

SUSTAINABILITY ACTION PLAN
GRAND HOTEL VAN 'T RIJN
REVIEW DATE: 27/08/2026

*Actions with high priority (to mitigate high risks) should be started to implement within 2-6 months, medium priority: 6-12 months, low priority: 1-2 years
*Progress column shows our current practices and how to enhance the practice in the upcoming period

Aspect	Objective	KPI	Action Item(s)	Responsibilities	Priority/Status	Link to risk mitigation	Status	SDGs contribution	Progress (by January 2026)	Progress (by August 2026)
Greenhouse gas emissions	Reduce GHG emissions in 3 scopes of emissions and increase efforts to mitigate climate change (related to risks of Greenhouse Gas Emissions)	20% reduction in GHG emissions from the hotel's operations (scope 1 + 2) by Dec 2026	Install heatpumps in rooms, meeting rooms, restaurants and public areas spaces	Facility	High	R1A	Done	13 - Climate action	1 heatpump in the historic building	1 heatpump in the historic building
			Charter office cars as electric cars	Facility	High	R1A	Done		100% office cars are electric cars	100% office cars are electric cars
			Encourage the staffs to use more bikes, public transportation to work instead of cars by providing incentives, facilities such as bikes for rent	Sustainability coordinator	Medium	R1B	Done		We offer bikes for rent and encourage our staffs to use more bikes during Mission Statement.	We offer bikes for rent and encourage our staffs to use more bikes during Mission Statement.
			Implement GHG emissions reduction with suppliers	Facility	High	R1D	Done		Purchasing policy is in place and being introduced to suppliers	Purchasing policy is in place and being introduced to suppliers during Supplier Meeting in January.
Energy efficiency	Reduce energy consumption	20% reduction in GHG emissions from transportation and supply chain (scope 3) by Dec 2026	Purchase more local products to reduce the emissions from long distance logistics	Facility	Medium	R1D	Done	7 - Affordable and clean energy 13 - Climate action	We started with measure local product purchases in the beginning of 2024 and have policy in place to prioritize local products whenever possible	We started with measure local product purchases in the beginning of 2024 and have policy in place to prioritize local products whenever possible
			Implement a program to offset the carbon generated such as planting trees	Sustainability coordinator	High	R1C	Done		The offsetting program is in place and operational, in collaboration with ThruBoutNow	The offsetting program is in place and operational, in collaboration with ThruBoutNow
			Implement the EMS with on-going plan-do-act-check for continuous improvement	Sustainability coordinator	High	R2A	Done		Review of EMS and share with management	EMS-ENMS implemented
			Use green energy only from purchased electricity	Facility Manager	High	R2C	Done		100% green energy from Eneco since January 2024.	100% Electricity sourced from wind energy through Vattenfall
Water conservation	Conserve the consumption of fresh water resources	20% reduction in energy consumption by Dec 2026	Educate guests during their stays about resource conservation practices through communication materials and channels	PR&Communication	High	R2F	On-going	6 - Clean water and sanitation	We have plan in place for communicating with guests	Communication with Guests through e-mail prior to and after departure. Reports/conservation only minimally communicated at the moment.
			100% LED lights in all area by 2026	Engineering	Medium	R2A	On-going		We gradually change the old light bulbs with the new LED bulbs when they are broken. So it will take a while to change all the old normal bulbs to LED bulbs	We gradually change the old light bulbs with the new LED bulbs when they are broken. So it will take a while to change all the old normal bulbs to LED bulbs
			Signage for switching off lights when not in use	Sustainability coordinator	Low	R2A	Done		Signages had been placed in all working areas.	Signages had been placed in all working areas.
