Policy.

ESG risks and negative impacts are also included in the **Unipol Group's Risk Appetite Statement**; the tools for monitoring their performance are constantly evolving and in 2023, on the **KRI (Key Risk Indicator)** dashboard which monitors negative impacts to assess the degree of risk associated with each of the three environmental areas, The sustainability risk assessment process described in the previous paragraph has been added to this.

<sup>1</sup>Events that represent a risk for the Group, which has no levers to influence their occurrence but can only act to guard against them, preventing or mitigating their consequences, or to turn them into opportunities.

<sup>2</sup>Events whose triggers are directly related to the Group's operations, with respect to which the Group has levers to prevent their occurrence or mitigate their consequences should they occur.

<sup>3</sup>"OECD Guidelines on the Duty of Care for Responsible Business Conduct" and the "OECD Guidelines for Multinational Enterprises" also referred to in Article 18 of EU Regulation 2020/852 - the so-called "Taxonomy Regulation".

At least once a year, the **Board of Directors of Unipol Group** is informed about the development of the monitoring tools and the results of the monitoring carried out.

With specific reference to the **risks related to climate change, Unipol Group** is continuing to implement scenario analyses aimed at measuring the impacts of physical and transition risks.

More specifically, with regard to **physical risks and transition risks** within the framework of stress tests designed and reported within the **ORSA report** are assessed specific stress: (1) "Climate change Hot house world (3°C+)" which assesses the possible impacts of climate change in a scenario with a time horizon between 2050 and 2065, with an average temperature increase of more than 3°C; (2) "**Climate change Paris Agreement Alignment (+1.5°C)**", which assesses the possible impacts of climate change in a scenario with a time horizon of 2035 characterized by an increase in average temperatures within 1,5°C. in line with the objectives defined by the Paris Agreement, with particular reference to transition risk and physical risk.

The analysis of the **impact of climate change on physical risks** is composed of five levels: (1) identification of business lines with direct or indirect impacts of climate change; (2) analysis of the monitoring of climate change to date (cd. Climate Change So Far); (3) impact analysis of stress test scenarios; (4) analysis of the different combinations available of "IPCC-RCP scenario/time horizon" for the most significant acute physical hazards (floods and convective storms), (5) long-term analysis for chronic risks (sea level rise) and acute risks

currently considered as secondary perils (forest fires, drought).

With regard to the assessment of the impact of climate change on transition risks, the Group quantifies the loss of value of financial investments, with reference to the different asset classes (bonds, shares, funds, etc.) resulting from shocks, **segmented by business sector (NACE)**, calibrated on the basis of scenarios outlined by the **Network for Greening the Financial System (NGFS)**.

In addition, with particular reference to the **transition risk assessment** related to buildings, the cost of upgrading them was estimated using a model that, in relation to the actual or estimated **carbon footprint** of each building, defines which **energy efficiency** measures to apply in terms of the lowest marginal abatement cost (the maximum reduction in emissions at the lowest cost) and estimates the cost of implementing them and the energy cost savings resulting from the implementation of these measures.

With regard to the **risk of biodiversity loss** and the collapse of natural ecosystems (terrestrial and marine), during 2022 and 2023 the Risk Area, in collaboration with the Sustainability Function, proceeded to define the management framework for the risk of biodiversity loss, through the **identification of risk drivers**, the analysis of so-called transmission channels and the identification of impacts on the main risk categories that make up the Group's ERM framework.

The **corporate policy system for ESG risks and negative impacts** is regularly updated

and constantly implemented. The main improvements in relation to ESG risks for 2023 are described in the **UnipolSai Group's Sustainability Report**, available at the following link:

[Link: Results and strategy](#)

For a complete understanding of the governance of sustainability issues in Unipol Group companies, please refer to the dedicated section of the website, available at the link:

[Link: Sustainability Governance](#)



# UNA Ethics

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

The **Unipol Group** Charter of Values and Code of Ethics extend to all Group companies, including the **Gruppo UNA**. All employees of Group companies and a representation of agents actively contributed to the drafting of the two documents. In total, more than 6,000 people.

Both the Code of Ethics and the Charter of Values define the principles of behaviour and the ethical direction of relations between the **Gruppo UNA** and its stakeholders.

The addressees of the Code of Ethics are all those who influence or are in any way affected by the activities of the **Gruppo UNA**: investors, directors, employees, agents, collaborators, guests, suppliers, civil community, future generations.

In order to ensure the concrete application of the principles set out in the Code of Ethics and its actual effectiveness, the Unipol Group Board of Directors has appointed:

- **the Ethics Committee**, consisting of no fewer than three and no more than five Directors, who meet the independence requirements laid down by the laws and regulations in force (currently consisting of three members);
- **the Head of Ethics**, chosen from among authoritative and independent persons with in-depth knowledge of the Group's situation and with recognised sensitivity to ethical and corporate responsibility issues (a role currently held by Walter Visani, a 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 clarifications on the contents of the Code and reports on alleged violations of the principles enshrined in the Code of Ethics may be submitted to the **Ethics Manager**.

Further information on the Code of Ethics, Charter of Values and Human Rights Guidelines 2023 can be found at the following links:

[Link: Vision, Mission and Values](#)

[Link: Policy collection](#)

## MOG 231

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

The Company believes that the adoption of the **Organisation, Management and Control Model** envisaged by Legislative Decree no. 231/2001 (the so-called MOG 231) is a valid tool for raising awareness among **Gruppo UNA** employees and all other parties involved in the same, so that in carrying out their activities they behave correctly and consistently, so as to prevent the risk of the offences contemplated in the Decree from being committed.

## UNA Anti-Corruption Policy

**Gruppo UNA** carries out its activities by applying a system for the management and prevention of corruption derived 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', **Gruppo UNA** has adopted Guidelines to prevent, detect and respond to corruption-related phenomena and comply with anti-corruption laws.

The Guidelines contain general principles and specific principles of conduct governing the performance of activities that are most exposed to the risk of corruption, guidelines on the system for **monitoring and controlling the risk of corruption**, the procedures for reporting potentially unlawful conduct, a reference to the system of sanctions, and the procedures for training on the subject 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 business relations entertained by the Company with its stakeholders must be based. In addition to the 'line controls' performed by the heads of the operational structures, there are also internal audits, i.e. independent verification activities that assess the effectiveness, adequacy and reliability of the internal control and risk management system.

The Group's Anti-Corruption, Tax Strategy and UnipolSai Antitrust Guidelines are published on the website:

[Link: Policy collection](#)

# UNA ESG Performance

**Gruppo UNA** is already distinguished by a number of activities that have emerged that are consistent with ESG issues and that underline how well the company is already well on the path to sustainability.

These activities also result from the use of some platforms for scoring, according to internationally recognised parameters, such as the **Global Reporting Initiative (GRI)** and the **Sustainable Development Goals (SDGs)**. The ESG scores provided by the platforms are useful for a comparison of performance in the various areas, in a scenario that still lacks unambiguous international benchmarks.

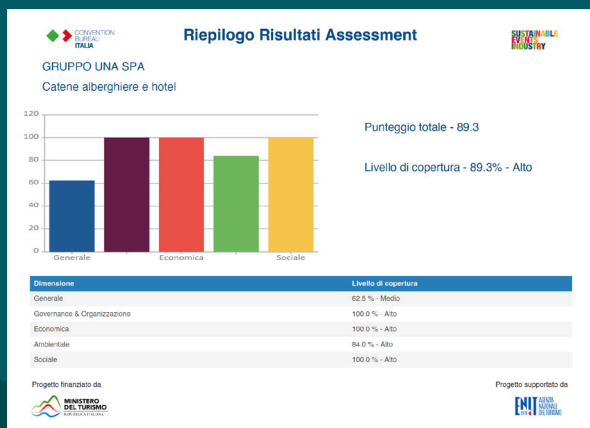


As can be seen from the certificate, Gruppo UNA fell within a small circle – around 10% – of **companies in the hospitality sector in Italy**, thanks to the **B score** oobtained by completing the CRIF Cribis\* Synesgy questionnaire.

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 its competitors and in line with 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 five dimensions'** – General, Governance and Organisation, Economic, Environmental and Social – of **Gruppo UNA**, ranking it in the highest score bracket.







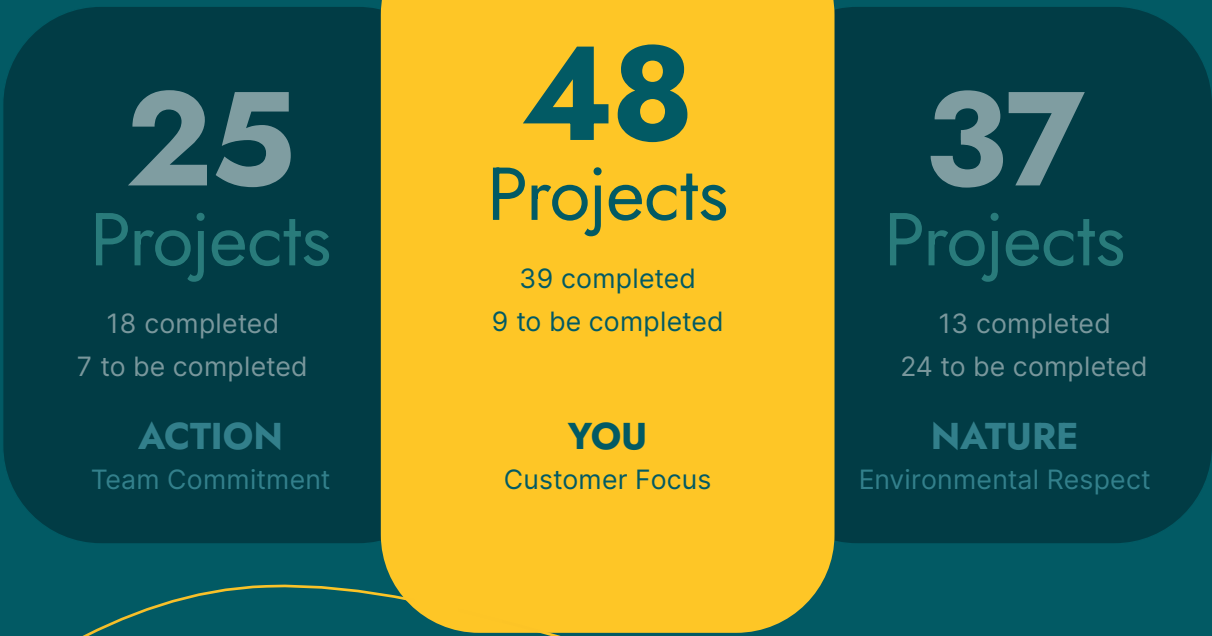
Principi di Piemonte | UNA Esperienze

# YOU

People at the  
centre of the  
Gruppo UNA's  
activities



Versilia Lido | UNA Esperienze



# Completed Projects by Gruppo UNA in 2023

Below is the list of projects completed during 2023 by the hotels of **Gruppo UNA**.  
On the following pages, details of the company's current and future projects.

Scope action: You/Social
General Health and Safety Training at the workplace
MOG Training: Management and Organization Model
Training and Updating Fire Fighting High Risk
Training and Updating Fire Prevention Average Risk
Fire Training and Refresher Low Risk
Training technical fitness VVF
RLS training
Training PREPOSTI
First aid training and updating
Training and Updating DEFIBRILLATOR
Cyber security - Cyber Security training
Production of information material, made available to staff
Welfare Program - UNA Community
Welfare Program - Productivity Premium (for certain productivity parameters)
Welfare Program- Life/Accident Insurance
Welfare Program- RCA Employees Policy
Welfare program - Flexible working hours/smart working
Welfare program - Welfare portfolio for families (kindergarten/summer camp/study grants)

<b>Welfare Program - Ticket increase from 5, 29 to 8.00 (tax exempt)</b>
<b>Welfare programme - Increase in the contribution of companies to annual subscriptions for public transport in Milan, Bologna and Turin</b>
<b>Welfare program - Children in the office (day dedicated to the visit of the offices by the children , children of colleagues)</b>
<b>Welfare Program - One Group Agreements for partner products/services to their employees</b>
<b>Welfare Program - Membership in Clean up</b>
<b>Welfare Program - Programme Middle Ages Guidance</b>
<b>Welfare Program - Graduate Guidance Program</b>
<b>EDI policy published on the website</b>
<b>Employee satisfaction with a regular and periodic survey</b>
<b>Joining the European project "VALUE-ABLE", to promote and facilitate the professional integration of workers with intellectual disabilities</b> Versilia Lido  UE, UH Decò Roma and UH Scandinavia Milano have received the prestigious "Valueable, handing Opportunities" label
<b>The structure is 100% accessible to people with disabilities or reduced mobility</b>
<b>Provide directions to clearly inform how the facility is suitable for people with disabilities</b>
<b>Communicate clearly and directly with customers and stakeholders</b>
<b>Listening and customer satisfaction</b>
<b>Complaint handling</b>
<b>Customer service</b>
<b>Perform Guest satisfaction level analysis to define corrective or improvement actions</b>
<b>Initiatives for the processing of personal data and privacy</b>
<b>Institutional website</b>
<b>The UNAHOTELS brand of Gruppo UNA Main Sponsor of Pallacanestro Reggiana</b> Sponsorship renewed for s.s. '23/24
<b>Support artistic initiatives through the use of hotel facilities as exhibition halls for collections of local artists</b> Activity organized in 2022/2023 on 22 structures of Gruppo UNA



# YOU

## Ongoing and Future Gruppo UNA Projects

### YOU CARE: The Guests

#### Project 1 - **Customer information:**

- 1A Engagement activities
- 1B Sustainability Survey

#### Project 2 - **Inclusion:**

- 2A Recognitions
- 2B Extension of inclusiveness certifications to other facilities and integration of existing 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: Community and the territory

#### Project 4 - **Strengthening relations with the local community:**

- 4A Sustainability initiatives
- 4B Sponsorships





“ Strategic development choices, an innovative service and high quality standards: the aim is to maximise guest satisfaction and involve them in a path of constant growth.

”

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

# YOU CARE

## The Guests

The guest is at the centre of the **Gruppo UNA**'s attention and daily work. In fact, the Group's objective and the fundamental pillar supporting its strategic development choices is to maximise guest satisfaction, achieved by **offering a consistently innovative and high quality service**. This is made possible by the various channels used to inform, confront and respond to the needs of each guest, starting from their profiling and continuous involvement in the company's choices.

With an annual average of **more than 190 nationalities** hosted in its facilities and 1 million rooms occupied (room nights) per year, **Gruppo UNA** stands out for the high standards of safety and **Brand Quality** applied to its Guests and constant monitoring of feedback in terms of customer experience, in order to manage and intervene promptly in the event of criticalities.

In the path of constant improvement that the company has undertaken, it has activated a series of projects concerning:

### Project 1 - Customer information:

- 1A Engagement activities
- 1B Sustainability Survey

### Project 2 - Inclusion:

- 2A Recognitions
- 2B Extension of inclusiveness certifications to other facilities and integration of existing certifications



# Customer information

## PROJECT 1

More than 540,000 clients chose **Gruppo UNA** in 2023; this is one of the reasons why **Gruppo UNA** guides and develops its services devoting them to the wellbeing of its Guests, facing new challenges for an increasingly modern and sustainable Hospitality.

In order to ensure a clear communication, an attentive listening and a Guest satisfaction, it is necessary to implement an **effective engagement strategy**. In addition, complaint handling and guest care require a special attention.

