

## Management and communication - Section 1 of 11

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).

SDG 4  
Quality Education  
SDG 8  
Decent Work and Economic Growth  
SDG 10  
Reduced Inequalities  
SDG 13  
Climate Action  
as well as SDG 16, SDG 17

### 1.1

#### The SPA has written a mission statement (corporate policy) for sustainable and responsible corporate governance

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Yes, I want to upload my mission statement here.

No file transmitted

I will upload my mission statement at a later moment in time.

### 1.2

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

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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, 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 work, support of health literacy)

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

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

- Sociocultural aspects of the tourist value-added chain (providing/involving information about the natural environment, the regional culture and cultural heritage, involvement of local elements in arts, architecture, decoration, cuisine or shops and preserving the local traditions)
- Efficiency/ambition for continuous improvement (market position, stakeholder dialogue, quality assurance and sustainable development)

\*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.

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)**

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- Yes

1.4

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

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- Yes

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

- As main function
- Function is performed by SPA management/director/skilled employee

1.5

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

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- Yes
- Yes, for the entire SPA group (e.g. franchise, chain)
- Annual written evaluation of the environmental aspects is done (e.g. management review)

No file transmitted

Please download a template for your sustainability program here. In this writeable PDF document, you may insert the tasks for each core area. Please remember to upload the sustainability program here again before finalizing and sending the criteria catalogue.

[Vorlage Umweltprogramm \(PDF\)](#)

1.6

**The SPA informs stakeholders about its sustainability activities (e.g. via website, newsletter, social media, customer magazines)**

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Yes

Yes, there is a menu item for sustainable activities on the SPA website

Yes, information is forwarded to GreenSign for communication activities (e.g. homepage)

1.7

**The SPA publishes a yearly sustainability/environmental/CSR report (already done/for the future)**

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Yes

No file transmitted

1.8

**A unified visual corporate design (CD)/corporate image is launched and implemented in the SPA and confirms the SPA's intrinsic sustainability strategy (e.g. logo, design of communication media with business cards, SPA brochures, official documents, workwear)**

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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 CO<sub>2</sub>- emissions, Ecpat (Children Rights Organization) etc.)

1.9

**Advertising material and marketing communication are precise and transparent**

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Any advertising material truthfully corresponds with the SPA services

The advertising of experiences of nature and cultural events is truthful

1.10

**The SPA raises awareness for sustainable behavior and has implemented the following measures (e.g. information in the SPA, A-Z info etc.)**

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Employees

Guests

Partners/suppliers

Please note: The presettings are just examples which can be overwritten with your own measures.

1.11

**The CSR-/quality manager/SPA director monitors and initiates improvement processes regarding sustainability issues and reports about them in meetings**

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Ja

1.12

**The SPA management ensures that all applicable 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 code "The Code" etc.)**

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Yes

A corresponding certificate or another form of written documents as proof for obliging to all applicable legal regulations is available

## **Environment - energy - Section 2 of 11**

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

SDG 4  
Quality Education

SDG 6  
Clean Water and Sanitation

SDG 7  
Affordable and Clean Energy

SDG 13  
Climate Action

SDG 14

Life below Water  
SDG 15  
Life on Land  
As well as SDG 1, SDG 2, SDG 3, SDG 8, SDG 9, SDG 11, SDG 12

2.1  
**The SPA collects data concerning energy consumption (e.g. electricity, heating oil, natural gas) regularly and systematically**

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- Yes
- Monthly
- Yearly

Please specify (Usage per year in kWh)

Total electricity

Electricity per guest

Total heating

Heating per guest

2.2  
**The SPA examines and evaluates all energy suppliers**

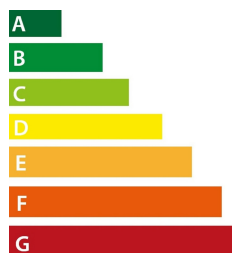
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- Yes
- Employees are involved and can upon request report about the energy suppliers

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

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- Yes



Energy levels of electrical devices. Please specify:

- A
- B
- C to D

## 2.4

**The SPA takes measures to identify and continuously reduce significant green gas emissions related to its energy use:**

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Please note: The presettings are just examples which can be overwritten with your own measures.

