

Tschuggen Hotel Group

AROSA ST. MORITZ ASCONA

Sustainability-management plan

Tschuggen Hotel Group – sustainable hotel experiences in the most beautiful places in Switzerland

For more than 40 years, the family-run Tschuggen Hotel Group has offered dynamic hospitality, award-winning cuisine, outstanding spa pleasure and breath-taking views. The four hotels are located in the most beautiful places in Switzerland. In addition to the five-star Tschuggen Grand Hotel Arosa, Carlton Hotel St. Moritz and Hotel Eden Roc Ascona, the Valsana Hotel Arosa (four-star hotel) is also part of the exquisite group.

The Tschuggen Hotel Group is the first Swiss premium hotel group to combine effective climate protection with the highest standards in the hotel industry. As a pioneer, it has been operating on a completely climate-neutral basis since 2019. Inspired by locations situated in impressive natural scenery, the group shares the conviction that climate change and the protection of the environment are the most important challenges of our society today. The CO₂ emissions of all the hotels have been significantly reduced thanks to sustainable construction activity, the optimised use of resources, local connections and the provision of appropriate training to and the raising of awareness of our employees and guests. Furthermore, unavoidable emissions are offset to finance renaturalisation and nature conservation projects in Switzerland and Rwanda.

As a passionate and innovative host with a clear understanding of its social and ecological responsibility, the Tschuggen Hotel Group knows how to delight its guests time and again. Giving time back its value happens by means of conscious enjoyment and experiences that are both surprising and unforgettable.

This is how the hotel's Moving Mountains concept came into being – a scientifically based, holistic hotel experience that unites the hospitality DNA of the Tschuggen Hotel Group and the contemporary needs of guests. The five pillars MOVE, PLAY, NOURISH, REST and GIVE facilitate complete relaxation and a lasting holiday experience. Guests are free to choose which pillars they would like to integrate into their holiday for the benefit of their personal well-being and set the priorities themselves.

The following four establishments are part of the Tschuggen Hotel Group, nestled in the intact environment of Switzerland's most beautiful holiday regions and with a close connection to the local population:

Tschuggen Grand Hotel, Arosa – 5-star Superior – 128 rooms and suites, 4 restaurants

Valsana Hotel, Arosa – 40 rooms and junior suites, 9 apartments, 1 restaurant

Carlton Hotel, St. Moritz – 60 junior suites and suites, 2 restaurants

Hotel Eden Roc, Ascona – 95 rooms and suites, 4 restaurants

In our existing hotels, we have made intensive efforts since 2013 to reduce the operational impact on the environment as much as possible and continue to do so.

When constructing the new Valsana Hotel buildings in 2017, we paid special attention to sustainable materials, products from Switzerland, and a forward-looking energy concept to ensure our guests can enjoy their stay with a clear conscience.

One highlight of this hotel is the fact that every bed has a 100% natural Elky Natur mattress (www.elky-natuerlich.at); these mattresses are now also being gradually introduced into all our other hotels.

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However, sustainability goes much further than this and is lived out and implemented by our employees in the Tschuggen Hotel Group every single day.

For us, ecologically sustainable business is a matter of course.

In choosing the Green Globe standard, we have opted to participate in a globally recognised certification programme. The Green Globe is awarded to companies in the tourism and events industries whose corporate approach targets the respectful and economical use of resources.

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VISION

We make time valuable again by offering intentional enjoyment combined with surprising and unforgettable experiences.

WHO

The family-run Tschuggen Group offers first-class hotel experiences. Each employee is a passionate host with an entrepreneurial spirit and a clear understanding of our social and ecological responsibility.

WHY

We honour our guests' quest for unusual experiences and uniquely special events that inspire and provide sophisticated surprises.

HOW

As hosts, we convey a discreet feeling of closeness: present, familiar and obliging. With the courage to innovate and guided by the highest quality standards, we create previously unseen and unexpected things that spark curiosity.

WHAT

In our hotels in the best locations we design magical and unforgettable experiences. We offer creatively designed rooms that make the journey worthwhile and stays in fascinating natural settings, enriched by intentionally sustainable enjoyment.

