

Management and Communication - Section 1 of 10

Management and communication are the central components of a sustainable corporate orientation. They represent a system of values and responsible future in dialogue with stakeholders (e.g. employees, customers and suppliers).

1.1

The hotel has a written mission statement (corporate policy) for sustainable and responsible corporate governance (required).

Mandatory

Yes, I would like to upload my mission statement here.

Mission statement:

No file transmitted

I will submit my mission statement at a later date.

1.2

The mission statement (corporate policy) refers to the following aspects of responsible behavior

Mandatory

Human rights (protection, respect and support of international human rights)

Labor standards and conditions (compliance with core standards of the International Labor Organization (ILO*): Freedom of association, right to collective negotiations, abolition of child and forced labor, elimination of discrimination in employment and recruitment, management is aligned with diversity* and equal opportunity, anti-racism, anti-discrimination, implementation of health promotion measures at the work, support of health literacy)

Environmental protection (promotion and support of initiatives that strengthen environmental awareness, use of environmentally friendly technologies, measures to protect the environmental biodiversity)

Environmentally sustainable purchasing (capital goods, foods, beverages, building materials and consumables)

The hotel has a risk and crisis management* system (related to ecological, social and economic risk)

Social commitment (support of initiatives for social/sustainable development)

Sociocultural aspects of the tourist value-added chain (providing/involving information about the natural environment, decoration, food or shops and preserving the local traditions)

Efficiency/ambition for continuous improvement (market position, stakeholder dialogue, quality assurance and sustainable development)

Economic and quality issues are addressed

Health and safety issues and a secure working environment are addressed

*ILO (International Labor Organization) A United Nations agency with the mandate to promote social justice and human rights by setting international labor standards

*Diversity describes the recognition and appreciation which all humans equally deserve, no matter their social or ethnical background, their gender, their religious affiliation, their sexual orientation, their ideology or their psychological and physical features. Within a business establishment this means that social barriers are given up, equality is supported, discrimination is abolished and the diversity amongst employees is made use of.

*The risk and crisis management covers all measures to systematically detect, analyze, assess, monitor and control risk that are related to the hotel's operational activities.

1.3

The mission statement (corporate policy) is made public (staff and guest area) and accessible to all interested parties (e.g. guests, suppliers, local community)

Mandatory

Yes

1.4

The hotel has nominated and documented a sustainability/environmental/CSR* representative (e.g. organizational chart, job description)

Mandatory

Yes

Organizational chart/job description:

No file transmitted

As main function

Function is performed by hotel management/director/skilled employee

*CSR = Corporate Social Responsibility stands for sustainability in corporate management with social responsibility in terms of environmental and social measures beyond legal requirements.

1.5

The hotel has a sustainability/environment program with prioritized areas of activity/ environmental aspects with related target settings, measures and responsibilities

Mandatory

Yes

Yes, for the entire hotel group

Annual written evaluation of the environmental aspects is done (e.g. management review)

Sustainability program:

No file transmitted

Here you can download a template for your environmental program. In this writable PDF you can insert your own tasks for the individual core areas and upload them here again before sending the catalog.

[Template for your environmental program \(PDF\)](#)

1.6
The hotel staff are engaged in the development and implementation of the sustainability program

- Yes, in the development
- Yes, in the implementation

1.7
The hotel informs stakeholders about its sustainability activities (e.g. via website, newsletter, social media, customer magazine, information in the hotel)

Mandatory

- Yes
- Yes, there is a menu item for sustainable activities on the hotel website
- Yes, information is forwarded to GreenSign for communication activities (e.g. homepage)

1.8
The hotel prepares a yearly sustainability/environmental/CSR report (already done/ for the future)

Mandatory

- Yes

Sustainability Report:
No file transmitted

1.9
A unified visual corporate design (CD)/corporate image is launched and implemented in the hotel (e.g. logo, design of communication media with business cards, hotel brochures, official documents, workwear)

- Yes
- Sustainability contributes to corporate identity and is visible through sustainable partnerships/commitments (e.g. United Nations World Tourism Organization (UNWTO) Code of Ethics, Ecological Footprint/Compensation of CO2 emissions, Ecpat (Children Rights Organization))

1.10
Advertising material and marketing communication are precise and transparent

- Pictures and texts in advertising material truthfully correspond with the offered activities
- The advertising of experiences of nature and cultural events is truthful

1.11

The hotel raises awareness for sustainable behavior and has implemented necessary measures (e.g. information in the hotel, A-Z information)

Employees

Guests

Partners/ Suppliers

Note: The specifications are only examples that can be overwritten by your own measures.

1.12

The CSR/quality manager of the hotel monitors and initiates improvement processes regarding sustainability issues and reports about them in meetings

Mandatory

Yes

1.13

The hotel management ensures that legal obligations/regulations are respected and that applicable permits and licenses are reviewed (e.g. labor law, environmental regulations, health and safety regulations, anti-corruption, recommendations from the child protection codex “The Code”)

Mandatory

Yes

A corresponding certificate or other documentary evidence of compliance with all applicable legal requirements is available

Authorization/approval:
No file transmitted

Environment - energy - Section 2 of 10

Environment covers the areas energy, water and waste. Strategies and measurements for the reduction of resource consumption can essentially influence a hotel's ecological footprint.

