

# **SUSTAINABILITY AND ENVIRONMENTAL REPORT 2025**



## Company profile

The Zermatt Hospitality Group AG is a leading company in the hotel and catering sector in Zermatt. Since 2018, it has operated as an independent company and is a wholly owned subsidiary of the Citizens' Community of Zermatt. Zermatt Hospitality Group AG operates in four strategic business areas: catering, accommodation, retail and real estate management.

The Group operates 10 hotels and 18 restaurants in the most scenic locations in and around Zermatt, with 458 hotel beds and dining capacity for more than 5,500 guests.

## Business results

The Zermatt Hospitality Group AG can look back on a successful financial year. With revenue of TCHF 48,799, the Group exceeded the previous year by a further 10%. All companies, including the new hotels, contributed to this record result.

## Legal compliance

We review and document the compliance of our corporate activities with the law on an ongoing basis with a legislative database that is continuously updated.

## Environmental policy

As part of its corporate duty of care, Zermatt Hospitality Group AG has defined an environmental policy with overarching environmental objectives and principles of action.

The principles of our environmental policy are based on an awareness of our responsibility towards our unique nature and landscape, our built environment, our fellow human beings and future generations. We also take account of the extensive legal requirements, which include sustainable energy use.

By defining objectives along the entire value chain and implementing these objectives through suitable measures, we achieve an improved level of sustainability in the relevant environmental areas.

## CO<sub>2</sub> emissions

Zermatt Hospitality Group AG has concluded a target agreement with the Swiss Federal Office for the Environment for Grand Hotel Zermatterhof and Riffelhaus 1853.

The replacement of traditional oil heating with pellet heating at the five-star Grand Hotel Zermatterhof had a substantial impact on the air emissions (CO<sub>2</sub> emissions) produced by Zermatt Hospitality Group AG. As an additional measure, the administrative building of the Citizens' Community of Zermatt and Hotel Tannenhof were connected to the pellet heating at Grand Hotel Zermatterhof, and the existing oil heating was taken out of operation. This resulted in a further reduction in CO<sub>2</sub> emissions.

## Responsibility and action

Zermatt Hospitality Group AG is aware that its business activities can have an impact on the environment. For this reason, the company considers itself committed to consistently minimising these impacts as far as economically and technically possible.

## Commitment to sustainability

Zermatt Hospitality Group AG has made an explicit commitment to sustainable development. Environmental protection is a key pillar of the Group's corporate policy, which is why targeted measures are implemented to effectively minimise any environmental impact.

## Environmental concerns and objectives

Responsibility with regard to the environment and resources includes determining and evaluating the relevant environmental concerns as well as meeting the defined environmental objectives. These objectives are regularly reviewed and assessed based on measurable criteria.

## Environment

Zermatt is car-free. The hotels recommend travelling to the destination by train or other public transport.

The digital processing of check-in and check-out saves 50,000 sheets of paper annually.

We display long-lasting potted plants instead of cut flowers in the rooms of the hotels. The bathrooms are fitted with refillable containers, and the bed linen is changed every three days.

We are able to produce our own heating pellets thanks to around 900 hectares of forest in the Inner Nikolaital forest district. Our aim is to preserve, utilise and protect the forests.

About seven tonnes of cheese are produced each summer at Riffelalp and Stafelalp. We ensure sustainable care and use.

## Environmental activities

As a strategic objective for ensuring sustainable development, particularly at the environmental level, Zermatt Hospitality Group AG defines goals across the entire value chain and implements them with appropriate measures. In 2025, the central theme was “energy shortages”. A series of environmental initiatives was put into action:

### **Pizzeria ICE**

- Renovation of the terrace and the roof to minimise heat loss
- Acquisition of an induction stove to increase energy efficiency and reduce overall energy consumption through shorter cooking times, which further lowers CO<sub>2</sub> emissions.