## 2.5

**The SPA is a newly constructed building (not older than five years) and is built in an energy-efficient matter**

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- Yes

- The SPA was built regarding DGNB, LEED or similar sustainable standards for constructions
- The SPA 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:  $UV \leq 1,3 \text{ W/m}^2\text{K}$ )
- All insulating materials are eco-friendly and recyclable

2.6  
**The SPA ensures that all electrical installations (e.g. saunas, swimming pools) are regularly serviced and maintained**

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- Yes
- The servicing and maintaining are guaranteed through a digital recording

2.7  
**The SPA obtains energy from renewable/regenerative sources to improve the climate balance**

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- At least 75% through energy mix
- 100% through energy mix

2.8  
**The SPA produces energy from renewable/regenerative sources**

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- Combined heat and power plant (CHP)
- Solar energy (thermal)
- Photovoltaics
- Hydropower
- Wind energy
- Bio energy

2.9  
**The SPA uses heating energy from resource-efficient sources to improve the climate balance**

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- 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

2.10

**The following energy efficiency measures have been implemented in the SPA:**

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- 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
- Outside pools are covered up overnight in a heat-insulating way
- The heat-insulating coverage is navigated through a light barrier
- Information to raise guest awareness for energy efficiency

2.11

**The following energy efficiency measures have been implemented for the saunas**

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- Integration of the extracted air's heat recovery
- Disconnection of peak load
- „Climate manager“/CO<sup>2</sup> measurement = Air exchange rate is reduced at lower number of guests
- Doubled insulated ceiling
- Use of insulating glass on all window fronts
- Compression frame/rubber lip at sauna doors

2.12

**The SPA has building automation for heating, water, air conditioning and energy in all areas**

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Equipment for primary energy processing with heating/heating distribution (40P)

- 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 (40P)

- Hot water preparation by heating cascade
- Hot water storage to compensate the demand fluctuations
- Additional solar thermal water preparation
- Indoor-pool/swimming pool as heat storage for solar thermal system
- Combined heat and power plant with full use of waste heat

#### Air conditioning (max. 20P)

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

#### Refrigeration for air conditioning (max. 20P)

- 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 (20P)

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

### 2.13

#### All swimming pools are covered up between end of work and start of work

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- Yes

### 2.14

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

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#### Energy check/Energy management system (max. 40P)

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

Lighting concept (max. 30P)

- 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

Other (max. 40P)

- Sounding of an alarm signal when the sauna door is not closed
- Use of re-usable cotton towel rolls in public areas
- Use of recycled paper for hand drying in public bathrooms and personnel areas
- Use of towels made from materials with low volume and/or fast-drying materials to save energy
- 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 at work (e.g. environmental tips at the workplace)

2.15

### The SPA makes use of energy-saving/LED lamps

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Yes, namely:

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

2.16

### The SPA takes (further) measures for the continuous reduction of energy waste

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- Yes

## Environment - water - Section 3 of 11

3.1

**The SPA collects data concerning water consumption regularly and systematically**

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- Yes
- Monthly
- Yearly

Please specify:

Water consumption total

Water consumption per guest

- The hotel makes use of a digital monitoring tool for this

3.2

**The SPA complies with the local/international regulations of wastewater disposal, so that it can be purified and reused**

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- Yes

3.3

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

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- Yes

3.4

**The SPA 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)**

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- Yes

3.5

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

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Technics/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
- Centralized decalcifying plant is in place
- Use of automatic irrigation systems for green areas
- Use of grey or rain water
- Wastewater from the SPA 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 wastewater quality standards)

#### Cleaning/Textiles

- Laundry is sustainably certified or ensures that no water is wasted (e.g. machines are only switched on when fully loaded)
- Use of eco-friendly detergents/chemicals (e.g. bio-degradable products with the "EU Ecolabel" or "Blauer Engel")
- Pool cleaning is carried out in a resource-friendly way (e.g. manual and mechanical procedures, maintenance of the filter system)
- SPA towels are made of materials with lower volume than standard terry towels
- Towels are not freely available, but can be picked up at the reception desk if needed