2.1 The hotel controls the energy consumptions (e.g. electricity, heating oil, natural gas) regularly and systematically

Mandatory

Yes

Data collection on energy consumption:
No file transmitted

Monthly

Yearly

Please specify:

Total electricity

per night

Total heating

per night

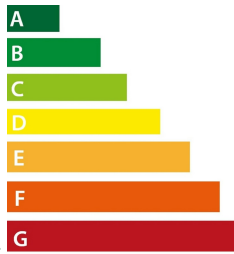
2.2 The hotel examines and evaluates all energy suppliers

Yes

Employees are involved in this and can report about the energy suppliers upon request

2.3 The hotel makes sure that energy-saving products are preferred when making new electrical purchases

Yes



Energy levels of electrical devices. Please specify:

- A
- B
- C to D

2.4
The hotel takes measures to analyze relevant energy aspects and to continuously reduce emissions

Note: The specifications are only examples that can be overwritten by your own measures.

2.5
The hotel is a newly constructed building (not older than five years) and is built in an energy-efficient way

Yes

- The hotel was built regarding DGNB, LEED or similar sustainable standards for constructions
- The hotel was built regarding sustainable aspects (e.g. low-energy house, energy-saving house)

If not, these improvements were made in the last ten years:

- An energy-saving upgrade of the building shell
- An energy-saving renovation of the interior areas (e.g. doors, windows, walls)
- A roof insulation (e.g. between and/or above rafter insulation, flat roof insulation)
- A cellar insulation (e.g. on the heated or unheated side)
- An insulating glazing with low UW value (minimum requirement: $UW \leq 1,3 \text{ W/m}^2\text{K}$) (

- All insulating materials are eco-friendly and recyclable

2.6

The hotel ensures that all electrical installations (e.g. ventilation systems) are regularly serviced and maintained

- Yes

Maintenance documentation:

No file transmitted

- The servicing and maintaining are guaranteed through a digital recording

2.7

The hotel obtains energy from renewable/regenerative sources to improve the climate balance

Invoice/delivery note/order:

No file transmitted

- At least 75% through energy mix

- 100% through energy mix

2.8

The hotel has made an effort to increase its use of renewable energy in the last three years

- Yes

2.9

The hotel produces energy from renewable/regenerative sources

- Combined heat and power plant (CHP)

- Solar energy (thermal)

- Photovoltaics

- Hydropower

- Wind energy

- Bio energy

2.10

The hotel uses heating energy from resource-efficient sources to improve the climate balance

Invoice/delivery note/order:

No file transmitted

- Combined heat and power plant (CHP)
- Heat exchanger
- Wood pellet or wood chip heating system
- Bio gas facility
- District heating from waste incineration
- Centralized production from wastewater
- Decentralized production from wastewater

2.11

The following energy efficiency measures have been implemented in the hotel rooms

- Automatic switch-off function for heating, ventilation, air conditioning/cooling when the window/balcony is open
- Light sources are equipped with energy-saving lamps/LED lamps
- Use of energy-saving TVs
- Use of shading systems (e.g. curtains, blinds)
- Minibar with energy-saving function (e.g. when room is not occupied)
- No minibar in the room
- Use of maxi bars (drinks and snacks machine)
- No coffee machine and/or electric kettle in the room
- No automatic welcome light in the room
- Information to create guest awareness for energy efficiency

2.12

A hotel room management system (HRMS) is available for the front desk personnel with the following features

- Demand-oriented control of the HRMS regarding the indoor climate, light/electricity, sun protection
- HRMS is connected to the booking system/front office system (e.g. temperature management system for automatic lightening reduction when the room is not occupied, control of blinds depending on sunlight and wind)
- HRMS is customized and operable by the guest in the room (e.g. power cut by card holder or main switch)

2.13

The hotel uses sustainable building equipment in all areas

Equipment for primary energy processing with heating/heating distribution

- Insulated pipes in the heating distributor
- Modern condensing boilers with heat recovery of the exhaust gases and the condensate
- Several boilers in cascade switching to optimize the fluctuating energy demand
- Alternatively: Geothermal heating with heat pump

Hot water processing

- Hot water preparation by heating cascade
- Hot water storage to compensate the demand fluctuations
- Additional solar thermal water preparation
- Indoor pool/swimming pool has heat storage for solar thermal system
- Power/heat installation with complete waste heat utilization

Air conditioning

- Air treatment system with heat recovery
- Air treatment system with compressor facilities

Refrigeration for air conditioning

- Chiller for simultaneous use as a heat pump through appropriate piping (e.g. for hot water extraction)
- Full use of the waste heat of the air conditioner
- Chiller in combination with ice storage to compensate fluctuations on demand

