

The Duetorrihotels Group's  
**Path to  
Sustainability**



**DUETORRIHOTELS**

PERFETTO, ITALIANO.

[WWW.DUETORRIHOTELS.COM](http://WWW.DUETORRIHOTELS.COM)



# Our Commitment

Preserving places of value means taking care of them every day with respect, vision, and responsibility. It is from this awareness that Duetorrihotels' path to sustainability was born: a journey built over time, rooted in the history of its buildings and projected towards an idea of hospitality capable of generating lasting value for people, territories, and future generations. In a world undergoing profound environmental, social, and economic changes, the Group has chosen to take an active role, integrating sustainability into its strategic vision and the daily management of its facilities. Not as a response to a trend, but as a natural extension of a way of being: that of those who work in places that tell centuries of history and preserve their heritage. Alignment with the international standard of the Global Sustainable Tourism Council (GSTC) represents a fundamental step in this journey: a concrete commitment to a recognized, transparent, and verifiable management system capable of guaranteeing quality, consistency, and continuous improvement. This document recounts the journey of Duetorrihotels: the choices made, the actions taken, and the vision that guides the future development of the Group.



# The Duetorrihotels Group

Duetorrihotels is an Italian hotel group operating in locations of extraordinary historical, cultural, and scenic value. Its properties are housed in period buildings and landmarks of the cities that host them, becoming an integral part of the urban fabric and collective memory. Each hotel tells its own story: a harmonious balance between tradition and modernity, between contemporary comfort and local identity. Hospitality based on excellence, authenticity, and attention to detail that translates into experience. This deep connection with the territory makes it natural to adopt a responsible management model, attentive to environmental and social impacts, capable of dialoguing with communities and enhancing local resources. The path towards GSTC certification stems from the desire to give structure and consistency to a commitment already present in the individual entities of the Group, transforming it into a shared and integrated management system. From the initial analysis of requirements to the review of operating practices, from the definition of common policies to staff training, sustainability thus becomes an integral part of strategic and operational decisions.



# The Path to Sustainability Duetorrihotels

## \* Governance and responsible management

Sustainability at Duetorrihotels is based on principles of ethics, transparency, and responsibility. The Group has structured a governance system capable of ensuring consistency between its stated values and daily practices. The Code of Ethics, company policies, and operating procedures define behaviors, roles, and responsibilities, while key figures - at both the central and individual facility levels - coordinate activities related to sustainability. Ongoing dialogue with employees, suppliers, partners, and guests is an essential tool for listening and improvement, allowing the system to evolve dynamically and collaboratively over time.

## \* People at the center

People are at the heart of the Duetorrihotels experience. The Group considers the well-being, growth, and development of its employees to be fundamental elements in ensuring quality, continuity, and reliability. This focus translates into policies geared towards safety, equal opportunities, job stability, and professional development. An inclusive, stimulating, and respectful work environment fosters a sense of belonging and strengthens a shared corporate culture, in which each person contributes to shaping the Group's identity.

DUETORRIHOTELS

PERFETTO, ITALIANO.

## \* — The link with the territory and the local economy

Duetorrihotels operates in close connection with the territories in which it is present, recognizing the strategic value of relationships with the local economic, social, and cultural fabric. The choice to favor local suppliers and partners supports short supply chains and promotes typical products. Collaborations with educational bodies, associations, and institutions contribute to the development of skills and shared growth. In this way, the hotel business becomes a tool for dialogue and development, capable of generating benefits that go beyond the experience of hospitality.

## \* Protection and promotion of local culture

Operating in contexts of great historical and artistic value means taking responsibility for protecting their identity. Duetorrihotels attaches particular importance to the protection and promotion of local culture. Support for cultural initiatives, events, and artistic projects contributes to the preservation of heritage, while the facilities encourage cultural exchange between guests and the community. The gastronomic offerings and experiences provided showcase the local area through flavors, traditions, and knowledge, transforming a stay into an authentic journey.

