



SUSTAINABILITY CHARTER

OETKER HOTELS
Masterpiece Collection

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CEO foreword

DR. TIMO GRÜNERT
CEO Oetker Hotels

At Oetker Hotels, our understanding of hospitality has always been closely connected to responsibility. As custodians of exceptional hotels in some of the world's most remarkable destinations, we recognize that our role extends beyond providing memorable experiences for our guests. We are entrusted with heritage buildings, operate within unique natural environments, provide a professional home for thousands of hoteliers, and maintain close relationships with the communities that surround us. This responsibility shapes how we think, how we act, and how we plan for the future.

Over the past decade, sustainability has become an increasingly important part of our decision-making, our governance, and our daily operations. The Sustainability Charter and our Sustainability Strategy 2030 mark the next step in this journey. They provide a clear framework for how we intend to strengthen our positive impact and address the environmental, social, and governance challenges that are relevant to our business and stakeholders.

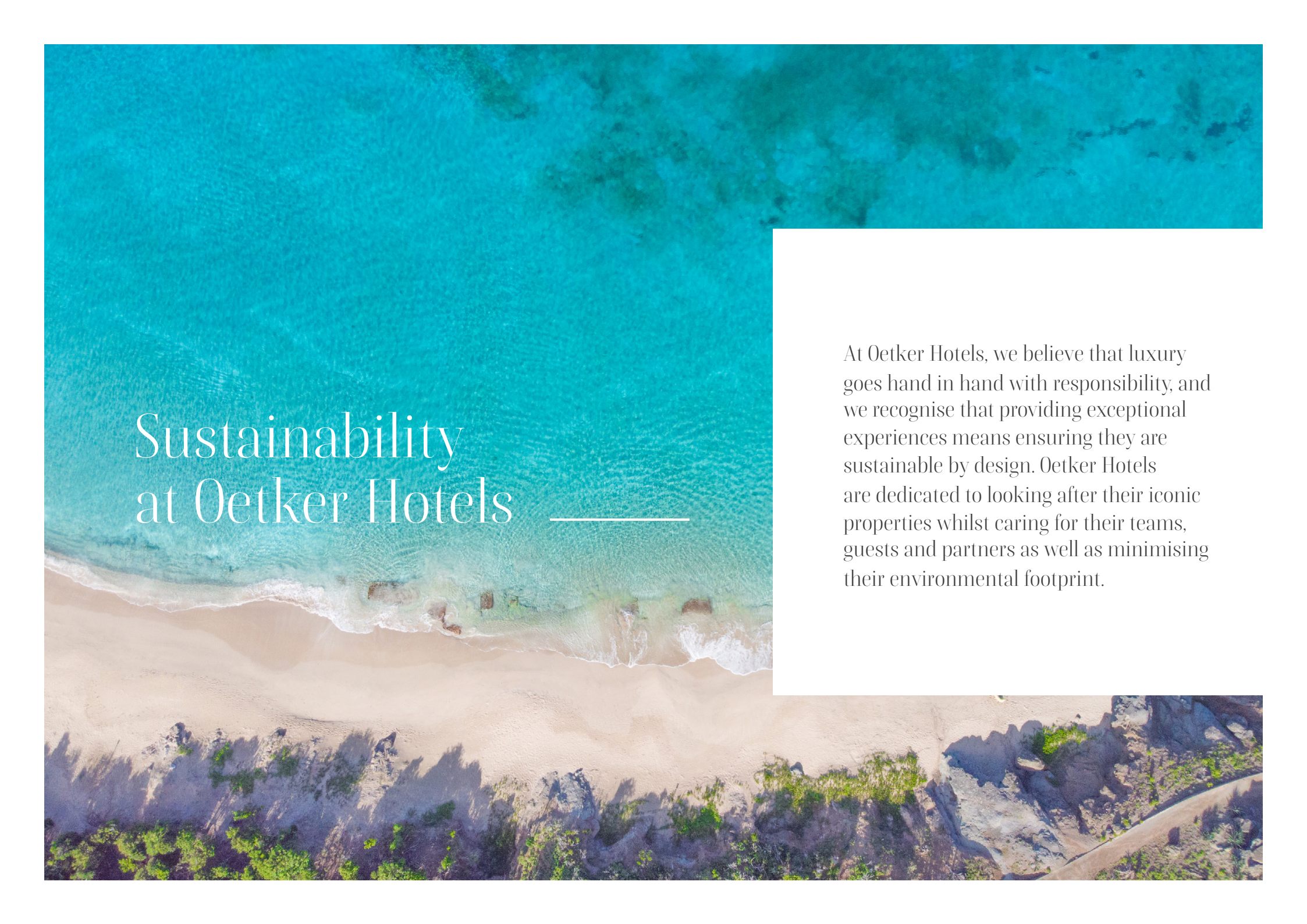
The objectives set out in this Charter are ambitious, but they are designed to be practical and measurable. They include strengthening sustainability governance structures, fostering an inclusive and supportive workplace culture, reducing our environmental footprint through focused action on energy, water, waste, and procurement, and deepening our engagement with local communities and conservation initiatives. Importantly, they provide a shared direction for all our hotels while allowing each property to contribute in ways that are meaningful to its local context.

