

OUR SUSTAINABLE COMMITMENT 2025



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SMART HOTEL HOLIDAY



INTRODUCTION

In the current context, sustainability is an essential priority for the hotel sector, which is called upon to respond to increasingly pressing environmental and social challenges. Travellers' growing awareness of respect for the environment and local communities has prompted many accommodation facilities to embark on a path of transformation aimed at reducing their ecological impact, improving energy efficiency and supporting biodiversity.

With this sustainability report, we wish to illustrate our concrete commitment to responsible and transparent resource management. We have implemented practices aimed at reducing energy and water consumption, limiting the use of single-use plastics, optimising waste management processes and promoting social initiatives that enhance the local area and its people. Every action is guided by principles of responsibility, with the aim of creating value for our guests, staff, the community and the environment.

Claudio Caputo



SMART HOTEL HOLIDAY

MAIN FEATURES

The Smart Hotel Holiday in Mestre is a modern four-star hotel located just a few minutes from Venice. It stands out for its strategic location and a full range of services suitable for both tourists and business travelers.

The hotel offers a comfortable environment with 96 rooms distributed between the main building and an annex, all modernly furnished and equipped with amenities such as free Wi-Fi, air conditioning and satellite TV.

Hotel amenities include ample free parking, an in-house restaurant serving breakfast and dinner, and bike-friendly facilities such as bike storage and a workshop, ideal for those who want to explore the surrounding area by bike.

The hotel is also accessible for guests with disabilities and accepts small pets.

Smart Hotel Holiday also includes a paid shuttle service connecting the hotel to the centre of Venice, the airports of Venice and Treviso and Mestre station.





OUR IDENTITY

MISSION

“Making hospitality an engaging, participatory and passionate project that can express and give value to those who experience it and that aims at the constant growth of the company and its collaborators”

CORPORATE VALUES WE BELIEVE IN

Love for work

Dedication: Putting the best of yourself into every activity.

Responsibilities: Complete tasks with care and attention to detail. Continuous

Commitment: Seeking to constantly improve and exceed expectations.

Passion

Motivation: Do your job with enthusiasm and positivity.

Proactivity: Seeking new opportunities for growth and contribution.

Creativity: Finding innovative solutions and inspiring positive change.

Trust

Transparency: Communicate clearly and honestly.

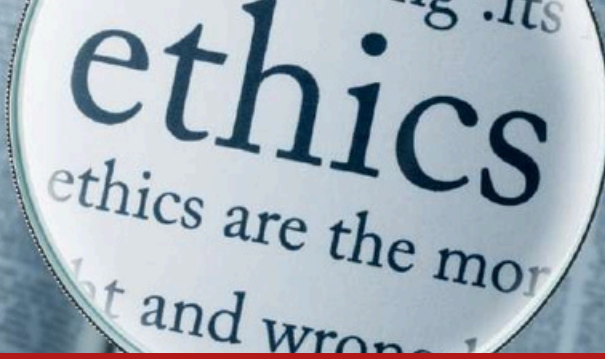
Integrity: Always act in compliance with company rules and values.

Mutual Respect: Creating an inclusive and collaborative work environment.

These values are at the heart of our work and help build a strong and positive corporate culture.



SMART HOTEL HOLIDAY



CODE OF ETHICS

We ensure equal treatment and fairness at all levels of the organization, through inclusive practices and policies that enhance human resources.

Smart Hotel Holiday condemns any form of exploitation, harassment and discrimination based on gender, ethnicity, religion or disability.

For this reason we have adopted a CODE OF ETHICS that expresses the values in which we believe.

The code of ethics is a tool that can be consulted by all our collaborators and stakeholders.

It can be viewed and made available on our website:
www.hotelholidayvenice.com



SMART HOTEL HOLIDAY

OUR TERRITORY

GEOGRAPHICAL DESCRIPTION

The territory of Venice and Mestre is a unique and fascinating area that combines the historic lagoon of Venice with the modern city of Mestre on the mainland.

Mestre: Located on the mainland, it is the main urban and economic center of the Venetian metropolitan area. Mestre serves as an access point to Venice, thanks to the train station and the Ponte della Libertà. It is a dynamic and constantly evolving city, with residential neighborhoods, commercial and industrial areas that represent the modern and operational side of the region. Mestre offers a mix of services and connections with Venice, representing a bridge between the tradition and modernity of the territory.

