

## Mövenpick BalaLand Resort Lake Balaton Sustainability Commitment

As part of Mövenpick Hotels & Resorts, Mövenpick BalaLand Resort Lake Balaton is dedicated to promoting and supporting all three pillars of sustainability: Environmental, Social, and Employee.

At Mövenpick BalaLand Resort Lake Balaton, we believe that caring for the environment and our communities is a shared responsibility. Our commitment is to make a positive difference in the lives of those we interact with daily, and we aim to continually improve our environmental and social sustainability performance.

The hotel has set the following goals:

1. **Fight against climate change and global warming** by reducing greenhouse gas emissions.
2. **Reduce the consumption of natural resources.**
3. **Preserve and support biodiversity.**
4. **Promote recycling and limit waste production.**

Considering the importance of environmental sustainability and its impact on Hungary and the world, Mövenpick BalaLand Resort Lake Balaton will continually strive to improve its environmental and social performance through compliance with regulations and by initiating sustainable actions to benefit both the environment and society.

Our hotel's focus areas include:

1. Environmental
2. Employee & Social Commitment
3. Quality & Sustainable Purchasing
4. Health & Safety

### 1.0 Analysis

Tourism is one of the world's largest industries. Hungary, a country in Central Europe, offers diverse natural landscapes, including low mountains in the northwest, the great plain in the east, and lakes of all sizes, including Lake Balaton – the largest lake in Central Europe. The country also features numerous small villages and larger cities.

Hungary is among the world's 15 most visited tourist destinations. It is easily accessible from various countries through thousands of traditional and low-cost flight connections. Despite its relatively small size, Hungary boasts several UNESCO World Heritage Sites.

In 2021, Hungary recorded a total of eight million tourists, ranking 16th globally in absolute terms. While smaller countries typically rank lower in absolute guest numbers, the ratio of tourists to population provides a more comparable perspective. With 0.82 tourists per resident, Hungary ranked 40th in the world and second in Eastern Europe.

In 2021, Hungary generated approximately 5.78 billion USD from tourism, contributing 3.2% of its Gross Domestic Product (GDP) and around 16% of all international tourism receipts in Eastern Europe.

Lake Balaton ranks second in Hungary's "overtourism awards", only behind Budapest. Visitors are encouraged to avoid staying in resort hotels along the shoreline, which also serves as valuable bird nesting territory.

Hungary also receives high marks for its public transport system, and some of the best holidays here give visitors the opportunity to enjoy it.

Mövenpick BalaLand Resort Lake Balaton is a 5-star family-friendly destination, themed around Jules Verne's *Around the World in Eighty Days*. The resort is located on the coast of Central Europe's largest lake and is connected to BalaLand Family Park, offering indoor and outdoor pools and amusements for all ages. Our top-floor spa facilities provide stunning views over Lake Balaton, offering a peaceful retreat for our adult guests.

## Green Globe Partnership

Mövenpick Hotels & Resorts is one of the largest hotel brands to commit to Green Globe certification for all its properties worldwide. This partnership demonstrates our ambition to set an example for the industry. The strategy is part of a company-wide program to establish a global approach to environmental, social, and employee sustainability. Mövenpick Hotels & Resorts is committed to setting a new benchmark for sustainability, and Mövenpick BalaLand Resort Lake Balaton aims to maintain compliance with Green Globe indicators.

## About Green Globe

The Green Globe initiative traces its origins to the United Nations Rio de Janeiro Earth Summit in 1992, where 182 heads of state endorsed *The Agenda 21 Principles of Sustainable Development*. Two years later, the Green Globe membership was established. The Green Globe brand represents the best in sustainable practices within the travel and tourism sector and provides certification, training, and marketing services in 83 countries. For more information, visit [www.greenglobe.com](http://www.greenglobe.com).

## 2.0 Sustainability Criteria

### 2.1 Environmental

This activity minimizes harm to the environment—plants, animals, water, soil, and energy use—while protecting and conserving the natural resources it relies on. The goal is to operate in a manner that does not destroy these resources—whether natural, cultural, or economic.

### 2.2 Employee & Social

Mövenpick BalaLand Resort Lake Balaton hires individuals with a positive attitude, a passion for hospitality, and a strong sense of responsibility. We aim to attract and retain top talents who add value to Mövenpick Hotels & Resorts. Additionally, we strive to support the community in which we are located by contributing to initiatives related to nature, the environment, education, safety, and more. Our activities aim to revitalize the social structure or culture of the community without causing harm.

### 2.3 Quality & Sustainable Purchasing

This activity is committed to reducing the adverse environmental impact of its purchasing decisions. It focuses on buying goods and services from contractors who share its environmental concerns and

commitment.

### 3.0 Policy

#### 3.1 Sustainability Policy

Mövenpick BalaLand Resort Lake Balaton's colleagues are committed to taking proactive steps towards addressing global environmental issues by adopting the Green Globe standards as part of the hotel's Sustainability Policy. Training programs have been implemented to ensure that all staff are fully aware of the hotel's responsibility and commitment to its Sustainability Policy.

