

# SUSTAINABILITY REPORT 2023

## CLARION HOTEL THE HUB



The background image shows a contemporary hotel lobby. Large windows with sheer curtains allow natural light to filter in, creating a warm atmosphere. In the foreground, a dark leather sofa is partially visible on the right, and a low, dark coffee table with a book on it sits in the center. To the left, a small round side table holds a potted plant. The overall aesthetic is clean and sophisticated.

# INTRODUCTION

## THE HUB OF OSLO

Clarion Hotel The Hub is a Hub for Oslo and for our guests. As one of Scandinavia's largest hotels, it is no secret that our business also has a significant environmental impact. We work towards becoming a leading player in sustainable hotel management by integrating environmental goals and social responsibility at all operational levels. Everything from our BREEAM-certified buildings, to making sure that the guest's room is free of chemical cleaners and disposable plastic.

We want our guests to feel confident that we minimize their environmental footprint for them - and with them during their stay. We see that investing in sustainable practices is crucial to surviving future business operations, but more importantly, we are showing commitment to current generations by acting now. The fact that we make environmentally smart choices has also become a premise for being chosen as a hotel. It is expected that we are in the driver's seat.

## WE CARE

At Strawberry Hotels we believe that every penny earned in an ethical and responsible way is worth its weight in gold. That's the core of our triple philosophy foundation.

We base our operations on three key pillars: People, Planet and Profit.

At Strawberry we share a tradition and culture of doing more than what is expected - for our guests, our employees, the company and the environment. We endeavour to run our hotels in harmony with - and not at the expense of - the world around us. At Strawberry Hotels we call this work WeCare.

WeCare is about how we, in our daily operations, take care of people, the planet and profitability, all at the same time. The fact is that we can't be profitable without caring about people and the planet. It's also a fact that we can't care about people and the planet if we aren't profitable.

The world is changing rapidly, climate change is happening and we know that we must act now.



# CLARION THE HUB

## WE CARE HOTEL OF THE YEAR 2022

The Green Machine! There is no business on a dead planet. As one of Scandinavia's largest hotels, it is no secret that our business also has a significant environmental impact and we have been working on our environmental goals since opening in 2019. Among over 200 hotels in Strawberry, Clarion Hotel The Hub won prize as We Care hotel of the year 2022.



# THE UN' SUSTAINABILITY GOALS

The UN's sustainability goals are set out in the world's joint work plan to end poverty, fight inequality and stop climate change by 2030.

Clarion Hotel The Hub uses the UN's sustainability goals as a starting point as we prepare our long-term environmental and social engagement plans.

Being an ISO-certified hotel means we're focusing on reducing our environmental footprint by working towards our food waste, water consumption and recycling goals.

However, as a multinational company with employees from around 81 countries, social sustainability is an equally important part of our work. We believe inclusion and diversity are both very important parts of our ambition to be a dynamic company where employees will be deeply involved in driving environmental achievements in the years to come.



# OVERVIEW OF THE UN'S SUSTAINABILITY GOALS

Stated under each goal are the hotel's local measures linked to our sustainability goals



No food waste  
Lonely christmas tree



No food waste



Good neighbour



Sustainability training for  
all employees



Room for  
all/Pride



Reduce plastic



Iso 14001



Decent work for  
all employees



No food  
waste



Room for  
all/Pride



Iso 14001  
Good for you & the planet



Iso 14001  
Good for you & the planet



Good neighbour



Good neighbour



No food waste  
Good for you & the planet



Good neighbour



Good neighbour



## ROOM FOR ALL AT THE HUB

We treat all people fairly and equally. Always. That's why we at Nordic Choice Hotels are very clear about the following:  
There's room for everyone regardless of situation, whether you live with a disability or are a refugee. We are committed to acceptance and equality for all people.

### Flexibility:

We have room for anyone who wants to work a lot, and for anyone who wants to work reduced hours.

### Gender equality at Clarion Hotel The Hub:

Number of women per total number of employees - 261 out of 476

Number of women in the management team - 9 out of 18

Nationalities: 81

# GUTTAS CAMPUS & THE HUB

## What is Guttas Campus?

Guttas Campus is a two-week intensive learning camp with a follow-up at mentor centres a year and a half after the camp. The target group is boys in grade 9 who find school challenging, and who want to strengthen their academic and social skills before they start high school. After the camp, the boys attend group mentor sessions twice a month throughout grade 10 and once a month in the first half of high school. At the mentor centre, they get help to maintain and further develop what they have learnt - both in various subject areas and in regards to their own personal strengths.

## What do we do for Guttas Campus?

- Discounted accommodation for the leadership group.
- Free of charge meeting rooms (subject to availability) for the leadership group.
- Organising the Subjects Day (Jan/Feb) where we invite the boys to the hotel and present the different school subjects and help them create a CV
- Offer summer jobs to some of the boys.



# GATETEAM OSLO

Clarion Hotel The Hub has since 2019 been a proud partner of Gateteam Oslo.

It all started in 2011 by enthusiast Siw Indsetviken after she lost her father. She had been looking for ways to help others for a long time. She filled two large bags with his clothes, made and packed sandwiches and travelled to Oslo to give them to the city's homeless people and substance abusers.

Gateteam Oslo helps brighten up the day a little for Oslo's drug addicts and homeless people. Every Wednesday at 6pm at the Council of Europe Square, they hand out warm clothes, sleeping bags, shoes, food and hot drinks. In addition, it's a place where drug addicts can be seen and where they have an opportunity to chat to someone who listens.

