



RESPONSIBLE HOSPITALITY 2023 ESG Report





Reporting principles

This report covers the 2023 activities relating to ESG in all business units of Bellagroup (BCHG Holding A/S group). The report follows the financial year, 1 January 2023 - 31 December 2023, and is prepared in accordance with sections §99a and §99d of the Danish Financial Statements Act. Thus, this report is part of the Management Review of the Statutory Financial Statements of BCHG Holding A/S and Bella Operation A/S for 2023.

The content of this report covers relevant matters in relation to the activities of Bellagroup and its main stakeholders. It reflects the company's strategic objectives as well as material issues at industry and local political levels.

The reporting is made in reference to the GRI Sustainability Reporting Standards 2021, the United Nations Global Compact, and the UN Sustainable Development Goals.

Bellagroup's 2023 Responsible Hospitality report and reports from previous years are available at www.bellagroup.dk.

For further information regarding this report, please contact Frida Ulrik-Petersen, Director Sustainability, at frul@bellagroup.dk.

Assurance

Bellagroup's 2023 Responsible Hospitality report has been approved by Bellagroup's Executive Management and Board of Directors. Compliance with §99a and §99b of the Danish Financial Statements Act has been ensured in consultancy with Price Waterhouse Coopers (PWC)



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About this Report



About Bellagroup

Bellagroup is one of the largest hospitality companies in Denmark, operating across three primary business areas: Venues, hotels, and event production.

The venue segment comprises Bella Center Copenhagen, Bella Arena, Bella Sky Conference & Event, CIFF Showrooms, and International House.

For the hotel segment, Bellagroup operates three hotels with internationally recognized brands; Crowne Plaza Copenhagen Towers, AC Hotel Bella Sky Copenhagen, and Copenhagen Marriott Hotel, totaling almost 1,600 rooms.

Bellagroup also organizes events such as CIFF (Copenhagen International Fashion Fair), Bogforum (Book Forum), and several annual flea markets. Bellagroup has more than 160 meeting and conference rooms and a total venue space of more than 200,000 square meters, providing accommodation for up to 30,000 guests.

Our client base covers the public and private sectors as well as business and leisure guests. Bellagroup is owned by a syndicate of Danish investors, TMC Invest 2021 Aps, along with the Export and Investment Fund of Denmark (EIFO) and Nordea.



Bellagroup consists of:



BELLA CENTER COPENHAGEN

One of Scandinavia's largest exhibition and congress centers



BELLA ARENA

Copenhagen's new DGNB Gold certified multi arena



CROWNE PLAZA COPENHAGEN TOWERS

A hotel with sustainability at its very DNA



COPENHAGEN MARRIOTT HOTEL

Copenhagen's largest five-star hotel located in the heart of the harbor



AC HOTEL BELLA SKY COPENHAGEN

The largest design hotel in the Nordic region



BELLA SKY CONFERENCE & EVENT

State-of-the-art conference center bridging Bella Center Copenhagen and AC Hotel Bella Sky



CIFF

Europe's leading fashion fair



CIFF VILLAGE

14,000 m² of permanent fashion showrooms



INTERNATIONAL HOUSE

Bella Center Copenhagen's serviced office

Read more at www.bellagroup.dk

Statement from the CEO: Working together towards a sustainable future

In Bellagroup, we have a core value of being One Team - Greater Together, believing that when we work together as a group, we can unlock new opportunities and potentials.

This value also permeates our sustainability efforts of 2023 - a year where we, in addition to greeting more guests at our hotels and venues than the year before, have taken great leaps in strengthening our framework to responsibly host moments that matter and shaping the sustainable hospitality platform of the future.

Internal commitment and cross-organizational cooperation

An important milestone of 2023 was the implementation of an internal management system for the ISO standards 14001 and 20121 for environmental management and sustainable events. By January 2024, we obtained external certification covering Bella Center Copenhagen and our three hotels, AC Hotel Bella Sky, Copenhagen Marriott Hotel, and Crowne Plaza Copenhagen Towers.

This achievement not only underlines the ambitious path we are on, but also serves as an important internal tool, fostering cross-organizational cooperation, alignment, and joint efforts in reaching our sustainability objectives as a collective group.

Our implementation of a business-integrated climate reporting system in 2023 demonstrates that we have already come a long way.



By mapping our scope 1,2, and 3 CO₂e emissions, we see a 27% reduction of all emissions from 2019-2023 across Bellagroup, meaning we are halfway towards our 2030 target of a 50% reduction of our GHG emissions.

Shared ambitions and a collective effort are necessary

However, the result of our CO₂e mapping also underlines the necessity for external cooperation to attain our 2030 target and our ambition to be net zero no later than by 2050.

While we've seen an impressive reduction of our CO₂e emissions, it is also clear that the largest part of this reduction comes from emissions within our own operational control, namely in scope 1 and 2. If we are to see the same reduction of our scope 3 CO₂e emissions, it is clear that we need to work closely together with partners, clients, and suppliers to make this happen.

With our climate reporting system, we now have the necessary insights into where we have the biggest impact and which CO₂e emissions we collectively need to address. To do that, we will



from 2024 and onwards provide individual climate reports on large events held in one or more of Bella Center Copenhagen's halls and share these with our clients, enabling data driven decisions going forward to collectively ramp up our sustainability ambitions.

In Bellagroup, we believe that high sustainability ambitions can and must extend beyond a single event or company. Therefore, I am proud that Bellagroup, in conjunction with COP28, joined forces with the UN Global Compact and 40 leading Danish companies to pledge ambitious global initiatives for a green transition towards a net zero future by signing a joint Statement.

Signing this statement was not only an acknowledgment of Bellagroup's dedicated focus on Responsible Hospitality, but also underlines that it is an agenda that requires strong public and private partnerships to succeed. Bellagroup's ambition is to drive tangible change to the hospitality industry in close collaboration with our customers, partners, and guests, with the overarching ambition to have a net zero operation by 2050 at the latest.

Are we there yet? No. But that is the very nature of working with Responsible Hospitality: There will always be new questions to answer and new boundaries to be pushed. Sustainability isn't something we can "get done", but rather a field of constant innovation and improvement.

At Bellagroup, we want to be at the forefront of this evolution and to make sure we share our findings with the world and engage in constant dialogue with industry stakeholders, partners, guests, and employees.

Because when it comes to Responsible Hospitality, we are proud to be One Team - but also know, that we are even Greater Together.

Sincerely,
Christian Folden Lund, CEO

Responsible Hospitality

In Bellagroup, we are ambitious - also when it comes to sustainability.

We believe that unique meetings and moments can and must go hand in hand with the ambition of being a force for good - for our planet and for the people who inhabit it. This is what we call Responsible Hospitality.

Our approach to Responsible Hospitality is holistic. Our purpose is to create positive impacts; on our company, our guests, and the community around us. With a 2050 net zero target, our ambition is to be a pioneer of the hospitality industry, unlocking potential, exploring sustainable opportunities, reducing impact, and sharing solutions - and thereby shaping the sustainable hospitality platform of the future.

We do not have all the solutions to complete the journey that we are on, but through investigation, innovation, and collaboration, we are constantly finding new solutions to responsibly host hospitality moments that matter.

With Responsible Hospitality as an integral part of Bellagroup's values and operation, we incorporate sustainability in every aspect of our organization - at the heart of everything we do.

ESG strategy

In 2022, we consolidated a new Responsible Hospitality strategy that will serve as the strategic foundation for our sustainability efforts.

The purpose of the strategy is to ensure that Bellagroup operates as a responsible business in compliance with laws and regulations, while adding value through Responsible Hospitality to all stakeholders.

The strategy is centered around the four pillars, Governance & Ethics, Environment & Climate, Social Responsibility and One Team, which also serve as reporting structure of Bellagroup's 2023 ESG report.

Four strategic pillars

- on our journey towards shaping the sustainability hospitality platform of the future

Governance & Ethics

Environment & Climate

Social Responsibility

One Team



Important ESG issues for our organization are:

- Food waste
- Resource use and conservation (energy, water, and waste)
- Climate impact mitigation
- Promotion of health, safety, and well-being at work
- Responsible supply chain management
- Diversity and equal opportunities
- Communication, information, and awareness of sustainability issues
- Partnerships for sustainable tourism, events, and development
- Training skills in the workplace
- Job creation and youth opportunity in the local community
- Circular product innovation
- Business ethics and anti-corruption

A materiality assessment based on stakeholder input and business importance has shown food waste, resource use, and climate change to be the most material issues. These issues are expanded upon in the remainder of this report.



2023 milestones

Energy & climate

- Mapping of CO2e scope 1, 2, and primary scope 3 emissions through corporate climate reporting system
- Implementation of Viima chemical-free cleaning at all our hotels
- Completion of first stages of upgrade of Copenhagen Marriott Hotel for a better guest experience and improved energy efficiency
- Completion of 16,000m² roof integrated solar panel park at the Bella Center Copenhagen roof
- New partnerships for redirection of waste streams to upcycling
- Center's rooftop-integrated solar panel park named one of the 50 most inspiring green business projects of 2023 by the newspaper Børsen Bæredygtig

Social

- Launch of learning & development platform for employees
- Implementation of child leave framework for rainbow families

Governance

- Production of first annual climate report with all three scopes represented
- Commitment to setting science-based targets
- Co-signatory of UNGC CEO statement presented at COP28
- Implementation of ISO 14001/20121 management system across Bellagroup, including our three hotels and Bella Center Copenhagen - certified in Q1 2024
- Crowne Plaza Copenhagen Towers awarded the HSMAI sustainability award

2024 ambitions

Environment & climate

- Definition and submission of science-based targets
- Mapping and reporting on scope 1,2, and 3 emissions from large events held in one or more of Bella Center Copenhagen's halls
- Installation of 5,500 new LED light fixtures at AC Hotel Bella Sky - 120 tons CO2e emission reduction annually
- Reduced food waste from food production by 10% on group level
- Increase renewable energy utilization percentage on group level by 8.5% compared to 2022 baseline
- Reduce scope 1 and 2 energy consumption on group level by minimum 5% compared to 2022 baseline
- Reduce waste climate footprint by 5% on group level compared to 2022 baseline

Social

- Increase employee satisfaction as measured in internal assessment
- Launch internal responsible hospitality training

Governance

- Completion of double materiality assessment
- Obtain final ISO 14001/20121 certifications across Bellagroup, including our three hotels and Bella Center Copenhagen
- B-Corp certification on group level, covering Bella Center Copenhagen and our three hotels

Bellagroup's units

Bella Center Copenhagen

Bella Center Copenhagen is a highly flexible venue of 65,000 m² that can accommodate up to 30,000 guests, making it one of the biggest congress and exhibition centers in Scandinavia. Bella Center Copenhagen leads the meeting and exhibition industry with a commitment to create positive impacts for the planet and its people by holding sustainability as a core focus in its daily operations.

Bella Center Copenhagen takes its name from the area Bellahøj in northern Copenhagen where the convention center was first constructed in 1965. During 1973-75, Bella Center Copenhagen was moved to its current location - at the time an undeveloped area between the city center and Copenhagen airport. With the development of the city district Ørestad, Bella Center is today placed in a sprawling neighborhood with houses, apartments, shops, and restaurants as well as its own metro station connecting Bella Center Copenhagen to the rest of the city, as well as Copenhagen Airport located nearby. Surrounded by the green surroundings of the nature park Amager Fælled, Bella Center Copenhagen finds itself in the perfect spot between city life and preserved areas of picturesque nature.

In 2021, Bella Arena became the latest addition to Bella Center Copenhagen. The arena is built with a keen focus on sustainability and boasts a DGNB gold certification.

Considerable sustainability recognitions in the past year

In 2023, Bellagroup has been awarded several recognitions for the group's sustainability efforts.

In January, Crowne Plaza Copenhagen Towers was awarded the HSMIAI Europe Sustainability Award at HSMIAI Awards Europe 2022, acknowledging key environmental and social accomplishments of the hotel.

And in the Spring of 2023, Bella Center Copenhagen's rooftop-integrated solar panel park was named one of the 50 most inspiring green business projects of 2023 by the Danish newspaper Børsen Bæredygtig, further amplifying Bellagroup's efforts to lead the way in the global hospitality industry's green transition.

AC Hotel Bella Sky Copenhagen

AC Hotel Bella Sky is the largest of Bellagroup's hotels and is situated right next to Bella Center.

With its unique architecture and two tilting towers, it is one of Copenhagen's most iconic buildings.

Nestled between city and nature, the hotel supports local biodiversity, having entered a partnership with hundreds of thousands honey-producing hotel bees who in return for their 4-star accommodation by AC Hotel Bella Sky supply the hotel with honey.

AC Hotel Bella Sky is Denmark's second largest hotels, boasting 811 rooms and 48 meeting rooms divided between the two iconic towers. In addition,





it has a lobby shop and four restaurants, one being the acclaimed Restaurant SUKAIBA where it is possible to revel in one of Copenhagen’s most impressive views while enjoying an outstanding Asian dining experience.

AC Hotel Bella Sky opened in 2011.

Copenhagen Marriott Hotel

Boasting 406 rooms, Denmark’s largest five-star hotel has been synonymous with international luxury in the heart of Copenhagen since 2021. Here, travelers enjoy a picturesque downtown waterfront location, only a short distance away from attractions like Tivoli Gardens, the ‘Strøget’ pedestrian shopping street and Copenhagen’s many harbor baths.

The hotel is also an impressive destination for business meetings and conferences in the city center, offering views of the canal. From intimate boardrooms to expansive ballrooms, the meeting facilities provide an ideal setting for successful corporate gatherings and memorable social events.

Commencing in the spring of 2023, a comprehensive upgrade of the Copenhagen Marriott Hotel aims to enhance the guest experience and elevate the hotel’s position as a premier destination for business and leisure travelers alike.

Set to be accomplished in the spring of 2024, the upgrade of the new Copenhagen Marriott Hotel seeks to honor the hotel’s rich history and harbor

location while embracing the demands of the modern world. The result will be a seamless fusion of classic charm and contemporary, maritime flair that embodies the spirit of Copenhagen’s vibrant waterfront culture.

Crowne Plaza Copenhagen Towers

With sustainability thought into every aspect of Crowne Plaza Copenhagen Towers’ construction and operation, responsible hospitality is ingrained in the very DNA of the hotel.

Whether it relates to the construction, interior design, or operation of Crowne Plaza Copenhagen Towers, our unique groundwater heating and cooling system, solar panel facade, and built-in food waste tank serve as concrete testaments to our commitment of achieving a net-zero operation by 2050.

An indoor forest brings nature into our atrium, which has been designed by world renowned architects, Foster + Partners, and built with a focus on upcycling and low-resource consumption. It boasts a recycled concrete floor, an acoustic ceiling made from reused plastic, and wall panels crafted from repurposed window frames.

Crowne Plaza Copenhagen Towers opened in 2009 as an IHG hotel offering 366 hotel rooms, two restaurants, 21 meeting rooms and a ballroom for up to 800 guests.

Governance & ethics

Bellagroup’s governance framework ensures legal and regulative compliance, a business focus on human rights and adherence to international standards. To ensure business ethics, we engage closely with our suppliers, customers, and stakeholders.

We value facts and real impact mitigation in our quest for a sustainable and transparent operation. Data, analysis, and expert knowledge form our decisions and carry us forward.

