

ENVIRONMENTAL SUSTAINABILITY POLICY 2026

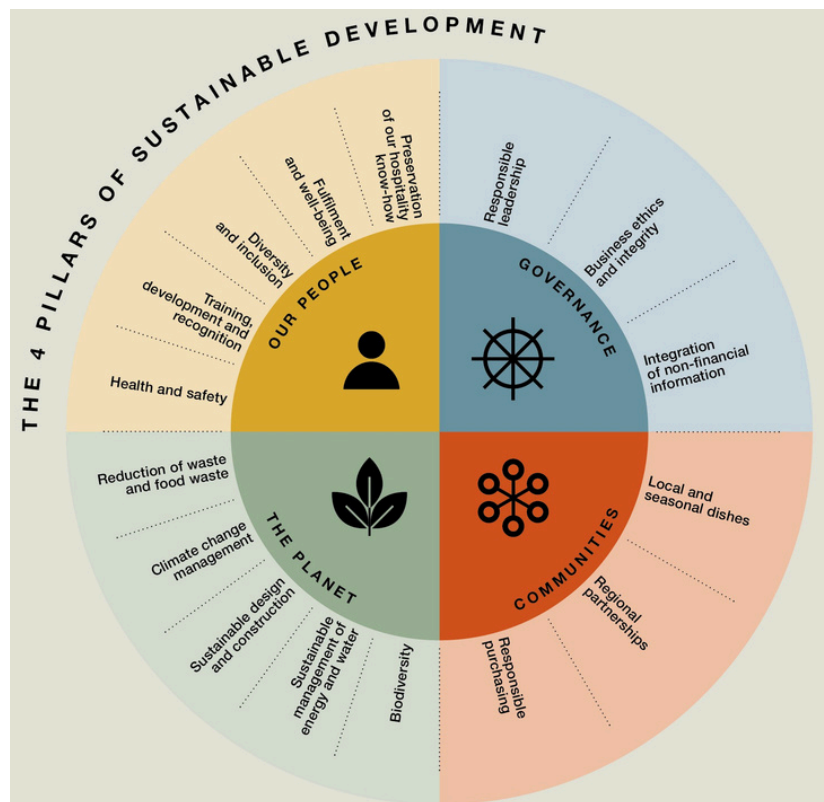


ABOUT THE HOTEL:

The **Riffelalp Resort** is a luxury five-star hotel situated in the middle of the mountain-region of Zermatt, Switzerland, offering a beautiful view on the breathtaking Matterhorn. The hotel offers 65 luxurious rooms & 5 Suites, conference and events facilities, a spa with 4 treatment rooms, an indoor and outdoor swimming pool, a whirlpool, a fitness center, saunas and steam rooms, and a relaxation area. It also features a diverse range of dining and beverage options open to both guests and the public, including a bar and 3 bistronomic restaurants.

OUR SUSTAINABILITY FRAMEWORK:

Our hotel is part of the Sandoz Foundation Hotels (SFH) group. To define what truly matters for the future of SFH, we conducted a materiality assessment grounded in the Global Reporting Initiative (GRI) Standards and enriched through stakeholder dialogue. This process enabled us to identify the priority sustainability topics and key issues to be addressed at Group level. Our pillars are a clear representation of who we are and want to become as a group – it is on these topics that we aim to become exemplary.



Our strategy is built around four pillars:

- **The Planet**, which focuses on climate-action, waste, resource efficiency and biodiversity;
- **Our People**, which prioritizes health, fulfilment, well-being, inclusion and development;
- **Communities**, which supports business in society through procurement and partnership;
- **Governance**, which emphasizes ethical and responsible leadership.

These four pillars form the foundation of our sustainability approach, ensuring a balanced and coherent integration of sustainability across all business functions.

OUR SUSTAINABILITY GOVERNANCE:

Our two EarthCheck Coordinators, Christine Kalbermatten & Jennifer Roux, play a pivotal role in steering our sustainability initiatives, fostering an internal culture of environmental responsibility, and ensuring continual improvement. Jennifer is part of our CSR department and reports directly to the CEO of our group Sandoz Foundation Hotels, while Christine is on-site at the Riffelalp Resort and reports directly to the General Manager of the hotel. At SFH, sustainability is led collectively through a governance model that unites the strength of the group with the uniqueness of each property.

