



# QUELLENHOF SEE LODGE

## Our mission statement

for responsible and sustainable corporate governance

Our mission statement is both the cornerstone of our philosophy and the expression of our commitment to a sustainable and responsible way of managing our company. At Quellenhof See Lodge in St. Martin im Passeiertal (South Tyrol), we are all committed to preserving nature, supporting our community and building relationships based on mutual respect with both our staff and our guests. We strongly believe that business success and sustainability can and should go hand in hand to benefit our society and the environment in equal measure.





## Index

Management and communication	3
Renewable energy sources and energy efficiency	6
Water and energy efficiency in the hotel industry	7
Resource efficiency and waste management	9
Cultural appreciation and respect	12
Cultural events and activities	14
Regional cuisine and farming	16
Sustainable travel and transportation	18
Staff development and well-being	20
Guest experience and customer satisfaction	22
Social responsibility	24
Economic responsibility	26
Conclusion	28



## Management and communication

Here in the heart of the beautiful, green Passeier Valley, we know the importance of comprehensive sustainability. In this respect, management and communication are central pillars that both reflect our core values and guide us in shaping our future responsibly. Open exchange with all stakeholders is pivotal: our employees, guests and suppliers are all involved and contribute to our efforts for sustainable development.

We consider education to be a fundamental human right and a linchpin of progress. Knowledge is the key to innovation, which is why we support learning and provide training opportunities for both our staff and the local community. As we believe that fair working conditions and economic growth go hand in hand, we offer more than just employment – we create an inspiring work environment where our employees feel valued and have room for growth. As part of our company culture, we promote fair working conditions, equal opportunities and social responsibility.

Curbing inequality is among the goals we actively pursue. We are committed to inclusive business practices and make every effort to promote equitable distribution of resources and opportunities, both at a company and a society level.

Climate protection is a pressing challenge that we consciously strive to address by adopting measures to reduce our ecological footprint, as well as by investing in research and innovation for more eco-friendly technologies.

Our mission reaches beyond preserving the natural landscape of the Passeier Valley to include all-round sustainable development that finds expression in governance, communication, education, fair labour practices, furtherance of equality and climate protection. We strive for positive change – not just for our resort, but also for society as a whole and for our environment.

### Priority focus:

- Sustainability-focused management and communication
- Education and training opportunities
- Decent work and social responsibility
- Reduction of inequality
- Climate protection and environmental sustainability



### Specific goals:

- Sustainability-focused management and communication:
  - Integrating sustainability practices into corporate governance and communication strategies
  - Promoting sustainable development through exchange and cooperation with stakeholders
  
- Education and training opportunities:
  - Providing better training and learning opportunities for our staff and the local community
  - Creating a better-informed community to promote innovative solutions
  
- Decent work and social responsibility:
  - Ensuring fair work conditions and equal opportunities for all employees
  - Actively taking social responsibility within our community
  
- Reduction of inequality:
  - Promoting inclusive business practices
  - Working towards equal distribution of resources and opportunities
  
- Climate protection and environmental sustainability:
  - Reducing our ecological footprint
  - Investing in eco-friendly technology and innovation

### Measures:

- Sustainability-focused management and communication:
  - Implementing sustainability goals according to guidelines
  - Creating exchange platforms to promote dialogue among stakeholders
  
- Education and training opportunities:
  - Offering training opportunities for staff and the local community
  - Supporting training initiatives and educational projects
  
- Decent work and social responsibility:



- Monitoring and improving working conditions
- Participating in local social projects
  
- Reduction in inequality:
  - Promoting inclusive business practices, e.g. through diversity recruiting
  - Supporting the equitable distribution of resources and opportunities in the local community
  
- Climate protection and environmental sustainability:
  - Implementing measures for emission reduction
  - Investing in research and development of eco-friendly technologies

Who is responsible:

- Hotel management
- HR department



## Renewable energy sources and energy efficiency

As part of our conscious effort to use resources responsibly, we rely on renewable energy to reduce consumption of fossil fuels and minimise carbon emissions. We have invested in photovoltaics and solar energy to meet part of our energy demands, and our own hydroelectric power plant uses water, a clean and renewable source, to supply low-cost electricity now and for many generations to come. We also have a CHP plant that converts energy sources such as gas, oil or wood into green electricity and heat, with an output of about 120 KW per hour – enough to cover the yearly electricity consumption of about 40 four-person households.

Additionally, our buildings and facilities are optimised for maximum energy efficiency, so as to further mitigate our ecological footprint.

