



47 Boutique Hotel
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INTRODUCTION AND PURPOSE

47 Boutique Hotel Roma.

Sustainability and wellbeing. From **Orange** to **Green**

Rome includes around 92,000 hectares of urban green areas (equal to 71% of the municipal territory) and is therefore considered one of the greenest cities in the world.

47 Boutique Hotel and its staff have recently launched a process of constant change, in order to help preserve this green lung, minimize the impact on the environment and guarantee safety and eco-sustainability standards, making every stay in the Capital green.

"From Orange to Green" represents in 4 simple words the project towards greater awareness of environmental, social and sustainable issues, through a personal commitment to respect laws and requirements and encouraging guests to do the same.

In relation to the concepts of corporate responsibility, professional ethics, protection of human resources and in accordance with the objectives of the UN Agenda for Sustainable Development 2030, the company is committed to achieve and maintain specific standards, involving employees, guests, suppliers and business partners.

The purpose of this SMP (Sustainability Management Plan) is to move towards this change, to guide the company's daily decisions and operations in the right direction and develop business following the concepts of sustainability, socio-cultural environment, quality, health & safety.

GOALS

The commitment of 47 Boutique Hotel results in the achievement of some main goals:

Sustainability

- 1) **Improve energy efficiency**, through a series of interventions aimed at reducing consumption and eliminating waste
- 2) **Reduce water consumption**, through the use of new technologies and raising awareness among staff and guests
- 3) **Lower pollution levels**, by adopting sustainable and responsible behaviors.

Wellbeing

- 4) Create an **intercultural environment** and protect human resources, through fair and responsible choices
- 5) Ensure a **healthy and safe environment**, by maintaining standards and complying with regulations

KEY POINTS – SMP STRUCTURE

Sustainability: 47 Boutique Hotel is actively committed to limiting its impact on the environment, reducing waste of all kinds. The initiatives include, among others, the use of reusable aluminum bottles instead of plastic bottles and refillable dispensers for bathroom products.

Socio-cultural environment: 47 Boutique Hotel encourages the creation of a deeply intercultural environment and promotes fair hiring and wages among all employees. Furthermore, it supports local entrepreneurs, collaborating with companies and suppliers operating in the area.

Quality and Satisfaction: 47 Hotel Boutique Hotel is focused on quality as a concept involving products, services, customers, sustainable activities and the purchase of materials. Adopting a system of qualitative choices gives the structure added value and a competitive advantage in relation to guest satisfaction.

Health and Safety: 47 Boutique Hotel is particularly attentive to health and safety issues. All the activities carried out comply with national laws, with the aim of creating a safe environment for both its employees and its guests.

ENVIRONMENT AND SUSTAINABILITY

For years 47 Boutique Hotel has been supporting responsible initiatives for the protection of the environment, the reduction of impact and waste and the respect for territory.

In each room the Grown Alchemist ecological courtesy line with refillable dispenser is available, in order to ensure environmentally friendly formulas and avoid plastic waste. The brand has achieved a unique synergy between biology and cosmetic chemistry, creating "Biocompatible Beauty" and winning the "Positive Luxury - Brand to trust" award for the positive impact on nature and society.

In addition, guests have at their disposal corn starch bathroom accessories and organic cotton slippers, which are part of the so-called eco-design, integrating the environmental aspect with the product life cycle, from design to recycling.

Guests can find in their room 2 aluminum bottles of Filette water, whose eco-friendly design replaces disposable pet waters. Indeed, Filette is the first mineral low-mineralized water in aluminum bottles, thus guaranteeing superior quality, respect for the spring, a maximum level of hygiene and protection of the environment from plastic. The product can be closed, transported and filled in a dedicated dispenser, therefore usable for the entire stay and beyond.

Guests can contribute to limiting the use of detergents, water and energy. In fact, by joining the Green Program, we recommend requesting the change of linen only when necessary. Then, the extraction of the electronic key from the reader once you leave the room guarantees the deactivation of light, air conditioner and almost all the electrical outlets, contributing to energy savings.

Further progress has been reached through the use of sustainable products and procedures, supporting the development of a more responsible business and tourism model and responding to society's increased demand for eco-friendly products and services.

Some examples:

- Straws in paper or compostable material
- LED lighting throughout the hotel
- Energy-saving devices
- Water saving: flow reducers for taps and WC

In conclusion, sustainable development is undoubtedly the main challenge and the goal that has to be combined with environmental protection and socio-economic growth.

