

ENVIRONMENT - ENERGY MANAGEMENT SYSTEM

GRAND HOTEL HUIS TER DUIN

Project name: Environment & Energy Management System (EMS – EnMS)

Date of completing: 31-08-2026

Table of Contents

1	INTRODUCTION	5
1.1	Methodology	6
1.2	PDCA Diagram.....	6
	PLAN	
2	SCOPE.....	7
2.1	Scope of Facilities	7
	Scope statement.....	7
	Expanded Scope:	7
2.2	Scope of environmental aspects	9
	Greenhouse Gas Emissions.....	9
	Energy Efficiency, Conservation & Management	9
	Management of Freshwater Resources	9
	Ecosystem Conservation & Management.....	10
	Social and Culture Management	10
	Land Use Planning and Management	10
	Air Quality Protection.....	10
	Wastewater Management.....	10
	Solid Waste Management	10
	Storage of Environmentally Harmful Substances	10
3	SUSTAINABILITY POLICY.....	11
4	RISK ASSESSMENT.....	13
4.1	Risk identification and assessment	13
4.2	Risk mitigation	14
	Waste management plan	14
4.3	Implementation and monitoring.....	14
4.4	Stakeholder engagement.....	14
5	COMPLIANCE OBLIGATIONS.....	15
5.1	Legislation Register	15
5.2	Compliance with industry standards	15
	EarthCheck.....	15
	ItmustbeNOW.....	16
6	REGISTER OF OBJECTIVES AND TARGETS	17

DO

7	RESPONSIBILITY.....	18
7.1	Organisation chart.....	18
		18
7.2	Sustainability team's members	19
7.3	Competence requirements	20
8	COMPETENCE, AWARENESS, AND TRAINING	21
8.1	Induction training.....	21
8.2	Sustainability team training	22
8.3	Sustainability training for staff through Mobietrain.....	23
	<i>MobieTrain current</i>	23
	<i>MobieTrain future</i>	23
9	COMMUNICATION.....	25
9.1	Internal communication	25
9.2	External communication.....	25
9.3	Complaints handling.....	26
10	DOCUMENTED INFORMATION	27
11	OPERATIONAL CONTROL.....	28
12	EMERGENCY PREPAREDNESS AND RESPONSE.....	29

CHECK

13	MONITORING AND MEASUREMENT.....	30
13.1	Monitoring and Measurement Schedule	31
14	EVALUATION OF COMPLIANCE.....	32
15	INTERNAL AUDIT	33
15.1	Schedule	35
16	EARTHCHECK AUDIT	36

ACT

17	COMMUNICATION & PERFORMANCE REVIEW.....	37
	<i>Objectives and criteria</i>	<i>37</i>
	<i>Gather information</i>	<i>37</i>
	<i>Assess communication action plan</i>	<i>37</i>
	<i>Measure performance</i>	<i>37</i>
	<i>Engage stakeholders</i>	<i>38</i>
	<i>Identify gaps and opportunities.....</i>	<i>38</i>
	<i>Develop action plan</i>	<i>38</i>
	<i>Implement and monitor progress</i>	<i>38</i>
	<i>Report and communicate results</i>	<i>38</i>
18	CORRECTIVE & PREVENTIVE ACTION	39
19	MANAGEMENT REVIEW.....	41
20	CONTROL OF DOCUMENTATION	43

1 INTRODUCTION

This document presents the development and implementation of Grand Hotel Huis ter Duin's Environmental Management System (EMS) and Energy Management System (EnMS), designed to systematically improve environmental performance. It outlines the EMS - EnMS components, including policy development, planning, implementation, monitoring, and continuous improvement.

Grand Hotel Huis ter Duin established environmental objectives and targets aligned with our commitment to sustainability. Planning identified significant environmental aspects, compliance obligations, risk analysis, and objectives and targets. Implementation involved resource allocation, personnel training, communication, and integrating environmental considerations into operations. Monitoring and measurement track progress towards objectives, informing decision-making and proactive risk management. Continuous improvement is ensured through reviews and corrective actions. The EMS - EnMS has led to reductions in energy consumption, waste, and emissions, enhancing stakeholder engagement and regulatory compliance.

EarthCheck is a leading certification and benchmarking program for sustainability in the travel and tourism industry. It provides a framework and set of criteria for hotels, resorts, convention centres, attractions, and destinations to measure and improve their environmental, social, and economic performance. This EMS – EnMS ensures that 10 key performance areas of EarthCheck will be tackled for a comprehensive and effective management system.

