



# 2020

## RESPONSIBLE HOSPITALITY REPORT

**BC**  
HOSPITALITY  
GROUP

# ABOUT THIS RAPPORT

This report covers the 2020 activities relating to Responsible Hospitality in all business units of BCHG Holding A/S group (BC Hospitality Group). The report follows the financial year, 1 January 2020 - 31 December 2020.

The report is prepared in accordance with sections §99a and §99b of the Danish Financial Statements Act. It complies with ISO 14001 and DS 49001, as Crowne Plaza Copenhagen Towers is certified by these standards.

The content of this report is based on relevant matters regarding the activities of BC Hospitality Group and its main stakeholders. Material content is based on the company's strategic objectives, consultations with stakeholders and material issues at industry and local political levels. Furthermore, its reporting is also aligned with the GRI Sustainability Reporting Standards 2016: Core option, the United Nations Global Compact and the Sustainable Development Goals.

The report presents data and figures for the three hotels forming part of BC Hospitality Group: Copenhagen Marriott, Crowne Plaza Copenhagen Towers and AC Hotel Bella Sky Copenhagen. It also covers the Group's congress venue, Bella Center Copenhagen, which includes Comwell Conference Center Copenhagen, CIFF/CIFF Showrooms and International House.

**Previous Responsible Hospitality reports are available at [www.bchospitalitygroup.dk](http://www.bchospitalitygroup.dk). For further information regarding this report, please contact Ms. Mireille Jakobsen, Director Group Responsible Hospitality ([mij@bchg.dk](mailto:mij@bchg.dk)).**

**BELLA  
CENTER**  
COPEN  
HAGEN

**CROWNE PLAZA**  
AN IHG HOTEL  
COPENHAGEN TOWERS

**MARRIOTT**  
COPENHAGEN

**AC**  
HOTELS  
MARRIOTT  
**AC HOTEL BELLA SKY  
COPENHAGEN**

**Comwell**  
CONFERENCE CENTER  
COPENHAGEN

**CIFF**

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# STATEMENT FROM THE CEO

It is indeed an honor, but nevertheless a challenge for me to begin in my new role as CEO at BC Hospitality Group, at the end of 2020. The world, our industry and our business are facing turbulent times. It is also a sign of changing times and new objectives. Adaptability and flexibility are not new concepts to us, but are keywords that are more important than ever in a world where the Covid-19 global pandemic has set the agenda for the past year.

From a business point of view, specific industries are very affected by the consequences of the Covid-19 pandemic and will continue to be so for a long period ahead. Particularly in Hospitality, the impact of the corona crisis is substantial, and the industry is extremely challenged on a global level.

The restrictions and lock downs also had a severe impact on the number of visitors at our hotels and venues, which dwindled to less than a third compared to a normal year. Harsh proof of the consequences and 2020 will go down in history as the year that turned the world upside down.

One of the most severe and heart-breaking consequences of 2020, is that we had to say goodbye to some 500 colleagues, as we had to cut costs dramatically, we now only employ some 300 team members.

A bittersweet success was our own internal Job Fair to assist our laid off colleagues in moving on to their next job and upgrade their educational skills. With solid support from private and public partners, we were able to help many and even inspired other companies to copy the concept.

On the positive side, the crisis also accelerated digital processes and plans both with regards to upgrading and education of employees. Equally important we took a leap forward with hybrid meetings and conferences accommodating to our customers during times challenged by assembly bans, travel restrictions etc. We were also able to transform a couple previous 'live' fairs into a digital success.

We are also very proud of Hotel Crowne Plaza Copenhagen Towers who won the 2019 IHG

Europe Star Award in the category "Responsible Business Award". It is a huge acknowledgement and an accolade that means a lot for our work with sustainability.

The visions for 2021 are broad and diverse: We will expand our focus on zero-waste and our climate impact, we need to kick-start our business and activities post-corona, building back an even more sustainable and resilient organization.

We know the beginning of 2021 will still be challenging and with many restrictions. However, we are also starting to see the beginning of the end to the pandemic. Early 2021 brings hope in the form of vaccines in Denmark; and our Bella Center Copenhagen has been chosen as a central local vaccine center. It is satisfying being a part of the solution and makes us proud.

Despite challenging times BC Hospitality Group will continue to be committed to holding Responsible Hospitality at the heart of everything we do, no matter the situation, inspiring and advocating for sustainable change.

It is more important than ever, it will not change, and we do this at every level, from self-initiated efforts in finding innovative and creative new solutions, to supporting significant collaborative initiatives to help build a better future for all.

Sincerely,

Christian Folden Lund  
Interim CEO





## ● **OUR PURPOSE**

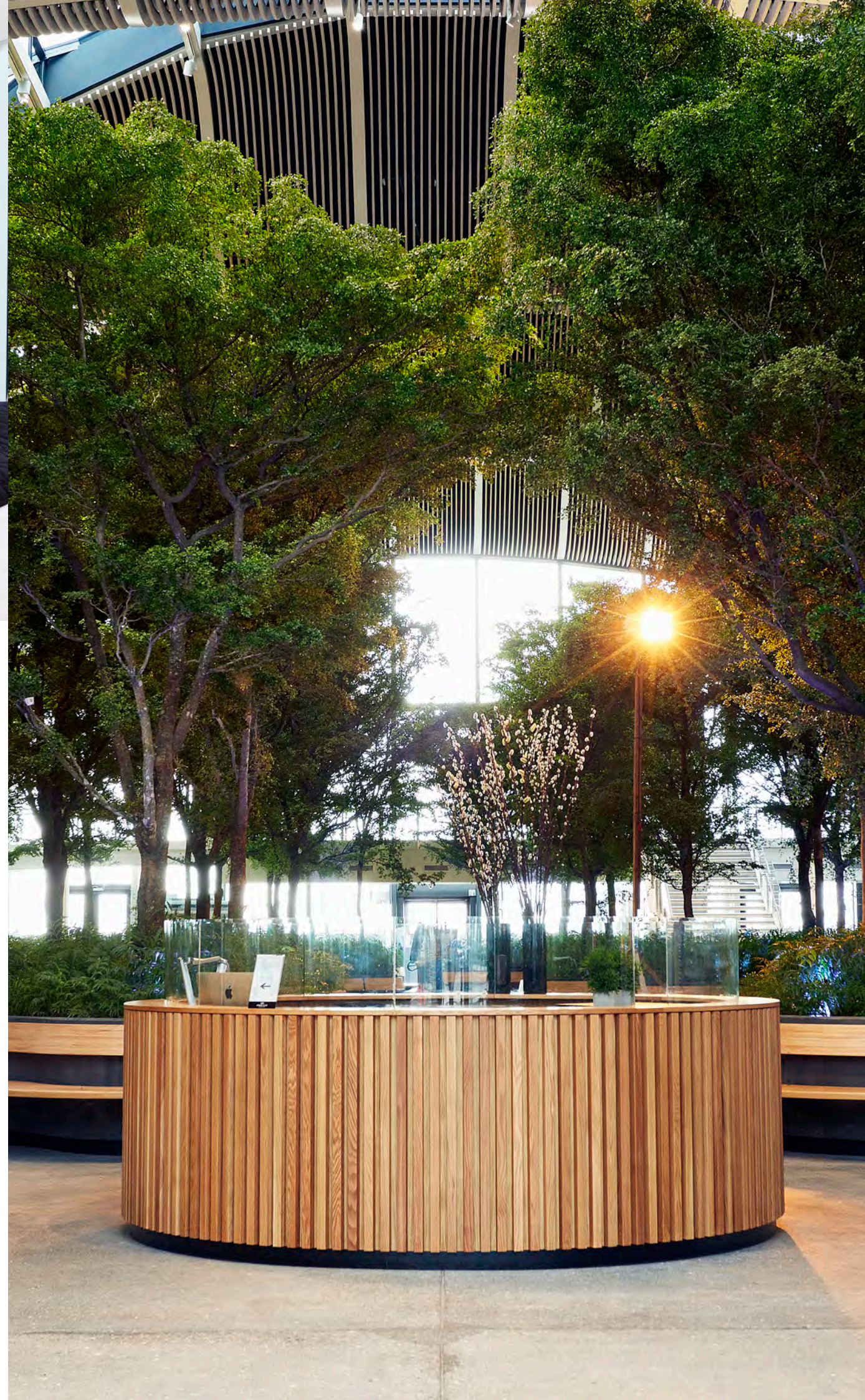
We strive to be the leading hospitality company in Denmark by hosting moments that matter. This is our purpose, and it encompasses our approach to everything that we do.

## ● **OUR MISSION I AM THERE FOR YOU**

We are stewards of hospitality. For the guests we serve and the people we work with. We know that nothing can be undone, that moments are temporary but with the potential to live forever. We genuinely do our best to seize these moments and create a positive impact.

## ● **OUR VALUES**

- Mutual Respect
- Winning Spirit
- Service Heroes



# HOSTING MOMENTS THAT MATTER







**PARTNERSHIPS**

**TELL OUR STORIES**

**RESPONSIBLE  
OPERATIONS**

# RESPONSIBLE HOSPITALITY

BC Hospitality Group is founded on the purpose of Hosting Moments that Matter. Bringing people together live, or virtually, to enhance human connection that can create positive ripples through communities all over the world. We host moments that matter by living out Responsible Hospitality.

As Denmark's leading hospitality company, we want to drive transformational change in the tourism and hospitality industry by putting social and environmental sustainability at the heart of every moment we host. Through our pillars of Environment & Climate, Community, One Team and Governance & Ethics we are committed to the UN Sustainable Development Goals (SDGs). We want to encourage a culture of responsibility and positive social and environmental contribution, starting through our own concrete actions.

ENVIRONMENT  
&  
CLIMATE

COMMUNITY

ONE  
TEAM

GOVERNANCE  
&  
ETHICS





**SDG: 13**  
Take urgent action to combat climate change and its impacts.



**SDG: 12**  
Ensure sustainable consumption and production patterns.



**SDG: 8**  
Promote sustained inclusive and sustainable economic growth, full and productive employment and decent work for all.

# SUSTAINABLE DEVELOPMENT GOALS

As a long-standing signatory of the United Nations Global Compact, we have embedded the UN's 10 Principles and the 17 UN Sustainable Development Goals (SDGs) across our business. We see the SDGs as an overarching framework that can help us shape and communicate our Responsible Hospitality goals and initiatives.

The Covid-19 pandemic has compelled us to revisit if the sustainability issues and relevant SDGs to our efforts are still important and relevant to our stakeholders, given the current situation. Based on this feedback, as well as a consideration of our business's positive and negative impact, we have identified three SDGs that continue to be the most relevant to our activities and that we want to support in priority. We will also continue to work towards these goals through valuable partnerships, within and across our industry, to push for progress.

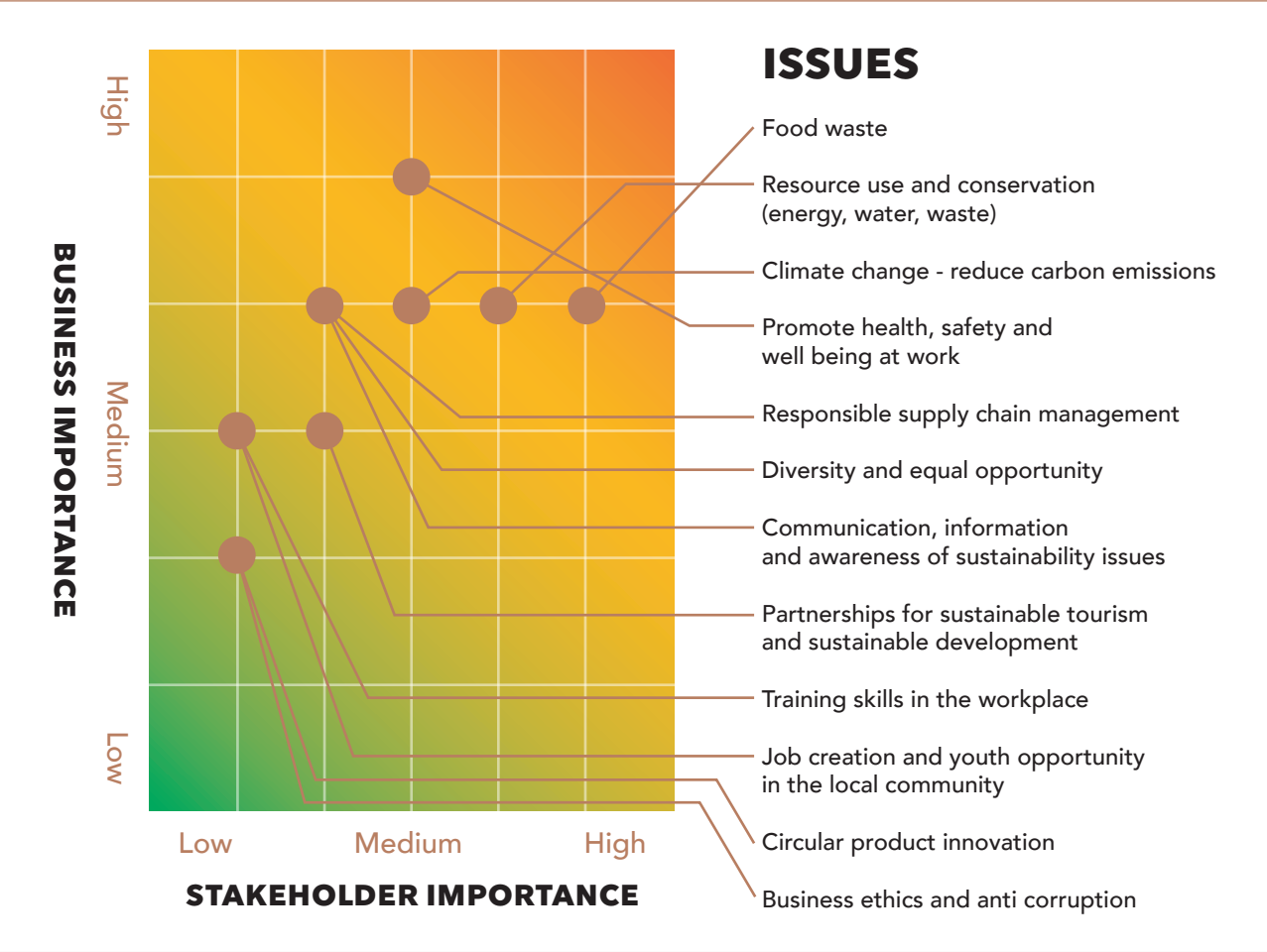


# MATERIALITY

Having been forced to pause most of our business activities in 2020 due to the pandemic, we believe it has been more important than ever to revisit which issues ought to be our focus in moving forward. By gathering and integrating stakeholder insights and feedback, as well as using knowledge of our own impacts to prioritize our issue areas, it will help us to be better placed to address important sustainability risks and opportunities. In 2020, we conducted a materiality assessment and used the outcomes to guide the development of our Responsible Hospitality strategy.

