



RESPONSIBLE
HOSPITALITY
REPORT
2021



A high-angle, top-down photograph of a white ceramic cup filled with dark coffee, sitting on a matching white saucer. To the right of the cup, a portion of a silver laptop keyboard is visible, showing keys like 'esc', 'tab', 'caps lock', 'shift', 'control', 'alt', 'option', and 'command'. A gold-colored ballpoint pen lies diagonally across the bottom right of the frame, near the keyboard. The background is a plain, light gray surface.

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This report covers the 2021 activities relating to Responsible Hospitality in all business units of BCHG Holding A/S group (Bellagroup). The report follows the financial year, 1 January 2021 - 31 December 2021. The report is prepared in accordance with sections §99a and §99d of the Danish Financial Statements Act.



Message from CEO: A NEW FOUNDATION

Our world is changing at a fast pace, and today sustainability plays an important part in this change. Our communities, businesses, and everyday lives as well as the hospitality industry are affected by this on a daily basis. At Bellagroup we look back at a challenging yet defining year that in many ways marked a new beginning for us.

2021 started where 2020 ended – in the shadow of the COVID-19 pandemic. The national lockdown and subsequent restrictions affected the number of events and visitors across all our venues and hotels immensely – especially during the first six months of the year.

At Bellagroup we used the lockdown to transform and prepare our entire business for the new reality on the other side of the pandemic. A future where sustainability will be an even more critical business driver and differentiator within our industry.

A new foundation

In June, we secured new capital and ownership. This ultimately secured the future development and expansion of Bellagroup at a time where the crisis could have shut down our business.

This important milestone enabled us to look forward and begin building our group under the new name Bellagroup and launching the ambition to make Copenhagen an international top destination for major events and conferences while maintaining a strong focus on sustainability.

Even though 2021 was challenging, we can still be proud of several achievements that prove our ambitions and commitment to Responsible Hospitality.

As part of our ongoing ambition to deliver sustainable events and hospitality services, we opened a new modern arena seating 7.000 guests built with sustainable materials with an emphasis on energy efficiency and circularity that was pre-certified with the international gold certification in sustainability from DGNB.

In 2021, we also hosted the very first large event, where the environmental impact was measured and documented from start to finish. It gave us new,

valuable knowledge and control of the impact of our events. In 2022 we hope to spread the approach to more events, so that we can continually measure, benchmark and improve our initiatives.

Our approach to responsible hospitality also extends to the way we work together as a team. The modest level of activity in 2021 had consequences for several of our teams as Covid-19 forced us to downsize. Our approach has been to stay in close contact with former team members, and I am personally proud of the fact that many former employees returned to Bellagroup as the lockdown was lifted.

Our promise turned into action

Now we look into a promising 2022, where we need to use the lessons from the pandemic in terms of our footprint and our business. We are ready to welcome back tourists and large international events, and excited to engage with local and national stakeholders in order to maintain Copenhagen as an international top destination for large sustainable events in the future.

Our ambitions and commitments to sustainability for 2022 cover all business areas and we aim to deliver real, tangible change. Responsible Hospitality is not only an ambition. Having the most innovative and professional approach to Responsible Hospitality is a key strategic business differentiator.

We will continue to expand our focus on sustainable growth and maintain our commitment to hold Responsible Hospitality at the heart of everything we do, while we build the sustainable hospitality platform of the future.

This is our promise turned into action.

Sincerely,



Christian Folden Lund, CEO



ABOUT BELLAGROUP

Bellagroup is among the largest hospitality companies in Denmark. Bellagroup stands on three legs of business: venues, hotels and content. The venue part is comprised of Bella Center Copenhagen, Bella Arena and Bella Sky Conference & Event, CIFF Showrooms and International House.

In the hotel part, Bellagroup operates three hotels with internationally recognized brands: Crowne Plaza Copenhagen Towers, AC Hotel Bella Sky Copenhagen and Copenhagen Marriott totalling almost 1,600 rooms.

Bellagroup produce event content such as CIFF (Copenhagen International Fashion Fair), Bogforum (Book Forum) and LEGO World. Bellagroup has more than 160 meeting- and conference rooms and in total more than 200,000 squaremeters with enough space to host up to 30,000 people.

Read more at www.bellagroup.dk



MILESTONES 2021

Net Zero Events Carbon Pledge

CO2 event footprint pilot

Bella Arena Pre-certified DGNB Gold

Recruited many of the team members we had been forced to lay off during the start of the pandemic.

New owners and governance structure = New Foundation

AMBITIONS 2022

Start construction of Solar Panel Park – goal 200 tons CO2e annual savings by end 2024

5500 new LED light fixtures – goal 120 tons CO2e annual savings by end 2023

Work towards a methodology for mapping the carbon emissions of an event. Work with industry peers to define this

Zero food waste in production by 2022

Roll out Copenhagen Fashion Week 2023 Sustainability requirements by end 2022

Continue recruitment and work experience in collaboration with job centers



RESPONSIBLE HOSPITALITY

Hospitality is at the heart of everything we do. We strive to host moments that matter for our partners and clients, and the many visitors and guests we welcome every year.

As one of the largest event and hospitality groups in Denmark, we are also acutely aware of the impact we have on our environment as well as society. Events and hospitality can be resource intensive activities, and have a direct impact on thousands of guests, employees, partners around the world and our local community. We have a responsibility to take our impact into account. We need to consider how to reduce our environmental footprint every step of the way from supplier to waste management and we need to consider how we interact with society and how we can drive a positive social change.

This report documents the steps we are taking on our journey towards becoming a leader in our industry in terms of environmental impact social impact and governance.

**We believe that taking action
on all these agendas
is an essential part
of working with hospitality.
At Bellagroup, we call it
responsible hospitality.**

Materiality

We periodically assess our material issues to ensure we are aligning our programs with the issues that matter most to our business and our stakeholders. Bellagroup has undergone a big transformational change and it has also been very important to take our risks, opportunities and material issues into consideration with our new strategy in order to drive long-term value for our business and our stakeholders.

IMPORTANT ISSUES FOR OUR ORGANIZATION ARE:

- Food waste
- Resource use and conservation (energy, water, waste)
- Climate change - reduce carbon emissions
- Promote health, safety, and well-being at work
- Responsible supply chain management
- Diversity and equal opportunity
- Communication, information, and awareness of sustainability issues
- Partnerships for sustainable tourism and sustainable development
- Training skills in the workplace
- Job creation and youth opportunity in the local community
- Circular product innovation
- Business ethics and anti-corruption

A materiality assessment based on Stakeholder input and Business importance has shown Food waste, Resource use and Climate change to be the most material issues. These issues are expanded upon in the remainder of this report.