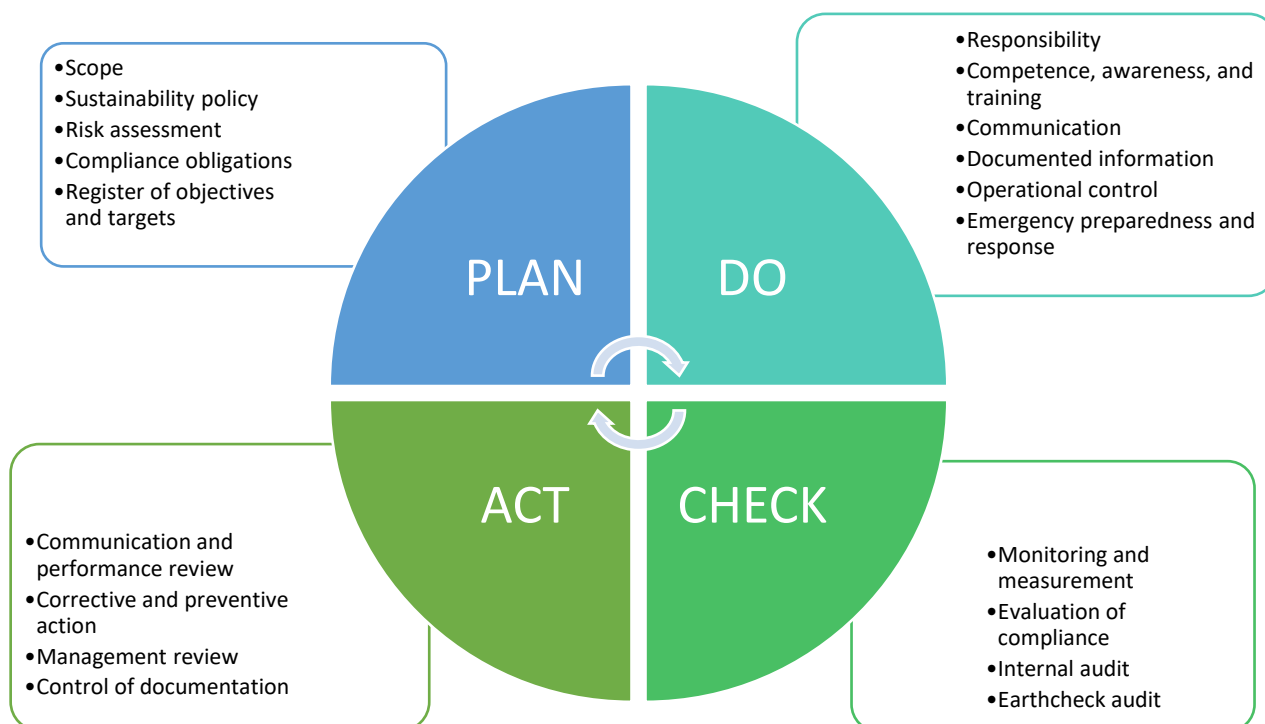
1.1 Methodology

The EMS – EnMS follows PDCA model, which is a systematic approach used for continuous improvement in environmental management systems. By following this cycle, Grand Hotel Huis ter Duin can systematically improve the environmental performance over time.

The steps of the model are:

- a. Plan: Establish objectives and processes to achieve environmental goals.
- b. Do: Implement planned actions.
- c. Check: Monitor and measure processes against objectives to assess performance.
- d. Act: Take corrective actions or make improvements based on evaluation results.

1.2 PDCA Diagram



PLAN

2 SCOPE

2.1 Scope of Facilities

Scope statement

Grand Hotel Huis ter Duin is a luxury 5-star hotel located on the dunes of the Dutch coast in Noordwijk, the Netherlands. The hotel is one of the few five-star hotels that is still family-owned. Huis ter Duin is affiliated with the international organization Preferred Hotels & Resorts. It consists of 230 luxurious rooms, 20 atmospheric suites, 4 stylish penthouses, and 19 meeting rooms with a total seat capacity of 1500. Among its accommodations, there are 3 restaurants including a Michelin star restaurant, a spa with an indoor swimming pool, relaxation areas, gym and fitness studio, a game room, a lobby with bar/lounge area, and a helicopter landing zone.

The closest water body is the North Sea, off Noordwijk aan Zee beach, 200 meters to the west. The hotel is also centred in the National Park Hollandse Duinen.

Expanded Scope:

Food & Beverage: Breakfast options, In-room dining, On-site café, Patisserie, sold fruits, sold water, sold alcoholic beverages, sold kids meals, sold special diet dishes (on request), 3 Restaurants (à la carte), Bar, sold packed lunches

Transportation: Shuttle service, Airport drop off, Airport pick up, Accessible parking, Electric vehicle charging station, Parking garage, Bicycle rental (additional charge)

Activities: Beach activities, Mini golf, Snorkelling, Golf course (within 3 km), Cycling, Hiking, Darts, Billiards, Sim-racing, On-site entertainment (Galas and other events), Water sports

Pools and Wellness: Swimming pool, Fitness/spa locker rooms, Personal trainer, Fitness, Massage chairs, Spa/wellness packages, Spa lounge/relaxation area, Beauty Services, Sun umbrellas, Sun loungers or beach chairs, Pool/beach towels, Heated pool, Indoor pool (all year), Private beach area, Solarium

Cleaning services: Ironing service, Dry cleaning, Laundry service, Trouser press service, Shoeshine service

Miscellaneous: VIP room facilities, Family rooms, Rooms and facilities for disabled guests, Non-smoking rooms, Pet bowls, Pet basket, Emergency cord in bathroom, Lower bathroom sink, Higher level toilet, Toilet with grab rails, Wheelchair accessible, Allergy-free room, Lift, Bridal suite, Air conditioning, Soundproof rooms.

Common areas: Games room, Terrace, Sun terrace, Garden. Shops (Barber/beauty shop), Gift shop.

Children services: Babysitting/child services, Children's playground, a kids club during peak season such as Easter and Christmas

Business facilities: Business centre, Fax/photocopying, Meeting/banquet facilities

Front-desk/reception area services: Tickets to attractions or shows, Private check-in/check-out, Concierge service, Luggage storage, Newspapers, 24-hour front desk, Currency exchange, Valet parking, Safety deposit box, Express check-in/check-out, Tour desk.

General: Wi-Fi available in all areas, On-site parking, Pets allowed, Helicopter landing zone

2.2 Scope of environmental aspects

This section presents the environmental aspects considered by Grand Hotel Huis ter Duin. Our management system consists of 10 performance areas according to EarthCheck, which are:

Greenhouse Gas Emissions

Scope 1: Direct emissions from owned or controlled sources:

- Combustion of fossil fuels in onsite generators or boilers for heating and electricity generation.
- Emissions from onsite vehicles (the hotel's owned vehicles)
- Emissions from onsite cooking facilities or waste management activities

Scope 2: Indirect emissions from the generation of purchased electricity

- Electricity purchased from the grid for lighting, air conditioning, heating, and other electrical appliances

Scope 3: Indirect emissions that occur in the value chain of the hotel

- Emissions associated with staffs' and guests' travel to and from the hotel, including air travel, car travel, or other forms of transportation
- Emissions from the production and transportation of goods and services consumed by the hotel, such as foods and beverages, toiletries, linens, etc.
- Emissions associated with waste disposal and water use, including wastewater treatment and transportation of waste to disposal sites
- Emissions associated with the construction and maintenance of the hotel infrastructure and facilities, including materials production, transportation, and construction activities.

Energy Efficiency, Conservation & Management

The scope of management for energy efficiency, conservation, and management at our hotel involves implementing strategies to reduce energy consumption, minimize waste, and optimize resource usage. This includes adopting energy-efficient initiatives, implementing conservation measures, and managing operations as well as our supply chain's energy consumption to ensure effective execution.

Management of Freshwater Resources

The scope involves managing freshwater resources efficiently to minimize wastage and ensure sustainable usage within the hotel premises.

Ecosystem Conservation & Management

The scope involves conserving and managing ecosystems within and surrounding the hotel to minimize environmental impact and promote biodiversity conservation.

Social and Culture Management

The scope of Social and Cultural Management involves addressing social equity, community engagement, employee well-being, cultural preservation, ethical practices, and stakeholder dialogue to foster inclusive, equitable, and culturally rich environments within and around the hotel. Additionally, Grand Hotel Huis ter Duin actively contributes to the Sustainable Development Goals (SDGs) of United Nations.

Land Use Planning and Management

The scope of Grand Hotel Huis ter Duin involves optimizing land use to minimize environmental impact, enhance green spaces and landscapes, and integrate sustainable practices into facility design and operations.