The hotel implements and regularly updates its Environmental Management Program, ensuring compliance with all relevant legislation and regulations. Our Chief Engineer will oversee ongoing environmental performance, the identification of environmental risks, the recording and monitoring of impacts, and the implementation of environmental and social sustainability measures. Whenever possible, special consideration will be given to employing local staff, and environmentally sustainable products and services will be sourced locally.

Key sustainability actions include:

1. **Reduce energy consumption.**
2. **Reduce water consumption** by using recycled water and fresh water resources to improve ecosystem efficiency.
3. **Implement effective waste management** by sorting, distributing, and recycling via eco-friendly collection agencies.
4. **Implement safety policies and programs** throughout the hotel.
5. **Manage social and cultural issues** between management, staff, and community stakeholders.
6. **Ensure proper air quality protection** within the hotel and noise control for all guests.
7. **Use proper land-use planning and management** where possible.
8. **Ensure proper maintenance and storage** areas for environmentally harmful substances.
9. **Participate in charity activities** throughout the year.

#### 3.2 Environmental Policy

By nature, the hospitality industry is a large consumer of energy and other resources. Mövenpick BalaLand Resort Lake Balaton is actively involved in conserving resources, including biodiversity, ecosystems, and landscapes, as well as reducing pollution. To ensure proper implementation of this policy, we have developed specific objectives, and progress and performance will be regularly monitored. Where necessary, corrective actions will be implemented, and these objectives will be reviewed and improved regularly.

To guide the hotel's operations towards the highest standards in energy and water conservation, as well as waste reduction, we will consider the impact on environmental quality and economic performance. To accomplish this goal, the hotel has established procedures to consider energy and water use and waste reduction in the design and operation of hotel facilities in the most economical and environmentally friendly manner possible. By educating staff on energy, water, and waste reduction, the benefits include, but are not limited to: the protection of ecosystems, improvement of air and water quality, waste reduction, and resource conservation, all contributing to sustainability.

Hotel facilities shall, to the extent possible, be designed, constructed, renovated, operated, and maintained in accordance with the latest energy and water efficiency standards.

The hotel shall:

1. Ensure energy and water efficiency and conservation are central considerations for business and operations.
2. Make decisions regarding investments for renovations or new construction based on the total cost of ownership or life cycle cost analysis.
3. Identify and strive to implement the least costly strategies.
4. Evaluate and compare alternative energy sources for both short-term and long-term costs, considering future projections and the availability and price escalation of all energy sources.
5. Explore teaching and research opportunities to assist in evaluating energy and water usage and recommending potential conservation measures.

### 3.3 Energy Reduction

1. The goal is to reduce energy usage by 3% after 2027.
2. Energy-efficient equipment will be purchased whenever available and used only when needed.
3. Building lighting, heating, and cooling systems will be designed, renovated, and operated to align with space use and occupancy patterns, aiming to reduce energy use during unoccupied periods.
4. Hotel facility control systems will be reviewed with the goal of establishing communication among them to reduce energy costs.
5. Energy Star ratings will be determined based on performance criteria, and standards will be set for all energy-consuming equipment.
6. Nominal temperature targets will be set for occupied facilities: 24°C in the winter and 23°C in the summer. Exterior windows and doors should be closed when heating and cooling systems are in operation. Heating and cooling system energy consumption will be reduced during periods outside of normal office hours and for unoccupied facilities, when practical.
7. Ensure all computers at the hotel are Energy Star rated, have Liquid Crystal Display (LCD) monitors/screens (or an equivalent), and are set to default sleep mode after 15 minutes of disuse, except in cases where specific instructions or office requirements demand otherwise. Computers should be powered down when not in use.
8. Encourage occupants to take responsibility for turning off lights in spaces not controlled by occupancy sensors (for practicality reasons).
9. Encourage occupants to turn off excess hallway and exterior lights when leaving a facility, if not directly related to public safety and physical security.
10. Purchase or lease Energy Star® rated appliances and equipment when designation is available and performance criteria are met.
11. Train and educate colleagues on environmental sustainability.

### 3.4 Water Reduction

The goal is to reduce water usage by 3% after 2027.

The hotel will develop and implement energy and water efficiency strategies whenever practical. Strategies will encourage full participation from hotel staff in energy/water efficiency and conservation programs. These strategies will include information distribution and incentive programs such as:

1. Initiatives that contribute to water efficiency through intelligent saving techniques and use.
2. A system in place to detect and repair leaking toilets, faucets, and showerheads in guest rooms, coordinated with the housekeeping department.

### 3.5 Waste Reduction

The goal is to maintain waste diverted from landfills at 15% higher than compared to 2025 by the end of 2026, through the following measures:

1. Reducing the consumption of paper and other office supplies and encouraging the use of electronic transactions and publications.
2. Reducing the use of disposable materials and using only compostable or recyclable materials when available.
3. Recycling electronic waste (computers, monitors, fax machines, etc.).
4. Recycling construction debris, carpet, ferrous and non-ferrous metals, fluorescent lamps, and ballasts.
5. Recycling oil, anti-freeze, and tires.
6. Purchasing or renting new copiers, printers, and other office equipment compatible with recycled paper.
7. Purchasing only recycled paper, when possible.
8. Following the SUP policy of Accor regarding plastic waste.
9. Reusing durable products rather than disposing of them.
10. Implementing a “repair” rather than “replace” approach.

