



ANNUAL REPORT SUSTAINABILITY

2023

HOTEL SANS SOUCI Management GmbH
Burggasse 2, 1070 Vienna

STATEMENT BY ANDREA FUCHS

General Manager at Sans Souci Wien



‘It is very important to me and I am very proud to live the important topic of SUSTAINABILITY at Sans Souci. We incorporate social and environmental aspects into our day-to-day tasks and strategic decisions in order to continuously develop into an even more sustainable hotel.’

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INTRODUCTION

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

1.1 Subject of the report

Scope of application: This report deals with the sustainable development of the Hotel Sans Souci Wien and all its outlets: Restaurant Veranda, Le Bar, Sans Souci Spa.

Reporting period: The report covers the period from January 2023 to December 2023.

Organisation: THE STRUCTURE OF THE CONTENT IS BASED ON THE SOCIAL REPORTING STANDARDS (SRS) AND THE GLOBAL REPORTING INITIATIVES (GRI) STANDARDS.

Contact person: Please contact Theresa Berger, Green Globe Project Manager, if you have any questions about this report or input on the topic of sustainability.

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1.2 Materiality

To ensure the materiality of the content of this report, the entire content is based on the assessment criteria of the Green Globe audit. As the Green Globe audit is designed entirely according to international standards and our own research, it provides an ideal framework for the focal points in this report (management, social & economic, environment). The external auditor also provides valuable input on sustainability issues relevant to the hotel.

1.3 Our stakeholders

In addition to our guests and employees, the entrepreneurial activities of Sans Souci Wien also affect our owners, our neighbours, suppliers, cooperation partners, Viennese sights, destination marketing organisations, various booking platforms and online travel agencies, travel agencies, supporting organisations (Caritas, Die Möwe,...) and our partner Preferred Hotels.

The needs of our employees are regularly analysed with the help of an employee survey focusing on specific topics (e.g. communication flow, 'What do you need? Communication flow, 'What do you need so that you can work well?', ...) and analysed. The results of these surveys are directly incorporated into the strategy and management decisions. The satisfaction of our guests is also surveyed using questionnaires. There is a close communicative exchange with our suppliers and neighbours in the hotel and the surrounding area. In this way, we endeavour to take the needs of all our stakeholders into account.

2 NECESSITY

As a profit-orientated company in the tourism sector, Sans Souci Vienna is aware of its responsibility to work together with all industry players to counteract the global climate crisis and achieve a positive balance in terms of our influence. We want to actively contribute to a better future for all our stakeholders, society and the tourism industry. For the sustainable development of Sans Souci Vienna, we are guided by Simon Zadek's concept 'The Path to Corporate Sustainability' (2004).

2.1 Goals

Within the concept of the 'Path to Corporate Sustainability', Sans Souci Vienna is currently in the early phase of the **strategic phase**.

The top management level has a strong intrinsic motivation for the development of Corporate Social Responsibility (CSR) and actively incorporates CSR into the corporate values. The great importance of CSR is also actively communicated to managers and employees. Operational decisions at top management level are made in a responsible manner. For example, the building is equipped with an intelligent heating/cooling system that reduces energy consumption. Standard processes are optimised with regard to CSR. Major new projects are also carried out with a focus on CSR (e.g. new uniforms for the entire team with fabrics and production in Austria and Germany).

The following sustainability and environmental protection targets were achieved in 2023:

2.2.1. Reduction of plastic waste

Replacing the small plastic bottles for shampoo, shower gel, conditioner etc. with large dispensers is a goal that we have been pursuing for years. In 2023, we found a supplier for the first time who delivers soaps and soap dispensers of outstanding quality. The test phase for the new soap dispensers started on 9 January 2023. During the test phase, the new soap dispensers were installed in all rooms on the third floor. Guest feedback was intensively monitored for 3 months and employee feedback on handling was analysed. The new 'Balmain' brand was then introduced in all rooms and junior suites.

1 Molton&Brown Fläschchen – 7,7 g – 30ml

1 Balmain Flasche – 58,5 g – 300ml

Thus **we save 25 % of the weight of plastic waste**. In addition, the Balmain bottles are recycled directly by the supplier, whereas the Molton&Brown bottles were disposed of in the plastic waste.

