THE ALPINA GSTAAD

Waste Management Policy

Jurisdiction: Canton Bern | Switzerland
Version: V1-2026
Last Review: 8-4-2026
Applies to: The Alpina Gstaad
Review Cycle: Annual
Approved by: GM

1. PURPOSE

This Waste Management Policy establishes the mandatory governance framework through which The Alpina Gstaad prevents, reduces, separates, records, and verifies waste arising from hotel operations. It converts the principles of the Waste Mitigation & Management Plan into enforceable operational requirements across the property.

Waste management shall prioritise prevention and reduction before recycling or disposal. The objective is to avoid unnecessary material consumption, extend the useful life of products and packaging, maximise reuse and supplier take-back, maintain effective source separation, and ensure that unavoidable waste is managed through appropriate and authorised routes.

The purpose of this policy is to:

- Establish consistent and enforceable waste-management requirements across the property
- Prevent avoidable waste at source and reduce unnecessary material consumption
- Ensure reusable, recyclable, organic, regulated, and residual waste streams are identified and managed correctly
- Define accountability for waste prevention, segregation, storage, data collection, contractor control, and corrective action
- Strengthen food-waste prevention through purchasing, production, menu, storage, and service controls
- Support supplier take-back, reuse, repair, refill, return, and responsible purchasing wherever operationally feasible
- Ensure waste performance is measurable, traceable, comparable, and verifiable
- Provide reliable evidence for internal audit, management review, certification, and sustainability communication

Waste performance is a mandatory component of operational management. The General Manager is accountable for ensuring that this policy is implemented and effective at property level.

2. SCOPE

This policy applies to The Alpina Gstaad operating in Switzerland and extends to all departments, employees, contractors, consultants, suppliers, and service providers whose activities generate, handle, influence, transport, or report waste associated with hotel operations.

It applies, as relevant, to:

- Guest rooms and suites
- Housekeeping, laundry, floristry, and guest amenities
- Purchasing, receiving, stores, and supplier packaging
- Kitchens, breakfast, restaurants, bars, lounges, banqueting, private events, and staff food operations
- Six Senses Spa, Juice Bar, pool, wellness, and treatment areas
- Administration, offices, and internal reporting activities
- Engineering, maintenance, workshops, refurbishment, and contractor activities
- Gardens, plants, flowers, and green waste
- Food waste, recyclable materials, organic/biomass waste, residual waste, special or regulated waste, and other significant waste streams

The Waste Mitigation & Management Plan shall remain the principal supporting operational document for waste-reduction actions, targets, departmental initiatives, and waste-hierarchy implementation.

3. MANDATORY APPLICATION

The property shall implement the requirements of this policy through appropriate Operational Manuals (OMs), departmental procedures, work instructions, waste stations, purchasing controls, supplier arrangements, waste records, contractor documentation, training, and internal audit.

A waste control shall be considered effectively implemented only where it is:

- Documented within an applicable OM, procedure, register, contract requirement, or operational instruction
- Applied consistently in operational practice
- Supported by clearly assigned responsibility
- Monitored through waste data, purchasing information, inspections, contractor records, or other evidence
- Verified through management review or internal audit where applicable

Where a requirement is documented but not implemented, implemented but not monitored, or monitored without appropriate corrective action, the control shall be considered incomplete. Operational convenience shall not justify avoidable waste, uncontrolled disposal, or failure to segregate materials correctly.

4. GOVERNANCE PRINCIPLES AND WASTE HIERARCHY

The property shall manage waste according to a prevention-led hierarchy. Recycling remains essential, but the preferred outcome is to avoid creating the waste in the first place.

The hierarchy shall be applied in the following order:

1. Refuse / Rethink / Redesign - avoid unnecessary materials, single-use items, and packaging before they enter the hotel.
2. Reduce and Reuse - reduce consumption and extend the useful life of products, containers, equipment, and decorative materials.
3. Preparation for Reuse - return, repair, refill, refurbish, repurpose, or redirect materials before disposal.
4. Recycling / Composting / Anaerobic Digestion - source-separate unavoidable recyclable and organic materials for an appropriate recovery route.
5. Material and Chemical Recovery - recover value from residual materials where higher-value options are not available.
6. Residuals Management - manage unavoidable residual waste safely through appropriate authorised contractors.
7. Unacceptable Disposal - avoid practices that unnecessarily destroy recoverable resources or create avoidable environmental impacts.

Waste management shall therefore be treated as a closed control process connecting purchasing, operational use, source separation, measurement, contractor management, verification, and corrective action.

5. ROLES AND ACCOUNTABILITY

Management is responsible for establishing oversight and ensuring that waste controls are implemented consistently across the property.

The General Manager is accountable for:

- Implementation of this policy
- Property-level waste performance and management oversight
- Ensuring appropriate resources are available for essential waste controls and corrective actions
- Resolution of significant operational, legal, contractor, or investment issues related to waste
- Closure of material audit findings and corrective actions

The Sustainability Officer is responsible for coordinating the Waste Mitigation & Management Plan, consolidating relevant waste-performance information, supporting benchmarking, and verifying implementation through the internal sustainability audit process.

