



Environmental Protection and Sustainability

Declaration of Principles

The Hotel Bayerischer Hof is aware of global environmental issues and takes its responsibility toward the environment very seriously. While the well-being of our guests is always a top priority, we are committed to operating sustainably and taking measures to minimise our environmental impact and promote the protection of natural resources—both within our establishment and in our broader sphere of influence.

The Hotel Bayerischer Hof is dedicated to implementing the following commitments:

- Compliance with legal regulations: We ensure adherence to all applicable environmental laws, standards, and best practices.
- Sustainable resource management: Monitoring and documenting daily energy consumption and related emissions, along with an annual analysis to optimise usage.
- Preservation and care of the building: We place great importance on maintaining and sustainably using our premises as a cultural asset.
- Efficient use of resources: Promoting the conscious and economical use of materials, particularly water and energy.
- Waste reduction and recycling: Minimising waste generation through recycling and resource-efficient operations.
- Future-oriented goal setting: Developing realistic and ecologically sustainable objectives and measures.
- Continuous improvement: Regularly reviewing and enhancing our environmental management system.
- Awareness and training: Educating and raising awareness among our staff regarding sustainable practices and environmental consciousness.
- Shared responsibility: Involving guests, employees, suppliers, and partners in our environmental initiatives.

These principles represent not only a commitment but also a contribution to leaving a livable world for future generations.



BAYERISCHER HOF

Objectives

Our goal is to continuously optimise the sustainable management of the hotel and involve all stakeholders in our efforts.

1. Environmental Awareness

- Raising employee awareness: We promote our employees' understanding of environmental issues and the importance of responsible action.
- Sharing sustainable practices: We train staff in eco-friendly work methods and everyday actions that reduce ecological footprints.
- Encouraging participation: We motivate our employees to actively engage in environmental initiatives and help shape them.
- Guest involvement: We inform our guests about our environmental commitment and invite them to support and participate in our sustainable initiatives.

2. Energy Usage

Total emissions	Total kg CO ₂ e	Average kg CO ₂ e per overnight guest
2023	1.487.647,88 kg CO ₂ e	13,33 kg kg CO ₂ e

Reducing our energy consumption makes a significant contribution to lowering environmental impact while also cutting energy costs. To achieve this, we implement the following measures:

- Optimised workspace design: Efficient organisation and layout of work areas to minimise energy consumption.
- Maintenance of facilities: Ensuring the proper condition and optimal use of our machines and technical systems.
- Use of energy-efficient devices: Employing energy-saving, high-performance equipment to reduce consumption.
- Smart control systems: Using timers, sensors, and other technologies to regulate energy usage based on demand.
- Clear targets and monitoring: Setting specific consumption goals and regularly reviewing processes to ensure they are met.

3. Water Consumption

Water consumption	Total m ³	Average m ³ per overnight guest	Total kg CO ₂ e	Average kg CO ₂ e per overnight guest
2023	56.917 m ³	0,51 m ³	8.480,62 kg CO ₂ e	8.480,62 kg CO ₂ e

Given the challenges of global warming and the limited availability of fresh water, responsible use of this precious resource is essential. To minimise our water usage, we implement the following measures:

- Preventing water losses: Regular checks for leaks and prompt repairs to avoid unnecessary loss.
- Use of water-saving technology: Installation of sensors, regulators, and other devices to reduce consumption.
- Efficient laundry processes: Ensuring resource-efficient use of our laundry equipment.
- Raising awareness of water use: Training our staff and informing guests about the importance of responsible water usage.
- Sustainable use by guests: Encouraging reuse of towels and linens through targeted awareness campaigns.
- Goal setting and monitoring: Defining concrete targets to reduce water use and regularly analysing progress.
- Continuous improvement: Ongoing search for innovative approaches and new opportunities to further reduce water consumption.



