

Management and communication - Section 1 of 10

Management and communication are key components of a sustainable corporate strategy. They stand for a system of values and responsible shaping of the future in dialogue with stakeholders (e.g. employees, guests, suppliers).

- SDG 4
Quality education
- SDG 8
Decent work and economic growth
- SDG 10
Reduced inequalities
- SDG 13
Climate action
- SDG 16
Peace, justice and strong institutions
- SDG 17
Partnerships to achieve the goals

1.1 The hotel has drawn up a mission statement (corporate policy) for sustainable and responsible corporate governance

Mandatory

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

Proof(s):

No file transmitted

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

Mandatory

- ☐ Human rights
- ☐ Labour standards and conditions
- ☐ Environmental protection
- ☐ Environmentally friendly and sustainable purchasing of capital goods, food, beverages, building materials and consumer goods
- ☐ Risk and crisis management system
- ☐ Social commitment

- ☐ Socio-cultural aspects of the tourism value chain
- ☐ Efficiency/striving for continuous improvement
- ☐ Economic aspects and quality management
- ☐ Precautions for a healthy and safe working environment

1.3
The mission statement (corporate policy) is published and accessible to all interested parties

Mandatory

- ☐ Yes

1.4
The hotel has appointed and documented a sustainability/environmental/CSR officer

Mandatory

- ☐ Yes
- ☐ As the main function
- ☐ Function is also performed by hotel management/a manager/specialist

Proof(s):
 No file transmitted

1.5
The hotel has a sustainability programme with prioritised fields of action/environmental aspects, associated objectives, measures and responsibilities

Mandatory

- ☐ Yes
- ☐ Yes by hotel group
- ☐ There is an annual written evaluation of the fields of action

Proof(s):
 No file transmitted

You can download a template for your sustainability programme here. In this writable PDF, you can add your own tasks for the individual core areas and upload them here before submitting the catalogue.

[Sustainability programme template \(PDF\)](#)

1.6
Staff are involved in the development and implementation of the sustainability programme

- ☐ Yes, during the development
- ☐ Yes, during implementation

Proof(s):

No file transmitted

1.7

The hotel informs stakeholders about sustainability activities

Mandatory

☐ Yes

☐ A separate menu item for sustainability activities is available on the website

☐ Yes, information forwarding to GreenSign for communication activities

Proof(s):

No file transmitted

1.8

The hotel prepares a sustainability, environmental and CSR report

Mandatory

☐ Yes

Proof(s):

No file transmitted

1.9

A standardised, visual corporate design/company image is implemented in the hotel

☐ Yes

☐ Sustainability contributes to the corporate identity and is visible through sustainable partnerships/commitments

Proof(s):

No file transmitted

1.10

Advertising material and marketing communication are precise and transparent, especially when it comes to sustainability

☐ Pictures in the advertising material correspond to the activities offered in reality

☐ Advertising with nature experiences or cultural events is truthful

1.11

The hotel endeavours to involve stakeholders in the hotel's sustainability strategy and has taken corresponding measures

Employees

Guests

Partners/Suppliers

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

Proof(s):
No file transmitted

1.12
The hotel's CSR officer monitors and initiates improvement processes and measures in the area of sustainability and reports on them regularly at meetings

Mandatory

☐ Yes

Proof(s):
No file transmitted

1.13
The hotel management ensures that local, national and international legal obligations/legislation are complied with and implemented and that applicable permits or authorisations are evaluated

Mandatory

☐ Yes

Proof(s):
No file transmitted

Environment - Energy - Section 2 of 10

The "Environment" pillar covers the ecological areas of energy, water and waste. The main components and influencing factors on



the ecological footprint are strategies and measures to reduce resource consumption. consumption of resources are necessary.

- SDG 1
No poverty
- SDG 2
No hunger
- SDG 3
Good health and well-being
- SDG 4
Quality education
- SDG 6
Clean water and sanitation
- SDG 7
Affordable and clean energy
- SDG 8
Decent work and economic growth
- SDG 9
Industry, innovation and infrastructure
- SDG 11
Sustainable cities and communities
- SDG 12
Sustainable consumption and production
- SDG 13
Climate action
- SDG 14
Life below water
- SDG 15
Life on land

2.1
The hotel regularly and systematically records and monitors energy consumption

Mandatory

- ☐ Yes
- ☐ Monthly
- ☐ Annually

Please specify (consumption per year in kWh)

Total electricity

Electricity per room night

Total heating

Heating per room night

Proof(s):
No file transmitted

2.2

The hotel records and evaluates all energy suppliers

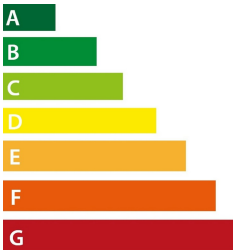
- ☐ Yes
- ☐ Employees are informed and can report on energy suppliers on request

Proof(s):
No file transmitted

2.3

The hotel ensures that energy-saving alternatives are used for new purchases

- ☐ Yes



Energy level of the electrical appliances. Please specify:

- ☐ A
- ☐ B
- ☐ C to D

Proof(s):
No file transmitted

2.4

The hotel takes measures to identify and continuously reduce significant greenhouse gas emissions with regard to energy use

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

Proof(s):
No file transmitted

2.5

The hotel is a new building (not older than five years) and built with energy efficiency in mind

☐ Yes

☐ The new building was constructed in accordance with DGNB, LEED or a similar recognised building certification

☐ The new building is built according to sustainable aspects

If no, was it in the last ten years?