			Staff training on energy conservation practices on Mobstrain	PR&Communication	High	R2A	Not started		Training plan in place for 2026 including energy conservation practices	Training plan in place for 2026 including energy conservation practices
Ecosystem conservation	Increase the use of renewable energy	100% green energy	Research and invest in renewable energy sources	Sustainability coordinator	Medium	R2C	On-going	13 - Sustainable cities and communities	Electricity from 100% green sources	Electricity from 100% green sources
			Install more slow flow showers/ water heads to guest rooms and public toilets	Facility	Medium	R3C	On-going		Most water outlets are fitted with slow flow heads	Most water outlets are fitted with slow flow heads
			Changing the dishwashing machine to reduce the water usage	Facility	Medium	R3C	Done		From March 2025, new dishwashing machine had been used to reduce water usage	From March 2025, new dishwashing machine had been used to reduce water usage
			Regular check and maintenance to reduce water leakages	Maintenance	Medium	R3B	Done		We have the check and maintenance schedule and procedure in place	We have the check and maintenance schedule and procedure in place
Social and cultural	Maintain effective ecosystem conservation measures that contribute to the sustainability of the surrounding natural habitat	20% reduction in water consumption by Dec 2026	Sanitize in guest rooms for laundry	Housekeeping	Low	R3A	Done	14 - Life below water 15 - Life on land	We have this practice in place	We have this practice in place
			Staff training on water conservation practices on Mobstrain	PR&Communication	High	R3A	Not started		Training plan in place for 2026 including water conservation practices	Training plan in place for 2026 including water conservation practices
			Reuse left-over water from bottles in restaurants for trees	Housekeeping	Low	R3A	Not started		Pending plan	Pending plan
			Stop all activities in the dunes areas & fence around dune area to keep people out	Sustainability coordinator	Low	R4A	Done		We have this practice in place	We have this practice in place
Air quality and noise	Minimize the hotel's impact on air quality and noise in the surrounding environment, ensuring a healthy and peaceful atmosphere for guests, staff, and the local community	Project done by Dec 2026	Organize beach clean-up activities annually	Sustainability coordinator	Medium	R4A	Done	11 - Sustainable cities and communities	We have this practice in place	We have this practice in place
			Create the insect hotels placed in the dune area	Sustainability coordinator	Low	R4A	Done		An insect hotel was installed in the dune area.	An insect hotel was installed in the dune area.
			Support the local emergency organizations to protect marine ecosystems by in-cash or in-kind services	PR&Communication	High	R4C	Done		We already supported the Beach Rescue Organization and will keep supporting them.	We already supported the Beach Rescue Organization and will keep supporting them.
			Implement erosion protection measures such as beach nourishment, sand dune restoration projects	Sustainability coordinator	Low	R4B	Not started		Pending plan	Pending plan
Waste management	Actively engaging with local communities, promoting local culture, and supporting the well-being of the society	Project done by Dec 2026	Educate guests during their stays about ecosystem conservation practices through communication materials and channels	PR&Communication	Low	R4A	Not started	12 - Responsible consumption and production	We have plan in place for communicating with guests	We have plan in place for communicating with guests
			Annual meetings with local communities and authorities to discuss about sustainability and how we can contribute	Sustainability coordinator	Medium	R5B	Done		We already have many meetings between our Managing Director and the local authorities to discuss about sustainability. We will continue to have more engagement with local communities and authorities in 2026, through meeting with Gemeente Noordwijk. A Stakeholder Meeting is going to be held in January 2026.	Annual Stakeholder meetings are now in place.
			Supplier policy and assessment to ensure there are no social issues within our supply chain such as poor labour conditions, child labour etc.	Facility	Medium	R4D, R5C	Done		We have reviewed our purchasing policy and communicated it to our suppliers. We plan to conduct a supplier meeting in 2026.	Supplier meetings are being held annually
			Implement fair employment, diversity and inclusion initiatives, equal opportunities for our employees	HR	High	R5D	On-going		Currently we have more than 50% of women in top management positions.	Currently we have more than 50% of women in top management positions.
