



# SUSTAINABILITY POLICY

Holiday Village  
Rosolina Mare Club



2023 - 2025

# Indice

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01

## Introduction .....1

- The Village
- Accessibility

02

## Our commitment to the development of the territory .....4

- Support for the community
- Our employees
- Local and solidarity-based supply chain

03

## Our attention to the preservation and promotion of local culture .....9

04

## Our commitment to the environment .....12

- Green and efficient procurement
- Energy saving and clean energy
- Sustainable mobility
- Reduction of waste
- Reduction of emissions
- Light and noise pollution
- Clean water
- Water saving
- Conservation of biodiversity, ecosystems and landscape

# Introduction

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Starting in 2023, we decided to embark on a path towards greater sustainability, following the international standard of the Global Sustainable Tourism Council, which led us to obtain the GSTC certification for accommodations in August 2023. This scheme encourages us to assess the sustainability of our Village not only from an environmental point of view, but also from a managerial, social, economic and cultural perspective.

The path has led us to a greater awareness of the role of our Village and all employees, suppliers and guests in reducing environmental impact and supporting local culture.

At Villaggio Turistico Rosolina Mare Club, we are committed to continuous improvement of our sustainability, by increasing the positive impacts and reducing the negative impacts generated by our activities. This document summarizes the results after one year since the start of the journey and our sustainability goals.

## Monitoring references

This document was drafted in July 2024, based on the monitoring of our consumption that we have been carrying out since 2022 and which continues to this day (electricity consumption, heating fuels, fuel for transporting company vehicles, water consumption, waste monitoring).





# The Village

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The Villaggio Turistico Rosolina Mare Club is a tourist accommodation facility overlooking the coast of Rosolina Mare (Blue Flag since 2015) in the Veneto Regional Park of the Po Delta. It consists of 125 accommodation units (Bungalows, Mobile Homes and Villas). The village is immersed in the pine forest and follows the typical morphology of the territory, characterized by high heterogeneity and biodiversity, recognized by UNESCO in 2015. On the coast, in front of the Village, there are the Rosolina fossil dunes, which we are committed to preserving by limiting our impacts and raising awareness among guests. The area of Rosolina Mare is subject to environmental and landscape constraints that have been incorporated by the Municipal General Regulatory Plan. The Village complies with these constraints, so its structures fit well into the surrounding environment, without obstructing the view of the dense, lush pine forest.



In the area of housing accommodation, 8 housing units were replaced between 2023 and 2024, all equipped with a groundwater toilet tank filling system. Among these new housing solutions, we find a unit completely accessible to people with disabilities, which was specially designed to facilitate circulation and wheelchair access in all rooms (see the plan on our website).

## The Numbers for the Year 2023

● The Village has 125 rooms with 696 beds and the following services: reception, beach, solarium pool, restaurant, arena, playground

● We recorded a total of 5,408 arrivals and 45,576 overnight stays

● The guests received came mainly from the following nationalities: Italy, Germany, Austria, Switzerland, Czech Republic, Slovenia, Poland, Netherlands, Denmark.

● Our guests show a satisfaction rate of 80% (source of the data: Qualitando). We send all guests at the end of each stay a qualitative questionnaire that aims to analyze the guest experience from different perspectives. The questionnaire ranges from questions related to the comfort of the furnishings and services, to his view of the eco-sustainability of the facility. The results are monitored weekly by the management and meetings are organized to bring the various departments into line with the current situation and to highlight any reports from guests. The system is managed through the 'Qualitando' platform. We think it is an optimal tool to better understand the progress of our work and the possible improvement of the facility in all aspects.

## Accessibility

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In the Rosolina Mare Club village there are 3 residential units, 2 of which are brick-made "Villette Le Dune" and 1 Deluxe Special Mobile Home, accessible to people with motor disabilities. The structure is also accessible in all common areas (reception, beach, solarium, swimming pool, restaurant, arena, playground) as it has no architectural barriers. The beach reserves the first row of sun umbrellas with adequate flooring and equipment for guests with motor disabilities, as well as a Job chair for bathing.

3

# OUR COMMITMENT TO THE DEVELOPMENT OF THE TERRITORY

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## People at the center

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Villaggio Turistico Rosolina Mare Club condemns all forms of exploitation, harassment and discrimination based on gender, ethnicity, religion or disability. This is why we adopted a Code of Ethics, [click here](#).

