

Sustainability Management Plan

Name company/department: Hotel City Zürich
Duration: 01.01.2023 – 31.12.2023

<i>Critical occurrence/problem area/ Development area</i>	<i>action/measures</i>	<i>Responsibility</i>	<i>deadline</i>	<i>priority</i>	<i>✓/X</i>
<u>Environment</u>					
1. reduce energy	- train employees more intensively and control them	Housekeeping Manager	immediately	1	✓
	- room cleaning only on request of the guests, thus energy can be save das no light etc. necessary	Housekeeping Manager Chef de Reception	middle of year	1	✓
	- replacing the television	Manager	middle of year	1	✓
	- installation of heating regulators that automatically regulate the temperature at C/I and C/O	Manager	middle of year	1	✓
	- optimisation oft he ventilation and heating system by a specialist	Manager	middle of year	1	✓
2. reduce water consumption	- Train employees more intensively and control them	Housekeeping Manager	immediately	1	✓
	- room cleaning only on request of the guests, thus energy can be save das no light etc. necessary	Housekeeping Manager Chef de Reception	middle of year	1	✓
3. receive certification for a regional breakfast	- obtain quotations from suppliers, compare and obtain certification from „Natürli“	Manager	immediately	2	

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4. active aste separation as well as reduction	- always separate waste	Housekeeping Manager	immediately	1	✓
	- train and control staff	Housekeeping Manager	immediately	1	✓
	- door opening with the mobile phone -> re-commission with Salto	Manager	middle of year	2	✓
5. wherever possible use soaps, shampoos and detergents made from ecologically products, that have a recognised eco-label	- obtain and convert offers	Housekeeping Manager	immediately	1	✓
6. use only ecological colours where possible	- when buying new, look for ecological paints, pay attention to eco-label	Manager	every time	1	✓
7. heat pump and recovery	- constantly control of energy consumption with environmental accounting	Manager	monthly	1	✓
8. Food Waste	- find a programme that allows leftover food to be reused or recycled or recycling	Assistant of Manager	end of year	2	✓

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9. where possible select regional suppliers	- for new supplier prefer regional companies	Manager Assistant of Manager	every time	1	✓

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		Housekeeping Manager			
10. offset and reduce CO2 emissions	- training of the reception staff about «Cause we Care»	Chef de Reception	middle of year	1	✓
	- offline marketing of «Cause we Care»	Chef de Reception	middle of year	1	
	- monthly cleaning of the air conditioners	Housekeeping Manager	monthly	1	✓
	- separation of waste at breakfast	Housekeeping Manager	immediately	1	✓
	- control of food waste and if necessary reduction of food and replenish more regularly	Housekeeping Manager	immediately	1	✓
11. reduce pollution	- constant monitoring of waste volume, energy and water consumption	Manager	every time	1	✓
12. reduce plastic	- when the pens are used up, obtain a quotation for recycled or recyclable pens	Manager	every time	1	

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	- replace our time clock for the employees with an app, thus eliminating the plastic	Manager	immediately	1
	- wooden room cards	Assistant of Manager	middle of year	2 ✓
	- joining Water for Water programme, no pet bottles will be need	Manager	immediately	2 ✓
13. small shampoo bottles are not used up	- find a programme for further use of started	Assistant of Manager	middle of year	2 ✓

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shampoo bottles (e.g. Soap Cycle)

14. cork are not collected and reused	- find a programme further use of cork (Captain K�rk)	Assistant of Manager	middle of year	2	√
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<u>sociocultural/employees</u>					
1. every employee has the opportunity to train internally or externally. The company pays proportionally or the full amount depending on training and years of service	- internal and external training for each employee	Assistant of Manager	every time	2	√
2. in case of problems supervisor as contact person	- every new employee receives the staff handbook	Assistant of Manager	immediately	1	√
3. programme for employees to make	- regular control of the personnel mailbox	Assistant of Manager	immediately	2	√
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management decisions to be able
to influence

4. operating procedures of the individual departments	- every new employee receives this training and all the information	Assistant of Manager Housekeeping Manager Chef de Reception	every time	1	✓
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5. quality system of the individual departments	- every new employee receives this training and all the information	Assistant of Manager Housekeeping Manager Chef de Reception	immediately	1	✓
6. train the employees about catastrophe and process	- every new employee receives this training and all the information	Assistant of Manager	immediately	1	✓
7. conservation and maintenance of nature, endangered plant and animal species	- list of illegal products and souvenirs for guests on My Concierge	Assistant of Manager	end of year	1	
8. personnel infrastructure	- employee retention through benefits	Assistant of Manager Manager	middle of year	1	

