Advanced Sustainability Questionnaire

Hotel Details

Hotel Name	Tivoli Hotel & Congress Center
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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?	Yes. We have a sustainability department that coordinates ESG with Procurement, HR, Finance, the hotels, executive management, etc. We kindly refer to our ESG-strategy for further elaboration

Do you report performance publicly or to guests with numbers or examples?	Yes, we public a yearly ESG-report in which we follow up on the initiatives and KPIs from our ESG-strategy, and in which we describe the ESG-initiatives of the following year.

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Supporting Documents	
Additional Comments	Find our ESG Strategy 2024-2030 and ESG-report 2025 (Expected release July 2nd 2026) here: https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

Energy, Water & Environment

Do you have targets for reducing energy, water, or waste?	Yes, our target is to reduce energy intensity by 10% by 2030 from a 2022 baseline, and water intensity by 15 % from a 2022 baseline. That is very ambitious.
Do you use on-site renewable energy or other low-impact technologies?	Yes, we have a renewable energy certificate for 100 % of our electricity supply. We also have district heatning and district cooling installed.
Do you check that guests and staff follow energy/water saving actions?	Yes
Additional Comments	Please refer to our ESG-strategy 2024-2030: https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

Waste

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Do you have advanced recycling or composting systems?	Yes, we sorte in 11 different factions
Do you measure food waste and report outcomes?	Yes
Do guests understand and take part in waste reduction programmes?	We aim to. It is difficult to find good solutions for the rooms though.
Additional Comments	Please refer to our ESG-strategy 2024-2030: https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

Guests

Do guests have clear instructions for participating in sustainability actions?	Yes
Do you measure guest participation and get feedback?	Yes
Do you offer activities that benefit the local community or environment?	Yes
Do guests receive reports or summaries about the hotel's sustainability performance?	Not directly, but it is publicly available, and also described in the digital quest book.

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Do you inform guests about your sustainability actions (digital, in-room, signage)?	Yes. Digitally, and on selected locations, e.g. that they can choose to reuse towels and skip cleaning etc.
Are guests invited to participate (towel reuse, recycling, water refills)?	Yes
Do you provide any incentives for guest participation?	The incentive is that if we all work together and make small changes, we can change a lot.
Additional Comments	Please refer to our ESG-strategy 2024-2030: https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

Staff

Do you measure staff wellbeing and satisfaction?	Yes
Do you track inclusion, diversity, and fair opportunities?	Yes
Do staff lead or take part in community projects?	Yes
Do staff understand and can they explain your sustainability practices to guests?	Yes - the sustainability department makes continous competency building workshops, seminars etc with content tailored to the specific group of staff.

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Additional Comments	Please refer to our ESG-strategy 2024-2030: https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

Accessibility

Do you offer services that support neurodivergent or sensory-sensitive guests (quiet spaces, sensory packs)?	No

Additional Comments	Please refer to our ESG-strategy 2024-2030: https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

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

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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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