☐ Energy-efficient refurbishment of the building envelope

☐ Energy-efficient refurbishment of the interior

☐ Roof insulation

☐ Basement insulation

☐ Insulating glazing with a low UV value (minimum requirement: $UV \leq 1.3 \text{ W}/(\text{m}^2\text{K})$)

☐ All insulation materials are environmentally friendly and recyclable

Proof(s):

No file transmitted

2.6

The hotel ensures that all electrical installations are regularly serviced and maintained

☐ Yes

☐ Maintenance and servicing is guaranteed via digital recording

Proof(s):

No file transmitted

2.7

The hotel obtains electricity from renewable sources to improve its carbon footprint

☐ at least 75% of the electricity mix

☐ 100% in the electricity mix

Proof(s):

No file transmitted

2.8

The hotel has increased its use of renewable energies in the last three years

☐ Yes

Name:

Proof(s):

No file transmitted

2.9

The hotel produces electricity from regenerative/renewable sources

☐ Combined heat and power plant (CHP)

☐ Solar energy

☐ Photovoltaics

☐ Hydropower

☐ Wind energy

☐ Bioenergy

Proof(s):

No file transmitted

2.10

The hotel uses heating energy from resource-saving sources to improve its carbon footprint

☐ Combined heat and power plant (CHP)

☐ Heat exchanger

☐ Wood pellet or wood chip system

☐ Bio gas

☐ District heating from waste incineration

- ☐ Centralised extraction from waste water
- ☐ Decentralised extraction from wastewater

Proof(s):

No file transmitted

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 windows/(balcony) doors are open
- ☐ Light sources with energy-saving lamps/LED lamps
- ☐ Use of energy-saving televisions
- ☐ Utilisation of shading systems
- ☐ Minibar with energy-saving function
- ☐ No minibar in the room
- ☐ Use of Maxibar(s)
- ☐ No coffee machine and/or kettle in the room
- ☐ No reception lighting on arrival in the room
- ☐ Information to sensitise guests to the topic of energy efficiency

Proof(s):

No file transmitted

2.12

A hotel room management system (HRMS) is in place for the reception staff with following features:

- ☐ HRMS can be controlled as required in terms of indoor climate, electricity and solar shading
- ☐ HRMS is connected to the reservation system/front office system
- ☐ HRMS is individualised and can be controlled by the guest in the room

Proof(s):

No file transmitted

The hotel has sustainable building equipment in all areas

Plant equipment for primary energy treatment with heating/heating distribution

- ☐ Insulated cables in the heating manifold
- ☐ Modern condensing boilers with heat recovery of flue gases and condensate
- ☐ Several boilers in cascade connection to optimally cushion the fluctuating energy demand
- ☐ Alternative: geothermal probe heating with heat pump

Hot water preparation

- ☐ Hot water preparation through heating cascade
- ☐ Hot water storage tank to compensate for fluctuations in demand
- ☐ Additional solar thermal water treatment
- ☐ Indoor pool/swimming pool as heat storage for solar thermal system
- ☐ Combined heat and power plant with full waste heat utilisation

Air treatment

- ☐ Air treatment system with heat recovery
- ☐ Air treatment with compressor systems

Refrigeration for air conditioning

- ☐ Chiller for simultaneous use as a heat pump through appropriate pipework
- ☐ Full utilisation of waste heat from the air conditioning system
- ☐ Chiller in combination with ice storage to compensate for fluctuations in demand

Electricity generation

- ☐ Combined heat and power plant with heat recovery and feed-in of electrical energy into the grid

Proof(s):

No file transmitted

The following energy efficiency measures have been implemented at the hotel

Energy check/energy management system

- ☐ Energy check with consultant/expert has been carried out
- ☐ Energy officer is appointed in the hotel
- ☐ Energy management system in accordance with ISO 50001 (alternatively EMAS environmental management system) has been introduced

Lighting concept

- ☐ Timers and/or motion detectors in outdoor areas
- ☐ Timers and/or motion detectors indoors
- ☐ Utilisation of daylight in room planning

Kitchen concept

- ☐ At least 80% of kitchen appliances have an energy efficiency rating of category A or B
- ☐ Use of osmosis devices to support the longevity of the devices
- ☐ Choice of location for refrigerators and freezers
- ☐ Cooling concept
- ☐ Setting the correct cooling temperature
- ☐ Regular cleaning/dust removal from cooling fins on refrigerators, units

Other

- ☐ Use of reusable cloth towel rolls in public areas
- ☐ Use of recycled paper for hand drying in public toilets/staff areas
- ☐ Switch off the computer, monitor and printer after finishing work
- ☐ Stand-by mode in all areas
- ☐ Information to sensitise employees to the topic of energy efficiency

Proof(s):

No file transmitted

2.15

The hotel relies on energy-saving LEDs for its lighting

Yes, and to:

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

Proof(s):

No file transmitted

2.16

The hotel takes further measures to continuously reduce energy consumption and conserve resources.

☐ Yes

Proof(s):

No file transmitted

Environment - Water - Section 3 of 10

The "Environment" pillar covers the ecological areas of energy, water and waste. The main components and influencing factors on the ecological footprint are strategies and measures to reduce resource consumption. consumption of resources are necessary.

