

# our approach to single-use plastic

At citizenM, we take sustainability seriously. Our hotels are built and operated in a way that minimises our impact on the environment. No matter where we set up home, we respect our surrounding communities – and we do what we can to protect them.

## the issue

The increase in single-use plastic items has become a global sustainability issue. Single-use plastic contributes to pollution, negatively impacts wildlife and increases global greenhouse gas (GHG) emissions. Since we're on a mission to create positive change in a world where we are simply guests, that means taking action on our own single-use plastic use.

## our goal

Remove all single-use plastic items from the guest experience by the end of 2024.

## what are we doing?

We reviewed all single-use plastic items in our hotels. To decide the right path for each of them, we assigned them to one of the 5 R's: remove, refill, reduce, reuse and recycle. In most cases, we decided to remove the item – stop using it altogether. For everything else, we will either phase out or recycle.

**We've already made some good progress with our initiatives. Here is a list of items you won't see in our hotels:**

- plastic water bottles in our rooms
- plastic drinks bottles in canteenM
- plastic salad boxes
- plastic takeaway bags – we use paper
- tiny toiletry bottles in our rooms
- plastic straws
- plastic stirrers
- plastic cutlery
- plastic earbuds
- unnecessary plastic-wrapped gifts like chocolate or minibar stock
- plastic laundry bags in our rooms (ours are biodegradable)
- plastic laundry sacks used by housekeeping – we use cotton sacks which can be washed and reused

We also minimise the plastic we use during housekeeping by reusing and refilling our cleaning bottles.

### **how conscious travellers can support our goals**

We want to make it easy for conscious travellers to minimise their impact – no matter where they are in the world. Need some help? Here are a few tips on how you can take action during your stay:

- download our app and skip the room key
- bring your refillable water bottle and fill it up at canteenM
- bring reusable shopping bags – we estimate that over 20% of our waste is brought into the hotel from the outside
- use our recycling bins downstairs to separate your waste

### **what we're working on**

- reducing packaging from deliveries
- rolling out our new plastic-free guest amenities, such as toothbrushes (we're not removing, we're improving)

You can read more about our approach to Environmental Social Governance at <https://www.citizenm.com/esg>.

**Klaas van Lookeren Campagne, CEO, citizenM**