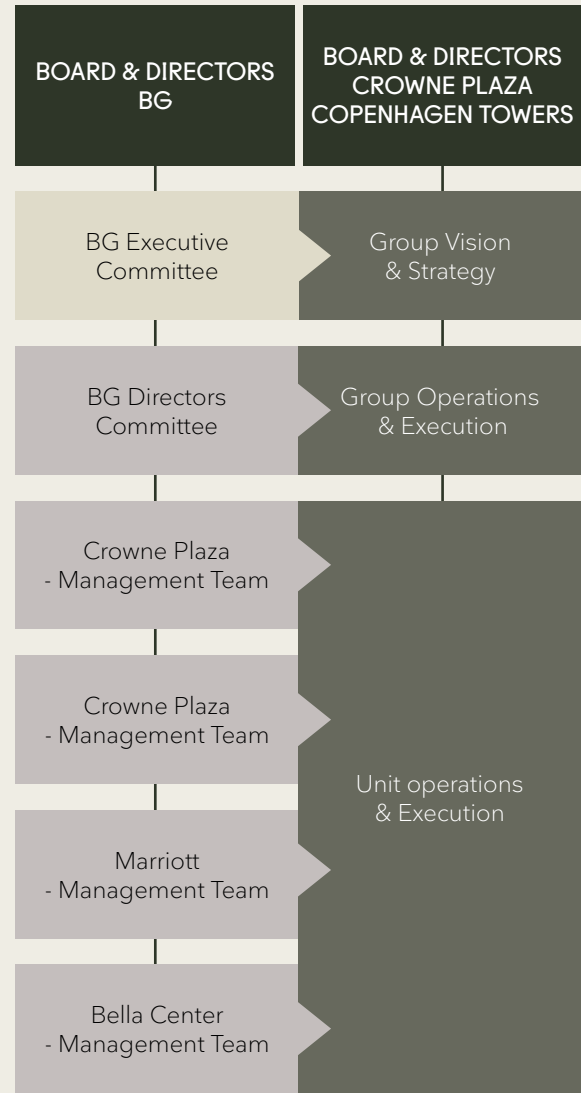
Governance structure

Bellagroup’s governance structure ensures strategic focus, optimal execution, communication, knowledge sharing, effective meetings, and collaboration across all departments and units.

In 2023, there has not been any changes to Bellagroup’s executive members. By the end of 2023, the Executive Committee had three female and nine male representatives, Bellagroup’s CEO, Christian Folden Lund, included.

Bellagroup’s Board of Directors consists of three representatives that have been chosen for their merits and knowledge to provide value to the organization. In addition, the Board includes three employee representatives elected through a democratic process.

By the end of 2023, the board comprised of four male and two female representatives. Bellagroup continues to strive for equal representation among our board members.



Governance framework

Bellagroup operates in accordance with international and national legislation and guidelines, conventions, and standards for ESG and sustainability. Our governance framework comprises policies, systems, and certifications that ensure compliance.

In 2023, we have focused on shaping our governance framework in preparation for the Corporate Social Reporting Directive (CSRD), to which Bellagroup must refer to in the reporting year starting January 1, 2025. This focus will continue throughout 2024, and Bellagroup will prepare its first ESG report in compliance with CSRD and the ESRS standards for the reporting year starting January 1, 2024.

ISO Management System

Bellagroup has in 2023 developed and implemented an Environmental and Event Sustainability Management

System to ensure our ability to operate as a responsible partner, while providing products and services that meet all customer expectations and applicable regulatory requirements.

The system has been designed to be compliant with ISO14001:2015, and ISO 20121:2012 for environmental management and sustainable events respectively.

The management system is implemented on group level and covers all of Bellagroup's units. It consists of a Sustainability Policy, along with the formal documentation describing how we work across Bellagroup to further a sustainable operation and reach the objectives we have set for ourselves to improve our social and environmental impact.

Moreover, it strengthens our joint, organizational approach to how we work with our Responsible Hospitality efforts with clear descriptions of procedures, responsibilities, and objectives.

To establish an effective management system, Bellagroup has considered important external and internal issues that are relevant to our organization, and which could affect the manner in which we manage our responsibilities, positively or negatively.

The scope of the management system has been determined based on internal and external issues that have been identified, compliance obligations, organizational and physical boundaries, as well as activities, products, and services.

The ISO 14001 and 20121 management system has been externally audited and certified in January 2024 and will continue to undergo internal and external audits on an annual basis.

SDGs

As a long-standing signatory of the United Nations Global Compact, we have embedded the UN's 10 Principles and the 17 UN Sustainable Development Goals (SDGs) across Bellagroup. We see the SDGs as an overarching framework that can help us shape and communicate our Responsible Hospitality goals and initiatives.

Based on stakeholder feedback and an evaluation of business impact, we work with three SDGs - no. 8, 12, and 13 - which have been identified as the most relevant to our activities.

We will continue to work with these goals through partnerships within and across our industry to push for progress.

Goal no. 8:

Promote sustained inclusive and sustainable economic growth, full and productive employment, and decent work for all.

Goal no. 12:

Ensure sustainable consumption and production patterns.

Goal no. 13:

Take urgent action to combat climate change and its impacts.

Science-based targets

In Bellagroup, we work strategically to reduce climate impact in all aspects of our operation with the overarching goal of realizing a net zero operation by 2050 at the latest.

To further commit to this goal, Bellagroup has now, as the first event and hospitality provider in Denmark, joined the global standard Science Based Targets Initiative (SBTI), which helps companies ensure that their climate targets live up to the Paris Agreement. Bellagroup's emission reduction targets will be defined and submitted to SBTi in 2024.



ESG Policies

	Policy	Systems & Guidelines
Environment & climate	<ul style="list-style-type: none"> Sustainability Policy 	<ul style="list-style-type: none"> ISO 14001 ISO 20121 Better Food Roadmap Climate Reporting System (CEMAsys)
Governance	<ul style="list-style-type: none"> Sustainability Policy Supplier Code of Conduct Human Rights Policy Business Integrity & Anti-Corruption Policy Data Ethics Policy Data Privacy Policy Safety Policy Whistleblower Policy 	<ul style="list-style-type: none"> Whistleblower Portal ISO 14001 ISO 20121
Social	<ul style="list-style-type: none"> Sustainability Policy Health Policy Life - Senior Phase Policy Pregnancy Policy Sexual Harassment Policy Abuse Policy Bullying Policy 	<ul style="list-style-type: none"> Employee Guide Covid-19 Protocol

Bellagroup’s Sustainability Policy can be found at www.bellagroup.dk.

Code of Conduct

To achieve responsible sourcing, we engage closely with our suppliers and encourage our business partners to adopt their own sustainable practices, including working with environmental management systems and conducting human rights due diligence. All suppliers are encouraged to observe and abide by Bellagroup’s Supplier Code of Conduct.

The Code of Conduct provides guidance for suppliers, partners, and third parties acting on behalf of Bellagroup and our suppliers regarding anti-corruption, environment, human rights, and labor rights.

In 2024, Bellagroup’s Code of Conduct will be updated as part of the revision of our governance framework in preparation for CSRD. In addition, our overall procurement procedures will be revised to strengthen our supplier risks assessments.



Certifications

As part of the overall and local governance framework, Bellagroup’s units hold a number of certifications that ensure ESG compliance and mitigation of sustainability issues.

The certifications are administered on group level but apply locally for the specific units.

	Certification	First issue date
AC Hotel Bella Sky	<ul style="list-style-type: none"> • Green Key • ISO 14001 • ISO 20121 • Refood certification 	<ul style="list-style-type: none"> • 2011 • 2024 • 2024 • 2022
Copenhagen Marriott Hotel	<ul style="list-style-type: none"> • Green Key • ISO 14001 • ISO 20121 • Refood certification 	<ul style="list-style-type: none"> • 2009 • 2024 • 2024 • 2022
Crowne Plaza Copenhagen Towers	<ul style="list-style-type: none"> • Green Key • ISO 14001 • ISO 20121 • Refood certification • Organic food label - silver 	<ul style="list-style-type: none"> • 2009 • 2024 • 2024 • 2022 • 2009
Bella Center	<ul style="list-style-type: none"> • Green Key • ISO 14001 • ISO 20121 • Refood certification • DGNB Gold Certification (Bella Arena) 	<ul style="list-style-type: none"> • 2009 • 2024 • 2024 • 2022 • 2022



Certifiably committed to sustainability

After 10 months of preparation, +500 pages of documentation, four days of internal audits, and 10 days of external scrutiny of our newly implemented ISO management system, we passed the final ISO exam on January 19, 2024.

That means that Bellagroup’s four units - Bella Center Copenhagen, Copenhagen Marriott Hotel, AC Hotel Bella Sky and Crowne Plaza Copenhagen Towers - are now certified with the ISO 14001 and 20121 standards, making them the only venue and hotels in Denmark with such certifications.

Together, the two ISO certifications strengthen Bellagroup’s joint, organizational approach to Responsible Hospitality and sustainability in general.

ISO (International Organization for Standardization) is an independent organization that develops global standards to ensure the quality, safety, and efficiency of products, services, and systems.

The standards 14001 and 20121 were chosen as they support Bellagroup’s overall efforts in environmental protection and sustainable management of congresses and events.

Among other things, the implementation of the two ISO standards:

- Help us identify ways to improve sustainable event planning and delivery.
- Demonstrate compliance with current and future statutory and regulatory requirements.
- Encourage better environmental performance of suppliers by integrating them into our business systems and procedures.

The standards have been implemented on group level and cover all of Bellagroup’s units.

The certifications are followed up on annually with both an internal and external audit, where new objectives, processes, and procedures related to the two standards will be addressed.

Whistleblower program

Bellagroup has a whistleblower program through which employees and others affiliated with the company, such as external partners and suppliers, can – and are encouraged to – report suspected misconduct.

The Bellagroup whistleblower program is facilitated by an independent company. Reports can be made anonymously.

In 2023, no reports were filed through the whistleblower program.

Data privacy and cyber security (99d)

In a sector as competitive as the hospitality industry, the guest experience is a critical differential factor to ensure the trust and loyalty of our customers. With commitment and strong collaboration between IT and Data Privacy & Compliance divisions, we continue to evolve our approach in terms of information security and data protection, identifying and mitigate risks as well as preparing for potential incidents or disruptions.

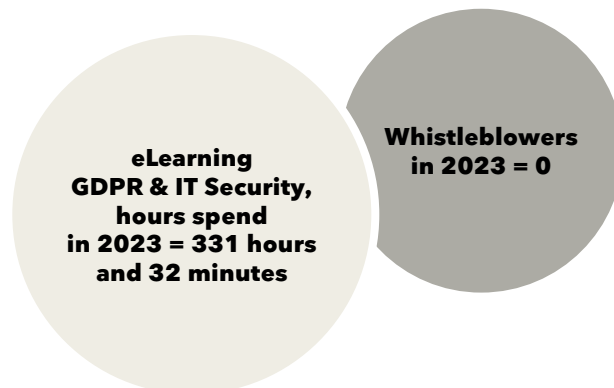
The main focus for the Data Privacy & Compliance division is to oversee several functions, including (but not limited to) handling privacy inquiries, conduction privacy impact assessments, system risk assessments, maintain and update records of processing activities, as well as monitoring our overall compliance within privacy laws and regulations.

Information security incidents are currently one of the main risks to the hospitality industry, and in our relation to cybersecurity, we review and identify initiatives and measurements. We constantly aim to improve our capabilities to prevent any risk that may arise by monitoring and controlling, but also raising awareness among our employees to minimize the risk of potential cyberattacks.

Everyone working at Bellagroup has a personal responsibility to practice effective data management in accordance with our company policies, including our Data Privacy Policy and procedures, as well as global regulations such as GDPR. Mandatory GDPR and IT Security eLearning must be completed by all employees every year, and all new employees must complete the training as a part of their onboarding process.

In 2023, no complaints or incidents concerning breaches of personal data were registered at Bellagroup.

2023 statistics:



Materiality

Bellagroup’s Board of Directors has the overall responsibility for risk oversight, which includes understanding material risks related to our company and overseeing necessary actions to address these risks.

As part of regular board and committee meetings, the Board of Directors is responsible for general oversight of the executives’ management of risks relevant to Bellagroup.

In the fall of 2023, Bellagroup commenced a thorough double materiality assessment to ensure full transparency on ESG issues and their financial impact on Bellagroup’s operation.

The assessment is conducted through a series of cross-organizational workshops to ensure in-depth insight into all operational aspects of the company and the ESG risks and opportunities associated with this. In addition, global trends, standards, and benchmarks have been identified as part of the assessment.

In 2024, the double materiality assessment will be completed. This includes engaging with external stakeholders and consolidation, along with approval of the final outcome by Bellagroup’s executive management.

Based on our double materiality assessment matrix, we will be framing our governance framework, including future ESG reporting in compliance with CSRD and the ESRS standards, on the identified material ESG risks and opportunities.

The double materiality assessment will be reassessed annually.

Ethics, human rights & anti-corruption

Bellagroup is committed to maintaining the highest ethical standards, acting with integrity, and conducting business in compliance with the law. Our company policies underpin our entire organization and are applicable to all employees at Bellagroup. The policies, including our Human Rights Policy and Business Ethics & Anti-corruption Policy, are intended to define our responsibilities to colleagues and company stakeholders, as well as guide our decision-making.

Human rights and anti-corruption are part of the general rules of procedure that all employees are acquainted with in connection with their employment in Bellagroup, stating that complicity in corruption and human rights violations is not tolerated in any form and that such violations will result in disciplinary action.

As a business operating solely in Denmark, and with a majority of Danish suppliers and stakeholders, the risk of human rights violations and corruption connected to Bellagroup is considered low.

In 2023, no cases of human rights violations and corruption connected to Bellagroup's operation have been registered.

Respect for human rights is, together with anti-corruption, a continued focus in the coming year. In 2024, this focus will be further strengthened as Bellagroup's Code of Conduct is updated as part of the revision of the company's governance framework in preparation for CSRD. In addition, the overall procurement procedures will be revised to strengthen our supplier's compliance with our policies on human rights and anti-corruption.

Committees

Health & Safety Committee

In the Health & Safety Committee, Bellagroup's management and employees collaborate on developing and improving health and safety matters in the workplace, as well as improving health and safety standards and procedures for the company and its employees.

The committee consists of members of the management team as well as employees. Any employee can raise concerns or suggestions to the employee-elected representatives who will present it to the Health & Safety Committee.

Works Committee

The Works Committee is a working group comprised of employees and management representatives with the support of People & Culture. Their main function is to enhance the overall level of information communicated within the company. The Works Committee acts as a mechanism by which employees can bring issues or queries that they may have to the attention of Bellagroup's management.

Industry Associations

Bellagroup is member of several industry associations, and we routinely work together to advance political initiatives of interest to Bellagroup, as well as the hospitality and events industry at large.

Bellagroup held the following associations memberships in 2023:

- AIPC (International Association of Convention Centres)
- Best Cities
- Dansk Erhverv / Danish Chamber of Commerce
- Dansk Industri / Danish Industry
- ICCA (International Congress and Convention Association)
- MPI (Meeting Professionals Internationals)
- UFI (Global Association of the Exhibition Industry)
- Visit Denmark
- Wonderful Copenhagen
- ØICC (Ørestad Innovation City Copenhagen)

Environment & Climate

In Bellagroup, we have the ambition to be an environmental leader within the industry, creating significant value through environmentally sustainable initiatives for our business, our guests, our customers, and for society as a whole.

As a large operator in the hospitality industry, we have an obligation to reduce our climate impact and work strategically to ensure sustainable production in all parts of our value chain.

Therefore, we work to minimize our impact and create value through responsible solutions with minimal climate impact.

Risks

As a hospitality company, our environmental risks are related to:

- Energy consumption and carbon emissions
- Water consumption
- Waste production and management
- Food and beverage production
- Biodiversity and climate change
- Impacts of large-scale events

For all risk areas, we measure our impact and continuously identify targets for improvement.

In 2024, we will further strengthen our risk assessment with the completion of our double materiality assessment. Going forward, this will serve as foundation for addressing ESG risks and impacts.



Energy

Energy consumption, optimization, and sources

Energy consumption is closely linked to Bellagroup's activity levels.

From 2022 to 2023 we have seen an overall guest increase of 13.4 % on group level. However, compared to our baseline year, 2019, we still see a lower hotel occupancy than pre-pandemic levels. Only Bella Center Copenhagen has increased guest numbers since 2019 by 12%.

Energy consumption

Bellagroup's primary energy consumption consists of purchased electricity, heating, and cooling to Copenhagen Marriott Hotel, AC Hotel Bella Sky, Crowne Plaza Copenhagen Towers, and Bella Center Copenhagen. Our energy consumption also covers the use of cooking gas at Copenhagen Marriott Hotel and AC Hotel Bella Sky.

Although we have seen an increase in activity level across all units, we have in 2023 managed to keep our energy consumption on group level equal to the energy consumption of 2022.

The positive development is especially led by Copenhagen Marriott Hotel where the phase-out of cooking gas and change in the energy management system has contributed to an improved energy consumption of the hotel.

Crowne Plaza Copenhagen Towers has, in contrast to our other units, seen an energy increase from 2022 to 2023, where energy consumption has been increased by 15%.

In 2024, we will actively work to reduce the energy consumption at Crowne Plaza Copenhagen Towers to match 2022 consumption level. This will, among other things, be achieved by changing light sources to less energy intensive sources.