LOCAL HISTORY AND CULTURE

The history of Mestre has ancient roots, dating back to Roman times, when the territory was a strategic settlement due to its position between the mainland and the Venice lagoon. In the Middle Ages, Mestre became an important commercial hub thanks to the river port and the roads that connected Venice with the hinterland.

In 1337 Mestre was annexed to the Republic of Venice, becoming a defensive outpost of the Serenissima. It was fortified with castles and walls to protect Venice from external threats. After the fall of the Republic of Venice in 1797, Mestre came under Napoleonic and then Austrian rule, until the unification of Italy in 1866.

With industrialization in the 20th century, Mestre began to grow rapidly, attracting workers and developing as an economic and residential center. In the 1920s, the Ponte della Libertà was built, connecting it directly to Venice, and in 1926 Mestre was officially integrated into the municipality of Venice. Today it is a modern urban and commercial center, a point of entry for those visiting Venice and the beating heart of the metropolitan area.



SMART HOTEL HOLIDAY

SUSTAINABLE MANAGEMENT

Our passion for hospitality goes hand in hand with our commitment to a sustainable future. Our establishment has embarked on a journey towards sustainable management, an important step in our mission to offer our guests a unique experience while respecting the environment and local communities.

We recognise the growing importance of sustainability in the hotel industry and the impact our actions can have on the planet and future generations. That is why we were keen to embark on the certification process of the Global Sustainable Tourism Council (GSTC), a leading organisation in promoting sustainable tourism practices around the world.

We are proud to announce that in 2024 we obtained GSTC certification, a milestone that testifies to our concrete commitment to responsible management that respects the environment, the local community and the people who choose to stay with us.

We chose GSTC because it is a globally recognised international language. The standards we have met through our actions and commitment are common throughout the world.

Furthermore, it is a ‘third-party’ certification, meaning that it is a process through which an organisation or product is assessed and verified by an independent entity, external to the company or individual requesting certification. This entity, defined as a ‘third party’, is responsible for ensuring that specific requirements are met, thus providing impartial assurance regarding the quality, compliance and safety of the product, service or system in question. In short, third-party certification is a seal of quality and compliance that is recognised and respected globally, offering consumers and businesses a tangible guarantee of the seriousness and reliability of what is being certified.

Through our commitment to the GSTC certification process, we aim to adopt practices and policies that reduce the environmental impact of our operations.



OUR SUSTAINABLE PATH

The journey began to give strength and credibility to our work and to obtain the GSTC certification. This choice has allowed our structure to begin a journey to develop and consolidate overtime a structured and integrated sustainable management system. This system is developed starting from the code of ethics and is based on well-defined operating procedures that are rigorously applied within the hotel, with the active and conscious involvement of all our collaborators. By sharing these practices, we are able to promote a corporate culture based on sustainability, with the aim of creating value and constantly improving the environmental, social and economic impact of our activities.

People at the center

Our commitment also extends to hiring local staff, thereby helping to keep the community alive. Our employees are our most valuable resource in ensuring a high-quality experience, and many of them have been with us for many years.

Employee data	2024	2025
N. of employee	21	21
Length of employment	over 10 years: 7 6 to 10 years: 2 1 to 5 years: 12	over 10 years: 7 6 to 10 years: 3 1 to 5 years: 11
Gender ratio	13 women 8 men	10 women 11 men
Local employees	-	100%

*From 2025, we have identified a radius in kilometres to define local employees: these are those who live less than 30 kilometres from their place of work.

CULTURAL AND SOCIAL SUSTAINABILITY

As part of our commitment to promoting local culture and community, our hotel supported the **Querini Stampalia Foundation** in its project to create participatory captions for Gabriella Bella's paintings.

Launched in 2024, the initiative actively involved the public in interpreting the Venetian painter's works, promoting an open dialogue between art, contemporary life and collective participation.

Through this support, we have contributed to the realisation of a project that enhances the city's artistic heritage and promotes an inclusive approach to museum enjoyment.

Starting in December **2025**, the collaboration continues with a new exhibition dedicated to **Gabriella Bella**, which will offer an immersive journey into 18th-century Venice through the paintings of the Querini collection.

