

Sustainability Management Plan

Name of company/department: Hotel City Zürich

Duration: 01.01.2025 – 31.12.2025

Critical Event/Problem Area/	Actions/Measures	Responsibility	Appointment	Priority	✓/X
Development					
<u>Environment</u>					
1. Reduce energy consumption	- Train employees more intensively, and check	Governess	right away	I	✓
	- Room cleaning only at the request of the guests, so energy can be saved because no light etc. is necessary	Governess	Mid-year	I	✓
	- Replacement of TVs	Head of Reception			
	- Installation of heating controllers that automatically regulate the temperature at C/I and C/O	Manager	Mid-year	I	✓
	- Optimisation of ventilation and heating systems installation by a specialist	Manager	Mid-year	I	✓
	- Optimization of LED light bulbs	Manager	Mid-year	I	✓
	- Install solar cells on the hotel roof	Manager	End of the year	3	
	- Hourly billing via EuroTime app	Assistant Manager	Mid-year	I	✓
	- Repair window seals	Governess	Mid-year	I	
	- Get signs for rooms with "lights out"	Assistant Manager	Mid-year	I	
2. Reduce water consumption	- Train employees more intensively, and check	Governess	right away	I	✓
	- Installation of special intermediate adapters, sheathing of the water by air	Governess	right away	I	✓

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2 = **medium priority**, high effort; medium to large yield

3 = **low priority**, high effort, low yield

✓/X = Assessment after 1 year/Degree of target achievement ✓ = fulfilled X = not yet fulfilled

Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
	Room cleaning only at the request of the guests, so water can be saved as no cleaning etc is necessary	Governess Head of Reception	Mid-year	1	√
	Greywater treatment plant	Assistant Manager	End of the year	3	
3. Certification for a regional Get breakfast	Obtain quotes from suppliers, Compare and Certify Preserving "Natürli"	Manager	right away	2	
4. active waste separation and Reduction	- Always separate waste	Governess	right away	1	√
	- Train and control employees	Governess	right away	1	√
	- Door opening with the mobile phone - > at Salto, commission again	Manager	Mid-year	2	√
	- Replacement of new LED lamps, only a socket with LED lamp instead of Transformer and LED lamp	Governess	anytime	2	
	- Cooperation with Citypilz or similar Start Up (coffee grounds for mushroom breeding is reused)	Assistant Manager	End of the year	2	
5. Where possible, soaps, shampoos and Detergents from organically produced products, that have a recognised eco-label	Request and change quotes	Governess	right away	1	√
6. Where possible, only ecological paints are use	When buying new on ecological paints / Respecting the eco-label	Manager	anytime	1	√

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Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
7. Heat pump and recovery	Constant monitoring of the energy consumption with the energy bookkeeping	Manager	monthly	1	√
8. Food Waste	Program, the remaining Recycling or recycling food	Assistant Manager	End of years	2	
9. Regional suppliers choose where possible	In the event of a new supplier search also consider regional companies	Manager Assistant Manager Governess	anytime	1	√
10. Offset CO ₂ emissions and reduce	- Training of reception staff about "Cause we Care"	Head of Reception	Mid-year	1	√
	- Offline marketing of "Cause we Care"	Head of Reception	Mid-year	1	
	- Monthly cleaning of the	Governess	monthly	1	√
	- Air conditioners				
	- Separation of waste in breakfast	Governess	right away	1	√
	- Control of food waste and reduction of the Food and refill more regularly	Governess Manager	right away	1	√
	- Conversion & planning to district heating	Manager	from 2026	2	
	- Composting machine «Ecocreation»	Assistant Manager	End of the year	3	
	- Electric charging station for guests	Assistant Manager	End of the year	3	

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Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
	- Replacement of new LED lamps, only a socket with LED lamp instead of Transformer and LED lamp	Governess	anytime	2	
	- Installation of special intermediate adapters, Sheathing of the water by air	Governess	right away	1	√
	- Join GastroFutura	Manager	End of the year	2	
11. Reduce pollution	- Continuous monitoring of waste energy and water consumption	Manager	anytime	1	√
12. Reduction of plastic	- when the ballpoint pens are used up, new ones Offer of recycled or recyclable materials	Manager	anytime	1	√
	- Purchase of biodegradable Coffee capsules and pens catch up	Manager	anytime	1	√
	- Our time clock for the employees with an app, so the plastic stamp cards are gone	Manager Assistant Manager	right away	1	√
	- Wooden room cards	Assistant Manager	Mid-year	2	√
	- Joining the Water for Water programme, No need to buy PET bottles	Manager	right away	2	√