## 4.0 Strategy & Tools

### 4.1 Design and Structure

Mövenpick BalaLand Resort is located in Szántód, by Lake Balaton, in the neighborhood of Zamárdi and Balatonföldvár, about 1 hour by car from Budapest, 2.5 hours from Bratislava and Zagreb, 3.5 hours from Vienna, and 6 hours from Prague. Those arriving from the capital can easily reach the hotel via the M7 motorway. Szántód is situated on the southern shore of Lake Balaton, which is popular with families due to its shallow and rapidly warming water. Visitors can take part in numerous cultural and gastronomic programs, but nature lovers and sports enthusiasts will also find plenty of opportunities in the area.

The hotel offers 109 rooms and suites of various sizes and layouts, including baby- and child-friendly equipment and furnishings. In addition to their elegance, the communal spaces are perfectly suited for families to travel, dine, and relax with their functionality and thematic experience. An accessible room is also available.

On the top (4th) floor of the hotel, there is the **Balaton Relax Spa**, a space reserved exclusively for parents. Adult guests who seek peace and quiet can recharge their batteries while enjoying breathtaking views of Lake Balaton. The spa offers massage, manicure, and pedicure treatments, heated lounge beds, and a tropical experience shower with sound and light technology to pamper adult guests in the realm of rest and relaxation.

The spa also includes panoramic Finnish saunas, an aroma cabin, and a steam room, all excellent opportunities for a little relaxation and refreshment.

The **Fitness Room** provides modern, high-quality running and elliptical machines, along with other state-of-the-art equipment for exercise. After an active, fast-paced day, guests can relax in the wellness area.

The adventure park is open all year round, offering a variety of children's attractions and unique adventure elements. Located directly on the shores of Lake Balaton, it is an excellent opportunity for families with small children to spend meaningful time together.

The **Family Park** is themed around the travel locations of Willy Fog from the world-famous novel *Around the World in 80 Days* by Jules Verne. Children can enjoy their time in the nearly 10,000 m<sup>2</sup> facility, which contains indoor and outdoor pools, jacuzzis, land and water playgrounds, and other adventure elements to entertain children of all ages.

Parents and children can engage in a wide variety of games and activities together. At BalaLand Family Park, families can climb a pyramid together, shoot sponge balls with compressed air in the Wild West, or hide in London's Hyde Park after using the laser room or other interactive games. Indoor and outdoor adventure pools, children's pools, and slides make the experience even more exciting.

Qualified animators supervise the children, offering them entertaining, skill-developing, and beneficial programs throughout the day.

The hotel also caters to parents and grandparents with a massage service, Finnish sauna with a breathtaking view, a steam cabin, and a salt room, ensuring that all family members have a relaxing experience.

The **Family Park** meets the needs of both children and parents with its unique, fascinating, and engaging program offerings.

A total of 109 rooms and suites are available in different sizes and layouts (Superior Room, Junior Suite, Deluxe Suite). These rooms come equipped with baby- and child-friendly equipment and furnishings. Superior Rooms and Junior Suites offer views of either the park or the lake. In the suites, a bunk bed in a separate room ensures a comfortable rest for children. Rooms with connecting doors can also accommodate larger families. All Deluxe Suites offer beautiful panoramas of Lake Balaton.

Hotel rooms are available from 3 p.m. and must be vacated by 10 a.m. on the day of departure.

Guest Services:

<https://mbrlb-paperless.hu/>

Total Hotel Built up Area: 5000m<sup>2</sup>

## 4.2 Hotels Key Strategic Objectives for the next years

### **1. Environmental Sustainability**

#### **1. Environmental Sustainability**

Mövenpick BalaLand Resort Lake Balaton is committed to understanding and managing its impact on the environment. This strategy will help strengthen and drive the following activities:

- Integration of environmental management into hotel governance
- Improvement of procedures for the efficient use of resources
- Establishment of management systems to drive performance
- Creation of a sustainable culture and ethos through staff, student, and community engagement

To support the hotel's core strategic themes, the Environmental Sustainability Strategy (ESS) will focus on the following:

### ***1-Carbon Reduction***

**Carbon Reduction Aim:** To use energy more efficiently, reduce the hotel's carbon emissions through responsible energy use, and contribute to the hotel's target of a 3% reduction in carbon emissions by 2027.

- Communicate the importance and value of carbon and energy savings to staff and stakeholders.
- Produce a carbon management plan to improve energy efficiency.
- Monitor and progressively reduce overall utility (water, gas, and electricity) consumption throughout the hotel.
- Monitor and progressively reduce the volume of business travel (road & air), waste, and water emissions, which contribute to the hotel's carbon footprint.
- Develop an understanding of and capture other sources of emissions, including staff commuting and procurement.

