

HOTEL SCHWEIZERHOF ZÜRICH
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Corporate Social Responsibility

Making people happier! - with a sustainable use of resources and socially responsible behaviour.

At the Hotel Schweizerhof Zurich, we know and understand the individual expectations of our guests and employees and exceed them without neglecting the environment and our fellow human beings.

Our values



Trust

Giving trust and gaining self-confidence through reliable and responsible action with all stakeholders.



Hospitality

Live individual, attentive and friendly hospitality, with great attention to detail.



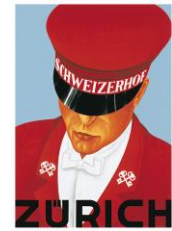
Respect

Dealing respectfully and openly with all diversity, without disregarding the safety of guests, employees and the hotel.



Entrepreneurship

Think entrepreneurially and solution-oriented, share the desire for improvement and change.



Our vision

We want to be the most sought-after and most sparkling hotel jewel in Zurich, to which people return enthusiastically!



Sustainability at the Hotel Schweizerhof Zurich

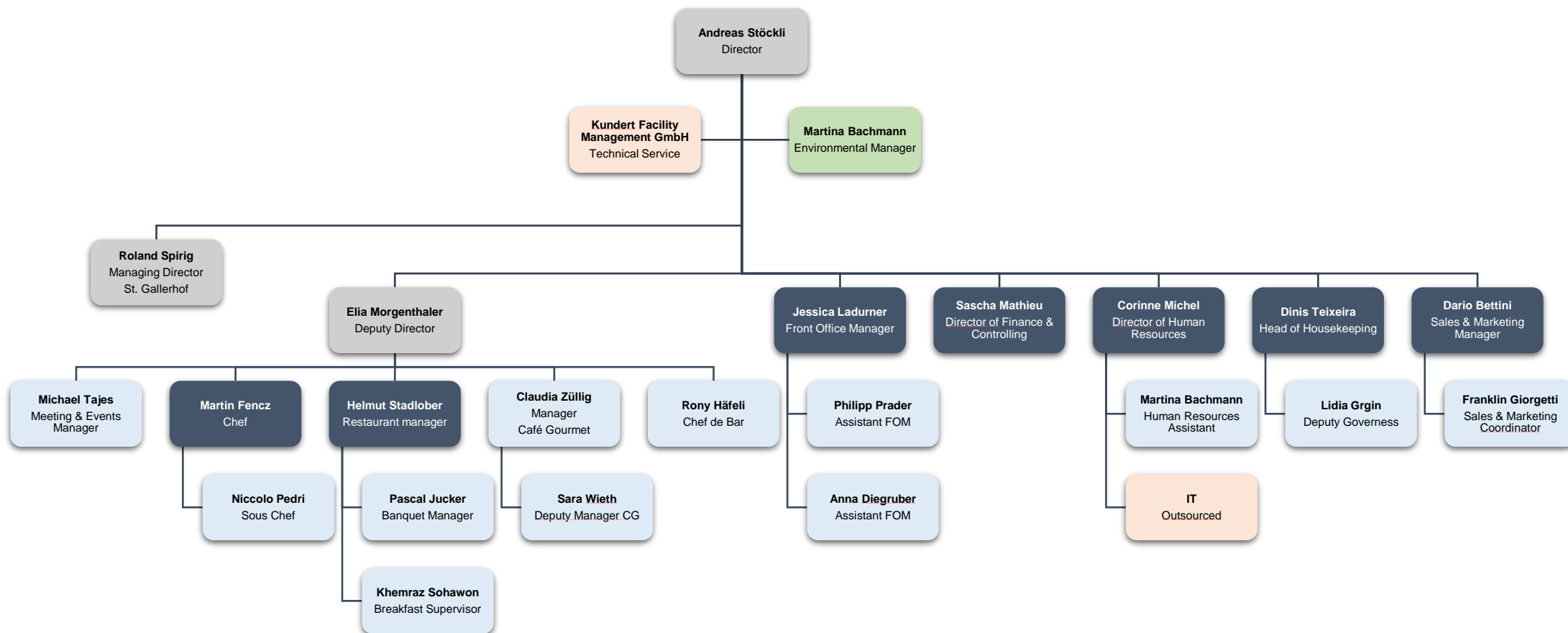
Sustainability means satisfying the needs of the present without restricting opportunities and resources for future generations. It is about combining economic growth and long-term successful business activity with environmentally friendly and socially responsible action.

