



# *Sustainability*

environment protection

## Sustainability and environment protection

Worldwide, the hospitality industry is a major user of raw materials, so it is important that we ensure that where possible our impact on the environment is reduced and that we leave a smaller carbon footprint. The aim is to ensure that all the facilities offered by our hotel are in line with the set, environmentally friendly standards. We want to ensure that customers can establish a long-term relationship with us, that they can stay in an environment that they can rely on and where our employees can work with pride and actively participate in projects for the neighbourhood.

We strongly believe that there should be a balance between sustainable goals and economic health. The only way to ensure a healthy result is if both receive sufficient attention



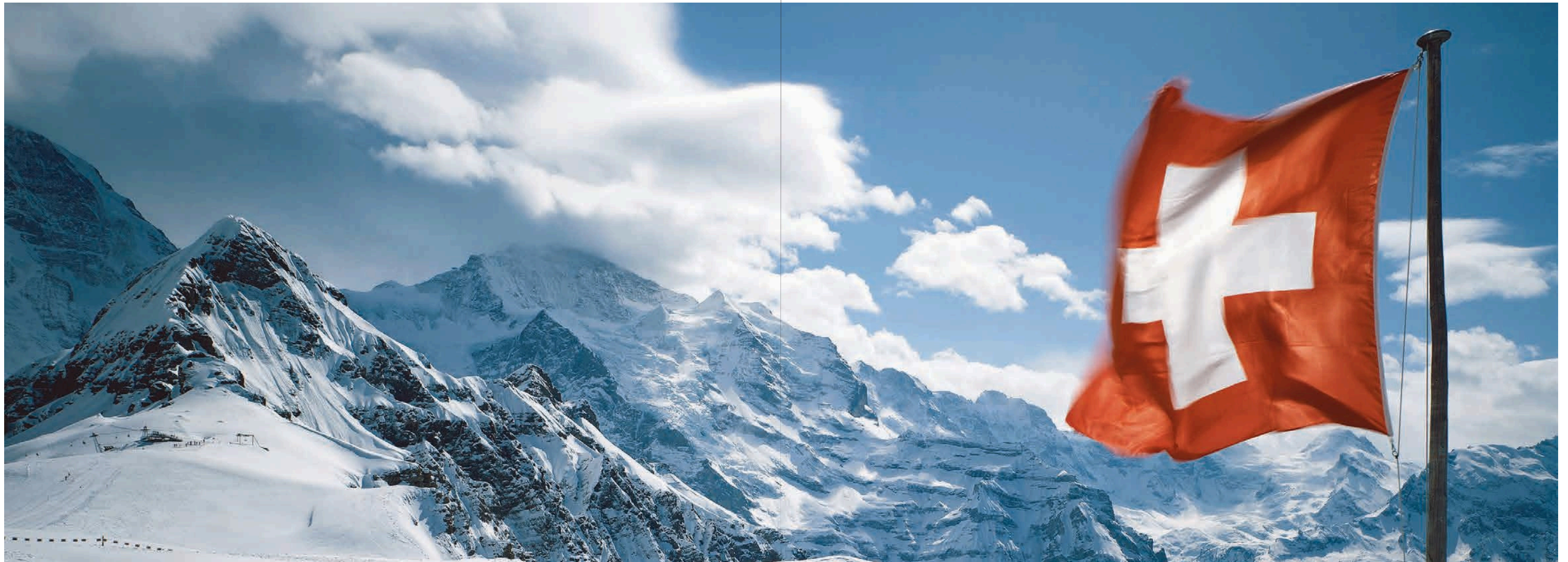
Dimitri Kalaitzis

General Manager Mövenpick Hotel The Hague

## Our intentions and our goals

Mövenpick Hotels & Resorts' vision is to be the preferred and most enjoyable upscale hotel management company of Swiss origin for guests, employees, hotel owners and shareholders. Part of the values and fabric of Mövenpick Hotels & Resorts has always been to conduct its business in a responsible and caring way, encouraging a personal touch with all its stakeholders. It is the value of care that has and continues to guide the company towards sustainable business practices. In 2009, Mövenpick Hotels & Resorts' announced its global sustainability program based on three key focus areas: social, environment, and employer sustainability. The company commitment goes beyond environmental and employer sustainability to also encompass social sustainability.

Mövenpick Hotels & Resorts has been hailed as the most "Green Globe certified Hotel Company in the world".



## Mövenpick Hotels & Resorts' key objectives are to:

- Positively contribute to the countries and communities in which they operate in a way that is mutually beneficial and sustainable
- Work hand in hand with registered local and global charity partners
- Encourage and actively promote a philosophy of volunteerism and enable its practicing
- Organize and support fundraising initiatives for recognized and approved international charities
- Implement donation schemes for guests and team members at hotel and area levels
- Promote local products and handicraft



## We at Mövenpick Hotels & Resorts also endeavor to ensure to:

- Comply with applicable environmental laws, regulations and other requirements
- Provide sound stewardship of our environmental resources
- Promote the use of safe technologies and operation practices that minimize our impact to the environment
- Respond immediately to emergencies and minimize any adverse impacts
- Continually improve our environmental performance through procedures established in the Environmental Management System
- Set environmental objectives and target goals, and measure our progress to these goals
- Implement an effective pollution prevention program (minimize the generation of wastes, reduce and recycle materials, investigate and evaluate new practices and procedures and dispose of wastes in an environmentally responsible manner).
- Ensure the responsible use of energy and water throughout the hotel by implementing innovative practices and procedures for conservation



## Mövenpick Hotels & Resorts' vision of sustainability

### Social Sustainability

Our commitment goes beyond environmental and employer sustainability to also encompass social sustainability.