This Charter is not a declaration of having reached our destination. Sustainability is a continuous process of learning, adapting, and improving. We will continue to measure our performance, listen to our stakeholders, and refine our approach where necessary. Progress will not be defined by a single initiative, but by the collective efforts of many individuals making responsible decisions every day across our hotels. This philosophy has guided us in the past and will remain central to our approach in the years ahead.

The successful implementation of this strategy will depend on the dedication of our teams. I would therefore like to thank all colleagues across Oetker Hotels who contribute to this journey with commitment, professionalism, and integrity. Their actions demonstrate that sustainability is not a separate activity, but an integral part of what it means to deliver excellence in hospitality.

I invite you to explore this Charter and the commitments it contains. It represents our shared ambition for the years ahead - one that is grounded in responsibility, guided by clear objectives, and focused on creating long-term value for our guests, our people, our communities, and the destinations we are privileged to call home.



An aerial photograph of a tropical beach. The top half of the image shows clear, vibrant turquoise water with visible coral reefs and sandy patches beneath the surface. The bottom half shows a wide, white sandy beach with some low-lying green vegetation and shadows of palm trees. The overall scene is bright and serene.

Sustainability at Oetker Hotels

At Oetker Hotels, we believe that luxury goes hand in hand with responsibility, and we recognise that providing exceptional experiences means ensuring they are sustainable by design. Oetker Hotels are dedicated to looking after their iconic properties whilst caring for their teams, guests and partners as well as minimising their environmental footprint.

Our journey continues —

Since its conception in 2015, our first sustainability strategy has been a guiding framework for developing a better understanding of our place within the world and our impact on it.

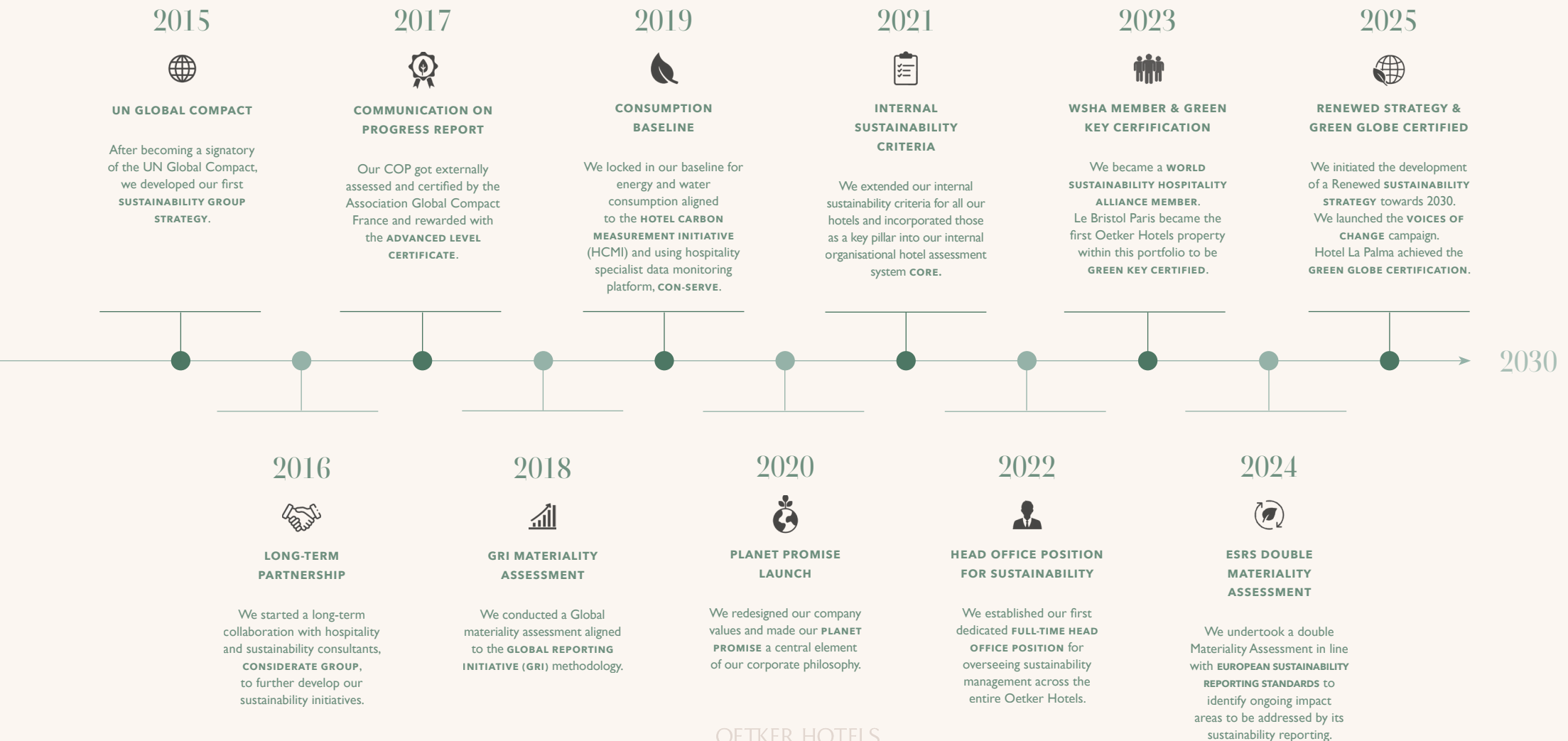
Over the past decade, we have carefully designed processes that established a robust environmental baseline and secured meaningful partnerships and memberships that connect us to global best practices. Following the completion of a double materiality assessment in 2024, Oetker Hotels began work on a strategy refresh to ensure that its key goals remain relevant and reflect the position of the group as it continues its sustainability journey.