### **Grand Hotel Zermatterhof**

- Guest amenities from Alpeor “Vegan” have been converted from individual packages to ecopump dispensers in all guest rooms. Shower gel, shampoo, conditioner, body milk
- Alpeor “Vegan” cosmetic products for treatments in the spa
- Alpeor soap and body milk in wellness with ecopump dispensers in all showers and toilets
- Renovation of the wellness area from summer 2025, lasting eight months: The procurement of purely local building materials proved to be challenging,

yet reclaimed wood from the alpine region was used to give the spa a noticeable regional touch.

- Swimming pool water treated by saltwater electrolysis, modern and sustainable water disinfection without the odour of chlorine
- Loxone lighting control software in all public areas throughout the Zermatterhof (restaurants, lobbies, corridors, back of house, etc.)
- Energy-efficient ventilation systems: in the wellness area and in the hotel kitchens
- New grease separators in the main kitchen

### **Buffet Bar Riffelberg**

- With the renovation of the carpet and the ceiling, the overall insulation was improved to reduce energy consumption.

### **Buffet Bar Sunnegga**

- Acquisition of a vacuum machine to reduce food waste and enable more efficient storage to optimise the use of freezers.

### **Kulmhotel Gornergrat**

- With a total investment of CHF 7 million, the Alpine Glacier Kitchen self-service restaurant and the saycheese à la carte restaurant have been renovated. Energy-efficient kitchen appliances and heating/cooling systems were also invested in here to reduce energy consumption.
- Furthermore, the entire shopping mall on the Gornergrat was renovated. Sustainable building materials were used here, and most of the product line is regionally oriented.

## Legal and agreed obligations

Compliance with legal requirements is continuously monitored. A CO<sub>2</sub> agreement with the Swiss Federal Office for the Environment aimed at reducing emissions has already been exceeded.

## Social commitment

We encourage ethical behaviour and ensure good working conditions. The satisfaction and development of our employees are key concerns, and we continuously invest in their ongoing training. Furthermore, we are strongly committed to the local community.

## People and culture

We foster a safe and welcoming working environment for our diverse teams. This includes promoting the health and well-being of employees as well as fair remuneration. We support our individual team members in training and further education.

- Fair employee management and culture
- Holistic and mindful interaction with employees
- “We pay fair” label certified
- Comprehensive benefits
- Fostering a “give-and-take” culture
- Further training offers from the industry association

## Two Million Years

Our company-internal label brings together all environmentally relevant activities and measures under a single banner. In regular newsletters, we raise our employees' awareness of their responsibility in terms of environmentally friendly activities, both within the company and beyond. In addition, the label marks products that we offer in our retail stores.



## Cultural and Social Foundation

This foundation is committed to social and cultural pursuits and contributes to the sustainable development of the municipality.

## Partnerships with local events

Zermatt Hospitality Group AG is an official partner of various regional events, thus helping strengthen the community and contributing to sustainable development of tourism. Examples of this are the Zermatt Music Festival, Zermatt Unplugged and the open-air theatre. We are also involved in sporting events such as ultraks and the Zermatt Marathon. Through these partnerships, the company supports local events that attract both locals and tourists and contribute to the revitalisation of the region.

## Resources and energy

Wood is used as a renewable energy source in the form of pellets for heat production. This type of heating significantly reduces CO<sub>2</sub> emissions.

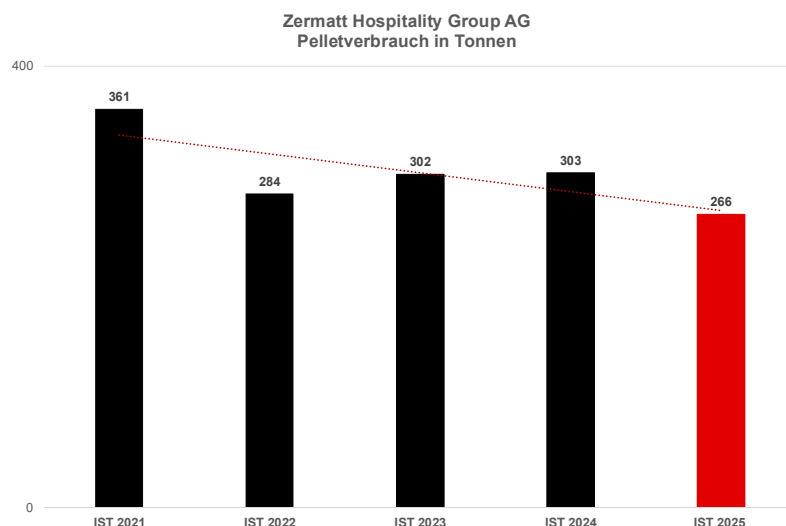
Matterhorn Group AG is a wholly owned subsidiary of the Citizens' Community of Zermatt, which owns around 900 hectares of forest. Management of the forest results in natural wood waste that has limited uses (e.g. bark, branches, etc.).

