



MISSION STATEMENT STADTHOTEL MÜNSTER

As an establishment of the Kolping Diocesan Association of Münster, we are committed to the Christian understanding of humanity and its associated values and principles. The preservation of creation is of particular importance to us. As a commercially operated hotel, our aim is to provide our guests with a comfortable and unforgettable stay. Our central location in Münster offers a welcoming atmosphere that appeals to both business travellers and tourists. Our goal is to consistently exceed our guests' expectations.

EMPLOYEES

We create a working environment in which our employees can grow both personally and professionally. We support a healthy balance between work and family life and actively promote the well-being of our team. Our goal is to establish a working culture that enables our employees to lead fulfilling lives while giving their best for Stadthotel Münster. Our employees are the key to our success and make a significant contribution to achieving our vision and mission.

HUMAN RIGHTS AND LABOUR STANDARDS

We respect and promote human rights and fair labour standards. In recruitment and in our daily interactions, we consistently uphold equal opportunities, diversity and inclusion. We also expect our business partners to respect human rights and comply with internationally recognised labour standards.

ENVIRONMENTAL PROTECTION AND SUSTAINABILITY

We are committed to protecting the environment and implement measurable, resource-efficient measures throughout our hotel operations. We continuously reduce our ecological footprint by using 100% certified green electricity, implementing water-saving technologies and consistently separating waste. In our procurement, we favour regional partners and products carrying recognised environmental labels. We

also support the preservation of biodiversity in Münster through the nature-oriented design of our hotel's outdoor areas. Detailed evidence, key figures and our current certifications are transparently available on our website.

SOCIAL ENGAGEMENT

We actively engage in Münster and specifically support local projects, such as the UKM Family House. In doing so, we make a direct contribution to strengthening the quality of life in the region.

RESPONSIBLE PROCUREMENT AND PARTNERSHIPS

In close cooperation with our suppliers, we focus on resource-efficient and transparent supply chains for capital goods, food and beverages. We favour partners who can demonstrate sustainable production practices, for example by avoiding single-use plastic transport packaging. In this way, we contribute to reducing emissions throughout our supply chain. We offer our guests high-quality products that, depending on the product category, comply with various recognised quality, origin and sustainability standards. Our coffee, for example, comes from supply chains that promote more responsible cultivation as well as environmental, social and quality standards. When sourcing meat, we pay attention to traceable origins and regional quality and also offer products that meet the requirements of halal certification.



ECONOMIC STABILITY

Our commitment to sustainable responsibility goes hand in hand with economic efficiency. We operate our hotel successfully and sustainably in order to ensure long-term stability, secure employment and the consistently high quality of our services. Our financial health forms the foundation that enables us to fulfil our commitments to environmental protection, social responsibility and guest satisfaction on a lasting basis and without compromising quality.

SAFE WORKING ENVIRONMENT AND RISK MANAGEMENT

The safety and well-being of our employees, partners and guests are of the utmost importance to us. We promote a safe working environment and strictly comply with applicable safety standards. To this end, we have established a comprehensive risk and crisis management system that takes all relevant risks into account. Through clearly defined processes, we identify risks at an early stage and respond to crisis situations in a structured, transparent and solution-oriented manner.

CULTURE

We value the local natural environment, culture and cultural heritage. Our hotel incorporates elements of local art, architecture, decoration and cuisine to provide our guests with an authentic experience. We support local businesses and are committed to preserving local traditions.

SOCIOCULTURAL ASPECTS OF THE TOURISM VALUE CHAIN

We promote responsible tourism that strengthens cultural diversity, regional traditions and social cohesion. In doing so, we place particular emphasis on fair cooperation throughout the tourism value chain and create sustainable added value for our guests, partners and the local community.

ECONOMIC ASPECTS AND QUALITY MANAGEMENT

Economic efficiency and high quality standards form the foundation of our success. Through efficient processes, responsible business practices and continuous improvement, we ensure sustainable quality, customer satisfaction and the long-term development of our organisation. We consistently comply with all applicable legal requirements as well as additional voluntary commitments.