



Sustainability Report – Avaneo Hotels

Avaneo Hotel Marktredwitz

01 January to 31 December 2025

Energy Consumption

In 2025, we consistently continued our measures to reduce energy consumption. Through the ongoing use of our biogas CHP plant, the further development of our energy management, and targeted optimizations in operational processes, we succeeded in reducing energy consumption per guest and night by a further 1.5 kWh. Regular staff training remains a key component alongside these efforts: it strengthens awareness within the team and ensures that energy saving remains sustainably embedded in day-to-day operations.

Digitalization and Employee Communication

Digital employee communication was further expanded in 2025. Our digital traces in the PMS and CRM have proven effective in daily operations: information, updates, and documentation are provided centrally and reports are recorded efficiently. This increases transparency, reduces follow-up questions, and supports smooth workflows between departments.

Consumption & Emissions

Our efforts to handle resources responsibly clearly paid off again in 2025:

Water consumption: We were able to reduce water consumption by a further 7.57 liters per guest. CO₂ emissions: CO₂ emissions per guest and night decreased again by 0.22 kg. These improvements reflect our continuous focus on efficiency measures, conscious resource use, and the ongoing transition to sustainable energy sources.

Waste Management | Waste Prevention

In 2025, we further strengthened our waste-prevention strategy and achieved additional successes. Particularly pleasing: we were able to reduce individually packaged guest products by another 1,100 items.

We also further optimized and firmly embedded our established measures in operations:

- The use of reusable materials was expanded further (e.g., homemade yogurt in reusable jars).
- We continue to offer jams and other products consistently via dispenser systems in order to significantly reduce packaging waste.
- Spreads continue to be filled into reusable jars and are largely produced in-house; this strengthens regional value creation and saves packaging.
- Our initiative “Too good for the bin” was also continued in 2025 and anchored even more strongly in guest interactions. By providing information about best-before dates (BBD) and the

targeted sale of goods past the BBD at reduced prices, we actively contribute to rescuing food and simultaneously promote more conscious consumer behavior.

Environmental Protection

To promote biodiversity, we continued to maintain and optimize our Nature Harmony Station NHS 2.0 throughout 2025. In addition, the availability of our EV charging stations was improved once again, allowing even more users to benefit from the charging infrastructure. In this way, we strengthen our commitment to sustainable mobility in the hotel environment.

Environmental Pollution

Our near-complete avoidance of single-use plastic continued to prove effective in 2025 and will be consistently maintained. At the same time, we continue to use exclusively biodegradable cleaning agents in order to reduce environmental impacts and further minimize our ecological footprint.

Labor and Human Rights

Diversity training remains an integral part of our corporate culture. In 2025, a particular focus was placed on not only promoting a respectful, inclusive work environment, but also strengthening it permanently through lived practice. In addition, we further expanded our range of Fair-Trade products.

Community Support and Engagement

Cooperation with regional farmers, community-supported agriculture initiatives, and producers was intensified once again in 2025. Short delivery routes, transparent origins, and strengthening local businesses remain an important part of responsible corporate governance for us. In addition, we continued and further expanded our support for social projects in the region.

Guest Satisfaction

Our CRM system supported us very well in 2025 and has now become a noticeable day-to-day benefit: it enables personalized offers, improves service for returning guests, and relieves employees as processes become more structured, faster, and more targeted. In parallel, our interactive feedback system continued to be used and refined in order to evaluate feedback even more efficiently and translate improvements directly into practice.

Approved and prepared, 31.12.2025