Air Quality Protection

The scope includes implementing measures to maintain high indoor air quality, reduce emissions from transportation and energy usage, and minimize the hotel's risks on local air quality.

Wastewater Management

This scope is not relevant and over our control due to regulations.

Solid Waste Management

The scope includes actions to minimize solid waste generation onsite, increase recycling and composting efforts, and responsibly manage waste disposal offsite to reduce environmental impact.

Storage of Environmentally Harmful Substances

The scope involves safely storing and managing environmentally harmful substances to prevent pollution, comply with regulations, insurance requirements, and minimize negative impacts on the environment and human health.

3 SUSTAINABILITY POLICY

The purpose of the sustainability policy at Grand Hotel Huis ter Duin is to integrate sustainable and socially responsible practices into our business operations. We aim to provide guests with an environmentally and socially conscious stay, in partnership with EarthCheck. Key performance areas of the policy include 10 key performance areas that listed above in this Sustainability Management System. Overall, it includes Environmental Responsibility, Compliance and Standards, Employee Engagement, Social Responsibility, and so forth.

The policy is published and communicated to our stakeholders via various channels such as the hotel's lobby hall, the induction training for every new staff, on our website, in room's TV screens, and newsletter via email. It is reviewed and updated once every year by the Managing Director, in considering all stakeholders' inputs on the sustainability materialities.

The policy can be found [here](#).



Noordwijk, January 5th 2026

Sustainability Policy Grand Hotel Huis ter Duin

Grand Hotel Huis ter Duin is determined to include sustainable and socially responsible practices into our business policies. Together with EarthCheck, Grand Hotel Huis ter Duin is actively providing guests with the most energy, environmentally, and socially conscious stay.

Grand Hotel Huis ter Duin is a luxury 5-star hotel located on the dunes of the Dutch coast in Noordwijk, the Netherlands. The hotel is one of the few five-star hotels that is still family-owned. Huis ter Duin is affiliated with the international organization Preferred Hotels & Resorts. It consists of 230 luxurious rooms, 20 atmospheric suites, 5 stylish penthouses, and 19 meeting rooms with 1500 seat capacity in total. Among its accommodations, there are 3 restaurants including a Michelin star restaurant, a spa with an indoor swimming pool, relaxation areas, gym and fitness studio, a game room, a heli pad, a lobby and bar/lounge area. The closest water body is the Noordwijk aan Zee beach, 200 meters to the west, while the hotel is surrounded by the national park "Hollandse Duinen".

The team of Grand Hotel Huis ter Duin strives to minimise the company's greenhouse gas emissions by implementing different sustainable initiatives. These initiatives aim to improve the use of energy and water, minimise waste production, and protect biodiversity. All with the aim of leaving a positive environmental footprint as soon as possible.

At Grand Hotel Huis ter Duin, we are committed to fostering a safe, inclusive, and supportive environment for our employees, guests, and local community. We pay special attention to creating local and fair employment opportunities and currently works with local suppliers, following the Fair Trade principles. Equality for all is at the core of Grand Hotel Huis ter Duin, therefore employment opportunities are offered equally to all, despite gender, origin, sexuality, or religion. Furthermore, we partner with local organizations to contribute positively to the community, support cultural initiatives, and encourage responsible tourism.

At Grand Hotel Huis ter Duin, we understand that the choices in our business operations have an impact on the environment and society. Therefore, we proudly work to fit the standards in line with the EarthCheck Company Standard. Management is determined to make yearly changes and continuous improvement in terms of sustainability. This happens through annual independent Benchmarking Assessments. The hotel will actively follow all laws and regulations to conform to the highest international demands. A Sustainability Team has been appointed who are responsible for maintaining sustainable practices and discovering new initiatives to further improve the company.

The Sustainability Policy is reviewed annually. Management encourages employees, guests, suppliers and other stakeholders of Grand Hotel Huis ter Duin to share their feedback, via +3173651330 or via esg@huisterduin.com.

Signed,

Grand Hotel HUIS TER DUIN



Stephan J.A.B. Stokkermans
Managing Director



GRAND HOTEL HUIS TER DUIN • KONINGIN ASTRID BOULEVARD 5 • P.O. BOX 85 • 2200 EK NOORDWIJK AAN ZEE • THE NETHERLANDS
T. +31 (0)71 361 9220 • RESERVATIONS DEPARTMENT T. +31 (0)71 365 1300 • INFO@HUISTERDUIN.COM • WWW.HUISTERDUIN.COM

COMMERCIAL REGISTER LEIDEN 28075391 • VAT NUMBER 866042990101 • RABOBANK NOORDWIJK 3168.88.200 • SWIFT CODE: RABONL2U • IBAN CODE: NL383803046088700

ALL THE AGREEMENTS WE ENTER INTO ARE SUBJECT TO THE UNH CONDITIONS (UNIFORM CONDITIONS FOR THE HOTEL AND CATERING INDUSTRY) AS DEPOSITED WITH THE DISTRICT COURT OF THE HAGUE AND THE CHAMBER OF COMMERCE OF THE HAGUE. THE CONDITIONS ARE AVAILABLE FOR INSPECTION AT OUR OFFICE AND, UPON REQUEST, WILL BE SENT IMMEDIATELY, FREE OF CHARGE. THE UNH ARE BINDING FOR EVERYONE WHO MAKES USE OF OUR SERVICES.

4 RISK ASSESSMENT

The Risk Assessment has the purpose to assess and mitigate risks related to our operations and stakeholders. The Risk Assessment is conducted by the Sustainability Coordinator, together with the Sustainability team based on the review of previous assessments. The assessment is made in considerations and involvement with the important stakeholders of the hotel. The actions to mitigate risks can be found in the Sustainability Action Plan. All environmental aspects stated above are included in the risk assessment to have a comprehensive management system.

In this section, we explain the procedure to mitigate risks.

The Risk Assessment can be requested via e-mail to ESG@huisterduin.com

4.1 Risk identification and assessment

Firstly, we conduct a thorough risk assessment to identify and prioritize risks that could impact our operations, reputation, or stakeholder relationships. The risks are considered across various ESG categories, such as environmental risks, social risks, governance risks, as well as other important materialities to us and our stakeholders.

We analyse the likelihood, severity and potential impact of identified risks. We also analyse the causes and consequences of risks to understand their underlying factors and dynamics.

The Risk Assessment document includes the risk identification; risk assessment based on the level of likelihood, severity, and impact; risk mitigation strategies with SMART targets; and the procedure for risk assessment at our hotel. Environmental aspects with an extreme or high risk are considered to be significant, therefore, they are prioritized.

4.2 Risk mitigation

The strategies to mitigate risks with specific SMART targets are in the Risk Assessment document. Besides, actions to mitigate risks can also be found in the Sustainability Action Plan.

