



SUSTAINABILITY

Personal well-being should never overlook environmental well-being. Therefore, the resorts of the Group have been designed and built with respect for the environment, in accordance with the Lefay philosophy, which has made social and environmental responsibility one of its principal, indispensable guidelines. The perfect architectural integration of the properties into the surrounding countryside, the implementation of latest-generation technologies and the use of renewable energy sources have qualified Lefay Resorts & Residences as one of Italy's foremost companies integrating business with sustainability: a new holiday concept where every single detail is conceived to provide the utmost comfort while respecting the environment.

This commitment began in 2011 with the agreement signed with the Italian Ministry of the Environment for the promotion of common projects that aims to neutralise the environmental impact of its activities. Since 2015, Lefay Resorts & Residences has been implementing a plan to reduce its direct and indirect emissions. The company offsets 100% of its annual emissions by purchasing CER credits, in compliance with the Kyoto Protocol.

SUSTAINABILITY REPORT

Sustainability means developing a business model designed to achieve economic and financial goals while fully respecting the environment and promoting the development of the local area and the professional growth of the company's staff. To communicate in a clear and transparent manner the commitment made to its stakeholders in Italy and abroad, from 2014 Lefay Resorts & Residences summarises the results achieved by the Group in the economic, social and environmental fields and the objectives for future improvement in the Sustainability Report published annually.

All the Sustainability Reports of previous years have been reviewed in accordance with the internationally recognised 'Global Reporting Initiative' guidelines and verified by the TÜV Italia certification body. The final Assurance Report is included at the end of every Sustainability Report.



ARCHITECTURE AND DESIGN

The first efforts towards achieving environmental sustainability of the resorts were carried out during the design stage. The very first challenge for the architects was to create efficient properties in terms of logistics and energy, located in splendid unspoilt landscape, respecting the integration with the environment. In both properties, the main services are located within the central body, from which the suites spread out towards the side wings. The architecture of the buildings is based on philological criteria: the designers took inspiration from local types of construction and materials, reinterpreted in a contemporary key.

The containment of energy requirements was one of the fundamental criteria followed in the implementation of the projects. This objective was achieved with targeted interventions, including the high insulation of all surfaces of the building envelope and the adoption of ventilation systems with extremely high energy recovery.

Moreover, considering the size and importance of such an articulated spa, characterised by several pools, it was decided to optimise its overall efficiency by reducing the heat requirement thanks to insulation and covering mechanisms. The heating and cooling of the rooms and common areas is achieved through low temperature, silent radiant systems installed within the ceilings and the floors.

The respect for nature and eco-sustainability is also reflected in the interior design, featuring natural materials from the local area. All the textiles, included bed linen, are made from natural cotton fibre with no chemical treatment. Moreover, only water-paints have been used on the walls.

ENERGY SAVING

The use of cutting-edge technologies that reduce energy consumption has given the opportunity to combine the luxury of all comforts and services with the utmost respect for the environment, thanks to an efficient use of energy and a smart exploitation of clean and renewable energy sources.



Technology facility

Lefay Resort & SPA Lago di Garda is equipped with a biomass power plant, a micro-turbine cogeneration plant and an absorption cooling system and a high-efficiency compression refrigeration plant.

Lefay Resort & SPA Dolomiti is equipped with a biomass power plant, and an endothermic engine cogeneration plant, as well as a cooling system comprising two air-cooled refrigeration units. These operate primarily in free-cooling mode, thanks to the extremely favourable summer climate conditions.

Finally, both resorts are equipped with photovoltaic systems that help to meet their internal energy needs in a sustainable way.

Both the resorts are also equipped with a biomass system, powered by wood chip for the production of thermal energy generated from renewable sources. They provide heating for rooms, swimming pools and produce domestic hot water by using local woods and residues of gardening.

Cogeneration plants allow for the simultaneous production of electricity and heat, which covers most of the resorts' energy requirements.

At Lefay Resort & SPA Lago di Garda, the plant comprises two micro-turbines fed by methane gas and connected to a heat recovery system that powers the heating system in the winter and the cooling system in the summer. The system at Lefay Resort & SPA Dolomiti consists of two LGN-Powered cogeneration modules, each comprising an internal combustion engine and a heat recovery system for producing domestic hot water.

Thanks to the technology facilities at the resorts, both properties can achieve energy self-sufficiency equal to 80% of their needs. This ensures a significant reduction in operating costs, greater independence from external networks, and a much smaller environmental footprint.

Operational Software

Operational software guarantees further saving potentials. In particular, the lighting system receives information from natural light through devices and sensors installed on the external covering, allowing to reduce the artificial lighting levels when sufficient natural light is available, as well as during the night or in case of



scarce use. Also, the lighting of common areas and walkways is operated by a presence or movement detector, which allows energy saving.

WATER SAVING

The means for achieving a 360-degree environmental protection includes water supply management. To dramatically reduce water consumption from water mains, precise measures have been put in place in both properties to achieve this objective while respecting the territory and the environment. The supply system has been planned and designed in minute detail: all toilet flushing systems as well as bath taps and faucets enable to regulate water quantity through devices aimed at saving water consumption by 50% in comparison to standard facilities. Rainwater collection tanks provide a sustainable and independent water supply for irrigating green areas.

