

# Crowne Plaza Geneva Sustainability Management Plan

« Sustainable development must meet our present needs, without preventing future generations from meeting theirs».

Gro Harlem Brundtland,  
Norwegian Prime Minister, 1987

Lakes, mountains and fresh air are associated with the quality of life "made in Switzerland". Beyond the postcard image, this nature is part of Switzerland's identity and has forged its spirit.

To preserve these environmental assets, the Green Team, supported by the management, has published this sustainability management plan, with the aim of informing, communicating, raising awareness and guiding our colleagues, owners, guests and partners on our vision of sustainable development and the adoption of good practices within our establishment.

This plan includes the origins of the awareness of energy resources, the specificities of our buildings, the environmental directives to be respected, whether they are communal, cantonal or federal, and the tools at our disposal to help us reach our objectives for the coming years in terms of energy performance. Workplace safety, hygiene, quality control and our socio-economic commitment to our employees are also detailed.

This plan is completed by:

- an environmental policy
- an environmental purchasing policy
- annual continuous improvement report

This plan is published in its entirety on our establishment's intranet.

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# The hotel

## Crowne Plaza Geneva history

The hotel opened its doors to the public in 1977.

Called Penta, then Ramada Park, the hotel, well known to Genevans, became Crowne Plaza Geneva on February 1, 2011. It is rated 4 stars superior. It employs 80 people.

In 2013, it began an 18-month metamorphosis, with an investment of 30 million francs:

- Creation of 2 additional floors including 60 more spacious Club rooms, as well as a Club Lounge
- Complete renovation of all existing rooms
- Redesign of the lobby and reception area
- New restaurant and bar concept in a contemporary environment

The hotel remained open throughout the works.

In 2019, a renovation of the banquet & conference space on levels - 1 and - 2 is underway, including refurbishment of the Café Jardin and public toilets. This work will be completed in October 2020.

During the pandemic, the Crowne Plaza Geneva had to close and to reopen in October 2021.

Crowne Plaza Geneva is the ideal hotel for business and leisure stays, ideally located in the heart of Geneva's most dynamic business district. With its 366 rooms, Crowne Plaza Geneva offers all the comforts its guests need: restaurants, bar, fitness center, WIFI and an impressive banqueting and conference center.

### Key points

- 366 rooms: Standard, Club, Business Suite, Club Suite. Club room guests benefit from a reserved floor and private Club Lounge.
- Free airport shuttle
- Cab rank and TPG bus stop in front of the hotel
- Garage for bicycles and scooters
- Electric car terminals
- 2 restaurants and a bar
- Business center with free Internet access
- Fitness, hairdresser
- Underground parking
- Banqueting and conference center with 18 modular lounges to accommodate up to 1,200 people
- "Green engage" program with real measures to reduce our impact on environment.

## An ideal location

- 500 m from Geneva international airport and Cointrin train station
- 500 m from Palexpo and Balexert shopping center
- 2 km from the United Nations
- 3 km from downtown

## Building features

Hotel built in 1976

- 366 rooms and suites
- 2 restaurants
- 18 meeting rooms
- Bar
- Hairdresser
- 10 offices
- Board room
- 9 floors
- Underground
- 3-level underground parking lot not connected to the hotel

**Building types** (construction method and type with respect to fire propagation) :

Type Z (cellular construction from 1st to 7th floor)

Type G (large areas from ground to 2nd basement)

Type V (large conference rooms)

**Occupancy** (number of people allowed in the building) :

- Guests : **700** (approximately 1 200 for conference rooms)
- Staff : **140**
- Parking : **150** vehicles

**Thermal load:** MJ/m<sup>2</sup>

- |                    |         |
|--------------------|---------|
| • Rooms            | 300     |
| • 2 restaurants    | 400     |
| • Conference rooms | 500     |
| • Reception        | 400-800 |
| • Workshops        | 400-800 |
| • Warehouse        | 400-800 |
| • Bar              | 400-800 |
| • Receiving dock   | 400-800 |
| • Parking          | 200     |

### Heating :

Supplied by the district heating network (CAD) with entry station located in the 3rd basement.

### Surface area per level:

- Basements approx. 930 m<sup>2</sup>
- Ground floor approx. 1320 m<sup>2</sup>
- 1<sup>st</sup> floor approx. 1320 m<sup>2</sup>
- 2<sup>nd</sup> floor approx. 1320 m<sup>2</sup>
- 3<sup>rd</sup> floor approx. 1320 m<sup>2</sup>
- 4<sup>th</sup> floor approx. 1320 m<sup>2</sup>
- 5<sup>th</sup> floor approx. 1320 m<sup>2</sup>
- 6<sup>th</sup> floor approx. 1320 m<sup>2</sup>
- 7<sup>th</sup> floor approx. 1320 m<sup>2</sup>
- 8<sup>th</sup> floor approx. 1620 m<sup>2</sup>
- 9<sup>th</sup> floor approx. 380 m<sup>2</sup>
- Parking par niveau approx. 1150 m<sup>2</sup>

# Intercontinental Hotels Group (IHG)

IHG is one of the world's largest hotel companies, dedicated to providing "True Hospitality for everyone". It is headquartered in Denham, UK.

IHG Group has a focused portfolio of seventeen brands (sixteen hotel chains and three loyalty programs) and operates more than 6'000 hotels in more than 100 countries worldwide.

# Hotel's committees

Different committees run for the group's two hotels in Geneva: Crowne Plaza and InterContinental Genève. They cover the following topics:

- **Quality Team**

The Quality Team meets monthly and is composed of department heads and members of management.

## Role

- Ensures compliance with Crowne Plaza and InterContinental brand standards as well as the classification criteria required by HotellerieSuisse
- Implements the "Quality evaluation" program imposed by IHG: self-evaluation, action plan, etc.
- Analyzes the results of customer feedback.



- **Green Committee**

Green Committee meets every third Friday of the month at 3 PM.

Green Committee members are volunteers from each department.