At the same time, it is important to implement measures that promote the privacy of the guest 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 the customers in its efficiency processes, also from the point of view of **sustainability**.

To achieve these goals, **Gruppo UNA** has implemented various actions, that can be classified in two main projects:

- 1A Engagement activities
- 1B Sustainability Survey




As regards the activities, on the one hand, **Gruppo UNA** will continue along the path 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, with a view to structuring opportunities for engagement with its customers on activities to reduce its sustainability impact, it will implement communication tools and surveys on these issues.





By implementing these actions, **Gruppo UNA** will be able to offer a higher quality of service. Clear communication and attentive listening will promote guest satisfaction and loyalty. Finally, the constant monitoring of the quality level of the facilities will allow the identification and correction of any critical issues, thus improving the overall Guest experience.

Below are the impacts of the projects measured through the **International Sustainability Benchmarks**.

	GRI	SDGs	Activity	Activity status to 2023	Project progress detail	Reference page
Customer information	GRI 416 Customer health and safety	   	Communicating clearly and directly with customers and stakeholders	●		56
			Listening and customer satisfaction	●		56
			Complaint management	●		56
			Customer service	●		56
			Stakeholder evaluation system	●		56
			Sustainability survey	●		58
			Analysis of guest satisfaction level to define corrective or improvement actions	●		56
	GRI 418 Customer privacy		Personal data and privacy initiatives	●		56

● Completed    ● Work in progress    ● To evaluate



# 1A

## Engagement activities

### PROJECT 1A

#### Situation:

**Gruppo UNA** project is aimed at the engagement of its Guests and creating an efficient system for Stakeholder evaluation. The company has implemented a Guest listening and satisfaction process based on a 'Total Quality' Brand Standard system for handling complaints. Moreover, **Gruppo UNA** has carried out analyses of Guest satisfaction levels to define corrective improvement actions. The purpose is to communicate clearly and directly with its Guests and Stakeholders, carrying out actions aimed at handling their personal data and privacy.

#### Task:

The Company's purpose is to further implement the **Guest Listening and Satisfaction system**, based on a Brand Standard 'Total Quality' system in handling complaints, define corrective actions for improvement through the analysis of the level of Guest satisfaction, carry out actions aimed at the processing of customers' personal data and privacy, all through activities that involve and contextually inform customers of the practices adopted by the Company.

#### Action:

**Gruppo UNA** has implemented a system for listening to and satisfying Guests based on a **Brand Standard 'Total Quality'** complaint management system. In addition, **Gruppo UNA** has carried out analyses of the level of Guest satisfaction to define corrective improvement actions. Other initiatives have also been introduced to deal with guests' personal data and privacy.

#### Result:

Starting from the assumption that this is an already active path within the organizational system

of the Company, the goal is to constantly improve the entire management system: thanks, in fact, to the further structuring of a timely and professional complaint management methodology, it will be possible to **offer adequate solutions**.

With regard to privacy and data protection, it will be very important to adopt cutting-edge solutions to update systems. Finally, the company will ensure the application of quality control procedures to regularly evaluate the facilities and make any necessary improvement.

**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 Gen 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	85,00	84,60	0,40	45.903	40.795	+5.110	88%	80%	8%

As you can see, the performance of the facilities, calculated on a basis of 100, from the point of view of the positive nature of the reviews, has improved, also in consideration of the increase in the number of reviews left in 2023, compared to the previous year. The answer rate by facility managers is also on the rise, 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%**

●	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%**

●	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 facilities, is constantly striving for excellence and continuous improvement of its services.

Not only efficiency, but also well-being and inclusiveness at **Gruppo UNA**, which invests more and more in welcoming and adapting its services towards guests with special needs. To do this, the company is committed with personnel and specific means in order to constantly increase quality and offering a range of services that cover the needs of guests, by continuously listening to their needs. This **commitment** is also underlined by the many awards won by **Gruppo UNA**, from year to year, by its facilities.

In this path there are not only acknowledgements related to the high level of services, but also to their inclusiveness, making the chain's facilities more and more accessible and the staff more and more prepared to meet guests' requests.

The project, dedicated to inclusiveness, comprises activities in the area of:

**2A** New excellence recognitions

**2B** Extension of inclusiveness certifications to other facilities and integration of existing certifications



Through these efforts, **Gruppo UNA** is creating an inclusive and accessible environment. Besides providing high quality services, the company is committed to ensuring the well-being and inclusiveness of every person. Over time, the awards obtained underline this effort towards the excellence of the services offered and the inclusiveness of the facilities themselves. **Gruppo UNA** will continue to dedicate itself to continuous improvement and expansion of its inclusiveness certifications in order to better meet the needs of its guests and offer a quality experience to everyone.

Below are the impacts of the projects measured through the **International Sustainability Benchmarks**.

	GRI	SDGs	Activity	Activity status to 2023	Project progress details	Reference page
Social inclusion	GRI 412 Evaluation of respect for human rights		Training Booking.com Travel Proud Certifications	●	Completed in 25/34 structures	67
	GRI 416 Customer health and safety	 	The property is 100% accessible to people with disabilities or reduced mobility	●		67
		 	Provide indications to clearly inform how the facility is suitable for people with disabilities	●		65-67

● Completed    ● Work in progress    ● To evaluate

# 2A

## New excellence recognitions

### PROJECT 2A

#### Situation:

**Gruppo UNA** is constantly striving to achieve excellence and continuously improve its services. Over the years, its facilities have won and confirmed a series of industry awards and recognitions that testify to the high level of its services.

#### Task:

**Gruppo UNA** mission is to provide excellent quality services and to **guarantee an unforgettable** experience to 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. Maintaining this level of quality in the future will be evidenced by obtaining more awards of excellence and increasing the number of award-winning establishments.

#### Action:

**Gruppo UNA** has received numerous awards in 2023 testifying the constant commitment to quality. These include:

- Qprize 2023 award 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 Experience 'Best Luxury Hotel for business travellers'.
- Milano Verticale | UNA Esperienze 'Best Hotel for business travellers - over 150 rooms'.

- Torre Galfa Milano Luxury Apartments | UNA Esperienze 'Best apartment offer for business travellers'.
- **Gruppo UNA** awarded the Traveller Review Awards 2023 by Booking.com with a score of 8.5 over 10.
- **World Travel Awards** - Milano Verticale | UNA Esperienze è Italy's Leading Lifestyle Hotel 2023
- **Tripadvisor Travellers' Choice 2023** (among managed hotels):: Principi di Piemonte, Milano Verticale, Versilia Lido, Maison Venezia, Palace Catania, UH Century Milano, UH Napoli, UH Naxos Beach Sicilia, UH Capotaormina
- At the Annual Forum of the **Italian Food & Beverage Managers Association**, Trust You awarded Principi di Piemonte the prize for 'Best F&B Department'.
- **Casa Savoia Bar & Restaurant** by "UNA cucina" e Il **Cairolì Bar & Restaurant** by "UNA cucina" 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 facilities are accessible to people with mobility disabilities. At the internal procedure level, the front office, when registering the guest, takes into consideration

#### **Result:**

The awards and recognitions obtained by **Gruppo UNA** demonstrate the company's constant commitment in providing high quality services and ensuring the satisfaction of its guests.

The company strives to **continuously improve** its services and remain at the forefront of the hospitality industry. Through its dedication to excellence and innovation, **Gruppo UNA** continues to be a reference point for travellers and those seeking quality accommodation.

# 2B



# Extension of inclusiveness certifications to other facilities and integration of existing certifications

## PROJECT 2B

### Situation:

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

### Task:

The company joined Booking.com '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 **Gruppo UNA** hotels 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 its inclusiveness certifications to other facilities of the Group. This extension of certifications reflects the Group's commitment to offering an inclusive travel experience to people of different abilities and sexual orientations. The 'Travel Proud' certification is a concrete sign of **Gruppo UNA's** commitment to inclusiveness and demonstrates its ongoing commitment to providing welcoming travel services for the LGBTQ+ community.



“ *Growing our people  
means growing the  
whole Group.* ”

Andrea Giovannelli - HR Manager Function Gruppo UNA

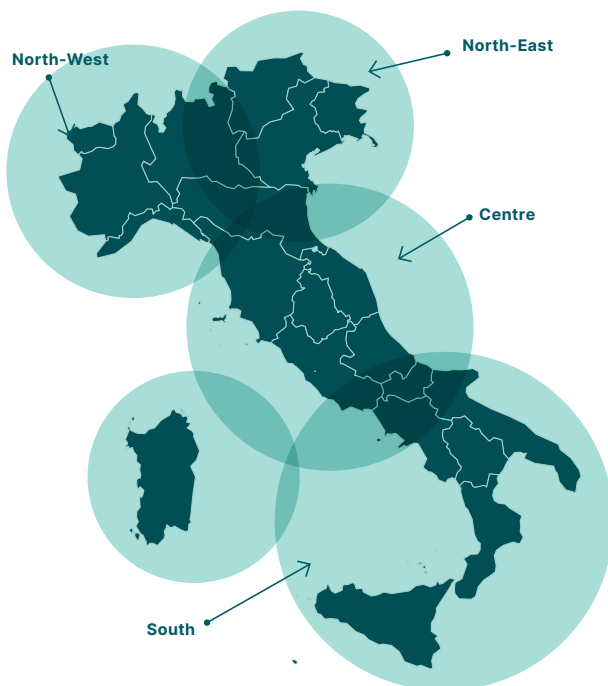
# YOU ENGAGE

## Employees

With the 2022-2024 'Opening New Ways' strategic plan, the 'Tech& People Evolution' strategic directorate has reaffirmed that investment in technology and people is at the heart of **Gruppo UNA** business strategy of **UNIPOL Group**, which builds its sustainable success on the collaborative and innovative abilities of all its employees, and first and foremost on **their professional skills**. This approach is consistent with the principles defined in the Ethical Code and the Sustainability Policy, with the **objectives** of corporate policies and guidelines that take into consideration the various areas of activity and the various applicable regulations. With the aim of promoting policies and initiatives aimed at fostering Diversity, Equity and Inclusion (DE&I) in the company, a dedicated function was established in May 2023.

As a member of the Global Compact, **Gruppo UNA** recognizes and values the protection of employment and is fully committed to respecting workers' rights; in this sense, it has, over the years, modelled policies, relations, incentives and rewards aimed at employees on the principles that make up its framework..

As of December 2023, **75% of employees were employed on permanent contracts** (341 men and 278 women). During the year, 121 employees were stabilized.



**North-West: 457 employees - 243 men, 214 women**  
Open-ended: **365** - Fixed-term: **92**

**North-East: 118 employees - 59 men, 59 women**  
Open-ended: **70** - Fixed-term: **48**

**Centre: 166 employees - 98 men, 68 women**  
Open-ended: **117** - Fixed-term: **49**

**South and Islands: 82 employees - 52 men, 27 women**  
Open-ended: **67** - Fixed-term: **15**

**Abroad: No employees**

**Overall total: Open-ended: 619**  
**Fixed-term: 204**

At the end of 2023, **Gruppo UNA** had substantially achieved the objectives of the **Unipol Group Strategic Plan** with reference to permanent hires, in line with the objectives of **generational renewal** and cost reduction. The number of part-time employees amounted to 133, corresponding to 16.2% of the total **Gruppo UNA** workforce; 74% were women (27% of the total female population).

The promotion of a **work environment** in which professional development is supported, regardless of gender, age, sexual orientation, geographical origin and religious beliefs, is a priority issue in a context of mutual respect and organizational wellbeing. Inclusion and non-discrimination are guiding principles in the **Group's Code of Ethics and Sustainability Policy** and are the topics of both ongoing projects and activities in the pipeline.

The Sustainability Policy makes explicit the Unipol Group's commitment to inclusiveness towards all forms of diversity and is based on respect for all people, meritocracy and equal opportunities, encouraging, as part of a process of continuous improvement and transparency, the adoption of precise guidelines in **personnel policies**.

With more than **823 employees and 406 new hires by 2023**, (as of 31/12/2023), **Gruppo UNA** works to ensure that employees are guaranteed a stimulating working environment geared towards personal and professional enrichment: the company promotes activities aimed at fostering employees' wellbeing and growth, thanks to training sessions also aimed at those who have shown a willingness to progress in their careers, thus enriching their own path. **Growth, diversity, inclusion, health and safety are the basis of human capital management.**

The **Unipol Group Academy** adopts a development and training strategy based on three main dimensions: Business, to support reorganization activities and projects; Culture, to foster digital transformation and People, to support talents and key skills, addressing issues such as the evolution of the managerial model, generational turnover and the enhancement of one's potential. This strategy is integrated with a vertical approach focused on the specific skills and competences of the different professional profiles.

In particular, training courses dedicated to the key professions of the hotel business are created for the **Gruppo UNA**, to reinforce and enhance current skills and competences with the emerging skills of the future, in a way that combines theory with case studies, on-the-job training and project work. In 2023, activities continued to maintain the ISO 9001:2015 certification of the **Academy's Quality Management System**, which was confirmed in June by the certifying body.

On the Academy side, the training offer for the **Gruppo UNA** included more than 200 courses, including external courses, amounting to about 6,000 hours and more than 2,400 participants. Virtual classrooms (webinars/ videoconferences) and e-learning courses (asynchronous training) were still extensively used for training.

**Gruppo UNA** puts great emphasis on health and safety training, recognizing it as a crucial component of its social responsibility and employee welfare. During 2023, the company continued to strengthen **its safety culture** and to promote healthy working environments.

Training sessions are designed to make employees aware of the risks involved in their working environment and to **provide practical skills** on how to manage these risks, prevent accidents and promote health in the workplace. This approach not only ensures compliance with current regulations, but also contributes to a safer and more aware working environment. Training is carried out regularly and involves all levels of personnel, from maintenance workers to managerial staff. This demonstrates the effectiveness of the training program and its positive impact on employee safety. Newly hired and expiring employees have been involved in the training and its updates. In 2023, 1,541 workers were trained for a total of **8,320 hours** under the compulsory training regulations according to Legislative Decree 81/2008.

The training hours provided by Academy were split by gender and classification as follows:

Hours of training delivered by gender	Hours
Men	3.296
Women	2.639

Hours of training given per category	Hours
Managers	91
Officials and Management	1.167
Administrative employees	3.621
Workers/Other	1.056

In 2023 **Gruppo UNA** employees were involved in synchronous and asynchronous courses on Risk Management.

During 2023, **Gruppo UNA** employees were involved in courses, in e-learning and videoconferencing, on sustainability and ESG issues.

These include:

- **The way of respect:** a training pill that uses a video to deal with the techniques and methods that favour inclusive language in the company, to take advantage of diversity and enrich each other;
- **The application of the Suppliers' Code of Conduct 2023 - ESG training:** asynchronous course aimed at deepening the application of the Suppliers' Code of Conduct 2023 included in the standard contractual model.

Also continued the use of:

- **EticaMente!** Online course with the aim of concretizing, consolidating and strengthening the presence, diffusion and implementation of our Group's Code of Ethics and Values;
- **Azienda 2030:** asynchronous course proposed in collaboration with ASVIS (Italian Alliance for Sustainable Development), to offer the opportunity to learn more about the 17 goals of the 2030 Agenda and to understand how business and each one of us can contribute to a better future with everyday actions.

**231.481**

Total investment in training in 2020

**68.902**

Online and in-person training hours

**52.269**

Participants in 1,071 courses

**1.071**

Training courses

**7.772**

Number of people trained



Moreover, **professional development and growth paths** have been implemented offering opportunities for continuous learning, mentoring and internal promotions. Employees can participate in specialised **training programmes**, take part in research and development projects and assume leadership roles within the company.

