

Sustainability management plan

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Sustainability Management Plan

Ambassade Hotel

Amidst the Amsterdam canals, located in 12 beautifully restored canal houses, the Ambassade Hotel welcomes its guests. The historic ambience, subtly combined with modern comforts, exudes an atmosphere of discreet luxury and offers a unique and inspiring setting for a visit to Amsterdam. Whether guests enjoy a carefully prepared dinner at Brasserie Ambassade or a night in one of 57 unique rooms, they can always count on an excellent, personal, courteous and attentive service.

Quality and continuous improvement of this is leading to the Ambassade Hotel. Naturally, this concerns the quality of the guest experience, but also this relates to the quality of the staff. This is based on the belief that a satisfied and knowledgeable staff is a prerequisite for a satisfied guest.

The Ambassade Hotel feels responsible for the effect it has on the quality of the habitat and the environment. As a host in UNESCO world heritage, the hotel plays a role in the sustainable quality of life in this extraordinary place. More broadly the Ambassade Hotel recognizes the vitality of the environment and the social surroundings is essential for the vitality of the organization.

The sustainability plan of the Hotel Ambassade stems from the idea that quality and sustainability are inextricably linked. Nearby, the town and its community will indeed always be part of the guest experience. The hotel will therefore work for the sustainable management of the quality of the environment.

Preparing and communicating this plan Hotel Ambassade committed to ensuring - and improving continually and systematically - quality and durability.

The plan is based on the following pillars:

- People and Market
- Heritage and Community
- Environment

People and Market

Durability; ensuring quality and integrity.

The Ambassade Hotel being a company, is aware of the myriad ways in which it brings people, companies and products together and takes responsibility for how this happens. The hotel is committed to bind her guests, staff and suppliers in a sustainable way.

This means for the Ambassade Hotel that they comply with laws and regulations, is respectful of human in all its diversity, but also that they themselves and others expect the business rules (as defined in Code of Conduct) are respected. To ensure the quality and integrity of the products, the Ambassade Hotel has next to the code of conduct drawn up two additional codes: the code responsible purchasing and environmental code. The Ambassade Hotel ensures compliance with codes and communicates this to all concerned.

In addition, the Ambassade Hotel seeks to promote sustainability awareness among guests, staff and suppliers.

GUEST

The Ambassade Hotel takes time for her guests. Our employees like to assist and contribute to make the visit of the guests as personal and memorable as possible, to let them experience Amsterdam off the beaten path, to optimize the guests' joy of what the historical and cultural splendor the city has to offer. The rooms are equipped in order to satisfy all the comfort needs of the guests. Off course the Ambassade Hotel will deliver on the "green" wishes of her guests and will, where possible, encourage the guest to choose more sustainable alternatives. In addition, sustainability will always be a consideration in offers and recommendations to our guests.

Examples:

- The Ambassade Hotel offers guests the possibility to opt for environmentally friendly transport. At the reception, electronic taxis can be booked, there are tickets for public transport available and the possibility to rent bikes. The distance to many attractions are also first mentioned in walking time by the reception staff.
- The external communication of the Ambassade Hotel is done electronically where possible. The hotel no longer provide paper brochures; all relevant information can be found on the website.
- Guests are asked to indicate when they do not find it necessary for the towels to be changed.
- At the moment in many rooms "energy savers" have been installed. This means that electrical devices are switched off when the guest is not in this room. The hotel aims to eventually equip all rooms with energy savers.
- All linen in the rooms and the restaurant is GOTS and Fairtrade certified.
- Brasserie Ambassade chooses where possible organic and fair-trade products. Organic coffee and tea are served in the bar and restaurant. We chose a mineral water supplier, who invests its profit in water projects worldwide.
- Menus Brasserie Ambassade preferably compiled based on seasonal and regional, organic products. There is always an option to lunch or dine vegetarian, this counts for all courses and weekly changing menus. Brasserie Ambassade takes vegetarian dining serious, the carefully prepared dishes are interesting and tasty alternatives for vegetarians to non-vegetarians.
- The kitchen at Brasserie Ambassade does not use ingredients from endangered species and is always looking for sustainable solutions and organic ingredients as an alternative for products that are associated with unsustainable practices.
- The Ambassade Hotel is always open to and actively looking for feedback from guests.

