

Environment and Sustainability

Meeting Rooms

PROCEDURE VALIDATION

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

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OBJECTIVE AND SCOPE

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.

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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.

1.1 The visión 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.

*Environment and Sustainability
Meeting Rooms*

Organization – Business Transformation

The Sustainability Policy is available on the intranet and on the NH Hotel Group website:
[“Environment Sustainability Policy 2017”](#)

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.
- GreenLeader 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.

2 GOOD ENVIRONMENTAL PRACTICES

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

2.1 Waste Management

All waste is separated properly at the disposal points available. This way it avoids mixtures among them.

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 containers of paper and cardboard and office paper.
- Used cooking oil: in reference to the oil generated in kitchens.
- Organic: in reference to food leftovers.
- Containers: they may be, plastic containers, bricks and cans.
- Furniture removed in reforms can be handed over to employees or donated to 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 or by notifying the Maintenance Department to proceed with its disposal the correct deposit in case that containers are not available in the offices areas.

The paper used at the meetings will have to be picked up in separate and deposited in the proper areas for recycling.

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.

2.2 Water

The staff must use this resource efficiently in order to avoid unsustainable practices that waste it, as for example, leaving faucets open when not in use.

In the case of possible water leaks the Maintenance Department must be notified immediately for the appropriate repair.

2.3 Energy

The lighting and the air conditioning system must be used in an efficient way, which is done with a good management of the halls and salons. It must comply with the temperature pattern set by the NH Hotel Group, not exceeding 21 ° C in winter and it should not be below 24 ° C in summer.

When tidying up the room, one will do it so by taking advantage of natural light whenever possible. The ventilation must also be done in a natural way if it is possible

Depending on the orientation of the room, once it is empty and cleaned, the curtains will have to be open or (if there is any) to help maintain the same freshness or encourage the entry of heat.

It is important to distribute the tables in such a way that the natural lighting of the rooms is used and also the orientation of the room is taken into account for the temperature sake. The Banquet Department staff will make sure that after setting up or cleaning up the room, the light and the air conditioning are turned off. They shall notify the Maintenance Department if it is necessary.

Note: For further information Please refer to the “Environmental Principles”, which are available on the intranet.

2.4 Raw Material

The elements of the room, according to the M&E procedure, must be prepared for meetings and business events.

These are the following reasons for the Eco-Friendly meetings and events at the NH Hotel Group:

- FSC certified paper.
- Materials without paper: we do not use paper flipcharts.
- Optimized notebooks for not producing more waste paper.
- Oxo-biodegradable pens.
- Access to sustainable mobility services.
- Eco-friendly alternative to conventional bottled water.
- LED lighting and low power consumption.
- Option for organic food in the menus.
- Option to offset the carbon footprint at the event through environmental projects.

2.5 Management of Malfunctions Log

Any member of the staff of the hotel has access to the registry of breakdowns and incidences that have been reported to the Maintenance Department. If any malfunction is detected it must be registered according to the procedures by the NH Hotel Group in order to have it repaired by Maintenance staff as soon as possible.

2.6 The hotel's environmental targets

The Banquet Department staff must be aware of the goals for their hotel as well as the level of achievement of those targets throughout the year. In this way that they can participate in the initiatives and plans of action against possible deviations. The General Management will provide this information.

2.7 We may state that the Banquet Department contributes to the targets on Sustainability of the Company because:

- Manage the lighting and air conditioning in an optimal manner.
- Separate waste at its source.
- Set up the room by taking advantage of natural light.
- Follow the guidelines of the M&E procedure in terms of eco-friendly meetings.
- They actively participate in the external and internal audits.

2.7 Queries, questions or suggestions

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

4 RELATED DOCUMENTS

[Environment Sustainability Policy 2017](#)