

HOTEL CHAMADE · GHENT

# VSME Sustainability Report 2025

Energy · water · waste · social · governance

Prepared in partnership with The Ecological Entrepreneur, following the European VSME standard (EFRAG).

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Online version: [chamade.be/en/vsme](https://chamade.be/en/vsme)

Other languages: [Nederlands](#) · [Français](#)

# VSME Sustainability Report 2025

This report provides a transparent overview of our sustainability performance in 2025, in line with the *Voluntary Sustainability Reporting Standards for SMEs (VSME)*, developed by EFRAG. It was prepared in collaboration with *The Ecological Entrepreneur*.

**4 kg**

CO<sub>2</sub> PER OVERNIGHT STAY

Sector average: ~12.2 kg

**100%**

RENEWABLE ELECTRICITY

Scope 1 & 2 = 0 tCO<sub>2</sub>e

**187.9 L**

WATER PER OVERNIGHT STAY

-6% vs 2024

**0**

HUMAN RIGHTS INCIDENTS

No convictions or fines



Our breakfast room after the 2024 renovation.

## About this report

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The VSME standard is a European reporting framework for non-listed SMEs. It allows us to report on environmental, social and governance performance in a structured way, without the heavy administrative burden of larger ESG frameworks.

Our sustainability approach builds on our **Green Key label** (valid until end of 2026) and is structured around three core themes:

### ENERGY

#### 100% green

Renewable electricity and continuous improvement of the building's energy performance.

### MOBILITY

#### Slow travel

Encouraging low-carbon travel for guests and staff, with attention to transport throughout the chain.

### COMMUNITY

#### Local

Working with local partners and contributing to the vibrant Ghent neighbourhood.

## Hotel Chamade key figures

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INDICATOR	VALUE
Revenue 2025	€1.2 million
Total assets 2025	€1.5 million
Rooms sold 2025	10,000
Full-time equivalents (FTE)	14
<b>NACE sector code</b>	<b>I55.1.0 Hotels</b>

## Climate & energy

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Since 2025 we run entirely on green electricity. That year we consumed 244.33 MWh, or an average of 15.54 kWh per overnight stay. The increase compared to 2024 is linked to the higher number of overnight stays in 2025 and the temporary closure of several floors during the 2024 renovation.

YEAR	ENERGY USE (MWH)	PER OVERNIGHT STAY (KWH)
2024	163.34	13.66
<b>2025</b>	<b>244.33</b>	<b>15.54</b>

### CONCRETE MEASURES

- Energy-efficient HVAC system installed
- Full conversion to LED lighting
- Improved building insulation
- Electric delivery van charged on our own green power

### GREENHOUSE GAS EMISSIONS

<p><b>SCOPE 1: DIRECT</b></p> <p><b>0 tCO<sub>2</sub>e</b></p> <p>Was 0.16 tCO<sub>2</sub>e in 2024. From 2025 onward, fully reduced to zero.</p>	<p><b>SCOPE 2: ENERGY</b></p> <p><b>0 tCO<sub>2</sub>e</b></p> <p>100% renewable electricity (market-based method).</p>	<p><b>SCOPE 3: INDIRECT</b></p> <p><b>~545 t</b></p> <p>Guest transport and purchased goods are the heaviest categories (2024 figure).</p>
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### 4 kg CO<sub>2</sub> per overnight stay

An overnight stay at Hotel Chamade resulted in an average of 4 kg CO<sub>2</sub> in 2024, compared to a sector average of around 12.2 kg.

Source: UK Government GHG Conversion Factors for Company Reporting, 2025

## Water

We installed water-saving taps with aerators in our staff areas, kitchen, public toilets and 15 of our 51 guest rooms. As a result, the average consumption per overnight stay dropped from around 200 litres (2023–2024) to 187.9 litres in 2025 (–6%).

YEAR	TOTAL (M <sup>3</sup> )	PER OVERNIGHT STAY (L)
2023	2,718	200.29

YEAR	TOTAL (M <sup>3</sup> )	PER OVERNIGHT STAY (L)
2024	2,398	200.60
<b>2025</b>	<b>2,966</b>	<b>187.90</b>

We plan a phased rollout of this measure to all bathrooms.

