



Sustainability Management Plan



Introduction

Guarda Golf Hotel & Residences is resolutely committed to an ambitious approach: becoming a leading establishment within the **Swisstainable** label by aiming for **Green Globe** certification, the international benchmark for sustainable tourism. This ambition is part of our mission to embody excellence in luxury hospitality in Switzerland, offering our guests an experience where excellence and responsibility go hand in hand.

Green Globe certification is based on 44 core criteria and over 380 indicators, covering four pillars: sustainable management, social and economic impact, preservation of cultural heritage, and environmental protection. To obtain it, it is necessary to adopt rigorous practices, undergo an audit by an independent body, and renew our commitment each year through concrete and measurable actions. This demanding process matches our ambitions: it will allow us to structure, enhance, and further develop our initiatives, while meeting the growing expectations of our clients and partners for responsible tourism.

Our ambition goes beyond obtaining a label: we want to embody a model of sustainable hospitality, where each stay contributes to environmental preservation, the vitality of the local community, and the promotion of cultural heritage. We also wish to encourage our guests to "play the game" by adopting responsible actions during their stay and participating in local initiatives.

Finally, our approach is part of a collective dynamic, in collaboration with local, cultural, and economic stakeholders, to strengthen the sustainable attractiveness of our region. Being "leading" in the **Swisstainable** label means affirming our commitment, inspiring our sector, and proving that responsible luxury is not only possible but desirable for all.

Our Vision

At Guarda Golf Hotel & Residences, we deeply value the trust our guests place in us by choosing to stay here. Whether traveling from Switzerland or abroad, we want every guest to enjoy an unparalleled experience, one that is inseparably connected to the beauty of the mountains and the nature that surrounds us. We recognize, however, that this privilege comes with responsibility. Our goal is to ensure that each stay is not only meaningful in the moment but also inspiring, encouraging guests to return home with new, thoughtful habits that support a more sustainable way of living.

We believe the most powerful way to promote change is through our people. Our team members are the true ambassadors of our vision, embodying our values of hospitality and sustainability every day. They are engaged, caring, and attentive hosts who not only look after our guests but also nurture one another as a team. By creating a safe, welcoming, and respectful environment, they ensure that every stay feels seamless and authentic.

Through careful attention, anticipation of needs, and a commitment to continuous learning, we strive to offer an experience that reflects both excellence in hospitality and respect for the world around us. Our sustainability journey is rooted in gratitude, for our beautiful surroundings, for our guests, and for the opportunity to contribute meaningfully to the future of responsible travel.

Corporate culture, internal conduct of behaviour

We uphold strict compliance with all international and local laws, including those related to labor, health, safety, and the environment, and maintain a zero-tolerance policy for discrimination, exploitation, bribery, and corruption.

- All staff receive regular training on sustainability, health, safety, and cultural sensitivity, empowering them to contribute to our sustainability goals.
- We actively support local community development through employment, training, and social initiatives, prioritizing local hiring and fair treatment for all employees.
- We collaborate with community stakeholders to ensure respect for local traditions and minimize negative impacts.

- We ensure that all promotional materials accurately reflect our services and sustainability commitments, fostering transparency and trust with guests.
- Customer satisfaction is regularly measured, and feedback is used to improve our sustainability practices and guest experience.

Principles

We fully support the social and environmental principles of the United Nations Global Compact. In all our activities, we operate in full compliance with applicable environmental, labour, and anti-corruption laws.

Human Rights

Within our company, we provide equal opportunities and possibilities of development for all, regardless of age, nationality, race, sex, marital status, sexual orientation, or religion. In line with the principle of freedom of association, we respect and support our employees' right to voluntarily participate in trade unions or interest groups, in accordance with applicable legislation. Our workplace culture is built on respect, trust, and dignity, ensuring an environment free from harassment, intimidation, or discrimination.