Mövenpick Hotels & Resorts, for example, supports Right4Children, an organization that helps disadvantaged and vulnerable children and young people in Nepal.

### Environmental Sustainability

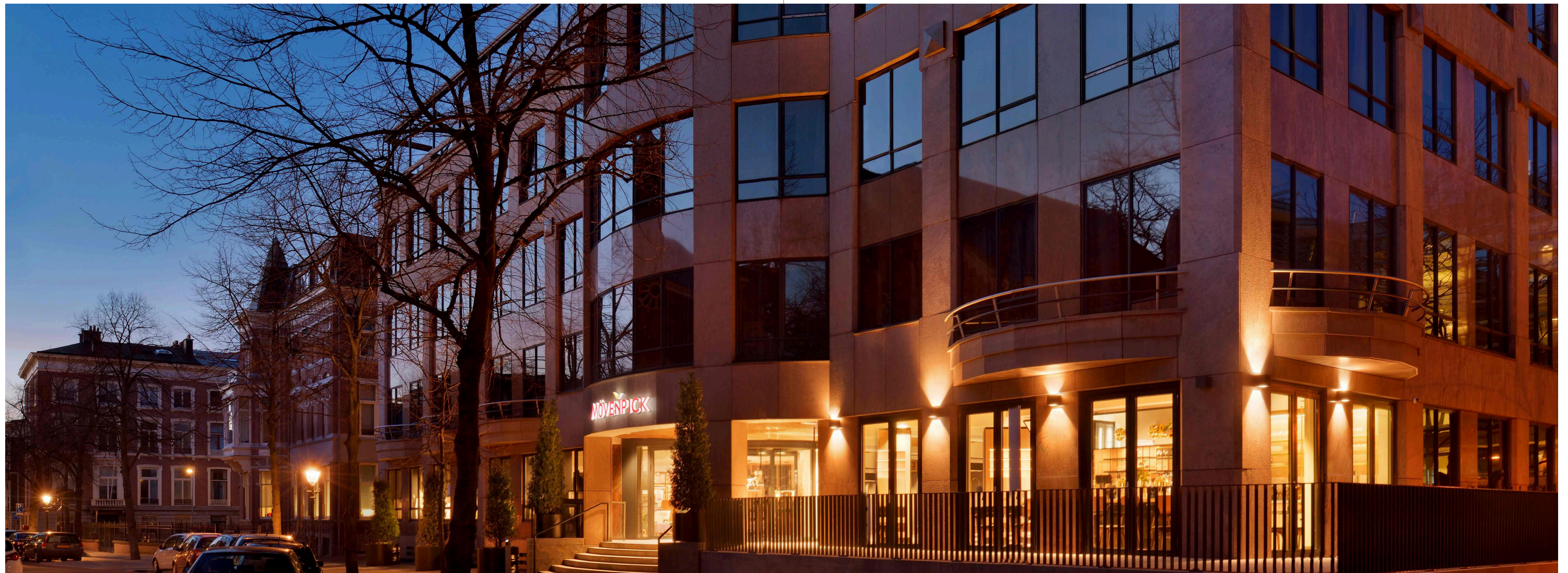
By nature, the hospitality industry is a large consumer of energy and other resources. We accept responsibility for the harmful effects our operations have on both the local and global environment and are committed to reducing them. At Mövenpick Hotels & Resorts we aim to reduce our consumption through the use of basic measures such as energy efficient lighting, water consumption reduction and a better management of waste and chemicals. We have introduced a program to trim energy and water costs and help the environment by reducing carbon dioxide emissions. We clearly care about the impact we have on the environment and want to take action to do something about it.

### Employer Sustainability

Sustainability as an employer is achieving excellence in human resources and leadership practices while embracing and celebrating diversity. Through the embodiment of quality, trust and care, Mövenpick Hotels & Resorts is committed to foster a culture that consistently improves team member engagement, development, wellbeing and security.

### Mövenpick Hotel The Hague – the location

Mövenpick Hotel The Hague – the location The Mövenpick Hotel The Hague is located in the centre of The Hague. There are 72 modern and stylish rooms equipped with all amenities including free Wi-Fi internet access. The entire hotel is non-smoking. There is the possibility to reserve connecting rooms and there are rooms available for people with reduced mobility. This is the ideal location for business trips or to discover the city with many shops and museums as a tourist.





