

VALSANA

Sustainability-management plan

The four-star Superior Valsana Hotel Arosa 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.

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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

When constructing the new Valsana Hotel 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.

- **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 Valsana 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.

- **Bar material**

No plastic straws are used anywhere in the hotel and instead biodegradable cornstarch straws are used.

- **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.

- **Stationery**

Pencils are used instead of ballpoint pens to reduce the use of plastic.

- **CO₂**

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. 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 Valsana Hotel are set up to automatically print double-sided.

- **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 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 four free charging stations outside the front entrance for our guests' electric vehicles.

- **Energy saver system**

All rooms are equipped with a main switch so that our guests, as well as the staff, can turn off all appliances and lights with a switch.

This automatically reduces energy consumption.

- **FAIRCosmEthics**

Guest amenities (shampoo, soap) are only available in refillable dispensers. These products contain Fairtrade-certified ingredients.

- **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 Valsana 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 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.

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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. 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.
- **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. 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.

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- **Sorting waste**

The Valsana 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.
- **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.
- **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**

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**

In the Valsana Hotel we offer a shuttle service to and from the railway station on arrival and departure days to encourage rail travel to and from the hotel. In summer, bicycles are available to guests free of charge. The hotel has its own Tesla, which is available for journeys within Arosa.
- **Tea**

We serve Ronnefeldt organic tea by the cup in the restaurant. In the hotel rooms, we offer our guests a range of paper-packaged organic teas by the Swiss company Raselli.
- **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.

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- **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.

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