Labour

We provide a safe and healthy working environment for all employees. GG strictly condemns and prohibits any form of child labour. We ensure fair and lawful working conditions in full compliance with Swiss labour legislation, the "Convention Collective Nationale de Travail (CCNT)", and the International Labour Organization (ILO) Core Conventions. This commitment includes adherence to the principles of freely chosen employment and the prevention of child labour.

Environment

Through our internal environmental standards, we strive to minimize any negative impact our operations may have on the environment. We are committed to reducing waste, increasing recycling wherever possible, and ensuring the proper disposal of residual materials. Every decision we make reflects our responsibility toward the planet and our dedication to a sustainable future

Anti-Corruption

We have a zero-tolerance approach to corruption and unethical conduct. We strongly condemn all forms of bribery, fraud, and dishonest practices in any part of our operations.

Sustainable Mindset

Timeless Architecture

The hotel's architecture harmoniously blends with the local alpine landscape, using natural materials selected for their durability and authenticity. Every element has been designed to stand the test of time - built to last for generations, even a thousand years.

Energy and Water Management

Our energy and water consumption are carefully measured and analyzed over time to ensure ongoing efficiency. We continuously evaluate new solutions and technologies to reduce usage while maintaining the highest level of guest comfort and operational excellence.

Energy-Efficient Architecture

The entire resort is built to the Swiss Minergie standard, featuring heat pumps, solar panels, pellet heating, and advanced insulation to ensure sustainability year-round.

Zero Single-Use Plastics

We have eliminated plastic from daily operations wherever possible. Plastic bottles are no longer used; guests are invited to refill water in our reusable Guarda Golf bottles.

Digital Check-In & Check-Out

We offer paperless check-in and check-out to minimize printing and waste.

Energy Efficiency

All rooms feature a main switch allowing guests and staff to disconnect all lights and appliances easily. Motion-sensor lighting in common areas further reduces energy use.

Eco Cooling System & Heating System

Room temperatures are centrally regulated to ensure optimal comfort and energy efficiency. Our chilled ventilation system operates only on warmer summer days, and we do not offer individually adjustable air conditioning or heating.

High-Performance Windows

Every window in the hotel is double, or triple glazed to ensure insulation and energy efficiency.

Responsible Linen Policy

Towels are washed only when left on the floor; those hanging are reused, reducing water, detergent, and energy consumption. Bed linen is changed according to our sustainability policy or upon guest request, ensuring both comfort and environmental care.

Vegetarian and Local Ingredients

57% of our dishes at Restaurant FIVE and the Guarda Golf Lounge are vegetarian. We prioritize Swiss ingredients, local producers, and responsible suppliers whenever possible.

Sustainable Sourcing

We favor Swiss and local suppliers and source from certified, eco-friendly suppliers. We proudly feature and promote regional brands.

Ecobion

Ecobion provides innovative methods for food stocking, waste management and intelligent kitchen hygienic processes, ensuring food safety and efficient resource handling in line with environmental standards.

Paper-Free Operations

Employee information and communication materials are shared digitally wherever possible.

Promoting Outdoor Activities

We encourage guests to explore the Crans-Montana surroundings and enjoy the alpine environment responsibly. Our Summer Horizons package is specially created to promote discovering our precious natural surroundings.

Health & Balance Program

In collaboration with nutritionist Élodie Richard, our wellness offering includes balanced, vegetarian-friendly options to support a healthy lifestyle.

Rest & Regeneration

Our guests are invited to pause, unwind, and recharge while breathing the purest mountain air in Switzerland. The tranquil and secure surroundings of Crans-Montana inspire mindful walks and moments of true relaxation amidst nature.

Supporting Local Culture & Foundations

We proudly support local events and institutions such as Swiss Made Culture, Crans-Montana Classics, Art-Ethno-Archi, Golf Club Crans-sur-Sierre, Fondation Opale, and more. Educational partnerships include Les Roches, Le Régent Collège, and local sporting events.

Waste Sorting & Reduction

We maintain rigorous waste separation practices, supported by staff training. Kitchen waste is processed into compost whenever possible.

