



ESG-CASES

IN ARP-HANSEN HOTEL GROUP

ARP-HANSEN  HOTEL GROUP
COPENHAGEN

Introduction

At Arp-Hansen Hotel Group, we are dedicated to being a responsible, constructive and positive contributor to the society we are part of.

A responsible contributor who creates favourable conditions for guests, employees and local communities.

That is why we have been working purposefully with sustainability across the company for many years, and in 2009 we achieved Green Key certifications in all our hotels and hostels as a result of our early efforts - especially within energy, water, buildings, etc.

This catalogue is a collection of sustainability initiatives within Arp-Hansen Hotel Group that have successfully been implemented over the years. A snapshot of our sustainability journey that hopefully can serve as inspiration and illustrate how we work to make sustainability a simple and accessible choice at our 14 hotels and hostels in Copenhagen, Gentofte and Aarhus.

To learn more, you can read about our work and ambitions in our ESG Strategy 2024-2030 at www.arp-hansen.dk.

Enjoy the read.

TRANSVERSE CASES

Green Key in all hotels and hostels



At the COP15 Climate Summit in Copenhagen in 2009, Arp-Hansen Hotel Group decided to give the climate movement a boost by joining Green Key Denmark with all our 14 hotels and luxury hostels. This was the start of a close collaboration between Arp-Hansen Hotel Group and Green Key Denmark, and the start a great influx of Green Key members ever since. Since 2009, all our existing and new accommodations have been awarded/re-certified with Green Key every year. Most recently with Next House Copenhagen on Bernstorffsgade, which opened in 2021.

Green Key is the leading international standard for environmental responsibility and sustainable operations in the hospitality industry with over 5,000 Green Key certified companies in 60+ countries, and represents a commitment from certified companies that their buildings and outdoor areas meet strict environmental criteria set by the non-profit organisation Foundation for Environmental Education (FEE). Criteria that are maintained through frequent documentation and auditing.

The certification includes that over 90% of all light sources in our hotels and hostels are energy-efficient LED bulbs. And that motion-, power- and water sensors ensure that no unnecessary resources are used when our guests have left the area.

The Green Key certification assures our guests that by booking a stay with us, they are making a difference for both climate and the environment.



On the path to CO₂-neutral district heating



Most of Arp-Hansen Hotel Group's Copenhagen-based units receive their heat from HOFOR – Greater Copenhagen Utility. And this is good, because HOFOR currently only uses proven sustainable biomass as fuel at Amager Bakke (depicted right) to create and supply heat to Copenhagen's buildings. As a result, district heating in Copenhagen was 85% CO₂-neutral as of January 2024.

HOFOR is not resting on its laurels, however, and to ensure increasingly sustainable heating for its customers, the utility company is further developing the way it produces district heating in Copenhagen. In the future, much of the city's heat will thus come from HOFOR's own electric heat pumps that use green electricity from wind turbines and utilise the temperature of surplus heat, seawater and wastewater to create the district heating that Copenhageners get in their radiators. The heat pumps will be spread throughout Copenhagen until 2033 and will have a combined production capacity of up to 300 MegaWatt, and they will also make a significant contribution to Copenhagen's plans to become climate positive by 2035.

At Arp-Hansen Hotel Group, we are pleased that our heat supply is becoming greener and greener, while security of supply is becoming even higher.

At Wakeup Aarhus, 61% of the district heating comes from renewable energy sources, and the entire heat and energy supply in Aarhus will be climate neutral by 2030.



More environmentally friendly electricity

Energi Danmark®

Climate change poses a serious risk to our society, and at Arp-Hansen Hotel Group we are dedicated to operating our hotels in a way that contributes to a sustainable future. Since the chain's inception, we have therefore taken several steps to reduce our climate footprint, including acquiring a certificate for environmentally friendly electricity from Energi Danmark.

With the certificate we show social responsibility and care for the environment - and at the same time help make it more attractive to produce sustainable energy by increasing the demand.

With the certificate purchase, we have also secured so-called guarantees of origin that correspond to the group's entire power consumption. This means that we ensure that the amount of electricity we use in the group is covered by energy from renewable energy sources. Specifically, environmentally friendly power from Nordic wind turbines.

In principle, with these guarantees we can call our electricity consumption CO₂-neutral.



Forgotten items becomes planted trees



It is both a hassle and inconvenient for hotel guests who forgets a personal item during their stay, but also a waste of resources when it needs to be shipped back.

Fortunately, Arp-Hansen Hotel Group's partner, Faundit, has come up with an innovative solution to this challenge. They plant trees to compensate for the amount of CO₂ required to transport forgotten items back to their owners.

For example, avocado trees have been planted in Tanzania on behalf of guests who forgot something during their stay with us last year.

At group level, a total of 617 new trees were planted between August 2023 and August 2024, offsetting 56.7 tonnes of CO₂.



Donations & circular collaborations



With over one million guests a year staying in 5,000 different rooms, it is only natural that our interiors need to be refreshed or replaced from time to time.

In Arp-Hansen Hotel Group, we have a general focus on avoiding things becoming waste if they can be reused elsewhere, either by us or by others. This applies to hotel interiors, IT equipment and materials etc.

Used IT equipment is collected by our partners from 3stepit, who make sure it is cleaned, repaired and sold again to new owners. Either as complete products or as spare parts.

In the first quarter of 2024, Wakeup Bernstorffsgade and Copenhagen Island donated approximately 650 sets of used duvets and pillows to hospitals in Ukraine. The donation was made in collaboration with the non-profit organisation Kolo Nordic, which has sent the soft emergency aid to north-eastern Ukraine. Here, the beds are being severely worn due to the war, and the duvets and pillows are a welcome relief.