The implemented projects concern:

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

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



# Involvement, inclusion and welfare

## PROJECT 3

**Gruppo UNA** is increasingly focused on employee involvement, inclusion and welfare. The aim is to create a sustainable working environment where employees are motivated, to help them develop professionally and contribute to the sustainability of the company.

To achieve project completion, the company undertook the development of 2 activities:

**3A** Training on sustainability

**3B** Definition of professional development and growth journeys

The purpose is to ensure that employees acquire an **in-depth knowledge** of sustainable practices and are able to apply them in their work routines. At the same time, it aims to provide opportunities for professional **growth and development** to enable employees to advance their careers within the company.

In order to achieve these objectives, the company has launched a number of initiatives. Firstly, specific **sustainability** training has been introduced, covering topics such as energy efficiency, waste management and conservation of natural resources.

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



Thanks to these initiatives, **Gruppo UNA** expects a general improvement in the performance of employees 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 promotes inclusion, **sustainability** and employee well-being.

Below are the impacts of the projects measured through the **International Sustainability Benchmarks**.

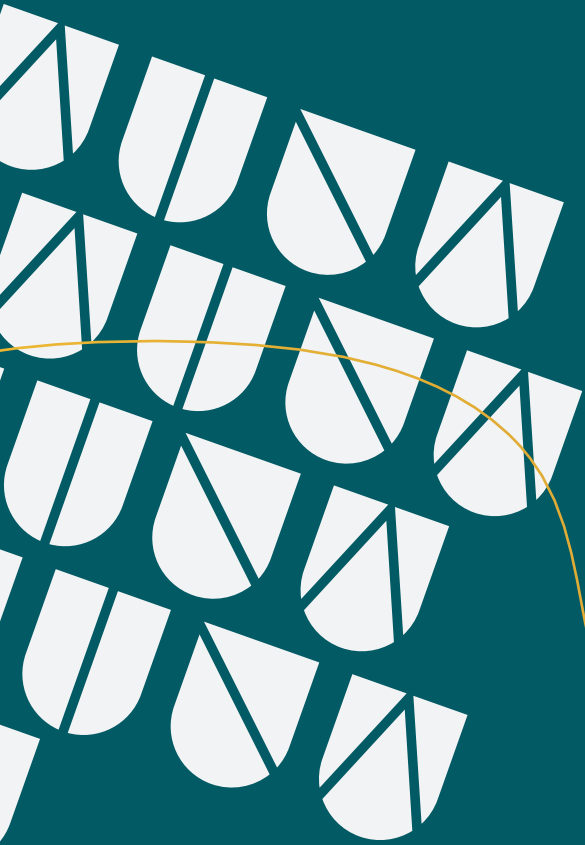
	GRI	SDGs	Activity	Activity status to 2023	Project progress details	Reference page
<b>Employee involvement, inclusion and welfare</b>	<b>GRI 403-5</b> Worker training in occupational health and safety		Employee training and collaboration on sustainability issues	●		77
	<b>GRI 404-2</b> Employee skills upgrading programmes		Improving resource knowledge through One to One talks, defining development paths	●		79

● Completed    ● Work in progress    ● To evaluate

Further information on this subject can be found at:

[Link: Remuneration 2023](#)

# 3A



# Training on sustainability

## PROJECT 3A

### Situation:

**Gruppo UNA** decided to adopt a new approach focused on the involvement, inclusion and welfare of its employees. Recognizing the importance of sustainability and professional growth, the company decided to implement a project focusing on sustainability training.

During the year, **Gruppo UNA** organized two training sessions on ESG issues, involving in the first session in June 2023, Top Management and Headquarters Function Managers, for a total of no.34 participants and in December of the same year an internal Workshop was organized, which saw among the 61 participants Top Management, Functional Managers, Hotel Facility Managers and Operation Managers): on this occasion, the priority actions to be implemented by **Gruppo UNA** on Environmental, Social and Governance issues were identified, as well as the next training activities dedicated to Sustainability for employees.

### Task:

The main task of the **Gruppo UNA** was to create an inclusive and sustainable working environment that offered opportunities for employees to grow and develop. To achieve this, 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:

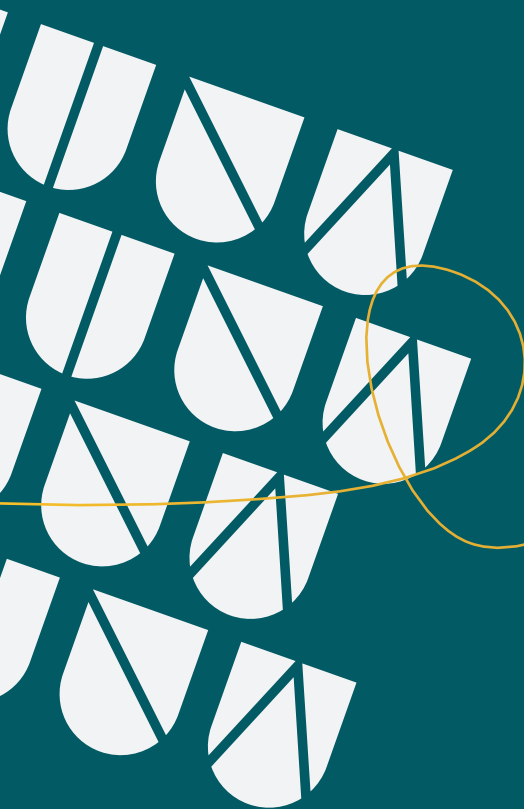
In this regard, **Gruppo UNA** will launch a series of sustainability training programmes, which will involve all company employees, including seasonal workers. These programmes aim to provide information and practical tools to reduce the environmental impact of hotel operations, such as energy saving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

### Result:

In terms of expected results, **Gruppo UNA** expects to be able to **reduce energy costs** and environmental impact of its facilities, **improving** the overall **sustainability** of the company, as well as the retention of staff who will feel more involved and motivated.



# 3B



# Definition of professional development and growth journeys

## PROJECT 3B

### Situation:

**Gruppo UNA** aims at implementing a project that focuses on defining professional **development paths** for its employees. In addition, it plans to address various aspects such as improving **guest experiences**, improving catering services, and updating managerial and technical skills through specialized training courses.

### Task:

**Gruppo UNA** aims at creating a comprehensive programme that fosters employee growth, **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 hospitality industry.

### Action:

In order to achieve its objectives, the company has set up customized professional development paths, starting with **one-to-one cognitive interviews** with its employees, in order to deepen personal interests and inclinations and define tailor-made paths.

In addition to this there are:

- **Workshop** for Engagement and teambuilding **activities**, held in November 2023 with around 100 participants including Top Management, Function Managers, Hotel Directors and Operation Managers.
- **Management training** and **assessment** for growth paths dedicated to potential future Managers.
- **Specialized training** dedicated to the Heads of Service (Chef, Maître, Barman, Sommelier) of the Food & Beverage Unit.

### Result:

Customized **professional development** paths are meant to lead to better employee engagement, motivation and retention, as well as to a progressive management improvement, thanks to an enhancement of staff competences, combined with an **efficiency improvement of resources**, by assigning them to roles more suitable to their personal inclinations.

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

Giorgio Marchegiani – CEO

# YOU SHARE

## Community and the territory

**Gruppo UNA** Charter of Values is based on five essential principles: accessibility, foresight, respect, solidarity and responsibility. With its facilities in **13 regions of Italy**, **Gruppo UNA** covers **25 destinations**, among the main tourist and cultural attractions in the peninsula. In the spirit of the brand's vocation to be an expression and synonym of 'Italianness', concrete support for the realities that contribute to defining the wealth of the local heritage cannot therefore be lacking.

As a hotel company, serving the community is an **integral part** of the **UNA Group's** business. In all locations, local initiatives reflect the commitment defined in the Ethical Code that governs activities to **support** the **needs** and requirements of the community. The company identifies five areas of intervention: culture and artistic heritage, environment, scientific research and social utility, sport and entertainment.

The adoption of the **Unipol Group** 'Corporate Sponsorship Program', as an internal policy regarding donations and joint sponsorships, has made interventions **more efficient**, governed by procedures aimed at avoiding any possible conflict of interest, whether personal or corporate, and facilitating the approval **processes** for projects to be supported.

Particular attention is paid to **initiatives dedicated** to the empowerment of new generations, especially through sport, to foster **inclusion** in a context of increasing social instability and polarization. In addition, art and cultural heritage are valorized as engines of **sustainable development**, capable of shaping societies and promoting positive change, inspiring and involving individuals, as well as catalyzing innovation, dialogue and inclusive development.

In 2023, **UNA Group's** total economic resources allocated to the community amounted to 970,000 euro (+4% vs. 2022), divided into sponsorships and charitable donations.

## Contribution to the territory divided by scope

Scope	2021	2022	2023	Inc Area/Tip %	Delta UNA 22-23 %
Culture and artistic heritage	17.248 €	52.777 €	28.076 €	2,9%	-46,8%
Environment	0 €	0 €	2.773 €	0,3%	100%
Sport	880.000 €	880.000 €	933.434 €	96,3%	6,1%
Scientific research and social utility	300 €	0 €	1.274 €	0,1%	100%
Entertainment	2.370 €	0 €	4.000 €	0,4%	100%
<b>Total</b>	<b>899.918 €</b>	<b>932.777 €</b>	<b>969.557 €</b>	<b>100%</b>	<b>3,9%</b>

## Contribution to the territory divided by type

Type	2021	2022	2023	Inc Area/Tip %	Delta UNA 22-23 %
Liberality disbursements	0 €	0 €	36.123 €	3,7%	100%
Sponsorship	899.918 €	932.777 €	933.434 €	96,3%	0,1%
<b>Total</b>	<b>899.918 €</b>	<b>932.777 €</b>	<b>969.557 €</b>	<b>100%</b>	<b>3,9%</b>







# Strengthening relations with the local community

## PROJECT 4

**Gruppo UNA** is particularly attached to its relationship with the community and has developed over time a series of **initiatives and activities** aimed at increasingly involving the area that hosts its facilities and, at the same time, oriented at fostering its growth.

These are initiatives and projects that **Gruppo UNA** has planned for the next few years that move along three main lines:

- training
- sharing;
- value creation.

More specifically, the main activities that have also been identified for the coming years are:



**4A** Sustainability initiatives

**4B** Sponsorships





Below are the impacts of the projects as measured by the International **Sustainability** Benchmarks.

	GRI	SDGs	Activity	Activity status to 2023	Project progress details	Reference page
<b>Involvement of local communities</b>	<b>GRI 413-1</b> Activities involving local communities	 	Projects in the community related to sustainability	●		87
			The UNAHOTELS brand of Gruppo UNA Main Sponsor of Pallacanestro Reggiana	●	Sponsorship renewed for s.s. '23/24	91
			Donations/sponsorships/liberations for the benefit of the community	●		91
			Organisation of team building activities involving the territory and local suppliers	●		87
			ITS school-to-work project	●		91
			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	87

● Completed    ● Work in progress    ● To evaluate

# 4A



# Sustainability initiatives

## PROJECT 4A

### Situation:

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

### Task:

For quite some time now, the company has been committed to raising awareness both internally and externally about the importance of **sustainability**. Through team building activities within the organisation, it aims to engage and educate employees on the importance of sustainable practices. Externally, on the other hand, it integrates the territory in its team building and employee-related activities, in order to create an interchange of experiences for mutual enrichment in terms of values.

### Action:

**Gruppo UNA** is committed to implementing relations with the local area by trying to **involve** the local cultural network as well, integrating it into its initiatives: this is what happened in November 2023 with 'Discovery Versilia', an activity that involved the participation of about 100 company employees who took them on a tour of the area, discovering local wonders, as well as artistic activities involving local artisans and the use of sustainable materials. On the subject of **sustainability**, **Gruppo UNA** wants to involve the community in its path of environmental awareness, in order to initiate common paths to reduce the impact on the environment and at the same time, adopting sustainable actions and responsible behaviour.

### Result:

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

**Gruppo UNA** takes responsibility of promoting **sustainability** in all its activities, constantly monitoring and assessing the environmental impact of the initiatives it undertakes, also seeking to collaborate with local organisations and institutions to implement concrete projects that contribute to the sustainability of the area. The aim is to create a positive impact on the environment and society, promoting sustainable practices and actively involving people. With these initiatives, **Gruppo UNA** is committed to contributing to a more sustainable future for all.



## Adhesion of 4 hotels to the European Project 'value-Able', created to promote the professional integration of workers with intellectual disabilities within Hospitality companies

In addition to scientific research and solidarity projects, significant attention is given to the issue of **diversity and inclusion**: during 2023 **Gruppo UNA** supported and hosted several initiatives to fight against **gender and sexual orientation** discrimination, as well as renewed its adhesion to the Diversity and Inclusion protocol, validated by the international organisation RINA, for the accommodation of LGBTQ+ people.

The protocol professionally defines operational, marketing and communication policies dedicated to the LGBTQ+ segment in compliance with the values of the Group Code of Ethics.

Furthermore, **Gruppo UNA**, in line with the initiatives undertaken by its group leader UnipolSai, joined the 'Non sei più sola' (You are no longer alone) project aimed at promoting hotel facilities as a place of welcome for women victims of violence.

Also as part of the initiatives directed at the most vulnerable sections of the population, in the first months of 2023, one of **Gruppo UNA** facilities hosted a number of Covid patients, unable to be isolated at home, at a reduced fee, and, later on, some refugees from the Ukrainian war.



# 4B



# Sponsorships e support for local realities

## PROJECT 4B

### Situation:

**Gruppo UNA** implemented a programme of **donations and sponsorships** to local activities and businesses. The company recognises the importance of supporting the social and economic structure of the community in which it operates. **Gruppo UNA** actively collaborates with local organisations, charities, cultural and sports associations to support projects that contribute to the growth and development of the community.

### Task:

The objective for **Gruppo UNA** is to support local organisations and associations in their progressive growth, with a view to promoting and taking part in community development.

### Action:

In 2023, it invested more than 970,000 euros in the area, supporting sports and cultural realities, as well as **initiatives of significant social importance** such as the one aimed at supporting and welcoming women victims of violence in its facilities, offering them a safe shelter in case of need.

The programme of donations and sponsorships is a concrete way for **Gruppo UNA** to give back to the community and **build meaningful relationships** with its people and organisations.

### Result:

Thanks to this programme, **Gruppo UNA** has been able to support several initiatives that had a **positive impact on the community**. Donations and sponsorships contributed to the realisation of cultural, sports and charitable projects, promoting economic and social growth in the area. In addition, these actions enabled **Gruppo UNA** to consolidate its **reputation** as a socially responsible company and strengthen its bond with the community in which it operates.







