Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Tivoli Kopke Porto Gaia
Hotel Website	https://www.tivolihotels.com/pt/tivoli-kopke-porto-gaia
Contact Name	João Freitas
Telephone Number	+351932204802
Email Address	j.freitas@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?	Telma Rio - Sustainability Manager MINOR
Please list any green certifications, labels, or recognition achieved.	Green Key
Supporting Documents	Certificado-GK-2026_Tivoli-Kopke-Porto-Gaia.pdf
Additional Comments	

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, Timer in water usage, Efficient AC

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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)?	Low Flow Taps
Do you have refillable water stations for guests and staff? How are guests informed?	Yes. Staff Only
Do you have a policy on energy and water conservation?	Yes
Do you have Electric Vehicle charging spaces at your property?	Yes. 5 units
How does your organisation approach AI (Artificial Intelligence) usage?	We use them on a daily basis.

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)?	Donation and special disposal
Are you paperless? If not, are recycled or FSC-certified papers[1] and environmentally responsible printing materials used?	Yes

Food & Beverage

Do you buy local or seasonal food where possible?	Yes
If yes, within how many miles is food sourced?	30
Do you offer vegetarian or plant-based options and highlight them?	Yes, but not highlighted
Is seafood responsibly sourced (MSC[2], ASC[3], or similar)?	Yes, Always

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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 Seal[4], EcoLabel[5])?	Yes, all cleaning products

Staff, Wellbeing & Inclusion

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

Do you have policies on equal treatment, diversity, and inclusion?	Yes. All employees despite race or region are treated equally.

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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)?	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)?	Yes, all staff trained

Measurement & Reporting

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Do you measure how well your sustainability practices are working?	Yes, regularly

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

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

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

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