

Duetorrihotels'  
Path to  
Sustainability



DUETORRIHOTELS

PERFETTO, ITALIANO.

[WWW.DUETORRIHOTELS.COM](http://WWW.DUETORRIHOTELS.COM)



# Our Commitment

Preserving places of value means caring for them each day with respect, foresight and responsibility. This awareness has given rise to Duetorrihotels' sustainability journey: a path developed over time, rooted in the history of its buildings and oriented towards a vision of hospitality capable of generating lasting value for people, territories and future generations. In a world undergoing profound environmental, social and economic change, the Group has chosen to play an active role, embedding sustainability within its strategic vision and the daily management of its facilities. This is not a response to a trend, but a natural extension of an identity shaped by working in places that safeguard centuries of history and heritage. Alignment with the international standard of the Global Sustainable Tourism Council (GSTC) is a fundamental step in this journey, demonstrating a tangible commitment to a recognised, transparent and verifiable management system capable of ensuring quality, consistency and continuous improvement. This document outlines the journey of Duetorrihotels: the choices made, the actions implemented and the vision guiding the Group's future development.



## The Duetorrihotels Group

Duetorrihotels is an Italian hotel group operating in locations of exceptional historical, cultural and scenic significance. Its properties are housed in period buildings and landmark structures within the cities that host them, becoming an integral part of the urban fabric and historical context. Each hotel tells its own story, offering a harmonious balance between tradition and modernity; between contemporary comfort and local identity. Hospitality founded on excellence, authenticity and meticulous attention to detail, translated into a distinctive experience. This profound connection with the local area makes the adoption of a responsible management model — one that's attentive to environmental and social impacts, and capable of engaging with communities and enhancing local resources — a natural choice. The path towards GSTC certification stems from the desire to give structure and coherence to a commitment already present within the Group's individual entities, transforming it into a shared and integrated management system. Sustainability thus becomes an integral part of strategic and operational decision-making, from the initial assessment of the requirements to the review of the operating practices, the establishment of common policies and staff training.



# Duetorrihotels Path to Sustainability

## \* Governance and responsible management

Sustainability at Duetorrihotels is grounded in the principles of ethics, transparency and accountability. The Group has established a governance system designed to ensure alignment between its stated values and everyday practices. The Code of Ethics, company policies and operating procedures define behaviours, roles and responsibilities, while key figures - at both the central and individual facility level - coordinate sustainability-related activities. Ongoing dialogue with employees, suppliers, partners and guests serves as an essential instrument for listening and improvement, enabling the system to evolve dynamically and collaboratively over time.

## \* People at the center

People are the beating heart of the Duetorrihotels experience. The Group regards the well-being, growth and development of its employees as fundamental to ensuring quality, continuity and reliability. This focus is reflected in policies geared towards safety, equal opportunities, job stability and professional development. An inclusive, stimulating and respectful working environment nurtures a sense of belonging and reinforces a shared corporate culture, in which each individual helps shape the Group's identity.

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## \* — The link with the territory and the local economy

Duetorrihotels operates in close connection with the territories in which it is present, recognising the strategic importance of relationships with the local economic, social and cultural fabric. The decision to favour local suppliers and partners supports short supply chains and promotes distinctive regional products. Partnerships with training bodies, associations and institutions helps promote skills development and shared growth. In this way, the hotel business becomes a vehicle for dialogue and development, capable of generating benefits that extend beyond the hospitality experience.

## \* Protection and promotion of local culture

Operating in settings of significant historical and artistic value entails a responsibility to safeguard their identity. Duetorrihotels places particular emphasis on the protection and promotion of local culture. Support for cultural initiatives, events and artistic projects contributes to heritage preservation, while the facilities foster cultural exchange between guests and the community. The culinary offerings and curated experiences showcase the local area through its flavours, traditions and expertise, transforming each stay into an authentic journey.