# NATURE

Respect for the environment and mitigation of impacts



UNAHOTELS Malpensa

**25**  
Projects

18 completed  
7 to be completed

**ACTION**  
Team Commitment

**37**  
Projects

13 completed  
24 to be completed

**NATURE**  
Environmental Respect

**48**  
Projects

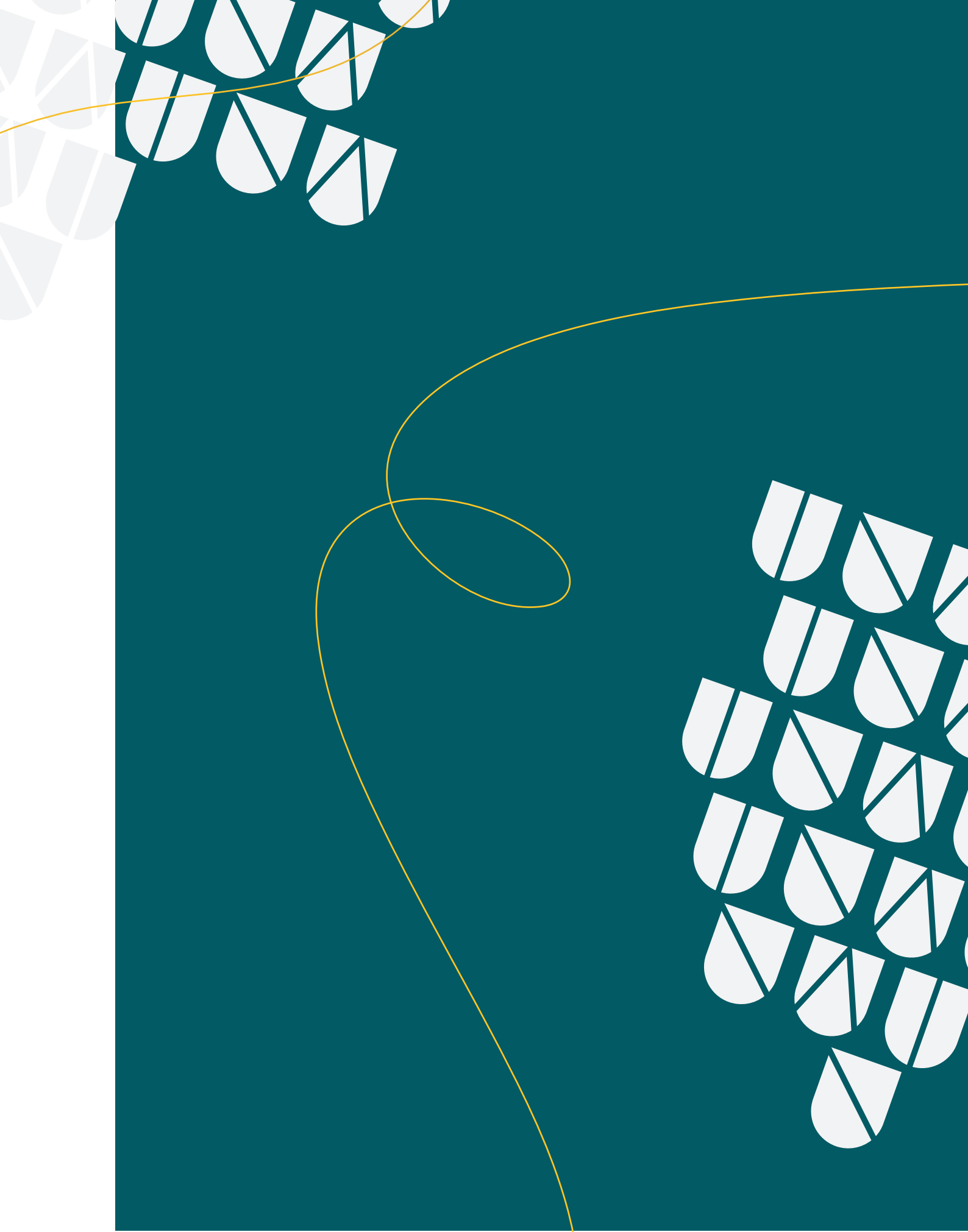
39 completed  
9 to be completed

**YOU**  
Customer Focus

# 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.

Scope action: Nature/Environment
<b>At least 80% of lighting uses energy-saving LED bulbs</b>
<b>Reduction in consumption compared to the previous year, thanks to efficiency measures</b>
<b>LEED certification</b> UNAHOTELS San Vitale Bologna
<b>Decarbonisation plan</b>
<b>Charging station for electric vehicles - Collab. with Tesla</b> 36 stations activated: Tesla charging stations including UNAWAY Hotel Occhiobello and UNAHOTELS Forte dei Marmi and Tesla Wall Connectors at UNAHOTELS The One Milano, UNAHOTELS Scandinavia Milano, UNAHOTELS Bologna Fiera and UNAHOTELS Vittoria Firenze.
<b>Electric Bike Rental - TINO MOBILITY Project</b> Completed in: Versilia Lido   UNA Esperienze, UNAHOTELS Forte dei Marmi, UNAHOTELS Vittoria Firenze, UNAHOTELS Bologna Centro; UNAHOTELS San Vitale Bologna; UNAHOTELS Malpensa. CAMBIOBIKE project completed on: Versilia Lido   UNA Esperienze, UNAHOTELS Capotaormina and UNAHOTELS Expo Fiera.
<b>Rental and Parking for 'classic' bicycles - TINO MOBILITY project</b> Completed in: Versilia Lido   UNA Esperienze, UNAHOTELS Forte dei Marmi, UNAHOTELS Vittoria Firenze, UNAHOTELS Bologna Centro; UNAHOTELS San Vitale Bologna; UNAHOTELS Malpensa. CAMBIOBIKE project completed on: Versilia Lido   UNA Esperienze, UNAHOTELS Capotaormina and UNAHOTELS Expo Fiera.
<b>Smoking free</b>
<b>Reuse of towels and sheets by guests - Smile at the planet</b>
<b>Daily cleaning service waived by guests - Smile at the planet</b>
<b>Use of Ecolabel or recycled office paper</b>
<b>Separate waste collection (beyond legal obligations)</b>
<b>"Tempo di recupero Week 2023"</b> UNAHOTELS Bologna Fiera and UNAHOTELS Bologna San Vitale





# NATURE

## Ongoing and Future Gruppo UNA Projects



### UNA tells: UNAHOTELS San Vitale Bologna

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

#### 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 Sustainable Food & Beverage choices



“ Looking to the future, Gruppo UNA wants to make its footprint 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 Facilities Catering in order to guarantee our Guests quality, safety, sustainable local products, waste control and 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 entire purchasing cycle. The company has a corporate risk management system (Enterprise Risk Management), 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: in effect, it defined an integrated sustainability strategy within its industrial strategy.

**Gruppo UNA** exclusively for some hotels and starting from 2023, begun a path of purchasing energy from renewable plants (hydroelectric, wind and solar) with a consequent important decrease in CO2 emissions.

**Gruppo UNA** uses only recycled or FSC paper, i.e. from certified forests, for all its operations, in its Milan headquarters and hotels. A further step towards **sustainability** within a three-year path designed to limit the Group's environmental impact. In 2023, **Gruppo UNA** purchased 5,200 reams of recycled paper and 2,660 reams of FSC-certified paper, equal to 100% of the entire company's needs. The consumption of 5,200 reams of recycled paper instead of virgin fibre paper avoided the emission of 5.3 tonnes of CO2 eq<sup>4</sup> as well as avoiding the consumption of 28 tonnes of wood, 520,000 litres of water and 123,000 KWh of energy.

<sup>4</sup> The consumption of 5,200 reams of recycled paper leads to the emission of 7.3 tons of CO2 eq (compared to 12.6 tons of CO2 eq for the same quantity of virgin fibre paper).

There are currently being studied **investment solutions** that will ensure a more respectful and conscious use of energy and water resources. These projects will concern both building exteriors (thermal insulation, door and window frames, etc.) and technological plants with **high-efficiency systems** that will improve environmental comfort while respecting **energy consumption** and paying particular attention to CO2 emissions.

**Gruppo UNA** aware that energy consumption often depends on behaviours, has committed to a 'green' path and training activity for its staff, aimed at creating greater awareness of **sustainability** and respect for the environment.

The company has activated a series of projects for the upcoming 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 Measurement and compensation of CO2 emissions
- 6B Car pooling to reach the hotels



### 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 Sustainable Food & Beverage choices

**Gruppo UNA's** objective is to progressively reduce its ecological footprint and, in the mean time, to implement a series of initiatives leading to the efficiency of corporate business models, in order to strengthen and improve **sustainability** projects.

Further information on this topic can be found at the link:

[Link: Climate Change Strategy](#)



# Energy 2024

## PROJECT 5

Corporate energy consumption is crucial for **efficiency and environmental impact**. A monitoring system identifies areas that require action to rationalise resources. To reduce electricity consumption, **Gruppo UNA** joins the 'Tesla Destination Charging Program' with 36 Tesla stations, setting room temperatures to 19° in autumn-winter and 26° in spring-summer, with a tolerance of +/-2°.

**Gruppo UNA** purchased 29,516,567 KWh of energy from renewable sources in 2023. As of today, at least 98% of the energy used comes from **renewable sources**. It has agreements with operators of renewable energy sources, photovoltaic plants, district heating and a geothermal plant installed at the Hotel Milano Verticale UNA Esperienze, with 2 intake wells and 6 output wells, and a ongoing project at the Unaway Hotel & Residence Contessa Jolanda Milano. It has also carried out energy **efficiency upgrades** in the last 5 years, such as relamping, replacement of refrigeration units and hydraulic lifts, installation of temperature control systems and inverter pumps.





The total value of the energy efficiency carried out over five years is 2,625,000 €, with a 16% consumption reduction in three years.

In this **path of efficiency** and reduction of energy consumption, **Gruppo UNA** is committed through 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 Certifications

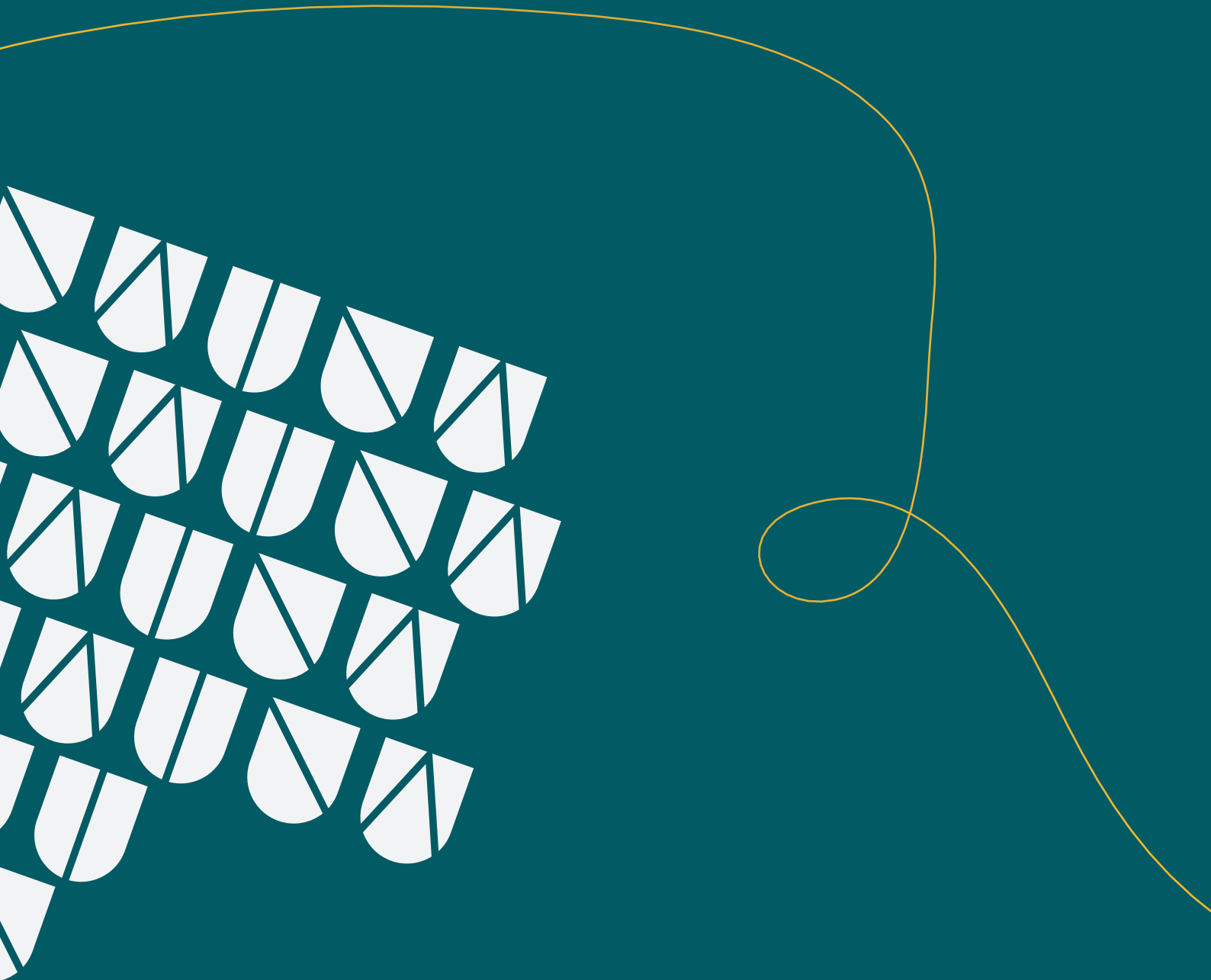


Below are the impacts of the projects measured through the International **Sustainability** Benchmarks.

	GRI	SDGs	Activity	Activity status to 2023	Project progress details	Reference page
Energy 2024	GRI 302-1 Energy consumption within the organisation	  	80% LED lighting	●		96; 107
			Double-glazed windows	●	33/34 structures completed	109
			Solar panels are used that produce hot water	●		107
			100% renewable energy use/purchase	●		104; 111
			Reduction in electricity consumption compared to the previous year, thanks to efficiency measures	●		109
			Use of photovoltaic panels producing electricity	●	3/34 structures completed: UNAHOTELS San Vitale Bologna; UNA HOTELS Bologna Fiera; UNAHOTELS The One Milano Hotel & Residence	107
			Energy-efficient buildings	●	3/34 structures completed: UNAHOTELS San Vitale Bologna; Milano Verticale   UNA Esperienze, UNAHOTELS The One Milano Hotel & Residence	109
	Activation of systems to reduce light emissions	●		109		
	GRI 307 Environmental compliance		LEED certification	●	UNAHOTELS San Vitale Bologna	96
			Environmental certifications	●		113

● Completed   ● Work in progress   ● To evaluate

# 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, the **Gruppo UNA** has decided to commit to the implementation of new solar panels for hot water production and photovoltaic panels for electricity production in its accommodation facilities.

### Task:

The main objective of the project is to reduce the **Gruppo UNA's** dependence on traditional energy sources, such as gas and coal, and to adopt **sustainable** and environmentally friendly solutions to cover the **energy needs** of the hotels. This initiative also aims to raise customer awareness towards more sustainable practices.

### Action:

To achieve these objectives, **Gruppo UNA** plans to undertake a series of actions, starting with conducting feasibility studies to identify the best energy solutions for each facility. **Customised plans** will then be developed for the installation of solar thermal and photovoltaic panels, taking into account the technical specifications of each facility, and partnerships will also be established with companies specialising in renewable energy to ensure 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 the **Gruppo UNA** in terms of energy savings, with a reduction in electricity and gas consumption in all facilities, also with a view to combating 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 research and development of new technologies to continue to be a reference point in the sustainable hospitality sector.



# 5B



# Highly energy efficient properties

## PROJECT 5B

### Situation:

**Gruppo UNA** has made a significant commitment for the upcoming years regarding the availability of energy-efficient buildings. The goal is to ensure that all properties owned by **Gruppo UNA**, which are in need of **energy efficiency** improvements, reach at least class A. Currently, **Gruppo UNA** owns a considerable number of properties in several 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, namely, UNAHOTELS Bologna San Vitale, Milano Verticale UNA ESPERIENZE, UNAHOTELS The One Milano Hotel & Residence. Consequently, **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.