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.

On the basis of stakeholder feedback and business impact, we continue to work with three identified SDGs that continue to be the most relevant to our activities and that we want to support in priority. Goal 8, 12 and 13.

We will also continue to work towards these goals through valuable partnerships, within and across our industry, to push for progress.



Global Markets
Theatre

RWE GWEC

Pavilion
Denmark

Where you meet
tomorrow.
Today

SEMCO
maritime

ZITON
Can do. Will.

ZITON
Jack-ups
Technicians
Troll & Equipment

Z



Sustainable events

At Bellagroup we host events in all sizes and for all industries– whether it is a Christmas party, a large-scale congress, or a business event. We want to make every event matter for our guests and customers. We want to make every event sustainable. We want to make it easy to choose sustainable solutions. We want to make it valuable to host a sustainable event.

In 2021, we hosted the annual WindEurope conference - a trade conference for the European wind industry. The event was not only the first larger event after COVID-19, but was also the first event, where we meticulously measured and documented the environmental impact and carbon footprint of the event from resource and energy usage to recycling.

When we systematically evaluate the impact of an event, we not only gain knowledge on where to improve, but also give our customers and partners an important benchmark to measure their own impact and development. It gives them (and us) an opportunity to actively use this information to improve our event and environmental management.

Our goal is to further develop this approach in 2022, so that we can provide transparency regarding the environmental impact of all events in our venues.

Making sustainability easy and accessible for our customers and creating increased value for each event. of all events in our venues.

CIFF

CIFF is Bellagroup's own bi-annual fashion fair and is one of Europe's most inspirational fashion trade platforms. CIFF is dedicated to not only providing fashion fair visitors with an inspiring sartorial experience, but also a sustainable one. Together with our exhibiting brands, we want to be a leader in sustainability and take our commitment to it seriously, one step at a time. We can't make up for past harms of our industry, but we can address them together to create a more sustainable future. As a major player in the fashion field CIFF plays an integral part in helping the industry along.

CIFF Sustain

Technology, sustainability and innovation are important drivers in the fashion industry. That is why we at CIFF have dedicated areas highlighting brands that are leading the way. Together with the Lifestyle & Design Cluster, we had a dedicated space Circular Fashion Days. The exhibitors at Circular Fashion Days were selected as brands that are already moving away from linear to more circular business models, where products are designed, produced or sold with new circular goals in mind.

In addition, we presented a comprehensive physical and digital program of keynote talks in collaboration with brands and industry leaders, almost exclusively on topics related to sustainability.

In 2022, we plan to have an even bigger dedicated space for sustainable brands. We will also work on creating more awareness around the use of single-use plastics for exhibitors through design and installations.

2023 Sustainability Requirements

During our February 2021 fair, we announced that we, as the first partner of Copenhagen Fashion Week, were joining the implementation of the 2023 Sustainability Requirements. The requirements, composed of 18 minimum standards, will be a pre-condition for all brands in the Copenhagen Fashion Week show calendar, and include a points-system demanding a minimum level of sustainability across all aspects of the value chain, including environmental, social, and ethical aspects.

We strongly believe that the roll-out of these requirements not only adds value, but deeply resonates with our own platform. In concrete terms, our commitment and partnership entail that CIFF, as of 2023, will demand that brands in selected areas of the fair comply with Copenhagen Fashion Week's minimum standards and obtain the minimum score needed to exhibit at CIFF. By expanding this initiative each season we are very optimistic that this process will lead to even more alignment and connected sustainability efforts across industry platforms.



ENVIRONMENTAL RESPONSIBILITY

Our ambition at Bellagroup is to focus on how we can go beyond just complying with environmental policies. We are already driving efficiencies in our operations that cut emissions and costs, which both reduces our impact and gives us a competitive advantage.

One of our biggest milestones for 2021, was the opening of Bella Arena. As one of Europe's largest congress halls, it not only provides a modern and flexible event space, but also a sustainable one. Bella Arena has been pre-certified with DGNB Gold and we are awaiting our final certification in the beginning of 2022.

For us it is not just a matter of risk mitigation and resource productivity. We want to embed environmental considerations fully into every aspect of our hotel and event operations. We want to be recognized as an environmental leader in the industry and create significant value through these initiatives for our business, our guests and customers, and society.

Risks

We aim to have a credible and effective management of our environmental and climate-related risks. We systematically approach improvements in quality and performance. We manage our risks as critical business activities, with targets for improvement, measurement, and reports on performance.

As a hospitality company our core business is especially linked to:

- Impact of large events
- Energy and carbon
- Water management
- Waste management
- A better food experience

In the sections below we account for our management of these risks in 2021, as well as our targets for improvement.

Energy and carbon

In 2021, we once again experienced a significant decrease in utility consumption across our units, primarily because of reduced occupancy and complete or partial temporary suspensions of activities at our properties. To reduce energy and carbon emissions in times of reduced occupancy, our hotels were encouraged to adopt operational best

practices, such as partial building shutdowns and implementation of enhanced building controls.

We recognize that the reductions achieved because of the pandemic are neither representative nor sustainable. As travel returns and our hotels relentless focus on energy efficiency to reduce utility costs and greenhouse gas emissions.

This report documents the steps we are taking on our journey towards becoming a leader in our industry in terms of environmental impact social impact and governance.



Our commitment to carbon reduction

At Bellagroup we acknowledge that there is an urgent need to accelerate the transition towards global net zero emissions, and for the events industry to play its part in helping to deliver the goals of the Paris Agreement.

Recognizing that the events industry is composed of a complex and fragmented mix of stakeholders from across the globe, we acknowledge that while we as Bellagroup may take specific actions to minimize



our carbon impact, to drive meaningful progress a system-wide approach is also needed. This is why we, during 2021, joined the industry initiative - Net Zero Carbon Events Pledge.

In this context, we commit to support the goal of net zero greenhouse gas (GHG) emissions by 2050, and to actively promote and advocate for industry efforts throughout the value chain.

In pursuit of this aim, Bellagroup undertakes to:

- Before the end of 2023, publish Bellagroup's pathway to achieve net zero by 2050 at the latest, with an interim target in line with the Paris Agreement's requirement to reduce global GHG emissions by 50% by 2030
- Collaborate with partners, suppliers and customers to drive change across the value chain
- Measure and track our Scope 1, 2 and 3 GHG emissions according to industry best practice by 2022
- Work towards a methodology for mapping the carbon emissions of an event. Work with industry peers to define this.

