



ESG
2024
UNA Italian
Hospitality

UNA ITALIAN HOSPITALITY

SUSTAINABILITY REPORT

This report takes into account the assets of the main headquarters of UNA Italian Hospitality and the 35 properties (hotels, residences, resorts) that it directly manages in 30 Italian locations, out of a total of 58 properties belonging to the Brand. No changes have been recorded compared to the 2023 reporting with regard to the scope considered.

The reporting period covers January 1, 2024 to December 31, 2024.

UNA ITALIAN HOSPITALITY

SUSTAINABILITY REPORT

2024

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“Three key areas on which to focus our commitment: People, Nature, and Responsibility. We look ahead with the conviction that responsible and innovative hospitality can create value for everyone.”

Giorgio Marchegiani - Chief Executive Officer of UNA Italian Hospitality

LETTER TO STAKEHOLDERS

Building a more sustainable and inclusive future is not a goal, but a daily journey made of conscious choices and shared responsibility. With this second Sustainability Report, we wish to share the results achieved in 2024 and the steps we are taking to make our hospitality increasingly attentive to people, communities, and the environment.

Our commitment focuses on three key areas — **People, Nature, and Responsibility in Action** — which guide every strategic and operational decision.

We have invested in social inclusion projects, in waste reduction and energy efficiency, and have started certification processes such as **ISO 50001, GRESB, Ecolabel, and GSTC**, confirming our determination to align with the most advanced sustainability standards.

This Report is not only an accountability tool, but also an instrument of transparency that allows us to measure progress, share results, and address future challenges with consistency.

We look ahead with the conviction that responsible and innovative hospitality can create value for everyone — for those who work with us, for those who choose our hotels, and for the communities that host us.



Giorgio Marchegiani
Chief Executive Officer of UNA Italian Hospitality

CORPORATE CONTEXT

UNIPOL ASSICURAZIONI

Unipol Assicurazioni is a **leading Company** in Italy in the Non-Life insurance sector, particularly in Motor Liability, and is among the main insurance groups in Europe. The shares of its parent Company, **Unipol Assicurazioni S.p.A.**, have been listed on the Italian Stock Exchange since 1990 and are included in the FTSE MIB® and MIB® ESG indices.

Its main shareholders are enterprises representing the **Italian cooperative movement**. Unipol Assicurazioni employs over 12,000 people and serves 16.8 million customers, supported by the largest agency network in Italy.

*On a consolidated basis, as of December 31, 2024, Unipol Assicurazioni recorded total **direct insurance premiums** of €15.6 billion, of which €9.2 billion in Non-Life business and €6.4 billion in Life business.*

Unipol Assicurazioni pursues an **integrated offering strategy**, providing a wide portfolio of insurance products and services.

Active in the **health** and **supplementary pension** sectors, it offers individuals, families, and businesses greater security and confidence in the future, ensuring protection and quality of life, while promoting **sustainable, long-term growth** for the benefit of all its stakeholders — shareholders, customers, agents, employees, suppliers, and communities.*

*Source: Unipol Consolidated Financial Statements 2024

Unipol Assicurazioni Figures



12,770

EMPLOYEES



16.9 m

POLICYHOLDERS



15.6 bn

DIRECT INSURANCE PREMIUMS



9.2 bn

NON-LIFE INSURANCE PREMIUMS



6.4 bn

LIFE INSURANCE PREMIUMS

Source: Unipol Consolidated Financial Statements 2024

UNA ITALIAN HOSPITALITY

THE NEW FACE OF ITALIAN HOSPITALITY

UNA Italian Hospitality S.p.A is the largest hotel chain in Italy, with a portfolio of over **6,043 rooms** distributed across **58 hotels, resorts, and residences**, of which **35 are directly managed** and **23 are affiliated through franchise agreements**, located in **30 destinations** and **14 regions**. **UNA Italian Hospitality** combines Italian authenticity with international standards, operating through two distinctive brands: **UNA Esperienze** and **UNA Hotels**, targeting the upper-upscale and upscale segments, respectively. Founded in 2016, the Company is the result of the integration of **Atahotels** and **UNA Hotels & Resort**, making Italian identity its defining feature.

In May 2025, the brand was renewed and became UNA Italian Hospitality.

This strategic update represents a key milestone in the Company's growth, strengthening the brand's positioning as a symbol of **authentically Italian hospitality**, reinterpreted in a contemporary way to welcome an increasingly international clientele.

The rebranding is part of a broader vision aimed at enhancing brand recognition and offering a clear, synergistic portfolio: **UNA Esperienze** for the upper-upscale segment, **UNA Hotels** for the upscale segment, alongside technological innovations designed to improve the Guest experience.

UNA Italian Hospitality, continuously growing, aims to consolidate its leadership in the market through portfolio expansion, favoring **leasing, franchising, and management agreements** to strengthen its presence in key touristic and metropolitan destinations.

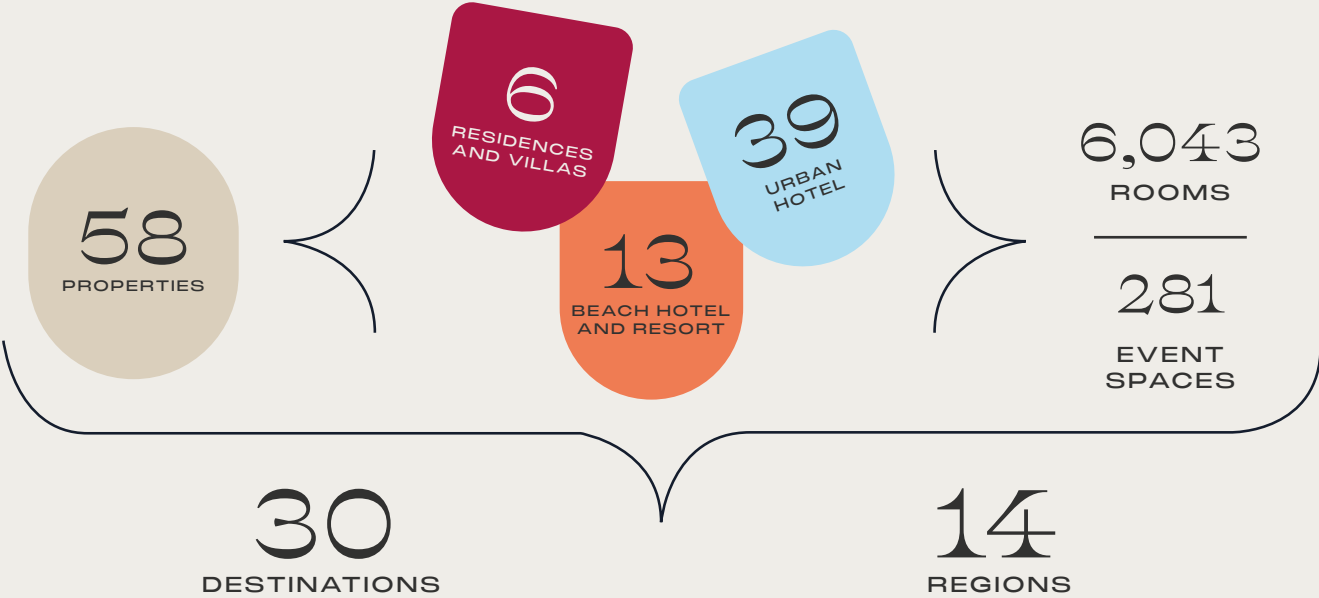
The growth of **UNA Italian Hospitality** is also reflected in the 2024 financial results*, with **revenues increasing by 7%** compared to 2023, EBITDA and turnover consistently rising, an **occupancy rate exceeding 76%** (well above 2023 levels), and both **ADR** and **RevPAR** increasing compared to the previous year.

*Source: Unipol Consolidated Financial Statements 2024





UNA Italian Hospitality Figures



Source: Company Profile UNA Italian Hospitality 2025

THE SUSTAINABILITY JOURNEY OF UNA ITALIAN HOSPITALITY

UNA Italian Hospitality has long been committed to a path of **environmental sustainability and social responsibility**, expressed through strategic and operational choices that take into account the needs and expectations of all stakeholders.

This journey is part of a broader framework based on compliance with the **Charter of Values, Code of Ethics, and the Organization, Management and Control Model (M.O.G.)** shared with Unipol Assicurazioni S.p.A.

UNA Italian Hospitality is committed to promoting a **responsible, accessible, and environmentally and socially conscious** tourism model.

Since **2022**, the Company has embarked on a structured sustainability path, which includes obtaining recognitions for its focus on vulnerable groups and making investments aimed at reducing consumption and emissions.

Without losing the guiding thread established with the **2023 Sustainability Report**, the **2024** pillars are based on:



YOU

CENTRALITY OF GUESTS AND HUMAN RESOURCES

Guest well-being, the value of people, and commitment to the community to generate shared value.



NATURE

RESPECT FOR THE ENVIRONMENT

Environmental protection, impact reduction, efficiency, and circular economy to minimize the ecological footprint.



ACTION

THE VALUE OF OUR TEAMWORK

A shared and concrete commitment to fostering a sustainable corporate culture and inclusive growth throughout the entire value chain.

WHAT WE DID IN 2024



RENEWABLE SOURCES AND LOW-IMPACT TECHNOLOGY

The decision to source **100% renewable electricity** has continued. LED lighting has been installed, and obsolete devices have been replaced with energy-efficient technologies across the hospitality properties, **reducing both emissions and energy costs.**



INTERNAL TRAINING AND GUEST ENGAGEMENT

The Company has strengthened staff training on sustainable practices and waste management, while also engaging Guests through the “**Smile at the Planet**” initiative, aimed at promoting responsible behaviors during their stay.



SUSTAINABLE MOBILITY AND LOCAL AREA ENHANCEMENT

In 2024, **clean mobility initiatives** were expanded, introducing new spaces for bike and e-scooter rentals, encouraging the exploration of local areas and promoting local supply chains and zero-kilometer products, with a focus on respect for biodiversity.



CIRCULAR ECONOMY AND WASTE REDUCTION

Collaboration continues with Banco Alimentare, Too Good To Go, and Regusto to recover surplus food and materials. In addition to food, furniture and hotel equipment have also been donated, **reducing waste, CO₂ emissions, and disposal costs.**



DIGITAL SUSTAINABILITY

A project has been launched to monitor and reduce the **digital emissions of the UNA Italian Hospitality website.** The initiative aims to improve the portal's performance and reduce the environmental impact of online activities.

ESG Overview*



YOU

1.7 million

ANNUAL HOTEL STAYS

893

EMPLOYEES

920,668€

FUNDS ALLOCATED TO SUPPORT
THE COMMUNITY



NATURE

100%

ENERGY FROM RENEWABLE SOURCES

2.7 million€

FIVE-YEAR INVESTMENT IN ENERGY EFFICIENCY

5,583 ton CO₂

SCOPE 1+2 EMISSIONS FROM ENERGY
CONSUMPTION AND DIRECT OPERATIONS IN
2024

*For further details on the data, please refer to the thematic chapters.



ACTION

97%

EXPENDITURE PAID TO ITALIAN SUPPLIERS

100%

ADHERENCE TO THE SUPPLIER CODE OF CONDUCT

39.5%

PURCHASES MADE IN ACCORDANCE WITH VERIFIED ESG (ENVIRONMENTAL, SOCIAL AND GOVERNANCE) SUSTAINABILITY CRITERIA, INCLUDING THROUGH AUDITS





Certifications

In 2024, UNA Italian Hospitality achieved:

