

Good Practice in sustainable tourism

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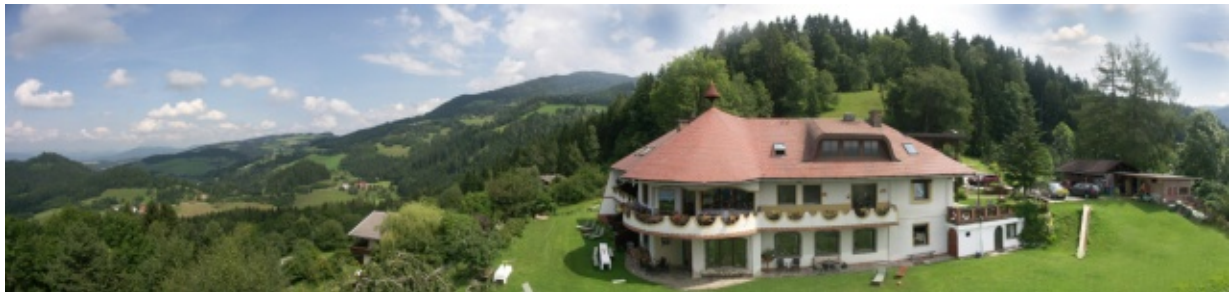
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Biolandhaus Arche

- Solar plant on the roof for hot water preparation
- Heating that works on the principle of thermoelectric current with wood of the region
- Comprehensive measures for energy saving, waste reduction, water saving
- Organic cuisine, partly from the hotel's own organic vegetable and herbs garden
- Preservation of the endangered breed of cattle "Mittelkärntner Blondvieh"
- Use of wood and natural materials
- Commitment and involvement in the development and networking of the rural region
- Seminars on acupressure, face diagnosis, nutrition, meditation

Biolandhaus Arche is the first Eco-hotel in Carinthia and pioneer in sustainable and regional economic activity in Carinthia. It is a driving force for the community and the region and actively engages in networking between tourism, economy, culture, and agriculture. For the family business strengthening of the region's economy is essential: The food bought is regional, if carpenters or craftsmen are needed local people are hired and the company actively takes part in shaping the environment.

The owner of the Biolandhaus Arche Ilmar Tessmann is coordinator of "Genussregion Österreich" for the endangered cattle breed "Mittelkärntner Blondvieh". Within the last few years the number was increased from 100 to 1000 animals. Ilmar Tessmann is the chairman of the Tourism Association of Mid-Carinthia and works on increasing the touristic turnover of the region with the help of new activities like positioning and joint marketing, expansion of infrastructure, hiking trails etc.

Within the framework of a regional key project, the Tibethotel, a shop with regional products, was established. Currently an eco-

nomie cluster is being established so that the small businesspeople can invest.

Awards

In 2009 the company received the Austrian Trigos-Award for enterprises with responsibility that implement Corporate Social Responsibility.

The operating philosophy is based on sustainable tourism which assumes that there are farmers nearby who produce organically.

The Biolandhaus Arche was the first hotel with the Austrian Ecolabel and the second with the European Ecolabel. It is one of the founding members of the club "Noric hosts" and the Eco-Hotels, was awarded Best Practice WTO in 2002, received the Environmental Award of Carinthia and many other awards, e.g. 2012 as first Carinthian hotel "Green Brand Austria".

The company significantly contributed that Eberstein was accepted in the book of Austrian advertising of exemplary holiday offers. This is what strengthens the image of the co-operation between farmers and tourism in the entire region.

Energy

The building is heated using a wood stove which is based on the principle of thermoelectric current (wood gasification) which means that the fire is sort of burnt twice.

The region benefits from using this non-fossil fuel, fallen timber is being used and the „Saumschlag“, a traditional procedure for silvicultural rejuvenation is promoted.

The raw material of split logs is obtained directly from the farmer nearby. In the medium term, it shall be changed to using regional wood chips as soon as a plot of land is available for purchase.

The solar system with a surface of 20 m² on the roof provide direct water preparation, 1500 liters combined with a buffer reservoir of 1000 liters. If there is not enough sun shine, the summer-low-load tariff will be activated. This means that that electricity purchase only takes place when there is no peak time, especially at night in case that the buffer is empty.

Organic gourmet whole food cuisine

Biolandhaus Arche offers an organic, vegetarian gourmet whole food cuisine with products from certified organic farming. Since 2010 the in-house vegetable and herbs garden is also certified organic.

When buying the products the focus is not only on the quality but also on the regionality. This is also mentioned on the menu. Before the dishes and beverages are served there is an introduction of what food shall not be combined with what other food, for example why malt coffee shall not be combined with honey. This will never happen in an obtrusive way but at customer's option.

The company keeps the amount of packaging as low as possible in order to reduce the waste, e.g. products in tetrapacks or yoghurt cups are not used. The beverages also derive

from organic farming as far as possible and a large part of the beverages come from the region, most of them are home made. Many of those beverages are only known from hearsay: water kefir, black elder juice, Kombucha, apple cider vinegar-honey drink (Holz-apelessig-Honig-Trunk), galangal wine etc.

Nature and mobility

The ground plot of the hotel is green and not asphalted. In the hotel there is a well-being library where the guest can catch up on the flora and the fauna and also on proper ecological behavior. On the ground plot no commercial fertilizer is used. The company switched from petrochemical lawn mowing to living lawn mowers and simultaneously to organic fertilizing, namely by using domestic sheep and a scythe.

Biolandhaus Arche offers seminars on acupuncture, face diagnosis, nutrition, meditation and many more.

For reducing the traffic guests are picked up from the train station for free. They receive information on connections of public transport and rental bikes. Within short, there will be an electric car available for guests.



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Boutique-Hotel Stadthalle

- Solar power plant (130 m²) and photovoltaic system (82 m²) – hot water, ventilation, electricity and insulation of the roof
- Green roof planted with lavender – thermal insulation and green oasis
- Water heat pump generates electricity using well water
- Rain water used for garden irrigation and well water for toilet flushing
- Waste separation in the entire hotel, education of the employees concerning to this
- Organic or regional food
- Corporate Social Responsibility as the company's policy

The Boutique-Hotel Stadthalle is the first hotel with a zero energy balance in urban space.

The parent house of the Ecological Hotel was expanded with the extension of a passive house with a zero energy balance. This means that the same amount of energy is generated using a groundwater heat pump, a photovoltaic system and a solar plant as is spent within a year. The new part of the Ecological Hotel was constructed with an appropriate concrete structure that was necessary for a zero energy balance house. It is an independent structure and only connected to the other building in the ground floor and the basement. The photovoltaic system of the hotel provides energy for the heating and ventilation system. Controlled heating and cooling is achieved via the concrete core activation:

For this plastic tubes were laid in the solid ceilings and walls. In those tubes the water circulates.

Energy is generated by a photovoltaic system with a surface of 82 m². A solar thermal sys-

tem of 130 m² serves for preheating for the ventilation and for hot water preparation. The necessary air exchange is carried out by a ventilation system with 90 per cent heat recovery.

Rain water is used as process water and the heat pumps provide a pleasant indoor climate. The in-house well provides cooling energy and ground water for the heat pumping system. The well water is also used for toilet flushing.

Organic and regional

The goal is to provide food that is exclusively organic or regional. For the manager Michaela Reitterer and her team it is more important that the food is regional and seasonal rather than organic. A large amount of food that is both organic and regional is often not available in Vienna. That is why the Austrian apple is preferred to the organic papaya from Venezuela. At the buffet of the Boutique-Hotel Stadthalle there is hardly any packaged food. Efforts are made to reduce the packaging material to a minimum.

