

BC HOSPITALITY GROUP

2019

BC HOSPITALITY GROUP RESPONSIBLE HOSPITALITY REPORT

BC
HOSPITALITY
GROUP

**BELLA ·
CENTER**
COPEN
HAGEN

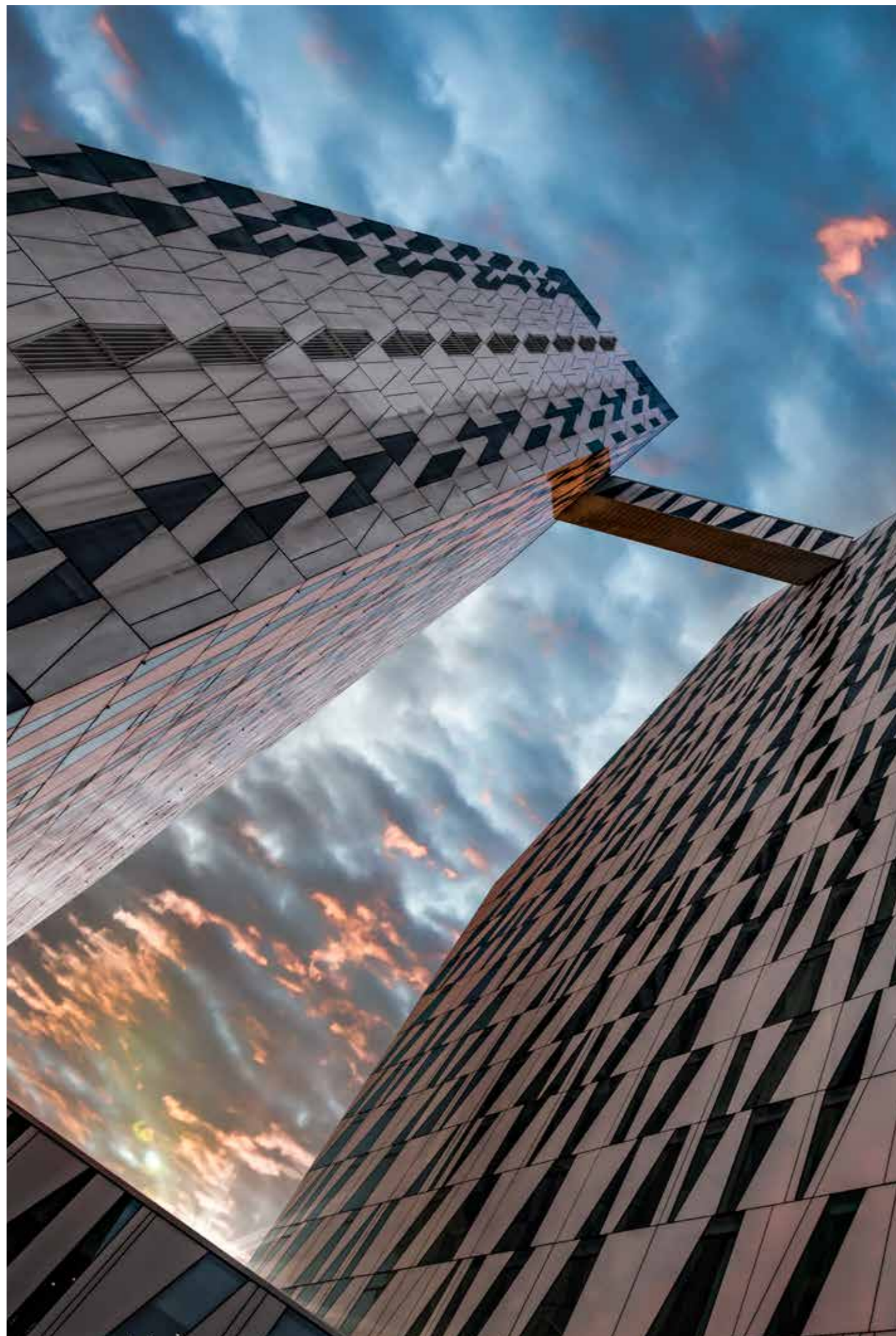

CROWNE PLAZA
AN IHG® HOTEL
COPENHAGEN TOWERS


MARRIOTT
COPENHAGEN


AC HOTEL BELLA SKY
COPENHAGEN

Comwell
CONFERENCE CENTER
COPENHAGEN

CIFF



ABOUT THIS REPORT

This report covers the 2019 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 2019 - 31 December 2019.

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.

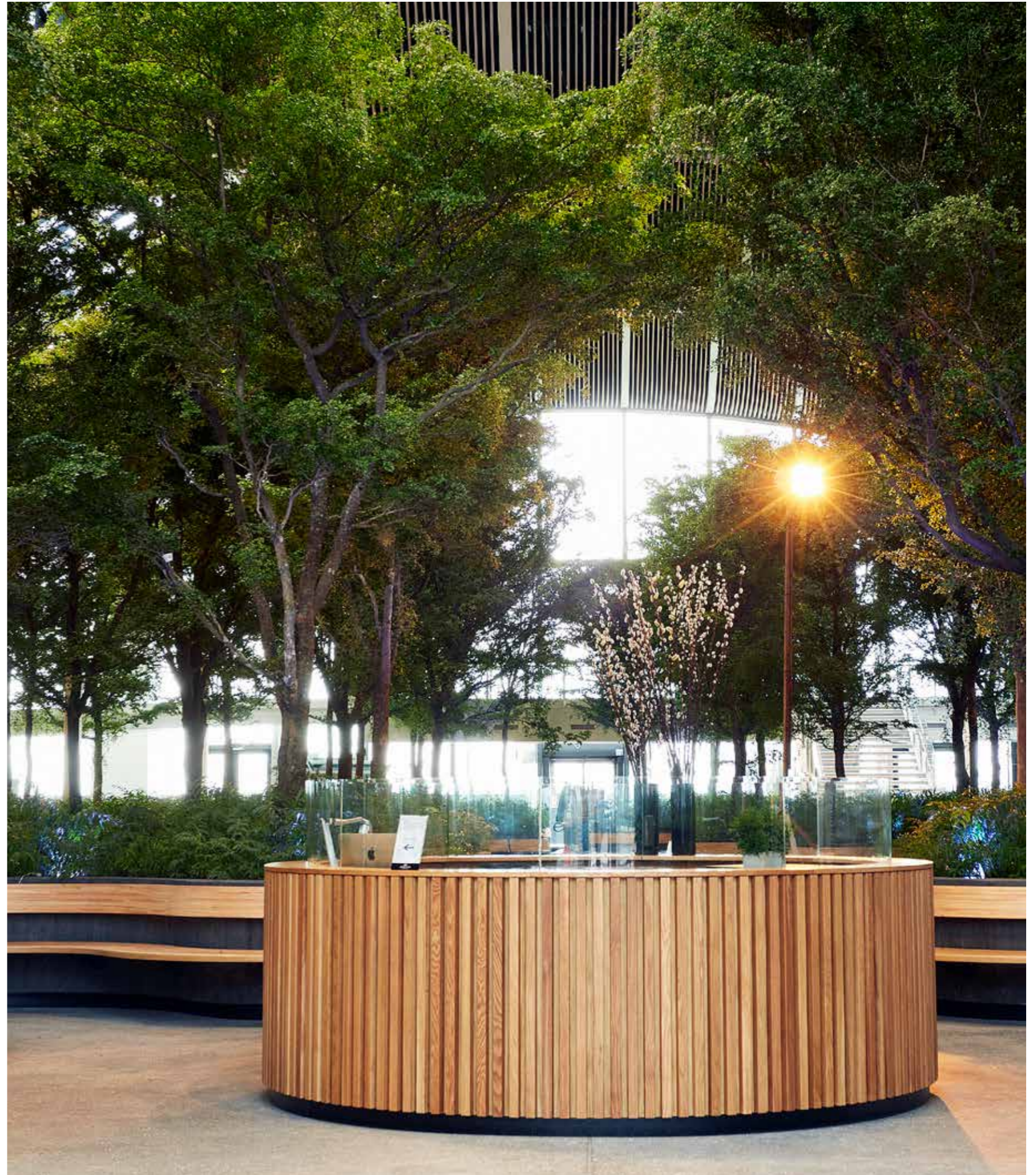
The report presents data and figures for the three hotels forming part of BC Hospitality Group: Copenhagen Marriott, Crowne Plaza Copenhagen Towers and AC Hotel Bella Sky Copenhagen. It also covers the Group's congress venue, Bella Center Copenhagen, which includes Comwell Conference Center Copenhagen,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

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

For further information regarding this report, please contact Ms. Mireille Jakobsen, Group Responsible Hospitality Manager (mij@bchg.dk).

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Allan L. Agerholm

STATEMENT FROM THE CHIEF HOSPITALITY OFFICER

2019 was in large parts defined by our necessary efforts to sharpen and improve the Group's operational and financial performance. It was also a year with several success stories that give reason to a promising outlook for our organization.

The hotel market in the Capital region continues to grow increasingly competitive, and we must continuously adapt and change accordingly and such external factors coupled with disappointing performance rates within some of our own key business areas, led to the difficult, but necessary decision, to release several highly valued colleagues.

Among our successes, we are pleased to report a very high satisfaction rate among the one million guests we hosted during 2019. Another positive development was the commencement of the new Congress Hall at Bella Center Copenhagen. Set to be the largest of its kind in Northern Europe and enabling us with new opportunities to attract business, the hall is effectively a cornerstone of our future and Capital Region as an attractive and competitive destination for International Congresses and Events. This is an ideal time for laying the foundation for considerable growth while maintaining our core values and commitments to quality and Responsible Hospitality.

