



10 STEPS TOWARDS SUSTAINABILITY

For years, we have resolutely pursued the path of sustainability, transforming each step into concrete actions involving every aspect of the hotel industry—for the benefit of our beloved region. From large electrical and air conditioning systems to solar panels and water recycling, each intervention represents a commitment to reducing waste and preserving the environment. Together, step by step, we continue to move towards a more sustainable future, combining innovation and environmental respect in every area of our facilities.



STEP 1/10 GAS-FREE AIR-CONDITIONING

For over 30 years, we have been air-conditioning our hotels without using compressors—and therefore without gas—significantly reducing energy consumption. Cooling is achieved through **heat exchange with lake water**, resulting in minimal environmental impact. The water is drawn at a depth of 50 metres at 8°C and returned to the lake at a depth of 15 metres at 11°C, thereby avoiding any harm to the lake ecosystem. Zacchera Hotels is among the very few hotel groups in Italy to use such advanced and sustainable technology.

STEP 2/10 GREEN ENERGY

We use green electricity produced by **our hydroelectric power plants**, which harness water from mountain streams, and from our photovoltaic panels. We are also developing an **energy community** to share renewable energy and further reduce our environmental impact.



STEP 3/10 SOLAR PANELS

Let the sun do the work! In addition to powering our industrial laundry, **our state-of-the-art solar panels** heat the water in our outdoor pools. This technology enables a refreshing and eco-friendly plunge.



STEP 4/10 ENERGY EFFICIENCY

Lighting in common areas is managed by sensors that automatically adjust brightness according to natural light. Thermostats with sensors maintain comfort while reducing energy consumption. All light bulbs have been replaced with **energy-saving LEDs**, and most equipment is fitted with sensors and HVAC systems featuring wireless signalling for predictive and **efficient maintenance**.



STEP 5/10 PAPERLESS

We have digitised all internal procedures and equipped our staff with **digital devices** to reduce paper usage. Each guest room features a tablet that allows guests to access information about the hotel and the surrounding area, as well as browse over **50 national and international newspapers**.





STEP 6/10 LAUNDRY

Our industrial laundry is a model of efficiency and sustainability. We manage washing and ironing for 400 events and 250,000 guests annually, reusing **80% of water** thanks to an advanced **purification system**.



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STEP 7/10 WATER IN A BOTTLE

Individual water bottles in meeting rooms represent a significant source of waste. In our meetings, we encourage the use of **refillable bottles** and municipal tap water. In this way, we avoid the purchase and disposal of plastic or glass bottles and **reduce transportation emissions**.



STEP 8/10 F&B DIGITALISATION

During the pandemic, we developed advanced in-house software that monitors F&B preparation in real-time, reducing waste and ensuring **full traceability** of ingredients. The ERP system optimises supplier orders by comparing inventory with planned menus and guest nationalities. All ingredients are tracked for allergens, origin, and expiry date. This digitisation has reduced F&B costs by 30% while improving production efficiency and quality standards.

STEP 9/10 TRACEABILITY AND LABELLING

Traceability is an integral part of our approach. It allows us to **customise menus** based on cultural and dietary preferences, seasonality, and the age of our guests. The result is a tailor-made dining experience with a lower environmental impact.



STEP 10/10 SOCIAL COMMUNITY

Digitalisation has also had a tangible impact on our community. Thanks to dish traceability, we partnered with **Caritas Verbania** to donate surplus banquet food: more than **4,000 single portions**—equivalent to 1,000 kg—were donated over one year to those in need. A unique project on a national scale that combines **waste reduction** with core ESG (Environmental, Social, Governance) values.



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