



# Essential Sustainability Questionnaire

## Hotel Details

Hotel Name	Tivoli Carvoeiro Algarve Resort
Hotel Website	<a href="https://www.tivolihotels.com/pt/tivoli-carvoeiro">https://www.tivolihotels.com/pt/tivoli-carvoeiro</a>
Contact Name	Luis Coelho
Telephone Number	00351 937 890 035
Email Address	<a href="mailto:l.coelho@tivoli-hotels.com">l.coelho@tivoli-hotels.com</a>

## General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes
Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	Yes



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	Yes, brochure and website
Who is responsible for sustainability?	Telma Rio Report available at <a href="https://memoriamhea.com/2025/en">https://memoriamhea.com/2025/en</a>
Please list any green certifications, labels, or recognition achieved.	Green Key, Biosphere, Bioscore, BREEAM
Supporting Documents	
Additional Comments	yes

## Energy & Water

Do you measure energy and water use?	Yes
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	Yes, Led lighting, timers and efficient air conditionin
Do you use renewable energy or a green energy tariff?	yes



Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?

Yes, low flow taps, green stay policy, linen reuse at request

Do you have refillable water stations for guests and staff?  
How are guests informed?

Yes, for staff. Refill station at Gym for guests

Do you have a policy on energy and water conservation?

Yes

Do you have Electric Vehicle charging spaces at your property?

Yes

How does your organisation approach AI (Artificial Intelligence) usage?

Training and implementation of AI undergoing (ex. Co Pilot)

## Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?

Yes

Are bins clearly labelled?

Yes

Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?

Yes



Do you manage food waste (e.g., donation, composting, or special disposal)?

Yes, food donation

Are you paperless? If not, are recycled or FSC-certified papers<sup>1</sup> and environmentally responsible printing materials used?

Yes

## Food & Beverage

Do you buy local or seasonal food where possible?

Sometimes

Do you offer vegetarian or plant-based options and highlight them?

Yes, clearly highlighted

Is seafood responsibly sourced (MSC<sup>2</sup>, ASC<sup>3</sup>, or similar)?

No

Do you communicate sourcing choices to guests (menus, signage, digital)?

No

## Purchases



Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?	Some products
Are environmentally responsible cleaning products used (e.g., Green Seal <sup>4</sup> , EcoLabel <sup>5</sup> )?	Some cleaning products
Additional Comments	NA

## Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer <sup>6</sup> , B Corp <sup>7</sup> , Shine <sup>8</sup> , etc.)	Yes, informal practices
Do you have policies on equal treatment, diversity, and inclusion?	Yes, available at <a href="https://corporate.minor-hotels.com/en/sustainability/code-of-conduct-and-human-rights-policy">https://corporate.minor-hotels.com/en/sustainability/code-of-conduct-and-human-rights-policy</a>
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes, Urban Sports Gym available for all staff, Risk evaluation and actions, available at <a href="https://corporate.minor-hotels.com/en/sustainability/code-of-conduct-and-human-rights-policy">https://corporate.minor-hotels.com/en/sustainability/code-of-conduct-and-human-rights-policy</a>

## Accessibility



Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	No
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Yes, fully accessible
Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?	Yes, all features listed
Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Some staff trained

## Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
Do you report on sustainability performance?	Yes, publicly
Additional Comments	Report available at <a href="https://memoriamhea.com/2025/en">https://memoriamhea.com/2025/en</a>



This submission has been sent via the Sustainability Questionnaire form.

## More Information & Support

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If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

From Now is a sustainability consultancy supporting organisations across environmental impact, accessibility, DEI, wellbeing, and community engagement.

Contact: [inspired@from-now.com](mailto:inspired@from-now.com)

## References

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- <sup>1</sup> FSC-certified <https://uk.fsc.org/>
- <sup>2</sup> MSC <https://www.msc.org/uk>
- <sup>3</sup> ASC <https://asc-aqua.org/>
- <sup>4</sup> Green Seal <https://greenseal.org/>
- <sup>5</sup> Ecolabel <https://eu-ecolabel.de/en>
- <sup>6</sup> Living Wage Employer <https://www.livingwage.org.uk/accredited-living-wage-employers>
- <sup>7</sup> B Corp <https://bcorporation.uk/>
- <sup>8</sup> Shine <https://shine.northeast-ca.gov.uk/>