## Role

- Implements and ensures compliance with IHG environmental standards
- Monitors action plans to achieve IHG's carbon footprint, energy, water and waste recycling goals
- Implements an action plan to achieve Green Globe certification
- Raises awareness of good habits and green practices among employees
- Develops actions to raise awareness of sustainable development among employees and customers
- Proposes ideas to improve our practices in terms of sustainable development



- **Risk Management Committee**

The Risk Management Committee meets on the 2nd Tuesday of each month at 10:00 am.

**Role**

- Applies the MSST directive
- Fire safety of the hotel
- Pests
- Risk assessment
- Follow-up of CSA Risk Management IHG

# Sustainable development

## Definition

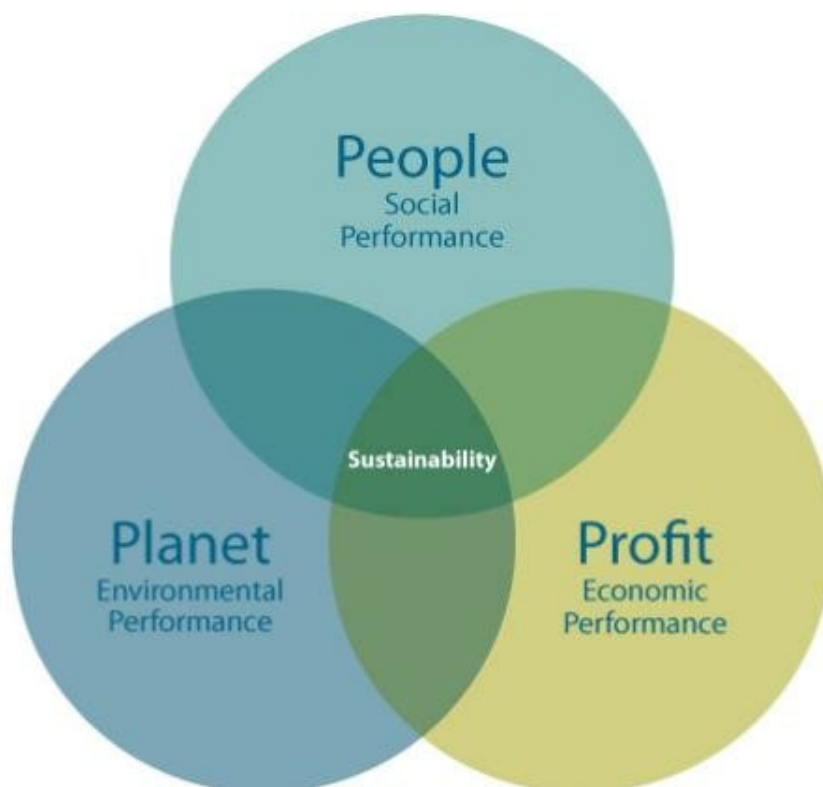
Sustainable development "...must meet our present needs without preventing future generations from meeting theirs.

In other words, sustainable development is the concept that defines the transition and change that our planet and its inhabitants need to live in a more equitable, healthy and environmentally friendly world.

## Three pillars of sustainable development

Sustainable development implies an organization based on 3 essential pillars:

- Economic efficiency by reducing extreme poverty and by guaranteeing employment for the greatest number of people in an economic activity that is worthwhile. The sustainable economy is a healthy management of human activities without harming humans or the environment.
- Social equity, to ensure that all members of society have access to basic resources and services (education, health, food, housing) to meet the needs of humanity, reduce inequalities and maintain social cohesion.
- Environmental quality, of human activities to limit environmental impacts, preserve ecosystems and natural resources in the long term.



## 2030 agenda for sustainable development

The 17 Sustainable Development Goals (SDGs) and their 169 targets (sub-goals) form the cornerstone of the 2030 Agenda set by the United Nations. They take into account the economic, social and environmental dimensions of sustainable development in an equitable way and integrate for the first time poverty eradication and sustainable development in a common framework.

The SDGs are to be achieved by all UN member states by 2030. This means that all countries are called upon to jointly address the world's urgent challenges. Switzerland is also called upon to achieve these goals at the national level. In addition, incentives must be created for non-state actors to contribute more to sustainable development.



Countries also promise to fight climate change. All the objectives integrate environmental protection.

## Journey to Tomorrow – IHG

Our new Journey to Tomorrow business plan provides IHG with a powerful framework to ensure a bright future for travel for all by 2030.

This plan will make IHG a stronger organization, thanks to our inclusive culture that helps our colleagues thrive. It reflects the needs of our communities, from supporting social change to advancing human rights. It helps protect the planet today and for generations to come.

Aligned with our goal of "True hospitality for everyone," Journey to Tomorrow is a key element in achieving our strategic priority of caring for our people, our communities and our planet in line with the United Nations' goals.



## Our 10-year responsible business plan

Our goal is to help shape the future of responsible travel together with those who stay, work and partner with us. We will support our people and make a positive difference to local communities, while preserving our planet's beauty and diversity... not just today but long into the future.

IHG  
HOTELS & RESORTS



Champion a diverse culture where everyone can thrive



Improve the lives of 30 million people in our communities around the world



Reduce our energy use and carbon emissions in line with climate science



Pioneer the transformation to a minimal waste hospitality industry



Conserve water and help secure water access in those areas at greatest risk



Playing our part in achieving the

Empower our people to help shape the future of responsible travel

# Environmental protection

We understand the impact of our activities on the environment and take active steps to measure and minimize it.

We are committed to ensuring that our business grows in a sustainable manner, always mindful of the resources we use and the opportunity to do things differently.

## Hotel's environmental policy

Crowne Plaza Geneva does everything to make you feel at home, even away from home, and welcomes you to a modern and elegant 4-star superior hotel. Our 366 rooms offer contemporary design and a relaxing ambience. Close to the airport and Palexpo congress and exhibition center, Crowne Plaza Geneva is the ideal base for exploring Geneva in no time. You can reach the heart of the city in just 15 minutes.

At Crowne Plaza Geneva, and more broadly at IHG, we believe that business travel can be responsible. To this end, we strive to manage our activities in an environmentally and socially responsible manner, with the aim of constantly improving our quality. We are well aware that our activities have a significant impact on our environment.