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Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
13. Small shampoo bottles will not be fully used up	Programme for the re-use of Shampoo bottles / (e.g. Sapo Cycle)	Assistant Manager	Mid-year	2	√
14. Cork closures are not collected and reused	Programme for the re-use of Finding cork closures (Captain K�rk)	Assistant Manager	Mid-year	2	√
15. Reduce paper consumption	- Dispatch of payroll employees only by e-mail	Manager	Mid-year	1	√
	- Hourly billing via EuroTime app retrievable	Assistant Manager	Mid-year	1	√
	- Creditors are sent via Horego by e-mail entered	Manager	Mid-year	1	√
	- Paperless check-in and check-out via ONEapp or other provider	Assistant Manager	Mid-year	2	√

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Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
<u>Socio-cultural/employee</u>					
1. Every employee has the opportunity train internally and externally. The Company pays pro rata or full Amount depending on the training and Service.	Internal and external training for the employees	Assistant Manager	anytime	2	√
2. In the event of problems, superiors act as contact	Every new employee receives the Personnel Handbook	Assistant Manager	right away	1	√
3. Program for employees to Management decisions with to be able to influence	Regular monitoring of the personnel mailbox	Assistant Manager	right away	2	√
4. Operations of each Departments	Every new employee receives this Training and all information	Assistant Manager Governess Head of Reception	anytime	1	√
5. Yoga class for all employees	In the Glockenhof, every employee can participate Mondays's free yoga class	Assistant Manager	anytime	2	√
6. Support for public transport	Every employee receives an SBB voucher, which can be used to commute to work by public transport	Manager	anytime	2	

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Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
7. Quality system of each Departments	Every new employee receives this training and all information	Assistant Manager Governess Head of Reception	anytime	I	√
8. Employees about disasters and process training	Every new employee receives this training and all information	Assistant Manager	anytime	I	√
9. Conservation and maintenance of nature, list of illegal products and Endangered plant and animal species	Souvenirs for guests on myConcierge	Assistant Manager	End of the year	I	
10. Personnel infrastructure	Employee retention through myConcierge von Benefits	Assistant Manager	Mid-year Manager	I	√

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Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
<u>Safety/Health</u>					
1. All employees know how to must behave in the event of a fire and knows its tasks	Organize fire training	Assistant Manager	Mid-year	I	
2. All employees know what is in in an emergency	First Aid Course Refresher organize	Assistant Manager	End of the year	I	
3. All employees know how to operates the defibrillator	Refresher through first aid course Refresher (see point 2)	Assistant Manager	End of the year	I	
4. All technical installations are regular maintenance control and maintain	regular maintenance of the technical installations and Control of maintenance contracts	Manager Assistant Manager	anytime	I	√
5. All employees know the safety officer's name, Ombudsman	Governess	Assistant Manager	right away	I	√
6. All employees know what needs to be Done in the event of danger or disaster	Hazard and disaster prevention check military plans and signs	Manager	right away	I	√
7. All employees know about the Danger, what you need to do	Organize evacuation exercise	Assistant Manager	End of the year	I	

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<i>Critical Event/Problem Area/</i> Development	<i>Actions/Measures</i>	<i>Responsibility</i>	<i>Appointment</i>	<i>Priority</i>	<i>√/X</i>
8. All employees know how to operate a fire extinguisher	Training: Use of fire extinguishers	Assistant Manager	Mid-year	2	
9. All employees know how to use health equipment, etc.	Organize training for use of health equipment	Governess	Mid-year	2	

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Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
<u>Quality</u>					
1. Continuous assessment of quality	through targeted guest surveys and Evaluation of Trust You	Head of Reception Assistant Manager	anytime	1	√
2. Continuous improvement, where necessary	evaluating the guest question- brows and Trust You forms Uncovering problems and shortcomings and fix	Head of Reception Assistant Manager Governess Manager	anytime	1	√

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Critical Event/Problem Area/ Development	Actions/Measures	Responsibility	Appointment	Priority	√/X
<u>Ethics</u>					
1. Trust and professionalism to all suppliers, Employees and guests	Every supplier, employee and Guest is equal. We make no cultural or economic differences.	every employee	anytime	I	√
2. Anti-bribery and corruption politics	Suppliers, guests, partners and employees are always up to date and Assistant and will be notified of changes immediately informed. We do not accept any kind of bribery, corruption or any kind of bullying.	Manager Manager Head of Reception Governess	anytime	I	√