### Priority focus:

- Renewable energy sources and energy efficiency

### Specific goals:

- Reducing energy consumption and carbon emissions
- Maximising the quota of renewable sources in our energy mix

### Measures:

- Increase in solar and photovoltaic energy production
- Production of sustainable energy through efficient use of our privately-owned hydroelectric power plant
- Further optimisation of our CHP power plant for increased green energy production
- Continuous monitoring and improvement of energy efficiency in all our building and facilities

### Who is responsible:

- Hotel management
- Technical division (for installation and maintenance of energy production facilities).



## Water and energy efficiency in the hotel industry

We set great store by using water and energy as efficiently as possible – not only as a means to cut costs, but also and more importantly as a way to do our part for environmental protection. We have taken various measures to minimise water consumption, including the adoption of advanced water-saving technologies that ensure water is only used where really necessary, without compromising on comfort.

Another measure we have implemented is rainwater collection. We use the rainwater to irrigate our outdoor areas and keep our greenery in perfect condition while also saving precious drinking water.

As for energy efficiency, we opted for cutting-edge lighting systems that create a pleasant atmosphere using far less energy compared with conventional lighting. As a result, we managed to both reduce our energy costs and abate greenhouse gas emissions.

Thanks to our smart energy-saving air conditioning system, the temperature in the guestrooms and public areas always ensures comfort while minimising energy consumption.

### Priority focus:

- Efficient use of water resources
- Energy efficiency and reduction of greenhouse gases

### Specific goals:

- Efficient use of water resources:
  - Minimising water consumption throughout the hotel
  - Using advanced water-saving technologies for optimised consumption.
- Energy efficiency and reduction of greenhouse gases:
  - Cutting energy consumption and emissions throughout the hotel
  - Saving energy through cutting-edge lighting and air-conditioning systems



#### Measures:

- Efficient use of water resources:
  - Adopting advanced water-saving technologies (e.g. low-flow taps)
  - Using rainwater for watering green areas
  - Regular monitoring and optimisation of water consumption
  
- Energy efficiency and reduction of greenhouse gases
  - Using energy-efficient lighting systems that also create a pleasant atmosphere
  - Using smart air-conditioning systems to optimise energy consumption

#### Who is responsible:

- Hotel management
- Technical division (for installation and maintenance of water-saving systems).





## Resource efficiency and waste management

A conscious approach to resource efficiency and responsible waste management is a core tenet of our philosophy. This is why we put great care into managing and disposing of waste in a sustainable way.

We have set up an efficient system for proper waste separation, which is an essential condition for successful recycling. Our suppliers also share our commitment: by using return systems that minimise waste from single-use packaging, they ensure that the packaging is either reused or disposed of in an environmentally friendly way.

Avoiding unnecessary individual packaging is central to our efforts for sustainability. This concerns both our own product packaging and the pre-portioned, individually packaged goods used throughout the hotel. This is why we opt for soap dispensers rather than single-use toiletries, and prefer to buy products in bulk containers so as to reduce packaging waste.

Resource efficiency is our watchword beyond the scope of our products and services, and extends to our administrative activities as well. We prefer to send our offers, booking confirmations and invoices online, and we minimise paper waste by printing on both sides and using scrap paper. Additionally, we make important print materials such as price lists, brochures and menus available online to make them more accessible and save paper.

Commitment to responsible waste management and resource efficiency is deeply embedded in our culture. We pride ourselves on offering guests an experience that is not only pleasant, but also sustainable and respectful of our environment.

### Priority focus:

- Efficient waste separation and recycling
- Avoidance of unnecessary individual packaging
- Resource-efficient administrative processes



### Specific goals:

- Efficient waste separation and recycling:
  - Establishing an effective waste separation system
  - Promoting reusable materials with our suppliers
  - Actively implementing sustainable practices for reusing or ecologically disposing of packaging
  
- Avoidance of unnecessary individual packaging:
  - Reducing the number of individually-packaged products offered to guests throughout the hotel
  - Providing soap dispensers rather than single-use toiletries
  - Opting for bulk containers and packaging
  
- Resource-efficient administrative processes:
  - Making offers, booking confirmations and invoices available in digital format on request
  - Double-sided printing and scrap paper to minimise paper waste
  - Important print materials available in digital format

### Measures:

- Efficient waste separation and recycling:
  - Training staff in efficient waste separation
  - Making a concerted effort with suppliers to promote reusable solutions
  - Implementing a return-or-recycle policy for packaging
  