Waste management plan

The Waste Management Plan can be requested via e-mail to ESG@huisterduin.com.

As one of the significant environmental aspects, we conduct the waste management plan to measure, monitor, and reduce our waste impact.

4.3 Implementation and monitoring

We implement risk mitigation actions and integrate them into relevant hotel's processes, policies, and procedures. The risk assessment and mitigation strategies will be reviewed annually by the Sustainability team, and Top Management to track the effectiveness of risk mitigation efforts and evaluate their outcomes. It is normally done through the KPIs meeting of Department Heads as well as in Sustainability team meetings.

4.4 Stakeholder engagement

It is important for our sustainability effort to engage with the stakeholders to identify and address sustainability-related risks collaboratively. We have plans to engage and consult with internal and external stakeholders, including employees, suppliers, customers, and communities, partners and so on. The engagement and consultation actions can be found in our Stakeholder Analysis and Management Plan, Communication Plan, as well as Records of Communication. We aim to foster transparency and open communication to build trust and accountability in risk management processes.

5 COMPLIANCE OBLIGATIONS

Compliance obligations within this EMS for Grand Hotel Huis ter Duin refer to the legal and regulatory requirements, as well as voluntary commitments, related to environmental protection and sustainability that our hotel must adhere to.

5.1 Legislation Register

The Legislation Register is a comprehensive document and database that compiles all relevant laws, regulations, standards, and guidelines pertaining to sustainability and environmental management that apply to Grand Hotel Huis ter Duin and the hotel industry, especially in the Netherlands. There are areas such as waste management, water usage, energy efficiency, air quality, noise pollution, hazardous materials handling, cultural, heritage, and so forth.

Robin van Gink – our Facility Manager is responsible for the Legislation Register. Creating and maintaining the Legislation. This requires ongoing monitoring of regulatory developments, collaboration across departments, and therefore, helps us to demonstrate our commitment to responsible business practices. We review the Legislation Register once every year, within the Sustainability team, and under the evaluation of the hotel's top management, to keep the legal requirements up to date.

We keep all associated regulations, permits, agreements, licenses, etcetera, in one folder for easy access within the team.

Legislation Register document can be requested via e-mail to ESG@huisterduin.com.

5.2 Compliance with industry standards

EarthCheck

We comply with EarthCheck standards by adherence to the sustainability and environmental management criteria set forth by EarthCheck. Achieving and maintaining EarthCheck certification signifies our hotel's commitment to sustainable and responsible business practices. It demonstrates to our guests, stakeholders, and the broader community that we are actively working to minimize the environmental footprint, support local communities, and contribute to the long-term sustainability of the hospitality and tourism industry. Compliance with EarthCheck standards is an important recognition for hotels striving to be leaders in sustainable hospitality.

ItmustbeNOW

is a sustainability initiative focused on promoting responsible tourism and sustainable practices within the hospitality industry. We comply with itmustbeNOW's obligations, adhering to the sustainability standards, criteria, and guidelines set forth by the organization. We do that through annual sustainability reporting including environmental sustainability, social responsibility, ethical business practices, guest experience, and continuous improvement.

The disclosure with ItmustbeNOW is on the website [here](#).

6 REGISTER OF OBJECTIVES AND TARGETS

Objectives and targets present our hotel's specific goals and measurable targets that the hotel sets to improve the environmental performance and achieve the sustainability objectives.

The Sustainability Action Plan is utilized to record the objectives and targets of all 10 performance areas, which can be requested via e-mail to ESG@huisterduin.com.

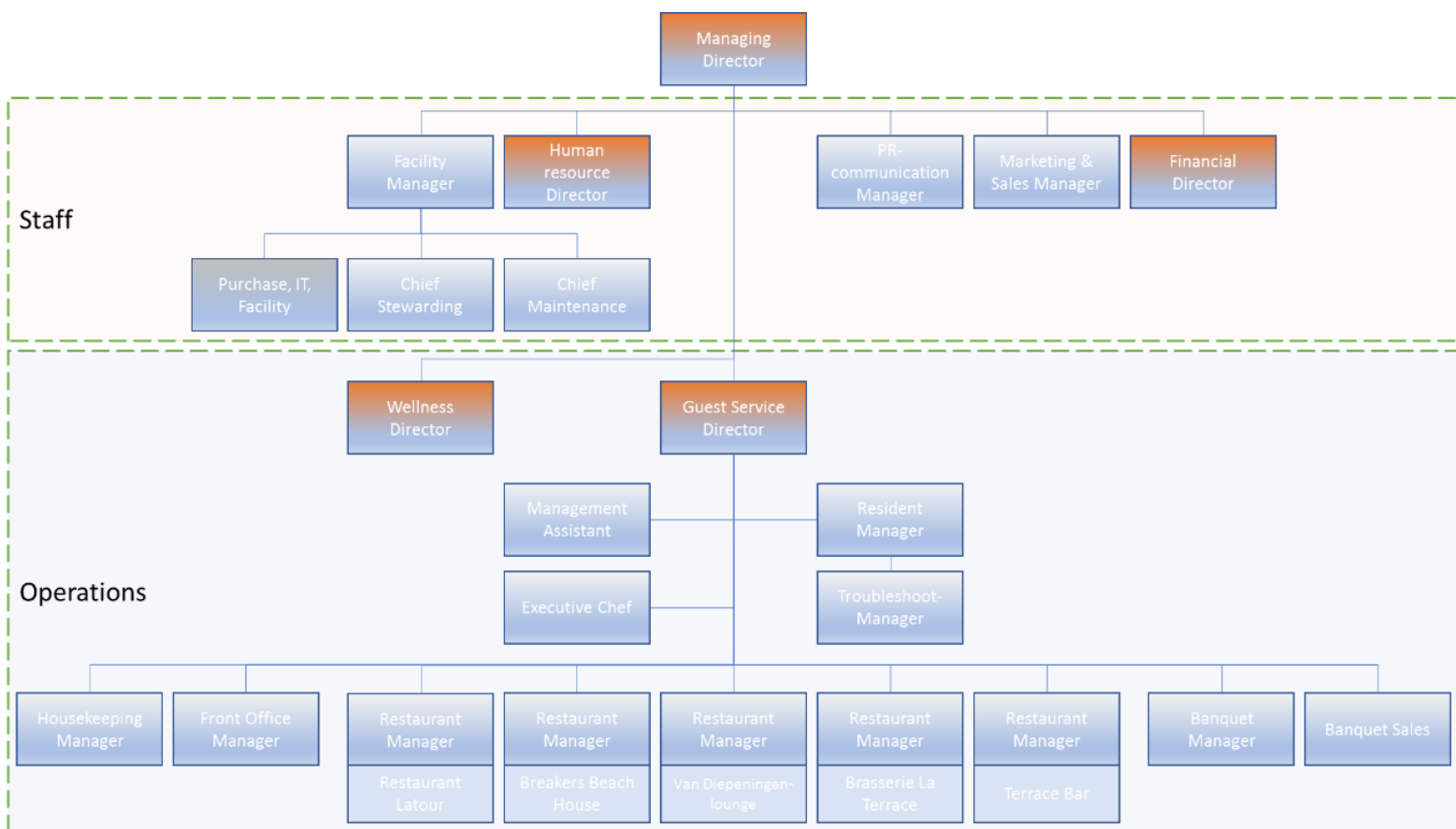
Regular monitoring, measurement, and evaluation of performance against targets are conducted to track progress and identify areas for improvement. Adjustments may be made to objectives and targets based on changing priorities, emerging trends, or new opportunities for sustainability improvement. The Sustainability Action Plan with objectives and targets is reviewed once every year by the Sustainability Coordinator, together with the Sustainability team, and under the evaluation of the hotel's top management.