### Task:

The main task of **Gruppo UNA** is to identify all owned properties that need measures to achieve energy efficiency **class A**. 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 goal, the **Gruppo UNA** has initiated a number of concrete actions. In first place, it set up a dedicated team composed of experts in the field of energy efficiency and engineering. This team conducted a detailed analysis of all the owned properties, identifying those areas requiring improvement and defining the most appropriate solutions to achieve Class A. **Gruppo UNA** also partnered with suppliers **of leading energy efficiency technologies**. These partnerships give the Group access to the most innovative and sustainable solutions available on the market.

### Result:

The expected results of this commitment are manifold. Firstly, **Gruppo UNA** expects to significantly reduce the environmental impact of its facilities by reducing CO 2 emissions and its overall **energy consumption**. This will lead to a significant decrease in operational costs on a long term basis. Secondly, the commitment to **energy efficiency** will contribute to improving the brand image and to attracting 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.

# 50



# Green Procurement

## Purchase of renewable energy

### PROJECT 5C

#### Situation:

**Gruppo UNA** has been committed to purchasing renewable energy since 2023, a commitment that will continue in the coming years. This choice was made in response to the **increasing awareness** of the environmental impact of human activities and the company's desire to contribute to the transition towards a more sustainable economy.

#### Task:

**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** started to face this challenge through a series of concrete actions. First, an **in-depth study** was conducted on the renewable energy sources that were locally and nationally available. Based on this analysis, the most promising sources and the most suitable technologies to be used 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. Long-term agreements for the purchase of green energy are in the pipeline.

#### Result:

In 2023, **Gruppo UNA** purchased 29,516,567 KWh of energy from renewable sources, thus reaching a 98% share of energy used from renewable sources. Thanks to these efforts, **Gruppo UNA** will increasingly be able to significantly reduce its dependence on traditional energy sources and **increase** the use of renewable energy, while also reducing GHG emissions from electricity consumption.

# 5D





# Environmental Certifications

## PROJECT 5D

### Situation:

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

### Task:

The main task for **Gruppo UNA** is to plan and implement the actions necessary to meet the requirements and obtain **environmental certifications**. This involves a detailed analysis of current company 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** starts with an in-depth 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 implementing recycling practices, waste reduction and adopting low environmental impact technologies.

The group may also invest in staff training to raise awareness and engage employees in the **sustainability** process, as well as work with suppliers and partners to promote sustainable practices throughout the supply chain.

### Result:

As a result of these actions, **Gruppo UNA** expects 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 the reputation of the brand, attract an environmentally sensitive guest and generate savings through operational efficiency. Moreover, **Gruppo UNA** can 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 the use of energy.

At the moment, **Gruppo UNA** has no tools to calculate its direct and indirect (scope 1 and 2) emissions. In order to monitor its impacts, **it aims to implement** these activities, also considering the fact that, according to recent research, a single night in a hotel produces an average of 6.9 kg of CO2, and the hotel sector represents about 1% of global CO2 emissions.

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




The main actions that **Gruppo UNA** plans to implement in the coming years involve:

**6A** Measurement and compensation of CO2 emissions

**6B** Car pooling to reach the hotels



Below are the impacts of projects measured by the International **Sustainability** Benchmarks.

	GRI	SDGs	Activity	Activity status to 2023	Project progress details	Reference page
<b>CO2 control and mitigation</b>	<b>GRI 305-2</b> Indirect GHG emissions  <b>GRI 305-5</b> Reduction of GHG emissions	  	Decarbonisation plan	●		119
			Activate your footprint in terms of greenhouse gas emissions	●		119
			CO2 impact measurement	●		119
			Carpooling for business travel	●		119
			Offset at least 10% of total annual carbon emissions by purchasing certified carbon offsets	●		119
			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.	96; 104
			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	96; 185
			Hire and Parking for "classic" bicycles - TINO MOBILITY Project	●	Completed in: Versilia Lido   UNA Esperienze, UNAHOTELS Forte dei Marmi, UNAHOTELS Bologna Centro; UNAHOTELS San Vitale Bologna; UNAHOTELS Malpensa. Progetto CAMBIOBIKE completed in: Versilia Lido   UNA Esperienze and UNAHOTELS Capotaormina, UNAHOTELS Expo Fiera Milano	96; 185
Incentives for employees using public transport or environmentally friendly vehicles to get to work	●		123			

● Completed   ● Work in progress   ● To evaluate



# 6A





# Measurement and compensation of CO2 emissions

## PROJECT 6A

### Situation:

**Gruppo UNA** acknowledges 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 taking measures to offset the carbon emissions generated by its hotel facilities.

### Task:

**Gruppo UNA**'s commitment in the upcoming years is to measure the amount of carbon emissions produced by its hotel operations and to adopt a plan to offset at least 10% of the total annual emissions. This requires a detailed analysis of the different sources of **carbon emissions**, such as used energy, water consumption and waste production. In addition, a strategy must be developed to purchase certified carbon **offsets**, which will help reduce the overall climate impact.

### Action:

**Gruppo UNA**, aiming to verify and reduce its emissions, will implement an environmental impact monitoring system in all its hotel facilities in order to collect accurate data on **CO2 emissions**, including measurement of energy consumption, waste monitoring and analysis of water management practices. Based on this data, **Gruppo UNA** will be able to set specific targets to reduce carbon emissions in a sustainable way.

At the same time, it plans to investigate ways and possibilities to proceed 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 fields such as renewable energy, reforestation and energy efficiency.

### Result:

As a result of the actions taken, **Gruppo UNA** will be able to achieve significant results in reducing its CO2 **impact**: among the first targets is to purchase certified carbon credits to offset at least 10% of the CO2 emitted.

The Group monitors its climate-altering gas emissions related to the energy consumption of its instrumental real estate assets and corporate fleet (Scope 1 & 2 emissions).

With specific regard to the instrumental **real estate assets**, for 2023, the calculation of Scope 1 & 2 emissions was determined by the consumption of electricity, gas and other energy sources (diesel and gasoil, LPG, district heating and cooling) for all buildings in which the Group has direct control<sup>5</sup>.

Consumption 2023 – Gruppo UNA					
Electricity (kWh)	District heating (mWh)	District cooling (mWh)	Natural gas (Smc)	Diesel (litri)	Water (smc)
29.696.293	3.669	1.122	1.679.922	121.500	565.790

Gruppo UNA	Hotel
<b>Consumption - value in GigaJoules (GJ)</b>	<b>186.133,01</b>
Direct Emissions (Scope 1 - tons CO2 eq.)	3.716,34
Em. from energy purchases LB (Scope 2 - tons CO2 eq.)	9.054,85
Em. from energy purchases MB (Scope 2 - tons CO2 eq.)	1.144,47
<b>Total emissions from LB buildings (Location based)</b>	<b>12.771,19</b>
<b>Total emissions from MB buildings (Market based)</b>	<b>4.860,80</b>

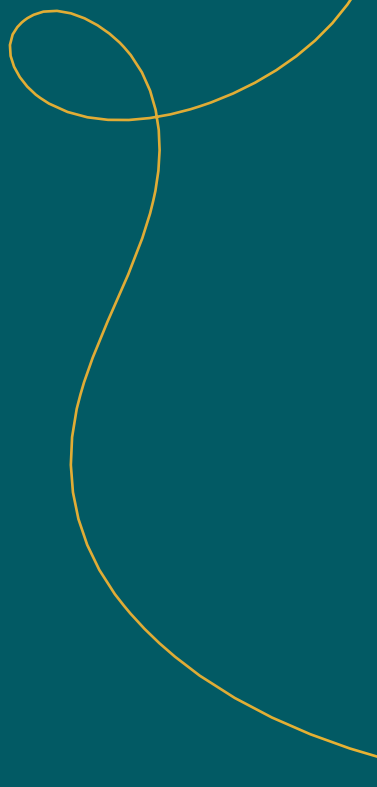
<sup>5</sup> With reference to the companies operating in Italy, the source of the emission conversion factors (relative to CO2, CH4, N2O gases for Scope 1 and Scope 2 according to the location-based method) and global warming potential (GWP) is the guideline on the application of GRI Environmental Standards (version December 2023), prepared by ABI - Associazione Bancaria Italiana. With specific reference to the emissions from energy purchases (Scope 2) of companies operating in Italy (according to the marked-based method) and in Serbia and Ireland (according to the market-based and location-based methods), the European Residual Mixes 2022 emission factors derived by the AIB Association of Issuing Bodies were used (Residual Mix and Production Mix, version June 2023). Emissions are expressed in tonnes CO2 equivalent (t CO2 eq).





Versilia Lido | UNA Esperienze

# 6B



# Car pooling to reach the hotels and incentives for employees who use public transport or environmentally friendly vehicles to get to work

## PROJECT 6B

### Situation:

**Gruppo UNA** recognised the importance of **promoting sustainable practices** and decided to encourage carpooling among its employees to reach hotels. In addition, it decided to offer incentives to employees who use public transport or environmentally friendly vehicles to get to work.

### Task:

**Gruppo UNA**'s mission is to **reduce** the environmental impact caused by employee travel to hotels and the workplace. The aim is to reduce the use of company cars and promote the use of more sustainable methods of transport.

### Action:

To achieve that goal, the **Gruppo UNA** is implementing a car pooling system among employees. During special occasions and initiatives dedicated to employees, a **computerised network** was set up, allowing participants to organise themselves to get to their hotel and then back to their homes. 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 encouragement of car pooling among employees will lead to a significant reduction in the number of company cars on the road, helping to **reduce the environmental impact**. Furthermore, offering incentives for the use of public transport or environmentally friendly vehicles certainly encourages people to switch to more sustainable means of transport.

In addition to impact reduction, these types of initiatives are aimed at fostering a sense of environmental responsibility within the company, promoting the importance of adopting **sustainable behaviours** among employees. **Gruppo UNA** continues to further improve its sustainable practices in order to become a role model for other companies in the hospitality industry.



In line with Gruppo Unipol’s activities, **Gruppo UNA** pays attention to the subject of its employees’ home-work movements, in particular to reduce their negative impact both environmentally (emissions of climate-changing gases and pollutants with consequent impact on air quality) and socially (traffic congestion in urban areas and consequent worsening of the quality of life), by promoting the use of sustainable means of transport. In 2023, the public transport **incentive campaign** continued with the renewal of the volume of LPT (Local Public Transport) subscriptions, which decreased during the pandemic, compared to 2022, also thanks to the extension of corporate contributions for the purchase of annual subscriptions. In particular, compared to 2022, the agreements and subsidies in 2023 were also extended to the cities of Turin and Naples, and again in 2023, in Milan the company contribution was increased from €43 to €90.

In 2023, the emissions avoided by the use of public transport for employees’ home-work journeys were 22 tonnes CO<sub>2</sub> eq, purchases of local public transport season tickets:

Company/marketplace	No. of subscriptions purchased (year)	
	2022	2023
<b>Gruppo UNA</b>		
<b>Bologna</b>	5	9
<b>Milano</b>	42	64
<b>Napoli</b>		1
<b>Torino</b>		14
<b>Overall total</b>	47	88

**Gruppo UNA** also continued to monitor climate-changing gas emissions related to employee travel and transfers, considering - in addition to the emissions generated by employee travel by plane, train and own car - the emissions generated by employee stays in hotels other than those belonging to the **Gruppo UNA**.

With reference to Scope 3 emissions from stays, employee mobility, the DEFRA 2023 coefficients were used (UK Department for Environment, Food & Rural Affairs - UK Government GHG Conversion Factors for Company Reporting).

Scope 3	Impacts / Employees	CO2eq 2023 (Tons)
	<b>TOTAL environmental impacts from labour mobility Gruppo UNA Employees</b>	<b>88,8</b>
	Trains	15,4
	Air	67,2
	Car - employee mobility_Auto on reimbursement	6,3
	<b>TOTAL environmental impacts from hotel stays by reason of employment of Gruppo UNA employees</b>	<b>2,0</b>
	Hotel Stay Abroad	1,3
	Stay Hotel Italy Not included in Gruppo UNA facilities	0,6

Among the mobility-related environmental impacts over which the **Gruppo UNA** has direct control is the monitoring of the car fleet of Group employees.

In 2023, the volume of CO2eq attributable to Scope 1 - Fleets was 75 tonnes generated by driving 509,000 km.







# Water and marine resources

## PROJECT 7

**Gruppo Unipol** pursues the topics concerning the protection of the environment, terrestrial, marine and freshwater ecosystems and the fight against climate change according to the dual materiality approach, on one hand paying **attention to the prevention** and continuous reduction of its Impacts (direct and indirect) on the environment and Nature, and on the other hand considering the possible effects of ESG Risks related to climate change and loss of Biodiversity on its business.

**Gruppo Unipol** supports a preventive approach to environmental challenges, identifying and measuring the impact of its activities in the short, medium and long term, as well as adopting **processes and technologies** aimed at reducing negative externalities (e.g. climate-changing emissions, exploitation of natural resources, loss of biodiversity, degradation of terrestrial ecosystems, including forests, and marine and freshwater ecosystems).

**Gruppo UNA** made a commitment for the coming years to help reduce its water consumption as much as possible. This decision was taken due to the growing awareness of the importance of environmental **sustainability** and the need to reduce the environmental impact of hotel operations.

On its side, **Gruppo UNA** has planned to adopt a series of measures to promote the saving or reuse of 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 emphasised that a large part of the impacts related to water consumption come, as can be easily guessed, from the management of the resource by the facility's guests. A good starting point, with a view to savings, is to identify a series of best practices to suggest to customers in order not to waste this precious resource. From this point of view, **Gruppo UNA** has for some time now been conducting an incisive awareness-raising campaign with guests, reminding them and suggesting simple **sustainability** practices to be adopted 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	Project progress details	Reference page
<b>Water and water resources</b>	<b>GRI 303-2</b> Management of impacts related to water discharge  <b>GRI 303-3</b> Water abstraction  <b>GRI 303-4</b> Water discharge  <b>GRI 303-5</b> Water consumption	 	Use only water-efficient toilets. (i.e. low-flow toilets, dual flush toilets)	●	Completed in 24/34 facilities	135
			Recovery of rainwater for fire fighting and irrigation	● for other hotels	Activity completed in UNAHOTELS San Vitale Bologna	131
			Implementation of water consumption monitoring procedures	●		133
			Reuse of towels and sheets by customers - Smile at the planet	●		96; 135
			Waiver of daily cleaning service by clients - Smile at the planet	●		96; 135

● Completed   ● Work in progress   ● To evaluate







# 7A



# Rainwater recovery for fire prevention systems

## PROJECT 7A

### Situation:

**Gruppo UNA** recognised the importance of adopting sustainable practices to ensure the efficient management of water resources. Facing the increasing demand for water in the fire **safety systems** of its tourism facilities, **Gruppo UNA** identified an opportunity to harness rainwater as an alternative and sustainable source.

### Task:

**Gruppo UNA**'s intention is to implement a system for the collection and utilisation of rainwater for fire-fighting purposes. This requires a **strategic plan** that includes installing rainwater harvesting systems, upgrading existing infrastructure and training personnel to **ensure** proper management of the system.

### Action:

In response to this challenge, the company will consider undertaking **in-depth analyses** to identify areas within its facilities to be used for rainwater harvesting, followed by the installation of collection tanks equipped with filtration systems to ensure water quality. Modifications will then be made to existing fire **safety systems** to allow rainwater to be used as an alternative source. Staff will be adequately trained to understand the functioning of the system, maintenance procedures and guidelines for the proper management of the collected water.

