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FACILITY + HOSPITALITY

Vision on food & drinks Peace Palace

© hospitality
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Peace Palace
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INHOUDSOPGAVE

01 Introduction

02 Vision on food en drinks

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1. INTRODUCTION

The purpose of this document

INTRODUCTION

This vision on food, beverages, and hospitality in the Peace Palace was developed based on a comprehensive needs assessment carried out in close collaboration with all stakeholders: the Permanent Court of Arbitration (PCA), the International Court of Justice (ICJ), the Hague Academy of International Law, and the Carnegie Foundation (CF). This vision was formulated through needs-based discussions with the stakeholders and the implementation of a survey. The survey yielded 111 responses, representing a combination of input from all institutions, and we would like to thank everyone who contributed their input. The input collected forms the foundation of a shared vision that reflects the diverse needs, values, and expectations of all stakeholders. This vision serves as a guide for making informed decisions regarding the food & beverage services within our organization in the coming years.



02. FOOD & DRINKS IN THE PEACE PALACE IS...



FOOD & DRINKS IN THE PEACE PALACE IS...



FOR EVERYONE

- We promote healthy, tasty and personalized food choices that support energy and well being throughout the day. Our diverse offerings respect different nationalities, dietary needs, cultural backgrounds and personal preferences. With extensive options, from fresh meals to snacks and sandwiches, there is something for every budget and moment. Freedom of choice is key, and the staff is happy to accommodate special requests. The Refectory offers fresh, balanced options throughout the day and convenient self-serve counters.

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HOSPITABLE

Within the Peace Palace, a high level of hospitality and flexibility is essential for various services, from banqueting during hearings to international events. The hospitality partner must understand different audiences and respond to last-minute changes with professionalism. Personalized service, clear communication and fluency in English are essential. We value collaboration and entrepreneurial freedom within established frameworks, relying on the partner's expertise to ensure high guest satisfaction by all visitors, guests and staff throughout the years.



SUSTAINABLE

We aim for sustainability by minimizing waste, avoiding packaging and local and seasonal sourcing. Waste separation is standard and initiatives like Too Good To Go help reduce food waste. Dishes are served without disposable plastics but use reusable or biodegradable materials. We prioritize vegetables in meals to promote health and reduce CO2. Guests are informed about sustainable choices and product origins, encouraging conscious consumption without patronizing guests. Freedom of choice is always maintained.

Peace Palace



FOR EVERYONE

Vital | Inclusive | All day

Healthy, vital and tasty

A **healthy** and **nutritious** lunch contributes to your **energy** throughout the rest of the day. At the Peace Palace, we can contribute to this by having **nutritious, protein-rich** and above all **tasty** products. Energetic employees contribute to **productivity** during work. But what you need is **personal**. It may have to do with your **mood**, your **activities**, your **religion, origin** and **much more**. A **good basic range** with **complementary ingredients** that **everyone** can adapt to their needs fits into our vision of food and drink. We do think it is **important** to **maintain freedom** of **choice**. Whether you choose a salad or supplement your own lunch with something tasty, the goal remains the same: **a mix of healthy, vital and above all tasty food.**



INCLUSIVE

For every taste

We **respect** the various **nationalities, beliefs, lifestyles, dietary preferences** and **cultural backgrounds** of our staff, guests and partners. The food available is adapted accordingly. Preferably, this is also visible in the counters. We see this through the **wide range of products** on offer: from a **Dutch bread** lunch to a **daily varying hot meal** and a **weekly snack day**. Dishes are offered in **various portions** and **quantities** to meet every eating needs. This makes **everyone feel welcome**. This also means that a healthy and nutritious lunch is available for **every budget** and that **freedom of choice** is always maintained. We also offer a **varied assortment** for **banqueting** and **events**. **Customisation** is possible at **all times** and we are **willing** to go the **extra mile** for **high-level** or **special requests**. **Wherever possible**, we **integrate social return on investment** (SROI) into our facilities by providing **opportunities for vulnerable groups** and **social enterprises**.



ALL DAY

For any moment

Eating times are changing and the **demand** for **food** and **drink throughout** the **day** is **increasing**. At the Refectory, guests can find good coffee and snacks to suit that moment **throughout the day**. Whether you fancy a croissant or a smoothie, everything is **freshly prepared** and/or **baked**. The **all-day offer** is a balance between **healthy** and **less healthy**. Products are **available** for **each budget**. We make it **possible** to buy **products outside** the **staffed hours**. During rush hours, the range is **widely available** and if you are a bit late, **staff** are **ready** to **prepare** your **favourite dish** or **sandwich** for you.