SDG 1

No poverty

SDG 2

No hunger

SDG 3

Good health and well-being

SDG 4

Quality education

SDG 6

Clean water and sanitation

SDG 7

Affordable and clean energy

SDG 8

Decent work and economic growth

SDG 9

Industry, innovation and infrastructure

SDG 11

Sustainable cities and communities

SDG 12

Sustainable consumption and production

SDG 13

Climate action

SDG 14

Life below water

SDG 15

Life on land

3.1

The hotel regularly and systematically records water consumption by type

Mandatory

☐ Yes

☐ Monthly

☐ Annually

Please specify:

Total water consumption

Water consumption per room night

☐ Addition: The hotel uses a digital monitoring tool for this purpose

Proof(s):

No file transmitted

3.2

The hotel fulfils the local/international regulations for wastewater disposal so that it can be treated and reused

Mandatory

☐ Yes

Proof(s):

No file transmitted

3.3

Water risks are assessed and documented. Potential cumulative impacts of tourism on water resources are considered

Mandatory

☐ Yes

☐ Context-related water management objectives are identified and pursued for areas with a high water risk

Proof(s):

No file transmitted

3.4

The water comes from legal and sustainable sources that will not affect environmental flows in the future. These sources are documented in the hotel.

Mandatory

Yes, namely:

Proof(s):

No file transmitted

3.5

The hotel ensures that all water installations and systems are regularly maintained and serviced

☐ Yes

Proof(s):

No file transmitted

3.6

The hotel ensures that the water and drinking water quality is regularly tested in all hotel areas

Mandatory

☐ Yes

Proof(s):

No file transmitted

3.7

The following measures have been implemented in the hotel to save water and conserve resources

Technology/Standards

☐ Use of flow limiters/perlators

water flow rate:

☐ Taps (max. 4 - 6 litres/min.)

☐ Toilet flush (max. 4.5 litres/per flush)

☐ Showers (max. 7 litres/min.)

☐ Urinals (max. 2 litres/per flush)

☐ Cleaning standards have been introduced: Cleaning teams use the toilet flush a maximum of three times during cleaning

☐ Use of fittings with sensor technology in public areas

☐ Toilet flush with flush-stop function/ economy button

☐ No lead cleaning

☐ Central descaling system is available

- ☐ Safe use of automated irrigation systems for green spaces without harming the population or the environment
- ☐ Safe use of grey water or rainwater without harming the population or the environment
- ☐ Waste water from the hotel's operations is disposed of in treatment systems recognised by the recognised treatment systems, where available
- ☐ If no suitable wastewater treatment is available on site, an alternative system is used without any negative impact on the local population or environment and in accordance with the wastewater quality requirements

Cleaning

- ☐ Use of environmentally friendly cleaning agents/chemicals
- ☐ The mattresses of the hotel beds are washed at regular intervals or cleaned using special cleaning machines or methods

Sensitisation

- ☐ Information to sensitise guests to the topic of water conservation
- ☐ Information to sensitise employees to the topic of water conservation

Miscellaneous

- ☐ Own water recycling system in place
- ☐ Own biological sewage treatment plant

Proof(s):

No file transmitted

3.8 The hotel takes further measures to continuously reduce water consumption and conserve resources

- ☐ Yes

Proof(s):

No file transmitted

Environment - Waste - Section 4 of 10

The "Environment" pillar covers the ecological areas of energy, water and waste. The main components and influencing factors on the ecological footprint are strategies and measures to reduce resource consumption. consumption of resources are necessary.

- SDG 1
No poverty
- SDG 2
No hunger

- SDG 3
Good health and well-being
- SDG 4
Quality education
- SDG 6
Clean water and sanitation
- SDG 7
Affordable and clean energy
- SDG 8
Decent work and economic growth
- SDG 9
Industry, innovation and infrastructure
- SDG 11
Sustainable cities and communities
- SDG 12
Sustainable consumption and production
- SDG 13
Climate action
- SDG 14
Life below water
- SDG 15
Life on land

4.1

The hotel regularly and systematically collects and monitors data on waste generation

Mandatory

☐ Yes

☐ Monthly

☐ Annually

Proof(s):

No file transmitted

4.2

Waste is separated at the hotel in accordance with local authority guidelines

Mandatory

☐ Yes

Proof(s):

No file transmitted

4.3

There are separation systems for waste with the inclusion of

☐ Guests in the hotel room

☐ Guests in public areas

☐ Personnel (e.g. offices)

☐ Waste is separated by housekeeping

Proof(s):

No file transmitted

4.4

The following measures have been implemented to reduce and/or avoid waste in the hotel

Suppliers

- ☐ Supplier uses value-added systems (e.g. PET bottles)
- ☐ Supplier takes back packaging (e.g. boxes, Euro pallets, etc.)

Purchasing

- ☐ Avoidance of non-recyclable portion packs
- ☐ Portion products are sustainably certified
- ☐ Purchase of predominantly large containers/large packaging
- ☐ Use of soap dispensers

Sensitisation

- ☐ Information to sensitise guests to the topic of waste avoidance/reduction
- ☐ Information to sensitise employees to the topic of waste avoidance/reduction (e.g. environmental tips in the workplace)

Proof(s):

No file transmitted

4.5

The hotel collects and disposes of hazardous waste and residual waste properly in recognised public facilities (without negative impact on the environment and local population) in accordance with local legal regulations

- ☐ Yes

Proof(s):

No file transmitted

4.6

A zero-waste breakfast is offered to avoid packaging waste

- ☐ Yes

Proof(s):

No file transmitted

4.7

The Cradle to Cradle* principle is implemented in the hotel as follows

- ☐ At least 10% of the hotel's purchases consist of products with the C2CPH certificate (Cradle to Cradle Products Innovation Institute)
- ☐ Technical devices are returned to the manufacturer after use
- ☐ Own compost heap is available
- ☐ Used textiles are not thrown away but reused (e.g. using old bed linen as cleaning cloths)
- ☐ When purchasing hotel bed mattresses, recyclable mattresses are favoured

*Cradle to cradle describes a concept developed in the 1990s for a continuous circular economy. According to this principle ("cradle to cradle"), biological and technical nutrients are fed back into the respective cycle in order to achieve a more responsible use of resources.