We have a strong belief that every event, service or action leave lasting imprints with the millions of people we engage with. This year, we were particularly proud to witness the growth of our staff. We are very pleased to report a doubling in the number of participants engaging in our Learning & Development platform, BC Academy. A platform that provides them with valuable career development and personal growth opportunities.

The most urgent challenges facing our global community can only be achieved through partnerships and collaborations. This is why we have chosen to join the International Tourism Partnership (ITP), a global platform for leading hotel companies sharing a common commitment to sustainability and social responsibility. Alongside our internal goals we now also adhere to the four ITP goals on human rights, carbon emissions, water usage and youth employment.

Our climate ambitions remain on track. In just three years, we have successfully reduced our energy consumption by 30% and CO2 emissions by more than 37% since 2016.

As a testament to the positive results we have achieved so far, I am very proud to have been invited to join the Danish government's Climate-partnership as a Chairman partnerships tourism engagement. This coalition of appointed business leaders will help identify key initiatives that will help the Danish government to achieve its 70% CO2 reduction target by 2030.

As we move forward, our commitment to the UN Global Compact and the Sustainable Development Goals remains intact. I invite you to read all about our most recent efforts and activities in this report.

Sincerely,

Allan L. Agerholm,
Chief Hospitality Officer / CEO

ABOUT BC HOSPITALITY GROUP

BC Hospitality Group is one of Denmark's leading hospitality companies. We provide an extensive range of services within the hotel, conference, exhibition and catering industries to clients from all over the world. Our client base covers the public and private sectors as well as businesses 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 m2 of event space with the capacity to host up to 30,000 people. BC Hospitality Group and all of its business units are located in Copenhagen where we employ some 2,000 team members. This year we've had approximately 940,000 guests at our hotels and venues.

In 2019, we discontinued our collaboration with ATP Real Estate on the construction of Hilton Copenhagen City in central Copenhagen. While this co-operation came to a very disappointing discontinuation, we remain confident that the near future holds more opportunities to follow our key strategy: running exceptional hotels of high international standards under international hotel brands.

We have also begun construction on our new congress hall in Bella Center Copenhagen, marking the biggest strategic development of the venue in three decades. This 14,000 m2 addition will consist of a large congress hall seating 7,000 persons in addition to a flexible area of 7,000 m2. The inauguration is set for April 2021 and will significantly expand the congress capacity of BC Hospitality Group and the city of Copenhagen, further strengthening the city's capabilities to attract international events and congresses.

In September 2019, Niam, a Swedish private property owner, acquired Copenhagen Towers from Solstra Capital Partners. The handover of the property has had no direct effect on daily operations, as BC Hospitality Group continues to be the main operator.

In 2020, CIFF is set to launch C+ in partnership with Copenhagen Fashion Summit, the world's most influential platform for sustainability in fashion. C+ will be a unique business space for sustainable innovation within the fashion sector. It will also have the effect of turning CIFF into a full-service provider.

At C+, companies will gain access to innovative solution providers that can help start or boost their sustainability journey while also growing their business. A matchmaking tool facilitates scheduled meetings with 100 solution providers. This is coupled with an inspirational stage program with relevant panel discussions on sustainable business in fashion. In sum, C+ is a hands-on, plug-n-play tool for companies to discover and implementable solutions to accelerate the industry's sustainability practices.

Bella Center Copenhagen

Scandinavia's largest exhibition and congress center

Comwell Conference Center Copenhagen

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 m2 of permanent leasehold tenancies

International House

Bella Center Copenhagen's serviced offices



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

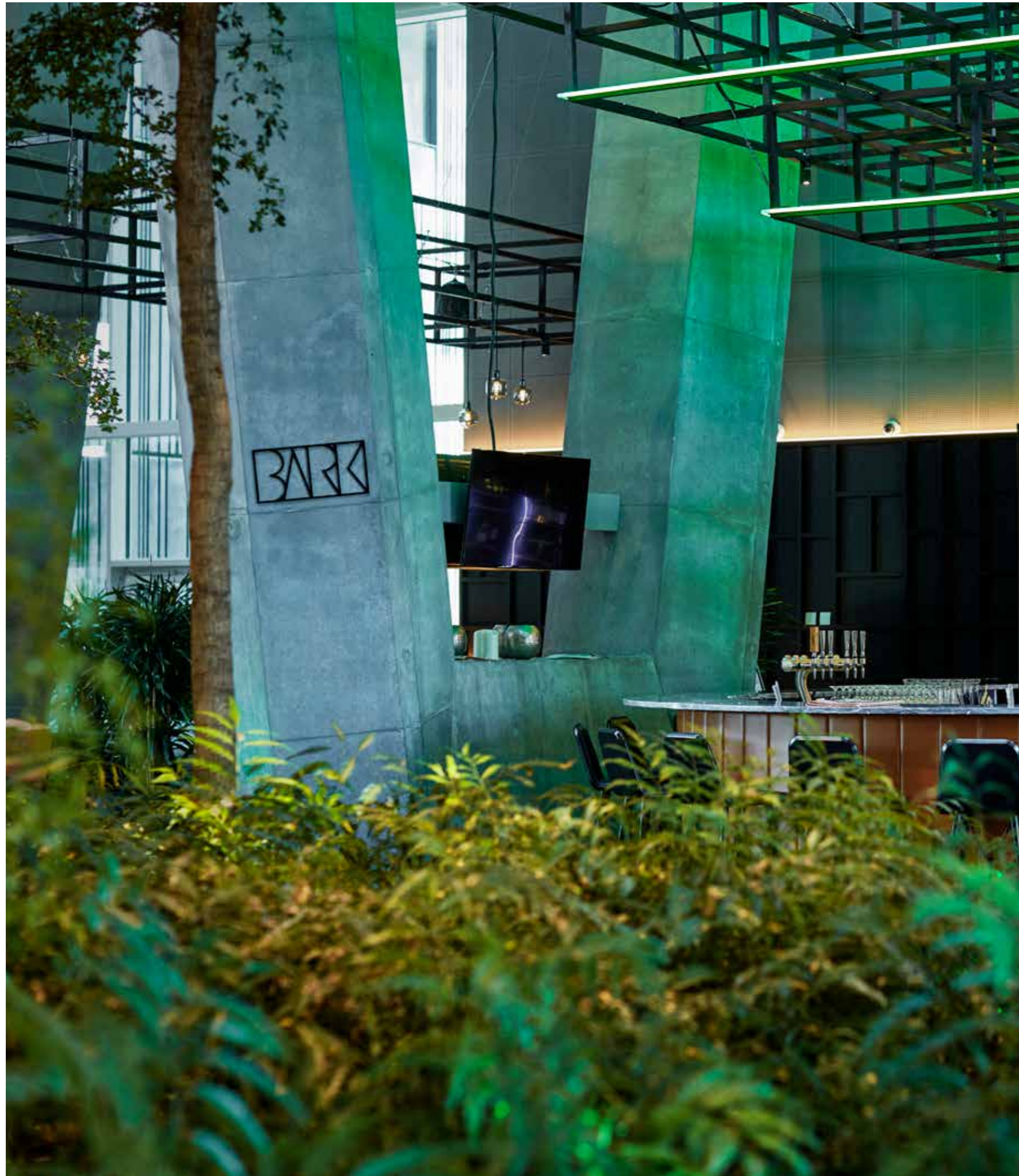
Mutual Respect
Winning Spirit
Service Heroes

HOSTING MOMENTS THAT MATTER

We are hosts and stewards of hospitality. For the guests that we serve as well as the people we work with. This is a privilege with great responsibilities, and we strive to turn each interaction into a special moment. Hospitality is the business of 'live' as nothing can be undone. Moments are temporary but memories will live forever. We do our best to create positive impacts – for us, for our guests and our society.



"At BC Hospitality Group we place Responsible Hospitality at the heart of everything we do, operating a profitable business while practicing, inspiring and advocating for sustainable change. We do this at every level, from self-initiated efforts in finding innovative new solutions, to supporting significant collaborative initiatives to help build a better future for all."
- Allan Agerholm, Chief Hospitality Officer



RESPONSIBLE HOSPITALITY

As Denmark's leading hospitality company, we are in the business of enhancing human connections that create a positive ripple effect through communities all over the world. And we host moments that matter by living out Responsible Hospitality.

Our strategic approach to Responsible Hospitality is built on a 'do-no-harm' concept, meaning we always adhere to laws, regulations and our certifications. Secondly, we develop our business by identifying opportunities that allow us to use sustainability as a driver in our commercial and operational activities. Thirdly, we actively advocate for positive change in our community. We do this to inspire change and to learn from others.

Our strategy is divided into five focus areas: Careers that Matter, Partnerships that Matter, Make Products Matter, Conserving Resources that Matter and Healthy Living Matters.



THE GLOBAL GOALS
For Sustainable Development



SDG: 17

Strengthen the means of implementation and revitalize the global partnership for sustainable development.



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

The UN Sustainable Development Goals (SDGs) comprise the central element of the 2030 Agenda for Sustainable Development. The 17 SDGs provide targets and guidelines to effectively end poverty, protect the planet, and ensure peace and prosperity for all.

BC Hospitality Group has identified four material goals most relevant to our organization. Our greatest positive impact can be made regarding SDG 8 and 17 that relate to 'Diversity and equal opportunity', 'Job creation' and 'Partnerships'. Our biggest negative impact relates to SDG 12 and 13, concerning issues such as Waste, Sustainable sourcing and Energy & Carbon. While all the goals are interlinked, we believe that we need to prioritize in order to maximize our overall contribution.





PARTNERSHIPS THAT MATTER

We perceive all stakeholders as potential partners with whom to forge and maintain active dialogues. This allows us to identify challenges as well as opportunities that are relevant to our business. We adapt our engagements to the issues and stakeholders at hand. This strategy is essential to running a successful company like ours.