In addition, our restaurant offers a selection of traditional dishes.

Supporting our community is also one of the areas we are committed to focusing on.

The health and safety of our customers, together with their satisfaction during their stay, are central aspects of our sustainability policy.

First and foremost, we guarantee a safe and accessible environment for all our guests. We take into account those with disabilities or special needs, ensuring that our facility complies with accessibility standards and that our staff are adequately trained to assist anyone who needs it.

Establishing strong ties with local residents not only promotes mutual economic growth, through the recruitment of local staff and collaboration with local suppliers, but also contributes to the social and cultural development of the community itself. We are actively committed to supporting local social initiatives, demonstrating our value as an integral part of the social fabric.



**ASSOCIAZIONE ITALIANA
CONTRO LEUCEMIE
LINFOMI E MIELOMA**

Our support today is directed towards the Italian **Association Against Leukaemia (AIL)**, which is dedicated to promoting and supporting scientific research into the treatment of leukaemia, lymphoma and myeloma. It assists patients and their families, accompanying them through all stages of the disease with services tailored to their needs. aims to improve the quality of life of patients and raise public awareness of the fight against blood diseases.



SMART HOTEL HOLIDAY

SENTIMENT ANALYSIS

We have activated a monitoring process towards guests to intercept and analyze the level of satisfaction and we have adopted a procedure to monitor corrective actions and specific interventions.

We also ask our guests what they think of the practices and attentions adopted in terms of sustainability.



Recensioni su Smart Hotel Holiday

8,5

Ottimo

1.399 recensioni



Tripadvisor



Smart Hotel Holiday

4.0 ●●●●○ (1,405 reviews) #16 of 74 hotels in Mestre



Smart Hotel Holiday ●●●● ⓘ

📍 Via dell'Essiccatoio, 38 30173 Mestre Italien [Auf Karte anzeigen](#)

👍 90%

🟡 4,5 / 6

25 Bewertungen ⓘ



Expedia



Recensioni su Smart Hotel Holiday

7,8

Buono

411 recensioni ⓘ



SMART HOTEL HOLIDAY

*Ratings updated to 11.11.2025

LOCAL, SUSTAINABLE AND EFFICIENT PRODUCTS



Our commitment also extends to the care and selection of our supply chain. For example, in our menu, we try to give space to local offerings by proposing traditional dishes and using local products such as **Radicchio di Chioggia**.

We have adopted clear and shared procedures:

- **Purchasing from local producers:** we work with local suppliers to reduce CO2 emissions linked to transport and support the local economy. Since 2024, we have been purchasing local products from a bakery located about 1 km from our hotel.
- **Seasonality:** we encourage our kitchen to plan menus based on the seasonal availability of ingredients, reducing environmental impact and ensuring food freshness.
- **Full use of ingredients:** we are careful to reduce food waste as much as possible through conscious and responsible preparation of the breakfast buffet and by trying to define menus for group stays.

Eco-friendly and efficient purchasing:

Eco-friendly and efficient purchasing, as well as short supply chains, are a fundamental part of our overall sustainability policy strategy.

Progressive elimination of plastic and single-use products in general, where possible

- Since 2025, water is now available in aluminium cans in the minibar in the rooms, while at the bar we offer sustainable Tetra Paks for those who wish to take a drink with them during the day.
- Since 2025, we have installed a still and sparkling water dispenser for use in the restaurant and by all staff. We have also provided each employee with a reusable thermal bottle, thus completely eliminating the use of plastic bottles within the hotel, both for guests and for internal use.

Gradual introduction of dispensers in bathrooms and replacement of remaining single-use items with products in sustainable packaging;

- Since 2025, we have replaced traditional single-use courtesy kits with refillable shampoo and soap dispensers, significantly reducing non-recyclable packaging. The few single-use items still present, such as shower caps, vanity sets and slippers, have been chosen in eco-friendly versions, with sustainable materials and packaging.

Gradual purchase of certified paper products (toilet paper, napkins, printer paper, etc.).

Mapping of most cleaning products and replacement, where possible, with ecolabel certified products or other eco-labels.

Attention to the purchase of organic or fair trade products where possible. Currently, some of our teas are from responsible supply chains.