## \* Environmental responsibility and commitment to climate action

Environmental protection is a central component of the Duetorrihotels vision. The Group works to progressively reduce the impact of its activities, integrating conscious choices into its daily management. Great attention is paid to sustainable catering, the selection of raw materials from local suppliers, and the management of materials, favoring reusable and low-impact solutions. Textile treatment is entrusted to specialized operators with low-energy consumption systems. Cotton bags are used for laundry, and in some facilities, wheat fiber bags are used, while disposable slippers made exclusively from natural materials such as cotton and jute are available in the rooms. In recent years, the Group has initiated a structured process to reduce single-use plastics, replacing them with sustainable alternatives: bamboo and steel pens, recycled paper packaging, and dispensers for bathroom products. The choice of cleaning and sanitizing products also follows criteria of biodegradability and recyclability, helping to reduce the environmental impact of daily activities. Duetorrihotels also promotes more sustainable mobility by encouraging the use of public transport, bicycles, and electric vehicles.

## \* Responsible management of natural resources

The efficient use of energy, water, and materials is one of the Group's priority objectives. On the energy front, Duetorrihotels invests in improving the efficiency of its systems and in the use of renewable sources. In the water sector, solutions are adopted to limit waste. Waste management is focused on reduction, recycling, and recovery. At the same time, the Group is working to limit greenhouse gas emissions by optimizing processes and reducing consumption.

## \* Improvement objectives and future vision

Duetorrihotels' sustainability journey is based on the principle of continuous improvement. Future priorities include:

- strengthening the use of renewable energy;
- reducing environmental impact by lowering consumption;
- expanding local partnerships;
- consolidating training programs.

The objectives are clearly defined, measurable, and shared, in line with GSTC criteria. For Duetorrihotels, the path to certification is not only a goal but also a process of cultural, organizational, and professional growth. Sustainability is seen as an opportunity to improve the guest experience, strengthen ties with the local area, and contribute to the protection of the environment and communities.

# The Path to Sustainability

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GRAND HOTEL MAJESTIC  
GIÀ BAGLIONI BOLOGNA ★★★★★

## Sustainability Path



GRAND HOTEL MAJESTIC  
GIÀ BAGLIONI BOLOGNA ★★★★★

# History, Art, and Elegance

In the heart of Bologna's historic center, opposite St. Peter's Cathedral, stands the **Grand Hotel Majestic "già Baglioni"** the city's only 5-star luxury hotel and a member of the prestigious international network **The Leading Hotels of the World**.

For over 110 years, the Majestic has been a benchmark for high-level hospitality, welcoming artists, royalty, heads of state, Nobel Prize winners, and leading figures from the worlds of culture and international entertainment. An iconic location, where the prestige of history is combined with impeccable service.

The hotel occupies an elegant 18th-century building, originally built as an archiepiscopal seminary and converted into a hotel in 1912. After a period of closure, the building reopened in 1987 following extensive restoration work that restored it to its original splendor.

Inside, the Majestic houses authentic artistic and archaeological treasures: **period marble, frescoes by the Carracci brothers in the famous Camerino d'Europa, and remains of the Roman pavement of the Via Flaminia Militare**. This heritage makes the hotel a veritable "hotel museum," where art, history, and contemporary comfort coexist harmoniously in the 106 rooms and common areas.

**Grand Hotel Majestic "già Baglioni"** has deep ties to the city of Bologna, a crossroads of art, culture, commerce, and the beating heart of Food and Motor Valley. Famous for **its UNESCO-listed porticoes**, the oldest university in Europe, the Two Towers, the Fountain of Neptune, and the Quadrilatero, Bologna is known as "la Dotta" (the Learned), "la Grassa" (the Fat), and "la Rossa" (the Red). It is also recognized as a UNESCO Creative City of Music.

In 2022, the Majestic celebrated 110 years in business, consolidating its image as a symbol of Italian elegance, tradition, and hospitality, appreciated by an international clientele.