BAYERISCHER HOF

4. Waste Management

Disposal of solid waste	Total kg	Average kg per overnight guest	Total kg CO ₂ e	Average kg CO ₂ e per overnight guest
2023	Incineration	Incineration	Incineration	Incineration
	248.640 kg	2,23 kg	5.309,53 kg CO ₂ e	0,05 kg CO ₂ e
	Recycling	Recycling	Recycling	Recycling
	104.880 kg	0,94kg	2.225,87 kg CO ₂ e	0,02 kg CO ₂ e
	Compost/ Anaerobic	Compost/Anaerobic	Compost/ Anaerobic	Compost/Anaerobic
	122.697,84 kg	1,1kg	1.091,08 kg CO ₂ e	0,01 kg CO ₂ e
	Total	Total	Total	Total
	476.217,84 kg	4,27 kg	8.626,48 kg CO₂e	0,08 kg CO₂e

Large volumes of waste pose a significant burden on the environment and public health. Therefore, we are committed to avoiding and recycling waste to minimise its negative impact. Our waste management plan includes the following measures:

- Minimising single-use packaging: Reducing the use of disposable packaging in hotel operations wherever possible.
- Use of sustainable materials: Employing compostable and biodegradable products and materials whenever feasible.
- Limiting single-use toiletries: Restricting the use of individually packaged hygiene items in guest rooms.



BAYERISCHER HOF

- Waste separation and recycling: Carefully sorting and separating recyclable waste, including materials such as paper, cardboard, glass, plastic packaging, metal cans, ink cartridges, and organic kitchen waste.
- Recycling of cooking oil: Collecting and recycling used cooking oil for authorised purposes.
- Safe disposal of hazardous waste: Proper disposal of batteries, electronics, fluorescent tubes, lightbulbs, and similar materials.

Achievements and Ongoing Initiatives

- Recycling in administration: We already recycle waste throughout the administrative areas and practise comprehensive waste separation.
Sustainable care products: Guest room toiletries are provided by the company Lather and consist of biodegradable materials. The bottles are made of at least 40% recycled plastic and contain the organic additive "EcoPure," which promotes biodegradability.
- Long-standing recycling tradition: For over 20 years, we have separated and recycled single-use glass bottles, packaging waste, films, cans, as well as paper and cardboard. We also offer waste separation options to our in-house retail tenants.
- Reduction of single-use plastic: We have significantly reduced the use of disposable plastic through targeted measures. Items such as cocktail stirrers, straws, food containers, bath slippers, guest amenities, carrier bags, and printed materials have been replaced with more sustainable alternatives.

Future Outlook

We are continuously working to develop a procurement structure that is as plastic-free as possible and are exploring new ways to avoid plastic altogether. Our efforts aim to ensure an even more sustainable operation in the long term.



5. Environmentally Responsible Procurement

An environmentally conscious procurement approach aims to select products and services that have a lower impact on the environment. In doing so, we consider factors such as resource conservation, energy efficiency, and sustainability.

Within the scope of our capabilities, we prioritise environmentally friendly alternatives, provided these align with the hotel's quality standards, guest expectations, and economic considerations.

Our principles for sustainable procurement include, among others:

- Preference for resource-saving and energy-efficient products
- Increased use of sustainable materials and packaging solutions
- Support for regional and seasonal products to reduce transport distances
- Evaluation of reuse and recycling options in procurement
- Collaboration with suppliers who share sustainable values

These measures are continuously reviewed and developed further to minimise the environmental footprint of our purchasing practices.

6. Social Responsibility

As a company, we place great value on our social responsibility and are committed to the following principles:

- **Respect for human rights:** We are committed to upholding human rights, promoting diversity and inclusion, and adhering to fair and respectful labour practices.
- **Safety and comfort for our guests:** Through stringent safety measures, comprehensive emergency preparedness, and high hygiene standards, we ensure the wellbeing and safety of our guests.
- **Fair working conditions:** We advocate for job security, fair wages, and appropriate working conditions for all our employees, and we expect the same standards from our suppliers.

- **Support for local communities:** Through social initiatives, educational support, and charitable activities, we actively contribute to the promotion of regional communities and support local projects.