SMART HOTEL HOLIDAY

COLLABORATION WITH OUR SUPPLIERS

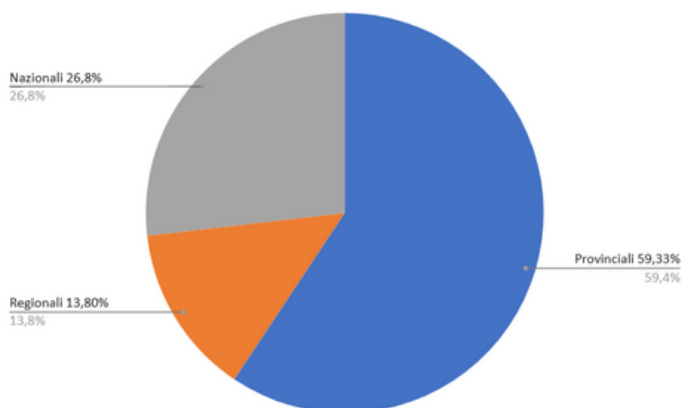
We seek partners among our suppliers with whom we can share our work process.

For this reason, starting in 2025, in addition to sharing our Code of Ethics with them, we have introduced a supplier evaluation process that includes a rating system based on the sustainability actions undertaken by each of them. At the same time, our aim is also to activate a process of awareness and involvement in sustainability.

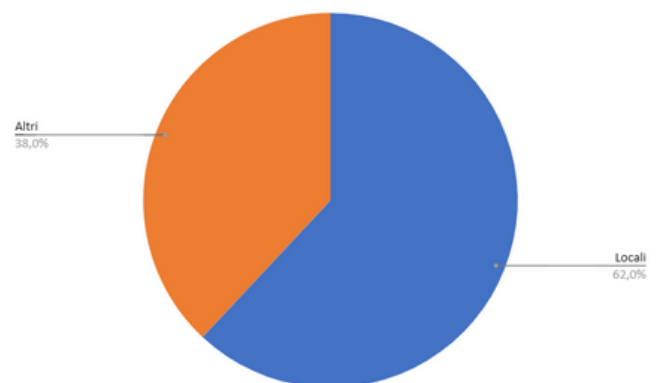
We also monitor our supply chain in terms of purchasing results to understand how we can improve collaboration with any local suppliers.

2023

The 2023 analysis shows that 59.33% of the purchase volume comes from the provincial supply chain.



2024



We consider a local supplier to be a company whose production and operational headquarters are located within a radius of 100 kilometres. Based on an analysis of purchases made in 2024, 62% of suppliers fall into this category.



SMART HOTEL HOLIDAY

THE MONITORING

To ensure sustainable management it is important to implement a monitoring system across different operational areas.

Energy monitoring

- 1) Energy consumption: We track electricity and heating consumption, both in common areas and in rooms. We constantly intervene with efficient solutions (LED lighting, motion sensors, awareness signs, remote room management.), when we intercept the need. We have solar panels for water heating.
- 2) Purchase of renewable energy: from 1 December 2024 we will purchase 100% of energy from renewable sources.

CO2 Emission Monitoring

- 1) Carbon footprint: We have calculated the hotel's carbon footprint, taking into account emissions from energy consumption, laundry services and shuttle bus consumption. As the purchase of energy from renewable sources began at the end of 2024, we expect improvements to be seen in next year's emissions calculation.

Comparative data:

2023	2024
349 tCO2	340 tCO2



Water monitoring

1) **Water consumption:** We track our consumption in relation to the presences. We verify the use of water in the rooms and common areas, identifying possible wastes. In the small outdoor flowerbeds we have no irrigation system.