Working together with expert partners, the Citizens' Community of Zermatt has acquired an interest in Matterhorn Pellet AG – a company that converts the wood waste into wooden pellets without using any chemical additives. The proceeds from the sale of this wood are reinvested in the environmental management of the forest.

The wood pellets can be used for targeted energy management by Zermatt Hospitality Group AG operations that use pellet heating as a local, alternative, renewable and environmentally friendly fuel for generating heat.

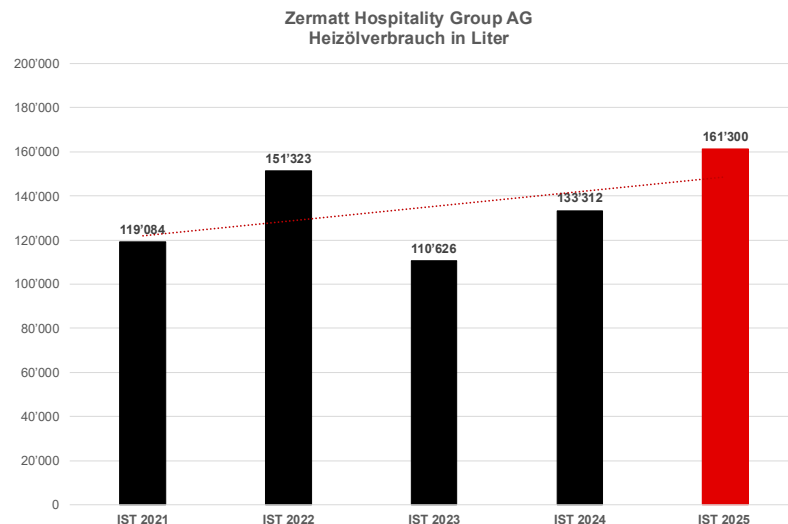
## Pellet consumption

The overall pellet consumption was below the previous year's level. This reduction is primarily due to repeated outages of the pellet heating at Grand Hotel Zermatterhof.



## Heating oil consumption

Due to the rental of Hotel Simi starting in April 2025, the total consumption has increased compared to the previous year, but savings have been made through renovation work in the staff housing.



**ZERMATT**  
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Zermatt Hospitality Group AG | Reporting per 31.10.2025