Employees

The Ambassade Hotel believes that a satisfied and knowledgeable staff is a prerequisite for a satisfied guest. Therefore, the Ambassade Hotel is committed, to be an inspiring, healthy and safe environment for both guests and staff. Eventually, the Ambassade Hotel aims to become a 'preferred employer' in Amsterdam and Dutch hospitality.

Examples:

- It is without a doubt that the Ambassade Hotel respects the rights of all her employees.
- The Ambassade Hotel is responsible for the safety and health of its employees. Meetings are organized to instill knowledge of (fire) safety and to keep this knowledge up to date. Employees are asked in turn to participate in panic and aggression prevention training. In-house emergency service workers are trained and their knowledge will be refreshed periodically. With ARBO Active, our partner in Labour health and safety, we are constantly seeking improvements in health and sustainable employability.
- For the employees we provide training in the field of sustainability. In addition, they are actively encouraged to think in matters of quality and durability.
- Employees are challenged and inspired to develop themselves within the Ambassade Hotel. We are continuously looking for opportunities to provide training and education for further development and empowerment of our staff.
- With the companies subscription to CultuurWerkt! (cultural platform), employees are encouraged to visit cultural event.

Suppliers

Het Ambassade Hotel stands for high quality and sustainable policies. The Ambassade therefore selects her suppliers carefully and prefers to work together with suppliers with a similar commitment on sustainability.

The Ambassade hotel requires suppliers to comply with our code of conduct and also to respect our supplier's code.

Where necessary, the Ambassade Hotel will dialogue with suppliers to ensure quality and to create sustainable production chains.

Examples:

- All our suppliers are drawn to our responsible purchasing policy, therefore our responsible procurement code has been developed and communicated by the Ambassade Hotel.
- The Ambassade Hotel prefers certified or responsible suppliers.
- Suppliers are actively encouraged by the Ambassade Hotel to reduce their negative impact. Amongst others we hereby examine: the number of deliveries, weight reduction, the possibilities of recycling packaging.

Heritage and Community

Ambassade Hotel has her own vision in the area conservation and heritage, with a look at the neighborhood and city.

During its existence, the Ambassade Hotel has grown organically. Did the hotel occupy a single canal, in 1953 now it has grown to a total of 57 rooms spread over 12 canal houses. Given the monumental status of these ancient properties, even recently appointed by the UNESCO World Heritage, the Ambassade Hotel has continually ensured the preservation while future-proofing these unique buildings. The care of these monuments requires a specific type of sustainable approach.

Besides maintaining the material splendor of the characteristic canal houses, we might say that the Ambassade Hotel equally developed a contemporary and own philosophy to the interpretation of the intangible Amsterdam heritage praised by UNESCO, the free haven Amsterdam was for intellectual exchange and trade. Businessmen, but also writers, poets, scientists and artists frequently and gladly stay in the Ambassade Hotel. Art and literature are intertwined with the hotel.

Since years writers, poets and thinkers invited by publishers, universities and other cultural institutions, reside in the Ambassade Hotel. Since 1986, the authors will be asked to sign a copy of their book for the book collection of the hotel. This collection now includes more than 4,000 signed copies. The book collection is the setting for the Library bar and offers a unique insight into the Dutch literary landscape through the years. In addition, the hotel houses an extensive and ever-growing collection Cobra art. Works by renowned artists can be found throughout the entire hotel and restaurant. A conservator is responsible for managing, maintaining and expanding this extensive collection. Under own supervision the hotels publishes books that contribute to the deepening of knowledge about the Cobra art. Conservation, the pursuit of the sustainable management of what is considered valuable, comes naturally to the Ambassade Hotel.

