Essential Sustainability Questionnaire

Hotel Details

Hotel Name	NH Conference Centre Leeuwenhort
Hotel Website	https://www.nh-hotels.com/en/hotel/nh-noordwijk-conference-centre-leeuwenhorst?campid=8435708&utm_campaign=nh_hotel&utm_source=bing&utm_medium=cpc&utm_id=71070480&utm_source_platform=sa360&msclkid=89524286a6c7159109282 8cbad8d5898&gclid=89524286a6c7159109282 8cbad8d5898&gclsrc=3p.ds&gad_source=7&gad_campaignid=22347613679
Contact Name	Natasja Steenwijk
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General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes
Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	yes
Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	yes, on the website and in the annual report

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Who is responsible for sustainability?	Sietske Cnossen - Manager HSE Western and Northern Europe
Please list any green certifications, labels, or recognition achieved.	Green Key gold, Bioscore, Ecovadis
Supporting Documents	2026-NH-CC-Leeuwenhorst.pdf
Additional Comments	

Energy & Water

Do you measure energy and water use?	For energy we monitor 24-hours per day through smart meters and though Joulz platform. Water consumption is measured per month and per roomnight.
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	LED, timers, daylight-switchers, KNX-driven lighting, ventilation and heating through the building management system
Do you use renewable energy or a green energy tariff?	We purchase European renewable energy from European wind and hydrogeneration
Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	Yes, we have perlators in the watertaps, ecosmart shower heads, most toilets have a choice between large and small volumes, some public restrooms have sensor taps, leak detection is part of the regular Maintenance tasks, the dishwasher-street has a very low water consumptions, we have a program to reuse bath linen, and a program to skip housekeeping service to save laundry and cleaning.

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Do you have refillable water stations for guests and staff? How are guests informed?	All tap water is of high quality, so all taps can be used for refills. There is no specific signage for refills.
Do you have a policy on energy and water conservation?	Yes, we have the monitoring system on both energy and water. All data are reviewed on a monthly basis. We have solar panel, heat and power co-generation. Standard operating procedures are in place to conserve water and energy
Do you have Electric Vehicle charging spaces at your property?	Yes, 28
How does your organisation approach AI (Artificial Intelligence) usage?	Not for energy and water conservation.

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?	Yes
Are bins clearly labelled?	Yes
Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?	Yes

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Do you manage food waste (e.g., donation, composting, or special disposal)?	we have worked with Orbisk to monitor food waste and learn from the AI tool

Are you paperless? If not, are recycled or FSC-certified papers[1] and environmentally responsible printing materials used?	Yes

Additional Comments	Waste fractions including donations for re-use and prevention of becoming waste, are monitored on a monthly basis. The main goal is max 10% residual waste.

Food & Beverage

Do you buy local or seasonal food where possible?	Yes

Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted

Is seafood responsibly sourced (MSC[2], ASC[3], or similar)?	Sometimes

Do you communicate sourcing choices to guests (menus, signage, digital)?	No

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Additional Comments	We do not serve any 'red'/endangered fish species. We buy as much seasonal food as possible.

Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?	Yes, all guest products
Are environmentally responsible cleaning products used (e.g., Green Seal[4], EcoLabel[5])?	Yes, all cleaning products
Additional Comments	we use the spray method to save water during cleaning.

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer[6], B Corp[7], Shine[8], etc.)	Yes, certified/accredited
Do you have policies on equal treatment, diversity, and inclusion?	Yes as part of the UP for Planet & People strategy. https://corporate.minor-hotels.com/en/sustainability/sustainable-company-up-for-planet-people/up-for-people
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes, https://corporate.minor-hotels.com/en/sustainability/sustainable-company-up-for-planet-people/up-for-people. Additionally in the Risk Assessment and we have bi-annual surveys on psychosocial workload, have a prevention officer an two trust counsellors in the hotel

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Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Yes, detailed information
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Yes, fully accessible
Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?	No
Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Some staff trained

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
Do you report on sustainability performance?	Yes, publicly

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Additional Comments	Sustainable reporting: https://memoriamhea.com/2025/en

This submission has been sent via the Sustainability Questionnaire form.

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] FSC-certified https://uk.fsc.org/

[2] MSC https://www.msc.org/uk

[3] ASC https://asc-aqua.org/

[4] Green Seal https://greenseal.org/

[5] Ecolabel https://eu-ecolabel.de/en

[6] Living Wage Employer https://www.livingwage.org.uk/accredited-living-wage-employers

[7] B Corp https://bcorporation.uk/

[8] Shine https://shine.northeast-ca.gov.uk/

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