

## ENVIRONMENT AND SUSTAINABILITY CONCEPT

### WHO WE ARE & WHAT WE DO

With a total of around 2.500 m<sup>2</sup>, Palais Events has the second largest, historically valuable event space in Vienna and has been part of the Österreichische Verkehrsbüro Group since 2011.

At Palais Ferstel, Café Central, Palais Daun-Kinsky and Wiener Börsensäule we welcome around a half million guests to about 300 events a year with a team of 100 employees. The historic Café Central with around 180 seats is one of the most important Viennese coffee houses and has been intangible World Heritage Site by UNESCO since 2011. Our in-house patisserie is one of the best in town. For events of all kinds and enjoyable coffee house visits – we are committed to the highest standards.

We are not only committed to the highest standards, but also to our guest, employees and our environment. That is why we decided in 2021 to make the subject of “environment and sustainability” to a top priority and we plan to do the following:

### WHAT ARE THE NEEDS OF OUR EMPLOYEES?

Our employees are the most important resource in our company and, as excellent hosts in a special setting, they make a major contribution to our success. Palais Events/Café Central employs around 100 people from 22 nations all year round and attaches great importance to high-quality apprenticeship training and cross-departmental cooperation. In addition, we promote measures such as education leave/part-time training, paternity leave and part-time retirement.

**Objective I:** *We want to continue to be a reliable and social employer who adapts to the special needs of our employees to enable a balance between family and work and to maintain a long-term cooperation with our employees.*

**Palais Ferstel / Café Central / Palais Daun-Kinsky / Börsensäule Wien**

Palais Events Veranstaltungen GmbH Herrngasse 14, 1010 Wien | T. +43/1/533 37 63 | F. +43/1/533 37 63-38 | office@palaisevents.at | [palaisevents.at](http://palaisevents.at)  
FN 355 868 k, Firmenbuchgericht HG Wien, Sitz: Wien, UID: ATU 661 39 813 | Erste Group Bank AG, IBAN: AT64 2010 0600 1498 4400 BIC: GIBAATWG

## WHAT ARE THE NEEDS OF OUR GUESTS?

Our entire day-to-day work revolves around our guests and in order to make their stay with us as pleasant as possible, we spare no expense and effort. And further, the environment must not be neglected.

**Objective II:** *We want to better listen to our guests and filter out which new – plastic free – paths we can take together in order to be able to carry our more environmentally friendly events and to become a sustainable host in a special setting.*

## WHERE DO OUR INGREDIENTS COME FROM?

At Palais Events/Café Central we attach great importance to high-quality regional products. Good cooperation with our suppliers is very important to us and we want to pass this on to our employees. That is why we organize regular trips to our suppliers to see where our products come from, how they are grown and produced.

We always attempt to find out the needs of our guests to offer what is desired only in the required quantity. However, should it happen that we have produced too much food, we pass it on to our employees or donate to Caritas Vienna.

**Objective III:** *We want to exchange ideas with our suppliers even better in order to be able to offer our guests more regional and seasonal organic food.*

## WASTE PREVENTION/WASTE SEPARATION & WHERE DOES OUR WASTE GO?

The proportion of non-returnable containers compared to reusable containers is less than 5% for us. We are already well on the way to avoiding unnecessary waste. Now is the time to take further steps to optimize waste separation.

**Objective IV:** *We want to make waste separation as simple as possible and we are optimizing the system by introducing a color coding system with appropriate container labeling for our employees.*

**Palais Ferstel / Café Central / Palais Daun-Kinsky / Börsensäule Wien**

Palais Events Veranstaltungen GmbH Herrngasse 14, 1010 Wien | T. +43/1/533 37 63 | F. +43/1/533 37 63-38 | office@palaisevents.at | [palaisevents.at](http://palaisevents.at)  
FN 355 868 k, Firmenbuchgericht HG Wien, Sitz: Wien, UID: ATU 661 39 813 | Erste Group Bank AG, IBAN: AT64 2010 0600 1498 4400 BIC: GIBAATWG

**PAPERLESS OFFICE – WE GO DIGITAL**

Since 2019, all incoming invoices issued to Palais Events have been processed digitally using a document management system. We have thus taken an important step towards paperless work. With this measure we save the printing and storage of around 25,000 pages of invoices for around 3,000 invoices; that is around 35 linear meters of files per year. We have also been using a personnel software since 2019 that enables us to have digital personnel files for all employees and paperless applicant management.

**Objective V:** In the future, we want to further change our processes in the direction of paperless offices in order to save paper and printer cartridges.

**OUR GOALS AT A GLANCE**



***Palais Ferstel / Café Central / Palais Daun-Kinsky / Börsensäle Wien***

Palais Events Veranstaltungen GmbH Herrngasse 14, 1010 Wien | T. +43/1/533 37 63 | F. +43/1/533 37 63-38 | office@palaisevents.at | [palaisevents.at](http://palaisevents.at)  
FN 355 868 k, Firmenbuchgericht HG Wien, Sitz: Wien, UID: ATU 661 39 813 | Erste Group Bank AG, IBAN: AT64 2010 0600 1498 4400 BIC: GIBAATWG