ISO 50001

ENERGY MANAGEMENT FOR 20 PROPERTIES,
INCLUDING THE HEADQUARTERS

BREEAM In-Use

FOR UNA HOTELS BOLOGNA SAN VITALE, IN
ADDITION TO THE EXISTING LEED GOLD

Ecolabel UE

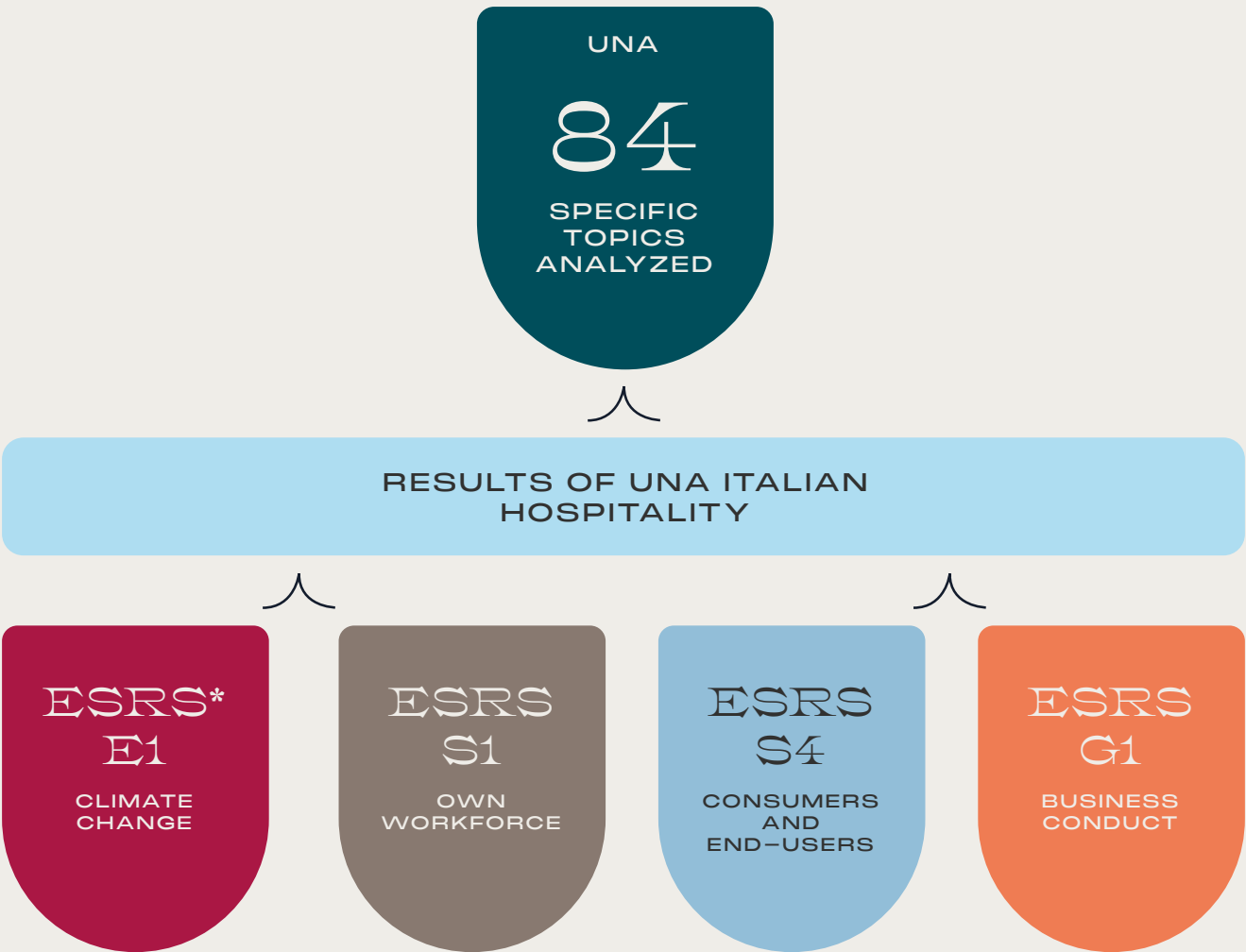
FOR UNA HOTELS BOLOGNA SAN VITALE, IN
ADDITION TO THE EXISTING LEED GOLD

UNI/PdR 125

GENDER EQUALITY CERTIFICATION

WHAT WE WILL DO

UNA Italian Hospitality has adopted the guidelines of **Unipol's 2024 Sustainability Policy** and its guidelines on "Climate Change Strategies," "Human Rights," "Anti-Corruption," and "Biodiversity." Starting from the priorities defined by Unipol Assicurazioni, the Company conducted an internal materiality analysis that considered the material and financial impacts of its own activities (inside-out and outside-in perspectives), identifying the same material topics as those of Unipol, with the sole exception of the **Biodiversity and Ecosystems** topic, which is not material for UNA Italian Hospitality:



*The ESRS — European Sustainability Reporting Standards — are sustainability reporting standards issued by the European Commission and developed by EFRAG (European Financial Reporting Advisory Group), as part of the implementation of the Corporate Sustainability Reporting Directive (CSRD), the European directive that sets the rules for sustainability reporting for companies.

Based on the analysis and in relation to the hotel industry, the Company has also identified::

- » Water and marine resources (ESRS E3)
- » Resource Use and Circular Economy (ESRS E5)
- » Affected communities (ESRS S3).

It has therefore prepared a series of projects and actions aimed at **mitigating impacts** on these issues, which will constitute the pillars of corporate sustainability for the next three years.



THE 2025-2027 SUSTAINABILITY PILLARS

Sustainability is a strategic pillar for UNA Italian Hospitality and guides current and future choices regarding investments and business development, as well as the quality of services offered, respect for and listening to stakeholders, and the enhancement of the reference territory.

In this context, UNA Italian Hospitality has identified **three main pillars** that guide the Company's priorities and represent the three major ESG themes—acronym for Environment, Social, and Governance—within which the projects identified by UNA Italian Hospitality fall.

The projects, which **will be developed in the coming years and partly in 2024**, are shared with stakeholders and monitored over time to measure their results against commitments made and in relation to international sustainability standards.

YOU

28 PROJECTS:



NATURE

25 PROJECTS:



ACTION

10 PROJECTS:



Sustainability Targets

Based on the guidelines defined by Unipol Assicurazioni in its **2025-2027 sustainability plan**, UNA Italian Hospitality will commit over the three-year period to the green transition of its business model, will responsibly and consciously guide the pathways of organizational and technological evolution, and will develop knowledge and use of digital innovation tools oriented towards ethics and low environmental impact.

Below are the main areas of intervention:



ENVIRONMENTAL AREA

Target Net-Zero Scope 1&2

- » Net-Zero Target by 2050 for operational properties
- » 63% reduction target by 2030 for Scope 1 and 2 emissions (baseline 2019)
- » Potential energy efficiency initiatives during the 2025-2027 period (e.g., photovoltaic systems, relamping, hydraulic elevators within investment plans)
- » Calculation and reporting of the Carbon Footprint of UNA Italian Hospitality according to a methodology consistent with international standards.



SOCIAL AREA

Employees

- » 6,600 hours of professional growth pathways for employees, with an increase in training hours in tech, digital, and data science by 2027

- » Monitor and, if possible, increase the female presence in managerial roles by 2030 (currently at 25.5%)
- » Improve onboarding for foreign workers and expand job opportunities for people with disabilities
- » Continue change management to eliminate behavioral prejudices and promote inclusivity, including coexistence among different generations
- » Offer support services for mothers with children up to 3 years old, to facilitate return after maternity leave and improve work-life balance

Guests

- » Improve the 2024 Net Promoter Score (58.14) to enhance Customer Satisfaction
- » Evaluate the integration of AI tools in the hotel business to improve services and hospitality.



GOVERNANCE AREA

Innovation and Compliance

- » Obtaining the Global Sustainable Tourism Council (hereinafter “GSTC”) Certification for sites in the Milan area subject to verification activities by the certifying body.
- » Adoption of a technology innovation policy addressing issues related to AI and data management.

SYNERGY BETWEEN LOCATIONS AND SERVICES ENHANCED BY INTEGRATED CERTIFICATIONS



In the hospitality sector, where the **Guest experience** is born from the deep synergy between location and services, sustainability cYeart be addressed partially. Accessibility, energy efficiency, quality of the offer, and staff culture all contribute to building a responsible and distinctive model.

Certifications, in this context, represent a fundamental tool for the implementation of the **ESG strategy**, as they allow translating the operational peculiarities of the sector—from the design and management of the location to the definition of services—into concrete, measurable, and recognized actions.

Certifications



LOCATION:

efficiency
compliance
innovation.



SERVICE:

awareness
sustainable offer
culture of sustainability.



GUEST TRUST:

experience
inclusivity/Accessibility
loyalty.

XXV Olympic and XIV Paralympic Winter Games Milano Cortina 2026

OUR PATH TOWARDS ISO 50001 AND G.S.T.C. CERTIFICATIONS:



ISO 50001 — ACQUIRED IN 2024 FROM THE 19 HOTELS OF THE ATHENS FUND (MANAGED BY UNIPOL S.G.R.) AND THE CENTRAL HEADQUARTERS

The ISO 50001 certification, an international standard for **energy management systems** developed by the International Organization for Standardization (ISO), provides a framework to improve energy efficiency, reduce energy costs, and decrease greenhouse gas emissions.

For UNA Italian Hospitality, the ISO 50001 certification demonstrates how the **Athens Fund** (which owns part of the properties managed by UNA Italian Hospitality) improves energy efficiency through an energy management process, analyzing energy flows within the hotel properties and identifying any inefficiencies.



THE GLOBAL SUSTAINABLE TOURISM COUNCIL (GSTC) – PROCESS IN PROGRESS

UNA Italian Hospitality has chosen the G.S.T.C. certification because it represents the most recognized international benchmark for sustainable tourism, as defined by the **Global Sustainable Tourism Council**.

This decision fits within the Group's ESG strategy, which aims to **integrate environmental, social, and governance standards** into operational processes and the experience offered to Guests.

The G.S.T.C. ensures a comprehensive approach, evaluating not only environmental performance but also socio-cultural impact and responsible resource management.

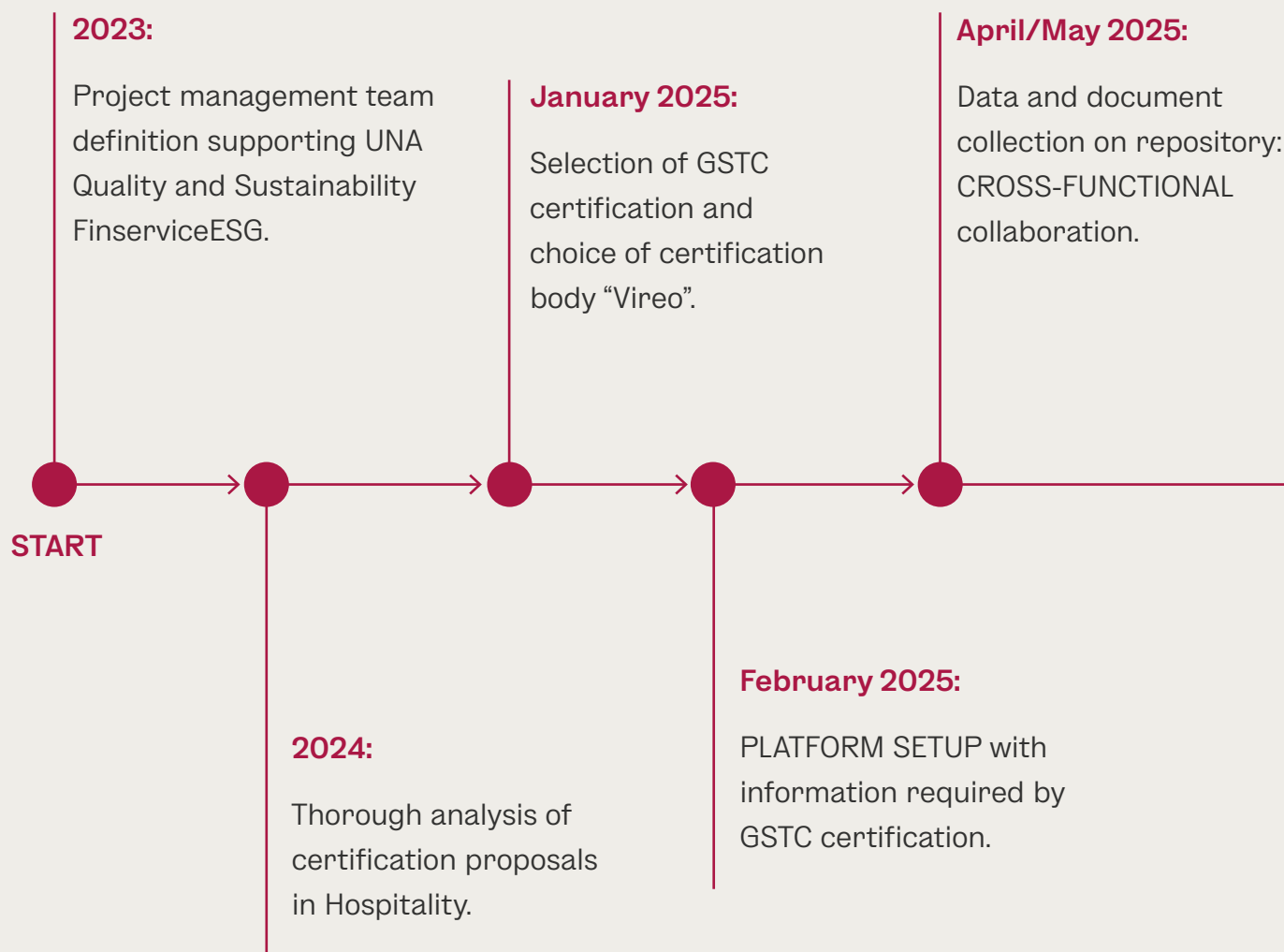
For the hotels involved in the **Milan Cortina 2026 Winter Olympic and Paralympic Games**, this certification is a sign of commitment to local communities and respect for destinations.

Adopting the G.S.T.C. means aligning with global best practices, increasing market credibility, and responding to the growing demand for responsible tourism. Additionally, it provides a tool for self-assessment and continuous improvement, useful also for the Olympic event.

The certification supports transparency toward stakeholders, Guests, and international partners. Finally, it contributes to strengthening UNA Italian Hospitality's reputation as a conscious and innovative operator.

FOCUS

The Journey Toward GSTC





YOU

Centrality of Guests and Human Resources

People are at the center of UNA Italian Hospitality's activities.

28 PROJECTS:



PROJECTS TO BE IMPLEMENTED IN THE NEXT THREE YEARS IN THE SOCIAL SPHERE

Below is a brief overview of the Projects, divided by **ESG area**, **activity status**, and **objectives**.

The color code for activity status defines the phase:

- » **dark green** indicates project completion
- » **orange** indicates work in progress
- » **red** means the activity has yet to start
- » **light blue** indicates an activity that recurs/renews annually

Darker shading of the areas indicates alignment of the topic with the goals set by Unipol Assicurazioni, while **lighter shading** identifies topics specific to UNA Italian Hospitality.

Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
S1 – Own workforce (Working conditions)		Welfare Program	●	●	<ul style="list-style-type: none"> Promote employee well-being
	ESRS S1-1 Policies related to own workforce				
	ESRS S1-14 Health and safety metrics	Collaboration with FitPrime “Wellness program for employees”	●	●	<ul style="list-style-type: none"> Promote psycho-physical well-being Support work-life balance Increase staff attractiveness and retention Improve staff productivity and motivation
	ESRS S1-15 Work-life balance metrics	Creation of a break and recreational room at UNA HOTELS Contessa Jolanda, reserved for UNA Italian Hospitality employees	●		<ul style="list-style-type: none"> Increase staff retention Support a healthy life-style Improve staff productivity and motivation
S1 – Own workforce (Equal treatment and opportunities for all)		Sustainability training	●	●	<ul style="list-style-type: none"> Enhance awareness and skills in the ESG field
	ESRS S1-1 Policies related to own workforce	Professional development and growth paths	●	●	<ul style="list-style-type: none"> Promote skill development and inclusion
	ESRS S1-13 Training and skills development metrics	F&B training courses on sustainability topics	●	●	<ul style="list-style-type: none"> Train staff on sustainability topics Promote awareness and skills in sustainable practices in the food sector
		Specialized training courses for staff	●	●	<ul style="list-style-type: none"> Improve customer experience and internal service management Support professional development and skill growth of staff

■ Topics aligned with Unipol
 ■ Topics specific to UNA Italian Hospitality
 ● Completed
 ● In progress
 ● To be started
 ● Recurring

Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
S1 – Own workforce (Equal treatment and opportunities for all)	ESRS S1-1 Policies related to own workforce	Promotion of the International Day of Disability on December 3, 2024	●		<ul style="list-style-type: none"> Promote a culture of inclusion and value diversity Raise awareness on disability issues Encourage active employee participation in DE&I (Diversity, Equity & Inclusion) initiatives
		Participation of 4 Hotels in the European project "Value-Able"	●	●	<ul style="list-style-type: none"> Promote workplace inclusion for people with intellectual disabilities Foster an inclusive work environment
		Project "The social project of Reverse"	●	●	<ul style="list-style-type: none"> Create job opportunities for people with disabilities
		Training and change management on inter-generational inclusivity		● from 2025	<ul style="list-style-type: none"> Promote collaboration among different age groups Foster an inclusive work environment
		Onboarding of foreign employees and inclusion of people with disabilities		● from 2025	<ul style="list-style-type: none"> Promote workplace inclusion for foreign workers and people with disabilities
		Implementation activities to support mothers post-maternity		● from 2025	<ul style="list-style-type: none"> Support post-maternity return with an inclusive and attentive environment for new mothers
S3 – Affected communities (Communities' economic, social and cultural rights)	ESRS S3-2 Processes for engaging with affected communities about impacts	Collaboration with the Social Cooperative – Gruppo L'Impronta	●	●	<ul style="list-style-type: none"> Promote social inclusion and work opportunities for protected categories
		Cleaning Day 2024 – Project to remove illegal posters	●		<ul style="list-style-type: none"> Improve aesthetic aspects and the urban environment
		Collaboration with the association "Trastevere Attiva"	●	●	<ul style="list-style-type: none"> Support local business activities Promote conscious shopping in neighborhood stores Strengthen relationships with the community

■ Topics aligned with Unipol
 ■ Topics specific to UNA Italian Hospitality
 ● Completed
 ● In progress
 ● To be started
 ● Recurring

Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
S3 – Affected communities (Communities' economic, social and cultural rights)	ESRS S3-2 Processes for engaging with affected communities about impacts ESRS S3-3 Processes to remediate negative impacts	Event organized by UNA HOTELS Naples with Fondazione Riva	●		<ul style="list-style-type: none"> Promote professional training and social inclusion for young people from difficult backgrounds Support youth employment in the hospitality sector
		Sponsorship of Reggiana Basket Lega A dedicated to enhancing and developing the territory	●	●	<ul style="list-style-type: none"> Support sports and territorial development
		Participation in the project "You are no longer alone"	●	●	<ul style="list-style-type: none"> Support women victims of violence
S3 – Affected communities (Communities' economic, social and cultural rights)	ESRS S3-4 Taking action on material impacts on affected communities	Registration of Maison Roma UNA Esperienze to the International Association Via Margutta	●	●	<ul style="list-style-type: none"> Strengthen ties with the local cultural and commercial fabric Promote territorial identity and sustainable tourism Enhance local commerce and community relations
		Collaboration with Fondazione De Marchi ETS and Associazione Soggiorno Sereno Sandro Gabbani ETS	●	●	<ul style="list-style-type: none"> Support access to healthcare Foster positive social impact of hospitality properties on the territory Support families in economic or psychological fragility
		Collaboration of UNA HOTELS Cusani with the association "Amici della Scala"	●		<ul style="list-style-type: none"> Support local culture and arts Strengthen brand identity Promote the hotel's role as a space open to the community

■ Topics aligned with Unipol
 ■ Topics specific to UNA Italian Hospitality
 ● Completed
 ● In progress
 ● To be started
 ● Recurring

Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
S4 – Consumers and end-users (Information-related impacts for consumers)	ESRS S4-2 Processes for engaging with consumers and end-users about impacts	Guest survey	Completed	Recurring	<ul style="list-style-type: none"> Assess Guests' interest and awareness of sustainability
		Complaint management and customer assistance, online reputation monitoring	Completed	Recurring	<ul style="list-style-type: none"> Improve Guest experience and resolve complaints promptly
		Improvement of NPS score	Completed	Recurring	<ul style="list-style-type: none"> Exceed 2024 score of 58.14
		Digitalization of systems	In progress	In progress	<ul style="list-style-type: none"> Improve operational efficiency and reduce environmental impact
S4 – Consumers and end-users (Social inclusion of consumers and end-users)	ESRS S4-3 Processes to remediate negative impacts sui consumatori	Accessibility	In progress	In progress	<ul style="list-style-type: none"> Promote inclusive and sustainable mobility
		Adoption of the Diversity and Inclusion protocol	Completed	In progress	<ul style="list-style-type: none"> Promote LGBTQ+ community inclusion in UNA Italian Hospitality properties



YOU CARE Guests

"WARMTH, PASSION, HOSPITALITY, AUTHENTICITY. THE VALUES THAT DRIVE OUR BRAND ARE THE SAME CHARACTERISTICS OFFERED TO GUESTS AND TO OUR COLLABORATORS."

Giorgia Gaviglio - Head of Administration, Control, and IT Function

15,521

SME CLIENTS

553,100

PRIVATE CLIENTS

1.7 Million

ANNUAL PRESENCE

190

NATIONALITIES HOSTED

2.3

AVERAGE LENGTH OF STAY

1,045,370

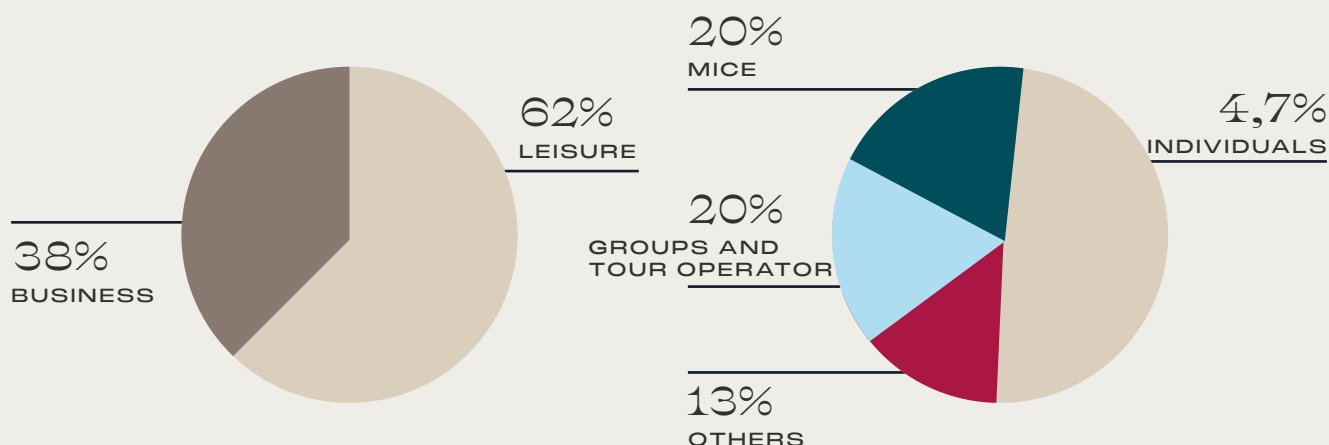
ROOM NIGHTS

76.1%

OCCUPANCY RATE

Sources: Company Profile UNA Italian Hospitality 2025 - Revenue Function UIH

Guests segmentation:



The Guest is at the center of the attention and daily work of UNA Italian Hospitality. The **objective of UNA Italian Hospitality** and a fundamental pillar supporting strategic development choices is, in fact, the maximization of their satisfaction, achieved through the offer of an ever-innovative and high-quality service. This is made possible by the various channels used to inform, engage, and respond to the needs of each Guest, starting from their profiling and continuous involvement in corporate decisions.

With around **180 nationalities** hosted within its properties and **1 million room nights occupied per year**, UNA Italian Hospitality stands out for its high safety standards and Brand Quality. The Company conducts daily monitoring of customer experience feedback to professionally and promptly manage any issues while simultaneously improving hotel services dedicated to its Guests.

Many properties offer Guests the opportunity to participate in **sustainable experiences**, such as eco-tours, environmental volunteering activities, tastings of locally sourced products, sustainable cooking courses, or initiatives raising awareness about the culture and nature of the territory.



In its ongoing improvement journey, the Company has launched a series of projects concerning:

Information-related impacts for consumers:

- » surveys dedicated to Guests
- » complaint management, customer assistance, and online reputation monitoring
- » improvement of the NPS Score
- » digitization of systems

Guest inclusion:

- » inclusive and innovative mobility
- » adherence to Diversity, Inclusion, and Accessibility protocols.



CUSTOMER INFORMATION

In line with the values of Unipol Assicurazioni, **UNA Italian Hospitality** places the relationship with Guests at the center of its activity, based on **quality, listening, and transparency**. These values translate into targeted actions that include:

- » **continuous listening:** through tools such as Post Stay Survey (PSS) and On Site Survey (OSS) questionnaires, as well as monitoring online reviews, UNA Italian Hospitality consistently collects feedback to understand Guests' expectations and needs.
- » **Fair and transparent management of reports:** every complaint is handled impartially and professionally, ensuring quick and understandable responses.
- » **Protection of personal data:** in accordance with GDPR, UNA Italian Hospitality adopts advanced measures to guarantee the security and confidentiality of Guests' information in compliance with Unipol Assicurazioni's regulations on personal data usage.

*UNA Italian Hospitality constantly invests in staff training, recognizing that the **professionalism** and **preparation** of teams are fundamental to ensure effective management of reports.*

In 2024, training sessions were organized involving **Hotel Directors and Function Managers**, focusing on communication, complaint management, and data analysis.

Projects

PROJECT

DEDICATED SURVEYS

UNA Italian Hospitality actively involves its Guests in sustainability initiatives, using tools such as the Post Stay Survey to gather specific feedback.

In 2024, the questionnaires revealed growing appreciation on the following ESG topics:

Theme	Score 2024 (/100)	Score 2023 (/100)
Importance attributed to sustainability	88,52	87,84
Clarity in communication of ESG initiatives	79,73	77,55
Offer of sustainable options in Food & Beverage	83,41	81,85



Targets:

- » improvement of scores
- » identification of Guest engagement activities on sustainability topics



Timeframe: in progress



PROJECT

COMPLAINT MANAGEMENT AND PERFORMANCE IN 2024

- » 104 complaints handled in 2024
- » Response rate of 100%
- » Reduction in complaints compared to 2023 by 16.8%.

Actions taken by UNA Italian Hospitality included:

- » Targeted staff training on:
 - **bookings:** changes, cancellations, and clarifications on rates and pre-authorizations
 - **housekeeping:** issues related to cleaning and maintenance
 - **other services:** requests for general information or specific problems.
- » “**Dissatisfied Guest**” **form** to manage complaints at the Front Office.



Targets:

- » **reduction** of complaints in 2025
- » **continuous** improvement of management procedures
- » **maintaining** a 100% response rate.



Timeframe: in progress

PROJECT

ONLINE BRAND REPUTATION ANALYSIS

UNA Italian Hospitality conducted an analysis in 2024 using advanced tools to aggregate and analyze reviews posted by Guests on major digital platforms (e.g., Booking.com, Google, Tripadvisor). The objective was to constantly monitor customer satisfaction, identify critical areas, and activate targeted corrective actions, ensuring continuous improvement of service quality and results.

Additionally, a **remediation plan** for reputation and complaint management was implemented, directly supervised by the CEO of UNA Italian Hospitality.

PERFORMANCE 2024:



Target: performance above 87.50/100 in 2025

AVERAGE IN 2024

86.86/100

COMPARED TO 2023

85/100



Timeframe: in progress

PROJECT

NET PROMOTER SCORE (NPS)

The Net Promoter Score (NPS) measures Guest satisfaction and loyalty. The analysis of the NPS allows UNA Italian Hospitality to identify areas for improvement and implement targeted strategies to further strengthen the relationship with Guests, aiming to enhance the Company's reputation and increase customer loyalty.

NPS 2024

58.14

NPS 2023

51.22



Target: improvement of performance in 2025 compared to 2024



Timeframe: in progress

PROJECT

DIGITALIZATION OF ONLINE CHECK-IN SYSTEMS

UNA Italian Hospitality started by identifying the needs of Guests and the key functionalities required for online check-in, through the digital platform, eliminating the need for physical interactions and simplifying the booking and check-in process, with potential ancillary services, digital signature, automation of Guest service management.

The activity is in progress and will continue to develop in the coming years, also in light of the publication of the new **UNA Italian Hospitality platform**, designed to allow increasingly easy use of the loyalty system.

**Targets:**

- » improve operational efficiency
- » reduce the use of paper and physical documents
- » increase % online check-ins completed.



Timeframe: in progress



FOCUS

The New Platform of UNA Italian Hospitality

UNA Italian Hospitality has launched the new website **unaitalianhospitality.com**, renewed in design and features to offer a simpler, more intuitive, and personalized browsing experience. Developed with the Digital Experience team of Unipol and equipped with an advanced booking engine, the site is designed to meet the needs of both leisure and business travelers.

The digital project aims to increase direct bookings, strengthen interaction with the MICE segment, expand market visibility, and enhance the food and beverage offering.

The site reflects UNA Italian Hospitality's **communication strategy** and is configured as an immersive and high-performance platform, capable of improving user experience and engagement.



CUSTOMER INCLUSION AND ACCESSIBILITY

UNA Italian Hospitality, with its properties, is constantly seeking excellence and continuous improvement of its services.

Not only **efficiency**, but also **well-being and inclusivity**, as UNA Italian Hospitality increasingly invests in hospitality and in the adaptation of its services to meet the needs of those with special requirements.

It has always been committed to promoting **responsible, accessible tourism conscious of environmental and social impacts**. The Company has embarked on a structured sustainability path, aiming to achieve recognitions for attention to vulnerable categories, also in partnership with organizations active in social promotion.

The Company is dedicated to continuously enhancing quality by offering a range of services that meet the needs of Guests through ongoing listening to their requirements.

*This commitment is also highlighted by the numerous recognitions gained by **UNA Italian Hospitality** and its properties year after year.*

This journey includes not only awards related to the high level of services but also to their **inclusivity**, making the chain's properties increasingly accessible and the staff better prepared to **meet customer requests**.

