Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Tivoli São Paulo Mofarrej
Hotel Website	https://www.tivolihotels.com/en/tivoli-mofarrej-sao-paulo
Contact Name	Alan Viana
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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)?	https://www.minorhotels.com/en/sustainability/tivoli
Who is responsible for sustainability?	Minor Hotels
Please list any green certifications, labels, or recognition achieved.	Genial Energy: Proof that 100% of the electricity consumed in 2024 comes from renewable sources. // Environmental - 100% Clean and Renewable Energy Matrix // Clean Sources: Energy matrix composed of Solar and Wind power. // Decarbonization: Zero CO_2 emissions operation, eliminating the environmental impact of electricity consumption.
Supporting Documents	
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)?	100% Renewable Energy Matrix: Operations in the Free Energy Market with full consumption from clean sources and a focus on zero CO_2 emissions.
Do you use renewable energy or a green energy tariff?	Genial Energy: Proof that 100% of the electricity consumed in 2024 comes from renewable sources.

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Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	Water and Thermal Efficiency: Intelligent air-conditioning system with water reuse and the Environment Card program for conscious linen replacement.
Do you have refillable water stations for guests and staff? How are guests informed?	We have refillable water for staff
Do you have a policy on energy and water conservation?	Yes
Do you have Electric Vehicle charging spaces at your property?	No
How does your organisation approach AI (Artificial Intelligence) usage?	We can use the Copilot platform.

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?	Yes
Are bins clearly labelled?	No
Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?	Yes

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Do you manage food waste (e.g., donation, composting, or special disposal)?	Zero Landfill (Since October 2024): 100% of the hotel's waste is no longer sent to landfills and is instead directed to Composting, Recycling, or Energy Recovery.

Are you paperless? If not, are recycled or FSC-certified papers[1] and environmentally responsible printing materials used?	No

Food & Beverage

Do you buy local or seasonal food where possible?	No

If yes, within how many miles is food sourced?	0

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)?	Yes, menus

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Additional Comments	Cage-Free Commitment: Exclusive use of cage-free eggs throughout the entire operation. Menu Responsibility: Inclusion of allergen icons and transition to PVC signage plates (greater durability) – In progress. Carbon Reduction: Study focused on reducing gas consumption and strategically replacing it with electric French griddles. 1P5P Menu: Smart ingredient management to reduce food waste and increase nutritional efficiency. Sustainability Committee: Continuous process auditing and pursuit of international sustainability certifications.

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])?	No

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer[6], B Corp[7], Shine[8], etc.)	No

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Additional Comments	Culture of Appreciation: Focus on internal professional growth through competency-based relocation programs and monthly excellence recognition. Inclusion and Accessibility: Promotion of diverse teams and 100% accessibility across all event rooms and common areas of the hotel. Support for Social Institutions: Strong partnerships with TETO, Instituto Ronald McDonald, Casa Curumim, Projeto Trilho, and Vida Jovem. Art, Culture and Engagement: Promotion of art through the Tivoli Art project (such as sustainable Christmas trees), support for the Pinacoteca de São Paulo, and annual participation in Earth Hour.

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)?	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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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

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[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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