### Result:

By implementing these practices, **Gruppo UNA** will be able to ensure a sustainable source of water for fire-fighting systems, while reducing dependence on the public water system through the use of rainwater, **contributing** to the conservation of local water resources.

In relation to this intervention, **Gruppo UNA** will also be able to achieve significant economic savings by reducing water bills and optimising the energy costs associated with pumping water.

# 7B



# Water consumption monitoring

## PROJECT 7B

### Situation:

**Gruppo UNA** is considering the opportunity to start a project of constant monitoring of water consumption in their accommodation facilities. This decision was taken in response to growing concerns about environmental sustainability and the need to reduce the environmental impact of hotel operations.

### Task:

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

### Action:

To achieve this, **Gruppo UNA** has begun identifying a series of targeted actions. First, advanced water meters and automated monitoring systems will be installed in all hotel facilities. These devices allow the accurate detection and recording of water consumption in real time. In addition, staff training and awareness programmes will be launched to promote the importance of water saving and sustainable practices. **Gruppo UNA** will also work 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 possibility to monitor and control its water consumption, identifying, thanks to the data that will be collected, The Commission's proposal for a Council Decision on the European Water Quality Label is now under consideration.





# 70



# Implementation of savings measures

## PROJECT 7C

### Situation:

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

### Task:

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

### Action:

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

In addition, **Gruppo UNA** will invest in advanced water-saving technologies, such as the installation of rainwater collection and reuse systems, Installation of low-flow devices in taps and showers, as well as the implementation of efficient irrigation systems for green spaces surrounding the facilities.

### Result:

Through the implementation of these measures, **Gruppo UNA** expects to significantly reduce its water consumption, The European Commission, DG XIII, has published a report on the impact of tourism on the economy and the environment.



# Use of resources and circular economy

## PROJECT 8

For the waste management at **Gruppo UNA's** reception facilities, in order to ensure their control and traceability, operational arrangements are adopted which vary in consideration of the waste treated (i.e., self-disposal of waste, transfer of waste to **third parties** authorized under the current provisions and transfer of waste to entities that manage the public service of municipal waste collection).

The Company has formal and precise procedures for the proper management of waste, adopting practices that **minimise environmental impact** and promote recycling and re-use where possible, by organising efficient separate collection systems and proper waste treatment. This commitment extends to all the company's activities and involves employees, contractors, suppliers and visitors. Responsible waste **management** is essential to protect the health of Guests and workers, to preserve the environment and promote sustainability in the hotel activities of **Gruppo UNA**.

With the aim of protecting the health of Guests and workers, **Preserving the environment** and promoting sustainability in hotel activities has put in place control devices to address risks identified in waste management activities; and considered sensitive in terms of D.Lgs. 231/01 and prevent the commission of crimes covered by the aforementioned Decree.

This means that the company is committed to complying with applicable regulations and ensuring proper waste management in all its areas of expertise and management.

To implement this commitment, the company is committed to actively involving all employees, contractors, suppliers and visitors in responsible waste management. Training and awareness-raising courses are planned to inform and educate staff on good practices. **Gruppo UNA** has implemented a waste separation system at source in all its hotels, to allow and facilitate recycling. The separate waste types are paper and cardboard, glass, used oil, packaging (plastic, cartons, cans, etc.) and organic. This system allows the material to be **recovered for recycling** and subsequent recovery. Hazardous waste is separated according to the legal requirements of each region.

The expected results are the reduction of the environmental impact generated by waste management, promoting recycling and reuse of materials where possible.

Reducing waste and recycling what cannot be reused contributes to the reduction of consumption. Hotels of **Gruppo UNA** promote the spread of simple gestures such as the correct recycling already active at Versilia Lido | UNA Esperienze, UNAHOTELS Galles, UNAHOTELS The One

Milano Hotel & Residence and UNAWAY Hotel & Residence Contessa Jolanda Milano. which already adopt this practice. The aim is to increase by 2024 the separate collection in common areas of all hotels of the group, making containers duly labelled on floors available to guests, in the common areas and in the lobby of all hotel facilities.

In 2023, the company produced a total of 176.2 tons of waste equivalent to 10.4 tons of CO2 eq. With reference to the **impact trend**, it is noted that the 29% increase in waste produced in 2023 was affected by the continuation of existing site activities for maintenance property and the inclusion of previously unaccounted for facilities in the reporting scope.

The types of waste considered dangerous (neon and light bulbs, electrical and electronic equipment “RAEE”, toner and spent batteries, nursing, etc.) are managed according to their specific characteristics and **disposed of separately** in an appropriate manner, in accordance with the applicable regulations.

**8A Plastic removal**  
**8B Sustainable Food & Beverage choices**

Waste in tonnes (t)*	2023	2022	Delta 22/23
Hazardous Waste	17	13	30%
Non-hazardous waste	160	124	29%
<b>Total waste by composition</b>	<b>176,2</b>	<b>136,6</b>	<b>29%</b>
Waste not destined for disposal	165	123	34%
Waste for Disposal	11	14	-19%
<b>Waste by destination</b>	<b>176,2</b>	<b>136,6</b>	<b>29%</b>

\*The total waste count does not include waste that is delivered to the public service at the various locations. The same treatment is provided for urban assimilables and differentiated waste (paper, plastic, glass, metal). The figure includes waste generated by 28 out of 34 accommodation facilities. For the measurement of climate-altering emissions, the calculation methodology adopted for disposed waste is that provided by Ecoinvent 3.8 [Solid waste {CH}] treatment of, sanitary landfill | Cut-off, S], while for recovered waste the emission factor is that provided by DEFRA - UK Government GHG Conversion Factors for Company Reporting 2023 [Waste Disposal].



Emissions from waste management*	Methodological source	Unit of measurement	2023	2022	Delta 22/23
Waste Disposed of (e.g. incineration with and without energy recovery, landfill)		ton	11	14	
<b>Emissions from landfilled waste</b>		<b>ton CO2e</b>	<b>6,9</b>	<b>8,5</b>	<b>-19%</b>
Waste Recovered (e.g. recycling, reuse, recovery)		ton	165	123	
<b>Emissions from waste sent for recycling</b>		<b>ton CO2e</b>	<b>3,5</b>	<b>2,6</b>	<b>34%</b>
<b>Tot CO2 from waste</b>		<b>ton CO2e</b>	<b>10,4</b>	<b>11,1</b>	<b>-6%</b>



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

With reference to the use of resources and circular economy, the objectives that **Gruppo UNA** has set for the coming years concern:

**8A** Plastic removal

**8B** Sustainable Food & Beverage choices

Below are the impacts of projects measured by the International Sustainability Benchmarks.

	GRI	SDGs	Activity	Activity status to 2023	Project progress details	Reference page	
<b>Resource utilisation and circular economy</b>	<b>GRI 301-1</b> Materials used by weight and volume  <b>GRI 301-2</b> Materiali Materiali used by recycling  <b>GRI 306-2</b> Management of significant impacts related to waste  <b>GRI 306-3</b> Waste generated	 	Removal of plastic cups	●	90% completed	143	
			Removal of plastic water bottles	●			
			Removal of plastic pens	●			
			Soap dispenser in communal bathrooms	●		143	
			"Give Aways' with recycled plastic bottles	●		143	
			F&B proposals with sustainable products	●		147	
			Use of Ecolabel or recycled office paper	●		96; 185	
			Update Waste Management procedure	●		137	
			Separate waste collection (beyond legal obligations)	●		138	
			Agreements for food surpluses - Too Good to Go	●		Completed in 11/34 structures	147
			Agreements for food surpluses - 'Banco Alimentare	●		UNAHOTELS Expo Fiera Milano	147
			Agreements for food surpluses - Regusto	●			147
"Tempo di recupero Week 2023"	●		UNAHOTELS Bologna Fiera and UNAHOTELS Bologna San Vitale	96; 147			

● Completed    ● Work in progress    ● To evaluate









# 8A

# Plastic removal

## PROJECT 8A

**Gruppo UNA** has taken steps to significantly reduce the use of plastic in its operations (replacement of 100% plastic door openers with biodegradable PLA versions; removal of 100% PET plastic bottles from minibars, replacing them with 50cl glass bottles; introduction of complimentary water in brick instead of glass bottles; introduction of water dispensers in different breakfast service locations and bars; **replacement of plastic** cups in mini-bars and meeting rooms with cardboard cups; significant reduction of plastic use in the courtesy line thanks to the installation of 55,770 recycled plastic dispensers replacing previous single-dose plastic articles). In 2023, the replacement of materials in the courtesy line covered a total of 1,318,460 pieces.

### Situation:

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

### Task:

The Group's aim 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 locations. These actions include replacing plastic in the packaging of the courtesy line with eco-friendly materials and using dispensers.

### Action:

To achieve the goal of eliminating plastic, **Gruppo UNA** will take several measures. Among those already in place, it is worth noting that in 2023 **Gruppo UNA** continued to remove and replace the plastic courtesy line with recycled plastic dispensers compared to the previous ones Single-dose plastic articles as well as the **replacement** of soap packaging from plastic to paper. Among the other actions to replace the courtesy line, we note the change of complementary articles, i.e. set teeth, beard sets, the replacement of plastic laundry bags with biodegradable ones.



From May to December 2023, in essence **Gruppo UNA** has replaced the above materials, for a total of 1,318,460 pieces as follows:

- No. 22.900 shampoo dispenser made of recycled plastic as a replacement for single-dose plastic articles.
- No. 32.870 recycled plastic shower dispenser as a replacement for single-dose plastic articles.
- Pack no. 284.640 soap packs made of paper instead of plastic soap packs.
- No.386.750 complementary articles (set teeth, beard set, manicure set, handkerchief set, mini cuff, shower cap, vanity set) Stone paper sachets as a replacement for plastic sachet items.
- No.83.900 biodegradable laundry bags in place of plastic laundry bags.
- No.591.300 triplex sachets (paper+aluminum+plastic) of body lotion, balm, shampoo, bath foam and intimate hygiene in place of the articles in plastic tube.

In 2023, **Gruppo UNA** also continued its actions towards a plastic free path by purchasing 1,258,536 pieces of sustainable material as a replacement for plastic or PET materials as per detail:

1. pcs. no. 150.000 pens in cardboard and PLA in place of plastic pens.
2. For the minibar we purchased pz. n. 197.000 bottles of water in glass from 50 cl natural and carbonated as a replacement for water in PET.
3. "Complimentary water - ONE water" we purchased pz. n. 223,536 bricks of custom water in place of glass and originally water in PET.
4. Purchased pz. n. 688.000 cardboard glasses in replacement of polypropylene/ plastic cups.

#### **Result:**

Thanks to the commitment of **Gruppo UNA**, the facilities UNAHOTELS Naxos Beach Sicilia and UNAHOTELS Capotaormina have already become 100% Plastic Less in 2023. The same result is expected for the other structures, in a gradual and progressive way, It is the elimination of plastic articles such as straws and replacement with biodegradable and compostable materials, until they become completely free of plastic.



# 8B



# Sustainable Food & Beverage choices

## PROJECT 8B

### Situation:

**Gruppo UNA** is committed to making sustainable food and beverage choices in its accommodation facilities. Currently, the VIP treatments and wine and food experiences offered already follow **sustainability criteria** in the choice of F&B proposals. We prefer local food and wines, seasonality, some organic foods and those produced at Km 0. However, To ensure greater sustainability, these strategies must also be implemented in the coming years.

### Task:

The intention of the **Gruppo UNA** 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 staff awareness** and involvement. The group will also work with local suppliers and trusted partners to ensure sustainable product sourcing.

### Action:

To achieve the sustainability goal in the F&B sector, **Gruppo UNA** will be called upon to undertake several actions, firstly, by considering the opportunity to form a dedicated sustainability team that is responsible for planning and **implementing sustainable policies** in Food & Beverage, The aim is to identify local suppliers offering high quality and sustainable products.

This will be accompanied by training sessions for all staff, in order to raise awareness of the importance of sustainability and practices to adopt.

### Result:

The Group launched several projects against food waste. In 2023 he collaborated with the app Too Good To Go, where 14 hotels of the group have prepared **"Surprise Bags"** The project has saved 3,232 meals and avoided 8.08 tCO2.

With Banco Alimentare, **Gruppo UNA** has recovered food surpluses from banquets donating to "Bread Crumbs", distributing almost 1,700 meals, in addition, it also participated in "Tempi di Recupero Week", promoting **sustainable cuisine** and the reuse of leftovers in two hotels in Bologna.

In addition, in 2023 7 training courses were organized on sustainable topics, such as Customer Care, use and presentation of local products, menus **Engineering dedicated** to Chefs, Maître, bartender, waiters, for a total of 125 people.

Thanks to the efforts made, **Gruppo UNA** will be able to achieve significant results in promoting sustainability in the F&B sector. Sustainable food and wine choices can be successfully implemented in the accommodation facilities, offering Guests an high **quality wining and dining experience** in order to obtaining positive feedback from the Guests.

In addition, the collaboration with local suppliers will help to support the local economy and reduce the environmental impact due to transport of products.









UNAHOTELS Bologna Fiera

# ACTION

Virtuous team commitment  
and forward-looking policies  
for sustainable growth of the  
Gruppo UNA



UNAHOTELS Trastevere Roma





# Completed projects by Gruppo UNA in 2023

Below is a list of projects completed during 2023 by **Gruppo UNA**.  
On the following pages, details of the company's current and future projects.

Scope action: Action/Governance
<b>Use of technologies enabling data analytics</b>
<b>Projects or actions aimed at integrating cloud technologies in archiving</b>
<b>Promoting sustainability on social media and the Internet</b>
<b>Sustainability policy</b>
<b>Sustainability reporting</b>
<b>Carrying out activities according to specific management systems (safety management and prevention, corruption management and prevention, supplier relationship management)</b>
<b>Being a member of a trade association</b> Apply to all structures
<b>Set up internal controls</b> Apply to all structures
<b>Charter of Values and Code of Ethics</b> Apply to all structures
<b>Communicating the Code of Ethics to guests</b> Apply to all structures
<b>Gender Equality Policy</b> Apply to all structures
<b>Policy on the integration of foreign and/or disabled staff</b> Apply to all structures
<b>Policies on the management of human rights and child, forced or compulsory labour</b> Apply to all structures
<b>Identify a Sustainability Manager or Contact Person</b> Apply to all structures

**Identifying a Security Officer**

Apply to all structures

**Specific policy on working conditions (including safety)**

Apply to all structures

**MOG (Organisation, Management and Control Model)**

Apply to all structures

**QPRIZE Award 2023**

Apply to all structures



# ACTION

## Ongoing and Future Gruppo UNA Projects

### Team commitment

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

- 9A Digitization of systems
- 9B 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 progress in ESG and measure the positive impacts these activities generate on our business models.* ”

**Stefano Bolli – Head of IT Systems**



# ACTION

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

The future operational challenges facing **Gruppo UNA** in terms of sustainability revolve around two key themes:

- on the one hand, the company's culture and its ability to respond quickly to innovation in the digital landscape, to make internal procedures and **management** of the structures more efficient, keeping pace with new IT tools, while defending them against possible external threats;
- On the other hand, the aspect of the value chain and supply chain that, in terms of sustainability, The new reporting regulations will **increasingly** make it a subject to be monitored for the development of company policies in the coming years.