Going forward, Arp-Hansen Hotel Group is working to establish a broad catalogue of partners who can receive leftover interiors etc. Among others, we are in dialogue with KFUK/Reden and ReCirk.



Nordic Ecolabelled key partners



In addition to all our hotels and hostels being Green Key and Refood certified, we also have a number of environmentally certified key partners and products. For example, the group's main supplier of linen, ELIS, and our long-standing housekeeping partner, De 5 Stjerner A/S, are both Nordic Ecolabelled.

The Nordic Swan Ecolabel and the EU Ecolabel are the official ecolabels in Denmark. They both have the highest ranking as so-called Type 1 certifications according to the international standard, ISO 14024. Common to all Type 1 certifications is that they are lifecycle-based with the same high standards and criteria.

For example, the Nordic Ecolabel includes requirements for climate impact, biodiversity, hazardous chemicals, circular economy and product properties that ensure quality and durability.

Type 1 ecolabels also require independent third-party certification and compliance is monitored. This provides security and peace of mind for us and our guests



Certified bed linen



As a hotel chain, one of our core services is to deliver exceptional sleep. Our bed linen has three environmental and quality labels: BCI cotton, the EU Ecolabel (see chapter on the Nordic Ecolabel) and OEKO-TEX 100® Made in Green.

The name OEKO-TEX® means that these are so-called "human-organic" textile products that have no harmful effects on human health. OEKO-TEX® Standard 100 is the world's leading health labelling for textiles, and products with this label have been analysed for a number of substances that are considered harmful to human health.

BCI stands for Better Cotton Initiative™ and is a global non-profit organisation that aims to make traditional cotton production more sustainable. The mission of BCI cotton is to help cotton-growing communities survive and thrive while protecting the environment.

With these certifications, we are ticking boxes for both the E and the S in ESG (Environment, Social & Governance).



Rainforest Alliance



92% of the coffee consumed by Arp-Hansen Hotel Group guests and employees in 2023 was Rainforest Alliance certified.

Rainforest Alliance is an international non-profit, private eco-label that indicates that the product has been produced with consideration for social, economic and environmental sustainability.

The Rainforest Alliance focuses on human rights, climate and the conservation of rainforests and their flora and fauna. They want to promote conditions for farm workers and their local communities; for example, they want to minimise child labour and therefore children under the age of 15 are not allowed to work in the manufacturing of Rainforest Alliance certified products.

Founded in 1987, the organisation works in more than 70 countries around the world.



Cleaning on demand

For Arp-Hansen Hotel Group, it is important to take responsibility and inspire our guests to do the same. That is why we leave it up to them to decide whether they want daily room cleaning, if they stay several nights in a row. This means that we do not automatically clean our guests' rooms, but let them make the choice.

We call the concept Cleaning on Demand, which means that our guests automatically receive a full room cleaning, new bed linen and clean towels every four days - plus any other days they request it. All you have to do is notify reception before 10PM the night before.

In just a few short years, the initiative has become an industry standard and has significantly reduced the consumption of detergents, water and electricity. In fact, a new study shows that changing the standard from automatic daily cleaning to cleaning on demand can reduce the consumption of cleaning resources (including water and electricity) by as much as 32%.



Turning food waste into biogas and fertiliser



According to the UN, a third of all food produced in the world is thrown away every year. But food waste is not just a waste of food. It is also a waste of CO₂, a waste of time and a waste of good food experiences.

That is why Arp-Hansen Hotel Group is working to reduce food waste, and all our hotels and hostels have thus been Refood certified since 2014.

We can minimise food waste by shopping wisely, planning meals and managing stock better. We downsize the dishes in the buffet when the majority of guests have eaten, so we avoid filling up large platters for few guests. We encourage our employees to take food home, and leftovers are given new life in new delicious dishes (e.g. our famous rum balls at Copenhagen Strand).

We sort the remaining food waste, and by sending the food waste for recycling in biogas plants instead of sending it with the residual waste for incineration, we can limit CO₂ emissions and at the same time return phosphorus and nutrients to the soil in the form of fertiliser. The latter is essential as phosphorus is an invaluable resource in our food system that is very difficult to replace and is only found in limited quantities in nature.

At the breakfast buffet in our hotels we usually say: "Take all you want, but eat all you take."



Apprentices in Arp-Hansen Hotel Group

We share responsibility for training the industry's future employees and in 2024 we had 24 apprentices - six times more than we are legally obliged to have. We do our best to motivate our apprentices and equip them well for a future position either with us or with one of our colleagues in the industry.

That is why, back in 2010, we established our own Apprentice School for receptionist, waiter and chef trainees to complement school periods at the Hotel & Restaurant School and internships at the hotel. Each has a new theme and focus that develops and challenges the students' horizons and professionalism, and we delve into everything from conference management, complaint handling, cultural understanding and revenue management.

Students will also meet competing hotels, visit museums and companies, and discuss relevant topics relevant to the industry and the times we live in.

Today, many of our graduates are still employed with us, either as chefs, waiters, receptionists, supervisors, sous chefs or department managers. And everyone is invited when we throw our famous Student of the Year event at Tivoli Hotel & Congress Centre.



Happy and skilled employees

An essential part of ESG is the S, which is about people. This is why we emphasise that as an employee with us, you have many opportunities. A career path is not necessarily linear with a goal of becoming a manager. You can change your mind or seek new challenges. When that happens, we encourage our employees to try another of our hotels/hostels with different workflows, processes, types of guests, etc. Or other disciplines where they can bring their existing knowledge into play in a new way. In this way, it is not only the employees who develop, but also Arp-Hansen Hotel Group as an organisation.

