



FEEL AT HOME.
BE INSPIRED BY
OUR STORIES.

Sustainability Policy

Stadsvilla Mozaic



Fine Hotels & Suites

Fine Hotels & Suites is a collection of hotels, founded in 2007. The group is comprised of a family of 5 various hotels, located in the Netherlands, differing in size and market position, connected through shared values. These hotels are Stadsvilla Mozaic (The Hague), Stadsvilla Mout (Schiedam), Casa Julia (Delft), Huis Blaauwen (Delft) and Bergse Bossen (Driebergen-Rijsenburg).

Fine offers both comfortable suites and stylish meeting facilities, and aims to create a homely, sophisticated and graceful atmosphere for its guests to really feel at home and inspired. Almost all our hotels are situated in historical buildings of which the incredible history and stories are passed on to our guests.

Mission, vision and values

Our mission is to make sure that our guests, employees and other relations feel at home with us in a long term, quality-driven and profitable manner. We do this by providing an excellent and personal sleeping, meeting, eating and drinking experience. All our decisions are considered based on the revenue and profit yield, employee and guest wellbeing, and distinctive character.

All our hotels, our mission and vision are tied together through our values. These are Elegance, Atmosphere creation, Authenticity, Sustainability, Connection and Professionalism. These are all considered equally important and vital to the success of our family of hotels.

Sustainability

Over the years, sustainability has become more and more part of our vision and values, thus it is at the foundation of our practices. All our sustainable and responsible initiatives have a strong link with our daily activities to increase the impact.

We aim to imbed sustainability even more in our hotels, looking at topics like environment, responsible purchasing and community involvement. Therefore, we have formulated sustainability policies for all our hotels in order to clearly define, communicate and track our goals and aspirations.

Through our elegant, resourceful and sustainable way of doing things, we aspire to both be a role model for other hotels and inspire our guests.

Stadsvilla Mozaic

Stadsvilla Mozaic was the first hotel signed under Fine Hotels & Suites and is located near the historic city centre of The Hague. With its unique and original design, it truly is the place to be inspired for many of our guests.

Sustainability Pillars

Our sustainability policy consists of three pillars. These three pillars form the framework for all our sustainability practices.

- Environment and waste
- Responsible purchasing
- Community and employees

Green Globe Standard

In our sustainability practices, we aim to base our policy and strategy on the Green Globe Standard. This is because this standard focuses on both core sustainability criteria and regional issues. Moreover, it allows us to custom-design sustainability practices fit for our hotel, instead of mandatorily focusing on standardized criteria's. This will optimize the effect and impact of our activities.

Environment and Waste

Energy Conservation

Firstly, our hotel runs on 100% green energy. There are a few initiatives that help us to conserve energy usage in our hotel. First of all, the entire hotel uses LED lights. This has many benefits, like energy savings, no UV radiation and safety. Apart from that, in all our rooms the appliances, including the minibar, are turned on/off through the key cards. Moreover, we use hallway sensors. When a room is not used, the heating is turned down. Additionally, the air-conditioning can be controlled from our front office, to ensure it is not unnecessarily on when the room is empty.

In our public bathroom, we do not use blow dryers or paper towels, but cotton towels instead. Additionally, our entire hotel has double-glazing and isolation, to ensure energy reduction.

Waste Reduction

All our waste is separated based on glass, paper or residual waste. In order to decrease food waste, we ensure that all our procurements are estimated very exact, so that we do not have many leftover or spoiled foods. What is more, when replenishing the breakfast buffet we take into account the amount of food needed for the guests, to decrease food waste, too. Additionally, we intend to recycle perfectly fine foods that cannot be used for the buffet anymore, in smoothies and employee lunches.

Apart from this, we aim to make sure all our unusable furniture is either handed down to employees, offered for free through the internet or donated to charitable organisations or thrift shops. Defect office supplies are first repaired instead of replaced immediately, to reduce e-waste.

Another way we try to decrease waste is by not using any plastic or paper dishes, cups or placemats. Moreover, at our breakfast buffet, we minimise the use of mono-packaging in our cereals, sandwich spreads and yogurts. Another sustainable initiative is using small bamboo cones, instead of plastic or paper ones, in our lounge where we offer guests some snacks.

Water Consumption

In order to restrict water consumption, we use special water-saving showerheads to minimise the amount of water usage per minute (9.5 l/min or 5.7 l/min) in all our rooms and on our taps. Moreover, we offer dual flush toilets in our entire hotel to decrease water consumption. What is more, our kitchen uses a rinsing-machine instead of a dishwasher. This machine uses significantly less water.

Sustainable Mobility

Sustainable mobility is also very important to us. Our hotel is nearby multiple tram stations and, thus, very easy to reach by public transport. There are also multiple recharge stations for electric cars close to our hotel. Additionally, we offer our guests the opportunity to rent bikes, so that they can explore the city in a more sustainable way. We always recommend our guests on local restaurants, nature and cultural activities in The Hague that can be reached by foot, bike or public transport.

Responsible Purchasing

Food & Drinks

In all our food purchases we try to focus on quality and sustainability, so, where possible, we collaborate with local entrepreneurs. For instance, our cheese, meat, oranges and bread are acquired from our neighbours. Catering for our meeting facilities is also done by local delicatessen. In this way, we support local entrepreneurs and decrease CO2 emissions. On top of this, we ensure that our tea and coffee are Fairtrade.

