

Environment & Sustainability_Housekeeping

The NH Hotel Group, in its longstanding commitment to the environment and sustainable development, has integrated canyons of sustainability at all levels of the Organization over the years. Therefore, they are part of the daily tasks of all the employees in each of the departments.

The criteria governing the policy of sustainability in the group as well as the different products or services that relate to the environment and sustainable development must be known by the staff. This will provide the staff to clarify our clients in the case that any information of this type is requested.

At the same time, every Department in the hotel must be informed of the monitoring indicators regarding the environment and energy efficiency and to support the management in order to optimize them. All hotel Departments will be informed about the status of the achievement of ratios objective established by the hotel's General Management.

7.1 ENVIRONMENT AND SUSTAINABILITY AT NH HOTEL GROUP

RESPONSIBLE COMMITMENT PLAN 2017-2019:



NH Hotel Group carries out its hotel activity by creating shared value at the economic, social and environmental level wherever it is present. In 2017, with the aim of leading responsible commitment in the industry, it has drawn up the Corporate Responsibility Strategic Plan 2017-2019, establishing the main objectives and initiatives for the different responsible commitments defined by the Company.

The innovative "Room 4" concept encompasses these goals related to the business of NH Hotel Group and its key stakeholders. This transversal three-year plan has been approved by the Company's principal governing bodies and all the areas of the Company are committed to it. On one hand and as starting point for the creation of the Plan, the materiality analysis has been used to determine the key aspects for NH Hotel Group according to its strategy and stakeholders and, on the other hand, the Corporate Responsibility Policy. The United Nations Sustainable Development Goals (SDG) have also been used.

The Plan, a key part of the Company's global strategy, includes its main commitments regarding responsibility, as well as the development of the lines of action in priority areas for the Company: commercial, employee engagement, investment, brand purpose, corporate governance and supplier evaluation. It also provides for annual reporting of the Plan's progress, both consolidated and by Business Unit, to the Board and the Management Committee.

PURPOSE, PILLARS AND COMMITMENTS OF THE PLAN

NH Hotel Group has defined a clear purpose for its Responsible Commitment Plan which is that: *Wherever we are, we strive to have the most positive economic, social and environmental impact.* The Responsible Commitment Plan comprises three pillars of action: People, Planet and

Responsible Business. In this document ROOM 4 PLANET is explained. Further info can be found in the Annual Report.



In its commitment to the Planet, NH Hotel Group works to minimize its impact on climate change, increase efficiency of resources and develop more sustainable products. All this by reducing the Company's carbon footprint with responsible consumption of natural resources.

NH Hotel Group has its Sustainability Policy approved by the CEO of the company. It has to be known by all employees, who must be able to respond to questions from guests or stakeholders of their existence and the place where they can consult it.

The Vision on Sustainability

For the NH Hotel Group, sustainability means taking care of the **PEOPLE** who that we host, care for the **DESTINATIONS** where our hotels are located and take care of the **PLANET** we all share. We innovate in order to develop eco-efficient solutions, in a way that the guests in the NH Hotels may feel the site, enjoy a healthy and a pleasant stay and to help take care of the planet.

The Sustainability Policy is available on the intranet and on the NH Hotel Group website: <https://www.nh-hotels.com/corporate/responsible-and-sustainable-company/sustainability>

A hotel activity has an impact on the environment by the energy and water consumption and waste generation. Additionally, the consumption of water and energy is usually more than 7% of the fixed costs of the hotel. Working on environmental actions in the hotel has positive return for the planet and for the company. This is for the reason why the NH Hotel Group tries to improve every day including the sustainable criteria in the different services that we offer in order to reduce our environmental impact.

At the NH Hotel Group Hotels, in general terms, at least the following environmental initiatives have been implemented:

- Monthly report on the variables:
 - Water consumption.
 - Energy consumption.
 - Carbon footprint.
- A specific program focused to reduce the frequency of linen and towels washings. This program provides to our guests the chance to choose if they want their towels to be changed during their stay.
- Control of set point temperatures in rooms and meeting rooms.
- Program on waste recycling.
- The paper used is FSC.
- LED lighting over 75%.
- External Environment Certification (for instance, ISO 14001, Green Key or Hoteles+Verdes)
- Recognizing our hotels by GreenLeader scheme by TripAdvisor.