We keep all evidence of actions and practices in folders for easy access.

DO

7 RESPONSIBILITY

7.1 Organisation chart



7.2 Sustainability team's members

The Sustainability Team Responsibility document includes the information of the Sustainability team's members, roles, responsibilities, and competence requirements of all positions in order to run the team.

The document can be requested via e-mail to ESG@huisterduin.com.

Name	Role	Responsibility within Sustainability team
Stephan Stokkermans s.stokkermans@huisterduin.com	Managing Director	Sustainability team leading, Sustainability Ambassador
Natascha Keesmaat n.keesmaat@huisterduin.com	Commercial Project Manager	Sustainability project coordinator, Main EarthCheck Coordinator
Jill Stokkermans j.stokkermans@huisterduin.com	PR & Communication Manager	Sustainability communication
Robin van Gink r.vangink@huisterduin.com	Facility Manager	Sustainability facility, supply chain, regulatory compliance personnel, Regulatory Compliance personnel
Daan Zeelte d.zeelte@huisterduin.com	Facility Coordinator	Sustainability facility, Supply chain
Pascal Schwenk p.schwenk@huisterduin.com	Sustainability Coordinator	Sustainability project coordinator
San Vu s.vu@huisterduin.com	Sustainability Coordinator	Sustainability project coordinator

The Sustainability team is responsible for maintaining and improving sustainability practices and progress of the Grand Hotel Huis ter Duin. Our main goal is to ensure every aspects of our business operates responsibly aligning with the triple bottom line of sustainability – the planet, the people, and the profit.

7.3 Competence requirements

Ensuring that personnel possess the necessary competence to effectively fulfil their roles and responsibilities is essential for the system's success. Competence requirements vary depending on the specific positions and roles within the organization.

The competence requirements with details can be found in the Sustainability Team Responsibility document.

These competence requirements serve as a foundation for ensuring that individuals in various roles within the hotel possess the knowledge, skills, and abilities necessary to contribute effectively to the implementation and maintenance of the EMS - EnMS. Ongoing training, professional development, and performance evaluation are important for continuously improving competence and enhancing the effectiveness of the EMS - EnMS.

8 COMPETENCE, AWARENESS, AND TRAINING

8.1 Induction training

To create awareness for all Huis ter Duin colleagues, the Sustainability coordinator or the Managing Director will give a monthly induction training to all new employees. In this way, as a hotel, we ensure that all employees are aware of the importance of sustainability, what the hotel does in the field of sustainability and what they can do themselves. The content of the training consists of the topics:

- What sustainability is and why it is important for Grand Hotel Huis ter Duin
- An explanation about the green team/ sustainability team
- Sustainable Development Goals of the United Nations. This explains that Sustainability is more than just environment. The SDG's are the biggest source of inspiration to improve our organisation.
- A short film about life below water and why it is so important to reduce our use of disposable plastic. This is one of the main goals of Huis ter Duin
- Our sustainability long-term objectives and mission, our Sustainability policy
- Challenges, Risk Assessment
- Our practices and current achievements
- EarthCheck introduction
- ItmustbeNOW introduction
- Our collaboration with Made Blue Foundation
- Environmental and energy management aspects for the responsibilities of each staff and how they can contribute individually such as: Introduction to beach clean-up activity, how to use the compost machine, how to reuse-reduce-recycle and become a sustainability ambassador of the hotel



The material of sustainability induction training can be requested via e-mail to ESG@huisterduin.com.

8.2 Sustainability team training

Conducting Sustainability team training is essential for building a knowledgeable and motivated team capable of implementing and maintaining sustainability initiatives effectively. In order to help the Sustainability Coordinator, the other members of Sustainability team receive training on sustainability and EarthCheck's requirements, such as compliance, risk management, environmental – energy management approaches, and so on. Furthermore, the sustainability team has received training in sustainability by an external consultant.

8.3 Sustainability training for staff through MobieTrain

MobieTrain is a new platform used for training from the beginning of January 2024. With this new platform, the Management team and Culture and People team can easily upload training materials and create quiz to test the understanding of the staffs to ensure all staffs know and implement our environmental approaches. This platform allows recording and management of who attend and complete the assessment after the training.

MobieTrain current

We currently have the sustainability section on MobieTrain where we introduce the general knowledge about our sustainability approaches, and how each of the staff member can contribute to our sustainability and environmental approaches with respect to their duties.

The materials of current training can be requested via e-mail to ESG@huisterduin.com.

MobieTrain future

In the future (within 2026), we plan to extend the content of the sustainability training in more aspects and details for each position and departments to have to comprehensive sustainable operations within all levels of our hotel. The plan includes training on waste management, energy and water efficiency, responsible purchasing, and other sustainability topics that are important for achieving our objectives. The Training plan can be requested via e-mail to ESG@huisterduin.com.

8.4 Training Assessment and Revision

Sustainability feedback and revision's schedule will be conducted twice annually during and after the Mission Statement. During the Mission Statement, Sustainability Team will gather feedback from the employees on the content and effectiveness of the training. Based on training feedback, a structured revision schedule will be implemented to ensure continuous improvement. Key feedback areas are analysed and categorized, with updates prioritized by impact. Revisions — including content updates, delivery enhancements, and material redesign — are scheduled with clear responsibilities and deadlines by the Sustainability Team. Updated materials will be documented and uploaded to internal systems, with annual reviews planned to maintain training relevance and quality.

The estimated schedules of the yearly revision are in February and July – after the Mission Statement.