Energy optimization

Compared to our baseline year, 2019, we have on group level seen a 11.5% energy reduction from 2019 to 2023.

Especially Bella Center Copenhagen has contributed to the overall energy reduction where the demolition of Hall H and replacement with our DGNB Gold Certified Bella Arena has meant a better energy utilization.

However, strategic investments in less energy intensive lighting, ventilation, and temperature control have had a positive effect on Bella Center Copenhagen's overall energy spend.

Seen in the light of the increased activity levels at Bella Center Copenhagen, the energy consumption per event guest has been reduced by 26% from 2019 to 2023.

Copenhagen Marriott Hotel has in connection with the hotel's improvement project seen a positive development in energy consumption per hotel guest. A new Central Condition Control and Management System now ensures better control and monitoring of the various energy processes of the premises and the individual hotel rooms, resulting in a 17% decrease in energy spend per guest over the past year.

In 2024, we continue to explore ways to reduce our energy consumption on all four units with an overall target to reduce our total energy consumption by 5% compared to 2022 energy levels.

Annual energy consumption

Total energy Consumption	Unit	2019	2020	2021	2022	2023	% change from 2019 to 2023	% change from 2022 to 2023
Copenhagen Marriott Hotel	Annual mWh	5,757	5,506	5,762	6,822	6,239	+8%	-8.5%
AC Hotel Bella Sky Copenhagen	Annual mWh	8,851	4,036	2,857	6,560	6,529	-26%	-0.5%
Crowne Plaza Copenhagen Towers	Annual mWh	3,208	3,390	3,147	3,321	3,900	+18%	+15%
Bella Center Copenhagen	Annual mWh	13,424	8,954	7,086	10,940	10,993	-18%	+0.5%

Energy Consumption per guest	Unit	2019	2020	2021	2022	2023	% change from 2019 to 2023	% change from 2022 to 2023
Copenhagen Marriott Hotel	kWh pr. guest	33	97	64	47	39	+18%	-17%
AC Hotel Bella Sky Copenhagen	kWh pr. guest	30	99	93	35	29	-3%	-17%
Crowne Plaza Copenhagen Towers	kWh pr. guest	24	81	56	33	34	+29%	+3%
Bella Center Copenhagen	kWh pr. guest	50	24	67	42	37	-26%	-12%



Renewable energy

In 2023, Bellagroup has, with the construction of a large solar panel park on the roof of Bella Center Copenhagen, taken a large step in ensuring a higher utilization of renewable energy.

The roof-integrated solar panel park is, with its size of two football fields, the largest of its kind on the island of Zealand. When all solar cells are connected, the photovoltaic system produces approximately 30% of Bella Center Copenhagen's annual electricity consumption.

As of January 2024, this will reduce Bellagroup's CO₂e emissions by approximately 380 tons each

year and is thus a vital contribution to Bellagroup's sustainability strategy on the path towards becoming net zero by 2050.

Crowne Plaza Copenhagen Towers continues to be run on 100% renewable electricity where approximately 10% is produced through the hotel's own solar panels that clad the facades of the hotel.

In 2024, our target is to increase renewable energy utilization percentage on a group level to minimum 8.5% compared to the 2022 baseline.



Exploring flexible energy solutions through innovation and partnerships

A sustainable approach to energy consumption is not only a question of how much and what type of energy a company uses - it is a question of sharing energy, not least the renewable kind, to avoid a general energy overproduction.

In 2023, Bellagroup joined the innovative project named "Energy Flexlab Ørestad" - a project led by IBM and facilitated by the organization Ørestad Innovation City Copenhagen (ØICC). The aim was to create the world's first self-financed and energy-efficient district in Ørestad, where the district's properties play an absolutely decisive role.

In Denmark, the primary renewable energy source comes from wind energy. But when the wind is absent, and we are in a deficit of electricity production, fossil-fired reserve power plants are used to create the necessary electricity supply.

However, a large untapped and sustainable alternative to backup power sources is available by making use of existing buildings.

By joining the Energy Flexlab Ørestad, Bella Center Copenhagen's building will be used to optimize, store, and produce renewable energy, and thus contribute to a balanced electricity system - not least by making the renewable electricity production from Bella Center Copenhagen's own solar panel park available to balance the local energy consumption.

Bella Center Copenhagen's local district, Ørestad, will, through the Energy Flexlab project, function as a laboratory for green transition and consumption flexibility. The project in Ørestad will document how the district itself can go about and manage part of the supply locally, so the future Denmark will be able to save considerable investments for energy storage, balancing, and expansion of the electricity grid.



CO₂e emissions

A large part of global CO₂e emissions can be ascribed to tourism, and by hosting events and hospitality moments, Bellagroup also contributes to impacting the climate through direct and indirect CO₂e emissions.

As agents of Responsible Hospitality, we must be part of the solution, and in 2023, Bellagroup has taken significant steps in creating the necessary data foundation and transparency in identifying CO₂e emissions associated with the company's hotel and event operation to enable data-driven decisions for change.

On a journey towards net zero

Bellagroup has the overarching goal of realizing a net zero operation by 2050 at the latest with an interim target of a 50% reduction by 2030.

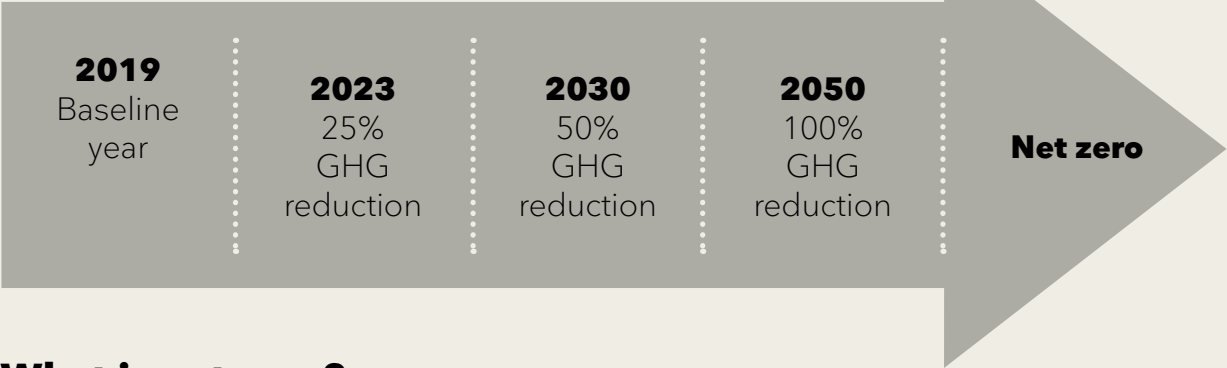
This means that all carbon emissions associated with Bellagroup's hotel and event operations -

from building materials and energy usage to event design and service products - should equal zero by mid-century, taking all emissions into account, reducing them, and ultimately balancing unavoidable emissions to zero.

In 2021, Bellagroup joined the industry initiative Net Zero Carbon Events Pledge - initiated by the Joint Meetings Industry Council (JMIC) with the support of the United Nations Framework Convention on Climate Change (UNFCCC) - to strengthen the work on climate mitigation in the group's event business.

In 2023, we have committed to setting science-based targets in collaboration with SBTi to ensure that the company's climate goals are consistent with climate science. Based on the mapping of Bellagroup's scope 1, 2, and 3 emissions, these targets will be defined and submitted to SBTi for approval in 2024.

Bellagroup's pathway to net zero



What is net zero?

Net zero refers to a balance between man-made greenhouse gas (GHG) emissions and their removal from the atmosphere. To achieve this balance, greenhouse gas emissions must be reduced, and the non-avoided ones must be compensated or neutralized through the use of long-term carbon capture solutions.

The Greenhouse Gas (GHG) Protocol categorizes carbon emissions into three scopes:

- Scope 1 - Direct GHG emissions that occur from sources owned or controlled by the organization.
- Scope 2 - Indirect GHG emissions from generation of purchased electricity consumed by the organization.
- Scope 3 - Other indirect GHG emissions that occur as a consequence of the activities of the organization but occur from sources not owned or controlled by the organization.

For an organization to achieve net zero, emissions from all three scopes must be addressed. If not all CO₂e emissions can be reduced, offsetting unavoidable carbon emissions through a carbon removal project can therefore become necessary to achieve net zero by 2050.



Carbon footprint calculations

In 2023, we have completed the implementation of our new carbon report system through which we, going forward, will be mapping all scope 1, 2, and 3 CO2e emissions associated with Bellagroup's production on all four units; AC Hotel Bella Sky, Crowne Plaza Copenhagen Towers, Copenhagen Marriott Hotel, and Bella Center Copenhagen.

The mapping starts with our baseline year, 2019, from which we measure and benchmark reductions towards our 2050 net zero target.

The historical mapping from 2019 to 2023 provides a detailed insight into our scope 1, 2, and 3 CO2e emissions - where they come from, and how they have evolved over the years. And with the right data in place, we gain the necessary insights and transparency to identify where we must focus our operation to reduce our carbon emissions. This is a continuous process, where we will be

monitoring and reporting on our CO2e emissions, while setting new reduction targets.

In 2024, the 2019 to 2023 mapping of our CO2e emissions will form the basis of setting concrete science-based targets for SBTi verification.

2023 Bellagroup total CO2e emissions

In 2023, Bellagroup has contributed to a total of 14,194.6 tons CO2e emissions across all units and business areas - an increase of 4% compared to 2022.

The majority of Bellagroup's CO2e emissions are indirect scope 3 emissions. In 2023, these amounted to 82% of Bellagroup's total emissions, where scope 1 emissions amounted to 1% and scope 2 emissions 17%.

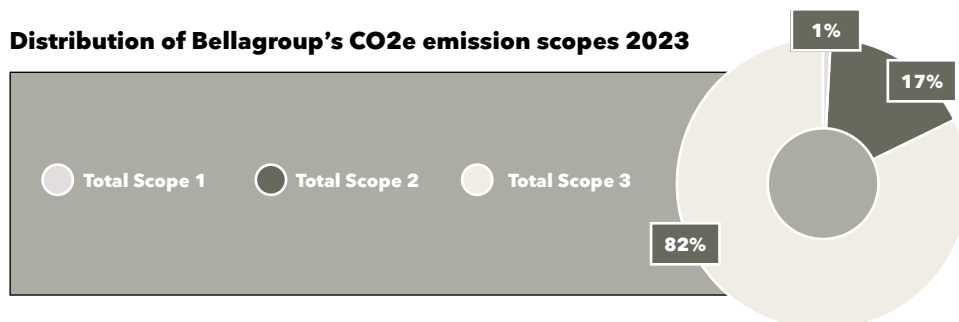
Compared to our baseline year, 2019, Bellagroup's total CO2e emissions have been cut by 5,235 tons CO2e - corresponding to a 27% reduction in five years.



Bellagroup total CO2e emissions 2019 - 2023

Category	Unit	2019	2020	2021	2022	2023
Total Scope 1	tCO2e	1,132.2	814.4	94.5	226.4	86.7
Total Scope 2	tCO2e	4,582.9	2,478.6	2,259.9	2,585.9	2,380.5
Total Scope 3	tCO2e	13,698.9	32,061.2	21,754.6	10,792.5	11,727.4
Total tCO2e emissions	tCO2e	19,414	35,354.2	24,109	13,604.8	14,194.6

Distribution of Bellagroup's CO2e emission scopes 2023





2023 unit specific CO2e emissions

When diving deeper into the CO2e emissions of Bellagroup’s four units, we see minor differences in the amount and mix of emissions depending on type of production and the specific building type of the given unit.

All units have the lowest share of scope 1 CO2e emissions, which is expected given the nature of Bellagroup’s production as a hotel and event provider.

The share of scope 2 CO2e emissions ranges from 10-22% across the units, where Crowne Plaza Copenhagen Tower excels with the lowest percentage of scope 2 CO2e emissions, as the hotel is run on renewable electricity from Danish windmills, as well as own-produced solar power, and therefore only has scope 2 CO2e emissions associated with heating.

CO2e emissions per Bellagroup unit 2023

Bella Center Copenhagen 2023	tCO2e	%
Total Scope 1	5.70	0%
Total Scope 2	992.6	17%
Total Scope 3	4847.8	83%
Total	5846.1	

Crowne Plaza Copenhagen Towers 2023	tCO2e	%
Total Scope 1	50.7	2%
Total Scope 2	324	10%
Total Scope 3	2844.9	88%
Total	3219.4	

AC Hotel Bella Sky 2023	tCO2e	%
Total Scope 1	9.1	0.5%
Total Scope 2	591.8	22.5%
Total Scope 3	2030.6	77%
Total	2631.6	

Copenhagen Marriott Hotel 2023	tCO2e	%
Total Scope 1	21.1	1%
Total Scope 2	472.1	19%
Total Scope 3	2004.3	80%
Total	2497.5	

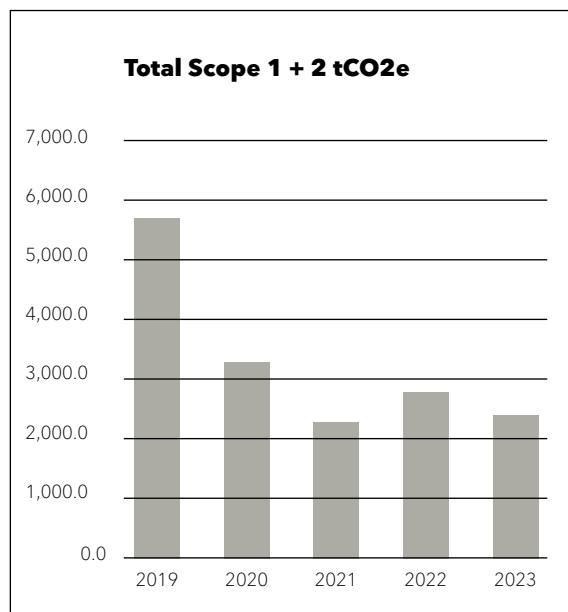
Bellagroup's scope 1 + 2 emissions

With a reduced energy consumption compared to 2019, we have also seen a significant reduction in scope 1 and 2 CO₂e emission from 2019 to 2023 across Bellagroup.

This reduction is mostly due to energy optimization focusing on lighting, heating, and ventilation control at all units. Likewise, the phase-out of cooking gas and fossil fuel driven vehicles has had a large impact on the reduction of scope 1 emissions.

From 2022 to 2023, Bellagroup's scope 1 and 2 emissions were reduced by 12%. Over the course of five years from 2019 to 2023, they have been cut 3247.9 tons CO₂e - a 57% reduction.

In 2024 and going forward, we expect to cut emissions by an additional 380 tons with the completion of the Bella Center Copenhagen solar panel park.



Scope 1 + 2 CO₂e emissions 2019 - 2023

Scope 1 + 2 CO₂e emissions 2019 - 2023

Year	2019	2020	2021	2022	2023
Total Scope 1 + 2 tCO ₂ e	5,715.1	3,293	2,354.4	2,812.3	2,467.2

Bellagroup's scope 3 emissions

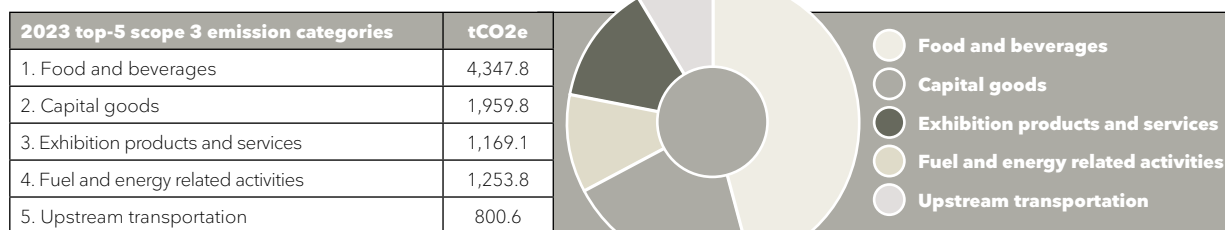
In 2023, Bellagroup has contributed to a total of 11,727.4 tons scope 3 CO₂e emissions across all units and business areas. This is 1,971.5 tons CO₂e less than in 2019 and a reduction of 14.5%.

However, comparing to our scope 1 and 2 CO₂e emission reductions, we do not see our scope 3 CO₂e emissions going down at the same rate.