Therefore, the hotel's environmental policy is based on five pillars:

- IHG Green Engage programm
- Green Globe certification
- Ambition Negawatt charter in partnership with Services Industriels de Genève
- AENEC charter
- Our responsible business plan "Journey to Tomorrow"

Through our environmental policy, we care about the planet. Crowne Plaza Geneva's objectives include the following:

1. Ensure strict compliance with applicable regulations, standards and requirements in terms of the environment and society at large.
2. Reduce our overall energy consumption and carbon footprint compared to 2019 results:
  - 2% reduction in energy consumption per occupied room (electricity, heating, air conditioning, gas)
  - 3% reduction in water consumption per occupied room
  - 3% reduction in carbon footprint per occupied room.
3. Reduce plastic waste production and recycle as much as possible.

4. Give preference to products with a low carbon footprint, that are local, certified by an eco-label and/or recycled, in line with our purchasing policy.
5. Make our colleagues, customers and suppliers aware of environmental and social issues.

We accept our responsibility to respect the environment and manage the impacts of our activities in the interests of the communities in which we operate and are committed to measuring and managing them in order to find innovative solutions to reduce them.

*It is signed by the general manager and published both internally and externally. It is reviewed yearly.*

## Responsible procurement policy

Crowne Plaza Geneva's Responsible procurement policy supports our Green Engage program (IHG), Green Globe and our Ambition Négawatt charter with Services Industriels de Genève (SIG).

As part of these commitments, we strive to manage our activities in an environmentally and socially responsible manner.

To achieve this, we are taking the following actions:

We strive to ensure that purchasing decisions support the strategic objectives of our environmental policy in order to:

- Conserve and reduce energy resources,
- Minimize solid waste and carbon emissions,
- Purchase more environmentally-friendly products,
- Improve our technical facilities from an environmental point of view,
- Mobilize our employees, customers and local communities on ecological issues,

Wherever possible, we purchase goods that have the least impact on the environment (low carbon footprint, products made from post-consumer recycled materials, certified by a reputable environmental brand, recyclable, non-toxic, with minimal or no packaging) compared to other comparable products.

- Products purchased are considered in their entirety in order to :
- Limit purchases to actual needs (avoid unnecessary surpluses)
- Buy local products to reduce pollution linked to the transportation of goods. Prefer repairs to purchases
- Whenever possible, use recycled, reusable, repairable, biodegradable, value-added, fair-trade and/or eco-labeled products.
- Use hotel products and equipment rationally.
- Consider water and energy consumption criteria when purchasing new equipment.
- Prefer products with little packaging
- Avoid disposable products

- Identify and select suppliers who have already implemented eco-efficiency measures and who are willing to take back packaging and/or used equipment.
- Whenever possible, give preference to organically grown products
- Choose vegetables and fruit in season,
- Use fresh produce with little or no preservatives/colorants and as little packaging as possible.
- Buy products in bulk rather than in individual packages.
- Pay close attention to the origin of the food products you use
- Equip kitchens with energy-efficient appliances
- Choose cleaning products that pollute as little as possible.

We require our suppliers to adhere to fair labor and business practices, respecting labor laws, and providing the required proof (which environmental program(s) do they adhere to?).

We are developing an evaluation tool to measure and monitor the environmental programs adhered to by our suppliers.

*It is signed by the General Manager and the Purchasing Manager and circulated internally. It is reviewed annually.*

## IHG Green Engage tool

Green Engage is IHG's online sustainability program for all our hotels. The tool helps us manage and track our energy and water consumption, carbon emissions and waste to minimize our operating costs and environmental impact.

Use of the IHG Green Engage system is a global standard for all IHG hotels and is therefore part of our standards.

IHG Green Engage consists of four levels of certification.

Achieving level 1 and entering monthly data into the management tool are InterContinental brand standards.

Each year, we are given targets to achieve directly on the platform or via the metrics (hotel targets).

IHG hotel booking sites indicate the level of IHG Green Engage certification achieved by each hotel (from 1 to 4), helping guests identify hotels that are committed to sustainability.

## Green Globe Certification

In 2017, Crowne Plaza Geneva decided to participate in the Green Globe program

Green Globe is a global certification and performance improvement program specifically designed for the travel and tourism industry and helps companies improve their economic, social and environmental sustainability, while being rewarded and recognized.

Green Globe standards provide a framework for organizations to conduct a comprehensive assessment of their environmental sustainability performance, through which they can monitor improvements and achieve certification. A selection of over 380 compliance indicators is applied to 44 individual certification criteria. Applicable indicators vary by certification type, geographic area and local factors.

To achieve certification, companies must be in compliance with each of the 42 core criteria and achieve a compliance rate of more than 80% for the indicators corresponding to each criterion.

Some critical indicators are mandatory and must be met to obtain certification.

The hotel was certified for the first time in 2019 with a compliance rate of 78%.

## Swisstainable

As a unique destination, Switzerland is following a typical Swiss sustainability strategy: Swisstainable.

Swisstainable embodies the need to get closer to nature:

- Enjoying the authentic nature as close as possible
- Living the real local culture
- To consume locally
- Staying longer and immersing yourself more in the culture

Crowne Plaza is a member of Swisstainable.



# Waste management

We process the following waste:



New for 2019 :



New for 2021 :



New for 2022 :



Each department has its own disposal points and applies its own waste management plan.

We collaborate with the company Transvoirie which manages for us the whole process of waste collection: removal, sorting, treatment, recycling and recovery of our waste in mutualized collection.

We give back the maximum amount of packaging directly to our suppliers at the time of delivery and transfer the goods in boxes following a color code.

Also in 2022, we have listed plastic packaging existing in the hotel to identify possible substitutes. Example: slippers in plastic packaging replaced by reusable tulle or removed, etc.

## **Domestic waste**

Waste cans available throughout the hotel.

Waste is transferred to the garbage room on - 2 and then emptied into the compactor on the delivery dock.

## **Paper / cardboard**

Paper cans available throughout the hotel.

Paper cans available in every office.

Paper / cardboard is transferred on - 2

Pick up on request.

## **Organic waste**

Disposable in outlets, kitchens and food court.

