



Sustainability
is not **a competition,**
it's **a responsibility**



Holiday Inn

AN IHG[®] HOTEL

BRUSSELS AIRPORT

Team up for a brighter future



Thomas Dupont

SUSTAINABILITY COACH
& DIRECTOR OF SALES

Evangelos Cambouris

GENERAL MANAGER

This charter marks the beginning, not the culmination, of the unwavering commitment to sustainability at Holiday Inn Brussels Airport. “We recognize our current status quo and embrace the ongoing work ahead of us”.

Our owner Pandox AB is committed to reduce greenhouse emissions in operated activities (scope 1 & 2) by 42% and reduce emissions in property management (scope 3) by 25% by 2030.

According to Thomas, Sustainability Coach and Director of Sales, “Sustainability is not a competition, it is a responsibility”. As industry leaders, Holiday Inn Brussels Airport understands that real change requires collective action. With a vision of **creating inspiring and sustainable moments together**, they want everyone to contribute, be it employees, guests, partners, or fellow businesses. “Together, we can forge a path towards a thriving economy and a healthier planet”.

Evan, General Manager, adds “Our Sustainability charter is an open invitation to ignite innovation, share knowledge, and push boundaries. We hope that everyone will embark this remarkable ‘voyage’, where every action, big or small, brings us closer to a sustainable world we can confidently leave for future generations”.

Project Inspire

We commit ourselves to make a positive impact for our planet and the people on it.

We believe that by being transparent about our actions, sharing our knowledge and experiences, we are able to create a sustainable culture.

By creating the Inspire project, we endorse these ideas and foster collaboration and learning.

All based on our vision “creating inspiring and sustainable moments together”. **But how does that work?**

1,

Transparent & open communication

Strive to live within planetary boundaries is the challenge of this decade. We can't do this alone, we need to team up for a brighter future, to be challenged by like-minded people and more importantly share our knowledge & ideas. Sustainability actions (but not limited to) are to be found on our website or in this charter. Need more information? Book a one-on-one appointment with our Sustainability coach and ask away, brainstorm or become an Inspired partner. Together, let's create lasting change and ensure a sustainable world for generations to come.



FOR MORE INFORMATION

2,

Sustainability site-visit of our hotel

This tour provides a firsthand glimpse into our sustainable practices, encouraging dialogue and inspiring others to implement similar initiatives. Open for everyone, yes also competitor hotels, who care about sustainability and teaming up for a brighter future. Interested in a private Inspire tour around our hotel with your company? Contact our sustainability coach for more information.



BOOK YOUR SUSTAINABILITY VISIT

3,

Inspire employees

Keeping everyone involved is key to succeed! We implemented bi-weekly communications and monthly staff cocktails to update everyone on the progress we are making. Next to this we encourage new ideas, organise sustainable workshops or trainings!



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4,

Inspire future generations

Youth of today are the leaders of tomorrow! By giving guest lectures, workshops and even organising hackathons around sustainability. We want to endorse and stimulate a culture of involvement, sharing ideas and shared responsibility.



Inspire

by HOLIDAY INN BRUSSELS AIRPORT



Our actions for the planet & people

At Holiday Inn Brussels Airport we have chosen 9 areas of improvement. By doing this we ensure progress to the UN Sustainable Development Goals (SDG's). To monitor our progress, we invested in technology that allow us to follow up on consumption, waste, employee and guest satisfaction. Our targets are Science based and/or focused on moving forward.



OUR 8 AREAS OF IMPROVEMENT

- 1. Energy
- 2. Waste
- 3. Food waste
- 4. Water
- 5. Towels & Linen
- 6. Chemicals
- 7. Responsible sourcing
- 8. Local communities
- 9. Our people



1. Energy

- 100% of our electricity comes from renewable energy
- 7% of our energy is generated by 500m² solar panels on our roof
- 100% low energy producing LED lights in our hotel
- 0% of our rooms are heated by fossil fuels, all rooms are heated & cooled by heat pumps
- Smart BMS system in 100% of our public areas
- Trainings & communication to stimulate behavioural change in guests & employees
- Sensorea support, helping us to reduce energy consumption
- Installation of Tesla super chargers in Q4 2024



OUR GOAL is to reduce energy consumption between 10 – 15% per guest night by 2025.