## \* Environmental responsibility and climate commitment

Environmental protection is a central pillar of the Duetorrihotels vision. The Group works to progressively reduce the impact of its activities, integrating responsible choices into its daily management. Significant attention is devoted to sustainable catering, the selection of raw materials from local suppliers and the management of materials, favouring reusable and low-impact solutions. Textiles are handled by specialised operators using energy-efficient equipment. Cotton bags and, in certain facilities, wheat-fibre bags are used for laundry, while disposable slippers made exclusively from natural materials such as cotton and jute are provided in guest rooms. In recent years, the Group has initiated a structured process to reduce single-use plastic, replacing it with sustainable alternatives: bamboo and steel pens, recycled paper packaging and dispensers for bathroom products. The selection of cleaning and sanitising products also adheres to criteria of biodegradability and recyclability, contributing to the reduction of the environmental impact of daily operations. Duetorrihotels also promotes more sustainable mobility by encouraging the use of public transport, bicycles and electric vehicles.

## \* Responsible management of natural resources

The efficient use of energy, water and materials is among the Group's primary objectives. In the field of energy, Duetorrihotels invests in system efficiency and the use of renewable energy sources. In terms of water management, solutions are implemented to minimise waste. Waste management is oriented towards reduction, recycling and recovery. At the same time, the Group works to limit greenhouse gas emissions through process optimisation and reduced consumption.

## \* Improvement goals and future vision

Duetorrihotels' sustainability journey is founded on the principle of continuous improvement.

Future priorities include:

- strengthening the use of renewable energy sources;
- reducing environmental impact through lower consumption;
- expanding local partnerships;
- consolidating training programmes.

These goals are defined in a clear, measurable and shared manner, in alignment with the GSTC criteria. For Duetorrihotels, the path to certification is not merely a goal, but a process of cultural, organisational and professional growth. Sustainability is regarded as an opportunity to enhance the guest experience, strengthen ties with the local area and contribute to the protection of the environment and communities.

# Path to Sustainability

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GRAND HOTEL MAJESTIC  
GIÀ BAGLIONI BOLOGNA ★★★★★



GRAND HOTEL MAJESTIC  
GIÀ BAGLIONI BOLOGNA ★★★★★

## History, Art and Elegance

In the heart of Bologna's historic centre, opposite St Peter's Cathedral, stands the **Grand Hotel Majestic "già Baglioni"**, the city's only **5-star luxury hotel** and a member of the prestigious international network of **The Leading Hotels of the World**.

For over 110 years, the Majestic has represented a benchmark in high-level hospitality, welcoming artists, royalty, heads of state, Nobel Prize winners and leading figures from the worlds of culture and entertainment. An iconic setting where historic prestige is combined with impeccable service.

The hotel occupies an elegant 18th-century building, originally an archiepiscopal seminary, converted into a hotel in 1912. After a period of closure, the hotel reopened in 1987 following extensive restoration works that returned it to its original splendour.

Inside, the Majestic houses several authentic artistic and archaeological treasures: **period marble, frescoes by the Carracci brothers in the renowned Camerino d'Europa and remains of the Via Flaminia Militare Roman road**. This heritage transforms the hotel into a true "hotel museum", where art, history and contemporary comfort coexist harmoniously across its 106 rooms and public areas.

The Grand Hotel Majestic maintains a deep connection with the city of Bologna, a crossroads of art, culture and commerce and the beating heart of the Food and Motor Valley. Renowned for its UNESCO-listed porticoes, the oldest university in Europe, the Two Towers, the Fountain of Neptune and the ancient Quadrilatero market, Bologna is known as "la Dotta" (the Learned), "la Grassa" (the Fat) and "la Rossa" (the Red). It is also recognised as a UNESCO Creative City of Music.

In 2022, the Majestic celebrated 110 years of business, further consolidating its image as a symbol of Italian elegance, tradition and hospitality appreciated by an international clientele.





