

DU LAC ET DU PARC

GRAND RESORT



OUR SUSTAINABILITY POLICY

Why We Chose the GSTC Path

In 2024, we decided to embark on the **GSTC (Global Sustainable Tourism Council)** certification process to strengthen our commitment to responsible and sustainable management, benefiting our guests, the local territory, and future generations. Through this journey, we aim to make our environmental, social, and cultural actions more visible and transparent, highlighting the deep connection between our resort, the lake, the park, and the local community.

Achieving certification in **May 2025** is not a static milestone for us, but the start of a new phase of continuous improvement. We are committed to maintaining and honoring these high standards every day, transforming global criteria into concrete acts of conscious hospitality.

The Resort

Du Lac et Du Parc Grand Resort is nestled in a 7-hectare natural park overlooking Lake Garda. We offer our guests a unique experience blending nature, elegance, and well-being, with services including a hotel, bungalows, suites, three restaurants, bars, a spa, a fitness center, a congress center, a kids' club, and a sailing school. The resort comprises 254 rooms, totaling over 500 beds. Being located in a landscape-protected area, the resort strictly adheres to environmental regulations during all maintenance and renovation phases.

Accessible Rooms

We offer **fourteen fully accessible rooms**, featuring ample space, equipped bathrooms, and a total absence of architectural barriers. All common areas and restaurants are designed to be accessible to everyone.

Code of Ethics

Du Lac et Du Parc Grand Resort condemns all forms of exploitation, harassment, and discrimination based on gender, ethnicity, religion, or disability. To this end, we have adopted a Code of Ethics, which can be viewed at: <https://dulacetduparc.com/codice-etico>

OUR EMPLOYEES: OUR MOST VALUABLE RESOURCE

Every year, we organize courses on hospitality, safety, language training, and digital skills. We also offer training paths for managerial development to encourage internal growth and professionalization.

2024 Staff Statistics:

- **Employees residing in Trentino:** 76%
- **Gender:** 52% Women / 48% Men
- **Average Age:** 30.4 years
- **Average Seniority (Permanent Staff):** 13 years
- **Average Seniority (Seasonal Staff):** 7 years

Corporate Welfare and Benefits

Our staff represents one large family. We believe that only by creating a safe, respectful, and serene working environment can we ensure both employee satisfaction and guest happiness. We comply with all national labor laws, guaranteeing opportunities for training and advancement. Benefits offered to our team include a company canteen, flexible scheduling options, performance bonuses, accommodation for seasonal staff, and fuel vouchers.

COMMUNITY SUPPORT & LOCAL SUPPLY CHAIN

Community Support

We collaborate with schools to offer work-study programs (*alternanza scuola-lavoro*). We provide spaces for cultural events and support local organizations through donations and sponsorships. We financially support associations such as the **Riva del Garda Volunteer Fire Department**, **SAT** (Società Alpinisti Trentini), and the **La Bacionela** association, which promotes the historic local festival "Pan Bondola e Vin."

Local Products & Dining

We prioritize regional ingredients such as **Garda Extra Virgin Olive Oil**, Trentino DOC wines, and fruits and vegetables from local farms. Our menu is based on seasonal, local ingredients. We use meat and eggs from cage-free farms. Every menu includes vegetarian and vegan options, and we offer tailored solutions for specific dietary needs or intolerances.

Sustainable Purchasing

We choose **FSC-certified products** and minimize packaging and single-use items. In rooms and common areas, we use refillable dispensers, reusable glass, and bulk-sized containers to reduce waste.

ENVIRONMENTAL STEWARDSHIP

Energy Saving

Our photovoltaic system generates approximately **6%** of our energy needs. The remainder is sourced from 100% renewable energy provided by **Dolomiti Energia**. We utilize smart systems for lighting and climate control management, including motion sensors and magnetic key cards. Currently, 90% of the resort's lighting is LED; we expect to reach 100% within the next two years. During shoulder seasons, we use well water for cooling, allowing us to reduce electricity consumption.

Water Conservation

Our park is irrigated using well water via dynamic, static, and drip irrigation systems. Water from our 9 wells is also used for toilet flushing in the Villa and Murialdo buildings, filling swimming pools, and maintaining the park's ponds. Bed linen is changed every three days, and towels are replaced only upon request.

Waste Reduction

Waste sorting is highly organized, featuring clear signage and dedicated bins in every area. Furthermore, we collaborate with the non-profit organization **Clean The World**, which collects and recycles empty plastic bath bottles. They use the residual soap to create new bars distributed globally to NGOs.

Sustainable Mobility

The resort is easily accessible by public transport, with a bus stop located just 300 meters away. We provide updated maps and advice for sustainable travel. We partner with a bike rental service to offer direct on-site services and provide charging stations for electric cars and bikes. We use electric golf carts for portage services and actively promote the **Trentino Guest Card** for free public transport use.

Emission Reduction

We monitor our CO₂ emissions and reduce them through energy efficiency practices. We have initiated an analysis and research process to identify the best ways to offset our carbon footprint and further reduce our impact.

Biodiversity and Landscape

In the Du Lac et Du Parc gardens, home to over **200 different plant species**, protecting biodiversity is a core value. Recently, we launched an environmental redevelopment

project supported by a landscape architect. This project aims to enhance local flora by gradually replacing existing species with native plants better suited to the natural and climatic context. This choice reduces water requirements, promotes a more balanced ecosystem, and supports local wildlife.

OBJECTIVES

The goals set in 2024 to be achieved by December 2027 are:

- Increase the use of **ECOLABEL** detergents.
- Reach 100% LED lighting – **Achieved in November 2025** ✓
- Completely eliminate single-use plastics in guest rooms – **Achieved in March 2026** ✓
- Reach 100% low-water-consumption showers and faucets.