



INTERCONTINENTAL[®]
AMSTEL AMSTERDAM

SUSTAINABILITY POLICY
CORPORATE SOCIAL RESPONSIBILITY



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InterContinental Amstel Amsterdam shares a vision on corporate social responsibility as part of IHG. IHG has put a focus on sustainable business through Green Engage, a program that is used worldwide by all connected to IHG. Next to that, Green Globe, an international recognised quality mark for sustainable business, is used to pursue and achieve a sustainable company policy.

InterContinental Amstel Amsterdam recognises the importance of corporate social responsibility. With a long history in its existence, the hotel recognises the importance of maintaining this history in a sustainable way. It is doing the utmost to approach the future in a fair and responsible way. Reducing the impact on the environment and surroundings, the support of the local community and surroundings and creating awareness are the main aspects. We try to share this responsibility with our guests, employees, suppliers and our local environment. To prove that we are working on this, we complied with a large amount of criteria that are set by Green Globe.

We have divided our sustainability policy into the following subjects.

- Energy, emissions and facilities
- Suppliers and products
- Management system and training
- Social environment

In the next part all subjects will be outlined and summarised.

1. Energy, emissions and facilities

InterContinental Amstel Amsterdam took the following measures in energy, emissions and facilities.

Energy

- Changing in room lighting to energy effective L.E.D. lights
- The use of movement detecting light sensors
- 100% use of induction equipment in the kitchen, instead of gas
- Use of an energy saving building management system for air treatment throughout the building, called P.R.I.V.A
- Double windows
- Draft strips
- Televisions in all rooms with an energy label A
- New ironing machine saving our electricity consumption
- Energy A-label washing machines
- Towel and linen system, where guest can decide himself when having them replaced
- Future replacement of a biodiesel emergency generator
- Use of office desktops with an energy star label

Facilities

- Availability of green transportation options (e.g. bicycles, electric taxi, electric boats, tesla taxi and hybrid limo service)
- Sustainable generation of bleach for the swimming pool (electrolysis)

- Sustainable power cabinets (the offices use a power cabinet that shuts down all sub-devices when shutting down your computer)

Water management:

- The quality of water is guaranteed by a daily disinfection and control routine
- Chemicals are stored in a safe way in a separate secured store
- Use of a water efficient dishwasher
- The use of soap dispensers and spray bottles that pre-measure soap and water
- Internal use of tap water points for staff

Emissions

- Waste separation in more than different 8 ways
- Waste is being compressed where possible before it is collected. (Waste compactors)
- Conversion of waste into sustainable energy by ICOVA
- Re-use of office paper (double-sided printings)
- High reduction of paper use, as invoices, personnel documentation and newspapers where transformed to digital versions
- Adjustable taps in guest rooms for taps and showers (min/max controllers)
- Reduction of water pressure on the piping network
- Promotion of public transport and bike use for staff

2. Suppliers and products

Suppliers are highly important to the hotel and also they are sharing a large part of responsibility in our sustainability policy. As of 2009 the most important suppliers that represent 70% of all deliveries sign a memorandum of understanding in which they state to cooperate with our policy by for example retouring packaging directly or retouring big packing materials and pallets when delivering. This will remain an important aspect of our policy. All new suppliers are asked to do the same in order to involve them in our sustainable manners.

Furthermore InterContinental Amstel Amsterdam has a clear vision on sustainable products. We are ensured that a fair and sustainable product has a better quality than a regular one. Quality is an important value to the hotel. Therefore, it is constantly monitored in order to maintain it correctly. We try to use sustainable products as much as possible in all different departments (excluding restaurant La rive). Meat from a local sustainable farm (Lindenhof) and herbs from the own herb garden of the hotel are some great examples.

When choosing a new supplier, the hotel does an intensive assessment on the supplier's company policies. When a company is matching the hotel's sustainable thoughts, it has a great advantage. The hotel tries to look for suppliers in the nearby area in order to reduce the impact on transportation, that results in the fact that our regular suppliers are delivering within 50 km range from hotel itself.