Waste treatment	Minimize the quantity of waste and promote recycling and reuse	20% reduction in waste generation by Dec 2026	Continue to invest in social and community development such as educational programs, or charities	Finance	Medium	R5B	On-going	12 - Responsible consumption and production	We have allocated our SDS transition fee for many social programs and organizations. We will continue to invest in social initiatives in 2026 with at least 30% of our SDS fee	We have allocated our SDS transition fee for many social programs and organizations. We will continue to invest in social initiatives in 2026 with at least 30% of our SDS fee
			Provide jobs that attract more local employees	HR	High	R5E	Done		We have this practice in place	We have this practice in place
			Offer training and development programs for employees (We have Mobstrain platform for training, well-being actions, and therapist through e-mail)	PR&Communication, HR	Low	R5D	Done		We have this practice in place	We have this practice in place
			Showcase and sell local, traditional products or craftsmen through events or hotel's lobby	Facility	Low	R5B	Done		These products are displayed and sold in the lobby	These products are displayed and sold in the lobby
Harmful substances	Minimize the use of harmful substances	20% reduction in waste generation by Dec 2026	Reduce the amount of helicopter stop and go's on average to a maximum of 48 per year	Residence Manager	Low	R7A	Done	11 - Sustainable cities and communities	We have this practice in place	We have this practice in place
			Limiting the fireworks to a few times per year	Residence Manager	Low	R7B	Done		We have this practice in place	We have this practice in place
			Preventing chemical exposure to the wastewater system by training staff on chemical handling and waste management through Mobstrain and other department training	PR&Communication/HR	High	R8A	Done		Training on Mobstrain has been implemented.	Training on Mobstrain has been implemented.
			Emergency response planning for wastewater spills or system failure	Residence Manager	Moderate	R8B	Not started		Plan for 2026	Plan for 2026
Land use	Promote sustainable land use practices that preserve and enhance natural ecosystems, protect biodiversity, and minimize environmental impact	20% reduction in GHG emissions from the supply chain (scope 3 emissions) by Dec 2026	Conduct waste audit/ assessment internally every year	Facility, Sustainability coordinator	High	R9	Done	12 - Responsible consumption and production	Full internal audits are performed at a minimum of twice annually, as per the internal audit plan.	Full internal audits are performed at a minimum of twice annually, as per the internal audit plan.
			Implement the waste management plan to provide waste handling procedures, monitor progress annually, and ensure effective practices from all responsible personnel, staffs, and guests	Facility, Sustainability coordinator	High	R9	Done		We have this practice in place	We have this practice in place
			Clearly cut off the purchases with plastic packaging products	Facility	Medium	R9A	Done		We have this practice in place	We have this practice in place
			Research and ensure that employees of this hotel have daily	Housekeeping	Low	R9D	Done		We have this practice in place	We have this practice in place
Sustainable procurement and supply chain	Ensuring responsible sourcing, reducing environmental impact, and fostering social responsibility within supply chain	20% reduction in GHG emissions from transportation and logistics by optimizing shipping routes, using fuel-efficient vehicles	Prioritize the purchase of energy-efficient and durable technology products that have longer lifespan and easier to repair	Facility	Medium	R9F	Done	12 - Responsible consumption and production	We have this practice in place	We have this practice in place
			Partner with manufacturers or recycling companies to offer take-back programs (for old electronics, for example)	Facility	Medium	R9F	Done		We have this practice in place	We have this practice in place
			Reduce, Reuse and Recycle Program in place, more circularity practices	Facility, Sustainability coordinator	High	R9A	On-going		Gradually changing our products to more recycled products (e.g., breakfast items)	Gradually changing our products to more recycled products (e.g., breakfast items)
			Staff training on waste management practices on Mobstrain	PR&Communication	High	R9A	Done		Staff training on Mobstrain is being conducted with the goal of 100% completion	Staff training on Mobstrain is being conducted with the goal of 100% completion
Health and safety	Ensuring the well-being and development of all employees	20% increase in local products purchased by Dec 2026	Work with ecologically responsible products as much as possible: cleaning products, food, textile products, etc.	Facility	High	R10A	On-going	14 - Life below water 15 - Life on land	We have this practice in place	We have this practice in place