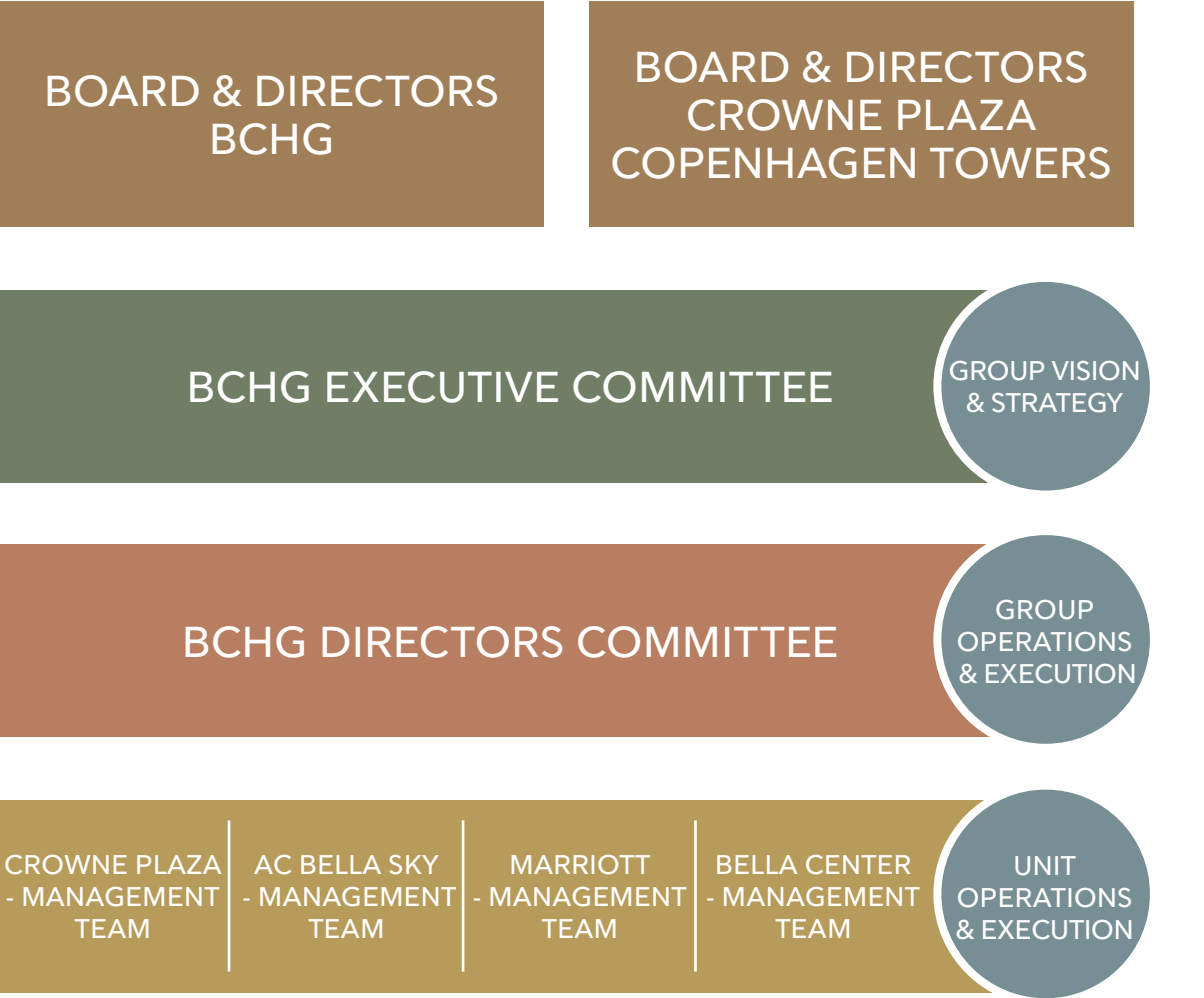
Our assessment incorporated quantitative and qualitative inputs from stakeholders, incl. employees, customers, guests, suppliers, and business partners on their ESG perspectives. During the process, we created an inventory of issues of concern to our key stakeholders, then prioritized and ranked them. We also reviewed global standards and best practices and incorporated existing and emerging ESG topics.

The material issues identified by this assessment informed our strategy development, and all are captured within our four strategic pillars: **Governance & Ethics, One Team, Environment & Climate and Community.**



# GOVERNANCE & ETHICS

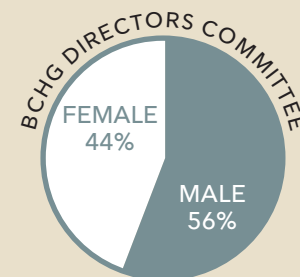
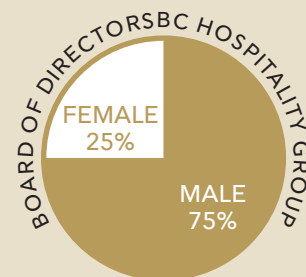
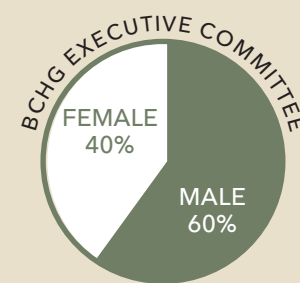
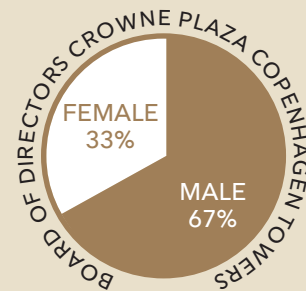
Our governance structure ensures strategic focus, optimal execution, communication, and knowledge sharing, collaboration across departments and units, as well as ensuring effective meetings. In December 2020, our former CEO, Allan Agerholm, decided to seek new opportunities outside BC Hospitality Group. The position of interim CEO is taken up by Christian Folden Lund, former CCO at the company.





## GENDER DISTRIBUTION IN OUR BOARDS & COMMITTEES

BC Hospitality Group strives for equal gender representation within boards, departments, committees, and management. The gender equation has not yet reached our ambitions of a more gender distribution goal in our boards in 2020. However, during Q1 2021 new employee-elected board members will be elected. We currently do not find it necessary to initiate additional policies or specific initiatives on the matter.



## HUMAN RIGHTS & ANTI-CORRUPTION

BC Hospitality Group has in 2020 continued to show its respect for human rights implement preventive and mitigating initiatives, by for example creating greater awareness amongst employees to own and others' human rights. We also placed special focus on ensuring the termination of employees was done in accordance with relevant laws and agreements.

Our ambition was to do a due diligent analysis on the area of anti-corruption and reevaluate our Anti-Corruption Policy during 2020. While the work on this has started, the unprecedented events of the year, meant we had to prioritize our resources and we were not able to complete the analysis or policy review. We do not consider anti-corruption to be a high risk in our organization but will continue working on a review of this area in 2021/2022.

## DATA PRIVACY & COMPLIANCE

In 2020, we have continued our journey towards compliance. Data privacy is essential to our business and we have established a new Privacy & Compliance team to set direction, evaluate data processes and monitor progress of the targets set for 2021.

As we are responsible to all employees, guests, customers, and other persons whose data we are in contact with, an internal "it's your responsibility" campaign with focus on cleaning up personal files and emails was launched. In parallel all processing activities was review and updated.

Driven by findings in 2020, we will continue improve the way we handle personal data throughout our organization. We are already working towards reducing the number of our systems, simplifying our processes and automatic screening for personal data. For additional GDPR training, we have identified Privacy Champion among our staff to ensure data privacy awareness and understanding at all levels. A concept that will be roll out during 2021 and we expect to see the effect of all our initiative during internal audit in the autumn.





## FOOD SAFETY

We set and maintain very high standards for food safety and quality. Our chefs and Food and Beverage managers constantly reinforce the principles of food safety – a top priority in our organization. All business units in BC Hospitality Group have only received elite smileys and exceptional reports from the Danish Ministry of Environment and Food. All our units comply with food and safety rules and regulations. We encourage our guests to ask about allergenic ingredients pertinent to them. We also label and pack our food and beverage with full description of ingredients.

## HEALTH & SAFETY

Health, safety and security are integral parts of the services provided by BC Hospitality Group. We aim to operate on the highest health and safety standards. The security and safety of our customers, guests and employees are top priorities and are handled accordingly. We aim to help employees live healthier lives through education and support and we offer our guests healthy lifestyle options.

Our history is long, we possess a significant amount of knowhow and recognize our special responsibility concerning our health and safety policy. At BC Hospitality Group, we are professional and very experienced in planning and handling all types and sizes of events and it applies whether attending a conference, being a hotel guest, enjoying a dinner in our restaurants or visiting a trade show - no matter normal times or extraordinary situations and circumstances.



## SAFE TO VISIT

2020 will go down in history as the year where a global pandemic defined the agenda. It had – and still has - serious impact on our measures with regards to how we address the challenge in the shorter and long run.

To accommodate to our guest's needs we produced designated Covid-19 guidelines, called Safe to Visit, with detailed information and a quick guide for easy reference. We also launched a sub-site to our web universe dedicated to health and safety issues covering all topics from spacing to food hygiene.

We have implemented procedures to secure our guest's and employees' safety and have taken all the necessary precautions in accordance with the authorities' recommendations. Furthermore, we have our own medical specialists in our day-to-day Covid-19 preparedness securing the best possible implementation of our many health professional steps.

We have a significant expertise and experience in crowd management and handling of large events no matter the size of both.

In addition, we started hosting a Covid-19 test quick center on our premises and as an additional precaution and reassurance all BC hospitality Group staff were from the beginning offered free and voluntary tests.

All our venues have the space to comply with the guidelines from the authorities and we never compromise on our hygiene standards no matter situation being normal circumstances or an extraordinary situation.

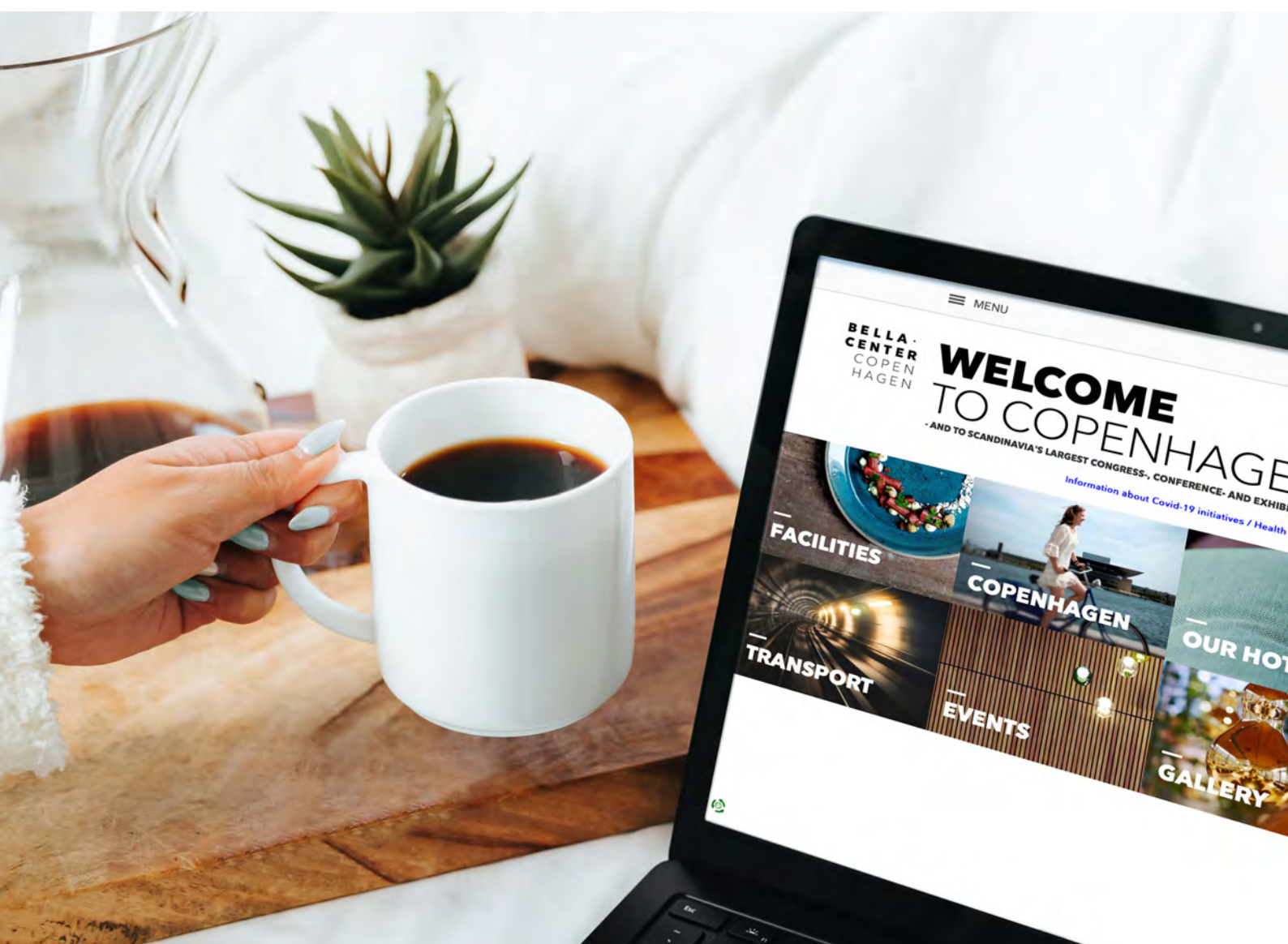
From mid-January 2021 we will also provide space to one of the capital's Covid-19 vaccine centers where the citizens in the capital will be offered to be vaccinated accordingly.



