



Van der Valk Hotel Utrecht

Sustainability Management Plan (SMP)

We believe that hospitality goes hand in hand with an environmental business approach. Therefore, we invest in facilities in our hotels, restaurants and meeting rooms that make them better and greener. Besides, we do our best to create awareness among our colleagues and guests so they know how to be responsible in terms of all aspects of energy usage in order to minimize their greenhouse gas emissions as much as possible. Think about reusing towels and bed linen. This makes sure our grandchildren can enjoy sustainable entrepreneurship as well.

Sustainable purchasing policy

Hotel Utrecht always strives for the most sustainable solution, during the entire purchasing process. We buy responsibly with attention for humans and the environment. During our purchases, we evaluate whether products are responsible, honest and sustainable. We always look for the most sustainable options and check whether the particular product is available in the region. Our purchasing policy is very important within our SMP. By means of our purchases we can have a positive influence. We try to reduce our waste as much as possible and separate it when this is an option to limit the impact on the environment. When there are comparable products we choose the most sustainable solution.

Green Globe

Green Globe is a worldwide certification program for sustainable travel and tourism. It focuses on the economic, social and environmental management. The Green Globe certificate can be found at accommodations, eco-tourism destinations, tour operators and holiday resorts.

Checks are performed annually by independent auditors. More than 1000 companies in 100 countries have received a Green Globe certificate. Green Globe's criteria relate to a good functioning environmental care system, following local laws and regulation, contribute to local natural- and environment protection organizations and to creating local jobs.

Green Label Service is Green Globe Partner and supports us to maximize our sustainability efforts. For more information see www.greenlabelservice.com.

Hotel Utrecht's SMP consists out of the following subjects:

- Nature and environment;
- Social commitment;
- Sustainable purchasing policy;
- Health and safety.



Nature and environment

Hotel Utrecht contributes to a more sustainable and healthier world. With all of us we can help to recover the balance between nature and humanity in order to offer a future for the earth, ourselves and following generations by choosing for sustainability. Hotel Utrecht has implemented the following sustainable practices.

Energy

- Led televisions;
- Energy efficient lights (led);
- Energy management system for meeting rooms;
- The electric car is becoming more popular. Electrical transportation reduces harmful greenhouse gas emissions, and therefore contributes to a better climate. Electrical cars also reduce noise pollution of traffic and contribute to cleaner cities. Hotel Utrecht offers 2 options; speed charging points and 'regular' charging points. The choice is to travel further and make use of the speed charging point or to stay overnight and use the regular one;
- Due to preventive maintenance of our electric installations by our own Technical Department we can guarantee proper functioning of these installations;
- Energy usage and goals for energy reduction are monitored and specified monthly;
- We do whatever possible to use energy as efficient as possible. For instance, we have heat and cold storage in the earth.

Water

- Guests decide themselves when they would like to have their towels changed;
- Water saving toilet flush on all toilets to reduce water usage;
- We try to create the perfect balance between comfort and water usage at showers and faucets.



STREAMLINED TRANSPORTATION

Our trucks are all equipped with aerodynamic spoilers.



Waste

- Waste separation and recycling. We collect the following types of waste: cardboard, paper, glass, batteries, cartridges and toners, lights, frying oil, grease, aluminum, swill, plastic and general waste;
- DIXI compactors for cardboard and plastic;
- Fresh products are delivered in reusable packaging to avoid creating waste.

Environment

- Respect for the environment is important to us. With our commitment, we actively participate to protect the environment by doing the following:
- We prefer electronic invoices via pdf;
- FSC certified paper. All our documents, brochures and magazines are made from FSC paper. This means that this paper comes from sustainable forestry;
- Streamlined transportation. Our trucks are all equipped with aerodynamic spoilers. A serious investment to reduce a lot of fuel;
- Professional video conference facilities. This way, meetings can be organized on a high professional level without actually being present.



Social commitment

Employees

We offer our guests the best on hotel-, restaurant-, meeting and events facilities. That's why we are always looking for talents and employees with a passion for the catering industry. By a diverse offer of training we aim to continuously improve our employees in favor of the guests.

Diversity

Diversity in a big catering company is essential to deliver quality. In our company there are several different nationalities. They can be found in diverse departments of Hotel Utrecht.

Training

All our employees participate in a sustainability training. We also offer several internal and external trainings. In the internal trainings these are, among others, some aspects: role play, serving techniques, house rules and social skills. The external trainings are organized by Valk Trainings.

Society

We continuously work together with the society around Hotel Utrecht to participate to sustainable development. We learn and stimulate our employees to actively participate in the local community. The majority of our employees live in Utrecht and surroundings. We also stimulate our guests to buy local products and use local services. We believe nature in and around Utrecht is a very important subject in our sustainability policy.

Examples of our commitment to the community:

- Guests are given information about the history, culture and nature of the surroundings and the city;
- Guests are informed about our enthusiastic team about the activities in and around Utrecht;
- We are sponsor of the 'Natuurmonumenten' foundation to protect nature. Our guests can enjoy beautiful walking and bike routes around Utrecht.



Safety and security

Hotel Utrecht takes the health of the employee very seriously. In a big and busy company it's very important that all necessary precautionary measures are taken to create a safe and healthy working environment. Also the health and safety of our guest is our main focus. Besides preventive measures, Hotel Utrecht provides training and the necessary means.

Education

Hotel Utrecht offers its employees a solid orientation period. After this period, several trainings and courses are offered via the Valk Trainings. The education ranges from tasks with risks to preventive measures.

Protective measures

Employees that may be in a risk full situation are equipped with appropriate personal protective equipment. During unavoidable risks, they need to be minimized. As well as physical as the time limit of disposal. The employees are informed and instructed well to use the protective equipment.

Bureau de Wit

Bureau de Wit is an all-round, professional and independent consultancy bureau for food safety, water safety and pest control. They support Hotel Utrecht with quality audits in terms of safety and hygiene. This gives us confidence that the quality can be safeguarded on which our guests and employees rely.

Basic aid assistance training

Hotel Utrecht trains its employees for basic aid assistance. This way, our care providers can prevent any damage as much as possible during a dangerous situation. They are trained in order to:

- Provide for first aid;
- Fight fires;
- Reanimate with an AED;
- Evacuate colleagues and visitors.