

# We care

Responsibility report 2026



**Bentley**

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OR**

# We are Bentley Europe

We care in every detail, so the choices you make today can leave a lasting impression on both guests and the world we share.

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## INTRODUCTION

### The details that matter

In hospitality, the smallest details shape the way a guest feels. A tray that is carefully placed, the texture of a fabric, a room prepared with attention, each element carries more weight than it appears. These details are not just functional. They set the tone, create comfort and reflect the values behind the experience.

At Bentley Europe, responsibility is part of how we operate as a business. From sourcing and production to customer collaboration and long-term partnerships, our decisions are guided by quality, accountability and continuous improvement.

As a supplier of hotel room solutions, we recognise that even the smallest details carry impact. The products we design and deliver influence not only guest experiences, but also the people and environments connected to their creation.

This Responsibility Report outlines our approach across three focus areas: Planet, People and Partnerships. It reflects the standards we work within, the progress we continue to make and the areas where we aim to strengthen our impact.

Ton Jonkman  
Managing Director Bentley Europe BV

WE CARE

## Our mission

Our mission is to support hotels worldwide with refined and reliable room solutions, while taking responsibility for the impact those solutions create.

We believe that true hospitality is built detail by detail. Every product we deliver contributes to the guest experience, while also carrying responsibility beyond the room itself.

By integrating responsible sourcing, careful production and long-term partnerships into our daily decisions, we ensure that quality and accountability go hand in hand. In this way, even the smallest details reflect our commitment to hospitality done right.



## Caring for tomorrow

Responsibility is reflected in the decisions we make every day. From materials and production to partnerships and packaging, our choices influence more than the product itself.

Our commitments define how we reduce environmental impact, support the people connected to our work and build long-term relationships across the hospitality industry.

They provide direction, clarity and accountability in how we operate today and how we continue to improve.

## Our commitments

### Planet

Use responsible materials, including FSC certified wood and proven sustainable alternatives.

Reduce waste by minimising plastics and improving packaging solutions.

Produce closer to our main markets where possible to lower transport emissions.

Support reforestation through our partnership with Trees for All.

### People

Ensure safe and fair working conditions across our supply chain.

Invest in the well being and development of our employees.

Design products that support hotel teams and guests in daily use.

Act with transparency, respect and integrity in every business relationship.

### Partnerships

Collaborate with hoteliers to create consistent and reliable room standards.

Build long-term relationships with suppliers who share our standards of responsibility.

Encourage customers to contribute to our tree donation programme.

Contribute to a hospitality industry that values responsible decision making.

These commitments guide how we work today and how we continue to improve.

## RECOGNITION

# EcoVadis: from Bronze to Platinum

In 2026, Bentley Europe was awarded the EcoVadis Platinum Medal, placing us among the top 1% of companies assessed worldwide. We are grateful to receive this recognition. It reflects the consistent effort behind the scenes to strengthen how we operate and to improve our environmental, social and ethical performance step by step.

This achievement marks significant progress since 2024, when we received a Bronze Medal. It confirms our continued focus on strengthening performance across the four EcoVadis themes: environment, labour and human rights, ethics and sustainable procurement.

EcoVadis provides an independent assessment of how we operate as a business. It helps us measure progress, identify priorities and translate our commitments into structured and accountable action. By continuing to participate in EcoVadis assessments, we reinforce transparency and maintain a clear benchmark for continuous improvement.



# Planet

## **Reducing environmental impact**

Every product leaves a footprint. In this section, we focus on the practical steps we take to reduce that impact through packaging, materials and sourcing.





## RESPONSIBILITY

## From commitment to action

Responsibility is not one decision. It is a series of everyday choices that shape how we work and what we deliver.

At Bentley Europe, we focus on practical improvements that reduce impact without compromising quality. From packaging and materials to sourcing and transport, we look for solutions that work in real hospitality environments.

Change is already visible in our daily operations. In our warehouse, plastic tape has been replaced with paper alternatives, and shipments are secured with more responsible packaging materials.

In the following pages, we share the actions we are taking today and the areas where we continue to improve.

## Our packaging

Packaging is often unseen by the guest, yet it plays an essential role in how we operate. The way a product is packed, protected and transported reflects our standards of care and responsibility.

In 2022, we redesigned our packaging to reduce waste and improve recyclability. Full-colour laminated packaging has been replaced with fully cardboard alternatives, printed in one colour.