Electricity production

- Power/heat coupling system with heat recovery and feeding the electrical energy into the grid

2.14

The following measures have been implemented in the hotel for further energy efficiency

Energy check/Energy management system

Energy check, Energy management system certification:

No file transmitted

- Energy check with advisor/expert is done (determination of energy demand & consumption, descriptions and analysis of weak points, proposals for saving measures are available)
- Representative for energy-saving is assigned in the hotel
- Energy management system according to ISO 5001 (alternatively EMAS Environmental Management system) is implemented

Lighting concept

- Timers and/or motion detectors in the outdoor area (e.g. underground parking)
- Timers and/or motion detectors indoors (e.g. bathrooms, hallways)
- Use of daylight in the interior planning

Kitchen planning

- At least 80% of all electronic kitchen devices show an A or B energy efficiency level
- Use of osmosis device to lengthen the life span of kitchen devices (prevention from calcium deposit)
- Correct location choice for refrigerators and freezers (e.g. not next to heating or stove)
- Cooling concept (e.g. correct filling)
- Setting the correct cooling temperature (e.g. freezing temperature -18 degrees, cooling temperature 2-7 degrees)

Regular cleaning/dust removal of cooling fins in refrigerators and aggregates

Other

Use of replaceable cotton towel rolls in public areas

Use of recycling paper for hand drying in public bathrooms and personnel areas

Shutdown of computers, screens and printers after work (e.g. in offices and administrative rooms)

Stand-by-mode in all areas (e.g. kitchen, offices)

Information to create awareness for energy efficiency among work employees (e.g. environmental tips at the workplace)

2.15

The hotel makes use of energy-saving/LED lamps

Yes, namely:

30% to 60%

60% to 90%

> 90%

2.16

The hotel takes further measures for the continuous reduction of energy waste

Yes

Environment - water - Section 3 of 10

3.1

The hotel collects data concerning water consumption regularly and systematically

Mandatory

Yes

Recording water consumption, Proof monitoring tool:

No file transmitted

Monthly

Yearly

Total water consumption

Water consumption (m3) per night:

The hotel makes use of digital monitoring tool for this

3.2
The hotel complies with the local/national regulations of waste water disposal, so that it can be purified and reused

Mandatory

Yes

3.3
Water risks are evaluated and documented. The water is obtained from legal and sustainable sources with no future impact on the environment. Potential cumulative influence of tourism on water resources is taken into account

Mandatory

Yes

Documentation of water risks:

No file transmitted

In areas of high water risk, context-based water stewardship goals are identified and pursued

3.4
The water is obtained from legal and sustainable sources with no future impact on the environmental flows. Furthermore, the sources are indicated

Mandatory

Yes, namely:

3.5
The hotel ensures that all water installations and facilities (e.g. heating, cooling) are regularly maintained and kept in good condition

Yes

Proof of maintenance of water installations:

No file transmitted

3.6
The hotel ensures that the quality of the (drinking) water in all areas of the hotel (e.g. rooms, swimming pools) is regularly checked (e.g. legionella, chlorine content)

Mandatory

Yes

Proof of water quality testing:

No file transmitted

3.7

The following measures for saving/conserving resources have been implemented in the hotel

Technology/Standards

Use of flow restrictors/aerators

The water flow amounts to:

Faucets (max. 4-6 liters/min.)

Toilet flushing (max. 6,5 liters/flush)

Showers (max. 8-10 liters/min.)

Urinals (max. 2 liters/ flush)

Cleaning standards are implemented: cleaning teams ideally use the toilet flush during cleaning (e.g. rooms, public areas a maximum of three times)

Use of fittings with sensor technology in public areas

Toilet flush with flush-stop function/economy button

No cleaning of the hotel room when guests stay more than one night

Centralized decalcifying plant is in place

Safe use of automatic irrigation systems for green areas with no adverse effects to the local population or the environment

Safe use of grey or rain water with no adverse effects to the local population or the environment

Waste water from the hotel is disposed at water treatment systems that are acknowledged by the municipality or government where possible

When there are no suitable water treatment systems available close by, an alternative system is used without negative influences on the local population or the environment (and in accordance with waste water quality standards)

Cleaning

Use of eco-friendly detergents/chemicals (e.g. bio-degradable products with the "EU Ecolabel" or "Blauer Engel")

The mattresses in the hotel beds are regularly washed or cleaned with specific cleaning machines or methods

Sensitization

- Information to raise guest awareness for water conservation
- Information to raise employee awareness for water conservation (e.g. environmental tips at the workplace)
- Other
- Own water recycling system is available
- Own natural septic tank is available

3.8
The hotel takes further measures for continuous reduction and waste of water

- Yes

Environment - waste - Section 4 of 10

4.1
The hotel collects data concerning the waste volume regularly and systematically

Mandatory

Recording waste volumes:
No file transmitted

- Yes
- Monthly
- Yearly

4.2
Waste separation in the hotel is carried out according to guidelines of local authorities

Mandatory

- Yes

Invoice waste disposal company (outside EU):
No file transmitted

4.3
Separation systems for garbage are in place (e.g. waste separation site with clear labeling of waste container/recycling container)

