

Sustainability Management Plan

The Tschuggen Collection – sustainable hotel experiences in the most beautiful places in Switzerland

The family-run Tschuggen Collection is proud to have epitomised authentic hospitality, award-winning cuisine, first-class wellness experiences and breath-taking views for more than 100 years.

The Tschuggen Collection is the first Swiss premium hotel Collection to combine effective environmental protection with the highest standards of hotel management. A pioneer in its sector, it has operated on a completely climate-neutral basis since 2019. Inspired by its locations amidst spectacular natural landscapes, the Collection is united by the conviction that climate change and environmental protection are the most important challenges of our time. In recent years, the Collection is proud to have significantly reduced CO₂ emissions across the all hotels through sustainable construction activity, the optimised use of resources, close relationships with local suppliers, employee training and awareness-raising among staff and guests. Unavoidable residual emissions are offset through the financing of restoration and conservation projects in Switzerland and Kenya.

As a passionate, innovative group of hospitality professionals with a clear understanding of social and ecological responsibility, the Tschuggen Collection is committed to continually inspiring and delighting its guests. It helps guests rediscover the value of time through conscious enjoyment and experiences that are at once unexpected and unforgettable.

The Tschuggen Collection's Moving Mountains concept was born – a scientifically based, holistic hotel experience that unites the Tschuggen hospitality DNA and the sophisticated expectations of the modern hotel guest. The five pillars – MOVE, PLAY, NOURISH, REST and GIVE – facilitate holistic relaxation and a sense of wellbeing that endures long after the stay is over. Guests choose which pillars they wish to incorporate into their stay to maximise their personal wellness.

www.moving-mountains.ch

The Tschuggen Collection is made up of four unique hotels, each nestled within the unspoilt scenery of Switzerland's most beautiful holiday regions. Our hotels are proud to maintain close and mutually beneficial ties with local areas.

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

At the Tschuggen Grand Hotel, the Carlton Hotel and the Hotel Eden Roc, intensive efforts have been ongoing since 2013 to minimise the hotels' ecological impacts. These efforts continue in earnest today.

When constructing the Valsana Hotel in 2017, we placed a special focus on the use of sustainable materials and Swiss products as well as on innovative, state-of-the-art energy planning, allowing guests to enjoy a luxurious stay with a clear environmental conscience.

Among the many highlights of a Valsana stay are the 100% natural Elky Natur mattresses (www.elky-natuerlich.at) found in all the hotel's bedrooms. The mattresses are gradually being introduced in our other hotels in accordance with the natural replacement cycle.

Our sustainability endeavours don't stop there. At the Tschuggen Collection, responsibility for our natural world is embraced and practised by each of our staff members daily.

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

Voluntary accreditation under the Green Globe standard represents participation in a prestigious, 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.

Vision

We help guests rediscover the value of time – through conscious enjoyment and experiences that are at once unexpected and unforgettable.

Who

The family-run Tschuggen Collection offers world-class hospitality experiences. Our staff are passionate hosts with an enterprising spirit and a clear understanding of our social and ecological responsibility.

Why

We reward our guests' search for the extraordinary and the one-of-a-kind with places and experiences that inspire and surprise in style.

How

As hosts, we are discreetly attentive: present, warm and obliging. With the courage to innovate and in accordance with the highest standards of quality, we uncover the unseen and unexpected and pique your curiosity.

What

Our superbly located hotels are the home of magical experiences designed to be remembered. We offer thoughtfully designed rooms that are worth making the journey for; holidays in breath-taking natural settings enriched by mindful enjoyment that respects our Earth.

Corporate culture (our values and code of conduct):

- **A passion for hospitality**
We are welcoming hosts and ambassadors of our hotels.
- **An emphasis on inspiration**
We strive to surprise and delight anew every day.
- **Attention to courtesy**
We practise warm, attentive and respectful treatment towards guests and colleagues alike.
- **A clear sense of responsibility**
We act for the good of our company, our fellow human beings and the environment.
- **Commitment**
We strive for perfection without compromise – right down to the finest detail.

The Tschuggen Collection – Because we care.

Our shared beliefs are embodied in the social and ecological principles of the United Nations Global Compact, which all of our hotels strive to uphold.

Anti-corruption

We condemn corruption and reject dishonest practice in any form.

