PALAZZETTO
MyVenice
BOUTIQUE HOTEL

# SUSTAINABLE TOURISM AND QUALITY POLICY

Our Boutique Hotel fully embraces "Made in Italy", with a particular focus on the beauty of Venice and Veneto. We are in the heart of Venice, just steps from the Grand Canal, in a historic 16th-century palazzo that embodies the romantic soul of this timeless city.

From the current year onwards, Management has committed to promoting sustainable tourism practices in line with the criteria of the Global Sustainable Tourism Council (GSTC).

In line with these guiding criteria, our objectives are to:

- ✓ Maximise social and economic benefits for the local community and minimise negative impacts
- ✓ Maximise benefits to cultural heritage and minimise negative impacts
- ✓ Maximise environmental benefits and minimise negative impacts, particularly by protecting and conserving resources, reducing pollution, and conserving biodiversity, ecosystems and the landscape

Our management system seeks continuous, consistent and demonstrable improvement in our performance and business model through ongoing monitoring and by sharing our commitments and this Sustainability Policy with all our stakeholders.

Our Policy covers:

1. **Staff Training**

   We provide ongoing training in sustainable practices for our staff and encourage active participation in environmental initiatives, with particular attention to waste reduction, energy savings and the promotion of local culture. This enables us to meet our guests' needs while continually improving our quality standards.

2. **Support for the Local Community**

   We are committed to supporting local suppliers and promoting Venetian products and services to sustain the community's economy. The unique setting in which we operate allows us to offer an extensive collection of refined objects and accessories created by local artisans, celebrating the finest craftsmanship of Venice and Veneto.

Our relationships with local schools also enable us to offer student internships and support the training and recruitment of local staff, contributing to skills development and employment in the community.

3. **Authentic Experiences**

   We offer our guests authentic experiences that respect and celebrate local culture, including guided tours and traditional events in Venice and beyond. Made in Italy is always central to our experiences, which introduce guests to the area's food and wine, culture, history and traditions.

4. **Reducing Environmental Impact**

   We reduce our use of natural resources through energy efficiency, waste management and water conservation. We monitor our consumption and progress and share the results with our stakeholders through our sustainability report.

5. **Conserving Biodiversity, Ecosystems and the Landscape**

   Although our impact on local flora and fauna is limited by our location in the historic centre, we seek to respect the distinctive and delicate ecosystem in which we live, making operational choices that reduce our impacts on urban and lagoon biodiversity:

   - **Low-impact outdoor lighting:** smart controls ensure that lights are switched on only when needed, to avoid disturbing birds, insects and nocturnal wildlife.

   - **Noise reduction and control:** a specific assessment of sound quality and acoustic comfort inside and outside the hotel also helps create a more liveable urban environment for residents and wildlife.

6. **Stakeholder Engagement**

   We share the principles of our Policy with all our partners, raise our guests' awareness of the importance of sustainable and responsible tourism, and welcome their feedback to continually improve our sustainability practices.

7. **Human Rights, Inclusion and Working Conditions:**

   We are committed to ensuring a safe, respectful and inclusive working environment, founded on the highest ethical standards:

   - **Zero tolerance** of any form of exploitation, harassment, abuse or human trafficking.

   - **Strict prohibition of discrimination** based on gender, age, race, nationality, ethnic origin, colour, religion, sexual orientation, gender identity or expression,

marital or family status, genetic characteristics, disability or any other factor unrelated to merit.

- **Commitment to fair and equitable opportunities** in recruitment, employee development and human resource management.

8. **Accessibility and Inclusivity**

   Our boutique hotel pays particular attention to the needs of people with reduced mobility: the ground-floor public areas and restaurant are easily accessible, the property has a lift, and some guest rooms have accessible en-suite bathrooms.

   We also pay particular attention to guests' allergies, intolerances and dietary choices, offering dedicated menus that can be tailored to their needs.
   Our aim is to make the hotel progressively more accessible, welcoming and inclusive.

Our Sustainability and Quality Policy expresses our tangible commitment to a more responsible and respectful future, addressing environmental, social, cultural and economic issues.

Palazzetto My Venice undertakes to discuss and review this Policy periodically, taking account of progress towards company objectives, changes in its operating context, and the needs and expectations of guests, suppliers and all stakeholders involved, with the aim of continually improving its performance and reputation.

Venice, 15 April 2026

Legal Representative