As we now have the transparency of where we contribute to scope 3 CO₂e emissions, we can initiate the right projects and set specific reduction targets to achieve the biggest impact.

In 2023, Bellagroup's top-5 largest scope 3 emissions categories across all units were:

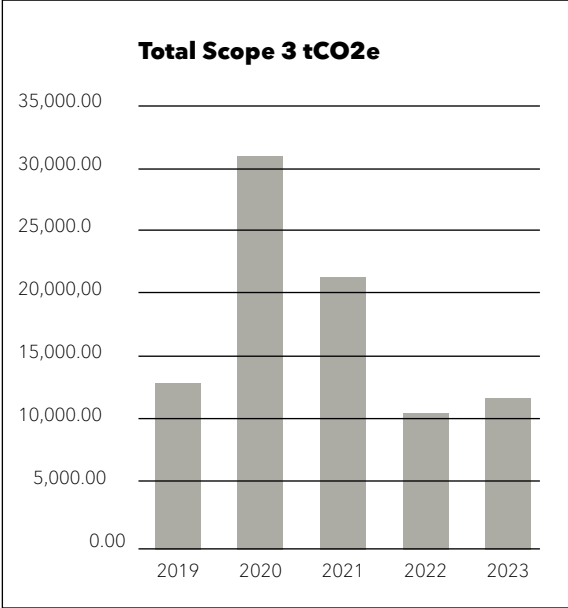
2023 top-5 scope 3 emission categories



The capital goods category reflects the annual investment in Bellagroup’s assets, such as buildings, maintenance, equipment, and vehicles. The category also covers one-time investments and larger constructions, including our solar panel park at the roof of Bella Center Copenhagen and the construction of Bella Arena.

However, the four other categories - F&B, exhibition products & services, and fuel and energy related activities and upstream transportation - are all directly linked to Bellagroup’s operation of our hotels and events.

In 2024, we will report on these four categories even further, as we start creating individual carbon footprint reports from all large events taking place in one or more of Bella Center Copenhagen’s halls, enabling us to identify emissions in more detail and enter dialogue with our customers and suppliers on how to drive these emissions down collaboratively.



Scope 3 CO2e emissions 2019 - 2023

Scope 3 CO2e emissions 2019 - 2023

Year	2019	2020	2021	2022	2023
Total Scope 3 tCO2e	13,699.0	32,061.2	21,754.6	10,792.4	11,748.8





Event climate reports - a shared transparency tool for future event impact mitigation

Congresses, fairs, and other types of events facilitate meetings between people.

Essentially, they form the starting point of many future partnerships and business agreements, or provide entertainment, insights, and new discoveries. This is when history is written - for the individual and for the world. A challenge in our industry is the carbon emissions associated with events and meetings, typically related to waste production, food and beverage consumption, energy spend, transport, and use of materials to build up the venue setting.

To deal with this impact, we collaborate directly with Bella Center Copenhagen's exhibitors and clients to address this joint challenge. However, with our climate reporting system implemented in 2023 covering all of Bellagroup's units, we now have an improved tool to engage in this dialogue with partners, clients, and suppliers to address the impacts associated with large events.

To gain more in-depth insights into the impact of individual events, separate event climate reports will, as of January 2024, be created for all large events held in one or more of Bella Center

Copenhagen's halls, disclosing the emissions associated with the specific event.

In that way, the reports offer transparency of both internal and client event scope 1, 2, and 3 emissions. However, they also serve as a tool for Bellagroup and Bella Center Copenhagen's clients alike to identify where to improve for future events - for example in terms of choosing F&B with a lower climate impact or generating less waste.

As we believe in sharing knowledge, the climate reports are offered free of charge, giving all large event organizers and clients the same chance to gain in-depth insights into the emissions associated with the setup and execution of their events.

The reports are generated in line with the GHG protocol, and cover the primary impact areas energy, waste, purchased goods and services, food and beverage, and upstream transportation. Reports made in connection with external events are not published unless done so by the client, however, Bellagroup will account collectively for event-related emissions as part of the annual ESG reporting going forward.



F&B CO2e emission

CO2e emissions associated with Bellagroup’s purchase of F&B is by far the largest of the company’s scope 3 categories.

The identification of emissions associated with specific foods groups underlines the need for a collaborative effort to reduce especially the use of animal protein and dairy in our menus if we are to effectively reduce our scope 3 CO2e emissions.

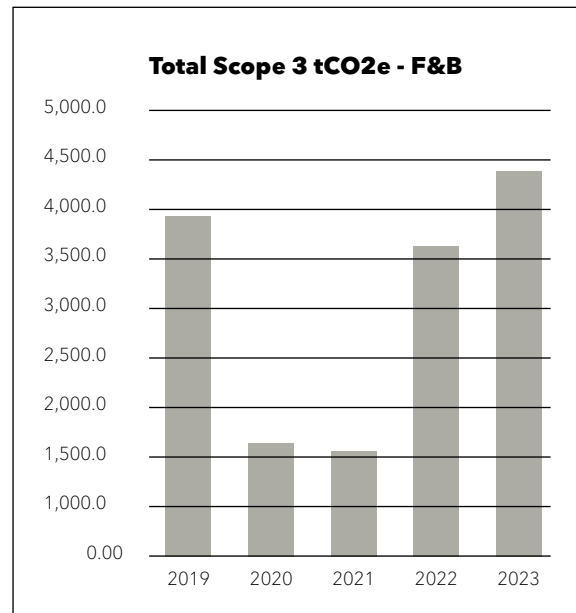
However, with transparency of emissions associated with F&B, we can now address where we have the biggest impact, giving us the data and transparency to enter dialogue with our customers to help them make more responsible menu choices.

As part of the gained transparency, we will in 2024 update our Better Foods Road Map with F&B emission factors to strengthen internal awareness of F&B associated CO2e emissions and to better enable our clients to choose low-climate impact menus.



Top-5 scope 3 CO2e emissions from F&B

2023 top-5 F&B emission categories
1. Red meat
2. Pork and poultry
3. Dairy
4. Fish
5. Coffee



Scope 3 F&B CO2e emission 2019 - 2023

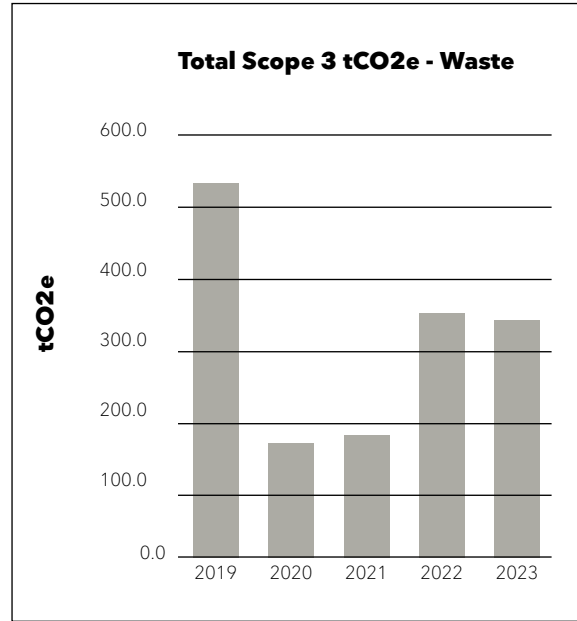
Scope 3 F&B CO2e emission 2019 - 2023

Year	2019	2020	2021	2022	2023
F&B tCO2e	3,979.7	1,672.1	1,569.4	3,622.9	4,347.8

Waste CO2e emissions

Better waste management means lower climate impact. Over the years, Bellagroup has worked strategically to reduce waste amounts and to increase a better sourcing of waste into reusing, recycling, and upcycling of waste in cooperation with both internal and external partners.

In 2023, Bellagroup has contributed to a total of 342.6 tons scope 3 waste related CO2e emissions across all units and business areas. This is 181.5 tons CO2e less than in 2019 and a reduction of 35%.



Scope 3 waste CO2e emission 2019 - 2023

Scope 3 waste CO2e emission 2019 - 2023

Year	2019	2020	2021	2022	2023
Waste tCO2e	524.1	171.5	187.8	354.7	342.6



Upstream Transport CO2e emissions

Transport emissions are a large part of our scope 3 emissions, and accurate data is necessary to create full transparency and to set reduction targets.

In 2023, we have conducted our own analysis of our CO2e emissions associated with transport of goods and services to Bellagroup's four units where transport data from our primary suppliers form the basis of an average calculation of the yearly CO2e emissions associated with upstream transportation.

However, we still see a need for more direct data on these emissions, and we remain in close dialogue with our transport suppliers on how we can jointly share and disclose the necessary data to make this mapping even more accurate, thus enabling us to work together on reducing emissions from transportation to our facilities.

Scope 3 upstream transportation CO2e emission 2019 - 2023

Year	2019	2020	2021	2022	2023
Upstream transportation tCO2e	923.7	707.5	575.9	831.5	800.6

Employee Commuting CO2e emissions

In 2023, we have conducted an internal survey and analysis of Bellagroup's employees' transport to and from work to gain insights into the emissions associated with employee commuting to Bellagroup's four units.

The average distance from home to work for a Bellagroup employee is 20 km, and due to the in-person service associated with Bellagroup's production at hotels and venue, most employees commute to work on a daily basis.

While many opt for the public transportation options available, or choose to bike to and from work, many rely on car transportation. In average, a Bellagroup employee emit 700 kg CO2e annually when commuting.

In 2024, we will continue to promote the availability of discounted fares for public transport through Bellagroup's Employee Travel Pass to strengthen the awareness of the option to commute to work with bus, train, and metro.

Moreover, an investigation of the option to have more electrical car-chargers will identify whether it will be possible to charge more electrical cars during the day, thus creating a stronger incentive for Bellagroup's employees to switch from fossil fueled cars to electrical vehicles.

In 2024, a new employee commuting survey will be conducted to identify changes and obstacles related to transportation to and from work at Bellagroup's units.

Scope 3 employee commuting CO2e emission 2019 - 2023

Year	2019	2020	2021	2022	2023
Employee commuting tCO2e	477	235	329	443	390

Water

Water management

A large amount of water consumption in Bellagroup can be ascribed to laundry and housekeeping operations.

The total water consumption in Bellagroup across all four units is in 2023 on par with our 2022 consumption.

Considering the higher activity level from 2022 to 2023, we have decreased the overall water consumption per guest, and especially Bella Center Copenhagen and Copenhagen Marriott Hotel have managed to reduce water consumption per guest by 37.5% and 25% respectively.

Overall, we have on group level decreased our water consumption by 32% from 2019 to 2023.

Annual water consumption

Total Water Consumption	Unit	2019	2020	2021	2022	2023	% change from 2019 to 2023	% change from 2022 to 2023
Copenhagen Marriott Hotel	m ³	37,392	19,205	24,627	34,564	29,285	-22%	-15%
AC Hotel Bella Sky Copenhagen	m ³	59,119	13,768	13,635	32,659	39,240	-34%	+17%
Crowne Plaza Copenhagen Towers	m ³	29,302	13,297	13,609	23,681	26,089	-11%	+9%
Bella Center Copenhagen	m ³	23,623	11,513	12,727	20,683	15,969	-32%	-24%

Water consumption per guest

Total Water Consumption per guest (m ³)	Unit	2019	2020	2021	2022	2023	% change from 2019 to 2023	% change from 2022 to 2023
Copenhagen Marriott Hotel	m ³	0.21	0.34	0.27	0.24	0.18	-14%	-25%
AC Hotel Bella Sky Copenhagen	m ³	0.2	0.34	0.44	0.17	0.17	-15%	0%
Crowne Plaza Copenhagen Towers	m ³	0.22	0.32	0.24	0.23	0.23	+4%	0%
Bella Center Copenhagen	m ³	0.09	0.03	0.12	0.08	0.05	-44%	-38%



Cleaning with less water and chemicals

In the past year, we have also taken steps to reduce the consumption of water associated with housekeeping. In 2023, we have implemented the Viima cleaning system – which has been in effect at Crowne Plaza Copenhagen Towers for several years – at our two other hotels, AC Hotel Bella Sky and the Copenhagen Marriott Hotel.

The Viima cleaning system is based on advanced composite fibers with cloths and mops that have more than three times the cleaning power of other products on the market. In addition to having a high cleaning effect, water consumption for cleaning is also reduced by at least 80% compared to traditional methods, as the composite fibers can lift and retain both particles and bacteria.

This means that we can now offer our guests a clean and chemical-free hotel experience with less use of water. Furthermore, also means improved working conditions for our housekeeping who are now less exposed to chemicals in their cleaning products, just as less friction results in less physical strain during daily operations.

In 2024, the Viima cleaning system will be implemented in Bella Center Copenhagen, and will thus be the only cleaning method in use across Bellagroup.

Biodiversity



Although situated in an urban environment, all three Bellagroup hotels and Bella Center Copenhagen should promote a sustainable relationship between humans and nature to ensure resilient ecosystems through biodiversity. This includes ensuring biodiversity impact assessments when building new venues, ensuring the use of sustainable construction materials, or only sourcing and serving sustainably certified seafood, just to name a few examples.

As part of Bellagroup's focus on biodiversity, several hundred thousand honeybees are offered accommodation by AC Hotel Bella Sky where they thrive in the green spaces around the hotel and Bella Center Copenhagen.

The bees are looked after by ByBi, a socially responsible organization, which cultivates a regenerative system where bees, flowers, and humans thrive together. ByBi recruit their beekeepers among refugees, the long-term unemployed, and the homeless, thus creating a space for more species and more positive experiences with each other - with honey as a natural return of a community that becomes richer over time.

In 2023, our local bees produced 152 kilos of honey, which was - among other purposes - served to our guests at Bella Center Copenhagen and AC Hotel Bella Sky.

Waste

Waste management

In Bellagroup, we have a zero-waste ambition. For us this means sending as little as possible to the landfill and ensuring waste materials are reduced, reused, recycled, or repurposed.

Our waste reduction strategy seeks to decrease the overall amount of waste produced at our venue and hotels. We separate our waste into different fractions, and we collaborate directly with exhibitors and clients to further increase the amount of sorted and recyclable waste, along with upcycled products and materials.

Through strategic partnerships, we continue to investigate how we can reduce our impact by finding new ways of turning waste into new, valuable resources.

Waste consumption

The annual waste consumption is closely linked to guest occupancy rates and the number of large



Annual waste consumption

Total waste	Unit	2019	2020	2021	2022	2023	% change from 2019 to 2023	% change from 2022 to 2023
Copenhagen Marriott Hotel	Ton	258.4	105.1	112.2	190.7	248.9	-4%	+23%
AC Hotel Bella Sky Copenhagen	Ton	362.2	60.5	35	192.6	218.6	-40%	+12%
Crowne Plaza Copenhagen Towers	Ton	272.1	113.3	123.7	204.5	113.3	-58%	-45%
Bella Center Copenhagen	Ton	1,134.3	367.6	410.4	677.7	827.9	-27%	+22%

Waste per guest	Unit	2019	2020	2021	2022	2023	% change from 2019 to 2023	% change from 2022 to 2023
Copenhagen Marriott Hotel	kg	1.5	1.9	1.3	1.3	1.6	+6%	+16%
AC Hotel Bella Sky Copenhagen	kg	1.2	1.5	1.1	1.0	1.0	-22%	-6%
Crowne Plaza Copenhagen Towers	kg	2.0	2.7	2.2	2.0	1.0	-50%	-51%
Bella Center Copenhagen	kg	4.2	1.0	3.9	2.6	2.8	-35%	+5%

events we host at Bella Center Copenhagen. Therefore, we expect to see higher volumes corresponding to the increase in hotel and venue guests from 2022 to 2023.

However, Bellagroup's units have overall achieved a significant decrease in waste volumes with a 30.5% reduction from 2019 to 2023.

Copenhagen Marriott Hotel is the one unit that continues to be the most challenged by high waste volumes and is the only unit that has not seen a decrease in waste volumes per guest from 2019 to 2023. However, the renovation of Copenhagen Marriott Hotel means that there in 2023 has been a thorough cleanout of storage etc., just as building waste has contributed to the higher waste volumes reflected in this year's waste report.

Bella Center Copenhagen has seen a slight increase in waste pr. guest in 2023 compared to 2022. However, the volume per guest has from 2019 to 2023 decreased by 34.7%. In 2024, we will continue to explore how event waste can be avoided and diverted into new purposes through upcycling.