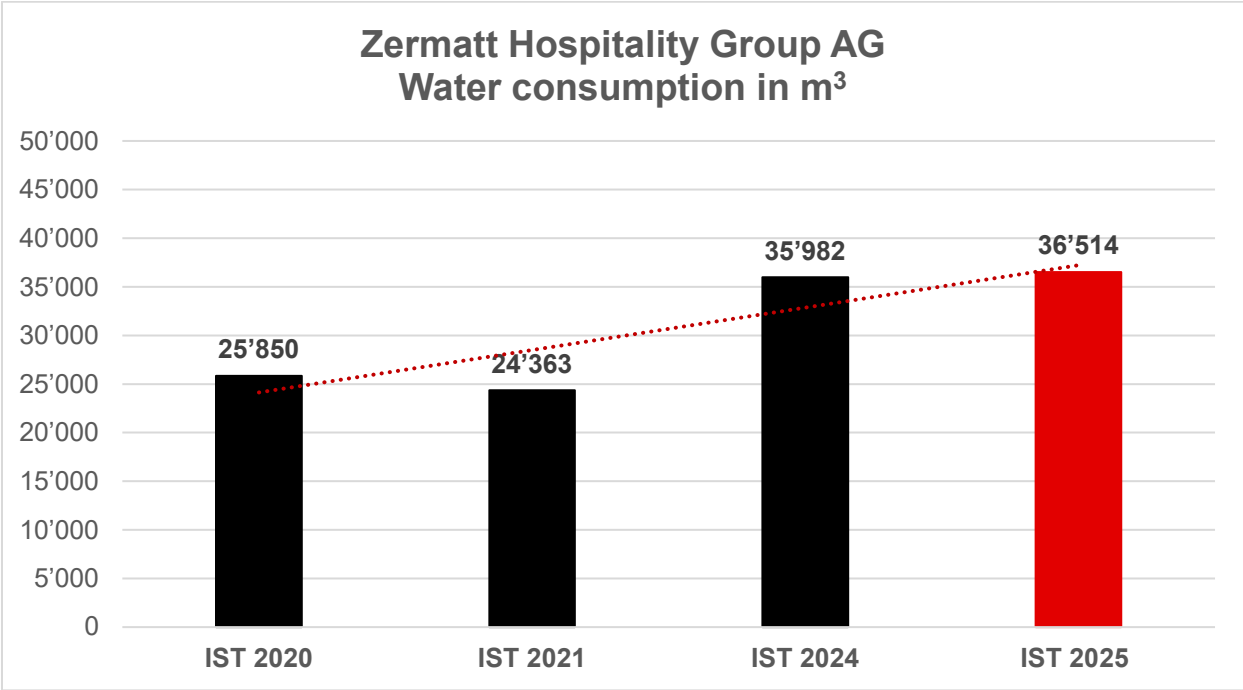
## Gas consumption

Gas consumption is low and mainly affects pizza ovens in the Italian restaurants and in Shogun.

## Water/wastewater

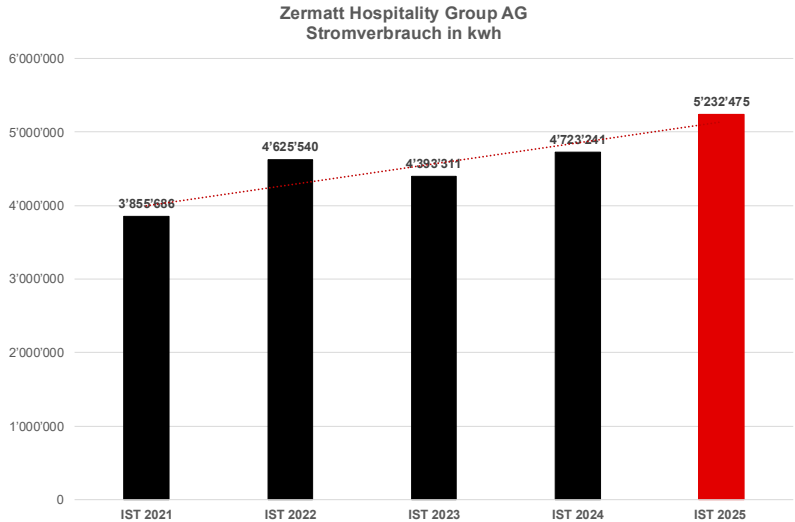
Water consumption was stabilised thanks to renovation measures with water-saving fittings. The 532 m<sup>3</sup> increase in total consumption compared to the previous year is due to the rental of the Hotel Simi and the return of the Grünsee Mountain Lodge.

- Natural and sustainable hot water production
- Water-saving taps, shower heads and toilets
- Our own water sources at Rothorn and Gornergrat
- Our own drinking water treatment and carbonation



### Energy consumption

With the rental of Hotel Simi from 1 April 2025 and the Grünsee Mountain Lodge from 1 June 2025, overall consumption increased by 509,234 kWh.



## Disposal/recycling/waste reduction

An optimised waste management concept reduces plastic waste and promotes recycling. Biogas plants convert kitchen waste and expired food into energy.

