

Corporate Social Responsibility



Corporate Social Responsibility

Dedicated to sustainability and society

Our Corporate Social Responsibility roadmap is our guide to a more sustainable future. With clear short-, medium- and long-term goals, we can assess our progress and implement our responsibility both commercially and economically. By taking into account sustainability expectations of different stakeholders, and a clear strategy, we secure our market position, minimise risks and promote growth and internationalisation. Our employees are an important part of our commitment to social responsibility, reinforcing the effectiveness of our activities.



SUSTAINABLE & FAIR



Corporate Social Responsibility

Dedicated to sustainability and society



SUSTAINABLE & FAIR

One
Team



We work hand in hand.

Because "we" is always stronger than "I".

Green
Buildings



We will be climate neutral by 2050.

Conserving resources is more than just a trend for us

Green
Services



We combine sustainability with high quality service.

Since our guests deserve only the best.

New
Chances



We keep an eye on the impact of our actions.

After all, it's time to give something back.

Fair
Partner



We are open and fair in our interactions with others.

Meaning, we include our environment in our actions.



One Team

Our commitment to an inclusive work culture that promotes diversity and equal opportunities.

Our employees are the heart of our company and the key to sustainable action. That is why we focus on personal development, equal opportunities, health and mobility for each individual. Through our open and reliable corporate culture, we promote cohesion and success for everyone. Everyone, whether a manager or a trainee, can and should play their part in the further development of H World International.





One Team

Our commitment to an inclusive work culture that promotes diversity and equal opportunities.



Human Rights & Modern Slavery

- Compliance with the Principles on Forced Labor of the Sustainable Hospitality Alliance (SHA)
- Online training for all employees on the topic of Modern Slavery



Employee wellbeing

- Hotel and Employee Assistance Programme for DACH region with partner Corrente
- Hotel and Team Center Health Days



Whistleblower System

- Establishment of an externally moderated whistleblower-system



Staff Mobility

- Germany-wide job bike initiative
- Increasing focus on electric mobility in the company car fleet
- Job bikes in Germany



Other topics

- E-Learning
- Young Potential Award
- Key figures about diversity
- Steigenberger Academy
- Employer Awards





Green Buildings

With certified standards towards climate neutrality.

We are committed to positive change and handle natural resources responsibly. Through global sustainability certifications, we ensure the highest standards for our buildings and processes. Resource-conserving building standards influence the planning, construction and operation of buildings and contribute in the long term to our goal of a climate-neutral future.





Green Buildings

With certified standards towards climate neutrality.



Member of the German Sustainable Building Council



Steigenberger Hotel am Kanzleramt

- To date, the building has the highest overall degree of fulfilment ever achieved for a DGNB hotel certification in new construction.
- **Platinum status with 87.3% compliance rate.**



