

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.

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 we've been taking action on our single-use plastic use.

our goal

Reduce and remove single-use plastic items from the guest experience.

what are we doing?

Back in 2019, 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 and stop using it altogether. For everything else, we phase out, recycle or find more sustainable materials.

we've made some good progress with our initiatives. Here is a list of items you shouldn't see in our hotels:

- plastic water bottles in our rooms
- plastic drinks bottles in canteenM
- 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 – where possible, we use cotton sacks which can be washed and reused

what did we achieve last year?

In 2024, citizenM proudly launched a new reduced-plastic amenities range, available to guests on request. The range includes essentials like a sewing kit, vanity kit, dental kit, razor, nail file, comb, and shoe mitt amongst others– all thoughtfully designed to reduce single-use plastics to a minimum. In line with our waste reduction efforts, any remaining stock of old amenities is to be donated to local organisations or charities which repurpose hygiene products to support vulnerable communities.

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:

- bring your refillable water bottle and fill it up at our water stations 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

- In 2025, we will look to collaborate with our suppliers to identify additional opportunities to reduce single-use plastics from deliveries by prioritizing products with more sustainable materials and packaging.

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

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