Corporate culture (basic internal code of conduct):

- **Passionate hosts**
We are welcoming hosts and ambassadors of our hotels.
- **Inspiring**
We consistently provide new and positive surprises.
- **Appreciative**
Our attentive presence allows us to get to know our guests and colleagues.
- **Responsible**
We act for the good of our company, our fellow human beings and the environment.
- **Committed**
We are committed without compromise in every detail.

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The Tschuggen Hotel Group – BECAUSE WE CARE!

In line with our beliefs, we support the social and ecological principles of the United Nations Global Compact.

Anti-corruption

We condemn corruption and do not participate in any form of dishonest practice.

Compliance with applicable laws

In everything we do, we operate in compliance with all applicable environmental, labour and anti-corruption laws.

Data security

We maintain an adequate security system for all personal data and business information held by us and guarantee that the same level of security is maintained by all partners who hold or process data on our behalf.

Environmental management

With our internal corporate environmental standards, we aim to minimise where possible any negative impact on the environment caused by our business activity.

Equal opportunities

Within our company, we provide equal opportunities and possibilities of development for all employees, irrespective of age, colour, race, sex, marital status, nationality, sexual orientation, or religion.

Freedom of association

We accept the right of our employees to join together on a voluntary basis in trade unions and interest groups and to act in compliance with legal standards.

Green Team

Led by our sustainability expert, the Tschuggen Hotel Group Green Team is made up of members from all the hotels. This is because we are convinced that progress consists of constant, mutual and honest consideration of the relevant issues and of sharing best practice.

Human dignity

We treat all our employees with respect and dignity and provide a working environment that is free from harassment, intimidation and bullying.

Management systems

We have a broad-based and recognised management system in order to facilitate continuous process optimisation and compliance with standards.

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Moral and ethical concerns

We offer our employees a formal reporting system for any concerns relating to corporate behaviour.

Occupational safety

We offer a safe and healthy working environment in all our hotels.

Purchasing

Sustainable purchasing and partnership-based cooperation with our suppliers are important to us. For this reason, in line with our corporate responsibility and purchasing guidelines, we expect our suppliers and business partners to share our beliefs and to observe them during production and delivery of any goods and services ordered by us.

Training opportunities

We provide a wide range of training opportunities in all our hotels. In addition to apprenticeships, there are also internship places for recognised hotel management schools.

Waste management

We are committed to minimizing the waste generated through our business activities, increasing the amount of recycling wherever possible, and disposing of any residual waste correctly.

Working conditions

We offer fair working conditions based on the prevailing laws and the "International Labour Organisation Core Conventions". This includes the aspects "Freely Chosen Employment" and "Child Labour Avoidance".

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Environmental standards

Principle 1 – Protecting the environment is a leadership task

The topic of environmental protection is an integral part of executive and management meetings in the Tschuggen Hotel Group.

Principle 2 – Informing employees and raising awareness among them

Within the operational domain, all employees are responsible for their own environmentally compatible behaviour and requested to play their part in implementing these environmental guidelines. Active employee participation forms the basis of achieving our goals, while at the same time providing significant innovative potential. Ideas management, targeted information and employee qualifications are used to promote environmental awareness in our company.

Individual objectives in the fields of energy, disposal and purchasing are recorded in the FM-002 process parameters document.

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Sustainability can be this charming

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One highlight of this hotel is the fact that every bed has a 100% natural Elky Natur mattress (www.elky-natuerlich.at); these mattresses are now also being gradually introduced into all our other hotels.

However, sustainability goes much further than this and is lived out and implemented by our employees in the Tschuggen Hotel Group every single day.

- **Waste water recovery and ventilation systems**

A large part of our thermal energy requirement is used for heating water. A further major proportion of our thermal energy requirement is used for the ventilation systems. This is why heat exchangers are being gradually added to the systems in our hotels in order to further reduce the energy consumption of our hotels.

- **General purchasing**

Our suppliers are from Switzerland where possible to avoid unnecessary transport distances.