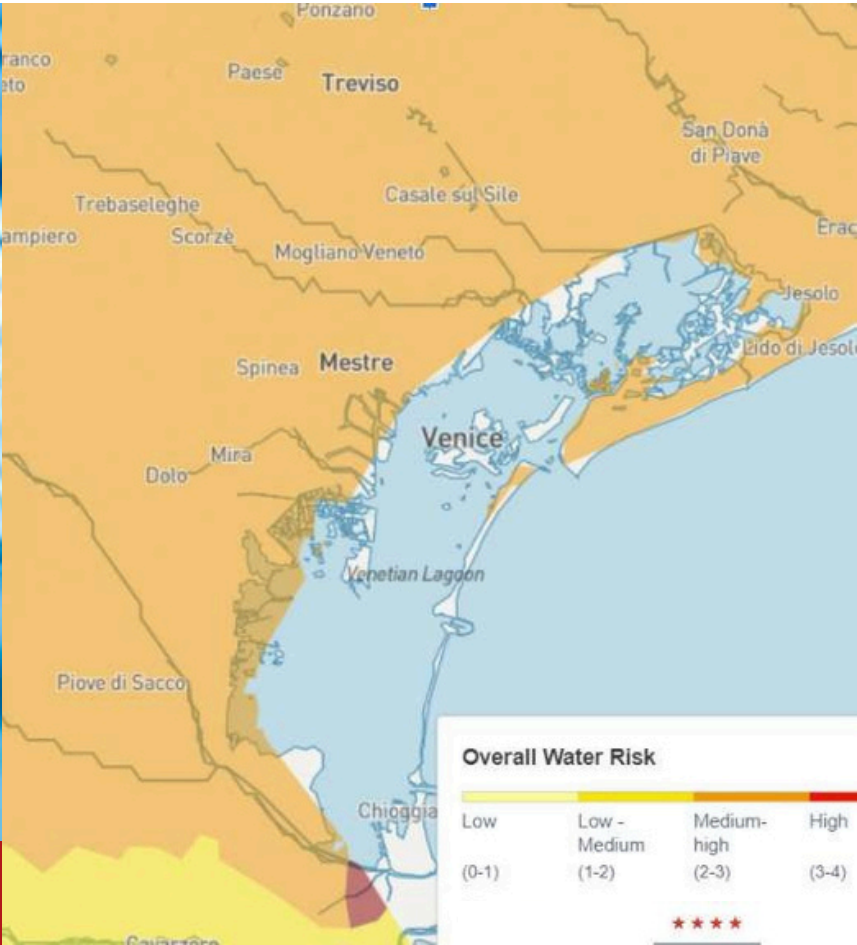
In 2025, we increased the installation of flow reducers in our taps.

2023	2024
12.190 mc	10.162 mc

2) **Analysis of the hydrogeological risk level:** Every year, we use the Water Risk Atlas platform to check the hydrogeological risk level in our area.

In October 2024, the estimated level was: **MEDIUM-HIGH**

In the same period of 2025, the level remained unchanged from last year.



The climate crisis has begun to increasingly affect the availability of water. Our territory is among the fortunate ones compared to others, but we still believe it is important to reducing through awareness-raising consumption towards our collaborators and guests. We implement good practices to

keep our water cleaner. We purchase eco-friendly detergents to reduce the use of substances harmful to the environment and we chemicals necessary to ensure a high level of cleanliness, without waste,



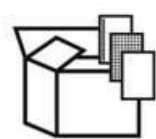
Waste Monitoring

1) Waste production:

We measure and monitor the quantity and type of waste produced (organic, plastic, glass, paper, etc.) in all areas of the hotel under our responsibility and we try to raise awareness among our guests about the correct management of their waste.

Our monitoring began in May 2024.

Analysis of the monitoring data and comparison between the two years shows that in 2025, the average monthly production of each type of waste decreased, a positive result consistent with the path we have embarked upon.



CARTA CARTONE E TETRA PAK

sì Giornali, quaderni, libri, buste, fascette, fotocopie, fogli, volantini e opuscoli di carta; sacchetti di carta; contenitori Tetra Pak per bevande e alimenti (succhi, latte, vino, passate e legumi); astucci, scatole e scatoloni di cartone; cartone ondulato; cartoni per la pizza poco sporchi di cibo.

Attenzione: la carta troppo sporca di cibo o altri materiali non va conferita insieme alla carta.

È VIETATO UTILIZZARE SACCHETTI DI PLASTICA PER LA CARTA E IL CARTONE.

no Carta plastificata, chimica e oleata; scontrini; carta e cartoni troppo sporchi di cibo e altre sostanze.