# WORKING FROM HOME

At BC Hospitality Group we have always been open to our employees to switch between working from home when possible or being at our various units or wherever one feels comfortable. When “Flexible Working” originally was introduced it was primarily about creating a flexible and creative workplace.

The principles are, thus not particularly related to the corona crisis, however, the speed of the process and change of mindset has increased considering the situation. Given we were ahead in the transition process, it went smoothly, and many employees adapted to new times without incident. Working environmental measures also apply for the home office thus the company provides the employees with the necessary equipment to fulfil the needs.



# EMPLOYEE HEALTH

We believe that good health contributes to a good life – work-life included – and that a good work life contributes to a better overall productivity in our workplace. We therefore work proactively to promote healthy lifestyles for all our employees. We wish to promote physical and mental wellbeing and through initiatives that reduce and alleviate sickness. Our health strategy is ambitious and is aimed at healthy employees and those unfortunate to be facing an illness. Some of our tools include workplace evaluations in addition to personal and professional development schemes. We offer health insurance, check-ups for senior colleagues or employees working nights. We also offer company sports associations and events, discount on gym memberships, yoga classes and massage therapy – just to name a few. We want to create an environment that support a healthy lifestyle and healthy habits.

## NO-SMOKING POLICY

In January 2020 we introduced a new non-smoking policy, which is fully in-line with our dedication to be an attractive workplace with a focus on well-being and health in general. All employees are offered free smoking cessation courses during working hours if they wish to attend. We also offer nicotine patches for a period of two months after a smoking cessation course.

Employees’ Act. This contains provisions regarding notice periods, severance pay, unauthorized dismissals, expulsion, illness, competition clauses, bonus, maternity, paternity and pregnancy leave, among others.

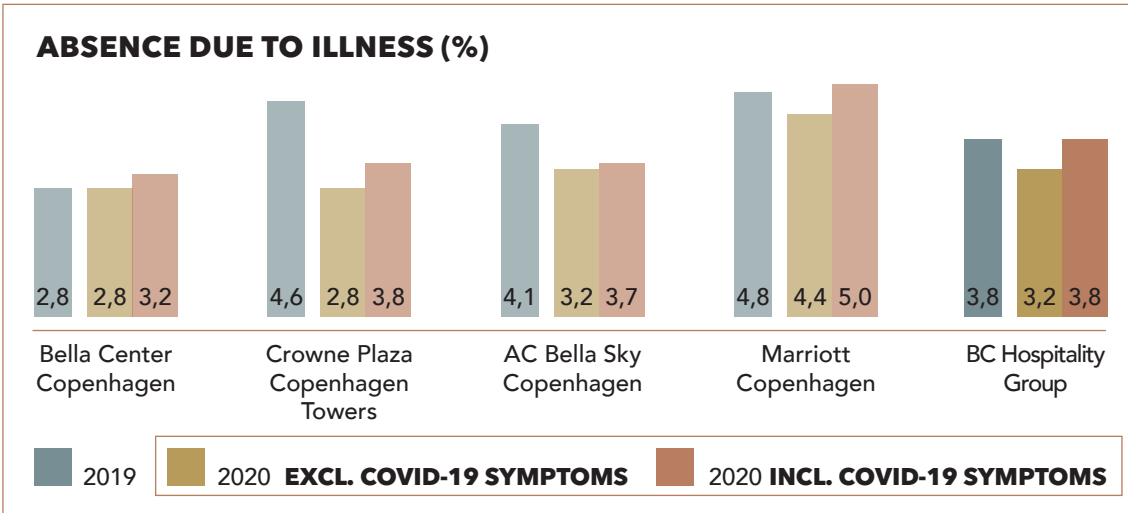
## SICK LEAVE

The well-being of our team members is a common concern. In addition to implementing rule for e.g., social distancing, we also offered our employees free and voluntary antigen testing for Covid-19.

## HEALTH INSURANCE

All salaried employees with more than 6 months of company-seniority and an 8+ hours workweek are covered by the company’s private health insurance agreement with Pension Danmark or Dansk Sundhedssikring. Salaried employees are covered by The Employers’ and Salaried

The impact of the health crisis this past year has of course also affected our results for absence due to illness. To create greater transparency, we registered absence due to Covid19-related symptoms separately from other illnesses during 2020.





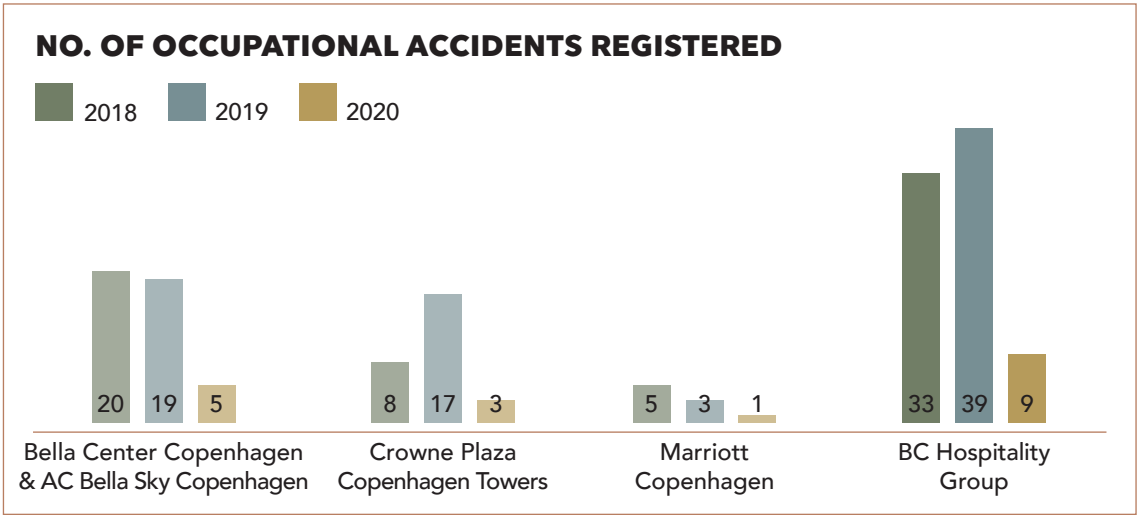
# HEALTH & SAFETY COMMITTEE

The Health & Safety Committee’s purpose is creating a space for dialogue and cooperation, where management and employees can work together to develop and improve health and safety matters on the job and to develop health and safety standards and procedures. The committee consist of associates from the management team (A) and associates from the employee group (B). Any employee can raise concerns or suggestions to the employee-voted representatives, who will bring it forth to the Health & Safety Committee.

# WORK ENVIRONMENT PLATFORM

Our online portal APVKVIK supports the work of the Health & Safety committee. All employees have access to the platform via our employee app. The platform provides a clear overview of all the policies related to our work environment at BC Hospitality Group and the initiatives put forward to ensure a healthy work environment.

The platform provides employees access to e.g., workplace evaluations, action plans, minutes of meetings, tasks and responsibilities, important information about the use of chemical products, and it is also possible to register accidents and near-miss accidents. We strive to maintain a safe workplace with zero accidents and injuries and ensure a safe experience for our guests and employees at all our venues.



Pedro Borges Photography

# WORKPLACE EVALUATION

In December 2020, we conducted a workplace evaluation for all our units. Our participation rate was 59%, as a few days after the survey was launched, new government restrictions followed, which may have affected the participation rate.

Nevertheless, we were still able to gain insight into whether we had any alarming issues, which was not the case. We are proud to report that all departments in all our units reported a satisfactory work environment, with no critical issues. Specific issues that came to light in specific departments will be handled by the respective unit’s Health and Safety Committee.

**In a more general sense, there are three areas that we will put extra focus on improving:**

- a) Wellbeing (employees are nervous about job-retention during the current crisis)
- b) Ergonomics and
- c) Physical conditions (drafts and temperature fluctuations).

An initiative that will be launched in 2021, will be a Pulse Survey with a 5-6 questions that are all about well-being and the survey is conducted every 3 months, so we continuously keep up with how our employees are doing.



# ONE TEAM

As with everything else, 2020 set a completely new agenda that has greatly impacted the strategic priorities and operational activities for all our team related efforts.

The majority of planned operational activities came to a complete halt in mid-February. Instead, a lot of time and resources was used in the termination of what ended up being 61% of our workforce and sending most of the remaining employees home on government subsidized paid leave for most of the year. This major blow to our organization, has required us to reduce and sharpen the focus of all our efforts.

As a result, three critical focal points were identified that we believed were critical for our ability to survive the crisis and prepare our organization for what has now been named the "New Normal".



## FLEXIBLE WORK & DIGITALIZATION

In terms of Flexible Work and Digitalization we have been focusing on three main initiatives, that each represent a cornerstone in remote / hybrid work:

Of these initiatives, the digital literacy was absolutely essential for our immediate survival in a situation where our way of working changed from physical to remote over night with a large amount of our employees being extremely insecure and untrained in the use of online collaboration tools.

### BCHG WoW Way of Working

Work is not a place.  
It's an activity!

### PEOPLE PLATFORM

Digitalizing the  
Employee Lifecycle

### DIGITAL LITERACY

Office365, Flexible  
Working

## ORGANIZATIONAL DESIGN

As for organizational design, we chose to maintain our pre-Covid planned focus for 2020, aiming to profile the whole organization to strengthen our team dynamics and cross-organizational cooperation and effectiveness.

## TRAINING

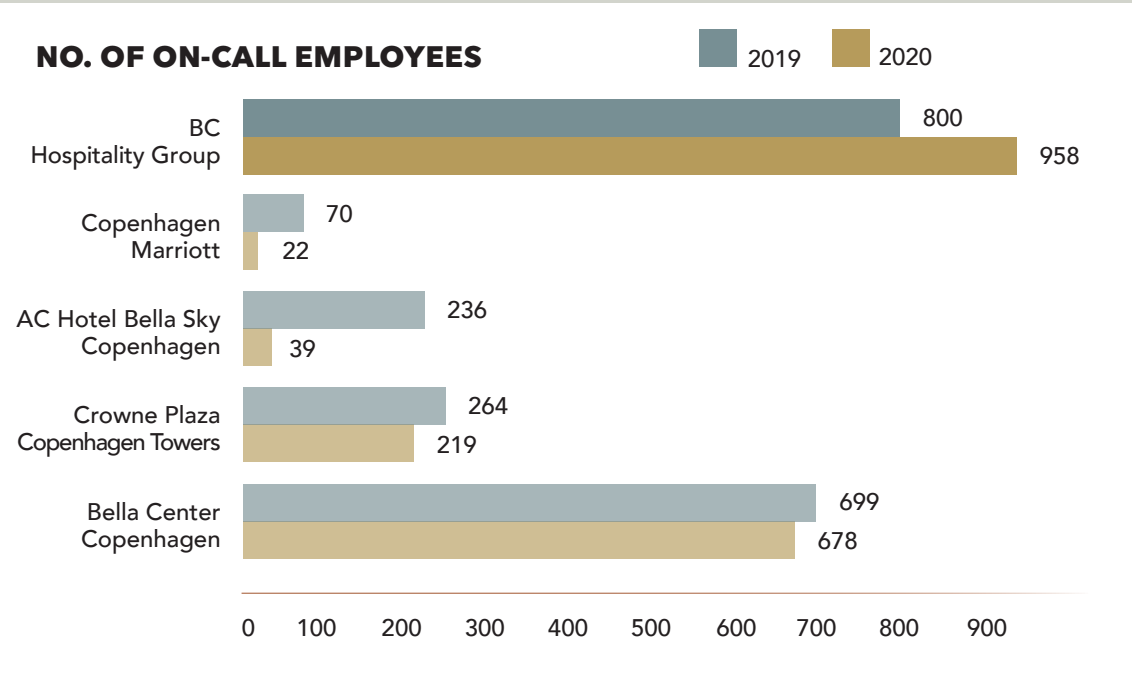
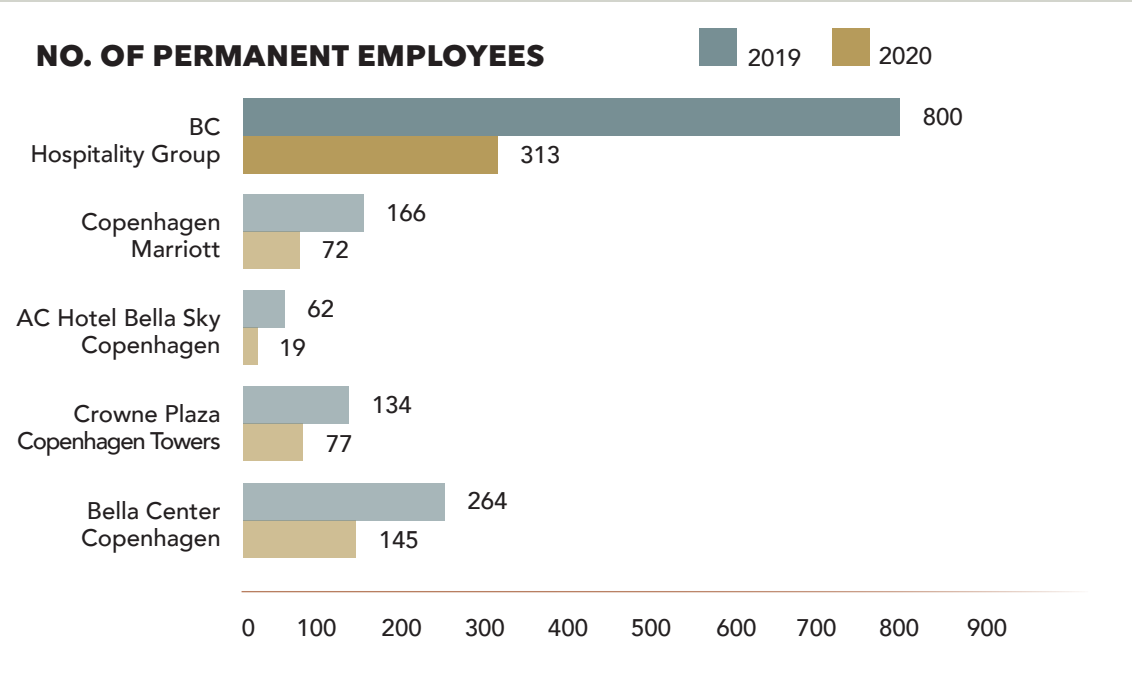
Our last strategic focus point was training with digital literacy being the most important and urgent factor – in the beginning. However, as Covid19 continued to impose severe regulations followed by devastating consequences for our business, ensuring funding through government supported funds quickly became even more important.