120-litre waste bins located on the delivery platform are removed 3 times a week.

Our waste is transformed into biogas.

## **Tinplate**

Recycling point in the maintenance department

Local trash compactor on the delivery platform

Pick-up on request.

## **Vegetable oil**

Collection point located on the delivery platform.

Pick-up on request.

## **Glass (non-returnable)**

Collection points in Housekeeping and outlets

Glass is taken to the bin on the delivery platform.

Pick up on request.

## **Electronic devices**

Container available at the maintenance department.

Pick-up on request.

## **Printer cartridges and toners**

A box is located next to the administrative office. Pick-up by [www.ecologic-recyclage.ch](http://www.ecologic-recyclage.ch) on request.

### **Nespresso capsules**

Recycling container at the events.  
Pick up on request.

### **Green waste**

At the landscaper's workshop.  
Pick up on request.

### **Incinerable waste**

Bin available on the delivery area.  
Enlèvement sur demande.

### **Special waste**

Bin for sprays, chemical products at the maintenance warehouse.  
Pick-up on request with special form.

### **Batteries**

Collection points at the administration office and maintenance warehouse.  
Pick-up on request

### **Light bulbs / neon**

Bin available at the maintenance warehouse  
Pick-up on request.

### **Room amenities**

Given to Youth for Soap

### **Soap bars**

Given to Youth for Soap

### **Wood / metal**

A dumpster is available on request for specific works.

## Recyclable cups and glasses

Container at « Bob's »

Pick up on request.

# Energy Management

## International climate agreements

When it comes to climate issues, we cannot stop at borders. This is why an international framework has been set up so that countries can agree on the objectives to be reached in terms of CO<sub>2</sub> reduction as well as on the respective responsibilities of each country with regard to these objectives.

**1989 Montreal Protocol (RS 0.814.021) aims at limiting the use of products harmful to the ozone layer**

**1992 United Nations Framework Convention on Climate Change**

Currently, the international regulation regarding measures against climate change is the United Nations Framework Convention on Climate Change, which was adopted in 1992. This convention provides a global framework for intergovernmental efforts to address the challenge of climate change. It recognizes that the climate system is a shared resource whose stability is affected by CO<sub>2</sub> emissions and other greenhouse gases.

**1992 Basel Convention (RS 0.814.05) regulates waste movement between countries**

**1997 Conference of the Parties (COP)**

The COP is the supreme decision-making body of the Convention. Every year, all States that are parties to the Convention are represented at the COP, at which they review the implementation of the Convention and any other legal instruments that the COP adopts and take decisions necessary to promote the effective implementation of the Convention, including institutional and administrative arrangements.

**2015 COP 21 and the Paris Agreement**

In the context of COP 21 and to prepare for the post-2020 period, the 195 member states of the UNFCCC signed the Paris Agreement in 2015. Its main objective is to keep the global temperature increase well below 2°C and to lead even greater efforts to limit the temperature increase to 1.5°C above pre-industrial levels. The agreement aims to strengthen the capacity to cope with the impacts of climate change. Switzerland has also signed this agreement.

## Swiss energy policy

The constitutional article on energy, the Energy Act, the CO<sub>2</sub> Act, the Nuclear Energy Act and the Electricity Supply Act are the building blocks of a modern and sustainable Swiss energy policy. The energy policy of the Confederation and the cantons consists not only of the creation of legal bases, but also of the development of perspectives, strategies, implementation programs and the evaluation of the measures taken at the communal, cantonal and federal levels.

It was not until 1990 that energy policy was anchored in the Federal Constitution. The constitutional article on energy states that "within the limits of their respective competencies, the Confederation and the cantons shall promote an adequate, diversified, secure, economically optimal and environmentally friendly energy supply, as well as an economical and rational consumption of energy". With such an extensive catalog of requirements, the bar is set very high for the Confederation and the cantons in terms of energy policy; this catalog also demonstrates how difficult it is to find solutions that meet all the requirements.

Since 1990, all the cantons have adopted their own energy policy laws and directives; with the entry into force of the Energy Act and its ordinance on 1 January 1999, the Federal Council fulfilled the mandate given to it by the people in 1990 by opting for the constitutional article on energy.

In addition to their energy policy legislation, the Confederation and the cantons have the "SwissEnergy" programme at their disposal, a concrete and directly applicable instrument for achieving energy and climate objectives. However, these objectives can only be achieved by strengthening the existing measures and by an even closer partnership between the Confederation, the cantons and the business community.

The cantons are contributing with a strategy tailored to the building sector. The harmonization of cantonal laws on the basis of the Model Energy Regulations of the Cantons (MoPEC) is underway: 23 cantons have already integrated the basic module into their energy legislation.

## Swiss legal frame

In Switzerland, there are two federal offices that deal with energy and environmental issues:

- Swiss Federal Office of Energy (SFOE)
- Federal Office for the Environment (FOEN)

The SFOE and the FOEN are offices of the Federal Department of the Environment, Transport, Energy and Communications (DETEC).

There is also a parliamentary commission: Commission for the Environment, Spatial Planning and Energy (CEATE).

### Environmental law

Environmental law is based on guiding principles which, independently of the various legal provisions, provide direction for laws and ordinances. They also influence the practical application of these provisions.

- Prevention principle
- Principle of causality
- Principle of control at source
- Principle of global assessment
- Principle of cooperation
- Principle of causality

Source : [www.bafu.admin.ch/droit-environnement-bref](http://www.bafu.admin.ch/droit-environnement-bref)

## Solar panels on hotel roof

En 2013, when elevating the building, 132 m<sup>2</sup> of solar panels were installed covering 14% of the roof surface.

This energy is used to heat domestic hot water.

A meter is installed and production is monitored every month.