The market has not succeeded in providing organic food in large units yet. That is why as an example high quality Austrian cottage cheese which is available in big buckets is preferred to 34 little pots of organic cottage cheese. The wine is also bought from Viennese winemakers (with only one exception).

Green oasis in the middle of the city

The lavender field, an area of 200 m² green roof with lavender and roses is as unique as useful. Because of this special insulation there is no necessity of air conditioning in the rooms underneath and it is full of butterflies and bees in summer. The scent spreads all over the garden and turns the hotel into a green oasis in the middle of the city.

Cyclists in the hotel – the green bonus

Cyclists are accommodated in the hotel at a lower price. Guests who are travelling by bicycle or by train get a 10 per cent discount. The bike partner delivers the bike directly to the hotel. Furthermore there is the possibility of renting electric bicycles.

Awards

Within the last couple of years numerous awards have been given to the company, like the Austrian Climate Protection Award 2010, the Austrian National Award for Tourism 2009, and the title “Hotelier of the year 2010”. The Eco-hotel was the first hotel in Vienna to be awarded with the EU eco-label.

In 2010 the Boutique-Hotel Stadthalle was awarded with the Blue Award of the hotel forum which was endowed with 5000 € on the occasion of the Expo Real in Munich.

The hotel donated the money to three projects which were perceived in the personal surroundings. This was received by three single mothers, each with one or more partially disabled children who were in urgent need of support.

Perspectives

On the facade in the Hackengasse a vertical garden in 2 parts will be built and planted with lavender and thyme. The University of Natural Resources and Life Sciences Vienna will evaluate the project and collect data about the impact of the vertical gardens on the indoor climate, the room temperature and the ambient sound in the rooms with and without façade garden.

Future plans include the supply of energy for the guests’ electric cars in front of the hotel. The wind turbines on the roof which are meant for power generation still need to be authorized by the city of Vienna.



Boutiquehotel Stadthalle

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der daberer. das biohotel

- Architecture according to eco-climatic standards, full heat insulation, wood & low-energy construction
- Use of natural materials like wood, leather and linen for interior construction
- solar-pellets-combination for heating; display window informing guests about the current energy production of the solar plant
- Cooking based on herbs and exclusively biological and/or regional products
- Nature-Spa with sauna in the woods, natural pond etc.
- Use of biological and natural cosmetics
- Supporting mobility beyond cars through free bicycle rental, procurement of ride-sharing as well as arrangements of collective transfers
- Corporate Social Responsibility as internal working policy

The 4 star Biohotel Daberer is a family business in Carinthia. The enterprise has been engaged with ecological issues for more than 30 years, which laid the cornerstone for their sustainable orientation. Back then an Eco-pension – today an Eco-hotel. A sustainable management of the enterprise including the ecological, social and economic sphere evolved from their own way of living, says family Daberer.

Sustainability as prior value

„We feel thankful thinking of prior generations and we want to take responsibility making sure that future generations also have the possibility to live and develop here – thus we summarize our way of thinking in the sustainability triangle of Ecology, Social aspects and Economy. Sustainability is one of 6 main and clearly defined values of our enterprise”, says Marianne Daberer, the owner of the hotel.

Sustainability is here being defined through a clear and holistic view of the term „ecological“ and represents a recurrent theme in the company.

Handling resources in a responsible manner

Avoiding waste as well as the separation of waste are very important to the Biohotel. That means reducing the total amount of waste and using all products in an attentive way.

There is no convenience and non-returnable packaging being used. All distributors and subcontractors deliver their products in returnable boxes. Employees find containers for separating waste in all parts of the hotel. Also for guests devices for easy waste separation are prepared.

The reduction of waste has different affects; it not only changes the behavior of employees also in their private lives but at the same time costs are being reduced.

Renewable energy sources

In 2010 the adjustment of the energy supply system was carried out. The heating system based on oil was replaced by a combination of a solar plant and a pellets heating system. The aim was to be self-sustaining regarding warm water and heating as well as reducing emis-

sions and using renewable resources. Again also in this case costs for heating are being reduced and guests are being informed through a display window about the current energy production of the solar plant.

Ecological architecture

Bioengineering, ecology and energy efficiency were particular concerns in the architecture concept of the Biohotel. A constructive use of the material wood, loam rendering in the interior of the hotel and certified organic construction materials were important parameters in the construction process. Furthermore much attention was paid to an all-embracing solution regarding the solar thermal system. Also the interior of the Biohotel was designed with natural materials like solid wood of alder, oak and larch trees as well as leather and linen.

Wellness

The hotels natural Spa is for Marianne Daberer the main focus of the Biohotel. One Highlight is the sauna: behind the hotel in the forest there is a separate house with a Finnish sauna heated with wood and a sauna with fir tree aroma. Next to the silent regeneration area there is an open-air terrace and a diving basin with native water from the mountains. In the sauna area there is no music – only the background noise of nature.

The natural pond with its rare population of white-clawed crayfish, which shows the outstanding water quality, is especially popular among guests in the summertime. In the middle of the forest there is a sunny clearing with an “power spot”. Furthermore there is a lawn for sunbathing and a pathway for walking barefoot.

„Wellness for us, represents a holistic approach to a conscious and healthy lifestyle. The Daberer philosophy consists of 3 key aspects: exercise, diet and relaxation.” (Marianne Daberer).

The Biohotel has been certified by “Best Health Austria” – an independent, state-run seal of quality for health tourism. All cosmetics are either biological or natural.

Biological herb-flavoured kitchen

All food products for cooking are being delivered from the nearby organic farm. Herbs represent the fundament of all cooking and 2012 has been declared „Year of the herbs“ by the Biohotel. Inge Daberer has just published the cookbook „Das Kräuter-Kochbuch – Die besten Rezepte mit Kräutern und Blüten“ (“The herbs cookbook: The best recipes with herbs and flowers”).

Further awards

The Biohotel has been nominated for various awards and was in 2008, 2009, 2010 and 2011 always among the top 10 Eco-Hotels granted by Geosaison. The award for Corporate Social Responsibility – Trigos 2009 – was given to the enterprise in 2009 in the category Ecology and in 2010 the Wellness-Aphrodite award.



der daberer. das biohotel

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Familien-Landhotel STERN

- Comprehensive measures reducing waste production and emissions as well as promoting energy efficiency
- Climate class A: CO²-emissions are being measured through the annual climate assessment
- Learning about climate protection: guests can calculate their individual emissions created through travelling and during their stay and invest in projects dedicated to climate protection
- Climate protection projects in cooperation with the World Wide Fund for Nature (WWF) and the Austrian Federal Forestry Office
- Transfer of know how through cooperations with NGOs and social entrepreneurs
- Regionalism as an important value: Food and other products from the region, and cooperation with sense and community
- Reinforcement and afforestation of the valuable cultural good Streuobstwiese
- Corporate Social Responsibility as corporate Policy

The roots of the hotel STERN go way back till 1509. Since then the inn is run by the Föger family. In 2005 René Föger became the hotel director. The hotel STERN was honoured as „perfect hiking trip“ (2008 by Austrian Advertisement), has the Austrian Eco-Label, the AMA Gütesiegel in 2010 (Austrian Certificate pointing to food quality and country of origin) and “Bewusst Tirol” (Conscious Tyrol) (2011).

In October 2010 the hotel started a strategic cooperation with the enterprise „knall grün – new eco“ (www.knallgruen.com). The business had to go on during the strategic CSR-process to achieve direct benefits like saving costs, competitive and know-how advantages through new partnerships (with NGOs, social entrepreneurs, CSR-travelling-agencies etc.) An increase in the value chain through sustainable innovation improves the position on the international tourism market significantly.

