



EXCELSIOR HOTEL ERNST
★ ★ ★ ★ ★
COLOGNE

FOR ENVIRONMENT

SUSTAINABILITY PLAN EXCELSIOR HOTEL ERNST

THE EXCELSIOR HOTEL ERNST – COLOGNE'S GRAND HOTEL BY THE CATHEDRAL

Timeless elegance and grand tradition define the Excelsior Hotel Ernst und fascinate guests from all around the world. Founded in 1863 by Carl Ernst, Royal Court Restaurateur at Cologne Central Station, the Grand Hotel has been the social hub of the Rhineland for over 159 years of ever-changing history.

Thanks to its prominent location in the heart of the city opposite Cologne Cathedral, the hotel is easy to reach from all directions. The Opera, Philharmonia and many famous museums can be reached comfortably on foot – as can the Central Station and the exhibition grounds. There's an attractive range of shops offering a huge variety of brands in close proximity to the hotel, and just a few minutes' walk away you'll find the traditional brewery pubs, trendy bars and welcoming cafés that Cologne is renowned for.

Fine fabrics, valuable antiques and harmonious colours ensure that each of our 136 rooms and suites has its own character and individual charm. And you can enjoy magical views of the world-famous Cologne Cathedral from our hotel. Wake up to the unforgettable sight of this imposing Gothic masterpiece! In 1880, none other than Kaiser Wilhelm watched the celebrations marking the cathedral's completion from the comfort of his hotel suite.

The name of our taku restaurant comes from the Japanese language and means House of Hospitality. Michelin-starred taku is Cologne's premier address for authentic East Asian delicacies. Plan all the stops of your Asian culinary tasting adventure, with exquisite specialities from purist Japan to hearty China, fancy Thailand and spicy Vietnam.

In our award-winning gourmet restaurant Hanse Stube, you'll experience magical culinary moments. The dedicated team creates truly innovative French cuisine with local influences, with a finesse that's renowned far beyond the city limits. Exquisite wines from all over the world complete this culinary work of art.

In the Wintergarten and Piano Bar we serve tea and coffee specialities along with our very own patisserie. Our friendly, welcoming team are always on hand to provide you with expert advice on your choice of drinks. In the evening, our charming bar team mixes first-class cocktail classics as well as their own creations.

Through personal service, we celebrate the uniqueness of each guest and employee, according to our philosophy „Your individuality is our strength“.

We cherish the tradition of hospitality while always keeping up to date through innovation. We see ourselves as a service provider at the very highest level, in which the guest is front and centre. Our guests mean everything to us, and we do our utmost to look after each and every one of them.

The team at EXCELSIOR HOTEL ERNST work hard to make their guests' stay an unforgettable experience.



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They all strive to be the perfect host. The attitude, experience and skills of our employees are our most valuable asset. And the success of the hotel depends largely on the personal qualities of our team. We offer our guests individuality and innovation combined with the first-class service you would expect at one of the world's most sophisticated luxury hotels.

VISION

With strong family leadership and unrivalled service, we are one of the foremost luxury hotels in the world. As a grand hotel steeped in tradition, we promote the individual talents of our employees and create special and personal Excelsior moments for all our guests. Through continuous innovative development and local ties, we ensure long-term success at the highest level for the Excelsior Hotel Ernst.

THE PATH TO SUCCESS

OUR PATH TO SUCCESS

Be responsible and respect your environment	Get to know our guests' wishes and preferences and remember them for future visits	Make use of your right to regular training and feedback discussions
Strive for more and develop your individual strengths	Address guests appropriately	We trust and support each other to remove obstacles from our paths
Act sensitively, stay alert and have a sense of context	Create an Excelsior moment	You are responsible for cleanliness, maintenance and their organisation
Find efficient solutions and work proactively	Use the Glitch Report for guest feedback and learn from it	Act as an internal and external EHE ambassador
Be charismatic but stay true to yourself	Apply our Leading Service Standards to all interactions with guests	Pay attention to your surroundings and report any issues
The guest is front and centre of your actions		