Production 2017	92'550 kWh
Production 2018	91'790 kWh
Production 2019	68'772 kWh (major breakdown during the year)
Production 2020	57'968 kWh
Production 2021	48'669 kWh
Production 2022	93'236 kWh

Production 2023 94'008 kWh

Production 2024 70'806 kWh

## Existing legislation regarding environmental policy (not exhaustive)

The Swiss legislation on environmental protection is particularly comprehensive:

- Constitutional article on energy of 23 September 1990 (Federal Constitution)
- Environmental Protection Act (EPA) of 7 October 1983
- Energy Act (LEne) of 26 June 1998
- Energy Ordinance (OEne) of 1 November 2017
- Federal law on the reduction of CO2 emissions of December 23, 2011
- Nuclear Energy Act (NEL) of 21 March 2003
- Nuclear Energy Ordinance (NEO) of 10 December 2004
- Electricity Supply Act (StromVG) of 23 March 2007
- Electricity Supply Ordinance (ESO) of 14 March 2008
- Water Protection Act (WPA) of 24 January 1991
- Watercourse Management Act (LACE) of 21 June 1991
- Forest Act (LFo) of 4 October 1991
- Federal law on the protection of nature and landscape (LPN) of July 1, 1966
- Federal law on hunting (LChP) of June 20, 1986
- Federal law on fishing (LFSP) of June 21, 1991
- Ordinance on the limitation and disposal of waste (OLED) of December 4, 2015
- Ordinance on the return, take-back and disposal of electrical and electronic devices (OREA) of January 14, 1998

## Energy Agency for the Economy (Agence de l'Énergie pour l'Économie - AEnEC)

Crowne Plaza Geneva has been working with AEnEC since 2015.

AEnEC offers a simple, complete and reliable energy management service to reduce energy costs in our hotel with tools that comply with the ISO 50001 standard. It assists us in carrying out a complete energy audit.

Thus, following an audit, 17 measures were taken:

1. Increase the temperature at which the air-conditioning in the rooms is switched on.
2. Reduce room ventilation operating time
3. Replacement of commercial refrigeration compressors



4. Replacement of primary heating pumps
5. Insulation of hot water distribution pipes
6. Optimization of kitchen ventilation P10
7. Optimization of Service & Laundry ventilation P9
8. Ventilation Optimization Restaurant Rez
9. Ventilation optimization Garden Restaurant P8
10. Ventilation optimization Cloakrooms P13
11. Optimization of TT room extraction P14
12. Optimization of lobby ventilation P6
13. Optimization of conference room ventilation
14. Optimization of conference hall ventilation
15. Optimization ventilation Office and Services P11
16. Refurbishment of heat recovery system on cooling unit
17. Replacement of neon and halogen tubes with LEDs

## SIG-eco 21's Ambition Negawatt approach

Energy savings are one of the key elements of the energy transition. They contribute to the preservation of natural resources and the climate, and to the phase-out of nuclear power at both local and global levels. Since 2007, the SIG-éco21 program has been successfully supporting the people of Geneva in reducing their energy consumption and CO2 emissions.

Supporting the objectives of the Swiss Confederation (Energy Strategy 2050) and the Canton of Geneva (2000W society), its ambition is to make Geneva the most efficient region in the world.

Ambition NegaWatt program encompasses the SIG-eco21 program and is aimed more specifically at large consumers. It can be summarized as follows: "building a sustainable energy strategy together".

Crowne Plaza Geneva signed Ambition Negawatt convention in 2014 and has since been supported by SIG in implementing an energy management process based on the 9 steps described below:

- Commitment and charter "Ambition Negawatt"
- Planning
- Energy analysis
- Energy performance objectives (energy savings)
- Definition of energy performance actions (EPA)
- Awareness raising of employees
- Measurement of energy performance actions results
- Performance indicators
- Annual management review

## Energy Performance Contract (CPE)

Crowne Plaza Geneva, in its ongoing drive to reduce energy costs and improve existing structures, signed an eight-year energy performance contract with Siemens on July 5, 2018, which also incorporates the AEnEC energy performance actions.

Thanks to the modernization of the building's infrastructure, considerable progress could be made in energy efficiency. As the cost of the modernization project is reimbursed by the savings achieved, we were able to benefit immediately from the increased energy efficiency - and this without any prior investment.

The necessary investments are amortized over the life of the contract through energy and operating cost savings.

Improvement measures include :

- replacement of ventilation motors
- installation of a new ventilation control system
- digital controllers
- centralized technical management (CTM)
- replacement of obsolete lighting
- shutdown of compressed air compressors
- installation of an energy consumption monitoring and control system.
- APE Air handling units
- Northwest ventilation - Kitchen P10
- Northwest ventilation - Service rooms P9
- Northwest Ventilation - Restaurant Ground Floor P7
- Northwest Ventilation - Restaurant Lower Ground Floor P8
- North-West Ventilation - Cloakroom P13
- North-East Ventilation - Lobby, Bar, Shop P6
- North-East Ventilation - Conference Rooms P1, P2, P3, P4, P5
- North-East Ventilation - Office and Services P11
- Ventilation La Cafet' P12
- APE lighting
  - lighting – replacement of fluorescent tubes in various premises
- APE Heat distribution
  - Heating - sanitation and optimization of heat distribution
  - Compressed air compressors shut down

The overall aim of the project is to significantly improve the technical facilities while reducing energy consumption and operating costs.

# Quality management

In order to provide service and amenities that meet our guests' expectations, our hotel must continually improve. Using a variety of tools and programs, the hotel can receive feedback from guests, identify areas for improvement and establish corrective action plans.

## Crowne Plaza Hotels & Resorts standards

- **Global Design Guidelines** : this document is designed to provide clear guidance on how to bring design signatures to life at InterContinental Hotels & Resorts. It brings together the graphic standards
- **Brand Safety Standards** : safety standards are intended to help IHG hotels identify, get prepared for, minimize and respond to fire, health and safety risks that may have a negative impact on our guest and colleagues.
- **Operations Standards** : this document includes standards required for hotel operations that apply to InterContinental Hotels in Switzerland.

## Quality Evaluation

The “Quality Evaluation” program was launched by IHG in 2018 across Europe. In 2019, it was made available worldwide. The Quality Evaluation will support in protecting our brands and defines the minimum expectations in the guest experience that our hotels should be delivering in a consistent manner.

A self-assessment is carried out quarterly, using the CMX application. The action plan must be completed within 30 days of the assessment.