Climate protection and raising awareness

The Familien-Landhotel STERN takes measures in the field of climate protection through reducing waste and emissions, increased energy efficiency and regionalism. CO²-emissions are being measured through the annual climate assessment. The Landhotel STERN produced a total of 294.03 t CO₂ in the last year of assessment. This result stands for „Climate class A“ comparing hotels internationally. Through these optimizing measures the enterprise is able to reduce emissions from 5-10% per year. All guests when arriving to the hotel are being introduced to a „CO²-Check IN and OUT“. It is being explained to the guest how he or she could become a “STERN ambassador” through collecting stars. At the reception each guest can borrow an iPad to calculate their individual emissions created through their travelling and their stay.

The Landhotel STERN compensates the produced emissions through the investment in a project dedicated to climate protection which each guest can choose.

„The task is to raise the guest’s awareness of the relevance of his actions and to provide understanding of how he can make a contribution in the course of his stay. In order to create a strong pull concerning the sustainable supply it must be perceived by the guest as an alternative to conventional offers and taken as something you “must have” (“must do”, “must try”).” (René Föger)

The Hotel STERN uses foods and products from its own region as far as possible.

Regional and global responsibility

The enterprise takes part in international climate protection projects: It invested 50 % of the non-reducible operational emissions (= assessed with 11 € per t) in the World Wildlife Fund and the Austrian Federal Forest Office, in the protection area Xe Pian (southern Vietnam) to conserve the carbon reservoir and the 29 ecosystems. The goal is to establish a strong management of conservation areas and sustainable forest conservation and to promote enrichment plants.

In cooperation of local cooperations, committed citizens and guests of the region, meadows with scattered fruit trees which got lost over the years are being reforested.

The common defined goal is to reforest old, palatable fruit trees, to nurture and cherish them and make them available to „little nibbling thieves“.

These collective actions lead to regional cohesion. Furthermore, the reforestation improves the climate balance.

Next steps

The next steps for Landhotel STERN are to

shift to 100 % regional products, to implement further CO₂- reducing measures and to establish a regional network in order to put new, innovative ideas into operation.

„It’s been the family’s philosophy for generations not to join in every short-term trend but to work in a sustainable way and to take responsibility for one’s ecological, social and economic environment. With an exemplary attitude others should be motivated for it as well.” (René Föger)



Familien-Landhotel STERN

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Forsthofalm

- Solid wooden hotel: use of dowels instead of glueing
- Wood, stone, and domestic materials like spruce wood, larch wood, green slate, linen and burlap
- Low energy construction with high thermal and sound insulation
- Most of the products come from farmers from the region and from in-house hunting
- Bio pond with Kneipp basin
- Bio herbal sauna
- Natural spa on the roof with 360° panoramic view
- Home made care products

The Forsthofalm is located in Leogang in the province of Salzburg 1050 m above sea level. It is situated directly on a ski slope and Zell am See is at a distance of 25 km.

Since 1972 the Widauer family hosts guests on their pasture. First there were 40 seats, and in 1982 the capacity was expanded to 160 seats and guest rooms were arranged. After a fire in 1996 the building was fully renovated and the destroyed areas were rebuilt. In 2008, when the enterprise was taken over by the son Markus Widauer, the expansion of the traditional pasture-hotel by building the first solid wooden hotel in Salzburger Land was decided.

On the 5th of December 2008 the four-star hotel was opened under the motto „the most sensual pasture in the world”.

Nature-oriented architecture

Wood, stone, glass and domestic materials are the dominant elements in this architecture. 70 000 dowels keep together 245 tons of solid wood together, consisting of 2.500 m² wall and ceiling panels, and replace the commonly

used gluing. The materials used for furnishing were almost exclusively domestic natural products like spruce wood, larch wood, green slate, linen and burlap.

The building is a low energy construction with an excellent thermal and sound insulation. The priority of choosing the raw materials was to pay attention to natural materials and the compatibility with human well-being.

The advantages of a solid wood construction: solid wood provides the best sound and thermal insulation, excellent level of fire protection, it is extremely earthquake-proof and it shields from high-frequency radiation. Furthermore, wood is an ecologically safe material and provides a balanced, non-irritating indoor climate, warm in winter and cooling in summer. Furthermore, scientists establish the deep, relaxed and calm sleep in wooden houses.

Regional cuisine

The used products mainly come from farmers from the region and from in-house hunting.

Wild herbs, wild mushrooms, domestic berries and herbs from the garden are being used. There are both Austrian and international wines, some of them are organic.

Natural spa with the hotel's own care products

Claudia Widauer is in charge of the spa, containing the Bio herbal sauna, the Finnish sauna, infrared sauna, Sole-steam bath, various relaxation areas, a vitamin bar, and two treatment rooms for massages and beauty-treatments.

The well-trained massage therapist and qualified health trainer Claudia Widauer makes oils and creams from fresh pasture-herbs and regional honey. She mixes the herbal exfoliations and cataplasms in plain view of the guest, tailors it to his individual needs, and consults about the effects and advantages of the particular ingredients. For the "Leogang energy-cataplasma", a home-made cataplasma for legs with a herbal cream, herbal oils, and honey, the expert uses bee balm and mint for relaxation and skin cleansing, St. John's wort for calming and leopard's bane for stimulation of circulation. For the "herbal stamp massage" the guest can choose his own mix of ingredients.

Home-made beauty products like a hand cream made of rose-lavender, foot balm made of pasture-herbs and lip balms are put up for sale. There are a rose body lotion, herbal bath salts, and lavender bath balls. Besides the home-made products, natural products by Vitalis Dr. Joseph und Piroche Cosmetiques are used. Furthermore, there is home-made herbal shower foam available in each room. Since spring 2010 there is a Bio pond with a Kneipp basin.

Awards and memberships

In 2009 the Forsthofalm received the National Award for Tourism which was under the motto "energy efficiency in hotel business and gastronomy". It supports the Austrian organic farmers network BIO AUSTRIA as a cooperation partner.

Future prospects

In 2012 and 2013 the old parent building will be adapted to the sustainable concept of the solid wood construction in the course of re-building.



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Frienerhof

- Founding member of the „Ramsauer Bioniere“, a union with the goal to establish a bio-region
- Organic farming – certified „full organic assortment“, regional and seasonal products
- Organic herbs garden
- Wood chip heating, so that the added value remains in the region
- Photovoltaic system (20 kW)
- Operational aim: to be CO₂-neutral

The „Ramsauer Bioniere“ – the organic pioneers

Since 1999 Georg and Claudia Berger are the owners of the Frienerhof, manage the Frienerstube and practice organic farming. This was connected to the founding of the „Ramsauer Bioniere“ – a union of organic farmers, gastronomes and traders in the Styrian region Ramsau. The members of this group have the goal to establish a whole organic region. Georg Berger is the chairman of this union. As a member of the „Bioniere“ one does not need to be a producer, but the range of products offered has to be organic, and furthermore tourism enterprises have to bear the eco-label.

What was difficult at the beginning is feasible now: The „Bioniere“ offer food that is 100 % organic – 2010 all of the members received the certificate „full organic assortment“. The members have monthly meetings to exchange experience, for joint advertising, or for planning the „Hoffest“, an outdoor festivity. The „Biofest“ (Organic festivity) takes place annually. The motto of the „Bioniere“:

„We see if the path can be walked so that it is easier for the others to come along.“

Green Energy

In 2010 the Frienerhof changed from oil to wood chip heating, since 2005 green electricity has been used and in 2011 a photovoltaic system (20kW) was installed. The company aims to implement the concept of sustainability by being CO₂-neutral. The wood chip heating plant makes the added value remain in the region and nuclear power is not being used.

