

# ARCHER HOTEL CAPITAL

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## LONG-TERM INVESTORS IN HOTEL REAL ESTATE

ENVIRONMENTAL SOCIAL AND GOVERNANCE  
COMMITMENT



## INTRODUCTION AND PURPOSE

Archer Hotel Capital B.V. aspires to building one of the highest quality, most environmentally and socially responsible hotel portfolios in Europe, while creating long-term value and delivering commensurate risk-adjusted returns for our Shareholders. Operating with socially responsible business practices, we make these commitments to our employees, business partners & operators and the communities in which we operate and invest.

## BUILDING A RESPONSIBLE ORGANISATION

Our commitments

We encourage our employees to proactively engage and participate with:

- regular internal compliance and governance training on best practices.
- individual responsibility and commitment to ethical behaviour in everything we do.
- support to build personal career development plans.
- promoting effective communication through our initial employee engagement survey and follow up initiatives.
- transferring our carbon offsetting initiatives into tangible charitable donations such as for Terra Neutra ([www.terraneutra.com](http://www.terraneutra.com)).

Objectives

- 100% of employees receive training on compliance and governance annually.
- Encourage annual assessment of training requirements and updates for personal and professional development plans for all employees.
- Achieve a NPS (net promoter score) among employees of at least 65 by year end 2024.
- Invite all employees to contribute to local community initiatives (e.g. charity and sponsorships) on an annual basis.
- Monitor carbon footprint of management organization and operate carbon neutral by 2030.

## DELIVER SUSTAINABLE ASSET VALUE

Our commitments

- to strive to improve the sustainability of our hotels by committing to a memorandum of understanding with our hotel operators.
- to encourage our hotel operators to participate in our initial engagement survey.
- to collaborate with our hotel operators to reduce our sustainability footprint and pursue the following reduction targets:
  - Reduce electricity and water consumption by at least 2% annually
  - Reduce waste production by at least 5% annually
- to strive to adopt best environmental standards and practices within all of our renovation programmes.

Objectives

- Incorporate Memorandum of Understanding in all new contracts with hotel operators going forwards and commencing in 2020.
- Organize operator engagement survey every two years.
- Operate portfolio on a carbon neutral basis by 2030.
- Obtain green building certification for all hotels by 2025.

## ENHANCE A CONSCIOUS CUSTOMER EXPERIENCE

### Our commitments

- to collaborate closely with our hotel operators in order to:
  - measure and optimize customer satisfaction;
  - share best practices across the portfolio;
- to introduce a sustainable code of conduct as part of our general rules of engagement.
- to collaborate closely with our local communities.

### Objectives:

- Optimize customer experience and satisfaction scores in collaboration with hotel operators by establishing a common platform of comparable smart targets by 2025.
- Include responsible supplier code of conduct in all new supplier contracts and monitor compliance with the code by year end 2025 for all suppliers.
- Stimulate all hotel operators to contribute to their local communities by organizing local initiatives on an annual basis.



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