

SUSTAINABILITY POLICY

REV. 2026



WHERE WE ARE

WE ARE FIRMLY COMMITTED TO ENVIRONMENTAL, CULTURAL, AND SOCIAL SUSTAINABILITY. OUR COMMITMENT TO GSTC (GLOBAL SUSTAINABLE TOURISM COUNCIL) CERTIFICATION DEMONSTRATES THIS IMPORTANCE.

The City of Pordenone

Pordenone is located in northeastern Italy, in the Friuli Venezia Giulia region.
The heart of the city is characterised by medieval architecture; the Latins called it the “painted city” because of the frescoed facades of the buildings along the main street.
Pordenone is known for its rich cultural offerings, particularly those related to cinema, literature, comics, and music. A vibrant arts scene thrives throughout the year: literary and film festivals, exhibitions, concerts, and theater performances.
Furthermore, the province of Pordenone has a thriving economic fabric, home to many world-renowned industrial, service, and agricultural companies.
Pordenone’s designation as the **2027 Italian Capital of Culture** marks a historic milestone for the city: a recognition that celebrates our dynamic identity and transforms the entire region into an open laboratory of creativity, innovation, and European dialogue.

The Best Western Plus Park Hotel Pordenone in the urban context

A relaxing retreat in the heart of Pordenone: we're perfect for those seeking privacy and intimate spaces, and for those who want to unwind and take some time to explore the city... perhaps enjoying an "ombra" at the bar with friends or savoring a traditional "frico" for dinner with a colleague!

Our story

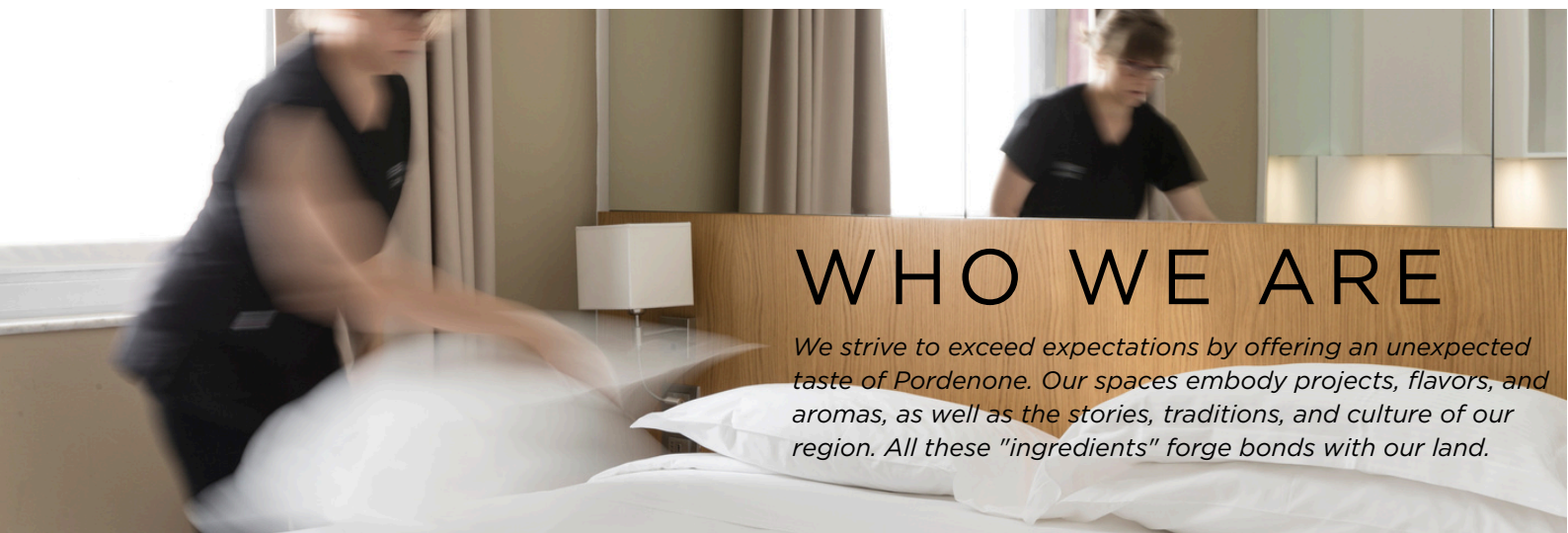
The hotel was built in 1967 based on a design by A. Furlan, an important architect from Pordenone.
Our family began managing the hotel in 1996, immediately after joining the Italian Best Western cooperative, which led the hotel to international markets.
The first major renovation took place in 2006, and since then we have continued a process of constant improvement, both structural and organizational.
In our various restyling activities, we paid attention to the use of materials, favoring natural ones like iron and wood. We prioritized the purchase of recyclable furnishings, and we chose local consultants, companies, and artisans.