The overall ambition for 2024 is to reduce waste related emissions by 5% on group level compared to 2022. This will be done by creating less waste and by more upcycling of waste products.



Upcycling

Circularity and upcycling as a way of creating a new life for items otherwise considered waste is a central focus in Bellagroup's zero waste strategy.

In 2023, we unveiled the meeting room The Brewery at AC Hotel Bella Sky Conference & Event - a room that has been created in collaboration with Carlsberg with a special focus on upcycled materials, including upcycled wood from the very first Bella Center Copenhagen hall, Hall H, that in 2021 was replaced by the new Bella Arena.

However, The Brewery is not only a room with a special focus on circularity. It is also a room that fosters innovation and that, with an upcoming podcast project slated for production in 2024, will be the setting for discussions on how we shape the society of tomorrow.

Upcycling focus of The Brewery

Reclaimed Bella Center Copenhagen wood used for acoustic panels, conference table and cupboards

Old wooden beams carefully collected from a former Bella Center Copenhagen hall, Hall H (1972 to 2021). The wood has been cleaned by removing nails, screws, brackets etc., after which the wood is profiled and cut to length. The old finish and wear and tear of the wood is cut away, but the wood still visibly tells its story.

Floor made from recycled oak and ash off-cuts

Floorboard cut-offs have been used to create a wooden floor pattern in the room with what would otherwise have been discarded, thus ensuring responsible use of all the natural resources rather than turning them into waste.

Furniture made from disposable Carlsberg DraughtMaster kegs

The disposable Carlsberg kegs have been used for conference table and cupboards. The kegs are collected from bars, hotels, and restaurants, cleaned and ground down to a granulate. The upcycling process takes place locally in Denmark where the granulate is heat-pressed into thick boards. The result is terrazzo-like due to the various plastic types.

The DraughtMaster kegs have also been used for the R.U.M. chairs designed by Wehlers and based on sustainable principles of "Respect, Repair, Reuse, Recycle and Remember".





From waste to resource - upcycling carpets and banners

Fulfilling Bellagroup's zero-waste ambition requires both innovation and collaboration.

In Bella Center Copenhagen, where Bellagroup has its largest production of waste, we collaborate directly with exhibitors and clients to further increase the amount of sorted and recyclable waste, along with upcycled products and materials.

In 2023, we have started testing out a partnership with the external waste partner the UPCYCL to find ways to reduce our waste through upcycling of used banners and carpets from events in Bella Center Copenhagen.

Through the UPCYCL platform, our banners and carpets become available to a network of stakeholders with focus on circular economy, amongst them companies who reuse our waste materials to produce furniture, building materials, or design components.

In that way, we can now offer our customers in Bella Center Copenhagen more sustainable meeting and exhibition solutions as we reduce our impact on the environment and climate.

The cooperation with the UPCYCL is a one-year test period to see if this solution works for Bella Center Copenhagen's production with the anticipated outcome.



Food waste

Reducing food waste is an integral part of our approach to Responsible Hospitality and a very important issue for our stakeholders.

In Bellagroup we work to reduce food waste in every step of food and beverage production and consumption processes: From purchasing and menu planning to donation of excess edible items and disposal of remaining inedible food.

We work actively with a wide array of partners in our food rescue program to ensure no good food goes to waste. The food that is wasted is sourced separately and turned into biogas along with our organic waste in general. In 2023, we turned Bellagroup's organic waste into approximately 24,000 m³ biogas.

In 2023, we have ramped up our internal processes for food waste reduction as a joint focus area across all units. This means that we in 2024 will measure and register all buffet food waste to better identify future solutions.



Moreover, we have expanded the treatbox concept from Crowne Plaza Copenhagen Towers to our other hotels, giving our guests the opportunity to take home leftovers from our afternoon buffets.

Our target for 2024 is to reduce food waste on group level by 10% compared to 2022 food waste amounts.



On a joint mission to reduce our food waste across Bellagroup

Food waste is a major, global problem – in fact, two billion people could have been fed by the food that ends up as waste every year on a global scale.

But food waste does not only have social and economic consequences – it is also a problem for the climate. Did you know that food waste accounts for more annual carbon emissions than flight transportation?

As part of our Responsible Hospitality focus in Bellagroup, we will in 2024 strive to reduce our food waste by 10% compared to 2022. This target is also one of our annual ISO objectives.

We already have a lot of internal training and initiatives in place to reduce food waste – from purchasing and production of breakfast, buffets, and dinners in

our many outlets to the way the food is served to the end consumer.

To create an even better foundation for a strategic food waste management, we will from 2024 be measuring and registering food waste through e-smiley in all Bellagroup kitchens to give us the data we need to set the right targets and initiate the right projects going forward.

Finally, we will be extending our use of the so-called treat boxes where guests have been given the opportunity to take home buffet leftovers – that for several years have been part of the guest experience at Crowne Plaza Copenhagen Towers – to our other two hotels.

Food & beverage

Responsible F&B

In Bellagroup, we host and serve thousands of guests every year, offering an assortment of food and beverages. This supports a healthy lifestyle and integrate environmental and social considerations into our sourcing practices.

This includes increasing our sourcing of sustainably certified products, the advancement of biodiversity, animal welfare, sustainable fishing practices, and reducing the use of animal proteins with a high carbon footprint.

We strive to strengthen as transparent a supply chain as possible. In other words, we want to know exactly how the products we buy are grown, made, and sourced. All as part of our efforts to maximize and improve a positive impact - and eradicate any negative activities. Our mission is to source high-quality products with a sustainable profile that adds value to guests and customers alike.

When sourcing food and beverages, we lean on several key principles:

- Locally sourced
- Seasonal
- Fairly traded
- Organic
- Animal welfare at heart
- Sustainably certified

Continually rethinking and optimizing our product inventory is an integrated part of our food and beverage strategy. By driving and supporting sustainable innovation within the food sector, we aim to offer our guests the very best gastronomic experiences on all levels.

We are proud to hold a silver label (60-90% organic produce) at our breakfast restaurants at Crowne Plaza Copenhagen Towers and a Bronze label (30-60% organic produce) at our Bella Center Copenhagen canteen.

In 2024, we will continue improving our focus on identifying and reducing the climate impact of our F&B across Bellagroup.

Food donations

Although reducing food waste is a strategic focus area across Bellagroup's units and food outlets, avoiding left over food completely is close to impossible.

In connection with congresses, fair, and events there can be an overproduction of, for example, sandwiches and salads that have not been sold and which must be consumed within a short period of time. In those instances, Bellagroup collaborates with a number of partners and organizations that distribute food donations to shelters, soup kitchens, or charities.

The Round table

One of our food rescue partners is Det Runde Bord (The Round Table) - an organization comprising voluntary chefs and social workers who provide a healthy and nutritious diet to the homeless and socially disadvantaged by utilizing donated and surplus foods.

During the last 10 years, Det Runde Bord has distributed more than 7 million free meals to those in need.

Again in 2023, Bella Center Copenhagen partnered with Det Runde Bord to produce and distribute Christmas meal boxes to shelters and organizations that help socially marginalized individuals to enjoy a wholesome Christmas meal.



Social Responsibility

As agents of hospitality and events, social responsibility is in our very DNA.

We directly affect the lives of thousands of guests, partners, suppliers, and employees, and we need to nurture these relationships responsibly.

Social responsibility is also about being a force for positive change in our community - giving back to our neighbors in our local community, as well as creating and attracting major events and publicity for Denmark and Copenhagen as a destination.

Risks

Our industry has historically been challenged in terms of access to qualified labor. We are reliant on the movement of international labor. Moreover, our strategic cooperation with municipal job centers is some of our key tools in addressing this challenge.

Bellagroup employs a wide range of people from many origins and nationalities. Several of our team members have come to Denmark as refugees or immigrants. Despite our continued efforts to ensure necessary language skills, cultural or linguistic challenges can arise. In terms of safety, we have handled this by offering safety courses in several languages to our team members.

Furthermore, our aim is to present critical safety instructions in visual as well as written form.

Challenges of a high-paced industry

Bellagroup operates in an industry where service delivery is of the essence.

Especially in connection with planning and execution of large events, employees can in certain periods experience a high workload - not least at Bella Center Copenhagen where large, international congresses with up to 12,000 participants takes place.

In 2023, we have, in the wake of the COVID-19 pandemic, had a very high activity level at Bella Center Copenhagen with a record-breaking visitor count, and we have seen many postponed events being executed along with newly planned ones. At the same time, we are still a relatively new organization, as many new employees have been recruited in 2022 and 2023 while business picked up again post-pandemic.

This means that the Bella Center Copenhagen organization has been challenged in certain periods during 2023, which is also seen in the annual employee turnover for Bella Center.

To address the challenges of a complex and busy organization, we have in 2023 initiated Project Highline where the first part of the project has consisted of an extensive analysis of our internal working processes. This has identified both gaps and overlaps that are now being addressed to create a stronger synergy between departments and functions to foster a more transparent workflow, especially connected to sale, planning and execution of large events.

The work to implement Project Highline and strengthening our internal processes and workflows continues in 2024, where the implementation of the ERP system Momentus will serve as an important tool for better and smoother planning, design, and execution of large events.

Values

Bellagroup has a set of corporate values that unites us as a group across teams, units, and working areas. In 2023, we have strengthened our core value - from "One Team" to "One Team - Greater Together".

In Bellagroup, we are all different in terms of culture, language, religion, the clothes we wear, and how we approach our jobs. However, by the new addition to our core value, it is also emphasized that we are all part of something bigger. We can do a lot on our own, even more in our teams, but together we can unlock new potentials as a group.

In 2024, our objective is to increase employee satisfaction by strengthening the One Team - Greater Together value.

Recruitment

In Bellagroup, we have always worked strategically to create a positive impact on our local community through our recruitment strategy, and our partnerships with local municipalities play a key role to this end. We not only recruit many colleagues through our municipal job center partnerships, but also provide skill development opportunities for those on the edge of the labor market.



ONE TEAM - GREATER TOGETHER

**Nordic at heart
- Global at mind**

Professionalism

**Playing
to win**

**Responsible
Hospitality**

In 2020 and the first half of 2021, all recruitments and budgeted training activities were paused due to a complete COVID-19 lockdown. This was followed by the termination of a large part of the workforce, and most of the remaining employees were sent home on paid leave.

After recruiting 230 new employees during the last half of 2021, we continued to recruit on a large scale throughout 2022.

In 2023, we have found a more stable level of our workforce and have therefore also seen significantly less recruitments over the past year. As of December 31, 2023, Bellagroup totals 521 permanent employees and 1,237 on-call employees.

Apprenticeships

In Bellagroup, we provide apprenticeships and work experience opportunities for students in collaboration with various educational institutions and company internship programs. During the past year, we had the pleasure of welcoming 64 apprentices to Bellagroup.

Talent and training optimization

As a large organization with diverse talents, all of which require nurturing, we aim to provide the right framework for our employees to progress and develop throughout their careers at Bellagroup.

In 2023, the primary training focus has been on internal training activities concentrating on a few mandatory and critical training areas: GDPR, IT Security, and Brand Standards, in addition to our traditional onboarding and PI training sessions, as well as ad hoc custom-made training sessions.

Overall, we have conducted 5,873 training hours in 2023, which is a lower number than the year before, reflecting that Bellagroup is still a new organization post-pandemic where considerable resources have focused on implementation of the new ERP system.

However, in 2023 significant steps have been taken to ramp up Bellagroup's internal training and development with the launch of a Learning & Development platform available to employees, offering an extensive training and an array of development opportunities.

This also means that we, in the first half of 2024, expect to reach the same amount of training hours conducted in all of 2023.

Sustainability Ambassadors

As part of Bellagroup's new Learning & Development platform, a new course has been created to foster sustainability ambassadors across Bellagroup.

Through the course, the attending employees will gain in-depth insight into Bellagroup's sustainable strategy and initiatives from an operational and commercial view, making it possible for them to identify sustainable trends and opportunities for sustainable industry development.

Moreover, the course will enhance their ability to communicate and explain Bellagroup's sustainability strategy externally, as well as enable them to better understand the expectations from customers, clients, and partners and help bridge new solutions for a common good.



Launch of new L&D platform for ongoing learning and continued growth

In Bellagroup, we wish to foster development, both for our employees as individuals and for Bellagroup as a whole.

We believe that ongoing learning is essential for continued professional and personal growth, and we are committed to ensuring accessible learning and development opportunities for all employees within our group.

To strengthen the training and development of Bellagroup's employees, a new Learning & Development platform has been launched during 2023, offering a diverse array of learning initiatives, spanning the six domains; Bella Skills, Bella Way of Working, Bella Leadership, Bella Safety, Bella Culinary Chefs, and Bella Elevate.

The curriculum encompasses brand-specific hotel training, skill enhancement, personal development, and leadership advancement. The programs are delivered both through virtual learning, web-based platforms, and expert-led in-person sessions.

The extensive training and development program will be offered in the periods with less activity, starting in the first half of 2024.

Collective agreements

In Bellagroup, we value our close cooperation with the unions and the union representatives of our employees.

We want to create the best possible working conditions for our employees with the aim of avoiding disputes and maintaining peaceful corporation in the workplace. We encourage our employees to elect trade union representatives. Currently, there are two union representatives at Bellagroup representing two different trade unions.

In 2023, we have negotiated all our collective agreements covering Bellagroup's employees.

Salaried/Collective Agreements	2019		2020		2021		2022		2023	
	Salaried	Collective Agreement	Salaried	Collective Agreement	Salaried	Collective Agreement	Salaried	Collective Agreement	Salaried	Collective Agreement
Bellagroup	161	639	109	204	129	297	151	409	172	349
Copenhagen Marriott Hotel	13	159	12	60	12	99	12	113	10	57
AC Hotel Bella Sky Copenhagen	22	214	5	14	35	3	10	84	9	72
Crowne Plaza Copenhagen Towers	21	153	16	61	17	62	14	70	15	67
Bella Center Copenhagen	105	113	76	69	97	101	115	142	138	153



Bellagroup provided me and my rainbow family with security

Case: Kaspar Mørk Arianto, Communications Director



In the summer of 2023, when I approached Bellagroup's leadership to initiate a conversation about the lack of rights for rainbow families regarding secure and financial parental leave, it was with the hope of creating better conditions for my own situation. Instead, Bellagroup responded with new guidelines that not only improved the parental leave options for me but for ALL rainbow families in Bellagroup, i.e. families where one or more parents may not yet be legally recognized concerning parental leave and inheritance, among other aspects.

I went from the prospect of 0 days of paid parental leave to enjoying 11 weeks with full pay. This enabled a secure and present start to our newborn son's life, allowing both my husband and me to be at home during the initial period without depending on a single income. With Bellagroup's initiative, I no longer feel seen merely as an employee but as a human being, as my whole self. For once, not as a rainbow-colored minority peering through the window at the basic rights others have, but as part of a community where we support new parents regardless of their gender and sexual orientation.

Simultaneously, the development of the new Parental Leave Policy for rainbow and surrogacy families signals a company that takes its employee responsibility seriously. In cases where the state fails to adequately protect its citizens, Bellagroup is not afraid to forge its own path and dip into its pockets to invest and care for its employees. This message benefits not only my family but all employees who can see that Bellagroup is innovative, takes responsibility, and provides a safety net. It is indeed a true form of social sustainability.

Inclusion, diversity, and equality

In Bellagroup we strive to create an inclusive culture in which our employees can be their authentic selves at work.

We are committed to empowering our employees to meet their full potential, and we provide an environment of mutual respect, while at the same time offering possibilities to learn, acquire new skills, and stimulate a greater sense of fulfillment in their lives.

We are proud to employ and serve colleagues representing many backgrounds, cultures, sexualities, religions, and nationalities here in Bellagroup. Our diversity is considered a strength, sparking innovation. Together, we foster a dynamic work environment with an inclusive culture, where everyone feels valued and respected, and where everyone is treated fairly as equals.

As one of Denmark's largest hospitality groups, we understand that Bellagroup is a catalyst for social integration. We provide many young people with their first job, or help immigrants and refugees settle in a new country and support their integration in Denmark - not only as part of the workforce but as part of a community.

We are passionate about providing people the dignity and respect to contribute to the society in which they live, to support their families and dependents, and to help them navigate their individual life journeys.