At the same time, we continue to eliminate single-use plastics in our warehouse and shipments. From tape to protective wrapping, we are replacing conventional materials with more responsible alternatives wherever possible.

These decisions may seem small, but together they lead to measurable reductions in plastic use and environmental impact. The figures on the next page reflect the progress we have made so far.

## Eliminating plastics



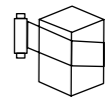
Switched from plastic tape to paper tape. Using 11,000 metres per year.  
= 33 kg



Eliminated 80 percent of single use plastics from our packaging.  
= 1,000 kg



Replaced 500 kilograms of bubble wrap with eco-friendly sugar beet paper.  
= 500 kg



Reduced wrapping foil usage by 57% with the introduction of a new machine.  
= 2,000 kg

By implementing these initiatives, we achieve a total annual saving of 3,533 kilograms of plastic. This reduction is equivalent to 107,061 plastic bottles of 1.5 litres per year.



CHOSEN WITH CARE

## Material with meaning

Every material carries a story. In hospitality, that story is felt in the details guests touch and use each day.

At Bentley Europe, we choose materials with intention. Our hair dryer bags and laundry bags are made from natural fibres and produced without harmful chemicals, offering a more responsible alternative without compromising on quality.

All of our wooden products are made from FSC certified wood, ensuring that the materials we use come from responsibly managed forests.

Within our long standing assortment, products such as our battery free bathroom scales reduce waste by removing the need for disposable batteries.

We also continue to explore and test new sustainable materials. Progress does not happen overnight, but with each considered choice, we move closer to a more responsible standard for hospitality.

WORLDWIDE

## Sourcing with care

Reducing environmental impact starts with informed sourcing decisions.

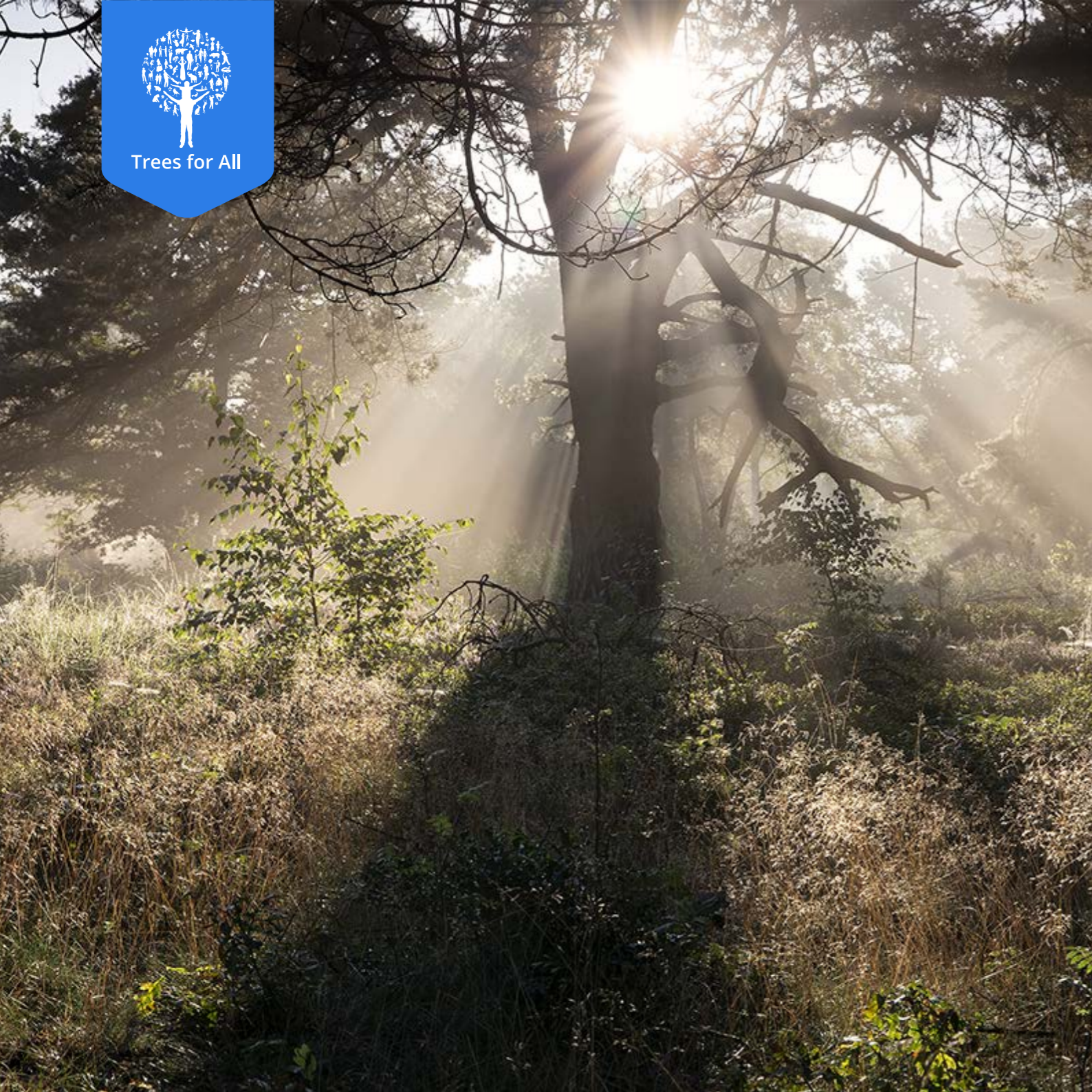
Some of our products are made closer to home in Europe, helping to reduce transport distances and support local craftsmanship. Others are produced further afield by trusted partners with specialised expertise and established production processes.