That enabled us to execute 2.976 training days after the break-out of Covid19 – the majority of which was online training, which in itself has positively impacted our overall digital literacy.



# EMPLOYEE DEMOGRAPHICS

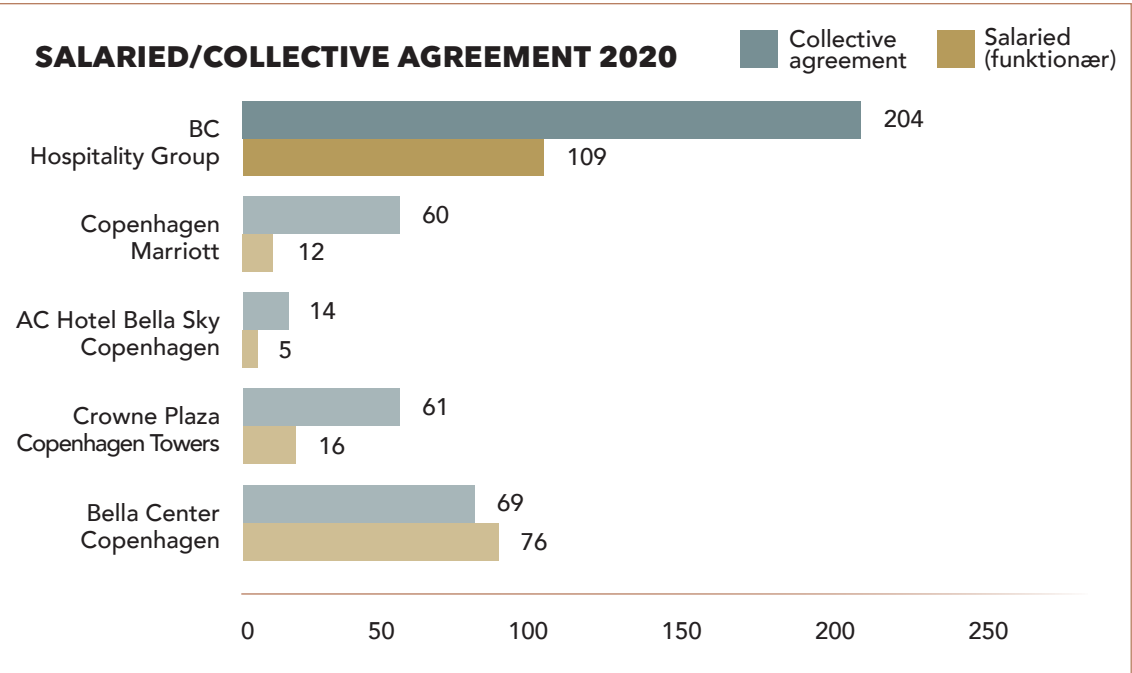
One of the hardest things for BC Hospitality Group in 2020, was that we had to let a very big number of employees go, in order to ensure the survival of the company. As the figure below shows, we have had to reduce our workforce from 800 to 313 persons during the year. A reduction of 61% in staff. The number of on-callers remains steady, however, we have had limited to no work opportunities for on-callers during 2020.



# COLLECTIVE AGREEMENTS

Fruitful collaboration with trade unions during the 2020 pandemic has been vital in order to preserve as many jobs as possible and ensure the best possible outcome for all parties involved.

The figure below shows the share of employees who are covered by or member of collective agreements, and the share of salaried employees in each business unit. We want to create the best possible working conditions for our employees with the aim to avoid disputes and to maintain a peaceful corporation in the workplace. We encourage our employees to elect trade union representatives. Currently, there are three union representatives at BC Hospitality Group representing three different trade unions.

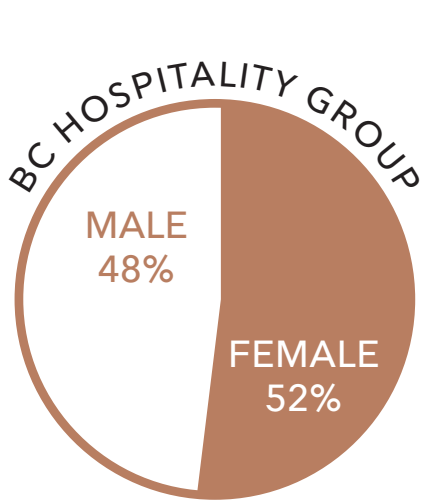
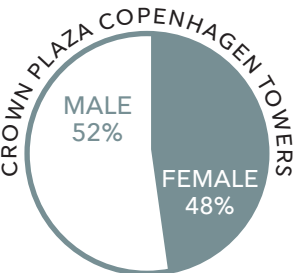
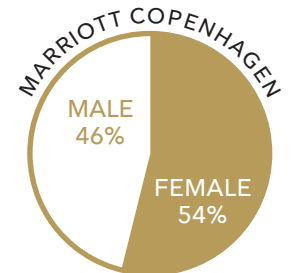
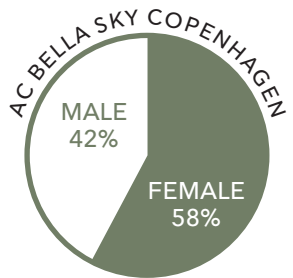
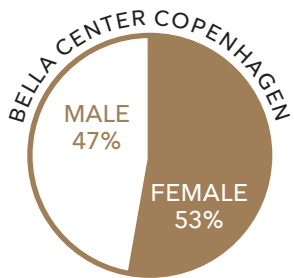
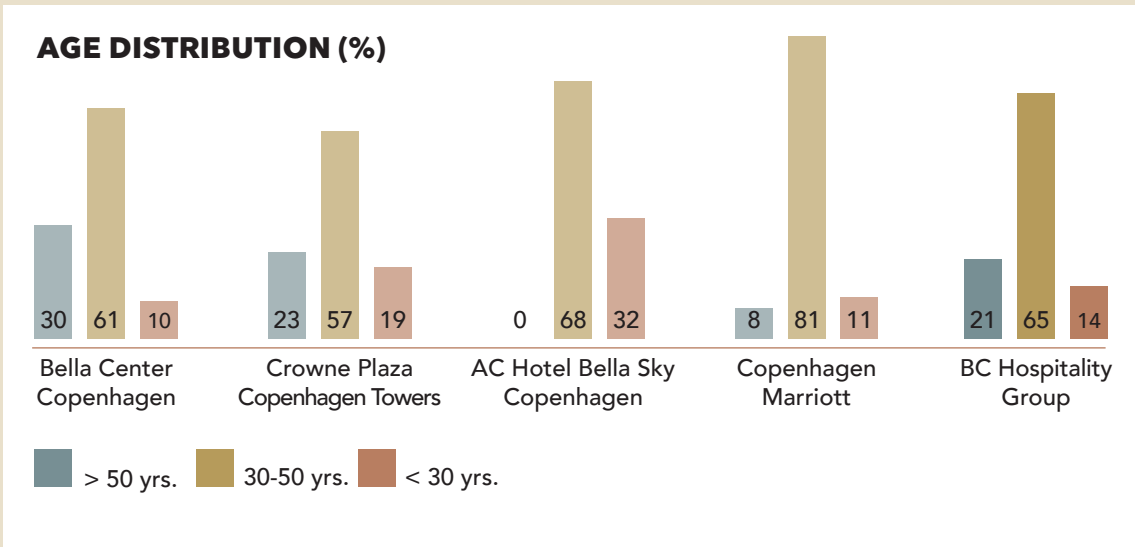
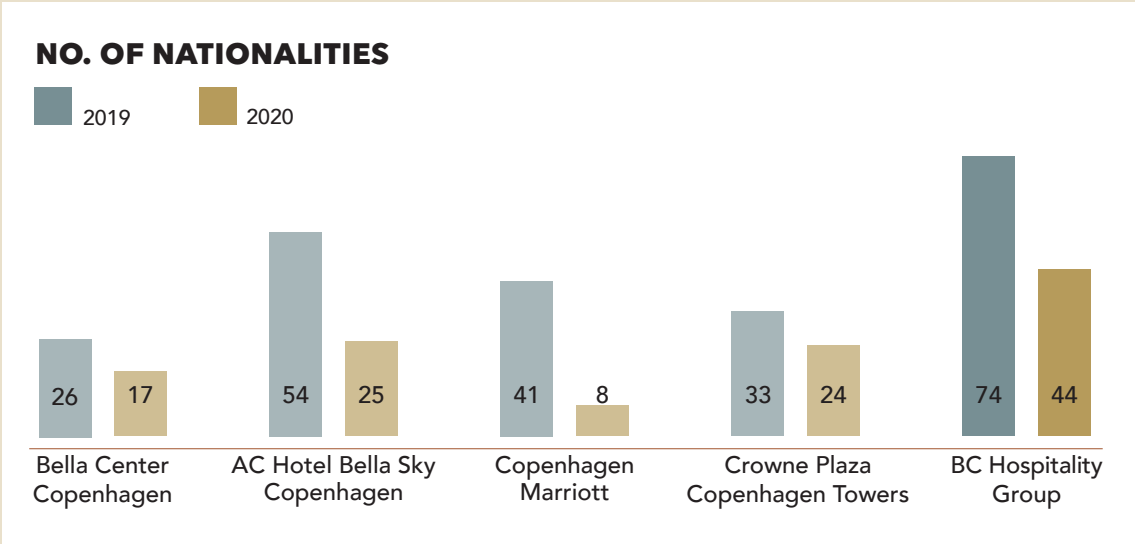




# INCLUSION, DIVERSITY & EQUALITY

We are proud to employ and serve people with many backgrounds, cultures, sexualities, religions, and nationalities, we therefore find it very important to foster and facilitate inclusive environments. Our diversity is considered as our strength and spark innovation and a dynamic work environment.

Even though we have had to terminate the contracts of many team members during the last year, our organization continues to be a diverse and remains focused on providing equal opportunities for all.





# TALENT OPTIMIZATION

## BCHG ACADEMY

For the 5th year running BCHG Academy is offering and administering in-house as well as external training and development activities for all our permanent employees. The training covers the full employee lifecycle and works from an inside-out perspective. We believe that culture is the ultimate competitive advantage and that it is created by the behavior of leaders and employees at every level within their organization. Therefore, our training programs strive to help our employees bring both great character and competence to their work and leadership style.

We develop our employees and leaders at three levels: Leading Myself, Leading Others, and Leading Leaders. Our aim is to give everyone tools to transform their lives, their teams, and their organizations modeling the highest levels of personal and interpersonal effectiveness, achieving results time and time again.

Due to the pandemic, we had to change our focus and efforts from delivering our planned internal training programs to organizing online AMU-training activities for all employees eligible for funding. Also, all employees were offered online training "Safe-to-Visit" training modules in order to enable them to cope with all the new regulations and safety measures that have been introduced on an ongoing basis throughout 2020.

During 2020 we have also developed Academy-programs offering our employees an opportunity to develop themselves whilst earning ECTS-points and publicly accredited diplomas. Once the Covid19 restrictions are lifted and the general circumstances allow us to resume our normal training activities, these new programs together with the rest of our 'normal' BCHG Academy offerings will be re-introduced to all our employees.

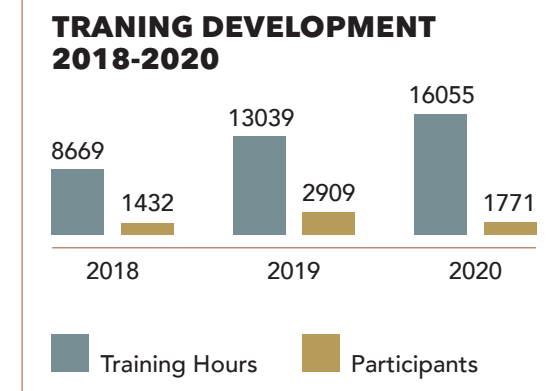
## TRAINING OVERVIEW 2020

Despite having reduced our workforce by more than 60% during 2020, the total number of training hours still exceeded the record-breaking numbers from 2019 by more than 3.000 hours. This is primarily because training has been used to ensure external funds during times with very limited business.

This is also an illustration of the fact that there is something positive to be found in most situations – however hopeless they may seem.

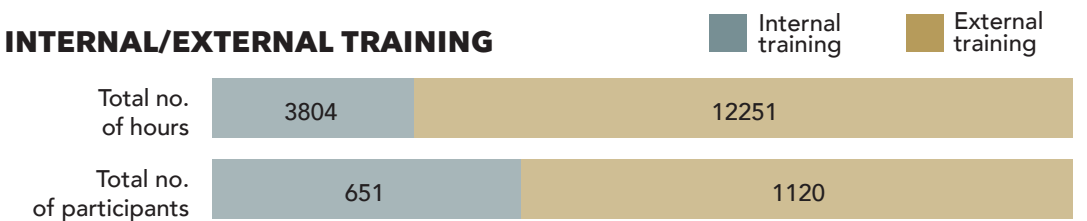
Thus, Covid19 allowed us to see a huge increase in training hours per employee thereby strengthening our core competencies and digital literacy across the organization.