GRAND HOTEL MAJESTIC  
GIÀ BAGLIONI BOLOGNA ★★★★★

2025

\* COLLABORATORS

97% Local employees  
live within 50 km

88 Collaborators, including:

53 Men

35 Women

\* SUPPLIERS

56,38% Local suppliers out of total  
within 90 km

\* MONITORING

797.131 kwh energy

77.455 smc gas

17.427 mc water

353,24 tCO2eq emissions

78,4% separated waste as  
a percentage of total waste  
monitoring Aug-Dec 2025

# The Path to Sustainability

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DUE TORRI HOTEL

VERONA

★★★★★



DUE TORRI HOTEL

VERONA

★★★★★

## In the center of Verona, the heart of hospitality with ancient origins

In the heart of Verona's historic center, next to the Church of Sant'Anastasia and a short walk from the Arena and Juliet's House, stands the Due Torri Hotel, a historic 5-star luxury hotel and symbol of Italian hospitality excellence.

Housed in the ancient Palazzo dell'Aquila, dating back to the 14th century, the hotel represents a perfect balance between historical heritage, period furnishings, and high-level services. A place that preserves the memory of the city and interprets its spirit, becoming a protagonist of Veronese cultural life.

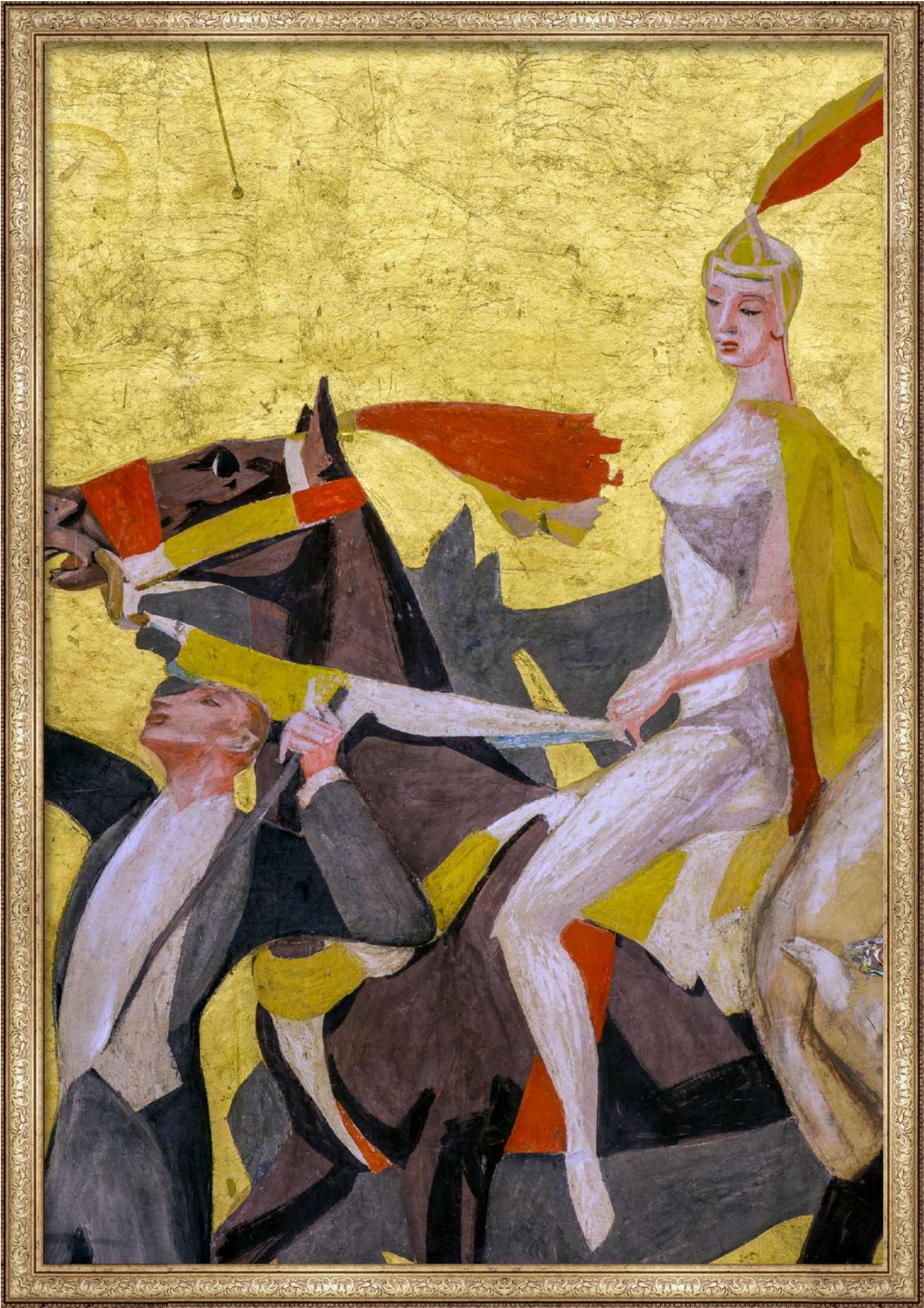
Over the centuries, the palace has hosted illustrious figures and been the scene of significant events. Since 1959, it has once again been a luxury hotel, establishing itself as a landmark for an international clientele interested in history, art, and authenticity.

