# Advanced Sustainability Questionnaire

## Hotel Details

| | |
|---|---|
| Hotel Name | Tivoli Avenida da Liberdade Hotel |
| Contact Name | Teresa Cheira |
| Telephone Number | +351912287909 |
| Email Address | m.cheira@tivoli-hotels.com |

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# Reporting

| | |
|---|---|
| Have you measured your carbon footprint (Scope 1–3)?<br><br>Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators.<br><br>Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations.<br><br>Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue. | 1 |

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| Do you have clear roles and regular reviews for sustainability? | Yes. Maintenance & Engineering department in charge of reporting to HQ the yearly sustainability reviews |

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| Do you report performance publicly or to guests with numbers or examples? | no |

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|---|---|
| Supporting Documents | |
| Additional Comments | N/A |

## Energy, Water & Environment

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| Do you have targets for reducing energy, water, or waste? | Reduction is a goal, but with no specific number set |
| Do you use on-site renewable energy or other low-impact technologies? | No |
| Do you check that guests and staff follow energy/water saving actions? | Staff Only |
| Additional Comments | N/A |

## Waste

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| Do you have advanced recycling or composting systems? | No |

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| | |
|---|---|
| Do you measure food waste and report outcomes? | Yes, through ORBISK |
| Do guests understand and take part in waste reduction programmes? | no |
| Additional Comments | N/A |

## Guests

| | |
|---|---|
| Do guests have clear instructions for participating in sustainability actions? | Yes, specifically for linen usage and turndown service |
| Do you measure guest participation and get feedback? | Yes |
| Do you offer activities that benefit the local community or environment? | Yes, cultural activities that are of free entry to the local community |
| Do guests receive reports or summaries about the hotel's sustainability performance? | no |
| Do you inform guests about your sustainability actions (digital, in-room, signage)? | no |

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| | |
|---|---|
| Are guests invited to participate (towel reuse, recycling, water refills)? | yes |
| Do you provide any incentives for guest participation? | no |
| Additional Comments | N/A |

## Staff

| | |
|---|---|
| Do you measure staff wellbeing and satisfaction? | Yes |
| Do you track inclusion, diversity, and fair opportunities? | Yes |
| Do staff lead or take part in community projects? | Yes, bi-annually staff are invited to take part in CRS actions |
| Do staff understand and can they explain your sustainability practices to guests? | Yes |
| Additional Comments | N/A |

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## Accessibility

| | |
|---|---|
| Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)? | no |

| | |
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| Additional Comments | N/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

## References

[1] SDG https://sdgs.un.org/goals

[2] SBTi https://sciencebasedtargets.org/

[3] GRI https://www.globalreporting.org/

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[4] ISO 14001 https://www.iso.org/standard/60857.html

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