In terms of digital transformation, **Gruppo UNA** is internally developing solutions to support its systems, which increasingly digitize operations, starting from the check-in, The Commission has also adopted a number of **measures to improve the quality** of the information society and to make it more accessible to the public. At the same time, there is a problem of updating systems from the point of view of information security.

For further information, please consult the following link:

[Link: Data Protection Policy](#)

In order to achieve these two macro objectives, **Gruppo UNA** has defined a series of projects that will enable the Company to start the relevant development processes:

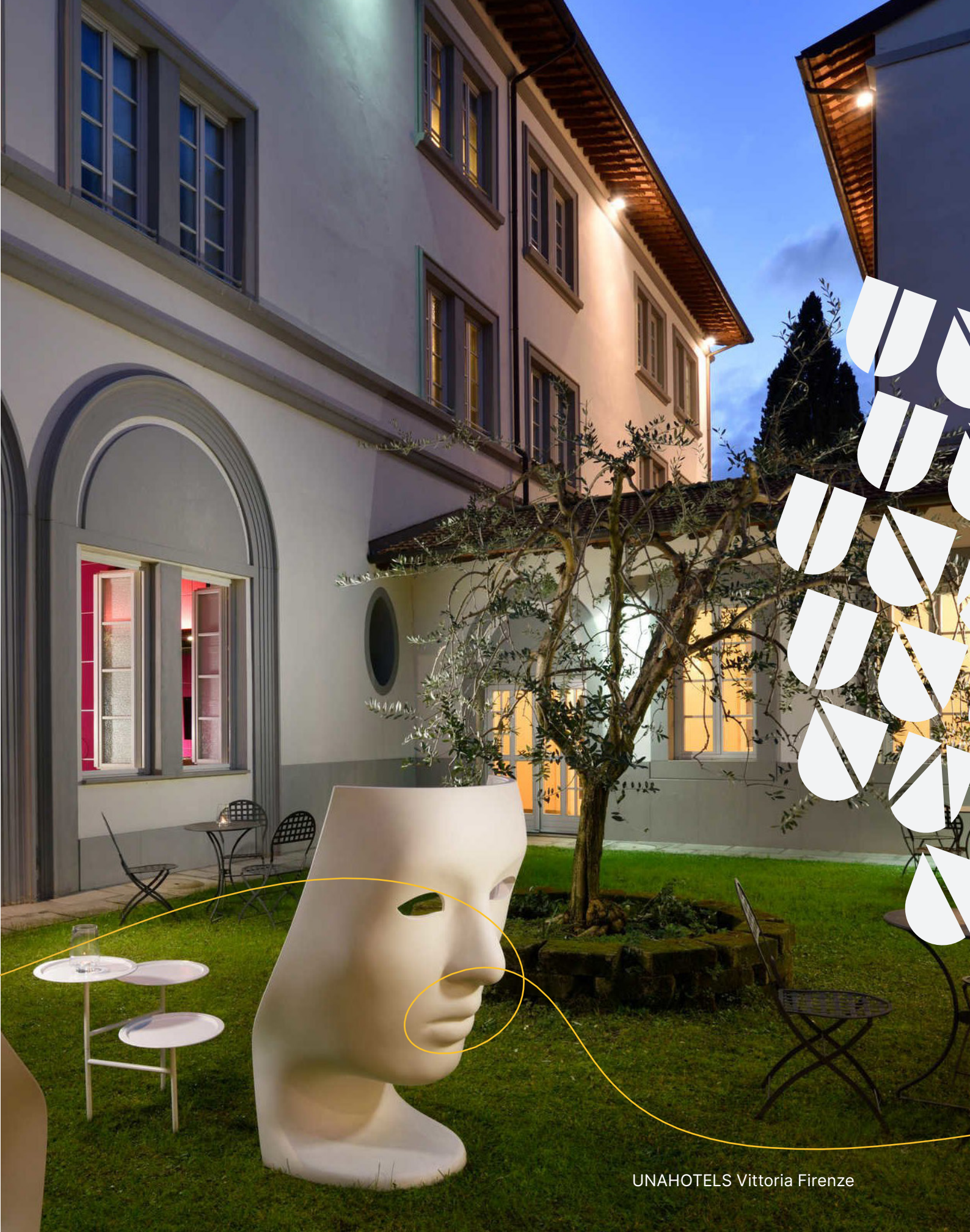
**Project 9 - Corporate culture, innovation and management:**

- 9A Digitization of systems
- 9B 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 determined to keep up with the rapid technological developments in the hotel sector and continues to invest in research and implementation of **innovative solutions**.

To pursue this strategic objective, **Gruppo UNA** is undertaking a process of constant improvement of its structures and research solutions increasingly advanced from the technological point of view to support its services.

The management has launched several projects aimed at **implementing increasingly** integrated IT systems in order to streamline the processes of managing guests and staff. In particular, the digital transformation is structured as follows:

- 9A Digitization of systems
- 9B Development of management tools

The approach strategy to cyber security is based on three different complementary fronts:

- Governance and Processes;
- Technologies;
- Training (Awareness).


In the context of Governance, **Gruppo UNA** refers to the Information Security Policy issued by the head of the Unipol Group which defines, according to the ISO 27001 standard, The Policy Guidelines on Cyber Security.

**Gruppo UNA** adopts physical, logical and procedural security measures to guarantee the information. The European Commission has published a report on the Fifth Framework Programme for Research and Development.

Cyber **Awareness initiatives** are regularly implemented for the staff at the hotel and colleagues working in the hotel, aimed at mitigating the cyber risk related to the human factor.



Below are the impacts of projects measured through the International Sustainability **Benchmarks**.

	GRI	SDGs	Activity	Activity status to 2023	Project progress details	Reference page
<b>Innovation</b>	<b>GRI 2-25</b> Processes to remediate negative impacts		Use of technologies enabling data analytics	●		154
			Projects or actions aimed at the integration of cloud technologies in the archiving phase	●		154
			Digital concierge (stand alone or in web app), with potential ancillary services	●	Awaiting start-up	167
			Digital signature	●		167
			Automation of accommodation service management - Accommodation 4.0	●		169
			Tool for quality-operational checks on internal procedures	●	Awaiting start-up	169

● Completed   ● Work in progress   ● To evaluate





# 9A



# Digitization of systems

## PROJECT 9A

### Situation:

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

### Task:

The main task of the Group 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 **interactions and simplify** the booking and check-in process.

### Action:

To achieve this goal, **Gruppo UNA** has started by identifying the needs of Guests and key features required for the digital concierge, The aim of this study is to identify the **best available technological solutions** on the market.

### Result:

The implementation of the digital concierge will allow customers to access a wide 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 the Guest experience more personalized and convenient, saving them time and effort.

# 9B





# Development of management tools

## PROJECT 9B

### Situation:

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

### Task:

The main objective of the Housing 4.0 project is to save time, working hours and resources in front-office operations and night staff. Automation should **simplify the processes** of Guest registration, booking management and room allocation. In addition, it is necessary to automate mandatory requirements, such as the registration of Guest data in accordance with GDPR and the Security Decree.

### Action:

To achieve these objectives, **Gruppo UNA** has invested in the research and development of a state-of-the-art automation system. Specialized teams were trained for software development and system implementation. **Detailed analyses of existing processes** were conducted to identify areas that required automation. Based on these analyses, the system specifications have been defined and the necessary functionalities are being developed.

### Result:

Thanks to the development of the system **Alloggiati 4.0**, the Group counts on making the registration of Guests a faster and more efficient process, Reducing waiting times and improving their overall experience. This **simplifies the management** of reservations and room allocation, allowing for an optimization of resources and a greater ability to meet customer demands.

Automation will enable regulatory requirements to be met more accurately and efficiently. The registration of Guests' data will be automated according to the rules of GDPR and the Security Decree, guaranteeing the security and privacy of information.



# Supply relationships

## PROJECT 10

**1.045**

Companies with which the Gruppo UNA trades

**€89mIn**

disbursed to suppliers

**98%**

of expenditure on supplies in Italy

**89%**

of expenditure covered by contracts that include the Supplier Code of Conduct

**100%**

Suppliers signing the Code of Ethics

**35**

Suppliers involved in the analysis of the value chain in 2024

**7%**

Green' suppliers - "Green" suppliers are those companies in the Gruppo UNA supply chain that hold national and international ESG certifications

The **Gruppo UNA's** relationships with its suppliers are based on communication and transparency, in order to promote the development of innovative and sustainable solutions.

These collaborations also constitute the way to respect the Sustainable Development Goals set by the Group for the creation of decent work and economic growth (SDG 8) The EU's Sustainable Food and Agriculture Strategy (SDG 12) is a key element in the European Union's policy on food safety. The system of supplies and sub-supplies is a field of significant importance for the direct and indirect impacts that **Gruppo UNA** can generate in society. For this reason, the objective of the Company's Procurement is to ensure a sustainable and ethical supply chain and adopt responsible practices in the selection of raw materials and The Commission has also taken a number of initiatives to improve the quality of the resources used.

With the aim of promoting economic development that is sensitive to environmental protection and respect for human rights, in managing relations with suppliers and purchasing policies, **Gruppo UNA**, in accordance with the guidelines of the Unipol Group, adopts uniform processes and purchasing logics, so as to align sourcing activities, Regulatory supervision, qualification and monitoring of suppliers from all companies, the principles of transparency and fairness enshrined in the Code of Ethics and the criteria of responsibility in the ESG area shared by the Group.

The consistency of purchases with respect to the consolidated guidelines in the policies and in the internal reference legislation is ensured by the supervision carried out by the Purchasing and General Services Function of **Gruppo UNA**. The "Vendor Management" system is the basis for conducting fair and competitive negotiations, It allows for continuous and timely monitoring of all the positions considered, helping to make the control and due diligence more effective.

The main purchases of goods and services are:

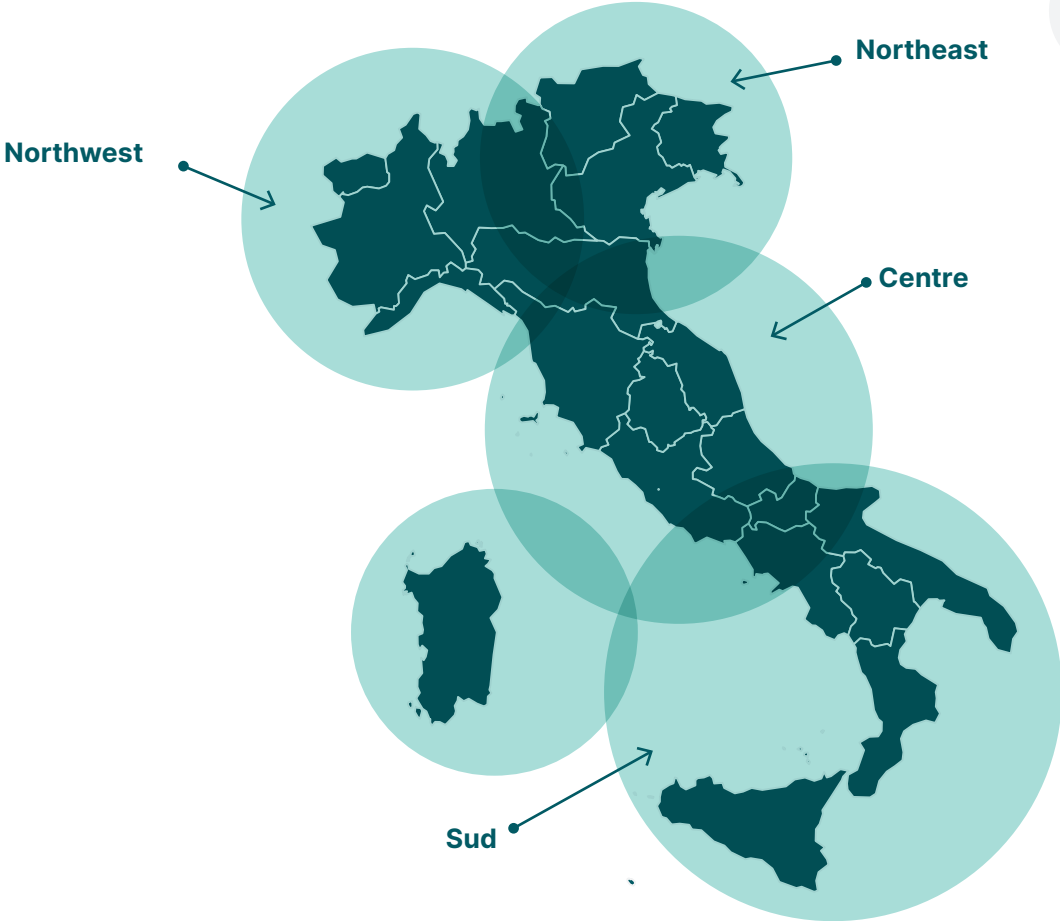
- Food & drink;
- Cleaning and Laundry;
- Supplies for guests;
- Guest supplies;
- indirect goods and services, such as: utilities and operations, communication and marketing, financial services, IT goods and services, building and facilities management, procurement services, consultancy and legal.

As of 31 December 2023, **Gruppo UNA** has had trade with more than 1,000 companies, for a total expenditure of 89 million euros delivered to 98% in Italy. Suppliers are large international groups, SMEs, micro-enterprises and social enterprises (cooperatives, associations).

Among the product categories, in addition to typical purchases of the hotel business (equal to 46% of Total), have a significant impact both in terms of numbers and expenditure on various services.



Even with a limited number, the category Information Utilities and Operation represents 12% of the disbursed, given the centrality of facilities and infrastructure in the performance of hotel activities.



Geographical breakdown of suppliers	Amount	%
Northwest	42,448 Mln €	48%
Northeast	27,150 Mln €	30%
Centre	14,007 Mln €	16%
Sud	3,736 Mln €	4%
Abroad	1,795 Mln €	2%
<b>Overall total</b>	<b>89,136 Mln €</b>	<b>100%</b>



Category	Amount	%
<b>Typical business categories Gruppo UNA</b>	40,660 Mln €	45,6%
Housekeeping	18,297 Mln €	20,5%
Laundry Services	5,286 Mln €	5,9%
Gest Supplies	8,132 Mln €	9,1%
Food & Beverage	8,945 Mln €	10,0%
<b>Furniture, Equipment</b>	1,722 Mln €	1,9%
<b>Consulting</b>	4,996 Mln €	5,6%
<b>Property Management</b>	9,065 Mln €	10,2%
<b>Information Technology</b>	3,132Mln €	3,5%
<b>Mktg, advertising, sponsoring</b>	2,134 Mln €	2,4%
<b>Various services</b>	16,386 Mln €	18,4%
<b>Printers and cutlery</b>	0,216 Mln €	0,2%
<b>Utilities and operation</b>	10,823 Mln €	12,1%
<b>Overall total</b>	<b>89,134 Mln €</b>	<b>100%</b>

Category		%
<b>Typical business categories Gruppo UNA</b>	324	31,0%
<b>Furniture, Equipment</b>	143	13,7%
<b>Consulting</b>	90	8,6%
<b>Property Management</b>	17	1,6%
<b>Information Technology</b>	48	4,6%
<b>Mktg, advertising, sponsoring</b>	43	4,1%
<b>Various services</b>	339	32,4%
<b>Printers and cutlery</b>	8	0,8%
<b>Utilities and operation</b>	33	3,2%
<b>Overall total</b>	<b>1.045</b>	<b>100%</b>

## The management of the supply chain

**Gruppo UNIPOL** has adopted internal regulations that provide policies and guidelines, as well as specific operational procedures, to manage ESG risks and impacts along the supply chain. The topics of responsible procurement are included in the **“Policy on outsourcing and supplier selection”** which states that suppliers of goods and services, be evaluated, within the scope of selection criteria, also through the requirements of correct and responsible management towards stakeholders. The principles of transparency and fairness are expressed in the Code of Ethics of the **Gruppo UNIPOL**, which suppliers consult when registering for the **“Vendor Management”** system and which subsequently in the event of **conclusion of the contract**, they undertake to comply. The **“Vendor Management”** is the tool through which suppliers are registered, selected and monitored, with an integrated approach that takes into account economic-financial and technical-organizational information to ensure **regulatory compliance**, as well as insights on how to address ESG issues and sustainability.