Our partnerships take many forms and are developed across sectors and industries. Our hotels and venues stimulate the economy of Copenhagen and its surrounding communities by attracting and accommodating business and leisure travelers. Through our venues and exhibitions, we host and create events that also enrich our community culturally. We provide hundreds of jobs and work with local organizations, municipalities and educational institutions to make a positive difference.

We actively pursue partnerships anywhere we see an opportunity to collaborate on sustainable change.

CREATE OPPORTUNITIES FOR LOCAL EMPLOYMENT AND SKILL DEVELOPMENT

We help integrate unemployed and marginalized persons into the job-market.

ENCOURAGE THE PROFESSIONAL DEVELOPMENT OF YOUTHS

We wish to promote and encourage education about our industry through corporation with schools and institutes of higher learning.

COLLABORATE ON AND PROMOTE SUSTAINABLE TOURISM AND EVENTS

We wish to foster a more responsible sector through constructive dialogue and collaborations on an industry and political level.

LEAD BY EXAMPLE

We advocate for sustainable business practices and conditions, and seek insights for self-improvement. We want to build and strengthen supplier partnerships across the value chain while taking responsibility for the impact our business has on society, the environment and our surroundings.



SKILL DEVELOPMENT & JOB OPPORTUNITIES

As a major hospitality company, we employ a diverse workforce in terms of educational backgrounds. One of the biggest risks facing our organization and our industry as a whole is a shortage of qualified work candidates. Unfortunately, the Danish labor market only predicts this risk to increase in the years to come. BC Hospitality Group has always been proactive in creating jobs and skill-developing opportunities for those on the margins of the Danish labor market. These efforts only grow more vital in light of the exponential growth our industry is facing.

As a result, we have intensified this strategy in 2019 as it not only cultivates new talents for our organization but also helps disadvantaged individuals become part of our industry. Close partnerships with local municipalities and Job Centers is key for this to succeed.

JOB SCHOOL

During the summer of 2019, AC Hotel Bella Sky Copenhagen faced a significant challenge. Insourcing the housekeeping department in a hotel with 811 rooms meant we needed to attract approximately 150 qualified colleagues. We decided to use this opportunity to help people in difficult situations to enter the labor market through the provision of training courses and up-skilling programs.

We joined the partnership Sammen Om Virksomhedsrettet Integration together with the NGO, Forening Nydansker (Association New Danes), and LO Hovedstanden, as well as regional Job centers. Our target group was citizens with non-Western backgrounds dependent on welfare benefits. Many of the participants had never held permanent employment, were refugees or had extraordinary difficulties entering the Danish labor market.

The training course consisted of a combination of practical, classroom and language training. All participants received special mentors, dedicated to supporting them on their journey towards a permanent position. In June we were extremely pleased to welcome 14 of the original 21 participants as new permanent colleagues in our Housekeeping department.

YOUTH PROJECT

In Denmark, we struggle with encouraging young people to choose a vocational education focused on gastronomy and service. As a response, we partnered with the local school, Højdevangens Skole, on giving young students the possibility to learn more about hospitality careers in a very hands-on manner. This was the second year we did this.

We are taking a series of steps to ensure the long-term sustainability of our organization by making local youths more aware of the diverse and exiting career opportunities that await within hospitality. By including them in our daily business operations, the students get to break down stereotypes, meet role models and discover how their future careers might unfold, if they decide to pursue this field of interest. By spending one day a week over a period of four months at one of our hotels or other venues each student gains hands-on experience with both gastronomy, hospitality and sustainability.

The program concluded with a 'Master Chef' competition, a joint event with our supplier Unilever, who helped with providing products and guidance for the students. Groups were instructed to cook a sustainable two-course vegetarian meal for six prominent judges who also evaluated on table settings.

RESPONSIBLE HOSPITALITY DAY

As one of Denmark's leading hospitality companies, hosting nearly one million guests annually, we want to inspire and advocate for sustainable change in our industry. In the month of September, we hosted our 3rd annual Responsible Hospitality Day at Hotel Crowne Plaza Copenhagen Towers. This year's theme was "The Sustainable Guest Experience". Responsible Hospitality Day is a non-profit conference for the hospitality industry and other stakeholders, developed and hosted by BC Hospitality Group.

The conference consists of talks, debates, case studies and sustainable networking sparking constructive discussions on the role of sustainability in creating positive guest experiences. The conference ended by a presentation from the managing director of International Tourism Partnership (ITP) Madhu Rajesh about the importance of entering partnerships in creating a viable impact in the industry.

This year, we nearly tripled the number of participants from 90 to 240. We are extremely proud of the traction this event has gained and hold great hopes for the collective difference we can make in our industry as a result.





BOOK FORUM

At our annual book fair, Bogforum, we want to open the world of literature to people of all ages. We create a vibrant and personal meeting between the readers, authors, publishers, politicians, newspapers. With nearly 40,000 visitors in 2019, the fair is more popular and relevant than ever before.

We noted a growing demand for family tickets. Likely a result of our increased focus on presenting children's literature in new and exciting ways. Studies show that the reading skills of children and young adults in Denmark have never been poorer. At Bogforum, we aim to making reading fun and exciting to young readers through different initiatives. It is our sincere hope these activities will have some effect in improving these unfortunate statistics. We also partner with surrounding schools to engage local students with difficult socio-economic backgrounds to discover the joys and benefits of reading.

Lastly, we teamed up with several charities during Bogforum. These include 'Read for Life' in which publishers can donate surplus children's books to vulnerable families as Christmas presents. We also partnered with Save the Children who received the proceeds from the sale of earmarked products.

INTERNATIONAL TOURISM PARTNERSHIP

In 2019 we entered into a partnership with the International Tourism Partnership (ITP). ITP is a global sector-led organization, bringing together the world's most powerful hotel companies in an alliance focused on a single ambition: to lead the industry through example with clear and quantifiable commitments to improved sustainability. ITP provides members with a non-competitive platform for leaders to share ideas, build relationships and work together on making the industry more responsible. Its members believe that the hotel industry can and should be a force for good and make positive contributions to the United Nations' Sustainable Goals and to the COP21 climate agreement. ITP works on the thematic areas in which the sector can achieve the highest impact: youth and employment, water usage, human rights, carbon footprint and labor standards.



OTHER PARTNERSHIPS

ENGAGING OUR LOCAL COMMUNITY

In 2019 we once again opened our doors to our neighbors during the annual cultural festival Ørestad Kulturdag. Activities included guided tours of AC Hotel Bella Sky Copenhagen and Crowne Plaza Copenhagen Towers. Our chefs provided tasters while sharing insights into our work with sustainability, food waste and exciting new gastro concepts. Visitors were invited to enjoy the breathtaking views of their local neighborhoods from the 20th and 23rd floors.

We also invited neighbors to the free event, The taste of Crowne Plaza, during the month of November. Here, our partners and suppliers shared some of the great food and beverage products we serve our guests every day.

In 2019, we have worked with different charities contributing either donations or facilitating accommodation for smaller charity events. One of these activities was a children's Christmas event for the Ronald McDonald House where we decorated Christmas cookies, made Christmas decorations and brought gifts donated by LEGO. Many of our team members also donated Christmas gifts to children in need through the Salvation Army.

CHILDREN'S COOKING SCHOOL

This year we once again hosted 2 children's cooking schools - one during spring and one in the fall. 16 children aged 8-12 were activated at each session and together with our professional chefs they were introduced to food handling and preparation, sustainability and food waste. The children are in the kitchen for 3 hours where they are tasked to create a menu made by our chefs.

The meal is then enjoyed by the children and their parents and the chefs.



CHARITY FOOD RUN (STOP SPILD LOKALT)

BC Hospitality Group supports the local charitable organization Stop Spild Lokalt with their handout of surplus food from supermarkets to those in need. Both during Easter and Christmas we put our facilities and resources at Bella Center Copenhagen at their disposal to facilitate this remarkable event. Stop Spild Lokalt is Denmark's largest initiative organizing food distribution on 23 and 24 December, collecting more than 200 tons of food nationwide. Approximately 30 tons of this food was distributed at Bella Center Copenhagen.



LITTLEBIGHELP

At the LittleBigHelp charity gala that took place at Crowne Plaza Copenhagen Towers in November, its organization raised a record sum of DKK 2.4M. LittleBigHelp is an NGO working with vulnerable children and families in West Bengal, India. 22 projects directly support over 1,100 vulnerable children and adults each day, indirectly affecting more than 1,300 families. BC Hospitality Group was once again the main sponsor donating facilities, the evening's menu, staff as well as event production.





CAREERS THAT MATTER

People are at the heart of our business and our continued success strongly depends on our ability to attract and retain the right people. We need to offer meaningful work as well as a motivating environment that allows for everyone to grow and develop their profession through stimulating assignments. We are committed to good corporate governance. This means that we operate in accordance with applicable laws and regulations, and that we adhere to all appropriate ethical business standards.

CORPORATE GOVERNANCE AND ETHICS

We want to operate with integrity and with the highest standards in oversight, ethics and compliance.

ATTRACT THE BEST TALENT

We want to recruit the most qualified and suitable professionals to foster an attractive brand image.

INVEST IN LEARNING AND DEVELOPMENT OPPORTUNITIES

We want to encourage leaders and employees to pursue professional growth and support them in developing or learning new skills.

FOSTER A DIVERSE AND INCLUSIVE CULTURE

We want to create an environment of trust, built on mutual respect and collaboration.

GOVERNANCE

HUMAN RIGHTS

In the past year, BC Hospitality Group has reaffirmed its commitment to human rights by initiating the implementation of the UN Guiding Principles on Business and Human Rights. This included conducting an impact assessment in 48 key areas where human rights are at a potential risk. The impact analysis highlighted that our main risk areas relate to healthy and safe working conditions as well as the right to not be discriminated or harassed. We will of course continue to implement preventive and mitigating initiatives, for example by creating a greater awareness among employees about their own and others' rights.