The Due Torri preserves a unique artistic heritage, in particular the famous **Arena Casarini**, a small circular theater frescoed by the artist **Pino Casarini**, a master of the twentieth century and set designer for the opera seasons at the Arena di Verona. Other frescoes in the hotel are also dedicated to him, such as the Torneo dei Cavalieri di Brandeburgo (Tournament of the Knights of Brandenburg), in addition to the annual award created in collaboration with ArtVerona.

The breakfast room also features frescoes from 1958 depicting iconic views of the city, transforming your morning meal into an immersive experience in the history of Verona.

The hotel constantly strengthens its ties with the local area: it offers exclusive deals linked to opera performances at the Arena and, from 2024, will be sponsoring the city's cultural project "67 Colonne."

A member of prestigious international networks - including **The Leading Hotels of the World, Virtuoso, Serandipians, Signature, and American Express Hotel Collection** - the Due Torri Hotel features panoramic restaurants, a modern wellness area designed according to energy-saving criteria, and collaborates with Starpool to adopt innovative consumption monitoring technologies.





**DUE TORRI HOTEL**  
VERONA ★★★★★

**2025**

\* COLLABORATORS

**100** % Local employees

**78** Collaborators, including:

**34** Men

**44** Women

\* SUPPLIERS

**68,96** % Local suppliers out of total within 90 km

\* MONITORING

**703.178** kwh energy

**70.328** smc gas

**9.711** mc water partially estimated

**273,61** tCO2eq emissions

**71,2** % separated waste as a percentage of total waste monitoring Nov 25 - Feb 26

# The Path to Sustainability

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HOTEL BERNINI PALACE

FIRENZE

★★★★★



## In Florence A Journey Through History

The Hotel Bernini Palace is located in a historic building constructed in the classic Florentine architectural style, with elegant string courses, wooden shutters, and rooms that tell centuries of history. Its location is privileged: in the heart of Florence, behind **Piazza della Signoria**, a short distance from the **Uffizi Gallery**, **Palazzo Vecchio**, Piazza Santa Croce, and Piazza San Giovanni. A unique setting, surrounded by places and works that have marked the history of Italy.

The first records of the hotel date back to the 15th century, when the building was owned by the ancient Della Pera family, also mentioned in the **16th canto of Dante Alighieri's Paradiso**. This is still commemorated today by the marble slab next to the entrance: "Nel picciol cerchio s'entrava per porta che si nomava da qué della Pera" (In the small circle, one entered through a door called da qué della Pera).

