

Copenhagen, Denmark (2018)

Environmental Performance

93%

EN-1. Does the city have a Greenhouse Gas emissions reduction strategy? Please indicate if it includes specific reference to the events/hospitality industry. Please provide source (i.e./ website or link to PDF document).

Yes. Copenhagen aims to be the world's first carbon-neutral capital by 2025. Yes. The strategy includes reference to the hospitality industry as the climate plan addresses how substantial environmental improvements is beneficial for Copenhagen as an attractive travel destination (p.11). (Source: Copenhagen municipality)

EN-2. What is the city's Greenhouse gas emissions per capita? Please provide source and year (i.e./ website or link to PDF document).

Greenhouse gas emissions per capita in 2017: 2,2 ton (Source: Copenhagen municipality)

EN-3. What percentage of the city's total electricity usage is derived from renewable sources (e.g./ wind/ bio/ solar/ hydro/ tidal or geothermal energy)? Please provide source and year

73% of electricity usage in in 2017 was derived form renewable sources (wind, hydro, solar, bio) (p.18). This number is for Denmark in general. Denmark is a small country and the electricity grid is interconnected, thus separate data for Copenhagen does not exist. (Source: Copenhagen municipality)

EN-4. What percentage of the city's solid waste has been disposed of in a landfill or open dump (including ashes from incineration)? Please provide source and year

2% (year 2015) (Source: Copenhagen municipality)

EN-5. What percentage of city's solid waste is recycled or composted?

98% (energy conversion included) (Source: Copenhagen municipality)

EN-6. Annual municipal solid waste (MSW) generation per capita (Kg/capita)

Municipal Solid Waste generation: Generation per capita: 380.0 kg/yr (Source: The link provided)

EN-7. What is the city's annual Fine Particulate Matter (PM2.5) concentration?

According to the Global Ambient Air pollution: In 2016 (most recent data) the PM2.5 concentration was 12. (Source: The link provided)

EN-8. What is the city's annual Particulate Matter (PM10) concentration?

According to the Global Ambient Air pollution: In 2016 (most recent data) the PM10 concentration was 24. (Source: The link provided)

EN-9. Water Stress Level (Ratio Of Total Annual Water Withdrawals To Total Available Annual Renewable Supply)

Baseline Water Stress for Copenhagen: Low to medium (10-20%) (Source: The link provided)

EN-10. Does your destination offer public Bicycle Sharing Facilities & Network? Please provide details and a link

Yes. Copenhagen offers public bicycle sharing facilities & network: The Bicykel. You can find a "bicykel" at more than 100 different stations all over the city. Donkey Republic is also a bicycle sharing system combining both station based bike shares and free-floating systems. Copenhagen has recently been ranked #1 bicycle-friendly cities, and #1 European city in sustainable transport by the Wuppertal Institut. (Source: Own research, Bicyklen)

EN-11. Does your destination offer Electrical Vehicle Charging Stations ? Please provide details and a link

Yes. Copenhagen has 249 electrical vehicle charging stations on public roads and 482 parking spaces exclusively for electrical vehicles. Furthermore there is an unknown number of publicly available charging station in parking houses and on private parking grounds. (Source: Copenhagen Municipality)

EN-12. What is the city's Traffic Congestion Index percentage?

Rank: 326. Inrix Congestion Index: 4.5 (Source: The link provided)

EN-13. Which of the following public transport links exist between the main airport and the city centre? Please indicate which of the following apply:

Express Bus, Rail (Train), Metro (Underground)

EN-14. What is the city's Green Area (hectares) per 100 000 population?

2244 hectares per. 100.000 population. (source: University of Copenhagen)

Social Performance

79%

SO-15. What is the country's score and ranking on the Corruption Perception Index?

Score: 88, Ranking: 2 (Source: The link provided)

SO-16. What is the country's score and ranking on the World Bank Gini Index? Please use the data for the most recent year given.

Score 2015: 28.2 (no ranking is provided by the World Bank Gini Index in the link you provided) (Source: The link provided)

SO-17. Share of public open space with facilities for people with special needs

100%. The city's public open spaces have to be accessible for everyone. Facilities for people with special needs include both benches (for people that has difficulties walking), even roads and sidewalks (for people with wheel chair or walker), leading lines and tactile ground surfaces (for blind people), disabled friendly toilets (for everyone) and much more. A minimum of one of the elements mentioned is present in all of the municipalities public spaces. (Source: Copenhagen Municipality)

SO-18. What is the country's score and ranking on the Gender Inequality Index?

