Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Tivoli Avenida da Liberdade Hotel
Hotel Website	https://www.tivolihotels.com/en/tivoli-avenida-liberdade-lisboa
Contact Name	Teresa Cheira
Telephone Number	+351912287909
Email Address	m.cheira@tivoli-hotels.com

General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes

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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
Who is responsible for sustainability?	Maria Teresa Cheira
Please list any green certifications, labels, or recognition achieved.	BioScore, BioSphere, BREEAM
Supporting Documents	BIO2025-071346-TivoliAvenidaLiberdade.pdf
Additional Comments	N/A

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, lights with timers

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Do you use renewable energy or a green energy tariff?	N/A
Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	Yes, reduced water flow faucets
Do you have refillable water stations for guests and staff? How are guests informed?	Yes for staff. For guests, there are water stations at the concierge desk
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?	Use of Copilot is encouraged, as a supporting tool for reporting and other managerial tasks
Additional Comments	N/A

Waste Management

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

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Are bins clearly labelled?	Yes
Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?	No
Do you manage food waste (e.g., donation, composting, or special disposal)?	Yes, we currently have in all outlets and staff cafeteria a waste reduction system (ORBISK)
Are you paperless? If not, are recycled or FSC-certified papers[1] and environmentally responsible printing materials used?	No
Additional Comments	N/A

Food & Beverage

Do you buy local or seasonal food where possible?	Yes
If yes, within how many miles is food sourced?	10
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted

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Is seafood responsibly sourced (MSC[2], ASC[3], or similar)?	Yes, Always
Do you communicate sourcing choices to guests (menus, signage, digital)?	Yes, digital
Additional Comments	N/A

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[4], EcoLabel[5])?	Yes, all cleaning products
Additional Comments	N/A

Staff, Wellbeing & Inclusion

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Do you follow fair employment practices? (Living wage employer[6], B Corp[7], Shine[8], etc.)	Yes, informal practices
Do you have policies on equal treatment, diversity, and inclusion?	Yes, company wide policies are in place in order to promote inclusion and equal treatment, regardless of Gender, Age or position within the Hotel.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes. Staff are entitled to weekly 20 mins massages, access to the Hotel fitness center, and access to psychoterapeutical consultations free of charge
Additional Comments	N/A

Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Some information
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Partially accessible

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Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?	Some features
Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Some staff trained
Additional Comments	N/A

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
Do you report on sustainability performance?	Yes, publicly
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

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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] FSC-certified https://uk.fsc.org/

[2] MSC https://www.msc.org/uk

[3] ASC https://asc-aqua.org/

[4] Green Seal https://greenseal.org/

[5] Ecolabel https://eu-ecolabel.de/en

[6] Living Wage Employer https://www.livingwage.org.uk/accredited-living-wage-employers

[7] B Corp https://bcorporation.uk/

[8] Shine https://shine.northeast-ca.gov.uk/

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