- Avoidance of unnecessary individual packaging:
  - Checking our own products and the products offered throughout the hotel to identify any individual packaging
  - Switching to soap dispensers and large containers
  - Raising guest awareness regarding our measures for packaging reduction



- Resource-efficient administrative processes:
  - Actively promoting online communication for sending offers, confirmations and invoices
  - Opting for double-side printing and scrap paper for administrative activities
  - Publishing digital versions of important print materials on our website

Who is responsible:

- Hotel management
- Purchasing division
- Kitchen and restaurant management
- Marketing division



## Cultural appreciation and respect

We understand that local culture and traditions are important staples of the Passeier Valley's identity and character. As a company, we strive to promote local culture while also supporting cultural diversity. We give our guests the opportunity to explore the local culture, whether through culinary creations, cultural events or ad hoc workshops. At the same time, we also promote cultural exchange between our staff members and the local community to ensure harmonious coexistence based on mutual respect.

### Priority focus:

- Cultural awareness and integration
- Guest experience and cultural involvement
- Staff engagement and integration in the local community

### Specific goals:

- Cultural awareness and integration:
  - Raising awareness of local culture and traditions within our company
  - Creating a culturally respectful company culture
- Guest experience and cultural involvement:
  - Enhancing guest experience through authentic cultural activities
  - Boosting guest satisfaction by offering opportunities to engage with the local culture
- Staff engagement and integration in the local community:
  - Promoting cultural exchange between our staff and the local community
  - Facilitating a harmonious relationship between our staff and the local community



#### Measures:

- Cultural awareness and integration:
  - Training and workshops to acquaint the staff with local culture and traditions
  - Integration of cultural aspects in our company communication
  
- Guest experience and cultural involvement:
  - Cultural events and workshops for guests
  - Information on cultural sights and activities in the area
  
- Staff engagement and integration in the local community:
  - Encouraging staff participation in local community projects
  - Creating an exchange platform to bring together staff and the local community

#### Who is responsible:

- Hotel management
- HR division
- Marketing division



## Cultural events and activities

We are proud to uphold and celebrate our local culture. We do so by organising festivals and cultural events at our resort where we host local artists and exhibitors on a regular basis, as well as by increasingly promoting local craftsmanship. Blended together, these two things create a unique atmosphere that offers guests an unforgettable experience while also supporting the local economy and traditions.

We regularly organise concerts – always much appreciated by guests – which offer local musicians and bands the opportunity to showcase their talent and the musical diversity of the Passeier Valley. This helps to nurture the local music scene while familiarising our guests with it.

Our resort is also cherished by our valued fellow South Tyroleans as a venue for celebrating events such as weddings, confirmations, first communions, birthday parties and more. The breathtaking atmosphere and first-class service and facilities at Quellenhof, deeply rooted in the local culture, offer the perfect stage for unforgettable moments.

All these events and activities are designed not only to enhance our guests' experience, but also to reinforce the sense of identity and local pride in our community. In partnering with local artists and artisans and allowing them to display their work at our resort, we have found a sustainable way to promote the culture and tradition of the Passeier Valley. We believe that this will contribute to offering guests an even more authentic and enriching holiday, while also bringing benefits to the local community.

### Priority focus:

- Promotion of local culture and craftsmanship
- Local music scene and musical diversity
- Venue for special events and occasions

### Specific goals:

- Promotion of local culture and craftsmanship:



- Supporting and showcasing local exhibitors, artists and artisans
- Connecting cultural events and local craftsmanship
  
- Local music scene and musical diversity:
  - Promoting the local music scene by organising concerts at the resort on a regular basis
  - Creating an opportunity for cultural exchange between guests and local musicians
  
- Venue for special events and occasions:
  - Providing both locals and guests with a high-class venue for special occasions and events
  - Stressing the connection between the events and the Passeier Valley cultural landscape

#### Measures:

- Promotion of local culture and craftsmanship:
  - Cultural events and festivals featuring local artists and exhibitors organised on a regular basis
  - Creating a platform to showcase and sell local handicrafts
  
- Local music scene and musical diversity:
  - Concerts featuring local musicians and bands
  - Supporting the local music scene through advertising and networking opportunities
  
- Venue for special events and occasions:
  - Providing first-class facilities and services for special occasions
  - Integrating local culture and traditions into the event planning

#### Who is responsible:

- Hotel management
- Marketing division
- Event planners



## Regional cuisine and farming

As a South Tyrolean hotel, we make a point of upholding our region's rich culinary tradition by using locally-sourced products and ingredients. We work closely with local farmers and suppliers to source fresh, high-quality foodstuffs. This has the twofold benefit of supporting our regional farming sector while also reducing our carbon footprint through shorter delivery routes. Our guests can fully enjoy the authentic culinary experience knowing they are directly contributing to supporting our local economy.

