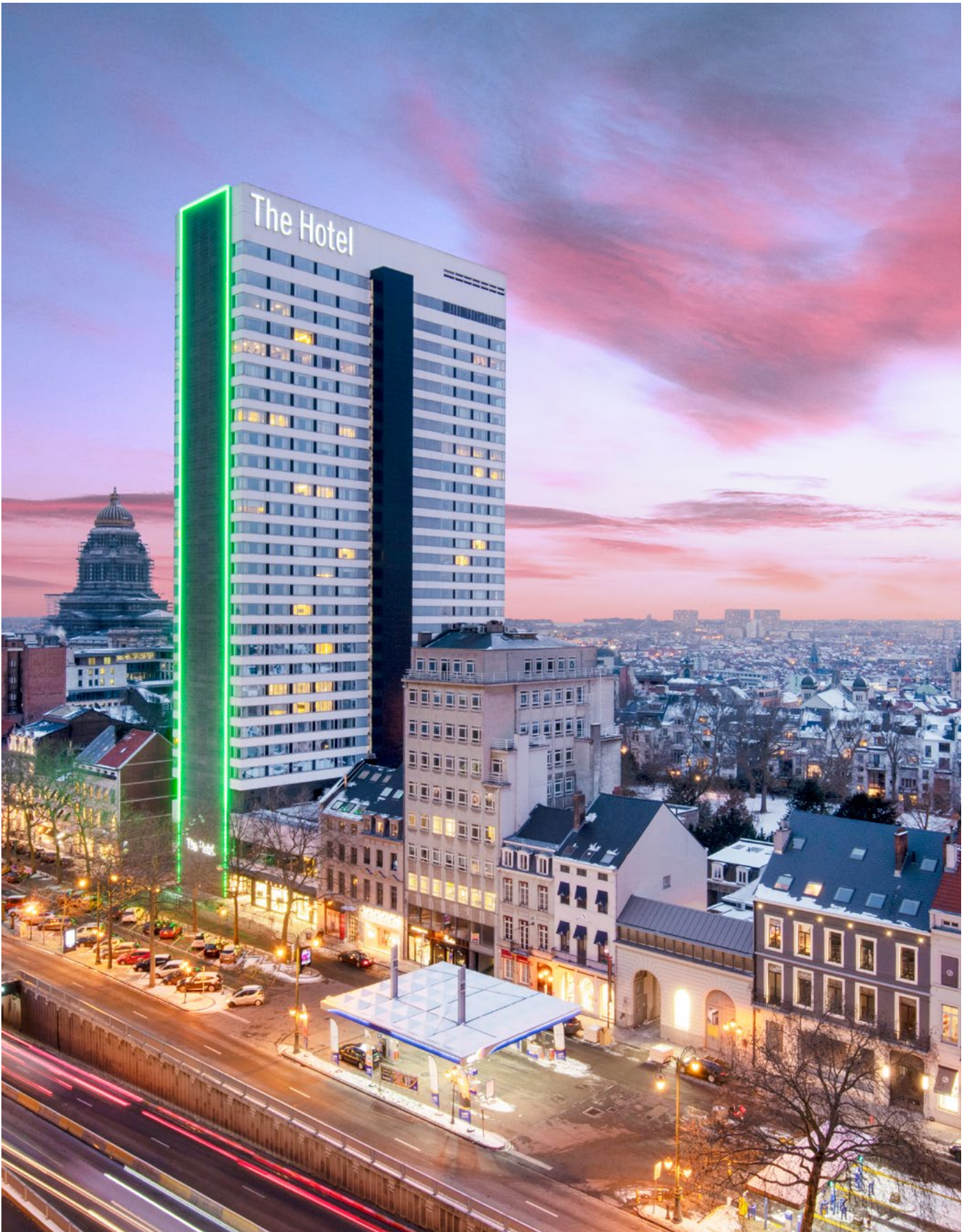


THE HOTEL. BRUSSELS

A GREENER VIEW ON BRUSSELS





Meet our sustainability experts: Amélie Geubel and Ben Nerecina

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Our commitment to environmental stewardship, social responsibility, and sound governance is woven into every aspect of our operations. Join us on a journey that goes beyond the ordinary, as we strive to create a greener, more inclusive, and ethically-driven hospitality experience.

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FOCUS AREA 01

ENVIRONMENT & CLIMATE

ACTIONS

- The Hotel's electricity is 100% green, produced from renewable energy.
- Installation of LEDs throughout 80% of the hotel.
- Energy recovery system for engineering installation.
- In-room collaterals to encourage guests to skip housekeeping and reuse towels.
- 90% of the products used for cleaning are chemical free.
- Use of Raypath & Enozo, 0 chemical systems for cleaning.
- 6 charging stations in the parking.
- 3 min walk to public transport.
- Integration of green metrics into our performance measures.
- No buffet for less than 20 people's meetings to reduce waste & seasonal recipes.
- Winnow system to measure & categorize waste food.
- Just started to distribute exceeding food with To good to go.
- Certification of Green Key since 2019, BREEAM since 2022, and Good Food in 2022.