Further, feedback received through the MobieTrain platform will be summarized before every culture meeting, which happens twice annually. During the culture meeting, this feedback will be discussed, and the feasibility of implementation will be evaluated.

9 COMMUNICATION

9.1 Internal communication

With the aim to have all staffs on the same page of achieving sustainability goals, we ensure up-to-date and transparent communication to all staffs on sustainability practices. The internal communication is the responsibility of PR & Communication department as well as People & Culture department with daily communication. We use various channels and tactics to communicate and convey our messages to our staffs, including meetings, TV screens, newsletters, emails, brochures, etcetera.

9.2 External communication

External communication for sustainability at Grand Hotel Huis ter Duin involves conveying the hotel's commitment to environmental responsibility, social engagement, and sustainable practices to external stakeholders, such as guests, suppliers, local communities, and the public. We use various channels to implement our communication strategies and plans such as newsletters, websites, social media, brochures, events, and so forth. The strategies include, but not limit to:

- Promoting sustainability policy and commitment
- Promoting sustainability certifications and awards
- Promoting our environmental and social programs and initiatives
- Community engagement and partnerships
- Promoting supplier sustainability practices
- Educating guests about sustainability practices and encouraging them to participate in our initiatives
- Providing transparent information and disclosure through reporting
- Engaging through various digital channels, on-site promotional materials, events, and marketing campaigns
- Providing feedback channels and responses to the feedback

The Sustainability Communication Plan document can be requested via e-mail to ESG@huisterduin.com.

9.3 Complaints handling

The Complaints Handling Policy is made to help us as procedures for outlining how feedback regarding environmental issues (as well as other issues) from external interested parties are received, documented and followed up. All complaints at Grand Hotel Huis ter Duin against the organisation, employees or anything else, are taken seriously and treated according to procedure and policy. Complaints are sorted by department and lineage. Specialized employees handle these complaints. There are some rules that apply, which the specialist must adhere to:

- 100% of all complaints will be answered
- Complaints are answered in 24 hours and treated in 48 hours
- All scores underneath 6,0 will be handled by phone
- All complaints will be reported to management

Policy provides who responsible is for the handling of the complaints:

- Complaints received via social media, will be handled by the PR & Communication Manager
- Complaints received via Google, Reviews Online, Booking, Tripadvisor, Expedia or by e-mail will be handled by the Residence Manager
- Complaints received by the reception will be handled by the Duty manager
- Complaints specified to restaurants will be handled by the Restaurant manager
- Complaints specified to party's will be handled by the Event manager

Huis ter Duin tries to resolve or prevent complaints in advance. Therefore the hotel uses a medium called Restocheck. We ask guests to share their findings immediately after their visit. Positive or negative. Also, we send them a pre arrival mail and a departure mail. This also ensures that guests feel free to comment.

The complaints handling policy can be requested via e-mail to ESG@huisterduin.com.

Records of our communication actions regarding sustainability can be requested via e-mail to ESG@huisterduin.com.

10 DOCUMENTED INFORMATION

The Register of Documents and Records lists policies, manuals, procedures, plans, registers, forms, and records relevant to an EMS. We document all related files and evidence regarding sustainability for easy access, transparency, and traceability. The document is reviewed and updated one to two times every year, to have all documents and records up-to-date. We document the documents and records such as: Sustainability Policy, Purchasing Policy, EMS – EnMS (Environment – Energy Management System), Sustainability Team Responsibility, Benchmarking Methodology and Data Collecting System, Legislation Register, Records of permits, licences, and regulations, Risk Assessment, Sustainability Action Plan, Stakeholders Analysis and Management, Communication Plan for Sustainability, Waste Management Plan, Complaint Handling Policy, Records of sources of data (benchmarking data), Training Plan (for sustainability), Register of Non-conformity, Records of training, Records of communication, Records of monitoring and measurement, Records of evaluations of compliance with legal and other requirements, Records of results of corrective and preventive action, Records of management review, Records of standard operation procedures (SOPs), Records of audits, Records of team meetings, Register of Emergency Response Tests Reports, and so on.

The Register of Documents and Records can be requested via e-mail to ESG@huisterduin.com.

11 OPERATIONAL CONTROL

Operational procedures are a wide range of activities to ensure the smooth and efficient operation of the hotel, control operations associated with significant environmental aspects while maintaining high standards of service and guest satisfaction. Those documented operational procedures are recorded in the Register of Documents and Records. The procedures include:

- Energy management procedures (assessments, temperature control standards,...)
- Water management procedures (leak detection, maintenance procedure,...)
- Waste management procedures (the waste management plan)
- Chemical management procedures (storage and handle, chemical factsheets...)
- Purchasing and procurement (sustainable purchasing policy)
- Emergency preparedness and response (emergency response plans and evacuation procedure, drills, etc)
- Training (training plan)
- Monitoring (benchmarking data and sustainability plan)

12 EMERGENCY PREPAREDNESS AND RESPONSE

Emergency Preparedness and involves establishing procedures and protocols to effectively respond to environmental emergencies and incidents that may arise during the course of operations. The goal is to minimize the impact of emergencies on the environment, human health, and property, while also ensuring compliance with regulations and standards. Currently, we already had some emergency tests and we are planning for more necessary tests in the future, at least once every year.

We have the Evacuation Plan (emergency process), which can be requested via e-mail to ESG@huisterduin.com.

CHECK

13 MONITORING AND MEASUREMENT

We monitor and measure our performance to ensure compliance with our environmental and sustainability objectives and targets.

- **Establishing objectives, targets, and kpis:** to measure progress (as stated in the Sustainability Action Plan and Sustainability Policy)
- **Monitoring:** We record data on all key performance areas on a daily, monthly or annual basis. The data are recorded and kept in the Benchmarking Data System. The data serves as evidence of compliance and provides insights into environmental performance trends over time. From here, we analyze data to evaluate the performances against the established objectives and targets to see which areas require improvements.
- **Review and evaluation:** through internal audits and Earthcheck's audit annually, as well as management reviews

13.1 Monitoring and Measurement Schedule

Areas	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
GHG Emission												
Energy												
Water												
Ecosystem conservation												
Social & cultural contribution												
Air quality and noise												
Wastewater												
Waste												
Harmful substances												
Land use												
Non Conformances												
Internal audits conducted												
Environmental incidents												

Training												
----------	--	--	--	--	--	--	--	--	--	--	--	--

14 EVALUATION OF COMPLIANCE

We establish the procedure for evaluation of compliance to ensure we meet the environmental and other sustainability regulations, standards, our policies and avoid risks. The procedure as follow:

a. Develop the legislation register:

