



BOUTIQUE HOTEL VIENNA

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MISSION  
STATEMENT

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01.

# *ECOLOGICAL* RESPONSIBILITY



Environmental responsibility is a core commitment of Hotel MOTTO. We consistently pursue the goal of minimizing our ecological footprint and using resources responsibly.

## ENERGY & CLIMATE

We source electricity and heating from renewable and resource-efficient energy sources, including district heating with a high share of biomass.

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We utilize heat recovery systems in restaurant operations for heating and preheating fresh air.

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Ventilation, air conditioning, and heating are demand-controlled depending on occupancy and time of day.

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Automated sun protection reduces cooling energy consumption in summer.

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LED lighting is used throughout the building, along with time-controlled outdoor lighting.

## WATER & CHEMICALS

We use environmentally friendly, certified cleaning and care products in refill systems.

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Chemical-free cleaning of fabrics and upholstered furniture is carried out using hot steam and extraction.

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We promote responsible water use through guest-request-based towel and cleaning programs.

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Employees are trained in the safe and responsible handling of cleaning agents and chemicals.

# WASTE & CIRCULAR ECONOMY

Consistent waste separation in accordance with Austrian legislation.

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Implementation of a structured recycling concept.

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Regular employee training on proper waste separation.

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Avoidance of single-use packaging, particularly plastic.

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Use of deposit and reusable systems in minibar and gastronomy.

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Participation in the Austrian deposit system.

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Refilling glass candles and recycling used cooking oil into biodiesel.

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Upcycling of materials and textiles.

02.

# *ECONOMIC* RESPONSIBILITY



Sustainable business practices mean long-term thinking, prioritizing quality over quantity, and investing in durable solutions.

We maintain fair business relationships and expect our partners to comply with legal standards, particularly regarding human rights, working conditions, and environmental responsibility. Our goal is to achieve economic success without externalizing ecological or social costs.

Collaboration with regional and responsible suppliers.

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More than 80% of furnishings are produced in Austria.

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Focus on durable materials and timeless design.

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Digitalization of processes to increase efficiency and conserve resources.

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Conscious offer design without overproduction (e.g., no buffets).

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Environmentally responsible and sustainable procurement considering ecological, social, and quality criteria.

03.

# *SOCIAL* RESPONSIBILITY



People are at the center of everything we do – our employees as well as our guests, partners, and society. We respect and protect internationally recognized human rights. Discrimination, harassment, or any form of unequal treatment are not tolerated in our company.

## **EMPLOYEES & HEALTH**

A respectful, appreciative, and safe working environment.

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Compliance with Austrian employee protection laws.

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Fair and transparent compensation in accordance with collective agreements.

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Annual mandatory training on occupational safety and health protection.

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Training in fire safety, evacuation procedures, and emergency management.

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Instruction in the handling of work equipment, chemicals, and cleaning agents.

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Regular training, inspections, and open communication regarding safety and hygiene standards.

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Regular free vaccination offers (e.g., COVID-19, influenza, tick-borne encephalitis).

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Annual health check-ups during working hours.

## **CHILD PROTECTION & RESPONSIBILITY TOWARDS MINORS**

We do not tolerate any form of child endangerment. Employees are sensitized to recognize potential risk situations, particularly involving traveling minors. Clear internal reporting channels are in place in accordance with legal requirements.

## **CORPORATE CULTURE & TEAM SPIRIT**

Promotion of strong team spirit through joint activities.

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Regular employee surveys and implementation of concrete measures.

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Encouragement of participation, personal responsibility, and sustainability awareness.

## **SOCIAL ENGAGEMENT**

Support for social organizations (e.g., Neunerhaus, Yabonga, Samariterbund, Ute Bock House).

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Commitment to inclusion and diversity (e.g., Diversity Ball).

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Promotion of art and culture.

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Organization of charity events.

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Donation of textiles and bedding.

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Sustainable lost-and-found system with CO<sub>2</sub> compensation.

04.

*CULTURAL*  
RESPONSIBILITY  
& REGIONALITY



As a boutique hotel in Vienna, we are committed to local culture, craftsmanship, and the regional economy. Our MOTTO Friends network represents long-term, transparent partnerships with creatives, producers, and artists who share our values.

Collaboration with local producers and artists (e.g., hotel shop, exhibitions).

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Exhibition of regional art.

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Own sustainable products such as the bread beer “BREWDI”.

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Conscious recommendation of local businesses.

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Promotion of quality, transparency, and regional value creation.

05.

*LEGAL*  
RESPONSIBILITY,  
INTEGRITY &  
DATA PROTECTION



Compliance with the law and integrity form the  
foundation of our corporate governance.

Compliance with all applicable Austrian and European legal regulations.

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Consistent implementation of the General Data Protection Regulation (GDPR) and responsible handling of personal data.

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Zero-tolerance policy towards corruption, bribery, and unethical behavior.

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Transparent business relationships and clear responsibilities.

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No support for child labor or forced labor.

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Expectation of these standards from partners and suppliers.

06.

*QUALITY,*  
*TRANSPARENCY &*  
CONTINUOUS  
IMPROVEMENT



Sustainability is an ongoing process.

Transparent communication of our measures.

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Quality assurance through clear processes and responsibilities.

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Regular evaluation and goal setting.

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Identification of operational, ecological, and social risks.

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Defined procedures for crisis and emergency situations.



Hotel MOTTO takes responsibility – for the environment, society, and future generations. With this mission statement, we commit to sustainable, legally compliant, and value-driven corporate governance. Sustainability is not an add-on for us, but part of our identity.