### Priority focus:

- Use of locally-sourced products and ingredients
- Collaboration with local farmers and suppliers
- Supporting regional farming and reducing our carbon footprint

### Specific goals:

- Use of locally-sourced products and ingredients
  - Integrating locally-sourced foods into the resort's culinary offer
  - Offering guests authentic regional dishes
- Collaboration with local farmers and suppliers:
  - Building strong business relationships with local farmers and suppliers
  - Sourcing fresh, high-quality foodstuffs from the area
- Supporting regional farming and reducing our carbon footprint :
  - Sustaining the local economy and agricultural sector by buying regional products
  - Reducing our carbon footprint through shorter delivery routes

### Measures:

- Use of locally-sourced products and ingredients:
  - Identifying regional foodstuffs to integrate into our menu
  - Training our kitchen brigade in the preparation of authentic regional dishes
- Collaboration with local farmers and suppliers





- Establishing partnerships with local farmers and suppliers
- Defining clear terms for our supply contracts
  
- Supporting regional farming and reducing our carbon footprint:
  - Actively supporting the local economy and agricultural sector by buying regional products
  - Implementing sustainable procurement strategies with a focus on short delivery routes

Who is responsible:

- Hotel management
- Chef de cuisine and kitchen brigade



## Sustainable travel and transportation

One of the most future-oriented ways in which we make our business sustainable is by promoting the use of electric vehicles. We are proud to have taken a significant step towards eco-friendly transportation through innovative measures designed to make our guests' travel experience as sustainable as possible.

The Quellenhof fleet already consists mostly of electric cars and shuttles, which are recharged directly on the premises. These quiet, emission-free vehicles perfectly reflect our resolute commitment to reducing the environmental impact of our business activities. This is our contribution to keeping the air clean in our beautiful region.

We support our guests' eco-friendly travel choices by making charging stations available on the premises, which allow them to explore the wonderful landscapes and sights of the Passeier Valley in an eco-friendly way throughout their stay.

As part of our commitment to responsible, sustainable travel, we also offer an electric bike hire service. Our goal is not only to provide an unforgettable holiday experience, but also to encourage guests to adopt an environmentally conscious approach to travel. Combining outdoor activities with the use of electric vehicles is a perfect way to explore the Passeier Valley and its many attractions while contributing to the preservation of our environment.

### Priority focus:

- Promotion of electric transportation
- Charging stations for electric vehicles
- Electric-bike hire and eco-friendly transport

### Specific goals:

- Promotion of electric transportation:
  - Increasing the share of electric vehicles within the hotel's fleet
  - Reducing our environmental impact by relying on emission-free transport
- Charging stations for electric vehicles
  - Supporting guests' eco-friendly travel choice by providing charging stations on the premises
  - Encouraging the use of electric vehicles during their stay



- Electric-bike hire and eco-friendly transport
  - Offering electric bikes for hire to guests wishing to explore the area in an eco-friendly way
  - Promoting environmentally conscious travel

#### Measures:

- Promotion of electric transportation:
  - Increasing the share of electric vehicles in our fleet
  - Raising awareness among guests and staff about the advantages and environmental benefits of electric transport
- Charging stations for electric vehicles:
  - Installing charging stations for electric vehicles on the premises
  - Providing guests with information and directions for using the charging stations
- Electric-bike hire and eco-friendly transport:
  - Introducing an electric-bike hire service for guests
  - Providing maps and itineraries for eco-friendly exploration

#### Who is responsible:

- Hotel management
- Reception
- Marketing division



## Staff development and well-being

Our employees are the key to our success. In recognition of their vital role, we endeavour to provide a safe, inclusive work environment based on appreciation, fair treatment and equal opportunities. We support the personal and professional development of our employees through regular training and specialisation opportunities, and encourage them to contribute their ideas and visions.

We set great store by promoting health and well-being in the workplace, and promote a good work-life balance. Additionally, we support local employment by prioritising local people when hiring, as well as involving local suppliers and service providers.

