Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Tivoli Alvor Algarve Resort
Hotel Website	https://www.minorhotels.com/pt/destinations/portugal/algarve/tivoli-alvor-algarve-all-inclusive-resort
Contact Name	Guilherme Gonçalves
Telephone Number	+351282248700
Email Address	alvor@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

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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	20250721_TALV_Quartos-1-1-2_ALVOR-GROUP-2-compressed.pdf
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 and efficient air conditioning, solar panels.
Do you use renewable energy or a green energy tariff?	Yes

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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 guest and staff. Guest are informed by exterior signage.
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?	AI equipments to measure organic waste.
Additional Comments	No

Waste Management

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

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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[1] and environmentally responsible printing materials used?	Yes
Additional Comments	No

Food & Beverage

Do you buy local or seasonal food where possible?	Sometimes
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted
Is seafood responsibly sourced (MSC[2], ASC[3], or similar)?	Sometimes

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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 Seal[4], EcoLabel[5])?	Some cleaning products
Additional Comments	No

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer[6], B Corp[7], Shine[8], etc.)	Yes, certified/accredited

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Do you have policies on equal treatment, diversity, and inclusion?	Yes, available at 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, Urban Sports Gym availabel for all staff, Risk evaluation and actions, available at https://corporate.minor-hotels.com/en/sustainability/code-of-conduct-and-human-rights -policy
Additional Comments	No

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?	Yes, fully accessible
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

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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	Report available at https://memoriamhea.com/2025/en

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

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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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