




# Contributing Beyond Education

Social & Environmental Report 2023

# Table of contents

<b>FOREWORD</b>	02
<b>ABOUT GOOD GOVERNANCE</b>	04
<b>CONTRIBUTING BEYOND EDUCATION</b>	06
THE 4 PILLARS	08
FACTS & FIGURES	09
<b>EDUCATION</b>	10
<b>PEOPLE</b>	16
<b>COMMUNITIES</b>	24
<b>ENVIRONMENT</b>	30
<b>GET INVOLVED</b>	34
<b>GRI TABLES</b>	36



A professional portrait of two EHL Group executives. Dr. Markus Venzin, on the right, is a middle-aged man with glasses, wearing a grey suit, white shirt, and a blue patterned tie. Dr. Carole Ackermann, on the left, is a woman with dark hair tied back, wearing a black blazer over a black top and black high-heeled shoes with gold accents. They are both sitting on a wide, light-colored wooden bench in a modern office setting with glass walls and ceiling lights in the background.

**Dr Markus Venzin**  
Chief Executive Officer  
EHL Group

**Dr Carole Ackermann**  
President of the Board of Trustees &  
Board of Directors, EHL Group

# Foreword

## DEAR READER,

The EHL Group has long understood that sustainable business practices are essential for creating a healthy, fair, and ethical future. By protecting the environment, being socially responsible and generating economic stability, we are ensuring the well-being of not only our EHL family, but also that of local communities, society, and the planet.

With our purpose – **Empowering growth by nurturing excellence in human experiences** – always at the core of what we do, we aim to prepare the next generation of leaders to drive positive change within our institution and our industry – an industry that is often under scrutiny for its environmental impact.

Our sustainability platform, **Contributing Beyond Education**, is built on four pillars: Integrate Sustainability in **Education**, Care for our **People**, Contribute to our **Communities** and Respect our **Environment**. They go hand in hand with our purpose and mark the cornerstones of how we create sustainable practices for our students, the faculty, and our staff members, while developing leadership skills that foster a healthy culture and focus on the personal well-being of each and every person.

The sustainability landscape continues to change, and so to further cement our role as beacons in the industry, we have also embarked on a journey to become a **B Corporation**, a benefit corporation. This marks the start of a new sustainability chapter as we join a global movement of businesses intent on acting as a force for good.

Furthermore, as thought leaders in the industry, we are “walking the talk” and have developed a new leadership model that brings our values to life in a tangible way, whether in our classrooms or offices. We are very proud to implement this initiative and shift our culture to an even more people-centric focus at its core. This transformative culture initiative centers on the five integral principles with which we strive to work every day: **Transparency, Experimentation, Collaboration, Care, and Accountability**. These principles, coupled with our enduring core values of Family, Excellence, and Learning, make up our DNA and guide us as we navigate the dynamic landscape of the hospitality business school domain.

Our gratitude extends to the entire EHL community and our external partners for their unwavering support. It is through collective efforts that we can pave the way for a more sustainable future. Let us forge ahead, united in our commitment to constant improvement, innovation, and the pursuit of excellence.

Together, we will continue to nurture excellence in human experiences, leaving an indelible and sustainable mark on the hospitality industry, education, and society.



A portrait of Noémie Danthine, a woman with shoulder-length brown hair, smiling. She is wearing a dark blue blazer over a blue top and a necklace with a circular pendant. Her arms are crossed.

# About good governance

As we explore this year's report, we reflect on our commitment to nurturing sustainable leaders for the hospitality industry's future. Embracing sustainability is a shared value influencing collective well-being and actions across the group. We are proud to share the many initiatives that came to fruition this year and express our sincere thanks to the entire EHL community for their close collaboration with the sustainability team.

The past year has been marked by significant highlights that underscore our commitment to sustainability and excellence. Some of these highlights were the implementation of the [EHL Code of Ethics](#), the launch of the Sustainability Impact Program (a sustainability engagement program for our staff), a culture change based on our values and the continued integration of sustainability in education and on our campuses.

## **CARBON FOOTPRINT MEASUREMENTS FOR ALL THREE CAMPUSES**

To be more sustainable as an organization and to improve operations, it is important to understand our impact on the environment. Therefore, we have made great efforts to enhance the data quality of our carbon footprint calculations.

This year, for the first time, we were able to calculate the carbon footprint of all three EHL campuses. With this enhanced data, we are better equipped to identify how to reduce our carbon footprint and implement relevant, efficient, and actionable measures from Lausanne to Passugg and all the way to Singapore. Under the Environment pillar, we had committed to reducing 30% of our Lausanne carbon footprint from 2019 to 2023. We are happy to have achieved this significant milestone, and you can read more about it in our story in this report.

**Noémie Danthine**  
Chief Sustainable Hospitality  
Services Officer

## MORE MILESTONES TO COME

In alignment with our commitment to transparency, the Climate Plan has been a key project that we are fine-tuning and will aim to communicate in 2024. This plan will include a Climate Roadmap with mid-term objectives, aligning with Swiss government regulations and the goal of achieving net-zero emissions by 2050. We'll also be releasing our Inclusive Communication Guidelines, in three languages, marking a significant step forward in fostering inclusivity within our community and setting a new standard for communication practices.

Looking ahead, we are very excited about our appointment as Host of the [2024 ISCN \(International Sustainable Campus Network\) Conference](#). This nomination confirms our position as one of the leaders in sustainability in the educational landscape and we are looking forward to participating and exchanging insights with global leaders in the field.

Our philosophy is to create human experiences and shape the next generation of leaders while being multipliers of positive impact on our campuses and beyond. To demonstrate this commitment, we hope to achieve [B Corp certification](#) within the next year. This certification is internationally recognized and awarded to for-profit companies meeting rigorous standards of social and environmental performance, transparency, and accountability. Above all, becoming a benefit corporation is more than just a certification – it is a commitment to joining the movement of businesses who act as a force for good.

Also on our agenda for the new year are more advancements in the sphere of Diversity, Equity and Inclusion, a focus on scholarships and building sustainability research institutes.

This Sustainability Report reflects the collective efforts of our community – students, staff, faculty, and external partners – who continuously contribute to the positive impact we strive to make on the world. Together, let us continue to nurture excellence in human experiences while championing sustainability for generations to come.

# **Contributing Beyond Education**

## ABOUT EHL

EHL Group is the global reference in education, innovation, and consulting for the hospitality and service sector. With expertise dating back to 1893, EHL Group now offers a wide range of leading educational programs from apprenticeships to master's degrees, as well as professional and executive education, on three campuses across Switzerland and Singapore. EHL Group also offers consulting and certification services to companies and learning centers around the world.

True to its values and committed to strongly contributing to a more sustainable world, EHL Group's purpose is to provide quality education, services, and working and studying environments that are people-centered and open to the world. In 2020, EHL released its first social and environmental report (for the year 2019), confirming the start of its journey towards sustainability, and published a set of commitments approved by the Board of Directors and the Executive Leadership Team. Our updates are published annually, covering the progress made during the previous year.

## EHL GROUP'S SUSTAINABILITY STRATEGY

Based on four main pillars (Education, People, Communities and Environment), the EHL sustainability strategy aims to encompass all areas where we can make a difference, both on our campuses and beyond the confines of our academic programs. For each pillar, clear and measurable goals guide our strategy and operations. These objectives directly contribute to the achievement of our sustainability commitments.



## ABOUT GRI TABLES

For the third year, our report contains disclosures from the [Global Reporting Initiative \(GRI\)](#). As a widely adopted framework for sustainability reporting within organizations, the GRI standards help us identify areas in which we can improve our performance, while tracking our progress over time. Detailed GRI tables are available from page 40. The data displayed comes from facilities fully owned and operated by the company as of December 31, 2023. Additional exceptions or exclusions are noted in the text.

## ALIGNING WITH SDGS

At EHL, we have aligned each of our actions with the [UN's Sustainable Development Goals \(SDGs\)](#), to demonstrate our commitment to fostering collaboration and partnerships with other organizations, governments, and communities, which can help amplify our impact. In this report, each pillar is linked to specific SDGs.





# The 4 Pillars

## EDUCATION

As an academic institution, education is naturally at the heart of EHL's mission and a primary focus of our CSR actions. We plan to further integrate sustainability into all aspects of our curriculum, including classroom learning and research, as well as ensuring that sustainability informs our students' entire experience.

