

Sustainability *policy*

Sofitel Legend The Grand Amsterdam is a five-star luxury Hotel located within Amsterdam's historic city center, adjacent to the UNESCO World Heritage-listed 17th-Century Canal Ring Area. As a historic and monumental property dating back to 1578, the hotel recognizes its responsibility to preserve cultural heritage while minimizing environmental impacts and contributing positively to the local community.

The hotel is committed to integrating sustainability into its operations and business decision-making processes. Environmental and social performance is monitored through measurable objectives, annual benchmarking assessments and recognized third-party frameworks such as EarthCheck. These tools support transparency, accountability and the continuous improvement of sustainability performance across the organization.

The hotel has established a long-term objective to reduce greenhouse gas emissions and support the transition towards Net-zero operations by 2050. Progress is monitored against a 2023 baseline year through defined targets, annual benchmarking assessments and regular ESG performance reporting. The hotel aims to achieve an average annual reduction in greenhouse gas emissions of at least 3.7%, measured against a 2023 baseline year, subject to operational developments and the implementation of planned improvement measures. Sustainability performance, key initiatives and relevant KPIs are reported through the hotel's quarterly ESG reporting process.

The Grand complies with all relevant legislation and regulations and aims to achieve international best practices. An appointed ESG Coordinator is responsible and engaged to enhance the hotel's sustainable practices.

Scope Statement

The Grand recognizes that daily activities have the potential for negative impacts on the environment and community if not properly managed. We have therefore implemented a Sustainability Management System which applies to the complete operations of The Grand Real Estate B.V. at Sofitel Legend The Grand Amsterdam, Oudezijds Voorburgwal 197, Amsterdam, The Netherlands.

Organizational boundary

The organizational boundary includes all departments, employees, functions, facilities, products and services operated by The Grand Real Estate B.V. at the property. Accor is the franchisor and is not part of the organizational boundary. Accor requirements and systems are included only where they are implemented within or affect the hotel's operations.

Stefan Melcherts
General Manager
Amsterdam, September 2026



Katerina Katsoura
ESG Operations Coordinator
Amsterdam, September 2026



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Physical and operational boundary

The boundary covers the entire hotel property and all operations undertaken within it, including: 178 guest rooms from which 162 are guest rooms and suites and 16 are apartments; 13 outside parking spots for cars; reception, lobby and other public areas; offices, employee facilities and back-of-house areas; housekeeping, kitchens, storage and linen-handling activities; there are two restaurants, Bridges with a capacity of 34 seats and Oriole, with a total capacity of 72 seats, with an additional 20 Oriole bar seats. The main bar, The Flying Dutchman, has a total capacity of 51 guests, both inside and outside, while Library 'Or' has a capacity of 25 seats and The Garden Terrace can accommodate up to 88 guests. Room service, breakfast and other food-and-beverage activities; banqueting, meeting and event facilities (19 meeting rooms 5 of which are historical rooms approximately 1.400 m2 in total); the spa with 3 treatment rooms, fitness facility and indoor swimming pool of 60 m2; engineering areas and technical installations; receiving, loading and waste-storage area; 2 courtyards, gardens, landscaped areas, roof areas and other outdoor areas managed as part of the property.

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We use ten sustainability pillars as a framework to set goals and monitor our progress in social inclusion, environmental sustainability, and governance. These ten pillars serve as the foundation for the sustainability department's daily operations and form the basis for the interaction between the hotel's Green Team and the other departments. The Green Team is a team of 10-15 members representing all key hotel departments that focus on the improvement of sustainability awareness and engagement within the hotel. As part of its employee well-being program and to preserve the work-life balance, The Grand has the Be Balanced team, which is supervised by People & Culture.

Reducing Single-use Plastic

- Replacing Single-Use Plastic products with reusable and environmentally responsible alternatives wherever possible, while continuously seeking further improvement opportunities.
- Refillable Diptyque amenities in guest rooms, replacing individual amenity bottles.

Biodiversity & Land Use

- Installation of two green roofs, creating valuable habitats for local flora and fauna.
- Reduction of red meat consumption.
- Implementation of Veganuary in 2026 to inspire guests and employees to explore plant-based alternatives.
- Installation of two beehives on one of our green roofs to support pollinator populations and local biodiversity.

Circularity

- Using the in-house produced honey to our afternoon high tea
- In-House water filtering Systems for all Food & Beverage Outlets
- Donating and upcycling furniture, where possible, during renovation

Energy & Carbon Efficiency and Reduction

- 1Sourcing 100% renewable wind-generated electricity since 2024.
- Monitoring and reporting greenhouse gas emissions and energy performance through independent third-party benchmarking and certification programs.

- Tracking and reporting of energy consumption.
- Implementing Net Zero Emissions (NZE), CRREM and BREEAM methodologies to support our long-term decarbonization strategy and climate resilience objectives.
- Investing in low-carbon heating solutions, including the installation of a 130-metre geothermal heat pump system.
- Continue the transition to energy-efficient LED lighting across the property.

Food Waste Reduction

- The hotel aims to reduce average monthly food waste (kg) by 5% against the 2025 baseline year. Progress is monitored through Orbisk food waste tracking and regular ESG reporting.
- Promoting circular food practices through the creation of signature dishes, such as bread pudding, using surplus bakery and pastry products.
- Partnering with Too Good To Go to help prevent edible food waste and support responsible consumption within the local community.

Pollution & Waste

- Encouraging the Use of Electronic Transportation solutions
- Tracking and Reporting Waste Generation and Disposal Methods

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General Manager

Amsterdam, September 2026



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Katerina Katsoura

ESG Operations Coordinator

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This policy is a public document and will be reviewed annually.

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Local Community

- Promoting an inclusive workplace culture through diversity, equity and inclusion initiatives, policies and employee development programs.
- Supporting local community initiatives and organizations through partnerships, volunteering activities and charitable contributions.
- Providing employment and development opportunities for people with a distance to the labour market through targeted recruitment and workplace inclusion initiatives.
- Participating in RiiSE, Accor's diversity and inclusion network, which promotes gender equity, professional development and inclusive leadership.

Responsible Procurement

- Prioritizing local and seasonal sourcing where feasible to support regional suppliers and responsible procurement practices.
- Considering environmental and social impacts in purchasing decisions and prioritizing lower-impact alternatives where feasible.

Water Efficiency & Reduction

- Implementation of the Smartvatten smart water monitoring system to track water usage, improve efficiency, identify leaks, and address inefficiencies.
- Advance circular water management by capturing, monitoring, and utilizing rainwater for garden irrigation, reducing reliance on potable water resources.

Certifications:

- Green Key Gold Certified
- EarthCheck Silver Certified
- BREEAM Good Certified

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