Producing closer is not always the most sustainable option. Because our customers are located worldwide, direct delivery from production facilities can, in some cases, reduce overall transport movements and emissions. Each sourcing decision is therefore assessed individually, balancing quality, logistics, durability and environmental impact.

Wherever a product is made, the same standards apply. Our approach to sourcing is guided by long-term performance and responsibility, ensuring that every choice supports both people and the planet.

Some of our products are made closer to home in Europe, others are crafted with skill and dedication in the Far East. Wherever they are made, each item reflects the same commitment to quality and attention to detail, always with people and the planet in mind.





## PARTNERSHIP

# Trees for All

Reducing impact starts with the choices we make in materials, packaging and sourcing. At the same time, we recognise that not every environmental impact can be fully avoided.

To further support our environmental responsibility, we partner with Trees for All, an organisation dedicated to reforestation and biodiversity restoration. Through this partnership, trees are planted to support carbon absorption and the restoration of natural ecosystems.

This collaboration complements the steps we take within our own operations. Since the beginning of our partnership, we have contributed to the planting of 3,300 trees.

For us, this partnership is not a substitute for reducing impact. It is an additional way to contribute to a more balanced approach to hospitality.

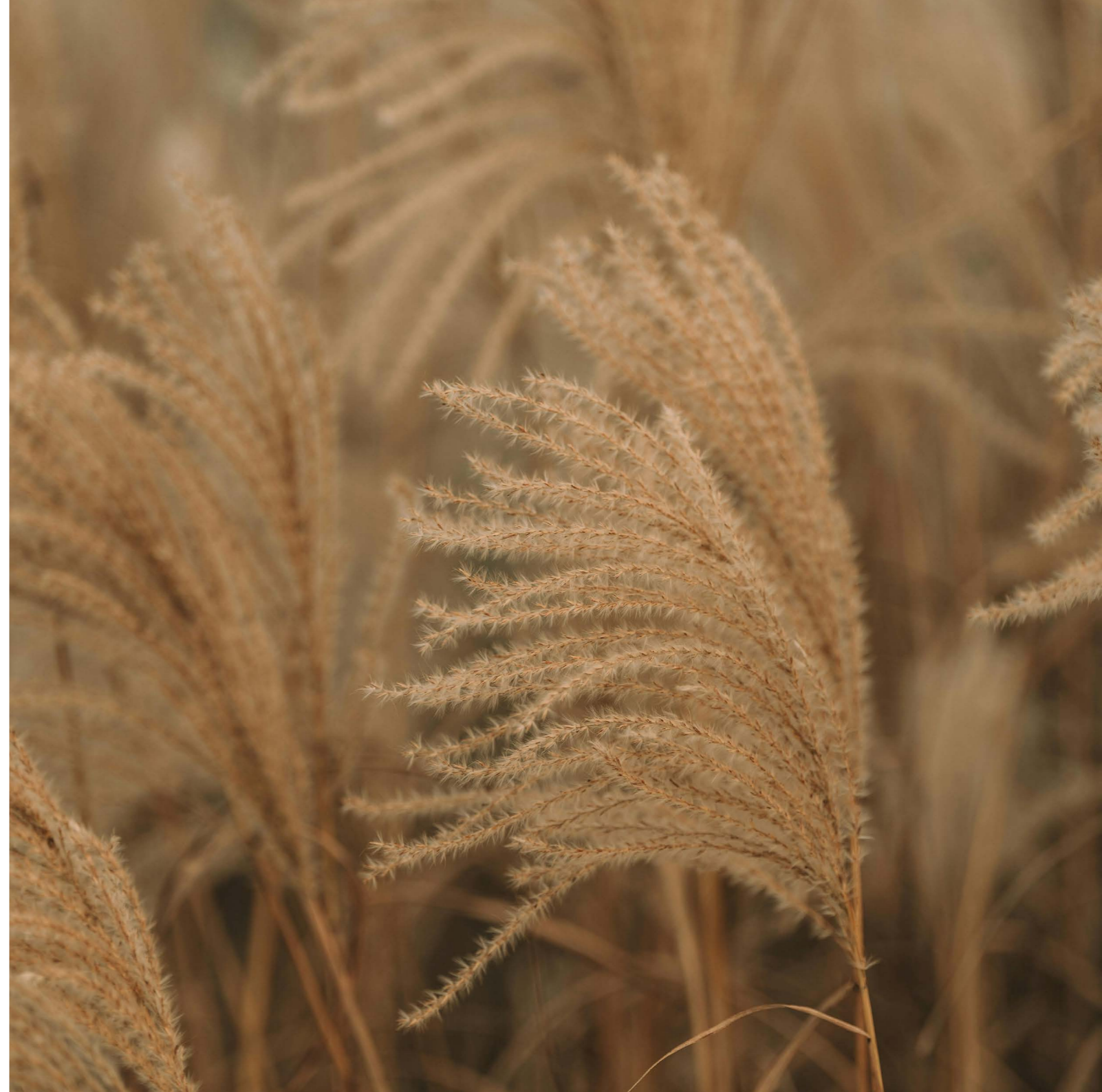
## Looking ahead

We continue to reduce the environmental impact of our operations and products through practical improvements that support both quality and responsibility.

Our focus remains clear:

- Further reduce single use plastics in packaging and processes
- Increase the use of responsible and certified materials
- Reduce transport impact by producing closer to our main markets where possible
- Build on our long-term environmental partnership with Trees for All

Sustainability is not a separate initiative. It is part of how we design, source and deliver every product. By improving step by step, we continue to support a hospitality industry that values both quality and responsibility.