HOSPITABLE

Service-oriented | Experience | Partnership

SERVICE-ORIENTED

“Yes” is the answer to everything

Different levels of services and **hospitality** are required within the Peace Palace. These vary from a **banqueting lunch** to a reception and the **student** course in winter and summer. In addition, **hearings** requested by **PCA** are an **important part** of banqueting and events. A **high degree** of flexibility is **expected** when organising these **events**. It is **important** that our hospitality partner **understands** the **international nature** of the events and can **respond** to the **various target groups** being hosted. This also means **responding to last-minute** dietary requirements and adjustments in the number of guests. The **offer** is **varied** and **adapted** to the target group. The hospitality partner **knows its target groups like no other** and **adapts customisation** seamlessly accordingly.



EXPERIENCE

Upholding hospitality standards

The Peace Palace is a **unique place** to work and visit. The **services provided contribute** to this **experience**. **Hospitality** is therefore one of our **highest priorities**. It begins with a **warm welcome** for **every guest**. At restaurant **Des Juges**, a **high level** of **hospitality** is **expected**. The staff in this environment **ensure** a **seamless** and **carefree experience** for the guests. This means that, even though a fixed menu is used, **dietary requirements** or **other special requests** can **always** be **accommodated**. The employees of restaurant Des Juges **know their audience** and **tailor their service** and **appearance accordingly**. It goes without saying that **all** the **staff** within the Peace Palace have an **excellent command** of the **English language**, particularly in **spoken word**.



PARTNERSHIP

Striving for improvements

We consider **flexibility**, **professionalism**, and **collaboration** to be the **most important values** in our partnership with the hospitality partner. A **strong partnership** requires **open communication**, **honouring** agreements, and **short lines** of **communication** from both sides. We aim to **grow together**. A professional partner who **understands** the **diversity** within the Peace Palace and is able to **respond** to it **effectively**, is **essential**. The hospitality partner is given the space to **operate entrepreneurially**, **within** our **financial** and **operational** framework. We **trust** the **expertise** of the **hospitality partner** to take the **right steps** to **ensure** that **all parties** within the Peace Palace **remain satisfied** throughout the contract period.

The basis of partnership is also **solid contract management**. To achieve this, the **measurability of results** is important; **clear reports** with **transparent** and **traceable** figures are a matter of course.





SUSTAINABLE

Food waste | Packaging | Seasonal, local and
more veggies

FOOD WASTE

Too good to waste

We are **environmentally conscious** by purchasing and selling food & beverages consciously and **thinking carefully** before **throwing anything away**. We have **as little waste** as possible within the organisation. Within our restaurant facilities, **separating waste** is **standard practice**. We support initiatives that reduce waste. An example of this is **Too Good To Go** and **InstockMarket**, an app and organisation that reduce waste. Through signage, guests and visitors to the Refectory are **made aware of food** waste. In addition, **banqueting** is **carefully ordered** so that as little as possible is left over. A **banqueting folder** is the basis for arrangements, and for tailor-made requests, quantities are **coordinated in close consultation** with the ordering party.



PACKAGING

Responsible packaging: sustainable and plastic-free

We want to **avoid** packaging **completely** whenever possible. In the **Refectory** and **banqueting** we serve our dishes **without packaging**. We serve food and drinks with **tableware**, in **bowls** and with **reusable** materials. This contributes to a **true food experience** and a **lower environmental impact**. **Plastic** packaging is **completely excluded**. In the world today, we see **no place** for **disposable plastic**. When packaging is nevertheless necessary, such as for to-go products or when it contributes to a longer shelf life, we opt exclusively for **sustainable alternatives** such as **biodegradable packaging**, **reusable** systems or materials that are fully recyclable.



SEASONAL, LOCAL AND MORE VEGGIES

In the seasons and nearby whenever possible

We are committed to **seasonal cooking** and **local sourcing**, where local stands for producers from the Netherlands and where possible from The Hague region. By cooking with seasonal ingredients, we not only focus on **quality** and **taste**, but also **reduce** the **environmental impact**. By buying **locally**, we **stimulate** the local **economy** and **shorten** the **food chain**. This ensures **freshness**, **fewer miles** and **transparency** about origin and production. The guests are informed about the origin of products whenever possible and if it adds value. In this way, we inform guests about the sustainable steps being taken. In addition, **vegetables** are given more of a **leading role** in the **composition** of **dishes**. This does **not mean** that **meat** and **fish** will be **replaced**, but **vegetables** will be given a **more prominent role**. **Vegetarian** and **vegan options** are part of the **assortment at all times**. This not only contributes to the **vitality** of the guests but also **reduces CO₂** emissions. An **important principle** here **remains** that we do **not forbid** anything, but we do want to **tempt guests** to make other choices.



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