- External annual Auditing in order to certify that all the Sustainable Requirements at the NH Hotel Group are observed.
- Green energy consumption.

For each one of the NH Hotel Group Hotels there are annual objectives, the ratios of energy, water and carbon footprint, with the ultimate goal that every one of the hotels can meet the ratio that is optimal for the hotel in question and that is calculated according to their technical specifications, architectural and geographical.

The upending of the individual objectives of each hotel is determined by the fulfillment of the overall objectives of sustainability of NH Hotel Group. Therefore, all actions and initiatives developed at each hotel are relevant to the fulfillment of the objectives at the company level.

7.1 GOOD ENVIRONMENTAL PRACTICES

In addition to the commitment to environmental values of the NH Hotel Group, the Housekeeping Department shall apply, to its day-to-day activity, good environmental practices in order to minimize the impact associated with the water consumption, energy as well as the separation and waste production.

Waste management

All waste is separated properly at the disposal points available. In this way it avoids mixtures.

It is an internal requirement by the NH Hotel Group, that all hotels should separate, at least 4 types of non-hazardous waste:

- Glass: this refers to glass containers.
- Paper and cardboard: This refers to paper containers and cardboard and office paper.
- The used cooking oil: in reference to the oil that was used in the kitchens.
- Organic: food leftovers.
- Containers: they may be plastic containers, bricks and cans.
- All the furniture that are discarded during the reforms may be handed over to the employees or donated to the NGOs.

It is necessary to note that waste such as batteries, electronic devices and toner are managed as hazardous waste and must be deposited in the containers provided for that purpose. The other alternative is by notifying the Maintenance Department to proceed with its disposal in the correct bin in case those containers are not available in the Housekeeping office area.

Chambermaids must separate all waste produced in the rooms and halls whenever possible. So, if any packaging waste, glass, paper, or organic that not have been deposited in the bins by guests are found, they can be collected in a selective way for its disposal in appropriate containers.

For example:

- All empty amenities, such as toothpaste tubes, containers of toiletries for the guests, cartons, plastic bottles, snacks wraps and plastic bags must be discarded in the yellow bin.
- The magazines, newspapers, notebooks, paper bags must be discarded into the blue cardboard/paper container.
- All the glass bottles, empty Cologne recipients must be discarded into the container for glass.
- Food leftovers, tissue paper and other must be deposited in the grey container for organic.

All waste containers that have contained hazardous and toxic products such as detergents, soaps, sprays and other cleaning products, featuring the pictogram "dangerous for the environment" are also hazardous waste and its management must comply as established by legislation. The Maintenance Department must be notified to remove them and manage them as required by law.

There must be absorbent material so that, in the case of discharge of a toxic product, its collection is done through the absorbent. In addition, it must be managed as hazardous waste and notified to Maintenance Department.

As for the most convenient way to carry out the separation of waste:

- All the waste that has been picked up and separated must be stored in separate color bags, if possible and then deposit them in the right places for proper disposal in the corresponding container.
- In case there is not any accessory for selective waste collection, the garbage bags for this waste pick up will be put into the canvas bag which hang from the left support and will never be tied to the upper bracket.

Note: For further information on how to manage waste, please refer to the Operative Guideline OI_02_GP_03, which is available on the intranet.

Water

The staff must use this resource efficiently and avoid unsustainable practices that waste it. For instance, leaving faucets open when they are not in use or flush the toilet more than the necessary.

In the case of possible water leaks, they should be reported to the Maintenance Department or the Head Housekeeper immediately so that appropriate repair gets under way, as per the procedures established by the NH Hotel Group.

As a general rule, the following good practices should be observed:

- Have water faucets running the shortest time and using only the necessary amount of water.
- As for the lavatory, the faucet will be left in position of cold water complying with savings recommendations as established by the Department of Environment and Sustainability.
- During the cleaning of the toilet bowl, the flushing will be only when it is necessary and the half-flush will be the option if the toilet bowl features this.
- The toilet bowl shall not be turned into a trash bin.
- Before finishing the cleaning in the room, check if there is any water leakage or dripping both in the faucets and in the toilet bowl.
- If the guest has left the towels on the towel rack, they will not be changed, complying with the procedure of reusing towels.
- The linen change protocol will be carried out as complied.