Strict quality criteria

The food used comes from organic production and is, as far as possible, regional and seasonal. In the Ramsau, these requirements on the foods can be met well, since there is a large number of organic farmers – the Ramsau am Dachstein is known for being Austria's number one organic region. About a third of the farmers in the region produce organically. The „Ramsauer Bioniere“ have their own organic criteria in addition to the regular Austrian standards for organic production, which requires a high degree of quality.

„We are trying to implement the philosophy of organic farming (cycle concept, not taking more than existing) also in tourism. We are aware of the fact that we cannot or shall not exchange the well-being of future generations for a current profit.” (Georg and Claudia Berger)

Organic herbs garden

The organic herbs garden of the Frienerhof is home to regional and Mediterranean wild herbs, healing plants and spices for everyday use and can also be used by the guests.

The hotel is situated directly at the cross-country ski trail, the Frienerstube is a popular place among the winter sportspeople. It is open during the winter months and there are mountain bikes available, a trampoline, ping-pong, table football, and a volleyball court. Furthermore there is a bathing pond in the garden.

Guests learn about organic farming

Guests will be informed about organic farming, feeding and breeding that is free of genetic modification and they are passed on knowledge about the herbs garden, if desired.

Everyone can contribute to the work at Frienerhof, while the children play with the animals at the farm, stroke and feed them.

The enterprise supports the organization Greenpeace and Global 2000.



Frienerhof

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Heinrich Kiener Haus

- Energy-self-sufficient mountain hut 1800 m above sea level
- Two photovoltaic systems (16 m²) and a wind power station supply 100 % of the energy
- Solar panels (10 m²) for hot water and heating
- Church with solar underfloor heating and solar electricity
- Compost toilets and greywater plant – the result is saving 100 000 l of water per season
- Renewal of alpine pastures: 7 ha of alpine pasture area have already been regained
- Eco-pedagogic projects in cooperation with schools from nearby

The Heinrich Kiener Haus is 1800 m above sea level and is located in the touristic area Pongau. It is surrounded by alpine pastures on the Hochgründeck which is one of the highest forested mountains in Europe. The mountain hut was entirely made of wood and was constructed in 1886. The St. Vinzenz Friedenskirche (St. Vinzenz Peace Church) belongs to the house and was designed by the owner Hermann Hinterhölzl himself. The Hochgründeck is a stage mark of the St. Rupert pilgrims' path Altötting-Salzburg-St. Gilgen-Bischofshofen and was also initiated by the owner.

Waste avoidance

In the Heinrich Kiener Haus mainly reusable containers are used in order to reduce waste, and cardboard packaging and kitchen waste are composted as activators. The foods which are bought are mainly bulk goods which come from farmers nearby. The products are chosen on the basis of, inter alia, the following criteria: no intensive animal husbandry, no long transport paths.

Generating green energy

The mountain hut is energy-self-sufficient. The entire house is being heated with wood from nearby and solar collectors, and there is controlled residential ventilation (solar air collector).

The solar collectors (10 m²) supply the house with hot water and stabilize the rotting material of the compost toilets. A solar air collector prevents the house from cooling in winter. This is how the interior temperature is constantly kept above zero degrees. Two photovoltaic systems (16 m²) and a wind power station supply 100 % of the energy. The Peace Church is equipped with a solar underfloor heating, the light coming from solar electricity supplies 100 % of the enterprise.

With the help of a solar water pump the drinking water is being pumped up 100 meters in altitude into a high-lying basin. Rain water is being collected for watering flowers in order to reduce the water consumption. Compost toilets and a greywater plant bring about the saving of 100 000 l of water per season. The dishes for the guests are being prepared on a wood stove. Some dishes are being cooked on the solar stove for demonstration purposes.

Laboratory for new developments

For mountain huts at high altitudes which are often located on a spring reserve or on karst with no filtering, it is especially important not to put a strain on the sensitivity of an ecosystem. This is what motivated Hermann Hinterhölzl to develop a new system for compost toilets in

collaboration with an agricultural engineer. The prototype is deployed at the Heinrich-Kiener-Haus. By now it is also used for the “Laufener Hütte” and 31 alpine cabins in the Slovenian mountains. This is what makes the Heinrich-Kiener-Haus a kind of „laboratory“ for further development.

In winter, the composting plant is heated by the solar thermal system, so that the excrements rot so well that they almost have the quality of humus. This is spread out in the early summer and readily composted in natural surroundings. The humus is for combating erosion in the „Bischofshofener Lawinenleite“, where regreening takes place. An indication on the toilets draws the guests’ attention to this sensible contribution to environmental protection.

Regaining of alpine pastures

In the past, the round peak of the Hochgründeck was, like many other mountaintops nearby, an alpine pasture area with 80 ha of alpine pasture and 17 ha open space. Since 1963 there is no mountain-pasture farming on the Hochgründeck and it was the last time that the hay was harvested. Since then the mountaintop gradually becomes overgrown with spruce and huckleberry. Hermann Hinterhölzl has already gained back 7 ha of alpine pasture by clearing the pasture on his own initiative where five horses graze currently.

Eco-pedagogic projects with schools

The eco-pedagogic project „Zukunftswald“ (Forest of the Future) was initiated with the goal that pupils of primary school and secondary modern school from nearby become acquainted with the forest and learn to appreciate and to conserve it. They shall learn about the importance of the forest as the basis of life and see their actions as a contribution to a sustainable development according to Agenda 21.

In 2005, 1300 arrolla pines, 600 larches and 200 sycamore maples were planted in collaboration with 12 school classes. Each class was free to

give their forest a name with a self-made wooden sign. They learned about the forest’s ecology in contrast to the spruce monoculture. The fence which surrounds the reforestation area is made of wooden rods that protect the plants from game browsing and from sheep (wood pasture).

As a hut and forest manager and energy adviser, Hermann Hinterhölzl teaches the children the correlation between active solar energy and passive energy storage, oxygen and infrared radiation in the wood in an experience- and action-oriented way. They also get to know the principle that says: if you use up wood you have to replant trees.

Since 2004, seminars for teacher trainees (for example in collaboration with the faculty of religious education of the Catholic University of Eichstätt-Ingolstadt) have taken place regularly to motivate multipliers for an action- and experience-oriented eco- and forest-education.

Accessibility

The Heinrich Kiener Haus is only accessible for guests by foot or by bike. If a big event takes place there is the possibility of transport by share taxi.

Awards

In 1995 the enterprise received the European Solar Award, in 2003 the 3. prize of the Energy Globe Award, and in 2000 the Ökostil Award (Prize for innovation and environment of Salzburg). Furthermore it received the Salzburg Environmental Prize (Zipfer Environmental Prize). The Heinrich-Kiener-Haus bears the Austrian Eco Label.

Heinrich Kiener Haus

Hermann Hinterhölzl

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Hotel Schwanen

- Certified Eco-hotel with Haute Cuisine
- Use of wood as construction material and decoration element
- Solar plant for warm water
- Triple window glazing and insulation according to the national standards
- The whole hotel is barrierfree and all guestrooms are designed to fit persons with special needs
- Use of regional products, exclusively organic products
- Dedicated to waste reduction through avoiding packaged products for breakfast
- Electricity supplied by the Austrian Green Electricity supplier
- Cooperations with enterprises, schools and networks in the region

The Hotel Schwanen is situated right in the middle of the Bregenzerwald at 700 meters above sea level. Agriculture and handicraft dominate the region of Bizau where many kinds of sustainable tourism are being practiced. Since 1830 the Schwanen hotel is a family business and has become a 4 star hotel with top rated cuisine and clear sustainable and regional orientation. The enterprise represents an outstanding example in the tourism branch and employs 12 workers from the region.

