

Sustainability management plan

The four-star Superior Valsana Hotel & Appartements stands for the highest quality standards in the mountains of Arosa. Starting from when they book their room and check in, guests benefit from individual support customised to their wants and needs.

A sustainable hotel concept that combines modern elements with retro chic and the stunning natural surroundings. Delicious and healthy regional food in the Restaurant Twist – Arosa's living room – is complemented by the most beautiful sun terrace in the heart of the village nestled in the breathtaking mountains of Graubünden.

Lobby, lounge, restaurant and bar merge into a single large room that invites guests and locals to enjoy a family breakfast, a simple snack, an aperitif platter, or a sumptuous dinner.

Weekly film nights, DJ nights and the option of retiring to a seat in front of the antique fireplace with a good book complete the offer.

The main focus here is on regional food with a contemporary touch and menus that include healthy alternatives. The uncomplicated and relaxed concept of the modern wine dispenser provides an up-to-date selection of regional wines and allows guests to enjoy spontaneous and individual wine tasting.

At an airy altitude of 1800 metres above sea level, the Valsana fits almost seamlessly into its Alpine surroundings. Featuring state-of-the-art architecture with wood and stone, the three new edifices at the entrance to the village were built to the latest environmental and energy standards.

In addition to 40 rooms and junior suites, as well as nine apartments with hotel service, there are attractive arcades with a supermarket, sports shop and doctors' surgeries on the ground floor. On the sun terrace above the arcades, guests can enjoy the fantastic view of the surrounding mountain landscape from the restaurant or from the spacious wellness and spa facilities.

A further highlight of the hotel is the fact that every bed has a 100% natural Elky Natur mattress (www.elky-natuerlich.at).

In addition, guests can use the pillow menu on the suite pad to select the perfect pillow for their requirements.

Hotel guests can follow their personal training programme in the hotel's own fitness centre using state-of-the-art equipment at any time, for as long as they want, and with a guaranteed view of the mountains or forest. Guests can also recharge their batteries in the yoga studio and use the free and varied sport and fitness programme to optimise their training.

Ecological management is a matter of course for us.

We selected the globally recognised Green Globe certification programme, which is awarded to businesses in the tourism and events sector where the corporate strategy aims at respectful and sparing use of resources.

Ice battery

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

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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.

Waste water heat 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.

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.

Every 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.

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.

Compliance with applicable laws

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

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.

Waste management

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

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.

Working conditions

We offer fair working conditions based on valid laws and the core conventions of the International Labour Organisation, including 'Freely chosen employment' and 'Child labour avoidance'.

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.

Human dignity

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

Occupational safety

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

Anti-corruption

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

Moral and ethical concerns

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

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.

Management systems

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

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.

Sustainability can be this charming

When constructing the new Valsana Hotel & Appartements buildings, 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.

However, sustainability goes much further than this and is lived out and implemented by our employees at the Valsana every single day.

- **Light fittings**
To save energy, many of the lights in the hotel's corridors and vestibules react to movement sensors. All light fittings in the hotel are particularly energy-saving LED lights.
- **Electric vehicles**
We provide a total of four free charging stations in our underground car park and outside the front entrance for our guests' electric vehicles.
- **Heating**
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. See illustration of the ice battery.

- **C02**

The autonomous energy concept of the ice battery has massively reduced CO2 emissions. In addition, only certified hydroelectricity generated in the Alps is used. 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.
- **Energy saver system**

When entering the hotel room, the key card has to be inserted into a specific card holder to activate the power supply. When guests remove the card upon leaving the room, all power sources are interrupted.
- **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.
- **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. There are only European wines on our wine menu.
- **Arosa water**

Premium-quality Arosa water is served to our guests free of charge. We also fill this water into glass bottles for our guests, which means we do not have to purchase water separately.
- **Business stationery**

The Valsana Hotel & Appartements 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.
- **General purchasing**

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

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.
- **Refrigeration systems**

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

Great emphasis is placed on sorting waste in the Valsana Hotel & Appartements. 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.

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- **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. In addition, all toilets have been equipped with two-level flushing.
- **Cleaning products and detergents**
We use biodegradable cleaning products wherever possible.
- **Packaging**
We do not use PET bottles in the restaurant or in guest rooms. We fill the hotel's water into glass bottles ourselves to reduce waste and transport distances.
- **Nespresso coffee pods**
Sustainable Nespresso coffee pods are available in the rooms.
- **FAIRCosmEthics**
Guest amenities (shampoo, soap) are only available in refillable dispensers. These products contain Fairtrade-certified ingredients.
- **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.
- **Stationery**
Pencils are used instead of ballpoint pens to reduce the use of plastic.
- **Sustainable guest gifts & experiences**
Tree-planting sets as birthday presents and candles made from recycled wine bottles reflect the topic of sustainability for guests as do our curated adventures where we plant trees or go ice bathing.
- **Shuttle service within Arosa**
We only offer our guests a shuttle service for their arrival and departure. Otherwise we recommend public transport. In summer, bicycles are available to guests free of charge.
- **Wild bees and co.**
The Valsana is surrounded by a biodiverse lawn area that includes a house for wild bees, bumblebees, etc.