Including:

- Guests in hotel rooms
- Guests in public areas

- Personnel (e.g. the offices)
- Waste separation is done by housekeeping

4.4

The following measures are taken to reduce and/or avoid waste production in the hotel

Suppliers

- Suppliers use reusable systems (e.g. PET bottles)
- Supplier takes back packaging (e.g. boxes, euro pallets)

Purchase

- Not recyclable portion/individual packaging is avoided
- Portion/individual packaging is sustainably certified
- Purchase of large packs/containers is preferred

- Soap disposers are used

Sensitization

- Information to raise guest awareness for waste prevention/reduction
- Information to raise employee awareness for waste prevention/reduction (e.g. environmental tips at the workplace)

4.5

The hotel collects and properly disposes special waste e.g. printer cartridges, public and recognized facilities without negative influences on the environment or local population

- Yes

Invoice waste disposal company (outside EU):
No file transmitted

4.6

A zero waste breakfast is offered to avoid packaging waste

- Yes

4.7

The hotel implements the cradle-to-cradle system through the following measures

- At least 10% of the hotel's purchased products are C2CPII certified (Cradle to Cradle Products Innovation Institute)

- Electric devices are given back to the manufacturer after usage
- Own compost heap is available
- Used textiles are not thrown away, but instead reused (e.g. using old bedlinen as cleaning rags)
- Recyclable mattresses are preferred when purchasing hotel bed mattresses

*Cradle-to-cradle describes the concept of continuous circular economy, which was developed in the 90s. According to this concept all biological and technological resources are responsibly given back into the corresponding cycle

4.8

The hotel takes measures to prevent food waste

- Yes
- The hotel measures the amount of food waste
- In the food process chain (e.g. optimal purchasing, storage, control of shelf life)
- Support of initiatives and events such as the German “best leftovers box” – “leftover – to good to trash”
- Membership of waste reduction organization

4.9

The amount of used copy paper at the hotel is regularly collected

- Yes
- Monthly
- Yearly

4.10

The hotel uses only recycled paper/paper from sustainable forestry (e.g. Forest Stewardship Council (FSC)) in the following areas

- Entire hotel
- Offices/front office
- Sanitary rooms

- Kitchen

4.11

The hotel implements the following measures to reduce paper consumption

- Offers are sent online
- Reservation confirmations are sent online
- Invoices are sent online
- An electronic document management system is implemented
- Email signature „Thinking before printing“ is in place
- Print products (e.g. price list, flyers) are available online
- Digital guest wallets are available
- Digital reading service with magazines/newspaper is available via a hotel app
- Paperless processes are introduced in at least 90% of the hotel activities
- Employees are compelled to printing as little as possible
- Recycling paper/scrap paper is preferred amongst employees

4.12

Pollutants (pesticides, paint, chemicals) are reduced wherever possible

- Yes
- Inventory of all pollutants in the hotel is made
- Chemicals that cannot be avoided are stored and taken care of properly
- Natural and bio-degradable substances are used whenever possible
- One staff member is made responsible for the proper management of use, handling and disposal of chemicals

4.13

The hotel takes further measures for continuous reduction of waste

- Yes

4.14

The hotel implements practices to minimize pollution from noise, light, runoff, erosion, ozone-depleting substances, and air, water and soil contaminants

Documentation/authorisations/reports (outside the EU):

No file transmitted

- The hotel implements practices to minimize noise pollution
- The hotel implements practices to minimize light pollution
- The hotel implements practices to minimize pollution from runoff
- The hotel implements practices to minimize pollution from erosion
- The hotel implements practices to minimize pollution by ozone-depleting substances
- The hotel implements practices to minimize air pollution
- The hotel implements practices to minimize water pollution
- The hotel implements practices to minimize soil pollution

Biodiversity and cultural heritage - Section 5 of 10

Biological diversity and the well-being of vital eco-systems are an essential part of sustainable hotel management. A biodiverse business takes responsibility for the surrounding flora and fauna and takes initiative for their growth and protection.

5.1

The hotel supports biodiversity and take initiatives for it

- Yes

5.2

The hotel is not situated in a natural reserve

- Yes

5.3

The hotel takes the following measures for biodiversity

- Presence of own herb garden/snack garden
- Usage of own herbs in the F&B facilities
- Usage of own herbs in the spa facilities
- Presence of own bee hotels/nesting aids