**Target:** Carbon Management Plan to be completed by the end of 2025.

### ***2-Education/Training for Environmental Sustainability***

**Education and Training for Environmental Sustainability Aim:** To foster sustainable development and awareness of environmental issues across the hotel and within the hotel community.

To achieve this, our key strategic objectives are:

- Conduct a review of environmental sustainability programme provisions.
- Provide flexible opportunities for staff to engage in learning about environmental and sustainable development.
- Establish a network of 'Green Champions' in the hotel to promote and share environmental practices and initiatives.
- Explore opportunities for staff involvement in various sustainability projects and participate in collaborative initiatives.

**Target:**

- Sustainability workshops offered to all hotel staff.
- Staff Environmental Induction developed for the WTM.
- Participation in two Environmental and Sustainability National Awareness Campaigns.
- Showcase good practices through a variety of communications.

### ***3-Partnership and Engagement***

**Partnership & Engagement Aim:** To create opportunities where staff, management, and stakeholders can develop and share their knowledge, skills, and experiences to engage with and contribute effectively to tackling environmental, sustainable development, and global challenges.

To achieve this, our key strategic objectives are:

- Create a framework for staff and management involvement in practical sustainability initiatives.
- Provide opportunities for community engagement in sustainability activities at the hotel.
- Communicate current environmental sustainability activities and achievements to staff, management, and stakeholders.



- Actively seek formal and informal partnerships with strategic regional, national, and international stakeholders, identifying opportunities to exchange knowledge and best practices.

**Targets:**

- A publicly available Environmental and Sustainability Strategy in place.
- Continued participation in more EEG environmental campaigns.
- A staff environmental suggestion scheme to help initiate and achieve strategic objectives.

***4-Environmental impact of the Hotel***

**Aim:** To reduce the environmental impact of our operational activities and make a positive contribution to the local environment through the management of our hotel.

To achieve this, our objectives are:

- Deliver operational objectives, targets, and delivery plans under the following themes:
  - A. Environmental Management System
  - B. Waste Management
  - C. Sustainable Travel
  - D. Natural Resources
  - E. Sustainable Procurement

**4a. Environmental Management System**

**Aim:** To establish a formal system for managing the hotel's significant environmental aspects and impacts.

To achieve this, our key strategic objectives are:

- Create a framework to ensure our operations and activities are assessed, targets are set, progress is monitored, and continuous improvements are achieved.
- Comply with all applicable legal requirements and other requirements to which the hotel subscribes.
- Ensure the Environmental Sustainability Policy is reviewed annually, documented, implemented, and maintained to ensure continual improvement in environmental performance.

**4b. Waste management**

**Aim:** To adopt a sustainable approach to waste management through the application of "Reduce, Reuse, and Recycle."

To achieve this, our key strategic objectives are:

- Reduce the total amount of waste generated each year.
- Divert waste from landfills through reuse and recycling initiatives.
- Reduce the cost of waste disposal.
- Encourage staff, students, and visitors to follow the principles of "Reduce, Reuse, and Recycle."

**Targets:**

- Increase waste diversion from landfill to 15% by the end of 2025.
- Reduce monthly waste costs.
- Increase recycling by 3% annually.
- Improve procedures to record waste management information, including waste composition, management information, and legal documentation.



**Action Plan:** Implement strict waste segregation.

#### 4c. Sustainable travel

**Aim:** To reduce the local, national, and global environmental impact of the hotel's travel demands.

To achieve this, our key strategic objectives are:

- Review, implement, and communicate a Sustainable Travel Plan to staff and visitors to the hotel.
- Encourage more sustainable means of transport.
- Encourage more sustainable ways of working.
- Review and revise current business-related travel policies and capture commuter and business travel data for carbon footprint purposes.

**Targets:**

- Sustainable Travel Plan to be in place by the end of December 2025.
- Annually calculate and publish CO2 emissions arising from all forms of business travel.

**Action Plan:** Implement Sustainable Travel Plan.

#### 4d. Natural resources

**Aim:** To conserve natural resources through efficient and responsible use and management.

To achieve this, our objectives are:

- Reduce water consumption in the hotel.

**Action Plan:**

- Reduce total water consumption (m<sup>3</sup>) by 3% by 2027.
- Install water sub-meters in F&B outlets and buildings.
- Carry out a water awareness campaign.

#### 4e. Sustainable procurement

**Aim:** To positively influence the environmental performance of suppliers' goods and services and ensure procurement is carried out in a socially responsible manner.

**Objectives:**

- To review, implement, and communicate a Sustainable Procurement Policy and processes.
- To maintain and continually promote the Fairtrade status of the hotel, growing its visibility and impact.

**Targets:**

- Annual review and communication of the Sustainable Procurement Policy.
- Retention of the hotel's Fairtrade status.

**Action Plans:**

- Implement the Sustainable Procurement Policy.

## **5- Health & Safety**

We are committed to conducting our business by providing innovative solutions and superior materials, with integrity and care for our colleagues, communities, customers, and the environment. Health, safety, and protection of the environment are core values, embedded in everything we do. We are dedicated to the continuous and measurable improvement of our environmental, health, and safety performance. Our goal is to minimize any potentially harmful impacts on our environment, community, guests, staff, and visitors by promoting the responsible use of materials throughout hotel operations. This includes eliminating workplace injuries and illnesses, preventing adverse environmental impacts, reducing waste and emissions, and promoting resource conservation.

