

# WASTE MANAGEMENT PLAN

GRAND HOTEL HUIS TER DUIN  
2026 VERSION

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## 1. WASTE IDENTIFICATION

| <b>Waste category</b>                 | <b>What included in this category</b>                                                     | <b>Sources of waste</b>                                                                            | <b>Areas</b>                                               |
|---------------------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| Residual waste (mixed types of waste) | Solid waste materials that are non-compostable and non-recyclable                         | Mixed types of waste                                                                               | All areas                                                  |
| Food waste (compost)                  | Leftover food:<br>Compostable material for the compost machine                            | Food preparing and cooking, unused or outdated products<br><br>Food leftover from guests and staff | Restaurants, canteen, kitchen                              |
| Green waste (compost)                 | Garden waste such as leaves, flowers etc:<br>Compostable material for the compost machine | Gardening, decorations                                                                             | Garden, office, rooms, etc                                 |
| Paper and carton waste                | Newspapers, magazines, mail, envelopes, packaging, etc                                    | Daily operations and activities: products purchasing, gifting, mailing, office works, events, etc  | Kitchen, restaurants, office, rooms, conference rooms, etc |
| Plastic waste                         | Plastic bottles and plastic containers                                                    | Daily operations and activities                                                                    | Kitchen, restaurants, office, rooms, conference rooms, etc |
| Glass waste                           | Non-returnable glass bottles, jars etc                                                    | Drinking bottles, broken glasses                                                                   | Kitchen, restaurants, canteen, office, rooms, etc          |
| ICT equipment/ E-waste                | Defect or inefficient appliances: Computers, TV screens, printers etc                     | Old equipment                                                                                      | Office, all areas                                          |
| Batteries                             | Batteries                                                                                 | Devices that use batteries: clocks, remotes etc                                                    | Rooms, office                                              |
| Print cartridges                      | Print cartridges                                                                          | Printers                                                                                           | Office, front office                                       |
| Cooking oil                           | Used or leftover cooking oils                                                             | Cooking food                                                                                       | Kitchen                                                    |

|                        |                                                                                            |                                                               |                                         |
|------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------|
| Gas cylinders          | Empty or expired gas cylinders that are no longer usable for storing or transporting gases | For food and beverage making purposes, or fire extinguishers, | Kitchen, etc                            |
| Textiles               | Clothes, shoes,                                                                            | Old staff clothing                                            | Laundry, staff area                     |
| Construction materials | Building construction materials                                                            | Renovations                                                   | All areas where there are constructions |

## 2. WASTE MEASUREMENT

| <b>Waste category</b>                 | <b>Current management practices</b>                                                                                                     | <b>Waste volume in 2024</b> | <b>Waste volume Target 2026</b>                  |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------------------------------|
| Residual waste (mixed types of waste) | 100% sent to supplier (VLK) to dispose through incineration for heat and renewable energy                                               | 138 425 kg                  | Reducing 10%                                     |
| Food and green waste (compost)        | 100% composted by an in-house composting machine                                                                                        | 333 950 kg                  | 100% recycled                                    |
| Paper and carton waste                | 100% Paper/Carton waste sent to supplier (VLK) to be checked, sorted, pressed and then offered to paper mills in the Netherlands        | 114 730 kg                  | 100% recycled                                    |
| Plastic waste (bottles)               | Empty plastic bottles are collected and returned to deposit centers as of government's initiative. Proceeds are donated to MadeBlue.    | 31 672 kg                   | Set procedure for separating other plastic waste |
| Glass waste                           | 100% Glass waste sent to supplier (VLK) to recycle                                                                                      | 55 300 kg                   | 100% recycled                                    |
| ICT equipment/ E-waste                | 100% sent to supplier (W3E) to recycle                                                                                                  | 278 kg                      | 100% recycled                                    |
| Batteries                             | 100% sent to partner (Company Stibat) to recycle.                                                                                       | 76 kg                       | 100% recycled                                    |
| Print cartridges                      | 100% sent to partner (Ricoh) to recycle.                                                                                                | 20,66 kg                    | 100% recycled                                    |
| Cooking oil                           | 100% used oil sent to partner (Quatra) and are recycled and converted into renewable energy.                                            | 3 433 L                     | 100% recycled                                    |
| Gas cylinders                         | Empty or expired gas cylinders that are no longer usable for storing or transporting gases are returned to the supplier, Gasflessen.nl. | 748 kg                      | 100% recycled                                    |