We have a high average seniority (4.4 years), compared to the industry average of 2.5 years, and we believe this is partly due to the fact that we actively invest in our employees, giving them the opportunity to grow and reach their full potential.

At the same time, we recognise the importance of new external work resources and always try to recruit the best candidates for each job. That is why we have a principle that all vacancies are advertised externally. This gives everyone an equal opportunity to apply based on qualifications and experience. Something we believe contributes to a positive work culture and increased trust among our employees.



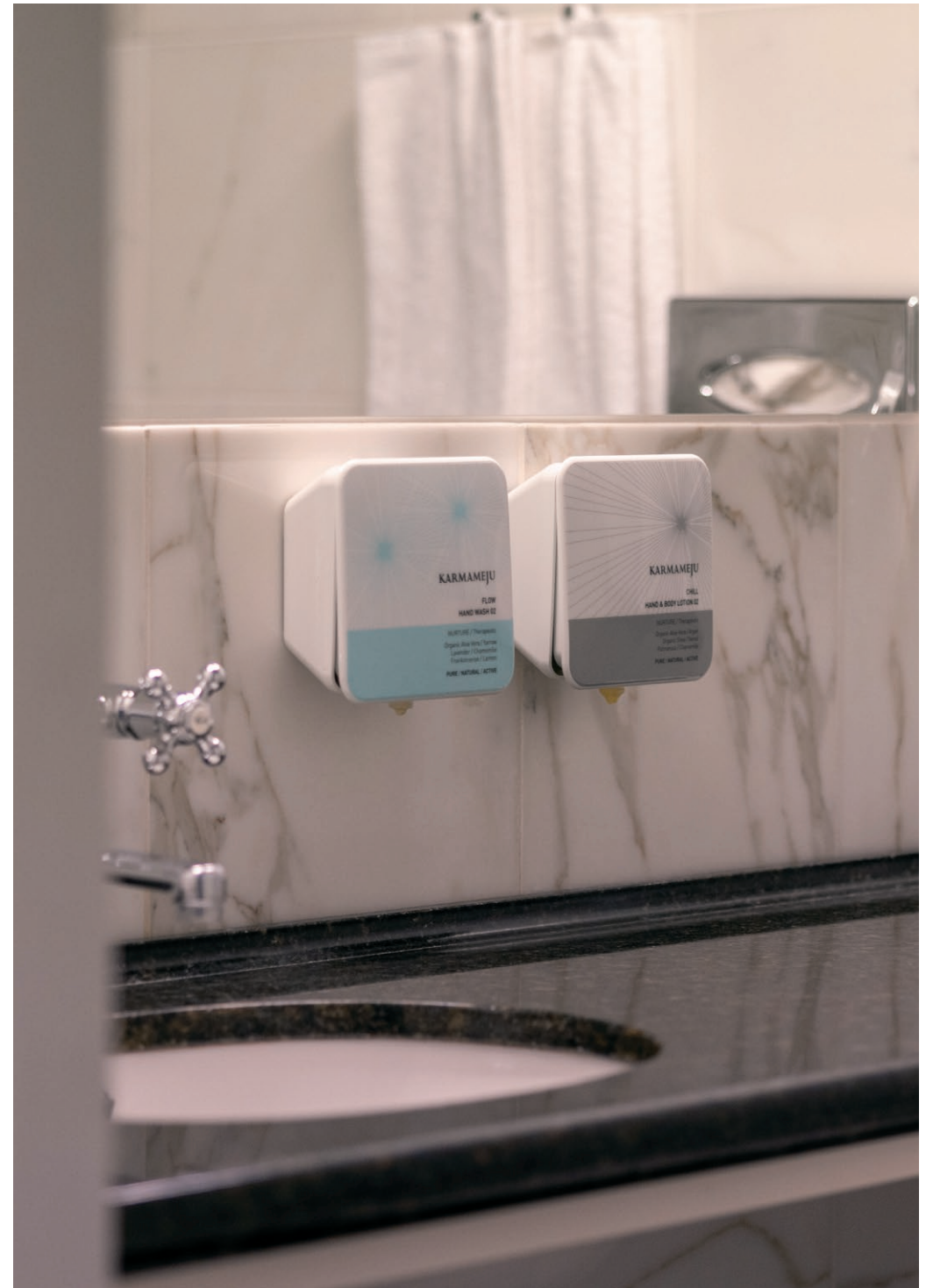
A little goes a long way: Single-use packaging

The best way to save the earth's resources is to simply reduce consumption. That is why we have put a lot of effort into the fight against single-use packaging, which unnecessarily drains the earth's resources and also contributes to microplastic pollution.

We already took the first big step in 2022 by replacing small containers for soap, shampoo and lotions in our rooms with larger dispensers. This saves the environment around 1.35 million small plastic containers annually, equivalent to around 8 tonnes of plastic packaging and 17.6 tonnes of CO₂e.

We have taken this experience into our work with food and beverage, where we have a strong desire to reduce our use of single-serving food packaging - especially at our breakfast buffets (butter, jam, honey, Nutella etc.) and at coffee machines (sugar, sweeteners and coffee creamers). These small portion packs and disposables are not only disproportionately more expensive than items in larger packs; they also generate far more packaging.

Which is why in 2024 we have accelerated our efforts by switching to procuring in higher weight units. With this decision, we can save an additional 3.3 tonnes of pure packaging and 6.9 tonnes of CO₂e per year at group level. We are proud of that.