Due to some energy saving investments we managed to reduce energy consumption per guest night with 23% vs 2022 or an equivalent of one year electricity for 36 families!

2. Waste

- 50% of all waste in our hotel is recycled
- Eliminate single use food and beverage containers by the end of 2023
- 100% of lamps, chairs & other furniture was donated to charities and schools since 2019, 1,8 tons of waste was saved being thrown away
- Upcycled design lamps by Atelier WHO in all of our 310 bedrooms, total of 15.500 lamps and 100 spring mattresses used
- Upcycling sofa chairs and desk lamps since 2020 we saved 10 tons of furniture and decoration being thrown away
- Replacing single use shower amenities by large refillable bottles we saved +/-1 ton of plastic waste in 2022



OUR GOAL is to reduce our total waste per guest night with 10 – 15% in 2024.

In 2023, we managed to reduce our waste with 29% versus 2022.





3. **Food waste**

- We work with Winnow a digital, AI supported, food waste bin. Based on the collected data we take actions to reduce food waste.
- Vegetable trimmings are either given away for poultry feeding or are being recycled
- Later in Q1 2024 we will add the CO₂ impact of each dish of our à la carte menu and we commit ourselves to reduce CO₂ levels by 25%
- Menu engineering with seasonal products only

OUR GOAL in 2024 is to keep our food waste per guest night below the 70 grams of 2023
As a comparison a Belgian person throws 93 grams of food away each day.

4. **Water stewardship**

- 100% of our bathrooms are equipped with low water pressure shower heads. We save 110L of water per shower session of 10 minutes
- 100% of water taps in our bathrooms are equipped with low water pressure systems. We save 7L of water per minute
- 70% of our plants in the garden are watered by rainwater and groundwater extraction
- Opt-out of Housekeeping services and save un-needed water consumption, one cleaning session can use up to 10L of water (flushing the toilet, cleaning the bathrooms, floors,..)
- Smart BMS system to detect water leakages
- Trainings & communication to stimulate behavioural change in guests & employees
- Sensorea support, helping us to reduce water consumption

OUR GOAL in 2024 is to keep water consumption per guest night below 300L of water per guest night.
Results of 2023 is 184 L per guest night.





5. *Towels & linen*

- Opt-out of housekeeping services. We doubt that you change your bedsheets or towels every day at home, so why would you choose to do this during your stay?
- If your towels are not on the bathroom floor we will not replace them, in this way we can save the use of detergents and water for cleaning them.
- Trainings & communication to stimulate behavioural change in guests & employees

OUR GOAL is to motivate 50% of guests (staying longer than 1 night) to Opt-out on housekeeping services.



6. *Chemicals*

- We use Enozo cleaning technology! Due to the active diamond electrolytic process, ordinary water is transformed into aqueous ozone, it sanitizes, cleans and deodorizes in a non-chemical way. With Enozo we save hundreds of plastic bottles with chemicals per year.
- Green housekeeping team! We use the Raypath method for cleaning our rooms. The raypath method is cleaning with microfibre pads that allow you to clean all washable surfaces without any detergent products, only water is added. By working this way we eliminate around 2500 plastic bottles or 1800L of chemicals each year.
- There are some surfaces that require more intense products (bathroom). All these products are eco-labelled. The eco-labelled products are controlled by strict criteria in order to be as environmentally friendly as possible.