We are fully committed to complying with environmental, health, and safety (EH&S) laws and regulations, as well as internal EH&S policies and standards that support our core values.

### **Objectives:**

- To ensure our staff can effectively address any environmental threats to our guests.
- To meet the highest standards of food handling.
- To ensure safety in our spa and swimming pool by safely storing chemicals, ensuring adequate water disinfection, continuously testing the water, providing proper signage, and preventing unauthorized access.

Furthermore, we offer excellent access to our facilities for people in wheelchairs and provide special rooms for people with allergies.

### **Implementation:**

- Colleagues are appropriately trained to raise awareness of health and safety issues while working. Guests are also informed of hazards through appropriate signage and other forms of communication.
- HACCP audits are conducted to ensure compliance with the Food Safety Management System. New kitchen staff are trained on safety procedures and must undergo mandatory basic food hygiene courses.
- Emergency evacuation procedures have been established and are followed.
- All necessary and mandatory safety requirements for the engineering team are met.
- We maintain our facilities to ensure that all equipment is in good working condition.
- Operating policies for mechanical equipment and facilities ensure they are environmentally friendly, low-emission, energy-efficient, and safe to use.

### **4.3 Effective Sustainability Management Plan**

1. The hotel has implemented a suitable sustainability management system that considers environmental, socio-cultural, quality, and safety issues.
2. The hotel complies with all relevant legislation and regulations, including those related to health, safety, labor, and the environment.
3. The hotel conducts staff training on environmental and socio-cultural management issues.

4. Customer satisfaction is measured, and corrective actions are taken when necessary.
5. Promotional materials are truthful and do not promise more than can be reasonably expected by customers.
6. Design and construction of infrastructure comply with local zoning and protected or heritage area requirements. The hotel respects the surrounding natural or cultural heritage in its design impact and uses locally appropriate principles of sustainable construction.
7. Accessible entrances are provided.

#### 4.4 Maximizing Economic Benefits to the Community

1. The hotel contributes to community development and infrastructure.
2. Local people are employed, including in management positions.
3. Locally sourced goods and services are purchased by the business.
4. The hotel supports small local entrepreneurs by helping them develop and sell products that highlight the area's nature, history, and culture (including food, drinks, crafts, performing arts, agricultural products, and more).

#### 4.5 Minimizing Socio-Cultural Harm

1. An appropriate code of conduct is established regarding activities in indigenous and local communities, as well as culturally sensitive sites, based on mutual consent or established guidelines.
2. The hotel ensures equity in hiring women and local minorities, including in management positions.
3. All employees are under contract and paid a fair wage.
4. Historical and archaeological artifacts are not sold, traded, or displayed, except as permitted by law.
5. The business contributes to the protection of local historical, archaeological, and cultural properties.

#### 4.6 Minimizing Environmental Harm

1. **Conserving Resources**
  - Implementing a purchasing policy that favors environmentally friendly products for building materials, capital goods, food, and consumables.
  - Measuring non-renewable energy consumption and implementing procedures to reduce it.
  - Measuring potable water consumption and implementing procedures to reduce it.
2. **Reducing Contamination**
  - Measuring greenhouse gas emissions and implementing procedures to reduce them.
  - Effectively treating all types of wastewater, including grey water.
  - Implementing a solid waste management plan with quantitative goals to minimize waste that is not reused or recycled.
  - Minimizing the use of hazardous substances, including pesticides, paints, swimming pool disinfectants, and other cleaning materials, and substituting them with safer products.
  - Implementing policies to reduce noise and light pollution, runoff, ozone depletion, air pollution, and soil contamination.
  - Using local plant species for landscaping and green areas, rather than foreign species.
3. **Environmental Education and Contingency Plans**

- Implementing a contingency plan.
- Providing environmental education to both staff and customers.

#### 4.7 Quality Assurance

The Mövenpick brand has certain tools in place to assure quality in services and product delivery across every property. Some of the major tools include:

1. **Hotel IQ Audit:** A third-party audit conducted twice a year to evaluate the overall guest experience in rooms and food and beverage.
2. **Guest Responses:** Through channels such as TrustYou, VEOS, TripAdvisor, Booking.com, and others, guest feedback provides insight into areas that require attention on a daily basis and helps enhance existing procedures.
3. **Regular Quality Assurance Meetings:** These engage department heads with the GM to evaluate all issues related to quality, ensuring proactive resolution.
4. **Mystery Shopper-IFH:** An outsourced company that performs audits to check the quality of the Reservations Department as well as Meetings and Events.
5. **Area Office Audits:** The Area Office conducts operational and departmental audits to measure the quality of performance of each hotel as set by the brand.
6. **Government Entities:** Certain government bodies, such as local municipalities, ensure quality assurance by making regular visits.
7. **Other Accreditations:** Certifications such as Green Globe and HACCP assist in maintaining the quality standards of designated areas through regular audits.