The following pages illustrate the projects activated in this area.

Projects

PROJECT

ACCESSIBILITY

UNA Italian Hospitality confirms its commitment to accessible mobility, aiming to improve the experience of Guests with specific needs.

UNA Italian Hospitality has initiated a collaboration with **Handy Superabile**, a non-profit social promotion association, which conducted inspections in 8 hotels of the hospitality group in Milan.

During the visits, the Handy Superabile team completed a detailed survey form, accompanied by photographic documentation. The final report provides information on:

- » **access methods** to the facility (connections with public transport, proximity to airport and train stations, availability of taxis, reserved parking, information points, distances to travel)
- » **internal accessibility** (entrances, reception, internal pathways, elevators, ramps and slopes, any architectural barriers, restrooms, equipped rooms, and other common areas)
- » **public utility services nearby** (emergency room, hospitals, pharmacies, dialysis centers, sanitary shops, medical and rehabilitation aid rentals).

The common target is to provide objective, verified, and reliable information for a wide range of travelers: people with motor or sensory disabilities, elderly, families with small children, parents with strollers, people with allergies or food intolerances.

In synergy with the **Human Resources Function**, a training course was organized dedicated to the topic of accessibility. This initiative is aimed at managerial and executive staff to provide specific skills for welcoming Guests with disabilities or special needs.



Targets:

- » extend the project to most of the Group's properties
- » raise awareness of the needs and opportunities that accessible tourism can offer
- » increase satisfaction of Guests with disabilities
- » propose projects and initiatives and promote them as real experiences of integration and socialization
- » guarantee everyone the possibility to move and travel freely.



Timeframe: in progress

PROJECT

ADHERENCE TO THE DIVERSITY AND INCLUSION PROTOCOL

In 2025, UNA Italian Hospitality renewed its adherence to the **Diversity and Inclusion protocol, validated by RINA**, an international certification organization. The project includes training staff on **LGBTQ+ issues**, adopting inclusive policies in operational processes, and continuously updating hospitality practices across all UNA Italian Hospitality properties.

The target is to ensure high and verifiable standards in **diversity & inclusion** by adopting internationally recognized practices and promoting an inclusive corporate culture..



Targets:

- » strengthen brand reputation as an inclusive and responsible Company
- » consolidate international compliance with recognized certification
- » increase the sense of welcome for Guests.



Timeframe: in progress



FOCUS

Awards 2024

» Italian Mission Awards 2024:

Milano Verticale UNA esperienze “Best Hotel for Business Travelers”

» Traveller Review Awards 2024

Award from Booking.com for UNA Italian Hospitality with a score of 8.5 out of 10.

» 31° World Travel Awards:

Milano Verticale UNA esperienze is Italy's Leading Lifestyle Hotel 2024

» Tripadvisor Travellers' Choice 2024 (among managed hotels)

Etnea Roof Bar & Restaurant by “UNA Cucina”, Hotel Principi di Piemonte UNA Esperienze, Milano Verticale UNA Esperienze, Palace Catania UNA Esperienze, Ristorante Le Grand Bleu by “UNA cucina”, UNA HOTELS Capotaormina, UNA HOTELS Decò Roma, UNA HOTELS Galles Milano, UNA HOTELS Napoli, UNA HOTELS Naxos Beach Sicilia, UNA HOTELS Trastevere Roma, Versilia Lido UNA Esperienze, Vesuvio Roof Bar & Restaurant by “UNA cucina”.

YOU ENGAGE

The People of UNA Italian Hospitality

"GROWING OUR RESOURCES MEANS FOSTERING THE GROWTH OF UNA ITALIAN HOSPITALITY."

Andrea Giovannelli - HR Manager Function UNA Italian Hospitality

UNA Italian Hospitality recognizes and values the protection of employment and is fully committed to respecting **workers' rights**; in this regard, it has shaped over time policies, relationships, incentives, and awards aimed at employees based on the principles that form its foundation.

893

EMPLOYEES IN 2024

502

MALE EMPLOYEES

391

FEMALE EMPLOYEES

80,9%

PERMANENT EMPLOYEES

21%

EMPLOYEES UNDER 30

56%

EMPLOYEES AGED BETWEEN 30 AND 50 YEARS

INCLUSION

The Gender Equality Policy of Unipol Assicurazioni

The policy, approved by the Board of Directors and regularly updated, establishes a management system aimed at safeguarding gender equality, preventing harassment and abuse in the workplace, and promoting an inclusive, safe, and respectful environment for all people.

Among the measures adopted are:

- » **specific training courses** for staff, focusing on gender prejudices and unconscious biases
- » **procedures** for the prevention of harassment and abuse (also in the hotel sector)
- » **monitoring tools** and key performance indicators to verify the actual implementation of safety, equity, and inclusion principles
- » **measures to protect** confidentiality during the reception processes, consistent with UN recommendations.



25.5%

PERCENTAGE OF WOMEN IN MANAGERIAL POSITIONS IN 2024

(Calculated as the percentage of women in managerial positions (management and functions) out of the total number of employees in managerial positions.)

Target: maintain the monitored data in the three-year period up to 2027 and improve it if possible.

Projects

PROJECT

TRAINING AND CHANGE MANAGEMENT ON INTERGENERATIONAL INCLUSIVITY

To promote a truly inclusive work environment and overcome behaviors linked to unconscious biases, the Company has decided to invest in training and change management programs aimed at all personnel.

The target is to spread a culture that values differences and fosters coexistence among different generations, counteracting stereotypes and relational barriers. Through workshops, discussion moments, and experiential activities, new, more conscious and inclusive behaviors will be encouraged.

This process promotes an internal cultural evolution, helping to create a more respectful, collaborative environment open to diversity in all its forms..



Targets:

- » counteract prejudices
- » promote an inclusive culture
- » foster generational coexistence.



Timeframe: 2025–2027

PROJECT

ONBOARDING OF FOREIGN WORKERS AND INCLUSION OF PEOPLE WITH DISABILITIES

To respond to the need for a more **equitable and accessible workplace inclusion**, a process has been initiated to improve onboarding processes for foreign workers and expand opportunities for the inclusion of people with disabilities.

The initiative involves revising reception methods to make them more effective and inclusive, and activating new collaborations with specialized organizations and associations.

This approach makes it possible to create more welcoming and structured work environments to support the integration of people from diverse backgrounds. The results translate into **greater stability in employment relationships**, a better internal climate, and a tangible enhancement of diversity.



Targets:

- » improve onboarding
- » expand inclusions
- » promote workplace inclusion.



Timeframe: 2025–2027



PROJECT

SUPPORT FOR MOTHERS POST-MATERNITY

To support mothers **returning from maternity** leave and facilitate work-life balance, the Company plans to implement a range of dedicated services.

The project stems from the awareness that the transition from maternity period to **reintegration** into work can be a delicate and complex phase.

Support tools will be made available, such as flexible hours, accompaniment services, and individualized pathways, with the target of making the return to work smoother and more effective.



Targets:

- » facilitate return
- » promote work-life balance
- » support parenthood.



Timeframe: 2025-2027

PROJECT

ADHERENCE TO THE EUROPEAN PROJECT "VALUE-ABLE"

As part of a **strategy for inclusion** in the hospitality sector, UNA Italian Hospitality has joined the European project "Value-Able" with four of its hotels. The initiative, aimed at promoting the employment of people with intellectual disabilities, has been implemented through the creation of training and placement pathways in real and qualifying contexts.

The activities included operational support, tutoring, and continuous assistance to ensure a positive experience for both participants and the properties involved. This experience has yielded significant results, offering people with disabilities

the opportunity to acquire skills, build autonomy, and actively contribute to hotel services. The experience will be repeated over the next three years, with possible extension to other properties where feasible.



Targets:

- » promote inclusion
- » offer training
- » support inclusion in hotels.



Timeframe: in progress

PROJECT

SOCIAL PROJECT WITH "CENTIMETRO ZERO"

As part of the social project of Reverse, UNA Italian Hospitality has started a collaboration with the social cooperative "**Centimetro Zero**" to promote the employment of people with intellectual disabilities in the artisanal chocolate sector.

At the Principi di Piemonte | UNA Esperienze, the project took shape as a hands-on workshop where young people with disabilities could learn **artisanal techniques** and actively participate in the production process.

This intervention combined social inclusion and the promotion of local products, contributing to **generating a positive impact** on the territory and the people involved.

The program, in addition to creating job opportunities, promoted the recognition of talent and the dignity of work for each individual. This experience will be repeated during the 2025-2027 three-year period.



Targets:

- » create employment
- » promote work integration
- » offer new professional opportunities



Timeframe: in progress



WELFARE

UNA Italian Hospitality has implemented initiatives to improve **employee well-being**, including flexible working hours, life and accident insurance, family support, discounts on products and services, increased meal vouchers, and contributions for public transportation

893

EMPLOYEES PROTECTED BY A HEALTH AND
SAFETY MANAGEMENT SYSTEM

*In 2024, the first Company Supplementary Agreement of UNA Italian Hospitality was signed between the **Company Management and National Trade Unions** to enhance, protect, and engage all employees regardless of the applied employment contract, role, or workplace location, emphasizing a sense of belonging and the prestige of working at UNA Italian Hospitality.*

The contract is effective from January 1, 2025, to December 31, 2027, in line with UNA Italian Hospitality's Industrial Plan..

Projects

PROJECT

EMPLOYEE WELLNESS PROGRAM COLLABORATION WITH FITPRIME

UNA Italian Hospitality has partnered with **FitPrime** to launch a welfare program **focused on health, physical activity, and personal balance**. Since 2024, all employees have free access to over 3,000 sports centers, pools, and fitness venues throughout Italy, with options for online classes and personalized nutrition programs. To amplify the positive impact of the project, benefits have also been extended to up to three family members or friends per employee. This initiative has fostered a shared culture of well-being, improving quality of life and strengthening the sense of belonging to UNA Italian Hospitality. The initiative will continue through the next three years.



Targets:

- » promote well-being
- » improve work-life balance.



Timeframe: in progress

PROJECT

BREAK ROOM FOR EMPLOYEES AT UNA HOTELS CONTESSA JOLANDA

To meet the need for dedicated spaces for breaks and socialization, a new break room was created at UNA HOTELS Contessa Jolanda, reserved for employees of the Central Office of UNA Italian Hospitality.

This space is open on weekdays from 12:30 to 14:30 and is designed for meal consumption and to offer a moment of relaxation with a recreational area equipped with foosball.

The initiative stems from the desire to improve the daily well-being of people and promote a more relaxed and collaborative work environment. Since its opening, the room has become a popular meeting point, helping to strengthen internal bonds and the sense of community. UNA Italian Hospitality is considering repeating this initiative in other locations.

**Targets:**

- » improve break spaces
- » foster socialization
- » promote daily well-being.

**Timeframe:** in progress



TRAINING

With support from the Academy of Unipol Insurance, UNA Italian Hospitality's educational offering included the delivery of over 200 courses, including external ones, totaling approximately 6,000 hours and more than 2,400 participants.

Training topics in 2024:

- » **2 training sessions** on ESG topics involving 61 participants in the first session and 71 in the second (Direct Management and Franchisee Directions, Function Managers)
- » **1 session on Our Sustainable Journey** involving sales staff (8 participants)
- » **3 workshops** on quality and sustainability involving staff from some hotels, with 32 participants in the first stage, 36 in the second, and 11 in the third
- » **Two specialized training courses for staff:**
 - **UNA Guest Experience at 360°:** 8 hours in classroom, 11 participants (Guest Relations)
 - **Toolbox** (3 editions), 70 hours in classroom, 68 participants (Operation Manager, Front Office Manager, Service Chiefs)



Projects

PROJECT

TECHNICAL, DIGITAL, AND SUSTAINABLE TRAINING FOR STAFF

To anticipate ongoing transformations in the hospitality sector and competently face future challenges, starting from 2025 UNA Italian Hospitality will launch an extensive training program for its staff. The project aims to strengthen technical and transversal skills by integrating content related to the hospitality industry, new technologies, service quality, and sustainability.

A particular focus will be on digital and innovation topics, with more than **6,600 hours of training planned** in areas such as technology, data science, and digital tools. The training paths will be designed with evaluation criteria linked to real projects to promote concrete and directly applicable learning.

This strategic investment aims to support internal professional growth and ensure greater competitiveness and resilience for UNA Italian Hospitality in the long term.



Targets:

- » strengthen skills
- » invest in digital
- » align training with the sector.



Timeframe: 2025–2027

YOU SHARE The Community and the Territory

"OUR HOSPITALITY EXTENDS BEYOND THE STAY: IT IS A CONCRETE COMMITMENT TO THE SOCIAL, CULTURAL, AND ENVIRONMENTAL GROWTH OF THE TERRITORIES IN WHICH WE OPERATE."

Daniele Mereu – Head of Hotel Operations

For UNA Italian Hospitality, contributing to the well-being of the community is an essential part of its corporate identity. In all locations, local initiatives are inspired by the principles of the Code of Ethics, which guides interventions in five priority areas: culture and artistic heritage, environment, scientific research and social utility, sports, and entertainment.

The adoption of the **"Corporate Sponsorship Program"** by Unipol Assicurazioni has made sponsorship and donation activities more effective and structured, thanks to transparent procedures that ensure the absence of conflicts of interest and simplify project approvals.

Special focus is given to the **empowerment** of new generations, especially through sports, as a lever for inclusion in an increasingly fragmented social context.

At the same time, art and culture are recognized as key factors for sustainable development, capable of generating innovation, dialogue, and participation.

In 2024, UNA Italian Hospitality allocated **€920,668 (-5% compared to 2023)** in favor of the community, divided between sponsorships and liberal donations.