For the remodeling in 2009 only local craftsmen were hired and exclusively regional construction materials were used. All 18 guest rooms have been designed predominantly with wood. The parquet floor is made from oak wood and boardings, doors and furniture are made of regional, brush-finished silver fir. There is one guestroom that is especially designed for persons with special needs. The whole hotel is barrier-free.

Whenever possible, regional products like meat from Bizau, wild game from Bezauschönenbach, goat cheese from Au and dairy products from Sulzberg are used.

Most of the employees come from the Bregenzerwald. The Hotel Schwanen has a cooperation with tourism schools and commercial colleges in Bezauschönenbach concerning projects like organic certification processes, the takeover of hotels etc. Moreover the hotel cooperates closely with regional organizations like: „Käsestraße Bregenzerwald“, „Bregenzerwald-Tourismus“, „Witus (Economy and tourism of our neighboring municipalities)“ to enforce regional economic circuits.

Eco-hotel

As a certified Eco-hotel only organic products are being used. Since August 2012 electricity is being received from Ökostrom. All guestrooms have floor heating. The production of warm water is being supported through the solar plant. The outdoor storefront is insulated

according to the “Ö-Norm” standards and all windows have a triple glazing.

For waste reduction purposes no packaged products are used for breakfast (as it is usually the case especially with butter and jam). Because of these measures the waste collection service has to come only 2 instead of 4 times per month.

Social Sustainability

Through trainings of employees chemical detergents are handled in a more efficient way. The intensive cooperation with organic farms in the region contributes to strengthening those enterprises in a sustainable way.

The use of regional products and the fact that mainly regional craftsmen are hired has strengthened the Bregenzerwald region in the past and the present. Thus demographic decline and migration has been avoided as well as traffic through the use of regional products with short delivery routes.

Every year students from the tourism school Bezau do their internships at the Schwanen hotel. Some of these students have meanwhile become employees at the hotel.

Awards and memberships

The Hotel Schwanen is member of „Biohotel“ (an association of certified Biohotels), ehc (eco hotels certified – since 2011 there is a control system analyzing ecological sustainability by resource consumption) and Käsestrasse (promotion and establishment of the brand

“Bregenzerwälder Käse”). Apart from that the enterprise carries the “AMA-Gastrosiegel”, an Austrian quality label which stands for traditional cooking and regional products.

Another target for the future is the planned connection with the heating plant (wood chips) of the municipality.

In 2011 the Schwanen Hotel was awarded as „innovative tourism project“ and in 2010 it got a prize for people-friendly architecture (“Auszeichnung für menschengerechtes Bauen”).



Hotel Schwanen

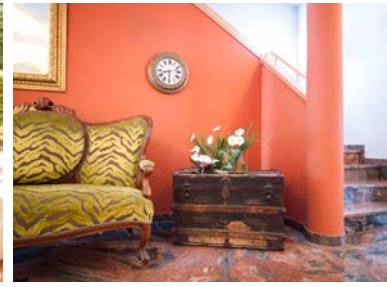
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Hotel zur Post

- Photovoltaic system (66 m²) generates 10 000 kWh of electricity
- Solar plant for water preparation
- Water saving technologies in the entire building
- LED lighting in each hotel room
- “Organic Salzburg Breakfast” – organic and fair trade products, preferably regional and seasonal
- Bicycle rentals in the hotel

The Hotel zur Post in Salzburg in the district Maxglan has been family-owned since 50 years. The former „Stiegl-Wirtshaus“ (Stiegl-tavern) was bought by the Gann family in 1949, in 1968 it was closed and the Gann family and the Maier family started focusing on letting rooms.

After extensive renovation the hotel was reopened in 1999 under the name “Hotel garni” with two guesthouses, the House Renate and the House Georg with 16 rooms altogether. In 2006 a new site was added: About 150 meters away from the Hotel zur Post there is the “Villa Ceconi” which was renovated by the Maier family. It contains 8 rooms and 2 suites.

Eco saves money

When carrying out modification on the hotel first measures for greening of the enterprise were brought in: a thermal solar system for hot water preparation. In 2011 Georg and Silvia Maier decided that a photovoltaic system of 66 square meters (10,25 kWp) should be installed and the illumination of all the rooms should be changed to LED. Furthermore, water saving technologies were installed in the whole building, like the flow

control. The hotel makes precise records on the consumption of water, electricity, gas, and heating oil. Due to the new measures, the owners save 33 % of drinking water, 33 % of residual water, 13 % of heating oil, and about 10 000 kWh of electricity a year.

In order to keep the pollutive substances in the residual water at a low level, eco-friendly detergents and cleaning agents are being used. Waste separation is important to the hotel owners, and guests are being motivated to actively protect the environment.

Certified „Bio-paradise“

Since 2011 there is the „Salzburg Organic Breakfast“ in the Hotel zur Post. In order to ensure that the products are organic, almost all of the providers were changed. The breakfast buffet mostly includes fair trade and organic dishes. Furthermore, attention is paid to the regional origin and the seasonality of the products. The hotel is member of “Bio Austria” and it is a certified member of „BioParadies Salzburger Land“.

The hotel contributes to supporting environmentally friendly mobility: guests who travel

by public transport get tickets for the “Obus” (busses in Salzburg) for free from the hotel. There is a bicycle rental in the hotel. The hotel cooperates with the companies OberösterreichTouristic (Upper Austria Tourism) and Austria Radreisen (Austria Bike Travels) who specialized in environmentally friendly bike travels.

According to Silvia and Georg Maier the most important target groups are young families who eat organic food at home and attach importance to sustainability.

„The main reason for the environmentally friendly economic management in my enterprise is the conservation of the environment for our descendants and that one generation does not use up all of the resources.” (Georg Maier)

The hotel is well equipped for wheelchair users, barrier-free rooms are offered.

Association of special city-hotels

The „Hotel zur Post“ is one of 33 hotels who are member of the hotel cooperation „PrivateCityHotels. The hoteliers from Nuremberg, Salzburg, and Vienna refer to themselves as „small and choice association of very personally run houses“. Furthermore the enterprise is a founding member of Sleep Green Hotels and it is a member of Grüne Wirtschaft Salzburg (Green Economy Salzburg).

Awards

The Hotel zur Post received the Austrian Eco-Label for Tourism enterprises and the European Eco-Label. In 2012 it received the „umwelt blatt salzburg“, an award for innovative achievements in the field of environment.

Prospects

There are plans to insulate the front facade of the guest house „Haus Georg“ and to change from gas heating to water-heat pump heating. Furthermore the owners want to implement their own website for “Environmental protection” in order to communicate their concern.



Georg Maier

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Naturhotel Waldklausen

- Use of domestic woods – dowelled without glue
- Use of natural stone and natural textiles from regional production
- Low-energy house, heating by the local and biologic wood chip heating plant
- Regional and organic food is preferred
- 5-days week for employees, mainly coming from the region
- Free training and seminars for employees
- Natural Spa with organic herbal sauna, Sole-Whirlpool and in-house natural cosmetic line
- Barefoot path made of various natural materials and high walkway in the woods

The Naturhotel Waldklausen was established by the Auer family in 2004. Attention was paid on the choice of building materials for the ecological building concept – especially domestic woods were used. The system to be used was glueless, the wooden walls remain untreated and dowelled but not glued.

