



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	tivoli oriente
Hotel Website	https://www.tivolihotels.com
Contact Name	Sérgio Machadinha
Telephone Number	933003323
Email Address	s.machadinha@tivoli-hotels.com

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 - website and brochure
Who is responsible for sustainability?	Telma Serra
Please list any green certifications, labels, or recognition achieved.	biosphere / Bioscore / Breeam /
Supporting Documents	
Additional Comments	no

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, 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)?	linen reuse + green stay (no cleaning)
Do you have refillable water stations for guests and staff? How are guests informed?	yes - staff and guests (gym)
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?	yes
Additional Comments	no

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)?	To good to go
Are you paperless? If not, are recycled or FSC-certified papers ¹ and environmentally responsible printing materials used?	Yes
Additional Comments	no

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 ² , ASC ³ , or similar)?	No



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

No

Additional Comments

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 Seal⁴, EcoLabel⁵)?

Some cleaning products

Additional Comments

no

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer⁶, B Corp⁷, Shine⁸, etc.)

Yes, informal practices

Do you have policies on equal treatment, diversity, and inclusion?

yes -
<https://corporate.minor-hotels.com/en/sustainability/code-of-conduct-and-human-rights-policy>



Are staff wellbeing programmes in place (mental health, safe working conditions)?

yes - shiatsu massages / therapy sessions / urban sports / safe working evaluation

Additional Comments

no

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)?

No

Are staff trained to assist guests with a wide range of access needs (not just mobility)?

Some staff trained

Additional Comments

no



Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
Do you report on sustainability performance?	Yes, publicly
Additional Comments	no

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 FSC-certified <https://uk.fsc.org/>

² MSC <https://www.msc.org/uk>

³ ASC <https://asc-aqua.org/>



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- 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/>