



# Essential Sustainability Questionnaire

## Hotel Details

Hotel Name	Tivoli Marina Vilamoura
Hotel Website	<a href="https://www.tivolihotels.com/en/tivoli-marina-vilamoura">https://www.tivolihotels.com/en/tivoli-marina-vilamoura</a>
Contact Name	Luis Coelho
Telephone Number	00351 937 890 035
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## 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

Please list any green certifications, labels, or recognition achieved.

Green Key, Biosphere, Bioscore, BREEAM

Supporting Documents

Additional Comments

## 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 conditioning

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)
Additional Comments	NA

## 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
If yes, within how many miles is food sourced?	3
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
Additional Comments	NA

## 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>
Additional Comments	NA

## 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
Additional Comments	NA



## 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

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

<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/>



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- <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/>