A new Human Rights Policy has also been prepared and approved, obligating us to respect the human rights of our workforce. Ongoing steps relate to improving those areas where further actions are needed including engaging with our key stakeholders on those issues. In 2020, we plan to conduct a similar analysis in the areas of anti-corruption and the environment and updating our policies in those areas.

NEW GOVERNANCE STRUCTURE

In 2019, our Chief Hospitality Officer introduced a new governance structure for BC Hospitality Group. The aim is to increase strategic focus, ensure optimal execution, strengthen communication and knowledge sharing, foster collaboration across departments and units, as well as ensuring more effective meetings.



GENDER DISTRIBUTION IN OUR BOARDS & COMMITTEES

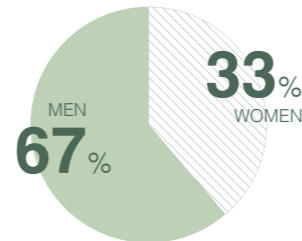
BC Hospitality Group strives to achieve equal gender representation within our boards, departments, committees and management teams. While we still haven't reached our own ambition yet, things are indeed moving in the right direction. With this positive trend in mind, we currently do not find it necessary to initiate additional policies or specific initiatives on the matter.

ANTI-CORRUPTION

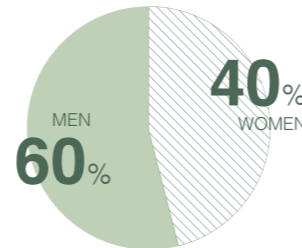
Our organization does not tolerate corruption in any form and this is embedded in our Business Integrity Policy, as well as several other specific policies for our staff in this area. Our Supplier Code of Conduct also requires our suppliers to actively work against corruption. This year we have continued to work actively with our whistleblowing scheme called 'What's on your mind', where employees can report any issues anonymously to the management. There have not been reported any serious incidents related to anti-corruption. In the year to come we plan to review our current policies relating to anti-corruption to determine if any changes are deemed necessary.



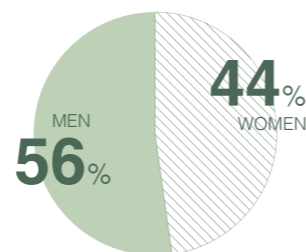
BC HOSPITALITY GROUP BOARD OF DIRECTORS:



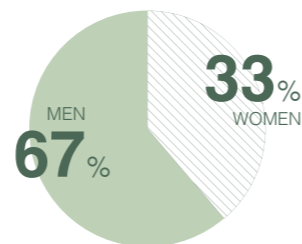
BC HOSPITALITY GROUP EXECUTIVE COMMITTEE:



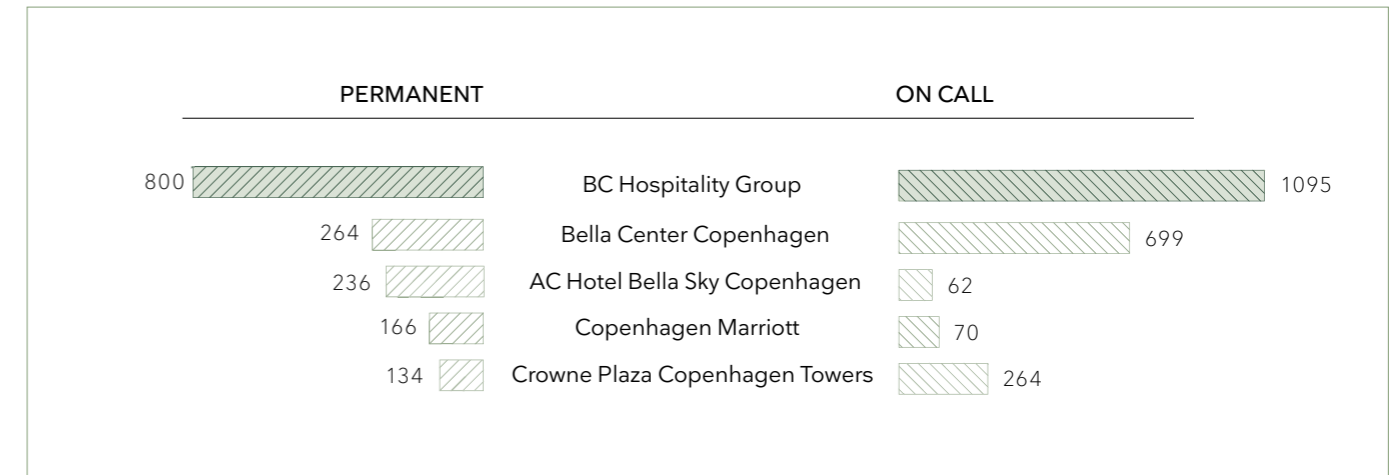
BC HOSPITALITY DIRECTORS COMMITTEE:



CROWNE PLAZA COPENHAGEN TOWERS BOARD OF DIRECTORS:

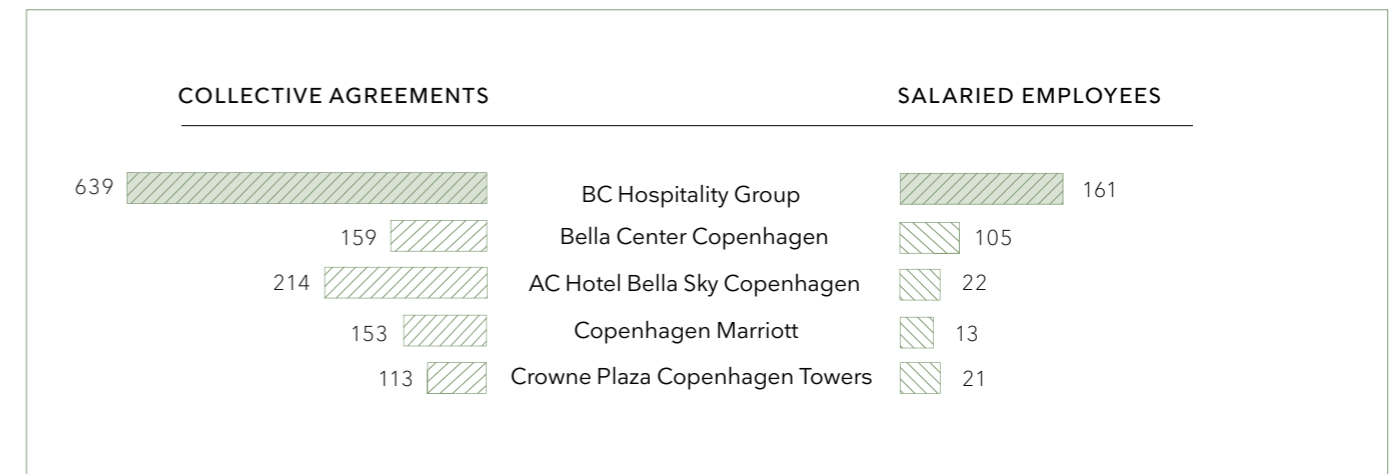


EMPLOYEE DEMOGRAPHIC



COLLECTIVE AGREEMENTS

The figure below shows the share of employees covered by or members of collective agreements as well as the share of salaried employees in each of our business units, covered by The Employers' and Salaried Employees Act (Funktionærloven). We seek to create the best possible working conditions for our employees, actively trying to steer clear of disputes and maintaining a peaceful corporation within the workplace. We also encourage our employees to elect trade union representatives. Currently, there are three representatives at BC hospitality Group representing three different trade unions.

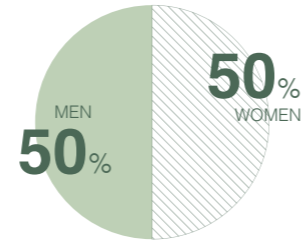


INCLUSION, DIVERSITY & EQUALITY

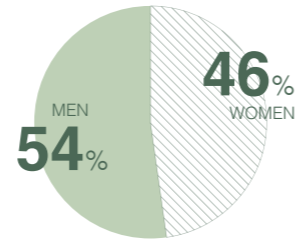
We are proud to employ and serve people with truly diverse backgrounds and find it imperative to foster and facilitate inclusive environments. We consider our diversity a strength that sparks innovation and a dynamic work environment. In our recruitment and team creations, we use personality tests to ensure that colleagues complement each other, and that we create diverse and inclusive teams. This is the core of our 'One Team' strategy. We recruit and promote individuals solely based on their suitability for the job and encourage applications from individuals regardless of race, color, ethnic or national origin, gender, sexual orientation, age, religion, marital status or disability unrelated to the role.



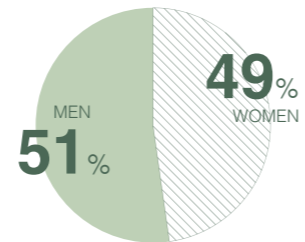
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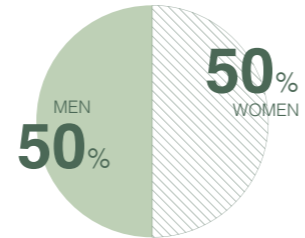
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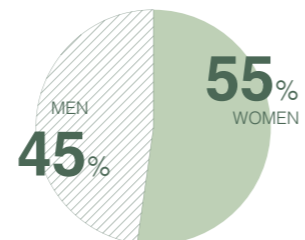
BELLA CENTER COPENHAGEN



CROWNE PLAZA
COPENHAGEN TOWERS



COPENHAGEN MARRIOTT



NO. OF NATIONALITIES

BC Hospitality Group	74
Crowne Plaza Copenhagen Towers	33
Copenhagen Marriott	41
AC Hotel Bella Sky Copenhagen	54
Bella Center Copenhagen	26

AGE DISTRIBUTION

	Over 50 years	30-50 years	Under 30 years
BC Hospitality Group	12%	62%	26%
Bella Center Copenhagen	19%	64%	17%
AC Hotel Bella Sky Copenhagen	3%	55%	42%
Copenhagen Marriott	7%	72%	21%
Crowne Plaza Copenhagen Towers	22%	54%	24%



COPENHAGEN PRIDE

With diversity a part of our DNA, BC Hospitality Group was once again a proud sponsor of Copenhagen Pride 2019. Our contribution included hotel accommodation to festival organizers coming from out of town. We also took active part in the parade spending a day welcoming and paying tribute to diversity. Such activities are part of efforts to create a work environment in which each individual feel included and valued regardless of sexual orientation, religion, gender or cultural background. As one of Denmark's largest hospitality companies, we carefully consider the ways our business affects society. And we want to lead by example, both locally and globally, in proving that an inclusive work environment is of benefit to any organization.