A virtual or on site audit is planned on a yearly basis. The auditor assesses the following elements:

Onsite Quality Evaluation (OQE) – 4 scored categories				Brand Experience Evaluation (BEE) *
Brand Standard	Brand Safety Standard	Cleanliness	Condition	Questions are based on your branded <b>Service Behaviours</b> across key guest journey touch-points
85%	100%	85%	85%	The BEE results will not be counted towards the Onsite Quality Evaluation score, although hotels will receive a performance indicator in their monthly Scorecard.
<b>Pass mark threshold</b>				
<b>NOTE:</b> The minimum pass mark thresholds must be achieved in all categories in order to achieve your Quality Metric.				

# IHG Way of Clean

Cleanliness remains top priority. Strict cleaning and cleanliness protocols are key to ensure employees and guests' safety and have remained in IHG brand standards since then.

- Employees are expected to clean guest rooms and all public areas following the IHG Way of Clean 5S program
- Cleaning schedule (daily, weekly, monthly and periodic) and inspections must be followed and recorded in accordance with the IHG Way of Deep Clean and
- Preventative Maintenance program.
- Cleaning chemicals and tools must be used according to specifications to ensure effective cleaning processes.
- The color-coding system for microfiber cloths must be followed at all times to avoid cross-contamination during the cleaning process.



## Customer satisfaction measurement - HeartBeat

HeartBeat is the global customer satisfaction measurement system provided by IHG and supported by Medallia software. It is one of the best ways to measure guest satisfaction:

- Dashboard, for an overview of trends
- Feedback, for details by guest
- Key drivers, to identify areas for improvement
- Ranker, for comparison with other hotels in the brand
- Scoreboard, for quantified results
- Social reviews, for reviews published on booking sites and social networks (IHG Reviews, Booking.com, Google Business, Hotels.com, Tripadvisor, etc.)

## HotellerieSuisse classification

HotellerieSuisse is the creator and owner of the official Swiss classification of which we are affiliated to.

The classification is customer-oriented and ensures a clear market positioning for the hotel and a direct promise of quality for the guest.

HotellerieSuisse guarantees credibility, standards and relevance of the hotel stars. In this way, the organization contributes to the continuous development of the quality of the Swiss hotel industry. Both guests and hoteliers benefit from the benefits of the hotel classification.

HotellerieSuisse (Swiss Hotel Association) introduced the classification system in Switzerland in 1979.

The classification criteria are reviewed every five years to adapt to new international standards and future guest expectations, requiring the establishments to undergo a new inspection each time.

Our hotel is classified as 4 stars superior. The last inspection took place in November 2022.

# Health and safety

Safety first. More than comfort or style, guests want to feel safe in a hotel.

For all our employees, we are also committed to safety and health through appropriate work organization, supervision and training.

We attach great importance to health, safety and well-being of our employees and guests.

## MSST guideline (guideline CFST 6508)

MSST stands for « appel à des médecins et autres spécialistes de la sécurité au travail », but also mais also refers to the development of a safety system within companies and thus to systematic prevention.

In concrete terms, the aim is to prevent occupational accidents and illnesses, thereby avoiding suffering, absence and costs by adopting a systematic approach.

MSST guideline :

- regulates the use of physicians and other occupational safety specialists (MSST);
- requires hazard identification and action planning,
- formulates requirements for the company's safety system.

A company that is not exposed to special hazards but has at least 50 employees is required to implement the MSST directive, which is the case with our company.

Our safety manager is in charge of the MSST guideline. The aim of the process is to identify dangers affecting health and safety of employees. Reports summarize the identified hazards, precise situations of exposure, proposed measures and any comments made in consultation with the Risk Management Committee.

## IHG Brand Safety Standards

The IHG Security Standards were established in 2004 in response to existing security and safety risks outlined in the IHG Property Standards. In 2011, they were transformed into a set of global brand safety standards, which were implemented in July 2012. They established a global set of common requirements for addressing security risks in the design, construction and operation of hotels.

In 2014, a process of reformatting the brand standards was initiated to prepare for publication in an online brand standards manual. This process was completed in 2016 and the "Updated Brand Safety Standards" went into effect on January 1, 2017.

IHG's safety standards are intended to help hotels identify, prepare for, minimize and respond to fire, health and safety and security risks that may negatively impact our "people."

Where local regulations are more stringent than IHG's safety standards, the local regulations must be followed. If IHG's requirements are more stringent, they must be applied, unless local regulations explicitly prohibit their implementation.

## Automatic defibrillator DAE

Notre hôtel dispose d'un défibrillateur facile et rapide à utiliser par tous. Il se trouve dans le lobby, sur le mur à gauche de la porte du bureau Front Office.

## Security points

The hotel has 12 security points with emergency numbers, evacuation routes and a first-aid kit.

Les security points are located :

- Cost-control office
- Kitchen – 1
- Housekeeping office ground floor
- Housekeeping office 1st floor
- Maintenance workshop – 3
- Front Office
- Administration
- Laundry
- Seventy5 restaurant
- Office 7th floor
- Events office
- Back office Café Jardin

## Crisis and incident response manual

The hotel publishes a manual explaining what to do in the event of an emergency. The manual is available at all Security Points and on the intranet, and sets out the procedures to be followed in the event of a crisis.

## Personal protective equipment (PPE)

Employees are required to use personal protective equipment (PPE) when necessary. Employers are required to make the necessary PPE available to their employees and to cover the associated costs. They must ensure that PPE is always in perfect condition and ready for use.

PPE is defined as any equipment worn by a person for the purpose of protection against hazards that may threaten his/her health.

The hotel provides safety shoes to all relevant employees, including technical, cost-control, stewarding and kitchen staff.

## Bed bug detection

Bed bug detection is conducted daily thanks to room attendants regular trainings and a preventive maintenance calendar. In case of suspicion, ScanBug, a company specialized in bedbug prevention and detection help us confirm the case. The bed bug procedure is then applied.

## Product safety data sheets

All our cleaning or chemical products are referenced and the complete product sheet is available on the property's intranet.

## Fire fighting training

Every year, most of our employees participate in the training with the mobile simulator, which is parked at the back of the hotel.