In all areas of Schweizerhof Verwaltungs AG, applicable principles and measures are implemented within the framework of sustainability. Through certifications and internal controls, we ensure that our professional and guest-oriented services can be combined with ecologically responsible and socially responsible action and that the highest satisfaction of all stakeholders is achieved.

The company	Processes	Employees
<ul style="list-style-type: none">•Green Key Certification•Swisstainable III•Infrastructure•Ethical & social principles•Data protection•Anti-corruption declaration•Internal control system	<ul style="list-style-type: none">•Housekeeping•Green Option•SapoCycle•Too Good To Go•Purchasing•Technical Service	<ul style="list-style-type: none">•TOP•Ausbildungsbetrieb•Training/ personal responsibility•Dealing with resources/ recycling•Health/ Safety•Benefits



Organization chart Hotel Schweizerhof Zurich

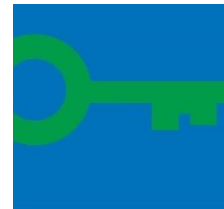




1 Company

1.1 Green Key certification

The Green Key certification is awarded in the tourism industry for outstanding performance in the areas of environmental responsibility and sustainable management. With this eco-label, companies undertake to comply with the criteria of the Foundation for Environmental Education (FEE). Compliance with environmental standards is verified through documentation and frequent audits.



Green Key

1.2 Swisstainable III - leading

We are part of the Swisstainable sustainability program and are classified as Level III - leading. The Swisstainable sustainability programme brings together businesses and organizations across the entire Swiss tourism sector. With our participation, we commit ourselves to continuous sustainable corporate development, pursue measures in the area of sustainability and thus make a concrete contribution to sustainable Swiss tourism.



1.3 Energie-Agentur EnAW

By participating in the program of the Energy Agency for Industry, we are committed to actively reducing CO₂ emissions and optimizing energy efficiency. The target agreement is recognized by the federal government, the cantons and business partners.



1.4 Infrastructure

The infrastructure is state of the art and is regularly maintained to guarantee the building's energy efficiency.

Energy-saving LED lamps are used throughout the hotel.

Thanks to a building automation system linked to our hotel management software, the most energy-efficient standard temperature is automatically set as soon as a guest checks out. This temperature can be set via a control centre and adjusted to the season if necessary. Another function of the automation is that the heating and cooling system is automatically switched off when the room windows are opened. This saves even more energy without guests having to sacrifice their comfort. Furthermore, all power sources are switched off when guests remove the key card.



1.5 Ethical & social principles

Schweizerhof Verwaltungs AG pursues not only ecological, but also ethical and social goals in its business activities. These principles enable respectful interaction with employees and guests as well as with partners and suppliers. All principles must also be adhered to by all partners and suppliers of Schweizerhof Verwaltungs AG in order to enable cooperation at all.

1.5.1 Compliance with human rights and laws

We adhere to the Universal Declaration of Human Rights (UN, 1948) and comply with the relevant Swiss laws.

1.5.2 Prohibition of discrimination

Any discrimination against persons in employment, remuneration, access to additional benefits, educational opportunities, promotions, punishment and dismissal on the basis of their gender, religious, ethical or national affiliation, marital status, political views or sexual orientation must be prevented, and equal opportunities promoted.

1.5.3 Mutual respect

All guests, employees, partners, suppliers and other persons in contact with Schweizerhof Verwaltungs AG are treated with dignity and respect. Any kind of physical, psychological, sexual or verbal abuse or harassment will not be accepted.

1.5.4 Prohibition of child labour

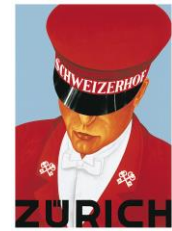
Child labour is not accepted. Only employees who are above compulsory school age or at least 15 years old are employed.

1.5.5 Wages and benefits

All employees receive appropriate compensation in accordance with the guidelines of the collective labor agreement for the Swiss hospitality industry. In addition, the support contributions applicable to the region are paid. Our employees enjoy a wide range of benefits.

1.5.6 Working hours

The maximum weekly working hours, rest periods and breaks comply with national legislation.