Department Heads are responsible for waste prevention, correct segregation, staff instruction, and implementation of applicable controls within their areas.

The Executive Chef and F&B leadership are responsible for food-waste measurement, forecasting, storage and production controls, outlet review, and the use of waste information in purchasing and menu decisions.

The Purchasing Manager and Stores are responsible for procurement-related waste controls, including packaging reduction, supplier take-back, delivery arrangements, product specifications, and relevant supplier evidence.

Engineering and waste-handling functions are responsible for suitable waste infrastructure, storage conditions, technical or special-waste routes, and relevant contractor controls. Finance/Cost Control shall support reconciliation of contractor and cost data where required.

Diffuse responsibility without clear ownership shall be corrected. Significant waste deviations or control failures shall be assigned to a responsible manager for investigation and closure.

6. WASTE PREVENTION AND SOURCE REDUCTION

Waste prevention shall be the first operational priority. Departments shall challenge unnecessary materials, avoidable single-use products, excessive packaging, over-ordering, premature replacement, and other practices that generate waste without adding required operational or guest value.

As a minimum, departments shall consider:

- Whether a product or material can be avoided before purchase
- Whether the quantity ordered reflects actual occupancy, demand, covers, service periods, and seasonal conditions
- Whether a reusable, refillable, repairable, returnable, or longer-life alternative is available
- Whether supplier packaging can be reduced or returned
- Whether products or materials can be safely reused, repurposed, redistributed, or donated before disposal
- Whether process design, service method, portioning, storage, or handling can prevent recurring waste

Waste reduction shall not compromise food safety, hygiene, occupational safety, legal requirements, required guest service, or product quality. Where reuse or redistribution is considered, it shall be applied only where safe, legally permissible, and operationally appropriate.

7. FOOD WASTE CONTROL

Food waste is a priority prevention area because discarded food represents not only a material loss, but also purchasing cost, labour, storage, refrigeration, preparation energy, water, and handling resources already consumed.

F&B operations shall apply the following control sequence:

- Correct Purchasing - forecast orders using occupancy, reservations, historical covers, outlet opening patterns, menu mix, par levels, and delivery frequency

- Delivery and Storage - verify quantities and quality, apply FIFO/FEFO stock rotation, identify slow-moving stock, and record damaged or rejected goods where relevant
- Preparation - distinguish preparation waste from spoilage and plate waste, standardise recipe yields, and use suitable edible trimmings or surplus ingredients where food-safety requirements permit
- Food Consumption and Menu Engineering - review plate returns, portion sizes, buffet and breakfast production, menu-item waste, and recurring high-waste dishes
- Leftovers and End of Service - reduce overproduction through smaller final production runs, safe repurposing where permitted, and structured end-of-service review

Food-waste measurement shall distinguish, as a minimum where practicable, storage/spoilage, preparation waste, plate/guest return, and service/leftover waste. Priority outlets shall be reviewed separately where their concepts and waste profiles differ.

The hotel shall use food-waste data to support purchasing, production, recipe, portion, buffet, and menu decisions. Reduction targets shall be based on a validated baseline and reviewed through the Waste Mitigation & Management Plan.

8. SOURCE SEPARATION, STORAGE AND SPECIAL WASTE

Unavoidable waste shall be segregated at source using clearly defined waste streams appropriate to the property and available recovery routes. Recyclable and organic materials shall not knowingly be placed in residual waste where an established separate collection route exists.

The property shall ensure, as relevant, that:

- Waste stations are appropriately located, identifiable, and suitable for the materials generated
- Food and organic waste is kept separate from residual waste where a dedicated collection route is available
- Glass, metals, paper, cardboard, plastics, and other recyclable streams are segregated according to the applicable collection system
- Green waste is separated for appropriate biological treatment where practicable
- Waste-storage areas are maintained in an orderly, hygienic, secure, and operationally appropriate condition
- Lamps, batteries, oils, chemical containers, cartridges, technical materials, and other special or regulated waste are managed through appropriate supplier-return or authorised recovery routes
- Construction and renovation waste is reused, recycled, or otherwise managed through appropriate routes where technically and legally feasible

Contamination, repeated incorrect segregation, overflowing containers, unidentified waste, or disposal through an inappropriate route shall be treated as a control failure requiring corrective action.

9. PURCHASING, REUSE AND SUPPLIER TAKE-BACK

Purchasing decisions materially influence future waste and shall therefore consider waste prevention alongside price, quality, availability, guest requirements, and operational performance.

Procurement controls shall consider, where relevant:

- Shelf life and appropriate order quantities
- Packaging intensity and opportunities to eliminate unnecessary packaging
- Returnable or reusable crates, pallets, kegs, drums, boxes, transport containers, and other delivery materials
- Supplier take-back, refill, repair, or recovery schemes
- Local and regional sourcing where quality, availability, and operational requirements allow more responsive ordering and reduced spoilage risk
- Certified recycled or responsibly sourced paper and disposable products
- Avoidance of unnecessary single-use items
- Durability, reuse potential, and end-of-life responsibility for products and materials

Where products generate recurring excessive non-returnable packaging or unnecessary disposal, Purchasing shall challenge the specification and seek lower-waste alternatives where commercially and operationally feasible.