Over the centuries, the building has undergone significant transformations. **It was the first hotel in Florence to have running hot water and stables for guests' horses.** In the mid-19th century, it became the elegant **Albergo dello Scudo di Francia** and, between 1865 and 1870, the **Hotel Columbia Parlamento**, frequented by members of the Chamber of Deputies and Senators when Florence was the capital of the Kingdom of Italy. It later housed the famous **Ristorante Doney**, a meeting place for the high society of the time.

A few decades ago, careful restoration and modernization work restored the building to its original splendor, bringing to light a 16th-century loggia and restoring the large frescoed hall on the first floor with portraits of the protagonists of the Risorgimento, now known as the Parliament Hall, which is currently used as the breakfast room.

At the **Hotel Bernini Palace**, the energy efficiency program included the renewal of approximately 50% of the building's machinery, with the replacement of old boilers and cooling units with new-generation systems capable of guaranteeing higher performance and lower consumption. The hotel has also eliminated traditional plastic magnetic cards, replacing them with cards made from plant-based materials.



Sustainability Path

DATE



HOTEL BERNINI PALACE  
FIRENZE ★★★★★

2025

Data being  
updated



# The Path to Sustainability

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HOTEL BRISTOL PALACE

GENOVA

★★★★★

## Sustainability Path



HOTEL BRISTOL PALACE  
GENOVA ★★★★★

# History, Art, and Business in the Heart of Genoa

In the heart of Genoa, overlooking one of its most prestigious streets, the Hotel Bristol Palace is a magnificent Art Nouveau building, restored to its original splendor and converted into a refined 5-star hotel in 2023.

A member of **Locali Storici d'Italia** and **Preferred Hotels & Resorts L.V.X.**, the Bristol Palace has been one of the symbols of Genoese hospitality for a century and twenty years. Opened in 1905, it was immediately considered one of the most prestigious hotels in the city, a social center for the local nobility and a meeting place for artists and intellectuals, including **Gabriele d'Annunzio, Luigi Pirandello, and Alfred Hitchcock.**

During World War II, it served as military headquarters and later as the headquarters of the Italian Liberation Committee of Northern Italy, becoming a direct witness to important pages in Italian history.

Today, the hotel retains its Art Deco furnishings, Napoleon III salons, porcelain, and precious period objects, enhanced by a recent and careful restoration. Its symbol is the famous **elliptical staircase** in white marble, which winds in a dizzying Art Nouveau spiral up to the sixth floor. According to legend, Hitchcock was inspired by this structure for the recurring spiral in the film *Vertigo*.

With 133 rooms and suites, the Bristol Palace combines classic elegance with contemporary amenities. It offers eight meeting rooms for up to 160 people, accessible rooms, pet-friendly services, valet parking, as well as the Giotto restaurant and a panoramic terrace with a café and outdoor dining.

Its strategic location allows easy access to the Ducal Palace, the Caruggi (narrow streets), the Rolli Palaces (a UNESCO World Heritage Site), and Renzo Piano's Old Port. Genoa is also the gateway to iconic destinations such as Portofino, the Cinque Terre, and the Ligurian Riviera.

The hotel has eliminated traditional plastic magnetic cards, replacing them with cards made from plant-based materials.



Sustainability Path

DATE



HOTEL BRISTOL PALACE  
GENOVA ★★★★★

2025

Data being updated



# The Duettorrihotels Group's Path to Sustainability

## Conclusions

Duettorrihotels continues with determination on its path towards an increasingly responsible model of hospitality, capable of combining quality, respect, and innovation.

Sincere thanks go to all the Group's employees, who transform principles into concrete actions every day, and to stakeholders, partners, and suppliers, whose contribution is essential to achieving shared goals.

Finally, to the guests who consciously choose to be part of this journey: with their trust and sensitivity, they accompany Duettorrihotels in building hospitality that generates value, today and tomorrow.



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