1.6 Data protection

The security of all personal data is a matter of course for us. We are subject to Swiss data protection law as well as any applicable foreign data protection law, in particular that of the European Union (EU) with the General Data Protection Regulation (GDPR).

Further information can be found on our [website](#) under Privacy Policy. If you have any questions about data protection, you can contact our data protection officer, Andreas Stöckli, at privacy@hotelschweizerhof.com.



1.7 Anti-corruption declaration

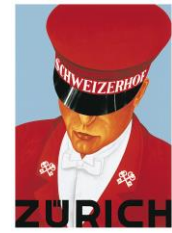
Schweizerhof Verwaltungs AG only works with suppliers and partners who prevent any kind of corruption and other preferential treatment in order to obtain orders.

- Schweizerhof Verwaltungs AG has defined the following principles:
- Business is conducted fairly, honestly and transparently.
- No bribes are granted or offered in order to gain business advantages - either directly or indirectly
- No bribes of any kind are accepted in order to obtain business advantages - either directly or indirectly

When joining the company, all employees undertake to consistently refrain from any kind of bribery. If employees do not comply with these rules, the person concerned must expect consequences.

1.8 Internal control system (ICS)

Schweizerhof Verwaltungs AG has a detailed internal control system in which the control measures for monitoring important operational processes are listed. By documenting and monitoring financial and inter-company risks and minimizing them with targeted measures, the achievement of both financial and social corporate goals is guaranteed.



2 Processes

2.1 Housekeeping

The housekeeping department makes a major contribution to the environment by using almost exclusively ecological and metered cleaning agents. The implementation of the Green Option and the recycling of PET, glass and soap (SapoCycle) from the guest rooms are further ecologically relevant processes.

2.2 Green Option

On request, our guests can choose not to have their rooms cleaned and their sheets or towels changed by selecting the Green Option. This allows guests to actively save valuable resources. As a thank you for this contribution to the environment, we will give you a voucher for a drink in our bar.

2.3 SapoCycle

We collect used soaps and shampoos from the guest rooms and give them to SapoCycle. In its recycling workshop, the soaps are reprocessed by people with disabilities under strict bacteriological control and made into new hygienic bars of soap. The recycled soaps are passed on by SapoCycle to families in need. In 2022, the Hotel Schweizerhof was among the top three hotels in Switzerland and collected 1,018 kilograms of soap.



2.4 Too Good To Go

Leftover food is offered in the Too Good To Go app to reduce food waste to a minimum. In 2023, we handed out 1,019 packages.



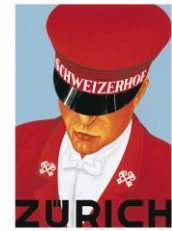
2.5 Purchasing

The Purchasing Policy of Schweizerhof Verwaltungs AG is adhered to by all responsible persons. This includes the consideration of local producers and seasonal products. Purchases are planned and collected based on the occupancy of the hotel, the season and the origin of the products.

Where possible, reusable containers and recyclable packaging are used. Plastic packaging is avoided where possible. In general, attention is paid to sustainable packaging.

Individual product packaging is reduced to a minimum and only used where necessary.

Durable goods are preserved, upgraded and used for as long as possible. High-quality goods are purchased for new acquisitions.



2.6 Technical Service

Our Technical Services department is responsible for all technical matters in the building. Thanks to a great deal of specialist knowledge and fast processing, it is ensured that there are no defects or deficiencies. The Head of Technical Services is responsible for fire protection and is our safety officer.



Hotel Schweizerhof
8001 Zürich

Brandschutzzertifikat

Die Inspektionsstelle bestätigt, dass die Anforderungen des baulichen, technischen und organisatorischen Brandschutzes erfüllt sind. Grundlage bilden die Brandschutzvorschriften der Vereinigung Kantonalen Feuerversicherungen (VKF) und die Empfehlungen für die Brandsicherheit der Swiss Safety Center AG.

Fire Protection Certificate

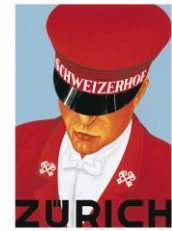
The inspection body certifies that all constructional, technical, and organizational requirements of fire prevention based on the code for fire safety of the Vereinigung Kantonaler Feuerversicherungen (VKF) and on the recommendations of Swiss Safety Center AG.