|                        |                                                                                                                                                                                                                                                   |           |                                                 |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------|
| Textiles               | Textile waste has not been separated so far but has been addressed as impactful due to the waste management plan.<br><br>Not yet found ideal recycling process                                                                                    | /         | Procedure for textile waste separation in place |
| Construction materials | Construction waste is sorted and separated at the waste collector's (Gebr van der putten BV) facility in Noordwijk, where they take out several waste streams, such as: iron, metals, rubble, wood, hard plastics and etc, then bring to recycle. | 17 940 kg | 100% recycled                                   |

### 3. WASTE MANAGEMENT RESPONSIBILITY

The responsibility to manage waste should be on multiple players in order to have a comprehensive and effective result. The table below shows the key responsibilities with descriptions.

| <b>Responsible personnel or department</b> | <b>Description of tasks</b>                                                                                                                                           |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Head of Stewarding                         | Responsible for directing and operating the compost machine, as well as donations of the compost                                                                      |
| Head of Warehouse                          | Responsible for receiving and distributing delivered products, Responsible for reporting a full compactor or cardboard container responsible for restocking warehouse |
| Head of HSK                                | Responsible for all linen and clothing waste<br>Responsible for all cleaning agents                                                                                   |
| Head of Facility                           | Responsible for supplying data from all suppliers<br>responsible for implementing new ideas and rules and write procedures.                                           |
| Head of administration                     | Responsible for delivering data                                                                                                                                       |
| Head of Technical department               | Responsible for all chemicals and pesticide                                                                                                                           |
| Head of F&B                                | Responsible for general waste and purchasing                                                                                                                          |
| Head of Kitchen                            | Responsible for the efficient procurement of all kitchen products                                                                                                     |
| Overhead                                   | Responsible for minimization of paper waste                                                                                                                           |

## 4. WASTE HANDLING PROCEDURES

### 4.1 Procedure for separating and storing waste in-house

Implementing an effective waste separation and storage procedure in Grand Hotel Huis ter Duin is crucial for proper waste management, sustainability, and environmental responsibility. The following is to be considered:

#### 1. Assessment and Planning:

- Assess the types and volumes of waste generated in the hotel.
- Identify local regulations and best practices for waste management to comply with local regulations and carrying out the work in practice.
- Determine the waste separation categories based on the waste streams

#### 2. Educate Staff:

- Grand Hotel Huis ter Duin needs to provide staff more trainings on the importance of waste separation and the specific procedures to follow, via MobieTrain.
- Clear guidelines on which items belong to each waste category.
- Conduct regular refresher training sessions to reinforce proper waste management practices (MobieTrain). MobieTrain is an information and training platform of Grand Hotel Huis Ter Duin. This platform ensures that every employee is informed how they should carry out this process in practice and is aware of why and for what purpose we do this).

#### 3. Provide Adequate Facilities:

- Install waste bins or containers in convenient locations throughout the hotel.
- Use color-coded bins or signage to differentiate between waste categories.
- Ensure that bins are appropriately sized and regularly emptied to prevent overflow.

#### 4. Separation of Waste:

- Instruct staff to separate waste at the source, such as in kitchens, guest rooms, and public areas.
- Provide separate bins or containers for recyclables.
- Encourage guests to participate in waste separation by providing clear instructions in guest rooms and common areas of Grand Hotel Huis ter Duin.

#### 5. Storage of Waste:

- Specific storage areas for each waste category to prevent contamination.
- Regularly inspect and maintain storage areas to ensure cleanliness and compliance with health and safety regulations.

#### 6. Waste Collection:

- Grand Hotel Huis ter Duin need to ensure that collected waste is transported to authorized facilities for recycling, composting, or disposal in accordance with local regulations.

- Keeping records of waste collection and disposal activities for accountability and reporting purposes.

#### **7. Monitor and Improve:**

- Analyze data to identify areas for improvement and implement strategies to minimize waste generation and maximize recycling and composting efforts.
- Solicit feedback from staff and guests to identify any challenges or opportunities for improvement in the waste management process

By following these steps and maintaining a commitment to continuous improvement, Grand Hotel Huis ter Duin can effectively separate and store waste, reduce environmental impact, and promote sustainability.