GRAND HOTEL MAJESTIC  
GIÀ BAGLIONI BOLOGNA ★★★★★

2025

\* COLLABORATORS

97% Local employees  
live within 50 km

88 Collaborators, including:

53 Men

35 Women

\* SUPPLIERS

56,38% Local suppliers out of total  
within 90 km

\* MONITORING

797.131 kwh energy

77.455 smc gas

17.427 mc water

353,24 tCO2eq emissions

78,4% separated waste as  
a percentage of total waste  
monitoring Aug-Dec 2025

# Path to Sustainability

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DUE TORRI HOTEL

VERONA

★★★★★



DUE TORRI HOTEL

VERONA

★★★★★

## In the center of Verona, the heart of hospitality with ancient origins

In the heart of Verona's historic centre, adjacent to the Church of Sant'Anastasia and within walking distance of the Arena and Juliet's House, stands the Due Torri Hotel, a historic 5-star luxury hotel and a symbol of excellence in Italian hospitality.

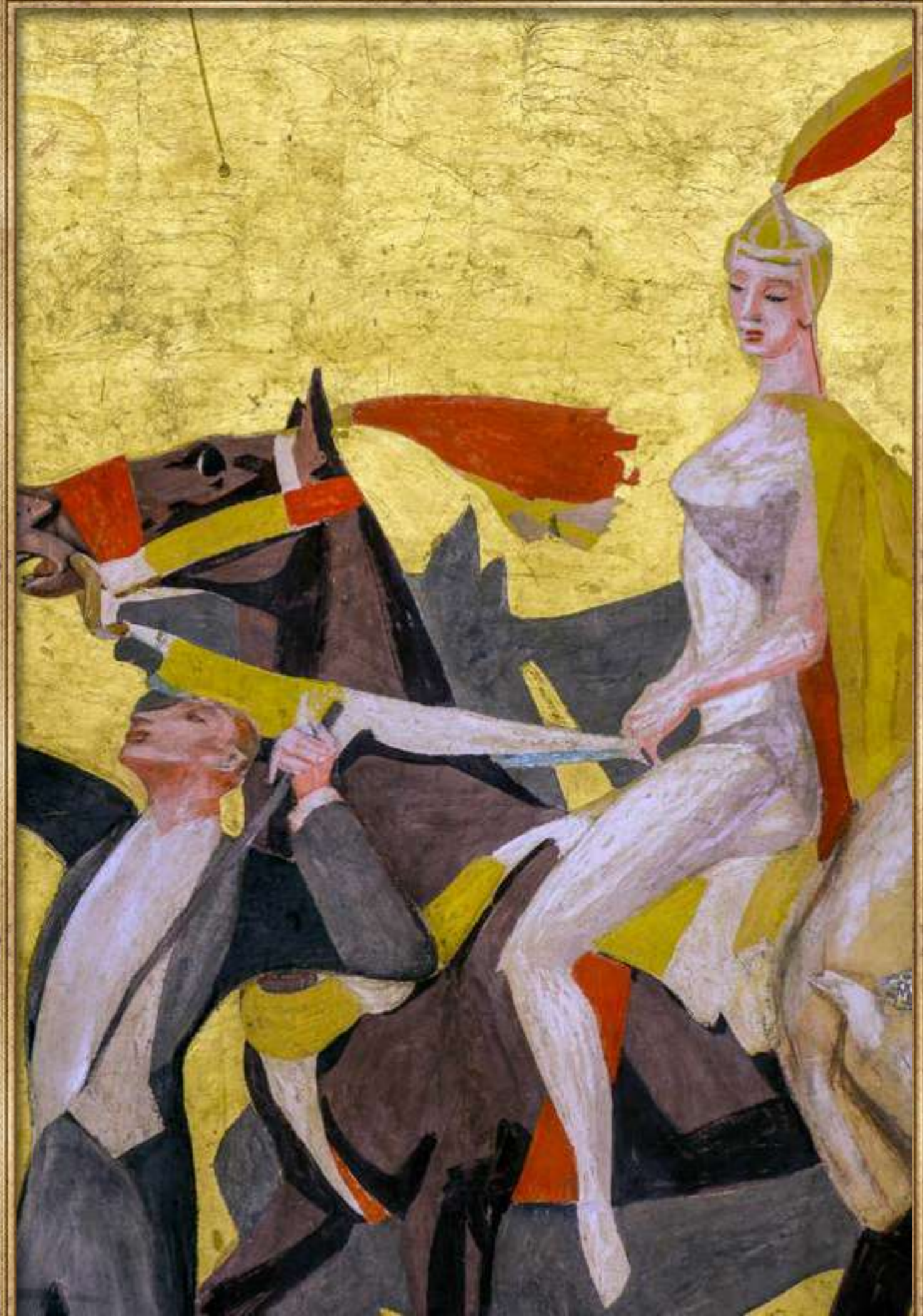
Housed within the ancient Palazzo dell'Aquila, dating back to the 14th century, the hotel embodies a perfect balance between historical heritage, period furnishings and high-level services. A place that preserves the history of the city and interprets its spirit, playing a leading role in Veronese cultural life.