LEARNING AND DEVELOPMENT

BC ACADEMY

For the 4th year running, BCHG Academy is offering and administering in-house as well as external training and development activities for all permanent employees. Training covers the entire employee lifecycle and works from an inside-out perspective. We believe that culture is the ultimate competitive advantage and that it is shaped by leaders and employees at every level of the organization. For this reason, our training programs seek to encourage employees to 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 the adequate tools to transform themselves, their teams, and their organizations by modeling the highest levels of personal and interpersonal effectiveness.

TRAINING OVERVIEW 2019

The establishment of an internal Learning & Development team has almost doubled training activities across all units:

Our employees have received a total of 13,039 training hours during 2019 compared to 8,667 hours in 2018 with an average number of 4 training hours per FTE. A total of 2,909 employees have participated in training activities in 2019 compared to 1,432 in 2018. This increase is largely due to the launch of BCHG Sales Academy as well as increased participation in our Change, Leadership and Teamwork (PI) programs.

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.

It is a general aim to increase flexibility within our training methodology to better suit both current and coming generations. In 2019, we introduced gamification as a means to increase awareness and understanding of effective change processes. We will also continue to increase on-demand training offerings in order to enable our employees to engage in learning when and where it suits them.

The internal trainings had an NPS score of 84.97% in 2019, which is well above our goal of 50%. The NPS score is a strong validator of the quality and relevance of our training offerings.

DEVELOPMENT FROM 2018-2019		Training Hours	Participants
2018		8.669	1.432
2019		13.039	2.909

GENDER DISTRIBUTION IN TRAINING ACTIVITIES		Women	Men
BC Hospitality Group		52%	48%
Crowne Plaza Copenhagen Towers		49%	51%
Copenhagen Marriott		57%	43%
AC Hotel Bella Sky Copenhagen		49%	51%
Bella Center Copenhagen		56%	44%

TALENT OPTIMIZATION

In 2018, we introduced the “Careers That Matter” workshop to strengthen awareness among our employees about the opportunity to create their own Personal Development plan. Today, almost 200 employees have participated in a “Careers That Matter” session, and currently more than 10% is actively working on their personal development plan.

A pilot of our 9-box talent review tool for key succession planning was conducted at Copenhagen Marriott in Q1 of 2019 and is now ready to launch in all units in 2020.

We have used behavioral assessments from Predictive Index for recruitment purposes for several years. In the past year we expanded the usage of his tool to also include job profiling as well as personal, leadership and team development.

In 2018, we discontinued the traditional annual performance reviews in favor of our new WinWin-agreements and continuous conversations tools, both of which have been integrated into our new People Platform. These tools will also be integrated into MS Teams, making the dialogue about our goals, objectives and key results a natural part of our daily work.

APPRENTICESHIPS

At BC Hospitality Group we provide apprenticeships and work experience opportunities for students in collaboration with various educational institutions. In 2019, we also launched our Apprenticeship academy, which consists of 8 modules to complete. The purpose of the Apprenticeship Academy is (1) to foster a stronger relationship between student apprentices, (2) increase awareness of career opportunities across all units, (3) strengthen students’ personal development and efficiency, (4) increase retention once their apprenticeships are completed. During the past year, we had the pleasure of 38 apprentices and 13 student internships across our units.





MAKE PRODUCTS MATTER

We strive to build a supply chain that is as transparent as possible. Meaning, we want to know how the products we buy are grown, made and sourced. All in efforts to maximize and improve our positive impacts - and eradicate any negative activities. Our mission is to source sustainable, high-quality products that add value to our guests and customers.

SUSTAINABLE SOURCING PRACTICES & PRODUCTS

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 large player with a multitude of international stakeholders and global responsibilities. However, we care for our local environment and acknowledge our own immediate impact, which is why a large share of our food products come from local growers.

BUILD A BETTER FOOD EXPERIENCE

We want to offer an assortment of food and beverages that support a healthy lifestyle and stem from sustainable sources. Through our sourcing practices we also seek to foster the advancement of biodiversity, animal welfare, sustainable fishing practices and reducing animal proteins with a high carbon footprint.

BUILD A BETTER FOOD EXPERIENCE

SUPPLIER CODE OF CONDUCT

In addition to delivering high quality products, we expect our suppliers to actively work towards continued sustainable development. As a minimum, we expect suppliers to adhere to laws and regulations, as well as other minimum requirement regarding human rights and labor rights, environmental practices and anti-corruption. As we are in the process of updating our company policies in these areas, we expect to revise our supplier terms in the year to come.

SUSTAINABLE PROTEINS

At BC Hospitality Group we want to reduce our use of animal proteins by 30% by 2021. In 2019, we managed a reduction of 14% across the group. The reasoning behind this move is twofold: We want to move towards more plant-based menus; and we want to reduce the use of beef in our menus due to its considerable impact on CO2 emissions.

One of the steps we took to meet this goal was to exclude beef from the canteen at Bella Center Copenhagen as well as at Comwell Conference Center Copenhagen. To ensure a smooth and effortless transition, towards more plant-based gastronomy, our skilled chefs have been on research and inspirational tours. They also attend regular knowledge sharing events with peers and experts in the industry. In the year to come we will place more focus on re-thinking our food concepts and investigating the market for new products and suppliers.



ANIMAL PROTEIN REDUCTION		2019
GOAL: 30% REDUCTION		
BC Hospitality Group		14%
Crowne Plaza Copenhagen Towers		11%
Copenhagen Marriott		5%
AC Hotel Bella Sky Copenhagen		16%
Bella Center Copenhagen		23%



ORGANIC FOOD SHARE (KG)	2018	2019
BC Hospitality Group	33%	34%
Crowne Plaza Copenhagen Towers	35%	32%
Copenhagen Marriott	28%	28%
AC Hotel Bella Sky Copenhagen	33%	40%
Bella Center Copenhagen	35%	33%

LOCAL SIMPLY TASTES BETTER

In BC Hospitality Group we serve just under 2 million meals annually and know that we have a profound responsibility to support sustainable food production. Local and seasonal produce is grown in optimum conditions and freshly delivered to us soon after harvest. This supports our commitment of providing high quality and sustainable food experience to our guests.

PORK

Animal welfare is of the outmost importance to us, which is why we support local farmers and buy meat from healthier and happier animals. Our pork comes from the small farm, Henriksfældts Gård situated in Glemmingebro, Sweden, very close to our hotels. We buy the whole animal and use everything - nose to tail.

BREAD

FoodPeople is located just 5 kilometers from BC Hospitality Group's headquarters. Sustainability and local responsibility are fundamental to their business and were the first to convert entirely to organic production. Similar to BC Hospitality Group the company has a diverse business with many nationalities and a close cooperation with the local community regarding inclusion efforts for unemployed, challenged young people as well as refugees.

HONEY

Bybi (City Bee) is a local socio-economic company that focus on including refugees and different marginalized people in the honey production. The beehives are actually located on our rooftops at Bella Center Copenhagen, and in 2019 the 400,000 bees produced some 331 kilos of honey. The honey is free from pesticides and pollution from the air, and we put it to good use in our confectionary.

BEEF

Despite our reduction of beef menu offerings, we still serve beef for our guests. To remain as sustainable as possible, we source excellent meat from dairy cows through an innovative collaboration with the welfare-producer, Rævhede.

Instead of slaughtering their dairy cows once they stop producing milk, they are instead treated as beef cattle until they reach optimal maturity. The result is a high-quality meat and animal welfare of the highest standards, with a much lower CO2 impact compared to traditional beef cattle.

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 nearby farms ensuring very short transportation times. All of their suppliers plant herbs in the fields providing a greater biodiversity. In addition, these herbs provide a better tasting forage for the cows, which also bring better flavor to the milk.