Compliance with the law

We operate consistently in compliance with all applicable environmental, labour and anti-corruption laws.

Data security

We maintain a robust security system for all personal data and business information and ensure the same level of security is maintained by partners who hold or process data on our behalf.

Environmental management

Our internal environmental standards seek to minimise negative impacts on the environment caused by our business activity.

Equal opportunities

The Tschuggen Collection ensures equality of employment and development opportunities for all employees, irrespective of age, colour, race, sex, marital status, nationality, sexual orientation or religion.

Freedom of association

We recognise the rights of our employees to join together on a voluntary basis in trade unions and interest groups and to assert their rights under the law.

Green Team

The Tschuggen Collection Green Team is led by our Sustainability Expert and made up of members from all our hotels. This approach reflects our belief that progress arises from consistent, mutual and honest consideration of relevant issues and from the sharing of best practice.

Human dignity

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

Management systems

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

Moral and ethical responsibility

We offer employees a formal reporting system for concerns relating to corporate conduct.

Occupational safety

We take measures to ensure a safe and healthy working environment across our hotels.

Purchasing

We value sustainable purchasing and close, respectful relationships with our suppliers. In line with our corporate responsibility and purchasing guidelines, we choose suppliers and business partners who share our values and are prepared to uphold them during the production and delivery of the goods and services we order.

Training

We provide a wide range of training opportunities across all our hotels. In addition to apprenticeships, we arrange a number of internship places for recognised hotel management schools.

Waste management

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

Working conditions

We offer fair working conditions based on the law and the International Labour Organisation Conventions. This includes our policies regarding freely chosen employment and the avoidance of child labour.

Environmental standards

Principle 1: Protecting the environment starts at the top

Environmental protection is a key agenda item at The Tschuggen Collection's management and board meetings.

Principle 2: Educating and awareness-raising among staff

Employees are responsible for practising environmentally friendly behaviour and implementing our environmental guidelines as they go about their daily work. As well as enabling us to achieve our goals, this active employee engagement is the source of significant innovative potential: ideas management, targeted education measures and training and qualification opportunities help promote environmental awareness across the group.

See how stylish sustainability can be...

- **Arosa water / Locally produced mineral water**

The Twist and Basement restaurants serve high-quality Arosa tap water. The water is decanted into individual glass bottles on site using state-of-the-art filter systems, removing the need to buy in bottled water. In all other restaurants, we recommend local mineral water to minimise transport miles. Valser Wasser, a climate-neutral mineral water from the region, is our main water partner.
- **Bar supplies**

We have eliminated the use of plastic straws across our hotels.
- **Bathroom amenities: Nooii and FAIRCosmEthics**

Guest amenities (shampoo, soap, conditioner, body cream) are provided in refillable dispensers. The products are made by organic Swiss brands Nooii and FAIRCosmEthics.
- **Business stationery**

The Tschuggen Collection uses 100% recycled paper (bleached without chlorine) for internal and external paper correspondence. Printed materials are always printed in Switzerland.
- **Candles**

Candles are recycled by our partner Lienert Kerzen AG. Any residual candle wax is melted and reused.
- **Cleaning products and detergents**

We use biodegradable cleaning products wherever possible.
- **CO₂**

The autonomous supply of energy from the ice battery at the Valsana Hotel has significantly reduced the hotel's overall CO₂ emissions. All hotels are exclusively supplied by electricity from renewable sources. Since 2013, the hotels of The Tschuggen Collection have maintained a target agreement for reducing CO₂ emissions with the Energy Agency for the Swiss Private Sector. Under this agreement, all relevant data are recorded and documented each year.
- **Construction of the Valsana in 2017**

Building materials from existing structures on the site were upcycled wherever possible. Today, they can be found in the wooden panels in the lounge, the chairs in the rooms, and many other locations.
- **Cultural preservation**

