



**TSCHUGGEN GRAND HOTEL**  
AROSA

## Sustainability-management plan

Nestled in the midst of extraordinary nature, the Tschuggen Grand Hotel embodies a very special attitude to living. More than 200 kilometres of ski slopes and hiking trails are accessible in just four minutes via the hotel's own mountain railway. Once you've enjoyed an invigorating day in the fresh mountain air, our award-winning on-site spa awaits: a 5,000 m<sup>2</sup> haven of natural stone, light, water and wood carved out by star architect Mario Botta. In keeping with its five-star rating, the hotel's five restaurants offer a rich selection of delectable cuisine – from traditional cheese fondue to elegant gourmet dining and everything in between.

The Tschuggen Grand Hotel is one of Switzerland's most exceptional five-star hotels. It delights guests almost all year round with luxury, elegance and a vibrant (and always surprising) interior, all situated in the middle of the breathtaking Grison Alps.

The interior of the hotel is characterised by the philosophy of interior designer Carlo Rampazzi, whose work makes exclusive use of the finest materials. The spacious rooms and suites – where light meets space, form meets colour, and the new meets the enduring – set the scene for an unforgettable stay.

The Tschuggen Grand Hotel lets you experience the mountain landscape of the Grisons at its most spectacular. We pride ourselves on an experience marked by impeccable hospitality at every turn. Lovingly crafted details reveal themselves to the discerning traveller with a rare, quiet elegance.

What is truly special about the Tschuggen Grand Hotel and the rest of the Tschuggen Hotel Group is the ambition to "help guests rediscover the value of their time" – realised with the help of a thoughtful corporate culture and the Moving Mountains concept launched in 2021. All of the Group's work is shaped according to these principles, which are lived and practised by its staff each day.

At the heart of everything is the knowledgeable team, which understand perfectly how to transform guests' valuable time into unforgettable memories and experiences.

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

Together with our staff, we live and breathe sustainability and incorporate it on a daily basis in the Tschuggen Grand Hotel.

- **Waste water recovery**  
A large part of our thermal energy requirement is used for heating water. The kitchen and the spa facilities, in particular, have high hot water requirements. More than 50 % of the heat emissions from waste water, which accumulates at about 23°C in the waste water shaft, can be utilised. A heat exchanger is used to extract energy from the waste water before it is discharged into the sewage system. The waste heat is fed into the latent heat storage unit at relatively low temperatures, once again storing this energy through the combined effect of thawing and freezing the water.
- **General purchasing**  
Our suppliers are from Switzerland where possible to avoid unnecessary transport distances.
- **Arosa water**  
We serve premium quality Arosa water in all the Tschuggen Grand Hotel restaurants on request. We also fill this water into glass bottles for our guests, which means we do not have to purchase water separately. We also 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.
- **Bar material**  
No plastic straws are used anywhere in the hotel and instead biodegradable cornstarch straws are used. Our catering crockery consists of environmentally-friendly bamboo.
- **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.
- **CO<sub>2</sub>**  
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 CO<sub>2</sub> emissions. All the relevant data are recorded and documented every year.



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- **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 Grand Hotel are set up to automatically print double-sided.
- **Electric vehicles**

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

Breakfast dishes are offered in single portions to allow demand-oriented buffet food planning. The breakfast buffet is served to reduce food waste.
- **Business stationery**

The Tschuggen Grand Hotel 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**

The Tschuggen Grand Hotel tries to reduce the use of fossil fuels as much as possible. The large-scale pellet heating system project with district heating for Arosa that is currently underway is part of this endeavour.
- **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. Orders are bundled wherever possible. This means that we can avoid additional journeys to Arosa to deliver the products. There are only European wines on our wine menu.
- **Information for employees joining the company / Intranet**

Wherever possible, information for employees is not printed out. Information is shared on the online employee intranet.



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- **Moving Mountains**  
[www.moving-mountains.ch](http://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.

Ice-fishing is one of our "Empowering Expeditions" and forest bathing is a "Curated Adventure".

**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.

- **Sorting waste**  
The Tschuggen Grand Hotel is 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.
- **Nespresso coffee pods**  
We offer Nespresso and Keller coffee pods in the rooms and these are recycled afterwards. The company Keller supplies us with Fairtrade / organic coffee.
- **Nooii**  
Guest amenities (shampoo, soap) from the company Nooii are available in refillable dispensers.  
Environmental responsibility as per Nooii:  
"Since nature is important to us, we exclusively use glass bottles in our production. All skin care products are fully biodegradable. Our labels are made of natural stone paper (instead of plastic or wood)."
- **Paperless**





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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 a QR code that is available in every room. In addition, all F&B menus in the rooms and restaurants have been replaced by QR codes. At the time of departure, guests can choose whether they would like a print-out or an e-mail copy of their invoice.

- **Cleaning products and detergents**  
We use biodegradable cleaning products wherever possible.
- **Soap**  
After guests have left, any soap that has been used in our rooms is returned to the company and then recycled.
- **Shuttle service**  
Free transfers to and from the station for guests travelling by train.
- **Toilet paper**  
Toilet paper in our staff toilets is made of recycled paper.
- **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 restaurant 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 hotel.
- **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.
- **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