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Know your department's aims and act accordingly

Use every opportunity to optimise the guests' experiences

Know the story of the Excelsior and drive it forward

Use resources sparingly, use energy sensibly and respect the environment

Be a proactive generator of ideas and get involved in the design of all processes

Discretion comes first

Never discuss our guests with the press or with anyone outside the company

Respect everyone's privacy and act sensitively at all times

Comply with our hygiene protocols at all times

Know the fire protection regulations and emergency procedure and implement them at all times

Love your city



SUSTAINABILITY PLAN - SUSTAINABILITY IS NOT JUST A LEADERSHIP ISSUE

Always treat resources carefully, use energy sensibly and respect the environment. „We act sustainably and use our resources responsibly, because that is our aim for a successful future.“

WASTE SEPARATION AND REDUCTION

We are committed to keeping waste as minimal as possible and to greatly reducing it by using reusable take-away containers.

WORKING CONDITIONS

We offer fair working conditions and adhere strictly to the values of Fair Job Hotels e.V. Through our membership of this association, we are constantly improving working conditions. All employees are offered the same opportunities and development opportunities regardless of age, skin colour, race, gender, marital status, nationality, sexual orientation or religion.



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JOB SECURITY

We offer a safe and healthy working environment, which we regularly review and optimise in our health & safety committee meetings.

TRAINING OPPORTUNITIES

We offer 5 apprenticeships and enable internships of all kinds, as well as recruitment open days and dual studies.

DATA PROTECTION

We are GDPR compliant in all areas, regularly raise awareness among our employees, and are in constant contact with our data protection officer.

PROCUREMENT

Our purchasing guidelines are constantly optimised and communicated to our suppliers.

ETHICS

Every employee adheres to our code of ethics and has the opportunity to raise concerns or potential violations. We encourage everyone to flag these issues honestly.

ENVIRONMENTAL MANAGEMENT

Through our environmental objectives, we try to make a contribution and reflect it in all we do.

ENVIRONMENT TEAM

Under the leadership of our environmental officers, we develop and discuss new ideas and policies.



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ENVIRONMENTAL OBJECTIVES

Use of 100% renewable electricity

Reduction of electricity consumption by 6% annually over the next 4 years through consistent renewal of inefficient devices, conversion to LED and active consumption management.

We calculate the carbon footprint of our business trips and district heating supply, and offset them by supporting climate protection projects.

Reduction of our waste volume by 8% by consistently separating and avoiding waste by our suppliers and guests.

SUSTAINABILITY IN ACTION AT THE EXCELSIOR:

SOCIAL RESPONSIBILITY

- Our JobTicket offer enables employees to travel to work by train at a discount. Our staff also have the opportunity to apply for a company e-bike.
- We offer a bike storage facility for our employees and take an active part in the "Cycle to work" campaign.
- We support local environmental campaigns such as „Clean-up Day“ and help to beautify various areas of our city.
- Health days are offered to our employees annually. We also offer free active breaks and workplace massages every 2 weeks.
- Training for employees on waste separation, the environment and resource conservation.

ECONOMIC RESPONSIBILITY

- The hotel's yearly demand of coffee and chocolate (approx. 2 tons per year) is purely supplied by fair producers and companies.
- In our Poké Makai restaurant we support the water supplier Viva con Agua and offer homemade ice teas.
- No PET bottles are used in our hotel.
- We work together with „too good to go“ in Poké Makai on Saturdays to keep waste to a minimum.
- When purchasing food and beverages, we give preference to regional and local producers and suppliers. We also use animal products from animal-friendly and certified farms.



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FLEISCHEREI ECKART IN COLOGNE

The Eckart family have been butchers for five generations. Based in Cologne since 1965, the firm has always stood for quality craftsmanship. A real family business – just like our Excelsior family.