Year	2022	2023	2024	Change 2024-2023
Community funds	932.777	969.557	920.668	-5%

Type of contribution	2023	2024
Liberal donations	36.123	10.908
Sponsorships	933.434	909.760



Activities Completed in 2024

- » **Registration of Maison Roma UNA Esperienze with the International Association Via Margutta** for the promotional event on October 7, 2024, featuring evening openings of workshops and local businesses along the street, in collaboration with Bottegiamo (*local shopkeepers*).
- » **Support for AIRC's Cancer Research activities:** fundraising to support the five-year project "Next Gen Clinician Scientist Grant," led by Dr. Sara Pilotto. As a technical sponsor, UNA Italian Hospitality contributed (along with other participants) to funding two years of research studying and verifying the impacts of personalized nutrition and exercise plans on early-stage lung cancer patients.
- » **Collaboration between UNA HOTELS Cusani and the "Amici della Scala" Association:** In 2024, UNA Italian Hospitality supported the Association within the "Prima delle Prime" series, dedicated to exploring the operas scheduled at Teatro alla Scala in Milan. The contribution included hospitality at UNA HOTELS Cusani Milan during the event "The Cage." Now in its 28th edition, this initiative promotes knowledge of opera and Milanese cultural heritage. The collaboration confirms the Group's commitment to enhancing culture and the territory. This action is part of the ESG strategy, providing concrete support to projects of artistic and social relevance..
- » **Event organized by UNA HOTELS Napoli with Fondazione Riva:** an initiative supporting professional training and job placement for youth from challenging backgrounds. On April 18, the terrace of the Vesuvio roof bar & Restaurant at UNA

HOTELS Napoli hosted representatives from numerous local companies who had the chance to meet the protagonists of the “Giulia Civita Franceschi School of Doing,” listening to their stories and testimonies.

- » **Cleaning Day 2024 - Project to remove illegal posters:** under the patronage of Milan’s Municipality 3, a day was organized dedicated to removing illegal posters on Corso Buenos Aires and cleaning green areas along the sidewalks of Via Ozanam, conducted by volunteers. The event took place at UNA HOTELS Galles with a press lunch attended by journalists and volunteers.
- » **Fiera Artissima:** (*Contemporary Art Fair - Turin*), involvement of Principi di Piemonte UNA Esperienze in the exhibition held for the fifth time in the hotel’s Ballroom in collaboration with Artissima, featuring a contemporary art project by Arcangelo Sassolino (*Afasia1*).
- » **“Elena goes back to school” (scholarship in memory of Elena David):** meetings hosted for students of the “Istituto Datini di Prato,” where projects related to Hospitality and Welcoming were presented. Some colleagues from UNA Italian Hospitality participated as speakers and testimonials.
- » **Renewal of sponsorship** of Pallacanestro Reggiana, initiatives at Teatro Europa Auditorium Bologna, and ASD Hockey Club Forte dei Marmi.
- » **Les Etoiles (International Dance Gala curated by Daniele Cipriani):** Milano Verticale UNA Esperienze has been the Hospitality Partner of the show (*with two dates November 29-*

30 at Teatro degli Arcimboldi in Milan). Beyond hosting dancers from around the world, the hotel provided its location to celebrate this art. On the 4th-floor terrace, the hotel hosted Les Etoiles press conference and offered Guests and journalists a dance performance with some dancers and the first Harp of Teatro alla Scala Milan.

- » **Kappa Future Festival Torino:** (*Music Festival*) involvement of Principi di Piemonte UNA Esperienze.
- » **The Best Pizza Awards:** barter activity, UNA Italian Hospitality hosted Guests and pizza chefs worldwide at Milano Verticale UNA Esperienze during the awards held in Milan on September 30th, 2024. The Best Chef organization integrated UNA Italian Hospitality's presence in event communication both offline and online (*digital e social*) and attended the awards, dedicating a prize category to UNA Esperienze and presenting the award to the winner.
- » **Versilia Gourmet:** the hotel Versilia Lido UNA Esperienze was featured in media communication channels.



Projects

PROJECT

SOLIDARITY HOSPITALITY FOR THE FAMILIES OF PATIENTS – COLLABORATION WITH FONDAZIONE DE MARCHI AND ASS. GABBANI

In the spirit of commitment to the community, UNA Italian Hospitality has started a collaboration with **Fondazione De Marchi ETS and the Associazione Soggiorno Sereno Sandro Gabbani ETS**, offering free hospitality to the families of patients hospitalized in hospitals in Milan and Rome.

Subject to availability, seven UNA Italian Hospitality hotels provide rooms to support those facing moments of fragility, offering concrete and discreet support near healthcare properties.

This initiative confirms UNA Italian Hospitality's intention to put its resources at the service of **real needs**, contributing to generating a positive social impact on the territory.



Targets:

- » support fragile families
- » offer solidarity hospitality
- » enhance the social role of the hotel.



Timeframe: in progress

PROJECT

ART IN HOTELS PASSPARTOUT GALLERY

With the project **Passpartout Gallery**, UNA Italian Hospitality has transformed twelve of its properties into free exhibition spaces for local artists, creating a bridge between hospitality and culture. The initiative offers visibility to emerging talents and is part of UNA Italian Hospitality's broader commitment to promoting art as a driver of dialogue and inclusion.

Among the highlights was the vernissage of artist Ronal Bejarano, hosted at UNA HOTELS Cusani Milano during Design Week 2024, with a dedicated welcome and F&B service.

This synergy between hospitality and art helps make hotels vibrant places, open to the community..



Targets:

- » enhance local art
- » open hotels to the city
- » support young artists.



Timeframe: in progress

PROJECT

KM 0 AND INCLUSION – COLLABORATION WITH THE SOCIAL COOPERATIVE "L'IMPRONTA"

As part of its inclusion and environmental sustainability initiatives, UNA Italian Hospitality has launched a collaboration with the **Social Cooperative "L'Impronta"**, entrusting the production of jams and juices to people with disabilities belonging to the protected category. The products, made at km 0, are offered in UNA Italian Hospitality hotels, combining quality, social value, and environmental respect. The project ensures active inclusion in the workplace and reduces logistics-related emissions, representing a virtuous example of circular economy and positive multi-level impact.

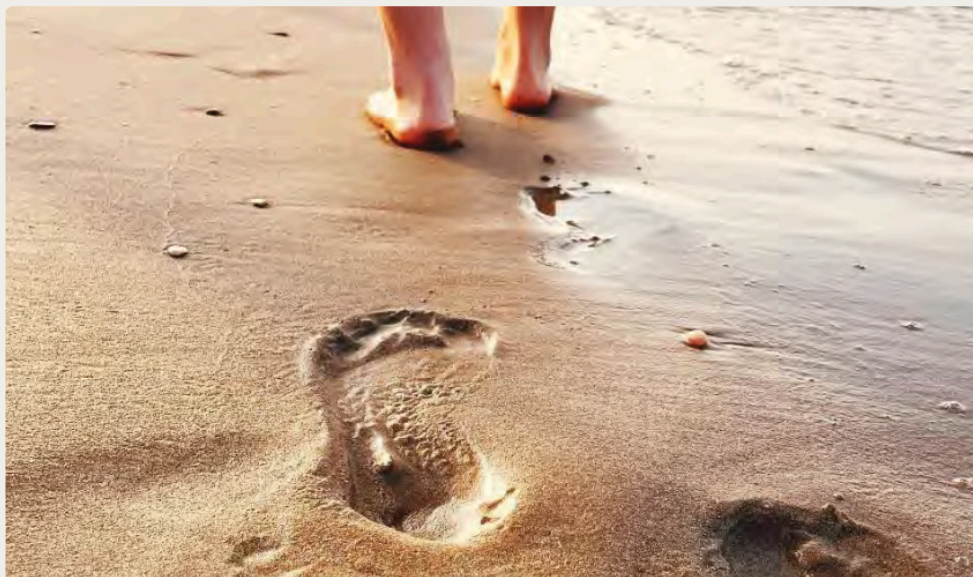


Targets:

- » Promote workplace inclusion
- » Reduce environmental impact
- » Offer sustainable products.



Timeframe: In progress



PROJECT

HOSPITALITY FOR WOMEN VICTIMS OF VIOLENCE — PROJECT "YOU ARE NO LONGER ALONE"

UNA Italian Hospitality has joined the project **"You Are No Longer Alone"**, aimed at transforming hotel properties into temporary shelters for women victims of violence. The initiative recognizes the protective and safe role that a hotel can play in emergency situations, providing private and dignified spaces for those who need to leave dangerous environments. The project reaffirms UNA Italian Hospitality's commitment to addressing inequalities and supporting the most vulnerable individuals.



Targets:

- » provide a safe refuge
- » support women in difficulty
- » combat gender-based violence



Timeframe: in progress

PROJECT

SUPPORT FOR LOCAL COMMERCE — COLLABORATION WITH TRASTEVERE ATTIVA

In Rome, at UNA HOTELS Trastevere, UNA Italian Hospitality has launched a collaboration with the local non-profit association “**Trastevere Attiva**” to promote neighborhood-based commerce. The initiative involves distributing discount coupons to Guests, redeemable at selected local shops, fostering a conscious form of tourism that integrates with the local community. The project enhances the network of relationships between the hotel and its surroundings, strengthening ties with host communities.

**Targets:**

- » promote the neighborhood
- » support local businesses
- » engage Guests with the local area

**Timeframe:** in progress

NATURE

Respect for the Environment. Environmental protection, impact reduction, efficiency, and circular economy to minimize the ecological footprint.

25 PROJECTS:
















PROJECTS TO BE IMPLEMENTED IN THE NEXT THREE YEARS IN THE ENVIRONMENTAL SPHERE







Below is a brief overview of the Projects, divided by **ESG area**, **activity status**, and **objectives**.

The color code for activity status defines the phase:

- » **dark green** indicates project completion
- » **orange** indicates work in progress
- » **red** means the activity has yet to start
- » **light blue** indicates an activity that recurs/renews annually



















Darker shading of the areas indicates alignment of the topic with the goals set by Unipol Assicurazioni, while **lighter shading** identifies topics specific to UNA Italian Hospitality.







Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
E1 – Climate change (Mitigation)	ESRS E1-1 Transition plan for climate change mitigation ESRS E1-6 Gross Scopes 1, 2, 3 and Total GHG emissions	Certification of CO ₂ emissions measurement from the UNA Italian Hospitality website and optimization			<ul style="list-style-type: none"> Reduction of digital ESG impacts
		Calculation of UNA Italian Hospitality's Carbon Footprint		 from 2026	<ul style="list-style-type: none"> Measure and reduce direct and indirect emissions
		Net-Zero target by 2050 for owned real estate assets			<ul style="list-style-type: none"> Achieve zero emissions
		63% emissions reduction target by 2030 for Scope 1 and 2 (baseline 2019)			<ul style="list-style-type: none"> 63% reduction in Scope 1 and 2
		Rental of electric and traditional bicycles, and bicycle parking areas			<ul style="list-style-type: none"> Promote sustainable mobility
		Car pooling for corporate travel			<ul style="list-style-type: none"> Reduce transport-related emissions
		Employee incentives for using public transport or eco-friendly vehicles to reach the workplace			<ul style="list-style-type: none"> Avoid emissions from commuting

 Topics aligned with Unipol
  Topics specific to UNA Italian Hospitality
  Completed
  In progress
  To be started
  Recurring

Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
E1 – Climate change (Mitigation)	ESRS E1-1 Transition plan for climate change mitigation	Certificate of Recognition for tree planting under the “CO ₂ Compensation Project” in collaboration with Tree-Nation	●	●	<ul style="list-style-type: none"> CO₂ offsetting and reforestation
	ESRS E1-7 GHG removals and GHG mitigation projects financed through carbon credits	Milano per gli Alberi: UNA Italian Hospitality donated €8,000 to support new tree planting in the Municipality of Milan	●		<ul style="list-style-type: none"> Contribute to the restoration of damaged urban green areas Improve environmental quality and community well-being Strengthen the connection with the city of Milan
E1 – Climate change (Energy)	ESRS E1-5 Energy consumption and mix	LEED GOLD Certification for UNA HOTELS San Vitale Bologna	●		<ul style="list-style-type: none"> Sustainable construction
		BREEAM In-Use GOOD Certification: UNA HOTELS San Lazzaro achieved the BREEAM In-Use – Good level	●		<ul style="list-style-type: none"> Improve environmental performance of buildings
		100% renewable energy sources	●		<ul style="list-style-type: none"> Eliminate the use of fossil fuels
		Replacement of lighting with LED and high-efficiency systems	●	●	<ul style="list-style-type: none"> Reduce energy consumption for lighting Use 100% low-energy sources
		ISO 50001 certification and GRESB certification for Athens	●	●	<ul style="list-style-type: none"> Improve energy efficiency and reduce greenhouse gas emissions
	ESRS E1-1 Transition plan for climate change mitigation ESRS E1-5 Energy consumption and mix	Electric vehicle charging stations in collaboration with Tesla	●	●	<ul style="list-style-type: none"> Promote sustainable mobility and reduce CO₂ emissions

■ Topics aligned with Unipol
 ■ Topics specific to UNA Italian Hospitality
 ● Completed
 ● In progress
 ● To be started
 ● Recurring

Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
E3 – Water and marine resources (Water)	ESRS E3-4 Water consumption	Implementation of water-saving measures			<ul style="list-style-type: none"> Reduce water consumption and promote reuse
		Rainwater recovery for fire prevention and irrigation			<ul style="list-style-type: none"> Encourage the use of alternative water resources
E5 – Resource Use and Circular Economy (Resource inflows)	ESRS E5-4 Resource inflows	Removal of single-use plastic			<ul style="list-style-type: none"> Reduce plastic use and promote sustainable solutions
		Use of recycled and FSC-certified paper			<ul style="list-style-type: none"> Promote the use of sustainable materials and reduce environmental impact
		Soap dispensers in common bathrooms			<ul style="list-style-type: none"> Reduce single-use packaging and promote reuse
E5 – Resource Use and Circular Economy (Resource outflows)	ESRS E5-5 Resource outflows	Recovery Week initiatives			<ul style="list-style-type: none"> Reduce food waste
		Food surplus agreements – Too Good To Go			<ul style="list-style-type: none"> Reduce food waste
		Food surplus agreements – Regusto			<ul style="list-style-type: none"> Reduce food waste and optimize donations
E5 – Resource Use and Circular Economy (Waste)	ESRS E5-5 Resource outflows	Waste separation system at source across hotels			<ul style="list-style-type: none"> Improve recycling and reduce non-recyclable waste
		Collaboration with the Municipality of Bologna and Hera – “Stay Green Waste Sorting Project”			<ul style="list-style-type: none"> Reduce the environmental impact of properties Increase percentage of sorted waste Improve waste management practices

 Topics aligned with Unipol
  Topics specific to UNA Italian Hospitality
  Completed
  In progress
  To be started
  Recurring





Guidelines on Climate Change

The Unipol Group is committed to reducing **by 46.2%*, by 2030**, its direct (Scope 1) and indirect (Scope 2) emissions - calculated according to the market-based methodology – generated by the energy consumption of the buildings under its control, including the operating locations of UNA Italian Hospitality, **in line with the objective of limiting global temperature** rise to 1.5°C.