## Energy and water management

The hotel has its own water saving plan, all sinks, showers and toilets use as little water as possible. The guest showers have a water saver and we contribute to the Made Blue Foundation where we help facilitate clean drinking water in developing countries. On behalf of guests staying in our hotel we donate money and they are informed about this by means of a door hanger in their hotel room. In addition, we have a water dispenser from Made Blue so that everyone can fill a reusable bottle to save water and plastic waste.

The hotel uses 100% renewable energy. All rooms have an energy saving system. This system is activated and/or deactivated by means of the room key. Heating, air conditioning and lights turns off automatically. In addition, there are sensors at the windows in hotel rooms that ensure that the heating or air conditioning turns off when opened. We do not use gas but district heating.

## Green Globe Certified since 2023

Green Globe™ is a global quality mark that offers the highest quality in sustainable business in the tourism industry, the travel industry and related industries. Any company that receives the Green Globe certificate meets mandatory requirements and guidelines.

The hotel uses Fair Trade and organic products such as coffee, wine and linen where possible, an integrated energy and environmental program, LED lighting and the choice for the guest to use bed and bath linen for another day. In addition, a social sustainability plan has been drawn up.



For more information about the Green Globe, please visit website [www.greenglobe.com](http://www.greenglobe.com)

## Heat and electricity

A daily energy monitoring system is in place and supported by a monthly comparative analysis made by Schneider Electric in France to show achievements against industry benchmarks.

The hotel has invested in the following:

- Advanced Building Management System (BMS) – we believe in using only as much energy as is needed to help reduce global warming
- Water savers for shower heads and taps
- Eco-flush toilets in rooms and public bathrooms
- Use of LED lighting
- Use of time switches and presence detectors in several public areas and back of the house offices

The forecasted energy savings for the current years shall be around 10%.

## Waste removal and recycling

We monitor and register our various waste streams.

The Mövenpick Hotel The Hague separates the following waste streams:

recyclable	non-recyclable
Paper / Cardboard	Residual waste
Glass	Small chemical waste
Plastic	

We make sure that the majority of our F&B products are bought in bulk packaging instead of mono packaging. All soap and detergent in the public and staff toilets, kitchens and housekeeping department is stored in dispensers.

## Chemicals and hotel operations

The hotel management has committed to use environment friendly chemicals in all hotel operations.

## Supporting the local community

We currently employ some 35 people from 10 different nationalities. All employees follow regular training activities to ensure proper service delivery, guest satisfaction and personal career growth. It starts with the Mövenpick Introduction program (2 days), 30 hour initial basic skills training, hotel software training and upselling techniques. On a daily basis, each department conducts skills training for each of their employees. Mövenpick Hotels & Resorts have also developed training tools on sustainable development. These are used to help our employees acquire the best practices on sustainable development.

At the Mövenpick Hotel The Hague we make a special effort to choose local producers. 90% of our products are produced by Dutch suppliers and purchased directly by the hotel.

## Projects we support

Sustainability is about future generations, therefore we would like to make sure they grow up in a positive environment and live a healthy, joyful life.

We support the following programs:

### **Made Blue**

“A LITRE FOR A LITRE”, through this project Made Blue mirrors the water used or saved by companies, products and services with generating equal amounts of clean water in developing countries. Guests of Mövenpick Hotel The Hague will enjoy the accommodation while knowing that there is a whole family in a developing country getting access to clean drinking water at the same time.

### **A Kilo of Kindness**

Mövenpick’s global #AKiloOfKindness campaign leading to the UN International Day of Charity. We invite our guests, partners and stakeholders to participate by donating at least one kilo of food, clothing and educational supplies to the less fortunate and those in need.

## Help us reduce our impact on the environment

Remember to turn off the lights, don't run the tap unnecessarily and separate your waste so that it can be recycled. Let us know if you want to use your linen for another day, In this way, less energy and water is used. Feel free to use our Made Blue water dispenser in the lobby to fill your reusable bottle on the go. If you want to know how you can save even more energy and water or what measures the hotel has taken, please contact the hotel manager.



## Your ideas count

We welcome your suggestions to help us enhance our sustainability objectives and social responsibility. Please leave your comments through our guest review system or e-mail us at:

**[movenpickhotel.thehague@accor.com](mailto:movenpickhotel.thehague@accor.com)**

## Go eco-friendly

Discover some ideas to help you limit the impact your trip will have on the environment and adopt them for your own vacation.

## Before you go

Pack the strict minimum: Lighter bags reduce the impact of your travel on the environment. Book accommodations that have implemented a sustainable development program and plan ecofriendly activities. Our concierges can provide you with a “ready to go” list with good restaurants and special activities.

## During your future trips

Use less polluting or clean means of transport: Train, tram, subway, bicycle, walking...

Contribute to the development of local economies and craftsmanship by buying regional products and avoid any products or foods threatening endangered animal species. Limit water and energy consumption by reusing towels and sheets, turn off lights and take showers instead of baths. Use the stairs instead of the elevators, when possible.

All our European hotels are  
Green Globe certified:  
[movenpick.accor.com/en/about  
-us/sustainability.html](https://movenpick.accor.com/en/about-us/sustainability.html)



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