#### 5.0 Procedures

This procedure strives to support the protection of the environment on two levels:

##### 5.1 Hotel Level

Mövenpick BalaLand Resort Lake Balaton will adopt the following approach:

1. Form an employee “Quality & Sustainability Committee” by 2025 to discuss the sustainability program on a quarterly basis.
2. Use only environmentally sound guest supplies and amenities.
3. Consider purchasing only from certified suppliers, if the process is comparable or acceptable.
4. Establish development cooperation with "green and environmentally-friendly" local farms and inform guests about it.
5. Use only organically grown vegetables and fruits in the hotel kitchen wherever possible, supporting suppliers/farmers who organically grow vegetables and fruits.
6. Use recycled papers, tissues, toilet paper, and printed materials wherever available.
7. At every opportunity, consider retrofitting with environmentally sound and energy-saving devices, subject to appropriate return on investment.
8. Use renewable energy wherever applicable and available.
9. Enlist guest support for environment-friendly activities through PR actions.
10. Participate in community projects and drive environmental awareness by sharing knowledge and experience, as well as volunteering in awareness campaigns for various sectors of the community, such as schools and colleges.

## 5.2 Employee Level

Employee sustainability means achieving excellence in Human Resources and leadership practices while embracing and celebrating diversity. By upholding quality, reliability, and care, Mövenpick BalaLand Resort Lake Balaton is committed to fostering a culture that consistently improves employee engagement, development, well-being, safety, and security.

### **Key Employer Objectives:**

1. Become the employer of choice by developing a motivating and value-based work environment that promotes and embraces diversity, performance, and attitude.
2. Provide equal opportunities for training and development to all employees and work continuously to improve employee engagement.
3. Guarantee fairness and transparency in all HR policies and decisions, including compensation and benefits.

### **Key Social Objectives:**

1. Contribute to sustainability activities with the Szántód community.
2. Share best practices and collaborate with local and global partners.
3. Encourage and actively promote a philosophy of volunteerism.
4. Identify and support local charity partners.

## 6.0 Environment Plans & Actions

### 6.1 Ensure Environmentally Responsible Management

Environmental protection is the responsibility of hotel management. When management is environmentally aware, it motivates all hotel staff, business partners, customers, and suppliers to act in a more environmentally responsible manner. This process requires time and the commitment of leaders at all levels of management.

### **Actions:**

1. Inform and involve employees in all measures we implement and in aspects of environmental protection.
2. Provide employees with further information and/or training in environmental matters, encouraging them to participate more significantly and be more sensitive toward environmental protection goals.
3. Include our customers and guests in our environmental protection measures by examining and implementing their ideas and suggestions.

### 6.2 Achieve Measurable Results

Environmentally aware business management is a prerequisite for future business growth. Over the next few years, we aim to achieve tangible successes through the following actions:

### 6.3 Actions:

1. Conserve energy through our savings plans to reduce, reuse, and recycle.
2. Monitor energy utilities consumption using a benchmarking tool.
3. Reduce energy consumption by replacing all incandescent lamps with LED lamps in guest corridors, guestrooms, and public areas.
4. Install water-saving devices in guestrooms and public toilets.
5. Install waterless urinals in employee locker rooms.
6. Follow the planned preventive maintenance program.
7. Monitor and control energy consumption using the Building Management System, Room Management System, and GAIA.

### 6.4 Providing Reliable Information

By providing concise and reliable information to our guests, suppliers, employees, and the general public, we intend to report our environmental initiatives whenever they are worth mentioning.

#### **Actions:**

1. Provide regular updates on our websites and in internal and external collaterals.
2. Provide regular updates to local newspapers and magazines.

## 7.0 Waste Management Plan

The hotel industry generates various types and large quantities of waste daily, which require adequate management.

### 7.1 Waste Management Plan

The primary aim of this plan is to limit the amount of waste generated on the property by requiring all suppliers and vendors to limit quantities of materials and packaging to only those necessary. Every effort will be made to limit, segregate, sort, collect, and properly dispose of waste generated within the property. Mövenpick BalaLand Resort Lake Balaton has established this plan to clearly define the practices that will be employed within the property to ensure waste is segregated based on type.

#### **Scope**

The scope of the waste management plan covers all activities at Mövenpick BalaLand Resort Lake Balaton and its integration with all colleagues, guests, business partners, owners, other stakeholders, and the environment at large.

#### **Management of Waste**

As far as reasonably practical, waste management and waste minimization will be practiced through the following waste hierarchy approach:

1. **Reduce:** Minimize the amount of waste produced per department.

2. **Re-use:** Re-use materials wherever possible.
3. **Recycle:** Transfer waste to approved recycling plants to minimize environmental impact.
4. **Energy Recovery:** Not feasible as hotel waste does not have a high calorific value.
5. **Disposal:** Sending waste to landfill is a last resort.

Hazardous waste will be disposed of and treated by authorized disposal contractors and facilities.

