

## CSR Statement

The management of Best Western Plus City Hotel Gouda intertwines Corporate Social Responsibility (CSR) as much as possible in its activities. She integrates sustainability into her business operations, paying close attention to People, Profit and Planet. We use the following principles:

1. Optimize and maintain professional knowledge of current staff and train new staff. In addition, we repeatedly pay attention to Corporate Social Responsibility in general operations.
2. Inform our guests, visitors, colleagues and suppliers about CSR measures we take.
3. Make voluntary contributions to activities such as sponsoring charities and participation opportunities in local society.
4. Continuously work on reducing CO2 emissions by reducing our energy, water and waste consumption, as well as monitoring it. We also invest in economical installations and equipment.
5. Continuously work on improving our purchasing process when it comes to purchasing goods and services with an environmental and / or social quality mark.
6. Purchase as many environmentally friendly products and services as possible from suppliers who have endorsed and signed our objectives for this purpose.
7. Draw up an annual CSR plan and prepare a budget for its implementation.
8. Annual evaluation of our CSR policy and planning for the upcoming two years.



## What have we achieved so far in this hotel and where can you help us?

- Sustainable materials and energy-saving materials used where possible in the construction of this building.
- The lighting in the guest rooms does not become active until you have placed the room key in the holder. When you leave the room and take the electronic key from the holder, the lamps go out.
- Almost all lighting in our hotel is LED.
- We use water sparingly without compromising your comfort.
- The cups in your bathroom are 100% made from recycled plastic.
- If desired, you can choose to reuse your towels.
- We have programs with local Municipalities in order to let people with a distance to the labor market, participate in society.
- We have installed solar panels on our roof, to supply up to 25% of our own energy.
- In collaboration with Q-park garage there is the possibility to charge the car electrically.
- In collaboration with our sister hotels Best Western Hotel The Hague and Best Western City Hotel Woerden, we evaluate and investigate joint processes.
- Finally, waste is collected separately in the kitchen and public areas as much as possible. You, as a guest, can contribute to this by depositing your waste in the public spaces in the appropriate waste bins. Our employees dispose the waste from the rooms and public areas separately; flows of paper and cardboard, glass, chemical waste and residual waste.

If you, as a guest, have any tips or ideas to improve our policy, please let us know!

Kind regards,

Hubert-Jan van Catz

General Manager  
Best Western Plus City Hotel Gouda  
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**City Hotel Gouda**

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