



**HOTEL**  
**VIER JAHRESZEITEN**  
HAMBURG  
EST. 1897

## **Environmental Protection and Sustainability**

### **Policy Statement**

The Hotel Vier Jahreszeiten is aware of the global environmental problems and recognises its responsibility towards the environment. While the wellbeing of our guests comes first, we are committed to running our business in a sustainable manner and implementing relevant measures to minimise the impact on the environment and to preserve it wherever we operate.

### **The Hotel Vier Jahreszeiten strives to implement the following commitments:**

- Compliance with applicable environmental laws, standards and best practices
- Monitoring and documentation of daily energy consumption and the associated emissions, as well as monthly, quarterly and annual analysis to review energy consumption.
- Appreciation and maintenance of the building.
- Promoting the efficient use of materials and resources throughout our entire building, especially water and energy.
- Minimising the waste stream by reusing, recycling and conserving natural resources, in particular, by saving energy and water.
- Setting sustainable environmental and social goals and targets, integrating a review process and regularly publishing progress reports.
- Continuously identifying opportunities to improve our environmental management system.
- Promoting awareness and education of our employees with regard to environmental issues and sustainable working methods.
- Involving our guests, employees, suppliers and contractors in our initiatives to protect the environment – taking into account feedback when defining our environmental programmes and procedures.
- Participating in initiatives to improve environmental protection at the local and national level.

### **Objectives**

These guidelines are intended to continually improve the sustainable management of our establishment.

#### **1. Environmental awareness**

- We raise awareness among our employees for environmental issues and the need for responsible action.
- We teach our employees everyday environmental practices and measures in the workplace.
- We encourage our employees to participate in and support environmental initiatives.
- We explain our environmental commitment to our guests and give them the opportunity to support our environmentally friendly initiatives.



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## **2. Energy use**

Reducing energy consumption helps to reduce environmental impact and, at the same time, energy costs. In order to minimise energy consumption, we pursue the following measures:

- Efficient design of the workplace.
- Reducing the use of fossil fuels and switching to renewable energies.
- Good preservation and optimal use of machines and systems.
- Use of energy-efficient and energy-saving devices.
- Use of timers, sensors and other devices to regulate energy consumption.
- Reducing energy losses, e.g., by using insulated pipes to transport hot or cooled liquids.
- Defining targets to limit consumption and regularly monitoring processes.

## **3. Water consumption**

In view of global warming, freshwater sources are very scarce and limited to a few naturally occurring resources. In order to limit water consumption, we pursue the following measures:

- Reducing water losses by regularly checking for leaks.
- Installing sensors, controllers and other water-saving devices.
- Ensuring efficient use of laundry equipment.
- Raising awareness among both our employees and our guests with regard to the responsible use of water.
- Awareness-raising measures regarding the reuse of towels and bed linen for our guests.
- Monitoring, analysing and regularly setting targets to minimise water consumption.
- Always looking for new ways to reduce water consumption.

## **4. Waste**

Large amounts of waste represent an extraordinary burden on the environment and public health. We make a great effort to avoid, recycle and reuse waste in order to reduce its impact on the environment. Our Disposal Management Plan includes the following points:

- Restriction of the use of disposable packaging for hotel needs, if possible.
- Use of compostable and biodegradable products and materials whenever possible.
- Limiting individual packaging of hygiene products in bedrooms.
- Sorting and separating the recycling waste.
- Collecting and recycling cooking oil for permitted purposes.
- Composting our garden waste into nutrient-rich natural fertiliser.



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- Recycling materials such as paper, cardboard, glass, plastic packaging, metal tins, ink cartridges, organic restaurant waste, etc.
- Safe disposal of hazardous waste, such as batteries, electronic devices, fluorescent tubes, light bulbs, pipes, etc.
- Cleaning up the city through clean-up campaigns.

## **5. Environmentally preferable purchasing**

Environmentally preferable purchasing (EPP) is the practice of acquiring products and services that are less harmful to the environment (soil, air and water) as well as all species that depend on it for their survival.

Environmentally friendly products are those that are made with fewer harmful materials or which have a minimal impact on the environment when consumed and used.

We carry out EPP as far as environmentally friendly options exist, taking into account guest satisfaction, hotel standards and reasonable costing.

Our measures for environmentally friendly procurement include the following:

- Promoting and favouring environmentally friendly and energy-efficient products.
- We prefer recycled, compostable and biodegradable goods.
- Goods that are as seasonal as possible and, as far as possible, locally produced, in order to avoid energy use on transport.
- Making large-scale purchases to reduce packaging waste.
- Organic fertilisers and less harmful cleaning agents are recommended.
- Environmentally friendly products with the eco-seal and eco-label are preferred.
- Exploring the possibilities of reuse and/or reprocessing with the dealer.