- Develop the Legislation Register that lists all identified regulations, laws, standards, and requirements along with corresponding responsibilities, dates, and compliance measures. This document serves as a tool for tracking compliance activities and ensuring that all relevant requirements are addressed. Ensuring the environmental regulations, standards, and other requirements related to 10 key performance areas of Earthcheck standard are considered there.

b. Assign responsibilities:

- At our hotel, the Managing Director, as well as all department heads are responsible for compliance monitoring and evaluation.

c. Inspections and audits:

- We conduct regular inspections, audits, and assessments of various hotel operations and facilities to identify non-compliance issues.

d. Document findings:

- We document findings from inspections and audits in the Register of NOC, including any non-compliance issues, observations, corrective actions taken, and recommendations for improvement.

e. Implement corrective actions:

- Implement corrective actions to address identified non-compliance issues.

f. Review and update procedures:

- Regularly review and update procedures for evaluating compliance within the EMS to reflect changes in regulations, standards, hotel operations, and best practices. Continuously improve the compliance evaluation process based on lessons learned and feedback received.

15 INTERNAL AUDIT

We conduct internal audits to assess our hotel's performance against our sustainability objectives, policies, and practices. The Sustainability coordinator is responsible for planning and conducting the internal audits, together with the Sustainability team. Here is the process for conducting our sustainability internal audit:

a. Establish audit objectives and scope:

- Define the objectives and scope of the audit, including the specific areas of sustainability to be assessed
- Determine the audit criteria, which are relevant laws and regulations, EarthCheck's standards, our policies, and stakeholder expectations.

b. Gather relevant information:

- Collect documentation and data related to our sustainability initiatives, policies, procedures, performance indicators, and targets
- Review previous audit reports, sustainability reports, compliance records, and any other relevant documentation

c. Audit plan:

- Develop a detailed audit plan outlining the audit methodology, timeline, resources required, roles and responsibilities of audit team members.
- Identify key stakeholders to be involved in the audit process, including representatives from relevant departments and management levels.

d. Conduct fieldwork:

- Interview key personnel involved in sustainability management and implementation across different departments and levels of the hotel
- Review documentation and records to verify compliance with sustainability policies, procedures, and targets
- Conduct site visits and observations to assess the implementation of sustainable practices in operational activities

e. Assess compliance and performance:

- Evaluate the organization's compliance with applicable laws and regulations, industry standards, and internal policies related to sustainability.
- Assess the effectiveness of sustainability management systems, processes, and controls in achieving desired outcomes and targets.
- Analyse data to identify trends, strengths, weaknesses, and areas for improvement in sustainability performance

f. Identify findings and recommendations:

- Document audit findings, including any non-conformities, gaps, or areas of concern identified during the audit process
- Develop actionable recommendations for addressing identified issues, improving performance, and enhancing sustainability practices.

g. Prepare audit report:

- Compile audit findings, conclusions, and recommendations into a comprehensive audit report
- Present the audit report to senior management and relevant stakeholders, highlighting key findings, areas of improvement, and proposed actions

h. Follow-Up and monitoring:

- Monitor the implementation of audit recommendations and track progress towards addressing identified issues and improving sustainability performance
- Conduct follow-up audits as necessary to verify the effectiveness of corrective actions taken and ensure ongoing compliance with sustainability requirements
- Continuously review and update our sustainability internal audit program to reflect changes in regulations, standards, and best practices

15.1 Schedule

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Policy												
Benchmarking Data Collection												
Legal Compliance												
Objectives & Targets												
Resources, Roles & Responsibilities												
Competence Training Awareness												
Risk Assessment												
Operational Control												
Control of Documents												
Emergency Preparedness & Response												
Monitoring & Measurement												
Evaluation of Compliance												
Non-conformance & Corrective Action												
Internal Audit												
Management Review												

Records of internal audits in 2025 can be requested via e-mail to ESG@huisterduin.com.

16 EARTHCHECK AUDIT

Every year, we have an external audit with EarthCheck to assess, improve, and demonstrate our commitment to sustainability, while also contributing to the conservation of natural resources, protection of cultural heritage, and enhancement of local communities. EarthCheck's audit process involves several steps:

a. Registration and assessment:

- Our hotel registers with EarthCheck and undergo an initial assessment to determine our current sustainability performance and baseline data.

b. Benchmarking and planning:

- EarthCheck benchmarks our performance against industry standards and best practices
- Based on the benchmarking results, we can develop a sustainability action plan to address areas for improvement and set targets for performance enhancement

c. On-Site audit:

- EarthCheck conducts an on-site audit to verify the compliance with the EarthCheck Company Standard and assess our sustainability practices in areas such as energy efficiency, water management, waste reduction, community engagement, and stakeholder communication.
- Auditors review documentation, interview staff members, and inspect facilities to evaluate sustainability performance and identify opportunities for improvement.

d. Reporting and certification:

- After the audit, EarthCheck provides a detailed report outlining the hotel's sustainability performance, including strengths, weaknesses, and recommendations for improvement.
- If we meet the requirements of the EarthCheck Company Standard, we receive certification, demonstrating our commitment to sustainable practices and responsible hospitality.

e. Continuous improvement:

- We are encouraged to continually monitor and improve the sustainability performance by implementing the recommendations provided in the audit report, setting new targets, and participating in regular follow-up audits.

ACT

17 COMMUNICATION & PERFORMANCE REVIEW

Our communication and performance review involves assessing the effectiveness of communication strategies, measuring sustainability performance, and identifying opportunities for improvement. The reviews are made through our Sustainability meetings and by the Sustainability coordinator, the PR&Communication Manager, together with the Sustainability team, and present to the Management team.

Objectives and criteria

- The objectives of the review: evaluating the hotel's sustainability performance, assessing stakeholder engagement, and identifying areas for enhancement.
- Establish criteria for evaluating communication channels, sustainability initiatives, key performance indicators (KPIs), and stakeholder feedback mechanisms.

Gather information

- Collect relevant evidence and documentation, including sustainability reports, communication materials, policies, procedures, and performance data.
- Review feedback from stakeholders, including guests, employees, suppliers, and local communities.

Assess communication action plan

- Evaluate the effectiveness of communication channels used to convey sustainability messages, such as websites, social media, newsletters, signage, and guest information materials.
- Assess the clarity, consistency, transparency, and accessibility of sustainability communications to different stakeholder groups.

Measure performance

- Review performance data and KPIs related to sustainability, such as energy and water consumption, waste generation and recycling rates, carbon emissions, and guest satisfaction scores.

- Analyse trends, benchmarks, and targets to assess progress towards sustainability goals and identify areas of strength and improvement.