Proof(s):

No file transmitted

4.8

The hotel takes measures to prevent food waste

- ☐ Yes
- ☐ Recording of food waste
- ☐ In the food process chain
- ☐ Support for initiatives that reduce food waste
- ☐ Membership of a waste prevention organisation

Proof(s):

No file transmitted

4.9

Copy paper consumption in the hotel is regularly recorded

- ☐ Yes
- ☐ Monthly
- ☐ Annually

Proof(s):

No file transmitted

4.10

The hotel uses products made from recycled paper from sustainable forestry in the following areas

- ☐ Entire hotel area
- ☐ Offices/reception
- ☐ Sanitary facilities
- ☐ Kitchen

Proof(s):

No file transmitted

4.11

The hotel implements the following measures to reduce paper consumption when communicating with guests

- ☐ Offers are sent online
- ☐ Booking confirmations are sent online
- ☐ Invoices are sent online
- ☐ Processes are filed electronically
- ☐ Email signature with e.g. "Thinking before printing" is set up
- ☐ Print products (e.g. price list, offer flyer, etc.) are available online
- ☐ Digital guest directory is available at the hotel
- ☐ Digital reading circle with magazines/daily newspapers is available via an app in the hotel
- ☐ The hotel relies on paperless processes for at least 90% of all hotel operations
- ☐ Employees are encouraged to print out as little as possible
- ☐ Lubricating paper/recycled paper is favoured internally

Proof(s):

No file transmitted

4.12

Harmful substances are minimised in the hotel wherever possible

☐ Yes

☐ Inventory of pollutants carried out

☐ Unavoidable chemicals are properly stored and handled

☐ Where possible, natural and biodegradable substances are used

☐ One employee is responsible for the proper use, handling and disposal of chemicals

Proof(s):

No file transmitted

4.13

The hotel is taking further measures to continuously reduce waste

☐ Yes

Proof(s):

No file transmitted

4.14

The hotel takes further measures to minimise pollution from noise, light, runoff, erosion, ozone-depleting substances and air, water and soil contamination

☐ The hotel applies practices to minimise noise pollution in the hotel

☐ The hotel applies practices to minimise light pollution in the hotel

☐ The hotel applies practices to minimise pollution from run-off in the hotel

☐ The hotel applies practices to minimise pollution from erosion in the hotel

☐ The hotel applies practices to minimise pollution from ozone-depleting substances

☐ The hotel applies practices to minimise air pollution

☐ The hotel applies practices to minimise water pollution

☐ The hotel applies practices to minimise soil pollution

Proof(s):

No file transmitted

Biodiversity and cultural heritage - Section 5 of 10

Biodiversity and the well-being of vital ecosystems are an essential part of a sustainable hotel organisation. A biodiverse business takes responsibility for the surrounding flora and fauna and contributes to their protection and growth.

- SDG 1
No poverty
- SDG 4
Quality education
- SDG 8
Decent work and economic growth
- SDG 10
Reduced inequalities
- SDG 11
Sustainable cities and communities
- SDG 12
Sustainable consumption and production
- SDG 13
Climate action
- SDG 14
Life below water
- SDG 15
Life on land
- SDG 16
Peace, justice and strong organisations
- SDG 17
Partnerships to achieve the goals

5.1

The hotel supports biodiversity and makes a contribution to it

☐ Yes

Proof(s):

No file transmitted

5.2

The hotel is not located in a nature reserve

☐ Yes

Proof(s):

No file transmitted

5.3

The following measures are implemented in the hotel in the interests of biodiversity

- ☐ Own herb garden or snack garden is available
- ☐ Using your own herbs in the catering trade
- ☐ Use of your own herbs in cosmetic treatments
- ☐ Own bee hotels/nesting aids are available
- ☐ Support for a regional beekeeper and production of our own honey
- ☐ Creation of flower strips around the hotel

- ☐ Species-rich plant wall in the lobby, restaurant and/or meeting rooms
- ☐ Use of domestic and native plants on the hotel grounds
- ☐ Avoidance of exotic, invasive plant species for landscaping
- ☐ Plants are selected according to the existing/expected weather conditions
- ☐ Any disturbance to biodiversity caused by the hotel will be compensated accordingly
- ☐ The hotel has its own orchard
- ☐ Green roofs are biodiversity-friendly
- ☐ Insect-friendly outdoor lighting
- ☐ Natural pest control is preferred
- ☐ Biodiversity aspects are integrated into training programmes for employees or suppliers
- ☐ Standing or flowing bodies of water at or around the hotel are designed to be close to nature
- ☐ Financial support for protected areas or nature conservation projects
- ☐ Natural design of parts of the company premises
- ☐ Preservation or renaturalisation of ecosystems to compensate for the sealed area
- ☐ Guests have the opportunity to participate financially in biodiversity initiatives
- ☐ Tourism offers include biodiversity
- ☐ The hotel is aware of existing guidelines regarding interactions with wild animals and follows them
- ☐ Direct interaction with wild animals, in particular feeding, is not permitted from the hotel
- ☐ Measures are taken to minimise the disturbance of wild animals
- ☐ Impacts on the welfare of wild animals are regularly monitored and adjusted if necessary
- ☐ No wild animals of any kind are exhibited, sold, bought, bred or kept in captivity, and the housing and care of wild and domesticated animals meet the highest standards of animal welfare
- ☐ Partnership with a nature park or similar organisation to contribute to the conservation of nature reserves
- ☐ Any disturbance of natural ecosystems is minimised
- ☐ Any remaining disturbance of natural ecosystems is offset
- ☐ Other