The activity resulted in the revision of the strategy's core commitments and principles which propose additional clarity and strategic direction to 2030 and is outlined in this Sustainability Charter.



Our journey continues —

10 YEARS OF SUSTAINABILITY PROGRESS



Our Sustainability Commitments —

Our strategy is built around four commitments:

Ensuring good governance, empowering our people, encouraging responsible consumption, and engaging with our communities.

Together, these commitments reflect our belief that sustainability must be embedded across every aspect of our business - from leadership and accountability to the wellbeing of our teams, from responsible resource management to the protection of culture, heritage, and biodiversity.



Our Sustainability Commitments —

1



Empower our People

Our people are at the heart of our success. We are committed to creating an environment where our teams feel valued, supported, and inspired to grow professionally and personally while contributing to a culture of responsibility, respect, and excellence.

2



Encourage Responsible Consumption

As custodians of exceptional places and experiences, we take a responsible approach to how resources are used. We are committed to carefully considering the impact of our consumption through focus on energy, water, waste and procurement.

3



Engage with our Communities

Our hotels are deeply connected to the destinations in which they operate. We are committed to building respectful relationships with local communities and our guests, honouring culture and heritage, while safeguarding the biodiversity of our surroundings.

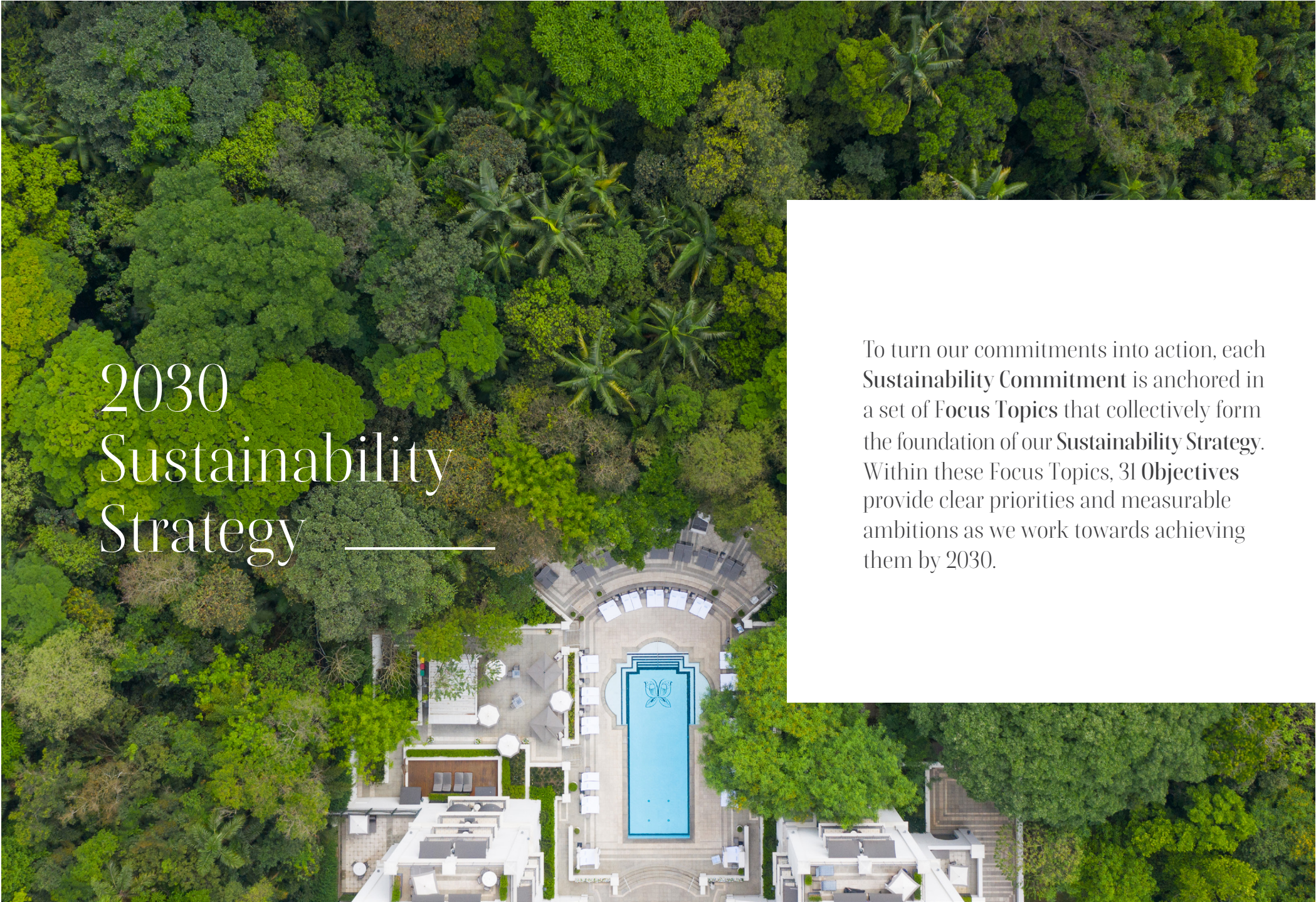
4



Ensure Good Governance

Strong governance is essential to turning ambition into action. We commit to establishing and continuously improving the structures, processes, and oversight mechanisms that enable effective sustainability management across Oetker Hotels.





