# THE ALPINA GSTAAD

## Purchasing Policy

**Jurisdiction:** Canton Bern | Switzerland
**Version:** V1-2026
**Last Review:** 24-4-2026
**Applies to:** The Alpina Gstaad
**Review Cycle:** Annual
**Approved by:** GM

## 1. PURPOSE

This Purchasing Policy establishes the mandatory governance framework through which The Alpina Gstaad manages, controls, and verifies purchasing decisions that influence operational quality, sustainability performance, legal compliance, and financial efficiency across the hotel.

Purchasing within The Alpina Gstaad shall be managed as an operational control function. Procurement decisions shall consider quality, suitability, total cost, supply continuity, environmental performance, social responsibility, and the credibility of supplier information.

The purpose of this policy is to:

- Establish consistent and enforceable purchasing requirements across the property
- Ensure that procurement decisions support operational and sustainability objectives
- Integrate environmental, social, quality, and financial considerations into supplier and product selection
- Prioritise local and responsible sourcing where operationally feasible and commercially appropriate
- Prevent unsupported environmental or sustainability claims from entering the supply chain
- Ensure that purchasing records provide verifiable evidence for internal management and external assessment
- Reduce unnecessary consumption, waste, and avoidable lifecycle cost through controlled purchasing decisions

Purchasing is therefore a management responsibility and shall not be treated solely as an administrative or price-selection function. The General Manager is accountable for ensuring that purchasing controls are implemented and effective at property level.

## 2. SCOPE

This policy applies to The Alpina Gstaad operating in Switzerland and extends to all departments, employees, managers, contractors, and other persons who specify, request, approve, purchase, receive, or manage goods and services on behalf of the hotel.

It applies, as relevant, to:

- Food and beverage products
- Operating supplies and guest amenities

- Cleaning chemicals and hygiene products
- Paper, printed material, packaging, and disposable items
- Furniture, fixtures, equipment, and replacement assets
- Engineering materials, technical equipment, and energy-related products
- Textiles, uniforms, linen, and laundry-related products
- Spa, wellness, and guest-service products
- External services, contractors, consultants, and outsourced activities
- Products or services carrying environmental, social, ethical, local, organic, recycled, certified, or similar sustainability attributes

## 3. MANDATORY APPLICATION

The property shall implement all requirements defined in this policy and translate them into appropriate Operational Manuals (OMs), purchasing procedures, approval routes, supplier records, and departmental controls.

A purchasing requirement shall be considered effectively implemented only where it is:

- Documented within an applicable procedure or purchasing control
- Applied consistently in operational practice
- Supported by appropriate purchasing or supplier evidence
- Monitored and verified through management review or internal audit

Price alone shall not override legal compliance, product suitability, health and safety, required quality, environmental performance, or other material sustainability considerations. Operational flexibility may exist within OMs, but the mandatory requirements of this policy shall not be disregarded.

## 4. GOVERNANCE PRINCIPLES

Purchasing shall operate under a controlled governance model that connects operational need, product specification, supplier selection, approval, receipt, use, performance review, and evidence retention.

Purchasing decisions shall be based on the following principles:

- Fitness for operational purpose and required hotel quality
- Compliance with applicable legal, safety, hygiene, and contractual requirements
- Best value based on total cost and expected useful life rather than purchase price alone
- Avoidance of unnecessary consumption, duplication, excessive packaging, and premature replacement
- Preference for credible environmental and social performance where equivalent operational options exist
- Preference for local or regional products and services where feasible, suitable, and commercially reasonable
- Verification of material sustainability claims before such claims are relied upon in purchasing or communication

- Traceability of significant purchasing decisions and supplier evidence

Where purchasing involves a material trade-off between cost, quality, environmental performance, social responsibility, or operational reliability, the decision shall be proportionate to the risk and documented where necessary.

## 5. ROLES AND ACCOUNTABILITY

Management is responsible for defining purchasing expectations, establishing oversight, and ensuring that procurement controls are implemented consistently across the property.

The General Manager is accountable for:

- Implementation of this policy
- Resolution of material purchasing or supplier compliance issues
- Ensuring that purchasing decisions remain aligned with hotel governance and sustainability commitments
- Ensuring that corrective actions arising from internal or external review are closed

The Purchasing Manager is responsible for managing the purchasing process, maintaining supplier information, applying approved procurement controls, coordinating supplier evaluation, and ensuring that relevant sustainability and compliance criteria are considered before approval.

Department heads are responsible for defining genuine operational need, specifying required quality and performance, avoiding unnecessary purchasing, and ensuring that products and services used within their departments comply with approved requirements.

