

Sustainability Policy
CHARLOTTEHAVEN



**SUSTAIN-
ABILITY**

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CHARLOTTEHAVEN

SUSTAINABILITY POLICY

Intro

Climate change and loss of biodiversity are some of the greatest threats to humanity. With that in mind, businesses bear a major social responsibility to reduce their carbon footprint, improve biodiversity and in the process treat their employees properly.

Charlottehaven is working continuously on sustainability. We strive to ensure that all our decisions involve the triple bottom line: Planet, People, Profit.

This sustainability policy describes our sustainable development initiatives and future sustainable development goals.

We have signed up to the Green Key and UN Global Compact.

These memberships commit us to a number of requirements and principles that create a framework for our current and future sustainability efforts.

The Green Key

Charlottenhaven has been a member of The Green Key since 2021.¹



The Green Key is an eco-label from the HORESTA trade association, regulating 13 areas including waste, energy and water. In 2021, we implemented the mandatory requirements for this label.

Green Key has since adopted a significant tightening of the criteria, which we also comply with.

Purchasing

Charlottenhaven has a green purchasing policy (see Appendix 1). The rules of our purchasing policy ensure, among other things, that:

- Our food is organic (at least 30%)
- 90% of cleaning and dishwashing products are eco-labelled and chemical-free
- Our textiles: linen and towels are eco-labelled (either GOTS, Nordic Ecolabel, EU flower, ECO-TEX, The Blue Label)
- We use upcycled chef and waiter clothing from Textilia, made from discarded textiles, and thereby reducing up to 83% of CO2 compared to the production of new, conventional clothing.
- Our paper products and printed matter are eco-labelled
- Our sanitation arrangements are designed to save water

We have received the Organic Cuisine Label, bronze category. This means that more than 60% of all our food and drink is organic.

Energy

We are constantly working on new ways to save energy. This is to reduce our carbon footprint. In line with our Green Key membership we have implemented a number of initiatives in the field of energy, for example:

¹ See: <https://www.green-key.dk>

- Heating control, which regulates heating and cooling to a fixed standard temperature and regulates the heating when rooms are empty (in The Tower)
- We do not use fossil fuels for heating or cooling
- All our lighting is energy efficient
- The energy consumption of Charlottenhaven's Hotel Tower is covered by the use of its own ground-source heating system. We have significantly reduced our carbon emissions by using geothermal heating instead of conventional heat sources
- We have implemented a measurement system that automatically extracts energy data and provides an overview of electricity, water, and heating consumption.

Water

Clean water is one of the most important prerequisites for health. That's why it is important to ensure an adequate supply of water for everyone. In line with our Green Key membership, we have implemented a number of initiatives in the field of water, for example:

- Cleaning system, which reduces water consumption and the use of cleaning agents by 80%
- All toilets have a dual flush with max. 3 or 6 l. per flush
- All our urinals are waterless
- All showers are water-saving
- We have carried out a behavioural campaign for our employees with the goal of reducing our energy and water consumption. Specifically, this means applying awareness labels to all industrial machines and taps, with messages such as:
 - 'Save water – please don't leave the water running. This is good for the environment. Thank you for your help!'
 - 'Stop – wait until the oven is used before turning on. This is good for the environment. Thank you for your help!'

Waste

Charlottenhaven has a strong focus on waste sorting and we try to reduce our waste. In accordance with our Green Key certification, Charlottenhaven has implemented the following, among other things:

- Separate containers for hazardous waste (e.g. batteries, fluorescent lamps, e-bulbs, paints, chemicals and appliances). We take this waste to approved reception facilities
- Agreements with suppliers for the collection of transport packaging
- We restrict disposable plastic to a minimum – if possible, we use bioplastic, e.g. coffee caps, smoothies, etc.
- We do not use portion packs for serving in the restaurant
- We follow the new waste regulation and sort our waste into at least 10 components
- We provide clear signage on the various bins in the rooms, making it easier for guests to sort their waste in the rooms
- We monitor our waste volumes, with a breakdown by the various waste components. Using this information, we can show progress in our mission to reduce the amount of waste we produce
- We have established a new waste sorting area at Charlottehaven Tower
- We have established a code for the limitation of disposable products

UN GLOBAL COMPACT

Our membership of the UN Global Compact stimulates us to work with principles of human and employee rights, the environment and anti-corruption.²

WE SUPPORT



Human rights

The 2 principles of human rights are:

- Principle 1: Enterprises should support and respect the protection of internationally proclaimed human rights within the sphere of influence of the enterprise
- Principle 2: Enterprises should ensure that they do not contribute to violating human rights

Specifically, this means we must be aware of a safe working environment and the right to physical and mental health for our employees.

We will try to reduce the direct and indirect consequences of our work and business model in line with internationally proclaimed human rights.