VEGETABLES

Our vegetable supplier, Sør is a value-based farm producing organic vegetables in the Northern part of Zealand. The company offers 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

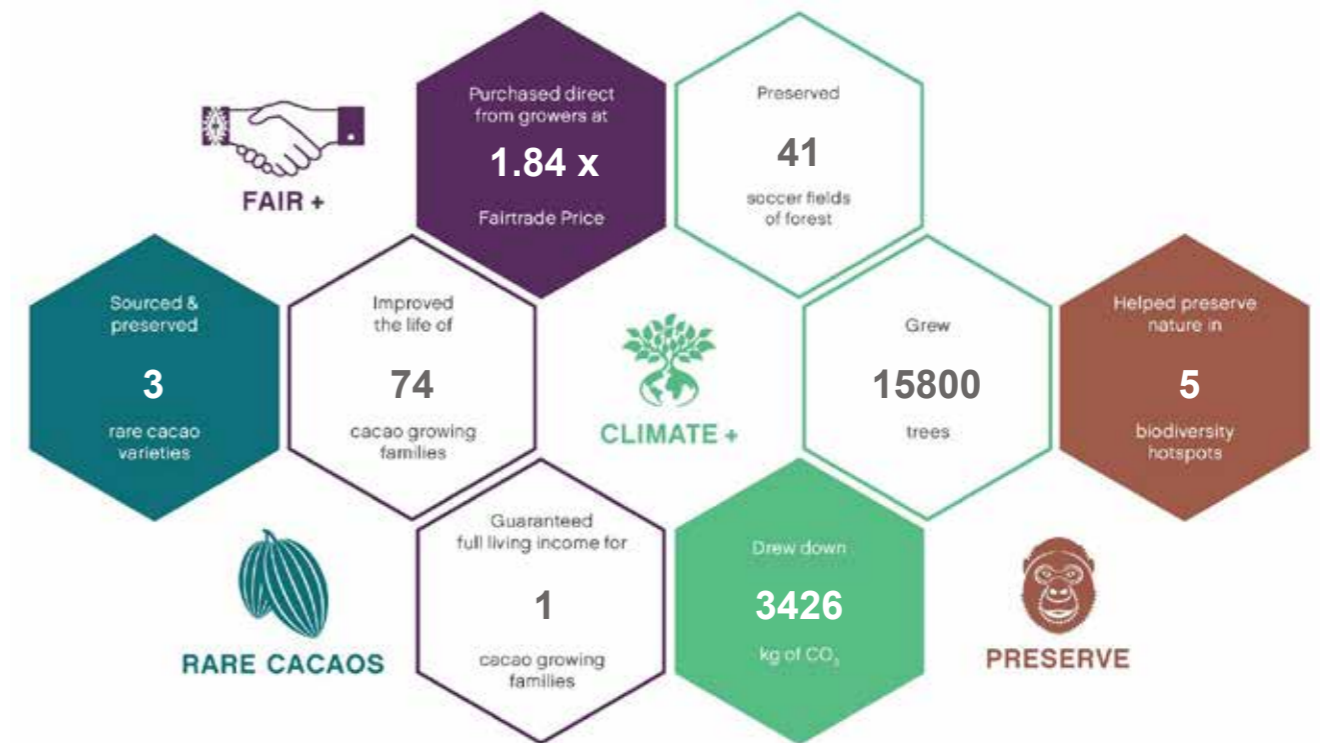
As a food provider in Scandinavia, it's challenging to provide a varied food assortment solely with local produce. The only current solution is partnering with global suppliers to ensure a variety of fresh and healthy products. When we select our global suppliers, we actively work on ensuring traceability, transparency and trust.

CHOCOLATE

Our chocolate supplier, Original Beans, sources sustainable and delicate chocolate that supports many different sustainability projects worldwide. Its supply chain is climate-positive through a regenerative business model and the company's One Bar:One Tree project. For each chocolate bar eaten, somewhere on the planet a new tree is planted. The reforestation project protects endangered wildlife in collaboration with local conservation programs and farmers.

BCHG Chocolate Foodprint 2019

Through the purchase of **1098 kg** Original Beans chocolate BCHG supported...



On our own we show that it's possible to regenerate what we consume. Together, we preserve nature in all its rarity. #Taste the rare and preserve it

ORIGINAL BEANS

IMPACT REPORT



COFFEE

Coffee is a central product in our business. We use Orang Utan Coffee, an organic and sustainable high-quality coffee that's grown in a protected natural resort in Sumatra, Indonesia. The project supports the local sustainable growers to cultivate organic coffee and the protection of wildlife and their precious natural habitats.

SEAFOOD

At BC Hospitality Group we steer clear of purchasing seafood from the WWF red list. We source our salmon from Hidden Fjord in the Faroe Islands. The company produces some of the safest fish products in the world. The salmon is raised in the wild without the use of antibiotics or hormones. Each growth phase is natural, and each step of the process has been customized to provide the most ideal, stress-free environment resulting in first-class quality.

TEA

Our supplier Tea2You is a British importer of organic and Fairtrade-certified highland tea from the best tea estates in Darjeeling, Assam and Nepal. Here, they work closely with the locals co-developing their unique blends and flavors. The tea is packed in single bags saving 50% on paper use and without the use of a metal clip.



CONSERVING RESOURCES THAT MATTER

Every year, we host hundreds of thousands of guests at our venues and hotels. Due to our size, we have the power to integrate sustainable solutions that make a real difference. We work hard to improve our efficiency within energy, water usage and our procurement practices. The reduction, elimination or circulation of waste products is also crucial. We have to ensure our business practices and buildings are not only fit for the future, but that they also support healthy and productive environments for our guests and employees. Our efforts are documented in our DS 49001, ISO 14001 and Green Key certifications.

MANAGE RESOURCE USAGE AND COSTS

Implement tracking and monitoring on resource use to improve operational efficiency. Manage and reduce carbon emissions

WORK TOWARDS ELIMINATING, REDUCING OR CIRCULATING WASTE

We focus on reducing food waste and other waste such as plastics.



REDUCE FOOD WASTE

Reducing food waste is an integral part of responsible hospitality. As one of the largest hospitality operators in Denmark we serve approximately 2 million meals each year. While it is not always possible to measure the specific amount of food that is served and wasted, it is uncontested that too much food goes to waste on a global basis. Internally, we take a proactive approach to reducing food waste. Not only to secure food resources but also to reduce our climate footprint as food waste is a source of unnecessary greenhouse gas emissions.

In 2019, we introduced additional initiatives to reduce food waste within BC Hospitality Group. New waste measurement system: Innovative technology from Winnow to increase data accuracy and further reducing our waste production. This new system allows us to measure all foods, which decreases the risk of overproduction.

TOO GOOD TO GO

We also collaborate with Too Good To Go, an organization fighting food waste with an app that connects hungry users to outlets with unsold, surplus food. During 2019, we have expanded our collaboration to include all hotels in BC Hospitality Group. In 2020, we hope to save 2,500 meals via the app.

FOOD DONATIONS

We continued our 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.

TAKE HOME BOXES

Employees at Bella Center Center Copenhagen are encouraged to take home leftover lunch from the canteen, free of charge.

NEW BUFFET PLATE SIZES

To reduce the risk of food waste, we switched dinner plates for smaller lunch plates in the canteen. The change also helped kitchen staff in optimizing their food production.

FOOD WASTE TO BIOGAS

Leftovers from plates are sorted, grinded, collected and converted into biogas. The gas is used for electricity and heating in local homes and powering local busses in Copenhagen. While this solution doesn't reduce the amount of food waste being generate, it does ensure that any waste is put to good use.

WASTE CONSUMPTION	Landfill	Recycled	Waste to biogas
BC Hospitality Group	2%	16%	82%
Crowne Plaza Copenhagen Towers	1%	9%	89%
Copenhagen Marriott	1%	19%	81%
AC Hotel Bella Sky Copenhagen	1%	16%	83%
Bella Center Copenhagen	4%	19%	77%



SHIFT TOWARDS CIRCULARITY

REDUCING SINGLE-USE PLASTIC

Single use plastics hurt the environment, and it's an issue of great concern which we share with many of our guest. In 2019, we executed a complete assessment of our internal use of single use plastics. The insights from this assessment will help us taking the steps to reduce our usage in a manner that is feasible and responsible.

One obvious step was to eliminate the use of disposable plastic straws in 2019. Normally, our guests use approximately 100,000 straws per year. Upon request we instead offer eco-friendly alternatives.

In the coming year, we will be addressing another major sustainability issue, as we phase out single-use amenity bottles and replacing them with large bulk size dispensers. We expect to eliminate the use of nearly 1 million small plastic bottles annually, reducing our plastic waste generation in this area by 85%. This will amount to saving approx. 14 tons of single-use plastics every year.