### **4.2 Procedure for collecting and transportation**

1. **Receive Request:** The process begins when a request is made by a department within the hotel for items to be collected and transported.
2. **Verify Request Details:** The staff receiving the request should verify all necessary details including the items to be collected, the destination ,any special handling instructions, and the urgency of the request.
3. **Prepare Collection Equipment:** Ensure that the necessary equipment for collection and transportation is ready. This may include trolleys, carts, bins, or any specialized equipment depending on the items being transported.
4. **Collect Items:** Dispatch a staff member to the specified location to collect the items. They should handle the items with care and ensure that nothing is damaged during the collection process.
5. **Check Inventory:** If the items collected involve inventory management (e.g., linens, toiletries, etc.), the staff member should verify the quantity collected against the inventory records to ensure accuracy.
6. **Secure Items for Transportation:** Once collected, ensure that the items are properly secured for transportation. This may involve using appropriate packaging, securing items to the transportation equipment, or taking precautions to prevent damage or loss.
7. **Transport Items Safely:** Transport the items to their designated destination using the appropriate transportation equipment. Ensure that the transportation route is safe and efficient, avoiding any potential hazards or obstacles.

8. **Handle Special Requests:** If there are any special requests or instructions associated with the delivery, ensure that they are followed accordingly. This may include handling fragile items with extra care or delivering items to specific individuals.

#### **4.3 Procedure for recovering/ reusing/ composting/ selling recovered materials/ sending to landfills**

For different waste categories, we have different techniques to maximize the end-of-life value. We partner with suppliers and contractors to ensure effective recovery, reuse, composting, and disposal of materials. Here's a structured procedure:

- 1. Assessment and Planning:**

- Conduct a waste audit to understand the types and quantities of waste generated.
- Identify opportunities for waste reduction, recycling, composting, and recovery.

- 2. Waste Segregation:**

- Provide clearly labeled bins in guest rooms, public areas, and back-of-house areas for different types of waste (e.g., recyclables, compostables, general waste).
- Train staff

- 3. Recycling:**

- Establish partnerships with recycling companies or local municipalities for the collection and processing of recyclable materials.
- Collect materials such as paper, cardboard, plastic, glass, and metal for recycling.

- 4. Composting:**

- Separate food scraps, coffee grounds, and other compostable materials from general waste.
- Using composted material for landscaping or donate it to local farms or community gardens.

- 5. Recovery and Reuse:**

- Implement practices to recover items that can be reused or repurposed within Grand Hotel Huis ter Duin, such as linens, towels, and amenities.
- Donate usable items to local charities or organizations in need.

- 6. Landfill Disposal:**

- Minimize the amount of waste sent to landfills by maximizing recycling, composting, and recovery efforts.

- 7. Monitoring and Improvement:**

- Regularly monitor waste generation and diversion rates to track progress.
- Solicit feedback from staff and guests to identify areas for improvement.
- Continuously refine waste management procedures to optimize efficiency and sustainability.

#### 4.4 Safety instruction

##### **Compost machine:**

Safety instruction on machine

##### **Chemicals:**

Spill kit and sheets next to chemicals

Only our technical department (from Grand Hotel Huis ter Duin) is authorized to use and move our chemical products

##### **Oil:**

Need to be cleaned , dangerous that can be slippery

##### **Compactor:**

When the compactor is being operated, no one except the person operating it should be within 2 meters of the machine.

#### 4.5 Staff training

We will provide our colleagues with various training sessions on waste management and dealing with waste within Grand Hotel Huis ter Duin. We will provide these trainings via a mobile site which is known to all employees of Grand Hotel Huis ter Duin. This tool can also measure how many people have completed the training and how many have not. This tool is called "MobieTrain".