SOCIO-CULTURAL ENVIRONMENT, DEVELOPMENT AND COMMITMENT

Employment: 47 Boutique Hotel supports local employment and uses its resources to recreate a compatible and comfortable environment. Exploitation is not contemplated and strictly prohibited in all areas of the company, physical and psychological, in accordance with local and national laws.

47 Boutique Hotel also promotes fair recruitment, diversity and equal treatment among its employees. Different cultures, nationalities and religions are contemplated in the employees "portfolio". The staff, in fact, is made up of 50% men and 50% women (data from the last quarter of 2022) and comes from 12 different countries other than Italy, such as Iran, Romania, Lebanon, Scotland, Senegal etc.

The company promotes internship and training activities for students with the aim of helping their introduction into the world of work and often supports their hiring at the end of the working experience.

The company complies with local and national laws on parental leave, protected categories, part-time work, smart working and strongly avoids and fights precariousness.

Salaries and payments are set in accordance with local and national legislation, which also regulates insurance, holidays and all the health and safety measures required by stipulated agreements, guaranteeing the protection of all employees.

Local entrepreneurship: 47 Boutique Hotel, according to all the principles expressed so far, supports and prefers local entrepreneurship. Carpentry products and services, food and wine suppliers, textile supplies, art and materials are selected on the basis of the concepts of quality, typicality and local production. Also for this purpose the "Orto 47" project was born with 3 hectares of land in the green of Tuscia to start an internal agricultural production process in which the Chef himself chooses the best products to grow and bring them directly to the table, minimizing the CO2 emissions, packaging and other environmental stresses.

Cultural Heritage: 47 Boutique Hotel is immersed in the archaeological area of the Foro Boario, the subject of a partnership agreement between the Superintendency of Cultural Heritage for the Capitoline Hill (Sovrintendenza Capitolina ai Beni Culturali), the University of Calabria and the University of Michigan which aims to research, study and enhance this complex site that is still little known. Furthermore, the structure is located in one of the richest cities in the world in terms of history and art, so much so that it gained the recognition of Unesco Heritage for the entire historic center and all the extra-territorial sites of the Vatican. This requires a great responsibility from the hotel in terms of protection and enhancement of the territory. The staff is trained to inform guests, propose the best attractions, tours, current events, and transfer them the value not only of the places in the surrounding area but of the whole city of Rome.

QUALITY AND CUSTOMER SATISFACTION

Training. In addition to the choices related to the quality and uniqueness of the products and services offered, staff training is essential for achieving the right level of professionalism. That's why during the trial period and throughout the working career, employees are given all the tools necessary to carry out their activities, in order to guarantee guests an efficient service and maintain quality standards.

Sustainability communication strategy includes reputation platforms, Social Networks, forums and Website, where 47 Boutique Hotel clearly displays the actions taken and the goals achieved over the years.

Information is regularly communicated to the staff, who is aware of all the active green projects in the structure. Furthermore, they are shared publicly to raise awareness and involve the public

and guests, who can participate through small gestures and tricks to help make the stay eco-sustainable.

Professionalism. Thanks to the size and importance of the project, a Green Team has been set up. It is a group of passionate young workers who guide all the activities and who are responsible for managing the change towards sustainability, directing staff towards the right procedures and guaranteeing the evolution of the process in the best possible way.

Customer satisfaction is one of the main objectives.

The staff of 47 Boutique Hotel works every day to guarantee an efficient service from the beginning to the end of the stay, taking care of every need.

Guest feedback on social networks and dedicated platforms is monitored daily, with the aim of collecting useful ideas to improve the quality of the services offered. Evaluations and opinions are always taken into consideration and are constantly shared among all colleagues, so that everyone is aware of any possible perceived shortcomings and of the tools necessary to remedy them.

HEALTH AND SAFETY

Working safely in all circumstances is essential.

47 Boutique Hotel carries out its activities following the protocols and regulations established on the subject, with the aim of preventing and minimizing workplace accidents.

Among the activities performed regularly in the structure there are:

- HACCP audit to ensure compliance with the Food Safety Management System
- Checks on the functioning of the emergency systems
- Analysis of water, air quality and noise pollution
- First Aid refresher courses for staff
- Periodic medical visits

Employers scrupulously follow regulations on the subject, in order to guarantee not only a safe working environment for colleagues, but also a risk-free stay for all hotel guests.