3. Management system and training

Green Engage is a certain management system that is obligated by our head office. In this program, subjects as Green Globe, sustainable business, and corporate social responsibility are the main topics. Corporate social responsibility is a fixed subject on the agenda during management meetings, departmental meetings and all employee meetings. By doing so, the management and employees are kept up-to-date on the developments in the sustainable policy and on the social calendar of the hotel. To set structure on the sustainability policy, a special Green Team has been created. The team

exists of multiple employees or management members, who are meeting on a quarterly base in order to proceed, maintain and develop the sustainability program and policy of the hotel.

Training is a very important aspect. It is a great challenge to inform over 100 fulltime employees in detail about the sustainability policy within the hotel. Therefore the sustainable policy is part of the introduction program that is mandatory to all new employees. After the introduction training, the employee signs a form in which he/ she agree on following up the policy and that they understood the rules and regulations that are attached to the policy. Next to this training, the head office offers online training on responsible and sustainable business in order to create more awareness and knowledge on this topic.

Head office provides clear rules on sustainable business. One of the rules is the mandatory use of Green Engage, a program developed by IHG in order to keep track on all measures in sustainable business. It is used to benchmark the results of our hotel with the other hotels in our area in order to set a branch average. Next to that, Green Engage prescribes a lot of mandatory sustainable requirements a hotel should satisfy. These guidelines compare themselves more or less with the guidelines of Green Globe. This is one of the reasons that the hotel choose to have the Green Globe certification.

Health and Safety are two major focus points within the hotel. The hotel works according to the rules and regulations of HACCP to guarantee food safety. Occupational Health and Safety regulations are followed up to guarantee a safe and healthy working environment and to support the health and well-being of our employees. The hotel has a trained and certified team of emergency responders who are trained to handle during crisis situations. Also there is a fire life and safety team. This team guarantees the safety in the hotel on a daily base. Furthermore all employees are trained on the basic aspects of fire life and safety; in order create a safe work place for all employees as well as a safe place for our guests.

4. Social Environment

Next to all other measures taken, the social environment of the InterContinental Amstel Amsterdam is of great importance to the hotel. The hotel is doing its utmost to reduce the impact of performing their business on the local environment. We try to reduce noise, emissions and traffic disturbance to a minimum. Also we like to do something in return to our local environment. Therefore we organise neighbourhood meetings in which we provide educative and entertaining workshops. The hotel also provides a safe place for its neighbourhood in times of a local crisis situation.

The hotel is also participating in several charity events. We are working together with the Waterheuvel foundation. This is a local foundation that is taking care of labour rehabilitation for persons with former psychological challenges. The InterContinental Amstel Amsterdam is sponsoring a large amount of variable charity funds. This is done by providing its location, resources, services and products to the charity funds. Foundations like "Leger des Heils", "JINC" and "Only Friends" are some examples. The hotel offers used printer cartridges to the "CliniClowns" Foundation and our chefs are cooking diner for the local fire department during Christmas. These are some examples of projects the hotel is participating in. The hotel is convinced that taking care of the local environment, as part of our mission and vision, is positively influencing our business.

IHG head office also shows commitment with the social environment of its hotels. IHG has a program call "Shelter in the storm" . In this program hotels offer a safe place for locals after a local

disaster in a specific area. Also IHG started a cooperation with National Geographic in order to promote sustainable tourism.

During the Covid-19 pandemic, the hotel took its responsibility by temporary closing the hotel based on the governments guidelines. After taking operational measures, the hotel completely reopened again in July 2020. The hotel will always comply the government guidelines. Next to that IHG is providing a platform with additional guidelines of measure the hotel must take to guarantee the health and safety of its guests and staff.

InterContinental Amstel Amsterdam considers corporate social responsible business as a daily business routine. It does it utmost to operate according to the set of rules and regulations to make sure the complete company is able to cooperate in the sustainable routine. The hotel is very much aware that a green sustainable future is important to the hotel and its surroundings. More information concerning the sustainability policy can be provided by the hotel which can be reached at the following address.

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