



What the B Corp?

2025 Sustainability Update

At Zoku, we're constantly working towards achieving the highest social and environmental standards. With each passing year, we introduce new initiatives and processes to make a bigger impact while balancing three main pillars: people, planet and profit.

Zoku Amsterdam was the first hospitality brand in The Netherlands to become a B Corp in 2018. We're proud to say that Zoku is globally B Corp certified, with all of our locations in Amsterdam, Copenhagen, Paris and Vienna now officially have the B Corp title.

Transparency is a guiding principle of the B Corp movement, which is why we want to share our Overall B Impact score by each of the five B Corp assessment categories: Governance, Workers, Community, Environment and Customers.

While Zoku has met all minimum requirements to become globally B Corp certified, we're proud to have outperformed global benchmarks in the Environment, Workers and Customers categories: which are all key areas that define who we are as a brand.

As part of the B Corp movement, we are passionate about aligning our vision with the world's sustainability agenda: the United Nations Sustainable Development Goals (SDGs).

For a more in-depth look, please reference the SDGs categories below to see which we've implemented into our core business practices.

1. Workers (a.k.a. The Zokus) - 24.5/40 points

We believe that change comes from within, and in order to care for our community, we need to first care for ourselves. As a business, we're passionate about creating a safe workplace for our people, where they can feel empowered and thrive regardless of their gender, sexual orientation, age or ethnicity.



Related to SDGs 5 and 8

Here's some things we're proud of this year:



Workplace Policies

Our workplace policies are designed to boost employee wellbeing and create a secure, supportive environment where everyone feels safe, seen and respected.



Inclusive Culture

We champion an empowering workplace where everyone can thrive. Through talks and trainings, we celebrate different perspectives and welcome Zokus from all walks of life.



We Love Feedback

Our employee satisfaction rate is 8 out of 10, with a 90% participation rate on average.



Fair and Square

We continuously evaluate fairness in the workplace, focusing on aspects like fair compensation and employee development opportunities.

2. Customers (a.k.a. Residents and Members) - 3.6/5 points

Business travel can often be lonely and uninspiring. Zoku offers the traveling professional a home base, with both our smart Zoku Lofts (private areas) and Social Spaces (communal areas) to work, sleep, live and play. We're the place to quickly get rooted in the local scene while meeting likeminded people on the way.



Related to SDGs 3 and 11

Here's some things we're proud of this year:



Building Human Connections

25% of our Long-Stay residents attended at least one community dinner in 2024, designed to help them connect with others and find community away from home.



Get Inspired

We hosted hundreds of community events in 2024, ranging from live music and storytelling nights to sustainability talks and networking.



Supporting Impact

We prioritize working with fellow B Corp and impact-driven companies, supporting those who are also motivated to make a difference.

3. Community - 21.4/70 points

We're part of something bigger. As part of the hospitality community, we depend on other businesses, from our linen suppliers to our food providers. To make sure that we're contributing to a healthy planet and fair labor practices, we work together with trusted partners to make policies and decisions that create a sustainable supply chain.



Related to SDGs 10, 12 and 17

Here's some things we're proud of this year:



Shop Local

We source more than 30% of products from our most significant suppliers locally.



Collaboration Is Key

We're active members of the B Corp Hive Community, organizing events with other B Corps to raise awareness on sustainability, and running planet and people positive businesses.



Community Conscious

We organize volunteering opportunities to regularly give back to our community, including meal preparation, donation drives and neighborhood clean-ups.

4. Environment - 22.7/47 points

We recognize the urgency of climate change and the importance of taking action to combat its devastating effects. During this process, it's crucial to monitor emissions, analyze the greatest sources of our emissions and minimize them while offsetting the remaining emissions. Because there is no planet B.



Related to SDGs 12 and 13

Here's some things we're proud of this year:



Clean Energy Sources

We use renewable energy to power our buildings and even have solar panels on our rooftops at Zoku Copenhagen and Zoku Paris.



Emission Conscious

Our GHG emissions are regularly monitored through an Environmental Management System (EMS) and reduction plans and actions are being implemented accordingly.



Curbing Waste

We implemented a Waste Management Policy to minimize GHG emissions. We opt for more sustainable products and reusable packaging, reducing waste by up to 32%.



Green Rooftops

Our green rooftops help stabilize temperatures to mitigate the urban heat island effect, improve air quality, and retain rainwater and provide a home for small birds, bees and insects.

5. Governance - 8.6/20 points

We're passionate about protecting our mission, vision and values. We formally consider stakeholders in our decision-making processes throughout our corporate structure.



Here's some things we're proud of this year:

Related to SGD 16



Open Communication

We practice accountability and transparency at every level of our organization.



Purpose Driven

We consistently incorporate social and environmental impact into our decision-making



Be The Change

We are working on an improved integration of B Corp in our vision and company values.



Becoming Accountable

We voluntarily share social and environmental performance scorecards for increased transparency.

If you're curious to hear more about our B Corp efforts, feel free to reach out to our Sustainability team at sustainability@livezoku.com!