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Sustainability management plan – the organisation / the Green Team

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Duration: 01.01.2025 – 31.12.2025

Range	Goal/Purpose	Responsible/Department	Meeting Present
<u>Environment</u>			
1. All technical facilities as well as water and waste consumption	Saving energy consumption and water & control savings, more intensive training of the Colleague	Manager Assistant Manager Governess	
2. Guest and cleaning products	majority use of ecological products to protect the environment	Governess	
3. Stationery	majority use of ecological products to protect the environment	Assistant Manager	
4. Suppliers and products	if possible, only local suppliers and Choose products to reduce CO ₂ emissions	Manager	
5. Guest Information	Guests about news and sustainability so that you can help us with sustainability can actively support	Head of Reception Assistant Manager	
6. ecological wall paints and Puddle	in order to minimise the environmental impact of the if possible, only ecological paints	Manager	

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and varnishes

Range	Goal/Purpose	Responsible/Department	Meeting Present
7. "Cause we care" project	Offset CO ₂ emissions and Assistance to our guests with our Chef de Reception Project	Assistant Manager	
8. Cleaning of air conditioners, Separation from waste in breakfast, Food waste control -> Food Waste, recyclable cutlery and Crockery	Reduce CO ₂ emissions by reducing emissions Waste and recyclable products	Manager Assistant Manager Governess	
9. Food Waste	Leftover food will continue to be used or further processed so that less waste is produced and food is not being wasted	Manager Assistant Manager Governess	
10. Reducing plastic	Less microplastics in the environment	Manager Assistant Manager Governess	
11. Membership Sapó Cycle	Leftover guest soaps and shampoos are recycled and donated to those in need Passed on to people	Manager Assistant Manager Governess	

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Range	Goal/Purpose	Responsible/Department	Meeting Present
12. Membership “Captain K�rk”	Cork caps are collected and Recycled into new products	Assistant Manager	
13. Obtained certification from "Nat�rl�"	Guests have label that we regional and manager Ecological products for breakfast shopping		

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Range	Goal/Purpose	Responsible/Department	Meeting Present
<u>Socio-cultural/employee</u>			
1. Monitoring of employee as well as recruitment criteria	Local employee retention and compliance of the legal requirements	Manager Assistant Manager Governess Head of Reception	
2. Contact person for all employees	Compliance with and control of the legal requirements, employee retention, Be a person of trust	Manager Assistant Manager Head of Reception Governess	
3. Inspection of technical installations	To ensure the safety of employees and guests	Manager Assistant Manager	
4. Refresh and organize of the first aid course as well as fire training	To ensure the safety of employees and guests	Assistant Manager	
5. Yoga class for all employees	In the Glockenhof, every employee can Every Monday at the yoga class free of charge Participate	Assistant Manager	
6. Support for public transport	Every employee receives an SBB voucher, which he will receive for the trip To work by public transport	Manager	

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Range	Goal/Purpose	Responsible/Department	Meeting Present
<u>Safety/Health</u>			
1. Disaster management	Compliance with legal requirements and control and implementation of Training	Manager Assistant Manager	
2. Safety/Health	Compliance with legal requirements and control and implementation of Training	Manager Assistant Manager Head of Reception Governess	

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<i>Range</i>	<i>Goal/Purpose</i>	<i>Responsible/Department</i>	<i>Meeting Present</i>
<u>Quality</u>			
I. Quality of products, service Performance and employees	Consistent quality or targeted improvement	Manager Assistant Manager Head of Reception Governess	

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Range	Goal/Purpose	Responsible/Department	Meeting Present
<u>Ethics</u>			
1. Anti-bribery and corruption politics	Suppliers, guests, partners and employees are always up to date and and will be notified of changes immediately informed	Manager Assistant Manager Head of Reception Governess	
2. Equality of employees and anti-bullying	All employees are equal and receive the same benefits and Working conditions	Manager Assistant Manager Head of Reception Governess	

The meetings take place monthly. The next date is set at the current meeting.
A protocol is kept and handed out after the meeting for everyone with the current status.

Manager – Mr. Stephan Knubel
Assistant to the Management – Ms. Susanne Käser
Reception Manager – Herr André Molnar
Governess – Mrs. Lara Schilken

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