- **Arosa water / Mineral water**

In the Twist and The Basement restaurants, we serve premium-quality Arosa water. We also fill this water into glass bottles for our guests, which means we do not have to purchase water separately. In all the other restaurants, we primarily try to recommend local mineral water to keep transport distances as short as possible. We use Valserwasser as our main mineral water partner as it is a local and climate-neutral mineral water from the region.

- **Bathroom amenities: Nooii and FAIRCosmEthics**

Guest amenities (shampoo, soap, conditioner, body cream) are only available in refillable dispensers. These products are made by the exclusively organic Swiss brands Nooii and FAIRCosmEthics.

- **Bar material**

No plastic straws are used anywhere in the hotels.

- **Light fittings**

To save energy, many of the lights in the hotel's corridors and vestibules react to motion sensors. All light fittings in the hotel are particularly energy-saving LED lights.

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- **CO₂**

The autonomous energy concept of the ice battery in the Tschuggen Hotel Group has significantly reduced CO₂ emissions here. In addition, only certified hydroelectricity generated in the Alps is used for all the hotels. Since 2014, the hotels of the Tschuggen Hotel Group have also had a target agreement with the *Energie-Agentur für Wirtschaft* energy model group on the reduction of CO₂ emissions. All the relevant data are recorded and documented every year.
- **Printer toner**

All empty printer, toner and ink cartridges are collected without exception under the motto "Every toner cartridge counts". They are checked, prepared and further processed by the company Pelikan in the recycling centre. Pelikan makes a donation to the Swiss Red Cross for the collected toner cartridges. Money from the collection campaign is used for the work of the Swiss Red Cross, in particular for families living in poverty in Switzerland. Furthermore, all printers in the Tschuggen Hotel Group are set up to automatically print double-sided.
- **Ice battery Valsana**

The three hotel buildings are heated using the hotel's own heat recovery system and geothermal probes, which feed into a large latent heat storage unit. Heat pumps draw their energy directly from this unit, which looks a bit like a large water tank. The tank houses a 400 m register of pipes that are 1.5 m high; a water-glycol mixture flows through these pipes, which are in turn connected to the heat pump circuit. When the heat pumps extract a large amount of energy, the water in the pipes freezes to form an ice block. The waste heat from all heat recovery systems is fed back into the water tank to thaw the ice. If more waste heat is generated than energy withdrawn, the ice is melted and the water heats up to 15°C. The water can then be cooled again and the heat can be used.
- **Electric vehicles**

We provide a free charging station outside the front entrance for our guests' electric vehicles.
- **Business stationery**

The Tschuggen Hotel Group has switched to 100% recycled paper (which is bleached without chlorine) where internal or external correspondence requires paper. Printed matter is always printed in Switzerland.
- **Hand towels and bath towels**

Hand towels and bath towels are only washed if guests leave them on the floor. Towels that are hanging up are not replaced. This reduces water, detergent and energy consumption many times over.
- **Heating**

Valsana: the three hotel buildings are heated using the hotel's own heat recovery system and geothermal probes. This means that the hotel does not need to use environmentally harmful oil or gas.
Other hotels: here again, we try to reduce the use of fossil fuels as much as possible. To this end, there are two ongoing large-scale projects:
Tschuggen Grand Hotel: pellet heating system with district heating for Arosa.
Hotel Eden Roc: combination of the two heating systems of the Eden Roc 1 and Eden Roc 2 building complexes.

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- **Candles**
Candles are recycled by our partner Lienert Kerzen AG. Any remaining candle material is melted and reused.
- **Refrigeration systems**
Our refrigeration systems (freezers, fridges) allow the heat they generate to be recycled. In addition, all our refrigeration systems are freon-free.
- **Food**
When purchasing food and beverages, we use local producers and suppliers where possible. We also predominantly use Swiss products and animal products from animal-friendly and certified operations.
- **Information for employees joining the company / Intranet**
Wherever possible, information for employees is not printed out. Information is shared on the online employee intranet.
- **Moving Mountains**
www.moving-mountains.ch

Move

We work with professional consultants and experts in the fields of personal training and yoga to meet the needs of our guests and optimally prepare them for the myriad nature-based activities.