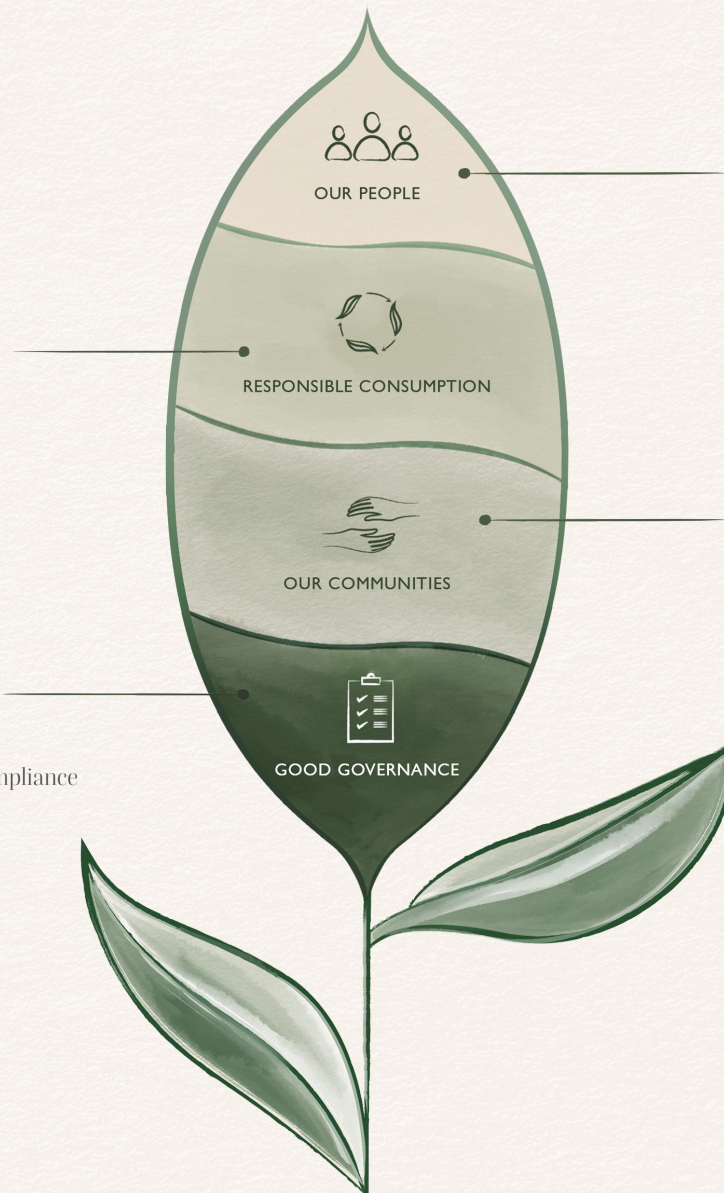
2030 Sustainability Strategy

To turn our commitments into action, each **Sustainability Commitment** is anchored in a set of **Focus Topics** that collectively form the foundation of our **Sustainability Strategy**. Within these Focus Topics, 31 **Objectives** provide clear priorities and measurable ambitions as we work towards achieving them by 2030.

Our Sustainability Commitments & Focus Topics

- Carbon Mitigation
& Energy Efficiency
- Water & Waste Stewardship
- Responsible Procurement
& Food Sourcing

- Sustainability Structures
& Responsibilities
- Reporting, Frameworks & Compliance
- Communicating Impact



Empower our People



Diversity, Equity & Inclusion



We cultivate an organization where diversity is valued, equity is actively promoted, and inclusion fosters a strong sense of belonging that resonates with our global community.

OUR OBJECTIVES



Team Members experience an inclusive and equitable workplace culture.
Each hotel achieves a Diversity, Equity & Inclusion score of $\geq 8.5/10$ in the Employee Engagement Survey.



Establish a global approach to measuring the share of people with disabilities within our workforce and a corresponding target to increase it over time.



Globally achieve and maintain a gender pay gap in the range of 90 - 110%.

Learning, Development & Engagement



We invest in developing our people to foster their professional and personal growth while actively engaging them in our sustainability efforts.

OUR OBJECTIVES



We foster continuous learning and personal development across our organization. Globally achieve a Personal Growth score of $\geq 8.0/10$ in the Employee Engagement Survey.



Establish a global measurement of the Internal Promotion Share (vs. External Hires) and a corresponding target with the aim of increasing it over time.



Each hotel achieves an average of ≥ 1.5 training hours per team member per month.

Wellbeing & Safety at Work



We foster a safe and welcoming work environment that prioritizes physical health and mental wellbeing, creating a sense of joy and genuine belonging.

OUR OBJECTIVES



We foster a healthy and supportive work environment across all hotels. Each hotel achieves a Health & Wellbeing score of ≥ 8.0 in the Employee Engagement Survey.



Establish a global measurement of days lost to work-related injuries and a corresponding target with the aim of reducing them over time.



Establish a global measurement of voluntary turnover and a corresponding target with the aim of reducing it over time.

Encourage Responsible Consumption



Carbon Mitigation & Energy Efficiency



We strive to reduce our energy consumption and overall carbon emissions through strengthened data collection, data-driven insights, and the implementation of targeted measures.

OUR OBJECTIVES



Develop science-based carbon emission reduction targets for Oetker Hotels globally.



Each hotel conducts a GHG Scope 3 emissions assessment.



Achieve a $\geq 70\%$ share of renewable energy across the portfolio.

Water & Waste Stewardship



We strive to minimize water consumption and waste generation through improved monitoring, targeted actions, and a focus on food waste reduction.

OUR OBJECTIVES



Reduce global water consumption by 10% per room night from a 2025 baseline.



Each hotel measures all major waste streams and establishes waste reduction targets.



Each hotel implements comprehensive measures to monitor and limit food waste.

Responsible Procurement & Food Sourcing



We promote sustainable and ethical practices across our supply chain, with a focus on regional producers and responsible food sourcing.

OUR OBJECTIVES



Restructure and extend the supplier assessment process and integrate digital tools that support sustainability-aligned decision-making.