Proof(s):

No file transmitted

5.4

All laws and development regulations regarding land use and activities in local and/or endangered, protected areas are complied with

- ☐ Yes
- ☐ All licences and permits are up to date
- ☐ Non-statutory area management plans and instructions are also fulfilled

Proof(s):

No file transmitted

5.5

The natural heritage is taken into account in the choice of location, design, access to the hotel and all hotel activities (including tourist tours)

- ☐ Yes
- ☐ The protection of sensitive areas and the self-cleaning capacity of ecosystems is taken into consideration
- ☐ The hotel is aware of the existing guidelines for tourist visits to natural areas and adheres to them
- ☐ The hotel engages with local nature and heritage organisations to identify potential problem areas during visits to special sites
- ☐ The hotel contributes to the integrity and accessibility of natural areas
- ☐ The integrity and development quality of original sites and protected areas are well preserved
- ☐ Endangered or protected species have not been displaced and the impact on any wildlife habitat is minimised and mitigated
- ☐ Watercourses, water catchments and wetlands have not been altered, runoff is reduced where possible and wastewater is collected or discharged and filtered
- ☐ Impact assessment (including cumulative impacts) was carried out and appropriately documented
- ☐ The hotel demonstrates knowledge and adherence to (inter)national best practices for guiding tourist visitors to culturally important sites and indigenous communities
- ☐ Copyright and intellectual property rights are respected and the necessary authorisations are obtained
- ☐ The use of artefacts (sale, trade and exhibition) is transparent, documented and complies with local, national and international legislation

- ☐ Visitors are discouraged from stealing or damaging artefacts
- ☐ The hotel takes the environment into account when carrying out new construction, renovation and demolition work

Proof(s):

No file transmitted

5.6

Compliance with land, water and property rights

- ☐ Land, water and usage rights exist in accordance with the law
- ☐ Communication, consultation and engagement with local and indigenous communities are documented
- ☐ The integrity of archaeological and cultural heritage and sacred sites is guaranteed
- ☐ The hotel does not affect residents' access to local assets, sites and traditional places of historical, archaeological, cultural and spiritual importance
- ☐ Evidence of free, prior and pre-informed consent by the local community is documented where relevant (no involuntary resettlement and land sales)

Proof(s):

No file transmitted

5.7

The hotel supports local companies in the development of sustainable products and services based on the nature, history and culture of the region

- ☐ Yes

Proof(s):

No file transmitted

Purchasing - Section 6 of 10

Purchasing is a central steering body and indicator of sustainable business practices. Regional, seasonal, organic and fair trade products are becoming increasingly important in society and the value chain in hotel purchasing.

- SDG 1
No poverty
- SDG 3
Health and well-being
- SDG 5
Gender equality
- SDG 8
Decent work and economic growth
- SDG 10
Reduced inequalities
- SDG 12
Sustainable consumption and production
- SDG 13
Climate action
- SDG 14

- Life below water
- SDG 15
- Life on land
- SDG 16
- Peace, justice and strong institutions
- SDG 17
- Partnerships to achieve the goals

6.1

Products and services for the hotel's F&B area are purchased from suppliers within a radius of ≤ 100 km of the location, if this is possible and the quality is appropriate

Yes, and to:

- ☐ 30% to 60%
- ☐ 60% to 90%
- ☐ $\geq 90\%$

Proof(s):

No file transmitted

6.2

Products and services for other hotel consumables are purchased from suppliers within a radius of ≤ 100 km of the location, if this is possible and the quality is appropriate

Yes, and to:

- ☐ 30% to 60%
- ☐ 60% to 90%
- ☐ $\geq 90\%$

Proof(s):

No file transmitted

6.3

Various items are washed at a laundry within a radius of ≤ 30 km from the site

- ☐ In-house laundry
- ☐ 10km
- ☐ 20km
- ☐ 30km

☐ The laundry is certified sustainable

Proof(s):

No file transmitted

6.4

The hotel pays attention to sustainably produced textiles or sustainable raw materials when purchasing/leasing/renting

☐ Bed linen

☐ Towels

☐ Workwear

☐ Bathrobes

☐ Mattresses

Proof(s):

No file transmitted

6.5

Sustainable products in various product groups are purchased at

☐ 30% to 60%

☐ 60% to 90%

☐ >90%

Proof(s):

No file transmitted

6.6

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

☐ Sustainably certified

☐ Vegan (without animal ingredients)

☐ Produced without animal testing

Proof(s):

No file transmitted

6.7

The hotel offers the following regional drinks (produced within a radius of $\leq 100\text{km}$)

Proof(s):
No file transmitted

6.8

The hotel offers vegan food & drinks on the menu

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

Proof(s):
No file transmitted

6.9

The hotel offers plant-based alternatives (vegan) on the breakfast buffet

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

Proof(s):
No file transmitted

6.10

The hotel offers vegan drinks or snacks in the minibar

☐ Yes

6.11

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

☐ Yes

Proof(s):
No file transmitted

6.12

The hotel favours ecologically/organically certified products and purchases the following

Proof(s):
No file transmitted

6.13

The hotel favours fair trade products and purchases the following

Proof(s):
No file transmitted

6.14

The hotel buys the following vegan products

Proof(s):

No file transmitted

6.15

The hotel sources organically reared fish and fish caught using gentle fishing methods for