#### Sensitization

- Measures to reduce the use of towels
- 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
- Nature swimming ponds (plants clean the pool water)

3.6

**The SPA takes (further) measures for the continuous reduction and waste of water**

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- Yes

## **Environment - waste - Section 4 of 11**

4.1

**The SPA collects data concerning the waste volume regularly and systematically**

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- Yes
- Monthly
- Yearly

4.2

**Waste separation in the SPA is carried out according to guidelines of local authorities**

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- Yes

4.3

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

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including:

- Guests (e.g. public areas)
- Personnel (e.g. offices)

4.4

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

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Suppliers (max. 30P)

- Purchase of mainly large packs/containers
- Soap dispensers are used
- Soap dispensers are made from eco-friendly materials

Booths (treatments & applications) (max. 20P)

- Use of compostable films
- Use of compostable or reusable gloves

Sensitization (max. 20P)

- 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 SPA properly disposes special waste (e.g. printer cartridges) (in recognized public facilities without influences on the environment or local population)**

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- Yes

4.6  
**The SPA implements the cradle-to-cradle\* system through the following measures**

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- At least 10% of the SPA's purchased products are C2CPii certified (Cradle to Cradle Products Innovation Institute)
- Electronic devices are given back to the manufacturer after usage
- Used textiles are not thrown away, but instead re-used (e.g. using old bedlinen as cleaning rags)

\*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.

4.7  
**The amount of used paper at the SPA is regularly collected**

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- Yes
- Monthly
- Yearly

4.8  
**The SPA uses only recycled paper from sustainable forestry (e.g. Forest Stewardship Council (FSC)) in the following areas**

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- Entire SPA-area
- Offices/front office
- Sanitary rooms

4.9

#### The SPA implements the following measures to reduce paper consumption

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- Offers are sent online
- Reservation confirmations are sent online
- Invoices are sent online
- An electronic documented management system is implemented
- Checklist tools are electronic
- Administrative tools which reduce paper consumption are preferred
- Email signature "Thinking before printing" is in place
- Print products (e.g. price lists, flyers) are available online
- Digital guest wallets are available (e.g. in relaxation rooms)
- Digital reading service with magazines/newspapers is available via a SPA app
- Paperless processes are introduced in at least 90% of the SPA activities
- Employees are compelled to printing as little as possible
- Recycling paper/scrap paper is preferred amongst employees

4.10

#### Pollutants (pesticides, paint, chemicals) are reduced wherever possible in the SPA

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- Inventory of all pollutants in the SPA is made
- Chemicals that cannot be avoided are stored and taken care of properly

4.11

#### The SPA takes (further) measures for the continuous reduction of waste

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- Yes

## Biodiversity and cultural heritage - Section 5 of 11

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

SDG 13  
(climate action)

SDG 15  
(life on land)

5.1

### The SPA supports biodiversity and makes a meaningful contribution to it

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Yes

5.2

### The SPA is not situated in a natural reserve

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Yes

5.3

### The SPA takes the following measures for biodiversity

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- Presence of own herb garden/food garden
- Support of regional beekeeper in the making of own honey
- Sowing of wildflower strips around the SPA grounds
- Sowing of biodiverse walls in the SPA lobby, restaurant and/or relaxation rooms
- Usage of domestic and native plants on the SPA property
- Avoidance of exotic or invasive species for landscaping
- Plants are chosen regarding the current/expected weather conditions (e.g. drought-hardy plants)
- Any disturbing of biodiversity due to the SPA are appropriately compensated
- 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 SPA premises
- Preservation or rehabilitation 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)

## Purchasing - Section 6 of 11

In-house purchasing is a central control body and indicator of sustainable responsibility. The strategic and conscious selection of products supports humane working conditions and contributes to environmentally compatible production. When selecting products, particular attention must be paid to quality and sustainability features.