During the qualification phase, suppliers must read the Code of Ethics, the Model of Organization, Management and Control ex D.lgs 231/2001, **Purchasing process and behavioral** rules to be followed by the suppliers of the Group, Charter of Values and Code of Conduct for Suppliers. In this way, the suppliers undertake to comply with the anti-corruption measures adopted, the regulations on occupational safety, the laws in force and the **National Labour Contracts**, to combat any form of discrimination and ensure that the Group is properly protected in matters relating to outsourcing activities to external staff/companies.

Suppliers are always in the qualification phase, as well as information to guarantee legal compliance, financial solvency and qualitative performance, They must provide elements of their commitment to sustainability; this allows the **Group to understand** the level of attention and compliance with socio-related. The European Commission has recently published a report on the impact of EU environmental legislation on suppliers.

The aspects detected, related to possession of environmental certifications, measurement of pollutant emissions, Implementation of company policies against discrimination and for the **inclusion** of diversity, management of health and safety of workers and reconciliation of working/life time, compliance with the legality rating where applicable, contribute to the overall profiling of the supplier which, once qualified in the Group Suppliers Register, may be invited to acquisition events.

In order to ensure compliance with the principles contained in the **Code of Ethics and the Code of Conduct**<sup>6</sup> special clauses providing for the adoption of all appropriate measures to

<sup>6</sup> Adopted in late 2018 and updated during 2023, the CoC is inspired by the principles of the United Nations Global Compact and ISO2040047 on responsible procurement. The latter is an ISO standard that provides guidance to organisations, regardless of their activity or size, on integrating sustainability into procurement.

prevent significant conduct pursuant to Act 231/2001, the legislation on anti-money laundering and combating corruption, and the submission, on request, of documentation demonstrating **compliance with and maintenance** of the socio-environmental obligations (including by any sub-contractors if applicable). The contractual clauses require the supplier to pay employees a salary, remuneration, regulatory, social security, insurance and accident prevention precautions not less than those provided for in applicable laws, regulations or collective agreements, and to operate in a manner fully consistent with the legislative provisions on environment, ecology and waste management by committing itself, where **required**, also to document such compliance at all times.

During 2023 the CdCF was updated and among the main innovations is the strengthening of the presidio of commitments and accessibility of the Group through the inclusion between the channels of Reporting of any violations consistent with it also the whistleblowing procedure. **The Code outlines** what the Group expects from suppliers in terms of human and workers' rights protection (including the elimination of child labour), **environmental protection** and the fight against corruption and provides - among other aspects - the right for Unipol to check the processes and structures of the supplier in order to verify their compliance, and to implement sanctions mechanisms if it persists in its non-compliance with the CdCF.

Suppliers, with the exception of public authorities, are required to sign the CdCF upon signature or renewal of the contract. The scope of application of the CdCF includes all goods and services purchased by the Group companies operating in Italy, including those instrumental to the performance of their business activities, regardless of the method of purchase.

By the end of 2023, contracts that include the **Supplier Code of Conduct** cover 89% of total procurement spending. To effectively manage the sustainability risks associated with procurement, the supply chain is mapped of ESG risks and potential impacts and their active components, It is regularly updated to assess its exposure by industry, geographical area, third party size and expenditure levels. ESG risks have been identified based on the principles of the **United Nations Global Compact** (Labour Management and Human Rights, Anti-corruption and Environment) and shall be assessed for each product category, taking into account its exposure and the level of internal security currently applied. This mapping has allowed the identification of sub-categories of products that present a higher risk in terms of ESG30 for the Group.

New regulations, in the field of sustainability, are increasingly attracting the attention of companies, The impact and therefore their relationships within the value chain and supply chain. **Gruppo UNA** has taken steps to extend its impact analysis beyond the company's scope, by starting a path that will lead the Company to involve also stakeholders from direct and indirect business relationships in its value chain, upstream and downstream of the organisation itself.

Suppliers for responsible procurement (or "CdCF"), in standard contracts are included The involvement, already partly initiated, will not only aim to monitor the maturity of its value chain

from an ESG point of view, The aim will be to share policies and strategies to reduce sustainability impacts and introduce where necessary, additional safeguards and guarantees with respect to staff.

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

- Scope 3 greenhouse gas (GHG) emissions;
- Absorption and storage of GHG from its operations and the upstream and downstream value chain in carbon credit-financed impact mitigation projects (CO2 offset);
- Impacts (negative and positive) on workers involved in a company’s value chain (including the subject of child labour, forced or compulsory labour);
- Policies for workers in the value chain;
- Business processes, especially to remedy any negative impacts, and channels for dialogue and listening;
- Actions related to significant impacts and to mitigate business risks;
- Business objectives for managing impacts and risks.

The main projects to implement the approach described are:

- 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 projects measured through the International Sustainability Benchmarks.

	GRI	SDGs	Activity	Activity status to 2023	Project progress details	Reference page
<b>Supply relationships and value chain</b>	<b>GRI 2-25</b> Processes to remediate negative impacts		Supply chain tracking	●		179
			Sharing sustainability goals with suppliers	●		183
			Identification of new supplier selection criteria	●		185
	<b>GRI 2-29</b> Stakeholder Engagement Approach					

● Completed   ● Work in progress   ● To evaluate

Further information on this subject can be found at:

[Link: Supplier Code of Conduct](#)

# 10A





# Supply chain tracing and value chain analysis

## PROJECT 10A

### Situation:

In order to incorporate the new reporting parameters on the impacts of the upstream and downstream value chains of the organization, **Gruppo UNA**, during 2023, continued, in coordination with the **Unipol Group**, the three-year plan of activities for verifying the reliability of suppliers. The intervention plan that includes systematic and periodic checks of the supplier organisations deemed strategic or exposed to potential risk, also includes suppliers and partners of the **Gruppo UNA**.

In particular, targeted verification actions have been conducted that analyse the adequacy and compliance of suppliers in the following areas of analysis (hereinafter referred to as «verticals»):

- Privacy risks;
- Risks 231/01;
- Sustainability risks;
- ICT risks from cloud service providers;
- Energy Crisis.

### Task:

This activity will allow **Gruppo UNA** to verify the extent to which its suppliers are aligned with commitments defined by international parameters, both as regards environmental objectives, The European Commission has recently published a report on the situation in the United States. The information that **Gruppo UNA** will obtain from this monitoring activity, will be a fundamental part of the integration of its Sustainability Report, according to regulatory compliance, but above all they will become an important topic of engagement and strategy to define the future priorities of the Company and its value chain stakeholders.

### Action:

For the **Gruppo UNA**, audits were carried out in 2023 on 30 suppliers, representing 19% of 2022 expenditure, selected on the basis of an assessment of potential risks related to the area of operations or characteristics of the organisation.

For each of the reference verticals identified and mentioned above, specific supplier classification criteria have been identified, In order to carry out audits according to a risk-based approach and to respect the specific complexities that suppliers have.

In general, we have provided for the transmission of one or more self-assessment checklists depending on the supplier's membership to the different reference verticals, requesting to attach

where applicable, documentary evidence supporting the responses provided. The evaluations carried out during the analysis, where appropriate and necessary, were supplemented by interviews with the referents of the supplying companies.

With reference to the vertical Sustainability, the suppliers to be included were selected with a focus on the potentially most critical areas of supply in terms of ESG risks and potential negative impacts, such as real estate projects, building maintenance, structure and logistics services, utilities and operation, Furniture, equipment and signs.

Of the 18 providers examined for ESG risks, 22% were found to have a high risk profile; this significant figure is partly inherent in the same risk-based selection criteria. The Commission has decided not to take any action to remedy this situation in respect of suppliers, but to suggest 70 improvement actions defined on the basis of the nature and operation of the analyzed suppliers, of which 47% is related to the theme "Environment", 25% for the Social area and 28% for Governance. A monitoring route of the related implementation will be launched in 2024.

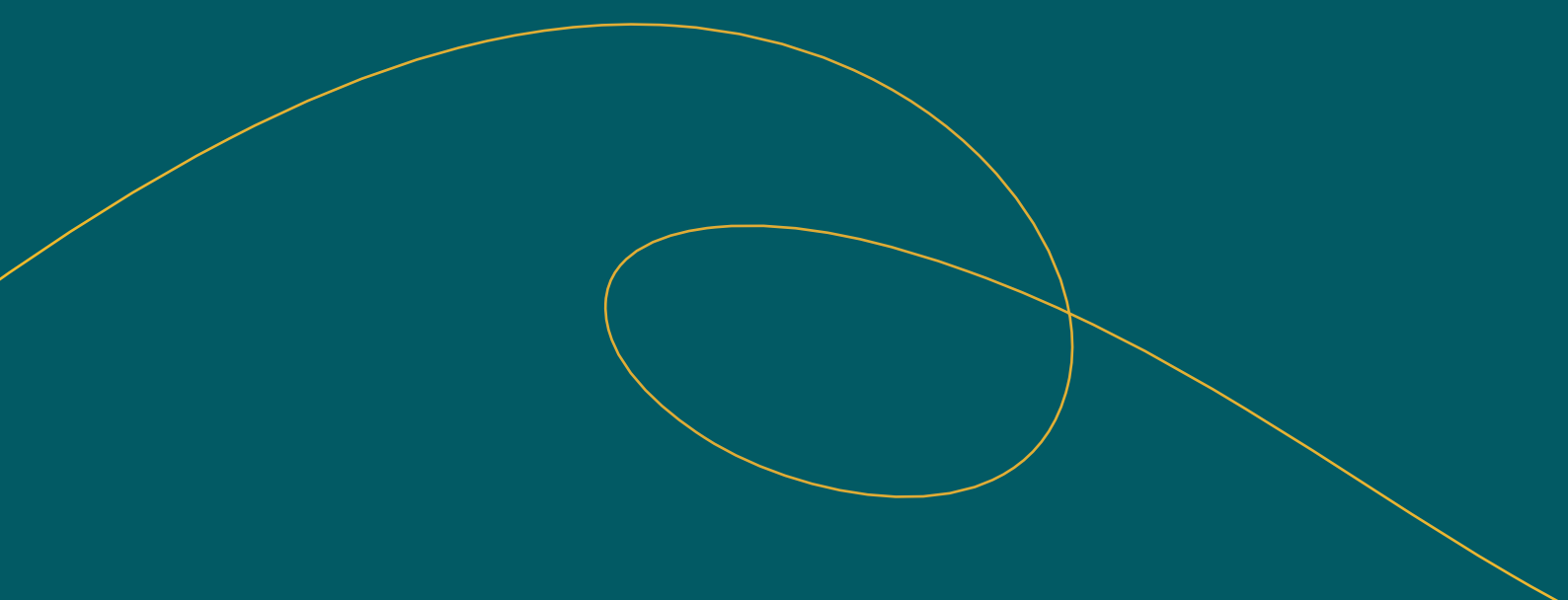
**Result:**

By 2024, **Gruppo UNA** aims to map 20% of its supply chain, increasing the target to 50% by 2025 and 80% by 2026. Monitoring of ESG impacts will provide **Gruppo UNA** with crucial information to assess supplier performance and ensure effective integration of sustainability policies into own Report. This will allow future priorities to be established and stakeholders to be involved in the definition of business 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, UNA Group has committed to share the sustainability goals with its suppliers.

### Task:

**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 about the importance of sustainability and encourage them to adopt eco-friendly practices.

### Action:

The company has developed a detailed programme to involve suppliers in its sustainability initiative. First, it is producing a formal document outlining the sustainability goals of **Gruppo UNA** and expectations from suppliers. This document will then be shared with all suppliers and, through meetings and surveys, will be supplemented by specific actions and priorities deemed essential by both parties.

### Result:

The expected result of **Gruppo UNA** is to meet a strong commitment to sustainability also from its suppliers, The European Commission, DG XIII, has launched a series of concrete actions to reduce the environmental impact of activities and monitor their social impacts.





# 10C

# Identification of new selection criteria

## PROJECT 10C

### Situation:

**Gruppo UNA** believes it is essential to consider the 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.

### Task:

The Group has **identified selection criteria** for suppliers that reflect ESG impacts and consequently developed a clear and consistent strategy to evaluate potential suppliers and ensure that they are aligned with the ESG objectives of **Gruppo UNA**.

### Action:

With specific reference to the role of ESG criteria in the supplier selection process, as well as the acquisition of ESG information at the qualification stage, **Gruppo UNA** is committed to prioritising systems that do not generate negative impacts on the environment, even in supply choices.

The purchasing structures of **Gruppo UNA** are committed to taking into account sustainability aspects in selecting the characteristics of goods and services purchased, including The European Commission has already published a report on this subject.

With regard to the specific Green purchases, a wide range of product categories are involved in support:

- Reduction of greenhouse gas emissions: purchase of electricity from a source renewable with guarantees of origin, long-term rental of hybrid/plug-in or fully electric company cars for the company fleet, purchase of e-bikes for the upgrading of the bicycle fleet made available to customers to promote sustainable mobility;
- the development of the circular economy and the reduction in raw material consumption: purchase of recycled or remanufactured goods (recycled paper certified to Blue Angel and EU Ecolabel ecological standards, remanufactured printer cartridges and/or for which a waste cartridge collection service is provided), rental of devices that include an intelligent print management solution (standard setting of white/black and double-sided prints plus cancellation of prints not picked up at the end of the day) to reduce paper use (and waste).

For each of the areas where improvements are needed to integrate ESG requirements into supplier ratings, A set of selection criteria based on ESG impacts is being studied.

These criteria include:

Supplier selection criteria: ethical, responsible and sustainable

- a) assessment of environmental practices, waste management and energy efficiency;
- b) transparency in corporate governance;
- c) attention to environmental sustainability;
- (d) Human resource management;
- e) Social responsibility;
- f) transparency along the supply chain;
- g) respect for human rights (e.g. hours of work, working conditions, wages and training);
- h) compliance with ESG parameters of **Gruppo UNA**.

**Gruppo UNA** assesses and monitors, including through dedicated consultants and audits, the effectiveness and progress of ESG actions undertaken by suppliers.

#### **Result:**

In total, purchases of goods and services that follow sustainability criteria and/or the development of the circular economy and the reduction of raw material consumption represent 37% of Total volumes of goods and services purchases by the **Gruppo UNA** in 2023 for a total amount of over 32 million euros.

The Group also supports through its purchasing choices responsible forest management, protection of biodiversity, The integrity of ecosystems and safeguarding long-term benefits for forest communities through the purchase of FSC certified consumable material.

Thanks to these actions and other planned initiatives, **Gruppo UNA** will be able to integrate ESG criteria in the selection of suppliers, to identify those demonstrating a concrete commitment to sustainability and social responsibility, thus contributing to the Company's ESG objectives.

The integration of ESG criteria in the selection of suppliers will help to reduce the environmental and social impact of the supply chain of the Group.









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