

OUR PLANET

OUR GOALS:

1. Reduce carbon footprint
2. Reduce water usage
3. Reduce waste and recycle more
4. Increase the use of ethically sourced and eco-friendly materials

SUSTAINABLE DEVELOPMENT GOALS:



2019: Investing in the wider climate and doing more to ensure we protect the planet which sources our every supply.

The sustainability of our operations is externally certified and our hotels in the UK and the Netherlands are certified under Green Key, Green Globe, Green Tourism and Travellife memberships. All of these certifications are recognised by the Global Sustainable Tourism Council (GSTC).

Waste reduction

We have committed to accelerate our waste reduction efforts. In 2019, we formed a Waste Strategy Steering Group to identify key priorities and to make holistic and faster decisions to reduce our waste.

Across the Group, we are changing the way our procurement system operates and this will have a huge impact on the waste reduction of our operations. In 2019, we undertook a Group-wide procurement review, the results of which will target opportunities to reduce our waste, including hidden packaging, and reduce our carbon footprint by consolidating supply chains and considering food miles, purchasing seasonal produce and ethical animal products.

UK, Netherlands and Germany kWh & tCO₂e

Emission Type	Current Reporting Year 2019 (kWh)	Current Reporting Year 2019 (tCO ₂ e)	Comparison Reporting Year 2018 (kWh)	Comparison Reporting Year 2018 (tCO ₂ e)
Scope 1 (Gas)	33,651,402	6,187	34,122,450	6,277
Scope 1 (Transport)	152,427	37	154,164	38
Scope 2 (Electricity)	38,056,460	9,727	37,103,110	10,503
Total	71,860,288	15,951	71,379,724	16,818

Wherever possible we try to limit our waste and in 2019, following a rebrand of our linen in the UK, all useable linen, including 775 sheets, 890 duvets, 1,920 bath sheets, 870 hand towels and 625 pillow cases, was donated to eight local charities. Items that were not useable were recycled.

Whilst we are reviewing our single-use plastics use, we have undertaken a successful trial with Clean Conscience, a UK charity that re-purposes and redistributes waste toiletries and linen to those most in need. We have already implemented this programme in two of our hotels, and have committed for all of our managed UK hotels to join this programme in 2020.

Energy and emissions

Most of our energy consumption comes from the heating and cooling of our hotels. It is important for us to monitor our energy consumption through our online energy-monitoring system in order to identify areas for short- and long-term improvement, as well as maximise energy efficiency through our control systems.

We continually invest in technology to reduce our carbon footprint, whether it's automatic control systems and occupancy sensors that go into energy-saving mode when a guest leaves their room, or electric vehicle charging stations in our car parks. In 2019, PPHE installed 'Green Point', an energy efficient room control system, into 1,600 rooms in the UK and 300 rooms in the Netherlands in order to further improve the energy efficiency in our hotels.

One of our key successes is our 'Save tomorrow, today' programme, where we actively engage our guests in reducing their impact on the environment through the reduction of water, electricity and cleaning materials used in our properties.

In the second quarter of 2019, we introduced carbon neutral meetings and event spaces for our guests. With Radisson, we are working with First Climate, one of the largest carbon offsetting organisations in the world, to offset our carbon footprint for every meeting space. This is a service that is totally free to our meeting space customers. For every meeting or event held at Park Plaza hotel or art'otel, the carbon footprint of the meeting space and services is offset. In the past eight months, we have offset 780 tons of CO₂. All offset projects are VCS or Gold Standard certified.

The table above summarises our kWh and tCO₂e for our properties in the UK, the Netherlands and Germany. The figures are calculated based on all the sites' gas and power usage along with the car fleet/grey fleet mileage (employees claiming miles) using the government approved CO₂ emission factors. The data shows an increase in kWh but reduction of CO₂ for electricity between 2018 and 2019 which is due to a decrease in the carbon emission factor from using more renewable sources of generation.



HOTEL WITH A GARDEN

With our recent Park Plaza Vondelpark, Amsterdam repositioning we aimed to incorporate nature in the hotel to promote guest and team wellbeing, create a destination for local community and encourage wildlife. Working with an independent landscape designer local to Amsterdam, we created a 300m² garden with a pond. We also brought many flowers and plants inside as part of the interior. The garden provides a good shelter for animals and insects and the pond is an ecological system with its own biodiversity of plants, animals and insects. From the very beginning, the project had the local flora and fauna in mind.

The trees, shrubs, plants and bushes chosen were a combination of both cultivated and native to the region. The eco balance was carefully thought through so the garden would not need regular maintenance with the flora existing in harmony. Thus the nature is left to her own devices with minimal human intrusion and minimal disturbance to the wildlife.

A big percentage of the garden at Park Plaza Vondelpark, is also used as plant borders. The borders have a high density of plants, preventing the ground from drying out quickly acting as a natural water management system for dry summers.

Water conservation

In 2019, we continued to invest in water efficient technology and encouraged guests to consider the environment and save water through our towel and linen reuse programme. We have also committed to installing water-softening systems in our hotel rooms with the purpose of reducing lime scale, decreasing the use of cleaning chemicals into the water system, and improving the quality of water.

In order to improve water conservation, we have committed to install a remote water monitoring system in all of our UK hotels in 2020. The meters will provide real-time water consumption data directly to our online monitoring tool and will allow us to monitor our usage and report our progress in the future.

We care about the world around us and have taken measures to protect our beaches and oceans. Arena Hospitality Group was recently awarded a Blue Flag Gold plaque for 15 years of ongoing activities to promote sustainability in the tourism sector, through environmental education, environmental protection and other sustainable development practices.

Planning and building

During the planning and contracting phase of our art'otel london hoxton we have considered the sustainability of our buildings from the start, targeting for BREEAM assessment 'excellent'.

Our recent refurbishments are built with the latest water and energy efficient fittings and a robust design that ensures our assets are built to last. Where appropriate, we source responsible and low environmental impact materials, upcycling or donating to charity or local community group, and reducing our waste.

The Strategic Report was approved by the Leadership Team and will be reviewed regularly for materiality and signed on its behalf by Boris Ivesha.

BORIS IVESHA
PRESIDENT &
CHIEF EXECUTIVE OFFICER