



TWIN PEAKS

GREEN GLOBE

Green Globe is a worldwide certification program for sustainable travel and tourism , which focuses on economic, social and environmental responsibility. Twin Peaks Hospitality (TPH) received this internationally recognized certification.

www.greenglobe.com

SUSTAINABILITY MANAGEMENT PLAN

For TPH, to be Responsible is to:

Respect

- current laws and regulations and internal standards
- cultural, religious, philosophical and moral traditions
- people: our customers, suppliers and partners, our employees
- the environment, minimizing our impact
- free competition, rejecting any form of corruption
- the company: placing the hotel's interests above personal interests, working to preserve historical and architectural heritage, cultivating a sense of belonging

Prevent

- accidents and ensure the safety and health of employees

Communicate in a transparent and fair manner

- in the clauses of our contracts
- on the nature, price & quality of our services
- with our customers, partners, employees and shareholders
- in internal controls of accounts and financial reporting

Participate

- in the satisfaction of our customers
- in employees' development
- in local economic and social development

Improve

- our sustainability performance continuously and systematically

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Environmental Commitment

Respect for the environment is at the heart of our concerns and our objective is to actively participate in its protection through our commitments. For TPH, to participate in the protection of the environment is to:

Increase the awareness of our customers:

Living and staying in properties of TPH also involves sharing our environmental values.

- Electronic communication is given preference in all our external communication (e-brochures, e-flyers, e-newsletters, e-greeting cards, e-bills). To encourage our customers not to print these communications, an exhortation is included in our electronic signature ("KEEP IT GREEN, KEEP IT ON THE SCREEN").
- Regarding our sales brochures, those which must be printed are printed on recycled paper.
- Cleaning of room linen and bathrooms is provided on request, or every three days
- Our cleaning products are non-toxic and have received environmental approval (EU Ecolabel)
- We have established a line of amenities that are free of petrolatum, mineral oil, synthetic colors, animal ingredients, parabens and solvents
- We encourage our customers to use transport that creates little or no pollution: public transport, bicycles, e-scooters, etc.
- We also offer event organisers a work environment in line with the sustainable development values that we promote.
- We offer fairtrade coffee from a local coffee-roasting factory
- Finally, our commitment extends to our restaurants, with all menus, including those for room service, being based on local, seasonal dishes.

Increase the awareness of our employees:

In order to increase our employees' sense of environmental responsibility, we have implemented entertaining educational tools that affirm our commitment and which will enable us to achieve the goals that we have set.

- Appropriate training: each employee is following training based on the scientific model of The Natural Step with the four Sustainability Principles as guidelines. Additionally, formation is conducted on eco gestures by activity (e.g. how to use a product correctly in order to avoid any waste), daily eco-gestures (e.g. waste sorting, double-sided printing, turning off heating / cooling before opening the window, etc.)
- Our internal communication, whenever possible, is electronic

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- Posters promoting environmental awareness and respect are displayed in offices and back offices. Key points are presented with a view to encouraging water and energy savings, and sorting of waste. (to do together with the sustainability course)
- In order to constantly improve our responsibility policy, employees are encouraged to provide input over their improvement ideas
- The use of public transport is encouraged

Increase the awareness of our suppliers:

- All our suppliers and subcontractors have adhered to our responsible purchasing charter. They are committed with us to a continuous improvement approach contributing to the respect and protection of the environment
- We favor certified suppliers or suppliers following best environmental and social practices
- We encourage them to reduce their impact, we follow up the commitments of our suppliers and subcontractors (number of deliveries, weight reduction, recyclability of packaging, etc.)

Reduce our impact on the environment:

In order to monitor and control our emissions of greenhouse gases, we have introduced carbon footprint assessment. This involves the collection of information, calculation of the total greenhouse gas emissions, the setting of reduction targets and the drafting of an action plan. Through its action plan, each entity commits - and thereby commits its suppliers, partners and employees - to reduce its emissions of greenhouse gases.