Increasing our use of renewable energy

In 2021 we have taken steps to convert more of our energy from renewable sources. This means that we will in 2022 start building Copenhagen largest solar panel park on the roof of the Bella Center Copenhagen. Our goal is 1.000.000 kWh savings, as well as 200 tons CO2 annual savings by 2024.

Increasing our energy efficiency

Lighting is extremely important in making our guests feel relaxed and refreshed. However, due to the long operating hours of our business, lighting contributes significantly to the total energy consumption. To further decrease our energy usage in building operations, we will roll out a large-scale project to increase the number of LED lighting at the AC Bella Sky Copenhagen. Our goal is to complete the roll-out at the AC Bella Sky during 2022 by replacing more than 5.500 light sources. Installing even more LED lighting will not only help drive down energy costs but also reduce maintenance and cooling costs as well.

Our goal is to annually save 254.431 kWh and 120 tons CO2.

During 2022/23, we will commence major renovations at the Copenhagen Marriott. This means that we will, amongst other things, implement a new energy management system. Our aim is for the new system to improve operational efficiency and contribute with energy savings.

Water management

A large amount of our water consumption comes from laundry and housekeeping. Once again, the large deviation in water use from previous years, is due to a dramatic fall in activity and guests. The water fixtures at our properties meet local requirements for water efficiency and conservation, and we continually train our team members to take steps to save water. The reduction in occupancy due to COVID-19 enabled us to better understand where and how our properties use water when our activities are at a minimum.

Tap water filling stations

To reduce the use of water bottles and single use plastics, we will install 15 new tap water stations during 2022. Denmark has some of the cleanest tap water in the world. While most Danes won't think twice about filling their glass or water bottle from a tap, we understand that for many of our guests this is not what they are used to. We will also use the opportunity to create awareness of the clean Danish tap water to all our guests.

Waste management

At Bellagroup 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. 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.

Our waste reduction strategy seeks to decrease the overall amount of waste produced in our units, while taking steps to divert remaining waste from landfill through donation, recycling, composting, energy from waste incineration and other opportunities.

Waste is more closely linked to occupancy than energy or water, and the amount of waste produced by our units is still much decreased in 2021 due to the impacts of the pandemic. As we look to the future, we are working with our partners, including our waste haulers, suppliers and donation partners, to find innovative ways to continue to reduce waste.

Upcycling

Circularity and sustainability was central to material choices, when building Bella Arena. In close partnership with Bellagroup's new beverage supplier, Carlsberg, upcycled beer kegs have been used in the process. The upcycled kegs are used together with 2nd cycle of recycled wood from the original Bella Center at Bellahøj. j.

Single-use plastic

We take the global issue of plastic pollution seriously as a threat to the community and environment. We also recognize that waste reduction is a critical focus for our guests. In 2021, we remained focused on reducing unnecessary single-use items and we remain committed to continuing our transition from individual bath toiletries at all our hotels. The pandemic necessitated a delay in our deadline for implementing full-size bath dispensers at AC Bella Sky and Copenhagen Marriott due to low occupancy and high stock levels. We are now aiming to achieve full roll out by 2022 at AC Bella Sky and start 2023 at Copenhagen Marriott.

Food rescue

Reducing food waste is an integral part of responsible hospitality and also a very important issue for our stakeholders. In 2021 we have been severely challenged by lack of resources, in order to actively pursue our food rescue goals.

Unfortunately, we have not been able to achieve our goal of zero food waste in production in 2021, but plan to do so in 2022. We will also continue to reduce food waste in every step of the Food & Beverage process: from purchasing and menu planning to donation of excess edible items and disposal of remaining inedible food.

**We work actively with many partners
in our food rescue program, to ensure
no good food goes to waste.**

STOP SPILD LOKALT

Together with our Food Rescue partner Stop Spild Lokalt, we have since 2018, hosted several food handouts every year at the Bella Center Copenhagen. Stop Spild Lokalt collaborates with Denmark's largest supermarket chains, where surplus food that would otherwise be discarded are distributed to thousands of people in need. Surplus foods from supermarkets are transported to Bella Center and are distributed from our halls. 2021 has been no exception, with several handouts during Easter and Christmas.

Youth education on national Food Waste day

This year on Denmark's National Food Waste Day, we once again teamed up with our Food rescue partner, Stop Spild Lokal. We hosted an event for youths from a local school to learn more about avoiding food waste and preparing food from surplus raw materials. The You-tube superstar chef Umut Sakarya, prepared a lunch from surplus food donated by a local supermarket and shared some pearls of wisdom in regard to food rescue.

DET RUNDE BORD

One of our Food Rescue partners is Det Runde Bord (The Round Table). Det Runde Bord is an organization compiled of voluntary chefs and social workers, who with donations and surplus food, provide a healthy and nutritious diet to the homeless and socially disadvantaged.

During the last 10 years, they have distributed for than 7 million free meals to those in need!

We are very proud
to contribute with hundreds
of free meals annually, by donating
free meals from example no-shows
at events or leftover sandwiches
or salads from our food outlets.





A BETTER FOOD EXPERIENCE

We want to offer an assortment of food and beverage that support a healthy lifestyle and integrate environmental and social considerations into our sourcing practices.

This includes increasing our sourcing of certified sustainable products, the advancement of biodiversity, animal welfare, sustainable fishing practices and reducing animal proteins with a high carbon footprint.

We will continue to work with our suppliers to improve their environmental and social practices in line with our own expectations.

ORGANIC CUISINE LABEL

The demand for organic food and beverages is increasing significantly and this motivates our dedicated kitchens to increase their purchase of organic raw materials.

We are proud to have achieved a Silver label (60%-90% organic) at our Breakfast restaurant at Crowne Plaza Copenhagen Towers. Our goal is for all our breakfast restaurants to achieve a Bronze or Silver label during 2022.



30-60% organic



60-90% organic



90-100% organic



SOCIAL RESPONSIBILITY

As agents of hospitality and events, considering our social responsibility is in our very DNA. We directly affect the lives of thousands of guests, partners, suppliers, and neighbors. We need to conduct those relationships in a way, where we play a positive part in driving social change.

First and foremost, this means an ongoing commitment to putting our team members first. From recruitment to inclusion to health and safety, we strive to be a place of work, where our employees have the opportunity to reach their full potential in an inclusive environment, where people are happy to go to work.

But our social responsibility is also about being a force for positive change in our community. Giving back to our neighbors in our local community and creating and attracting major events and publicity for Copenhagen and Denmark. We need to be a trusted partner for our local, regional and national stakeholders.