IMBALLAGGI DI VETRO PLASTICA LATTINE E METALLI

sì Bottiglie, vasi, vaschette e contenitori di vetro, plastica, alluminio e metallo; secchi e catini; tubi e tubetti vuoti; lattine; cellophane, stagnola e pellicola trasparente; sacchi, sacchetti, buste, shopper e retine di plastica; confezioni e sacchetti per biscotti, merendine e patatine; piatti e bicchieri di plastica usa e getta senza residui di contenuto; bombolette spray vuote; coperchi, gabbiette e tappi.

ATTENZIONE: i materiali non devono contenere residui di cibo o prodotto.

no Porcellana, ceramica e Pirex, bicchieri di vetro; cristallo; specchi, lastre di vetro, lampadine e tubi al neon; posate di plastica usa e getta; giocattoli e oggetti di gomma.



FRAZIONE ORGANICA

sì Scarti di cucina, avanzi di cibo, frutta e verdura, pane vecchio, gusci d'uovo; fondi di caffè e filtri di tè; alimenti avariati e scaduti; fiori recisi e piante domestiche; tovaglioli di carta; cartoni per la pizza troppo sporchi di cibo (fatti a pezzi); lettieri compostabili di piccoli animali domestici.

ATTENZIONE: chiudere bene i sacchetti per evitare cattivi odori.

no Pannolini e assorbenti; stracci; imballaggi e confezioni.



RIFIUTO SECCO RESIDUO

sì Stracci sporchi, gomma; carta oleata, plastificata e chimica; scontrini; posate di plastica, bicchieri di vetro e cristallo; pannolini e assorbenti igienici; siringhe e aghi con il cappuccio; sacchetti per aspirapolvere; piccoli oggetti di legno, giocattoli rotti senza componenti elettriche o elettroniche; ceramica, porcellana e terracotta; evidenziatori, forbici, penne e matite; cassette audio e video, floppy disk, cd; lettieri sintetiche di piccoli animali domestici.

no Ingombranti e inerti; carta, cartone e Tetra Pak; vetro, plastica e lattine; frazione organica.

2) Recycling and disposal:

We monitor recycling effectiveness by ensuring that each area of the hotel follows waste separation and reduction policies.

In the hotel we have installed bins for separate waste collection in the common areas; we also produce communications that aim to raise awareness among guests about the correct disposal of their waste and not wasting food.



SMART HOTEL HOLIDAY

GUEST INVOLVEMENT

... SAVING THE PLANET!

REDUCE YOUR ENVIRONMENTAL IMPACT

Unisciti a noi ed adotta alcuni semplici accorgimenti per evitare lo spreco di risorse
Join us and adopt some simple steps to avoid wasting resources

	Cambia gli asciugamani solo in caso di necessità. Per cambiarlo, lascialo per terra.	Change towels only when necessary. To change them, leave them on the floor.
	Non eccedere con l'aria condizionata e con il riscaldamento	Don't overdo it with air conditioning and with the heating
	Chiudi le finestre quando l'aria condizionata è in funzione	Close windows when the air conditioning is on function
	Scollega i dispositivi dalle prese elettriche una volta terminata la carica	Disconnect devices from the power outlets when charging is complete
	Quando disponibile utilizza la luce naturale	When available use natural light
	Utilizza gli appositi contenitori per la raccolta differenziata dei rifiuti	Use the appropriate collection containers differentiated waste



SMART HOTEL HOLIDAY

SUSTAINABLE MOBILITY

Our guests often choose to travel by public transport, as Venice continues to be a major tourist destination.

We also welcome numerous groups travelling by coach.

We are committed to promoting alternative modes of transport, encouraging the use of public transport whenever possible, and providing all the information necessary to reach the hotel and get around the area.

Our car park has two charging stations for electric cars.

For guests arriving by bicycle, we offer a bike room equipped with tools for minor maintenance. We also offer itineraries for exploring the natural and cultural beauty of our area, which are also available on our website.