For keeping the walls as soundproof as necessary for a four-star hotel, a concept of wood processing and joints was designed. Domestic woods like fir, larch, arolla pine, chestnut, apple, rowan, and spruce were used for the entire wooden structure. The third floor of the hotel, where the suites of the hotel are, was made of arolla pine. The external shuttering of the entire building is made of domestic larch.

In the entire hotel a high importance was attached on the use of natural raw materials. For the insulation solely sheep's wool from Tyrol was used and all the carpets came from the „Ötztaler Schafwollzentrum“, so it derives from regional production.

In the interior, chestnut wood, glass, stone and clay, special wall coverings and colors create a special and healthy atmosphere.

All of the floors are made of wood or slate. Warm earth and sand tones emphasize the natural character, apple green, pale yellow and red/orange tones make some friendly spots of color.

Little gardens on the round roofs are a delight for the eye and offer a possibility of withdrawal.

Energy saving and waste avoidance

The hotel is heated by the local and biological wood chip heating plant and meets the quality standards of a low-energy house for tourism.

Waste is being avoided as much as possible and the hotel's own waste management concept was designed. The staff is being instructed about the avoidance of waste and they shall meet the goals that are set on their own initiative.

The cleaning agents are chosen considering environmental compatibility and the type of packaging. The staff uses as little of the cleaning agents as possible while still achieving a hygienically clean outcome.

„We are aware of the fact that only an intact environment enables us to carry on hosting guests who still can feel comfortable in our environment in the future.“ (Johannes Auer)
In the hotel regional food which has been produced locally and if possible organically is preferred. Long transport paths of suppliers are being avoided.

Social sustainability

The tourism enterprise which is open all year has a 5-days week in all corporate divisions. This is an exception in the touristic region. The employees are constantly offered free training and seminars which partly take place on site. Furthermore the majority of the employees come from nearby. By being open all year the Naturhotel Waldklausen offers stable jobs unlike the traditional winter and summer seasons. Due to the high number of overnight stays the hotel contributes to the manifestation of the thermal location Längenfeld as a recreation area. Furthermore the local farmers are being supported by using mainly domestic products.

Natural Spa

The hotel offers an organic herbal sauna and uses natural cosmetics. Furthermore Irene

Auer has taken part in developing a natural cosmetic line together with her husband and her sons. In the outdoor area there is a bare-foot path made of various natural materials.

Awards

The Naturhotel Waldklausen won the „Wellness-Aphrodite“-award twice in the category ecology/sustainability. It received the award for Europe’s most beautiful eco-hotel by GEO-Saison for the 5th time. The hotel carries the AMA Gastrosiegel (gastronomy label) and received the award “Bewusst Tirol” (Consciously Tyrol) for the use of regional products.



Naturhotel Waldklausen

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Naturidyllhotel Landhofmühle

- Solar power plant for hot water preparation
- LED/ energy saving lamps
- Tiled stove as a an additional heating installation
- Composting plant for biological waste
- Information for guests about how to save energy and separate waste intelligently
- Rain water use
- Regional food
- Cottage garden for guests to snack on

The Naturidyllhotel Landhofmühle is situated in Neuhauser Hügelland in Jennersdorf, in the most southern province in Burgenland. This area is characterized by fruit cultivation, agriculture, and a bit of viniculture. It is little developed for tourists and is located in the edge region of the Loipersdorf Spa and the Weinland Südoststeiermark/Vulkanland (Wine Land South Eastern Styria/Volcano Land).

Franz und Claudia Farteks decision to buy the old, almost forfeited mill in this area and make it a little holiday paradise first was met with skepticism. The mill which had been occupied by Franz Farteks ancestors before, at last by Franz Fartek's aunt, and was standing still for 15 years already. When the couple bought the mill in 1990 they first had to carry out extensive renovations. The goal was to create „a lot of privacy and individuality and no hotel-like character, to do everything different from common hotel holidays.“

Preserving cultural heritage

The original architecture, the character, and the atmosphere of the mill, the disposition of the windows and doors, and the chestnut tree

in the center of the yard should be retained. All over the house, old elements of the mill have been kept, for example two more than 100 years old grinders. The wood was sand-blasted but not painted and not modernized, the old timber floor boards made of larch were only oil-impregnated. The cottage garden remained planted with flowers, fruit and vegetables to snack on for the guests. All over the house and garden, there are various art pieces, sculptures and pictures by domestic artists, guests and friends, which contribute to the special atmosphere.

Careful use of resources

The owners of the Naturidyllhotel which is situated in the 3-Länder-Naturpark (3-countries natural park) pay attention to the careful use of resources. Apart from more “conventional” energy saving measures like using LED and energy saving lamps in the hotel, a solar power plant for hot water preparation was installed. A tiled stove is being used as an additional heating installation. There is a composting plant for biological waste, and information and demands for the guests for saving energy and waste separation.

Strengthening of local economic cycles

The food's regional origin is very important to Mr. and Mrs. Fartek, and so suppliers from the region are preferred as far as possible. The raw milk is bought from a farmer 3 km from the hotel, and filled in the own bottles so that no additional waste is produced. Further products like meat, dairy products and natural juices are delivered weekly by farmers from nearby. This strengthens local producers and stimulates regional economic cycles.

The imaginative and always differently assembled breakfast buffet is taken with a view to the village's pond, a piece of unspoiled nature with fish, wild ducks, storks and grey heron.

In 2000, Mr. and Mrs. Fartek founded, together with ten other enterprises, the cooperation „Sonngartl“. These enterprises practice joint marketing and implement common activities for the guests: There are cooking classes, walking tours, a children's program, a guest's newspaper. The members of the network exchange their knowledge and enable the employees to do joint further education.

Natural idyll with environmental certificate
The hotel is a member of „Naturidyllhotels“, a cooperation between family-run hotels and hotels with environmental certificates, all of

them bearing the Austrian Eco-label and the AMA quality label which ensures the regionality of the food. Furthermore, the enterprise received the environmental award of Burgenland.



Naturidyllhotel Landhofmühle

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Schlank Schlemmer Hotel Kürschner

- Broad energy-saving concept: double or triple window glazing, heat recovery and cooling systems with heat transfer, ventilation etc., individually controllable heating circulation systems
- Power supply system controlled by a maximum graph to regulate consumption peaks
- Process water used for toilet flushing and rain water for irrigation
- Specific choice of construction materials: local types of wood, bricks and stone from the alpine area
- Organic cultivation of garden and fields, grasslands and forests are kept as wet and dry biotopes
- Spa and cosmetics: all products are natural and come from local producers or farmers (honey soap, herbal baths etc.)

„We want to be a hotel, that actively supports the conservation of natural landscapes and promotes a behavior of preservation and appreciation for nature among employees, locals and guests.“ Barbara Klaus, owner since 1986, states this as the corporate philosophy of the hotel. The building is over 260 years old and has been administrated by the family for seven generations.

Ecological makes economically sense

The motivation for running an ecologically sound business derived out of economic considerations: The tremendous energy costs hat to be reduced. The new ecological heating concept was implemented step by step since 1987 and brought many advantages for the company. Out of these economic considerations grew a personal enthusiasm for the green lifestyle. The four-star hotel sees itself as a pioneer concerning protection of the environment and holidays in the nature. It is the aim of family Klauß and their employees to set an example. All subcon-

tractors and distributors are involved in the process.