Risks

Our industry and organization have historically been very challenged with access to qualified labor. We are reliant on the movement of international labor. As the borders closed and restrictions prevailed in light of the global pandemic, we have had increasing difficulty recruiting qualified employees. However, reemploying previous team members and working strategically with job centers are some of our key tools in addressing this challenge. Bellagroup employs a wide range of people

from many origins and nationalities. Many of our team members came to Denmark as refugees or immigrants. Despite our continued efforts to ensure necessary language skills, cultural or linguistic challenges can arise. In terms of safety, we have tackled this by offering safety courses in several languages for our team members. Furthermore, our aim is to present critical safety instructions in visual as well as written form.

One Team

Our industry continued to face unprecedented challenges throughout most of 2021. Nevertheless, Bellagroup continued our commitment to do everything we could to put our team members first.

It has been a roller-coaster year for us at Bellagroup. Starting 2021 out in crisis-mode, we had to gear up fast as we moved towards summer. Restrictions were lifted and we welcomed back customers and guests. This, however, meant that we had to recruit new team members fast.

Recruitment

We have always worked strategically with creating a positive impact in our local community through our recruitment strategy and 2021 was no different in this respect. First and foremost, our focus was on recruiting as many of the employees we had been forced to lay off during the start of the pandemic in 2020.

Since the layoffs, we have kept in touch through dedicated social media groups, where we have presented relevant job opportunities within the



industry as they became available. We were happy to welcome back many of our earlier team members. Our partnerships with local municipalities also play a key role in recruitment. We not only employ many through our municipal job center, but also provide skill development opportunities for those on the edge of the labor market.

This year we have not only participated in countless job-fairs, but also hosted a large job-fair in cooperation with the municipality, to present job opportunities from the industry to those without employment. We have also participated in focused recruitment fairs for veterans and are very happy to have employed several veterans team members in 2021.

All in all, we have recruited more than 350 team members in 2H 2021, ending the year with a total number of 426 team members. All in all, we have recruited more for than 350 positions in 2021, ending the year with a total number of 426 team members. But we are excited to continue Hosting Moments That Matter, and make a real difference to our customers, to ourselves, our colleagues, and the world around us.

Talent and training optimization

2021 ended up being the complete opposite of 2020 when it comes to talent acquisition and optimization. In 2020 all recruitments and budgeted training activities came to a complete halt followed by the termination of almost 70% of the workforce and the majority of the remaining employees being sent home on paid leave.

For the 6th year running Bellagroup Academy has been offering and administering in-house as well as external training and development activities for all our employees (on-callers excluded).

The Bellagroup Academy training covers the full employee lifecycle and work 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.

As in 2020 COVID-19 forced us to rethink training and development in a time where many resources were devoted to handling the crisis.

All in all, the training activities in 2021 took a dramatic fall dropping by almost 50% from 16.000+ hours in 2020 to 8800+ hours in 2021. This drop is of course hugely impacted by the 70% reduction of staff during 2020, leaving less than 300 employees in the whole organization.

As illustrated in **Tabel 19**, the average number of training hours per employee continued to rise leaving us with an average of 12+ training hours per employee (FTE) in 2021. Since the majority of the training activities in 2020 and 2021 have been conducted online, we continue to see a significant improvement of the organization's overall digital literacy, with employees from all jobs and functions participating in these online training activities.

Collective agreements

Fruitful collaboration with trade unions has continued to be vital in this period of uncertainty.

Tabel 11 shows the share of employees who are covered by or is a member of collective agreements, as well as 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 two union representatives at Bellagroup representing two different trade unions.

Inclusion, diversity and equality

At Bellagroup we strive to create a truly inclusive culture in which our employees can be their authentic self at work. We are committed to empowering our employees to meet their full potential.

We have always aimed for an inclusive culture where everyone feels valued, engaged, and respected, and where everyone is treated fairly and equally. We provide an environment of mutual respect, offer possibilities to learn and get new skills, help people advance themselves and bring greater fulfillment to their lives.

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.

As one of Denmark's largest hospitality groups, we understand that Bellagroup is a catalyst for social integration – we provide many youths with their first job, or help immigrants and refugees settle in a new country and support their integration in Denmark, not only as part of the workforce but as part of a community.

We are passionate about providing people the dignity and respect to contribute to the society in which they live, to support their families and dependents and to help them navigate their life journey.

Health & Safety

Team member Health

We have an obligation and a responsibility to ensure that our team members go home safely to their families and loved ones. Therefore, we continue to make the safety and the wellbeing of our team members of the utmost importance. 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.

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

We continue to aim for our goal of having 0 serious health and safety accidents and we are glad to have upheld this ambition during 2021. Our focus areas in this regard continue to be **1)** Well-being and culture **2)** Safety and the physical workplace **3)** Ergonomics. To gain a better insight, it is our goal to complete 2 engagement surveys and 2 pulse surveys in 2022.

Health & Safety Committee

We have established Health & Safety Committees in all properties where there are several health & safety representatives elected by team members. The main functions of the health and safety committee are to facilitate cooperation in developing and carrying out measures to improve the safety of workers and to support implementation of health and safety standards, rules and procedures. During 2021, we have also ensured all our health and safety representatives received all necessary health and safety courses and additional training needed for their positions.

Covid 19

A primary focus areas in 2021 has continued to be maintaining Covid 19 protocols and ensuring all requirements are up to date. We follow and continuously update our Safe to visit guidelines, our health and safety protocols, social distancing guidelines and signage, and providing personal protection equipment.

Across our organization, we have a nearly equal (52%/48%) split between women and men in the workforce. We have more than 54 nationalities among our permanent employees and over 40% of our workforce have an ethnic background other than Danish.



We've run several campaigns, to ensure a reminder of the protocols and continue to offer our employees free and voluntary antigen testing for Covid-19. Bellagroup also provided job stability for those who were diagnosed or needed to quarantine.

Health & Safety Training

As our organization slowly rebuilt and our facilities were again taken into use, our focus is and will continue to be, ensuring that health and safety is implemented as part of the mandatory on-boarding.

All team members had to complete an obligatory Covid 19 e-learning course. In addition, all new team members had to complete our Safespace training. Our team members completed 7286 hours of Health and Safety training during 2021.

Mental health

In addition to physical health and safety, we took steps to protect our team members' mental health. As business made a very sudden return during the summer of 2021, our organization has been challenged to find qualified employees in a very short time.

Despite our very best efforts, this meant that some team members had contribute more for a period of time. Unfortunately, this also resulted in several long-term absence due to illness. We support all our employees by offering mental health resources accessible through our employee health insurance, maintaining consistent, open communication from our leaders, and operating with transparency during this challenging time.