HOTEL-SPECIFIC CASES

The Organic Cuisine label

The Organic Cuisine Label is a free government-controlled labelling scheme for restaurants, including hotels, showing how much of the food and drink purchased at the restaurant is organic. The label comes in three versions; gold (90-100%), silver (60-90%) and bronze (30-60%) and is awarded by the Danish Veterinary and Food Administration through an application process where organic accounting must be approved.

Today (September 2024, ed.) there are approximately 3,500 restaurants in Denmark that have the Organic Cuisine Label. Ten of these are our hotels, nine of which are certified with the Organic Cuisine Label in bronze. This means that 30-60% of all food and drinks served at these hotels are organic. At Gentofte Hotel, they can proudly boast the silver Organic Cuisine Label, which reflects an organic level of 60-90%.

In the coming period, we will also - at our two remaining hotels - work hard to bring the organic percentage above 30% so that by the end of 2025, we can say that ALL of our hotels are certified with at least the Organic Cuisine Label in bronze.



71 Nyhavn Hotel, Copenhagen Strand, Phoenix Copenhagen, Imperial Hotel, The Square, Gentofte Hotel, Wakeup Copenhagen (Borgergade, Carsten Niebuhrs Gade, Bernstorffsgade, Aarhus),

Solar roof panels

It makes sense to utilise flat roofs in cities to create renewable energy, and as owners of 14 major buildings in the capital (several with flat roof areas) and Aarhus, we share a responsibility for accelerating the green transition by producing more renewable power that both hotel guests and city residents can benefit from - directly or indirectly - where local planning allows.

Wakeup Copenhagen in Borgergade (picture), Wakeup Copenhagen in Bernstorffsgade and Next House Copenhagen all have solar panels installed on the roof of their buildings. Together, the systems have a minimum annual capacity of 376,000 kWh. This corresponds to the annual power consumption of approximately 75 average Danish households.



Wakeup Copenhagen (Borgergade, Carsten Niebuhrs Gade, Bernstorffsgade), Next House Copenhagen

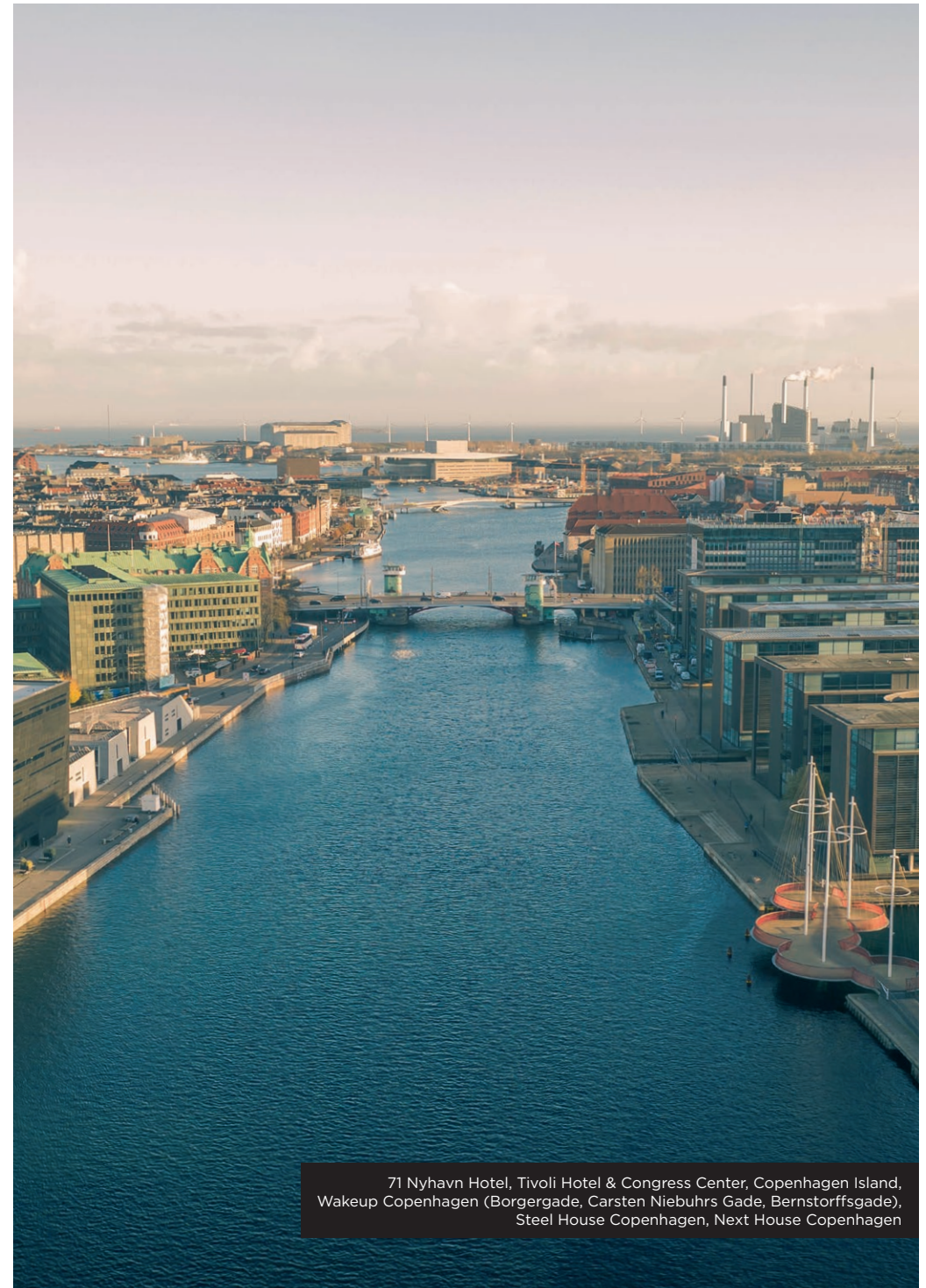
District cooling with water from the Port of Copenhagen

While Denmark may not be a country associated with air conditioning and cooling technologies, during the summer months we often need to lower the temperature. Especially in hotel rooms on high floors where the heat can rise up.