## Support for the community

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Our resort is part of a community and supports the people in it.

First of all, in 2023 we supported with our donations: Doctors Without Borders Onlus, Doctors with Africa CUAMM and the Parish of Rosolina. The latter in particular to give support to the associations present in our territory.

In 2023 the Rosolina Mare Club Village stipulated an agreement valid for 3 years with local institutes and hosted students with the PCTO formula (Paths for transversal skills for orientation) during the summer months to bring young people closer to the world of tourism by giving them the opportunity to practice work experience that is consistent with the course of study they are undertaking. In particular, in 2023 we hosted students from the Cristoforo Colombo Institute of Higher Education in Adria who can thus develop their knowledge of languages, especially English and German.

Also for 2024 we are committed to hiring people with disabilities, in collaboration with the ULSS 5 Polesana with the U.O.S.V.D. project. Disability (Work Integration Service), offering them a job in line with their abilities, under the supervision of tutors who actively follow them in the training project.

Over the next 3 years we have set ourselves important objectives to support the local community.

Firstly, we will continue the company policy already in place of hiring staff resident in the surrounding areas, organizing training courses to develop the skills necessary for work in the tourism sector. We will also continue and expand the offer to young people from local institutes.

## **Our employees, the most valuable resource**

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Our commitment to the area also includes hiring local staff, thus helping to keep the community thriving.

- As of July 2024, our Village has a total of 16 employees.
- 100% of our employees live within a 40 km radius.
- 47.1% of the employees are female, and 52.9% male.
- The average age of the employees is 40 years.

Also for 2024, our collaborators can benefit from a corporate welfare plan in collaboration with the company TreCuori S.p.a.S.B which provides them with various benefits. We firmly believe that this action can gratify and support them even more.

We also proposed to all our employees the possibility of joining training courses organised by the For.Te fund. Through this tool, some employees in the reception department have already been able to take advantage of a training course linked to the new management software.

Finally, through the “Ente Bilaterale del Turismo” of the province of Rovigo, some employees were able to join a course on the use of BLSD, organised with Delta Form.

The Rosolina Mare Club tourist village has the objective for the next 3 years to further improve the working conditions of its employees. To do this, the structure intends to provide continuous training, create a harmonious and collaborative working environment and offer employees optimal working conditions. Thanks to these objectives, the village expects to achieve not only greater satisfaction of its employees, but also an improvement in service.

Among the numerous projects, we want to: incentivize and promote smart-working for back-office staff and give greater flexibility to working hours, expand the company welfare plan already in force, provide cutting-edge work equipment and tools, incentivize communication between employees and management, improving work processes and promoting collaboration between departments.





# Local and fair trade supply chain

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Inside the village the catering service is managed by independent partners. With them Rosolina Mare Club has initiated a dialogue to ensure that we can offer traditional dishes using local products in our gastronomic offerings, such as Sarde in Saor, spaghetti with clams, mixed fried fish from the Adriatic and mussels from Scardovari. There are also sustainably sourced products such as "La Reserva de Tierra Alteco Bio-Organic Lavazza" coffee, a product with 4 ecological and fair trade certifications (Rainforest Alliance, USDA Organic, Canada Organic and EU Bio Certification). Furthermore, since 2023 the offer has been renewed with the inclusion of proposals vegetarian and vegan, sustainable and ethical.

Once a week, in front of the supermarket which is located a few steps from the structure, we host the fish market, with the direct sale of fresh fish, coming from ITTICA ROSOLINA, a way to introduce our guests to local fish and to encourage activities in the area.

We collaborate with local companies providing our guests with information, leaflets and posters.

- Our guests can find on display the products of "Lavanda Polesana" company based in Isola della Donzella which produces cosmetic products from its own lavender cultivation.



The company also organises experiences in its own fields, we promote on our notice board.

- There are also the products of the Moretto farm of Porto Tolle, including different varieties of rice, the Bionda del Delta del Po Veneto”, light beer of artisanal rice, and casloti simple or spinning tell her, biscuits with typical recipes and gluten free.

To promote the products of the area we inform our guests of events and initiatives to make known the culture and gastronomic tradition of the Po Delta. We want to raise awareness among our guests and partners local authorities on the importance of making informed and responsible choices, supporting local production and promoting the sustainable development of the territory.