With the Balmain bottle, the soap is used up to the last drop, whereas with Molton&Brown the bottle has to be thrown away after opening when the guest has left. **This also saves on soap waste.**

2.1.2 Pollutant measurement CO2 calculation

Together with ClimatePartner, Hotel Sans Souci Management GmbH has calculated the corporate carbon footprint (CCF) for the company. A CCF is the CO₂ footprint of a company: it is the sum of the CO₂ emissions that the company has caused in a defined period of time within the defined system limits has caused.

The calculations are based on the guidelines of the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (GHG Protocol). This is the result of the emissions calculation for the business activities of Hotel Sans Souci Wien per overnight stay:

- **2021 – 32,85 kg CO₂ per room night**
- **2022 – 21,37 kg CO₂ per room night**

Accordingly, we have achieved a reduction in CO₂ emissions or CO₂ equivalents of 35%.

2.1.3 Making sustainability more present for guests as a communication objective

In order to present our sustainability activities and the importance of this topic even more clearly to our guests, we have taken the following steps in 2023:

Green Globe logo inserted in reservation offers.

- Our Green Globe certification is presented in the concierge letter including a Green Tip.
- The Green Globe logo is inserted in print adverts.
- News page on website on the subject of the Green City of Vienna / walks.

2.1.4 Environmental protection

One major goal is to reduce negative environmental impacts and, as part of this, to improve our purchasing policy.

In 2022, the kitchen team set itself the goal of sourcing a large proportion of the food we buy from organic farmers and thus reducing the environmental impact. The following project was continued in 2023 as part of this endeavour:

- BIOS Silver certification: 75% of the food we buy is organic. Controlled by AT-BIO-401

3 SUSTAINABLE MANAGEMENT

The management team led by General Manager Andrea Fuchs takes sustainability into account in all operational decisions.

3.1 Values & Vision

The top management of Sans Souci Vienna has the following vision for our company in order to meet the challenges of the future and to orientate our day-to-day and strategic activities towards sustainability:

We are passionate hosts. We are consciously and artistically revolutionising the hotel experience.

Together with our values - **enjoyment, trust, professionalism, sustainability** - this guiding principle gives us a clear direction according to which we organise our work .

All of the management's strategic work is based on our values and vision. For example, the agenda of the quarterly strategy meetings is divided into the areas of host, sustainability/awareness, artistry and revolution. The annual balanced scorecards of the individual departments must also integrate the four values of enjoyment, trust, professionalism and sustainability into their target formulations.

3.2 Communication

One of the marketing team's ongoing tasks is to communicate the Sans Souci's Green Globe projects to guests. The landing page with the Green Globe theme <https://www.sanssouci-wien.com/en/news/sans-souci-goes-green-globe/> is constantly updated and the green activities are also regularly promoted on social media under the common hashtag #sanssoucigoesgreen.

<https://www.instagram.com/sanssouciwien/>

Green Globe Pins

4 IMPROVEMENTS AND PROJECTS

The following steps were taken in 2023 to continuously improve sustainable management at Hotel Sans Souci at all levels.

4.1 Social & economic

The following projects were implemented in the period from January 2023 to December 2023 in the areas of social engagement and economic impact.

4.1.1 Purchasing policy

‘Does our expenditure flow into sustainable operations?’

Every year, all suppliers are analysed in a detailed assessment with regard to sustainability. We analyse the points of certified sustainability, delivery distance, origin and quality of the products, location of the company headquarters and packaging. Based on this analysis, our department heads can clearly assess the impact of their purchases.

The supplier evaluations for the years 2021 to 2023 are then compared. Sans Souci Vienna ordered goods from around 130 suppliers per year. The suppliers were assessed on the basis of criteria relating to locality and sustainability.

On average, we were only able to improve in the area of packaging materials. This is mainly due to the increased number of suppliers. As a measure, the evaluation will be presented at the next department head meeting.

