Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Tivoli Hotel & Congress Center
Hotel Website	https://www.tivolihotel.dk
Contact Name	Lea T. Kvistgaard
Telephone Number	0045 20152962
Email Address	l.kvistgaard@arp-hansen.dk

General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes

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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
Who is responsible for sustainability?	Lea T. Kvistgaard, Head of Sustainability and Robert Thomsen, Deputy CEO
Please list any green certifications, labels, or recognition achieved.	Green Key, IACC Green Star Gold, SBTi Committed
Supporting Documents	
Additional Comments	Please find our ESG-strategy 2024-2030 here (it is too large to be uploaded): https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

Energy & Water

Do you measure energy and water use?	Yes

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Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	Yes. All of the above. As per our Green Key certification, a minimum of 90% of the light bulps are LED, but we are cery close to 100 %. We have energy efficient machines, timers, and a BAS (Building Automation System), which is an intelligent system used to monitor, control, and optimize a building's technical installations from one central place.
Do you use renewable energy or a green energy tariff?	Yes, we have a Renewable Energy Certificate for 100% of our energy consumption.
Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	Yes. E.g. we have aerators in all showers and faucets, water efficient dish washers, double flush toilets with 3 and 6 litre flushe etc.
Do you have refillable water stations for guests and staff? How are guests informed?	Yes, refillable water stations is availble on every floor in City Tower.
Do you have a policy on energy and water conservation?	Yes, it is part of our ESG-strategy 2024-2030
Do you have Electric Vehicle charging spaces at your property?	Yes
How does your organisation approach AI (Artificial Intelligence) usage?	With care, consideration and strict data governance controls. We use AI to build software, give guests unique experiences and move ressource from administrative processes to service experiences.
Additional Comments	https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

Waste Management

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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
Do you manage food waste (e.g., donation, composting, or special disposal)?	We measure food waste and work actively to reduce it everyday and have KPI's on the reduction of food waste.
Are you paperless? If not, are recycled or FSC-certified papers[1] and environmentally responsible printing materials used?	Yes
Additional Comments	Yes, please refer to our ESG-strategy.

Food & Beverage

Do you buy local or seasonal food where possible?	Sometimes
Do you offer vegetarian or plant-based options and highlight them?	Yes, clearly highlighted

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Is seafood responsibly sourced (MSC[2], ASC[3], or similar)?	Sometimes
Do you communicate sourcing choices to guests (menus, signage, digital)?	Yes, digital
Additional Comments	We work actively to increase the plant percentages in our menus, and to reduce CO2 from F&B. During 2025, we have reduced our consumption of beef and cattle by 30 %.

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	On our website, you may also find a case catalogue of several specific ESG-cases (it is also to large to upload): https://www.arp-hansen.com/about-arp-hansen-hotel-group/sustainability

Staff, Wellbeing & Inclusion

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Do you follow fair employment practices? (Living wage employer[6], B Corp[7], Shine[8], etc.)	Yes, informal practices
Do you have policies on equal treatment, diversity, and inclusion?	Yes, numerous, and we measure both well being, sense of psycological safety, and inclusion.
Are staff wellbeing programmes in place (mental health, safe working conditions)?	Yes, please refer to our ESG-strategy.
Additional Comments	Yes, please refer to our ESG-strategy.

Accessibility

Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Some information
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Partially accessible

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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)?	No

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly

Do you report on sustainability performance?	Yes, publicly

Additional Comments	Please refer to our website for our ESG-report 2025, leased primo july 2026.

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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