- Support of a regional beekeeper in the making of own honey
- Sowing of wildflower strips around the hotel grounds
- Sowing of biodiverse walls in the hotel lobby, restaurant and/or conference rooms
- Usage of domestic and native bushes and trees in the hotel garden
- Avoidance of exotic or invasive plant species for landscaping
- Plants are chosen regarding the current/expected weather conditions (e.g. drought-hardy plants)
- Any disturbing of biodiversity due to the hotel are appropriately compensated
- Presence of own meadow orchard
- The greening of roof-tops is biodiversity-friendly
- Presence of insect-friendly outdoor lighting
- Natural pest control is preferred
- Aspects of biodiversity are integrated in trainings for employees and suppliers
- Close-to-nature design of lentic and running waters
- Financial support of protected areas and nature conservation projects
- Close-to-nature design of parts of the hotel premises
- Preservation or renaturation of eco-systems as compensation for sealed surfaces
- Opportunity for guests to financially participate in initiatives for biodiversity (e.g. through bee sponsorship, tree planting activities)
- Touristic offers include biodiversity (e.g. guided tours through the woods)
- Existing legal regulations regarding interactions with wild animals are known and adhered to
- Direct interactions with wild animals, specifically feedings, are not permitted by the hotel
- Measures are taken to minimize the disturbance of wildlife
- Impacts on the wildlife are regularly monitored and addressed
- Wildlife species are not purchased, bred, consumed, traded or kept in captivity and the accommodation and care for wild or domesticized animals match the standards for animal care
- Cooperation with a nature park or a similar institute
- Any disturbance of natural ecosystems is minimized

Any disturbance of natural ecosystems is rehabilitated

Other

5.4

All laws related to land usage and activities in local areas are adhered to

Yes

Proof of compliance with laws/building regulations/environmental testing (outside the EU):

No file transmitted

All required licences and permits are up to date

Compliance with area management plans and guidance, even if not required

5.5

Natural and cultural heritage is taken into account in the site and design selection

Yes

The hotel has taken into account the protection of biologically sensitive areas and the assimilative capacity of ecosystems

The hotel is aware of and complies with existing guidelines of tourist visits to natural sites

The hotel engages with local conservation bodies to identify issues concerning visits to particular sights

The integrity of archaeological and cultural heritage and sacred sites has been preserved

The integrity and connectivity of natural sites and protected areas has been preserved

Threatened or protected species have not been displaced and the impact on all wildlife habitats has been minimized and mitigated

Water courses/catchments/wetlands have not been altered, and run-off is reduced where possible and any residue is captured or channeled and filtered

Impact assessment (including cumulative impacts) has been undertaken and documented as appropriate

The hotel demonstrates awareness of and compliance with existing international, national and local good practice and guidance for tourist visits to cultural sites and indigenous communities

Copyright and intellectual property rights have been observed and necessary permissions obtained

Any use of artefacts is transparent and/or documented and reported

- Visitors are prevented from removing or damaging artefacts
- The hotel respects the natural environment during new construction, renovation and demolition activities

5.6

Adherence to land, water and property rights

- Land ownership and tenure rights are documented

Proof of land/ownership:

No file transmitted

- There is documentary evidence of communication, consultation and engagement with local and indigenous communities
- The integrity of archaeological and cultural heritage, as well as of sacred places, is guaranteed
- User and access rights to key resources, including land and water, are documented where applicable
- Evidence of free, prior and informed consent of local communities is documented where relevant (no involuntary resettlement or land acquisition)

5.7

The hotel supports local entrepreneurs in the development of sustainable products and services that are based on the area's nature, history and culture

- Yes

Purchasing - Section 6 of 10

The purchasing is a central management key point and indicator of sustainable business. Regional, seasonal, organic and fair-trade products are the major value in hotel purchasing and increasingly important in a community.

6.1

The purchase of F&B products is effectuated with suppliers based in an area of ≤ 100 km from the hotel

Overview of (major) suppliers:

No file transmitted

Please specify:

- 30% to 60%
- 60% to 90%
- >90%

6.2

The purchase of all other products is effectuated with suppliers based in an area of ≤ 100 km from the hotel

Invoices/overview of (major) suppliers:

No file transmitted

Please specify:

- 30% to 60%
- 60% to 90%
- >90%

6.3

The washing of various articles (e.g. bedlinen, towels, bathrobes) takes place at a laundry shop based in an area of ≤ 100 km from the hotel

Laundry invoice:

No file transmitted

- In-house laundry
- 10km
- 20km
- 30km
- The laundry is sustainably certified

6.4

When buying/leasing/renting textiles, the hotel prefers sustainably produced materials (e.g. GOTS (Global organic textile standards), Fairtrade, Cotton made in Africa, organic cotton, recycled polyester or lyocell/tencel)

- Bedlinen
- Towels
- Workwear
- Bathrobes
- Matresses

6.5

The purchase of sustainable products in various categories (e.g. „Blauer Engel“, FSC certification of sustainable forestry, climate-neutral) takes place

- 30% to 60%
- 60% to 90%
- 90%

6.6

The hotel purchases environmentally friendly care and beauty products for the hotel rooms

- Sustainably certified
- Vegan (no animal ingredients)
- Not tested on animals

6.7

The hotel offers the following regional drinks (based in an area of ≤ 100 km from the hotel)

