

## D Sustainability Statement

### **The companies**

**Dolder Hotel AG** is a public limited company comprising the five-star Dolder Grand hotel, the four-star Dolder Waldhaus hotel (currently in temporary use) and several smaller properties.

**Dolder Eis & Bad AG** – consisting of Dolder Bad, Dolder Kunsteisbahn and Dolder Sportrestaurant – falls under the management system of Dolder Hotel AG on the basis of a service agreement and obtains various services and administrative resources from the Dolder Hotel AG.

Since its opening in 1899 as the Grand Hotel & Curhaus, the Dolder Grand has been a favoured destination for high society and guests from around the world and offers the right setting for people with a sense of indulgence: 175 luxurious rooms and suites, exquisite gastronomy, a spa encompassing 4,000-square-metres and generous event and seminar facilities. Today, the modern City Resort is characterised by its unique history, Michelin-starred cuisine, an original architectural design and works of art by national and international painters and sculptors. The Dolder Grand is a member of The Leading Hotels of the World, Swiss Deluxe Hotels and Responsible Hotels of Switzerland.

Situated in natural surroundings yet close to the city, the Dolder Bad has been popular with guests and locals who enjoy an active lifestyle for decades. In addition to the outdoor pool with diving board and two separate paddling pools, the Dolder Bad also has a 10,000-square-metre lawn with areas for sport and sunbathing surrounded by trees. Built in 1930, Dolder Kunsteisbahn (open-air ice-skating rink) is one of the largest open-air ice-skating rinks in Europe, with 6,000 square metres of ice. The ice rink has been popular with people of all ages in the city of Zurich for many years.

Dolder Hotel AG as well as Dolder Eis & Bad AG have a certified management system in accordance with ISO 9001:2015 and a sustainability management system certified according to the EarthCheck Company Standard.

### **The sustainability vision**

For us, sustainability means responding to the demands of all stakeholders and interests and striving for long-term solutions for social, environmental and economic sustainability that go beyond mere compliance with legal requirements. We acknowledge that our business activities can have both positive and negative impacts. Our goal is to reduce the negative impacts and increase the positive ones. Achieving our goals is a long-term and never-ending process, but we firmly believe that our efforts are in the interests of both current and future generations.

### **Our sustainability guiding principles**

Based on our corporate values of passion, appreciation and responsibility, we have defined the following sustainability guiding principles:

#### **Passion**



#### **We combine the highest standards with meaningful impact.**

We make sustainability tangible for guests and consciously involve them in the process. We dare to try new things in order to make an impact and enhance the guest experience. The D-Impact team inspires on a daily basis; the D-Force team implements the ideas in the various areas.

#### **Appreciation**



#### **We treat people and the environment with respect and promote dialogue with our stakeholders.**

We approach people with respect, appreciation and fairness. We are committed to fair, cooperative relationships with our stakeholders and foster dialogue with guests, employees, suppliers and partners.

#### **Responsibility**



#### **We decide with foresight, communicate honestly and stand by our commitments.**

We take responsibility and manage our sustainability management system professionally. We continuously measure, report and improve our performance. We use our position to make responsible behaviour attractive.

### **People and society**

Strengthening social values is an important part of our internal and external relationships with our stakeholders. Wherever possible, we promote regionality: whether by giving preference to local suppliers and service providers, regional products or employees from the region. As a fair employer, we embrace diversity and promote individual potential through training and further education. Through selected partnerships, we contribute to cultural diversity in Zurich and act as a social platform.

### **Environmental sustainability**

We actively work with partners, suppliers, employees and guests to minimise our resource use and therefore our environmental footprint. We focus on the critical areas of greenhouse gas emissions, energy, water and waste management, as well as the management of environmentally hazardous substances, air quality and the promotion of biodiversity.

**Economic sustainability**

Profitability and efficient processes ensure our competitiveness and further development. We want to combine social and economic benefits in all core processes. In doing so, we always strive to act in a future-oriented manner.

With this credo we remain financially independent and a reliable employer. It also enables us to make the necessary investments. These investments ensure the long-term development of Dolder Hotel AG and the trust of our shareholders and all other stakeholders.

**The sustainability management system**

Dolder Hotel AG has introduced a sustainability management system that meets the requirements of the EarthCheck corporate standard. EarthCheck is a leading global benchmarking and certification provider and partner in our mission. The relevant indicators and key figures are summarised in ongoing reports. These form the basis for continuous improvement.



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