## PEOPLE

As the world's leading group in hospitality education and consulting, we are committed to providing the broader EHL family with a warm welcome and a sense of belonging, care, and appreciation. We are committed to fostering health, safety and well-being among students, alumni, staff and faculty, as well as encouraging diversity and inclusivity.

## COMMUNITIES

With a presence across the globe, EHL is dedicated to working with partners and stakeholders to support the communities in which we live and work. We aim to give back to local and global communities, while sharing competencies and expertise and contributing to a wider impact.

## ENVIRONMENT

In keeping with our values, we aim to "walk the talk" and adopt concrete actions to reduce our own environmental footprint on all EHL campuses and offices. That includes, for example, improving infrastructure, reducing waste and optimizing our use of resources.

# 2023 Facts & Figures

**84%**

of staff training requests approved  
with a new dedicated Talent Team

**8 students**

in the Singapore Corporate  
Sustainability Club

**1160.3 hours**

volunteered by members of our  
EHL community

**60 people**

trained on Tempo workshops

**40%**

reduction of natural gas consumption

**130 years**

of EHL

**First Female Head Chef**

at Le Berceau des Sens, Lucrèce Lacchio

**Best Hospitality Management School 2023**

in Switzerland by Luxlife magazine

**1,724kg**

of food saved at Brasserie 1893

**8 additional Postbus**

connections per day (public transport) between Chur  
and EHL Passugg campus

# Educational

Education is the cornerstone of our mission, and we are deeply committed to cultivating the future leaders and professionals of the hospitality industry with a strong emphasis on sustainability. Our dedication to education extends across all levels of our academic programs, ensuring that our students are not only equipped with practical skills but also with a deep understanding of responsible and ethical practices.

To achieve this, we have started to implement a multifaceted approach to integrate sustainability seamlessly into our curriculum. Training opportunities have been offered to professors to support them in the integration of sustainability in their courses and in class. This training ensures that they are equipped to deliver impactful and up-to-date content that aligns with the UN's 17 Sustainable Development Goals (SDGs) and contributes to the 2030 Agenda for Sustainable Development. We strive to develop our faculty's research relationship to the SDGs, and more can be read on this in the small story "Encouraging sustainable topics in faculty research", on page 14.

We have initiated a comprehensive assessment to map existing sustainability elements across all disciplines. This mapping will provide invaluable insights into the current state of sustainability education at EHL and guide our efforts to further integrate sustainability transversally into our programs. Additionally, it will help us identify areas where extra focus and support are needed, such as the academic needs of professors. We are looking forward to presenting these results in our next report.

Also in 2024, we are excited to introduce new courses such as Hospitality Management for Social Change, which will empower students to lead the industry towards more sustainable practices. On our campus in Passugg we are launching a Sustainable Management Major in our HF program which focuses on sustainable hospitality management and provides sustainable experiences for eco-conscious guests.

EHL offers a range of specialized electives such as Corporate Social Responsibility (CSR), Business Ethics, Diversity and Inclusion, Ethical Decision-Making for Responsible Managers and Sustainability Transitions and Innovation. Furthermore, we are continually innovating and expanding our course offerings to stay at the forefront of sustainability education.

In parallel with our efforts to enhance student education, we also recognize the importance of lifelong learning for our staff and faculty members. To support this, we have implemented a competency acquisition portfolio. This portfolio offers a variety of learning experiences, including internal courses, online training, and projects, allowing staff and faculty members to acquire new skills and knowledge relevant to their roles of today and tomorrow.

By prioritizing sustainability in our education, continuous learning opportunities, and faculty development, EHL is committed to nurturing mindful leaders who will drive positive change in the hospitality industry and contribute to a more sustainable future for all.





## PAUL DUBRULE STUDENT HAS SWISS ADVENTURE THANKS TO TUITION-WAIVER

Each year, EHL invites a deserving student from our partner school **EHT Paul Dubrule** in Siem Reap, Cambodia, to visit our Swiss campuses and get a glimpse of our university-level courses. In 2023, the beneficiary of this opportunity was Erafasyra.

The young student had originally decided to study at EHT Paul Dubrule because of her love for cooking, which she had discovered during the pandemic: "Cooking became my sanctuary during uncertain times," she reflects. "It ignited a spark within me to delve deeper into the world of hospitality."

She was then nominated by her school to visit the EHL campuses in Switzerland and was very happy to have this opportunity: "Otherwise it is not easy for us as Cambodian students to get the chance to visit Switzerland."

For Erafasyra, travelling to Switzerland was an adventure in itself, but once she set foot on the grounds of the Passugg campus, she fell in love: "The serene surroundings captivated me from the start, and I knew immediately that I wanted to go to school here."

### CHANCE ENCOUNTER IN LAUSANNE

Joining the two-week Junior Academy program – which offers teenagers a transformative opportunity to discover the hospitality industry and get a glimpse of our university-level courses – Erafasyra had a chance encounter with a student admissions and recruitment officer in Lausanne. "She told me that because of my skills and talent I would fit in perfectly at EHL and that I may be able to get a tuition-waiver." Reflecting on the encounter, she says: "Her encouraging me to join EHL felt like fate, and I saw it as the perfect opportunity to expand my horizons."

Needless to say, Erafasyra jumped at the chance



to study at EHL in Passugg, where she is currently in her third semester. The start, however, was not always easy: "Adjusting to a new language and curriculum was daunting," she admits. "I think the first semester was the hardest because everything is new: the campus, the people, friends, and the study curriculum. Everything was completely different from what I used to study, but the community spirit in my class really provided a supportive space for me to adapt to the new environment."

While navigating these challenges, Erafasyra found resilience and growth through being part of the EHL community: "It has been immensely rewarding. I have gained invaluable insights into the hospitality industry and have formed lovely friendships." The young student now feels at home in Passugg and has also taken on the role of Student Ambassador, in which she can help support the needs of other students.

#### **HELPING PASSIONATE STUDENTS WITHOUT FINANCIAL MEANS**

Partnerships between schools like EHL and EHT Paul Dubrule offer invaluable opportunities for students like Erafasyra, fostering collaboration, cultural exchange and educational enrichment. At EHL, we're dedicated to providing the best education to deserving students. If you need financial aid to pursue your dreams in hospitality management, reach out to our admissions team or the [\*\*EHL Foundation for Scholarships & Honorary Loans\*\*](#). We're here to support you on your journey to success.

As Erafasyra looks ahead, she remains grateful for the opportunities EHL has provided. "I'm thankful for the tuition-waiver that enabled me to pursue my passion," she says. "EHL has not only been an educational institution but also a nurturing environment where I can flourish both personally and professionally."



## TACKLING REAL-LIFE SUSTAINABILITY CHALLENGES

In our quest to find solutions to sustainability issues on campus, it seems only natural to ask our students to help! This year, the Fundamentals of Sustainable Business course, offered to AP students in Lausanne, introduced a new group project inviting students to come up with ideas to solve real sustainability challenges at EHL. Themes included recycling, food and beverage, diversity, volunteering and raising awareness. Presented with the problem of how to encourage responsible consumption, for example, one group suggested an app linked to the student card which would track consumption and offer nutritional information when the user buys food or drinks.

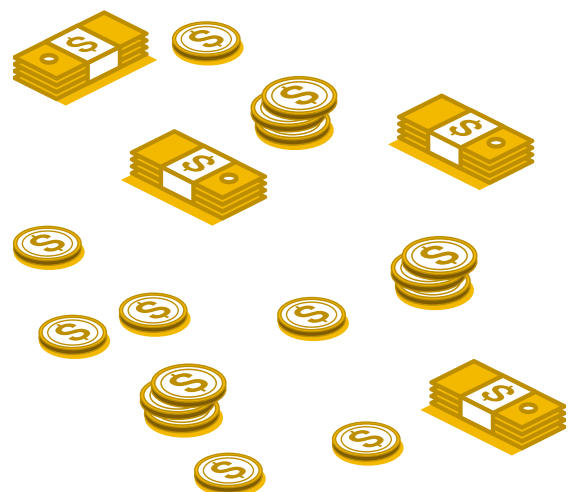
Meanwhile in Passugg, sixth semester students in both the English and German pathways worked to address current sustainability challenges in the hospitality industry through projects developed in their Special Interest Seminar, which were then judged by a panel of experts. This year's winning project in the English pathway was Sustainable Luxury, which outlined attractive solutions to sustainability issues within the luxury industry. The winning German-language project was Benefits Wardrobe, which provided an overview of the advantages offered to EHL employees. Each group won a day ticket to the spa of the [Schweizerhof Lenzerheide](#).