Flowers, plants, decorative materials, guest items, equipment, and other suitable materials shall be considered for extended use, rotation, reuse, approved donation, repair, or repurposing before disposal where appropriate.

10. MONITORING, BENCHMARKING AND DATA CONTROL

The property shall maintain structured waste monitoring sufficient to demonstrate significant waste quantities, trends, prevention performance, contractor activity, and the effectiveness of key waste controls.

Monitoring shall include, where relevant:

- Food waste per cover
- Food waste by outlet and/or service period
- Residual waste per guest night
- Residual commercial waste collected
- Biomass or organic waste collected
- Supplier packaging returned
- Local or regional purchasing indicators
- Certified or recycled paper purchasing indicators
- Other significant waste streams identified through operational review or internal audit

Waste data shall be collected from identifiable source records, entered into the approved benchmarking or register system, retained with traceable evidence, and reviewed at defined intervals. Contractor records shall be reconciled with internal information where appropriate.

The property shall conduct at least one structured waste check during each operating season. The waste check shall assess what is generated, where it arises, how it is segregated, and which recyclable or preventable materials are still entering the residual stream.

Material deviations, unexplained increases, recurrent contamination, or inconsistent data shall be investigated. Monitoring without appropriate review or corrective action shall be considered ineffective control.

11. CONTRACTOR AND RECORD CONTROL

Waste removal and recovery activities shall be supported by appropriate contractor records and evidence sufficient to demonstrate the destination or treatment route of significant waste streams where such information is available to the hotel.

The property shall maintain, as applicable:

- Collection or delivery records for significant waste streams
- Contractor reports, invoices, weighbridge information, or other quantity evidence
- Records supporting biomass, organic, recyclable, residual, and special-waste movements
- Supplier take-back or return records where material to performance reporting
- Internal waste checks and departmental waste measurements
- Corrective-action records arising from contamination, contractor issues, or audit findings

Waste records used for benchmarking or external reporting shall be sufficiently traceable to allow the source, reporting period, unit, responsible person, and relevant evidence to be identified.

12. INTERNAL AUDIT, NON-COMPLIANCE AND CORRECTIVE ACTION

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

Internal audit shall verify, as relevant:

- Actual waste-generation and segregation conditions across departments
- Implementation of prevention and reduction controls
- Food-waste measurement and use of resulting information
- Waste-station condition and contamination controls
- Accuracy, completeness, and traceability of waste records
- Contractor and supplier-return evidence
- Implementation and effectiveness of corrective actions
- Alignment between documented procedures and actual practice

Waste-related non-compliance shall be documented and assigned to a responsible manager. Corrective action shall address the underlying cause rather than only the immediate symptom. Significant, repeated, or unresolved failures shall be escalated to the General Manager.

Failure to implement required segregation, maintain significant waste records, use an approved waste route, investigate a material deviation, or close agreed corrective action within the defined timeframe shall be treated as non-compliance with this policy.

13. TRAINING, COMMUNICATION AND MANAGEMENT REVIEW

Effective waste management depends on competent personnel and consistent operational behaviour. Training shall therefore be directly linked to the waste streams, controls, and responsibilities relevant to each role.

Relevant personnel shall understand:

- The waste hierarchy and the priority given to prevention before recycling
- The waste streams and segregation requirements applicable to their work area
- The operational practices used to prevent food, packaging, material, and product waste
- How and where significant waste data must be recorded
- How to report contamination, incorrect disposal, excessive waste, or other control failures
- The requirement to retain evidence needed for benchmarking, audit, management review, and external communication

Progress shall be communicated internally through departmental meetings and the sustainability governance process. External communication shall be limited to verified actions and measured results. Unquantified or unsupported waste-reduction claims shall not be communicated as demonstrated performance.

Waste performance shall be reviewed after each operating season and at other appropriate management-review intervals. Management review shall consider waste quantities and trends, food-waste performance, contractor information, purchasing and packaging controls, audit findings, corrective actions, targets, and opportunities for further prevention.

The purpose of management review is to ensure that waste generation is progressively reduced, unavoidable waste is correctly managed, data remains reliable, responsibilities remain effective, and continual improvement is demonstrated.

14. FINAL POSITION

This policy is mandatory and forms part of The Alpina Gstaad governance framework.

Waste shall be managed as a controlled operational resource issue. The primary objective is prevention, followed by reduction, reuse, recovery, and correct management of unavoidable residual materials.

There is no discretionary interpretation of mandatory requirements established by this policy. Where waste controls, segregation, data, contractor management, or operational performance are outside defined requirements, the cause shall be investigated and appropriate corrective action taken.



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The Alpina Gstaad | Date: 08 April 2026