			Introductions, chemical safety and chemical information will be out in place	Facility	High	R10B	Done		We have this practice in place	We have this practice in place
			Clear exposure for harmful substances storage	Facility	High	R10C	Done		We have this practice in place	We have this practice in place
			Staff training on harmful substances management practices on Mobstrain (proper handling, storage, and disposal of hazardous substances, including procedures for spill response and emergency procedures)	PR&Communication	High	R10B	On-going		Training plan on Mobstrain being executed with the goal of 100% completion	Training plan on Mobstrain being executed with the goal of 100% completion
Stakeholder engagement	Maintaining and fostering good relationships with stakeholders	20% increase in products with eco-label by Dec 2026	Reduce suppliers to provide optimal safety data and certifications	Facility	Medium	R10D	Done	16 - Peace and justice strong institutions 17 - Partnership for the goals	We have this practice in place	We have this practice in place
			Design and enhance hotel landscapes using sustainable landscaping principles	Sustainability coordinator	Low	R11C	On-going			
			Develop a land use plan that balances the needs of the hotel with environmental conservation and community interests such as zoning regulations, land tenure, and cultural heritage in case of land-use enhancement (in case there are new constructions or renovations)	Sustainability coordinator	Low	R11B	N/A		11 - Sustainable cities and communities 14 - Life below water 15 - Life on land	
			Engage in beach restoration and dune stabilization projects to enhance coastal resilience and preserve natural beauty	Sustainability coordinator	Medium	R11C	Not started			
Employee training and well-being	Ensuring the well-being and development of all employees	20% reduction in GHG emissions from the supply chain (scope 3 emissions) by Dec 2026	Research and incorporate green infrastructure elements into hotel facilities and amenities, such as green roofs, rain gardens, etc.	Sustainability coordinator	Low	R11B	Done	1 - Good health and well-being 4 - Quality education	Green Wall implemented in staff canteen, indoor herb garden implemented	Green Wall implemented in staff canteen, indoor herb garden implemented
			Conduct assessments of existing and potential suppliers for sustainable practices	Facility	Medium	R5C	On-going		We have system to track suppliers' environmental footprint (Aplicare) under testing phase	Suppliers are evaluated and spoken to through the suppliers meeting, more sustainable options are always sought, specifically through the purchasing policy
			Collaborate with suppliers to reduce energy consumption and greenhouse gas emissions associated with transportation and logistics by optimizing shipping routes, using fuel-efficient vehicles	Facility	High	R1D	On-going		A new system to track suppliers' environmental footprint (Aplicare) under testing phase	Suppliers are evaluated and spoken to through the suppliers meeting, more sustainable options are always sought, specifically through the purchasing policy
			Conduct supplier audit annually to check on sustainable practices and compliance with our purchasing policy	Facility, Sustainability coordinator	Medium	R5C	Done		Supplier Meeting to be organized in early 2026	Supplier meeting has been implemented in early 2025, to continue annually
Health and safety	Ensuring compliance with health and safety requirements from regulations, insurance, and standards	20% increase in local products purchased by Dec 2026	Prioritize products with eco-label certifications	Facility	Medium	R4D, R5C	Done	1 - Good health and well-being	We have this practice in place	We have this practice in place
			Employee training on sustainability topics such as energy conservation, water conservation, waste handling, harmful substances, benchmarking performance etc through Mobstrain	PR&Communication, HR	High	R6B	Done		The training is in place, the goal for 100% completion is set.	The training is in place, the goal for 100% completion is set.
			Identify, consult with, communicate and engage with stakeholders annually within the stakeholder management document	Sustainability coordinator, PR&Communication	Medium	R5D	On-going		Stakeholders' surveys have been put in place to seek stakeholders' feedback on sustainability.	Stakeholder meeting has been implemented annually
			Place safety signage and instruction at workplaces such as chemical storages	Facility	High	R13A	Done		We have this practice in place	We have this practice in place
Health and safety	Ensuring compliance with health and safety requirements from regulations, insurance, and standards	2 tests done by Dec 2026	Review of Evacuation plan for emergencies	Resident Manager	Medium	R13A	Done	1 - Good health and well-being	We have this practice in place	We have this practice in place
			Conduct emergency response test	Resident Manager	Medium	R13	Not started		Plan for 2026	Plan for 2026