



Essential Sustainability Questionnaire

Hotel Details

| | |
|------------------|--------------------------|
| Hotel Name | Tivoli La Caleta |
| Hotel Website | |
| Contact Name | Gloria Dib |
| Telephone Number | 609114983 |
| Email Address | ge.dib@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, all areas |



| | |
|---|-----------------|
| Is the policy shared with guests or made publicly available (website, brochure, in-room materials)? | Yes, on website |
| Who is responsible for sustainability? | Enrique Campos |
| Please list any green certifications, labels, or recognition achieved. | bioscore |
| Supporting Documents | bioscore.docx |
| Additional Comments | |

Energy & Water

| | |
|--|---|
| Do you measure energy and water use? | Yes, both energy and water |
| Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)? | - Control of interior and exterior hotel lighting via twilight switches. - Pool water heating through heat recovery from chillers. - Production of approximately 80% of the hotel's water consumption through seawater desalination. - Use of variable frequency drives in water pumps and air conditioning units. - Photovoltaic system for generating electricity for self-consumption. |
| Do you use renewable energy or a green energy tariff? | Yes, renewable energy |



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

- Production of approximately 80% of the hotel's water consumption through seawater desalination.

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

yes

Do you have a policy on energy and water conservation?

Yes, written policy

Do you have Electric Vehicle charging spaces at your property?

Yes, 6 - 10

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



Are you paperless? If not, are recycled or FSC-certified papers¹ 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, but not highlighted

Is seafood responsibly sourced (MSC², ASC³, or similar)?

Yes, Always

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

Yes, menus

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

Staff, Wellbeing & Inclusion

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

Yes, certified/accredited

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

Yes

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

Yes

Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?

Yes, detailed information



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)?

Yes, all staff trained

Measurement & Reporting

Do you measure how well your sustainability practices are working?

Occasionally

Do you report on sustainability performance?

Yes, internally only

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/>
- 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/>