In 2023, we have updated our terms for child leave to accommodate different types of families. This means that Bellagroup now offers 11 weeks of paid parental leave to parents in rainbow families who, in accordance with current legislation in Denmark, cannot be legally registered as parents at the child's birth. We call this leave "farsel" but, in principle, it can also be offered to an intended mother who cannot be legally registered as a parent of her surrogacy child.

"Farsel" at Bellagroup will primarily be used in families established through surrogacy since they are not yet protected by Danish law. Starting from 2024, social parents in multi-parent constellations will have the opportunity to participate in the biological parents' leave, according to recent changes in the maternity leave law.

Health & Safety

In Bellagroup, we have an obligation and a responsibility to ensure that our team members return safely to their families and loved ones after a workday at Bellagroup. Therefore, we continue to put safety and wellbeing of our team members above everything else.

We believe that good health contributes to a good life - work life included - and that a good life contributes to a better overall productivity in the workplace. We therefore work proactively to promote healthy lifestyles to all our employees.

Our health strategy is ambitious and aimed both at healthy employees as well as those who unfortunately face illness. Some of our tools include workplace evaluations in addition to personal and professional development schemes. We offer health insurance and check-ups for senior colleagues or employees working nights. We also facilitate and encourage company sports associations and events, discount on gym memberships, and massage therapy - just to name a few initiatives. We want to create an environment that supports a healthy lifestyle and healthy habits in a joyful and motivating manner.

Team member health

We continue to aim for our goal of having 0 serious health and safety incidents at Bellagroup, and we are glad to have upheld this ambition during 2023. Our focus areas continue to be 1) Well-being and culture 2) Safety and the physical workplace and 3) Ergonomics.

In 2023, we have emphasized the importance of a healthy physical working environment by inviting a physical therapist to visit all our locations to train employees in ergonomics and important ground rules for a healthy working environment.

To gain a better insight into our physical and mental working environment at Bellagroup, all employees have in 2023 been invited to complete a workplace assessment (APV) and an engagement survey followed up by PULSE surveys.

Moreover, all employees are invited for annual performance interviews with their closest manager to ensure an ongoing dialogue about well-being, performance, and future development opportunities.



In 2023, we have updated our Employee Guide, which is a valuable resource for all Bellagroup employees, promoting consistency, efficiency, compliance, and communication within the organization. It helps employees understand expectations, navigate processes, and uphold organizational values.

Health & Safety Committee

Bellagroup's has a Health & Safety Committee including Bella Center Copenhagen, AC Hotel Bella Sky, and Copenhagen Marriott Hotel, as well as one for Crowne Plaza Copenhagen Towers holding up its own independent setup.

The main functions of the health and safety committees are to facilitate cooperation, carry out measures to improve the safety of workers, and to support implementation of health and safety standards, rules, and procedures. Our Health & Safety organization operates on two levels and includes an overall committee and four working groups.

In 2023, new employee representatives have been elected for a period of two years. To strengthen our current health and safety organization, we have also welcomed five new managers during 2023 who all contribute with their competencies and important knowledge within different business areas.

Health & Safety Training

As our organization rebuilds following the pandemic and all our facilities have once again been taken into use, health and safety training has returned as a mandatory part of onboarding for all new employees.

Mental health

In addition to physical health and safety, we take steps to ensure the mental health of our team members.

We support all our employees by offering mental health resources accessible through our employee health insurance, maintaining consistent, open communication from our leaders, and operating with transparency.

Safe to visit

Our responsibilities also include the health and safety of the guests and business partners who visit our hotels and venues daily. If we instigate a strong safety culture amongst ourselves, this will also have a positive impact on our guests and business partners.

Copenhagen, Denmark, is one of the safest destinations in the world. Situated in the Danish capital, Bellagroup has a close collaboration with authorities and government officials to ensure the highest level of security for our guests who come with many different needs and requirements.

We review our procedures as often as possible and have an extensive risk assessment toolbox in place, making it possible to customize security solutions for each individual event. The group comprises significant expertise and experience within crowd management and handling of large events no matter the size.

Food Safety

We set and maintain very high standards in terms of food safety and quality. Our chefs and food & beverage managers constantly reinforce the principles of food safety.

All our units comply with food and safety rules and regulations and have only received elite smileys and exceptional reports from the Danish Ministry of Environment and Food.

To be abreast of allergies and food intolerances, we label and pack our food and beverage with a

full description of ingredients. We also encourage our guests to ask about allergenic ingredients pertinent to them.

Health insurance

All salaried employees are covered by the company's private health insurance with Pension Danmark or Gjensidige. These health insurances follow the pension payment and are in effect from day one if the employee has previously made installments to a pension fund when they start at Bellagroup.

In addition, Bellagroup has chosen to facilitate supplementary insurance for the employees covered by the collective agreement through Dansk Sundhedssikring, which comes into effect after six months of employment.

Bellagroup has in 2023 changed its health insurance provider to ensure better coverage and more employee options, including insurance availability to own family.



One Team – Greater Together

Shaping the sustainable hospitality platform of the future is not a task that can be administered by a single person, department, or company.

It requires cooperation and commitment - externally and internally - to understand and solve the challenges and possibilities of sustainable transitioning.

With the strategic focus “One Team - Greater Together”, we embrace our own corporate core value and underline our commitment to working together to responsibly host moments that matter. We embrace partnerships, networks, and collaborations that extend beyond our own organization to constantly develop, discover, and implement the necessary sustainable solutions.

A valuable part of our local community

A good example of our One Team - Greater Together focus is Bella Center Copenhagen and how our venue has become part of the local community over the years.

When Bella Center Copenhagen moved to its current location, it was the only building in the local area. This is no longer the case. As the Copenhagen city district of Ørestad has evolved, Bella Center Copenhagen is now part of a lively neighborhood with houses, apartments, restaurants, and shops - and a lot of new, close neighbors of all ages.

Placed in the middle of this new residential area, we aim to embrace Bella Center Copenhagen’s location by becoming a valuable part of our local community.

In 2023, we expanded our neighborhood involvement by partnering with the Municipality of Copenhagen to open a daycare facility at Bella Center Copenhagen, strengthening ties with the local community. Likewise, we have integrated our building façade with the local community by offering spaces for shops and cafes that can help foster valuable connection between Bella Center Copenhagen and the local neighborhood.



In 2024, we will apply the same mindset to Copenhagen Marriott Hotel and the local area by the harbor to create a closer connection to the locals and visitors by expanding and opening up our hotel terrasse.

Collaborating to innovate through cross-organizational working groups

Being One Team - Greater Together is not only a question of Bellagroup being a valuable external resource and part of the local community.

Internal collaboration across our different units is essential to rooting our Responsible Hospitality commitment within in the organization, developing on our strategic focus areas and reaching our objectives as a group.

In 2023, a new cross-organizational process has been created to strengthen the collaborative approach to Bellagroup’s sustainability efforts.

As part of this process, a number of cross-organizational working groups have been established, each focusing on material aspects of Bellagroup’s operation, namely:

- Energy, climate & biodiversity
- Food, beverage & food waste
- Waste, materials & upcycling
- Social responsibility
- Governance & compliance

The groups comprise a range of employees with different perspectives and insights into the various focus areas. Together, they will come up with new solutions, projects, and initiatives to be ultimately verified by a steering committee and approved at the management’s annual review, as part of the company’s ongoing sustainability work.



Partnerships for change

Where Bellagroup's One Team - Greater Together focus is necessary to ensure organizational commitment and implementation of strategies and projects, collaboration with external suppliers and partners is essential if we are to shape the Responsible Hospitality platform of the future.

Bellagroup relies on suppliers and service providers to deliver everything from the build-up of a large, international congress to the handling of hotel towels.

To drive tangible change, we rely on a close, open, and ambitious collaboration with our partners and suppliers to identify and address risks and together create new and better solutions for a more sustainable future.



Working together for worry-free housekeeping

One example of a supplier partnership that fosters real change is Bellagroup's collaboration with The Ellen Group, a Danish cleaning company that has handled all housekeeping at AC Hotel Bella Sky since 2022, and additionally at Copenhagen Marriott Hotel since 2023.

Housekeeping is traditionally a job that involves a high degree of physical labor and repetitive tasks, often perceived as less prestigious and meaningful than other types of employment.

Driven by a desire to change the negative perception of housekeeping, Bellagroup's Central Housekeeping Manager, Heidi Axelsen, initiated a partnership with the newly established housekeeping service The Ellen Group in 2022.

Under the slogan "worry-free housekeeping", the partners agreed that the hotel housekeeping should be as fair as possible rather than as cheap as possible, benefiting both companies and, most importantly, the housekeepers themselves.

Valuable work that makes sense to all

The mission of the partnership was clear: Working as a housekeeper should be valuable work with room for development, pride in what you do, and a desire to go to work every day.

Fair working conditions and sufficient time to carry out the job were prerequisites for the concept created by Bellagroup and The Ellen Group. Just as important, Bellagroup and The Ellen Group decided to work as one team from the get-go, making sure all housekeepers are an integrated and valuable part of Bellagroup in the same way as any other employee.

This means that new housekeepers are trained in Bellagroup's cleaning methods and get a thorough onboarding to Bellagroup's values and culture. It also means that all housekeepers are invited to company parties and social events, and that they receive Christmas presents just like all other Bellagroup employees.

Room for professional and personal development

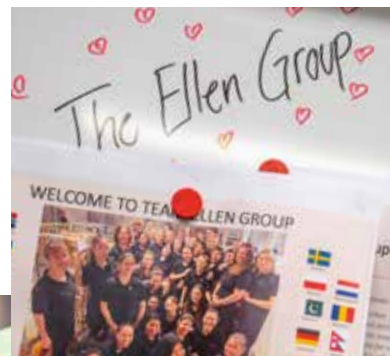
One thing is to be well-integrated into to your company's culture, another is to thrive in your job.

To ensure that the housekeepers have the chance to develop and grow in their role, Bellagroup and The Ellen Group have created a unique training program, in which the housekeepers can choose to go through three different levels of training, ranging from being able to clean a room alone to become associated trainer and supervisor.

However, training and development is also offered on a more personal level. Since the housekeepers come from a broad range of nationalities, learning Danish is high on their wish-lists.

In the shoulder season with less visitors, The Ellen Group and Bellagroup have set up our own language school for 20 hours pr. week with a language program created specifically to the housekeepers, held on-site in a meeting room of one Bellagroup's hotels. In addition to learning Danish, other practical aspects to holding a job in Danmark, like reading a pay slip and paying taxes, are also part of the curriculum.

In a strong partnership, Bellagroup and The Ellen Group have reimagined meaningful employment in a traditionally low-prestige job, driven by the ambition to simply do better.



Bellagrup's Central Housekeeping Manager, Heidi Axelsen, and CEO and Owner of the Ellen Group, Kasper Willemoes.



Disclosure of non-financial KPIs

The non-financial key performance indicators of Bellagroup's 2023 Responsible Hospitality report consist of generic ESG data aimed at further informing our stakeholders.

These metrics cover the three focus areas:

Governance & Ethics; diversity in management, anti-corruption, human rights, ethics, committees, and data privacy & security, Environment & Climate; greenhouse gas emissions, energy consumption, water, waste, and food & beverage (F&B); and Social Responsibility; employee turnover, health & safety data, training data, and headcount of employees by type of contract, gender, nationality, and age.

KPIs ARE REGISTERED, REPORTED, AND CALCULATED BASED ON:

Governance & Ethics

- Complaints and incidents in the organization reported to Bellagroup's human resources department - in Bellagroup known as People & Culture -, privacy & compliance, and IT Departments.
- Grievance reports from external whistleblower program.

CALCULATIONS OF THE ABOVE WERE DERIVED FROM COMPARISON WITH HISTORICAL DATA.

Environment & Climate

- Measurement and registration of energy and water consumption - reduction results were derived from comparisons with historic data.
- Waste consumption measured by external waste hauler - reduction results were derived from comparisons with historic data.
- F&B supplier data detailing organic food share %.

CARBON EMISSION ACCOUNTING

- Scope 1, 2, and 3 CO₂e EW emissions calculated through climate reporting system CEMAsys in compliance with the reporting principles of the GHG protocol.
- The emission report comprises of the following organizational units; Bella Center Copenhagen, AC Hotel Bella Sky, Crowne Plaza Copenhagen Towers, and Copenhagen Marriott Hotel, totaling the climate footprint of Bellagroup.
- The emission analysis is done according to a Corporate Accounting and Reporting Standard Revised edition, currently one of four GHG Protocol accounting standards on calculating and reporting GHG emissions. The report considers the following greenhouse gases, all converted into CO₂-equivalents: CO₂, CH₄ (methane), N₂O (laughing gas), SF₆, HFCs, PFCs and NF₃.
- Bellagroup accounts for emissions within Bellagroup's operational control in scope 1, 2, and 3:
 - **Scope 1** includes all direct emission sources. This includes all use of fossil fuels for stationary combustion or transportation, in owned and, depending on the consolidation approach selected, leased, or rented assets.
 - **Scope 2** includes indirect emissions related to purchased energy; electricity and heating/cooling where the organization has operational control. The electricity emission factors used in CEMAsys are based on national gross electricity production mixes from the International Energy Agency's Statistics (IEA Stat). Emission factors per fuel type are based on assumptions in the IEA methodological framework. Factors for district heating/cooling are either based on actual (local) production mixes, or average IEA statistics.
 - **Scope 3** includes indirect emissions resulting from value chain activities. The scope 3 emissions are a result of the company's upstream and downstream activities, which are not controlled by the company, i.e. they are indirect. Bellagroup's activities contribute to emissions in eight out of 15 scope 3 categories. Categories 9-15 are not accounted for, at these are not relevant to Bellagroup's operation.

- The GHG emissions accounting is based on direct data from suppliers, partners, and internal systems. Where direct data has not been available for scope 3 accounting, this is based on spend-based data and calculation of averages based on questionnaires and generalized data.
- Scope 1 and 2 emissions have in connection with the 2023 GHG emissions accounting been recalculated compared to previous reports to align with data from climate reporting system CEMAsys.
- All GHG emission calculations and benchmarking are done based on location-based method for calculating scope 1 and 2 emissions. A market-based method will only apply to Crowne Plaza Copenhagen Towers, as it is the only Bellagroup unit purchasing electricity through green certificates.

Calculations of the environment & climate focus points above were derived from comparisons with historical data.

SOCIAL RESPONSIBILITY

- Health and safety data, including no. of accidents and absence due to illness, were derived from direct reporting to Bellagroup's human resource department.
- Employee absence, turnover, demography, nationality, and employment type are registered for all salaried employees and reported through internal workforce management software.
- Internship data are registered and delivered through internal workforce management software and external partner KVH Erhvervshus.
- Training data, including internal/external training hours, participants, and gender division, are registered and delivered through an internal Talent Acquisition & Optimization report provided by Bellagroup's human resource department.

Calculations of the social responsibility focus points above were derived from comparisons with historical data.