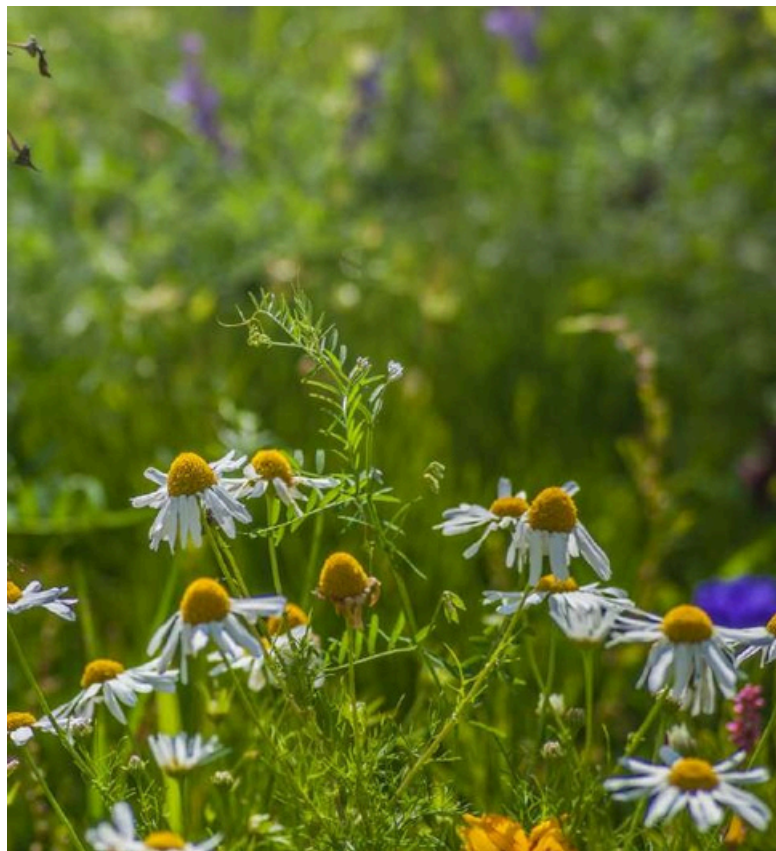
SMART HOTEL HOLIDAY

BIODIVERSITY

In addition to its renowned architectural and cultural beauty, the province of Venice boasts natural areas of extraordinary ecological value. These green spaces provide refuge for a multitude of animal and plant species, creating a rich mosaic of biodiversity to be protected and enhanced.

Our hotel is committed to promoting sustainable practices not only within its walls, but also by encouraging visitors to discover and respect the nature that surrounds us.

Preserving local biodiversity is a responsibility we share, to ensure the health of ecosystems and a greener future for all.



During your stay, we invite you, whenever possible, to explore these natural areas in a respectful and mindful manner.

Walking along the trails, birdwatching or cycling are all low-impact activities that allow you to appreciate the local biodiversity without damaging it.

As a hotel, we are also committed to reducing our environmental impact and raising awareness among our guests about the importance of sustainability.



SMART HOTEL HOLIDAY

CONCLUSION

Our journey towards sustainability represents a concrete commitment to the environment, the local community and visitors to our region.

In recent months, we have launched important initiatives to reduce the impact of our activities, investing in environmentally friendly solutions and more efficient resource management.

We are aware that sustainability is an ongoing process that requires consistency, responsibility and collaboration.

As part of our continuous improvement process, we have set a series of concrete **goals** for the next three years aimed at strengthening our commitment to environmental, social and economic sustainability:

- **Optimisation of water consumption** through the gradual installation of flow reducers on all taps in the facility.
- Development of **new collaborations with local entrepreneurs** and businesses, enhancing the productive fabric of the area and promoting these partnerships among our customers.
- **Expansion of the facility**, with the aim of increasing the number of rooms and enlarging the breakfast room and restaurant areas, improving comfort and the quality of services offered.
- **Reduction in energy consumption**, thanks to the implementation of a green project that involves the installation of photovoltaic systems and the use of renewable energy, with an estimated improvement of three energy classes.
- **Increase in the range of local, sustainable and fair trade products** sourced from short supply chains and companies in our area, to promote a circular and responsible economy.
- **Continuous evaluation of suppliers**, with greater attention to selecting partners who share our values and adopt concrete sustainability practices in their production processes.

We believe in the value of collaboration and awareness, and are committed to promoting a culture of sustainability that involves both our guests and staff.

Achieving our goals requires shared commitment, creativity and a common vision: for this reason, we would like to thank our team, our partners who share our values and our guests who choose to adopt responsible practices during their stay.

Together we can make a difference, leaving a positive footprint and contributing to a more sustainable future for generations to come.

Smart Hotel Holiday

Mestre, November 2025





SMART HOTEL HOLIDAY

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