6.8

The hotel offers vegan drinks and snacks on the menu

- 10% to 15%
- 15% to 20%
- > 20%

6.9

The hotel offers plant-based alternatives (vegan) on the breakfast buffet (e.g. dairy products)

- 10% to 15%

15% to 20%

> 20%

6.10

The hotel offers vegan drinks and snacks in the minibar

Yes

6.11

The purchase of seasonal products is at least 30% in the F&B area

Yes

6.12

The hotel purchases the following organic/biological products (labeling according to the EU-Eco-regulation)

6.13

The hotel purchases the following fairly traded and certified products (e.g. fairtrade, GEPA, UTZ)

6.14

The hotel purchases the following vegan products

6.15

The hotel purchases fish that is biological bred or organically caught with low- impact fishing methods (e.g. MSC-certified, from domestic waters)

Delivery notes, invoices, order lists:

No file transmitted

- 30% to 60%
- 60% to 90%
- >90%

6.16

The hotel purchases meat from organic or species-appropriate farming

Delivery notes, invoices, order lists:

No file transmitted

- 30% to 60%
- 60% to 90%
- >90%

6.17

At the hotel restaurant the meals are created with fresh ingredients and the chefs refrain from using food with flavor enhancers, artificial dyes, preservatives, artificial supplements and E numbers

- 30% to 60%
- 60% to 90%
- >90%

6.18

The proportion of convenience food in the hotel is at most 20%

Yes

6.19

Endangered species are not purchased or sold

Yes

6.20

The hotel carefully manages the purchasing of consumables and disposable goods, including food, in order to minimize waste

Yes

Proof of organisation (screenshot of software system if applicable):

No file transmitted

6.21

The hotel takes further measures to optimize purchasing processes, to strengthen the sustainable values or to purchase more sustainable and vegan products

Yes

6.22

The organization has a purchasing policy that favours environmentally sustainable suppliers and products

Yes

The policy covers capital goods, food, beverages, building materials and consumables.

Regionality and mobility - Section 7 of 10

Regionality and mobility are key indicators of sustainability. Regionality contributes to company identification and a quality growth. Mobility requires future-oriented approaches in the tourism branch.

7.1

The hotel is in close contact with local destination management organizations or similar institutions

Yes

Proof of partnership/cooperation:

No file transmitted

The hotel additionally engages in the planning and management of sustainable tourism initiatives

7.2

The hotel declares and informs about the origin of the products on the menu/drinks menu

Yes

7.3

Guests can purchase (noticeably) following regional/self-made products at the hotel

7.4

Employees know the origin and quality of products and suppliers in the region

Yes

7.5

The hotel uses regional, sustainable certified or vegan care and beauty products in the spa area

Product overview incl. certifications:

No file transmitted

Regional

Sustainably certified

Vegan

7.6

At least 50% of all employees live in a radius of \leq 30 km from the hotel

List of employees incl. addresses:

No file transmitted

10km

20km

30km

7.7 The hotel offers special conference packages with regional, organic or vegan products

Yes

Conference offer:
No file transmitted

7.8 The hotel offers the rental of bicycles

- Own bikes are available
- Via provider/cooperation partner
- Hotel offers electric moped rentals
- Roofed and secured bicycle parking is available

7.9 Indicators regarding guest mobility

- Guests receive information regarding low-emission travel options (e.g. train)
- Room rate includes public transport ticket
- Room rate including public transport ticket is available with a special discount
- Charging station for electric vehicle is available
- Hotel offers e-vehicle rentals
- Hotel offers e-vehicle shuttles

7.10 Indications regarding employee mobility

List of employees incl. mode of travel (from 15 employees):
No file transmitted

- At least 10% of all employees come to work by foot/bike
- At least 10% of all employees come to work by public transport/car-sharing
- The hotel's car pool consists of vehicles with alternative drives (electric, hybrid, hydrogen)
- The hotel offers opportunities of resource efficient transport alternatives for employees

7.11

The hotel is barrier-free and accessible for people with and without health restrictions

Accessibility certification:

No file transmitted

- Barrier-free hotel rooms with bath
- Parking lots
- Access to public areas (e.g. ramp, elevator, door width)
- Barrier-free tourism officers
- Promotion of barrier-free offers (e.g. via online platforms, networks)
- Clear and accurate information is available for all people at all times
- The hotel's accessibility has been certified or confirmed by relevant users/experts

7.12

Employees receive information about the natural and cultural heritage of the region

- Yes

7.13

Employees receive in-depth information about appropriate behavior at the natural and cultural heritage of the region as well as about events with regional or cultural content

- Yes

7.14

Guests receive in-depth information about the the natural and cultural heritage of the region as well as about events with regional or cultural content

- Yes

7.15

Guests receive information about events with regional or cultural content

- Yes

Quality management and sustainable development - Section 8 of 10

Quality assurance is a core process of sustainability and an important part of every business. Its further development ensures the future business success through satisfied and motivated employees, regular guests and a trusting cooperation with all stakeholders.