## **6. Social responsibility**

As a company, we are committed to the following social obligations:

- We are committed to respecting human rights, promoting diversity and inclusion, and adhering to fair labour practices.
- We guarantee the safety and comfort of our guests through strict safety measures, emergency preparedness and hygiene standards.
- We are committed to promoting job security, fair wages and appropriate working conditions for all employees and suppliers.
- We support local communities and projects through social initiatives, educational support and fundraising.



## Sustainability plan

### Purpose

Our Sustainable Management Plan is intended to ensure that we achieve our goals, continuously improve our sustainability, and reduce our long-term environmental impact, as well as to increase the wellbeing of our guests, employees and the environment.

Our Sustainable Management Plan is intended to sustainably control the daily operation of our company, taking into account environmental, socio-cultural, quality, health and safety aspects.

### Energy-saving targets

- Use of green energy
- Reduction of CO2 emissions
- Optimisation of the energy efficiency of plants
- Reduction of energy expenditure

### Objectives of waste management

- Reduction of water expenditure
- Reduction of the amount of non-recyclable waste
- Increase in the recyclable amount of residual materials
- Improvement of the results achieved in previous years

### General objectives

- Attainment of GreenSign certification
- Development of a business strategy based on sustainability, quality, safety and health

### Satisfaction goals

- To increase commitment towards our guests
- To increase guest satisfaction, as measured by surveys
- To inform guests of good waste management practices
- To inform guests of our company's CSR projects

### Training objectives

- To raise awareness of our company's "corporate social responsibility"
- To familiarise all employees with the environmental guidelines
- To implement recycling training for employees
- To train at least one department per year on the subject of sustainability





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### **Scope of application**

The scope of the Sustainable Management Plan covers all activities at the Hotel Vier Jahreszeiten, and it involves all employees, customers and guests, business partners, owners, other stakeholders and the environment as a whole.

### **Testimonial**

GreenSign certification standard and guidelines for classification

### **Our vision**

We consider GreenSign to be the world's leading certification for sustainable travel and tourism. The GreenSign certification is the most globally recognised and longest-running programme, which enables us, as one of the green players in the travel and tourism industry, to confidently promote our environmental friendliness and our commitment to the people at our site and their wellbeing.

Sustainability at the Hotel Vier Jahreszeiten is defined as:

"The management of business operations in accordance with the principles of our company, which is aware of the global environmental problems and recognises its responsibility for the environment. While the wellbeing of our guests is our priority, we are committed to running our business in a sustainable manner."

We believe that our guests, employees and the environment are equally important. Our Sustainable Management Plan ensures that employees, customers, business partners, owners, other stakeholders, the environment and the property are treated well.

### **Our Sustainable Management Plan includes these four focal points: Ecology**

Active participation in the conservation of resources, use of renewable energies as far as possible, reduction of pollution and preservation of biodiversity.

### **Socio-cultural**

Participation in measures relating to the company's social responsibility, the development of the community, the creation of local jobs, respect for local communities, and the protection of employees.

### **Quality**

Any activity that can pay for itself by creating competitive advantages within the industry and providing an inspiring service that not only meets but exceeds the expectations of the guests; it, furthermore, contributes to the economic wellbeing of the surrounding community through local ownership, employment, the purchase of local products, etc. A sustainable company should benefit its employees, guests, business partners, owners and other stakeholders.

### **Health and safety**

The Hotel Vier Jahreszeiten complies with all applicable health and safety regulations and guarantees that both guests and employees are optimally protected.



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### **Sustainable management**

Our hotel must set up and maintain an SMP (Sustainable Management Plan) that complies with the requirements contained:

- They are appropriate for the nature and scope of the organisation's activities.
- They are aligned with the four key areas of the SMP, i.e., the environment, socio-cultural aspects, quality and health and safety.
- A commitment to the continuous improvement of the SMP is included.
- Fulfilment of an obligation, of the minimum laws, regulations and other requirements that apply and which the organisation follows.
- To create a framework for the definition and review of SMP objectives and specifications.
- Accessibility for all affected and interested persons.
- Regular review to ensure relevance and appropriateness for the SMP organisation.

### **Compliance with legal requirements**

The Hotel Vier Jahreszeiten is licensed under German law and complies with all relevant international and local laws and regulations, including health, safety, labour and environmental aspects. The insurance policies, as well as other precautions for the protection of guests and employees, are also up to date.