### Priority focus:

- Workplace safety and inclusion
- Personal and professional development
- Health, well-being and work-life balance
- Supporting local employment

### Specific goals:

- Workplace safety and inclusion:
  - Creating a work environment that promotes appreciation, fairness and equal opportunities
- Personal and professional development:
  - Offering staff regular training and growth opportunities
  - Encouraging employees to contribute their ideas and visions
- Health, well-being and work-life balance:
  - Focusing on employees' health and well-being
  - Promoting healthy work-life balance.
- Supporting local employment :
  - Prioritising local people when hiring
  - Involving local suppliers and service providers



#### Measures:

- Workplace safety and inclusion:
  - Implementing equality measures and anti-discrimination policies
  
- Personal and professional development:
  - Organising regular training and professional development courses
  - Establishing specific programmes to promote innovation and new ideas
  
- Health, well-being and work-life balance:
  - Promoting employees' health and well-being by offering access to dedicated services (e.g. Quellenhof Medical Center, spa & beauty area, use of all in-house wellness, sports and leisure facilities)
  - Adopting flexible working arrangements to promote a healthy work-life balance.
  
- Supporting local employment:
  - Giving priority to local workforce when hiring
  - Actively looking for local suppliers and service providers and integrating them into our business operations

#### Who is responsible:

- Hotel management
- HR division
- Heads of division



## Guest experience and customer satisfaction

Our guests are the central focus of our efforts. We aim to make their holiday experience unforgettable by offering them authentic hospitality, outstanding service and a warm, welcoming atmosphere. We pay attention to their requests and concerns, and fine-tune our services continuously on the basis of their feedback.

We do all this without ever losing sight of our sustainability goals, and make every effort to ensure that their experience is as responsible and environmentally-conscious as it is enjoyable.

As a resort set in the heart of a beautiful natural landscape, we take it upon ourselves to act as ambassadors for sustainable tourism. This is why we encourage guests not only to explore our surroundings, but more importantly to appreciate and protect our natural environment. By offering them guided nature hikes and other eco-friendly activities, we aim to set an example for responsible tourism, raising awareness of the importance of preserving nature.

### Priority focus:

- Unforgettable experiences and warm hospitality
- Continuous feedback-based improvement
- Sustainability and awareness
- Nature conservation and responsible tourism

### Specific goals:

- Unforgettable experiences and warm hospitality:
  - Providing heartfelt hospitality and outstanding services
  - Welcoming guests into a warm atmosphere
- Continuous feedback-based improvement:
  - Recording and analysing guests' requests, concerns and feedback
  - Taking measures to improve guest experience based on feedback
- Sustainability and awareness:
  - Integrating sustainability goals into the guest experience
  - Promoting a conscious and responsible way of holidaying



- Nature conservation and responsible tourism:
  - Offering guided outdoor experiences in natural surroundings
  - Offering eco-friendly activities to reinforce guests' awareness of the importance of nature conservation

#### Measures:

- Unforgettable experiences and warm hospitality:
  - Training staff in conveying authentic hospitality and delivering outstanding service
  - Creating a warm, welcoming atmosphere to be enjoyed throughout the hotel
- Continuous feedback-based improvement:
  - Establishing a guest-feedback system
  - Monitoring and implementing measures for improvement on a regular basis
- Sustainability and awareness:
  - Integrating information about sustainability in communication with guests
  - Promoting awareness and offering eco-friendly options throughout their stay
- Nature conservation and responsible tourism:
  - Organising outdoor experiences with expert guides
  - Offering eco-friendly activities and information about the local natural environment

#### Who is responsible:

- Hotel management
- Marketing division
- Reception



## Social responsibility

At Quellenhof See Lodge, we see social commitment as an integral part of our path towards sustainable development. Our responsibility extends beyond a mere host-guest relationship. We consider the people and municipalities in the Passeier Valley to be our partners in our pursuit of social change and sustainability. We work together to identify any opportunities for mutual support, whether through promoting local products and handicrafts, creating employment or participating in projects of social significance.

By setting an example, we wish to inspire both our guests and other companies in our area. Our commitment to gender equality, decent work, economic growth, fairness and strong institutions not only reflects our ethical orientation, it also contributes to creating a healthier, stronger society.

Social responsibility is our duty, as is doing our best for the good of our community and society. By joining forces, we can create a better, more sustainable future for the whole Passeier Valley and its people.