The Financial Controller is responsible for financial oversight, purchasing authorisation controls, cost integrity, and ensuring that purchasing records support financial review and performance analysis.

The Chief Engineer is responsible for technical specifications and lifecycle considerations for engineering equipment, plant, energy-related products, and other technical purchases capable of materially influencing resource consumption or operational performance.

Diffuse responsibility without clear ownership shall be corrected. Purchasing decisions shall have an identifiable requester, approver, supplier, and evidence trail appropriate to the value and risk of the purchase.

## 6. PURCHASING CONTROL REQUIREMENTS

The property shall maintain documented purchasing controls proportionate to the nature, value, frequency, and sustainability relevance of the goods or services being purchased.

As a minimum, purchasing controls shall address:

- Purchase authorisation and approval levels
- Product or service specifications
- Approved or evaluated suppliers where appropriate
- Price and total cost considerations
- Required legal, safety, hygiene, or technical evidence

- Relevant environmental and social purchasing criteria
- Delivery, quality, and non-conformity controls
- Record retention and traceability

Purchasing shall not create avoidable operational inefficiency. Departments shall review existing stock, expected demand, storage capacity, shelf life, maintenance requirements, and the possibility of repair or reuse before replacement or additional procurement is approved.

## 7. SUPPLIER EVALUATION AND SELECTION

Suppliers shall be selected on the basis of their ability to meet the operational, quality, compliance, commercial, and sustainability requirements relevant to the goods or services supplied.

Supplier evaluation shall be proportionate to risk. Higher-risk or strategically significant suppliers shall be subject to more detailed review than low-value or incidental suppliers.

Where relevant, evaluation may include:

- Legal status and ability to meet applicable regulatory requirements
- Product quality, safety, reliability, and consistency
- Delivery capability and supply continuity
- Pricing and total cost of ownership
- Geographical origin and potential for local or regional sourcing
- Environmental management practices and resource efficiency
- Packaging, transport, waste, and end-of-life considerations
- Labour, human-rights, ethical, and social-responsibility practices
- Credible third-party certifications or verified product attributes where relevant
- Ability to provide evidence supporting environmental or sustainability claims

The hotel shall not rely on vague, generic, self-declared, or unverified sustainability statements where the statement is material to the purchasing decision. Where a certification, label, environmental attribute, or social claim influences supplier selection, supporting evidence shall be available and capable of verification.

Existing suppliers shall be periodically reviewed where performance, risk, purchasing volume, sustainability relevance, or recurring non-conformity justifies reassessment.

## 8. PRODUCT AND SERVICE REQUIREMENTS

Products and services shall be specified and purchased to meet operational need while avoiding unnecessary environmental impact, waste, cost, or quality failure.

Where technically and operationally suitable, purchasing decisions should favour options that:

- Use resources efficiently during operation
- Have an appropriate expected service life and can be maintained or repaired
- Reduce unnecessary single-use materials and avoid excessive packaging
- Use recycled, recyclable, responsibly sourced, or lower-impact materials supported by credible evidence

- Reduce hazardous substances where safer and operationally suitable alternatives are available
- Support responsible food sourcing and minimise avoidable food waste
- Support local and regional economic activity where quality, availability, and commercial conditions are appropriate
- Reduce transport intensity where this can be achieved without compromising quality or supply reliability

Environmental preference shall not compromise food safety, hygiene, guest safety, legal compliance, technical performance, accessibility, or required service standards. A product shall not be considered sustainable merely because one environmental characteristic is favourable if material negative impacts are ignored.

## 9. MONITORING AND PERFORMANCE CONTROL

The property shall maintain a structured and documented process for reviewing purchasing performance. Monitoring shall be proportionate to the materiality of the purchasing category and shall support both operational and sustainability management.

Relevant indicators may include:

- Purchasing expenditure by material category
- Use of local or regional suppliers where defined and measurable
- Use of products supported by credible environmental or social certification
- Reduction of unnecessary single-use products and packaging
- Supplier non-conformities, rejected deliveries, and recurring quality issues
- Purchasing-related waste or obsolete stock
- Cost savings arising from specification improvement, consolidation, reuse, repair, or lifecycle purchasing

Data shall be reviewed at defined intervals. Where a purchasing trend indicates avoidable cost, resource use, waste, supplier failure, or policy deviation, responsibility for investigation and corrective action shall be assigned.