SDG 13

Climate Action

SDG 14

Life below Water

SDG 15

Life on Land

As well as SDG 1, SDG 8, SDG 10, SDG 16, SDG 17

6.1

**The purchase of all products and services for the SPA is made through suppliers based in an area of  $\leq 100$  km from the SPA**

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Please specify:

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

6.2

**The washing of various articles (e.g. towels, bathrobes) takes place at a laundry shop based in an area of  $\leq 30$  km from the SPA**

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

6.3

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

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- Towels
- Bathrobes
- Bathroom slippers
- Cushions for massage chairs

6.4

**The purchase of sustainable products in various categories (e.g. vegan, Ecocert, BDIH) takes place**

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

6.5

**The SPA purchases environmentally friendly cleaning materials**

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- Sustainably certified
- Made from natural or close-to-nature ingredients
- Vegan (no animal ingredients)
- Not tested on animals
- Containers are refillable

6.6

**The SPA purchases environmentally friendly care and beauty products**

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- Sustainably certified (BDIH, Natrue, Ecocert, PETA approved, cruelty-free etc.)
- Plant cosmetics (Ingredients partly plant-based, partly synthetic)
- Natural cosmetics (Ingredients mainly plant-based, with corresponding label)
- Organic cosmetics (Ingredients from controlled organic (BIO) cultivation, with corresponding label)
- Vegan (no animal ingredients, with corresponding label)

Not tested on animals

6.7  
**The SPA purchases products with sustainable packaging or packaging made from recyclable materials**

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30% to 60%

60% to 90%

>90%

6.8  
**The SPA takes (further) measures to optimize purchasing processes, strengthen the sustainable value chain or to purchase more sustainable and vegan products**

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Yes

**Regionality and mobility - Section 7 of 11**

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.

SDG 3  
Good Health and Well-Being

SDG 8  
Decent Work and Economic Growth

SDG 9  
Industry, Innovation and Infrastructure

SDG 11  
Sustainable Cities and Communities

SDG 13  
Climate Action

As well as SDG 1, SDG 2, SDG 4, SDG 5, SDG 10, SDG 12, SDG 14, SDG 15, SDG 16

7.1  
**The SPA declares the origin of its wellness products throughout all media**

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Yes

7.2  
**Guests can purchase (recognizable) regional and/or self-made products (e.g. cosmetics, marmelade)**

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7.3

**Unpacked corners with products or souvenirs for guests are available**

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Yes

7.4

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

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Yes

7.5

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

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Yes

7.6

**The SPA uses regional care and beauty products**

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Yes

7.7

**At least 50% of all employees live in a radius of max. 30 km from the SPA**

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10 km

20 km

30 km

7.8

**The brine source necessary for the brine bath is based in an area of  $\leq$  100km from the site**

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Yes

7.9

**The bog meadow necessary for bog applications is based in an area  $\leq$  100 km from the site**

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Yes

## 7.10

### Indications regarding guest mobility

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- Guests receive information regarding low-emission travel options (e.g. train)
- Roofed and secured bicycle parking is available
- The SPA can be easily reached by bicycles through biking paths and routes
- Charging station for electric vehicle is available
- The SPA offers e-vehicle shuttles

## 7.11

### Indications regarding employee mobility

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- 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 SPA's car pool consists of vehicles with alternative drives (electric, hybrid, hydrogen)

## 7.12

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

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

## Quality management & sustainable development - Section 8 of 11

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.

SDG 4  
Quality Education

SDG 8  
Decent Work and Economic Growth

8.1  
**Business processes (e.g. work instructions) and organizational structures are recorded in a quality/environmental hand book**

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- Yes
- Quality certification according to ISO 9001 is present
- Quality certification according to ISO 14001 is present
- Quality certification Wellness Stars Germany or similar is present
- Representative for SPA quality management is appointed in written form (e.g. job description)

8.2  
**6.2 The SPA takes into account at least five of the 17 sustainable goals of the United Nations (SDGs, Sustainable Development Goals) in its sustainability activities**

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- Yes

8.3  
**At least 80% of the SPA'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**

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- Yes

If not:

- At least 50% of the 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  
**Suppliers comply with the SPA's code of ethics based on environment, social and ethical standards of the SPA**