The Tschuggen Collection is deeply committed to protecting and caring for the cultural heritage of the region. Parts of the Collection's properties have unique cultural histories of their own: it is at the 'boathouse' La Casetta, on the grounds of the Hotel Eden Roc in Ascona, where the first negotiations for Italy's withdrawal were conducted between the Allied forces and German occupiers at the end of the Second World War. Casa Epper, also located on the hotel grounds, is home to countless works of art by Ignaz Epper, one of Switzerland's most important expressionists. With a lively calendar of readings, workshops and exhibitions it now serves as a haven of art and culture for guests and local residents alike. The Tschuggen Collection also regularly initiates or co-finances cultural initiatives of its own – not least the extraordinary Moving Mountains photo project, for which

celebrated Swiss photographer Robert Bösch created a photo exhibition and book showcasing the extraordinary landscapes around the Tschuggen Collection hotels. The photo exhibition is now permanently on display at the Bergoase at the Tschuggen Grand Hotel. A book by the Arosa Local History Museum about the Herwig family, local tourism pioneers and builders of the Tschuggen Grand Hotel, was recently made possible thanks to The Tschuggen Collection's generous co-financing.

In 2023, guests at the Hotel Eden Roc Ascona had the opportunity to enjoy the ETRA ARTE contemporary art exhibition: a showcase of works by young local artists whose creativity transformed everyday hotel waste into astonishing, thought-provoking works of art.

- **Electric vehicles**

A free charging station is provided at the front entrance of all our hotels for guests' electric vehicles.

- **Food**

Wherever possible, we purchase food and beverages from local suppliers and from organic or regenerative farms. 100% of our animal products are sourced from certified animal-friendly farms. Wherever possible, multiple orders are bundled prior to shipping to reduce the number of delivery trips to our two Arosa hotels. The wine list at the Valsana Hotel is 100% European.

- **General purchasing**

We use Swiss suppliers wherever possible to avoid unnecessary transport miles. We also ensure that all our suppliers minimise their use of packaging materials.

Cafè Badilatti: This family business in the Engadin mountains has provided the finest coffee specialities for three generations. They ensure the climate-neutral supply of premium quality coffee to all Tschuggen Collection Hotels.

Methode Physiodermie: Working from its Geneva laboratory, this expert Swiss skincare brand has been developing scientifically formulated products with effective natural ingredients since 1974. The ECOCERT-certified lab emphasises the use of natural or organic ingredients and sustainable packaging and meets all its energy requirements from renewable sources.

- **Hand towels and bath towels**

When hand and bath towels are ready for washing, guests use a card system to request fresh ones. This massively reduces water, detergent and energy consumption.

- **Heating**

Valsana Hotel: The hotel's three buildings are heated using its own heat recovery system and geothermal probes, eliminating the need for environmentally harmful oil or gas.

Other hotels: Here, too, efforts are ongoing to minimise our use of fossil fuels. Our two current major projects are as follows:

Tschuggen Hotel: Construction of a pellet heating system that supports the local Arosa economy with district heating.

Hotel Eden Roc: Replacement of oil heating and cooling systems with a heat exchange system using lake and groundwater.

- **Ice battery at the Valsana Hotel**

The hotel's three buildings are heated using its own heat recovery system and

geothermal probes, which feed into a large latent heat storage unit that looks like a large water tank. Heat pumps draw their energy directly from this unit. It houses a 1.5-metre high register of pipes measuring more than 400 metres in length and containing a flowing water/glycol mixture. When the heat pumps extract a large amount of energy, the water in the pipes can freeze 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 used.

- **Indoor plants**

Most areas of our hotels use long-lasting potted plants for decoration instead of cut flowers.

- **Information sharing for new employees / Intranet**

Wherever possible, information for employees is shared on the online employee intranet rather than being printed out.

- **Light fittings**

To save energy, many of the lights in the hotel's corridors and vestibules are operated by motion sensors. We use exclusively LED lights for maximally efficient energy consumption.

- **Moving Mountains**

www.moving-mountains.ch

Move

We work with dedicated personal training and yoga experts to cater to our guests' every need and gently prepare them for active adventures in nature.

Play

Our Empowering Expeditions and Curated Adventures are designed to bring our guests closer to the local region in a spirit of unadulterated fun and playfulness.

Nourish

Our award-winning chefs work closely with renowned nutritionist and dietician Rhaya Jordan to create delicious plant-based menus and dishes in the spirit of the Moving Mountains ethos. All Moving Mountains dishes share a common theme: *inspired by the Swiss mountains*. They are wholesome, fresh, nutritious, seasonal and locally sourced.

