



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Tivoli Estela Golf & Lodges Porto
Hotel Website	
Contact Name	Vasco Cunha
Telephone Number	00351930640752
Email Address	v.cunha@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?

Álvaro Rodrigues

Please list any green certifications, labels, or recognition achieved.

Biosphere; Bioscore

Supporting Documents

Screenshot_2026-02-28-18-46-43-818_com.linkedin.android.jpg

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)?

LED lights; Timers; Efficient air conditioning; GTC electrical management

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)?

Low-flow taps; Leak detection; Linen reuse (Green Stay policy)

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

Yes, Culligan system

Do you have a policy on energy and water conservation?

No, but have informal practices

Do you have Electric Vehicle charging spaces at your property?

Yes, 11-15

How does your organisation approach AI (Artificial Intelligence) usage?

AI is not used

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)?

Special disposal for organic retrieval with local municipality

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

If yes, within how many miles is food sourced?

2

Do you offer vegetarian or plant-based options and highlight them?

Yes, clearly highlighted

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

Sometimes

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

No



Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?	Yes, all guest 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, informal practices
Do you have policies on equal treatment, diversity, and inclusion?	Yes, Minor relies on the support of our employees as well as stakeholders within our communities for sustainable growth. We aim to empower our workforce and our community, especially youths, through inclusion, education, job creation, and community investments - enabling good corporate citizenship while building reputational capital, customer loyalty, and a pipeline of skilled human resources.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes, workplace health and safety technician



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)?	No
Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Some staff trained

Measurement & Reporting

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>
- ⁷ B Corp <https://bcorporation.uk/>
- ⁸ Shine <https://shine.northeast-ca.gov.uk/>