At the strategic level, the Sustainability Executive Leadership Committee — composed of group-level executives and hotel general managers — sets the course, aligning priorities and ensuring consistency across all entities. At the heart of this unified ambition, the CSR Department plays a central and mobilizing role:

- translating strategy into action
- equipping hotels with tools and guidance
- fostering cross-property collaboration
- championing innovation and continuous improvement.

This governance structure is reinforced by quarterly updates to the Board of Directors, keeping sustainability firmly anchored at the core of the group's leadership and vision for the future.

At the operational level, our hotel take ownership of sustainability through our Riffelalp Resort AG Colibris committee. These dedicated sustainability ambassadors ensure that environmental and social responsibility are embedded in daily decision-making and actions. They are responsible for conveying our sustainability movement throughout the property by being key actors within different projects and reporting directly to the General Manager. This decentralized yet connected approach allows for tailored implementation while staying aligning with the group's overarching vision.



OUR ENVIRONMENTAL MANAGEMENT SYSTEM:

Our hotel embraces the unique responsibility of residing in a region driven by its natural beauty. We are deeply aware of the potential impacts our operations may have on the local habitat and community. A structured **Environmental Management System (EMS)** provides the foundation for identifying, assessing, and managing environmental risks on an annual basis. Aligned with EarthCheck certification standards, the EMS incorporates both Swiss regulatory requirements and international benchmarks, and is supported by independent compliance oversight from Neosys.

This system assists us to effectively manage our carbon footprint, uphold our commitment to holistic sustainability and stay aligned with local legislations, including labor laws. Our approach is anchored in a rigorous annual benchmarking aligned with **EarthCheck's 10 key performance indexes:**

1. *Greenhouse Gas Emissions*
2. *Energy Efficiency, Conservation & Management*
3. *Management of Freshwater Resources*
4. *Ecosystem Conservation & Management*
5. *Management of Social & Cultural Issues*
6. *Land Use Planning & management*
7. *Air Quality Protection & noise Control*
8. *Wastewater Management*
9. *Solid Waste Management*
10. *Storage of Environmentally Harmful Substances*

Our sustainability efforts encompass a wide array of initiatives, focusing on reducing carbon emissions, optimizing energy consumption, implementing responsible purchasing and food & beverage practices, enhancing indoor environmental quality, and managing waste and water efficiently. We also aim to prioritize the employment and empowerment of local employees, as well as sourcing sustainable products and services locally in accordance with Fair Trade principles whenever possible. These practices are not only part of our operational strategy but are deeply ingrained into our values and corporate culture.

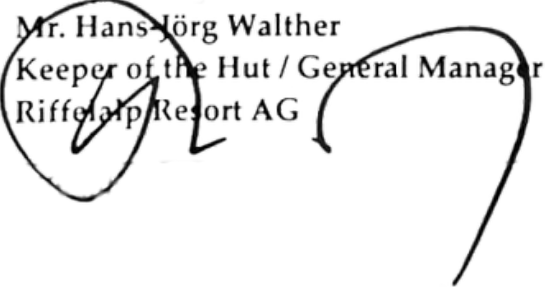
Sustainability performance is tracked through key performance indicators aligned with global standards, and reinforced by third-party certification and audits. Ongoing employee training and structured feedback loops support a culture of continuous improvement.

Our commitment to responsible hospitality is recognised at the highest levels: all hotel operations are certified by EarthCheck — including rigorous third-party onsite audits — which is recognized by Switzerland Tourism's national sustainability programme, Swisstainable, at Level 3. We are also proud members of the Green Leaders Club of Leading Hotels of the World. Finally, the hotel's EMS is also ISO 14001 certified.

We understand that sustainability is an evolving journey. Our dedication extends beyond immediate concerns, aspiring to create a legacy that benefits both present and future generations, while also strengthening our competitive advantage through responsible practices.

1st of June 2026

Mr. Hans-Jörg Walther
Keeper of the Hut / General Manager
Riffelalp Resort AG





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