Over the centuries, the palace has welcomed illustrious figures and hosted significant events. Since 1959, it has once again operated as a luxury hotel, establishing itself as a reference point for an international clientele attentive to history, art and authenticity.

The Due Torri preserves a distinctive artistic heritage, notably the celebrated **Arena Casarini**, a small circular theatre frescoed by the artist **Pino Casarini**, a 20th-century master and set designer for the opera seasons at the Arena di Verona. Other frescoes within the hotel are also dedicated to him, including the Torneo dei Cavalieri di Brandeburgo (Tournament of the Knights of Brandenburg), as well as the annual award created in collaboration with ArtVerona. The breakfast room also features frescoes from 1958 depicting iconic views of the city, transforming your morning meal into an immersive experience in the history of Verona.

The breakfast room is likewise adorned with frescoes from 1958 depicting iconic views of the city, transforming the morning meal into an immersive journey through Verona's history. The hotel continually strengthens its ties with the local area: it offers exclusive packages linked to opera performances at the Arena and has proudly sponsored the city's "67 Colonne" cultural project since 2024.

A member of prestigious international networks – including **The Leading Hotels of the World, Virtuoso, Serandipians, Signature and American Express Hotel Collection** – the Due Torri Hotel features panoramic restaurants and a modern wellness area designed according to energy-saving principles, and collaborates with Starpool to adopt innovative consumption monitoring technologies.