## People

### **Supporting the people behind our products**

Responsibility includes the people behind every product. In this section, we focus on our employees, our supply chain and the partnerships that shape how we work.

## Supporting our people

Behind every design and service we deliver is a team of people who bring Bentley Europe to life. Our employees are not only colleagues; they are the foundation of everything we do. They expect and deserve a workplace built on safety, fairness and trust.

At Bentley Europe, we believe that well-being is not just a policy but a daily reality. We invest in growth and development, encourage open dialogue and create opportunities for people to thrive.

When our employees feel respected and supported, their care carries through into the details that define our products and, ultimately, the service we deliver.

## Our approach

### EXPECTATIONS

Employees value a safe and healthy workplace, equal opportunities, mutual respect and the ability to grow in their careers. We are committed to providing that environment every day.

### ENGAGEMENT

We maintain open dialogue through structured HR processes, employee surveys and regular feedback moments. Training programmes support both personal development and professional growth.

An internal code of conduct, supported by confidential reporting channels, ensures that concerns can be raised and addressed in a transparent and responsible manner.

### ACTION

We comply with international labour standards, including ILO conventions, and with national employment legislation. Inclusivity and equal treatment are embedded in our policies and daily practices, ensuring that all employees, regardless of gender, age, background or role, can contribute and develop.

### PROGRESS

In 2025, employees participated in training across product knowledge, safety and leadership. Regular risk assessments and safety training help prevent workplace incidents and maintain compliance with health and safety regulations.

Employee feedback continues to inform improvements in workplace design, flexible working arrangements and career development support.