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

Safe to visit

Our responsibilities also include the health and safety of our guests and business partners that visit our hotels and venues on a daily basis. If we instigate a strong safety culture amongst ourselves, this will also have a positive impact on our guests and business partners.

Copenhagen, Denmark, is one of the safest and reliable destinations in the world. Situated in the capital, Bellagroup has a close collaboration with authorities and government officials to ensure the highest level of security for our guests who come with many different needs and requirements. We review our procedures as often as possible and have an extensive risk assessment tool in place. With thorough risk assessment, we customize the most optimal security solutions for each individual event. We have a significant expertise and experience in crowd management and handling of large events no matter the size of both.

Nevertheless, the pandemic has very much ruled the safety agenda in 2021. To accommodate to our guest's needs we very much focus on dissemination of the current Covid-19 guidelines and how this applies to their visit with us. This guide is called Safe to Visit and includes detailed information and a quick guide for easy reference. During 2021, Bella Center Copenhagen has also been hosting both a Covid 19 test center as well as a large regional vaccine center.

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 Bellagroup 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.



GOVERNANCE AND ETHICS

At Bellagroup we want to be competitive, but we want to compete fairly and have a positive influence on our business environment. We do this by upholding the integrity of our business and ensuring financial compliance.

Our company strategy focuses on creating value for our owners through profitable growth in a sustainable way, while at the same time optimizing the guest experience. At Bellagroup we deal with many guests, customers and business partners every day and we want all these relations to be based on sound and legal practices.

Our business

Bellagroup is one of Denmark's leading hospitality companies headquartered in Copenhagen. Our client base covers the public and private sectors as well as business and leisure guests. Bellagroup is owned by a syndicate of Danish investors, TMC Invest 2021 Aps as well as Vækstfonden and Nordea.

BELLA CENTER COPENHAGEN

Scandinavia's largest exhibition and congress center

BELLA ARENA

Copenhagen's new multi arena

CROWNE PLAZA COPENHAGEN TOWERS

Denmark's leading hotel within sustainability

COPENHAGEN MARRIOTT

Copenhagen's premiere five-star hotel

AC HOTEL BELLA SKY COPENHAGEN

The largest design hotel in the Nordic region

BELLA SKY CONFERENCE & EVENT

Denmark's largest conference center

CIFF

Northern Europe's leading fashion fair

CIFF SHOWROOMS

16,611 m² of permanent leasehold tenancies

INTERNATIONAL HOUSE

Bella Center Copenhagen's serviced office

Risks

The Board of Directors has overall responsibility for risk oversight, which includes understanding material risks, management steps to address these risks and appropriate levels of risk for our company.

As part of regular Board and committee meetings, the Board of Directors is responsible for general oversight of Executives' management of risks relevant to Bellagroup.

Governance structure

Our governance structure ensures strategic focus, optimal execution, communication, and knowledge sharing, collaboration across departments and units, as well as ensuring effective meetings.

All in all, there were many major changes in our governance structure during 2021.

In June 2021 Bellagroup (formally known as BC Hospitality Group) were acquired by new owners.

The new owners also introduced a new Board of directors and 3 employee elected representatives also joined the board. Our interim CEO, Christian Lund, was appointed the CEO of Bellagroup in June 2021. In addition, our Executive Committee was also scaled up to include more executive members.

By the end of 2021 the board consisted of five male and one female representative. The board consists of members chosen by their merits and knowledge that can provide value to the organization. In addition there are three employee representatives elected through a democratic process. In the beginning of 2022, one employee representative will be replaced. The board will thus consist of four male and two female representatives in 2022.

Bella group work dedicated to avoid any form for corruption, and do not accept any actions that can be linked to corruptive behavior.



of information communicated within the Company. It acts as a mechanism by which employees can bring any issues or queries they may have to the attention of Management.

Management can then work in conjunction with the committee to resolve these issues and communicate important information to Staff on all aspects of the business and work environment.

Business ethics

Bellagroup is committed to maintaining the highest ethical standards, acting with integrity, and conducting our business in compliance with the law. Our company policies underpin our entire organization and are applicable to all team members and directors at Bellagroup. These policies, including our Anti-corruption Policy, are intended to define our responsibilities to our team members and stakeholders and guide our decision-making.

We do not tolerate violations of our company policies and other key compliance measures at any level of our organization. Any such violations result in disciplinary action, and where criminal acts are involved, we will not hesitate to file criminal charges and pursue our legal rights.

Whistleblower program

During 2021 Bellagroup implemented a new and updated whistleblower program. Team members or others affiliated with the company, e.g., external partners and suppliers, can report suspected misconduct and are encouraged to do so.

The Bellagroup Whistleblower Program is run by an independent company. Any reports can be anonymous if preferred by the whistleblower.

Human Rights

Bellagroup has in 2021 continued to show its respect for human rights implementing preventive and mitigating initiatives, by for example creating greater awareness amongst employees to the human rights of others and themselves.

Committees

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 consists 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.

Works Committee

A fundamental principle of the Works Committee is that it adopts a participative and collaborative approach to addressing issues raised.

The Works Committee is a working group comprised of employees and Management representatives, with the support of People & Culture whose main function is to enhance the overall level and quality



Engaging with our suppliers

To achieve responsible sourcing, we engage closely with our suppliers and encourage our business partners to adopt their own sustainable practices, including working with environmental management systems and conducting human rights due diligence. All suppliers are encouraged to observe and abide by Bellagroup's Supplier Code of Conduct.

Approach to public policy

Bellagroup is a member of several industry associations that share our common goals, and we routinely work together to advance public policies of interest to Bellagroup and the hospitality and events industry.

Throughout 2021, our industry trade partners were focused on COVID-19 relief and recovery efforts for their member companies. This included helping Bellagroup on issues such as Covid-regulations and labor shortages.

Bellagroup held the following memberships of associations in 2021:

- HORESTA (Industry association)
- AIPC (International Association of Convention Centres)
- Best Cities
- ICCA (International Congress and Convention Association)
- MPI (Meeting Professionals Internationals)
- UFI (Global Association of the Exhibition Industry)
- Visit Denmark
- Wonderful Copenhagen

Policies

[Please click here](#)



Data Ethics (99d)

Data Privacy & Cyber Security

The Data Privacy & Compliance team sets out our commitment for safeguarding the personal data of our employees, guests, customers and other persons whose data we have been trusted with.

As done in the prior year, we welcome all new members of our staff with a data privacy training session and in 2021 we have also introduced a monthly TIP (this is Privacy) creating additional awareness.

