

our approach to single-use plastic

At citizenM, we take sustainability seriously. Our hotels are built and operated in a way that minimises our impact on the environment. No matter where we set up home, we respect our surrounding communities – and we do what we can to protect them.

the issue

The increase in single-use plastic items has become a global sustainability issue. Single-use plastic contributes to pollution, negatively impacts wildlife and increases global greenhouse gas (GHG) emissions. Since we're on a mission to create positive change in a world where we are simply guests, that means taking action on our own single-use plastic use.

our goal

Remove all single-use plastic items from the guest experience by the end of 2023.

what are we doing?

We reviewed all single-use plastic items in our hotels. To decide the right path for each of them, we assigned them to one of the 5 R's: remove, refill, reduce, reuse and recycle. In most cases, we decided to remove the item – stop using it altogether. For everything else, we will either phase out or recycle.

We've already made some good progress with our initiatives. Here is a list of items you won't see in our hotels:

- plastic water bottles in our rooms
- plastic drinks bottles in canteenM
- plastic salad boxes
- plastic takeaway bags – we use paper
- tiny toiletry bottles in our rooms
- plastic straws
- plastic stirrers
- plastic cutlery
- plastic earbuds
- unnecessary plastic-wrapped gifts like chocolate or minibar stock
- plastic laundry bags in our rooms (ours are biodegradable)
- plastic laundry sacks used by housekeeping – we use cotton sacks which can be washed and reused

We also minimise the plastic we use during housekeeping by reusing and refilling our cleaning bottles.

how conscious travellers can support our goals

We want to make it easy for conscious travellers to minimise their impact – no matter where they are in the world. Need some help? Here are a few tips on how you can take action during your stay:

- download our app and skip the room key
- bring your refillable water bottle and fill it up at canteenM
- bring reusable shopping bags – we estimate that over 20% of our waste is brought into the hotel from the outside
- use our recycling bins downstairs to separate your waste

what we're working on

- reducing packaging from deliveries
- reviewing guest amenities we provide, such as toothbrushes (we're not removing, we're improving)

You can read more about our approach to Environmental Social Governance at <https://www.citizenm.com/esg>.

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