## What support do we provide at the hotel?

We provide hot meals and bread to about 100-130 people two Wednesdays of every month.

We regularly assist in handing out food on Wednesdays, and we are involved in collecting clothes and hygiene products.





## LONELY CHRISTMAS TREE

Since 2012 and throughout the month of December, Nordic Choice has been collecting Christmas gifts to make Christmas a little brighter for people who find themselves in a difficult life situation.

To make our bond stronger with our good neighbor collaboration, we decided to donate gifts to Gateteam Oslo. Gifts that were for kids we donated to our sister hotels and Fattighuset Oslo.

The Christmas trees aren't that lonely anymore.

# CERTIFICATIONS

The hotel is ISO 14001-certified, and the hotel building is Breeam-certified

ISO 14001

BREEAM



CLARION HOTEL<sup>®</sup>

## The Hub is ISO 14001 Certified

**ISO 14001** is an internationally recognised environmental certification that helps the hotel reduce its environmental footprint. At the same time, the certification facilitates sustainable growth and increased profitability. The environmental certification is evidence of us following set routines and standards for how environmental management systems are structured and monitored.

Goal for P.W.W.C.H.E.: To be a role model within sustainability, including having measurable goals in place for 2023 that focus on reduced food waste and reduced water and energy consumption

PRODUCTS  
WATER  
WASTE  
CHEMICALS  
ENERGY



# PLASTIC

## PLASTIC-FREE

The ban on disposable plastic in Norway came into effect on 3rd July 2021.

However, long before we opened in 2019, we started the journey to become a plastic-free hotel, with a special focus on disposable plastic.

We don't use plastic straws, egg cups, sugar wrappers or other small wrapped items.

We don't use disposable cups at conferences, only cups made of china or glass.

Our goal in 2023 is to work on encouraging our suppliers to make better choices in terms of packaging and plastic use.

-Nortekstil



# FIGHT AGAINST FOOD WASTE

To reduce food waste, the UN's sustainability goal number 12, "responsible consumption and production", has a very specific sub-goal that deals with this:

«By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along the production and supply chains, including post-harvest losses»



Sustainable economic growth through long-term value creation and responsibility.



Innovative registration systems and food weights make chefs aware of where they can



Reduced waste volumes contribute to sustainable urban development and a healthier urban environment.



By focusing on several stages (leftover food, proper sorting, specific orders), the hotel works to reduce its food waste by 20% in 2022



Lower production contribute to reduced greenhouse gas emissions, resource utilization land and water consumption. Food waste releases methane gas.



The earth to table strategy (EU's Green Deal) is a key effort to achieve UN's sustainability goals. (Food waste law in the long term?)



## FIGHT AGAINST FOOD WASTE

There are many different measures in the fight against food waste. At The Hub, we work specifically with:

- **Winnow**
- Too good to go
- Make guests aware of waste on the plate/"finish your plate"
- Growhub - only harvest what is being used
- Smaller plate sizes



## WINNOW

Food waste is one of the environmental initiatives that Clarion Hotel The Hub has focused on the most in 2022. This important focus will continue in 2023.

Our footprint as a hotel and service distributor is large and something we take seriously. By introducing a food weighing system, we have not only significantly reduced our food waste, but also ensured awareness and commitment among staff.

Food items/meals/departments are categorised, allowing us to better understand what is being wasted and where we can reduce production. This can result in significant savings by preventing overproduction and limiting purchases and waste.



## GROWHUB

GrowHub is a 200 sqm large field on the roof of the hotel, where edible flowers, herbs and vegetables are grown in season. In addition, there is an area outside the canteen on the third floor. These two areas supply Norda (and to some extent the main kitchen) with ingredients.

The hotel has a partnership with a company called U-Reist that cultivates and weeds the fields.

In spring 2022, 160 000 bees moved into our rooftop and in collaboration with ByBi we have harvested over 50 liters with honey that we are using in our breakfast buffet.

Our ambition is to be able to offer our guest something exotic, unique, and organic.



## MICROGREENS PRODUCTION

Microgreens are small, crisp and very nutritious shoots and leaves that can be grown indoors all year round. They are tasty in salads and sandwiches, but also in hot dishes. They add colour to the dishes in Norda, Hub bar and on the second floor and our guests can pick some microgreens themselves for their breakfast or lunch.

The microgreens are a superfood full of vitamins and minerals used in our kitchens all year round.

They are ready to be consumed within two to three weeks from when they are sown.

We're proud of being self-sufficient with our own microgreens all year round. They are grown in the garage in U3. We invite you to come and have a look if you haven't been there yet!

There are lots of different types of microgreens but we've chosen to grow: sunflower, daikon, pea sprouts, coriander, mustard, radish and cress.

## OZON WATER

We use ozone water for disinfection and cleaning at The Hub..

A machine is connected to the water tap and converts tap water into ozone water.

Ozone water gets rid of bacteria and viruses just as effectively as chemical-based disinfectants but isn't hazardous for humans and the environment.

- No discharge of environmentally harmful disinfectants -Reduction in the number of red chemicals
- Less transport of chemicals
- No rinsing after disinfection (reduced time and water consumption)
- Employees are not exposed to harmful chemicals through skin absorption or inhalation



# Goals 2023

	Consumption 2022	Goal 2023
Water	49,463 m <sup>3</sup> 160 L per GN	10% reduction
Energy	9655 MWh	5% reduction
Chemicals	7,371 KG 20 gram per GN	10 % reduction
Waste	328,304 KG	5% reduction
Food waste	76,641 KG 250 gram per GN	20 % reduction