RESULTS

- Reduce waste from 200.002,064 Kg (2019) to 188.017,00 Kg (2022).
- Since 2018, 6000 cubic meters of water saved each year, the equivalent of an Olympic swimming pool.
- Since 2018, reduction of electricity consumption by 13% per guest night.

GOALS

From investing in smarter room facilities, installing solar panels, heat pump, to becoming the largest capacity for fast charging stations in Brussels, we have a clear ambition for a greener future at The Hotel. Soon, you'll be able to join us in our commitment by embracing reusable water bottles and water fountains at all events. We are also expecting to reduce our food waste by 25%.



FOCUS AREA 02

RESPONSIBLE & FAIR BUSINESS

ACTIONS

- Partner with DripDrop - For an umbrella rented, we are planting a tree.
- Making sure to prioritize sustainable supply chains and to share the same work ethics of every company we are working with.
- Sustainable F&B: working with sustainable partners, local products and providers.
- Staff mandatory code of conduct training (against trafficking, bribery and prostitution).

RESULTS

- 25% of our wines are organic or eco responsible.
- 80% of our F&B products come from partners that highlight all the environmental actions they put in place.

GOALS

- We are committed to responsible and fair business practices that contribute to a sustainable future. As part of this commitment, we will partner with a M&E supplier that offers bike delivery services. We thrive to develop even more our smart sourcing initiative, and prioritizes responsible products from ethical and local suppliers.



FOCUS AREA 03

GUEST SATISFACTION & SECURITY

ACTIONS

- Guest reviews management, daily answered, analyzed and corrective action implemented.
- Annual mystery guest visit and report.
- In-house security 24/7.
- GDPR, fire safety and secourism trainings offered for employees.
- Reverse thinking training, to put the guest at the center of our operations, for all employee.
- Bonus for all employees based on guests' reviews score targets.
- Fire evacuation exercise for guests and employees, twice per year.
- Fire panel test every week to test our fire alarm monitoring center.

RESULTS

- Booking review score of 8.5.
- 9 secourists part of the staff.
- Creation of a brand new breakfast offer following analysis of customer feedback.

GOALS

We are dedicated to maintaining a 100% response rate to guest comments, ensuring that every review is taken into account and addressed with the utmost care. Our commitment to continuous improvement drives us to train our staff and educate our clients on creating a secure environment, fostering a sense of safety and trust for all. By nurturing a culture of attentive service and proactive security measures, we strive to provide an exceptional experience where guest satisfaction and safety go hand in hand.



FOCUS AREA 04

ATTRACTIVE & EQUAL WORKPLACE

ACTIONS

- Inclusive & diverse workplace.
- Trainings via The Hotel and in partnership with Horeca formation offered during the year for all employees (burn out prevention, ergonomics, well-being trainings...).
- introduction of a special training program for over-45s.
- All employees have free access to a partner's Fitness room.
- 100% of employee transportation reimbursement.
- Bike available for staff and reimbursement of the staff bike repair.
- 250 euros of eco-check offered per year.
- Staff party, St Nicolas' day, Easter, Christmas, seniority and birthday celebration during the year.
- integrating 14 new staff members from a newly acquired property.
- Healthy snacks (fruits and soups) offered for all.
- Employee satisfaction survey sent twice a year.

RESULTS

- 81% participation for the inclusion survey.
- 66.4% participation for the satisfaction survey.
- 21% of the employees are here for longer than 25 years.
- More than 30 nationalities working at The Hotel.
- 42% of women working at The Hotel.
- 291 days of trainings offered in 2022.

GOALS

We are committed to creating an attractive and equal workplace that celebrates diversity and inclusion. Our goal is to actively integrate more individuals with disabilities into our team, valuing their unique talents and contributions. Additionally, we recognize the experience and wisdom of mature workers and provide special attention to ensure their seamless integration.



FOCUS AREA 05

INCLUSIVE LOCAL COMMUNITIES

ACTIONS

- Fundraising participation for Kick Cancer Race.
- Collaboration with TADA, a non-profit organization that helps vulnerable childrens'.
- Charity gala and dinner organized to support Ukraine.
- Donation of our old working computers to HUBU association to be redistribute in orphanage, youth training centers and other similar institution.
- Complimentary rooms between 2022 and 2023 for Ukrainian refugees.
- Partner with F&B locally based producers, Bigh, the aquaponic farm, which produces our cherry tomatoes, eggplants and trouts located 2km from The Hotel. Right in front of the street, Buddy Buddy, for our Praline chocolate and peanut butter, located 156m away. For yogurt, 100% bio and made with milk from the Ardennes region, Yogurt Kitchen, is only 800m from us and our Honey supplier, Nectar & Co, located 55 km away. We have also a collaboration with Urbea Leaf leaf, located 2km from The Hotel.

GOALS

We are passionate about building inclusive local communities. One of our goals is to increase the presence of Belgian products at our restaurant, promoting the rich culinary heritage of our region. In line with this, we have decided to expand our collaboration with BIGH, to explore the possibilities of growing new vegetables locally.



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