This will allow us to offer dishes prepared with fresh and quality ingredients, grown and produced directly in the area where we are located. Through the purchase of territorial products, in fact, it is possible to support agriculture and local crafts, creating a virtuous circle of economic and social development.



# OUR ATTENTION TO THE PRESERVATION AND PROMOTION OF LOCAL CULTURE

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The historical and cultural heritage of the Po Delta increases the value of the area and therefore needs to be protected and promoted. Our support for local culture is reflected in several aspects.

Firstly, we focus on raising the awareness of guests on the importance and protection of cultural heritage. For example, also in 2024 we support the Rosolina local band, “Filarmonica Vincenzo Bellini”, a historical cultural association in our area which boasts a long historical tradition in our municipality. It was in fact founded in 1908 and we want to continue to support it, firmly convinced that it is for cultural association to be kept alive.

In addition, in the 2024 season, we will also host two dawn concerts at our beach with various local musicians.

Secondly, it is crucial for us to promote knowledge of history and traditions related to cultural heritage, so that the population and our guests can appreciate and consciously enjoy them. Available to our guests are informative brochures, printed and online, on the main cultural sites in our area including:

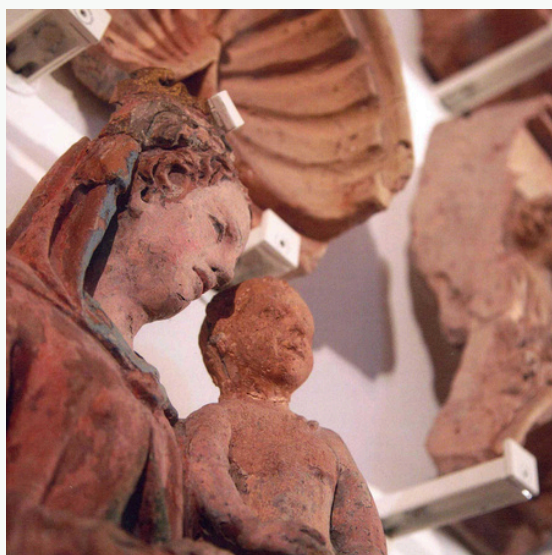
- San Basilio Archaeological Museum
- National Archaeological Museum of Adria
- Regional Reclamation Museum of Ca' Vendramin
- Museum of the Ocarina, Grillara
- Adria Cathedral Museum

In order to give our guests a first-hand experience of the culture of our area, in June and July 2024 we hosted 2 workshops in cooperation with the Ocarina Museum in Grillara, in which guests, especially children, were involved in making small ocarinas in clay with the help of the staff. At the end of each workshop, a small concert with ocarinas was performed, which was much appreciated by all.

We also rely on local partners such as Raffaello Navigazione, the Consorzio Delta Pool Service, and the IAT of Rosolina Mare to promote excursions between culture and nature in the Po Delta and the Venetian Lagoon.

Lastly, the events promoted and held by the Village include examples of local traditions such as the Bread Festival in the municipality of Loreo, with historical re-enactments, tastings, and workshops. In August, we also promote the Sagra di San Rocco in the municipality of Rosolina, a historical tradition that we support with posters inside the structure and the sale of tickets for the charity fishing organised by the Rosolina section of the diocesan Caritas.

Rosolina Mare Club is committed to continuing to promote and encourage the use of local culture by expanding information to our guests through our digital and offline communication channels.



Museum of the Cathedral of Adria



National Archaeological Museum of Adria





Regional Museum of the Reclamation of Ca' Vendramin



Ocarina Museum, Grillara



Some pictures during the workshops prganized with the Ocarina Museum of Grillara

# OUR COMMITMENT TO THE ENVIRONMENT

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## Ecological and efficient purchasing

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Reducing environmental impacts starts with purchasing environmentally friendly goods:

- FSC and Ecolabel certified A4 paper
- PEFC and Ecolabel certified A3 paper
- sustainable ecological pens in the reception, also used as gadgets for the guests, which have replaced the traditional plastic disposable ones
- we provide as a welcome gadget for all our guests a bag made of recycled plastic fabric with GRS Certificate -RPET NON Woven
- In 2024 we introduced new shampoo&bath bottles made from bio-based materials