All meat, poultry and dairy food items are sourced locally or certified as sustainably produced.



All eggs are sourced cage-free, and all coffee, cacao, and seafood are certified as sustainably produced.



All guest amenities, paper, and cleaning items are certified as sustainably produced or locally sourced, made from low-impact materials.

Engage with our Communities



Local Culture & Heritage



We strengthen culture and heritage through collaborative partnerships with local organizations and artisans, ensuring the continuity of regional traditions and craftsmanship.

OUR OBJECTIVES



Each hotel features a comprehensive program that showcases locally produced cultural items, such as artwork, crafts, books, or music, within guest areas.



Each hotel collaborates with local partners and artisans to offer a comprehensive program of guest- or community-facing cultural experiences.

Biodiversity



We support and strive to enhance local wildlife and natural environments by working with partners to build awareness and engage in conservation initiatives.

OUR OBJECTIVES



Each hotel engages in at least one signature conservation or nature-enhancing partnership that actively involves guests or is highly visible to them.

Guests & Community Engagement



We engage with our guests, local communities, charities and networks to raise awareness and encourage participation in social and environmental projects.

OUR OBJECTIVES



Each hotel maintains at least one donation opportunity for guests to contribute to community or conservation projects.



Each hotel participates annually in at least three initiatives that actively engage and support the local community.

Ensure Good Governance



Sustainability Structures & Responsibilities



We create and maintain a governance structure for sustainability which encourages action, collaboration, accountability and impact.

OUR OBJECTIVES



Senior leaders actively demonstrate commitment to sustainability. Each hotel achieves an Employee Engagement Survey score of $\geq 8.2/10$ on the related question.



Each hotel defines and implements sustainability goals for all divisions, with progress tracked and reported at least annually.



Each hotel assigns the Sustainability Officer role as a primary function or formally incorporates it into corresponding job descriptions, reporting to the hotel's Managing Director.

Reporting, Frameworks & Compliance



We follow relevant frameworks to ensure compliance and apply reporting systems that bring transparency, structure, and credibility to our commitments while consistently measuring our performance.

OUR OBJECTIVES



Each hotel obtains a third-party sustainability certification or label from a recognized body.



Expand existing frameworks and mechanisms to systematically address human rights risks and prevent human trafficking across our operations and supply chains.

Communicating Impact



We showcase our sustainability activities through internal and external channels to raise awareness among team members, guests, business partners and local communities.