## NEW SCHOLARSHIP FOR MASTER'S STUDENTS

Ten talented students starting the [Master's in Hospitality Management \(MiHM\)](#) in September 2023 were granted a new EHL scholarship allowing them to pursue the 18-month course free of charge. The scholarship, with a value of CHF 39,500 per student, will be offered annually to selected Swiss students and foreign applicants who fulfill certain conditions.

The idea of the new scholarship is to support the development of young talents and promote access to academic programs in the hospitality industry. "The availability of subsidies from HES-SO, through the [EHL Foundation for Scholarships & Honorary Loans](#), for selected students to pursue the MiHM program presents an invaluable opportunity, granting recipients access to top-tier education and opening doors to limitless possibilities," says Chief Academic Officer Juan-Francisco Perellon.







## SUCCESS FOR STUDENTS ON SOCIAL SBPS

Students working with social enterprises on their final-semester Student Business Projects (SBPs) during 2023 received glowing feedback from their happy clients. A vital part of the bachelor's degree, SBPs allow students to offer consulting-style services to real external clients. Since autumn 2021, as part of our corporate social responsibility goals, the school has granted one or two SBPs per semester to a non-profit organization free of charge. The aim is to give something back to the local community and allow a social enterprise of modest resources to benefit from the skills and business acumen of our students.

One such enterprise was **Suspend'us**, a digital platform allowing users to buy goods and services (such as a coffee, a haircut or a yoga class) for people in need. Awarded an SBP in spring 2023, Suspend'us said it was a huge help for an association that does not have either the financial or human resources to pursue all the projects it wants to. "It was the quality of work and the involvement of the students that impressed us, as well as their capacity to understand our values in just a few weeks. Huge congratulations to them!" **Fondation Planètes Enfants Malades**, which works to improve the daily life of hospitalised children, benefited from an SBP in fall 2023. It praised the "competent and motivated" students who could "give us their opinion on the work the foundation is doing today and their expectations of what we should be doing towards the challenges of fundraising in the charity environment".

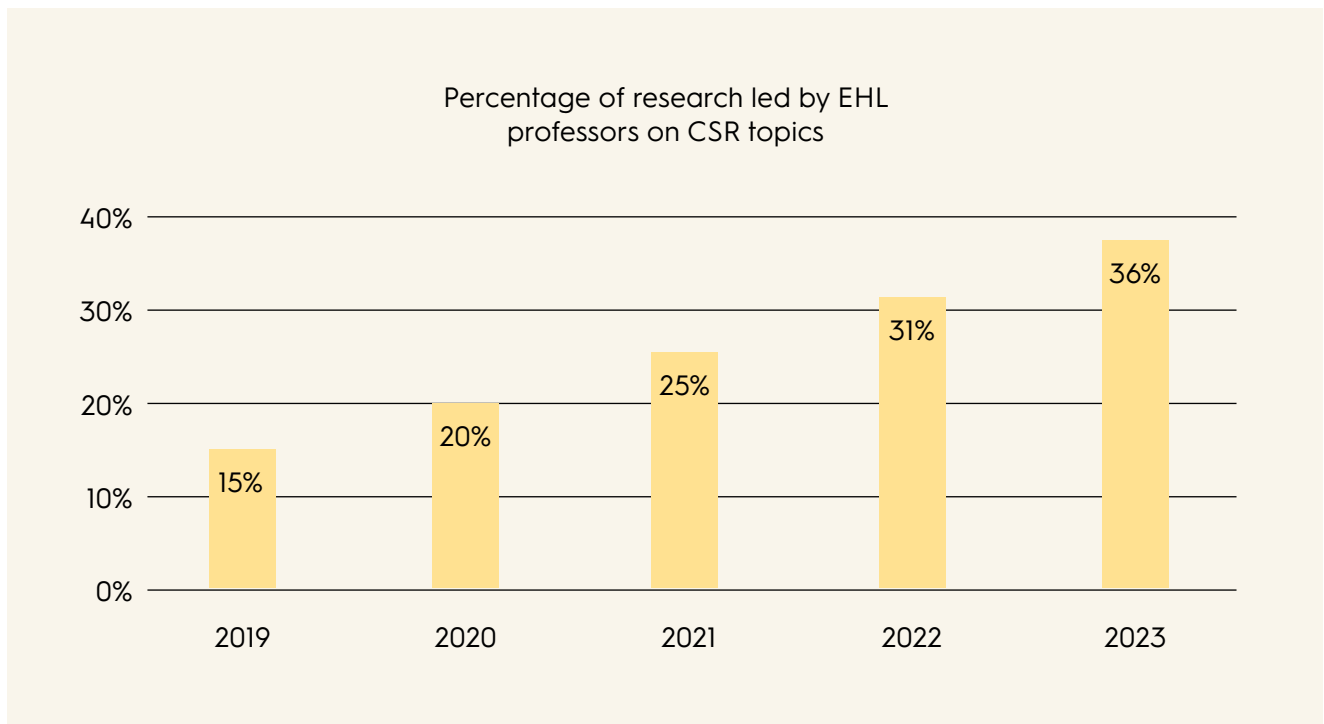
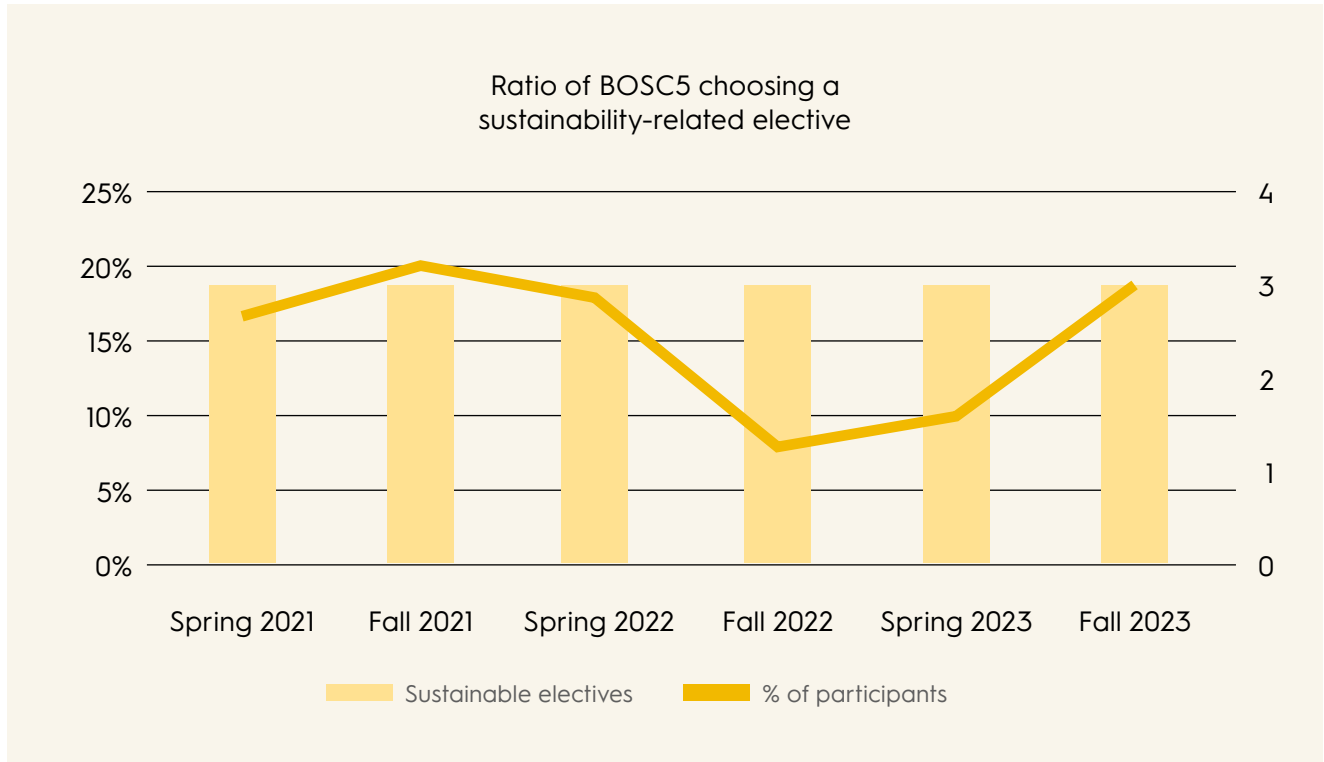
## ENCOURAGING SUSTAINABLE TOPICS IN FACULTY RESEARCH

How often are the UN's Sustainable Development Goals (SDGs) incorporated into research led by faculty members? That was the question behind a new analysis project aiming to discover how much focus our professors already give to sustainability and, depending on the results, to motivate them to start working on these topics. The project allowed us to collect more precise data on faculty-led research, hence a change in percentage from what was published in our previous report. In this new methodology, SDG scoring was applied to research publications using keywords assigned and weighted by the **Times Higher Education (THE) Impact Rankings**.