We also take special care to limit unsustainable packaging and non-reusable products:

- we use water dispensers with returnable bottles
- We sensitise our guests to drink water from the taps in the cottages with stickers placed near the sink
- there are refillable soap dispensers in the bathrooms of common areas and workplaces
- we provide employees with thermal flasks to reduce the use of disposable cups
- as of 2023 we have installed an automatic dosing system of detergents in the washing machines of our in-house laundry in order to use the right amount of product, avoiding waste
- In the washing machines of the guest laundry the washing machines automatically dispense fabric softener and detergent

We are committed to becoming greener over the next three years, with the aim of reducing the consumption of natural resources and promoting the use of sustainable products and services. Among the actions we intend to implement are:

- Increasing the use of certified products for cleaning and maintaining common areas
- Increasing the use of paper products from certified supply chains for consumables;
- Reducing the use of paper by adopting digitisation and online communication practices
- Raising the awareness of guests and employees on the issue of eco-sustainability, through information campaigns and training activities.

All these actions are part of our social and environmental responsibility, which drives us to always seek new solutions to reduce the environmental impact of our activities. We are convinced that small everyday gestures can make a difference, and that together we can build a more sustainable future for everyone.



# Energy saving and clean energy

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Our business pays attention to energy consumption both in terms of saving and converting to cleaner energy:

- We have solar energy panels that provide us with 20 kw of electricity. These panels allow us to produce clean, renewable energy, thus reducing our dependence on fossil energy sources.
- All worn-out light bulbs have been replaced by LED lighting that is more efficient and consumes less energy; we also use only LED lighting in the Pepe Rosa restaurant.
- As regards the management of heating and air conditioning systems, we have decided to use control systems in some housing units that allow us to use the air conditioner only if the guest is inside the housing unit, with automatic shutdown. In this way, we are able to reduce energy consumption without compromising guest comfort.
- Some of our bungalows have recently been renovated, ensuring a high level of thermal insulation
- In 2024, a single server was installed for our computers, which allows us to save energy.

Reducing energy consumption is a goal we must all pursue to protect the environment and limit the effects of the climate crisis.

For this reason, our structure has decided to adopt a series of actions aimed at reducing energy consumption per presence by 2030:

- Installation of new panels to increase renewable energy production
- Replacement of air conditioners with new high-efficiency systems
- Thermal insulation of the bungalows, making all structures more efficient





# Sustainable mobility

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Transport has a major impact on emissions, so we are trying to reduce them and encourage sustainable mobility.

## For our guests

Our Village can be reached by public transport and the nearest bus stop is about 1 km from the village. On our website you can find detailed and up-to-date information. In addition, our Village is well connected to the Veneto Cycle Route I3 'La Via del Mare', which starts from Rovigo and connects the entire Veneto Lagoon.

Inside our village we have internal bike rental available to guests and staff with traditional bikes and electric bikes on request.

Furthermore, 1 charging station for electric cars is available to guests and staff.

## For our employees

The in-house staff have 3 electric golf cars at their disposal for moving around the facility, one of which was recently purchased in 2024, which allows us to reduce noise and air pollution.

In an increasingly environmentally conscious and sustainable world, buying an electric vehicle is a smart and responsible choice for anyone who wants to reduce the environmental impact of their daily activities.

The environment is an issue that concerns us all and our future. The need to reduce greenhouse gas emissions and pollutants in general is increasingly pressing, and one of the possible solutions is the use of electric vehicles.

To further improve our focus on sustainable mobility, we are committed to:

- Increase the availability of charging stations for electric cars by 2030;
- Raise awareness among our guests regarding the use of public or low-impact means of transport

## Waste reduction

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We monitor the waste produced by our facility as well as implement actions to reduce it:

- Through careful management of our warehouse
- We set up smoke-free beaches, avoiding the scattering of cigarette butts
- We inform guests and staff about proper waste disposal in accordance with municipal regulations
- We are equipped with waste separation areas within the facility with differentiated bins and clearly visible multilingual instructions

In 2023 we produced a total of 44,721.6 kg of waste (estimate based on the number of emptied bins and the volume of bins used). This corresponds to a production of 0.981 kg of waste per night stay. The night stay waste produced in June 2024 is already approximately 40% lower than the presence waste produced in June 2023.

