



THE VIEW  
LUGANO  
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# PUBLIC SUSTAINABILITY REPORT

THE VIEW Lugano



Travelife

Accommodation  
Sustainability



## SUSTAINABILITY AT PLANHOTEL HOSPITALITY GROUP

Planhotel Hospitality Group is committed towards sustainable hospitality practices. The commitments and actions taken cover Environmental, Social and Governance (ESG) endeavours to preserve, restore and enhance our planet, its people and living ecosystem.

### OUR COMMITMENT AND SUSTAINABILITY GOALS

As Planhotel Hospitality Group, we recognize the urgent need to address climate change and reduce greenhouse gas (GHG) emissions. We are committed to proactive measures to mitigate our environmental impact and contribute to a sustainable future. To this end, we have set a goal to reduce our GHG emissions from water, energy, and waste by 20% by the end of 2030.

Biodiversity forms the foundation of a healthy planet and ensures the well-being of current and future generations. Consequently, biodiversity preservation and restoration are integral to all aspects of our operations and beyond. We aim to reduce single-use plastic by 20% by the end of 2028.

We firmly believe our staff are our greatest asset. We are dedicated to ensuring fair and respectful treatment for all team members, as they are essential to our success and the exceptional guest experiences we strive to provide. Upholding human rights principles, in-

cluding the protection of minorities and vulnerable groups, is imperative. We demonstrate our commitment to human dignity in all aspects of our operations, and regularly conduct discrimination prevention training.

We strive daily to be a responsible member of the communities in which we operate. We are committed to making a positive impact and contributing to the well-being and sustainability of our local communities through environmental stewardship projects, such as beach clean-ups, tree planting activities, and environmental awareness campaigns.

We are also dedicated to creating and maintaining a safe and secure environment for all children and young people. We recognize our responsibility to safeguard children from harm, abuse, and exploitation, and to promote their well-being at all times. Our policy mandates the immediate reporting of any suspected cases of child exploitation and abuse to the local police. We encourage our guests, staff, and visitors to report any concerns about child exploitation and abuse directly to the local authorities.

Sustainable development is a collaborative journey. As Planhotel Hospitality Group, we commit to the above actions and encourage our valued guests and visitors to help us conserve water and energy and minimise waste by following the reminders posted throughout the hotel. We also invite them to participate in biodiversity and local community conservation programs. Additionally, we welcome guests to share their general and sustainability-related feedback with us, as we are dedicated to considering each recommendation and implementing necessary actions.

## INITIATIVES AT THE VIEW LUGANO



We will follow a principle based approach to achieve our sustainability goals as we have extensive programs in place to conserve energy, reuse water for secondary functions and to recycle waste materials produced by the hotel. We also have a strong belief that our team and our guests have to believe in our sustainability practices for it to be fruitful. Educating our team players and our guests on our approaches are vital for the success of our sustainability goals. We also believe small steps will have a big impact and realistically more possible to be converted into enduring habits.

### ROOMS

**Sustainable rooms:** At THE VIEW Lugano, we are committed to offering a luxury experience that respects the environment. Our guest amenities are presented in refillable containers, eliminating single-use plastic, and we aim to transition towards fully biodegradable cleaning products in the near future.

All rooms are equipped with separated recycling bins to promote proper waste sorting directly from the guest experience. We encourage guests to reuse towels and bathrobes with discreet in-room reminders. Mini bars are plastic-free: all beverages are served in glass or metal containers.

Our tea selection is provided in compostable paper sachets. Housekeeping staff are trained to minimise unnecessary linen changes while ensuring guest comfort, reducing both water and energy consumption. Guests are invited to support this initiative through the use of our eco-conscious drop, designed to make sustainable choices easy and intuitive.

Considering this, we use water saving measures in the laundry by only washing full loads, doing pre-wash stain treatment in order to avoid unnecessary second washes. We try to limit operating hours of the laundry.

### WATER

**Sustainable water:** Water is treated as a precious resource at THE VIEW Lugano. We serve water exclusively in reusable glass bottles throughout the hotel, eliminating plastic bottles.

To raise awareness, informational signage is placed in guest rooms and common areas, encouraging guests to be mindful of water use. Our operations team monitors water consumption and continuously optimises laundry procedures — including only washing full loads and pre-treating stained items — to avoid waste and limit unnecessary washing cycles.

By ordering fresh ingredients daily and avoiding overstocking in the kitchen, we further reduce water-intensive storage and waste.

In addition, we plan to implement the BE WTR system, which will allow us to bottle purified still and sparkling water on site, further reducing transport emissions and packaging waste.

### ENERGY

**Sustainable energy:** THE VIEW Lugano is powered entirely by Swiss hydroelectric energy, ensuring zero CO<sub>2</sub> emissions from electricity use. We maximise energy efficiency through LED lighting in all areas and motion sensors installed in every corridor and public space. Architecturally, the building features expansive glass walls and windows to enhance natural light usage during the day.

We promote responsible energy practices among staff through ongoing training and visual reminders and are committed to maintaining high-efficiency standards when purchasing appliances and equipment. Guests are also informed about responsible use of in-room air conditioning systems, which follow Swiss legal limits to reduce energy consumption.