8.1

Business processes (e.g. work instructions) and organizational structures are recorded in a quality/environmental hand book

ISO 9001 certification, ISO 14001 certification, organisation chart/job description (quality officer):

No file transmitted

- Yes
- Quality certification according to ISO 9001 is present
- Environmental certification according to ISO 14001 is present
- Representative for hotel quality management is appointed in written form (e.g. job description)

8.2

The hotel takes into account at least three of the 17 climate goals of the United Nations (SDGs, Sustainable Development Goals) in its sustainability activities

- Yes



8.3

At least 80% of the hotel's suppliers work with a certified sustainable concept (e.g. climate-neutral products, United Nation Global Compact Network) and all suppliers are reviewed annually regarding the core criteria quality, regionality and sustainability

Yes

List of suppliers incl. certification:

No file transmitted

If no:

At least 50% of all suppliers are regional

At least 50% of all suppliers work with a sustainable concept

At least 50% of all suppliers are sustainably certified

8.4

The hotel actively encourages the use of cleaner and more resource efficient alternatives by suppliers

Yes

8.5

Suppliers comply with the hotel's code of ethics based on environmental, social and ethical standards of the hotel

Yes

8.6

Sustainability is considered as a continuous improvement process in the hotel

Yes

A working committee for sustainability at the hotel actively works on different projects

8.7

Efficiency measures in the area of corporate ecology (energy, water, waste) are regularly trained (several times per year) and implemented

Mandatory

Yes

8.8

Employees/new employees receive written information about eco-friendly tips/behavior at the workplace (e.g. included in the welcome-package for new employees, announcements on international information boards)

Yes

8.9

The usage and handling of equipment is secured (e.g. sanitation guidelines, cleaning schedules)

Yes

Preventive pest control (chemical, physical or biological measures for the control of animal pests or microorganisms)

Control of frequently used cleaning agents (e.g. secure depositing systems)

8.10

The hotel regularly controls the guest satisfaction

Yes

Complaints are organized and documented

Recommendation rate on holidaycheck is $\geq 85\%$ and/or at least 4 out of 5 points

Usage of a rating tool (e.g. Customer Alliance, Trust You)

Corrective action is taken where appropriate

Please specify:

8.11

The hotel regularly controls the employee satisfaction

Yes

Complaints are organized and documented

Please specify:

8.12

Employees can propose suggestions for improvement in the hotel

- Yes
- Process is organized and documented
- Incentive system (monetary/material/non-material) is implemented

8.13

Through a carbon footprint calculation, significant greenhouse gas emissions from all sources are controlled and identified by the hotel

Yes, name of the provider

Contract CO2 balancing:

No file transmitted

- Procedures are implemented to avoid or minimize significant greenhouse gas emissions controlled by the hotel

8.14

The hotel compensates CO₂ emissions in the following areas/products

- conferences/congresses
- Arrival of guests
- Guests can voluntarily compensate their carbon footprint during their hotel stay (e.g. during online booking or at the front office)
- Print products
- Webhosting is done with 100% green electricity
- Usage of climate-neutral hotspot

8.15

The hotel is climate-neutral, meaning all CO₂ emissions are annually compensated

- Yes

Please specify:

8.16

The hotel's activities do not endanger the supply of neighboring municipalities with basic things such as food, water, energy, health care and sanitary facilities

Operating licence/compliance with environmental regulations (outside the EU):

No file transmitted

Yes

8.17

The activities of the hotel do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing

Operating licence/compliance with environmental regulations (outside the EU):

No file transmitted

Yes

8.18

The hotel uses sustainable and health-conscious equipment (e.g. furnishings are sustainably produced, biological materials or solid wood)

All insulating materials and furnishing are eco-friendly and recyclable

For renovations or newly constructed buildings, sustainable materials and construction methods are preferred, if possible with corresponding sustainable certifications

Natural materials are used for decoration in the hotel

Wherever possible, local materials, practices and craftsmanship is used in the hotel

Local art and craftsmanship are integrated in the hotel's interior design and furnishing

Local, authentic, contemporary art and craftsmanship are integrated in the hotel's interior design and furnishing

Social responsibility - Section 9 of 10

Social commitment is the mainstay of sustainable development. It stands for responsibility and motivation, for creating of a sustainable environment at the intersection between ecology, social and economic responsibility

9.1

The hotel secures a fair handling with all stakeholders (employees, suppliers, guests)

Yes

Code of Conduct:

No file transmitted

9.2

The hotel supports (local) initiatives or projects of sustainable development, for example with promoting the local community or cultural heritage

Mandatory

Yes, namely

Please specify:

Support in EUR of projects/year

Support in days of projects/year

Materialistic support of projects/year

9.3

The support of the above mentioned initiative is communicated

Yes

9.4

The hotel encourages fair work, standard rates and collective agreements

Employee contract:

No file transmitted

Yes

The salary level is monitored regularly and matched with the norms of a secure livelihood in the country of employment

Employment contracts show the support of health insurance and social security

9.5

The hotel makes an effort to give local citizens entry-level career opportunities