Score: 0.041 Ranking: 2 (Source: The link provided)

Supplier Performance

86%

SU-19. What percentage of the city's total hotel room inventory has an active 3rd party sustainability certification? Please provide a list showing the name of the certifications and total number of rooms for each of the certified hotels.

70% (Source: Horesta - The danish industry organisation for hotels, restaurants and tourism)

SU-20. What percentage of the total hotel room inventory is within walking distance (1km) of the congress and exhibition centre(s)? Please include a list of hotels or link to a pre-existing list.

70% (Source: Own Research)

SU-21. What percentage of the city's hotel room inventory is easily accessible (within 30mins) by public transport to/from the congress and exhibition centre(s)?

According to danish online travel planner: 100% (Source: Own Research)

SU-22. Does the city's largest airport (or nearest airport) have a current eco-certification?

Yes. Copenhagen Airport extensively work with sustainability, energy and climate through many of the principles of ISO 14000 and EMAS. Moreover, Copenhagen Airport has achieved a level 3 accreditation from the Airport Carbon Accreditation, being only one step away from carbon neutrality. In 2017 Copenhagen airport won a Danish award for environment and energy.

SU-23. What percentage of partner PCOs and DMCs located in the city (over 3 full-time employees) have a formal written sustainability policy? Please list the agency names and indicate if they have a sustainability certification

71.5% Following partner PCOs and DMCs have a formal written sustainability policy: BDP, Crone & Co, DIS Congress service, Kuoni Destination Management, MCI. Following partners does not have a formal written policy: CAP Partner and The Meeting Planners

SU-24. Are there policies/ initiatives or programmes in place for restaurants and/or F&B suppliers to reduce non-recyclable/biodegradable material waste (e.g./ plastic bags/ water bottles or styrofoam) and food waste?

Yes. In Copenhagen you will find many different policies, initiatives and programmes that involve reducing waste. Some examples on this is: Policies: -The official Danish deposit and refund system on bottles and cans (90% is recycled). <https://www.danskretursystem.dk/en/> -The Municipal Solid Waste Regulations, which states that all recycleable waste must be sorted for recycling. <https://www.kk.dk/erhvervsaffald> -Environmental taxation of disposable tableware, packaging and bags <http://www.skm.dk/skattetal/satser/satser-og-beloeb-sgraenser/emballageafgiftsloven> Programmes: -most supermarket chains have targets for cutting food waste and reduce prices for last call products. Example Coop: <https://ansvarlighed.coop.dk/hjertesager/madspild/> -Wefood is chain of 3 social supermarket, that sells only surplus food. Run by volunteers. <https://www.danchurchaid.org/join-us/wefood> -Refood is a certificate to restaurants that reduce foodwaste <https://www.refood.dk/en/rfdk/concept-service/label/> Initiatives: -To Good To Go is a Danish (but now internationally used) APP-service to reduce foodwaste from restaurants and supermarkets. <https://toogoodtogo.co.uk/> -Treatbox is a "doggybag-box" to bring home surplus food from restaurants, canteens etc. <https://treatbox.dk/> (Source: Various, Own research)

SU-25. Does the city have a program and/or certification promoting or supporting restaurants with a commitment to sustainability (e.g./ organic/ locally sourced/ vegetarian options)? Please provide more information

Yes. We have a program that promotes and supports organic choices. The certification is called "Det økologiske spisemærke" . In fact, Copenhagen has more than 1,200 professional kitchens labelled with "Det Økologiske Spisemærke" in Greater Copenhagen. <https://www.oekologisk-spisemaerke.dk/> There is also a label for restaurants that fights foodwaste, The refood label. Currently 870 companies are signed up to use this label. <https://refoodlabel.dk/> There is also a label that are used for vegan and vegetarian places to eat. Currently 40-50 restaurants are signed up to use this label. <https://vegetarisk.dk/maerkningsordning/> (Source: <https://www.oekologisk-spisemaerke.dk/>, <https://refoodlabel.dk/> and Danish Vegetarian Society)

SU-26. What percentage of the city's congress and exhibition centres have active third-party sustainability certification? Please provide a list with the name of the certification for each of the certified venues.