The hotel today

We, Francesco and Lucia, together with a team of around thirty dedicated staff members, are proud to run our hotel.
We are still affiliated with Best Western with the Best Western Plus brand, which is in the group's medium-high range. We have 4 stars, 67 rooms, 100 beds, a meeting room, two outdoor terraces and a parking area.
Our main services include: overnight stay, breakfast, parking, meetings, coworking, Wi-Fi, bicycle and e-bike rental.
We offer services tailored to the needs of: families with children, people with disabilities, cyclists, motorcyclists, and anyone traveling with pets.
We also provide the following services are also available: early breakfast, express check-in, express check-out, luggage storage, laundry, bar and Sky TV.





WHO WE ARE

We strive to exceed expectations by offering an unexpected taste of Pordenone. Our spaces embody projects, flavors, and aromas, as well as the stories, traditions, and culture of our region. All these "ingredients" forge bonds with our land.

Employee Wellbeing and Training

Our employees are our most valuable resource. We strive to build their loyalty, perhaps even more than our customers. They deserve a great deal of attention.
Personal health, a safe work environment, respect, involvement, and ongoing dialogue on processes and procedures are the cornerstones we strive to enhance employee satisfaction and the success of our operations.
We are also committed to ensuring the ongoing training of our employees to improve their technical and professional skills.
We rely primarily on the services offered by our Best Western cooperative, which offers a broad training catalog dedicated to various work areas: managerial, commercial, operational, administrative, and front office.
Most courses are held via webinar, while others, due to their nature, require in-person instruction.

Corporate welfare

Upon achieving the company's established qualitative and quantitative goals, our employees earn a welfare credit that they can spend the following year on: fuel vouchers and/or gift cards, public transportation passes, education and training for themselves and their family members, wellness and personal care, recreation, and supplemental retirement plans.
For 2026, the bonus for employees in pay grades 2 through 3 has been increased by 50%, while the bonus for employees in pay grades 4 through 6 has been increased by 25%.

Employee data	2024	2025	2026
Length of service	average 8.1 years maximum 27.8 years	average 9.2 years maximum 28.8 years	average 10.2 years maximum 29 years
Gender ratio	80% women 20% men	81% women 19% men	83% women 17% men
Local employees*	91% from the province of Pordenone, including 47% from the municipality of Pordenone.	100%	100%

*since 2025, we have adopted a more objective criterion to define a local collaborator: those who live or are domiciled within 30 km of their workplace, corresponding to an average commuting time of approximately 30 minutes.



OUR EMPLOYEES

We condemn all forms of exploitation, harassment, and discrimination based on gender, ethnicity, religion, or disability.
Our values are captured in the company code of ethics visible on our website.

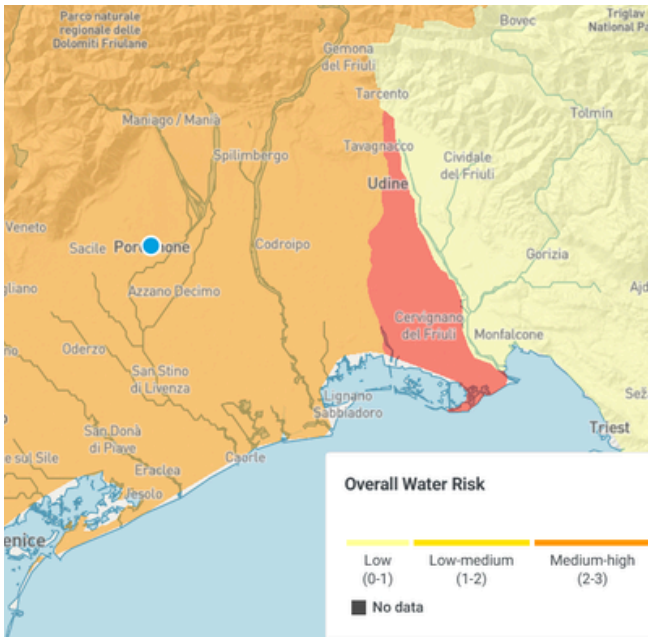
Separate Waste Collection and Monitoring

We have a rigorous waste sorting system and constantly monitor our water, electricity, and gas consumption, as well as the amount of waste we produce. Recycling bins are located in all common areas, all guest rooms, and the meeting room. We also collect and deliver to the municipal recycling center many other types of waste, such as used batteries, toner cartridges, metals, wood, WEEE, glass, aggregates, paints, and household appliances.

Reduction of consumption

The electricity we consume comes from renewable sources: approximately 11.84% of our needs are produced by a photovoltaic system, while the rest is covered by RECS certificates.
We monitor our CO2 emissions annually to understand our impact and how we can improve.
The hotel has building automation software that allows us to manage the room temperature and electricity in each individual room based on guest presence or window opening. All common areas and utility rooms also have room temperatures that can be controlled and adjusted, while almost all lighting is controlled by occupancy sensors or timers.
All appliances used in the rooms (minibars, hairdryers, kettles, irons, etc.) are energy-efficient.
Year after year, we've invested in making our facility increasingly efficient: the facades and roof have been thermally coated; all the fixtures are highly thermally and acoustically insulated; 100% of the light bulbs are LED; and all appliances are energy-efficient.