Energy

All the lighting, the air conditioning system and electrical equipment must be used in an efficient manner. One should avoid leaving any equipment turned on when it is not necessary, or at the end of the workday.

The cleaning of the rooms, bathrooms and common areas must follow the internal Protocols established by the NH Hotel Group. The Protocols are available on the INTRANET.

As general rules, the following will be taken into account:

- The natural ventilation of the rooms can go against saving energy depending on the time of year, since an excess of ventilation in winter can result in uncontrolled heat loss. And, in summer the result may be a heat load increase in the room. According to studies, to open windows for 10 minutes is good enough. If it is a room for smokers, the minimum time will be 15 minutes.
- Many of the hotels feature outside air supply through the air conditioning system by which that amount of time can be reduced in a significant manner.
- When using the vacuum cleaner one must have it on only the necessary time.
- As much as possible, one should try to clean the rooms under the use of natural light.
- All the electronic equipment, air conditioning system and lighting that are being used must remain turned off during the cleaning of the room.
- In the case of hot water, it is also necessary to consider the saving in energy cost in terms of heating the water and move it through the circuits to the room.
- After cleaning, the water faucet must be in cold water position.
- All curtains should be closed, the air conditioning system turned off as well as the lights, with the exception of the courtesy light.

Materials

The products that are used for cleaning, should be used in a restrained way and should always follow the dosage recommended by the manufacturer.

These products should be stored according to the manufacturer's specifications.

These safety data sheets for those products should be available wherever they are used.

Note: For further information on the good practices on Housekeeping, please refer to the Good Practices Guideline by departments, which are available on the intranet.

Laundry Services

At the hotels featuring their own laundry rooms, the following aspects for either the guest's clothes or lingerie, must be observed:

- The proper dose of chemicals shall be used as per the specifications set by the manufacturer.
- These containers of the chemicals will be handled as hazardous waste.
- The safety data sheets of all the products used in the laundry room must be available wherever they are used.
- The proper absorbent to the types of products that are used will be made available. In the event that there is any leaking, the procedure will be to clean the area following that method. In addition, the absorbent that was used, will be treated as hazardous waste.
- The equipment for washing and drying will be programmed in eco-mode whenever possible.

Management of the Malfunctions Log

If any chambermaid detects any malfunction of equipment or leakage of water in the rooms, the Head Housekeeper should be notified in order to record the incidence, as per the internal procedure of the NH Hotel Group.

Environmental certifications of the hotel

The Environmental Certifications of the hotel provide value in terms of sustainable brand. They also help to ensure the full compliance with the legal requirements and verify that the hotel complies with environmental prerequisites which, in many cases, are required to close business deals. Currently, the NH Hotel Group is certifying hotels under the following standards:

- ISO 14001.
- ISO 50001.
- Green Key.
- GreenLeader by TripAdvisor.

The Housekeeping Department staff must be aware of its existence and type of certificate that each and every hotel holds, and in this way be able to inform the interested party by providing added value to the client and reinforcing the brand image of commitment to the sustainability of NH Hotel Group.

Likewise, the Housekeeping Department must be an active part in internal and external audits involving this type of certificates, thus providing the auditors with any requested information.

Environmental targets of the hotel

The Housekeeping Department staff must know the goals for their hotel and the level of achievement of these targets throughout the year, so that they can participate in the initiatives and plans of action against possible deviations. The information will be provided by the Hotel Management.

We can say that the Housekeeping Department contributes to the objectives of sustainability of the company because:

- They separate waste at the source whenever possible.
- They manage all water consumption during the cleaning tasks in an efficient manner.
- They manage the lighting and the air conditioning system in an optimal manner.
- They take advantage of the natural light in their day-to-day tasks.
- They manage the use of resources according to the manufactures' specifications.
- In the case of outsourced service, the Head Housekeeper notifies the chambermaids the Environmental NH' procedures to proceed in their daily tasks.

Queries, questions or suggestions

Whenever the Housekeeping Department needs any clarification relating to Sustainability issues, it may contact the Environment and Sustainability Department via the following email: environment@nh-hotels.com

Procedure validation

Version	Corporate Area	Approved by	Document type	Date
3	Environmental & Sustainability Corporate Manager (Process Owner)			Nov 2018
2				Feb 2017
1	Environmental & Sustainability Corporate Manager (Process Owner)		Procedure	June 2015
	Operations & Quality			