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- Yes

8.5  
**Sustainability is considered as a continuous improvement process in the SPA**

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- Yes

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

8.6

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

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Yes

8.7

**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 internal information boards)**

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Yes

8.8

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

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Yes

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

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

8.9

**The SPA regularly controls the guest satisfaction**

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Yes

The SPA's sustainability is included in the guest satisfaction survey

Complaints are organized and documented

Recommendation rate on Tripadvisor, Thermencheck or similar is at least 4 out of 5 points

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

Please specify:

8.10

### The SPA regularly controls the employee satisfaction

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Yes

Complaints are organized and documented

Please specify:

8.11

### Employees can propose suggestions for improvement in the SPA

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Yes

Process is organized and documented

Incentive system (monetary/material/non-material) is implemented

8.12

### The SPA compensates CO<sub>2</sub>-emissions in the following areas/products

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Arrival of guests

Guests can voluntarily compensate their carbon footprint during their SPA stay (e.g. during online booking or at the front office)

Print products

Business trips

Webhosting is done with 100% green electricity

8.13

### The SPA makes an annual carbon footprint and/or water footprint

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Carbon footprint

Water footprint

Reduction of emissions compared to the prior



8.14

**The SPA is climate-neutral, meaning all CO<sub>2</sub>-emissions are annually compensated**

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Yes

Please specify:

CO<sub>2</sub>-emissions in tons per year

8.15

**The SPA uses sustainable and health-conscious equipment of its silent rooms, massage rooms, saunas etc. (e.g. furnishings are sustainable produced, biological materials or solid wood)**

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- All building, interior and furnishing materials are eco-friendly, recycled or 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 the decoration in the SPA
- Wherever possible, local materials, practices and craftsmanship is used in the SPA
- Local art and craftsmanship are integrated in the SPA's interior design and furnishing
- For saunas or wall cladding, the SPA uses wood from controlled sustainable forestry
- Floor coverings are free of harmful substances such as plasticizers or heavy metals
- Usage of living plants or trees instead of artificial shading

8.16

**The SPA has various health offerings as preventive measures in the following fields of action**

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- Nutritional counseling
- Exercise (e.g. back classes)
- Relaxation classes (e.g. yoga)
- Demonstration of relaxation exercises for guests (e.g. autogenic training, Qi Gong etc.)

Other

8.17

**If the facility has a brine bath, the brine used is obtained from natural sources instead of being artificially produced**

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Yes

8.18

**Radiation and electrosmog are avoided as best as possible, especially in the silent rooms**

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Yes

8.19

**Multisensual\* stimuli were taken into account in the design of the SPA and coordinated with the SPA concept**

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Yes

\*Multisensual stimuli are stimuli in which all of the human sensory channels are addressed

## **Social responsibility - Section 9 of 11**

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.

SDG 3

Gesundheit und Wohlergehen

SDG 5

Geschlechtergleichheit

SDG 8

Menschenwürdige Arbeit und Wirtschaftswachstum

SDG 10

Weniger Ungleichheiten

SDG 16

Frieden, Gerechtigkeit und starke Institutionen

Zudem SDG 1, SDG 2, SDG 4, SDG 17

9.1

**The SPA deals with all stakeholders (employees, suppliers, guests) on an equal basis**

---

Yes

9.2

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

---

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 SPA encourages fair work is oriented to fair wages and collective agreements

---

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 SPA makes an effort to give local citizens professional entry opportunities in its company

---

Yes

The SPA prefers employees from the regional market when recruiting

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

9.6

### SPA employees regularly participate in trainings

---

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

### A health management system is implemented in the SPA

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- 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 place is available
- Optimally designed workspace to reduce stress (e.g. lighting, ergonomics)

9.8

### The SPA 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:

Number of local interns:

9.9

## The hotel management is aligned with diversity\* and equal chances

---

- 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 affiliations, 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, a policy against exploitation and harassment is in place and the diversity amongst employees is made use of.