DUE TORRI HOTEL

VERONA

★★★★★

2025

\* COLLABORATORS

100 % Local employees

78 Collaborators, including:

34 Men

44 Women

\* SUPPLIERS

68,96 % Local suppliers out of total within 90 km

\* MONITORING

703.178 kwh energy

70.328 smc gas

9.711 mc water partially estimated

273,61 tCO2eq emissions

71,2 % separated waste as a percentage of total waste monitoring Nov 25 - Feb 26

# Path to Sustainability

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HOTEL BERNINI PALACE

FIRENZE

★★★★★



## A Journey Through History in Florence

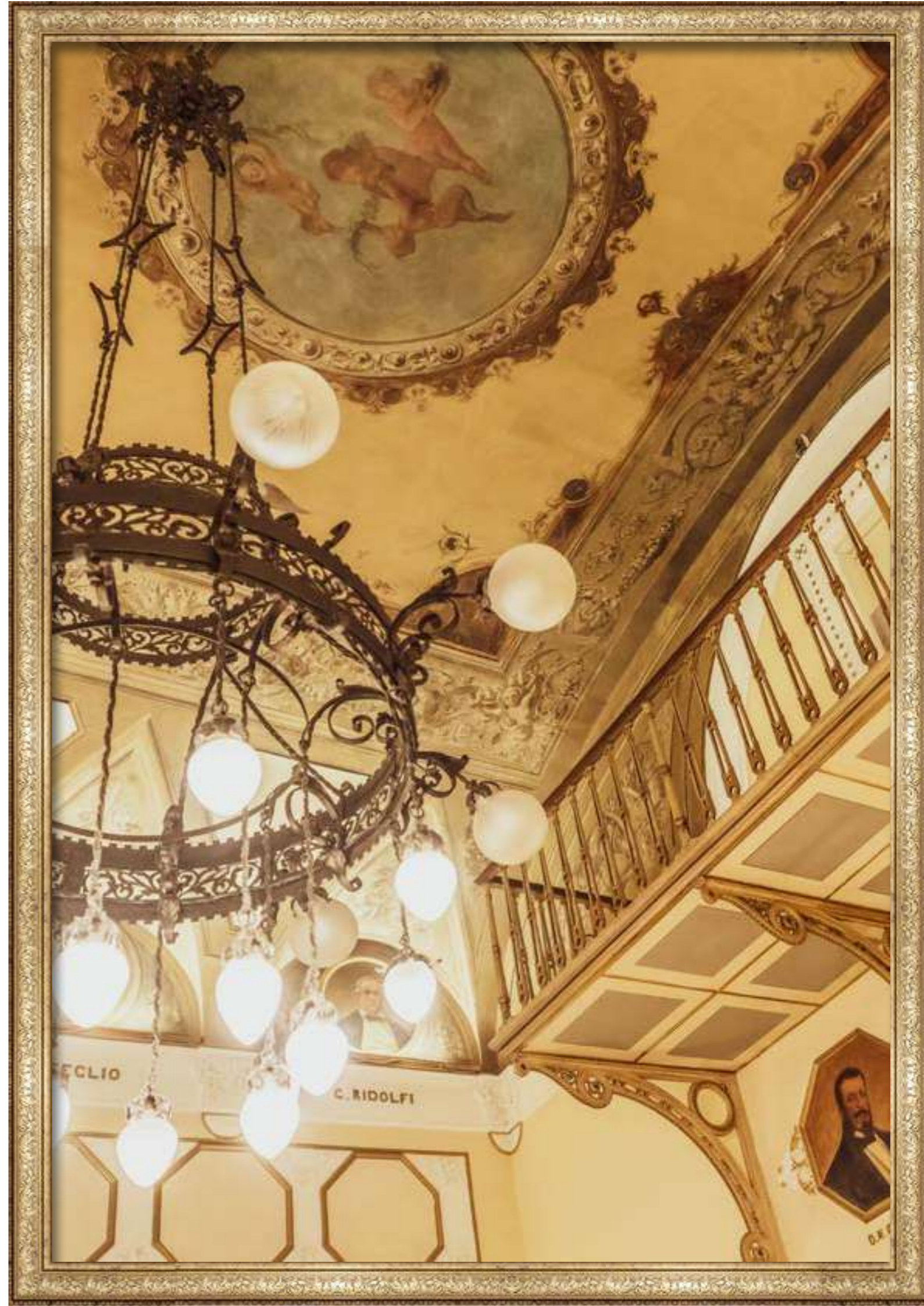
The **Hotel Bernini Palace** is housed in a historic building constructed in classic Florentine architectural style, featuring elegant belt courses, wooden shutters and rooms that recount centuries of history. It enjoys a privileged location in the heart of Florence, behind **Piazza della Signoria** and within short walking distance of the **Uffizi Gallery**, **Palazzo Vecchio**, Piazza Santa Croce and Piazza San Giovanni. A unique setting, surrounded by places and works that have shaped the history of Italy.

The earliest records of the hotel date back to the 15th century, when the building belonged to the ancient Della Pera family, also mentioned in the **16th canto of Dante Alighieri's Paradiso**. This is commemorated today by a marble plaque at the entrance: Nel picciol cerchio s'entrava per porta, che si nomava da qué della Pera ("One entered the small circuit by a gate, which from the Della Pera took its name").

Over the centuries, the building has undergone significant transformations. It was **the first hotel in Florence to offer running hot water and stabling for guests' horses**. In the mid-19th century, it became the refined **Albergo dello Scudo di Francia** and, between 1865 and 1870, the **Hotel Columbia Parlamento**, frequented by members of the Chamber of Deputies and Senators when Florence was the capital of the Kingdom of Italy. It later housed the renowned **Ristorante Doney**, a meeting place for the high society of the time.

A few decades ago, meticulous restoration and modernisation works restored the building to its original splendour, uncovering a 16th-century loggia and recovering the grand frescoed hall on the first floor, featuring portraits of the protagonists of the Risorgimento, now known as the Sala del Parlamento (Parliament Hall), which serves as the breakfast room.