The majority of our hotels are therefore supplied with district cooling via cold seawater from the Port of Copenhagen. District cooling is produced using so-called free cooling (with seawater) and electricity. In winter, free cooling is used when the sea water is cold enough to cool the district cooling water to the desired temperature, and electricity is then only needed to distribute the district cooling water and suck in sea water. In summer, electricity is also used to power the compressors of the cooling machines when the harbour water is warmer and free cooling is not sufficient.

The district cooling solution is attractive because it uses significantly less power than traditional electric refrigeration/air conditioning and therefore emits much less CO₂.

In collaboration with HOFOR - Greater Copenhagen Utility, we also carry out optimisation processes at all hotels and hostels every year to identify possible energy improvement measures, for example in our water installations.



71 Nyhavn Hotel, Tivoli Hotel & Congress Center, Copenhagen Island, Wakeup Copenhagen (Borgergade, Carsten Niebuhrs Gade, Bernstorffsgade), Steel House Copenhagen, Next House Copenhagen

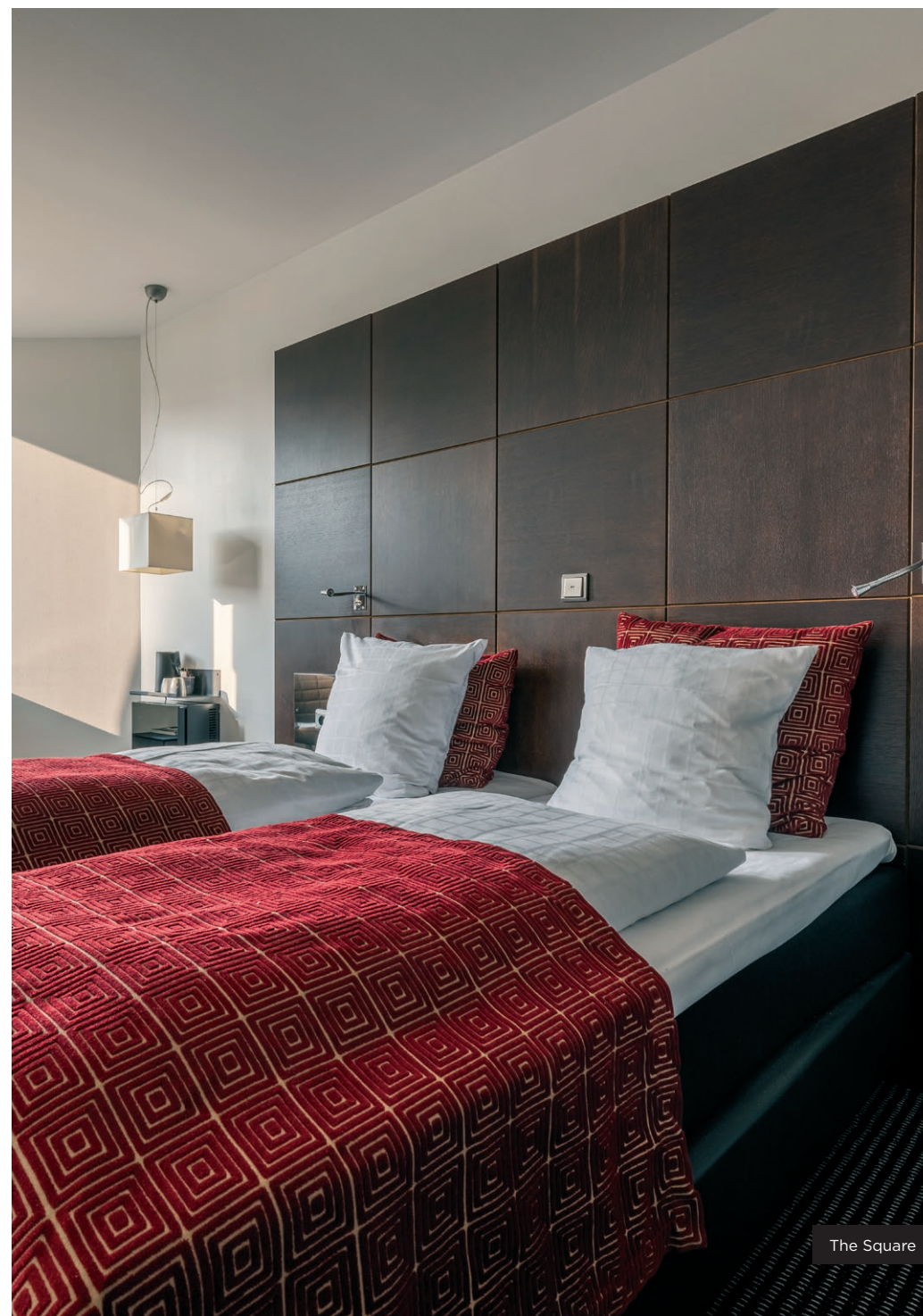
Luxury circular duvets at The Square

Guests on the 5th and 6th floors of The Square hotel near Copenhagen's City Hall Square can indulge themselves while testing a new luxurious comfort consisting of recycled duvets and pillows with real down and feathers from Re:Down®. All duvets and pillows are GRS certified, Oekotex 100 certified, NOMITE certified and Nordic Ecolabelled.