The mobile simulator makes it possible to recreate real fires in a limited space. The participant is thus immersed in real intervention conditions. They have access to all technical safety equipment (fire detection, emergency lighting, evacuation signs, emergency exits, smoke vents, sprinklers, fire stations with extinguishers, etc.) which they can use as they wish and in complete safety.

The aim is to train all our employees in the first reflexes to be carried out when a fire is discovered as well as in the behavior to adopt in case of evacuation.

66 people trained in 2017

71 people trained in 2018

70 people trained in 2019

16 people trained in 2020

10 people trained in 2021

18 people trained in 2022

23 people trained in 2023

27 people trained in 2024



## BLS First Aid training

BLS First Aid training focuses on the theory and practice of the alarm, approaching an unconscious victim (adult and child), the lateral position of safety, recognizing clinical signs of a cardiac arrest victim and cardiopulmonary resuscitation (CPR), with a demonstration of the placement of an AED and realistic scenarios.

At the end of BLS First Aid training, participants are able to respond in a safe manner, approaching a conscious and unconscious victim (adult and child) according to the SRC algorithm, alerting 144, carrying out BLS measures and setting up an AED while waiting for professional help.

This training is offered to our employees every year.

22 people trained in 2018

24 people trained in 2019

4 people trained in 2020

2 people trained in 2021

4 people trained in 2022

4 people trained in 2023

13 people trained in 2024

## Hygiene

We use the company Amicolab to control the hygiene and safety of food.

### Terms of reference

- 3 follow-up audits per year, spot visits. The purpose of the audits is to control the kitchens' operations, backoffices, bar as well as the documentation of self-audit:
  - personnel hygiene
  - work hygiene
  - supplier labelling
  - premises' cleaning and disinfection
  - leftovers and waste management
  - premises and facilities
  - transport, reception of goods
  - storage
  - different stages of production
  - service and display
- Staff training in hygiene and self-checking
- Validation analytique régulière :
  - food quality

- shelf life (aging study)
- materials and equipment microbial sampling
- hands microbial sampling
- water potability analysis
- Suspected foodborne illness response
- Building hygiene:
  - air microbiological analysis
  - research of legionnaires' disease in water
  - housekeeping follow-up (surface samples by impression in the rooms)

## HACCP (Hazard Analysis Critical Control Point)

The HACCP is a system that identifies, evaluates and controls significant hazards to food safety (NF V 01-002).

Based on 7 principles, implementation of HACCP follows a logical sequence of 12 steps, including analysis of hazards and the determination of critical control points.

The HACCP focuses on the 3 classes of hazards for food hygiene:

- biological hazards (viruses, bacteria)
- chemical hazards (pesticides, additives)
- physical hazards (wood, glass).

In our establishment, the hygiene committee is in charge.

# Community programs

We play an active role in the community's development and support local projects.

We know that our success and the well-being of those who work in and around our property are closely linked.

## IHG Code of Conduct

At IHG, doing business responsibly is an essential part of our culture. It underpins our entire strategy and our commitment to providing genuine hospitality to all.

The IHG Code of Conduct helps us all make the right decisions. It sets out the principles that all of us at IHG must follow, wherever we are in the world. It also tells us where to go if colleagues are facing a difficult issue and need extra help.

The Code is applicable to all our directors, officers and employees.

The IHG Code of Conduct is a mandatory annual training course on IHG University for all employees.

## Preventing human trafficking

« Preventing human trafficking » is part of the mandatory annual training that each employee must complete each year.

## Collective Bargaining Agreement for Hotels, Restaurants and Coffee shops (CCNT)

This agreement is an integral part of each employment contract and covers the following areas:

- Contract applicability and duration
- Employment relationship start and end
- Salary
- Working hours and breaks
- Salary compensation and social insurance
- General regulations
- Formal regulations

For matters not covered by the CCNT, the Swiss Code des Obligations is authoritative. The tenth title indicates all obligations related to the employment contract (Art 319 to Art 362).

## Giving for Good Month



At IHG, we have a true passion for helping and caring for others.

Each September, the entire month is dedicated to making a positive difference by coming together and carrying out volunteering for communities or the environment.

## Great Place to Work label

We believe in shaping corporate culture through lived values. These values are lived when they are supported by the organizational strategy and vice versa. We are convinced that processes in companies can shape the corporate culture. These include: inspiring, informing, listening, valuing, developing, paying attention, celebrating, participating, recruiting and welcoming.

We are convinced that the world can be a better place if organizations are actively committed to their corporate culture and provide a climate of trust.

We have thus decided to aim for the Great Place to Work label.

## OK:GO initiative

The aim of the initiative is for each tourism company to provide customers with accessibility information on its offer, in order to facilitate travel planning for people with disabilities and senior citizens. To this end, OK:GO provides a systematic way of entering and communicating accessibility information. It is not a question of making architectural adaptations to the infrastructures or identifying infrastructures that are accessible to people with disabilities. It is simply a matter of providing customers with correct information about the accessibility of a place, in the same way as an address or opening hours.

## “Ambassadeur du Terroir Genevois” label

The "Ambassadeur du Terroir genevois" label is awarded to the operator of a café, restaurant or hotel that promotes local Genevan products.

The Seventy5 restaurant benefits from the label, offering a menu of local products and Geneva wines.

Created in 1997, the label is valid for one year, and is renewable if the establishment continues to meet the conditions for obtaining it. It is awarded by the Label Commission, made up of 5 members representing the Société des Cafetiers Restaurateurs, the Société des Hôteliers de Genève, and three agricultural representatives (two winegrowers and one market gardener).

## “Entreprise Formatrice” label

Training companies play an important role in the professional and social integration of young people. Thanks to the "Entreprise Formatrice" label, they signal their commitment and thus strengthen their image.

Since 2022, we welcome 2 apprentices in our establishment:

- 1 apprentice in the kitchen
- 1 apprentice in catering specialist



## Partnership with associations

**Partage:** production of food bags in September 2022 and collection of foodstuffs and hygiene products for the association's beneficiaries in 2022, 2023 and 2024.

