

Corporate Social Responsibility (CSR) policy of BoHotels



01 September 2024

Introduction

We are all responsible for protecting our environment for future generations, thereby ensuring the long-term sustainability of tourism.

To this end, BoHotels is committed to the following steps:

- Implementation of appropriate environmental protection practices within the framework of our **Dream green** project;
- Obtaining an environmental protection certificate;
- Annual review and update of this policy and our objectives;
- Full compliance with environmental legislation;
- Continuous monitoring and reduction of our water, electricity and gas consumption;
- Minimizing the amount of waste, especially food and single-use plastics;
- Reducing, reusing and recycling resources used by our businesses wherever it is possible;
- Developing and implementing a green procurement policy that favours goods and services from local and responsible sources;
- To call the attention of our partners and suppliers to participate in our efforts to protect the environment.

Objectives

The goal of BoHotels is to minimize environmental impacts and support sustainability in all areas of our operations, thereby contributing to reduce our ecological footprint. We believe that this attitude leads to a greener future.

Our CSR policy is based on two pillars: Care about the Planet and Care about the People.

Care about the Planet

Energy

10% reduction in our gas consumption in 2025 compared to 2019.

Water

3% reduction in network water consumption in 2025 compared to 2024.

Waste

5% reduction in the amount of generated waste in 2025 compared to 2024.

Green procurement

Increasing the number of suppliers committed to environmentally friendly products and packaging by 2025 compared to 2024.

Care about the People

Community social responsibility

Garbage collection in the area of our city in cooperation with environmental organizations.

Regular tree planting in cooperation with the Plant a Tree organization.

Presentation of local cultural heritage to our guests through pictures and descriptions displayed in the hotel.

Our program

Care about the Planet

Energy efficiency

Our goal is to reduce the amount of the emitted carbon dioxide: we have continuously expanded the number of solar panels and modernized our cooling and heating system. We replaced the existing liquid coolers with heat pumps that provide one and a half times the previous performance with lower energy consumption.

We give preference to the purchase of energy-efficient products and services, such as LED bulbs used throughout the hotel, the presence-sensing lighting system in the communal and staff spaces, and the purchase of energy-saving devices (e.g. TVs, refrigerators, minibars). In the guestrooms, the lighting and room plugs only work when the key card is used.

Suppliers are encouraged to provide data on the energy performance of their products and services to support informed purchasing decisions.

We consider it important to measure gas, electricity and water consumption on a daily basis, so we can react immediately in case of any outliers.

Reducing water consumption

Fitting taps and shower heads with aerators serves to reduce water consumption.

Changing towels upon guest's request supports saving water.

We change the bed linen in the rooms after every third night.

Chemicals and cleaning products

In an effort to minimize the use of chemicals and cleaning agents, our guests can waive daily cleaning, and in exchange for this, BoHotels undertakes to plant 120 trees per year in cooperation with the Plant a Tree organization.

In 2024, we managed to switch to environmentally friendly (ECO LABEL certified) cleaning products.

Sustainable products

From 2024, we use bottles in the bathrooms that are 100% plant-based, mainly made using sugar cane. The hand washing soap and shower gel also come from responsible sources and have ECO LABEL certification.

A significant part of the paper products used in the hotel are ECO LABEL certified or come from suppliers that have FSC and PEFC certificates.

We have eliminated single-use plastic items, instead we use products made from environmentally friendly materials, e.g.: coffee cups, straws.

We strive to display as many organic products as possible in the breakfast offer, and we also place great emphasis on providing vegetarian and vegan options.

Waste reduction and recycling

We have been committed to selective waste collection for years. Separate collection of paper, plastic and glass is mandatory in every department, so we have placed selective trash cans in several parts of the hotel and on all floors.

The number of lists and reports to be printed has been minimized, invoices are sent out in digital form. If necessary, we use ECO LABEL certified paper.

In order to reduce the use of PET bottles, our guests have the option of purchasing a glass water bottle that can be refilled with filtered water an unlimited number of times. Of course, filtered water is also available for our staff, for which we provide them with water bottles free of charge.

Our goal is to take steps to reduce food waste. We consider it important to consciously compile the staff menu; damaged fruits and vegetables can be used to make soups and cakes. At the end of the breakfast, we provide our employees the opportunity to consume some food on offer. In addition, the breakfast selection has been expanded with self-made flavoured Bo Gourmet oils, the bottles of which can thus be recycled. In order to avoid accumulation and the formation of scrap due to the expiration of the warranty period, our employees work with precisely calculated, minimal inventory management.

Local and organic procurement

We are actively looking for food producers and traders who pay a lot of attention to operating in a more sustainable way in our daily activities.

Our goal is to provide our guests with a fresh, seasonal and sustainable offer through our local partners, thereby supporting local communities and reducing harmful emissions during the transport of goods. We also refrain from purchasing products from endangered or protected species.

Transportation

We recommend our guests to use environmentally friendly means of transport. In our hotel, we provide bicycle rental and charging facilities for electric vehicles. We also encourage them to use public transport, which allows them to quickly and easily reach the main attractions.

Our goal is that not only our guests, but also our employees choose environmentally friendly modes of transport.

Care about the People

Health and safety are factors of fundamental importance to us, and we expect all our employees to work in accordance with all applicable health and safety laws and regulations.

Our core value is ethical behaviour. We ensure fair, non-illegal treatment for all our employees and partners.

We expect our colleagues and partners to provide a work environment free of abuse, intimidation and harassment that allows everyone to raise concerns freely without fear of retaliation.

In our hotel, we comply with the laws and regulations regarding wages and working hours, and we do not employ people who do not reach the minimum age for employment.

We conduct our business in an open and honest manner in accordance with competition law. The employees of our hotel and our partners may not offer, request or accept any value in the course of their work, which serves to obtain some advantage or entitlement.

Our company is committed to managing and protecting all personal data in accordance with the legal requirements of the GDPR. In case of any emerging crisis, the incident will be reported as required.

Equal opportunities and respect for human rights are expected in our hotel and our partners. We do not accept any form of forced or child labour, age, religious, gender, or racial discrimination. We do not tolerate harassment, exploitation, or any form of retaliation against our employees.

In our hotels we do not exhibit or sell endangered plants, animals, historical or archaeological artefacts in our hotel.

We all have a responsibility to speak up if we see or suspect a problem. Anyone can make a report to the head of department, the Hotel Manager, and the HR manager in person or at the following email address: hr@bohotels.hu. All information shared will be kept confidential.

In addition to our employees, we also pay a lot of attention to our wider environment. We implement several initiatives every year:

Charity activities

We support the work of many foundations every year, not only with financial but also with in-kind donations. We offer the replaced mattresses and textiles for charitable purposes to hospitals and children's homes.

Ethical work

It has always been important in our company's value system, but in the current changed market environment, the retention of our existing colleagues and the strengthening of their commitment takes on an even more significant role. We strive to be an employee-friendly and family-friendly workplace.

Volunteer projects

- Garbage collection
- Bench painting in the city's public squares
- Blood donation