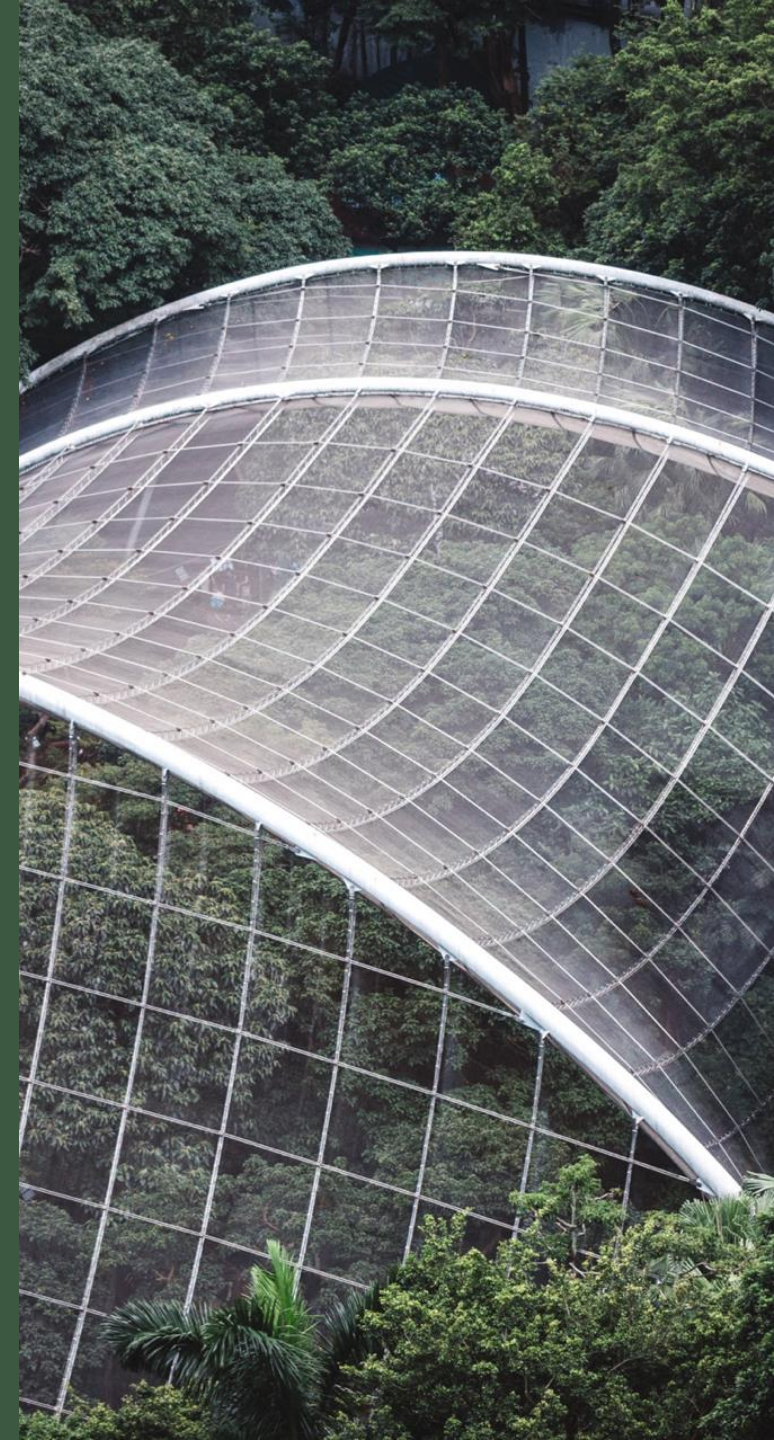
International sustainability standards

- The majority of our hotels is certified by independent and internationally recognised sustainability standards with 3rd party certification



On the way to climate neutrality

- "Pathway to net positivity" as a member of the Sustainable Hospitality Alliance
- Reporting of our CO2 footprint according to the Hotel Carbon Measurement Initiative (HCMi)
- By 2030, we will be on the path to climate neutrality with the Sustainable Hospitality Alliance, WTTC.





Green Services

Combining sustainability
and top service

We offer sustainable services to our guests while improving our services on-site. Our goal is not only to be a role model for greener travel, but also to be proactive. We review our packaging and food and beverage offerings to be more sustainable. We want to offer our guests only the best – while taking responsibility for the climate and society.





Green Services

Combining sustainability
and top service



Focus on regional and seasonal products

- Purchasing radius for fruit and vegetable traders of max. 250 km in selected regions



Vegetarian and vegan products

- Vegan and vegetarian options for all meals
- "Increased focus on vegetarian and vegan products".



Sustainably certified Fairtrade coffee

- Certified **Fairtrade** coffee in our European Leasehold and Management Hotels.



Too Good To Go

- Since the start of the initiative, we have saved **65,745 kg of CO2** and saved **26,298 kg of food** with **Too Good To Go** in participating hotels*.

*(Status 30.11.22)



E-Mobility

- Expansion of the charging infrastructure at hotel locations. **Target:** 100% coverage of all locations with suitable infrastructure by the end of 2024.



Focus on „circular economy“



Sustainable consumer goods

- Up to 50% CO2 reduction through use of locally bottled water



Green Option

- With the Green Option, guests do without room cleaning and minimise their ecological footprint. In return, they receive a voucher for food or drinks.





Fair Partnerships

Responsibility for people
and the environment

We are proud of our responsibility for people and the environment. As H World International, we place great value on fairly traded and certified products. We continuously work to ensure that our high standards are implemented and adhered to - by us and our partners on a global level. Our suppliers are an important part of our journey towards greater sustainability: through more sustainable supply chains and respect for human rights.





Fair Partnerships

Responsibility for people
and the environment



Increase in sustainability-certified products

- 100% certified **Fairtrade** coffee in DACH and Benelux



Sustainable supply chains

- We ensure sustainability in our supply chain through global minimum standards



Code of Conduct

- Our **Supplier Code of Conduct** has been mandatory for all suppliers since 2022.



Renunciation of eggs from caged hens

- After Europe, we will implement the "**Cage-Free-Eggs-Ban**" globally by 2024.





New Chance

Helping to shape
social life

H World International stands for social commitment. As a globally active company, we use our locations to shape and improve local social life. We strengthen the effectiveness of our social commitment through long-term partnerships and networks as well as the involvement of our employees.





New Chance

Helping to shape
social life



Social Days

- With their Social Days, our hotels support local food banks through active on-site work, food donations or clothing donations.



Building schools in the global south

- **Fly & Help** reached 1,510 pupils
- Over €250,000 was donated



Support of the "**Football Meets Culture**" project

- Improving the educational opportunities of pupils in need of support.
- We have fully funded two locations in Frankfurt for two years.



H World International

Memberships, certification and sustainability programmes



Sustainable Hospitality Alliance

[More about SHA](#) →



ISO 14001: 2015 Certified environmental management system

[More about ISO](#) →



Ecovadis Bronze Sustainability Rating

[More about Ecovadis](#) →



German Sustainable Building Council

[More about DGNB](#) →



ISO 50001: 2018 Certified energy management system

[More about ISO](#) →



HRS Green Stay Initiative

[More about Green Stay](#) →



Booking.com Travel Sustainable

[More about BTS](#) →



Support of WTTC Hotel Sustainability Basics

[More about WTTC](#) →



Thank you for your attention



WORLD
INTERNATIONAL

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WORLD
INTERNATIONAL



REWARDS



STEIGENBERGER
HOTELS & RESORTS

STEIGENBERGER
PORCELANE DESIGN
HOTELS

IntercityHotel

Zleep
HOTELS

JI-HOTEL

HOUSE OF BEATS

jaz
HOTELS

MaxX