☐ 30% to 60%

☐ 60% to 90%

☐ >90%

Proof(s):

No file transmitted

6.16

The hotel uses meat from organic farming to

☐ 30% to 60%

☐ 60% to 90%

☐ >90%

Proof(s):

No file transmitted

6.17

The hotel restaurant cooks with fresh ingredients and avoids food with flavour enhancers, colourings, preservatives, artificial additives and E-numbers

☐ 30% to 60%

☐ 60% to 90%

☐ >90%

Proof(s):

No file transmitted

6.18

The proportion of convenience food in the hotel is a maximum of 20%

☐ Yes

Proof(s):

No file transmitted

6.19

Endangered species are not bought or sold

☐ Yes

Proof(s):

No file transmitted

6.20

The hotel carefully organises the purchase of consumables and disposable items, including food, in order to minimise waste

☐ Yes

Proof(s):

No file transmitted

6.21

The hotel takes further measures to optimise purchasing processes, strengthen the sustainable value chain and purchase sustainable and vegan products

☐ Yes

Proof(s):

No file transmitted

6.22

The organisation has a purchasing policy that gives preference to environmentally sustainable suppliers and products

☐ Yes

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

Proof(s):

No file transmitted

Regionality and mobility - Section 7 of 10

Regionality and mobility are key indicators of sustainability. Regionality contributes to corporate identification and qualitative growth. The topic of mobility requires forward-looking approaches in tourism.

SDG 1

No poverty

SDG 2

No hunger

SDG 3

Good health and well-being

SDG 4

Quality education

SDG 5

Gender equality

SDG 8

- Decent work and economic growth
- SDG 9 Industry, innovation and infrastructure
- SDG 10 Reduced inequalities
- SDG 11 Sustainable cities and communities
- SDG 12 Sustainable consumption and production
- SDG 13 Climate action
- SDG 14 Life below water
- SDG 15 Life on land
- SDG 16 Peace, justice and strong organisations
- SDG 17 Partnerships to achieve the goals

7.1

The hotel works together with the local destination management organisation or an equivalent institution

- ☐ Yes
- ☐ The hotel is also involved in the planning and management of sustainable tourism initiatives

Proof(s):
No file transmitted

7.2

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

- ☐ Yes

Proof(s):
No file transmitted

7.3

Guests can purchase regional/homemade products at the hotel, which are based on the hotel's culture, history and natural surroundings

Proof(s):

No file transmitted

7.4

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

☐ Yes

Proof(s):

No file transmitted

7.5

The hotel uses regional, sustainably certified or vegan care products/substances in the spa area

☐ Regional

☐ Sustainably certified

☐ Vegan

Proof(s):

No file transmitted

7.6

At least half of the hotel employees live within a maximum radius of 30 km from the hotel

☐ 10km

☐ 20km

☐ 30km

Proof(s):

No file transmitted

7.7

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

☐ Yes

Proof(s):

No file transmitted

7.8

The hotel actively offers the hire of bicycles

☐ Own bicycles are available

- ☐ Bicycles are available from providers/cooperation partners
- ☐ E-bikes are available
- ☐ Additional covered and secure bicycle parking is available

Proof(s):

No file transmitted

7.9

Information on the mobility of guests

- ☐ Guests receive information about low-emission travel options
- ☐ Overnight price incl. public transport ticket
- ☐ Public transport ticket available at a discount
- ☐ E-charging station is available
- ☐ E-cars can be hired on site
- ☐ The hotel offers its guests an electric shuttle service

Proof(s):

No file transmitted

7.10

Information on the mobility of the hotel

- ☐ At least 10% of employees come to work on foot/by bike
- ☐ At least 10% of employees come to work by public transport or carpooling. carpooling to work
- ☐ The company's own fleet consists of vehicles with alternative drive systems (electric, hybrid, hydrogen)
- ☐ The hotel offers options for sustainable transport alternatives for employees

Proof(s):

No file transmitted

7.11

The hotel focusses on accessibility and accessibility for people with and without mobility impairments

- ☐ Barrier-free rooms with bathroom
- ☐ Car parks

- ☐ Access to public areas/outlets (e.g. ramp, lift, door width)
- ☐ Accessible tourist offers
- ☐ Marketing barrier-free offers
- ☐ Clear and accurate information is accessible to everyone at all times
- ☐ Accessibility has been certified or confirmed by relevant user groups/experts

Proof(s):

No file transmitted

7.12

Employees receive detailed information about the natural and cultural heritage of the area as well as events with a regional or cultural connection

- ☐ Yes

Proof(s):

No file transmitted

7.13

Employees receive detailed information on appropriate behaviour in relation to the natural and cultural heritage of the area and at events with a regional or cultural connection

- ☐ Yes

Proof(s):

No file transmitted

7.14

Guests receive detailed information about the natural and cultural heritage of the area as well as events with a regional or cultural connection

- ☐ Yes

Proof(s):

No file transmitted

7.15

Guests receive detailed information on the appropriate behaviour regarding the natural and cultural heritage of the area as well as events with a regional or cultural connection

- ☐ Yes

Proof(s):

No file transmitted

Quality management and sustainable development - Section 8 of 10

Quality assurance is a core process of sustainability and an essential part of every company. Its further development means securing the future through satisfied and motivated employees and regular guests as well as trusting cooperation with all stakeholders.