The results revealed that 33% of EHL faculty research in 2022 involved SDG topics, a slight increase on 2021. SDG1 (No poverty) was the most frequent focus of research in 2021, while SDG1 and SDG12 (Responsible consumption and production) vied for the top spot in 2022. The analysis also revealed that while some professors have changed their primary area of research to tackle sustainability-related topics, others had not heard specifically of the SDG term or associated it only with environmental issues. Analysis for 2023 is still ongoing as we're publishing this report.



## EDUCATION STATS





# People

EHL is dedicated to the well-being of its community, extending beyond our campuses and embracing the value of family. We prioritize fostering a diverse and inclusive environment, actively implementing measures to ensure the health, safety, and welfare of our global community. Aligned with our sustainability strategy, we've committed to several SDGs, including promoting healthy lives and well-being (SDG3), sustainable economic growth and decent work for all (SDG8), and reducing inequality (SDG10). As part of our efforts to implement a new leadership model, stemming from the community-led programs Pathfinders and Pathbuilders, we've emphasized the importance of soft skills such as resilience and agility, embodied in our new leadership model, EHL Tempo.

To foster diversity and inclusivity, our students took the lead and established the Pride Taskforce, providing a safe space for open discussions. Moreover, in 2023, we placed a strong emphasis on mental health and well-being initiatives. This included the establishment of a designated nap nook for employees, and introducing pets on campus during stressful exam periods as a form of stress-relieving therapy. These efforts aimed to bolster the health and welfare of our students, recognizing the therapeutic benefits of interacting with animals. By nurturing a culture where mental health is valued as much as physical health, we're shaping a healthier, safer, and more humane corporate and educational environment.



In terms of employment practices, EHL exceeds Swiss legal requirements, offering 116 days of maternity leave and 14 days of co-parent leave in our Swiss offices, while also introducing paid leave for care-giving responsibilities. With over 700 employees across various campuses and offices worldwide, we prioritize recruiting and retaining top talents to provide the best education and experience for our students. Our commitment to employee well-being is evident through benefits such as generous paid time off, employee meals, and professional development opportunities.

Having been certified as a Great Place to Work in 2022 ([see 2022 Social & Environmental Report](#)), we continue to invest in understanding and enhancing the well-being of our community through initiatives like the Happy at Work and Happy at School studies conducted in 2023. These efforts underscore our commitment to creating a supportive and fulfilling environment for all members of the EHL community.



## CULTIVATING CULTURAL TRANSFORMATION THROUGH THE EHL TEMPO INITIATIVE

A new culture is being nurtured within the halls of EHL's campuses. The EHL Tempo initiative is a new leadership model which will act as a guiding force, steering the organization towards a transformative cultural shift. Created by EHL for EHL, it will shape our culture by aligning our purpose and our corporate strategy through leadership principles and behaviors. EHL Tempo was a long time in development, starting with the staff-led Pathfinder initiative in 2021, continuing in the Pathbuilder workgroups in 2022 and then conceptualized and planned for the launch in 2023 - and now we are implementing it day by day!

With campuses across two continents, EHL recognizes the importance of embracing cultural agility and people-centric leadership. Departing from traditional siloed structures, our aim is to infuse every aspect of our business culture with the five fundamental Tempo leadership principles:

**TRANSPARENCY – COLLABORATION**  
**EXPERIMENTATION – CARE – ACCOUNTABILITY**

The EHL Tempo initiative is inspired by music. We chose this musical metaphor because music acts as a universal language and can convey emotions better than any word or gesture.

Music is integral to our employee workshops. Prior to the workshop, each participant is requested to share their favorite song. By the workshop's conclusion, each group has chosen a song that reflects what they've discovered about the new cultural approach and the enriching two days spent together.

The workshops are designed to create a diverse and inclusive environment, reflecting the uniqueness of our staff and faculty. Organizers intentionally mix participants from various teams, departments, and levels of authority, ensuring that everyone gets involved and that no one is in the same group as their direct supervisor. Above all, the Tempo workshop aims to provide a safe space where participants can openly communicate their needs, feelings, and concerns, creating new synergies and new ways of working, applying, and living by the five Tempo principles.



In 2023, over 60 enthusiastic participants joined the first Tempo sessions. Testimonials reflected feelings of hope and strengthened connections within the EHL community. Participants described the workshops as transformative, fostering collaborative excellence.

### VOICES OF INSPIRATION

“The two-day Tempo workshop is designed in a lively and creative manner to enhance our comprehension of **how we can, individually and as a team, contribute to EHL’s transition.**”

As we progress through this journey, all participants play a role in shaping our organizational culture positively. Therefore, all inputs, ideas, and comments collected from the surveys and workgroups will be reviewed to make further improvements that enhance everyone’s daily life at EHL.

### ADVANCING TOGETHER: IMPLEMENTING EHL CULTURE

In 2024, Tempo will pick up pace with additional sessions scheduled for the first quarter. With each step, we move closer to a vibrant, inclusive, and resilient EHL – a symphony of human-centric, collaborative intelligence and entrepreneurial spirit. In the rhythm of change, let us embrace the tempo, composing a future where every note resonates with purpose and passion. Together, we orchestrate the melody of transformation, ensuring that EHL remains a beacon of innovation and inspiration.

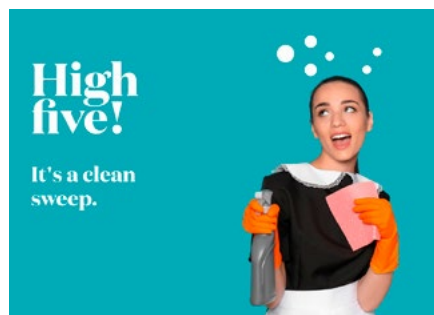
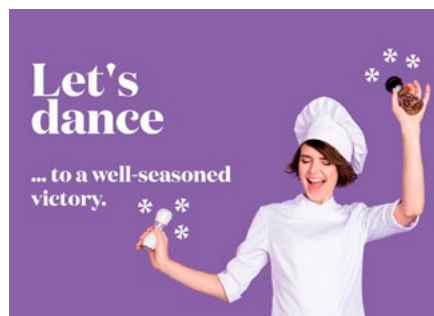
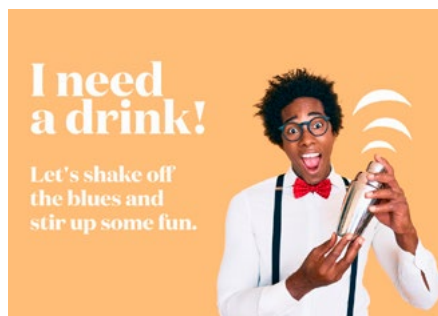
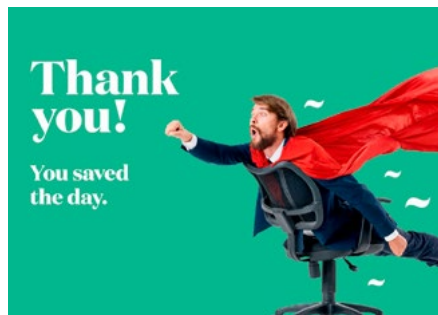






## REWARDING AND RECOGNISING OUR STAFF MEMBERS

The last cohort of the Talent Academy – a purpose-led professional development program for EHL staff members under-30 – graduated in 2023, leaving space for the new Talent Team and their development projects. Members worked hard on the topic of employee recognition for over two years, including a year of research and a year of implementation. Short-term recommendations were implemented including access to LinkedIn Learning for all staff members, creating recognition cards, and reviewing communications to staff. The initiative helped us take concrete steps to improve recognition for staff and faculty members across the three campuses.