The vast majority of training activities in 2019 were facilitated by internal trainers as a result of a deliberate strategy aiming to reduce costs, increase alignment with BCHG culture, values and tools, as well as increasing flexibility and training

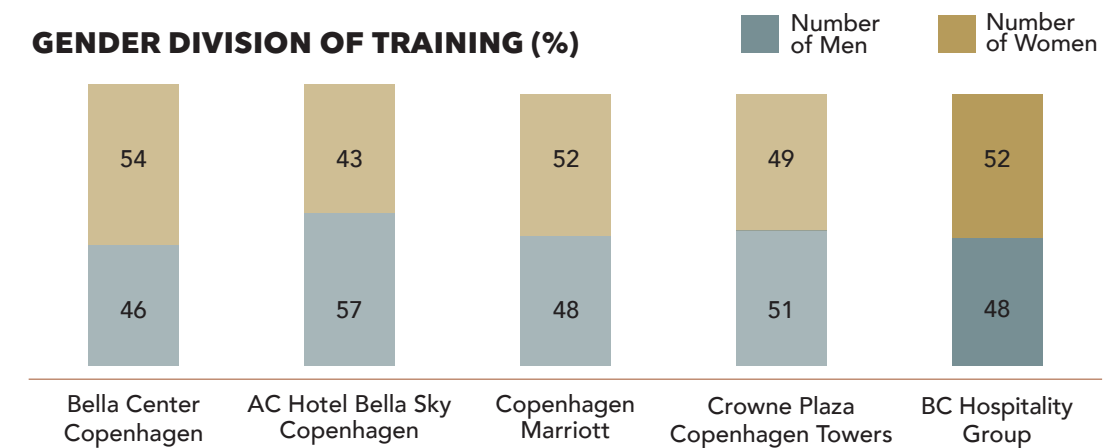


effectiveness. In 2020, however, the picture was completely turned upside down, with the majority of training activities being delivered by external trainers. This change reflects the fact that the main focus of the training activities was guided by the need for funding.

## INTERNAL/EXTERNAL TRAINING



## GENDER DIVISION OF TRAINING (%)

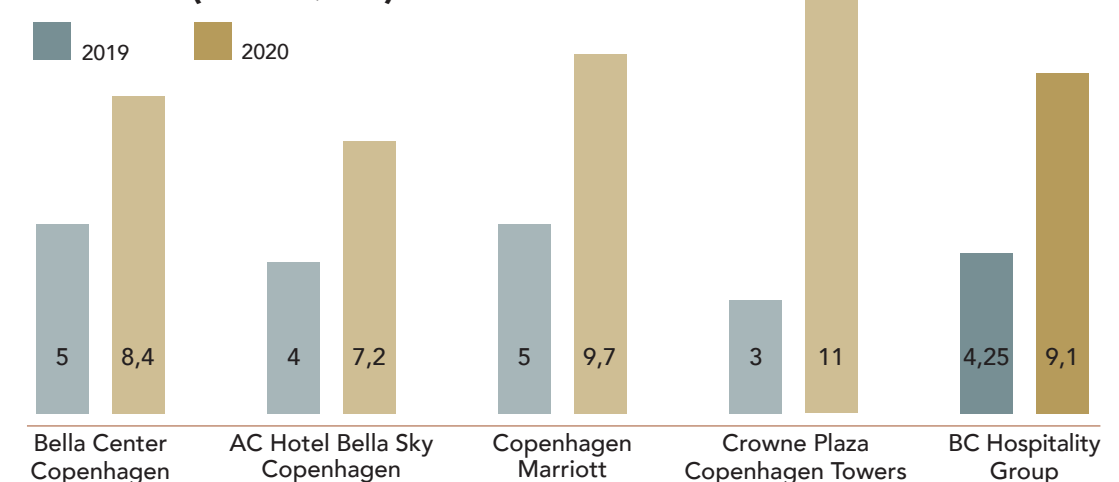


Like previous years, the gender balance with regards to training activities is very equal for BC Hospitality Group as a whole, with slight variations across units.

Despite being heavily decimated in numbers, our remaining employees have participated in a total of 16.055 training hours during 2020 exceeding the total from 2019 with more than 3.000 hours. This is a powerful illustration of the extreme determination of each and every employee to help ensure the survival and continued competitiveness of BC Hospitality Group.

The average number of training hours per employee more than doubled from 4,25 hrs./FTE in 2019 to 9,1 hours in 2020! Our strategic goal for 2020 was 5 training hours per employee. Since the majority of the training activities have been conducted online, we have also seen a significant improvement of the organizations overall digital literacy, with employees from all jobs and functions participating in these online training activities.

## TRAINING (HOURS/FTE)







## CAREERS THAT MATTER

Our “Careers That Matter” workshops create awareness of how and why any employee can establish their own Personal Development plan. We also planned to introduce our 9-box talent review tool for succession planning. Sadly, these workshops and initiatives were put on hold during 2020 but they will be offered again as soon as possible.



## HØS TALENT PROGRAM

This program focuses on strengthening the participants’ competences in areas such as pricing, forecasting revenue management, product development, marketing, customer service, cost control, finance, HR and leadership. A central part of the program is a gamified business simulation that allows for the best possible ‘real life’ understanding of how to run a business.

In 2019 we selected three talented employees for the HØS Talent Program, and we were so proud to see them all ending up with extremely fine results. And of course, we were extremely happy to receive the news that one of them – Dennis Due Dickow from Crowne Plaza – was the overall winner of the competition that is part of the program, receiving a 50.000 kr. scholarship to be used for his continued development.

For the 2020 program we once again selected three employees for the program, and once again one of them – Niels Christian Käll from Crowne Plaza - ended up as the winner of the overall competition and a 50.000 kr. scholarship with his two colleagues ending up in the top 10. This kind of results bear witness to the amazing ability our leaders have to enable our passionate talents to unfold and develop.

## APPRENTICESHIPS

At BC Hospitality Group we provide apprenticeships and work experience opportunities for students, in collaboration with educational institutions. In 2020 we have had the pleasure of having 38 apprentices across our units.



# ENVIRONMENT & CLIMATE

Unfortunately, we have not had the pleasure to host as many guests as usual this past year. This has resulted in us having a very different resource use than normal. We have, nevertheless, continued to improve our efficiency, to ensure our business practices and buildings are not only fit for the future, but also supports healthy and productive environments for our guests and employees.

## ZERO WASTE

At BC Hospitality Group we work towards a goal of having zero waste. For us this means sending as little as possible to the landfill and ensuring waste materials are reduced, reused, recycled or repurposed and no waste is sent to landfill or the ocean. We recognize that this might mean a gradual, slow and imperfect process and we understand that we need to reframe our whole approach toward waste management.

### KEY ACTIONS WE WILL TAKE IN THE YEAR TO COME INCLUDE:

- **Improve waste data:** Working with our waste management supplier, we want to improve the quality and transparency of our data. Where is waste generated and where does it go. This information will help us better understand the impact of our operational decisions, what specific goals to set, how to assess progress as well as finding the right methodology to calculate our waste footprint.
- **Empower our employees:** We want to improve recycling at all our units, including the training of key employees.
- **Food rescue:** Work actively with food waste reduction, including a goal of zero food waste in the production process and expanding our composting program.  
Read more under Food Waste Reduction
- **Upcycle wherever possible:** Read more under Upcycling
- **Phase out single use plastics:** We want to phase out single use plastics by 2024.



## FOOD WASTE REDUCTION

Reducing food waste is an integral part of responsible hospitality. While we in 2019 served more than 2 million meals to our guests, we only served approx. 400.000 meals in 2020. Our stakeholder feedback analysis also established that Food Waste is the most important area for our stakeholders.

Despite the reduction in food produced, we continue approach food waste proactively to secure food resources and to reduce food waste that produces greenhouse gas and contributes to global warming. We have had to postpone some of our reduction initiatives in 2020 but expect to make a strong comeback in the year to come.

We are working towards a goal of zero food waste in production by July 2021. We will formulate goals and action plans for our other processes, such as service once we have more accurate data. For us to achieve our goals, we focus on several key initiatives.

### New waste measurement system:

We have changed our food waste measurement system. Our new system is expected to completely rolled out by January 2021, which will enable us to get much increase data accuracy and reduce waste even further. This means that we measure all foods to avoid overproduction.





## TOO GOOD TO GO

We also collaborate with Too Good To Go, an organization who fights food waste using an app that connects users to e.g. restaurants like ours, that have unsold, surplus food. In 2020 our goal was to save 2500 meals. As we had a lot of food that was going out of date, due to lock down and restrictions, we saved 3252 meals from disposal. In 2021 our goal is once again to save 2.500 meals via the app.

## FOOD DONATIONS

We have continued to work with several different organizations, including Det Runde Bord, to ensure that the food we might have left from large events can be given to the homeless or others in need in our local community. This was primarily during the months of January and February.

## TAKE HOME BOXES

Employees at the Bella Center can continue to take home boxes of leftovers lunch from the canteen free of charge.

## COMPOSTING

We have installed an on-site composting machine at Bella Center Copenhagen which involves turning food leftovers from our production, that cannot be recycled e.g., pineapple peel. into a rich soil. The compost machine can convert 5 kg of leftover food into 500 grams of compost in 24 hours. In due course, the plan is to use the soil for flowers used in our house decorations.

## FOOD WASTE TO BIOGAS

Leftovers from plates are sorted, grinded by our food grinder and collected and converted into biogas. The gas is used for electricity and heating in local homes. That is a great solution for diverting waste from landfill.

## SINGLE-USE PLASTIC

Our guests are as concerned as we are for the negative effects single use plastics are having on the environment. As an organization we have thus made it our goal to phase out all single use plastics by 2024. The current pandemic and restrictions have unfortunately meant that we have had to increase certain single use plastic products. We are however very focused on reducing this usage as soon as possible. While we have replaced our small single-use plastic amenity bottles at Crowne Plaza Copenhagen Towers, we were not able to do so at our Marriott franchised hotels. Due to challenges related to the pandemic, the implementation has unfortunately been postponed, with the new replacement being completed at the latest June 2022.

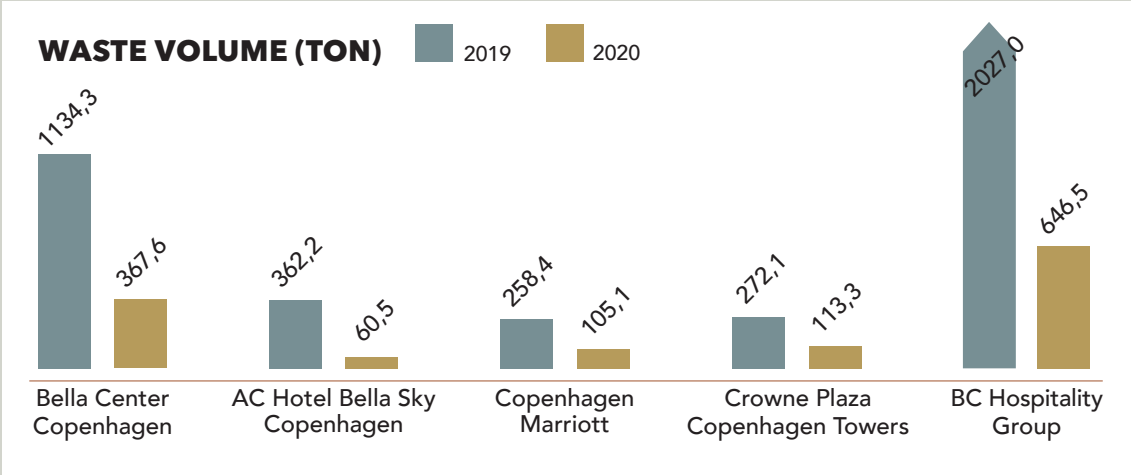
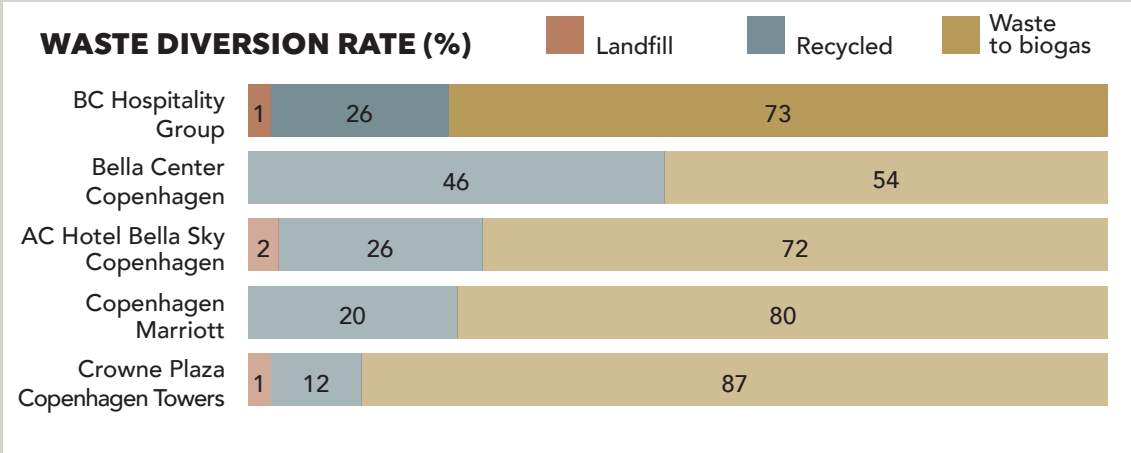
into something new and better, is not something new for BC Hospitality Group. In fact, the very construction of Crowne Plaza Copenhagen Towers is/was groundbreaking in terms of implementing upcycled solutions. Wood waste from window frames, old doors, floors and scaffolding is used to create modern wall panels, while the floor is upcycled concrete, to name but a few examples.

We are nevertheless, constantly working on innovative ways to integrate big and small upcycled solutions in our operations. In collaboration with our linen-service provider, De Forenede Dampvaskerier, we are working on new ways in which to reuse linen, whether it's is tablecloths, towels, sheets or pillowcases; we believe there is still some value in these materials. Tablecloths are sewn into chefs' jackets and plastic items can perhaps be replaced with textile alternatives.