### **Waste Categories**

Based on the activities undertaken at Mövenpick BalaLand Resort Lake Balaton, waste has been categorized into the following types:

1. **Non-hazardous waste:** Includes paper, wood, food waste, office rubbish, cardboard, scrap metal, and glass.
2. **Hazardous waste:** Includes human waste, oil, lubricants, chemicals, paint, and batteries.

### **Waste Avoidance**

To minimize waste, Mövenpick BalaLand Resort Lake Balaton will, where possible:

1. Estimate and order the required quantities of supplies.
2. Establish a Buy Back Scheme with key suppliers, where such an option exists, allowing the supplier to buy and take back the packaging material for reuse.
3. Limit the use of disposable materials, for example, drinking cups and batteries.

### **Waste Reduction**

To ensure a reduction in waste generation, the following control measures will be introduced:

1. Where reasonably practicable, materials shall be ordered in bulk to reduce packaging. Avoid individual packaging for volume purchases.
2. Where possible, the use of returnable containers and packing materials will be favored.
3. Purchasing criteria will favor recycled products.
4. Suppliers will be requested to use minimal packaging.
5. Where possible, refillable containers will be used for the collection of waste fluids, such as waste cooking oil.
6. Ensure the correct amounts of chemicals are used when mixing or diluting chemicals to prevent avoidable waste generation.

### **Re-Use**

The following control measures will be implemented to ensure the reuse of generated waste:

1. Where possible, paper will be reused, such as printing in-house documents on the clear side of used documents.

### **Waste Management Control Measures**



The following control measures will be employed within Mövenpick BalaLand Resort Lake Balaton to reduce the environmental impacts from waste generation, handling, storage, and disposal:

1. Open burning of waste, marine dumping of waste, or dumping waste at undesignated areas within the property is prohibited.
2. Separate, labeled waste receptacles will be provided for plastic, cardboard/paper, tins, and glass.
3. The dilution of hazardous waste is prohibited.
4. The mixing of hazardous and non-hazardous waste is prohibited.
5. All hazardous waste will be provided with secondary containment and suitably bonded to meet legal requirements, where necessary.
6. A program for the regular collection and removal of skips and bins will be implemented.
7. All litter will be controlled within Mövenpick BalaLand Resort Lake Balaton through good housekeeping practices.
8. Where possible, performance measurement and targets for reduction, reusing, and recycling will be developed and implemented.
9. Any waste that cannot be reused or recycled will be transported and disposed of in accordance with government requirements.
10. Volumes and types of waste will be monitored to identify additional opportunities for improvements in waste management (avoid, reduce, reuse, recycle), where practicable.
11. All colleagues will be trained on the Waste Management Plan through shift briefs.

### **Disposal (Landfill)**

If the above hierarchy of control cannot be satisfied, the waste will be sent to an approved government landfill. Landfill is a last resort. The burning, burying, and unauthorized dumping of waste is prohibited. The waste storage areas and skips will be monitored to ensure that contamination of the segregated skips does not occur. Routine inspections of waste disposal and collection areas will be conducted by department heads.

Waste will be segregated under the following categories:

1. Paper/Cardboard
2. Plastic
3. Tin/Can/Metal
4. Food Waste
5. Batteries
6. Light Bulbs
7. Electrical Equipment

Continual reviews will be undertaken of the categories of surplus materials being produced by the procurement department.

### **Implementation**

Mövenpick BalaLand Resort Lake Balaton has appointed MOHU, a Waste Management Contractor, to implement the following systems. They will be responsible for the management of main collection areas and satellite stations, alongside their associated removal. All documentation, such as licenses, waste transfer notes, etc., will be made available to Mövenpick BalaLand Resort Lake Balaton upon request.

### **Instruction and Training**

All Mövenpick BalaLand Resort Lake Balaton colleagues will be introduced to the waste management plan during the “Welcome to Mövenpick” induction program, held twice yearly. Communication will also be made through shift briefs, explaining the importance of appropriate segregation, handling, recycling, reuse, and return methods to be used by all parties. The waste management plan outlines the role of each and every staff member of the hotel in carrying out recycling practices in their work area, wherever possible.

### **Departmental Responsibility**

#### **Housekeeping:**

1. Collecting and segregating waste on every guest floor.
  2. Reusing paper.
  3. Reusing and converting old linen.
  4. Reducing the guest room linen washing cycle.
  5. Reusing small, leftover quantities of guest room toilet paper in staff locker rooms.
  6. Using potted plants throughout most of the hotel for decoration purposes instead of cut flowers.
  7. Printing on both sides of paper.
  8. Donating unused room amenities to local charities.
  9. Reusing iron hangers for staff uniforms and laundry.
- 

#### **Stewarding:**

1. Collection and segregation of waste in Food & Beverage outlets.
  2. Keeping track of food wastage and breakage.
  3. Recycling papers, plastics, tetra packs, cardboard, glass, and aluminum.
  4. Recycling used kitchen oil.
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#### **Offices and Administration:**

1. Recycling paper.
  2. Printing on both sides of paper.
  3. Segregating waste according to designated categories inside offices.
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#### **Engineering and Technical Services:**

1. Controlling and measuring emissions and effluents emitted from the property.
  2. Measuring carbon footprints.
  3. Recycling and disposing of hazardous waste in accordance with Hungarian regulations.
  4. Cleaning grease traps twice a month, as per Hungarian regulations.
- 

#### **Record Keeping:**

Documentation will be retained to demonstrate the legal disposal of all types of waste. Written documentation such as receipts, invoices, and waste transfer notes with the following information is required:

1. A copy of the waste management contractor's approval.
2. For each load of waste collected, the date, type of waste (for example, waste oil, sewage, mixed general waste), quantity of waste in that load, and the signature of an authorized representative of the contractor must be provided.
3. The documentation listed above will be subject to regular internal and external audits.