We have also implemented a new data screening tool helping us to automatically identify and handle non-compliant information across different data sources, so our employees can focus on their key responsibilities.

To improve cybersecurity, we have worked on dismantling and consolidation of old systems, replacement of firewalls as well as establishing an artificial intelligence monitoring system of network communications.

It's an ambition to conduct Data Privacy and IT Information Security e-learning in 2022, increasing awareness and extended knowledge for all employees. During the last quarter of 2021 we have started a project to implement a new data privacy system for the purpose of a streamlined single source for data privacy processes, such as maintaining data processing activities, application overview, data processing agreements, risk assessments etc.

The time and effort in the project will continue in 2022 until the system is fully operational.

In 2021 there were no complaints or incidents concerning breaches of personal data registered.

ABOUT THIS REPORT

This report covers the 2021 activities relating to Responsible Hospitality in all business units of BCHG Holding A/S group (Bellagroup). The report follows the financial year, 1 January 2021 - 31 December 2021. The report is prepared in accordance with sections §99a and §99b of the Danish Financial Statements Act.

The content of this report is based on relevant matters regarding the activities of Bellagroup 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 Bellagroup: 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 Bella Arena, Bella Sky Conference And Events, BogForum, CIFF/CIFF Showrooms and International House.

Previous Responsible Hospitality reports are available at www.bellagroup.dk.

For further information regarding this report, please contact

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ENVIRONMENTAL RESPONSIBILITY DATA

Table 1

Total Energy Consumption (mWh)	2021	2020	2019
Bellagroup	24.182	21.886	31.240
Copenhagen Marriott	5.762	5.506	5.757
AC Hotel Bella Sky Copenhagen	2.857	4.036	8.851
Crowne Plaza Copenhagen Towers	3.147	3.390	3.208
Bella Center Copenhagen	7.086	8.954	13.424

Table 2

Energy Consumption per guest night (kWh)	2021	2020	2019
Copenhagen Marriott	64	97	32,7
AC Hotel Bella Sky Copenhagen (Sept-Dec)	93	99	33,4
Crowne Plaza Copenhagen Towers	56	81	23,6

Table 3

CO2e Scope 1+2 (Ton)	2021	2020	2019
Bellagroup	3.146	5.046	4.938
Copenhagen Marriott	733	1.256	1.035
AC Hotel Bella Sky Copenhagen	670	1.075	1.348
Crowne Plaza Copenhagen Towers	396	449	531
Bella Center Copenhagen	1.347	2.266	2.024

Table 4

Total Water Consumption (m³)	2021	2020	2019
Bellagroup	64.598	57.783	149.436
Copenhagen Marriott	24.627	19.205	37.392
AC Hotel Bella Sky Copenhagen	13.635	13.768	59.119
Crowne Plaza Copenhagen Towers	13.609	13.297	29.302
Bella Center Copenhagen	12.727	11.513	23.623

Table 5

Water Consumption per guest night (m³)	2021	2020	2019
Copenhagen Marriott	0,27	0,34	0,21
AC Hotel Bella Sky Copenhagen	0,44	0,34	0,20
Crowne Plaza Copenhagen Towers	0,24	0,32	0,22

Table 6

Waste distribution (%)	2021			2020			2019		
	Landfill	Recycled	Recovered (District heating & Biogas)	Landfill	Recycled	Recovered (District heating & Biogas)	Landfill	Recycled	Recovered (District heating & Biogas)
Bellagroup	0%	36%	78%	1%	26%	73%	2%	16%	82%
Copenhagen Marriott	0%	17%	83%	0%	20%	80%	1%	19%	81%
AC Hotel Bella Sky Copenhagen	0%	19%	81%	2%	26%	72%	1%	16%	83%
Crowne Plaza Copenhagen Towers	1%	14%	85%	1%	12%	87%	1%	9%	89%
Bella Center Copenhagen	0%	50%	50%	0%	46%	54%	4%	19%	77%

Table 7

Waste volume (Ton)	2021	2020	2019
Bellagroup	681,3	646,5	2.027
Copenhagen Marriott	112,2	105,1	258,4
AC Hotel Bella Sky Copenhagen	35	60,5	362,2
Crowne Plaza Copenhagen Towers	123,7	113,3	272,1
Bella Center Copenhagen	410,4	367,6	1.134,3

Table 8

Organic Food Share (%)	2021	2020	2019
Bellagroup	40%	36%	34%
Copenhagen Marriott	36%	33%	28%
AC Hotel Bella Sky Copenhagen	46%	34%	40%
Crowne Plaza Copenhagen Towers	39%	38%	32%
Bella Center Copenhagen	44%	36%	33%

SOCIAL RESPONSIBILITY DATA

Table 9

No. of Permanent Employees	2021	2020	2019
Bellagroup	426	313	800
Copenhagen Marriott	111	72	166
AC Hotel Bella Sky Copenhagen	38	19	62
Crowne Plaza Copenhagen Towers	79	77	134
Bella Center Copenhagen	198	145	264

Table 10

No. of On-call Employees	2021	2020	2019
Bellagroup	1383	958	1269
Copenhagen Marriott	271	22	70
AC Hotel Bella Sky Copenhagen	29	39	236
Crowne Plaza Copenhagen Towers	271	219	264
Bella Center Copenhagen	1036	678	699

Table 11

Salaried/Collective Agreements	2021		2020		2019	
	Salaried	Collective Agreement	Salaried	Collective Agreement	Salaried	Collective Agreement
Bellagroup	129	297	109	204	161	639
Copenhagen Marriott	12	99	12	60	13	159
AC Hotel Bella Sky Copenhagen	35	3	5	14	22	214
Crowne Plaza Copenhagen Towers	17	62	16	61	21	153
Bella Center Copenhagen	97	101	76	69	105	113

Table 12

No. of Nationalities	2021	2020	2019
Bellagroup	54	44	74
Copenhagen Marriott	32	24	33
AC Hotel Bella Sky Copenhagen	16	8	41
Crowne Plaza Copenhagen Towers	22	25	54
Bella Center Copenhagen	23	17	26

Table 13

Age distribution	2021			2020			2019		
	>50 yrs.	30-50 yrs.	<30 yrs.	>50 yrs.	30-50 yrs.	<30 yrs.	>50 yrs.	30-50 yrs.	<30 yrs.
Bellagroup	21%	60%	19%	21%	65%	14%	12%	62%	26%
Copenhagen Marriott	14%	62%	24%	8%	81%	11%	7%	72%	21%
AC Hotel Bella Sky Copenhagen	12%	39%	55%	0%	68%	32%	3%	55%	42%
Crowne Plaza Copenhagen Towers	23%	61%	16%	23%	57%	19%	22%	54%	24%
Bella Center Copenhagen	26%	64%	10%	30%	61%	10%	19%	64%	17%