#### 4.6 Procedure for waste recording

Recording waste in a hotel is an essential practice for monitoring and managing waste production, implementing waste reduction strategies, and ensuring compliance with environmental regulations. Here's a procedure for recording waste at Grand Hotel Huis ter Duin:

1. **Establish a Waste Management Team:** Designate a team responsible for waste management tasks. This team should include representatives from various departments such as housekeeping, kitchen, maintenance, and management.
2. **Identify Waste Streams:** Identify the different types of waste generated in the hotel. Common waste streams in hotels include food waste, recyclables (paper, plastic, glass), non-recyclable waste, hazardous waste (e.g., chemicals, batteries), and electronic waste.
3. **Implement Separation Systems:** Set up clearly labeled bins and containers for different waste streams throughout the hotel premises. Provide training to our staff on how to properly separate waste according to the designated bins.
4. **Record Keeping:** using manual logs to log the quantity and types of waste generated. This can be done using manual logs.

5. **Daily Waste Collection:** We instruct staff to regularly collect waste from designated bins and containers. Ensure that waste is collected at least once a day, or more frequently if necessary, to prevent overflow and maintain cleanliness.
6. **Data Analysis and Reporting:** Periodically analyze the waste data to identify trends, areas for improvement, and opportunities for waste reduction.
7. **Employee Training and Awareness:** Continuously educate and train staff on waste management best practices, including proper segregation techniques, waste reduction strategies, and the importance of minimizing waste generation.
8. **Compliance and Regulations:** Ensure compliance with local regulations and environmental standards regarding waste management. Stay informed about any updates or changes to waste disposal regulations that may impact hotel operations.
9. **Continuous Improvement:** Regularly review and evaluate the effectiveness of the waste management procedures. Receiving feedback from staff and guests to identify areas for improvement and implement necessary changes.

By following this procedure for recording waste in Grand Hotel Huis ter Duin, you can effectively manage waste, minimize environmental impact, and contribute to a more sustainable operation.

## 5. WASTE MINIMIZATION ACTION PLAN

In general, we aim to reduce waste as much as possible and reduce the amount of goods and resources with our staffs, guests and in all areas such as the kitchens, restaurants, banqueting, housekeeping, offices, front office, wellness, maintenance... Besides, we communicate the initiatives to minimize waste to all relevant personnels as well as the guests.

We follow the R strategy of waste management. The Zero Waste Strategy is built around the 5Rs — a hierarchy of actions designed to reduce the amount of waste we produce and limit what ends up in landfills or incinerators.



| Waste area | Waste minimization actions                                                                  | Responsibility | Targets                                                                              | Due date |
|------------|---------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------------------|----------|
| Kitchens   | Where possible, paper consumption is reduced as much as possible                            | Executive Chef | Reduce paper 10% compared to 2024 submitted data                                     | Dec 2026 |
|            | The single-use containers are being replaced by reusable containers                         | Executive Chef | 10% reusable/recyclable containers for food products compared to 2024 submitted data | Dec 2026 |
|            | Left-over foods: being composed and then donated to the municipality for fertilizing plants | Executive Chef | 100%                                                                                 | 2026     |

|                        |                                                                                                                                                                                        |                    |                                                                                              |          |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|----------------------------------------------------------------------------------------------|----------|
|                        | Ontbijt en Lunch to go sandwiches are packed in in-house developed paper instead of plastic                                                                                            | Executive Chef     | 100%                                                                                         | 2026     |
| <b>Food purchasing</b> | Adopt just-in-time purchasing to reduce excess inventory of food                                                                                                                       | Executive Chef     | System in place                                                                              | 2026     |
|                        | Negotiate flexible contracts with suppliers to adjust orders based on actual need                                                                                                      | Executive Chef     | System in place                                                                              | 2026     |
|                        | Designing 2 menu options. 1 menu with all-time-available dishes with higher price. 1 menu with sustainable choices where we will not always have available dishes to avoid food waste. | Executive Chef     | System in place                                                                              | 2026     |
| <b>Restaurants</b>     | Reduce the use of single-use plastic in the restaurants                                                                                                                                | Restaurant Manager | More than 80% products with single-use packaging being replaced by more sustainable products | Dec 2026 |
|                        | Collecting deposit cans and bottles                                                                                                                                                    | Restaurant Manager | 100%                                                                                         | 2026     |
|                        | Using compostable napkins                                                                                                                                                              | Restaurant Manager | Increase compostable paper 30% compared to 2024 submitted data                               | Dec 2026 |
|                        | Smoke cabinet/box at Breakers has been replaced by one that runs on electricity instead of gas                                                                                         | Restaurant Manager | System in place                                                                              | 2026     |
| <b>Banqueting</b>      | Serving water in reusable jugs                                                                                                                                                         | Banqueting Manager | 100%                                                                                         | 2026     |
|                        | All silver cutlery instead of single use cutlery                                                                                                                                       | Banqueting Manager | 100%                                                                                         | 2026     |
|                        | Breakfast buffet will be provided with dispensers for almost all mono packaging                                                                                                        | Executive Chef     | 90% of products with dispensers                                                              | 2026     |