Climate change is recognized as a priority risk. For this reason, UNA Italian Hospitality has adopted a **dedicated governance and management system** aimed at identifying, assessing, and mitigating climate risks and impacts, actively contributing to decarbonization. The strategy aligns with the targets of the **Paris Agreement**, aiming for **carbon neutrality by 2050**.

*Considering the achievement of this objective, in the 2025-2027 Strategic Plan Stronger | Faster | Better, presented on 28 March 2025, the Unipol Group announced a net-zero emissions target for Scope 1 and 2 by 2050 and an updated target of a 63% reduction by 2030 compared to 2019 of Scope 1 and 2 emissions (in terms of absolute emissions in tonnes of CO₂ eq) related to electricity, gas and other energy sources consumption for all company-use buildings over which the Group has direct control, in Italy and abroad, as well as for the Group employees' car fleet, using the market-based methodology of the GHG Protocol. The target was calculated following the absolute contraction approach (1.5-degree scenario) defined by the Science-Based Target initiative.

Respect for the Environment and Impact Mitigation

"RESPONSIBLE INNOVATION
AND QUALITY CONTROL: OUR
COMMITMENT TO AN INCREASINGLY
SUSTAINABLE HOSPITALITY."

Andrea Mattaini – Technical Area Function

UNA Italian Hospitality takes a responsible approach to its environmental sustainability commitment by integrating environmental protection into its **industrial strategy and corporate risk management system** (*Enterprise Risk Management*). The approach adopted considers the entire operational and procurement cycle, implementing concrete actions to reduce the environmental impact of its activities.

The environmental sustainability plan undertaken by UNA Italian Hospitality follows a **three-year framework**, with the target of progressively reducing its ecological footprint.

Activities Completed in 2024

ENERGY EFFICIENCY

- » **LEED GOLD Certification:** UNA HOTELS San Vitale Bologna holds LEED GOLD certification for building sustainability and energy efficiency.
- » **BREEAM In-Use GOOD Certification:** UNA HOTELS San Lazzaro obtained the BREEAM In-Use certification – “Good” level, which assesses the sustainability and environmental performance of existing buildings.
- » **100% Renewable-sourced Electricity: 30,912.739 MWh** of energy purchased from renewable sources in 2024. All UNA Italian Hospitality hotels are powered by 100% green energy; selected hotels also use photovoltaic, geothermal, and district heating systems.
- » **Energy Consumption Optimization:**
 - » room temperature set at 19°C (autumn–winter) and 26°C (spring–summer)
 - » $\pm 2^{\circ}\text{C}$ tolerance to ensure comfort and efficiency
 - » installation of temperature control systems and inverter pumps.
- » **Structural Energy Efficiency:** €2,625,000 invested over five years to reduce energy consumption. Actions implemented:
 - » LED relamping
 - » replacement of refrigeration units and hydraulic lifts
 - » upgrading of air-conditioning systems
- » **Green Technologies in Hotels:** At Milano Verticale | UNA Esperienze:
 - » geothermal system with 2 intake wells and 6 discharge wells.

Projects

PROJECT

ISO 50001 AND GRESB CERTIFICATION — ATHENS FUND

In 2024, UNA Italian Hospitality initiated the ISO 50001 certification process for 19 properties of the **Athens Fund** under its management, and the central headquarter. The target is to optimize energy efficiency through a structured energy management system, contributing to the reduction of consumption and emissions. The project represents a preparatory step toward **GRESB certification**, which assesses the ESG performance of real estate assets, further strengthening UNA Italian Hospitality's commitment to sustainable and transparent building management.



Targets:

- » maintain ISO 50001 certification
- » achieve GRESB certification ahead of schedule
- » improve the energy efficiency of properties.



Timeframe: continue through 2025.

PROJECT

ENERGY EFFICIENCY INITIATIVES 2025—2027 THREE—YEAR PLAN

Over the 2025–2027 period, investments in **energy efficiency** will continue, with a particular focus on installing photovoltaic systems, upgrading lighting to LED, and replacing hydraulic elevators in hospitality properties.

The renovation plan, launched in 2024 with the introduction of low-consumption appliances and devices, will continue over time with the target of systematically and sustainably reducing environmental impact.



Targets:

- » reduce energy consumption
- » replace obsolete systems with low-impact solutions
- » complete the modernization of properties.



Timeframe: 2025-2027

PROJECT

GEOHERMAL SYSTEM — UNA HOTELS CONTESSA JOLANDA MILANO

The design of a **new geothermal system** is currently in progress at UNA Hotels & Residence Contessa Jolanda Milano, which will complement the existing system already operating at Milano Verticale | UNA Esperienze.

This project strengthens UNA Italian Hospitality's commitment to **sustainable and alternative energy supply**, reducing the environmental impact of its hospitality properties.



Targets:

- » install a second geothermal system
- » improve energy self-sufficiency
- » reduce emissions related to heating and cooling.



Timeframe: In progress (started in 2024)

PROJECT

SUSTAINABLE MOBILITY EV CHARGING STATIONS

As part of its sustainability strategy, UNA Italian Hospitality has installed **36 electric vehicle charging stations**, in collaboration with Tesla, promoting low-impact mobility across its properties.

This initiative represents a concrete step toward the decarbonization of transport, encouraging the use of electric vehicles by both Guests and employees.

**Targets:**

- » promote electric mobility
- » provide a sustainable service for Guests
- » reduce the environmental impact of transport.



Timeframe: in progress

EMISSIONS

The Company has initiated the monitoring of its greenhouse gas emissions and the sources that generate them. Scope 1 and Scope 2 (market-based) emissions are associated with the energy consumption related to the **Company’s direct operations**.

Scope 1 and Scope 2 emissions related to the energy consumption of operational buildings were calculated on the basis of data covering the period **October 2023 – September 2024**.

Scope 1 emissions related to the company car fleet were calculated using data as at **31 December 2024**.

UNA Italian Hospitality	Scope 1 - Buildings ton CO ₂	Scope 1 – Vehicle fleet ton CO ₂	Scope 2 – Electricity ton CO ₂	Scope 2 – District heating ton CO ₂	Scope 2 – District cooling ton CO ₂	Total Emissions ton CO ₂	% % of Group total
Emissions from energy consumption	4.259	104	92*	775	354	5.583	35%

*t should be noted that the electricity purchased by UNA Italian Hospitality is covered by Guarantees of Origin and is therefore 100% renewable, generating no emissions. The emission value reported in this case results from adjustments made with the supplier during the reporting year in relation to the G.O. quota.

Activity Completed in 2024

Milano per gli alberi: in 2024, UNA Italian Hospitality participated in the “Milano per gli alberi” fundraising campaign, promoted by the Municipality of Milan, aimed at restoring the city’s green areas damaged by the severe storms of summer 2023. The Company donated **€8,000** to support the planting of new trees, helping make the city more welcoming and sustainable for both residents and tourists. This initiative strengthens the connection between UNA Italian Hospitality and the local community, promoting the protection of common goods and the environment.

Projects

PROJECT

DIGITAL SUSTAINABILITY WEBSITE CO₂ MEASUREMENT

In 2024, UNA Italian Hospitality launched a project to measure and reduce the environmental impact of its new website, **www.unaitalianhospitality.com**, compared to **gruppouna.it**. The analysis of digital emissions using a **patented algorithm** enables the identification of areas for optimization and improvement, contributing to the reduction of UNA Italian Hospitality's digital carbon footprint.

-84%

CO₂ EMISSIONS FROM DESKTOP — COMPARISON

The desktop version of UNA Italian Hospitality's website reduced CO₂ equivalent emissions by **9.29 t**, accounting for **84%** of the total desktop emissions (11 t).

-82%

CO₂ EMISSIONS FROM SMARTPHONE — COMPARISON

The smartphone version of the website recorded a decrease of **10.3 t CO₂ eq**, equal to **82%** of the total smartphone emissions (12.5 t).



Targets:

- » monitor the digital environmental impact
- » optimize the website's environmental performance
- » reduce web-related CO₂ emissions.



Timeframe: in progress (started in 2024)

PROJECT

DECARBONIZATION NET-ZERO 2050 TARGET

UNA Italian Hospitality has committed to achieving climate neutrality for its operational properties by 2050, aligning with Unipol Assicurazioni's climate strategy and the Paris Agreement. This commitment applies to **all properties** under the direct control of Unipol Assicurazioni, including those managed by UNA Italian Hospitality.



Targets:

- » achieve net-zero CO₂ emissions
- » align with the global Net-Zero pathway
- » strengthen environmental responsibility in the real estate sector.



Timeframe: in progress

PROJECT

EMISSION REDUCTION SCOPE 1 AND 2 TARGETS

UNA Italian Hospitality has committed to reducing Scope 1 and 2 (Market-based) emissions by **63% by 2030** (baseline 2019), acting on both direct and indirect energy consumption. This target is part of Unipol Assicurazioni's broader climate mitigation strategy.



Targets:

- » reduce direct and indirect operational emissions
- » improve the energy efficiency of properties
- » support the achievement of global climate targets.



Timeframe: in progress (by 2030)

PROJECT

CARBON OFFSET TREE PLANTING WITH TREE-NATION

As part of an emissions offset project, UNA Italian Hospitality plants one tree for every user registered online, in collaboration with Tree-Nation. To date, 137 trees have been planted, compensating a total of 6,850 kg of CO₂.



Targets:

- » offset residual CO₂ emissions
- » engage customers in sustainability projects
- » support global reforestation.



Timeframe: in progress (started in 2024)

PROJECT

ENVIRONMENTAL ANALYSIS CARBON FOOTPRINT CALCULATION

Starting in 2026, UNA Italian Hospitality will launch a project to measure its carbon footprint, including both direct and indirect emissions. This monitoring will allow identification of major emission sources and the implementation of environmental improvement actions.



Targets:

- » systematically measure climate impact
- » identify emission sources and take action
- » communicate environmental performance transparently.



Timeframe: from 2026

PROJECT

SUSTAINABLE MOBILITY BIKE SHARING SERVICES

To promote **soft mobility**, UNA Italian Hospitality offers both traditional and electric bicycles for rent, along with dedicated parking, at selected properties. This initiative encourages eco-friendly alternatives to motorized private transport, aiming to reduce CO₂ emissions.

**Targets:**

- » reduce the environmental impact of travel
- » promote the use of zero-emission transport
- » enhance sustainable services for Guests.



Timeframe: in progress

PROJECT

SUSTAINABLE MOBILITY CORPORATE CARPOOLING

UNA Italian Hospitality encourages employees to share work-related trips through carpooling, reducing the use of individual vehicles and promoting sustainable mobility practices.

**Targets:**

- » limit the use of individual cars
- » promote shared mobility
- » reduce emissions from work-related travel.



Timeframe: in progress

PROJECT

SUSTAINABLE MOBILITY INCENTIVES FOR GREEN TRANSPORT

The Company offers incentives to employees who use public transport or eco-friendly vehicles to commute to work. This initiative is part of UNA Italian Hospitality's broader strategy to promote sustainable mobility.

**Targets:**

- » encourage the use of public transportation
- » reduce individual emissions
- » support responsible commuting behavior among employees.



Timeframe: in progress





WATER MANAGEMENT

UNA Italian Hospitality is committed to **progressively reducing water consumption** across its properties, recognizing the increasing importance of protecting natural resources.

The action plan includes technical interventions and awareness initiatives aimed at Guests, encouraging responsible water use during their stay.

Projects

PROJECT

WATER SAVINGS MONITORING AND BEST PRACTICES FOR GUESTS

UNA Italian Hospitality promotes water-saving measures across all properties through consumption monitoring and Guest engagement initiatives. The Company has implemented “**Smile at the Planet**”, an internal code of conduct encouraging sustainable practices during stays, such as reusing towels and bed linens to reduce environmental impact.



Targets:

- » monitor water consumption across properties
- » encourage sustainable behaviors among Guests
- » reduce the environmental impact of daily activities.



Timeframe: in progress

PROJECT

RAINWATER RECOVERY — COLLECTION SYSTEMS FOR TECHNICAL USE

Installation of **rainwater harvesting systems** has begun to supply fire-fighting and irrigation systems. The project is complete at UNA HOTELS Bologna San Vitale, with plans to extend it to other properties in the near future.



Targets:

- » reduce potable water consumption for technical uses
- » increase water self-sufficiency of properties
- » promote sustainable solutions for water management.



Timeframe: in progress



Resource Use and Circular Economy

UNA Italian Hospitality has been committed for years and has invested resources to **improve material selection** and reduce the use of virgin raw materials. This aims to promote the circular economy and **reduce waste generation**.

Activities Completed in 2024

Exclusive use of recycled and FSC-certified paper

The transition to **100% recycled and FSC paper** for all Company activities, both at headquarters and in hotel properties, began in 2023 and was completed in 2024.

Environmental benefits achieved:

- » 5.3 tons of CO₂ eq avoided
- » 28 tons of wood saved
- » 520,000 liters of water not consumed
- » 123,000 kWh of energy avoided..

Elimination of single-use plastic

Structural actions for **plastic reduction** within hotels:

- » door cards replaced with **biodegradable PLA** versions
- » PET bottles removed from minibars, replaced with **glass bottles**
- » introduction of **water in brick packs** as a courtesy for Guests
- » installation of **water dispensers** in breakfast and bar areas
- » replacement of plastic cups with **paper** ones
- » adoption of **recycled plastic dispensers** for the courtesy line in all rooms.