9.10

## The SPA offers the following benefits for employees

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- Overtime regulation (e.g. time off, additional payment)
- Higher-than-average payment
- Employees' participation in shift planning
- Voluntary social benefits (e.g. VWL allowance)
- Payment of Christmas and/or vacation pay
- Job ticket for public transport
- Family-friendly working hours
- Documented employee appraisal
- Attractive social rooms
- Holiday planning ( $\geq 3$  weeks)
- Use of SPA facilities (e.g. wellness areas, gym)
- Family and friends rates/benefits for employees
- Job-transfer within SPA chain
- Support programs for trainees
- Educational leave (e.g. 5 days per year)
- Grant/reimbursement for continuing education
- 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 mentor for onboarding

## Economic responsibility - Section 10 of 11

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.

SDG 4  
Quality Education

SDG 8  
Decent Work and Economic Growth

10.1

### The SPA collects economic and financial data on a quarterly basis as part of SPA-controlling

---

Yes

Please specify:

Revenue structure

Revenue per employee

Revenue per guest

- Average entry ticket price in EUR
- Average treatment price in EUR
- Personnel turnover (personnel leaving/average number of employees)
- Personnel cost ratio (personal cost/revenue)
- Sick leave (number of working days lost to illness/annual amount)
- Investment ratio

## 10.2

**Employees are regularly informed about the SPA's key financial and performance indicators (e.g. in meetings)**

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- Yes

## 10.3

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

---

- Yes

## 10.4

**The SPA has a long-term investment plan in place**

---

- Yes

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

## 10.5

**A risk management\* concept with regards to ecologic, social and economic corporate risks is in place**

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- Yes

\*Risk management includes several measures for the systematic recognition, analysis, evaluation, minimization, and control of risks along the SPA's value chain.

## 10.6

**Over the last three years, the SPA has shown significant growth performance**

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- Yes

Please specify:

- Sales

- Yield
- Investments
- Occupancy rate
- Number of employees
- Number of training places
- Number of regular guests
- Customer satisfaction
- Employee satisfaction
- Staff training
- Rate of innovation
- Expert networks (e.g. clubs, associations)
- Social commitment
- Regional suppliers
- Organic products
- Vegan/vegetarian products
- Fairtrade products
- Climate-neutral products
- Sustainability indicators (e.g. energy aspects)

## **Catering (only when bistro/restaurant are available) - Section 11 of 11**

The selection and handling of foods is a central indicator for environmental responsibility. It does not only show commitment for the health of one's employees, but also has a positive impact on climate, economy and social collaboration. The purchase of regional, seasonal, organic and fairtrade products is an important contribution to a global sustainable development.

- SDG 3  
(good health and well-being)
- SDG 12  
(responsible consumption and production)
- SDG 13  
(climate action)

11.1

**The purchase of F&B products is done by suppliers in an area of  $\leq$  100 km from the SPA**



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

11.2

**The purchase of seasonal products for the bistro/restaurant is at least 30%**

---

Yes

11.3

**The bistro/restaurant offers vegan drinks and snacks**

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

11.4

**The proportion of convenience food in the bistro/restaurant does not exceed 20%**

---

11.5

**The bistro/restaurant purchases fish that is biologically caught with low-impact fishing methods (e.g. MSC-certified, from domestic waters)**

---

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

11.6

**The bistro/restaurant purchases meat from organic farming or species-appropriate keeping**

---

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

11.7

**The bistro/restaurant purchases the following organically certified products**

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11.8

**The bistro/restaurant purchases the following fairly traded and certified products (e.g. fairtrade, GEPA, UTZ)**

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11.9

**The SPA takes measures to prevent food waste**

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Yes

In the food process chain (e.g. optimal purchasing, control of shelf life)

Support of initiatives and events which reduce food waste

Membership of waste reduction organization

Other

11.10

**The bistro/restaurant takes (further) measures for the continuous reduction of food waste**

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11.11

**Kitchen planning**

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- Dishwasher is connected to hot water supply
- Right 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 degree, cooling temperature 2-7 degrees)
- Regular cleaning/dust removal of cooling fins in refrigerators and aggregates



**Help**