



ANNUAL REPORT SUSTAINABILITY

2022

HOTEL SANS SOUCI Management GmbH
Burggasse 2, 1070 Wien

STATEMENT OF VESNA PROKIC

General Manager at Sans Souci Wien



“As a matter of great concern, and I am very proud to look after the important topic of sustainability at Sans Souci. In our everyday tasks as well as in strategic decisions, we incorporate social and environmental aspects in order to continually develop ourselves into an even more sustainable hotel.“

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1 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-appropriate 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: This report concerns the sustainable development of Hotel Sans Souci Wien and all its outlets: Restaurant Veranda, Le Bar, Sans Souci Spa.

Reporting period: The report refers to the period from November 2021 to December 2022.

Design: The Social Reporting Standards (SRS) and the Global Reporting Initiative (GRI) Standards serve as guidelines for the structure of the content.

Contact person: For any questions regarding this report or input on sustainability, please contact Theresa Berger, Green Globe Project Manager.

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1.2 Materiality

To ensure the materiality of the contents of this report, all of the contents are aligned with the evaluation criteria of the Green Globe audit. Since the Green Globe audit is completely designed according to international standards and its own research, it provides an ideal framework for the focal points in this report (management, social & economic issues, environment). The external auditor also provides valuable inputs regarding sustainability issues that are relevant to the hotel.

1.3 Our Stakeholder

The business activities of Sans Souci Wien affect not only our guests and employees but also our owner, neighbors, suppliers, cooperation partners, Viennese attractions, destination marketing organizations, various booking platforms and online travel agencies, travel agencies, organizations we support (Caritas, Die Möwe, etc.), as well as our partner Preferred Hotels.

The needs of our employees are surveyed and analyzed once per quarter using an employee survey with a thematic focus (e.g. communication flow, "What do you need in order to have a good experience at work?", etc.). The results of these surveys are directly integrated into the strategy and management decisions. The satisfaction of our guests is also assessed through questionnaires. There is close communication with our suppliers and neighbors in the building or in the area. In this way, we strive to consider the needs of all our stakeholders.

2 NECESSITY

As a profit-oriented company in the tourism sector, Sans Souci Wien 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 Wien, we follow the concept of Simon Zadek's "The Path to Corporate Sustainability" (2004).

2.1 Goals

Within the concept of "The Path to Corporate Sustainability", Sans Souci Wien is currently in the early stage of the **Strategic Phase**. The top management has a strong intrinsic motivation for the development of CSR and actively incorporates CSR into the company values. The importance of CSR is also actively communicated to managers and employees. Operational decisions of the top management 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 optimized with a focus on CSR. Large new projects are also carried out with a focus on CSR (e.g. new uniforms for the entire team made from fabrics produced in Austria and Germany).

The following goals for sustainability and environmental protection were achieved in the year 2023

2.1.1 Energy Consumption Reduction

Reducing energy consumption for heating, cooling, electricity, etc. was one of the primary goals for our house. All departments, especially the building services department, contributed to this goal. We conducted an energy audit with Kelag to comprehensively analyze our electricity consumption. The electricity consumption curves revealed where peaks are reached and what can be done to mitigate them. Based on the electricity consumption and timing controls, we can infer the overall energy consumption of the house since heating, air conditioning, ventilation, kitchen, and spa equipment are all controlled by electricity.

2.1.2 Pollutant Measurement CO2 Calculation

Hotel Sans Souci Management GmbH, in collaboration with ClimatePartner, has calculated the Corporate Carbon Footprint (CCF) for the company. The CCF is the CO2 footprint of a company: it is the sum of the CO2 emissions that the company has generated within defined system boundaries during a specified period.

The calculations were carried out in accordance with the guidelines of the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (GHG Protocol). The following are the results of the emissions calculation for the business activities of Hotel Sans Souci Vienna per room night:

2021 – 32,85kg CO2 per room night

2022 – Calculation in progress.

2.1.3 Communication: Increasing Awareness of Sustainability Among Guests

In 2022, we took the following steps to make our sustainability activities and the importance of this issue even more apparent to our guests: Green Globe Logo in Reservierungsangeboten eingefügt:

- Added the Green Globe logo to reservation offers
- Presented our Green Globe certification in the concierge letter
- Created a separate section on "Sustainability" in our digital guest folder
- Added a question about sustainability to our digital post-stay survey for guests

2.1.4 Environmental Protection

A major goal is to reduce negative environmental impacts and improve our procurement policies. The kitchen team set a goal for 2022 to source a large portion of our food from organic farming to reduce the environmental impact of our supply chain. In 2022, we implemented the following project in this regard:

- BIOS Silver certification: 75% of our food purchase is from organic origin. Controlled by AT-BIO-401.

3 SUSTAINABLE MANAGEMENT

The management team, led by General Manager Vesna Prokic, considers sustainability in all operational decisions.

3.1 Values & Vision

To meet the challenges of the future and align our daily and strategic actions with sustainability, the top management of Hotel Sans Souci Wien has the following vision for our company:

"We are passionate hosts. Consciously and artistically, we revolutionize the hotel experience." Together with our values - **joy, trust, professionalism, sustainability** - this mission statement provides us with a clear direction for our work. The entire strategic work of the management is guided by our values and vision. The agenda for quarterly strategy meetings is divided into the areas of hospitality, sustainability/awareness, artistic sensibility, and revolution. The annual Balanced Scorecards of the individual departments must also integrate the four values of joy, trust, professionalism, and sustainability into their goal formulations.