## Sector benchmark (Ecostars)

Below we compare our key figures with the Ecostars benchmark, based on data from more than 5,000 hotels worldwide. Ecostars is an international sustainability label for the hotel sector.

INDICATOR	HOTEL CHAMADE	BENELUX	GLOBAL
Water per overnight stay (L)	187.9	247	578
Energy per overnight stay (kWh)	15.54	56	50
<b>CO<sub>2</sub> per overnight stay (kg CO<sub>2</sub>eq)</b>	<b>4</b>	<b>9.1</b>	<b>10.9</b>

Source: Ecostars Sustainability Benchmark, 5,000+ hotels.

## Waste & circular economy

Together with our waste partner RENEWI, we sort our waste into five streams. Glass, paper and organic waste reach recycling rates of (almost) 100%, while plastic and mixed waste still need improvement.

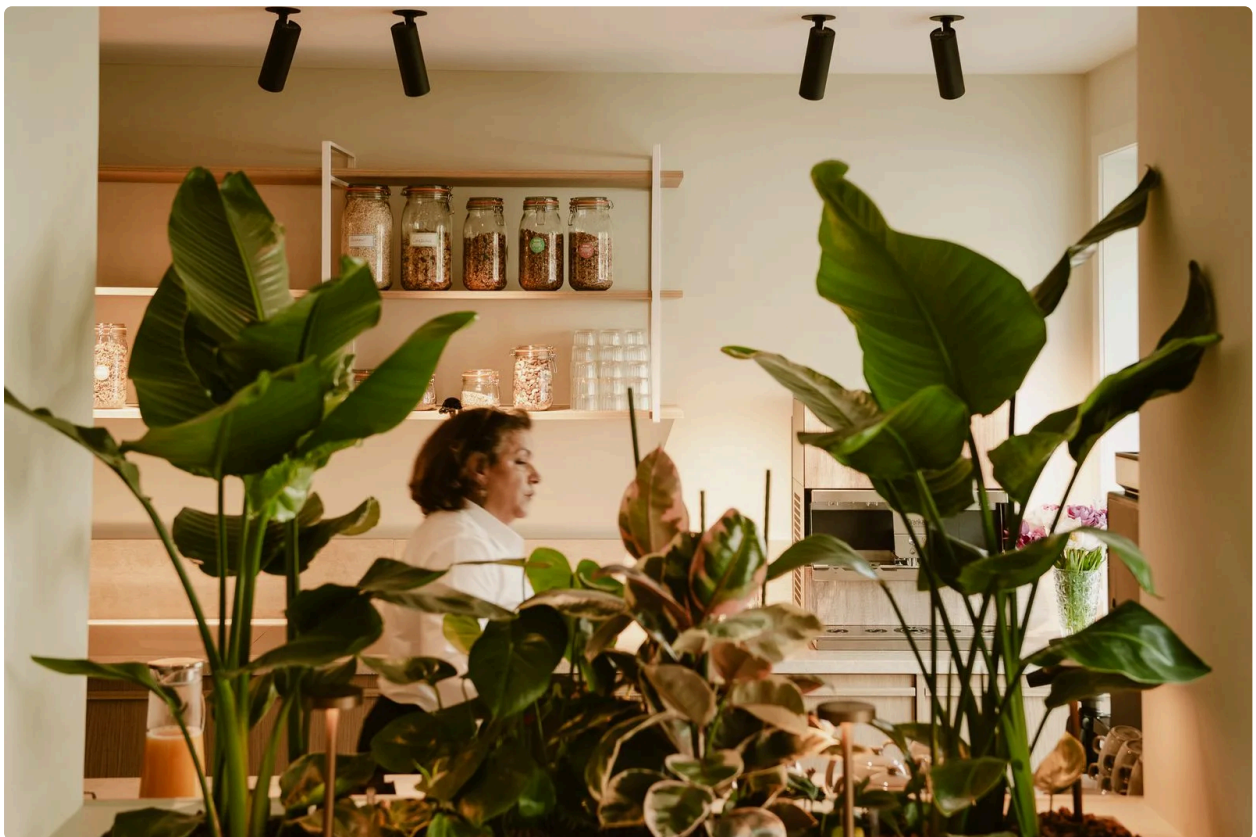
WASTE STREAM	GENERATED (KG)	RECYCLED
Glass	1,640	100%
Paper and cardboard	2,320	99%
Organic kitchen waste	3,710	96%
Plastic	1,740	57%
<b>Mixed municipal waste</b>	<b>5,280</b>	<b>15%</b>

