



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Rotterdam Ahoy Convention Centre
Hotel Website	http://www.ahoy.nl/en
Contact Name	Corine van Oije
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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
Who is responsible for sustainability?	Mirjam van de Kamp/ Sustainability Officer
Please list any green certifications, labels, or recognition achieved.	YION Excellence
Supporting Documents	
Additional Comments	

Energy & Water

Do you measure energy and water use?	no
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	yes
Do you use renewable energy or a green energy tariff?	yes



Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	yes
Do you have refillable water stations for guests and staff? How are guests informed?	yes
Do you have a policy on energy and water conservation?	yes
Do you have Electric Vehicle charging spaces at your property?	yes
How does your organisation approach AI (Artificial Intelligence) usage?	Not

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)?	No



Do you manage food waste (e.g., donation, composting, or special disposal)?

donation and composting

Are you paperless? If not, are recycled or FSC-certified papers¹ and environmentally responsible printing materials used?

No

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

Is seafood responsibly sourced (MSC², ASC³, or similar)?

Sometimes

Do you communicate sourcing choices to guests (menus, signage, digital)?

Yes, signage

Purchases



Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?

Some products

Are environmentally responsible cleaning products used (e.g., Green Seal⁴, EcoLabel⁵)?

Some cleaning products

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer⁶, B Corp⁷, Shine⁸, etc.)

Yes, informal practices

Do you have policies on equal treatment, diversity, and inclusion?

yes

Are staff wellbeing programmes in place (mental health, safe working conditions)?

no

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?	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?	Occasionally
Do you report on sustainability performance?	Yes, internally only

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/>