3.2 Communication

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

4 IMPROVEMENTS AND PROJECTS

The following actions were taken in 2022 to continuously improve sustainable practices at the Hotel Sans Souci on all levels.

4.1 Social & Economic

The following projects were implemented from November 2021 to December 2022 in the areas of social engagement and economic influence.

4.1.1 Purchasing Policy

"Are our expenditures flowing into sustainable businesses?"

Every year, all suppliers are analyzed in detail for sustainability. We consider certified sustainability, delivery distance, origin and quality of products, location of the company headquarters, and packaging. Based on this analysis, our department heads can evaluate the impact of their purchases.

Subsequently, the supplier evaluations for the years 2021 and 2022 were compared. The Sans Souci Wien ordered goods from approximately 130 suppliers per year, and the suppliers were evaluated based on criteria for locality and sustainability. On average, our purchasing policy improved only partially. The reason for this is that fewer suppliers were evaluated in 2021. We have placed a greater emphasis on locality, especially with local businesses. The number of suppliers with an environmental label has also increased.

	Environmentally certified / Fair Trade etc	Delivery distance within Austria	Product produced in Austria	Organic products	Company headquartered in Austria	Packaging collected / reusable
	yes / no	yes / no	yes / no partially	yes / no partially / not specified	yes / no	yes / no partially / not specified
Sum 2022 YES	32	57	19	12	62	7
RATIO 2022	31%	55%	18%	12%	60%	7%
Sum 2021 YES	8	18	11	5	21	4
RATIO 2021	30%	67%	41%	19%	78%	15%

Table 1. Sum of positively evaluated suppliers from 2021 and 2022. Source: Sans Souci supplier evaluation.

People

Because at Sans Souci, people are at the center of everything we do, and the hotel is all about individual personalities - whether it's about providing guests with a worry-free stay, building good and fair partnerships with suppliers and network partners, or fostering a friendly and successful working environment - what counts is friendly and open communication on an equal footing.

December 2021 - Donation to Haus Jaro by Caritas. Together, the team donated to the Caritas Christmas campaign, and 11 gift packages containing gloves, socks, sweets, and cosmetics were put together.

February 2022 - Toner cartridges are collected for a good cause. The proceeds go to the Austrian Children's Cancer Aid.

June 2022 - Pride Month was communicated on external and internal channels of Sans Souci. We believe it is important to give space to the LGBTQ+ community and their concerns. We are happy to use our communication channels for this purpose.

December 2022 - Donation as part of our employee advent calendar: we donate to DIE MÖWE - an organization that supports children who need help after experiencing violence and abuse. There is a collection box at the reception desk, and every euro you throw into the box will be doubled by Sans Souci.

December 2022 - Donation as part of our employee advent calendar: We are doing something for others - a place to sleep for mother and child - Caritas - every euro you donate in the box at the reception desk will be doubled and transferred by Sans Souci.

Wir geben etwas zurück 🙌 Unser Team hat für die Caritas Weihnachtsaktion gespendet. Gemeinsam konnten wir 11 Geschenk-Päckchen für das Haus Jaro schnüren. So machen wir wohnungslosen Menschen mit neuen Handschuhen, Wollsocken, Süßigkeiten und Kosmetikartikeln eine Freude! 🎁

#sanssouciemployee #MitarbeiterohneSorgen #caritas #give #christkindlwerkstatt #helfen



4.1.2 Education

January 2022 - On January 31, 2022, a waste management training was held for the team (mandatory for Green Team, voluntary for entire team). The MA48 explained basic rules of waste separation, presented possibilities for waste reduction and environmental impact mitigation, and answered individual questions. With the newly acquired knowledge and lecture materials, the guidelines in our waste room were improved to be more clear and up-to-date.

4.2 Environment

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

4.2.1 Emissions

November 2021 – as it was not possible to order electric or hybrid taxis for all our guests due to low availability, we have found the best possible compromise: for all city trips, a hybrid car is sought first, and if no taxi driver responds within three minutes, a regular car is booked..

4.2.2 Water

October 2021. - we use special washing bags for all our microfibre cleaning cloths to ensure that no microplastics enter the wastewater.

4.2.3 Waste, resource and energy conservation

January 2022 - we use wheat straws or real straw straws for spa smoothies instead of plastic straws.

March 2022 - the complete check-in process is now paperless (like the entire reservation process). There are no more registration forms to print out; this process is completely digital.

May 2022 - heat-shielding blinds have been installed in room 524 (as in all other rooms) to enable more effective cooling.

September 2022 - we have ordered new slippers that are plastic-free, eco-friendly, sustainable, and biodegradable. Each slipper is made of 100% natural materials and is plastic-free! The cork comes from the bark of the Portuguese cork oak, a naturally renewable raw material that does not require trees to be cut down. The exact components are: cork sole (instead of EVA or open-cell foam or plastic sole), flax fiber (instead of foam), unbleached natural linen, and cotton thread.

September 2022 - at a weekly event that required a large table with three large tablecloths, we eliminated the tablecloths, saving water and cleaning supplies.

October 2022 - the temperature of the underfloor heating in the entire house has been reduced from 23° to 21°.

October 2022 - our 90° sauna is only turned on when needed. If the guest wishes to visit the sauna, we turn it on in advance, so the saunas do not need to run every day.

October 2022 - all outdoor heating (heat lamps in the outdoor seating area) has been dismantled and will no longer be used.

October 2022 - a new control system has been introduced for the pumps of the cooling machines. The pumps now run only when needed, not continuously.

October 2022 - the maximum limit for the hot water of the radiators is limited to 65° instead of 75°.