THE ALPINA GSTAAD

Energy Policy

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1. PURPOSE

This Energy Usage Policy establishes the mandatory governance framework through which The Alpina Gstaad manages, controls, monitors, and verifies energy use across the hotel. It defines the operational requirements necessary to reduce avoidable energy consumption while maintaining guest comfort, service quality, food safety, occupational safety, legal compliance, and the technical integrity of the property.

Energy management within The Alpina Gstaad shall be based on controlled operation, measurable performance, documented responsibility, and continuous improvement. Energy efficiency shall not depend on individual preference or informal practice. It shall be incorporated into normal hotel operations, technical management, purchasing decisions, maintenance, staff behaviour, and management review.

The purpose of this policy is to:

- Establish consistent and enforceable energy management requirements across the property
- Prevent unnecessary energy loss arising from technical settings, operating behaviour, maintenance deficiencies, or uncontrolled equipment use
- Ensure that energy consumption is measured, reviewed, explained, and acted upon
- Define accountability for technical systems, departmental energy use, data integrity, and corrective action
- Support reduction of energy cost and environmental impact through efficient operation and appropriate investment
- Ensure that energy-related improvements remain compatible with guest comfort, food safety, occupational safety, legal obligations, and hotel service standards
- Provide verifiable evidence of implementation for internal audit, management review, certification, and stakeholder communication

Energy 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, service providers, and suppliers whose activities influence energy consumption or energy-related operational performance.

It applies, as relevant, to:

- Electricity and thermal energy consumption
- Heating, ventilation, air-conditioning, cooling, and building management systems
- Domestic hot water generation and distribution
- Lighting and controls
- Kitchens, restaurants, bars, banqueting, refrigeration, and food-service equipment
- Laundry, housekeeping, spa, wellness, fitness, pool, and guest-room equipment
- Back-of-house areas, offices, workshops, storage, and staff facilities
- Lifts, pumps, motors, fans, plant rooms, and other technical equipment
- Renewable energy, purchased energy, and energy-related supplier decisions
- Maintenance, refurbishment, replacement, and capital investment affecting energy performance
- Operational behaviour capable of increasing or reducing energy demand

3. MANDATORY APPLICATION

The property shall implement all requirements defined in this policy and translate them into appropriate Operational Manuals (OMs), technical procedures, equipment settings, departmental instructions, maintenance routines, monitoring processes, and corrective-action controls.

An energy control shall be considered effectively implemented only where it is:

- Documented within an applicable OM, procedure, control schedule, or technical instruction
- Applied consistently in operational practice
- Supported by defined responsibility and appropriate competence
- Monitored through relevant consumption data, technical readings, inspections, or other evidence
- Verified through management review or internal audit where applicable

Where an energy requirement is documented but not implemented, implemented but not monitored, or monitored without appropriate corrective action, the control shall be considered incomplete. Operational convenience, habit, or short-term cost considerations shall not justify uncontrolled energy use.

4. GOVERNANCE PRINCIPLES

The property shall operate under a controlled energy governance model connecting technical standards, operational behaviour, monitoring, maintenance, verification, and management action.

Energy management shall follow the following principles:

- Energy shall be used only where required to support safe and effective hotel operation
- Building systems shall be operated according to occupancy, operating hours, season, weather, and actual demand where technically feasible
- Operational behaviour shall align with building design and technical controls to prevent unnecessary energy loss
- Energy performance shall be measured against an appropriate baseline, expected operating condition, or defined target
- Material deviations shall be investigated rather than accepted as normal fluctuation without review
- Maintenance shall support efficient operation and prevent deterioration in energy performance
- Purchasing and investment decisions affecting energy shall consider whole-life operational performance as well as initial cost
- Energy efficiency measures shall not compromise safety, legal compliance, required indoor conditions, food safety, hygiene, equipment integrity, or guest service

Energy management is therefore a closed control process. Standards without monitoring result in inconsistent application; monitoring without investigation does not ensure control; and corrective action without follow-up does not demonstrate improvement.

5. ROLES AND ACCOUNTABILITY

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

The General Manager is accountable for:

- Implementation of this policy
- Property-level energy performance and management oversight
- Ensuring adequate resources are available for essential controls and corrective actions
- Resolution of significant energy-performance, legal, safety, or investment issues
- Closure of material audit findings and corrective actions

The Chief Engineer is responsible for technical system performance and operational conditions. This includes the control, maintenance, monitoring, investigation, and optimisation of building services and technical equipment within the scope of the engineering function.

Department heads are responsible for ensuring that operational practices within their areas comply with this policy and do not contribute to uncontrolled energy use. They shall ensure that equipment is operated according to defined procedures, unnecessary operation is avoided, and identified deviations are reported and corrected.

The Financial Controller is responsible for supporting the accuracy and integrity of energy cost information and for ensuring that material cost variances can be reconciled with consumption and tariff information where relevant.