Waste disposal and recycling in Zermatt are mostly done in an environmentally friendly manner. Nevertheless, sustained efforts are required to maintain a high standard of waste disposal. In the future, considering the decreasing availability of raw materials, ways should be sought to integrate waste management into a comprehensive raw-material and product policy concept. Choosing the right bin is crucial.

We have aligned our internal processes with the system, and our employees are very familiar with its use. Furthermore, new employees receive training on the system at the beginning of the season.

We dispose of our food waste in the biogas plant. Electric vehicles are used to deliver waste to the recycling depot.

## Digital processes

In the 2025 financial year, an emphasis was placed on the expansion of digital documents to reduce paper consumption. All employee files were digitised.

Some employees utilise the option to work from home, which reduces CO<sub>2</sub> emissions by decreasing commuting.

## Avoiding single-use and plastic packaging

We rely on environmentally friendly care products in refillable dispensers and offer our Zermatt water in glass bottles to guests upon arrival.

## Products

Home-made local specialities and various regional products complete the offerings in our individual establishments.

### *Home-made regional specialities*

Zermatt Hospitality Group AG offers regional products made in-house. This mainly involves Alpine cheese and Valais specialities such as air-dried meat and home-made sausage. As the sole shareholder of Zermatt Hospitality Group AG, the Citizens' Community of Zermatt is the owner of various alps in the Zermatt region. For the past few years, the Stafelalp and the Riffelalp have been home to dry and dairy cows as part of a collaboration between private farmers and the Citizens' Community. These animals are making a significant contribution to the conservation of the Alps and the maintenance of the mountain landscape and flora.

Zermatt Hospitality Group AG creates added value for guests by offering high-quality regional and local products with ecological benefits.

The "Valais platter" regional speciality offered by Zermatt Hospitality Group AG consists exclusively of products that are AOP (*appellation d'origine protégée*) or IGP (*indication géographique protégée*) certified. These products are traditional specialities that have a strong connection to their region of origin. They have been produced with passion by cheesemakers, bakers, butchers and distillers for generations.

The range of regional wines and beers is continuously expanded to promote sustainable products.

## Communicating the sustainability of dishes through labels

The sustainability of individual dishes is a key concern in modern gastronomy. Therefore, special labels are used to inform guests about the origin and sustainable practices behind the dishes. These labels serve not only as information but also as a promise of quality.



### *Importance of the labels*

The use of labels such as “HOME-MADE”, “ZERMATT-MADE”, “VALAIS-MADE”, “VALAIS RECIPE”, “SWISS RECIPE”, “ANIMAL WELFARE” and “SUSTAINABLE FARMING” has several advantages:

- **Transparency:** Guests receive clear information about the origin and preparation method of each dish.
- **Trust:** Labels create trust by highlighting the quality and the ethical standards of the ingredients.
- **Identification:** Guests can more easily identify with the dishes, especially if they prefer local products.

Communicating sustainability via labels not only emphasises the quality of the dishes but also raises awareness of sustainable practices among guests. This helps strengthen the connection between gastronomy, the region and the environment.

## Logistics

We are committed to environmentally friendly and resource-efficient logistics. In this respect, we seek a balance between economic and environmental efficiency.

The offering of Zermatt water, the procurement of water and wines from Valais, as well as regionally produced products, in particular, help to reduce environmental pollution by largely or even entirely eliminating transport channels.

## Suppliers, partners and contractors

When selecting suppliers, partners and contractors, we give preference to those who act in accordance with environmental rules and support our environmental policy. We review the environmental performance of suppliers and partners as part of an annual supplier and partner assessment.

## Infrastructure/sustainable building

Particularly with respect to building insulation, improvements were achieved through roof renovations and the replacement of windows.

Environmental monitoring of construction projects in mountain areas is a matter of course for us.

At Kulmhotel Gornergrat, the open staircase was converted into a closed restaurant to increase heat efficiency.

## Certifications as an environmental policy tool

Zermatt Hospitality Group AG is certified according to ISO 9001:2015 and ISO 14001:2015 and holds the "Valais Excellence" and "Swisstainable leading" labels.