7. Responsible sourcing



- By working with a supply management system focused on sustainable practices across the supply chain, we can ensure our guests that the products purchased by our hotel are being evaluated on sustainability before entering our hotel.
- When choosing new suppliers, we give a preference for suppliers around our hotel, promoting and encouraging local food & supply chains
- We commit ourselves opening dialogue with our current suppliers
- An example of responsible sourcing is the event terrace concept for the summer of 2024. All partners & suppliers chosen are from Belgium! Some of the partners we work with below :

8. Local communities

- By supporting *Jeugdorp VZW* we are able to help the most vulnerable in our society, children or young people who need a safe and constructive environment. Often they come from difficult family situations. In 2023 we contributed by donating food & drinks allowing them to raise money and some colleagues volunteered during 'de dag van de zorg'.
- Working together with *De Leerexpert*, a school for children with special education, we give young students the chance of working in a professional environment. Year to date we have 64 hours of working collaboration with them
- We support our local football team *Koninklijke Diegem Sport* together we decided to offer rooms for children training during vacation periods! Sport will help children to develop physical skills, get exercise, make friends, have fun, learn teamwork , learn to play fair and improve the self-esteem.
- Our goal in 2024 is to collaborate with partners that can help us create a more inclusive environment.

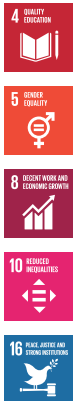


9. *Our people*

We love our staff, without them Holiday Inn Brussels Airport would be a building without a soul. At our hotel we have 15 different nationalities and 34% of our workers have more than 15 years of seniority, talking about loyalty!



- Pandox, our owner and managing company of Holiday Inn Brussels Airport, wants to contribute to a sustainable society. A code of conduct for staff and business partners is implemented. By doing this we respect good business ethics, anti-corruption and health & safety for both staff & guests.
- At Holiday Inn Brussels Airport we believe in gender equality and fair pay. We also ensure health insurance for staff and family.
- Each year we craft training program for all of our teams. By doing this we ensure good quality of education for our staff and increase future growth opportunities.
- Well-being of our staff is important; we offer free use of our fitness centre before and after working hours for everyone!



CERTIFICATIONS
AND LIKE MINDED FRIENDS



ABOUT
Holiday Inn Brussels Airport Sustainability:
Inspire Project

Holiday Inn Brussels Airport is owned and managed by Pandox AB. Holiday Inn Brussels Airport is one of the market leaders at Brussels Airport. The hotel, located in the heart of Europe, has 310 bedrooms, 18 event rooms, 1000sqm event garden, fitness, restaurant and bar plus a large parking.

The actions described in this charter are part of an ongoing project. Information shared can change in an ever-changing an innovative world. Our commitment does not stop here, we constantly expand our actions. Being open and transparent at heart will allow us to find solutions and making this planet a better world for future generations. For more information or questions, contact our General Manager Evan Cambouris or our Sustainability Coach, Thomas Dupont. We expect an updated version of this document in Q1 2024.



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ABOUT
Pandox Sustainability:
Organised to accelerate

Pandox is one of the leading players in the hotel real estate sector in Europe. The company focuses on large hotels and caters to both leisure and business clientele. Currently, Pandox owns 157 hotels in fifteen countries, comprising approximately 35,000 rooms.

“In a relatively short space of time sustainability has become a disruptive force in business and Pandox is working on finding its role in this new, fast-changing landscape, above all by identifying projects that create the most benefits in an industry with long investment cycles.” Caroline Tivéus, SVP Director of Sustainable Business tells more about Pandox sustainability agenda!

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ABOUT
IHG Sustainability:
IHG Green Engage™ system

Holiday Inn is a brand of Intercontinental Hotel Group. IHG franchises, leases, manages, or owns over 5,900 hotels and approximately 884,000 rooms in more than 100 countries, with over 1,900 hotels in its development pipeline. IHG also operates IHG® Rewards Club, our global loyalty program, with over 100 million enrolled members.

All of IHG hotels use the IHG Green Engage System, an innovative online environmental sustainability system that gives our hotels the means to measure and manage their impact on the environment. Hotels can choose from over 200 ‘Green Solutions’ that are designed to help them reduce their energy, water and waste, and improve their impact on the environment.
More information, click here