In 2023, 71.65 % of the waste was collected separately (plastic, glass, cans, paper and cardboard).

By 2026, we strive to achieve 80% separate waste collection by raising awareness among our employees, guests and partners.

## Reducing emissions

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Actions taken in the areas of efficient purchasing, energy saving, waste reduction and sustainable mobility are reducing our greenhouse gas emissions. The climate crisis is also having a major effect on our region, which is why we have decided to commit ourselves to limiting as much as possible our inevitable impacts linked to the direct activities of our structure.

The monitoring system implemented shows that in the year 2023, our emissions amounted to 83,158.1 kg CO<sub>2</sub>eq (estimated based on energy, water and fuel consumption, and waste production for the year), for a total of 1,825 kg CO<sub>2</sub>eq emitted per night stay.

The monitoring system implemented shows that in the year 2023, our emissions amounted to 83,158.1 kg CO<sub>2</sub>eq (estimated based on energy, water and fuel consumption, and waste production for the year), for a total of 1,825 kg CO<sub>2</sub>eq emitted per night stay. Night stay emissions produced in June 2024 have already decreased by approximately 20% compared to the presence emissions produced in June 2023.

## Light and noise pollution

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Noise and light pollution is a growing problem, which can have negative effects not only on human health, but also on animals living in our areas.

In particular, many animal species are sensitive to sound and light, and excessive exposure to these forms of pollution can cause them stress, sleep disturbances and orientation problems. Some animals, such as migratory birds, may also lose the ability to navigate properly due to excessive lighting at night.

To reduce the impact of noise and light pollution on animals, there are several strategies that can be adopted. For this reason, over the next 3 years, we want to work to minimize the impact of our activity in order to protect local fauna. We already use LED lighting and we will limit light pollution even further by avoiding upward beams and equipping our night lighting systems with automatic switch-off systems. Furthermore, we will continue to limit noise pollution to short moments of entertainment to ensure well-being for wildlife and guests.



## Clean water

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To keep the water cleaner we use the quantity of chemical products strictly necessary to guarantee a high level of cleanliness, without waste thanks to the use of dispensers.

In 2024, we installed a new dosing pump in washing machines for internal use to reduce detergent consumption through which the minimum amount of required product is used. Some of the detergents used are EcoLabel certified.

Dosing pumps are also present in guest washing machines.

Over the next 3 years the facility is committed to purchasing certified ecological detergents from local companies to reduce environmental impact. For this objective there will be careful monitoring and control of all detergents purchased.

## Water saving

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The Delta develops between the Po and the Adige, two of the largest rivers in Italy, which flow here into the Adriatic. Despite this abundance of water, the climate crisis has started to cause various water problems, including high levels of drought in some periods and the increase in the penetration of salt water into the hinterland, also causing serious damage to the primary sector.

This is why we are committed to reducing water consumption through:

- Presence of toilet flush volume reducers in some accommodations
- Presence of diffuser head in the showers
- Presence of flow reducers in the taps
- Presence of drip irrigation in green areas
- Change of towels and sheets only on request and for a fee. Not providing linen free of charge, allows us to further limit waste.
- We have equipped the new homes, renovated in 2024, with a groundwater toilet tank loading system.

By 2030 the Village is committed to reducing its consumption per presence compared to 2022 through:

- Installation of water saving devices to be added to those already in use, including dual flush toilets
- Continuous and careful monitoring of water consumption and repair immediate repair of any leaks
- Education on water saving through training of collaborators and information material for guests

From the monitoring system implemented, it emerges that in the year 2023, we consumed a total of 7,213 m<sup>3</sup> of water, which corresponds to 0.158 m<sup>3</sup> per night stay, with a drop of approximately 25% compared to the year 2022.

Accurate monitoring will allow us to redefine objectives with a view to continuous improvement.



# Conservation of biodiversity, ecosystems and landscape

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We take care of our territory, respecting the flora and fauna that have their home here:

- We promote the destination's guidelines for visiting natural sites.
- We inform our guests about the correct interaction with animals through adequate information on our website
- Also for 2024 we have supported with a financial contribution the activities of the WWF of Rovigo for the protection of the coast of Porto Caleri, with the cleaning of the beach and the protection of the nesting of the plover.

To improve our commitment to conservation we are committed to activate projects with local associations.

