Advanced Sustainability Questionnaire

Hotel Details

Hotel Name	NH Noordwijk Conference Centre Leeuwenhorst
Contact Name	Natasja Steenwijk
Telephone Number	
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Reporting

Have you measured your carbon footprint (Scope 1–3)? Scope 1: Direct emissions from sources you own or control directly, e.g. on-site gas heating, company vehicles, and fuel combustion in generators. Scope 2: Indirect emissions from the electricity, heating or cooling your venue buys. Although generated off-site, these emissions are tied to your operations. Scope 3: All other indirect emissions from your supply chain and event activity, including catering, waste, delegate travel, deliveries, and client or supplier emissions connected to events at your venue.	Yes
Do you have clear roles and regular reviews for sustainability?	We measure Scope 1 and Scope 2. In Scope 3 we measure waste, mobility, Reviews are on a monthly basis Scope 1 and 2 entered (via Joulz) in Deepki Data reviewed by the Energy & Facilities Management Department - Building, Engineering & Maintenance (BEM), Regional Office, Minor Hotels Europe & Americas. Based in Madrid observations and measures communicated with national BEM representatives and Sustainable Business department
Do you report performance publicly or to guests with numbers or examples?	We share our performance in the annual non-financialmanagement and sustainability report: https://memoriamhea.com/2025/en We work with the SDG, STBi, CDP, ESG (conform the European Sustainability Reporting Standards (ESRS))The hotel has a Golden Green Key certificate.
Supporting Documents	BrochureSustainability_minor_2025-compressed.pdf
Additional Comments	https://corporate.minor-hotels.com/en/sustainability/sustainable-company-up-for-planet-people

Energy, Water & Environment

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Do you have targets for reducing energy, water, or waste?	In the “SBT 2030 Plan” we set out to reach the goal of reducing its absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 46.2% in 2030 by comparison with 2019 levels. The Science Based Target initiative, SBTi, has validated both the company’s net zero and 2030 targets. Waste goals are to have a maximum of 30% residual waste in 2030 and Zero waste in 2050.The hotel uses 100% renewable electricity from European sources.
Do you use on-site renewable energy or other low-impact technologies?	Some implementation
Do you check that guests and staff follow energy/water saving actions?	Yes, regularly

Waste

Do you have advanced recycling or composting systems?	Yes, both
Do you measure food waste and report outcomes?	Yes, regularly
Do guests understand and take part in waste reduction programmes?	Not actively at the moment.During breakfast we have no residual waste, because all waste is separated and recycled. Guests do not need to take part, because the F&B service staff is taking care of the separation scheme.
Supporting Documents	2026-Waste-reduction-strategy.pdf

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Guests

Do guests have clear instructions for participating in sustainability actions?	Yes, clear and accessible
Do you measure guest participation and get feedback?	Yes, regularly
Do you offer activities that benefit the local community or environment?	Yes, regularly
Do guests receive reports or summaries about the hotel’s sustainability performance?	Yes, regularly
Do you inform guests about your sustainability actions (digital, in-room, signage)?	Yes, clear and accessible, e.g., the towel card in the bathroom and GreenStay. Yes, regularly. When guests book directly with NH/Minor, they receive our own questionnaire asking how they experience the sustainability of the location. Yes, regularly. NHL actually always participates in Together with Love campaigns. We do those campaigns entailed around Christmas and in June. And a Beach Clean-up is coming soon. Yes, regularly. We naturally publish publicly in the annual report, there is something about the hotel's sustainability in the Stay app and guests see the Golden Green Key at the entrance.
Are guests invited to participate (towel reuse, recycling, water refills)?	Yes, actively encouraged
Do you provide any incentives for guest participation?	Yes, a drink in the bar with Green Stay

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Staff

Do you measure staff wellbeing and satisfaction?	Yes, regularly
Do you track inclusion, diversity, and fair opportunities?	Yes, comprehensively
Do staff lead or take part in community projects?	Yes, regularly
Do staff understand and can they explain your sustainability practices to guests?	Yes, staff joins workshops about sustainability. They have information about our waste separation scheme, Green Key certification, Green stay, community initiatives (TWL), offer advice on bike tours and public transport, and a organic wine on the menu. Minor has a mandatory environmental awareness training for all personnel

Accessibility

Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?	Some services

This submission has been sent via the Sustainability Questionnaire form.

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More Information & Support

If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

From Now is a sustainability consultancy supporting organisations across environmental impact, accessibility, DEI, wellbeing, and community engagement.

Contact: inspired@from-now.com

References

[1] SDG https://sdgs.un.org/goals

[2] SBTi https://sciencebasedtargets.org/

[3] GRI https://www.globalreporting.org/

[4] ISO 14001 https://www.iso.org/standard/60857.html

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