Amenities

All in-room vanity items are eco-friendly. Starting summer 2026, Bulgari guest amenities will be presented in elegant, refillable dispensers, eliminating single-use packaging and reducing waste.

Sustainable Mobility

Our complimentary shuttle service within Crans-Montana encourages guests to travel car-free during their stay.

Recycle, Reuse, Relive

Creative reuse is part of our philosophy - for example, our tailor transforms former curtains into elegant bags and pouches.

Glass Over Plastic

No PET bottles or plastic bags are used in restaurants, guest rooms, or hotel facilities; only glass bottles and reusable GG water bottles are offered.

Operational Excellence

All departments follow clearly defined operational processes in line with LQA high standards.

Data Security

We guarantee secure management of all personal and business data and ensure the same standards are met by our partners. We comply with the legal provisions of the Federal Data Protection Act (FDPA), the Ordinance to the Federal Data Protection Act (OFDPA), the Telecommunications Act (TCA), and other data protection provisions that may apply under Swiss or EU law, especially the General Data Protection Regulation (GDPR).

The Green Team

Our dedicated Green Team monitors and implements sustainability initiatives and continuously seeks improvement opportunities.

Management Systems

We rely on recognized management frameworks to drive continuous process optimization and compliance with sustainability standards.

Ethics & Integrity

We provide a safe environment for employees to report any moral or ethical concerns confidentially and without consequence.

Training & Development

We offer training programs and internships in partnership with leading hospitality schools.

Comprehensive Waste Management

We strive to minimize waste generation, maximize recycling, and ensure proper waste handling throughout all operations.

Employee Awareness & Engagement

All employees share responsibility for eco-friendly practices. Regular training and open idea-sharing foster an environmentally conscious culture.

SUSTAINABLE ACTIONS TIMELINE

2024

All our maintenance products are replaced for 100% biodegradable and sustainably sourced. (Maya Steinfels)

Plastic straws are no longer used. (The Happy Turtles Company)

Our breakfast buffet is largely plastic-free, with only a few items kept for hygiene.

Sembrancher as our mineral water of reference, which is produced 30 km away.

2026

Refillable Bulgari amenities reduce single-use plastics.

Progressing toward *Green Globe* certification and *Swisstainable Level 3*.

Transition to eco-friendly refrigeration gas.

Transparent and proud sustainability communication.

Goals

2017

Suites-apartments, Cinema, Leisure and Library are 100% heated by renewable energy (solar panels and pellets) and GG hotel partially since 2009.

All light bulbs replaced in the property with LED technology

2 EV Charging station are installed

2025

Elimination of plastic bottles – guests refill water in reusable GG bottles.

Digital check-in and check-out is implemented

“Fripouille” sustainability game offered to young guests.

Upcycled curtains transformed into stylish bags and pochettes.

“Gigi,” our little wooden cow, ensures responsible linen care.

2027

Switching to EV for cleaner mobility.

Expanding solar panels across the resort.

Lowering CO₂ emissions and gas consumption.

Ongoing commitment to continuous improvement.

General purchasing

At Guarda Golf Hotel & Residences, we prioritize sustainable purchasing and long-term partnerships built on trust and responsibility. Whenever possible, we source from Swiss suppliers to minimize transport distances and support local expertise. In line with our corporate responsibility principles, we expect our partners and suppliers to share our values of quality, transparency, and respect for people and the environment. Our purchasing decisions are guided by responsible choices and a commitment to sustainability at every stage. Below are some of our key partners and initiatives supporting our vision. (See detailed Purchasing Policy)

Food & Beverage

All our food and beverage suppliers are based in Switzerland, with the majority holding eco-certifications such as Valais Excellence, MSC, ASC, BIO, B Corp, Swiss Triple Impact, Fairtrade®, and Rainforest Alliance. Over 80% of our 16 food suppliers carry certified sustainability labels, and whenever possible, we select regional producers to strengthen local farms and minimize our footprint. Additionally, 63% of the wines we offer come from our region Valais and are crafted by local encaveurs, reflecting our commitment to promoting regional excellence.

