



ANNUAL SUSTAINABILITY REPORT

2024

HOTEL SANS SOUCI Management GmbH

Burggasse 2, 1070 Vienna

STATEMENT FROM ANDREA FUCHS

General Manager Sans Souci Vienna



„Sustainability is an integral part of the corporate strategy at Sans Souci Vienna. We systematically incorporate ecological, social, and economic criteria into all operational processes and strategic decisions. Our aim is to combine the highest service quality with responsible resource management, fair working conditions, and regional value creation – in the spirit of a fully holistic and sustainable hotel management.“

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1 INTRODUCTION

Green Globe is the first worldwide certification and performance improvement program developed specifically for the travel and tourism industry. The Green Globe certification provides our company with a professional, industry-appropriate framework for the comprehensive evaluation of our sustainability performance, based on the three pillars: environmental friendliness, social responsibility, and economic viability. In addition to our own research and feedback and experiences from global auditors, the Green Globe Standard is also based on the Global Sustainable Tourism Criteria, the Global Partnership for Sustainable Tourism Criteria (STC Partnership), the Baseline Criteria of the Sustainable Tourism Certification Network of the Americas, Agenda 21, and the principles for Sustainable Development endorsed by 182 governments at the United Nations Rio de Janeiro Earth Summit in 1992.

1.1 Subject of this report

Scope: This report addresses the sustainable development of the Hotel Sans Souci Vienna and all its outlets: Veranda Brasserie-Bar & Sans Souci Spa.

Reporting Period: This report covers the period from January 2024 to December 2024.

Structure: The content structure is guided by the Social Reporting Standards (SRS) and the Global Reporting Initiative (GRI) Standards.

Contact: For questions regarding this report or to provide input on sustainability, please contact Florian Pitzer, Green Globe Project Manager.

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1.2 Materiality

To ensure the relevance of the content of this report, the entire content is based on the evaluation criteria of the Green Globe audit. As the Green Globe assessment is designed entirely according to international standards and independent research, it provides an ideal framework for the report's focus areas (management, social & economic responsibility, environment). The external auditor also provides valuable input regarding sustainability issues relevant to the hotel.

1.3 Our Stakeholders

The business activities of Sans Souci Vienna affect not only our guests and employees, but also our owners, neighbors, suppliers, cooperation partners, Viennese tourist attractions, destination marketing organizations, various booking platforms and online travel agencies, travel agencies, supported organizations (such as Caritas, Wiener Frauenhäuser, etc.), and our partner Preferred Hotels.

The needs of our employees are regularly assessed through employee surveys focused on specific themes (e.g., communication flow, "What do you need to work well?") and are analyzed accordingly. The results are directly integrated into strategic and management decisions. Guest satisfaction is also evaluated through questionnaires. We maintain close communication with our suppliers and neighbors in and around the building. In doing so, we strive to take the needs of all our stakeholders into account.

2 NECESSITY

As a profit-oriented company in the tourism sector, Sans Souci Vienna acknowledges its responsibility to work alongside other industry players to counteract the global climate crisis and to achieve a positive impact based on our areas of influence. We aim to actively contribute to a better future for all our stakeholders, society and the tourism industry.

For our sustainable development, we are guided by Simon Zadek's concept "The Path to Corporate Sustainability" (2004).

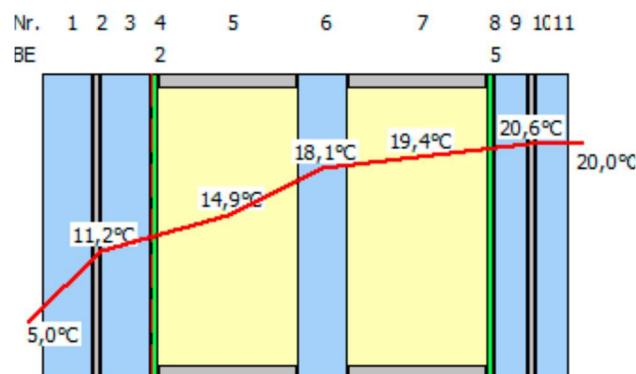
2.1 Goals

Within the "Path to Corporate Sustainability" concept, Sans Souci Vienna is currently in the early Strategic Phase.

The top management level has a strong intrinsic motivation for the development of Corporate Social Responsibility (CSR) and actively integrates CSR into corporate values. This importance is also actively communicated to managers and employees. Executive decisions are made responsibly. For example, the building is equipped with an intelligent heating/cooling system that reduces energy consumption. Standard processes are optimized with CSR in mind. Major new projects are also implemented with a CSR focus (e.g., new uniforms for the entire team made from fabrics and production sourced in Austria and Germany).

2.1.1 Installation of Soundproof Windows – Spring 2024

In spring 2024, all windows of the rooms facing Burggasse were replaced with the latest soundproof and temperature-insulating windows by INTERPANE SommerGlobal, with a total energy transmittance value of only 0.32.



These works were carried out from January to March 2024 by the company Fenster Ludwig and immediately improved the room quality for guests. Exact cost savings in terms of heating and cooling will become evident in 2025, as the new windows also include built-in sun protection, making blinds redundant.