Appendix

Energy

Table 1

Total Energy Consumption (mWh)	2019	2020	2021	2022	2023
Bellagroup	31,240	21,886	24,182	27,643	27,661
Copenhagen Marriott Hotel	5,757	5,506	5,762	6,822	6,239
AC Hotel Bella Sky Copenhagen	8,851	4,036	2,857	6,560	6,529
Crowne Plaza Copenhagen Towers	3,208	3,390	3,147	3,321	3,900
Bella Center Copenhagen	13,424	8,954	7,086	10,940	10,993

Table 2

Energy Consumption per guest (kWh)	2019	2020	2021	2022	2023
Copenhagen Marriott Hotel	33	97	64	47	39
AC Hotel Bella Sky Copenhagen	30	99	93	35	29
Crowne Plaza Copenhagen Towers	24	81	56	33	34
Bella Center Copenhagen	50	24	67	42	37

Energy Consumption per m ²	2019	2020	2021	2022	2023
Copenhagen Marriott Hotel	243	232	243	288	263
AC Hotel Bella Sky Copenhagen	203	93	66	150	150
Crowne Plaza Copenhagen Towers	131	138	128	136	159
Bella Center Copenhagen	111	74	59	90	91

CO2e emissions

Table 3

Bellagroup total ton CO2e emissions (Scope 1, 2, 3)						
Category	Unit	2019	2020	2021	2022	2023
Total Scope 1	tCO2e	1,132.2	814.4	94.5	226.4	86.7
Total Scope 2	tCO2e	4,582.9	2,478.6	2,259.9	2,585.9	2,380.5
Total Scope 3	tCO2e	13,698.9	32,061.2	21,754.6	10,792.5	11,727.4
Total tCO2e emissions	tCO2e	19,414	35,354.2	24,109	13,604.8	14,194.6
Scope 1						
1. Transportation Total	tCO2e	162.6	0.7	28.1	43.3	5.8
2. Stationary combustion Total	tCO2e	969.6	813.7	66.4	183.1	80.9
Scope 2						
1. Electricity location-based Total	tCO2e	3,489.3	1,868.8	1,616.4	2,090.4	1,842.2
2. District heating Total	tCO2e	1,093.6	609.9	643.5	495.5	538.3
Scope 3						
1. Purchased goods and services						
Food and beverages	tCO2e	3,979.7	1,672.1	1,569.4	3,622.9	4,347.8
Office supplies	tCO2e	80.8	3.6	13.8	31.3	24.4
Other goods and services	tCO2e	106.1	23.4	81	138.2	163.3
Exhibition products and services	tCO2e	737.3	124.3	300.5	990.7	1,169.1
Disposable service items	tCO2e	2,012.9	101.3	129.1	259.5	408.8
Cleaning products and services	tCO2e	2,388.2	171.4	234.5	529	630.1
IT and electronics	tCO2e	9.5	1.1	142.6	182.9	218.4
2. Capital goods	tCO2e	1,095.9	28,010.3	16,796.5	2,340.6	1,959.8
3. Fuel and energy related activities	tCO2e	1,336.4	822.3	1,384.7	991	1,253.8
4. Upstream transportation	tCO2e	923.7	707.5	575.9	831.5	800.6
5. Waste	tCO2e	524.1	171.5	187.8	354.7	342.6
6. Business travel	tCO2e	27.1	17.8	9.5	77.4	40.1
7. Employee commuting	tCO2e	477.3	234.6	329.3	442.7	390

Market-Based GHG Emissions

Bellagroup total CO2e emissions (Scope 1, 2, 3) - Market-Based		
Category	Unit	2023
Electricity Total (Scope 2) with Market-based calculations	tCO2e	5,543.1
Scope 2 Total with Market-based electricity calculations	tCO2e	6,081.5
Scope 1+2+3 Total with Market-based electricity calculations	tCO2e	17,895.5

Bella Center total ton CO2e emissions (Scope 1, 2, 3)						
Category	Unit	2019	2020	2021	2022	2023
Total Scope 1	tCO2e	46	6.9	9.6	34.9	5.7
Total Scope 2	tCO2e	1,991.3	1,050.7	1,021.2	999.8	992.6
Total Scope 3	tCO2e	4,088.2	28,501.1	18,302.3	3,682.8	4,847.8
Total tCO2e emissions	tCO2e	6,125.5	29,558.6	19,333.1	4,717.6	5,846.1
Scope 1						
1. Transportation Total	tCO2e	0.8	0.7	1.3	2.7	5.7
2. Stationary combustion Total	tCO2e	45.1	6.2	8.2	32.2	-
Scope 2						
1. Electricity location-based Total	tCO2e	1,529.1	818.7	777.2	826	793.1
2. District heating Total	tCO2e	462.2	232	244.1	173.9	199.5
Scope 3						
1. Purchased goods and services						
Food and beverages	tCO2e	1,466.9	452.5	360.7	1,151.7	731.6
Office supplies	tCO2e	20.2	0.9	3.4	7.8	15.1
Other goods and services	tCO2e	26.8	5.9	20.2	34.6	48.3
Exhibition products and services	tCO2e	184.3	31.1	75.1	247.7	870.3
Disposable service items	tCO2e	434.6	36.6	42.8	40.1	59.5
Cleaning products and services	tCO2e	217.3	4.5	42.9	94.1	119.2
IT and electronics	tCO2e	9.5	1.1	142.6	182.9	218.4
2. Capital goods	tCO2e	597	27,345.8	16,682.5	994.9	1,730.8
3. Fuel and energy related activities	tCO2e	480.9	292.6	590.3	341.9	473.4
4. Upstream transportation	tCO2e	176.1	122.1	89.1	152.3	151.3
5. Waste	tCO2e	214	65.1	81	142.8	158.9
6. Business travel	tCO2e	27.1	17.8	5.3	76.8	40
7. Employee commuting	tCO2e	233.5	125.3	166.2	215.2	231

AC Hotel Bella Sky total ton CO2e emissions (Scope 1, 2, 3)						
Category	Unit	2019	2020	2021	2022	2023
Total Scope 1	tCO2e	106.3	67.3	8.3	33.7	9.1
Total Scope 2	tCO2e	1,343.1	489.7	398.6	638.1	591.8
Total Scope 3	tCO2e	4,852.3	954.6	638.2	2,283.5	2,030.6
Total tCO2e emissions	tCO2e	6,301.7	1,511.6	1,045.1	2,955.3	2,631.6
Scope 1						
1. Transportation Total	tCO2e	-	-	-	-	-
2. Stationary combustion Total	tCO2e	106.3	67.3	8.3	33.7	9.1
Scope 2						
1. Electricity location-based Total	tCO2e	1,058.1	396.9	305.8	541.9	475.6
2. District heating Total	tCO2e	285.1	92.9	92.8	96.2	116.2
Scope 3						
1. Purchased goods and services						
Food and beverages	tCO2e	1,417.9	234.2	103.2	601.5	833.7
Office supplies	tCO2e	20.2	0.9	3.4	7.8	2.6
Other goods and services	tCO2e	26.8	5.9	20.2	34.6	41.1
Exhibition products and services	tCO2e	184.3	31.1	75.1	247.7	151.1
Disposable service items	tCO2e	976	8.9	4.6	50	121.6
Cleaning products and services	tCO2e	1,283.1	53	28	138.1	193.5
IT and electronics	tCO2e	-	-	0.6	-	-
2. Capital goods	tCO2e	249.4	331.3	48.4	710.2	119
3. Fuel and energy related activities	tCO2e	343.4	144.4	234.7	218.4	286.9
4. Waste	tCO2e	136.5	22.2	14	62.5	80.6
5. Business travel	tCO2e	-	-	0.6	-	-
6. Employee commuting	tCO2e	53.8	16	32.1	76.2	63.8
7. Upstream transportation	tCO2e	160.8	106.7	73.8	136.6	136.7

Copenhagen Marriott total ton CO2e emissions (Scope 1, 2, 3)						
Category	Unit	2019	2020	2021	2022	2023
Total Scope 1	tCO2e	773.1	734.1	41.6	85	21.1
Total Scope 2	tCO2e	770.4	590.2	547	547.8	472.1
Total Scope 3	tCO2e	3,013.0	1,468.3	1,411.1	2,607.7	2,004.3
Total tCO2e emissions	tCO2e	4,556.5	2,792.6	1,999.7	3,240.5	2,497.5
Scope 1						
1. Transportation Total	tCO2e	-	-	-	-	-
2. Stationary combustion Total	tCO2e	773.1	734.1	41.6	85	21.1
Scope 2						
1. Electricity location-based Total	tCO2e	511.7	407	371.6	427.3	322.3
2. District heating Total	tCO2e	258.7	183.2	175.4	120.5	149.7
Scope 3						
1. Purchased goods and services						
Food and beverages	tCO2e	700.8	393.5	439.3	725.9	762.8
Office supplies	tCO2e	20.2	0.9	3.4	7.8	2.1
Other goods and services	tCO2e	26.8	5.9	20.2	34.6	48.5
Exhibition products and services	tCO2e	184.3	31.1	75.1	247.7	141.5
Disposable service items	tCO2e	342	26.6	48	103.6	115
Cleaning products and services	tCO2e	697.3	80.2	81.7	174	194.4
IT and electronics	tCO2e	-	-	-	-	-
2. Capital goods	tCO2e	249.4	333.3	65.6	635.6	109.9
3. Fuel and energy related activities	tCO2e	319.3	272.7	343.3	232.9	253.3
4. Waste	tCO2e	72.4	33.8	39.9	72.5	67.3
5. Business travel	tCO2e	-	-	0.7	0.6	-
6. Employee commuting	tCO2e	97.4	41.3	77.7	91.6	44.1
7. Upstream transportation	tCO2e	303.1	249	216.1	281.1	265.3

Crowne Plaza total ton CO2e emissions (Scope 1, 2, 3)						
Category	Unit	2019	2020	2021	2022	2023
Total Scope 1	tCO2e	206.9	6.2	35	72.7	50.7
Total Scope 2	tCO2e	478.1	348	293	400.2	324
Total Scope 3	tCO2e	1,745.4	1,137.2	1,403.1	2,218.5	2,844.9
Total tCO2e emissions	tCO2e	2,430.3	1,491.4	1,731.1	2,691.4	3,219.4
Scope 1						
1. Transportation Total	tCO2e	161.7	-	26.8	40.6	0.1
2. Stationary combustion Total	tCO2e	45.1	6.2	8.2	32.2	50.6
Scope 2						
1. Electricity location-based Total	tCO2e	390.5	246.2	161.9	295.2	251.1
2. District heating Total	tCO2e	87.6	101.8	131.2	105	72.9
Scope 3						
1. Purchased goods and services						
Food and beverages	tCO2e	394.1	591.9	666.1	1,143.9	2,019.6
Office supplies	tCO2e	20.2	0.9	3.4	7.8	4.6
Other goods and services	tCO2e	25.5	5.9	20.2	34.6	25.5
Exhibition products and services	tCO2e	184.3	31.1	75.1	247.7	6.1
Disposable service items	tCO2e	260.2	29.1	33.7	65.9	112.6
Cleaning products and services	tCO2e	190.6	33.8	81.9	122.7	123
IT and electronics	tCO2e	-	-	-	-	-
2. Capital goods	tCO2e	-	-	-	-	-
3. Fuel and energy related activities	tCO2e	192.9	112.6	216.4	197.8	192.9
4. Waste	tCO2e	101.2	50.3	53	76.9	35.9
5. Business travel	tCO2e	-	-	2.9	-	0.1
6. Employee commuting	tCO2e	92.6	52	53.3	59.6	51.1
7. Upstream transportation	tCO2e	283.8	229.8	196.9	261.6	247.2

Climate footprint Kg CO2e per guest (Scope 1, 2, 3)	2019	2020	2021	2022	2023
Copenhagen Marriott Hotel	26	49	22	22	16
AC Hotel Bella Sky Copenhagen	21	37	34	16	12
Crowne Plaza Copenhagen Towers*	17	29	25	21	19
Bella Center Copenhagen	23	80	183	18	20

Climate footprint Kg CO2e per m ² (Scope 1, 2, 3)	2019	2020	2021	2022	2023
Copenhagen Marriott Hotel	192	118	84	137	105
AC Hotel Bella Sky Copenhagen	145	35	24	68	60
Crowne Plaza Copenhagen Towers*	92	49	57	85	87
Bella Center Copenhagen	51	244	160	39	48

*Excluding catering and canteen operation at Copenhagen Towers

Water

Table 4

Total Water Consumption (m ³)	2019	2020	2021	2022	2023
Bellagroup	149,436	57,783	64,598	111,587	110,583
Copenhagen Marriott Hotel	37,392	19,205	24,627	34,564	29,285
AC Hotel Bella Sky Copenhagen	59,119	13,768	13,635	32,659	39,240
Crowne Plaza Copenhagen Towers	29,302	13,297	13,609	23,681	26,089
Bella Center Copenhagen	23,623	11,513	12,727	20,683	15,969

Table 5

Total Water Consumption per guest (m ³)	Unit	2019	2020	2021	2022	2023
Copenhagen Marriott Hotel	m ³	0.21	0.34	0.27	0.24	0.18
AC Hotel Bella Sky Copenhagen	m ³	0.2	0.34	0.44	0.17	0.17
Crowne Plaza Copenhagen Towers	m ³	0.22	0.32	0.24	0.23	0.23
Bella Center Copenhagen	m ³	0.09	0.03	0.12	0.08	0.05

Waste

Table 6

Waste distribution (%)	2019			2020			2021			2022			2023		
	Landfill	Recycled	Recovered*	Landfill	Recycled	Recovered*	Landfill	Recycled	Recovered*	Landfill	Recycled	Recovered*	Landfill	Recycled	Recovered*
Bellagroup	2%	16%	82%	1%	26%	73%	0%	36%	78%	0,5%	23%	76,5%	0%	28%	72%
Copenhagen Marriott Hotel	1%	19%	81%	0%	20%	80%	0%	17%	83%	0%	17,5%	82,5%	0,5%	31,5%	68%
AC Hotel Bella Sky Copenhagen	1%	16%	83%	2%	26%	72%	0%	19%	81%	0%	32,5%	67,5%	1%	27%	72%
Crowne Plaza Copenhagen Towers	1%	9%	89%	1%	12%	87%	1%	14%	85%	1%	15%	84%	0%	10%	90%
Bella Center Copenhagen	4%	19%	77%	0%	46%	54%	0%	50%	50%	1%	27%	72%	0%	43%	57%

*District heating & Biogas

Table 7

Waste volume total (Ton)	2019	2020	2021	2022	2023
Bellagroup	2,027	646.5	681.3	1257.5	1,408.70
Copenhagen Marriott Hotel	258.4	105.1	112.2	190.7	248.9
AC Hotel Bella Sky Copenhagen	362.2	60.5	35	192.6	218.6
Crowne Plaza Copenhagen Towers	272.1	113.3	123.7	204.5	113.3
Bella Center Copenhagen	1,134.3	367.6	410.4	677.7	827.9

Waste per guest (kg)	2019	2020	2021	2022	2023
Copenhagen Marriott Hotel	1.5	1.9	1.3	1.3	1.6
AC Hotel Bella Sky Copenhagen	1.2	1.5	1.1	1.0	1.0
Crowne Plaza Copenhagen Towers	2.0	2.7	2.2	2.0	1.0
Bella Center Copenhagen	4.2	1.0	3.9	2.6	2.8

Food & beverage

Table 8

Organic Food Share (%)	2019	2020	2021	2022	2023
Bellagroup	34%	36%	40%	38%	39%
Copenhagen Marriott Hotel	28%	33%	36%	32%	36%
AC Hotel Bella Sky Copenhagen	40%	34%	46%	30%	31%
Crowne Plaza Copenhagen Towers	32%	38%	39%	41%	44%
Bella Center Copenhagen	33%	36%	44%	49%	43%

Social

Table 9

No. of Permanent Employees	2019	2020	2021	2022	2023
Bellagroup	626	313	426	560	521
Copenhagen Marriott Hotel	166	72	111	125	67
AC Hotel Bella Sky Copenhagen	62	19	38	94	81
Crowne Plaza Copenhagen Towers	134	77	79	84	82
Bella Center Copenhagen	264	145	198	257	291

Table 10

No. of On-call Employees	2019	2020	2021	2022	2023
Bellagroup	1,269	958	1,383	1,288	1,237
Copenhagen Marriott Hotel	70	22	271	81	90
AC Hotel Bella Sky Copenhagen	236	39	29	14	40
Crowne Plaza Copenhagen Towers	264	219	271	200	262
Bella Center Copenhagen	699	678	1,036	993	845

Table 11

Salaried/Collective Agreements	2019		2020		2021		2022		2023	
	Salaried	Collective Agreement	Salaried	Collective Agreement	Salaried	Collective Agreement	Salaried	Collective Agreement	Salaried	Collective Agreement
Bellagroup	161	639	109	204	129	297	151	409	172	349
Copenhagen Marriott Hotel	13	159	12	60	12	99	12	113	10	57
AC Hotel Bella Sky Copenhagen	22	214	5	14	35	3	10	84	9	72
Crowne Plaza Copenhagen Towers	21	153	16	61	17	62	14	70	15	67
Bella Center Copenhagen	105	113	76	69	97	101	115	142	138	153

Table 12

No. of Nationalities	2019	2020	2021	2022	2023
Bellagroup	74	44	54	65	58
Copenhagen Marriott Hotel	33	24	32	35	28
AC Hotel Bella Sky Copenhagen	41	8	16	24	28
Crowne Plaza Copenhagen Towers	54	25	22	24	25
Bella Center Copenhagen	26	17	23	30	33