Housekeeping

Steinfels

All maintenance and sanitary products come from Maya Steinfels, a brand recognized for its strong sustainability values. Their products are biodegradable, non-toxic, and designed to preserve water, soil, and air quality while protecting people, flora, and fauna.

Bardusch Laundry Services

We partner with Bardusch, a certified textile care company based in Sierre, for the washing of our bed linens, tablecloths, and other textiles. Their operations meet high environmental standards, using eco-certified products and the Green Ultra process to ensure sustainable and efficient laundering.

Tissage de Berne

Our bed linens are crafted by *Tissage de Berne*, a Swiss company with over a century of savoir-faire, committed to long-lasting quality and sustainable production.

Nespresso

All coffee capsules provided in guest rooms are fully recyclable, ensuring both convenience and environmental responsibility.

Spa

Spa – La Colline

Our spa treatments feature La Colline, an exclusive Swiss skincare brand, committed to sustainable luxury. Its formulas highlight natural ingredients, local sourcing, and eco-friendly packaging that ensure both effectiveness and responsibility.

Spa – Kos Paris

KOS Paris products are crafted in France, emphasizing organic, environmentally friendly ingredients and ethical practices.

Administrative

Paper & Printing Materials

We print only when necessary, using responsibly sourced materials certified by FSC (C084589), Cradle to Cradle, and ISO 9706 standards, ensuring both minimal impact and lasting durability.

About Guarda Golf Hotel & Residences

With an exceptional location in the centre of Crans-Montana, in the heart of the Swiss Alps, and its incredible views over the mountains, Guarda Golf Hotel & Residences is a breathtaking place to stay in both the summer and the winter months. Crans-Montana benefits from world-class golf courses, 140 km of ski slopes and a vast choice of luxury boutiques and restaurants. In the summer, the location adjacent to the golf courses is ideal, and in the winter, the ski slopes are but a few minutes' ride with the hotel's limousine transfer service.

Member of Leading Hotels of the World, Swiss Deluxe Hotels, two Michelin Keys, & Virtuoso, the hotel's modern alpine chalet-style décor and its flawless, friendly, and personalised service ensure a cosy, intimate, and discreet welcome. The 23 rooms and suites are all fitted with natural materials and state-of-the-art technology. All guests benefit from daily breakfast, private transfers throughout Crans-Montana, complimentary access to the Guarda Golf Spa, and Wi-Fi throughout the hotel.

The 6 luxury Suite-Apartments are each laid out over 225 m² and provide an incredible level of comfort and luxury. Each one includes three bedrooms, a generous living room with a dining area and fireplace, a fully equipped kitchen and a large terrace.

Restaurant FIVE, the hotel's main restaurant, offers authentic cuisine of the Levantine region. The name and the concept are inspired by five essential foundations: a generous welcome, a convivial sharing, a respect of nature's produce, a contemporary interpretation of flavours as well as the culinary heritage of the cuisine of the Levant.

The Guarda Golf Lounge serves international classics all day long. In the afternoon, choose from an assortment of desserts to accompany your speciality tea or infusion by Newby London. In the evening, the fireplace sets the stage for casual dining. Stunning cocktails, wines, and refreshing drinks are proposed at Les Alpes Bar and are the perfect way to start or conclude your dinner.

The elegant Guarda Golf Spa offers a variety of intimate spaces over its 600 m², home to a heated pool, whirlpool, sauna, hammam, and four treatment rooms, including a Spa Suite designed for couples with its own private whirlpool and hammam. Completing the picture are an indoor golf practice area and a well-equipped, state-of-the-art fitness room. Sophisticated facial treatments by the cutting-edge Swiss brand La Colline are exclusively offered at the Guarda Golf Spa. High-end natural products by KOS Paris complement a selection of massages and beauty rituals.

The range of leisure facilities at the hotel is completed by the 15-seat Sir Roger Moore Private cinema, a library, billiard room, secured Golf & Ski room, kid's playroom and cigar lounge.