The Purchasing Manager is responsible for ensuring that purchasing decisions affecting energy performance consider appropriate efficiency, operating cost, durability, serviceability, and evidence requirements in accordance with the Purchasing Policy.

Diffuse responsibility without clear ownership shall be corrected. Energy controls shall have an identifiable responsible function, and significant deviations shall be assigned to a named person for investigation and closure.

6. ENERGY OPERATIONAL CONTROL REQUIREMENTS

The property shall establish and maintain documented operational controls for systems and activities that materially influence energy consumption. Controls shall be proportionate to the significance of the energy use and the degree of operational influence available to the hotel.

As a minimum, operational controls shall address:

- Defined operating schedules for major plant and energy-consuming equipment
- Set points, control parameters, and overrides for heating, cooling, ventilation, and hot-water systems
- Lighting control according to occupancy, daylight, operating hours, and safety requirements
- Shutdown or setback requirements for unused areas and out-of-hours periods where technically appropriate
- Avoidance of simultaneous heating and cooling except where technically justified
- Control of doors, windows, loading areas, and other building openings where their condition materially affects heating or cooling demand
- Efficient operation of kitchen, refrigeration, laundry, spa, wellness, and other process equipment
- Prevention of unnecessary standby operation and uncontrolled use of portable electrical equipment
- Identification and correction of abnormal equipment operation, leaks, faults, sensor failures, or control overrides
- Appropriate seasonal adjustment of operating parameters and schedules

Manual overrides or temporary changes to technical controls shall not become permanent operating practice without review. Where an override is necessary, the reason, duration, and responsible person shall be clear, and the normal control condition shall be restored when the need has ended.

7. METERING, MONITORING AND PERFORMANCE CONTROL

The property shall implement a structured and documented energy monitoring process. Monitoring shall provide sufficient information to understand overall consumption, identify significant deviations, and support investigation of major energy-using areas where data is available.

Energy monitoring shall include, as relevant:



- Total electricity consumption
- Heating or other thermal-energy consumption
- Sub-metered consumption where installed and operationally relevant
- Energy cost and tariff information
- Operating data from major technical systems where available
- Relevant performance indicators linked to occupancy, season, weather, operating hours, or other appropriate activity drivers

Monitoring shall be conducted at defined intervals, with a minimum requirement for formal monthly review of overall energy performance. More frequent review shall be applied where technically appropriate, where automated data is available, or where a significant deviation requires closer control.

The formal review shall:

- Compare actual performance against expected performance, baseline, prior period, target, or other appropriate reference
- Identify material deviations, abnormal consumption, or unusual cost movement
- Require documented explanation where a significant variance cannot be readily justified
- Assign responsibility for investigation and corrective action
- Define an appropriate timeframe for resolution and follow-up verification

Performance deviations shall not be accepted as normal operational fluctuation without appropriate review. Monitoring without investigation or corrective action where required constitutes an ineffective control.

8. BUILDING SYSTEMS AND TEMPERATURE CONTROL

Heating, ventilation, cooling, and other building services represent material energy uses and shall be operated in accordance with actual operational need and the technical characteristics of the property.

The Chief Engineer shall ensure, within the capability of installed systems, that:

- Operating schedules reflect occupancy patterns and hotel operating hours
- Temperature and ventilation set points are appropriate to the area, use, season, and applicable requirements
- Heating and cooling are not operated unnecessarily in unoccupied or closed areas
- Sensors, thermostats, valves, dampers, controls, and BMS functions are maintained in effective working condition
- Changes in plant operation are evaluated for their effect on comfort, energy use, and system stability
- Persistent manual overrides, alarms, or abnormal control conditions are investigated
- Heat loss or gain associated with open doors, windows, or poorly controlled access points is addressed operationally where practicable

Departmental operating practices shall support technical controls. Staff shall not routinely defeat energy-saving settings, leave conditioned areas open to external conditions, or operate heating, cooling, ventilation, or portable equipment outside defined requirements without operational justification.

9. DEPARTMENTAL ENERGY USE

Each department shall manage energy consumption arising from equipment and operational activities within its control. Department heads shall translate this policy into practical instructions appropriate to their areas.

Departmental controls shall include, where relevant:

- Switching off lighting and equipment when areas are not in use, where safe and operationally appropriate
- Using equipment according to manufacturer requirements and defined operating schedules
- Avoiding premature start-up and unnecessary extended operation before or after service periods
- Maintaining appropriate loading and operating practices for dishwashers, laundry equipment, ovens, refrigeration, and other process equipment
- Reporting defective seals, controls, sensors, timers, thermostats, lighting, or equipment that may increase energy use
- Avoiding the uncontrolled use of supplementary heaters, coolers, or other portable high-energy equipment
- Ensuring guest-room and back-of-house energy controls are not bypassed without legitimate operational reason

Departmental energy control shall remain proportionate to operational conditions. Efficiency shall be achieved through better management and appropriate technology, not through actions that reduce required hygiene, food safety, guest comfort, employee safety, or service quality below acceptable standards.