2.1.2 Pollutant Measurement and CO Calculation

Hotel Sans Souci Management GmbH calculated its Corporate Carbon Footprint (CCF) in cooperation with ClimatePartner. The CCF represents the CO₂ emissions generated by the company within a defined period and system boundaries.

The calculation followed the guidelines of the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (GHG Protocol). The emissions results per room night are:

- 2021 – 32.85 kg CO₂ per room night
- 2022 – 21.37 kg CO₂ per room night
- 2023 – 20.05 kg CO₂ per room night

2.1.3 Communication goal: Make sustainability more visible to guests

To better present our sustainability activities and emphasize the importance of this topic to our guests, we implemented the following measures in 2024:

- Inclusion of the Green Globe logo in reservation offers
- Display of our Green Globe certification and a Green Tip in the concierge letter for our guests
- Inclusion of the Green Globe logo in print ads
- Creation of a news page on our website about "Green Vienna" and city walks.

2.1.4 Environmental protection

A major goal is to reduce environmental impacts and improve our purchasing policy. In 2022, our kitchen team aimed to source most food from organic agriculture to reduce environmental pollution. This initiative continued in 2024 with the following:

- BIOS Silver Certification: 75% of food purchases are organic, verified by AT-BIO-401

3 SUSTAINABLE MANAGEMENT

The management team, led by General Manager Andrea Fuchs, integrates sustainability into all operational decisions..

3.1 Values & Vision

To meet future challenges and align daily and strategic actions with sustainability, the top management of Sans Souci Vienna has established the following vision:

"Making dreams come true. Together!"

Together with our values – Joy, Trust, Professionalism, Sustainability – this motto guides our efforts.

All strategic management work is based on these values and vision. Quarterly strategy meetings are organized around the themes: Hosts, Sustainability/Awareness, Art Appreciation, and Innovation. Additionally, the annual Balanced Scorecards of each department must include the values of Joy, Trust, Professionalism, and Sustainability in their goals.

3.2 Communication

A continuous task of the marketing team is to communicate the Sans Souci Green Globe projects to guests. The Green Globe landing page <https://www.sanssouci-wien.com/news/sans-souci-goes-green-globe/> is regularly updated, and green activities are promoted on social media under the hashtag #sanssoucigoesgreen: <https://www.instagram.com/sanssouciwien/>

4 IMPROVEMENTS AND PROJECTS

The following actions were undertaken in 2024 to continuously enhance sustainable operations at Hotel Sans Souci across all levels.

4.1 Water and Energy-Savings

Since January 2024, we have further optimized our water supply efficiency. With the installation of new showerheads and faucets, we reduced water usage from 25 liters per minute to just 9–10 liters per minute. This reduces not only water consumption but also the energy needed for water heating. Additionally, new blackout windows installed in January 2024 improve insulation and minimize the need for air conditioning. This saves energy and reduces CO₂ emissions..

4.2 Health and Employee Well-being

In February 2024, we hosted a special health lecture on “Vitamin D,” led by a renowned doctor. It aimed to raise awareness of vitamin D’s importance for workplace health and well-being.

In March 2024, we conducted an employee survey to evaluate and improve the work environment and climate. We also collected suggestions for improvement, which are being directly used to enhance working conditions and foster a respectful and sustainable workplace.

4.3 Sustainable Cleaning Technologies

A highlight of 2024 was the acquisition of a steam cleaning device for the housekeeping team. This device enables environmentally friendly, chemical-free cleaning, benefiting both the environment and staff. It is primarily used in public areas and rooms to ensure thorough but eco-conscious cleaning.

4.4 Social Responsibility and Donations

In March 2024, we donated EUR 543 to the SOS Kinderdörfer Austria education project “BildungsABCD” through our ChariTable Dinner, which included a 3-course meal, wine pairing, and other amenities.

In November 2024, we contributed a donation to the silent auction at the Kinderhilfe charity event, underscoring our commitment to helping children and families in need and contributing to a better future.

4.5 Efficient Towel Usage in the Spa

In March 2024, we introduced a new towel policy in the spa area: guests now receive two towels upon arrival, with more available upon request. This reduces water and chemical use by preventing unnecessary laundering.

4.6 Preview 2025

In 2025, we plan to expand our sustainable initiatives, especially in the kitchen with more regional and organic ingredients, and the implementation of a comprehensive recycling system throughout the hotel.

We will also adopt Austria’s new deposit return system starting January 1, 2025. Since many guests are unfamiliar with this system or unable to return containers themselves, we will communicate the process clearly through the hotel information system.

All hotel rooms will be equipped at the beginning of 2025 with ecological, sustainably produced hygiene products from the Tyrolean company Pure Green Cosmetics (Roppen, Austria). The Sans Souci Vienna Edition includes soap, shampoo, and lotion in 300 ml pump dispensers, replacing the previous amenities.

Automated cleaning systems will also be introduced in the coming year to increase cleaning efficiency and reduce staff workload.

4.7 Conclusion

In 2024, we achieved significant progress in sustainability. We are proud of our accomplishments and will continue to strengthen our commitment to environmental protection and social responsibility.