Re:Down® is not just luxury, but respect for nature. New down and feathers are collected as residues from other local production, while broken feathers and down are recycled into natural fertiliser products for agriculture.

The production facility, located in Hungary, is 100% powered by the company's own solar energy and the water comes from a local thermal spring. Wastewater from the production is treated and returned to the source.

It is circular luxury with care.



Coming
soon

High-tech showers at The Square

Over the past several years, we have looked into our operations to see where we could become more water- and energy efficient without compromising the experience of luxury and pampering we want to give our guests. We have thus continuously implemented efficiency-enhancing repairs and maintenance of our buildings. For example, we have installed sinks with sensors, water-saving showerheads and dual-flush toilets everywhere.

And in 2025, a brand new technology will be introduced on the 6th floor of The Square when the top floor of the hotel will be renovated with 16 brand new rooms. 16 high-tech, data-based shower systems will be installed and initial calculations show that the system can save 65-75% of water consumption and 50-60% of energy consumption compared to a regular shower.

The technology behind it originates from a NASA project and works by the shower retaining the hot water in a closed circuit, where the water quality is checked via sensors in the floor drain 20 times per second, and where built-in filters and UV light purify the water down at a nanoparticle level. Clean water is then returned to the shower head, while contaminated water is separated out. This way you use significantly less water, but also significantly less heat, as you recirculate hot water and do not need to heat new water again and again.

Welcome to the future.



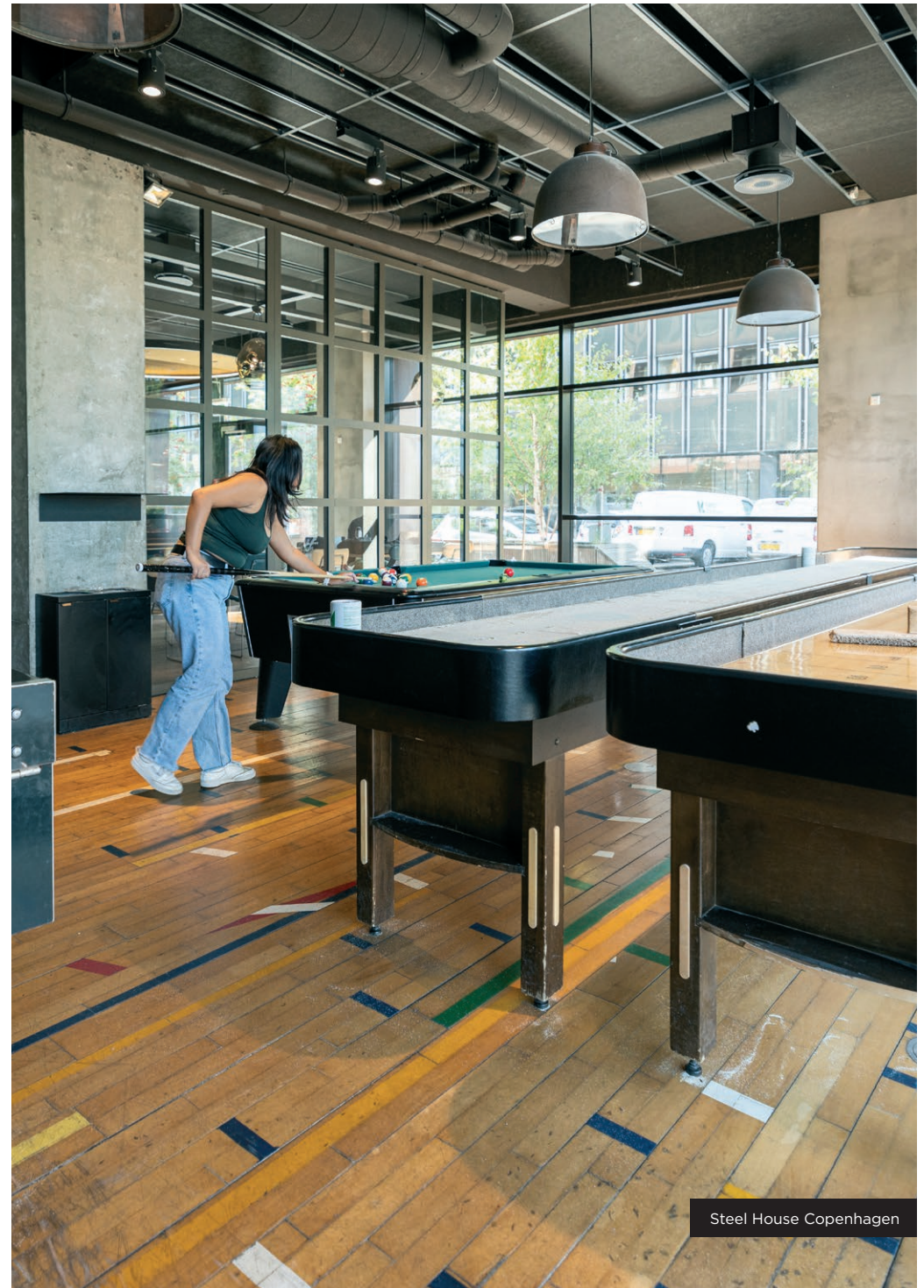
Recycled floors at Steel House Copenhagen

Solid wood has a very long lifespan, and a durability of over 100 years is not at all unusual. One of the benefits of long-lasting products such as wood is that it naturally avoids putting pressure on natural resources when it does not need replacing.