Zertifikatsnummer 5164928 / 800291
Gültig bis 31.12.2026

Marcel Büchner
Swiss Safety Center AG
Inspektionsstelle Brandschutz



Wallisellen, 13.12.2023



3 Employees

3.1 TOP Ausbildungsbetrieb Level 2

This certification serves as a visible sign of quality across all sectors to help young people make decisions when looking for an apprenticeship.



The TOP Training Company Foundation (TAB) is a national support and award system that contributes to the attractiveness of commercial professions. TAB supports companies from all sectors in improving the quality of their training and awards the label to companies that are particularly committed to training young people. We are delighted to have been awarded level 2 and to be able to offer various apprenticeships in the hotel professions every year.

3.2 Training/own Responsibility

All new employees are given a tour of the infrastructure and technical features and are trained in how to separate waste correctly. Employees are regularly informed and trained on innovations by the Head of Technical Services.

Employees are also given tips on how to take personal responsibility for sustainability. With generous support for public transport tickets, our employees are also encouraged to use public transport for their commute to work and in their free time.

3.3 Dealing with resources

Schweizerhof Verwaltungs AG attaches great importance to the sustainable use of resources and an ecological approach to our environment.

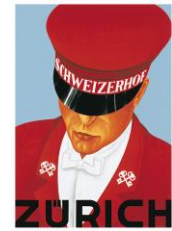
It is therefore important to us that all employees also handle raw materials responsibly. We have defined the handling of resources below.

3.3.1 Waste separation

We separate the following raw materials in our company:

- Cardboard
- glass
- Tin cans/ aluminum
- Electrical material
- batteries
- Waste oil
- Paper
- Porcelain
- Beverage cans
- Light bulbs
- Food waste/green waste
- Residual waste

Waste from the guest rooms is also separated and properly recycled.



3.3.2 Administration

Where possible, used A4 sheets are printed on both sides or reused as notepads. They are archived digitally.

3.3.3 Power/electricity

When leaving the workplace, we switch off the electrical appliances or at least put them on standby. The lights are switched off in empty rooms. We use the stairs instead of the elevator. If the window is open, the air conditioning remains switched off.

3.3.4 Water/washing/cleaning

A flush-saving mode is installed in all toilets. All taps are also equipped with an economy mixer. We use ecologically degradable products.

3.4 Health & Safety

Health and safety are among the most important principles of Schweizerhof Verwaltungs AG. Accidents in the workplace are avoidable - for this reason, great importance is attached to compliance with health and safety standards and their continuous improvement. This should ensure a consistent minimization of accident and injury rates with the clear goal of being able to report a rate of "zero".

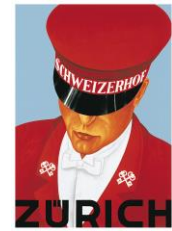
3.4.1 Guiding principle

Safe and health-promoting workplace conditions and measures involving all employees, customers and external companies contribute to a continuous improvement process, which also has an impact on the quality of services and products.

Order + Cleanliness
= Safety

3.4.2 Security policy

Occupational health and safety in the workplace are a key management task. Line managers assume a decisive role model function and line responsibility. Occupational health and safety require all employees to act responsibly. Regular audits are carried out to ensure the success of occupational health and safety. These control measures ensure the effectiveness of the occupational safety policy and the fulfilment of all legal requirements. When planning and introducing new procedures, care is taken to ensure that the latest state of the art is implemented. Appropriate measures and projects are used to achieve continuous improvements in operational occupational safety.



3.4.3 Implementation

All employees are obliged to comply with the following points:

- Observe safety regulations.
- Follow instructions regarding occupational safety.
- Use the prescribed safety equipment.
- Eliminate and report defects.
- Regularly participate in training and instructions about occupational safety

3.4.4 Deviation

Near misses and accidents are systematically analysed and documented. The findings are immediately incorporated into the relevant measures in the interests of continuous system improvement.

3.5 Benefits

Our employees are particularly important to us, which is why they can take advantage of a wide range of benefits. These include, for example, heavily discounted overnight stays in partner hotels, specialist further education and training and discounts in various stores in Zurich and online.

During our annual quality program, points can be collected to earn additional benefits such as extra days off.

Various staff events and celebrations of birthdays and anniversaries add variety to our everyday working life.

We also adhere to the concept of sustainability when it comes to employee benefits and support employees with the ZVV-BonusPass and give them the option of a tree in their name as a birthday present.

All benefits can be found on our [website](#).