### Priority focus:

- Partnership with local municipalities and communities
- Being a role model for sustainability in our region

### Specific goals:

- Partnership with local municipalities and communities:
  - Creating partnerships with the communities and municipalities in the Passeier Valley
  - Identifying opportunities for shared projects that will strengthen our society
- Being a role model for sustainability in our region:
  - Promoting gender equality, decent work, economic growth and fairness
  - Inspiring other local businesses and companies to join forces for sustainability





#### Measures:

- Partnership with local municipalities and communities:
  - Regular meetings and exchange with local municipalities and communities
  - Identifying opportunities for shared projects that will strengthen our society
  - Promoting local products and handicrafts on Lodge premises
  
- Being a role model for sustainability in our region:
  - Enforcing measures for gender equality and fair work conditions in our company
  - Communicating with the public about sustainability practices as a means to inspire other businesses

#### Who is responsible:

- Hotel management
- Marketing division
- Reception
- HR division



## Economic responsibility

Economic stability is foundational for our sustainable development in terms of qualitative as well as quantitative growth. We acknowledge the importance of responsible management practices and make it our duty to handle financial and economic data with proper care.

Our commitment to economic responsibility doesn't stop with meeting financial targets. Rather than mere profit, our ultimate goal is healthy, sustainable growth that caters to the needs and interests of all stakeholders, including our employees, the Passeier Valley community and the environment.

Collecting, analysing and managing financial and economic data is essential for our business. We do so with transparency and integrity, to ensure that our every operation is in line with our ethical principles and long-term goals. This gives us the necessary flexibility to respond to any changes and challenges that may arise, and to align our decisions accordingly.

From an economic perspective, promoting the local economy in the Passeier Valley is also part of our responsibilities. We see ourselves not only as part of the local economy, but as actors playing an active role in securing its prosperity and further development. This is why we support local companies and suppliers, so as to create more value and create employment in our area.

Integrity, responsibility and sustainable growth are the core values upon which Quellenhof See Lodge is built. We are proud to honour our economic responsibility in meeting the challenges and expectations of the market and our stakeholders.

### Priority focus:

- Sustainable economic growth
- Support for the local economy in the Passeier Valley
- Transparency, integrity and agility in financial management

### Specific goals:

- Sustainable economic growth:
  - Ensuring healthy, sustainable growth that accommodates the needs of all stakeholders
  - Implementing our economic strategies in line with our ethical principles and long-term goals



- Support for the local economy in the Passeier Valley:
  - Promoting local businesses and suppliers with a view to creating more value and strengthening employment locally
  - Establishing partnerships with the local economic actors for the prosperity and further development of the Passeier Valley area
  
- Transparency, integrity and agility in financial management:
  - Collecting, analysing and managing financial and economic data according to the principles of integrity and transparency
  - Responding with agility to changes and challenges so as to align decision-making to our long-term goals

#### Measures:

- Sustainable economic growth:
  - Developing a sustainable long-term growth strategy taking into account all stakeholders' interests
  - Intergrating our ethical framework in our economic decision-making
  
- Support for the local economy in the Passeier Valley:
  - Actively cooperating with local businesses and suppliers
  - Promoting job security and creating value in our region through targeted partnerships
  
- Transparency, integrity and agility in financial management:
  - Introducing transparent processes for the collection and analysis of financial and economic data
  - Offering staff continuous training in ethical business practices and market agility

#### Who is responsible:

- Hotel management
- Finance division



## Conclusion

This mission statement for sustainable and responsible corporate governance is not a mere document – it is the blueprint of our company DNA. It's a dynamic process that challenges us to constantly grow, learn and evolve, bearing in mind that sustainability is not just a buzzword, but a collective commitment that we are all expected to honour.

At Quellenhof See Lodge, we make it our duty to ensure that our efforts bring tangible benefits for the whole Passeier Valley with its rich local heritage, our dedicated staff and our valued guests, as well as society as a whole. Together we are the architects of our future – one shaped by sustainability and responsibility.

In the long term, our ultimate goal is to not only make our mark as industry leaders in the field of sustainable and responsible business, but also to inspire our guests to espouse these values themselves. By setting an example, we aspire to trigger positive change in the tourism industry and beyond, bringing sustainability and responsibility to the forefront.

This mission statement embodies our solid commitment to embed sustainability and responsibility into our business. We firmly believe that by doing so we can create a sustainable future, bringing about long-term enrichment for both our natural and social surroundings. In our view, no company is an island – businesses are also accountable to the people and the environment with which they come into contact.

While we are proud of our achievements so far, we are aware that much remains to be done. By continuing to adapt and develop in a conscious, controlled way, we will be able to fulfil our commitments and improve constantly. We are ready to embark on this journey together with our community, partners and guests, to create a sustainable future in the best interest of everyone involved – today and for future generations.