Projects

PROJECT

SUSTAINABLE HYGIENE — SOAP DISPENSERS IN COMMON BATHROOMS

UNA Italian Hospitality has installed **soap dispensers** in the common bathrooms of its properties, reducing the use of single-use packaging. The initiative will continue over the next three years, with the target of extending this practice to all UNA Italian Hospitality properties.



Targets:

- » reduce single-use packaging waste
- » promote sustainable hygiene practices
- » improve consumption management in common bathrooms



Timeframe: in progress

PROJECT

CIRCULAR CUISINE TEMPI DI RECUPERO WEEK

In 2024, UNA Italian Hospitality took part in “**Tempi di Recupero Week**” in three restaurants in Bologna (*UNA HOTELS Bologna Fiera, Bologna San Vitale, and a third hotel*). Dedicated menus were created to reuse leftovers, celebrating tradition and sustainability. The initiative will be expanded over the next three years.



Targets:

- » reduce food waste
- » promote creative reuse of food
- » raise awareness among customers and staff about the circular economy.



Timeframe: in progress

PROJECT

FOOD WASTE — COLLABORATION WITH TOO GOOD TO GO

In 2024, 14 UNA Italian Hospitality hotels joined the “Too Good To Go” app with “**Surprise Bags**” of unsold food: 4,911 meals were recovered, avoiding 13.259 tons of CO₂, compared to 8.08 tons in 2023. The initiative will continue over the next three years with the target of involving additional properties..



Targets:

- » reduce food waste in restaurants and buffets
- » recover and valorize unsold food
- » reduce disposal-related emissions.



Timeframe: in progress

PROJECT

FOOD DONATIONS REGUSTO PROJECT

In 2024, UNA Italian Hospitality donated 14,544 kg of food and non-food products through Regusto, generating 1,739 equivalent meals. The initiative avoided 14,278 kg of CO₂ emissions, saved 27,633 m³ of water, and preserved 42,172 m² of soil through recovery.

The project involved twelve UNA Italian Hospitality properties across Italy and the central headquarters. Donations were made to twelve volunteer associations nationwide.

Below are the data from the collection carried out.

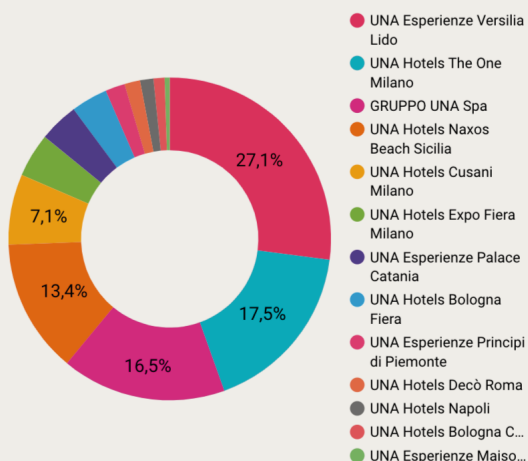


Donors	Kg	CO ₂
UNA Esperienze Versilia Lido	3.936	2.283
UNA Hotels The One Milano	2.538	1.472
GRUPPO UNA Spa	2.395	1.389
UNA Hotels Naxos Beach Sicilia	1.956	1.134
UNA Hotels Cusani Milano	1.026	595
UNA Hotels Expo Fiera Milano	641	4.606
UNA Esperienze Palace Catania	574	333
UNA Hotels Bologna Fiera	531	308
UNA Esperienze Principi di Piemonte	288	167
UNA Hotels Decò Roma	228	1.741
UNA Hotels Napoli	195	113
UNA Hotels Bologna Centro	160	93
UNA Esperienze Maison Milano	76	44
Overall Total	14.544	14.278

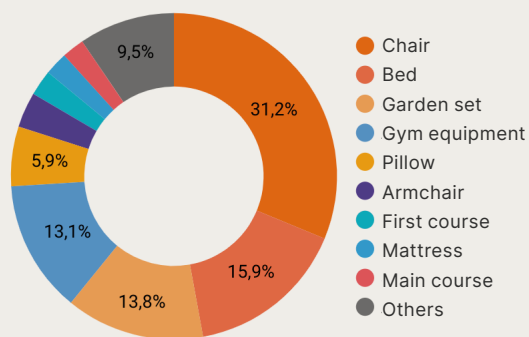
Beneficiary Organizations	Weight-Kg	Kg CO ₂
La finestra del sole odv	5.165	2.996
Aiutility Onlus	2.557	1.483
Incastri creativi Impresa sociale	1.956	1.134
Fondazione Pace e Bene Onlus	1.699	985
Assoc. Fede cristiana Fidenza	888	515
Assoc. Banco Alimentare della Lombardia	641	4.606
L'alluce verde Odv	640	371
KERAS srl Impresa sociale	424	246
CBP Remar Sud Aps	195	1134
Croce Rossa - Comitato Municipio 5 Roma	150	1.124
Cooperativa sociale Controvento	150	87
Croce Rossa - Area Metropolitana Roma Capitale	78	618
Overall Total	14.544	14.278

Source: Regusto Platform

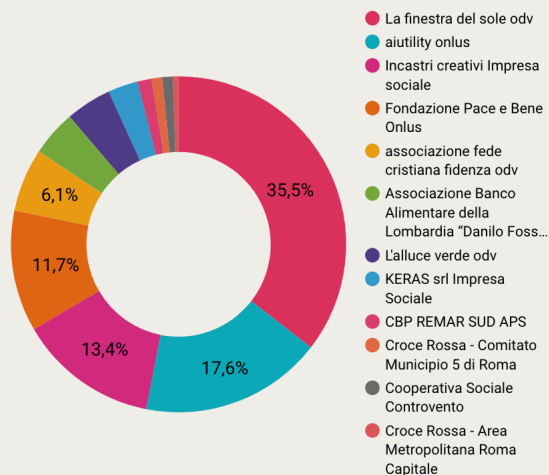
HOTEL



PRODUCT CATEGORIES



BENEFICIARY ORGANIZATIONS



The project will continue over the next three years to strengthen the circular economy and relationships with local communities



Targets:

- » manage surplus stock efficiently
- » reduce waste through donations
- » generate measurable social and environmental impact.



Timeframe: in progress

WASTE MANAGEMENT

UNA Italian Hospitality **promotes structured** and compliant waste management across all its hotel properties, adopting operational methods tailored to the type of waste (self-disposal, authorized third parties, public service). An efficient separate collection system has been implemented for:

- » paper and cardboard
- » glass
- » plastic and packaging
- » organic waste
- » used oils
- » hazardous waste (disposed of separately in accordance with current regulations).

288.16

TONS OF WASTE GENERATED

-17 tons CO₂

AVOIDED THANKS TO PROPER DISPOSAL AND SEPARATE COLLECTION

	Sent for Disposal (ton)	Sent for Recovery (ton)	Total Waste by Type (ton)
Hazardous Waste	0,8	29,19	29,99
Non-Hazardous Waste	15,32	242,85	258,17
Total Waste by Destination (ton)	16,12	272,04	288,16

Projects

PROJECT

SEPARATE WASTE COLLECTION – STAY GREEN PROJECT (BOLOGNA)

UNA Italian Hospitality has launched a collaboration with the Municipality of Bologna and Hera for the **Stay Green project**, aimed at promoting separate waste collection and sustainable environmental practices across its three Bologna properties: UNA HOTELS Bologna Fiera, UNA HOTELS Bologna Centro, and UNA HOTELS San Vitale Bologna. The initiative includes training activities, consumption optimization, and technical-operational support to reduce environmental impact.



Targets:

- » improve the efficiency of separate waste collection
- » promote environmental sustainability practices
- » actively engage properties and staff.



Timeframe: in progress

PROJECT

SEPARATE WASTE COLLECTION

UNA Italian Hospitality continues the implementation of a structured waste separation system at its hotel properties, promoting recycling and material recovery. Separation covers paper and cardboard, glass, used oil, plastic and packaging, organic waste, and hazardous waste (disposed of according to regulations). The project includes training and awareness

activities for employees, contractors, and Guests.

Active Properties:

- » Versilia Lido UNA Esperienze
- » UNA HOTELS Galles
- » UNA HOTELS The One Milano
- » UNA HOTELS Contessa Jolanda Milano
- » Milano Verticale UNA Esperienze
- » UNA HOTELS Naxos Beach
- » Headquarters.



Targets:

- » strengthen the separate waste collection system across all properties
- » promote material recycling and reduce landfill disposal
- » extend environmental awareness to Guests and staff.



Timeframe: in progress

ACTION

The Value of Our Teamwork. Shared and concrete commitment to a sustainable corporate culture and inclusive growth throughout the entire value chain.

10 PROJECTS:



PROJECTS TO BE IMPLEMENTED IN THE NEXT THREE YEARS IN THE GOVERNANCE SPHERE

Below is a brief overview of the Projects, divided by **ESG area**, **activity status**, and **objectives**.

The color code for activity status defines the phase:

- » **dark green** indicates project completion
- » **orange** indicates work in progress
- » **red** means the activity has yet to start
- » **light blue** indicates an activity that recurs/renews annually

Darker shading of the areas indicates alignment of the topic with the goals set by Unipol Assicurazioni, while **lighter shading** identifies topics specific to UNA Italian Hospitality.

Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
G1 – Business conduct (Corporate culture)	ESRS G1-1 Corporate culture and Business conduct policies and corporate culture	Sustainability Report Unipol Assicurazioni (for ESG Projects and IRO with impact on the Parent Company by UNA Italian Hospitality)	●	●	<ul style="list-style-type: none"> Transparency and monitoring of ESG activities
		Sustainability Report UNA Italian Hospitality	●	●	<ul style="list-style-type: none"> Monitor and report the ESG impacts of business operations
		Materiality analysis according to CSRD regulation	●	●	<ul style="list-style-type: none"> Ensure that UNA Italian Hospitality's ESG activities comply with European laws and regulations Guarantee transparency and accurate reporting
		DEM, collection of ideas and Projects	●	●	<ul style="list-style-type: none"> Encourage hotel managers to contribute ideas and Projects to improve ESG performance Evaluate innovative proposals for ESG investments within the industrial plan
		ESG 'GSTC' certification for 8 hotels in the Milan area with accommodation contract in Cortina for the 2026 Olympics and headquarters		● in 2025	<ul style="list-style-type: none"> Acknowledge properties for adopting sustainable practices
		Cybersecurity and privacy oversight	●	●	<ul style="list-style-type: none"> Protect Guest data and ensure privacy
		Collection of ESG questionnaires from Franchisees and directly managed Hotels	●	●	<ul style="list-style-type: none"> Verify compliance and enhance ESG practices across properties

■ Topics aligned with Unipol
 ■ Topics specific to UNA Italian Hospitality
 ● Completed
 ● In progress
 ● To be started
 ● Recurring

Area	ESRS	Activity	Activity Status 2024	2025-2027	Targets
G1 – Business conduct (Management of relationships with suppliers)	ESRS G1-2 Management of relationships with suppliers	Selection of local Food & Beverage suppliers for UNA Italian Hospitality			<ul style="list-style-type: none">Promote sustainable purchasing and reduce environmental impact
		Supply chain tracking and value chain analysis			<ul style="list-style-type: none">Achieve annual mapping of at least 75% of the supply chain
		Identification of new supplier selection criteria			<ul style="list-style-type: none">Integrate ESG factors into procurement processes

THE LEADERSHIP OF UNA ITALIAN HOSPITALITY IN ESG MANAGEMENT

"WE MONITOR OUR ESG PROGRESS
WITH SECURE AND TRANSPARENT
DIGITAL TOOLS, GUIDED BY THE
ETHICAL PRINCIPLES THAT HAVE
ALWAYS SHAPED OUR DECISIONS."

Stefano Bolli – Information Systems Manager

The administrative, management, and control bodies and senior management oversee the definition of targets related to impacts, risks, and relevant opportunities, as well as the progress made in achieving them.

At UNA Italian Hospitality, sustainability is built day by day thanks to a Company in which people collaborate, sharing responsibilities and common targets, which amplifies the impact of initiatives. Furthermore, a structured **collaboration with the Group** represents a key factor to ensure strategic coherence, integration, and creation of shared value.

This approach allows for an integrated and structured management of environmental, social, and governance issues.

The implementation of UNA Italian Hospitality's **ESG action plan** is possible only thanks to a cross-functional and collaborative team, working in synergy on multiple fronts: from collecting information for reporting, to defining strategic priorities to be included in the business plan.

During the analysis and assessment phases, the direct involvement of the various Company functions is essential to:

- » **map** the activities already underway in the field of sustainability,
- » **identify** projects in progress,
- » **evaluate** the results achieved,
- » and above all, **define** future shared **targets**, based on a collective commitment.

The **ESG Team of UNA Italian Hospitality** is composed of representatives from all the main Company function:

- » Directors of Hotel Properties
- » Head of Legal and Corporate Affairs Department
- » HR Manager Department, UNA Group
- » Administration, Control, Procurement, and IT functions Department
- » Hotel Operations, Technical Area, Food and Beverage, Central Booking Office Department
- » Corporate and Meeting, Incentives, Conferences, Events Department
- » Marketing Department
- » Revenue, Tech Development, and OTA Department
- » Leisure Department
- » Quality and Sustainability Initiatives Department.



VALUES OF UNA ITALIAN HOSPITALITY, ETHICS AND COMPLIANCE

Accessibility • Foresight • Respect • Solidarity • Responsibility

These five values guide the **daily commitment** of UNA Italian Hospitality and represent the core of the Code of Ethics and the Company's internal compliance tools.

Code of Ethics

UNA Italian Hospitality promotes:

- » transparency and regulatory compliance
- » responsible behavior at all organizational levels
- » adaptation of policies to the specific needs of the hotel sector.

Organizational Model 231 (MOG 231)

UNA Italian Hospitality has adopted the MOG 231 according to Legislative Decree 231/2001 to:

- » prevent corporate crimes
- » promote a culture of legality and ethics
- » train employees and collaborators on codes of conduct.