- Deliveries are limited with grouping and spreading of orders (e.g. no delivery of fresh products 2 days/week)
- Local suppliers are given preference
- Less polluting forms of transport are encouraged
- Non-toxic or environmentally approved eco-labelled cleaning products, papers and environmentally friendly amenities
- European Ecolabel standard biodegradable cleaning and dishwashing products
- Cleaning concentrates and dilution control systems to minimize chemical use

Reduce our energy consumption:

- In order to improve control of our energy consumption, we monitor our consumption of gas and electricity on a monthly basis
- We strive to adapt our equipment and technical installations (low energy consumption light bulbs, motion sensors in offices and customer corridors)

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- We carry out preventive maintenance, to ensure the correct functioning of electrical appliances.
- We promote the improvement of technical facilities and equipment with "class A" devices
- Refrigerator and freezer temperatures are monitored on a constant basis
- Energy usage and reduction goals are monthly specified and monitored
- Guest room check-in protocol and policy has minimal use of lights and appliances
- Automatic and efficient temperature settings for various areas of the hotel

Reduce our water consumption:

- To achieve substantial water savings, we carry out monthly monitoring of our consumption
- We strive to adapt our equipment and technical facilities (flow reducers in bedrooms and public facilities for showers, baths, toilets, taps)
- Cleaning of room linen and bathrooms is provided on request, or every three days
- Active system is in place to detect and repair leaking toilets, faucets and showerheads in guest rooms

Reduce our waste:

- We reduce packaging and containers for our welcome products (e.g. elimination of cardboard for welcome products that are now placed in long lasting containers, reduction of plastic packaging for welcome slippers and facecloths)
- We are also reducing the packaging of our fresh products by promoting reusable or returnable packaging.
- We optimized the management and use of stocks and raw materials
- Program to minimize procurement of waste-producing inputs in place
- We sort and recycle our front office waste (e.g. collection of newspapers by Concierges), in our conference rooms (sorting bins are provided for customers), in our offices and in the reception of merchandise
- Business supports and joins regional available recycling programs
- We collect the following waste: cardboard, paper, glass, batteries, ink cartridges, bulbs, cooking oil, aluminium, plastics and bulky materials. Partnerships have been formalised with approved organisations for the collection and recovery of this waste.
- Paperless check-in (key or key card with envelope only)
- Delivery of guest newspapers by request only

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Social Commitment

To our employees

The respect of the men and women who work at TPH is one of the fundamentals on which we wish to focus. In order to accomplish this, TPH is committed to its employees in the following areas:

Diversity:

- For us, excellence exists in a wide variety of forms. Differences are simply part of this equation : diversity in terms of professions and profiles, diversity in terms of cultures and origins, and diversity in terms of experience and career paths

Training, education and personal development:

- As part of our policy of internal promotion and mobility, our employees benefit from training opportunities throughout their careers. Different tools are provided enabling everyone to develop at their own pace. TPH recognises specific development needs based on age, experience, desired career path and personal ambitions, and adapts its training catalogue accordingly.

Well-being & Safety:

- TPH ensures the safety of its employees and is committed to the continuous improvement of working conditions and well-being at work.
- We aim providing a motivating and value based work environment, living our values and core behaviours.

To our community

We actively work together with the communities around TPH in order to contribute to their sustainable development. We educate and encourage our employees to actively engage in the local society. Also, we encourage our guests to support local products and services. Furthermore, we recognize that our natural heritage is also an important part of our community heritage and the preservation of our natural environment is part of our sustainable policy. Example of our commitment are:

- Guest are provided with information on the surrounding's history, culture and natural environment
- We maintain and preserve our monumental buildings we are occupying, helping conserving our cultural heritage
- We are member of the society "Natuurmonumenten". By acquiring natural areas, the society can protect animals and plants which are native to this country and enable people to enjoy the countryside by providing footpaths, cycle paths, observation points and excursions.

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