We also pay close attention to water consumption, which is constantly monitored. Our taps are equipped with flow reducers. We have analyzed the risk level of our area using the Aqueduct Water Risk Atlas website and have adopted conservation and awareness policies for our guests.



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Sustainable mobility

We encourage the use of public transportation; three charging stations are available in the parking area; bicycles and e-bikes are available for our guests at the hotel... all to reduce CO2 emissions as much as possible. We contribute towards our staff's public transport costs.



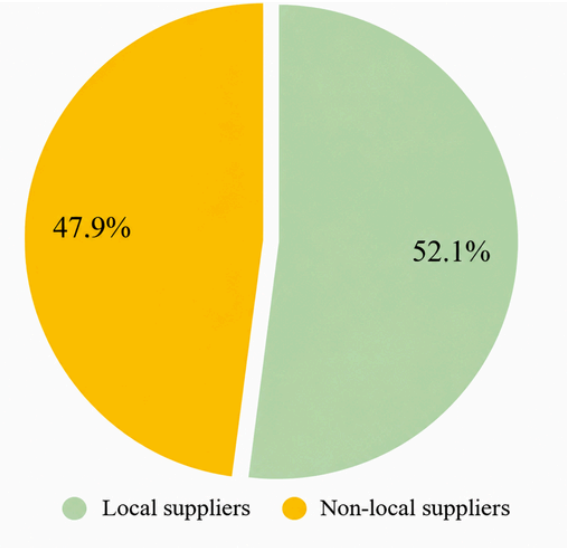
Purchasing Policies

We adopt careful and meticulous purchasing policies, favoring local suppliers and producers, organic, Fairtrade, and certified products. This approach reduces the environmental impact of transportation and supports the local economy.

We are working to reduce the use of single-serving products as much as possible and are constantly looking for new products that are more environmentally friendly.

We raise awareness among our suppliers to find business partners who are in line with the policy we have adopted.
For example, more than 95% of fresh food is sourced locally.

Share of purchase value



Local suppliers

We define a local supplier as a company whose production and operational headquarters are located within 65 km of Pordenone.
Based on an analysis of purchasing made between October 2025 and September 2026, approximately 52% of the total purchasing value was spent with local suppliers, who account for around 60% of our total supplier base.

Supplier Evaluation

Starting in 2025, we introduced a supplier evaluation process that includes a rating system based on the sustainability actions undertaken by each supplier.
Throughout 2027, we will evaluate the possibility of replacing suppliers whose ratings do not meet the required standards or barely qualify for the lowest acceptable tier.





Support for the Community and Local Culture

We believe that "culture is the lifeblood of tourism" and therefore we support local organizations that create and spread culture.

We host exclusive exhibitions, and within the rooms you can experience Pordenone's art and culture through projects dedicated to cinema and poetry.

In the breakfast room there is a library, a book-crossing project, which allows our guests to relax and choose a good read.

The meeting room hosts a permanent exhibition of Guest, a series of portraits by photographer Valentina Iaccarino.

The third floor is dedicated to literature: each room hosts a poem, and our architect Pietro Leonardi has characterized the space by interpreting its essence.

On the fourth floor, a journey through early cinema, featuring posters from each edition of the international festival Le Giornate del Cinema Muto.

We also collaborate with associations, companies, and local authorities to support their social, healthcare, community, and sports activities.

THE COMMUNITY AND CULTURE OF OUR TERRITORY

THE PROTECTION OF BIODIVERSITY

The Protection of Biodiversity and Bees

We're a green oasis in the heart of the city, and with our daily efforts and environmental projects, we make our guests' stays more sustainable and our planet less polluted.
We actively support initiatives aimed at preserving biodiversity and protecting bees.
Recognizing the vital role these small pollinators play in maintaining ecosystems and supporting food production, we have adopted bees and entrusted their care to **CanaisBio Fattoria Rurale**, at its apiaries in Caporiacco and Moruzzo, in the province of Udine, Italy.





LOOKING TO THE FUTURE

OUR SUSTAINABILITY POLICY REPRESENTS OUR CONCRETE COMMITMENT TO A MORE RESPONSIBLE AND ENVIRONMENTALLY FRIENDLY FUTURE.

BY ADOPTING ECO-FRIENDLY PRACTICES, OPTIMIZING RESOURCES, AND PROMOTING A CIRCULAR ECONOMY, WE WILL REDUCE THE ENVIRONMENTAL IMPACT OF OUR OPERATIONS.

WE WILL CONSTANTLY MONITOR OUR PROGRESS, ADAPT OUR STRATEGIES TO NEW CHALLENGES, AND COLLABORATE WITH ALL STAKEHOLDERS TO CREATE SHARED VALUE.

OUR DEDICATION TO A SUSTAINABLE FUTURE IS NOT ONLY AN ETHICAL, ECONOMIC, AND SOCIAL CHOICE, BUT ALSO A GUARANTEE OF A BETTER WORLD FOR FUTURE GENERATIONS.

Francesco and Lucia

Pordenone, 20/11/2026

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