### KITCHEN

**Sustainable kitchen:** Our culinary philosophy prioritises seasonality, freshness, and locality. Ingredients are sourced daily from trusted regional suppliers, ensuring minimal environmental impact and supporting the local economy.

We avoid stocking in excess, reducing food waste and over-refrigeration. Our chefs create Mediterranean-inspired menus with low carbon footprint ingredients, and we avoid items linked to overfishing or unsustainable farming practices.

Plastic use in the kitchen has been significantly reduced — condiments like butter, mayonnaise, and ketchup are served in reusable glass jars, and purchasing choices are guided by bulk and low-packaging principles.

### WASTE & RECYCLING

**Sustainable waste & recycling:** At THE VIEW Lugano, we are fully committed to responsible waste management practices aimed at reducing our environmental footprint. Switzerland benefits from advanced recycling infrastructure, and we ensure that our operations align with national standards and go beyond basic compliance.

Waste reduction methods include:

- Prioritising bulk purchasing to reduce packaging waste and avoid individually wrapped items.
  - Strong reduction of single-use plastics throughout the property, including in guest rooms and F&B outlets.
  - Reuse of office paper and other materials where possible.
  - Separate waste bins in all guest rooms to support recycling directly at the source.
  - Large, clearly marked recycling stations in back-of-house areas to sort glass, metal, plastic, paper, and organic waste.
  - Guest-facing signage that encourages mindful disposal and recycling habits.
  - Use of glass containers for water and condiments instead of disposable packaging.
- We also regularly evaluate our waste strategy to identify further areas for improvement and engage our team and guests in reducing environmental impact.

### BIODIVERSITY

**Activities & local attractions:** Located between lake and forest, THE VIEW Lugano is surrounded by a rich natural environment that we strive to protect and promote. While our context is urban and alpine rather than marine, biodiversity remains central to our sustainability vision.

Our actions include:

- Promoting low-impact, nature-based experiences such as forest walks, visits to local alpine villages, cycling tours, and paddle boat outings.
- Raising awareness among guests through in-room and on-site communication on respecting nature and local ecosystems.
- Avoiding the use or purchase of products that may harm biodiversity (e.g., endangered species, non-sustainable materials).
- Supporting organizations like ProNatura, an environmental organisation that works to protect Swiss natural habitats and native species.

- Ensuring our operations do not pollute the surrounding environment by favouring local, fresh produce and reducing food waste.
  - Collaborating with local producers and artisans, preserving regional traditions and reducing the environmental cost of long supply chains.
- We believe in showcasing the beauty of our region while educating our guests on the importance of preserving it — one experience at a time.

### LOCAL COMMUNITY

At THE VIEW Lugano, we believe that our team and community are the foundation of our hospitality philosophy. We are committed to developing, supporting, and uplifting our staff while remaining actively involved in the wellbeing of our local area.

Methods to achieve this include:

- Ensuring full compliance with the Swiss CCNL (Contratto Collettivo Nazionale di Lavoro) for all employees.
- Promoting equal pay and fair working conditions across all departments.
- Offering continuous training and professional development, including cross-training and internal promotions.
- Providing a safe and inclusive work environment, supported by regular health and safety training.
- Encouraging staff feedback through anonymous internal surveys.
- Organising local charitable actions, including annual donations to social organisations such as Associazione Alessia, which supports families in need.
- Fostering relationships with local artisans and producers to strengthen the regional economy.
- Supporting the local community through events such as seasonal markets and cultural activities that welcome both locals and guests.
- Promoting sustainable tourism through partnerships that encourage guests to explore Ticino's villages, natural beauty, and local traditions.
- Ensuring that the voices of our team and our neighbours are heard as we shape our sustainable future together.



## SUSTAINABILITY AT PLANHOTEL HOSPITALITY GROUP

### SUSTAINABLE MOBILITY

**Electric vehicles & charging infrastructure:** At THE VIEW Lugano, we promote sustainable urban mobility by providing our guests with access to electric Smart cars and e-bikes. These options allow for comfortable, low-impact exploration of the city and the beautiful surrounding region.

To support the transition to cleaner transportation, we have also installed fast-charging stations in our private parking area, available free of charge to guests with electric vehicles. These services are part of our broader mission to reduce CO<sub>2</sub> emissions and encourage conscious travel, without compromising on luxury or convenience.

### FUTURE PROJECTS

#### BE WTR

As part of our continuous improvement strategy, we are planning to implement the BE WTR system, allowing us to purify and bottle still and sparkling water directly on-site. This initiative will further reduce transport-related emissions and eliminate remaining plastic packaging associated with bottled water.

#### Plastic-Free Transition

We are progressively eliminating all single-use plastics. Condiments such as butter, mayonnaise, and ketchup are already served in reusable glass containers. We are working toward a complete removal of plastic bottles and packaging throughout all departments.

#### Community Events

We are planning to host more seasonal and cultural events that welcome the local community to our property, reinforcing our role as a space that connects people, nature, and culture.



## INITIATIVES AT THE VIEW LUGANO





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