10. ENERGY PROCUREMENT AND RENEWABLE ENERGY

Energy procurement and renewable-energy decisions shall be managed in a manner that supports credible environmental performance, cost control, supply reliability, and verifiable reporting.

Where renewable or lower-impact energy is purchased or claimed, the property shall ensure that the basis of the claim is documented and that relevant contractual, supplier, certificate, or other supporting evidence is retained as appropriate.

Energy-related procurement decisions shall consider, where relevant:

- Energy efficiency and expected operational consumption
- Whole-life cost rather than purchase price alone
- Compatibility with existing hotel systems and controls

- Maintenance and service requirements
- Availability of credible technical performance information
- Potential effect on peak demand, operational resilience, and energy cost
- Environmental attributes that can be demonstrated through appropriate evidence

No renewable-energy, carbon, efficiency, or energy-reduction claim shall be communicated externally unless the scope, period, evidence, and actual operational basis have been verified in accordance with the Communication Policy.

11. MAINTENANCE, REPLACEMENT AND INVESTMENT

Preventive maintenance shall support energy efficiency as well as equipment reliability. Deterioration in technical condition shall not be allowed to become a continuing source of avoidable energy loss where corrective action is reasonably available.

Maintenance activities shall address, as relevant:

- Filters, coils, heat exchangers, burners, pumps, motors, fans, and other energy-relevant plant components
- Sensors, thermostats, timers, valves, dampers, controls, and BMS functions
- Refrigeration seals, insulation, hot-water systems, pipework, and other energy-loss points
- Lighting controls and failed or inappropriate lamps
- Equipment faults, alarms, abnormal running hours, and persistent manual overrides

When plant, equipment, lighting, controls, or building components are replaced or substantially refurbished, the responsible function shall consider energy performance and expected operating cost as part of the decision. Capital expenditure shall be prioritised using technical need, operational impact, financial return, legal requirements, risk, and the expected improvement in performance.

Investment decisions shall be supported by reasonable assumptions and, where material, by post-implementation verification to confirm whether the expected energy or cost improvement has been achieved.

12. INTERNAL AUDIT, NON-COMPLIANCE AND CORRECTIVE ACTION

Energy 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 operational conditions in energy-significant areas
- Compliance with defined technical and departmental controls
- Accuracy and availability of monitoring records
- Investigation of significant deviations
- Implementation and effectiveness of corrective actions
- Alignment between documented procedures and actual practice
- Staff understanding of relevant energy responsibilities



Energy-related non-compliance shall be documented and assigned to a responsible manager. Corrective action shall address the underlying cause and not merely the immediate symptom. Significant or repeated failures shall be escalated to the General Manager.

Failure to implement a required control, investigate a material unexplained deviation, maintain critical monitoring, or close agreed corrective action within the defined timeframe shall be treated as non-compliance with this policy.

13. TRAINING AND MANAGEMENT REVIEW

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

The property shall ensure that relevant personnel understand:

- The energy controls applicable to their department or technical role
- Required operating schedules, set points, shutdown practices, and reporting expectations
- How operational behaviour can create unnecessary energy loss
- How to identify and report abnormal equipment operation or consumption
- The requirement not to override technical controls without legitimate reason
- The importance of maintaining evidence required for monitoring, audit, and management review

The Chief Engineer shall ensure that personnel responsible for technical systems have the competence necessary to operate and maintain those systems effectively. Department heads are responsible for ensuring that staff within their areas receive practical instructions relevant to their activities.

Energy performance shall be included within management review at appropriate intervals. Management review shall consider consumption trends, significant deviations, cost performance, maintenance issues, corrective actions, audit findings, major projects, investment priorities, and opportunities for further improvement.

The purpose of management review is to ensure that:

- Energy control is maintained
- Material deviations are understood and addressed
- Operational and technical responsibilities remain effective
- Improvement opportunities are evaluated and prioritised
- Investment decisions are supported by relevant performance information
- Continuous improvement in energy performance is achieved

The General Manager is accountable for property-level energy performance and review. The Chief Engineer and relevant department heads shall provide the information and evidence necessary to support effective management oversight.

14. FINAL POSITION

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

Energy shall be managed as a controlled operational resource. Efficient performance shall be achieved through appropriate technical operation, responsible departmental behaviour, measurement, maintenance, investment, and verification.

There is no discretionary interpretation of mandatory requirements established by this policy. Where performance is outside defined or expected conditions, the cause shall be investigated and appropriate action taken.



Nadine Friedli, General Manager
The Alpina Gstaad | Date: 08 April 2026