The energy efficiency programme at the **Hotel Bernini Palace** included the renewal of approximately 50% of the building's equipment, replacing outdated boilers and cooling units with new-generation systems capable of delivering higher performance and lower consumption. The hotel has also eliminated traditional plastic magnetic cards, replacing them with cards made from plant-based materials.





**HOTEL BERNINI PALACE**  
FIRENZE ★★★★★

**2025**

\* COLLABORATORS

**93** % Local employees  
live within 50 km

**42** Collaborators, including:

**19** Men

**23** Women

\* SUPPLIERS

**69,28** % Local suppliers out of total  
within 90 km

\* MONITORING

**571.654** kwh energy

**51.352** smc gas

**17.733** mc water

**309,42** tCO2eq emissions

**73,87** % separated waste as  
a percentage of total waste  
monitoring ago-dec 2025

# Path to Sustainability

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HOTEL BRISTOL PALACE

GENOVA

★★★★★



HOTEL BRISTOL PALACE  
GENOVA ★★★★★

## History, Art and Business in the Heart of Genoa

Situated in the heart of Genoa, overlooking one of its most prestigious streets, the Hotel Bristol Palace stands as a magnificent **Art Nouveau** building, restored to its original splendour and transformed into an elegant 5-star hotel in 2023.

A member of Locali Storici d'Italia and Preferred Hotels & Resorts L.V.X., the Bristol Palace has represented a symbol of Genoese hospitality for one hundred and twenty years. Opened in 1905, it was immediately regarded as one of the city's most prestigious hotels, a social hub for the local nobility and a meeting place for artists and intellectuals, including **Gabriele d'Annunzio, Luigi Pirandello and Alfred Hitchcock**.

During the Second World War, it served as a military headquarters and subsequently as the seat of the Italian Liberation Committee of Northern Italy, becoming a direct witness to significant chapters in Italian history.

Today, the hotel preserves its Art Deco furnishings, Napoleon III salons, porcelain and valuable period objects, all recently enhanced by meticulous restoration efforts. Its emblem is the renowned elliptical **white marble staircase**, which ascends in a striking Art Nouveau spiral to the sixth floor. According to legend, Hitchcock drew inspiration from this structure for the recurring spiral motif in the film *Vertigo*.

With 133 rooms and suites, the Bristol Palace blends classic elegance with contemporary services. It offers eight meeting rooms accommodating up to 160 guests, accessible rooms, pet-friendly services, a garage with valet parking, as well as the Giotto restaurant and a panoramic terrace with a café and outdoor dining area.

Its strategic location provides easy access to the Doge's Palace, the caruggi (narrow streets), the Palazzi dei Rolli (UNESCO World Heritage Sites) and Renzo Piano's Old Port. Genoa also serves as the gateway to iconic destinations such as Portofino, the Cinque Terre and the Ligurian Riviera.

The hotel has eliminated traditional plastic magnetic cards, replacing them with cards made from plant-based materials.





**HOTEL BRISTOL PALACE**  
GENOVA ★★★★★

**2025**

\* COLLABORATORS

**89,7** % Local employees  
live within 50 km

**42** Collaborators, including:

**26** Men

**16** Women

\* SUPPLIERS

**56,36** % Local suppliers out of total  
within 100 km

\* MONITORING

**834.074** kwh energy

**89.826** smc gas

**5.608** mc water

**397,03** tCO2eq emissions

- monitoring of separated  
waste as a percentage of total,  
will being in 2026

# Duetorrihotels' Path to Sustainability

## Conclusions

Duetorrihotels is committed to continuing its journey towards an increasingly responsible model of hospitality, combining quality, respect and innovation.

We would like to express our sincere gratitude to all the Group's employees, who translate principles into concrete actions each day, as well as to the stakeholders, partners and suppliers, whose contributions are essential to achieving our shared objectives.

Finally, we would like to thank our guests, who consciously choose to be part of this journey: through their trust and awareness, they accompany Duetorrihotels in shaping a hospitality experience that creates value, both today and tomorrow.



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