UPCYCLING

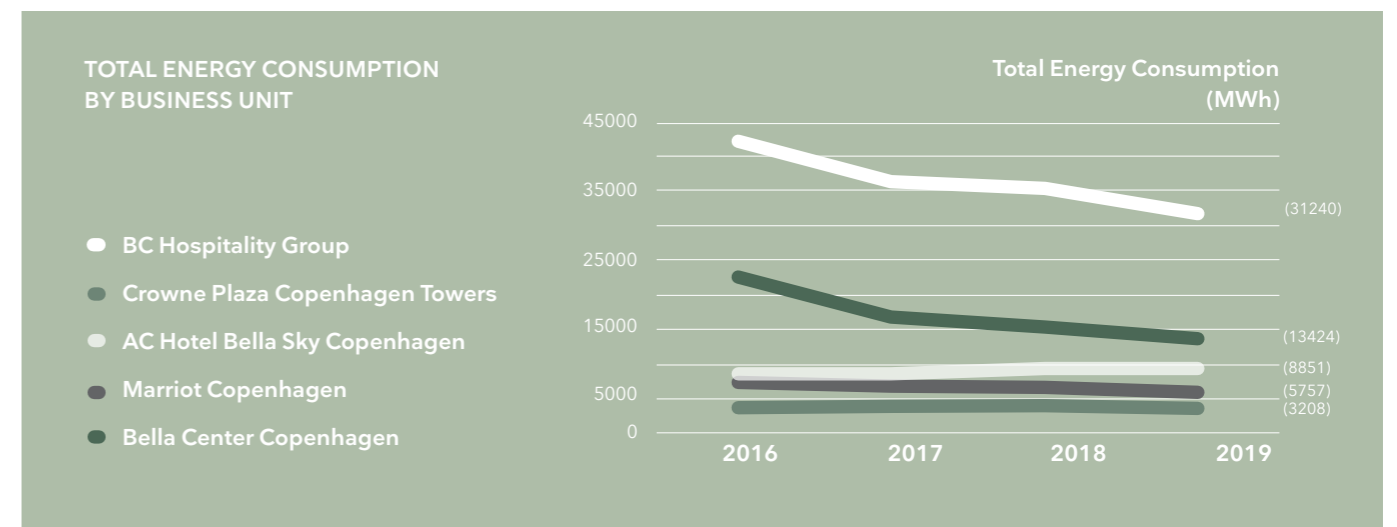
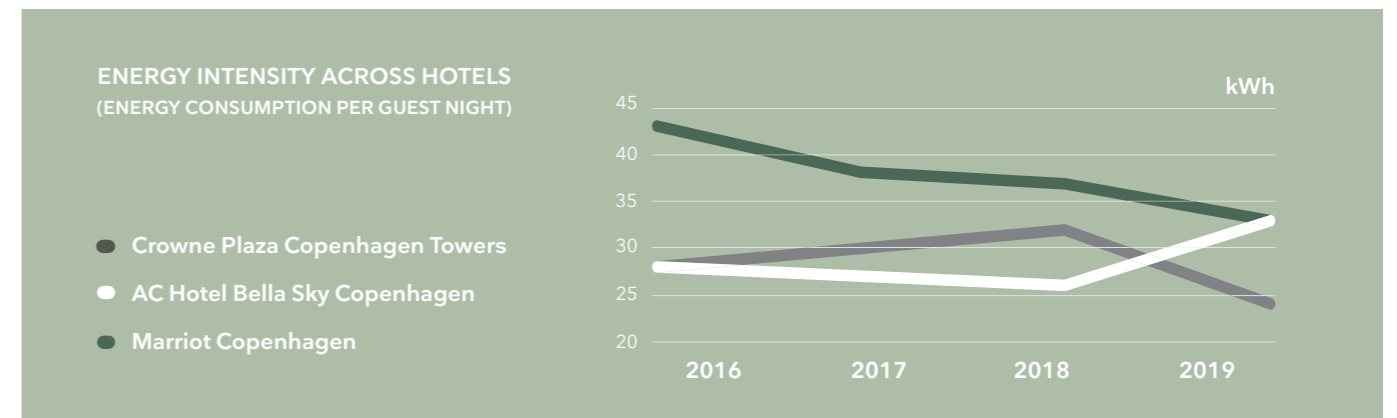
Upcycling as a way of creating new usages for items otherwise considered waste, is an integral part of our practices BC Hospitality Group. One major example is the very construction of Crowne Plaza Copenhagen Towers. Here, wood waste from window frames, old doors, floors and scaffolding was used to create modern wall panels, while the floor was made from upcycled concrete. Lobby furniture was also made from upcycled materials.

We are constantly working on innovative ways to integrate big and small upcycling solutions in our operations. Currently, we are working on new ways to reuse our linen, in a collaboration with our linen-service provider, De Forenede Dampvaskerier. Whether it's used tablecloths, towels, sheets or pillowcases; we believe these materials still have value. Tablecloths are sewn into chefs' jackets while plastic items can perhaps be replaced with textile alternatives. These small steps, coupled with recycling and reducing our waste from the start, will help address the global pollution crisis and curb waste in landfills.

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 our industry to set science-based carbon reduction targets to reduce its greenhouse gas emissions per room (across all hotel operations) by 66% by 2030 (compared to 2010 levels), and by 90% by 2050 to align with the Paris Agreement. We take this call to action seriously and it is our intention to set science-based targets for our units in the course of the year to come. We will continue our efforts to reduce our climate impact in all operations. And we will do so through energy efficiency, reducing our carbon footprint and sharing best practices with our industry peers.

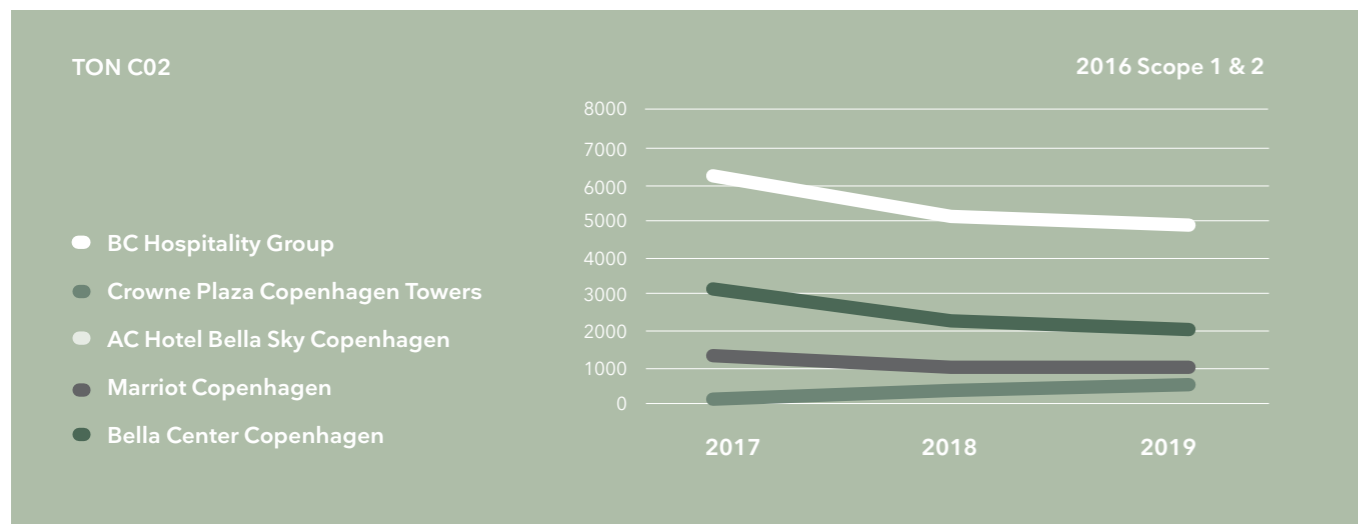


WATER

A large amount of our water consumption comes from laundry and housekeeping. We work actively with our suppliers to identify sustainable solutions that will reduce our consumption and also favor those laundry and linen suppliers who are serious about reducing their environmental footprint.

In 2019, we have spared nearly 209M liters of ground water from contamination by pesticides and fertilizers by purchasing organic food.

TOTAL WATER USAGE BY BUSINESS UNIT	Total Water (m ³)		Usage per guest night (m ³)	
	2018	2019	2018	2019
BC Hospitality Group	24548	23623		
Crowne Plaza Copenhagen Towers	28988	29302	0.22	0.22
Marriot Copenhagen	39464	37392	0.22	0.21
AC Hotel Bella Sky Copenhagen	57427	59119	0.24	0.20
Bella Center Copenhagen	24548	23623		





HEALTHY LIVING MATTERS

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 handled accordingly.

IMPROVE HEALTH AND WELLBEING

We help employees live healthier lives through education and support, and we are pleased to offer healthy lifestyle options for our guests.

ENSURE THE SAFETY AND SECURITY OF OUR GUESTS AND EMPLOYEES

We set and maintain very high standards for food safety and quality. We strive to maintain a safe workplace with zero accidents and injuries and ensure a safe experience for our guests and employees at all of our venues. We protect privacy and confidentiality and comply with all relevant laws and regulations.

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 the workplace. This is why we also promote healthy lifestyles to our employees.

We wish to promote physical and mental wellbeing with initiatives that reduce and alleviate sickness. Our health strategy is ambitious and 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 and 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 supports a healthy lifestyle and healthy habits. In 2019, our running club was present at three different races: DHL, Royal Run and Ørestadsløbet.

NO-SMOKING POLICY

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

HEALTH INSURANCE

All salaried employees with more than 6 months of company-seniority and an 8+ hour 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.

SICK LEAVE

Illness hurts on a personal level as well as our organization, so the well-being of everyone is a shared concern. We have committed ourselves to actively reducing staff sick leave and to provide even better opportunities for employees to stay healthy.

ABSENCE DUE TO ILLNESS %	2018	2019
BC Hospitality Group	3,9%	3,8%
Crowne Plaza Copenhagen Towers	3,8%	4,6%
Marriot Copenhagen	4,5%	4,8%
AC Hotel Bella Sky Copenhagen	4,6%	4,1%
Bella Center Copenhagen	2,7%	2,8%



OCCUPATIONAL HEALTH AND SAFETY

HEALTH & SAFETY COMMITTEE

The Health & Safety Committee believes that a well-functioning working environment comes from mutual dialogue and cooperation between management and employee. An important step to strengthen its important purpose was the merger of the Works Committee with the Health and Safety Committee.

ANTI-HARASSMENT CAMPAIGN

In our 2019 Human Rights impact analysis, one of the potential risks was the risk of workplace harassment. Therefore, we initiated an awareness campaign on harassment and sexual harassment in the workplace.

NEW ONLINE WORK ENVIRONMENT PLATFORM

2019 has also seen the launch of our new online work environment portal. This platform strives to provide a clear overview of the policies of our working environment at BC Hospitality Group and the initiatives put forward in order to ensure a healthy work environment. For that purpose, we use this online portal, which is updated continuously and can be accessed through our employee app.

OCCUPATIONAL INJURIES	No. of accidents registered	
	2018	2019
BC Hospitality Group	33	39
Bella Center Copenhagen & AC Hotel Bella Sky Copenhagen	20	19
Crowne Plaza Copenhagen Towers	8	17
Marriot Copenhagen	5	3

THE PORTAL INCLUDES, AMONG OTHER THINGS:

- Workplace evaluations (APV), results and plans of action
- Important information about the use of chemical products
- Policies regarding work environment, smoking, pregnancy, sexual harassment, harassment, and others.
- Sick leave statistics
- Contact details of the Health & Safety committee

We strive to foster a healthy work environment, and long and healthy work through active involvement and using the knowledge we have for doing good.



DATA PRIVACY

Everyone has their right to have their personal data protected. We actively adhere to data privacy laws and constantly review our procedures in order to align them with requirements set out by the European Union's General Data Protection Regulation (GDPR). During 2019, we have invested many resources in updating policies, procedures, providing training sessions, running awareness campaigns and internal audits in improving our data privacy to an even higher standard.