	Environmentally certified / fair trade etc	Delivery distance within Austria	Product produced in Austria	organic products	Company headquarters in Austria	Packaging collected / reusable
	yes / no	yes / no	yes / no / partially	yes / no / partially / n.a.	yes / no	yes / no / partially / n.a.
Total 2023 YES	35	61	21	11	69	10
RATIO 2023	28%	48%	17%	9%	55%	8%
Total 2022 YES	32	57	19	12	62	7
RATIO 2022	31%	55%	18%	12%	60%	7%
Total 2021 YES	8	18	11	5	21	4
RATIO 2021	30%	67%	41%	19%	78%	15%

Table 1: Totals of positively rated suppliers from the years 2021, 2022 and 2023. Source: Sans Souci supplier evaluation

Humans

Because people take centre stage at Sans Souci and the hotel is all about individual personalities - regardless of whether it's a carefree stay for guests, good and fair partnerships with suppliers and network partners or a collegial, successful working relationship - what counts is friendly and open communication at eye level.

February 2023: Donation to the Neunerhaus - help for homeless people: Voucher worth EUR 1,200 for their charity event.

March 2023. Donation of used soap bottles to aXXEpt homeless shelter.

April 2023. Our neighbours get our old flower bulbs from the outdoor planting, which we would otherwise throw away .



June 2023. Donation to the Perchtoldsdorf primary school.

July 2023. Donation to 3x21 in favour of children with Down syndrome.



Wie jedes Jahr fand am Samstag den 1. Juli 2023 bei "fast perfektem" Golfwetter (es hat zum 1. Mal etwas geregnet!) bereits zum 8. Mal das Charity Golfturnier zu Gunsten der Förderung von Kindern mit Down Syndrom statt. Mit über 100 Golfspielern war das Golfturnier wieder ausgebucht!

Dank Ihrer tatkräftigen Unterstützung konnten wir auch heuer wieder einen Reinerlös von unglaublichen € 21.700,- einspielen! Im Namen des Förderzentrums 3x21 im speziellen unserer Klienten und Kinder mit Down Syndrom möchten wir uns dafür herzlichst bedanken.

Mit dem eingenommenen Geld kann der Betrieb des Förderzentrums weiter finanziert werden und es ermöglicht uns auch unsere Angebote stetig auszubauen, um noch mehr Kinder mit Down Syndrom mit unserem Förderangebot zu unterstützen. Darüber hinaus setzen wir uns auch für das Recht auf Bildung ein, da man in Österreich mit einer geistigen Beeinträchtigung aktuell nur 10 Jahr in eine Schule gehen darf. Hierzu gibt es erste positive Rückmeldungen vom Verfassungsgerichtshof - wir bleiben dran!



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December 2023. As part of the employee Advent calendar, we are collecting donations for Möwe, which looks after children who have experienced violence. The amount collected was doubled by the hotel.

11.12.23, 13:15

die möwe - Newsletter

Online-Version www.die-moeve.at



Sehr geehrter Herr Thyrl,

Ich möchte mich bei Ihnen ganz herzlich für Ihre Spende in der Höhe von Euro 390,00, die Sie über unser Onlineformular mittels Kreditkarte getätigt haben, bedanken!

Für die jungen Opfer von Gewalt und sexuellem Missbrauch, die tagtäglich von uns betreut werden, hat Ihre Hilfe unschätzbaren Wert.

Vielen Dank und alles Liebe

Mag. Hedwig Wöhl
Geschäftsführung und fachliche Leitung

PS: Sollten Sie Fragen haben, können Sie uns gerne unter der Email spendeninfo@die-moeve.at oder der Telefonnummer 01 532 14 14 – 717 erreichen.

Ongoing – Empty toners are donated to children's cancer charity.

4.1.2 Education

June 2023. Proud training from Booking.com on the topic of LGBT+ 'What do we need to consider? How can we welcome LGBT+ guests and colleagues?'

Entire Sans Souci team introduced to the topic 'Proud Facts' via Hotelkit, LinkedIn, social media.



4.2 Environment

We take responsibility and act sustainably - in all areas. Be it the careful use of energy and water resources, waste reduction and separation or the recycling plan, the conscious purchase of regional, seasonal, organic or fair trade products and the greening of our hotel roof.

4.2.1 Greenhouse gas emissions

December 2023. The heating temperature in the entire house is reduced by 1 degree. This means we save 6% of energy consumption.