## PRIDE TASKFORCE HAS POSITIVE START

Members of the new Pride Taskforce reported a successful start to the fall 2023 semester, with much interest and support shown by students and staff during the Student Life Day. Weekly roundtables resulted in fruitful discussion on various topics, garnering a positive response from attendees. Participating in the Open Day was also a great experience, allowing the taskforce to show future students and their families the inclusivity and diversity that exists at EHL. As a growing community, the Pride Taskforce now has the capacity to post regularly on Instagram, using the platform to spread awareness and demonstrate representation across different types of media, a positive way to counter the pockets of negativity and prejudicial behavior still present at the school.



## ENHANCING SUPPORT FOR FUTURE WORKING MOTHERS

### The Women in Leadership (WIL)

group conducted a study to redefine support mechanisms for future working mothers at EHL. From 2020 to 2023, interviews with 17 female staff members delved into the nuanced experiences of women navigating the pre-, peri-and post-maternity phases. The resulting 2023 report, entitled *The Working Mother Experience*, reveals the challenges encountered by working mothers and highlights the need for changes in managerial attitudes, genuine flexibility in work arrangements, and transparent, consistent processes across EHL. WIL's recommendations, aimed at fostering a more inclusive and supportive workplace, include crafting detailed pre- and post-maternity checklists for HR and managers, implementing the TEMPO principles of care in every managerial interaction, and conducting a thorough analysis of industry best practices to streamline staff handovers. The study is a step towards creating a more equitable and supportive environment for women at EHL, and its recommendations aim to cultivate a workplace where every mother has the support she needs to thrive. This study adds to a busy year for WIL, which reached over 2000 individuals through its ongoing projects, including WIL Events (320+ participants), WIL SHP (Sexual Harassment Prevention) with the aid of a dedicated student task force (1600+ participants), and WIL Buddies eCoffee sessions (90+ participants).







## STAFF ENJOY FIRST ON-CAMPUS BARBECUE

For the first time, our yearly staff barbecue evening was held on the Lausanne campus. A team of 15 volunteers, including several members of the Executive Leadership Team and CEO Markus Venzin, showed off their skills at the grill to feed 350 hungry staff members. And what a success! The food was delicious, the atmosphere was warm and good-natured, and the hard work of all the volunteers was extremely appreciated. The event formed part of the annual Staff Week in July, which included many other fun activities such as cooking and cocktail workshops, massages, and sailing outings, all held during working hours.

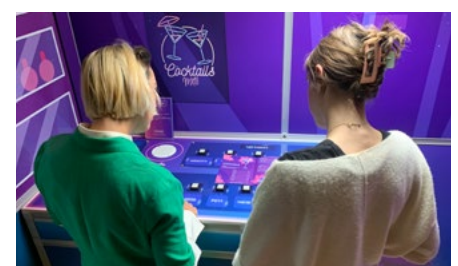


## NEW CHAMPIONS FOR EHL'S SUSTAINABILITY JOURNEY

A new staff engagement program for sustainability enthusiasts aims to bring together motivated employees to empower the whole EHL community and drive sustainability efforts. The Sustainability Impact Program, steered by the Sustainability Department and sponsored by a member of the Executive Leadership Team, comprises a core team which defines the main issues to be actioned, and a wider pool of volunteers, named Sustainability Champions, to help roll out the proposed initiatives. The program has an ambitious list of goals in mind, including creating events and campaigns to raise awareness, facilitating sustainability training activities, creating new engagement opportunities for the EHL community, and much, much more!

## FOSTERING GLOBAL WELLNESS: EHL'S CAMPUS INITIATIVES

EHL champions holistic well-being across its campuses with dynamic initiatives. Our campuses boast diverse health events, including mental wellness workshops and awareness campaigns. In Singapore, students were provided with soothing massages and creative workshops, such as learning to develop their inner well-being to build positive relationships. In Passugg, in addition to serene yoga sessions and invigorating Zumba classes, healthy smoothies and educational facts were provided at the Campigiana Bar. In Lausanne, in collaboration with the Sustainability Committee, an impactful World AIDS Day campaign raised awareness and promoted understanding, which led many students to be tested with the free AIDS tests provided on campus during the day. These are just a few of the many initiatives reflecting EHL's global commitment to nurturing a supportive and inclusive community focused on holistic well-being.





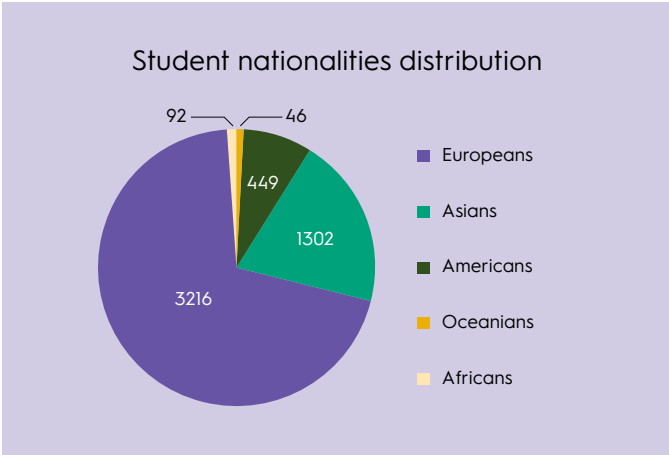
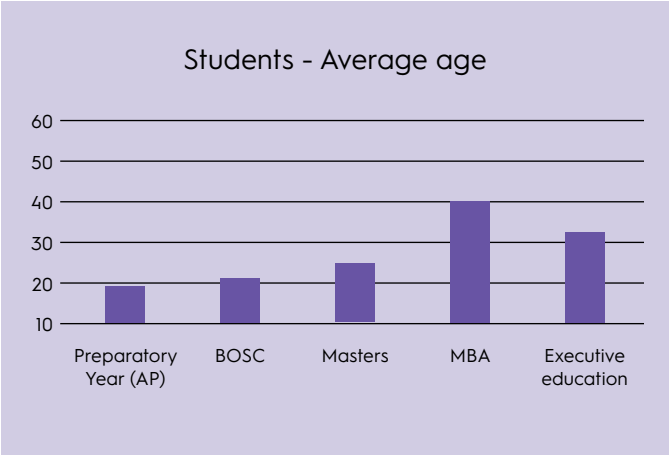
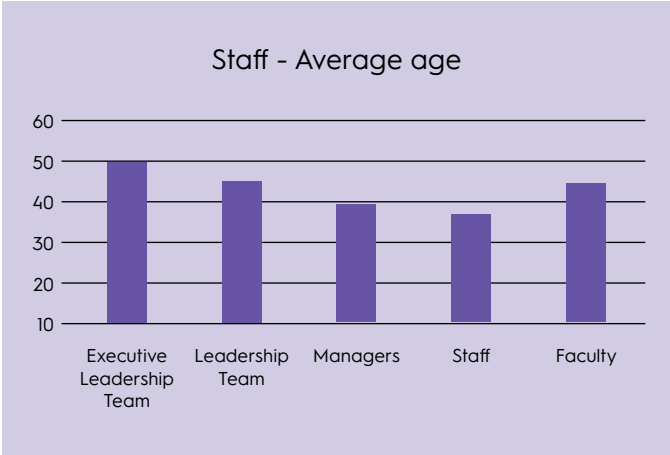
## INSPIRING POSITIVE CHANGE THROUGH SPORT

We were delighted to sponsor recent graduate and Spirit Award recipient Quentin in his quest to improve his triathlon performance in the 2023 season. A certified fitness instructor who offered his free time to teach group classes at the school during his bachelor's degree, Quentin was granted sponsorship to cover his annual subscription to his triathlon club, as well as access to our sport facilities whenever he is on campus. The Sports Department said this support recognizes "his role as a stellar sports ambassador for EHL and the department's commitment to supporting ambitious students."

In return, Quentin will offer a workshop to students in 2024 aiming to help them balance their academic pursuits with their sporting aspirations. Meanwhile, the talented athlete hopes to continue his ascent in the triathlon world this season with eventual participation in the European and World Championships in his sights. "It will be an honor for me to be supported by EHL again for the coming season," he says.



# PEOPLE STATS





# Community ties

The EHL Group is committed to positively impacting local and global communities, guided by our core value of Family and our leadership principle of Care. We aim to foster support for communities worldwide while striving for economic growth and reducing inequality. In alignment with our corporate social responsibility strategy, giving back to the community is ingrained within our institutional responsibility and embraced as an individual duty by all members of the EHL community. Our partnerships with local non-profit organizations enable us to contribute through donations and volunteering, reflecting our commitment to make a positive impact locally and globally. We actively engage in initiatives to support the Sustainable Development Goals (SDGs), particularly SDG8 (Promoting inclusive, and sustainable economic growth), and SDG10 (Reducing inequality within and among countries). By fostering job creation, stimulating economic growth, and providing resources and expertise to our partners, we strive to make a difference in shaping the hospitality industry. In 2019, we introduced the Alaya by Benevity online philanthropic platform, empowering students and staff to donate time and money to local non-profits. Providing access to this volunteering platform ensures that everyone within EHL can play a role in giving back to the community.