Table 13

Age distribution	2019			2020			2021			2022			2023		
	>50 years	30-50 years	<30 years	>50 years	30-50 years	<30 years	>50 years	30-50 years	<30 years	>50 years	30-50 years	<30 years	>50 years	30-50 years	<30 years
Bellagroup	12%	62%	26%	21%	65%	14%	21%	60%	19%	18%	58%	24%	18%	59%	23%
Copenhagen Marriott Hotel	7%	72%	21%	8%	81%	11%	14%	62%	24%	13%	66%	21%	10%	69%	21%
AC Hotel Bella Sky Copenhagen	3%	55%	42%	0%	68%	32%	12%	39%	55%	6%	42%	52%	8%	49%	43%
Crowne Plaza Copenhagen Towers	22%	54%	24%	23%	57%	19%	23%	61%	16%	21%	53%	26%	20%	62%	18%
Bella Center Copenhagen	19%	64%	17%	30%	61%	10%	26%	64%	10%	23%	62%	15%	22%	59%	19%

Table 14

Employee Gender Equality	2019		2020		2021		2022		2023	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Bellagroup	50%	50%	48%	52%	52%	48%	53%	47%	56%	44%
Copenhagen Marriott Hotel	45%	55%	46%	54%	49%	51%	46%	54%	57%	43%
AC Hotel Bella Sky Copenhagen	54%	46%	42%	58%	45%	55%	59%	41%	68%	32%
Crowne Plaza Copenhagen Towers	50%	50%	52%	48%	62%	38%	55%	45%	50%	50%
Bella Center Copenhagen	51%	49%	47%	53%	48%	52%	54%	46%	54%	46%

Table 15

Training Development	2019		2020		2021		2022		2023	
	Participants	Training hrs.	Participants	Training hrs.	Participants	Training hrs.	Participants	Training hrs.	Participants	Training hrs.
Bellagroup	2,909	13,039	1,771	16,055	719	8,805	1,874	8,220	535	5,873

Table 16

Internal / External Training - Total no. of hours	2019		2020		2021		2022		2023	
	Total	Internal	External	Internal	External	Internal	External	Internal	External	
Bellagroup	13,039	3,804	12,251	544	8,261	6,773	1,447	1,980	3,893	

Table 17

Internal / External Training - Total no. of participants	2019		2020		2021		2022		2023	
	Total	Internal	External	Internal	External	Internal	External	Internal	External	
Bellagroup	2,909	651	1,120	68	651	1,761	113	450	85	

Table 18

Employee Gender Equality	2019		2020		2021		2022		2023	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Bellagroup	52%	48%	52%	48%	44%	56%	48%	52%	55%	45%

Table 19

Training hours per FTE	2019	2020	2021	2022	2023
Bellagroup	4.25	9.1	12.2	4.4	11.3

Table 20

Absence due to illness	2019	2020	2021	2022	2023
Bellagroup	3.8%	3.8%	3.3%	4.6%	4.3%
Copenhagen Marriott Hotel	4.8%	5%	4.5%	4.7%	4.7%
AC Hotel Bella Sky Copenhagen	4.1%	3.7%	6.8%	4.3%	4.5%
Crowne Plaza Copenhagen Towers	4.6%	3.8%	2.7%	6%	5.5%
Bella Center Copenhagen	2.8%	3.2%	2.7%	4.3%	3.8%

Table 21

No. of occupational accidents registered	2019	2020	2021	2022	2023
Bellagroup	39	9	14	36	29
Copenhagen Marriott Hotel	3	1	2	9	2
Crowne Plaza Copenhagen Towers	17	3	5	7	7
Bella Center Copenhagen & AC Hotel Bella Sky Copenhagen	19	5	7	20	20

Table 22

Gender distribution in our boards and committees	2019		2020		2021		2022		2023	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Bellagroup Board of Directors	67%	33%	75%	25%	83%	17%	83%	17%	83%	17%
Crowne Plaza Board of Directors	67%	33%	67%	33%	67%	33%	100%	0%	100%	0%
Bellagroup Executive Committee	60%	44%	60%	40%	70%	30%	75%	25%	75%	25%
Bellagroup Directors Committee	N/A	N/A	56%	44%	53%	47%	50%	50%	59%	41%

GRI Index

Comparison table for the GRI Standards 2021/ UN Global Compact Principles (UNGC) / Sustainable Development Goals (SDG)				
GRI Indicator	Disclosure	Reference	UNGC	SDG
GRI 102: General Disclosures				
1. Organizational Profile 2021				
102-1*	Report the name of the organization	About Bellagroup		
102-2*	Report the primary brands, activities, products, and services	About Bellagroup		
102-3*	Report the location of the organization's headquarters	About Bellagroup		
102-4*	Report the number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report.	About Bellagroup		
102-5*	Report the nature of ownership and legal form.	Our Business		
102-6*	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	About Bellagroup		
102-7*	Report the scale of the organization, including: - Total number of employees - Total number of operations - Net sales (for private sector organizations) or net revenues (for public sector organizations) - Total capitalization broken down in terms of debt and equity (for private sector organizations) - Quantity of products or services provided.	About Bellagroup Social Responsibility Data	6	8, 10
102-9*	Describe the organization's supply chain.	Governance & Ethics		
102-10*	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: - Changes in the location of, or changes in, operations, including facility openings, closings, and expansions - Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) - Changes in the location of supplies the structure of the supply chain, or in relationships with suppliers, including selection and termination.			
102-11*	Report whether and how the precautionary approach or principle is addressed by the organization.	We are committed to the UN Global Compact's ten principles, including supporting a precautionary approach especially in areas involving environmental and social risks.		

Comparison table for the GRI Standards 2021/ UN Global Compact Principles (UNGC) / Sustainable Development Goals (SDG)				
GRI Indicator	Disclosure	Reference	UNGC	SDG
GRI 102: General Disclosures				
102-12*	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	<ul style="list-style-type: none"> • Global Reporting Initiative (GRI Standards) • UN Global Compact • UN Sustainable Development Goals • UN Guiding Principles for Business and Human Rights • The Universal Declaration of Human Rights • International Labor Organization (ILO) • Declaration on Fundamental Principles and Rights at Work • Net Zero Climate Events • Planet Copenhagen 		
102-13*	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization:	Governance & Ethics		17
2.Strategy				
102-14*	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Statement from the CEO		
102-15	Provide a description of key impacts, risks, and opportunities.	<ul style="list-style-type: none"> • Responsible Hospitality • Environment & Climate • Social Responsibility • Governance & Ethics 		
3.Ethics and integrity				
102-16*	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	<ul style="list-style-type: none"> • Responsible Hospitality • Governance & Ethics 	10	16
102-17	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines. Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Governance & Ethics	10	16

Comparison table for the GRI Standards 2021/ UN Global Compact Principles (UNGCC) / Sustainable Development Goals (SDG)				
GRI Indicator	Disclosure	Reference	UNGCC	SDG
GRI 102: General Disclosures				
4. Governance				
102-18*	Governance structure.	Governance & Ethics		
5. Stakeholder Engagement				
102-40*	Provide a list of stakeholder groups engaged by the organization.	<ul style="list-style-type: none"> • One Team • Governance & Ethics • Social Responsibility 		
102-41*	Report the percentage of total employees covered by collective bargaining agreements.	Social Responsibility Data		
102-42*	Report the basis for identification and selection of stakeholders with whom to engage.	Responsible Hospitality		
102-43*	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	About Bellagroup		
102-44*	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	<ul style="list-style-type: none"> • Responsible Hospitality • Governance & Ethics • Social Responsibility • Environment & Climate • One Team - Greater together 	10	16
6. Reporting Practice				
102-45*	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	Bellagroup A/S Annual Financial Report 2023		
102-46*	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Responsible Hospitality		
102-47*	List all the material Aspects identified in the process for defining report content.	Responsible Hospitality	10	16
102-48*	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	No significant restatements		
102-49*	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	No significant changes		
102-50*	Reporting period (such as fiscal or calendar year) for information provided.	About this report		
102-51*	Date of most recent previous report (if any).	About this report		
102-52*	Reporting cycle (such as annual, biennial).	About this report		
102-53*	Provide the contact point for questions regarding the report or its contents.	About this report		
102-54*	Report the 'in accordance' option the organization has chosen.	About this report		
102-55*	Report the GRI Content Index for the chosen option.	Appendix to Responsible Hospitality Report 2023		

Comparison table for the GRI Standards 2021/ UN Global Compact Principles (UNGC) / Sustainable Development Goals (SDG)

GRI Indicator	Disclosure	Reference	UNGC	SDG
GRI 102: General Disclosures				
102-56*	<p>Assurance</p> <p>a. Report the organization's policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided.</p> <p>c. Report the relationship between the organization and the assurance providers.</p> <p>d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report</p>	<ul style="list-style-type: none"> • No external assurance • Approved by company board • Compliance with §99a and §99b of the Danish Financial Statement Act has been ensured in consultancy with Price Waterhouse Coopers (PWC) 		
GRI 103: Management Approach 2021				
103-1*	For each material Aspect, report the Aspect Boundary within the organization, as follows: Report whether the Aspect is material within the organization	Responsible Hospitality		16
103-2	<p>Disclosures on Management Approach (DMA)</p> <p>a. An explanation of how the organization manages the topic.</p> <p>b. A statement of the purpose of the management approach</p> <p>c. A description of the following, if the management approach includes that component:</p> <p>i. Policies</p> <p>ii. Commitments</p> <p>iii. Goals and targets</p> <p>iv. Responsibilities</p> <p>v. Resources</p> <p>vi. Grievance mechanisms</p> <p>vii. Specific actions, such as processes, projects, programs and initiatives</p>	<ul style="list-style-type: none"> • Responsible Hospitality • Governance & Ethics • Social Responsibility • Environment & Climate • One Team 		
103-3	<p>An explanation of how the organization evaluates the management approach</p> <p>i. the mechanisms for evaluating the effectiveness of the management approach;</p> <p>ii. the results of the evaluation of the management approach;</p> <p>iii. any related adjustments to the management approach.</p>	<ul style="list-style-type: none"> • Responsible Hospitality • Governance & Ethics • Social Responsibility • Environment & Climate • One Team 		
GRI 201: Economic Performance 2016				
201-1	Direct economic value generated and distributed.	Bellagroup A/S Annual Financial Report 2023	7,8,9	
201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Bellagroup A/S Annual Financial Report 2023		
201-3	Coverage of the organization's defined benefit plan obligations.	Environmental Responsibility		
201-4	Financial assistance received from government.	Social Responsibility		

Comparison table for the GRI Standards 2021/ UN Global Compact Principles (UNGC) / Sustainable Development Goals (SDG)				
GRI Indicator	Disclosure	Reference	UNGC	SDG
GRI 202: Market Presence 2016				
202-1	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	There is no legally stipulated minimum wage in Denmark. Wage rates are specified in accordance with collective agreements		1, 2
202-2	Proportion of senior management hired from the local community at significant locations of operation.	Social Responsibility Data		
GRI 302: Energy 2016				
302-1	Energy consumption within the organization	Energy data - appendix	7, 8, 9	7, 8, 12,13
302-3	Energy intensity	Energy data - appendix	7, 8, 9	7, 8, 12,13
302-4	Reduction of energy consumption	Energy data - appendix	7, 8, 9	7, 8, 12,13
GRI 303: Water and Effluents 2018				
303-5	Water consumption	Water data - appendix	7, 8, 9	6
GRI 304: Biodiversity 2016				
304-2	Significant impacts of activities, products, and services on biodiversity	Environment & Climate	7, 8, 9	11,12,13,15
304-3	Habitats protected or restored	Environment & Climate	7, 8, 9	11,12,13,15
GRI 305: Emissions 2016				
305-1	Direct (Scope 1) GHG emissions	Environment & Climate CO2e emission data - appendix	7, 8, 9	3, 12, 13, 14, 15
305-2	Energy indirect (Scope 2) GHG emissions	Environment & Climate CO2e emission data - appendix	7, 8, 9	3, 12, 13, 14, 15
305-3	Other indirect (Scope 3) GHG emissions	Environment & Climate CO2e emission data - appendix		
305-4	GHG emissions intensity	Environment & Climate CO2e emission data - appendix	7, 8, 9	3, 12, 13, 14, 15
GRI 306: Effluents and Waste 2020				
306-1	Waste generation and significant waste-related impacts	Environment & Climate	7, 8, 9	3, 12
306-2	Management of significant waste-related impacts	Environment & Climate CO2e emission data - appendix	7, 8, 9	3, 12
306-3	Waste generated	Environment & Climate CO2e emission data - appendix	7, 8, 9	3, 12
306-4	Waste diverted from disposal	Waste data - appendix	7, 8, 9	3, 12
306-5	Waste directed to disposal	Waste data - appendix	7, 8, 9	3, 12
GRI 401: Employment 2016				
401-1	New employee hires and employee turnover	Social Responsibility Data	6	5, 8, 10
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social Responsibility	6	3, 8
401-3	Parental leave	Social Responsibility	6	5, 8
GRI 402: Labor/Management Relations 2016				
402-1	Minimum notice periods regarding operational changes	Social Responsibility		

Comparison table for the GRI Standards 2021/ UN Global Compact Principles (UNGC) / Sustainable Development Goals (SDG)				
GRI Indicator	Disclosure	Reference	UNGC	SDG
GRI 403: Occupational Health and Safety 2018				
403-1	Occupational health and safety management system	Social Responsibility	1, 2	3, 8
403-2	Hazard identification, risk assessment, and incident investigation	Social Responsibility	1, 2	3, 8
403-3	Occupational health services	Social Responsibility	1, 2	3, 8
403-4	Worker participation, consultation, and communication on occupational health and safety	Social Responsibility	1, 2	3, 8, 16
403-5	Worker training on occupational health and safety	Social Responsibility	1, 2	3, 8
403-6	Promotion of worker health	Social Responsibility	1, 2	3, 8
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Social Responsibility	1, 2	3, 8
403-8	Workers covered by an occupational health and safety management system	Social Responsibility	1, 2	3, 8
403-9	Work-related injuries	Social Responsibility	1, 2	3, 8
403-10	Work-related ill health	Social Responsibility	1, 2	3, 8
GRI 404: Training and Education 2016				
404-1	Average hours of training per year per employee	Social Responsibility Data	6	4, 5, 8, 10
404-2	Programs for upgrading employee skills and transition assistance programs	Social Responsibility	6	8
GRI 405: Diversity and Equal Opportunity 2016				
405-1	Diversity of governance bodies and employee.	Governance & Ethics	1, 6	5, 8
GRI 406: Non-discrimination 2016				
406-1	Incidents of discrimination and corrective actions taken	No incidents	1, 6	5, 8, 16
GRI 407: Freedom of Association and Collective Bargaining 2016				
407-1	Operations and suppliers in which the freedom of association and collective bargaining may be at risk	Social Responsibility	1, 6	8
GRI 408: Child Labor 2016				
408-1	Operations and suppliers at significant risk for incidents of child labor	Governance & Ethics	1, 6	8, 16
GRI 409: Forced or Compulsory Labor 2016				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Social Responsibility	1, 6	8
GRI 410: Security Practices 2016				
410-1	Security personnel trained in human rights policies or procedures	Social Responsibility		
GRI 412: Human Rights Assessment 2016				
412-1	Operations that have been subject to human rights reviews or impact assessments	Governance & Ethics	1, 6	
412-2	Employee training on human rights policies or procedures	Human Rights Training	1, 6	
GRI 413: Local Communities 2016				
413-1	Operations with local community engagement, impact assessments, and development programs	Social Responsibility		3, 6, 11, 17

Comparison table for the GRI Standards 2021/ UN Global Compact Principles (UNGC) / Sustainable Development Goals (SDG)				
GRI Indicator	Disclosure	Reference	UNGC	SDG
GRI 415: Public Policy 2016				
415-1	Political contributions	No political contributions given		17
GRI 416: Customer Health and Safety 2016				
416-1	Assessment of the health and safety impacts of product and service categories.	Social Responsibility		
416-2	Incidents of non-compliance concerning product and service information and labeling	Social Responsibility		
GRI 417: Marketing and Labeling 2016				
417-1	Requirements for product and service information and labeling	Environment & Climate		
417-2	Incidents of non-compliance concerning product and service information and labeling	None		
417-3	Incidents of non-compliance concerning marketing communications	None		
GRI 418: Customer Privacy 2018				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None		16