## SUPPLIERS

### Acting with integrity

Suppliers are more than producers. They are partners in the story of every product. Their craftsmanship, skill and responsibility are reflected in the details that reach hotels and guests.

Care does not end with design. It extends into how products are made, the people who make them and the standards that guide the process. Integrity in our supply chain is not optional. It is fundamental to how we operate.

We work with manufacturers who meet or align with the principles of the Business Social Compliance Initiative (BSCI). Several of our partners are BSCI-audited. Partners who are not formally certified are required to comply with equivalent standards on labour conditions, human rights, health and safety and responsible resource use

We apply a structured selection and evaluation process when onboarding new suppliers. Compliance with international labour standards and our code of conduct is a prerequisite for collaboration. Long-term relationships, built on fairness, transparency and mutual respect, help ensure that responsibility remains embedded throughout our supply chain.



### Our approach

#### EXPECTATIONS

Suppliers must operate in line with international labour standards, including ILO conventions, and comply with national legislation in the countries where they operate. We require transparency in working conditions, respect for human rights and responsible environmental practices. Alignment with recognised frameworks such as BSCI is expected.

#### ENGAGEMENT

We maintain close dialogue with our manufacturing partners through regular contact, visits and collaboration on product development. Clear agreements and codes of conduct define expectations and support continuous improvement.

#### ACTION

We apply a structured selection and evaluation process when onboarding suppliers. Where applicable, we prioritise partners who are BSCI-audited. Partners who are not formally certified are required to demonstrate compliance with equivalent standards.

A zero-tolerance approach applies to forced labour, child labour and unsafe working conditions. Where non-compliance is identified, corrective actions are required and monitored.

#### PROGRESS

Supplier evaluations and periodic reviews help strengthen alignment with our social and environmental standards. Where needed, improvement plans are agreed and followed up to ensure measurable improvement.

PARTNERSHIP

## Ronald McDonald

Hospitality is not only about the guest room. For us, it is also about care in moments that matter most.

Through our partnership with the Ronald McDonald Houses (Kinderfonds), we support families staying close to their hospitalised child. Across eight Houses, we have donated products from our collection to help furnish rooms with the practical supplies families need during an incredibly difficult time.

In addition to these donations, our team prepares meals for families once a year. It is a modest contribution that reflects how we see hospitality: offering care, warmth and stability when life feels uncertain.

By supporting initiatives like this, we extend responsibility beyond our own operations into the communities connected to our work.





## CONCLUSION

## Looking ahead

We continue to strengthen our responsibility towards the people connected to our business, from our own team to the partners who support our operations worldwide.

Our focus remains clear:

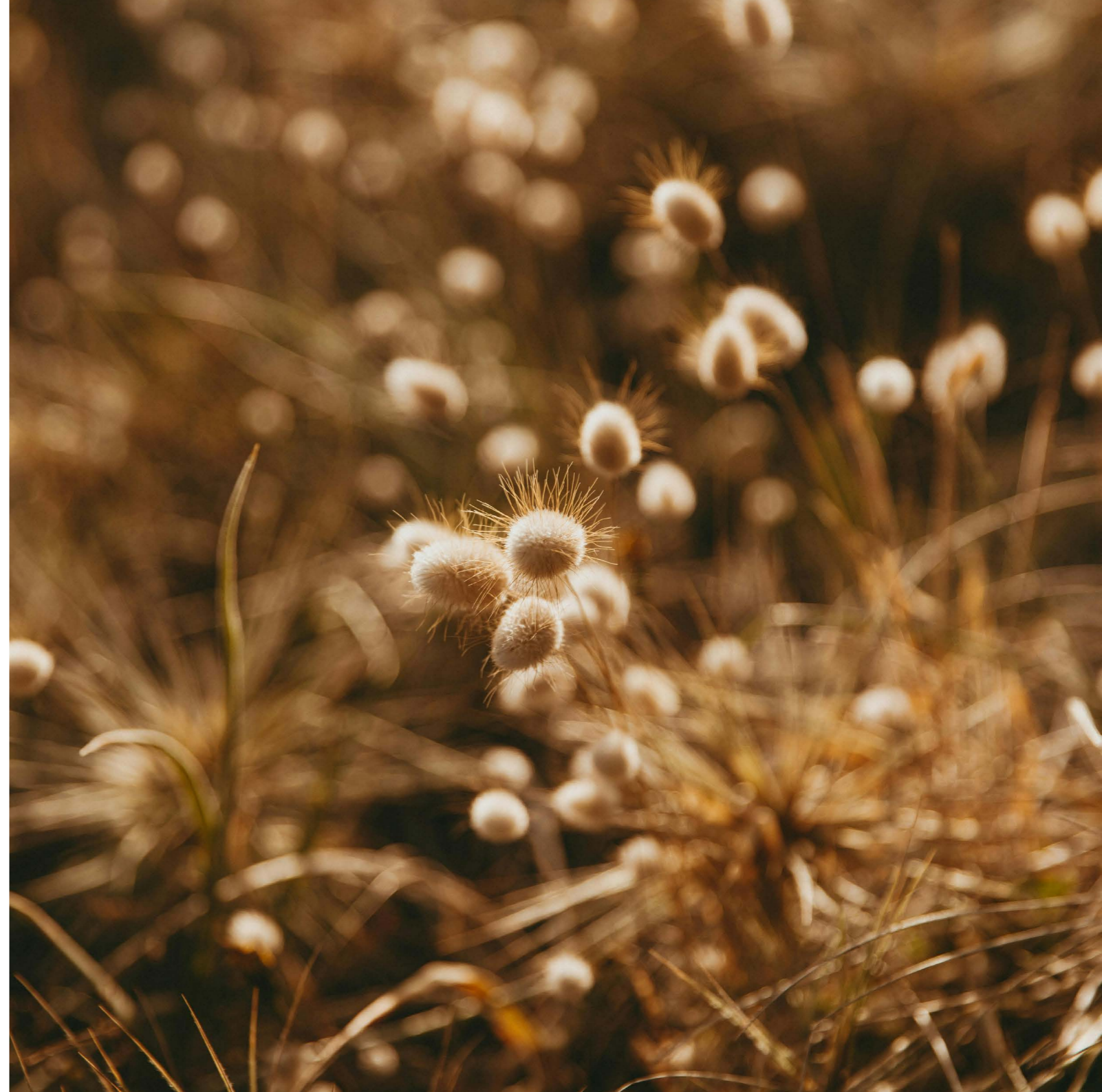
- Invest in employee well-being, safety and professional development
- Strengthen supplier compliance and alignment with international labour standards
- Maintain structured evaluation and dialogue across our supply chain
- Support community initiatives, including our partnership with Ronald McDonald Houses

Responsibility towards people is not defined by policies alone. It is reflected in how we collaborate, how we listen and how we act. By maintaining clear standards and open dialogue, we contribute to a hospitality industry built on respect, fairness and long-term relationships.

# Partnerships

## **Stronger together**

Responsibility is built through collaboration. In this section, we focus on the partnerships that help strengthen standards, improve decision-making and move hospitality forward.



BUILT ON TRUST

# Long-term supplier relationships

Our suppliers are long-term partners in delivering consistent quality and responsible production. We work with manufacturers in Europe and the Far East who share our focus on reliability, transparency and continuous improvement.

Clear expectations and structured evaluations form the basis of these relationships. Our quality management system, aligned with ISO 9001 principles, supports consistent product standards, process control and accountability across our supply chain.

Through regular dialogue, audits and performance reviews, we strengthen cooperation over time. This long-term approach creates stability and supports progress in both quality and responsibility.





## CUSTOMERS

### Listening and responding

Our customers include hoteliers, distributors, facility managers, architects and procurement professionals. What connects us is a shared expectation of reliability, consistent quality and responsible progress.

Collaboration goes beyond supply. Through account management, service and aftercare, and structured feedback moments, we stay close to what matters in daily hotel operations and purchasing decisions.

Customer feedback helps us improve continuously, in product performance, service and sustainability. By aligning expectations and sharing responsibility, we strengthen standards within hospitality and continue to improve, detail by detail.

