



Essential Sustainability Questionnaire

Hotel Details

Hotel Name	Places Hotel Obertauern
Hotel Website	
Contact Name	Gert Beuchel
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General Sustainability Practices

Do you have a current sustainability or CSR policy?	Yes
Does your policy cover environmental, social, accessibility, wellbeing, and fairness for staff?	Yes



Is the policy shared with guests or made publicly available (website, brochure, in-room materials)?	yes
Who is responsible for sustainability?	intern - head office
Please list any green certifications, labels, or recognition achieved.	Ecostar certified
Supporting Documents	
Additional Comments	Ecostar certified till 2028

Energy & Water

Do you measure energy and water use?	yes
Do you take actions to save energy (e.g., LED lighting, timers, efficient air conditioning)?	yes, changed all our ceiling lights to LED light + work with KGT (digital system) to save water and energy within the hotel
Do you take actions to save water (e.g., low-flow taps, leak detection, linen reuse)?	Yes



Do you have refillable water stations for guests and staff?
How are guests informed?

Yes for guests in the rooms - glass water bottle. Our tap water is from the mountain and drinkable.

Do you have a policy on energy and water conservation?

yes intern

Do you have Electric Vehicle charging spaces at your property?

yes

How does your organisation approach AI (Artificial Intelligence) usage?

working with KGT system

Waste Management

Do you have recycling bins for glass, paper, metal, and plastics?

Yes

Are bins clearly labelled?

Yes

Have you removed or reduced single-use plastics (e.g., cups, straws, amenities)?

Yes

Do you manage food waste (e.g., donation, composting, or special disposal)?

yes with a local farmer



Are you paperless? If not, are recycled or FSC-certified papers¹ and environmentally responsible printing materials used?

No

Food & Beverage

Do you buy local or seasonal food where possible?

Yes

If yes, within how many miles is food sourced?

50

Do you offer vegetarian or plant-based options and highlight them?

Yes, clearly highlighted

Is seafood responsibly sourced (MSC², ASC³, or similar)?

Yes, Always

Do you communicate sourcing choices to guests (menus, signage, digital)?

Yes, menus

Additional Comments

we offer digital menu with our QR codes + hard copy menus



Purchases

Are sustainable amenities or guest products provided (refillable toiletries, eco-friendly disposables)?	Yes, all guest products
Are environmentally responsible cleaning products used (e.g., Green Seal ⁴ , EcoLabel ⁵)?	Yes, all cleaning products

Staff, Wellbeing & Inclusion

Do you follow fair employment practices? (Living wage employer ⁶ , B Corp ⁷ , Shine ⁸ , etc.)	Yes, certified/accredited
Do you have policies on equal treatment, diversity, and inclusion?	yes we do have equal treatment
Are staff wellbeing programmes in place (mental health, safe working conditions)?	staff questionnaires + mental and work health review

Accessibility



Do you provide clear accessibility information on your website and booking platforms (accessible room features, dimensions, assistive services)?	Yes, detailed information
Do you have accessible routes (ramps, lifts, clear corridors) and signage for guests with mobility needs?	Yes, fully accessible
Do you provide sensory support features (e.g., visual alarms, braille signage, hearing-assistive systems)?	Yes, all features listed
Are staff trained to assist guests with a wide range of access needs (not just mobility)?	Yes, all staff trained

Measurement & Reporting

Do you measure how well your sustainability practices are working?	Yes, regularly
Do you report on sustainability performance?	Yes, publicly
Additional Comments	kept intern which will be shared on the website if required



This submission has been sent via the Sustainability Questionnaire form.

More Information & Support

If you're unsure where to start, need support, or would like help turning intentions into actionable sustainability goals, please feel free to reach out to From Now.

From Now is a sustainability consultancy supporting organisations across environmental impact, accessibility, DEI, wellbeing, and community engagement.

Contact: inspired@from-now.com

References

¹ FSC-certified <https://uk.fsc.org/>

² MSC <https://www.msc.org/uk>

³ ASC <https://asc-aqua.org/>

⁴ Green Seal <https://greenseal.org/>

⁵ Ecolabel <https://eu-ecolabel.de/en>

⁶ Living Wage Employer <https://www.livingwage.org.uk/accredited-living-wage-employers>

⁷ B Corp <https://bcorporation.uk/>

⁸ Shine <https://shine.northeast-ca.gov.uk/>