Our community is active beyond monetary donations, as demonstrated by initiatives including charity nights, Christmas caritative karaoke events, Movember, and Solidarity Month. This year, the food and beverage teams were strongly involved in creating new initiatives, including the implementation of various charitable evenings at the **Montreux Jazz Café** on our campus in Lausanne. These events aimed to raise funds for various charities depending on the evening's theme, showcasing our dedication to making a tangible difference in the lives of those in need. Along with our ongoing philanthropic work and volunteering efforts, these events underscore our commitment to giving back and nurturing our communities.



Through ongoing efforts and partnerships with organizations like **Restaurant L'Union** and **Fondation Mère Sofia** in Lausanne, we are dedicated to expanding our positive impact on local communities and beyond. However, community engagement and its social and environmental impacts are currently not evaluated comprehensively, as there is no clear framework to guide EHL's charitable activities and contributions. It is an objective for EHL to provide such a framework through the development of an internal charity policy.



## EHL ALUMNI IN JAPAN COME TOGETHER TO HELP CHILDREN IN FOSTER HOME

In line with our core principles of Transparency, Collaboration, Experimentation, Care and Accountability, a group of 22 alumni located in Tokyo gathered in late October to make a difference in their community. The unique volunteering event was organized by the Japan Stamm committee, spearheaded by Nikita Modekurti.

The charitable event took place at a foster home in Tokyo, where 118 children live. Hand On Tokyo, a trusted organization with a longstanding presence in Japan, facilitated this collaboration with the EHL alumni, ensuring a seamless and meaningful experience for both the children and the volunteers.

The morning kicked off with a briefing session, providing insights into the foster home's mission, operations, and the children's daily lives. Guidelines were emphasized, highlighting the importance of respecting the children's privacy and well-being, setting the tone for respectful and enriching interaction.

Engaged and enthusiastic, the alumni embraced the opportunity to contribute, rolling up their sleeves for tasks ranging from cleaning to weed removal. As they worked alongside the children, bonds were forged, and a sense of camaraderie permeated the atmosphere.

## CULTIVATING HUMAN CONNECTIONS ON A DEEPER LEVEL

For many alumni, this experience was a departure from the traditional networking events commonly associated with alumni gatherings. It was a chance to connect on a deeper level, united by a shared commitment to social responsibility and community engagement.

Miki Denaclara, a committee member who helped organize the event, quotes Nelson Mandela as inspiration: "Education is the most powerful weapon which you can use to change the world." In aligning with EHL's mission of education and social responsibility, this event served as a catalyst for meaningful change.

Witnessing the children's initial shyness give way to smiles and playfulness underscored the impact of their efforts. It was a poignant reminder of the power of human connection and the transformative potential of empathy and understanding. Reflecting on the day's events, it became evident that this volunteering initiative had achieved its objectives beyond measure. It not only raised awareness about the plight of orphaned and underprivileged children but also fostered a sense of empathy and solidarity among the alumni community.

"This will remain a very heartfelt and memorable event for all participants, as our very first charity



Stamm gathering but also to commemorate the 130th anniversary of EHL and Chofu Gakuen's centenary celebration," says Miki.

Looking ahead, the Stamm Japan committee is already contemplating future sustainability initiatives, with a focus on environmental conservation – a cause close to the hearts of many. Whether it's forging partnerships with hospitality organizations or collaborating with diplomatic missions, the aim remains constant: to perpetuate EHL's spirit of solidarity and social contribution, one volunteering event at a time.

### THE SPIRIT OF "GIVING BACK" IS ALIVE AND WELL WITH OUR ALUMNI WORLDWIDE

Of course, other Stamms are contributing to their communities. Another example is the Czech Stamm, led by Vater Petr Svejkský, which sponsored 20-year-old chef Ondřej Kubů, winner of the Culinary Competition KU Young Chef 2023, to come and discover EHL for a week, participate in the Michelin Ceremony, and work in the kitchen of [Le Berceau des Sens](#).

With an intentional strategy to grow engagement with EHL within our alumni community, we are incorporating feedback and implementing new tools to galvanize that community around a common purpose. Our alumni have a critical role in support of EHL, and we are putting mechanisms in place to communicate the importance of that role, to create opportunities to support them, and to

appropriately thank those making an impact. A dedicated shift towards philanthropy has allowed us to look at ways to support future generations of EHL students in unique ways. For example, the Alumni Office will be donating all industry event registration fees to the EHL Foundation for Scholarships and Honorary Loans, while using the events to communicate the impact of giving back.

Our graduating students are given the opportunity to donate their initial deposit to the Foundation as a "class gift". This year, we will work on recognizing these donations but also creating campaigns to allow previous graduating classes to give back to future generations of students.

In addition, a new role leading alumni philanthropy was created at the beginning of 2024 to further educate and develop opportunities that align with our shared community purpose. This role will facilitate the philanthropic wishes of our alumni donor base as it supports EHL through access to education, creation of knowledge, or academic innovation.

With 2024 well under way, we will continue to engage our alumni and celebrate them for making a difference at EHL and globally.





## EHL CHEFS COOK FOR THE PEOPLE IN NEED IN GENEVA

Created by Massimo Bottura in 2015, **Refettorio Geneva** aims to build sustainable food and health systems that reduce social vulnerabilities and improve the well-being of those in need. The concept merges gastronomy, humanitarian aid and social equity, with a commitment to zero-waste.



In 2023, EHL chefs Christian Segui, Julien Boutonnet and Thomas Guichard were delighted to partner with Refettorio Geneva for the eighth edition of its Guest Chef Series, a joyful event which helps provide meals for those in need in the Geneva area. The trio of chefs cooked a three-course lunch for ten paying guests, raising CHF 1200 for the cause, before replicating the same menu that evening for more than 80 people in need, who received their meal for free. A 2018 EHL alumna, Charlotte, oversaw operations and provided a warm welcome. The raw ingredients for the dishes were funded by Sustainable Hospitality Services.

## TEN YEARS OF NEIGHBORLY RELATIONS

The annual Christmas event Noël des Voisins celebrated its 10th anniversary in 2023 with another successful soirée. As always, people who live in the vicinity of the Lausanne campus were invited to enjoy an evening of cocktails and canapés with us. Established in 2013 and led by Values Ambassador Christophe Laurent, the event aims to foster good relations with our neighbors, bring them up to date with our activities and demonstrate to our students the importance of showing respect and kindness towards the local community.

## INCLUSION AT THE FOREFRONT IN PASSUGG

Passugg campus is now working with the Swiss Disability Insurance (IV/AI) on two new schemes to make it easier for people with disabilities to integrate into work and study at the school. The first initiative gives students and staff the opportunity to gain practical experience in administration after a long period of absence due to illness. In addition, an apprenticeship is offered to a young person on the autistic spectrum.



## STUDENTS PROVE TO BE A FORCE FOR GOOD

Once again, EHL students had an impact on communities near and far thanks to a number of successful initiatives. Members of the EHL Rugby Committee helped to cook and distribute food at La Soupe Populaire, an institution which aims to provide meals for people in need in Lausanne. The committee also donated more than CHF 10,000 to various associations through their much-anticipated Gala Dinner and Rugby Night, which sees rugby players auctioned to bidders. Meanwhile, student members of EHL Smile, a student-led association supporting hospitality education in developing countries, volunteered to develop a mentorship program with École d'Hôtellerie et de Tourisme Paul Dubrulle in Cambodia. EHL students proposed three projects for potential inclusion: cross-mentoring, whereby students from both schools share experiences; a series of student-led short courses on topics across hospitality and soft skills; and a case study competition where students submit researched solutions on hospitality trends, with finalists invited to present their ideas at a conference. This initiative will be implemented for the broader student community in 2024.

Finally, a new student association called WeVolunteer was established. It plans to start its activities in 2024, contributing to the diverse range of community-focused initiatives among EHL students.