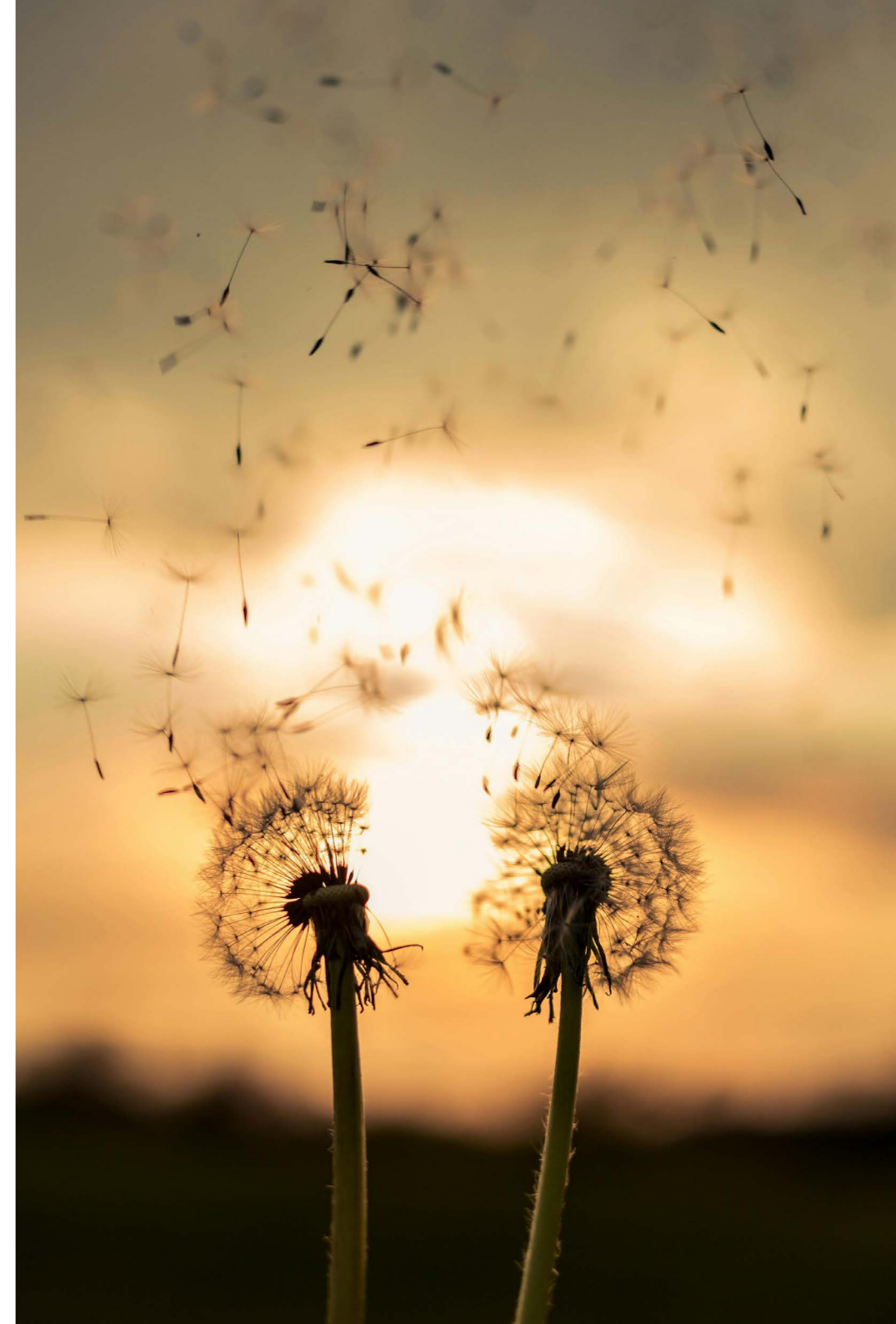
CONTRIBUTING

## Industry cooperation

Hospitality is shaped by many parties, from suppliers and service providers to hotel groups and procurement partners. Sustainable progress depends on shared standards and a willingness to improve together.

Bentley Europe supports an industry that values quality, responsible sourcing and long-term thinking. We contribute by staying closely connected to developments within hospitality, exchanging knowledge with partners and aligning on standards where possible.

By strengthening cooperation across the sector, we help ensure that responsibility becomes part of everyday decision-making. It should not be an exception, but a shared foundation.





## CONCLUSION

### Looking ahead

Partnerships are essential to how we work and how we continue to improve. They strengthen quality, increase transparency and support responsible progress across hospitality.

At Bentley Europe, we build long-term relationships with suppliers and customers who share our standards and commitment. Through open dialogue, structured evaluation and continuous improvement, we strengthen reliability and responsible practices throughout our supply chain.

Looking ahead, we will continue to invest in collaboration that raises standards, supports more responsible choices and creates lasting value for the industry we serve.



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