Play

To celebrate our locations, we have created a series of Empowering Expeditions and Curated Adventures for our guests designed with nothing more than pure unadulterated fun in mind. Those are our "Empowering Expeditions" and "Curated Adventures".

Nourish

Together with renowned nutritionist and dietician Rhaya Jordan, our award-winning chefs have created fantastic Moving Mountains menus and dishes on a delicious vegetable basis.

A key principle of Moving Mountains dishes is:

Inspired by the Swiss mountains: wholesome, fresh, nutritious, seasonal and from the local surroundings.

Rest

Our guests give themselves some time out, relax and recharge their batteries in one of our science-based sleep and spa experiences.

Give

Reflecting the constant cycles of nature, the last Moving Mountains pillar consists of giving something back.

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- **Sorting waste**
All members of the Tschuggen Hotel Group are keen to separate waste in a rigorous manner. New employees receive training to pre-empt errors caused by a complacent attitude or a lack of knowledge. Kitchen waste is sorted and sent to biofuel producers.
- **Reconstruction of the Valsana in 2017**
Building materials from the old building were used again (upcycling) and can now be found, for example, in the wooden panels in the lounge and in chairs in the rooms.
- **Nespresso coffee pods**
Sustainable Nespresso coffee pods are available in the rooms and are then recycled.
- **Online table booking tool**
The "forAtable" online table booking tool ensures more reliable bookings and thus improved food planning. This reduces food waste in a sustainable manner.
- **Paperless Valsana**
Our internal communication and communication with guests are as close to paperless as possible. Instead of the usual printed information for guests, we provide this information on tablets that are available in every room. Information about changing towels is printed on a glass in the bathroom. All our guests receive their invoice by e-mail following their departure.
- **Cleaning products and detergents**
We use biodegradable cleaning products wherever possible.
- **Shuttle service**
Free transfers to and from the station for guests travelling by train. Bicycles are available to guests free of charge.
- **Tschuggen Express**
In 2009, the Tschuggen Express was opened to avoid thousands of shuttle journeys to and from the ski slopes. Since then, the hotel's own mountain railway has taken guests to the centre of the extensive skiing and hiking region of Arosa in less than four minutes on a climate-neutral basis. It runs on 100% certified hydroelectricity generated in the Alps.
- **Packaging**
We do not use PET bottles in the restaurants or in guest rooms. We also avoid unnecessary packaging. This means that we produce our own margarine, for example. No plastic bags are used anywhere in the hotels.
- **Water consumption**
Special aerators in the taps in guest bathrooms make it possible to dramatically reduce the consumption of drinking water. When water pressure is low, the aerators mix air into the water jet, thus increasing the diameter of the water jet. This also gives guests the sense of "softer" water.
- **Wild bees and co.**
The Valsana is surrounded by a biodiverse lawn area that includes a house for wild bees, bumblebees, etc.
- **Indoor plants**
Instead of cut flowers we use long-lasting potted plants to decorate the rooms.

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As of 2019, the Tschuggen Hotel Group is climate neutral. We minimise our CO2 emissions through continual investment in advanced technologies. In addition, we offset our residual footprint with diligently selected climate protection projects in Switzerland and in developing countries.

The myclimate partnership

- Maximum reduction of the CO2 emissions of all our properties
- CO2 neutrality from check-in to check-out
- By compensating for unavoidable CO2 emissions, the following climate protection projects are funded:
 - Rehabilitation of the raised bog in the Tourbières des Ponts-de Martel nature reserve (Neuchâtel, CH)
 - Virunga mountain gorilla project in the Volcanoes national park in Rwanda

Cause we care Initiative

- Guests are given the opportunity to offset the emissions generated by their journeys to and from our hotels. There are four categories with corresponding price levels: travelling within Switzerland by car, travelling from other European destinations by car, travelling from other European destinations by plane and travelling from overseas destinations by plane.
- The offsetting is fully dedicated myclimate mountain gorilla project to Rwanda