



# Our work for a sustainable future

SUSTAINABILITY POLICY

LOTUS  
HOTEL  
GROUP

## OUR MISSION

We are committed to contributing to a better world, and that commitment has been strong for a long period of time. Everything we carry out and do in our business should promote good health and contribute to sustainable development. These are watchwords both in our daily activities and long-term.

Our operational aim is to make optimal use of and conserve the Earth's resources. We strive to always be at the forefront of environmental work and actively take social responsibility. Being socially responsible is part of our DNA and includes everything from integration of people who have recently moved to our area to involvement in local non-profit associations. On several occasions, our staff members have also very generously helped out financially. The ongoing work also includes collaborating with other parties to create homes and work opportunities for unaccompanied refugee minors.

The aim of our sustainability efforts is to take responsibility for the environmental cycle of which our business is part. This is a huge responsibility we all have to embrace and act upon for the sake of future generations. Our sustainability efforts involve so much more than just the environment; it also includes people and finance.

Lars-Olof Oskarsson  
Owner and CEO, Lotus Hotel Group

*We use a number of sustainable certifications such as Svanen, the EU flower, Fairtrade and KRAV. Hållbart val (A sustainable choice) is our own certification at the Lotus Hotel Group, where we want to show you as our guest that we have paid extra attention to the environmental aspect, such as a fluffy towel made of organic cotton or serving coffee that is always Fairtrade and KRAV (organic farming).*



## WE WORK WITH THE UN'S SUSTAINABLE DEVELOPMENT GOALS

Our sustainability efforts are based on the below-mentioned four goals that are part of the global goals of the UN – Agenda 2030. We have pin-pointed these goals as the four areas where we feel we can impact our organisation most not only in our everyday routines at our different facilities but also by putting demands on our suppliers and business partners.



Our company consists of approx. 500 employees from all walks of life, with many different nationalities, gender and disabilities. As far as we are concerned, this diversity is a strength and resource in our work.



Clean water and sanitation play a natural, significant part in our business. Therefore, we constantly remind ourselves of the importance of using our limited resources in a sustainable way.



We strive towards long-term, inclusive and sustainable economic growth. We feel it is essential to pay the same salary for the same job, help youngsters find work, and create fair working conditions and an excellent working environment for our staff.



All purchases should be made carefully considering the actual demand and how the ingredient has been produced. These parameters will help us ensure sustainable consumption for our guests.



## ENVIRONMENTAL RESPONSIBILITY

We want to be able to proudly declare we are acting responsibly to ensure future generations will have a healthy planet on which to live. That is why we have set very ambitious targets relating to purchasing, water and energy consumption, and waste management. By assessing our performance both quarterly and annually, we are striving toward reduced consumption of resources.

OUR HOTELS RUN ON  
ENERGY FROM OUR  
OWN WIND TURBINES

*Approximately 9 GWh of our wind power mean enough green energy to supply the needs of our four hotels and the homes of all our employees.*

## A small selection of what we do



### Buildings

By using modern technology at all our premises, we can effectively manage energy consumption in an optimal, resource-efficient way. Any new installations we do should be energy-efficient, and any construction work should be carried out with utmost consideration for the environment. Energy recovery from refrigerators, freezers and swimming pools is just one of the areas we focus on.



### Svanen (The Nordic Swan Eco-label)

All our businesses have been approved and certified by the Nordic Swan Eco-label. This regulating body has a holistic view and demands certain targets have to be met within areas such as energy consumption, waste reduction, water consumption and chemicals used in the business. Our range of spa products, both for our operations and for retail, are approved by the Nordic Swan Eco-label.



### Organic

We aim to, as much as possible, use organic, Fairtrade, and locally produced products and ingredients. Our goal is to constantly increase the amount of environmental friendly and fresh produce. For example, all of our coffee is marked with the Fairtrade label.



### Fossil-free fleet of vehicles

We have a number of electric or hybrid cars, which is our first choice of transport if the option of trains, bicycles or buses is not feasible. In addition, several charging stations for electric cars have been installed at our premises for our guests to use.



## SOCIAL RESPONSIBILITY

Our diversity in terms of nationalities, gender and differently-abled individuals is such a strength and a real asset for our business. With our core values and norms, we always want to make everyone feel welcome, whether you are a guest or looking for work.

We also take great pleasure in getting involved in local events and ventures outside our business. Corporate social responsibility is something we take very seriously, and our motto is that no one can do everything, but everyone can do something.

WE CONTINUOUSLY  
WORK TO CREATE A  
PLEASANT ATMOSPHERE  
AND A GREAT SETTING  
FOR OUR STAFF.

*We constantly strive to create workplaces where the sky is the limit, where there is no pretentiousness, and everyone is welcome to express their views and feelings. Staff that are acknowledged, like their job and feel good, don't just do a much better job, but also help us develop our business to suit the customer's needs. Everyone in our organisation should feel safe and proud at work.*

## Local and international



### Equality & Diversity

Our operations should actively instigate or support projects and people that contribute to increased and improved integration of aspects such as age, disabilities and nationalities. Each and every one of our staff members is a valuable asset to our company.



### Sustainable experiences

Gerd Johansson is responsible for ensuring that all the impressions our guests take away with them after a stay have minimal impact on the environment. Her work incorporates three segments of our operations: social and financial sustainability as well as the environmental perspective.



### Local involvement

We play an active role in the local society and are often involved in local ventures. This, in turn, means we are committed to the geographical areas where we operate. We promote integration with immigrants that have recently arrived in Sweden and support

organisations such as Varberg för liv, Almers Hus, Hjärnslaget, Drogfritt Sverige, Länkarna Momenta, Team Rinkeby, UNHCR, Min stora dag, Stadsmissionen and Doctors without Borders (Médecins Sans Frontières, MSF).