SDG 4

Quality education

SDG 8

Decent work and economic growth

8.1

Business processes and organisational structure in the hotel are documented in a quality/environmental handbook

☐ Yes

☐ Quality management certification according to ISO 9001 is available

☐ Environmental management certification in accordance with ISO 14001 is available

☐ Quality management officer is appointed and documented in the hotel

Proof(s):

No file transmitted

8.2

The hotel takes at least five of the United Nations' 17 Sustainable Development Goals (SDGs) into account in its sustainability activities

☐ Yes



Proof(s):

No file transmitted

8.3

The hotel selects at least 80% of suppliers with a certified sustainability system and carries out a supplier evaluation at least once a year according to the core criteria of quality, regionality and sustainability

☐ Yes

If no:

- ☐ At least 50% of suppliers are regional
- ☐ At least 50% of suppliers work according to a sustainability concept
- ☐ At least 50% of suppliers are certified as sustainable

Proof(s):

No file transmitted

8.4

The hotel encourages suppliers to operate in a more environmentally friendly and resource-conserving manner

☐ Yes

Proof(s):

No file transmitted

8.5

Suppliers comply with the rules of the Code of Conduct with social, ecological and ethical standards of the hotel

☐ Yes

Proof(s):

No file transmitted

8.6

The topic of sustainability is seen as a continuous improvement process in the hotel

☐ Yes

☐ The hotel has a working group for sustainability, which actively works on projects

Proof(s):

No file transmitted

8.7

Regular training (several times a year) is provided on efficiency measures in the area of corporate ecology (energy, water, waste) and implementation is encouraged

Mandatory

☐ Yes

Proof(s):

No file transmitted

8.8

Employees/new employees receive written information from the hotel about environmentally friendly tips/behaviour in the workplace

Mandatory

☐ Yes

Proof(s):

No file transmitted

8.9

The use and handling of operating resources is documented

☐ Yes

☐ Preventive pest control takes place

☐ Checking the cleaning agents used

Proof(s):

No file transmitted

8.10

The hotel regularly surveys and monitors guest satisfaction, including aspects of sustainability

☐ Yes

☐ (Complaints) process is regulated and documented

☐ Recommendation rate on Holidaycheck is ≥ 85 per cent and/or on Tripadvisor is at least 4 out of 5 points

☐ Use of an evaluation tool

☐ The hotel takes improvement measures when necessary

Please specify:

Customer satisfaction in percent

Customer loyalty in percent (returning guests)

Proof(s):

No file transmitted

8.11

The hotel regularly surveys the level of employee satisfaction

☐ Yes

☐ (Complaints) process is regulated and documented

Please specify:

Employee satisfaction in percent

Average length of service in years

Proof(s):
No file transmitted

8.12

Employees can submit suggestions for improvement at the hotel

- ☐ Yes
- ☐ Process is regulated and documented
- ☐ Incentive system (monetary/material/immaterial) exists for this purpose

Proof(s):
No file transmitted

8.13

The main greenhouse gas emissions of the entire hotel are identified through a carbon footprint assessment

- ☐ Yes

Name of the provider

- ☐ Measures are being taken to reduce greenhouse gas emissions

Proof(s):
No file transmitted

8.14

The hotel offsetsCO2 emissions for the following areas/products

- ☐ Conference/event area
- ☐ Arrival of the guests
- ☐ Guests can voluntarily offset their hotel stay
- ☐ Print products
- ☐ Web hosting is powered by 100% green electricity
- ☐ Use of a climate-neutral hotspot

Proof(s):

No file transmitted

8.15

All CO₂ emissions generated are fully offset each year.

☐ Yes

Name of the compensation provider

CO₂ emissions in tons per year

Proof(s):

No file transmitted

8.16

The hotel's activities do not jeopardise the supply of basic goods such as food, water, electricity, healthcare and sanitary facilities to the local population

☐ Yes

Proof(s):

No file transmitted

8.17

The hotel's activities do not adversely affect access to local livelihoods, including the use of land and water resources, rights of way, transport and housing

☐ Yes

Proof(s):

No file transmitted

8.18

The hotel has sustainable and health-conscious facilities that draw on the local culture

- ☐ All building, furnishing and equipment materials are environmentally friendly, recycled or recyclable
- ☐ Sustainable construction methods and materials are favoured for renovations or new builds, preferably with associated certification
- ☐ Natural materials are used for the decoration in the hotel
- ☐ Local materials, practices and craftsmanship are used wherever possible

- ☐ Local art and handicrafts are integrated into the design and furnishings
- ☐ Local, authentic, traditional arts and crafts are integrated into the design and furnishings

Proof(s):

No file transmitted

Social responsibility - Section 9 of 10

Social commitment is the cornerstone of sustainable development. It stands for a sense of responsibility and motivation for shaping a sustainable environment in the triad of ecology, social and economic responsibility.

- SDG 1
No poverty
- SDG 2
No hunger
- SDG 3
Good health and well-being
- SDG 4
Quality education
- SDG 5
Gender equality
- SDG 8
Decent work and economic growth
- SDG 10
Reduced inequalities
- SDG 16
Peace, justice and strong institutions
- SDG 17
Partnerships to achieve the goals

9.1

The hotel deals fairly with all stakeholders

- ☐ Yes

Proof(s):

No file transmitted

9.2

The hotel actively supports local initiatives or projects in the spirit of sustainable development or to promote the local community and cultural heritage

Mandatory

- ☐ Yes, namely

- ☐ Support for projects in EUR/year

- ☐ Support of projects in days/year

☐ Material support for projects

Proof(s):

No file transmitted

9.3

Support for the initiatives mentioned is communicated

☐ Yes

9.4

The hotel promotes fair labour and is guided by fair wages and collective agreements

☐ Yes

☐ Salary levels are monitored and regularly adjusted to the standards of a living wage in the country of employment