Workers' rights

The 4 principles of workers' rights are:

- Principle 4: Enterprises should maintain freedoms of organisation and recognise workers' right to collective bargaining
- Principle 5: Support the elimination of all kinds of forced labour
- Principle 6: Support the abolition of child labour
- Principle 7: Eliminate discrimination in matters of work and employment

Specifically, Charlottehaven undertakes to work with and support healthy working conditions, freedom to organise and non-discriminatory recruitment practices.

² See: <https://globalcompact.dk>

The environment

The 3 principles of the environment are:

- Principle 7: Enterprises support a cautious approach to environmental challenges
- Principle 8: Enterprises should take the initiative to promote greater environmental responsibility
- Principle 9: Enterprises should encourage the development and dissemination of environmentally friendly technologies

For our concrete actions in this area, we refer to our initiatives to meet the requirements of our Green Key membership.

Anti-corruption

The principle of anti-corruption is:

- Principle 10: Enterprises should combat all kinds of corruption, including blackmail and bribery

Charlottehaven will combat the abuse of entrusted power for its own gain, such as money laundering, abuse of power and hidden lobbying.

UN GLOBAL SUSTAINABLE DEVELOPMENT GOALS

Our membership of the UN Global Compact encourages us to contribute to the UN's 17 Global Sustainable Development Goals (SDGs).

We work most intensively with SDG 6 – Clean water and sanitation for all, SDG 7 – Energy sustainability, and SDG 12 – Responsible consumption and production. Below we give examples of our efforts to achieve these three SDGs.



SDG 6: Our goal is to reduce our water consumption. We have installed an automated system for recording energy data, including water usage. This allows us to measure the impact of our initiatives.

We have implemented several measures: new, water-saving cleaning system, all toilets have dual flush, all urinals are waterless, and all showers are water-saving.

In addition, we are running an ongoing behavioural campaign to help reduce our water consumption. We aim to nudge our employees with awareness labels placed on all industrial machines and water taps in production. This also applies to other areas of energy usage.

SDG 7: We work toward reduced energy consumption and the use of renewable energy sources.

Currently, we have heating controls in place and we regulate heating and cooling to standard set temperatures. We do not use fossil fuels for

heating, and we use solar panels and geothermal heating systems to meet our energy consumption needs in the Charlottehaven Hotel Tower.

SDG 12: In various ways, we strive to take social responsibility in our daily operations.

We follow a green procurement policy to ensure that our purchases are as responsible and circular as possible.

We place great emphasis on our waste management system. We have separate containers for hazardous waste and ensure that this waste is delivered to approved facilities.

We comply with the new waste regulation and sort our waste into a minimum of 10 fractions. This applies not only to our own waste but also to our guests' waste. That's why we provide clear signage at the different waste bins in the rooms and at the waste stations.

We have established a code of conduct to limit single-use products; we minimize the use of single-use plastics and do not use portion packs for serving. Many other disposable items have already been phased out.

Green purchasing policy

CHARLOTTEHAVEN



**SUSTAIN-
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CHARLOTTEHAVEN GREEN PURCHASING POLICY

GASTRONOMY

- Food and beverage accounts for more than 30% ecology, similar to the organic eating mark in bronze
- As far as possible, we purchase seasonal ingredients
- 100% of seafood purchased is environmentally certified (MSC/ASC)
- 75% of all our food is Danish
- All coffee/tea/cocoa is environmentally certified (Fairtrade, UTZ or Rainforest Alliance)

HOUSEKEEPING

- 90% of cleaning products are eco-labelled
- Cleaning, disinfection and descaling agents are chemical-free
- Paper towels/toilet paper/kitchen paper are unbleached and eco-labelled (FSC/PEFC)
- All microfibre cloths and microfibre mops purchased have an eco-label (Nordic Ecolabel/EU flower/OEKO-TEX). We do not use disposable cloths
- Shampoo and soap are environmentally certified
- Purchased and rented textiles (e.g. bed linen, towels and tablecloths) are eco-labelled (GOTS, Nordic Ecolabel, EU flower, ECO-TEX, The Blue Label)
- We use longer-life rubber gloves instead of disposable gloves

ADMINISTRATION

- Paper purchases must be eco-labelled and 100% recycled
- Printed matter must be eco-labelled and produced by an environmentally certified printing company

PLASTIC

- We do not use single-use plastic, e.g. cutlery, plates and cups
- Limit the purchase of biodegradable disposable tableware – only to be used where ordinary tableware cannot be used (e.g. take-away)

ENERGY

- Newly purchased sanitation items must be water-saving
- Only LED lighting is purchased

SUPPLIERS

- The next step is to inform our suppliers about our efforts and set requirements for their environmental policies or sustainability initiatives.