## UPCYCLING

Implementing upcycled solutions, where resources traditionally considered as waste, is transformed

These small steps, coupled with recycling and reducing our waste from the start, will help to address the pollution crisis and curb waste from landfills.





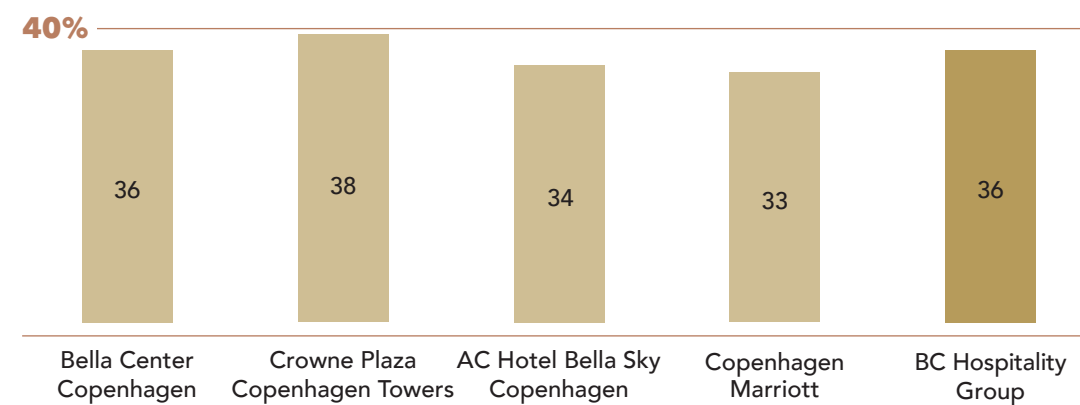
# BUILDING A BETTER FOOD EXPERIENCE

We want to offer an assortment of food and beverage that support a healthy lifestyle and stem from sustainable sources. That includes the advancement of biodiversity, animal welfare, sustainable fishing practices and reduce animal proteins with a high carbon footprint.



## ORGANIC FOOD SHARE

ORGANIC FOOD & BEVERAGE SHARE (weight) 2020 (%)



## CRICKET HOTEL

In order to support our ambition to support more sustainable sources of protein, we are very proud to have established our very own Cricket farm, or Cricket Hotel, on-site at the Bella Center Copenhagen and AC Bella Sky Copenhagen. The project is done in collaboration with the start-up Entomation, who specializes in Urban Cricket Farms. The residents of our Cricket Hotel will contribute as ingredients to our kitchens in the longer run.

Crickets are in fact a highly effective source of protein in food. They only require a fraction of water, less space and multiply much faster than other traditional animal protein sources. In comparison, it takes about 15,000 liters of water to produce one kilo of beef while it only takes 8 liters of water to produce 1 kg. of crickets. In addition, 1 kg of beef emits 15 kg. CO2, where 1 kg. of crickets emits 0.15 kg. CO2. In addition, crickets are rich in protein, vitamin B12, iron and amino acids. On several parameters, it is a super food, and we believe there is great potential in introducing crickets as a new and more climate-friendly raw material not only at our facilities, but in our local community at large.

The intention is also to make the production site/farm as circular as possible. For example, the container is placed on top of an existing refrigerated container whose excess heat is used to heat the farm up to between 27 and 35 degrees.

The crickets are also close to their food source, as they are fed with food leftovers from our kitchens. The production thus provides an opportunity to produce local food with high efficiency, which is in line with the sustainable food production of the future in our big cities.

By the end of 2020, we had a population of approx. 40.000 crickets. This is expected to grow to 5.000.000 during 2021. Although it will probably take some time before the crickets become a regular part of the menu offered at our facilities, we have so far had many positive experiences with using the new ingredient. Food prepared with crickets, are usually received as an exciting experience and a good conversation- starter for events. However, we are not there yet, where it is considered everyday food. With the Cricket hotel we hope to be able to push a little to the eating habits and demystify the idea of insects as a food source.





## LOCAL SIMPLY TASTES BETTER

Local and seasonal produce are grown in optimum conditions delivered to us soon after harvest. We have a very clear goal: To provide a high quality and sustainable food experience to our guests, therefore produce from our local area is the best choice.

### BREAD

FoodPeople is located 5 kilometers from BC Hospitality Groups headquarters. Sustainability and local responsibility are fundamental to their actions and they were the first to convert 100% to organic production. Similar to BC Hospitality Group they are a diverse business with many nationalities and have a close cooperation with the municipality and authorities for the inclusion of unemployed, challenged young people as well as refugees.

### HONEY

Bybi (City Bee) provides us with some of the honey used in our confectionery and is produced in our own hives on our rooftops. Our 280.000 bees produced 203 kilos of honey in the summer of 2020. Bybi is a local socio-economic company that focus on including refugees and the different cultures and personalities engaged in the honey production are contribute to a much more inclusive society. The honey is free from pesticides and pollution from the air.

### MILK AND DAIRY PRODUCTS

Øllingegaard Mejeri is a dairy farm situated in Northern Zealand producing over 60 different organic dairy products. The raw milk comes from 7 different farms located nearby and the transportation time is very short. All their suppliers plant herbs in the field providing a greater biodiversity. In addition, it gives a better tasting forage for the cows which can be tasted in the product: Tasty and healthy milk.

### VEGETABLES

Our vegetable supplier, Sør is a value-based farm producing organic vegetables in the Northern part of Zealand. They have a broad selection of organic vegetables from their own produce and from a handful of other organic vegetables farmers. They only produce high quality seasonal vegetables, which is due to the minerals in the ground and our seasons and weather, the most traditional Danish vegetables.

## GLOBAL NECESSITIES

As a food provider in Scandinavia, it is challenging to provide our guests solely with local produce. We need to partner with global suppliers to ensure a variety of fresh and healthy products. When we select our global suppliers we actively work on ensuring traceability, transparency and trust.

### CHOCOLATE

Our chocolate supplier, Original Beans, sources sustainable and very delicate chocolate that supports many different sustainable projects on the planet. The supply chain is climate-positive through a regenerative business model and their One Bar: One Tree project: When you take a bite of your chocolate bar, you have literally cleared the way for planting a new tree. The reforestation protects endangered wildlife in collaboration with local conservation programs and farmers

### COFFEE

Coffee is a very central and important product in our business. We were introduced to Orang Utan Coffee a high-quality coffee sustainable grown in a protected natural resort in Sumatra, Indonesia. The project supports the sustainable coffee growers, organic coffee beans, maintenance of the rain forest and last but certainly not least the work with protecting the existence of the threatened orangutans.



### SEAFOOD

At BC Hospitality Group we always stay clear of purchasing seafood on the WWF red list. We buy our salmon from Hidden Fjord in the Faroe Island, raised in the wild without the use of antibiotics or hormones. Each phase of growth is natural, and each step of the process has been customized to provide the most ideal, stress-free environment resulting in the best quality. Hidden Fjord simply salmon provide some of the safest and most predictable fish production environment in the world.

### TEA

Our tea supplier, Pukka, is a purpose driven company, who wants their tea to be of benefit to the health of people, plants, and the planet. The values that Pukka are built upon is organic farming, fair trade, and conservation through commerce. From being Fair for Life certified, donating 1% of their revenue to environmental and social causes, sourcing organic ingredients, and becoming carbon neutral in 2019. We are proud to support Pukka in to change the world for a positive future – one cup of tea at a time.





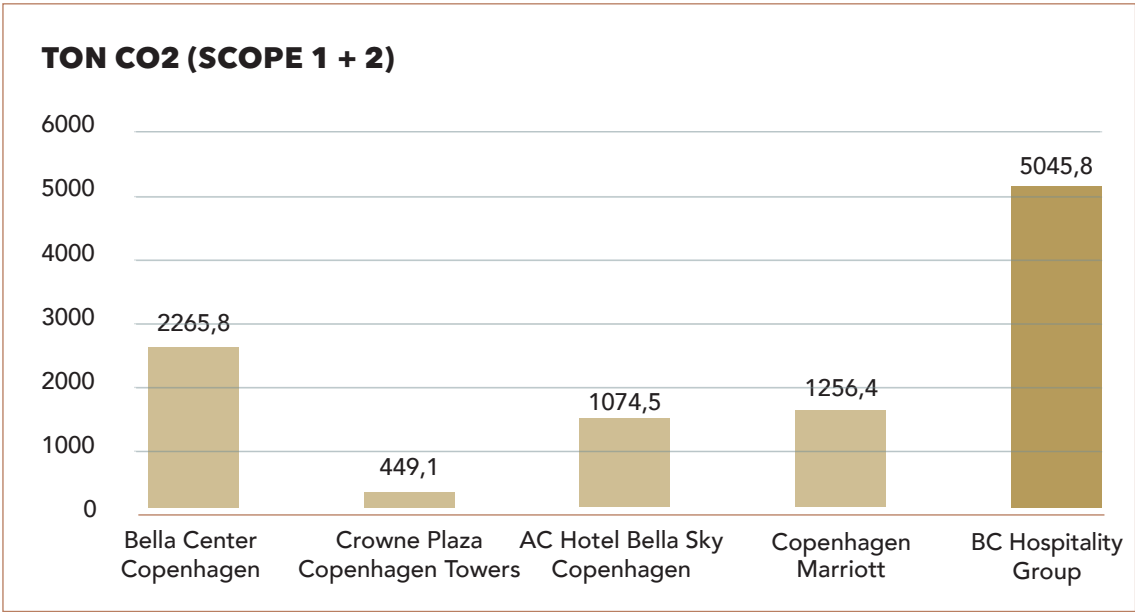
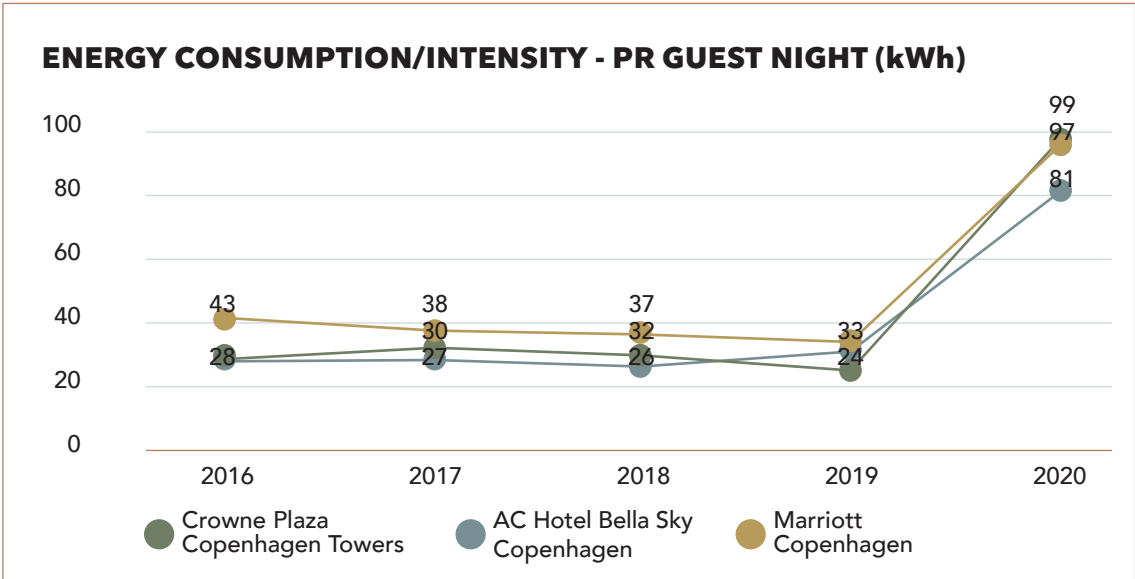
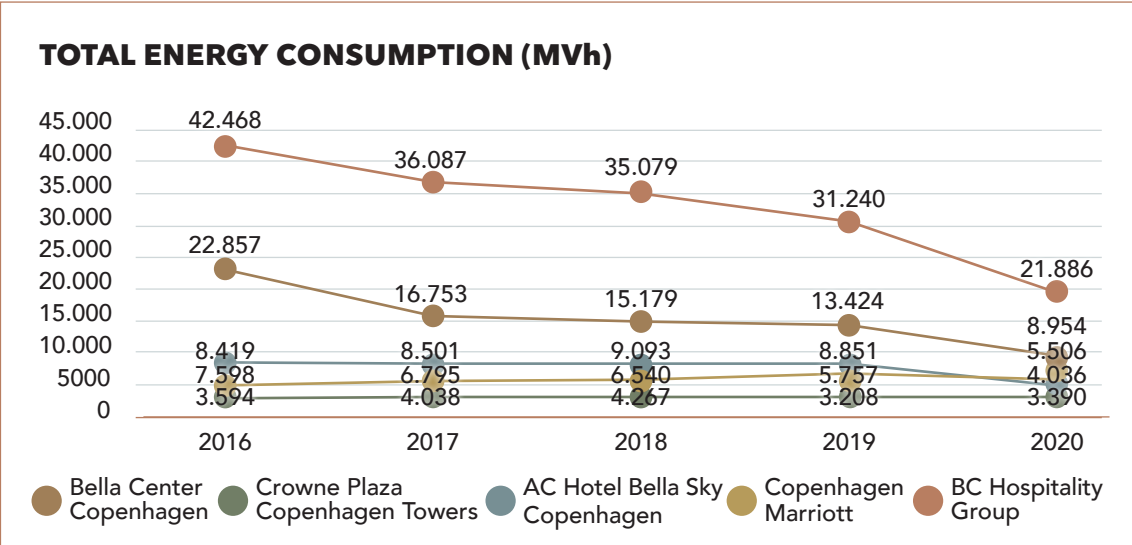


# ENERGY AND CARBON

The landmark Paris Agreement and the United Nations Sustainable Development Goals provide both a framework and an urgent call to action against building-related emissions. The hotel industry accounts for around 1% of global greenhouse gas (GHG) emissions. There is a need for the industry to set science-based carbon reduction targets to reduce its greenhouse gas emissions per room (across all hotel operations) by 66% from 2010 levels by 2030, and by 90% by 2050 to align with the Paris Agreement.

