

Sustainability at Cruise Port Amsterdam

The operation of the cruise ship terminal and the hosting of events can pose significant environmental challenges. With the Green Globe programme, CPA commits to doing business sustainably. We do this together with colleagues, suppliers and business associates. We look for energy and water savings, we recycle as much as possible, we are always looking for greener alternatives for our processes, we offer the possibility to organise zero-waste events and we are committed to various social causes.

Green Globe

In 2023 CPA has taken up the challenge of becoming Green Globe certified. Green Globe is a global certification programme for sustainability performance of companies in the travel and hospitality industry. This programme helps raise awareness among colleagues, suppliers and visitors, with the aim of reducing our CO2 footprint and together making the world a little greener!

'A better environment starts with yourself'. Going green goes in steps, also at CPA. We started by creating more awareness among our own team by starting green actions in the office. In this way awareness will be created that, in everything we do, we will always choose a green way. Green Label Service supports us to achieve the optimal result; becoming Green Globe certified!

Cruise Port Amsterdam focuses on the following sustainable focus areas:

1. Nature and environment
2. Social commitment
3. Health and safety

1. Nature and environment

Cruise Port Amsterdam considers it important to treat the planet with care, for our children as well as future generations. By taking a critical look at our own processes and converting them into green alternatives, we contribute to a better balance between people and nature. For instance, we pursue a sustainable purchasing policy; we work as much as possible with sustainable suppliers, products and local partners. When renovating the building, we do not throw anything away before properly investigating whether we can reuse materials or donate superfluous items to charity. Waste is reduced and separated as much as possible to limit environmental impact from our operations. We ask tenants and visitors to do the same, as good example follows.

The following has already been implemented or will be further adapted very soon:

Energy

To save energy, we take the following measures:

- we aim to have all lights in the building replaced by LED lights by the end of 2025
- we have a lighting plan and a heating plan for the building. The lights are switched off and the heating is turned down when no activities are taking place
- heat and cold storage is used to heat the building
- shore-based power will be installed for sea cruise ships (completed 2025) and research will be done whether this power can also be offered to CPA's neighbours
- forklift trucks will be electric in the near future
- there are charging facilities at the terminal for electric cars and these will be further expanded
- regular and proper maintenance of electrical installations will ensure a longer service life

Water

Much can also be done in the field of water to reduce the CO2 footprint.

- for example, all taps in the toilets are water-saving, as are the flushing mechanisms
- EARTH water is offered to clients. EARTH offers products, with 100% of the sales of these products being used to finance water projects in countries where sustainable water systems are needed most
- we want to reduce single-use plastic by encouraging visitors to fill their own bottle with tap water. We inform (international) visitors that tap water in the Netherlands is safe and drinkable

Waste

CPA has four waste streams; paper, plastic, glass and other. This waste line is consistently implemented both in front of and behind the scenes.

- for instance, there are no longer any bins under every desk. Every colleague must recycle his paper, plastic and drink cans separately in the appropriate bins in the office kitchen
- cartridges, batteries, light bulbs and empty PET bottles are collected and disposed of separately
- cans and plastic bottles are collected separately and deposits are donated to Jarige Job
- the environmental zone is adapted to separate waste collection
- bins are used for events and cruises for the various waste flows
- together with Renewi, PTA offers the possibility to organise a 100% sustainable event by means of a zero-waste package.
- tenants of office spaces will also be asked to separate waste

Office

We try to use as little paper as possible. We do this by

- communicating by e-mail as much as possible. Contracts and invoices, for example, are sent by PDF
- printing as little as possible; what is printed is on FSC-certified paper
- using digital printing (brochures, business cards, stationery)

Transport emissions are reduced as much as possible by

- encouraging (business) travel by train and carpooling
- making use of bicycles; for example, jetty managers doing their inspection rounds of the various quays
- working with house caterers from the Amsterdam area. The in-house caterers are also sustainable, either because of the products, accommodation or waste streams
- working with local suppliers as much as possible. This saves emissions and stimulates local businesses. All our suppliers are also working sustainably in their own way. This could be certification, use of environmentally friendly resources or electric driving

And furthermore

- purchasing is done in a green way as much as possible
- promotional gifts are bought locally, are sustainable and without extra packaging
- materials are reused; for example, the window panels of the IJbox were reused in the renovation of the concourse.