Sustainability Plan

Purpose

Our Sustainability Management Plan is designed to ensure that we meet our objectives, continuously improve our sustainability performance, and reduce long-term environmental impacts. The plan aims to enhance the wellbeing of our guests, staff, and the environment. It focuses on conducting our daily operations in a sustainable manner, taking into account environmental, socio-cultural, quality, health, and safety aspects.

Energy Saving Goals

- Measurement of consumption data via the EPIT programme
- Reduction of CO₂ emissions
- Conversion to LED lighting throughout the hotel
- Installation of aerators in guest rooms

Waste Management Goals

- Reduction of water usage
- Decrease in the amount of non-recyclable waste
- Increase in the volume of recyclable residual materials
- Improvement in performance compared to previous years

General Objectives

- Evaluation of a switch to dispenser solutions in guest rooms
- Investigation into the possibility of recycling guest soap

Satisfaction Goals

- Increasing guest engagement in sustainability initiatives.
- Improving guest satisfaction, measured through surveys.
- Raising guest awareness about good waste management practices.

Training Goals

- Raising awareness of our company's Corporate Social Responsibility.
- Communicating our environmental policies to all employees.
- Providing recycling training for employees.
- Conducting sustainability training for at least one department per year.



Scope of Application

The scope of the Sustainability Management Plan covers all activities at the Hotel Bayerischer Hof. It includes the involvement of all employees, guests, clients, business partners, owners, other stakeholders, and the environment as a whole.

Reference: Travelife Certificate

Travelife is a globally recognised certification organisation for sustainability in the accommodation sector. It is known for impartiality and reliability, and implements a comprehensive standard covering topics such as emissions, biodiversity, human rights, fair working conditions, child protection, and animal welfare.

Our Vision

The Volkhardt family has been an active member of *The 1001 – A Nature Trust* (also known as Club 1001) for two generations. This foundation provides financial support for WWF projects.

For the past 30 years, our guests have had the choice each year between receiving a personal Christmas gift or making a donation to the WWF. This results in a significant annual contribution directly supporting WWF projects.

Proceeds from our New Year's Eve tombola are donated 100% to children's charities such as *Lichtblick Hasenberg*.

In addition to these initiatives, we actively support charitable associations, animal welfare organisations, and environmental protection efforts through targeted donations.

Sustainability in Design and Architecture

In collaboration with Belgian designer Axel Vervoordt, nine projects have already been realised at the hotel. Vervoordt is renowned for his ability to harmoniously blend the past and future. He creates timeless, sustainable spaces characterised by a respectful approach to historical structures and the conscious use of natural materials such as stone and reclaimed wood.

These materials are used both inside and outside the hotel. Stone, steel, and wood were carefully selected and incorporated throughout all areas of the building complex to ensure a harmonious and environmentally conscious design.



Our Sustainability Management Plan Covers Four Main Pillars:

Ecology

We actively engage in resource conservation, the use of renewable energy where possible, reduction of environmental pollution, and preservation of biodiversity.

Socio-Cultural

We participate in corporate social responsibility measures to support the community, create local jobs, respect local communities, and protect our staff.

Quality

Every activity is geared towards economic viability and creating a competitive advantage within the industry. We provide services that not only meet but exceed guest expectations. Our business continues to contribute to the economic well-being of the surrounding community, through local ownership, employment, and the purchase of local products. A sustainable company should benefit all stakeholders, including employees, guests, business partners, owners, and other interest groups.

Health and Safety

Hotel Bayerischer Hof complies with all applicable health and safety regulations and ensures the highest level of protection for guests and staff alike.

Compliance with Legal Regulations

Hotel Bayerischer Hof is licensed under German law and adheres to all relevant international and local laws and regulations, including those on health, safety, labour law, and environmental protection. Our insurance policies and other guest and staff protection measures are always kept up to date.

Employee Training

Recruitment, training, annual reviews, and performance evaluations of our staff are conducted in line with the company's competency and qualification models, beliefs, and expectations.

Customer Satisfaction

Hotel Bayerischer Hof measures customer satisfaction by collecting feedback through various channels and platforms. We believe that both positive and constructive feedback from our guests is valuable and essential for continuous improvement.

In addition to guest satisfaction, we regularly monitor and evaluate internal quality performance and employee satisfaction.