91% of congress and exhibition centres have a certification (Source: Own Research)

CVB Performance

94%

DM-27. Has the CVB/DMO established and is implementing a destination sustainability strategy? Please indicate which of the following components are included and provide a copy or link

Commitment Statement, Vision, SMART Objectives, Integrated sustainability

DM-28. Does the destination or CVB hold a current sustainability certification or is in the process of obtaining one? Please identify, for example ISO20121, GSTC or Green Globe, EarthCheck, or Biosphere.

Yes. Wonderful Copenhagen holds a Green Tourism Organisation Certification. This certification is closely connected to the Green Key and share many of the same indicators. It is administered by the same organisation in Denmark as the Green Key. There is a total of 145 indicator/criteria, that we must live up to/document. Link to set of indicators and criteria and answers (in Danish): https://wocodk-my.sharepoint.com/:x:/g/personal/msa_woco_dk/EeczzQpovG5Aj7dgLDnysqoBEuHzLPFBKhBP57IBI-ZsUw?e=cNdZPd

DM-29. How does the CVB/DMO manage the development and governance of the destination sustainability program. Please indicate all that apply

Internal sustainability team / committee, Committee with external industry stakeholders (e.g. venues/hotels), Committee with external non-industry stakeholders (e.g. NGOs/authorities/clients)

DM-30. Does the CVB/DMO regularly measure and report on sustainable destination progress? Please indicate which of the following components are included and provide a copy or link

Data and details of sustainability performance published on CVB/DMOs website, Data and details of the sustainability performance included in Annual CVB Report, Annual Sustainability Report of CVB/DMO, Externally audited / certified Sustainability Report using GRI G4/ GSTC or similar criteria

DM-31. Does the CVB/DMO support or lead local sustainability training for the city's MICE industry? Please indicate which of the following is done:

Organise training programs about sustainability, Organise regular events about/including sustainability in the MICE industry

DM-32. Do the CVB/ DMO or local authorities provide incentives or funding for events or event organisers wanting to increase sustainability performance? Please explain

Yes. The city of Copenhagen provide funding for events with a sustainable profile. The city rate and evaluate events based on several parameters one of them being environmental sustainability. This rating also include considering if the event has positive effect on the environment long term and not just in the event time frame.

DM-33. Does the CVB/DMO provide information about the destination's sustainability features/ suppliers and best practice in its RFP responses and sales information? Please explain

Yes. In our bidding material we always present Copenhagen with information about our city's sustainable ambitions and initiatives. When we are at different sales platforms we always make sure to include information about Copenhagen's sustainability initiatives. In our bid material and RFP responses we usually include best practice examples and further information on Copenhagen as a sustainable destination. We also use references in our bids for previous sustainable meetings and conferences held in Copenhagen for the past decade, e.g. COP15. It is never a generic text, but always integrated in the best way from cases to case. Pictures in the link is from a bid for World Water Forum (confidential)

DM-34. Does the CVB/DMO website provide information about the destination's sustainability features/ suppliers and best practice. Please list all that apply and add a link to the website

Basic Info, Sustainable event guides and manuals, Sustainable supplier lists, Best practice example

DM-35. Does the CVB/DMO provide free or subsidized public transport passes for major conventions? Please indicate:

Discounted Public Transport, Other

DM-36. Does the CVB/DMO have an accessibility program or list for places of interest/ transport lines/ hotels / venues that supports attendees with physical challenges to participate in events and navigate in the destination? Please explain

Yes. The website: <http://www.godadgang.dk/gb/main.asp> is an Accessibility Label Scheme that provides a list of places in Copenhagen that supports attendees with physical challenges. Furthermore, on our Meeting Planner Guide Platform it is possible to search for partner hotels and venues with disabled access. Internally we also keep track on the number of disabled friendly hotel rooms in Greater Copenhagen.

DM-37. Does the CVB/DMO provide clients with ideas and resources to support the local community? Please select all that apply and explain.

Donation programs for food, Donation program for leftover event materials, List of NGO partners and projects, Other

DM-38. Does the CVB/DMO communicate on the website list of partner associations/NGOs ?

Yes, we value our joined forces highly and do communicate about the NGO's, businesses and institutions which we collaborate with