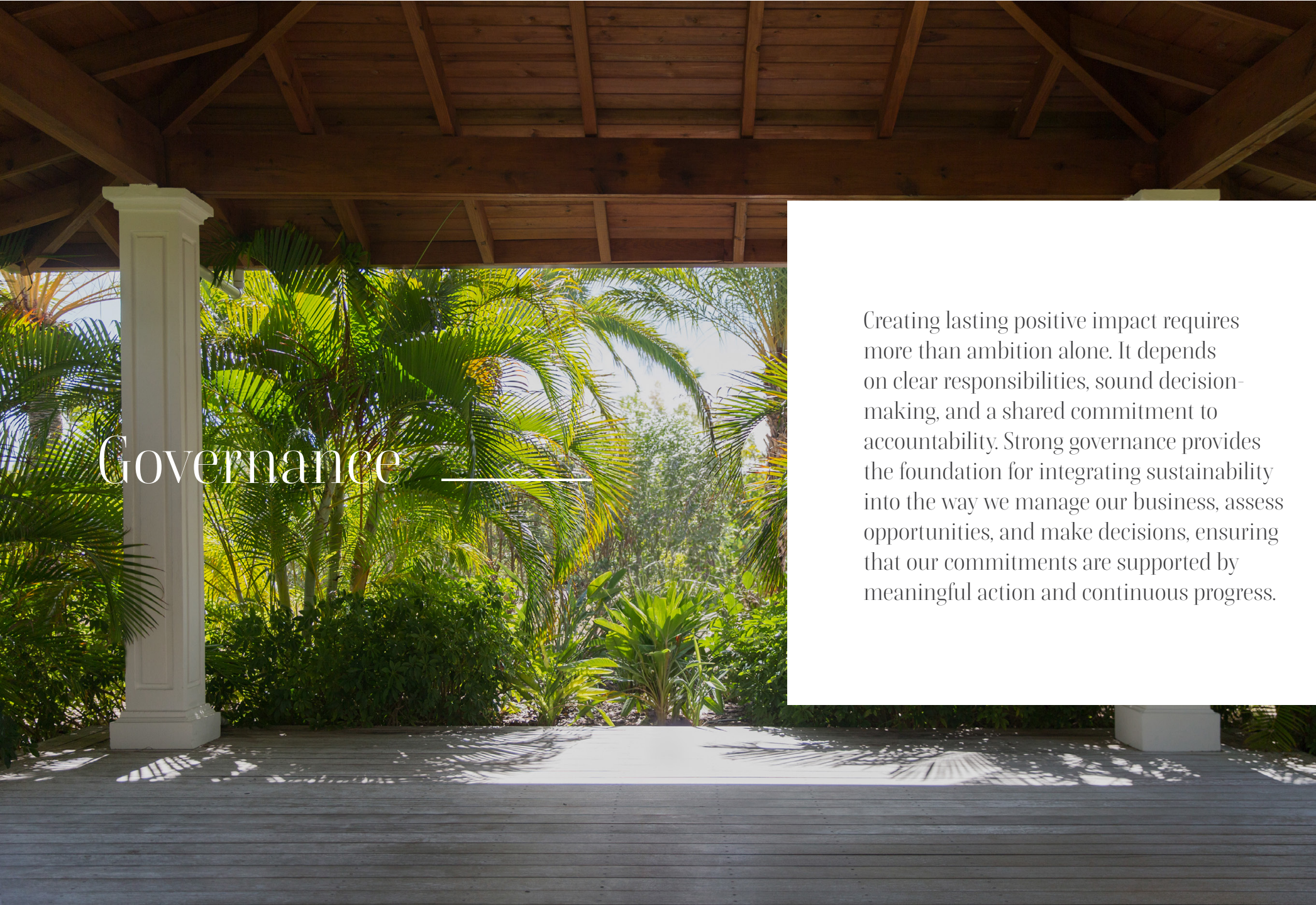
OUR OBJECTIVES



Team Members feel well informed about the company's sustainability initiatives. Each hotel achieves an Employee Engagement Survey score of $\geq 8.2/10$ on the related question.



Guests positively recognize the hotel's sustainability efforts. Each hotel achieves a Guest Satisfaction Survey score of $\geq 9.4/10$ on the related question.



Governance

Creating lasting positive impact requires more than ambition alone. It depends on clear responsibilities, sound decision-making, and a shared commitment to accountability. Strong governance provides the foundation for integrating sustainability into the way we manage our business, assess opportunities, and make decisions, ensuring that our commitments are supported by meaningful action and continuous progress.