Our goal for 2020, was to commence the process of setting science-based targets. Unfortunately, we were not able to honor this goal due to lack of resources. It is however still our intention to set these targets as soon as possible, no later than 2022. We will also continue to strive to reduce our climate impact in all operations through the improvement of energy efficiency, the reduction of fossil fuel usage and sharing best practice with our industry peers.

As our data shows, our energy consumption has also been drastically affected during 2020. While we have used fewer resources, due to fewer guest, our relative consumption per guest has risen. This is because certain foundational functions and machinery still required resources regardless.

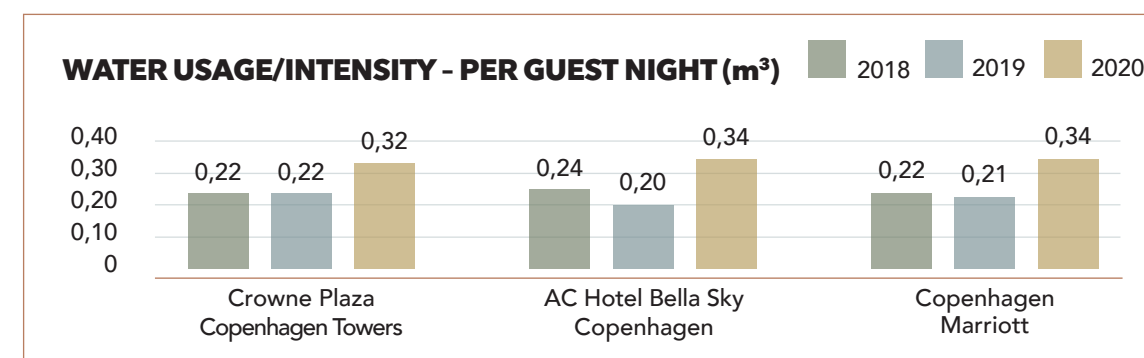
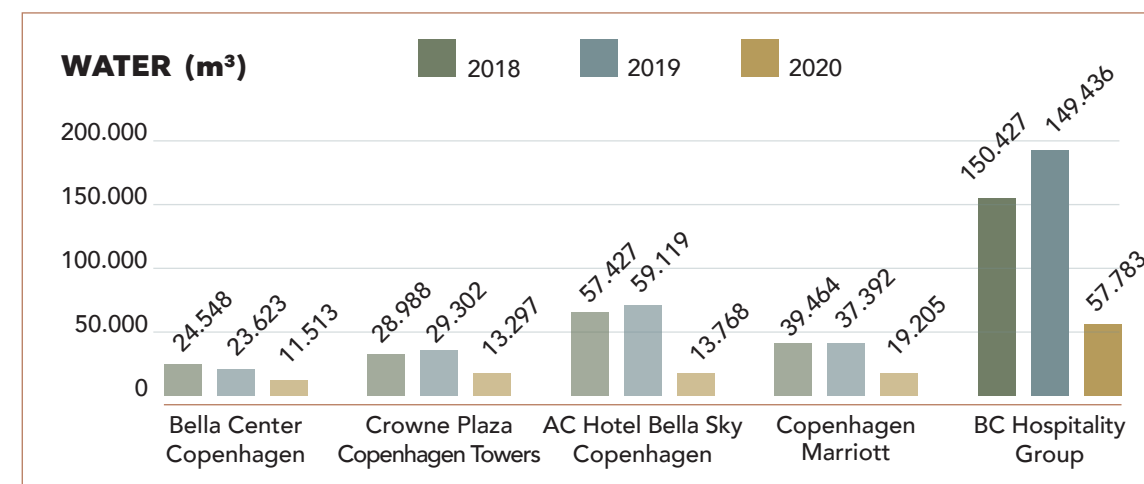






## WATER

A large amount of our water consumption comes from laundry and housekeeping. Once again, the large deviation in water use, is due to a dramatic fall in activity and guests.



# COMMUNITY

## JOB OPPORTUNITIES AND SKILL DEVELOPMENT

BC Hospitality Group has always actively worked with creating jobs and skill development opportunities for those facing difficulties joining the Danish labor market. As a large hospitality company in Denmark, one of the biggest risks facing our organization and industry during the last few years was the shortage of qualified work candidates. This has however not been the case in 2020. With none but a few critical recruitments, we have had to put on hold all initiatives related to employment and skill development. BC Hospitality Group did however have 40 selected candidates for a skill development internship in the beginning of 2020, of which 7 candidates were offered employment in one of our units.

## JOB FAIR

We are all dramatically affected by the Corona-crisis and the impact on our industry is devastating. Since March we have been forced to lay off more than 500 good and valued colleagues as a direct consequence of the pandemic and the de facto lock down of our business.

Our hallmark is Responsible Hospitality and it influences all decisions in our organization and the way we work. In other words, we had to act: How can you change your professional path and direction after working many years in the hospitality industry? It can easily become chaotic and our job fair could hopefully assist in making the transition process easier.

In a very short time, we managed to arrange an internal job fair for our dismissed colleagues, taking place in September. We have the space and can easily adapt to the guidelines from the health authorities concerning social distance and safety. We therefore contacted our most important business partners in the local community, and the reaction and reception of our initiative were overwhelming.

The "admission fee" for participating as an "exhibitor" for our business partners were concrete offers e.g., jobs, education, sparring etc. – good intentions and "sweet talk" would not do it alone.

The participating companies and organizations decided to invest time and resources and did it for free. Three leading temp and recruitment agencies were present as well as two large companies, within convenience goods, looking for employees, to mention a few.

One thing is that we succeeded in assisting our colleagues in finding new jobs, further training, coaching and other ways to approach the future.

An additional and important "side effect" is that we have inspired other companies to copy our initiative and that itself is a success. We were contacted by other companies looking for employees and finally, we managed to obtain significant exposure in the media.

Fortunately, we were not alone: Copenhagen municipality, Job Centers and other relevant public organizations played important roles and it is basically all about joining forces: We as initiators, the participating companies and the public systems.

At the end of the day 80+ employees had a dialogue with our partners, interview appointments, new profile photos for LinkedIn accounts and many were able to find new positions fast and effectively. The occasion was indeed very sad; however, the result was equally positive.



## INVOLVING OUR COMMUNITY THROUGH EVENTS AND EXPERIENCE

BC Hospitality Group normally hosts millions of guests annually. We want to use this leverage to inspire and advocate for sustainable change in our local community and the hospitality industry at large. However, restrictions have unfortunately meant that we had to cancel most of our events and fairs in 2020. The massive strain social distancing and restrictions have put cultural experiences of our local community has been immense. When it has been possible, we have tried to contribute with a few cultural events for the public at large, to the extent it's been possible. This included a hosting the author Hella Joof at Bogforum Talks in November and our online concert with the musician Camille Jones in the spring.

## SUSTAINABLE SOURCING PRACTICES AND PRODUCTS

We strive towards building a supply chain as transparent as possible, we want to know how the products we use are grown, made and sourced in order to maximize and improve our positive impacts – and eradicate the negative ones. Our mission is high-quality, sustainable products that add value to our guests and customers. We want to support the development of a strong local supply chain to help reduce the effects of climate change and strengthen socio-economic development. We are a global organization with many international stakeholders and responsibilities.

Nevertheless, we care for our local environment and have a great impact on our immediate environment, which is why many of our food products come from local growers.

In addition to delivering high quality products, we expect our suppliers to actively work towards more sustainable development. As a minimum we expect them to adhere to laws and regulations, as well as the other minimum requirement regarding human rights and labor rights, the environment and anti-corruption.

## SUSTAINABLE HOSPITALITY ALLIANCE

BC Hospitality Group is a proud member of The Sustainable Hospitality Alliance. The Alliance uniquely represents how the hospitality industry is taking collective responsibility to ensure that destinations and communities are being supported and protected now and for future generations.

Members of the Alliance make up 25% of the global hotel industry by rooms and include 14 world-leading hotel companies with a combined reach of over 30,000 properties and 4.5 million rooms.

### THE COLLECTIVE POWER OF HOSPITALITY

14

Leading hospitality  
Companies

30.000

Hotels

25%

of the industry  
by rooms

## CHARITY FOOD RUN (STOP SPILD LOKALT)

BC Hospitality Group once again supported the local charitable organization Stop Spild Lokalt with their handout of surplus food from supermarkets to those in need. During Christmas we put our facilities and resources at the Bella Center Copenhagen at their disposal to facilitate this remarkable event in order to rescue tons of food from going to waste.

### DONATIONS

Throughout the year, we have donated pillows, blankets, bedlinen, clothes and amenities to charitable organizations.





# ABOUT BC HOSPITALITY GROUP

BC Hospitality Group is one of Denmark's leading hospitality companies. We provide an extensive range of Erstat med 'In 2021 our venue at Bella Center Copenhagen will be ready with 14,000 new square meters. Our client base covers the public and private sectors as well as business and leisure guests. The owner of BC Hospitality Group and Crowne Plaza Copenhagen Towers (which operates under two different CVR numbers) is Solstra Capital Partners, a private equity investment firm.

We offer a total of 1,584 hotel rooms, 162 meeting and conference rooms, and approximately 200,000 m<sup>2</sup> of event space with the capacity to host up to 30,000 people. In 2021 our new venue will be ready extending Bella Center Copenhagen with additional 14,000 square meters making our complex among the largest congress venue in Northern Europe. BC Hospitality Group and all its business units are in Copenhagen, Denmark.

## THE EFFECTS OF COVID-19 ON OUR BUSINESS

Considering BC Hospitality Group is one of the leading businesses in the Danish hospitality industry and among the largest congress and exhibition venues in the Northern part of Europe, the most tangible impact of the corona crisis has been the consequences of the national lock down and closure of national boarder.

Almost all conference and congress activity, as well as fairs, seized overnight and it also applied for hotel activity. Though, before the corona crises locked the world down, we still managed to execute several events e.g., CIFF in connection with Copenhagen Fashion Week in February and LEGO World.

## TWO IMPORTANT EVENTS

Due to low infection numbers and almost normal activity in society during summer 2020, we expected to be close to back to normal in the second half of 2020 and planned CIFF in August, and Bogforum in November, accordingly and with the necessary precautions in mind. Unfortunately, the pandemic picked up again late summer and we were forced to re-evaluate resulting in cancellation of both events. However, in order to support a very challenged fashion industry we temporarily transformed

CIFF in August into "Elevated Order Days" – an alternative meeting and marketplace connecting brands and buyers.

As an almost symbolic action we managed to host and execute our industry organization HORESTA's annual meeting in our house in November 2020. Considering our considerable number of square meters, we were able to comply with the restrictions and guidelines from the authorities valid at the time.

## UPCOMING NEW ARENA AND NEW BRAND

On the positive side, the construction of our new congress and multipurpose arena progressed according to the original plan during whole 2020 and it will be ready for opening as planned in 2021. The opening of our new arena will further consolidate Copenhagen's position as an attractive international congress city and importance for the whole country.

The new hall will take Bella Center Copenhagen to the next level with not only 14,000 new square meters, but as a front runner in sustainability, high quality service and digital solutions.

Our conference and meeting unit has until recently been marketed under Comwell Conference Center Copenhagen brand. By the end of 2020 we terminated our corporation with Comwell as a natural consequence of the construction our new arena integrating our conference business in our own brand by introducing Bella Sky Conference & Events in January 2021.



### BELLA CENTER COPENHAGEN

Scandinavia's largest exhibition and congress center

### COMWELL CONFERENCE CENTER COPENHAGEN

(BELLA SKY CONFERENCE & EVENT  
FROM JANUARY 1ST, 2021)

Denmark's largest conference center

### AC HOTEL BELLA SKY COPENHAGEN

The largest design hotel in the Nordic region

### CROWNE PLAZA COPENHAGEN TOWERS

Denmark's leading hotel within sustainability

### COPENHAGEN MARRIOTT

Copenhagen's premiere five-star hotel

### CIFF

Northern Europe's leading fashion fair

### CIFF SHOWROOMS

16,611 m<sup>2</sup> of permanent leasehold tenancies

### INTERNATIONAL HOUSE

Bella Center Copenhagen's serviced offices





# APPENDIX

## HUMAN RIGHTS POLICY

### INTRODUCTION

BC Hospitality Group is one of Denmark's leading businesses in the hotel, conference, exhibition and hospitality industry. In addition to delivering the best possible service to our guests and customers, we are dedicated to contributing to sustainable social, environmental and economic development. We call this Responsible Hospitality. Fundamental to our Responsible Hospitality approach is respecting Human Rights.

### SCOPE

Human rights are the basic rights and freedoms that all people are entitled to. At BC Hospitality Group, we recognize and acknowledge that we have the responsibility to respect Human Rights,

across all our operations. Our commitment to respect Human Rights applies to all BC Hospitality Group employees, in all our business units.

BC Hospitality Group will also promote a company culture that embodies a commitment to support the respect of human rights. We expect our business partners, such as suppliers and other parties directly linked to our operations, to adhere to this commitment and to adopt similar policies within their business. Our expectations to suppliers are outlined in our Supplier Code of Conduct, which aligns with this policy. This commitment is based on internationally recognized Human Rights Principles, as described by the International Bill of Human Rights as well

as The International Labor Organization Declaration on Fundamental Principles and Rights at Work. On the basis of the UN Guiding Principles on Business and Human Rights (UNGPs) of the United Nations Human Rights Council, we commit to our human rights responsibility and due diligence in our operations.

### OUR COMMITMENT

We have identified specific actions necessary to live up to our commitment by assessing the actual and potential impact of our business activities. Based on this assessment we have particular focus on the following impacts:

#### HEALTH & SAFETY

At BC Hospitality Group, we are committed to providing a safe and healthy environment. This means ensuring that only the highest standards of health and safety are maintained for the benefit of all our stakeholders. Our employees and business partners are responsible for understanding and complying with all applicable safety and health laws and guidelines. In addition, every person has a clear duty to identify and respond to health and safety risks and security concerns and take every reasonable precaution to avoid the possibility of injuring himself or putting other persons at risk.

