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Sustainability Policy Terme Merano SpA

*For us, sustainability is embodied in the protection and promotion of resources that generate health.
We want to ensure regenerative spaces for nature and people, create opportunities for cultural
development and be guided in our decisions by the pursuit of the common good.*

Description of Terme Merano

Terme Merano is the center of excellence for health and wellness located in the center of Merano in the province of Bolzano. The thermal baths are frequented by the local population of South Tyrol and strengthen the tourist destination of the Burgraviato area. With its 26 pools, Terme Merano offers a wide range of possibilities for relaxation and wellness. The 15 indoor pools include the thermal pool (33 °C) with a slight radon concentration, the salt pool (35 °C) with sea salt and the 240 m² main pool (34 °C). A further 11 pools in the green thermal park are available to guests during the summer months.

The soothing effect of thermal water on allergic rhinitis, such as hay fever, was scientifically confirmed in 2017. The inhalation area of Terme Merano offers two types of inhalation: steam jet inhalations and aerosol treatments.

The thermal park is one of the largest private parks in Europe. On an area of 52,000 m², the gardeners of the Gardens of Trauttmansdorff Castle have created a plant world based on the unique conditions of Merano. In 2023, the new Bio Natural Pool was inaugurated — a natural swimming lake with 1,200 m² of pure water that contains no substances such as chlorine or other disinfectants, representing another important step toward sustainable management at Terme Merano.

In addition to the indoor and outdoor pools and the thermal park, the 2,200 m² naturist sauna area of Terme Merano invites to holistic relaxation and contemplation. Five saunas and steam baths, a snow room, several cold-water pools and whirlpools, the Roof Whirlpool with its panoramic terrace, and spacious indoor and outdoor relaxation rooms provide space for relaxation.

Terme Merano also offers its guests other areas such as the MySpa, the Fitness Centre, the Shop and the Bistro.

Objectives of Terme Merano

We at Terme Merano are committed to continuous improvement of our environmental and social sustainability practices and have partnered with EarthCheck, a world leader in benchmarking and certification.

At Terme Merano, we recognize that sustainability is an important and complex topic that is part of our DNA. In 2019, we started a development process to strategically approach the topic of sustainability and set specific goals and measures to support our plan. In the summer of 2023, we received the silver certification from EarthCheck.

The commitment of Terme Merano

From the outset, we formed a working group of department heads to identify the relevant issues we wanted to focus on and to develop a system of goals, indicators and corresponding actions to achieve our sustainability vision, which we have listed at the beginning of this document and which we developed together after analyzing our system and the positive and negative impacts we have on nature, society and our corporate environment.

The relevant issues we identified were then discussed, validated and evaluated together with our key stakeholders - customers, suppliers, partners. These issues are at the core of our commitment to sustainability and guide us in implementing the commitment required by the EarthCheck Company Standard in a concrete and effective way.

We, Terme Merano, are aware that our activities can have a negative impact on the environment and the community if they are not managed correctly. For this reason, we have implemented a management system that meets the requirements of the EarthCheck corporate standard.

Due to the special conditions associated with the public procurement procedures it is subject to, Terme Merano is committed to following the principles of fair trade as far as possible, with the aim of integrating these values into the unique context of its activities.

Terme Merano is committed to continuous improvement, which is measured through annual benchmarking assessments. The Terme Merano team is committed to minimizing its impact on the environment by implementing sustainable initiatives and processes to improve performance, reduce energy and water consumption and reduce waste.

Terme Merano complies with all applicable laws and regulations and is committed to international best practice. The management, which represents the entire board of directors, has been appointed EarthCheck coordinator and is therefore responsible for improving the sustainable performance of Terme Merano. In addition, we have formed a Green Team that meets at least once a month, organizes internal training courses, carries out internal audits and verifies compliance with sustainability rules at Terme Merano.

The commitment is expressed in particular through nine themes that are presented below, which complement the vision that has been defined together with the members of the Green Team:

- **Culture, development and training:** Every employee experiences sustainability and feels connected to the commitment of Terme Merano. Through continuous training, clear operational objectives for each area and timely information, every employee is involved in achieving the company's sustainability goals. In this way, Terme Merano wants to create a multiplier effect that has a positive impact on customers and the region.
- **Communication:** Marketing is the tool used to communicate corporate culture to customers and employees. Through effective and continuous marketing, sustainability will be part of the overall communication and will contribute to making Terme Merano 'green' in the eyes of customers and employees. Terme Merano will take the theme of sustainability and the "EarthCheck" certification wherever it can.
- **Energy:** We want to act on a macro (plants and facilities) and micro (individual processes and activities) level and contribute to environmental protection and climate change mitigation through targeted initiatives based on the results of the monitoring system.
- **Water resources/white, black, grey water:** We seek solutions to reduce water consumption.
- **Waste management:** We continuously review recycling processes in all departments and develop new ideas for the recovery and reuse of waste materials.
- **Land use/ecosystem and biodiversity:** We are committed to protecting virgin soil and biodiversity within our business area.
- **Products, suppliers and services:** We want to, gradually, replace or eliminate single-use materials or packaging.
- **Protection of mental and physical health:** Creating an ideal environment for the health of employees and customers. In terms of infrastructure, goods and organization, every project is designed with this in mind.



- **Gastronomy:** The aim of the gastronomy area is both to favor, where possible, the purchase of local and organic products, the seasonality of raw materials, and to reduce the use of disposable materials as much as possible.

We encourage our employees to demonstrate our commitment to environmental and social sustainability to all key stakeholders, including guests, suppliers and partners.

We will continue to involve all stakeholders in this process.

Adelheid Stifter

Director of Terme Merano