As a private owned Amsterdam company, the Ambassade Hotel understands and shares the concerns of many city residents with regard to the ever-growing flow of tourists visiting the city. The hotel explores the ways in which it can contribute to sustainable tourism in the city. The leading idea is that institutions engaged in

tourism should be an interesting and permanent addition to the city and its residents. In the framework of being a good neighbor Hotel Ambassade challenges herself with the question what it can do for the city and neighborhood. The hotel strives for townspeople to find, support and value the hotel. To this end, the Ambassade Hotel is developing ambitious plans in the field of art and culture, in order to make a sustainable contribution to Amsterdam's cultural landscape.

Examples:

- Giving guided tour (basic) school students, to acquaint children with the Cobra art movement.
- Organize monthly literary parlours
- Providing spaces for literary event
- Charity and sponsoring local initiatives; For instance Ambassade Hotel supports a foundation dedicated to the preservation and protection of nature, and with participation in the Mokums Mecenaat (Patronage Mokum) the hotel supports art and culture in downtown Amsterdam and sponsors literary activities in the city.

Environment

The Ambassade Hotel strives to minimize her environmental impact.

Het Ambassade Hotel takes its responsibilities regarding the environment seriously. In recent years the hotel has already put small and larger steps to reduce its environmental impact.

It is the intention of the hotel to continue to reduce its environmental footprint by allowing the formulation of improvement / reduction targets while our guests, employees and the community to benefit from our initiatives. Given the unique location of the hotel, there will always be the quest for the perfect balance between sustainable innovation and historic preservation.

Based on the electricity and gas Ambassade hotel purchases from Green Choice, we can say that the energy consumption is CO2 neutral.

The hotel Ambassade Hotel will continue to measure and manage their environmental impact. Listed below are some initiatives already implemented and some we hope to carry out in the near future.

Intentions for the future:

- Improve the way are monitoring, record and compare the use and the cost of energy and water
- Find new ways to improve waste reduction
- Start monitoring GHG emissions
- Formulating objectives to conserve water and energy, but also to reduce waste and GHG emissions.
- Add environmental impact (energy and water consumption, CO2 emissions) as an important factor in investment decisions
- Training of staff, to their contribution contribute to achieving our sustainability goals
- Continue to reduce our environmental impact
- Searching for innovations that can reduce the environmental footprint of the hotel
- Provide information to guests on our CSR program and invite them to take part
- Communicate our CSR policy to all stakeholders.
- CO2 neutral: the Ambassade Hotel aims to be CO2 neutral. The switch to green electricity and gas forest offset meant a big step in the right direction, in addition to a few exceptions the entire workforce travels by bike or by public transportation to the workplace. The hotel examines what further steps should be taken in order to truly carry the designation neutral.

Already implemented:

- Appoint an environmental / prevention coordinator
- Installation of light sensors in the corridors and toilets
- Installation of energy savers in many of the rooms
- Replacing light bulbs with LED bulbs
- Improve our climate control system
- Replacing some authentic windows with windows with high insulation value, without damaging the historical view.
- Introduction of a bottlenecker to grind glass bottles.
- Installation of a paper bundler, also in use for plastic.
- Separate discharging of biologic degradable waste (swill) and fats and oils
- Installation of a cleaning agent dosing station for housekeeping
- Introduction of green or eco-label cleaning materials
- Agreements made with suppliers on returnable packaging
- Recycling program for waste. (Among other fluorescent lamps collected batteries and cartridges and recycled)
- Since December 2015 the hotel uses green electricity and gas (forest offset gas)
- Introduction of eco-label (or equivalent) of food, water, coffee
- Also our linen are made from organic cotton and our towels are produced free from any harmful substances.
- Provision of electric taxis