## 10. LEGAL, ETHICAL AND SUSTAINABILITY COMPLIANCE

Purchasing shall comply with applicable Swiss legal and regulatory obligations, contractual requirements, food safety and product safety requirements, labour and human-rights expectations applicable to the hotel, and any mandatory requirements established through the hotel sustainability management system.

The property shall ensure that purchasing activities do not knowingly support unlawful, unsafe, fraudulent, misleading, or materially irresponsible practices.

Where relevant, suppliers shall be required to provide documentation demonstrating compliance. This may include product safety information, technical data, ingredient or allergen information, certificates, licences, declarations, or other evidence appropriate to the product or service.

Suspected serious supplier non-compliance shall be escalated. Continued purchasing from a supplier with unresolved material legal, safety, ethical, or sustainability non-compliance shall require documented management review and justification, or the supplier shall be suspended or replaced where practicable.

## 11. COMMUNICATION AND SUPPLIER ENGAGEMENT

Purchasing-related communication shall be accurate, controlled, and evidence-based. Environmental, social, ethical, local, certified, organic, recycled, climate-related, or similar claims received from suppliers shall not automatically be repeated in hotel communication without verification.

The Purchasing Manager shall ensure that material supplier information used to support sustainability communication is available, current, and traceable to the relevant product, service, or supplier.

Supplier engagement should be used to communicate hotel expectations and encourage improvement. Where appropriate, the property may request suppliers to:

- Reduce unnecessary packaging
- Provide reusable, returnable, concentrated, bulk, or lower-waste delivery options
- Provide credible environmental or social evidence
- Improve delivery consolidation and logistics efficiency
- Identify lower-impact alternatives that meet operational requirements
- Provide information required for hotel benchmarking, certification, or sustainability reporting

Supplier engagement shall be constructive and proportionate. The objective is to improve the performance and transparency of the supply chain without creating unnecessary bureaucracy or compromising operational reliability.

## 12. INTERNAL AUDIT AND VERIFICATION

Purchasing controls shall form part of the hotel internal sustainability audit programme and shall be verified through evidence-based assessment.

Internal audit shall verify, as relevant:

- Application of approved purchasing procedures
- Availability and accuracy of supplier and product evidence
- Consistency between purchasing requirements and actual departmental practice
- Application of sustainability criteria in material purchasing decisions
- Traceability of environmental or sustainability claims relied upon by the hotel
- Implementation of corrective actions arising from supplier or purchasing non-conformities

Audit findings shall be documented and assigned to a responsible manager with a defined corrective action and deadline. Failure to close significant purchasing-related non-conformities shall be escalated to the General Manager.

## 13. TRAINING AND MANAGEMENT REVIEW

Effective implementation of this policy depends on competent personnel and clear understanding of purchasing responsibilities.
The property shall ensure that relevant personnel understand:

- Their purchasing authority and approval limits
- The difference between operational need and preference
- How sustainability criteria are to be applied within their purchasing decisions
- The requirement to verify material supplier claims and certifications where relied upon
- The importance of stock control, specification, lifecycle cost, and waste prevention
- The records required to demonstrate compliance with this policy

Training shall be appropriate to role. The Purchasing Manager and department heads shall receive sufficient guidance to apply this policy consistently and to recognise material purchasing risks or unsupported supplier claims.

Purchasing performance shall be included within management review at appropriate intervals. Management review shall consider relevant performance data, supplier issues, audit findings, corrective actions, major changes in supply, and opportunities for improved cost, quality, resilience, and sustainability performance.

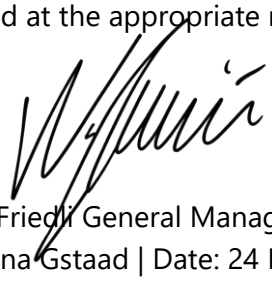
The purpose of management review is to ensure that:

- Purchasing controls remain effective
- Supplier performance remains acceptable
- Material risks and non-conformities are addressed
- Evidence remains available and reliable
- Opportunities for operational and sustainability improvement are implemented where justified

The General Manager is accountable for ensuring that purchasing governance remains effective. The Purchasing Manager and relevant department heads are responsible for providing evidence and performance information required for review.

## 14. FINAL POSITION

This policy is mandatory and forms part of The Alpina Gstaad governance framework. Purchasing shall support the quality and financial performance of the hotel while contributing to responsible resource use, credible sustainability performance, and a controlled and transparent supply chain.
There is no discretionary interpretation of mandatory requirements established by this policy. Where operational circumstances require an exception, the exception shall be justified, approved at the appropriate management level, and documented where material.



Nadine Friedli General Manager
The Alpina Gstaad | Date: 24 May 2026