Table 14

Employee Gender Equality	2021		2020		2019	
	Male	Female	Male	Female	Male	Female
Bellagroup	52%	48%	48%	52%	50%	50%
Copenhagen Marriott	49%	51%	46%	54%	45%	55%
AC Hotel Bella Sky Copenhagen	45%	55%	42%	58%	54%	46%
Crowne Plaza Copenhagen Towers	62%	38%	52%	48%	50%	50%
Bella Center Copenhagen	48%	52%	47%	53%	51%	49%

Table 15

Training Development	2021		2020		2019	
	Training hrs.	Partici-pants	Training hrs.	Partici-pants	Training hrs.	Partici-pants
Bellagroup	8805	719	16.055	1.771	13.039	2.909

Table 16

Internal / External Training - Total no. of hours	2021		2020		2019
	Internal	External	Internal	External	Total
Bellagroup	544	8.261	3.804	12.251	13.039

Table 17

Internal / External Training - Total no. of participants	2021		2020		2019
	Internal	External	Internal	External	Total
Bellagroup	68	651	651	1.120	2.909

Table 18

Gender division Training	2021		2020		2019	
	Male	Female	Male	Female	Male	Female
Bellagroup	44%	56%	52%	48%	52%	48%

Table 19

Training hours per FTE	2021	2020	2019
Bellagroup	12,2	9,1	4,25

Table 20

Absence due to illness	2021	2020	2019
Bellagroup	3,3%	3,8%	3,8%
Copenhagen Marriott	4,5%	5,0%	4,8%
AC Hotel Bella Sky Copenhagen	6,8%	3,7%	4,1%
Crowne Plaza Copenhagen Towers	2,7%	3,8%	4,6%
Bella Center Copenhagen	2,7%	3,2%	2,8%

Table 21

No. of occupational accidents registered	2021	2020	2019
Bellagroup	14	9	39
Copenhagen Marriott	2	1	3
Crowne Plaza Copenhagen Towers	5	3	17
Bella Center Copenhagen & AC Hotel Bella Sky Copenhagen	7	5	19

GOVERNANCE DATA

Table 22

Gender distribution in our boards & committees	2021		2020		2019	
	Male	Female	Male	Female	Male	Female
Bellagroup Board of Directors	83%	17%	75%	25%	67%	33%
Crowne Plaza Board of Directors	67%	33%	67%	33%	67%	33%
Bellagroup Executive Committee	70%	30%	60%	40%	60%	40%
Bellagroup Directors Committee	53%	47%	56%	44%	N/A	N/A

COMPARISON TABLE FOR THE GRI STANDARDS CORE*/ UN GLOBAL COMPACT PRINCIPLES (UNGC) / SUSTAINABLE DEVELOPMENT GOALS (SDG)

GRI Indicato	Disclosure	Reference	UNGC	SDG
GRI 102: General Disclosures				
1. Organizational Profile				
102-1*	Report the name of the organization	About Bellagroup		
102-2*	Report the primary brands, activities, products, and services	About Bellagroup		
102-3*	Report the location of the organization's headquarters	About Bellagroup		
102-4*	Report the number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.	About Bellagroup		
102-5*	Report the nature of ownership and legal form.	Governance		
102-6*	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	About Bellagroup		
102-7*	Report the scale of the organization, including: <ul style="list-style-type: none"> • Total number of employees • Total number of operations • Net sales (for private sector organizations) or net revenues (for public sector organizations) • Total capitalization broken down in terms of debt and equity (for private sector organizations) • Quantity of products or services provided 	About Bellagroup Social Responsibility Data BCHG Holding Annual Financial Report 2021		
102-8*	a. Report the number of employees by employment contract (permanent and temporary), by gender. b. Report the number of employees by employment contract (permanent and temporary), by region. c. Report the number of employees by employment type (fulltime and part-time), by gender. d. Report Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Report any significant variations (such as seasonal variations in the tourism or agricultural industries). f. Report an explanation of how the data have been compiled, including any assumptions made.	About Bellagroup Social Responsibility Data	6	8, 10
102-9*	Describe the organization's supply chain.	Govenance		
102-10*	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: <ul style="list-style-type: none"> • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions • Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination. 	Governance		
102-11*	Report whether and how the precautionary approach or principle is addressed by the organization.	We are committed to the UN Global Compact's ten principles, including supporting a precautionary approach especially in areas involving environmental and social risks.		

GRI Indicator	Disclosure	Reference	UNGC	SDG
102-12*	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Global Reporting Initiative (GRI Standards), UN Global Compact, UN Sustainable Development Goals, UN Guiding Principles for Business and Human Rights, The Universal Declaration of Human Rights, International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work		
102-13*	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: <ul style="list-style-type: none"> • Holds a position on the governance body. • Participates in projects or committees. • Provides substantive funding beyond routine membership dues. • Views membership as strategic. 	Governance		17
2.Strategy				
102-14*	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Message from the CEO		
102-15	Provide a description of key impacts, risks, and opportunities.	Responsible Hospitality Environment Responsibility Social Responsibility Governance		
3.Ethics and integrity				
102-16*	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Responsible Hospitality Governance	10	16
102-17	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines. Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Governance	10	16
4.Governance				
102-18*	Governance structure.	Governance		
5. Stakeholder Engagement				
102-40*	Provide a list of stakeholder groups engaged by the organization.	Responsible Hospitality Governance Social Responsibility		
102-41*	Report the percentage of total employees covered by collective bargaining agreements.	Social Responsibility Data	1, 3	8, 16
102-42*	Report the basis for identification and selection of stakeholders with whom to engage.	Responsible Hospitality		

GRI Indicator	Disclosure	Reference	UNGC	SDG
102-43*	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Responsible Hospitality Governance Social Responsibility Environmental Responsibility	10	
102-44*	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Responsible Hospitality	10	16
6. Reporting Practice				
102-45*	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	BCHG Holding Annual Financial Report 2021		
102-46*	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Responsible Hospitality		
102-47*	List all the material Aspects identified in the process for defining report content.	Responsible Hospitality	10	16
102-48*	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	No significant restatements		
102-49*	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	No significant changes		
102-50*	Reporting period (such as fiscal or calendar year) for information provided.	About this report		
102-51*	Date of most recent previous report (if any).	About this report		
102-52*	Reporting cycle (such as annual, biennial).	About this report		
102-53*	Provide the contact point for questions regarding the report or its contents.	About this report		
102-54*	Report the 'in accordance' option the organization has chosen.	About this report		
102-55*	Report the GRI Content Index for the chosen option.	Appendix to Responsible Hospitality Report 2021		
102-56*	Assurance a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	No external assurance Approved by company board		
GRI 103: Management Approach				
103-1*	For each material Aspect, report the Aspect Boundary within the organization, as follows: Report whether the Aspect is material within the organization	Responsible Hospitality		16