Solid wood can be reused and recycled, either as flooring or other building materials, and many old sports floors find new uses in other locations - sanding and sealing makes them as good as new.

In 2017, a recycled sports floor landed at Steel House Copenhagen by Copenhagen's lakes in Vesterbro. The floor is characterised by hours of play and physical activity, and you can almost hear the enthusiastic shouts, bouncing balls and the referee's whistle.

A perfect match for Steel House Copenhagen's game room.



More water hydrants at Tivoli Hotel & Congress Centre

In 2024, we've made it even easier for hotel guests, conference participants and employees at Tivoli Hotel & Congress Centre to quench their thirst with clean tap water. We have signed an agreement with the award-winning company BE WTR, which supplies sustainable and state-of-the-art water dispenser systems.

The system is based on an innovative filtration system that first and foremost ensures high water and flavour quality, but with BE WTR, Arp-Hansen Hotel Group is also making an active choice on behalf of the climate by reducing the consumption of plastic bottles AND by reducing unnecessary CO₂-heavy transport of bottled water across borders.

Enjoy!



Rum balls against food waste

At many of our hotels, including Copenhagen Strand and 71 Nyhavn Hotel, we have taken an active stance in the fight against food waste for several years. One example of this is homemade rum balls made from pastry left over from breakfast buffets and meetings. The rum balls are made in-house by the hotels' own employees, and the initiative saves hundreds of kilos of food waste every year.

The rum ball is a great way to stop good food going to waste. And from a business point of view, it makes perfect sense to make a tasty product out of something you would otherwise have to pay to have collected as waste.

What's more, these truffles - as they are called in Jutland - fit perfectly into the current trend of being climate-conscious and generally saving our precious resources.

And they taste heavenly!



Coming
soon

Sustainable construction at Next House Copenhagen

DGNB is one of the market's leading sustainability certifications for buildings and urban areas, used as a management tool and target for new buildings and renovation projects. The DGNB system evaluates a building based on six main areas: Environmental quality, economic quality, social quality, technical quality, process quality and site quality.

The extensive remodelling of our luxury hostel Next House Copenhagen is based on DGNB. Throughout the construction process, creating the least possible climate impact has been a cardinal point in both the construction phase and the subsequent operation. The goal from the start was to achieve top DGNB certification.

Next House Copenhagen is currently awaiting its final DGNB certification.



Next House Copenhagen

The Green Line at Tivoli Hotel & Congress Centre

Tivoli Hotel & Congress Center is part of Copenhagen's 7,200 square metre Green Line, which connects SEB Bank, the National Archives and Tivoli Hotel & Congress Center. An elevated oasis in the centre of the city along Kalvebod Brygge.

Inspired by The Highline in New York, The Green Line is a stylised landscape that gives visitors the experience of walking through a Nordic rocky landscape, and a southern, sun-baked heathland to end up in Tivoli Hotel & Congress Center's beautiful grounds with green grass, large fruit trees, ground covering plants, planters and lots of nice references to Tivoli Gardens. The planting focuses on creating good living conditions for insects, butterflies and other species that have difficult conditions in cities.

Green urban spaces like this create small city oases that collect rainwater, increase biodiversity, purify air and provide recreation and enable the cultivation of trees, flowers and vegetables.

The Green Line is open to hotel guests, citizens and visitors of all ages.



Gentle restorations

In 2017, the 4-star luxury hotel 71 Nyhavn Hotel, located in the listed "Suhrske Pakhus" right next to The Royal Danish Playhouse, underwent a thorough renovation that included a gentle facade restoration, a new roof and a complete interior remodelling. The renovation was carried out with respect for the building's cultural heritage, history and values, and we managed to preserve the old carpentry structure and existing floor decks. The careful approach had a positive impact on the project's carbon footprint as we avoided using a lot of virgin materials.

In the last few years, one of Copenhagen's most historic hotels - our own luxury hotel Phoenix Copenhagen in Bredgade - has been given a facelift on two occasions. First in 2018 with a comprehensive upgrade of all hotel suites, respecting the building's history dating back to the 1680s. And most recently in the Spring 2024, the bathrooms and cooling systems were brought into the 21st century with water-saving upgrades and the installation of centralised, resource-saving air conditioning units.



71 Nyhavn Hotel, Phoenix Copenhagen

Circular uniforms and signs at Next House Copenhagen

In collaboration with Maker, a Copenhagen-based workshop lab focused on sustainability, Next House Copenhagen aims to integrate sustainable design practices into its operations, including the reuse of surplus building materials.

Through joint innovative product development, the collaboration has resulted in a series of storage options and signs built from recycled building materials that help reduce Next House Copenhagen's carbon footprint and take its reputation as an environmentally conscious hostel to the next level.

Next House Copenhagen has also succeeded in integrating a circular work uniform system where employees bring in their own t-shirts, sweaters, dresses, etc. that they no longer use. At Next House Copenhagen, the hostel logo is added in the desired colours and the clothes are given new life as work uniforms.

This way, we contribute to extending the lifetime of the garment while reducing resource consumption and emissions.

Bonus info: Our employees get the opportunity to choose clothes that they can personalise and want to work in.