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<u>safety/health</u>					
1. all employees know how to conduct in case of fire and know their responsibility	- organise fire training	Assistant of Manager	middle of year	1	✓
2. all employees know what to do in an emergency	- organise an emergency aid refresher course	Assistant of Manager	end of year	1	✓
3. all employees know how to use a defibrillator	- emergency aid refresher course (point 2)	Assistant of Manager	end of year	1	✓
4. all technical systems must be regularly checked and maintained by maintenance	- regular maintenance of technical equipment and control of maintenance contracts	Manager Assistant of Manager	every time	1	✓
5. all employees know the safety commissioner	- nominate a safety commissioner	Housekeeping Manager Assistant of Manager	immediately	1	✓
6. all employees know what to do in the event hazard or disaster situation	- check hazard and disaster prevention plans and sign them	Manager	immediately	1	✓

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7. all employees know how to use a fire extinguisher	- organise training how to use a fire extinguisher	Assistant of Manager	middle of year	2
8. all employees know how to lift objects-	organise training for health	Housekeeping manager	middle of year	2

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Development area

Quality management

1. steady assessment of quality	- through targeted guest survey and Evaluation of Trust You	Chef de Reception Assistant of Manager	every time	1	√
2. continuous improvement where necessary	- by evaluation the guests questionnaires and Trust You find recurring problems and defects and fix it	Chef de Reception Assistant of Manager Housekeeping Manager Manager	every time	1	√

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ethic

1. trust and professionalism towards all suppliers, employees and guests	Every supplier, employee and guest is treated equally. We make no	every employee	every time	1	√
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cultural or economic differences.

2. anti-bribery and corruption policy	suppliers, guests, partners and employees are always kept up to date and are informed immediately of any changes. We do not accept bribes, corruption or any kind of bullying.	Manager Assistant of Manager Chef de Reception Housekeeping Manager	every time	1	✓
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Sustainability Management Plan – the organisation / the Green Team

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<i>Area</i>	<i>Goal/Purpose</i>	<i>Responsible person/Department</i>
<u>Environment</u>		
1. all technical installations and water and waste consumption	save energy consumption and water and control savings, more intensive training of staff	Manager Assistant of Manager Housekeeping Manager
2. guest and cleaning products	majority use of ecological products to protect the environment	Housekeeping Manager
3. Papeterie	majority use of ecological products to protect the environment	Assistant of Manager

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4. suppliers and products	wherever possible choose only local suppliers and products to reduce CO2 emissions	Manager
5. guest information	inform guests about news and sustainability, that they can actively support us in our sustainability	Chef de Reception Assistant of Manager
6. ecological wall paints varnishes	in order to keep the environmental impact as low as possible use only ecological wall paints and varnishes wherever possible	Manager

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7. project „Cause we care“	compensate CO2 emissions and supporting our guests in our project	Direktionsassistentin Assistant of Manager
8. cleaning of the air-conditioning units, separation of waste in breakfast, control of food waste, recyclable cutlery and crockery	compensate CO2 emission through less waste and recyclable products	Manager Assistant of Manager Housekeeping Manager
9. food waste	leftover food is reused or processed that less waste is produced and food is not wasted	Manager Assistant of Manager Housekeeping Manager
10. plastic reduction	less micro-plastic in the environment	Manager Assistant of Manager Housekeeping Manager

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11. membership Sapö Cycle	leftover guest soaps and shampoos will be recycled and given to needy people	Manager Assistant of Manager Housekeeping Manager
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12. membership Captain K6rk	cork closures are collected and recycled into new products	Assistant of Manager
13. certification obtained from «Nat6rli»	guests have label that we use regional and organic products for breakfast	Manager

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<u>sociocultural/employees</u>		
1. monitoring staff and recruitment criteria	local employee retention and compliance with legal requirements	Manager Assistant of Manager Housekeeping Manager Chef de Reception
2. contact person for all employees	compliance and control of legal requirements, retention of employees, being a person of trust	Manager Assistant of Manager Chef de Reception Housekeeping Manager
3. control of technical installations	to ensure the safety of guests and employees	Manager Assistant of Manager
4. organisation of an emergency aid refresher and fire training	to ensure the safety of guests and employees	Assistant of Manager

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<u>safety/health</u>		
1. disaster management	compliance with legal requirements and control as well as the implementation of trainings	Manager Assistant of Manager
2. safety/health	compliance with legal requirements and control as well as the implementation of trainings	Manager Assistant of Manager Chef de Reception Housekeeping Manager

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Quality management

1. quality of products, service performance and employees	consistent quality and also targeted improvement	Manager Assistant of Manager Chef de Reception Housekeeping Manager
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ethic

1. anti-bribery and corruption policy	suppliers, guests, partners and employees are always up to date and are immediately	Manager Assistant of Manager
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informed about changes

Chef de Reception
Housekeeping Manager

2. equality of employees and anti-bullying

all employees are equal and receive the same
benefits and working conditions

Manager
Assistant of Manager
Chef de Reception
Housekeeping Manager

The meetings take place monthly. The next date is set at the current meeting. Minutes are taken and handed out to everyone after the meeting with the current status.

Manager – Stephan Knubel

Assistant of Manager – Susanne Käser

Chef de Reception – Sarina Nyffenegger, Andre Molnar

Housekeeping Manager – Lara Schilken

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