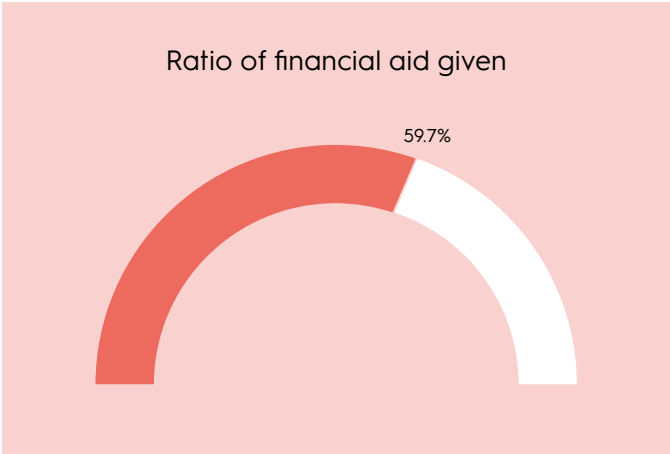
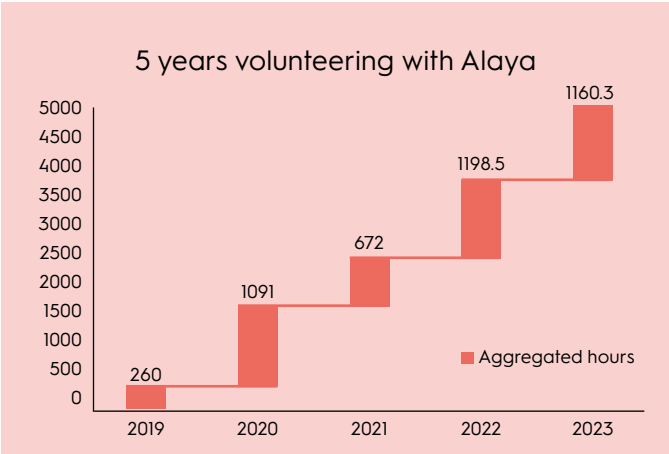
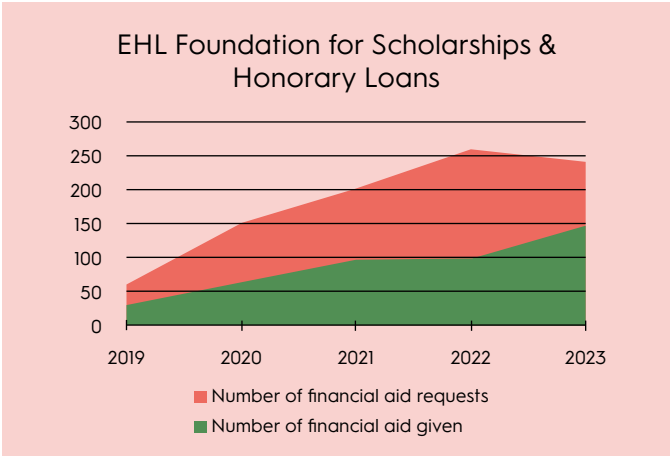
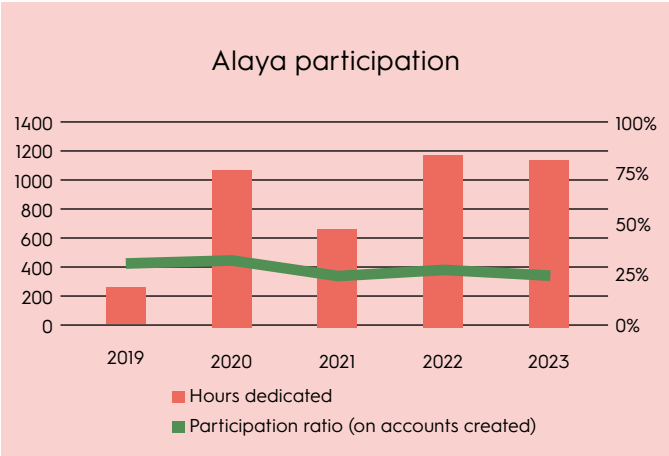


## SOLIDARITY FOR TURKEY-SYRIA EARTHQUAKE VICTIMS

Following the devastating earthquake in southern Turkey and northern Syria in February, the EHL community stepped up to provide support and assistance, and to encourage positive actions and donations to verified aid organisations. Help was provided to the Alumni Chapter in Turkey, while the Turkish Students' Community compiled a list of organizations offering aid to the affected communities. Psychological support was also extended to impacted students, staff and alumni.



# COMMUNITY STATS



# Environmental

Environmental stewardship is a fundamental aspect of our commitment to sustainability and to contributing to a healthier planet for current and future generations. Aligned with our core values, we actively translate this commitment into tangible actions that promote responsible resource usage.

While the hospitality and tourism industry exert significant environmental pressures, they also present ample opportunities for implementing sustainable practices. As a thought leader, we align with SDG13 (Take urgent action to combat climate change and its impacts) and are dedicated to achieving this through initiatives that reduce carbon emissions, minimize waste, and promote recycling across all our campuses.

A key focus for us is on reducing our carbon footprint, with a particular emphasis on lowering electricity and fossil fuel consumption. By addressing these areas, we not only mitigate greenhouse gas emissions but also set industry best practices and influence the choices of our students, who are the future leaders of the hospitality sector.

As described in our Preliminary Climate Plan, we are committed to mitigating our greenhouse gas emissions in line with the 2023 Swiss law on CO<sup>2</sup>. To do so, energy consumption stands as a primary focus across our campuses. Notably, our campus in Lausanne has made significant strides in renewable energy infrastructure, resulting in a 40% reduction in natural gas consumption compared to the previous year (2022) thanks to the renewable energy infrastructure. We are also evaluating measures to enhance energy efficiency in our Passugg and Singapore campuses.

Furthermore, on a smaller yet significant scale, initiatives like the Recycling Champions program engage residents at our main campus in improving waste management. Additionally, our F&B outlets have implemented strategies to reduce food waste, demonstrating our integrated approach to environmental sustainability.

Our environmental efforts have garnered recognition, with the Lausanne campus receiving accolades including the Prix de **l'Immobilier Romand 2023** and the **certification Nature et Economie**, underscoring our commitment to excellence in sustainable development.







## MEASURING OUR FOOTPRINT: A JOURNEY TO UNDERSTANDING EHL'S CARBON IMPACT

In today's world, the term "carbon footprint" has become increasingly prevalent, but what it means is not always clear for everybody. Simply put, a carbon footprint refers to the total amount of greenhouse gases, particularly carbon dioxide, emitted directly or indirectly by human activities. From driving cars to heating buildings, nearly everything we do contributes to our carbon footprint.

Understanding the extent of our environmental impact is crucial for several reasons. It enables us to identify areas for emission reduction, thus mitigating our contribution to climate change. Measuring our carbon footprint also helps us set targets for emissions reductions and track our progress over time. By proactively minimizing our carbon footprint, we can contribute to protecting the planet for future generations.

### IN THE WORKS SINCE 2019

At EHL, we recognize the significance of measuring and managing our carbon footprint. Since 2019, we have been diligently calculating our carbon footprint on the Lausanne campus, taking into account Scope 1 (direct emissions), Scope 2 (indirect emissions from purchased electricity), and Scope 3

(indirect emissions from activities such as business travel and procurement).

Our journey to understand and reduce our carbon impact has been ongoing. In 2019, we conducted our first carbon footprint assessment at the Lausanne campus. In 2021 we expanded it to include our Passugg campus, focusing on Scope 1 and Scope 2 emissions, and furthered our efforts to encompass the Singapore campus, completing the assessment across all three campuses.

However, a significant milestone was achieved in 2022 when we calculated the Scope 3 emissions for the Passugg campus for the first time, providing a comprehensive overview of EHL's carbon footprint across all campuses for that year. This marked a crucial step forward in our efforts to understand and address our environmental impact. Now, in 2023, we can compare our emissions against previous years to identify areas for improvement.

In 2023, we successfully decreased our carbon footprint by 33% compared to 2019 calculations, meeting the commitment we made four years ago. The inauguration of the new campus in 2021 brought about significant changes. Indeed, greenhouse gas emissions generated by the construction site and other undeveloped buildings were eliminated. Additionally, the new campus contributed to a substantial reduction in natural gas consumption through its renewable energy installations and by

improved measuring of our community’s commuting habits. Consequently, the carbon footprint per person has decreased by 46%.