### **Training of employees**

The recruitment, training, annual appraisal and performance assessment of employees at our hotel is carried out in accordance with the company's competencies and qualification models and its beliefs and expectations.

### **Customer satisfaction**

The Hotel Vier Jahreszeiten checks customer satisfaction by receiving feedback in various ways and via various platforms. We are convinced that we accept any form of positive or constructive feedback that our guests send us and act accordingly. In addition to customer satisfaction, we also check and monitor internal quality performance and satisfaction.

For example:

- The Trust You portal
- Internal email surveys sent to our guests towards the end of their stay.
- Feedback in 24 hours
- Guest emails
- All third-party online platforms, such as TripAdvisor and Booking.com, and all social media channels.



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### **Local land use, design and construction**

Ongoing maintenance and repairs are carried out regularly. Any renovations will reuse as much of the original structure as possible, while retaining the historical design and original architecture.

Renovations or

interior furnishings are always designed to be as sustainable, energy-saving and durable as possible, while also making use of environmentally friendly materials.

### **Communications strategy**

We communicate with our guests within the hotel in order to communicate our measures and missions clearly and in a defined manner. Through our online presence, we communicate our initiatives and charitable commitments.

### **Health and safety**

We follow strict environmental, health and safety laws, regulations and procedures to preserve and protect the environment and create a workplace where we get the best out of our employees while avoiding the risk of injury.

Employees are trained accordingly to make them aware of the health and safety aspects at work. The guests are made aware of dangers by means of appropriate signage and other forms of communication.

The procurement and operating policy for all devices, equipment and facilities is aimed at making them as environmentally friendly as possible, i.e., causing few emissions and consuming as little energy as possible. Another requirement that we try to meet is the procurement of goods and equipment that are durable and long-lasting.

We have an experienced team of technicians who maintain the systems and equipment so that we can constantly check whether they are in a good operating condition. All necessary and mandatory safety requirements, such as risk assessments and the use of personal protective clothing, are guaranteed.

Food safety and standards are regularly reviewed to ensure that food safety compliance systems are satisfactory. All new employees are trained in safety and procedures and must complete a mandatory basic course in food hygiene.

### **Disaster management**

Fire protection – the hotel uses the services of a third party and local fire departments to supervise, analyse, advise, train and certify all employees.

Every year, exercises are held, involving all staff, in which a real disaster is simulated and the reaction to it is practised. Exercises are observed by independent parties, and the observations and reports are documented.



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## **Our philosophy**

"We ensure that all processes are carried out in accordance with the relevant laws and in accordance with ethical, social and environmental standards."

## **Exploitation/corruption**

Our company is in strict compliance with German labour law. Exploitation is avoided through the following aspects:

- Equal Employment Opportunity Policy
- Code of Conduct
- Principles against Harassment and Bullying

The Hotel Vier Jahreszeiten prohibits all forms of bribery, whether directly or through third parties, including of employees who do not solicit, arrange or accept bribes.

No direct or indirect contributions are made to political parties, etc., in order to gain an advantage in business transactions.

The hotel does not cooperate with contractors and suppliers who are known to pay bribes, or who are reasonably suspected of doing so.

## **Equal employment**

The Hotel Vier Jahreszeiten promotes diversity and equality at all levels of the company. No employees or applicants are discriminated against in any way on the basis of their gender, origin or ethnicity.

All positions are filled based on qualification for the role. Our hotel complies with all laws and regulations under labour law and offers conditions and wages that exceed the minimum requirements.

Strict labour law regulations apply in Germany, which we fully comply with.

## **Protection of employees**

The salaries and social benefits we offer comply with the applicable regulations, and all legally required contributions to insurance and pension funds are made on behalf of all employees. Overtime is paid for working hours that exceed the working hours specified under German labour law. Our weekly and working hours do not exceed the legal maximum levels under labour law, but since additional hours may have to be worked in the hospitality industry, employees are remunerated accordingly.



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This concludes the Sustainable Management Plan for the Hotel Vier Jahreszeiten in 2024.

We are aware that environmental protection and sustainability is an ongoing process. Therefore, the Sustainable Management Plan is reviewed annually.

The hotel will continuously measure and monitor the following points at planned intervals in order to check whether we achieve continuous improvement in all relevant areas:

- Electricity consumption
- Consumption of water
- Emission of greenhouse gases
- Waste produced

Our Sustainable Management Plan is supported and underlined by the following policies and procedures and other documents:

- Environmental policy measures
- Health and safety strategies
- Business ethics and regulation of behaviour
- Waste Management Plan
- Regulation of environmentally preferable purchasing
- Environmental Sustainability Audit Report
- Environmental Pollution Management Plan
- Disaster Management Plan