Furthermore, the resorts' laundries now use ozone washing. This technology ensures a deep sanitation of fabrics at low temperatures, thereby reducing detergent usage and cutting washing times.

CONSCIOUS CONSUMPTION AND WASTE MANAGEMENT

Lefay favours reusable products over single-use ones and opts for plastic-free, recyclable solutions with a low environmental impact, such as certified eco-friendly cleaning products. To reduce the environmental impact of the produced waste, Lefay Resorts & Residences carries out waste separation into different types in all areas of the resorts except suites, where waste is separated at a subsequent stage by the housekeeping department.

SOCIAL RESPONSIBILITY

Lefay Resorts & Residences is committed to developing a business model that is focused on achieving economic and financial results, thereby creating 'value', by paying increasing attention to social responsibility, which is intended as the safeguarding and enhancement of the territory and the staff.



HUMAN RESOURCES

The real key to the success of Lefay Resorts & Residences is the excellence of the staff, whose satisfaction must be as important as the satisfaction of the guests. For this reason, great attention is paid to the selection and professional development of the staff, to create a relationship of mutual trust and sense of belonging. This is achieved through a deep professional training, the developing of career paths for younger employees, a dedicated restaurant area, as well as comfortable private apartments and a motivating and driving accountability through the setting of professional goals.

LOCAL COMMUNITY SUPPORT AND PROMOTION OF THE LOCAL AREA

Lefay Resorts & Residences actively contributes to the development and promotion of the areas in which its resorts are located. It performs intensive public relations activities, creates partnerships, sets up co-marketing activities and sponsors cultural, social and sports events in collaboration with local organisations and associations. The resorts are also committed to giving employment preference to people living in the nearby cities and to local suppliers, promoting the development of the area.

PROCUREMENT POLICY

The resorts give preference to companies that operate in compliance with the processes and regulations envisaged by international quality and environmental certification systems. More than 60% of the turnover for food products comes from local suppliers.

GUESTS' CONTRIBUTION

Through the Green Book, located in all bedrooms, the properties are committed to raise guests' awareness, providing them with a series of suggestions for minimising the environmental impact of their stay. The Green Books of both resorts are also available online.



CERTIFICATIONS

Top Employers Italy

Since 1991, this organisation has been certifying corporate excellence in Human Resources at a global level and this year it has once again included Lefay Resorts & Residences among the companies certified as Top Employers Italia 2025, after obtaining the certification for the first time in 2022 and confirming it for 2023 and 2024. This certification is very prestigious because only the most virtuous companies in terms of working conditions, benefits, career plans, investments, training and development and Human Resources policies focused on professional and personal growth are considered worthy of this recognition.

Green Globe:

Located in California, USA, and represented in over 83 countries worldwide, it is the first programme to have developed international reference standards for properties operating in the wellness industry. Both properties of the group have been certified; Lefay Resort & SPA Lago di Garda is a Platinum Member, while Lefay Resort & SPA Dolomiti is a Gold Member.

ISO 14001 – ISO 9001 Certifications

These internationally recognised certifications demonstrate Lefay's commitment to environmental protection and quality.

Adherence to these standards requires the implementation of structured processes to measure, analyse and optimise every aspect of our activities. Our constant aim is to improve our performance and offer our guests an even better experience, all the while respecting the environment.

ISO 14064 Certification and GHG Emissions Offsetting

Following the voluntary agreement signed in 2011 with the Ministry of the Environment, Land and Sea Protection to promote projects aimed at analysing and minimising the climate impact of its activities, Lefay has continued its commitment by refining its system for analysing and monitoring its greenhouse gas emissions.



This inventory is validated annually by TÜV Italia on the basis of the international standard ISO 14064, and was certified in 2025 in accordance with the standard, ensuring even more precise and accurate control.

Lefay's strategy for reducing its carbon footprint involves accounting for direct and indirect greenhouse gas (GHG) emissions resulting from its activities. It also involves defining strategies aimed at reducing these emissions, and finally offsetting residual emissions through the purchase of certified credits that support projects which reduce, avoid or remove CO₂ from the atmosphere.

Climahotel®

Lefay Resort & SPA Dolomiti is ClimaHotel® certified, a seal of sustainability for accommodation facilities that successfully contribute to the sustainable development of the company, both through the integration of innovative and sustainable technologies, and through strategic measures in management practices. Sustainability is thus applied and made visible also to guests, certifying that their holidays are spent in a sustainable resort

Adamello Brenta Nature Park 'Park Quality Brand - ECST'

Obtained by Lefay Resort & SPA Dolomiti in 2022, this double certification has been created to guarantee a sustainable model of tourism. On one hand, it certifies the commitment to safeguarding biodiversity, reducing environmental impacts and ensuring the survival of local production. On the other, the pursuit of values such as the continuous improvement of the area by protecting landscapes and cultural heritage, reducing pollution and waste of resources, ensuring social cohesion and the wellbeing of the local community, while measuring the environmental impact of tourism.



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