Special attention is being played to energy-saving measures. The building has been remodeled according to ecological standards including sealed double or triple glass windows, heat recovery and the installation of heat transfer of cooling systems, washing machines, ventilation and the sauna area. The whole electricity network is controlled by maximum graphs, to reduce peak levels. Every floor has its own heating circulation system and can therefore be controlled individually. All heating devices have their own temperature control and energy-saving lamps are part of the basic infrastructure.

The construction materials in the remodeling process were chosen very carefully. Only local woods and material from the alpine area, like bricks and stone, were used. The utilized wood has only been treated with beeswax. Only natural materials like stone, wood and wool carpets have been used for the floor. The furniture consists of solid wood without artificial resin.

Further actions are being undertaken regarding the consumption of water: there are water-saving armatures and instructions on how to use water in an efficient way and furthermore how to use process water in the toilets. Rain water is being used for irrigation and all toilets are equipped with a water-saving button.

To reduce excessive waste production the hotel has an understanding with their subcontractors to keep the use of packaging material as low as possible. Shipments are organized exclusively through returnable containers or in open units without packaging. The separation of different kinds of garbage begins in the guestroom. Organic waste is being composted and reused as fertilizer for agriculture.

A garden for all senses

The hotel garden as well as the fields are being cultivated organically. Grasslands and Forests are being kept as biotopes. Additionally wet and dry habitats have been created, which represent a paradise for animals. Salads, herbs, fruits and vegetables come from the hotels own biological agriculture. The outdoor facilities have been designed as an adventure garden: 5 elementsgarden, Biotope, relax-zone with wooden hammocks, pavilion of fragrances, rosarium, "Kaessn" for barbecue and evenings of music, adventures for children, sports area, sun-bathing area with open air pool, apple and pumpkin garden, vinyards and a lot of different berries. The garden has been voted „most beautiful hotel garden of Carinthia“ in 2004 and 2007.

Origin and the careful selection of food products are especially import to the hotel management. Many products are self made like jam, juice, cider and sausages. There is a seasonal menu. In wintertime deep frozen self made products and vegetables from the glasshouse are used for cooking. All wines come from organic agriculture and since 2004 the hotel even produces ist own wine. The hotel is only partly organically certified, because some high quality regional products used have not been certified.

All cosmetic products are natural and come from local producers (honey soap, herbal baths) or farmers (whey, bag balm/milkfat). The herbal baths are prepared with hay from the "Mussen Alp" and herbs from the mountain meadows.

Learning for more sustainability

The „Schlank Schlemmer Hotel Kürschner“ is not only trying to promote a green and sustainable lifestyle among their guests but also among their employees. Through meetings and trainings for employees a culture of ecological awareness is being advocated. Apart from Mrs. Klaus there is a staff member responsible for ecological issues and keeping in line with the concept. Guests and employees are being informed continuously about all Eco-Initiatives. There is a close cooperation with organizations dedicated to environmental consulting and environmental protection.

Awards

Since 1990 the hotel has won various national and international awards like the „Globo“ – first Austrian award for ecological tourism (1990), the Austrian "Eco-Label for enterprises in the tourism branch" (since 1998), the Austrian "Eco-Label" (since 2001), as well as the European "Eco-Label" (since 2004). 2009, 2010 and 2011 the hotel was given the award of the Austrian „Climate Alliance“.



Schlank Schlemmer Hotel Kürschner

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„Seminarkulturhaus“ on the Danube

- Subsidiary company of the non-profit-organisation pro mente and actively engaged in social work
- 25 employees with special needs
- Certified partner enterprise of the Austrian Red Cross for travelling with assistance
- photovoltaic system and circulating pump
- Various water- and energy-saving measures
- Organic and regional products

The Hotel „Seminarkulturhaus an der Donau“ (Seminar Culture House on the Danube) is situated in the Danube valley in upper Austria, in the municipality of Waldkirchen. The Hotel was nominated best “Congress Hotel” of Upper Austria in 2010 and 2011.

The „Seminarkulturhaus“ as a partner organisation of the non-profit-organisation pro mente is actively engaged in social work, offering assistance for people with mental and social problems.

The company offers jobs in a region, which is structurally weak and disadvantaged regarding working infrastructure. Through cooperations with various public institutions like the Austrian Labour Market Service or the Austrian Social Assistance Association, the company contributes to the placement of people in times of mental crisis by offering internships and psychological guidance.

With and for people with special mental needs

The „Seminarkulturhaus“ accompanies and supports 25 employees with special psycho-

logical needs trying to help them develop further skills and provide those skills to society.

The hotel knows the challenges arising for mentally disabled persons very well and can therefore respond in the right and necessary ways. The social competences of all staff members are being enhanced through constant trainings.

The hotel is barrier-free and is especially equipped for people with special needs. All rooms are accessible with wheelchairs and walking aids. There are two elevators and specially designed parking lots in the entrance area. Through coach tours or collective trips like the tour „Atempause“, the company wants to invite especially but not exclusively people with different mental problems. The „Seminarkulturhaus“ is a certified partner enterprise of the Austrian „Red Cross“ for travelling with assistance. The hotel offers different kinds of sustainable tourism like hiking and biking (certified „Donausteig-Wanderer-Expertenbetrieb“, an award for companies with hiking-expertise and infrastructure, and member of the “Top-Rad-Stop-

Organisation", a touristic biking association). All seminars are being planned and organized according to the "Green Meetings" standards of the Austrian Ministry for Agriculture, Forestry, Environment and Water Management.

Healthy food considering different needs

All products are organic and/or regional. The hotel ensures a broad selection of vegetarian dishes and responds to individual needs like diabetes or a gluten-free preparation of dishes. Furthermore attention is being paid to ecofriendly office supplies preferring fairtrade products over conventional ones. Through a cooperation with distributors and subcontractors packaging material is being avoided.

Ecofriendly and employee-friendly

All cleaning supplies containing chemicals have been substituted through alternative cleaning supplies and to reduce water consumption the shower heads in all guest rooms have been exchanged to ones with reduced flow rate. Moreover the hotel has a photovoltaic system and a circulating pump. The hotel gives preference to employment of people from the region and organizes collective taxis for their employees.

The hotel offers trainings for employees concerning protection of the environment. For every activity there are info brochures and additional staff members for ecological issues. Additionally every employee attends a basic

course around psychological themes (by pro mente Upper Austria) supporting mental health and forestalling burn out as well as mental overload.

The „Seminarkulturhaus" has been given the "Eco-Label for enterprises in the tourism branch". Guests are being informed through a folder containing information about all the environmental activities of the hotel and the "Eco-Label". Via this folder guests are being invited to support the environmental aims of the hotel. This information is also being passed on to the person in charge in the municipality.



Seminarkultur an der Donau

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SPES Hotel & Seminars

- Supply with 100 % renewable energy – passive house, photovoltaic system
- Rain water used for toilet flushing
- Use of regional, organic and fair trade products
- Support and continuous training of employees
- In-house „Dunkelgenussraum“ for new sensorial experience
- Free Christmas holidays for people who are in need of social support
- Close cooperation with regional partners
- Corporate Social Responsibility as the company's policy

SPES stands for „Studiengesellschaft für Projekte zur Erneuerung der Strukturen“ which means research association for projects for the renewal of structures. The SPES future academy considers sustainable renewal of social structures their duty.

The SPES future academy sees itself as an educational center with a seminar hotel which is especially connected to Upper Austria and its own region. It establishes itself as a European centre for applied sustainability in the field of education, economy, labor, region, community, family, and personality. SPES works on the content of the following fields: Development of community and region, family and generations, sustainable economy and changing work.