SAFETY AND SECURITY

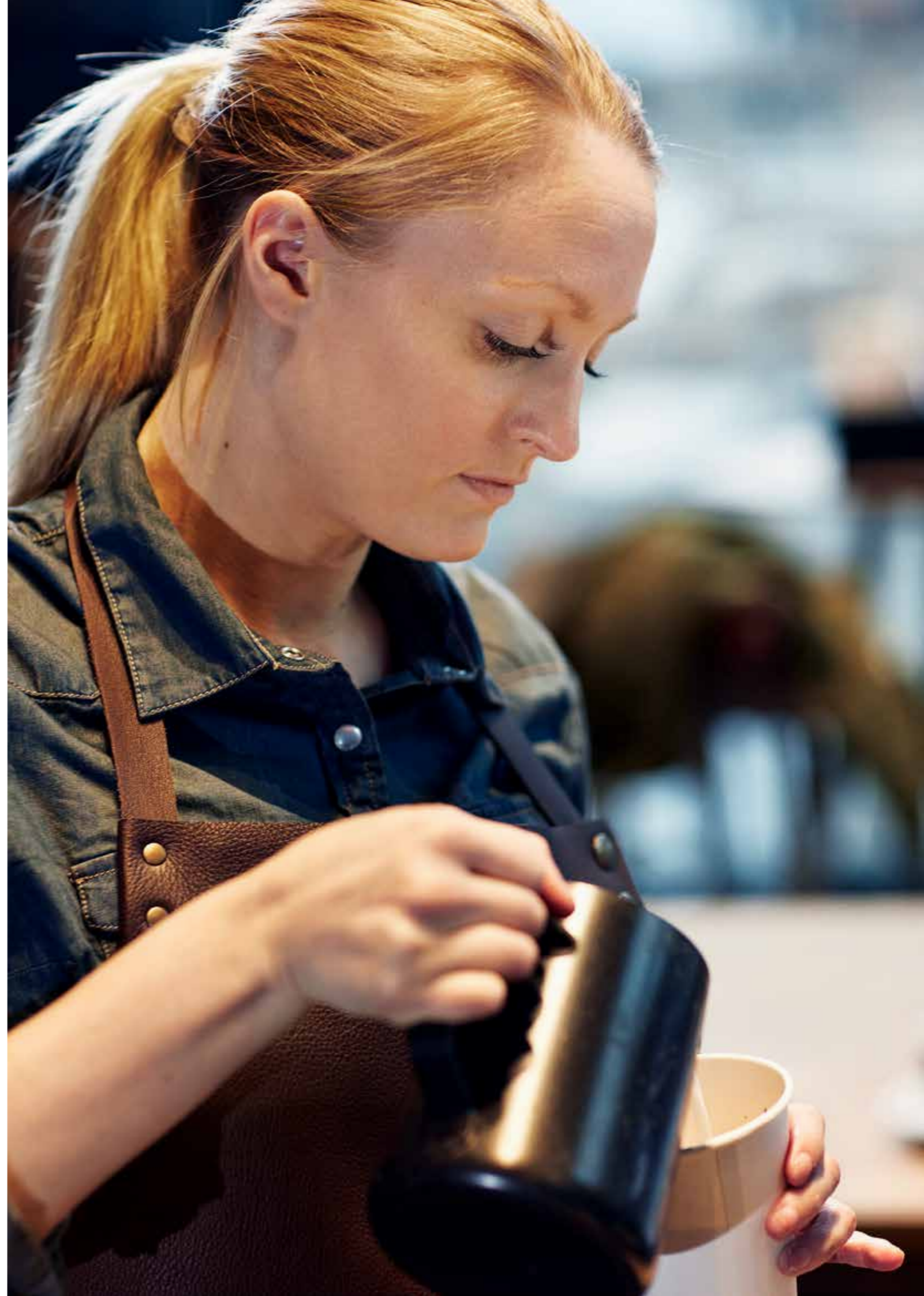
Through our inhouse Safety and Security Academy, we train our employees to live out our Safe Space Program, which is built around the statement 'See something? Do something!'. Based on the employee's position, their training covers important issues such as Fire Safety, First Aid and Security Attendant Training. Our BC Academy also covers human trafficking, conflict understanding and management, handling of confrontations etc. During 2019, we launched a new campaign focused on fire and evacuation, where we amongst other things created a series of short films to support staff training.

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. In addition, we have 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.

FOOD SAFETY

Our chefs and Food and Beverage managers constantly reinforce the principles of food safety - a top priority within 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 of 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.



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 respecting Human Rights applies to all BC Hospitality Group employees.

We expect our business partners, such as suppliers and other parties directly linked to our operations, to adhere to this overarching commitment and to adopt similar policies within their own businesses. These supplier expectations are outlined in our Supplier Code of Conduct.

Our 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 responsibilities and due diligence in our operations.

OUR COMMITMENT

We have identified specific actions necessary to fulfill 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 providing 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, sexual orientation or 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 and 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. All stakeholders hold the rights to raise questions 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 respecting 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 the expectations of our stakeholders.

In our annual Responsible Hospitality Report, we communicate our progress in implementing the UN 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 (energy, water and other natural resources) and promote 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 economical and suitable alternatives are available.
- We will monitor, record and benchmark our environmental performance on a regular 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 support the business purposes of 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 labor rights and do not participate in or permit corruption in any of its forms.





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 Careers That Matter	Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group
102-8	Information on employees and other workers	Careers That Matter Partnerships That Matter	UNGC Principle 6 SDG 8
102-10	Significant changes to the org. and its supply chain	About BC Hospitality Group Make Products Matter	
102-11	Precautionary principle or approach	Make Products Matter Conserving Resources that Matter	
102-12	External Initiatives	About this report Responsible Hospitality	
102-13	Membership of associations	Responsible Hospitality	
102-14	Statement from senior decision-maker	Statement from the CEO	
102-16	Values principles, standards, norms of behaviour	Responsible Hospitality	UNGC Principle 10 / SDG 16
102-18	Governance structure	Careers that matter	Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group
102-40	List of stakeholder group	Responsible Hospitality	
102-41	Collective bargaining agreements	Careers that matter	UNGC Principle 3 / SDG 8
102-42	Identifying and selecting stakeholders	Responsible Hospitality	
102-43	The organization's approach to stakeholder engagement	Responsible Hospitality	
102-44	Key topics and concerns raised through stakeholder engagement	Responsible Hospitality Careers that matter Partnerships That Matter	
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 the most recent report	About this report	
102-53	Contact point for questions regarding the report	About this report	

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	Careers that matter Partnerships that matter Conserving Resources That Matter Making Products matter Healthy Living Matters Appendix	
103-2	The management approach and its components	Careers that matter Partnerships that matter Conserving Resources That Matter Making Products matter Healthy Living Matters Appendix	SDG 1, 5, 8 UNGC Principle 1
103-3	Evaluation of the management approach	Careers that matter Partnerships that matter Conserving Resources That Matter Making Products matter Healthy Living Matters Appendix	
201-1	Direct economic value generated and distributed		Annual Financial Reports for Crowne Plaza Copenhagen Towers & BC Hospitality Group 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. UNGC Principle 6 / SDG 1, 5
302-1	Energy consumption within the organization	Conserving Resources That Matter	UNGC Principle 7, 8 SDG 7, 8, 12, 13
302-3	Energy intensity	Conserving Resources That Matter	UNGC Principle 7, 8 SDG 7, 8, 12, 13
302-4	Reduction of energy consumption	Conserving Resources That Matter	UNGC Principle 8, 9 SDG 7, 8, 12, 13
303-1	Water withdrawal by source	Conserving Resources That Matter	UNGC Principle 7, 8 SDG 6
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Conserving Resources That Matter	UNGC Principle 8 SDG 6, 14, 15
305-01	Direct (Scope 1) GHG emissions	Conserving Resources That Matter	GC Principle 7, 8 SDG 3, 12, 13, 14, 15
305-02	Energy indirect (Scope 2) GHG emissions	Conserving Resources That Matter	UNGC Principle 7, 8 SDG 3, 12, 13, 14, 15

306-2	Waste by type and disposal method	Conserving Resources That Matter	UNGC Principle 8 SDG 3, 12, 15
308-1	New suppliers that were screened using environmental criteria	Make Products Matter	
402-1	Minimum notice periods regarding operational changes		Collective agreements with: 3F, HK, DI Faglærte Overenskomst. The Employers' and Salaried Employees' Act. UNGC Principle 3 / SDG 8
403-1	Occupational health and safety management system	Healthy Living Matters	
403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities.	Healthy Living Matters	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	Careers that matter	UNGC Principle 6 SDG 4, 5, 8
404-2	Programs for upgrading employee skills and transition assistance programs	Careers that matter	SDG 4, 8
405-1	Diversity of governance bodies and employees	Careers that matter	UNGC Principle 6 SDG 5, 8
406-1	Incidents of discrimination and corrective actions taken		No incidents. UNGC Principle 6 SDG 5, 8, 16
410-1	Security personnel training in human rights policies or procedures	Healthy Living Matters	UNGC Principle 1
412-2	Employee training on human rights policies or procedures	Careers that matter Healthy Living Matters	UNGC Principle 1
413-1	Operations with local community engagement, impact assessments, and development programs.	Partnerships that matter	UNGC Principle 1,6 SDG 4, 8, 10, 17
414-1	New suppliers that were screened using social criteria	Make Products Matter	UNGC Principle 2 SDG 5, 8
416-1	Assessment of the health and safety impacts of product and service categories	Healthy Living Matters	
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 labelling	Healthy Living Matters	SDG 2, 12
417-2	Incidents of non-compliance concerning product and service information and labelling		Non incidents 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 SDG 16
419-1	Non-compliance with laws & regulations in social & economic area		No incidents SDG 16