Activities Completed in 2024

» Unipol Assicurazioni Sustainability Report (for ESG and IRO Projects impacting the Parent Company by UNA Italian Hospitality)

In 2024, UNA Italian Hospitality contributed to aligning Unipol Assicurazioni companies with shared **ESG standards**, strengthening reporting flows, oversight of material topics, and sustainable governance.

The process will be systematized in the coming years through the consolidation of data flows and full integration into **Parent Company reporting**, in view of the complete adoption of the CSRD regulation.

» UNA Italian Hospitality Sustainability Report

A structured ESG reporting process has been launched, with the publication of the **first Sustainability Report** anticipating CSRD requirements. The process included mapping environmental, social, and governance performance, data collection, and the creation of an internal steering committee. The project will continue with full CSRD alignment, adoption of the ESRS, definition of structured KPIs, and the evolution of the annual reporting system..

» Materiality Analysis according to CSRD regulation

In 2024, the first double materiality analysis was conducted

in line with **CSRD obligations**, involving internal and external stakeholders and identifying the most relevant material topics. The analysis will be updated periodically, integrated into strategic decision-making processes, and will form the basis for future ESG reporting. The implementation of ESRS will be progressive starting from 2025.



Tailored Ethics for Hospitality

UNA Italian Hospitality values ethics not only as a regulatory obligation but also as a factor of reputation and trust, through:

- » a **corporate culture** based on responsible behavior
- » attention to **respecting Guests**, at the heart of the hotel experience
- » enhanced **cybersecurity** in collaboration with Unipol:
 - continuous staff **training**
 - **prevention** of **digital risks** and protection of personal data.



Projects

PROJECT

ESG GSTC CERTIFICATION FOR 8 HOTELS IN THE MILAN AREA AND UNA ITALIAN HOSPITALITY HEADQUARTERS

The project aims to obtain the ESG GSTC certification for eight hotels located in the Milan area and for the headquarters of UNA Italian Hospitality, which hosts more than 100 employees, reinforcing the Company's commitment to a sustainable, responsible, and accessible hospitality model.

The GSTC certification, recognized internationally, represents a strategic milestone to consolidate the brand's reputation and increase its competitiveness, attesting to the adoption of best practices in environmental, social, and governance matters. The project includes targeted interventions to improve the accessibility of the properties, ensuring a welcoming and inclusive experience for all Guests, regardless of their specific needs.

Through the implementation of concrete actions, the hotels and headquarters will be able to reduce environmental impact, adopt renewable energy, optimize resource use, promote the circular economy, and raise awareness among Guests and employees about environmental protection and social inclusion.



Targets:

- » obtain GSTC certification for **8 hotels** in the Milan area by 2025
- » adopt renewable energy sources and reduce climate-impacting emissions
- » eliminate the use of single-use products within the properties
- » reduce waste, energy, and water consumption
- » promote the circular economy through the use of local,

organic, and seasonal products

- » ensure accessibility and inclusion in all involved properties
- » inform, educate, and raise awareness among Guests and staff on sustainability and accessibility topics
- » gradually **extend** certification to all UNA Italian Hospitality hotels by 2027.



Project Phases:

2024-2025 – Launch of the project and implementation of initial measures, obtaining certification for 8 hotels and the headquarters.

2026 – Consolidation of ESG practices, with continuous monitoring and improvement of environmental, social, and accessibility performance.

2027 – Extension of certification to all UNA Italian Hospitality properties, fully integrating sustainability and accessibility into operational processes.

This path represents a strategic lever to differentiate UNA Italian Hospitality's offering, creating shared value for Guests, local communities, and territories, while strengthening the Company's leadership in sustainable and inclusive tourism.





FUTURE CHALLENGES: DIGITAL INNOVATION AND SUPPLY CHAIN

UNA Italian Hospitality looks to the future by focusing on **two strategic areas** fundamental for sustainability:

1. Digital Transformation and Security to Make Management Procedures Smoother, Safer, and More Sustainable.

The approach to **cybersecurity** is structured across three complementary fronts:

- » governance and processes
- » technologies
- » training (*awareness*).
 - Unipol Assicurazioni Information Security Policy
 - Periodic **Cyber Awareness** initiatives for headquarters staff and colleagues working in hotels, aimed at mitigating cyber risk related to the human factor.

The new projects focus on two main targets:

- » **strengthening** digital systems to optimize check-in and internal processes
- » increasing focus on cybersecurity and data protection.

Projects

PROJECT

CYBERSECURITY AND PRIVACY MANAGEMENT

The project focuses on the **continuous strengthening** of cybersecurity and the protection of privacy across all UNA Italian Hospitality properties and offices.

Thanks to updated protocols, staff training, and the implementation of advanced technologies, the protection of sensitive customer data and business operations is ensured, guaranteeing compliance with current regulations.



Targets:

- » **maintain and continuously update** cybersecurity systems
- » ensure **compliance** with privacy and data protection regulations
- » **train staff** on best practices and cyber risks
- » **monitor** and **respond** promptly to any threats or breaches



Timeframe: in progress



2. Value Chain and ESG Supply Chain to Integrate Sustainability into All Purchasing and Collaboration Policies.

UNA Italian Hospitality Suppliers:

+1000

ACTIVE SUPPLIERS IN 2024

79.3 million €

TOTAL PROCUREMENT VALUE

97%

SPENDING DISBURSED IN ITALY,
WITH THE REMAINING 3% TO
FOREIGN SUPPLIERS

100%

SUPPLIERS HAVE SIGNED THE UNA
ITALIAN HOSPITALITY SUPPLIER
CODE OF CONDUCT

UNA Italian Hospitality evaluates its suppliers not only based on economic criteria but also environmental, social, and governance (ESG) criteria. In particular:

- » **factors** considered include geographic proximity, adoption of environmental practices (e.g., waste management, energy efficiency), and attention to working conditions
- » **ESG clauses** are integrated into supply contracts
- » **direct inspections** at supplier sites are conducted to monitor compliance with sustainability standards.

*89% of **total spending** is covered by contracts containing the **Supplier Code of Conduct**, signed by **100%** of business partners.*

Sustainable and Circular Procurement:

*In 2024, **39.5%** of goods and services purchases – amounting to over **€31 million** – were made according to environmental sustainability or circular economy criteria*

The new projects focus on two main targets:

- » strengthening control over the supply chain in line with new sustainability reporting regulations
- » continuous monitoring of ESG impacts across the entire supply chain.



Projects

PROJECT

LOCAL FOOD & BEVERAGE SUPPLIER SELECTION

UNA Italian Hospitality has embarked on a path to make its Food & Beverage offering more sustainable. Currently, gastronomic experiences and VIP treatments follow sustainable criteria that prioritize local, seasonal, organic, and **zero-kilometer products**.

The target is to consolidate and expand this approach, strengthening collaboration with local suppliers to reduce the environmental impact of transportation and support the local economy..



Targets:

- » promote short supply chains and low-impact products
- » extend sustainability criteria to the entire F&B offering
- » support local economies
- » reduce logistics-related emissions



Timeframe: in progress

PROJECT

SUPPLY CHAIN TRACEABILITY AND VALUE CHAIN ANALYSIS

UNA Italian Hospitality is committed to **improving the traceability** of its supply chain and conducting an in-depth analysis of the value chain. Currently, 35 key suppliers are under evaluation, with the target of ensuring transparency, traceability, and sustainability throughout the supply chain.

This project is part of a broader path of supplier monitoring and the promotion of those adopting virtuous ESG practices.



Targets:

- » strengthen oversight of supplier traceability
- » analyze ESG impacts along the value chain
- » identify critical areas and improvement opportunities
- » ensure greater transparency in procurement processes.



Timeframe: in progress

PROJECT

NEW ESG CRITERIA FOR SUPPLIER SELECTION

To strengthen the integration of **ESG factors** into purchasing processes, UNA Italian Hospitality is working on introducing new supplier selection criteria.

These criteria consider **environmental aspects** (e.g., energy efficiency, waste management), **social aspects** (health, safety, workers' rights), and **governance aspects** (transparency, ethics).

The target is to **align** the entire supply chain with UNA Italian Hospitality's **sustainability standards**.

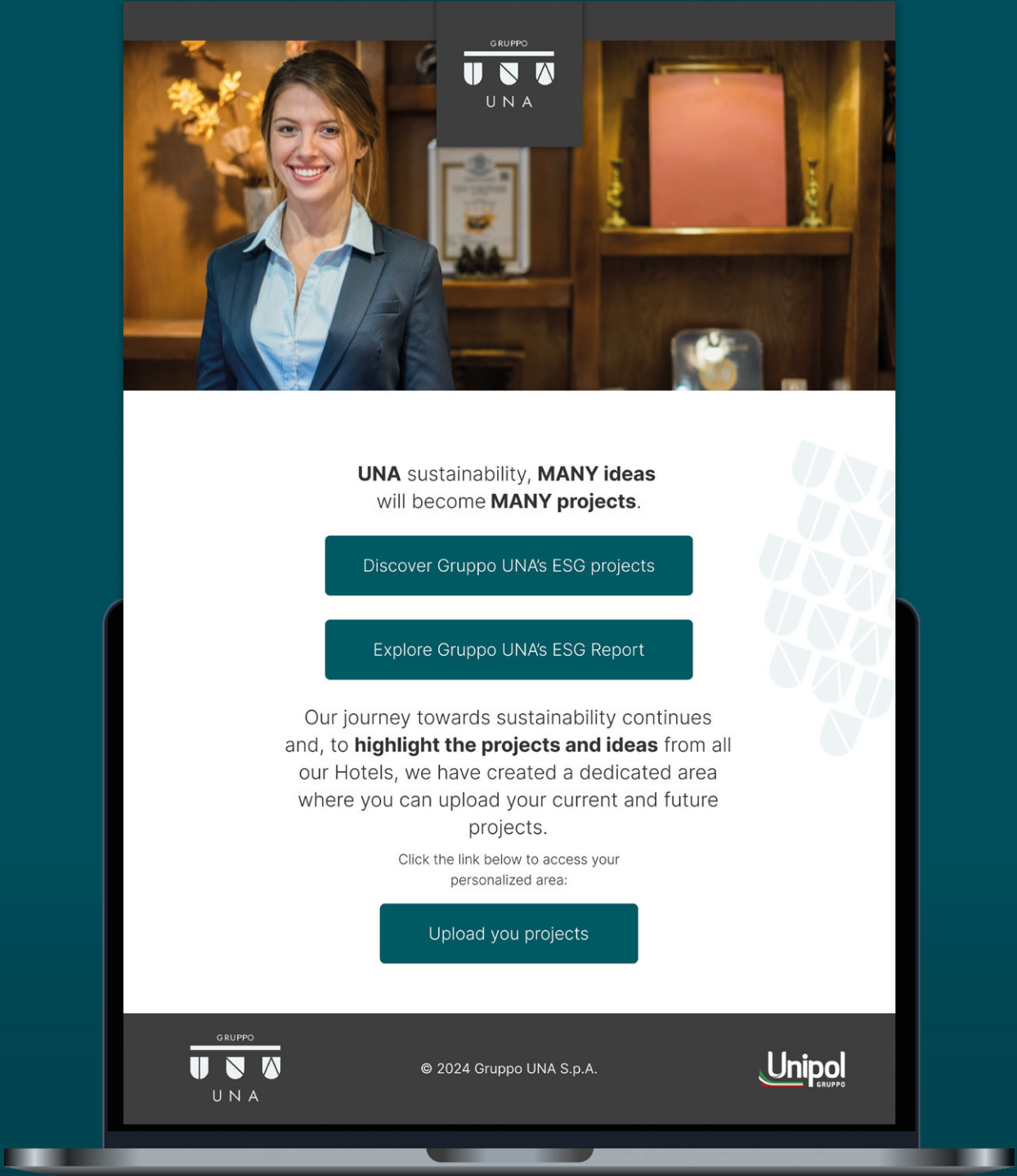


Targets:

- » define ESG criteria for supplier qualification
- » promote a responsible supply chain aligned with Company values
- » increase ESG-based monitoring and selection
- » integrate ESG parameters into sourcing and vendor management processes.



Timeframe: in progress



Engagement of Owned and Affiliated Properties in the Sustainability Journey

Activities Initiated in 2024

Collection of ESG Ideas and Projects - DEM & Hotel Engagement

In 2024, UNA Italian Hospitality launched an initiative to engage the managers of its hotel properties aimed at collecting ideas, projects, and initiatives in the ESG field.

This process is managed through a dedicated DEM (Direct Email Marketing), which allows contributions from the hotels to be collected and organized.

The information is then uploaded to a dedicated platform and reviewed by the Board, with the target of evaluating proposals in view of defining investments planned in the 2025–2027 industrial plan. The activity will continue in the coming years, consolidating a Company culture oriented toward sustainability from the bottom up.



Targets:

- » **directly involve** properties in defining ESG projects
- » **collect** sustainable ideas and initiatives to feed the 2025–2027 industrial plan
- » **structure** a **communication** and sharing channel between hotels and headquarters
- » foster **engagement** and accountability of local staff on ESG topics.



Timeframe: in progress

COLLECTION OF ESG QUESTIONNAIRES — FRANCHISEE AND DIRECTLY MANAGED HOTELS

Starting in 2024, UNA Italian Hospitality launched an initiative to systematically collect, organize, and archive ESG questionnaires completed by directly managed hotels and some franchised properties.

The activity also aims to meet ESG requirements requested by external stakeholders such as Booking.com, Expedia, Kyoto Club (Olympics), RFP MICE, and Business Travel. The target is to monitor ESG performance, highlight best practices and areas for improvement, and define an ESG score for each property.

A minimum ESG rating will also be introduced as a prerequisite for affiliation with UNA Italian Hospitality.



Targets:

- » **collect and consolidate** ESG data from all properties (direct and franchisee)
- » **respond** in a structured manner to requests from external stakeholders (portals, events, federations)
- » **identify** ESG best practices and critical issues within the network
- » **define** a minimum ESG rating for affiliation
- » Assign an updated **ESG score** to each UNA Italian Hospitality hotel.



Timeframe: in progress





UNA Italian Hospitality

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