Organic, fair, and ecological

SPES was rebuilt to a passive house in 2009 and therefore it is one of the two passive hotels in Austria. On the roof there is a photovoltaic system which takes over a part of the energy-supply. Garbage is sorted out in the following categories: glass, plastic, paper,

metal, green and residual waste. Rain water is used for the toilet flushing. There are agreements on the return of packaging like glass or boxes for fruit and vegetables with several suppliers. Even for polishing agents refillable cartridges are used in order to keep the amount of packaging material low.

The employees receive information on energy saving in the office regularly, with the help of information documents of the Association for Energy Saving in Upper Austria.

The office is equipped with switchable sockets. The rooms are illuminated by energy saving lamps. Environmentally compatible polishing agents are used for cleaning.

In the restaurant attention is paid on the use of regional, biological and fair trade products. Suppliers from the region are preferred in order to keep the driving distances short.

There is an annual conference which pays attention to the employees' suggestions and proposals for an improvement of operational procedures. Internal and external audits in

the course of quality management ensure the permanent development of the company.

Social responsibility

SPES promotes education and further training of their employees by bearing half of the costs and considering half of the training time as hours of work. Even if training and personnel development do not serve for the use of the company an agreement about work-free days and consideration in the planning of work time is possible. SPES offers seminars for personality development which the employees can take part in at a low price.

Origin, religion, age, marital status or physical impairment is not an exclusion criterion for SPES.

The focus is on the personal opportunity to fulfill the tasks and the duties are appropriately designed. Workplace and working conditions are designed in an age-appropriate way and suitable for the disabled.

SPES has a blind employee who is in charge of the in-house “Dunkelgenussraum”, where people with no visual impairment can gain new experiences by eating in total darkness.

A special measure for assuming social responsibility is the SPES Christmas Initiative. People who are socially in need get the opportunity to be accommodated at the SPES Hotel for free. The greater part of the costs for this is taken by the company itself and also by sponsors. Both money and material resources can be donated and volunteers are welcome.

This takes place annually in the last week of December or the first week of January in cooperation with the Caritas Upper Austria who decide who will receive the offer. It includes accommodation and organic respectively regional food and beverages. Those guests are

also offered leisure activities with learning opportunities in the morning (including the topics personal development, educational counseling, relaxation exercises etc.), cultural programme activities in the afternoon and all-day child care. The SPES Christmas Initiative helps people who cannot afford holidays but are in urgent need of a break to relax.

The people who took part in the Christmas Initiative so far are suffering from a physical or mental illness, a bow of fate or had to go through difficult times. Some of them were asylum seekers and migrants. The reporting of the initiative raises public awareness and awareness of the sponsors/partners of the issue of poverty.

Awards

SPES is certified with the Austrian Eco Label for Tourism, the EBQ-Label for adult education, the ISO certification, the label for the audit “family and career”. Furthermore it is a member of the Climate Alliance and it received the Austrian Hotel Classification “Hotel of the Future” in 2012.



SPES GmbH

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Weltweitwandern GmbH

- Fair cooperation between traveller and host in the destination area
- Fair working conditions – in the enterprise and in the destination area
- Careful use of resources
- Sustainable architecture – saving energy and promoting the user's well-being
- Annual voluntary climate protection fee (currently 5.000 EUR)
- 10 % of the profit is being invested in non-profit projects in the main travel destinations
- Project „Empowerment tourism in two directions“ – qualification and strengthening of local partners in the destination areas
- Social commitment – currently several projects are supported in Ladakh, Morocco, Nepal, Peru and Mongolia
- Since 2009 awarded with the CSR label for Sustainable Travelling TourCert
- Sustainability reporting since 2009

For Weltweitwandern (Hiking Worldwide) traveling is more than just the transport from A to B and the organisation of the stay. For this tour operator travelling includes learning about cultures and people in a respectful way, careful dealing with the environment and with world-wide resources.

Weltweitwandern GmbH is an Austrian package tour operator, headquartered in Graz, where worldwide hiking and trekking tours are offered as well as roundtrips, inward journeys, active and family tours.

The niche offer is both for people who are interested in nature and culture and who want to get to know the countries under the motto “moments for life”. The product focus is on walking. The travelers can experience the country in a new way by this slow way of locomotion. Weltweitwandern confesses to socially and ecologically sustainable tourism and is an active member of ForumAndersReisen e.V. (Forum of alternative traveling registered association) and the Austrian CSR-network respACT.

Social commitment from the beginning

Christian Hlade, a student of Architektur and enthusiastic traveler, first organised trips to the Indian Himalayas only in order to finance the construction of a solar school in the remoted mountain village Lingshed (www.solarschule.org).

Hlade finally made his hobby into his profession and in 2002 he founded the Weltweitwandern GmbH. Social commitment has been firmly established in this enterprise from the beginning. For Weltweitwandern it is important that everyone involved shall benefit from the travels, especially the citizens of the destinations. For Christian Hlade, Corporate Social Responsibility is a guiding principle.

The enterprise is the only Austrian tour operator with the CSR-label TourCert. Weltweitwandern relies on new forms of cooperation worldwide and on visions and values – both within the company and on the go.

„This is what gives energy and meaning for growth and development of every human system!“ (Christian Hlade)

The company's headquarter is a modern timber construction which is flooded with light. Its excellent insulation makes it a minimum-energy house, it is heated by a biomass pellets heating system, everything was planned by the architect Hlade. The building offers both workspace and areas to meet and to recreate in the house and garden. Meals are cooked together in the shared kitchen and eaten together.

Strengthening of local structures

Weltweitwandern initiates and supports many projects, especially in the destination countries. For this, it is important that a known reference person is there to take care of the implementation to make sure that as many people as possible benefit from the projects.

(www.fairreisen.at)

The „*Schule des sanften Reisens*“ (school of gentle tours) is an example for this. In cooperation with respect, the Austrian Institute for Integrative Tourism and Development, the training project „Empowerment – tourism in two directions“ was initiated for the tour operators who are from the destinations. The guides who were invited by Weltweitwandern spend several months in Austria where they can take an internship in a tourism-related enterprise and take part in an intercultural Guide Training in the Carinthian Alps.

The goal is to optimize the quality of the guide in the destination country and to contribute to a long term sustainable development of tourism on site. Furthermore there are “Guide Trainings on site.

Weltweitwandern is active in many projects. It is for example the main sponsor of a children's home in Nepal. Further projects are the Ecole vivante in Morocco and the Munsel School in Ladakh, which are also supported financially and in non-material ways by Weltweitwandern (www.fairreisen.at).

Fairness in all working relations

As a basic principle, several service providers who want to cooperate with Weltweitwandern have to sign a contract. This requires the compliance with the ILO (International Labour Or-

ganisation) Core Labour Standards, the ILO protection against child labour, the ECPAT (End Child Prostitution, Pornography and Trafficking of Children for Sexual Purposes) code of conduct for collaboration.

Furthermore, the guides have the order to point out the nature conservation legislation to the guests and to promote their compliance.

Pack animals shall not carry too much weight and attention must be paid to taking breaks. There is a focus of reducing and separating the garbage during a trip. The partner companies are encouraged to prefer regional products and local lodging.

Attention is currently paid to the diversification of the offerings concerning the opportunities to travel by train and bus and the foundation of an international non-profit organisation.

Awards

Weltweitwandern received several awards: It received the State Prize for Tourism for innovative leadership and development, the Austrian TRIGOS-prize for companies with responsibility, already three times the Goldene Palme-award for innovative travel and five times the Award for the women- and family friendliest enterprise in Styria.



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