

Sustainability Policy

CHARLOTTEHAVEN



**SUSTAIN-
ABILITY**

CONTENTS

Intro	2
The Green Key	3
Purchasing	3
Energy	4
Water	4
Waste	5
UN Global Compact	6
Human rights	6
Workers' rights	6
The environment	7
Anti-corruption	7
UN Global Sustainable Development Goals	8
Appendices: Green purchasing policy	11

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.

Director
Lars Pontoppidan
June 7th 2024

The Green Key

Charlottehaven 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 significantly stricter criteria, which have entered into force in 2022.



Purchasing

Charlottehaven 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 60%)
- 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 electronic devices are reused, recycled or eco-labelled
- Our sanitation arrangements are designed to save water

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

¹ See: <https://www.green-key.dk>

In addition, we undertake the following in 2024:

- To achieve the Organic Cuisine Label, silver category (more than 60% organic) – *achieved June 1st 2023*
- 75% of all our food is Danish

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:

- 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

In addition, we undertake the following in 2024:

- to implement a measurement system that automatically extracts energy data and provides a built-in environmental accounting of the total CO2 emissions - *achieved June 1st 2024*

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:

- We use Viima 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

By 2024 we undertake the following:

- To conduct 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!'

This campaign has been launched as of 1 April and will continue for the rest of 2023.

Waste

Charlottehaven has a strong focus on waste sorting and we try to reduce our waste. In accordance with our Green Key certification, Charlottehaven 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, e.g. cutlery, plates and cups – if possible, we use bioplastic, e.g. coffee caps, smoothies, etc.
- We do not use portion packs for serving in the restaurant

In 2024 we undertake the following:

- Follow the new waste regulation and sort our waste into at least 10 components - *established 1 September 2023*
- Display national pictograms and source sorting information by all waste containers (in Danish and English) - *established 1 September 2023*
- Provide clearer signage on the various bins in the rooms, making it easier for guests to sort their waste in the rooms - *established 1 September 2023*

- 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 - *established 1 September 2023*
- Establish a new waste sorting area at Charlottehaven Tower – *established 1 April 2023*
- Reduce our paper consumption by 30% by encouraging digital transformation and working with our paper trails
- Establish a code for the limitation of disposable products – *finalised as per 1 February 2023*

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



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:

² See: <https://globalcompact.dk>

- 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.

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: We aim to reduce water consumption by 15% by 2025.

We now have a number of initiatives in place: The Viima cleaning system, all toilets have dual flush, all our urinals are water-free, and showers are water-saving.

In addition, by 2024, we will launch a behavioural campaign to reduce our water consumption. To nudge our employees, we will use awareness labels placed by all industrial machines and taps in production.

This campaign has been launched as of 1 April and will continue for the rest of 2023.

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: We try to take social responsibility in our daily operations in various ways.

We work with a green purchasing policy to ensure that our purchases are as accountable and circular as possible.

We have a strong focus on waste organisation. We have separate containers for environmentally hazardous waste and take this waste to approved reception facilities.

We keep disposable plastic to a minimum and do not use portion packs for serving.

In 2023, we commit to follow the new waste regulation and sort our waste into at least 10 components. It is not just about our waste, but also our guests' waste. With that in mind, we are providing clearer signage by the various bins in the rooms. *Established 1 September 2023.*

Green purchasing policy

CHARLOTTEHAVEN



**SUSTAIN-
ABILITY**

CHARLOTTEHAVEN

GREEN PURCHASING POLICY

GASTRONOMY

- Food and beverage accounts for more than 60% ecology, similar to the organic eating mark in silver
- 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)

FIXTURES & FITTINGS

- All newly purchased wood or products containing wood are FSC or PEFC certified

ENERGY

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

SUPPLIERS

- By the end of 2024 at least 75 % of all our suppliers must have a written environmental policy or are members of the UN Global Compact