Examples include:

- The TrustYou portal
- Internal email surveys sent to guests at the end of their stay
- Guest emails
- All third-party online platforms such as TripAdvisor, Booking.com, and social media channels



BAYERISCHER HOF

Local Land Use, Design, and Construction

Ongoing maintenance and repair work is carried out regularly. During renovations, as much of the original structure as possible is reused, preserving historical design and original architecture. Renovation and interior design are always executed with sustainability, energy efficiency, and longevity in mind. Environmentally friendly materials are used to minimise ecological impact.

Communication Strategy

We place great value on transparent and clear communication of our sustainability efforts. Within the hotel and across various channels, we inform stakeholders about relevant actions and initiatives.

Health and Safety

We adhere to strict environmental, health, and safety regulations, as well as best practices to protect the environment and ensure a safe working environment. This allows us to get the best out of our staff while minimising the risk of injury.

Our employees receive regular training on health and safety in the workplace. Guests are also made aware of potential hazards through appropriate signage and other means of communication.

Our procurement and operations policies for all equipment, furnishings, and installations aim to select environmentally friendly solutions. This means choosing equipment with low emissions and energy consumption. We also place great importance on sourcing durable and robust goods and furnishings.

A skilled team of technicians ensures our systems and equipment are well maintained and in good working condition at all times. All necessary safety precautions, such as risk assessments and the use of personal protective equipment, are ensured.

Food safety and hygiene standards are regularly reviewed to ensure all systems meet safety requirements. All new staff complete a mandatory basic course in food hygiene to familiarise themselves with relevant safety and procedural standards.

Disaster Management

Fire Safety - The hotel works closely with external experts and the local fire brigade to ensure that all staff are thoroughly trained, regularly briefed, and certified in accordance with applicable standards.

Annual drills involving all staff simulate realistic emergency scenarios to train responsiveness. These exercises are observed by independent parties, and the observations and reports are carefully documented.



Our Philosophy

“We ensure that all processes are conducted in accordance with the applicable laws as well as in line with ethical, social, and environmental standards.“

Exploitation / Corruption

Hotel Bayerischer Hof strictly complies with German labour law and ensures that no form of exploitation occurs. This is ensured through the following measures:

- Equal employment opportunity policy
- Code of conduct
- Principles against harassment and bullying

Bribery and corruption are strictly rejected. The hotel prohibits all forms of bribery, whether direct or via third parties, and employees must not solicit, arrange, or accept bribes.

No contributions are made to political parties or similar organisations to gain business advantages.

The hotel does not work with contractors or suppliers known or suspected to engage in bribery.

Equal Employment

Hotel Bayerischer Hof promotes diversity and equality at all levels of the company. No employee or applicant is discriminated against based on gender, origin, or ethnicity. All positions are filled based solely on qualifications. The hotel complies with all labour laws and regulations and offers working conditions and wages that exceed minimum legal requirements.

Germany has strict labour laws, which we fully observe.

Employee Protection

Salaries and social benefits comply with regulations, and all legally required contributions to insurance and pension funds are made on behalf of all employees. Overtime beyond the working hours defined by German labour law is compensated accordingly. Weekly working hours do not exceed legal limits, although additional hours may be required in the hospitality industry – these are also paid accordingly. To further protect employees, the works council holds regular meetings and ensures that staff concerns and suggestions are taken into account and implemented where possible. This process includes the Sustainability Management Plan of Hotel Bayerischer Hof for 2024.



We recognise that environmental protection and sustainability are ongoing processes. Therefore, the Sustainability Management Plan is reviewed annually. The hotel will monitor the following aspects at planned intervals to ensure continuous improvement in all relevant areas:

- Electricity consumption
- Water consumption
- Greenhouse gas emissions
- Waste generated

Our Sustainability Management Plan is supported by the following policies and documents:

- Environmental policy measures
- Health and safety strategies
- Business ethics and code of conduct
- Waste management plan
- Environmentally friendly procurement policy
- Environmental impact audit report
- Pollution management plan
- Disaster management plan