TAUBENTALER HOF IN KELDENICH

Family and animals have lived side by side at the Taubentaler Hof for generations, and dealing responsibly with nature and animals is the basis of their daily work. They are the first farm in the region to invest in high-quality organic „Ur-Milch“. Taking responsibility for the next generation – that’s what the Gerden family and the Hanse Stube stand for.

POTATO GROWING IN ROMMERSKIRCHEN

Carmen Coenen and Heinrich Trippen are the fourth generation to run their family business. The family in Rommerskirchen, the smallest municipality in Rhein-Kreis Neuss, has been cultivating beets, cereals and above all potatoes since 1940.

TROUT FARM KAMP IN ENGELSKIRCHEN

Trout are a typical speciality of the Bergisches Land. From the egg to maturity, the fish live in natural earth ponds of fresh spring water. Michael and Guido Kamp breed salmon, lake, rainbow and brown trout. The Lambach Trout Farm & Smokehouse Kamp bears the prestigious “bergischpur” seal, the most successful regional marketing brand in North Rhine-Westphalia.

SEEFISCH & MEER IN OVERATH

Our seafood partner is dedicated to offering its customers an intelligent choice. Seefisch & Meer likes to sell products that are caught regionally and sustainably from the North Sea on our doorstep. One of our favourite products is their hand-fished sea bass – or sole from the Dutch fishing boat Arm 20.



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ECOLOGICAL RESPONSIBILITY

- Our hotel is supplied with mostly green electricity and sustainable district heating.
- Complimentary amenities are offered in refillable dispensers only.
- Paper and glass straws are used in all our restaurants.
- Wherever possible, energy-saving LED lamps and motion detectors are used.
- Empty printer, toner and ink cartridges are collected and then cleaned, prepared and refilled. Marked as „Refill“, these cartridges are sold a second time and thus save valuable raw materials and energy-intensive production processes, such as the production of aluminium components in toner cartridges.
- Charging stations are available in the vicinity for guests' electric vehicles. E-bikes are available to guests upon request.
- Used batteries contain metals such as iron or zinc, which can be recovered and reused through recycling. Through their collection and return, we make an active contribution to environmental protection and help to professionally recycle as many batteries as possible.
- Old mobile devices are collected and picked up by Nabu e.V. (Naturschutzbund Deutschland). For the collected devices, NABU receives a fixed annual sum that goes into the NABU insect protection fund.
- Sustainable coffee capsules from Leyensieffer are offered in the rooms and then recycled.
- Water consumption is reduced through the use of aerators.
- Water use is reduced by only changing bed linen every 2 days.
- An efficient dish washing station with heat recovery is used in the kitchen.
- Chillers are sprinkled with well water.
- To save using paper, SuitePads are available in the guest rooms.
- Osmosis and softening systems are available in the kitchen.
- 4 bee colonies on the hotel roof produce the annual honey requirement of our breakfast buffet and support the preservation of biodiversity.
- We support the Tobacycle, Rebubble und KORKampagne campaigns and offer organic Landpark mineral water to our guests upon departure.
- We use biodegradable and eco-friendly cleaning products whenever possible.
- We offer guests paperless in-room information options such as electronic room service ordering and towel change options.
- For internal paper consumption, we have switched to 100% recycled paper - bleached without chlorine of course.



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OUR HOTEL IS AN ACTIVE MEMBER OF THE COLOGNE CITY COMMUNITY:

- We work closely together with a kindergarten provider.
- We give financial support to "Himmel und Ääd", a support organisation for disadvantaged children and young people. The children are provided with meals and receive help with their homework.
- We are a member of the Grand Senate of the Cologne Carnival Committee.
- We are on the Board of Trustees of the Cologne Opera.
- We are a partner and sponsor of the Cologne Philharmonia.
- And we are also a partner of the Museum Ludwig.