2. Social commitment

Cruise Port Amsterdam is a good, social employer with an eye for employees and the environment. When carrying out business processes, the history of the building, location and neighbourhood will always be taken into account. In addition, we find it important that employees are involved in our sustainability policy and encourage them to 'think green' in everything they do. Not only at work but also at home. Because together we create more impact.

Staff

We find it important that the working environment is a pleasant, inspiring and safe place. Aggression, violence, bullying, discrimination and cross-border behaviour are not tolerated and are clearly laid down in our staff regulations and concise Way of Working. Our policy is to ensure that working at CPA is fun and challenging, with personal growth being paramount. Because together we strive for one goal: Happy people make happy guests!

Social together

Various social initiatives have already started and regularly recur in our business operations. Deposits on cans and plastic bottles are donated to Stichting Jarige Job and CPA dedicates itself annually to a good cause within the city of Amsterdam. For instance, outings have been organised for care home De Rietvinck, Stichting Doe-een-Wens, Kinderbeestfeest and community centre stadsdeel-Oost. Once a year, CPA makes the terminal available for a benefit event, provides tours for local schools and neighbourhood initiatives and holds litter campaigns around the building and quay with our team.

3. Health and safety

Investing in the vitality of our employees contributes to personal job happiness, employee growth and development, and thus to the continuity of the company. For instance, there is fresh fruit in the office every week and we insist on taking holidays on time. Furthermore, CPA offers the possibility to work partly from home to ensure a good work-life balance. This is reflected in a steady and dedicated team where hospitality awareness and working with a smile are the key.

Training

An employee who is given the opportunity for 'lifelong learning' will grow personally and be of added value to CPA. In addition to the induction programme, which largely takes place on-the-job, we encourage them to follow an annual training course. Time and money are set aside for this and it forms an essential part of the personal annual plan.

Safety

Safety rules apply when performing work with the aim of ensuring safe working practices. These rules are clearly communicated and are also described in the Health and Safety Plan. Clothing, footwear and training are provided as a matter of course by CPA; for instance, terminal managers receive specific training such as first aid, BHV, social hygiene, forklift driving, PFSO, marifoni.

BHV

Our employees follow a BHV training course every year. This enables them to act in case of emergencies. They are trained to:

- give first aid
- resuscitate and use an AED
- fight small fires
- evacuate staff and visitors

Our goals for the coming years

As working sustainable is an ongoing process we have set a number of goals;

2024 :

- all office products have a green label
- we only offer environmentally friendly coffee cups
- the first 10 waste bins for separate collection in the terminal have been introduced

2025:

- shore power is available
- start using forklift trucks on HVO fuel for baggage handling ships
- a dashboard has been developed for energy and water consumption
- the following 10 waste bins for separate collection have been placed
- a feasibility study on the use of window film in the building has been started
- paper consumption in the office has further decreased due to increased digitization

2026:

- bus terminal lighting is fully replaced by LED
- waste is fully 50% collected and offered separately
- all technical areas are equipped with sensor lighting
- Safe use of tap water is promoted among – foreign – visitors
- energy and water consumption will be monitored via a dashboard
- a feasibility study on the use of window film in the building has been completed
- a feasibility study into solar panels at the entrance to the building has been completed
- A feasibility study has been completed to convert shore power for sea cruises to river cruise ships. This will make shore power available for both sea and river cruises.
- a feasibility study into washing the windows of the building with rainwater/water from the IJ has been completed
- charging infrastructure for coaches expanded to 12 charging stations in busterminal PTA, PHB and the quay
- evaluation of the use of charging stations (2x) for electric vehicles with possible expansion to 10x
- LBK controllers have been replaced from time-controlled to CO2-controlled

2030:

- The passenger taxi rank will be 100% electric
- 25% of passenger flows will be transported by electric coaches
- Charging facilities for e-cars will be expanded from 2 to 10 charging points
- 100% of forklifts and aerial work platforms for baggage handling on ships will be electric