☐ Employment contracts include support for health insurance and social security

Proof(s):

No file transmitted

9.5

The hotel also endeavours to offer career opportunities to local residents

☐ Yes

☐ The hotel favours the regional market when looking for employees

☐ Training courses are offered to increase entry opportunities for career changers

☐ Locals receive regular further training and equal promotion opportunities (including management positions)

Proof(s):

No file transmitted

9.6

Hotel employees regularly take part in training/education on their tasks and responsibilities

☐ Internal training courses/further training

☐ External training/professional development for at least 20% of employees per year

- ☐ Training focussing on sustainability at least twice a year
- ☐ Employee training and instruction materials are available in various formats

Proof(s):

No file transmitted

9.7

The following sustainability topics are covered in these training courses

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

Proof(s):

No file transmitted

9.8

A system of company health management programmes has been established at the hotel

- ☐ Daily supply of fruit/vegetables available in the canteen
- ☐ Sports/relaxation/nutrition programmes available for employees
- ☐ Company doctor is available
- ☐ Physical and psychological risk assessment of workplaces is available
- ☐ Optimally designed workplace available to minimise stress

Proof(s):

No file transmitted

9.9

The hotel regularly collects data on the employment structure

- ☐ Yes

Please specify:

Number of employees (full-time equivalents)

Number of trainees

Number of management positions

Proportion of women in management positions

Number of specialists

Number of temporary/seasonal staff

Number of local employees

Proof(s):

No file transmitted

9.10

The hotel has an equal opportunities management system focussed on diversity

☐ Yes

☐ The company takes groups at risk of discrimination into account in its employee structure and recruitment process

☐ Internal promotions include these groups

Proof(s):

No file transmitted

9.11

The organisation has a policy against commercial, sexual or other forms of exploitation and harassment

☐ Yes

Proof(s):

No file transmitted

9.12

The directive applies to children, young people, women, minorities and other vulnerable groups

☐ Yes

Proof(s):

No file transmitted

9.13

The policy is documented and followed by the organisation.

☐ Yes

Proof(s):

No file transmitted

9.14

The hotel offers employees the following benefits

☐ Overtime regulation

☐ Above-tariff pay

☐ Participation in the organisation of the duty roster

☐ Voluntary social benefits

☐ Payment of Christmas and/or holiday bonuses

☐ Job ticket for public transport

☐ Family-friendly organisation of working hours

☐ Documented appraisal interview

☐ Attractive social spaces

☐ Planning holidays (≥ 3 weeks)

☐ Use of hotel facilities (e.g. wellness area/fitness room)

☐ Family & Friends rates/discounts for employees

☐ Job transfer within (e.g. between hotels in a hotel group)

☐ Support programme for trainees

☐ Granting of educational leave

☐ Subsidy/cost absorption for further training

☐ Own (further) training academy

- ☐ Co-operation with providers of in-service training
- ☐ Career development programmes
- ☐ Material incentives for target achievement
- ☐ Monetary benefits
- ☐ Equipment such as mobile phones/laptops for department heads
- ☐ Possibility of home office
- ☐ Staff accommodation/residential building
- ☐ Attendance food
- ☐ Vegan or organic dishes
- ☐ Own kindergarten/daycare centre or financial support for this
- ☐ Company outing/company party
- ☐ Staff meeting
- ☐ Personal mentor for familiarisation

Proof(s):

No file transmitted

Economic responsibility - Section 10 of 10

The economic stability of companies is a mainstay and ensures qualitative and quantitative growth. The collection, evaluation and management of financial and economic data are essential and represent a sense of responsibility to meet the external demands and expectations of guests, investors and the media.

SDG 4

Quality education

SDG 8

Decent work and economic growth

10.1

The hotel regularly collects economic and financial data

- ☐ Yes
- ☐ Sales structure
- ☐ Turnover per employee
- ☐ Revenue per available room

- ☐ Restaurant/outlet revenue per guest
- ☐ Restaurant/outlet turnover per service employee
- ☐ Spa revenue per guest
- ☐ Spa turnover per spa employee
- ☐ Banquet turnover per conference participant
- ☐ Banquet turnover per banquet employee

Average room occupancy

Average room rate

Room Yield (RevPar)

- ☐ Average length of stay
- ☐ Staff turnover (staff departures/average headcount)
- ☐ Personnel expense ratio
- ☐ Sick leave
- ☐ Investment ratio

Proof(s):

No file transmitted

10.2

The share of capital/ownership of the hotel property held in the region is over 50%

- ☐ Yes

Proof(s):

No file transmitted

10.3

The hotel has a long-term investment plan

- ☐ Yes
- ☐ Ecological aspects are taken into account in the investment plan

Proof(s):

No file transmitted

10.4

Employees are regularly informed about hotel key figures

☐ Yes

Proof(s):

No file transmitted

10.5

The hotel has a risk management system in place with regard to environmental, social and economic corporate risks

☐ Yes

Proof(s):

No file transmitted

10.6

Over the past 3 years, the hotel has seen continuous development in the following areas

☐ Yes

☐ Turnover

☐ Yield

☐ Investment

☐ Utilisation

☐ Number of employees

☐ Number of training places

☐ Number of regular guests

☐ Customer satisfaction

☐ Employee satisfaction

☐ Degree of innovation

☐ Qualitative networks

☐ Social commitment

☐ Regional suppliers

☐ Organic products

- ☐ Vegan products
- ☐ Fairtrade products
- ☐ Climate-neutral products
- ☐ Environmentally relevant indicators

Proof(s):

No file transmitted



Help