GRI Indicator	Disclosure	Reference	UNGC	SDG
103-2	Disclosures on Management Approach (DMA) a. An explanation of how the organization manages the topic. b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives.	Responsible Hospitality Governance Social Responsibility Environmental Responsibility		
103-3	An explanation of how the organization evaluates the management approach i. the mechanisms for evaluating the effectiveness of the management approach. ii. the results of the evaluation of the management approach. iii. any related adjustments to the management approach.	Responsible Hospitality Governance Social Responsibility Environmental Responsibility		
GRI 201: Economic Performance				
201-1	Direct economic value generated and distributed.	BCHG Holding Annual Financial Report 2021		8
201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	BCHG Holding Annual Financial Report 2021 Environmental Responsibility	7,8,9	
201-3	Coverage of the organization's defined benefit plan obligations.	Social Responsibility		
201-4	Financial assistance received from government.	BCHG Holding Annual Financial Report 2021		
GRI 202: Market Presence				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	There is no legally stipulated minimum wage in Denmark. Wage rates are specified in accordance with collective agreements		1,2
202-2	Proportion of senior management hired from the local community at significant locations of operation.	Social Responsibility Data		
GRI 302: Energy				
302-1	Energy consumption within the organization	Environmental Responsibility Data	7, 8, 9	7, 8, 12, 13
302-3	Energy intensity.	Environmental Responsibility Data	7, 8, 9	7, 8, 12, 13
302-4	Reduction of energy consumption.	Environmental Responsibility Data	7, 8, 9	7, 8, 12, 13
GRI 303: Water and Effluents				
303-5	Water consumption.	Environmental Responsibility Data	7, 8, 9	6
GRI 305: Emissions				
305-1	Direct (Scope 1) GHG emissions	Environmental Responsibility Data	7, 8, 9	3, 12, 13, 14, 15
305-2	Energy indirect (Scope 2) GHG emissions	Environmental Responsibility Data	7, 8, 9	3, 12, 13, 14, 15

GRI Indicator	Disclosure	Reference	UNGC	SDG
305-4	GHG emissions intensity.	Environmental Responsibility Data	7, 8, 9	3, 12, 13, 14, 15
GRI 306: Effluents and Waste				
306-1	Waste generation and significant waste-related impacts.	Environmental Responsibility Data	7, 8, 9	3, 12
306-2	Management of significant waste-related impacts	Environmental Responsibility Data	7, 8, 9	3, 12
306-3	Waste generated.	Environmental Responsibility Data	7, 8, 9	3, 12
306-4	Waste diverted from disposal.	Environmental Responsibility Data	7, 8, 9	3, 12
306-5	Waste directed to disposal.	Environmental Responsibility Data	7, 8, 9	3, 12
GRI 401: Employment				
401-1	New employee hires and employee turnover.	Social Responsibility Data	6	5, 8, 10
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	Social Responsibility	6	3, 8
401-3	Parental leave.	Social Responsibility	6	5, 8
GRI 402: Labor/Management Relations				
402-1	Minimum notice periods regarding operational changes.	Social Responsibility		
GRI 403: Occupational Health and Safety				
403-1	Occupational health and safety management system.	Social Responsibility	1, 2	3, 8
403-2	Hazard identification, risk assessment, and incident investigation.	Social Responsibility	1, 2	3, 8
403-3	Occupational health services.	Social Responsibility	1, 2	3, 8
403-4	Worker participation, consultation, and communication on occupational health and safety.	Social Responsibility	1, 2	3, 8, 16
403-5	Worker training on occupational health and safety.	Social Responsibility	1, 2	3, 8
403-6	Promotion of worker health.	Social Responsibility	1, 2	3, 8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships.	Social Responsibility	1, 2	3, 8
403-8	Workers covered by an occupational health and safety management system.	Social Responsibility	1, 2	3, 8
403-9	Work-related injuries.	Social Responsibility	1, 2	3, 8
403-10	Work-related ill health.	Social Responsibility	1, 2	3, 8
GRI 404: Training and Education				
404-1	Average hours of training per year per employee.	Social Responsibility Data	6	4, 5, 8, 10
404-2	Programs for upgrading employee skills and transition assistance programs.	Social Responsibility	6	8
GRI 405: Diversity and Equal Opportunity				
405-1	Diversity of governance bodies and employee.	Governance	1, 6	5, 8
GRI 406: Non-discrimination				
406-1	Incidents of discrimination and corrective actions taken.	No incidents	1, 6	5, 8, 16
GRI 407: Freedom of Association and Collective Bargaining				
407-1	Operations and suppliers in which the freedom of association and collective bargaining may be at risk.	Social Responsibility	1, 6	8
GRI 408: Child Labor				
408-1	Operations and suppliers at significant risk for incidents of child labor.	Governance	1, 6	8, 16
GRI 409: Forced or Compulsory Labor				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor.	Social Responsibility	1, 6	8

GRI 410: Security Practices				
GRI Indicator	Disclosure	Reference	UNGC	SDG
410-1	Security personnel trained in human rights policies or procedures	Social Responsibility		
GRI 412: Human Rights Assessment				
412-1	Operations that have been subject to human rights reviews or impact assessments	Governance	1, 6	
412-2	Employee training on human rights policies or procedures	Human Rights Training at hotels	1, 6	
GRI 413: Local Communities				
413-1	Operations with local community engagement, impact assessments, and development programs	Social Responsibility		3, 6, 11, 17
GRI 415: Public Policy				
415-1	Political contributions	No political contributions given		17
GRI 416: Customer Health and Safety				
416-1	Assessment of the health and safety impacts of product and service categories.	Social Responsibility		
416-2	Incidents of non-compliance concerning product and service information and labeling	Social Responsibility		
GRI 417: Marketing and Labeling				
417-1	Requirements for product and service information and labeling	Environmental Responsibility		
417-2	Incidents of non-compliance concerning product and service information and labeling	None		
417-3	Incidents of non-compliance concerning marketing communications	None		
GRI 418: Customer Privacy				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None		16