Engage stakeholders

- Solicit feedback from stakeholders on their perceptions of the hotel's sustainability efforts, communication effectiveness, and areas for improvement.

Identify gaps and opportunities

- Identify gaps between sustainability goals and actual performance, as well as areas where communication strategies may be improved to better engage stakeholders and convey sustainability messages.
- Look for opportunities to enhance sustainability initiatives, improve resource efficiency, reduce environmental impact, and enhance social responsibility practices.

Develop action plan

- Based on the findings of the review, develop a new action plan

Implement and monitor progress

- Implement the action plan, assigning responsibilities, timelines, and resources for each initiative.
- Monitor progress regularly, tracking performance against targets, evaluating the effectiveness of communication efforts, and adjusting strategies as needed to achieve desired outcomes.

Report and communicate results

- Prepare the sustainability report
- Communicate the results of the review to stakeholders through various channels, highlighting achievements, addressing concerns, and soliciting continued engagement and support

18 CORRECTIVE & PREVENTIVE ACTION

Corrective and Preventive Actions are essential components of our sustainability management system for dealing with the non-conformity. Non-conformances refer to instances where the hotel's sustainability practices do not meet established requirements, standards, or objectives. These may be identified through various means, including audits, feedback from stakeholders, guest complaints, suggestions from employees, inspections, and internal assessments. It's essential for our hotel to have robust procedures in place for identifying, documenting, investigating, and resolving non-conformances through timely and effective corrective and preventive actions. This helps ensure continual improvement in sustainability performance and compliance with sustainability standards and objectives.

Here's how our non-conformances are typically identified:

Audits: Regular sustainability audits, conducted internally or by third-party certification bodies like EarthCheck, can identify non-conformances by assessing the hotel's compliance with sustainability standards, policies, and procedures.

Feedback and complaints: Guest feedback, complaints, and suggestions related to sustainability issues such as energy wastage, water conservation, waste management, or environmental concerns can highlight areas of non-conformance.

Employee observations: Employees who are trained to recognize sustainability practices may identify non-conformances during their daily tasks or through routine inspections.

Inspections and assessments: Regular inspections of facilities, equipment, and operational processes can reveal non-conformances in areas such as energy efficiency, waste management, water conservation, and environmental health and safety.

Once non-conformances are identified, they should be addressed through Corrective and Preventive Actions. Here's how we handle non-conformances:

- **Corrective Actions:**

- Corrective actions are implemented to address immediate non-conformances and prevent their recurrence.
- The root cause of the non-conformance is investigated to understand why it occurred.
- Corrective measures are developed and implemented to resolve the issue and bring operations back into compliance.
- Examples of corrective actions may include repairing malfunctioning equipment, retraining staff on sustainability practices, or updating procedures to prevent similar incidents.

- **Preventive Actions:**

- Preventive actions are proactive measures implemented to prevent potential non-conformances from occurring in the future.
- Lessons learned from corrective actions, audits, feedback, and other sources of information are used to identify potential areas of improvement.
- Preventive measures are developed and implemented to address underlying causes, strengthen processes, and mitigate risks of future non-conformances.
- Examples of preventive actions may include implementing new procedures, conducting additional training, installing energy-saving equipment, or improving monitoring and control systems.

The Register of Non-Conformity can be requested via e-mail to ESG@huisterduin.com.

19 MANAGEMENT REVIEW

The top management will review the risk assessment, sustainability policy, our objectives and targets, programs and initiatives, legislation compliance, and management systems and plans related to sustainability. This review is done one to two times annually in the KPI meetings of all Department Heads. The process of the management review as follow:

a. Planning the review

- We plan a regular schedule for management reviews, conducted annually or biannually.
- Develop an agenda outlining key topics to be discussed during the management review meetings, such as:
 - o Review of sustainability performance indicators and targets.
 - o Assessment of compliance with legal and regulatory requirements related to sustainability, environment, energy management.
 - o Analysis of trends and identification of areas for improvement.
 - o Evaluation of the effectiveness of all initiatives and projects.
 - o Examination of resource needs and allocation for sustainability management activities.
 - o Discussion of feedback from stakeholders, including guests, employees, and suppliers, regarding energy-related issues.

KPI meeting template can be found in the Register of Records and Documents.

b. Data collection and analysis

- We gather relevant data and information through the Benchmarking Data system, and performance metrics from various management systems, bills, and other sources. Then we analyse the data to identify trends, patterns, and deviations from targets or benchmarks.

c. Review performance against objectives and targets

- We evaluate the hotel's energy performance against established objectives, targets, and assess progress towards achieving targets set in the Sustainability Policy and Sustainability Action Plan.

d. Compliance evaluation

- Review the hotel's compliance with applicable related regulations, standards to identify any non-compliance issues and develop corrective actions to address them.

e. Identify rooms for improvement

- Identify opportunities for improving our sustainability performance, reducing resource consumption, and optimizing sustainability practices. We also consider feedback and suggestions from stakeholders to identify potential areas for improvement.

f. Resource allocation

- Evaluate the resources (financial, human, and technological) allocated to sustainability activities within each department.
- Determine if additional support or resources are needed to achieve sustainability, environmental and energy objectives.

g. Documentation and reporting

- The outcomes of the management review meetings, including findings, decisions, actions, and recommendations are documented and reported.

h. Implementation of actions

- All the non-compliance issues, and other recommendations arising from the management review will be included into the review of Sustainability Action Plan with the assigned responsibilities, timelines, and monitor progress towards achieving the objectives.

20 CONTROL OF DOCUMENTATION

This is the procedure for the control of Documented Information (DI) which demonstrate compliance to the EarthCheck Standard.

Documents are stored in the Register of Documents and Records for Sustainability

a. Scope definition

- The scope of documented information includes policies, procedures, plans, records, reports, and other relevant documents.

b. Document identification and classification

- Identify and classify all relevant documents within the EMS that demonstrate compliance with the EarthCheck Standard. This includes EarthCheck-specific requirements, as well as any additional documentation to meet those requirements.

c. Version control

- Establish a system for version control to ensure that all DI is current and up-to-date.

d. Document approval and review

- We ensure that all DI is authorized by relevant personnel and annually reviewed for accuracy, relevance, and effectiveness.

e. Document distribution and access control

- Establish procedures for distributing controlled DI to relevant stakeholders within the organization, including management, staff, and any other personnel responsible for implementing sustainability

f. Document retrieval

- Ensure that controlled DI is readily accessible to authorized personnel when needed through internal working folders.

g. Document training

- We provide training and explanation among relevant personnel regarding the importance of controlled DI and ensure that staff members understand how to access, use, and update controlled documents effectively.