Rest

Guests can enjoy time out, relax and recharge their batteries in our scientifically backed sleep and spa experiences.

Give

Inspired by the never-ending cycles of nature, the final Moving Mountains pillar is about giving back to the world around us.

- **Nespresso coffee pods**

The Nespresso coffee pods provided in the guest rooms are sent for recycling after use.

- **Online table booking tool**

Our online table booking tool ensures more reliable booking and, with it, improved food planning. This facilitates lasting reductions in food waste.

- **Packaging**

The Tschuggen Collection has eliminated PET bottles from all of its restaurants and guest rooms. In addition, we limit packaging to what is strictly necessary and refrain from using plastic bags.

- **Paperless Valsana**

Our internal and guest communication is paperless wherever possible. Instructions for requesting a change of towels are displayed on the glass surfaces in the bathroom. All guests receive their invoice by email upon departure.

- **Printer toner**

All empty printer, toner and ink cartridges are collected in accordance with our motto 'Every cartridge counts'. They are checked, prepared and processed by Pelikan, our recycling partner, at the recycling plant. Pelikan makes a donation to the Swiss Red Cross for the collected toner cartridges, supporting its work with families living in poverty in Switzerland.

- **Refrigeration systems**

Our refrigeration systems (fridges and freezers) are designed to allow the heat they generate to be recycled. In addition, all our refrigeration systems are freon-free.

- **Shuttle service**

Guests of the Hotel Eden Roc enjoy free use of its e-smart cars, e-scooters, e-bikes, mountain and city bikes as part of a holistic mobility concept. To encourage train travel, a shuttle service to and from the nearest station is provided at all hotels for guests arriving and departing by train. Free bikes are also provided at all hotels.

- **Tschuggen Express**

The Tschuggen Express was opened in February 2009 to eliminate the need for thousands of shuttle journeys to and from the ski slopes. The hotel's own mountain railway provides guests with climate-neutral transport to the heart of Arosa's extensive skiing and hiking area in less than four minutes. It runs exclusively on certified electricity from renewable sources.

- **Waste-sorting**

Rigorous waste separation is practised across all of our hotels. New employees receive thorough training to raise awareness of the importance of waste separation and prevent accidental errors. Kitchen waste is sorted and sent to biofuel producers.

- **Heat recovery from waste water and ventilation systems**

The vast majority of the thermal energy we consume goes to heating water and powering our ventilation systems. For this reason, we are working to gradually install heat exchangers to our building systems in order to further reduce our energy consumption.

- **Water consumption**

Special aerators in the taps in guest bathrooms enable us to dramatically reduce the consumption of drinking water. When water pressure is low, the aerators mix air into the water jet, increasing its diameter. This also gives the feel of "softer" water.

- **Wild bees**

The Valsana is surrounded by a biodiverse lawn area including a house for wild

bees, bumblebees, and other useful insects. We also keep our own bee colonies near the Hotel Eden Roc in Ascona, producing the hotel's own honey and supporting biodiversity.

The Tschuggen Collection has been climate-neutral since 2019. We minimise our CO₂ emissions through continual investment in state-of-the-art technologies and offset our residual footprint with carefully selected climate protection projects in Switzerland and the developing world.

The myclimate partnership

Benefits and outcomes of the partnership have included:

- Support to maximise the reduction of CO₂ emissions across all our properties
- CO₂ neutrality from check-in to check-out
- The channelling of funding to a range of conservation projects as a means of offsetting our residual emissions, including:
 - 2019: Restoration of the raised bog in the Tourbières des Ponts-de Martel nature reserve (canton of Neuchâtel, Switzerland)
 - 2022: Restoration of the Bos-Cha lowland moor near Guarda in the Lower Engadin
 - 2023: Restoration of the Palü Lunga lowland moor in the Lower Engadin
 - Virunga mountain gorilla project in Volcanoes National Park in Rwanda
 - Community savings scheme in the Siaya region of Kenya

Initiative: Cause we care

- Guests are given the opportunity to offset the emissions generated by their journeys to and from our hotels. Four categories of offsetting with corresponding pricing are available: travelling within Switzerland by car, travelling from other parts of Europe by car, travelling from other parts of Europe by plane and travelling long-haul by plane.
- All funds raised by offsetting go to the community savings project in Siaya, Kenya.