|                     |                                                                                                           |                            |                                                  |          |
|---------------------|-----------------------------------------------------------------------------------------------------------|----------------------------|--------------------------------------------------|----------|
|                     | Honeycomb is placed on the buffet instead of mono packaging honey                                         | Executive Chef             | 100%                                             | 2026     |
|                     | Placing cards on the buffet when an item has run out                                                      | Executive Chef             | System in place                                  | 2026     |
|                     | Empty minibars, guest can request.                                                                        | HSK Manager                | 100%                                             | 2026     |
| <b>Housekeeping</b> | Implement a system to collect old clothing and other products from textiles or fabrics to recycle         | HSK Manager                | System in place                                  | 2026     |
|                     | Purchase eco labelled toilet tissues/ paper and supplies where possible . We have the Good Roll currently | HSK Manager                | 100% eco-labelled tissues and paper              | 2026     |
|                     | Refillable containers for personal amenities e.g. shampoo and conditioners                                | HSK Manager                | 100%                                             | Dec 2026 |
|                     | Start to separate textile waste                                                                           | HSK Manager                | System in place                                  | 2026     |
|                     | Recycle printer cartridges by returning to supplier or collection agency                                  | Sustainability Coordinator | 100% cartridges are recycled                     | 2026     |
|                     |                                                                                                           |                            |                                                  |          |
| <b>Offices</b>      | Implement paper recycling in offices for staff member, providing different waste bins to separate waste   | Sustainability Coordinator | System in place                                  | 2026     |
|                     | Online registration form on ipad or computer instead of paperwork                                         | Sustainability Coordinator | 100% online registration                         | 2026     |
|                     | Where possible, paper consumption is reduced as much as possible.                                         | Sustainability Coordinator | Reduce paper 10% compared to 2024 submitted data | Dec 2026 |
| <b>Front office</b> | Where possible, paper consumption is reduced as much as possible.                                         | FO Manager                 | Reduce paper 10% compared to 2024 submitted data | Dec 2026 |
| <b>Wellness</b>     | Reuse towels as much as possible                                                                          | Wellness Director          | -                                                | 2026     |
| <b>Maintenance</b>  | Send all technical engineering and construction waste to companies for recycling                          | Chief Engineering          | -                                                | 2026     |

## 6. MONITORING AND EVALUATION

We monitor and evaluate waste management with systematically tracking, assessing, and reviewing the implementation and effectiveness of waste management strategies and activities through the waste audit(s).

- **Monitoring:** We collect data on various aspects of waste management, including waste generation volume, collection methods, transportation, treatment, and disposal from our contractors. We also track compliance with waste management regulations (see the Registration Register), the performance of waste facilities.
- **Data Collection Methodology:** Data for monitoring waste management activities can be collected through our Benchmarking Methodology and Data Reporting system, including waste volume, and recording waste streams, and analysis of relevant documentation such as permits, reports, and invoices.
- **Performance Indicators:** We set clear targets and KPIs to measure progress and outcomes in waste management. These include metrics such as waste volume, recycling rates, cost-effectiveness, and compliance with waste reduction targets or regulations.
- **Regular Review:** Data collected through monitoring activities will be regularly reviewed and analyzed to identify issues and areas for improvement in waste management by the Sustainability Coordinator and Facility Manager – monthly data recording and annual review of the waste management plan.
- **Evaluation:** We conduct evaluation on waste management through the audit mechanism, one to two times internal audits and one time with Earthcheck audit per year.
- **Feedback and Reporting:** Findings from monitoring and evaluation activities will be communicated to relevant stakeholders, including waste management personnel, decision-makers.... We combine the report of waste management into our Sustainability reporting system. Regular reporting on the progress and outcomes of waste management efforts helps to promote transparency, accountability, and continuous improvement in waste management practices.