



**RHEIN-HOTEL ST. MARTIN**

COLOGNE · ON THE RHINE

## SUSTAINABILITY POLICY

Living responsibly.  
Shaping hospitality.

For people. For our environment. For Cologne.

Sustainability is an integral part of our company policy  
and an ongoing process.

A binding framework for environmentally, socially and economically responsible conduct.

Frankenwerft 31-33 · 50667 Cologne

English version · Policy content as of September 2026

---

**PEOPLE & COMMUNITY**

## Our understanding of sustainability

As Rhein-Hotel St. Martin, we have a responsibility towards our guests, our employees, the environment and the region in which we operate. Sustainability is an integral part of our company policy and an ongoing process.

Our aim is to combine environmental, social and economic responsibility. We consider the impacts of our daily hotel operations and the tourism value chain. We regularly review our working practices and continuously develop our measures.

### 01 Human rights, equal treatment and respect

We respect internationally recognised human rights and reject all forms of discrimination, exploitation, harassment, forced labour and child labour.

Everyone is treated respectfully and equally, regardless of origin, nationality, gender, age, religion, beliefs, disability, sexual identity or social background. This applies to our employees, guests, business partners and suppliers.

Appreciation, fairness and respect form the foundation of our daily conduct.

### 02 Labour standards and working conditions

We provide fair and reliable working conditions and comply with applicable legislation, collective agreements and employment law requirements.

- Transparent employment contracts and clearly defined working hours
- Fair remuneration and respect for rest periods and holiday entitlements
- Respectful treatment free from discrimination
- Promotion of equal opportunities
- Open communication between employees and managers
- Opportunities to contribute suggestions for improvement and raise concerns
- Thorough induction and training tailored to employees' needs

Our employees are involved in operational developments and sustainability measures. We encourage individual responsibility and a shared understanding of quality, safety and sustainability.

## SAFETY &amp; RESOURCES

**03** A healthy and safe working environment

The health and safety of our employees and guests are a high priority for us.

We ensure compliance with statutory occupational health and safety, fire protection, hygiene and security requirements. Equipment, technical installations and operating procedures are checked regularly and adapted where necessary.

Our employees are informed about relevant safety, hygiene and emergency procedures. Identified hazards and technical defects should be reported and documented immediately and resolved as quickly as possible.

We also promote a working environment that takes both physical and mental health into account. Respectful interaction, clear responsibilities and open communication help us achieve this.

**04** Environmental protection and resource efficiency

We aim to gradually reduce the environmental impact of our hotel operations and use energy, water and natural resources responsibly.

- Use of energy-efficient lighting and equipment wherever technically and economically feasible
- Mindful use of heating, lighting and air conditioning
- Regular monitoring of consumption and stock levels
- Avoidance of unnecessary water consumption
- Regular checks for leaks and technical defects
- Guidance on switching off lights and air conditioning and saving water
- Reduction of unnecessary printing and increased use of digital processes
- Prevention of food and material waste

We also invite our guests, through clear and accessible information, to help conserve energy, water and other resources during their stay.

## ACTING RESPONSIBLY

**05** Waste prevention and consumables

Preventing waste takes priority over disposal. Where operational arrangements and local facilities allow, waste is separated and disposed of properly.

- Purchasing according to need and regularly checking stock levels
- Avoidance of unnecessary individual packaging
- Preference for reusable packaging and bulk containers
- Use of durable and reusable products
- Careful use of cleaning products and consumables
- Dispenser systems in guest bathrooms
- Prevention of food waste

Towels and bed linen are not changed unnecessarily. Changes are made according to the course of each stay, our operational hygiene standards and our guests' wishes.

**06** Environmentally responsible, sustainable purchasing

When selecting food, beverages, consumables, building materials, furnishings and capital goods, we consider environmental and social criteria alongside quality and economic viability.

Where availability, quality and operational requirements allow, we favour:

- Regional and seasonal products
- Durable, repairable and resource-efficient products
- Reusable packaging and bulk containers
- Short transport distances and environmentally responsible materials
- Products made in a socially responsible manner
- Suppliers and partners with verifiable sustainability standards

We already use regional food products such as apple juice, Rhenish wholegrain bread and locally sourced apples. We aim to gradually expand our regional and sustainable offering.

For future investments, wherever possible we consider energy consumption, lifespan, maintenance requirements and disposal options as well as the purchase price.

## QUALITY &amp; RELIABILITY

07

## Quality and sustainable business practices

Long-term economic viability is essential to safeguard jobs, enable investment and implement sustainability measures over time. We therefore combine responsible business practices with high quality standards.

Our quality management includes, in particular:

- Clear responsibilities and working standards
- Regular checks in reception, housekeeping, maintenance and guest services
- Documentation and resolution of identified shortcomings
- Structured handling of guest feedback and complaints
- Evaluation of reviews
- Regular monitoring of stock levels and consumption
- Training and involvement of our employees
- Continuous development of our services and processes

We use guest complaints and suggestions for improvement to identify weaknesses and make lasting improvements to the quality of our hotel.

08

## Risk and crisis management

We take appropriate precautions to prepare for operational risks, emergencies and crises.

- Fire safety and evacuation measures
- Emergency and alarm plans
- First-aid arrangements
- Hygiene and safety requirements
- Protection of personal data
- Clear reporting and communication channels and defined responsibilities
- Documentation and follow-up of incidents
- Regular reviews of technical and organisational risks

Our employees are informed about the procedures relevant to their area of work. We use lessons learned from disruptions, complaints and incidents to improve our processes and reduce similar risks in future.

## ROOTED IN COLOGNE

09

## Community engagement and regional responsibility

As a hotel in Cologne's Old Town, we are part of the city's social and economic life. We aim to make a positive contribution to the region and support the local economy.

- Cooperation with regional businesses and service providers
- Preference for purchasing regional products wherever possible
- Recommendations for local dining, cultural and leisure activities
- Connecting guests with regional service providers
- Creation and safeguarding of jobs
- Responsible interaction with guests, employees, neighbours and business partners

When selecting external services and activities, we look for quality, reliability and responsible treatment of guests and employees.

10

## Sociocultural aspects of the tourism value chain

Rhein-Hotel St. Martin's location in Cologne's historic Old Town shapes our hotel and our guests' experience.

We support tourism that respects regional identity, culture and the local population. We inform our guests about sights, cultural activities, local dining and the region's distinctive character.

- Authentic representation of Cologne and its Old Town
- Recommendations for regional and local services and activities
- Respect for culture, traditions and the local population
- Support for the local economy
- Responsible information for guests
- Consideration for our neighbours and immediate surroundings

Our cooperation with regional partners aims to help retain as much of the value generated by tourism as possible within the region.

## MOVING FORWARD TOGETHER

## 11 Continuous improvement

For us, sustainability is not a one-off project with a fixed end point. We regularly review our measures and develop them further in line with our operational capabilities.

We set realistic goals, assign responsibilities and document key measures. We incorporate feedback from guests, employees, partners and external assessment bodies into our ongoing development.

We commit to complying with legal requirements, identifying risks at an early stage and continuously improving our environmental, social, quality and economic performance.

### Our shared responsibility

This policy provides the binding framework for our daily actions. Sustainability can only succeed when management, supervisors, employees, guests, suppliers and business partners share responsibility.

Through mindful behaviour, careful use of resources and respectful interaction, each of us can help ensure that our hotel operates sustainably, safely and economically over the long term.

For people. For our environment. For Cologne.