United Nations Global Compact —

By aligning our Sustainability Commitments, Focus Topics and Objectives with the UNGC, we embed the principles of the UN Sustainable Development Goals (SDGs) into the fabric of our operations, ensuring that our actions contribute to global priorities while driving meaningful impact at every destination we serve. We annually report on the progress of our objectives through the United Nations Global Compact's Communication on Progress, reinforcing our dedication to transparency and accountability.

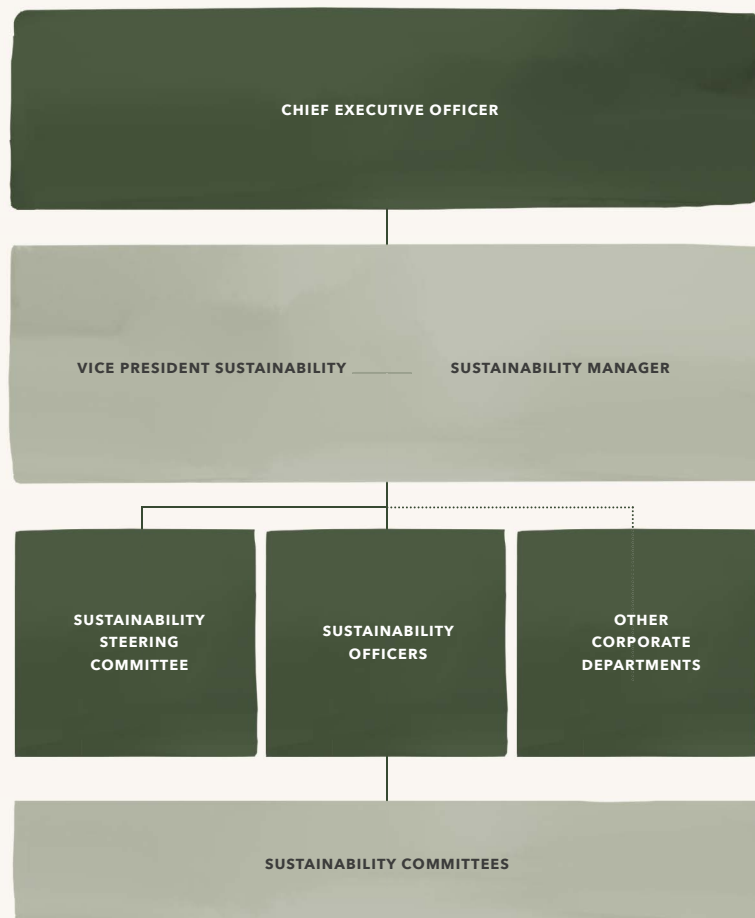
Our Annual Sustainability Reports and Communication on Progress can be accessed via this QR-Code:



WE SUPPORT



Governance Structure



The **Chief Executive Officer** is the overall project sponsor of the company's sustainability efforts and represents this topic among the highest governance body, the Executive Committee.

The **Vice President Sustainability** develops and leads the environmental, social and governance strategy of the company, representing the topic within the Senior Leadership Team with the support of the corporate **Sustainability Manager**. Together, they are driving the implementation of sustainability practices within the hotels and the corporate office whilst guiding other departments to contribute to the group's sustainability targets. The Vice President heads the global Sustainability Steering Committee and leads the Sustainability Officer at each hotel to drive progress and ensure compliance at property level.

The **Global Sustainability Steering Committee** comprises of each property level Sustainability Officer and the corporate Sustainability team. The committee meets regularly to exchange best practices, review global policy and create alignment across the group.

Each hotel has assigned a **Sustainability Officer**, who is responsible for the implementation of the sustainability strategy at property level and the hotel's own sustainability roadmap. This person also ensures the involvement of other key hotel departments to drive sustainability progress.

Some hotels feature additional **Sustainability Committees** with representatives from all departments to ensure alignment and use the cross-functional expertise to create wider impact.

Various **other departments** are directly involved in the execution of the sustainability strategy, such as People & Culture, Finance, Procurement, Communications and Marketing. They work closely with the Vice President Sustainability and the Sustainability Officers.

About Oetker Hotels —

Oetker Hotels has put down roots in the most sought-after destinations around the world, bringing with it that iconic all-encompassing sense of elegance, refinement and hospitality. Hotels that are grand and glamorous, yet also grounded and genuine, where the family spirit that has witnessed generations adhering to the highest level of hotel-keeping feels as relevant today.



10

PROPERTIES



837

ROOMS & SUITES



292

VILLAS & RESIDENCES



3395

EMPLOYEES

BRAND

Oetker Hotels

MANAGEMENT

Oetker Hotel Holding Company GmbH (OHHC)

MANAGEMENT HEADQUARTERS

Bielefeld, Germany

WEBSITE

oetkerhotels.com

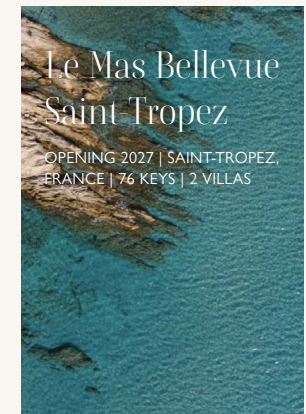
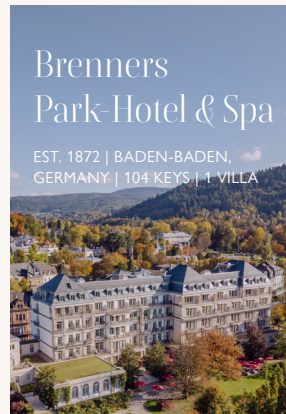
OWNERSHIP

Hotel Le Bristol, Château St. Martin & Spa, and Oetker Hotel Holding Company GmbH, including a affiliated international entities, are directly or indirectly owned by Oetker Collection KG, registered in Bielefeld, Germany. Consolidated annual group turnover of approx. 2.5 billion euros and more than 8,400 employees.

Numbers only include businesses and units which were operational in 2025.

OETKER HOTELS
Masterpiece Collection

Our hotels —



OETKER HOTELS PORTFOLIO AS OF 2026

**As part of additional villa and residence rental programs.*

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Oetker Hotel Holding Company GmbH

Gehrenberg 2, 33602 Bielefeld, Germany

Managing Directors: Dr. Timo Grünert | Jens Hackebeil

Commercial Register: Amtsgericht Bielefeld HRB 44122

Sustainability Contact: Paul von Schnurbein

sustainability@oetkerhotels.com

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