Yes

The hotel prefers employees from the regional market when recruiting

Trainings are being offered to increase entry-level career opportunities for newcomers

- Local residents are given equal opportunities for regular trainings and advancement (including management positions)

9.6

Employees regularly participate in trainings

Training documentation:

No file transmitted

- Internal trainings
- External trainings for at least 20% of all employees per year
- At least twice a year trainings with a focus on sustainability
- Employee trainings and manuals are available in various formats

9.7

In these trainings, the following sustainability subjects are considered

- Environmental practices
- Social and cultural practices
- Economic and quality issues
- Human rights issues
- Health and safety practices
- Risk and crisis management

9.8

A health management system is implemented in the hotel

- Daily offer of fruits/vegetables in the canteen is available
- Sports/relaxation/dietary offers for employees
- Company doctor is available
- Risk assessment/psychological risk assessment at working places is available
- Optimally designed workplace to reduce stress (e.g. lighting, ergonomics)

9.9

The hotel regularly collects data on the employment structure

Yes

Please specify:

Number of employees (full-time equivalents):

Number of apprentices:

Number of leadership positions:

Number of women in leadership positions:

Number of professionals:

Number of temporary workers/seasonal workers:

Number of local employees:

9.10

The hotel management is aligned with diversity* and equal chances

Code of Conduct:

No file transmitted

Yes

The hotel considers groups that are at risk of discrimination during recruiting and within the employment structure

Internal promotions include these groups

*Diversity describes the recognition and appreciation which all humans equally deserve, no matter their social or ethnical background, their gender, their religious affiliation, their sexual orientation, their ideology or their psychological and physical features. Within a business establishment this means that social barriers are given up, equality is supported, discrimination is abolished and the diversity amongst employees is made use of.

9.11

The organization has a policy against commercial, sexual or any other form of exploitation and harassment

Yes

9.12

The policy covers children, adolescents, women, minorities and other vulnerable groups

Yes

9.13

The policy is documented and implemented by the organization.

Yes

9.14

The hotel offers the following benefits for employees

- Overtime regulation (e.g. time off, additional payment)
- Higher-than-average payment
- Employees' participation in shift planning
- Voluntary social benefits
- Payment of Christmas and/or vacation pay
- Job ticket for public transport
- Family-friendly working hours
- Documented employee appraisal
- Engaging social areas
- Holiday planning (≥ 3 weeks)
- Usage of hotel facilities (e.g. spa, gym)
- Family and friends rates/benefits for employees
- Job-transfer within hotel chain
- Support programs for trainees
- Educational leave (e.g. 5 days per year)
- Grant/reimbursement for continuing education (e.g. hotel business administrator, chef)
- Own education academy
- Cooperation with providers of on-the-job trainings
- Career development programs
- Material incentives for target achievement

- Monetary benefits (e.g. company car, apartment)
- Equipment such as cell phones/laptops for department managers
- Possibility of home-office
- Employees accommodation/house
- Corporate catering
- Vegan or organic food
- Own kindergarten/KITA or financial support
- Company outing/company party
- Staff meeting
- Personal supervisor during on-boarding

Economic responsibility - Section 10 of 10

The economic stability of a company is a cornerstone which ensures qualitative and quantitative growth. Survey, evaluation and control of financial and economic data are essential and allow to meet external demands and expectations of customers, investors or the media.

10.1

The hotel collects on a regular basis economic and financial data

- Yes

Please specify:

- Revenue structure
- Revenue per employee
- Revenue per available room
- Restaurant/outlet sales per guest
- Restaurant/outlet sales per service employee
- Spa revenue per spa guest
- Spa revenue per spa employee
- Banquet revenue per conference participant

Banquet revenue per banquet employee

Average room occupancy rate in percent

Average room price in EUR

Room yield (RevPar) in EUR

Average length of stay

Personnel turnover (personnel leaving/average number of employees)

Personnel cost ratio (personal cost/revenue)

Sick leave (number of working days lost due to illness/annual amount)

Investment ratio

10.2

The proportion of capital/property held in the region is over 50 percent

Yes

10.3

The hotel has a long-term investment plan in place

Yes

The investment plan includes ecological aspects (e.g. purchase of sustainable textiles)

10.4

Employees are regularly informed about hotel key figures (e.g. meetings)

Yes

10.5

The hotel has a risk management system* related to ecological, social and economic corporate risk

Documentation of the risk management system:

No file transmitted

Yes

*The risk management covers all measures to systematically detect, analyze, assess, monitor and control risk that are related to the hotel's operational activities.

Over the last 3 years, the hotel has shown significant growth

Yes

Please specify:

Sales

Yield

Investment

Occupancy rate

Number of employees

Number of training places

Number of regular guests

Customer satisfaction

Employee satisfaction

Rate of innovation

Qualitative networks

Social commitment

Regional suppliers

Organic products

Vegan products

Fairtrade products

Climate-neutral products

Sustainability indicators (e.g. energy aspects)



Help