**Youth for Soap:** soap recycling on the basis of an ongoing partnership.

**Red Cross:** donations of linen and furniture on the basis of an ongoing partnership.

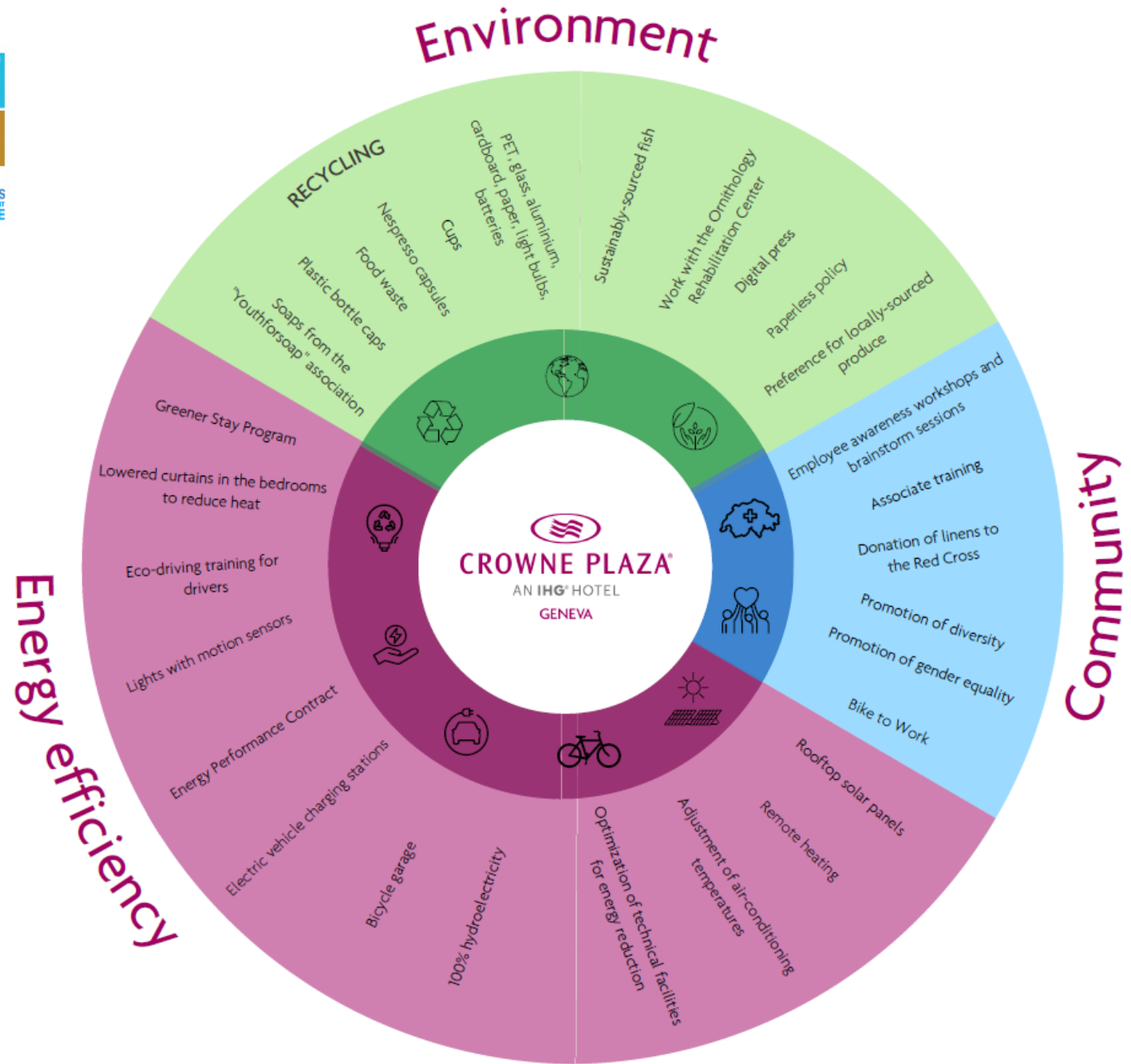
**Caritas:** donation of furniture

**Emmaüs :** furniture donation

**La Virgule :** donation of crockery, hygiene products. Shared moments with residents and painting of the residence's rooms in 2023. Painting of the building in 2024.

**Le Petit Escabeau:** free use of meeting space for volunteer general meetings and children's Christmas. Hosting trainees from the association. Collection and donation of toys and school supplies.

**HUG :** blood donation organized for employees and external donors.



# Annual Continuous Improvement Report - 2023 -2024

The annual continuous improvement report details the new initiatives and actions undertaken during the previous year. It demonstrates the company's commitment to continuous improvement.



## *The fight against waste :*

The fight against plastic and single-use items began with a census of these items by the Green Committee. Once the list had been drawn up, steps were taken to replace or eliminate them.

For example, cardboard cups have been completely withdrawn and replaced by water bottles or cups for our colleagues. A compostable version is also available for our customers.

At Seventy5, individual portions of sauce have been replaced by refillable bottles. The cream cups have been eliminated in all our outlets, as have the straws, which are now made of rice paste.

The same applies to miniature toiletries. Customers will now find soap dispensers in their rooms. Slippers are no longer wrapped in plastic and are received unwrapped.

In accounting, paper envelopes have been replaced by reusable plastic sleeves, representing a saving of 6 envelopes per day.



## *Reducing energy consumption*

As our building is already equipped with LED technology, we have extended the use of presence detectors to all common areas (checkrooms, toilets, etc.).



## *Training*

In 2024, all employees were invited to an intervention by the association La Virgule to deconstruct prejudices about homeless people.

In June 2024, during Pride Month, employees took part in awareness-raising workshops offered in the form of a board game: "Sortir des cases" ("Getting out of the box"). Based on real-life situations, this board game provides a fun, interactive way of raising awareness of the influence of our identities on our life trajectories.



*Environmental protection and well-being at work :*

Since April 2024, staff meals have featured a 100% vegetarian menu of the day once a week.

Geneva, November 30, 2024

A handwritten signature in black ink, appearing to read 'Najib Arayer'.

Najib Arayer  
General Manager