In our breakfast buffet we offer a wide variety of healthy options. Moreover, we attend to different tastes by presenting both vegetarian and vegan options, and gluten free and soy products.

Due to the fact that Dutch tap water is of a high quality, we encourage using mainly tap water in our hotel. Thus, we do not need to purchase large amounts of plastic water bottles.

Textile & Toiletries

All our textile inventory is made from cotton, unless a guest requests otherwise. We ensure that all our linens are of thick and strong materials to extend its lifecycle. Our textiles have certifications like Global Organic Textile Standard. We cooperate with the Van Der Kleij laundry service that has a Fairtrade and Global Organic Textile Standard certification. We are currently examining purchasing new toiletries. In this decision process, we consider sustainability and a sustainable brand a vital condition.

Cleaning products & Office supplies

We recently changed our cleaning products to a sustainable brand that we use in all our cleaning practices. These cleaning products do not use any harmful chemicals, which is better for the environment and your health. Through this, chlorine usage is kept to the minimum.

In all our daily activities, we try to minimise printing and paper usage. Therefore, we keep all our meeting facility invoices digitally, instead of printing them. Additionally, we give our guests the option to either get a printed invoice or receive it via e-mail. In this way, we already have decreased our paper usage by 80%.

Responsible construction

In our construction activities we try to respect the history and historical elements of our building. When selecting materials, we aim for materials that will have a long lifecycle, which is our highest priority.

Community and Employees

Ronald McDonald Huis

We have a close partnership with the Ronald McDonald Houses in Rotterdam and The Hague. These houses offer families of hospitalized children the opportunity to stay near the hospital. We support these houses in a few ways:

- Donating money on a yearly basis through their business clubs. Moreover, we have a donation box at our reception so that our guests can also donate. 100% of these proceeds go to Ronald McDonald.
- Donating other things to the houses.
- Selling their merchandise at our hotel, like stuffed animals and Doppertjes.
- Offering guests the option to give night kisses to the patients through an online check procedure.
- Offering our suites to families, for a reduced price, when the Ronald McDonald houses are full.
- Helping out at the houses once each year with our employees by means of cooking for the residents.

AED

Stadsvilla Mozaic is located on a very busy and important cross point. Therefore, we have an AED at our reception in case of an emergency. All our regular employees are trained to use this when needed. In this way, we can play a vital role in the city of The Hague and potentially save lives.

Local artists and projects

To tell the stories of our beautiful historical building, we cooperated with local artists to create the poems, paintings and pictures that can be found in and around our hotel. Through this, we are able to give local creators a stage and tell our stories at the same time.

Moreover, apart from our partnership with Ronald McDonald, we sometimes participate in local initiatives, projects or charities.

Employees

We, as Stadsvilla Mozaic, value our employees dearly. Therefore, we aim for having long term relationships with all our employees. Thus, we support and contribute to their personal and professional development and careers, giving everyone equal opportunities.

Through several internships at our hotel, we offer youngsters the opportunity to get meaningful experience and career development. Often, these young people even stay with us for a longer period of time. This contributes to the education and youth employment in the area.

We strive to be open to all applicants from all backgrounds. As long as the people share the same values and are as passionate about inspiring our guests as we are. When possible, we also hire people with disabilities.

Topics we are currently working on

Below you can find all the topics and activities we are working on to make our hotel even more sustainable and keep inspiring our guests.

Specifically for Mozaic

- Install light sensors in our kitchen and public areas on the ground floor.
- Improve our communication around the Ronald McDonald merchandise at our front desk

All our hotels

- Receive the Green Key certification
- Appoint an internal Green Team to look over all our sustainability practices and policies
- Decrease plastic wrap usage in our kitchen
- Eliminate mono-packaging in our toiletries by using refillable dispensers
- Increase our responsible purchasing by means of local suppliers, sustainable wholesalers or sustainable brands
- Increase our responsible purchasing for office supplies, furniture and construction materials
- Enable a filter machine to make sparkling water out of tap water. This will eliminate our plastic bottle purchases
- Use recycled paper to welcome our guests in their rooms

- Improve our waste separation activities
- Offer our guests the opportunity to separate their waste in their rooms
- Use linen napkins
- Encourage our guests to take food for their lunch from our breakfast buffet to decrease food waste
- Generate bio energy from our bio waste
- Recycle our waste streams by collaborating with start-ups and charities

- Seek a higher certified energy supplier
- Install an energy registration and guard system in our hotel
- Install light sensors in our kitchen
- Install smart thermostats in all our rooms
- Install solar panels on our roof
- Increase the number of electric car chargers near or on our hotel property
- Use grey water or rainwater to flush the toilets
- Install a heat pump
- Install a smart cooker hood
- Increase the usage of the savings-mode on our washing machine, rinsing machine and ovens

- Increase accessibility of our hotel for disabled or less abled guests
- Train our employees on our sustainability practices
- Improve communication to our guests concerning linen washing and room cleaning to save water

- Offer guests of our meeting facility the opportunity to compensate their CO2 emissions to enable climate neutral meetings
- Enable videoconferencing at our meeting facilities
- Use white boards instead of paper writing boards
- Offer guests the opportunity to either donate money or a room to the Ronald McDonald houses when booking a room with us

- Increase the number of green in and around our hotel by means of plants, flowers, terrariums and bee hotels
- Collaborate with social working places to create decorations or signs for our hotel
- Collaborate with a social working place to rent our bikes from