## 8.0 Major Projects Completed & KPIs per Department

### **Waste Separation:**

All hotel waste is separated as follows:

1. Aluminum, metals, and cans.
2. Plastics, candles, corks, crown corks, and such.
3. Glasses, broken china, and drinking glasses.
4. Paper and cardboard.
5. Food, fat/oil, and organic waste.

**Electrical Savings** – To ensure genuine savings from utility consumption:

1. All technical equipment is regularly maintained, and inspections are documented.
2. A precise monitoring system has been installed.
3. Low-energy lamps and LED bulbs are fitted in all relevant areas, according to the energy-saving plan by the engineering department.
4. Motion sensors are installed in all public area toilets, car parks, and some back-of-house corridors.

**Water Conservation** – To achieve savings from water consumption:

1. All water taps are fitted with flow regulators or sensors.
2. Water-saving devices are installed in all guest room toilets to reduce consumption.
3. Use provided guidelines by the chemical provider to secure quality and minimize water wastage.
  - Johnson Diversey Company supplies ECO cleaning materials.
  - Employees are trained by Johnson Diversey Company to optimize the usage of materials.
  - A hygiene concept will be set up in the entire hotel.
  - All cleaning chemicals in use must have environmental certificates.
  - All chemicals are kept locked in a separate room.
  - Chemical dispensers are installed by Johnson Diversey to reduce water consumption.
  - All product descriptions are available for all cleaning materials used (MSDS).

### **Hotel Rooms:**

1. All hotel rooms are fitted with thermostatic controllers to control room temperature individually and are connected to the Room Management System.
2. Rooms for non-smokers are available, with the majority of rooms designated as non-smoking.
3. Energy-saving lamps and light bulbs are in place.

### **Food & Beverage Management**

The Food and Beverage Manager is responsible for carrying out environmentally friendly operations in their

area of accountability. They encourage staff participation in and training for protecting people and the environment in the following areas:

1. Food hygiene and safety levels.
2. Food waste management.

## 9.0 Landscape

1. Regular maintenance and testing of the main irrigation system will ensure healthy landscaping and acceptable watering schedules.
2. Adjust sprinklers to optimize coverage and avoid runoff on paved surfaces.
3. Install a drip irrigation system that uses low-volume irrigation.
4. Adjust sprinkler timers and durations according to the season; watering during nighttime hours is more practical as little evaporation will occur.
5. Landscape using drought-resistant and native plants.
6. Group plants with similar water requirements together on the same irrigation line, and separate plants with different water requirements onto separate lines.
7. Landscape trees and plants are selected to tolerate the climate, soil, and water availability.
8. Use organic fertilizers and soil enhancement.
9. Fertilizers are applied once a month or as required.

### Precautionary Statements (MSDS):

1. **If spilled on eyes or skin:** Immediately flush with plenty of water for at least 15 minutes, while removing contaminated clothing and shoes. Wash clothing before reusing. If the material is ingested and the victim remains conscious and alert, administer two to four capfuls of milk or water. Never give anything by mouth to an unconscious person. Seek medical assistance immediately.
2. **Invasive Alien Species Policy:** The company prohibits the use of invasive alien species in gardens, landscapes, and other operational areas. The company utilizes products certified by the Hungarian Government. Additionally, certified seeds and other non-hazardous products are used, ensuring minimal environmental impact.

### Quality and Sustainability Committee

Mövenpick BalaLand Resort Lake Balaton colleagues are committed to taking proactive steps to address global environmental issues by adopting the Green Globe standards as part of the hotel's Sustainability Policy. Trainings have been implemented to ensure that all staff are fully aware of the hotel's responsibility and commitment to the property's sustainability efforts.

In line with the brand's global commitments, Mövenpick BalaLand Resort Lake Balaton will implement and regularly update its Environmental Management Program. The hotel will comply with all relevant legislation and regulations while striving to achieve international best practices in energy saving and water conservation.

We have a dedicated sustainability team, headed by the General Manager, responsible for ensuring ongoing environmental performance. This team will focus on identifying environmental risks, recording and monitoring impacts, and implementing sustainability measures for both environmental and social aspects. Whenever possible, we will prioritize employing local staff and sourcing environmentally sustainable products and services locally.

We encourage all staff, suppliers, and guests to participate in our environmental and social sustainability programs. As a benchmarked and certified hotel under the Green Globe program, we continuously seek feedback from guests, suppliers, contractors, agents, and wholesalers to drive improvements in our sustainability efforts.