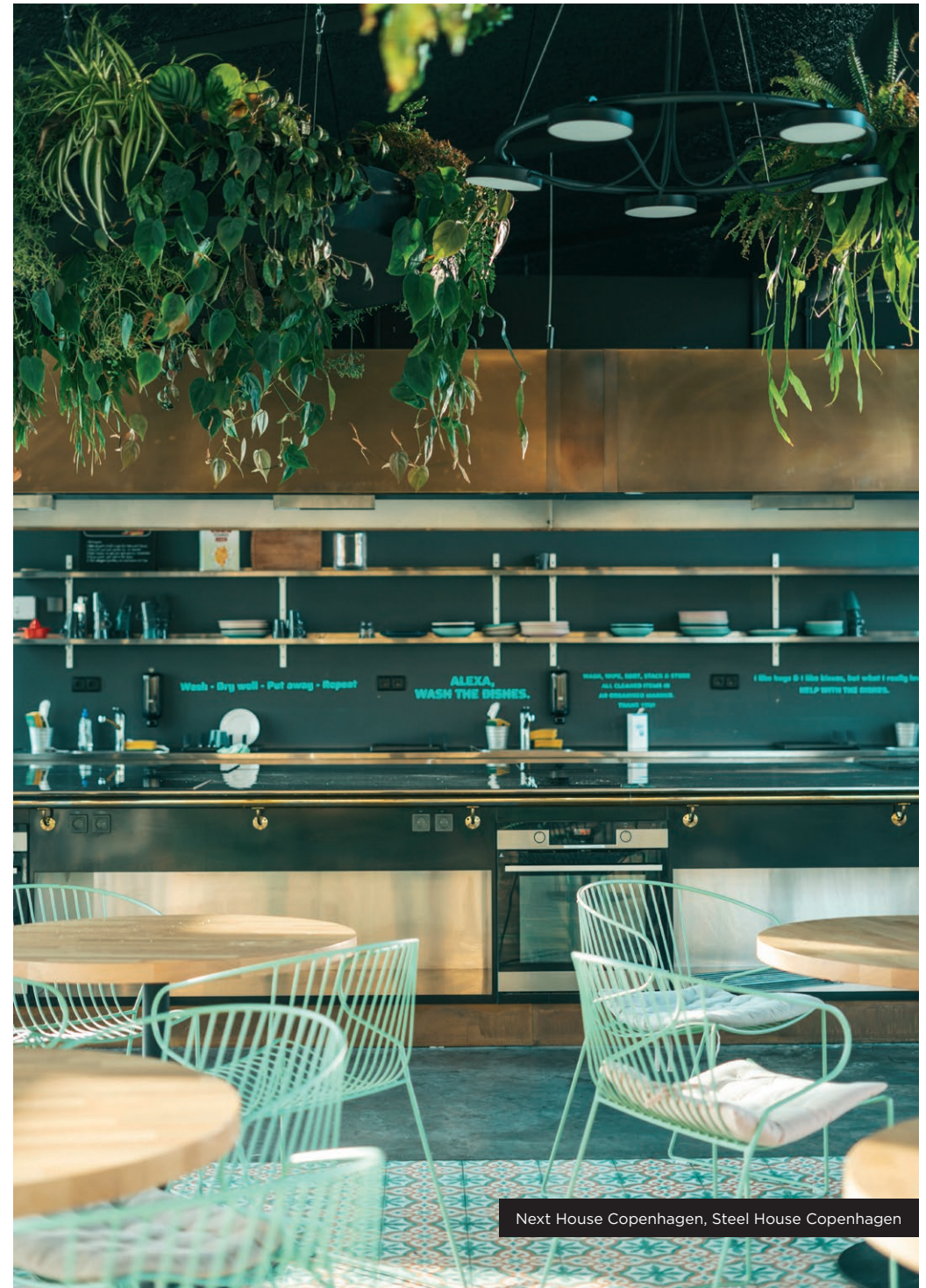
Culinary creativity in communal kitchens

Copenhagen is considered by many to be one of the world's most exciting culinary hot spots. Just think of NOMA, Geranium, Alchemist and other Michelin-starred restaurants.

At our luxury hostels, Steel House Copenhagen and Next House Copenhagen, we want to embrace and recognise that food is a big part of the city's atmosphere and appeal by giving our most food-loving guests the opportunity to play creative master chefs in fully equipped luxury kitchens - Next House Copenhagen's on the 6th floor overlooking the city rooftops.

The ambition has been to create state-of-the-art communal kitchens that our guests can use throughout their stay for a symbolic fee (20 DKK). The kitchens' exclusivity and functional design exude quality that enhances the joy of cooking, and if you are jetlagged or have kids who wake up early, the opening hours are set accordingly (05.00 - 24.00).

Bon appetit!



Next House Copenhagen, Steel House Copenhagen

The way back to work

An acquired brain injury can affect a person's ability to function. Either cognitively or in the form of physical difficulties - or perhaps both. However, these difficulties do not have to be a barrier to returning to the labour market. It just requires the right plan and support.

Two of our hotels, 71 Nyhavn and Copenhagen Strand, are good examples of this. In collaboration with the Centre for Brain Injury, they have had great success over a number of years in rebuilding resources and developing skills for several interns, all of whom have had a great desire to getting back to work after acquiring a brain injury following a fall or stroke, for example.

In collaboration with the City of Copenhagen, Copenhagen Strand and 71 Nyhavn have offered 13-week organised courses where the work ability for the trainees is clarified, with a neuropsychologist accompanying them along the way, providing ongoing feedback and guidance.

An internship typically starts with a few hours of work per week, after which the working hours gradually increase at a manageable pace. The goal is to find out what kind of tasks suit you best and how many hours - and at what pace - you will be able to work at the end of your internship.

Copenhagen Strand and 71 Nyhavn have had many interns through their collaboration with Centre for Brain Injury - both skilled and unskilled - at the hotels over the years, and they have all had one thing in common: a high work ethic and a joy of being able to contribute to a workplace again.

Welcome back to work.



71 Nyhavn Hotel, Copenhagen Strand