CIRCULAR PRINCIPLES IN PRACTICE

- Partnership with TooGoodToGo to make use of food surplus
- Local and seasonal products
- Flooring made from recycled tyres
- Modular sanitaryware (Geberit): targeted replacement instead of full installations
- Avoiding single-use plastics

## Our team

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*Our team consists of 14 FTE; all are covered by a collective bargaining agreement.*

In addition to the 2 owners, the team consists of 13 permanent staff, supplemented during peak times by day contracts. **100% of our staff** is covered by a collective bargaining agreement and earns at least the legal minimum wage.

### DIVERSITY

- 14 FTE in total (12.1 female / 1.9 male)
- Staff from 11 countries, a strongly multicultural team
- No work-related accidents or fatalities in 2025

## SUSTAINABLE COMMUTING

- Bicycle leasing programme via JOULE, currently used by 3 staff members
- 4 staff members walk to work

## TRAINING IN 2025

- One staff member completed a 268-hour Payroll Advisor course
- Two internal training days for reception staff
- External speaker on *Connecting Communication*
- On-site visit to supplier Compaan with the breakfast team
- Allergen legislation and procedures discussed at the annual meeting
- Training on the new scrubbing machine for reception, breakfast and housekeeping
- 3-day onboarding for 2 new permanent housekeeping staff; 1-day shortened training for 11 day contractors

# Our guests and community

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In 2025 we again welcomed many guests. We actively work on a sustainable shift in our guests' travel behaviour through targeted communication and the promotion of slow travel.

## LOCAL PARTNERS

### FOOD & DRINK

- **Oxfam**: fairtrade coffee beans
- **Bakkerij Lonneville**: sourdough bread from Lembeke
- **Compaan Con Brio NPO**: sourdough bread, rolls and biscuits
- **Vanier.Gent**: Ghent cooperative for dairy, vegetables and fruit

### SOCIAL & ECOLOGICAL

- **TooGoodToGo**: daily sale of food surplus
- **Enchanté**: leftover food for vulnerable groups
- **GoForest**: contribution to reforestation
- **JOULE**: bicycle leasing for staff



*Fresh sourdough bread and rolls from Bakkerij Lonneville and Compaan.*

## Governance & ethics

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- 0 convictions or fines for anti-corruption or anti-bribery violations in 2025
- 0 incidents related to child labour, forced labour, human trafficking or discrimination, both in our own operations and in the value chain
- Code of conduct with explicit attention to discrimination prevention and workplace safety
- Complaints mechanism accessible to all staff

### RESPONSIBLE SOURCING

We screen our suppliers and apply ecological criteria to every new purchase: recyclability, repairability, ecological origin and proximity. We also encourage suppliers to organise deliveries more sustainably and aim to reduce delivery frequency by expanding our storage capacity.

# Looking ahead

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## LONG TERM (2040)

- Annual reduction of residual waste per overnight stay
- Reducing emissions from guest travel through targeted communication and partnerships around public transport

## ON THE PLANNING

### SHORT TERM

- Expanding storage capacity to lower delivery frequency
- Phased rollout of water-saving measures
- Further optimisation of energy use per overnight stay

### MEDIUM TERM

- Replacing energy-intensive equipment (bathroom heaters, lift)
- Active partnerships with the local social economy
- Promoting slow travel

## Conclusion

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For us, sustainability is not a separate project but a way of doing business. It lives in the choices we make every day, big and small. This report is the next step in a process of continuous adjustment and improvement.

This report was prepared by *The Ecological Entrepreneur*. Questions: [info@chamade.be](mailto:info@chamade.be) or [+32 9 220 15 15](tel:+3292201515).