



CODE OF CONDUCT

Corporate responsibility and personal integration are key components of our corporate culture. Together, we deliver excellence while always keeping an eye on respectful behaviour. It is our clear aim to harmonise business success and compliance with all internal and external rules at all times. Compliance with the rules and adherence to the law are our top priority. Each individual as well as the company as a whole bears the corresponding responsibility for this.

OUR CORPORATE VALUES

Values are the foundation of our community. We see ourselves as a team of employees, guests, partners and owners. Appreciation, passion, excellence and fairness characterise our style.

Passion

We are passionate hosts, and this is shown in everything we do. Innovative, committed and enthusiastic. As team players, we are always happy to be one step ahead of our guests' needs.

Excellence

We enjoy excellent service and outstanding quality. This is reflected in the standards we set for our work: together we create unforgettable experiences of personalised hospitality.

Style

The well-being of our guests is at the focus of our attention. To achieve this, we like to take a relaxed, self-assured approach. Our sensitivity and courtesy also characterise us when our guests are not looking.

Appreciation

Without exception, we treat everyone respectfully and attentively with appreciation and at eye level - our guests, our colleagues and ourselves. We practise and promote individuality and diversity.

FAIRNESS

We act fairly and treat everyone equally. Our guests, colleagues and business partners can rely on us to take responsibility for people and the environment.

BASIC REQUIREMENTS

Strict compliance with all applicable laws and regulations is of the highest importance to us in order to ensure the success of our business worldwide. Any violations of these laws and regulations can have serious consequences for both us and our employees, such as criminal prosecution, labour law measures, claims for damages or reputational damage. We take all indications of violations seriously and take immediate action to remedy them and draw appropriate consequences.

It is possible that in certain countries, industries or markets stricter regulations may apply than those set out in this Code of Conduct. In such cases, the stricter regulations should always be followed. We comply with applicable law at local, national and international level.

GLOBAL RESPONSIBILITY

Our mission is to create a working environment in which people from different parts of the world are equally valued and respected. We want to ensure that our employees can realise their full potential. We value diversity and appreciate the unique combination of talents, experiences and perspectives of all team members who contribute to our success.

HUMAN RIGHTS & HUMAN DIGNITY

We believe that ethical behaviour and successful business are compatible. We are therefore committed to protecting human rights, in particular the rights of our employees, business partners and the communities in which we operate. Respect for human dignity is a high priority for us. We are committed to respecting fundamental human rights and reject any form of forced labour and modern slavery in our company and in our cooperation with business partners.

ETHICAL BEHAVIOUR

We place great importance on ensuring that both we and our business partners act ethically and always adhere to the established guidelines. We always prioritise the well-being of the company and our employees when making business decisions and ensure that they are in line with other guidelines and rules.

HONEST DEALINGS AND PURCHASING BEHAVIOUR

We value honesty in our interactions with guests, business partners, competitors and our employees. We do not seek unfair advantages through manipulation, concealment, misuse of confidential information or misrepresentation of facts. Our business behaviour is always fair and ethical. We endeavour to deal fairly and impartially with suppliers and external contractors. Our procurement decisions are based on legitimate criteria such as quality, scope of services and price. We adhere to contract terms, pay on time and protect confidential information from suppliers and external providers.

SOCIAL MEDIA

It is important to us that our employees engage respectfully and responsibly in social media in order to protect the company's reputation and comply with applicable law.

DATA PROTECTION & CONFIDENTIALITY

When handling the personal data of employees, customers or other third parties, we ensure the highest level of care and strict confidentiality as well as compliance with applicable laws and regulations. Employees who handle personal data receive support and advice from the relevant legal departments and data protection officers. We comply with the applicable laws and regulations when collecting, storing, processing or transferring personal data and information.

DECISION MAKING GUIDE

Although it is our responsibility to act ethically and protect the company's reputation, some of our colleagues may violate these principles.

For this reason, we encourage all employees to raise ethical concerns openly without fear. Employees who provide information in good faith should not fear negative consequences.

Violations of our Code of Conduct are subject to disciplinary action, up to and including termination and possible legal consequences, depending on applicable law and the circumstances. Disciplinary action may also be taken against managers or supervisors who order, authorise, tolerate or fail to immediately report and punish violations even though they know about them.

Misconduct includes actions that violate laws, internal policies, regulations or ethical and moral principles.

RAISING AND REPORTING CONCERNS

Employees who report actual or suspected misconduct in good faith must not suffer any disadvantages as a result. When processing reports, the rights of all those affected are safeguarded and attention is paid to fairness, appropriateness, confidentiality and a transparent procedure when deciding on disciplinary measures. We have a digital whistleblowing platform so that reports can be made anonymously at any time. This platform is easy to use and allows reports to be submitted at any time and from anywhere. Every report is taken seriously and carefully scrutinised.