#### NON-DISCRIMINATION & HARASSMENT

BC Hospitality Group embraces diversity in all aspects of our business. We commit to provide a workplace free of harassment, with equal opportunities and treatment, and not to discriminate against employees or potential employees in our hiring and employment practice, on the basis of race, color, gender, religion, age, social and civil status, physical or mental disability or sexual orientation any other protection established by applicable law or regulation.

In addition, our operations affect other aspects of human rights, including, but not limited to, the right to privacy, just and favorable working conditions, forced labor. We will support our employees in understanding human rights and how we may adversely impact human rights.

#### GRIEVANCE MECHANISMS

BC Hospitality Group values and respects honest and open communication, and all stakeholders can raise questions and or concerns through direct enquiries, such as email, phone or social media channels. Employees may ask questions or raise

concerns regarding human rights impacts to their immediate manager or People & Culture representative. We also provide anonymous channels, to report unethical behavior, such as our 'What's on your mind' mailbox.

#### GOVERNANCE

Our commitment to respect Human Rights is integrated in our organization through our company values and our Group Policies. We understand that the respect of Human Rights is a dynamic process, which means that we will continuously seek to review and improve our commitment in accordance to expectations of our stakeholders.

In our annual Responsible Hospitality Report, we communicate our progress in implementing the United Nations Guiding Principles and we report on how we address severe human rights impacts that we may cause, contribute or be directly linked to.

The policy is approved by members of the Executive Committee and must be reviewed regularly in order to ensure its continued adequacy and relevance, in accordance to the UN Guiding Principles.



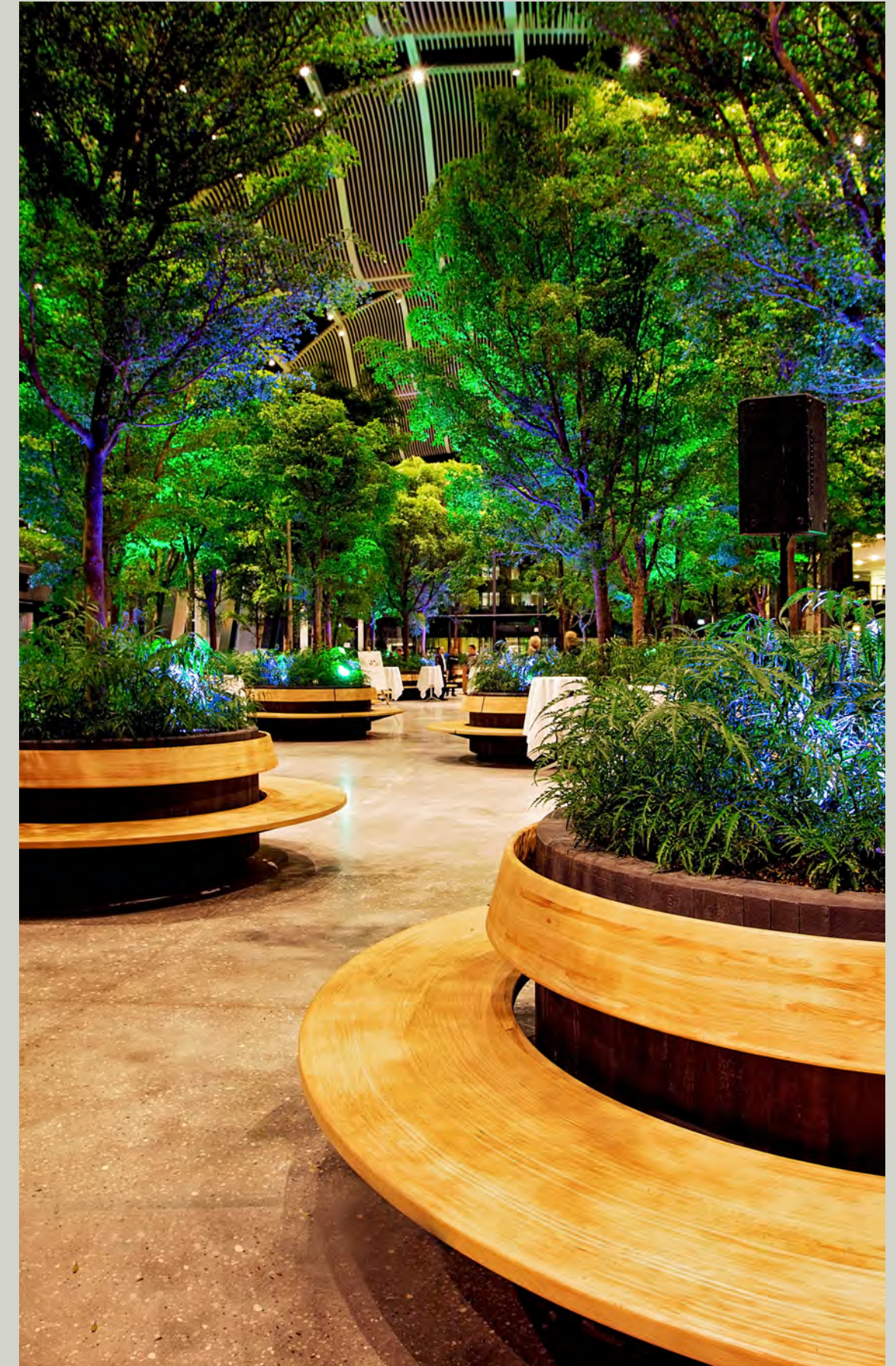


# ENVIRONMENTAL POLICY

- We will continue to improve our environmental performance and we will implement environmentally friendly solutions, wherever it makes economic and environmental sense without compromising the experience of quality and comfort at our hotels and venues
- We will make the most efficient use of resources our energy, water and other natural resources, promoting conservation and savings wherever possible and practical.
- We will incorporate environmental considerations, including animal welfare into our actions and procurement decisions
- We will raise awareness of environmental matters among our employees and stakeholders
- We will optimize our waste reduction through reusing materials where possible, recycling and limiting our use of hazardous materials where alternatives are available, economical and suitable.
- We will monitor, record and benchmark our environmental performance on a periodic basis

# BUSINESS INTEGRITY POLICY

- We conduct our operations in accordance with the principles of fair competition and will abide by applicable laws and regulations
- We will in all dealings with business partners, seek to preserve the highest standards of integrity, objectivity, fairness, efficiency, courtesy and professionalism and will look to them to set similar standards.
- We will apply a zero-tolerance approach with respect to corruption, extortion and bribery
- We will not accept any personal gifts, gratuities, premiums or other incentives when choosing suppliers. We prefer incentives expressed in acceptable business terms, e.g., quality, service and price.
- We will only purchase goods and services, which supports the purposes of business for BC Hospitality Group.
- We will aim to ensure that the best value for money is being obtained and that its resources are being used to the greatest benefit.
- We will work towards a system of ensuring that our suppliers and business partners are environmentally responsible, are not complicit in any violations of human rights or labour rights





# GRI CONTENT INDEX

| INDICATOR | DISCLOSURE  | LOCATION OF DISCLOSURE   | ADDITIONAL REFERENCE   |
|-----------|---|--|--|
| 102-1     | Name of the organization                                      | About this report  |  |
| 102-2     | Activities, brands, products, and services                    | About BC Hospitality Group                                       |  |
| 102-3     | Location of headquarters                                      | About BC Hospitality Group                                       |  |
| 102-4     | Location of operations  | About BC Hospitality Group                                       |  |
| 102-5     | Ownership and legal form                                      | About BC Hospitality Group                                       |  |
| 102-6     | Markets served  | About BC Hospitality Group                                       |  |
| 102-7     | Scale of the organization                                     | About BC Hospitality Group<br>One Team                           | Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group |
| 102-8     | Information on employees and other workers                    | One Team<br>Community  | UNGC Principle 6<br>SDG 8  |
| 102-10    | Significant changes to to the org. and its supply chain       | About BC Hospitality Group<br>Environment & Climate<br>Community |  |
| 102-11    | Precautionary principle or approach                           | Environment & Climate<br>Community                               |  |
| 102-12    | External Initiatives  | About this report<br>Responsible Hospitality                     |  |
| 102-13    | Membership of associations                                    | Responsible Hospitality<br>Community                             |  |
| 102-14    | Statement from senior decision-maker                          | Statement from the CEO   |  |
| 102-16    | Values principles, standards, norms of behavior               | Responsible Hospitality<br>About BC Hospitality Group            | UNGC Principle 10<br>SDG 16  |
| 102-18    | Governance structure  | Governance & Ethics  | Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group |
| 102-40    | List of stakeholder group                                     | About BC Hospitality Group<br>Responsible Hospitality            |  |
| 102-41    | Collective bargaining agreements                              | One Team   | UNGC Principle 3<br>SDG 8  |
| 102-42    | Identifying and selecting stakeholders                        | Responsible Hospitality  |  |
| 02-43     | The organization’s approach to stakeholder engagement         | Responsible Hospitality  |  |
| 102-44    | Key topics and concerns raised through stakeholder engagement | Responsible Hospitality  |  |
| 102-45    | Entities included in the consolidated financial statements    |  | Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group |
| 102-46    | Defining report content and topic boundaries                  | Responsible Hospitality  |  |
| 102-47    | List of material topics                                       | Responsible Hospitality  |  |
| 102-50    | Reporting period  | About this report  |  |
| 102-51    | Reporting cycle   | About this report  |  |
| 102-52    | Date of most recent report                                    | About this report  |  |
| 102-53    | Contact point for questions regarding the report              | About this report  |  |

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|--------|--|---|---|
| 102-54 | Claims of reporting in accordance with the GRI Standards   | About this report   |   |
| 102-55 | GRI Content index  | GRI Content Index   |   |
| 102-56 | External Assurance   |   | No external assurance   |
| 103-1  | Explanation of the material topic and its Boundary   | Governance & Ethics<br>One Team<br>Environment & Climate<br>Community             |   |
| 103-2  | The management approach and its components   | Governance & Ethics<br>One Team<br>Environment & Climate<br>Community<br>Appendix | SDG 1, 5, 8<br>UNGC Principle 1   |
| 103-3  | Evaluation of the management approach  | Governance & Ethics<br>One Team<br>Environment & Climate<br>Community<br>Appendix |   |
| 201-1  | Direct economic value generated and distributed  |   | Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group<br>SDG 8, 9  |
| 201-3  | Defined benefit plan obligations and other retirement plans  |   | Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group  |
| 201-4  | Financial assistance received from government  |   | Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group  |
| 202-1  | Entry Level Wage   |   | There is no legally stipulated minimum wage in Denmark. Wage rates are specified in accordance with collective agreements<br>UNGC Principle 6<br>SDG 1, 5 |
| 302-1  | Energy consumption within the organization   | Environment & Climate   | UNGC Principle 7, 8<br>SDG 7, 8, 12, 13   |
| 302-3  | Energy intensity   | Environment & Climate   | UNGC Principle 8<br>SDG 7, 8, 12, 13  |
| 302-4  | Reduction of energy consumption  | Environment & Climate   | UNGC Principle 8, 9<br>SDG 7, 8, 12, 13   |
| 303-1  | Water withdrawal by source   | Environment & Climate   | UNGC Principle 7, 8<br>SDG 6  |
| 304-1  | Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. | Environment & Climate   | UNGC Principle 8<br>SDG 6, 14, 15   |
| 305-01 | Direct (Scope 1) GHG emissions   | Environment & Climate   | UNGC Principle 7, 8<br>SDG 3, 12, 13, 14, 15  |
| 305-02 | Energy indirect (Scope 2) GHG emissions  | Environment & Climate   | UNGC Principle 7, 8<br>SDG 3, 12, 13, 14, 15  |
| 306-2  | Waste by type and disposal method  | Environment & Climate   | UNGC Principle 8<br>SDG 3, 12, 15   |



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| 308-1 | New suppliers that were screened using environmental criteria  | Community<br>Environment & Climate |  |
| 402-1 | Minimum notice periods regarding operational changes   |                                    | Collective agreements with: ,<br>3F, HK, DI Faglærte Overenskomst<br>The Employers' and Salaried<br>Employees' Act,<br>UNGC Principle 3, SDG 8 |
| 403-1 | Occupational health and safety management system   | Governance & Ethics                |  |
| 403-2 | Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities. | Governance & Ethics                | SDG 3  |
| 403-4 | Health and safety topics covered in formal agreement with trade unions   |                                    | Covered by collective agreements with 3F, HK, DI Faglærte Overenskomst , SDG 8   |
| 404-1 | Average hours of training per year per employee  | One Team                           | UNGC Principle 6<br>SDG 4, 5, 8  |
| 404-2 | Programs for upgrading employee skills and transition assistance programs  | One Team                           | SDG 4, 8   |
| 405-1 | Diversity of governance bodies and employees   | Governance & Ethics                | UNGC Principle 6<br>SDG 5, 8   |
| 406-1 | Incidents of discrimination and corrective actions taken   |                                    | No incidents<br>UNGC Principle 6, SDG 5, 8, 16   |
| 410-1 | Security personnel training in human rights policies or procedures   | Governance & Ethics                | UNGC Principle 1   |
| 412-2 | Employee training on human rights policies or procedures   | Governance & Ethics                | UNGC Principle 1   |
| 413-1 | Operations with local community engagement, impact assessments, and development programs.                                  | Community                          | UNGC Principle 1,6<br>SDG 4, 8, 10, 17   |
| 414-1 | New suppliers that were screened using social criteria   | Governance & Ethics<br>Community   | UNGC Principle 2<br>SDG 5, 8   |
| 416-1 | Assessment of the health and safety impacts of product and service categories  | Governance & Ethics                |  |
| 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services                              |                                    | No incidents   |
| 417-1 | Requirements for product and service information and labeling  | Governance & Ethics                | SDG 2, 12  |
| 417-2 | Incidents of non-compliance concerning product and service information and labeling  |                                    | Non incidents<br>SDG 2   |
| 417-3 | Incidents of non-compliance concerning marketing communications  |                                    | No incidents   |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data                               |                                    | No incidents<br>SDG 16   |
| 419-1 | Non-compliance with laws and regulations in the social and economic area   |                                    | No incidents<br>SDG 16   |







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