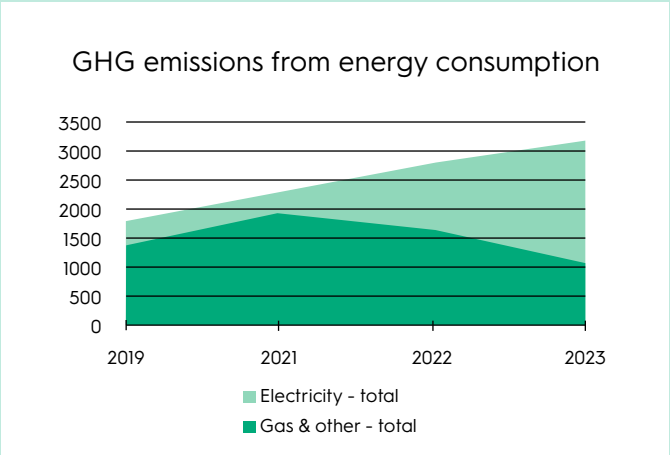
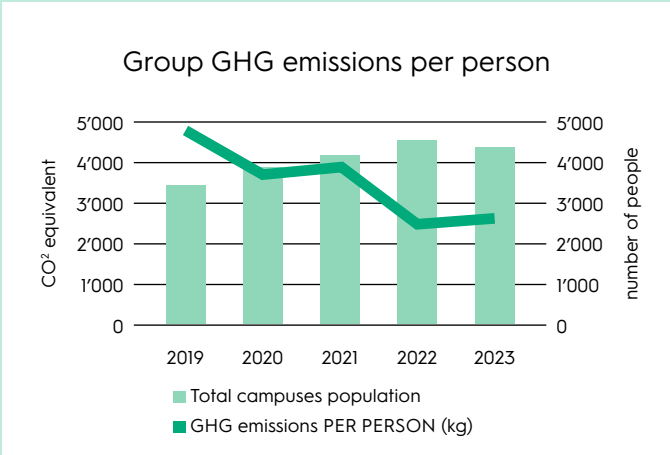
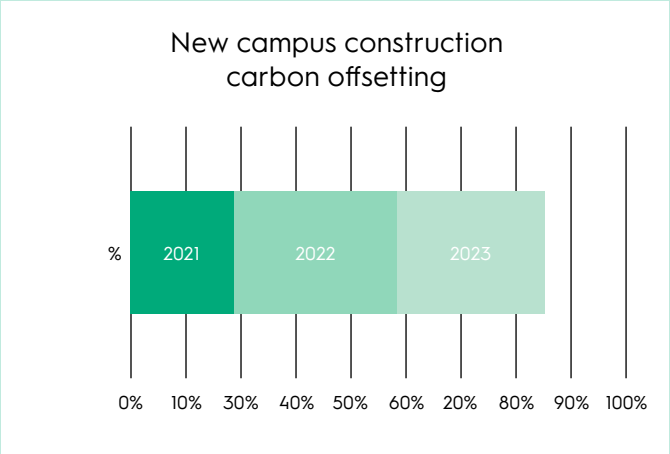
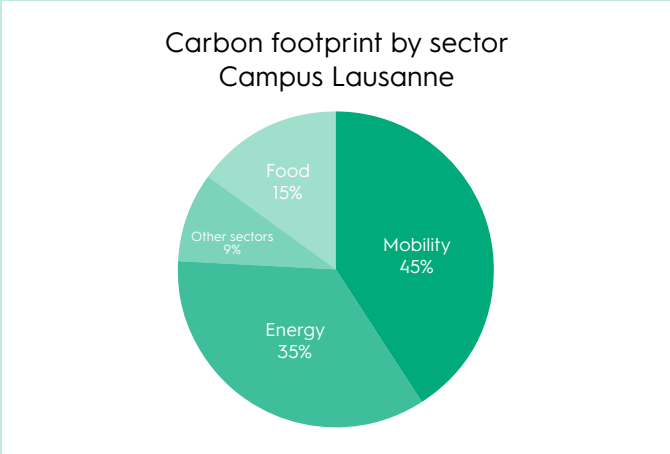
Have a look at the graphs below to learn more about our carbon footprint!

**IN LINE WITH THE UN PARIS AGREEMENT ON CLIMATE CHANGE**

Our ongoing commitment to measuring and managing our carbon footprint highlights our dedication to sustainability and environmental stewardship. Consistently calculating the carbon footprint over several years is the initial step necessary for designing a greenhouse gas mitigation plan.

Currently, after developing our Preliminary Climate Plan, we are working on a complete climate roadmap aligning our reduction objectives with the Paris Agreement, an international treaty on global warming adopted by the UN in 2015. We anticipate presenting our climate roadmap in an upcoming report.

As we progress, we are dedicated to reducing our carbon footprint and advancing sustainability efforts across all operations. Through collaborative action and proactive measures, we aim to make a tangible difference for our planet and future generations.



## AP STUDENTS BECOME RECYCLING CHAMPIONS

A new initiative launched during Introweek saw 59 AP students sign up to become Recycling Champions. Participating students received two recycling bins for their campus bedrooms, which they could use to sort their recycling and transport it to the waste room, where they registered their deposits using a QR code. The program aims to measure and improve recycling rates in student residences, one of the actions listed in our Preliminary Climate Plan. In this pilot year, 19% of the 59 participants actively took part, with their collective recycling efforts saving a total of 22.56kg in CO2 emissions. The most recycled material was paper/ cardboard, with PET plastic coming in second. Student Tia won the prize offered to the most active recycler. Congratulations, Tia!



## RECOGNITION FOR LAUSANNE CAMPUS

We are proud to say that the new Lausanne campus, designed by Swiss architectural firms **IB** and **Tekhne SA**, has received two prestigious awards. In October, the school was named winner of the Public Works category in the Prix de l'Immobilier Romand, a Swiss architectural prize established in 2016 by Bilan magazine to reward remarkable building projects. The jury recognized the eco approach of the campus, pointing out its use of natural light and open spaces, and the calm environment created by integrating its new energy-efficient buildings with the surrounding landscape and **Jorat forest**. "With this large-scale eco-responsible project, the EHL Hospitality Business School offers a meeting place conducive to learning, innovation and leisure, and thus strengthens its position as a prestigious school in the Lake Geneva region," it said.

Meanwhile, the Swiss-wide label Nature et Economie, presented to sites that are managed and maintained in an exemplary manner, is to be granted as soon as the exterior spaces are completed.





# Get involved

Four years into committing to our sustainability objectives through the creation of our Contributing Beyond Education platform, the EHL community is still working hard for a better social and environmental future. It's a journey, and every step matters. By working together, we will achieve more, thus we encourage you to reach out and express your opinions and suggestions. These key contacts are a starting point for your journey.

**What you choose to do next is up to you!**

## GENERAL CONTACT

[csr@ehl.ch](mailto:csr@ehl.ch)

## EHL CAMPUS LAUSANNE, SWITZERLAND

Route de Berne 301  
1000 Lausanne  
[ehl.edu](http://ehl.edu)  
[csr@ehl.ch](mailto:csr@ehl.ch)

## EHL CAMPUS PASSUGG, SWITZERLAND

Hauptstrasse 12  
7062 Passugg  
[sssth.ehl.edu](http://sssth.ehl.edu)  
[csr@sssth.ch](mailto:csr@sssth.ch)

## EHL CAMPUS (SINGAPORE)

3 Lady Hill Road  
258672  
Singapore  
[singapore.ehl.edu](http://singapore.ehl.edu)

## INITIATIVES & STUDENT COMMITTEES

Association EHL Smile [EHLsmile@ehl.ch](mailto:EHLsmile@ehl.ch)  
Committee EHL Sustainability: [sustainabilitycommittee@ehl.ch](mailto:sustainabilitycommittee@ehl.ch)  
Women in Leadership: [wil@ehl.ch](mailto:wil@ehl.ch)



# GRI Tables

GRI (Global Reporting Initiative) Standards are a widely adopted sustainability reporting framework used by organizations to communicate their sustainability performance. The GRI Standards provide a comprehensive and consistent approach for companies to report on their environmental, social, and governance (ESG) impacts and practices. They promote transparency, consistency, stakeholder engagement, and continuous improvement in sustainability reporting.

EHL started reporting in reference to the GRI Standards in 2021.



# GRI 102: GENERAL DISCLOSURE

## Organizational Profile

102-1	Name of the organization	EHL Hospitality Business School
102-2	Activities, brands, products, and services	<p>EHL develops hospitality competencies through research, education, innovation, as well as business services, and brings them to the world in a sustainable way. EHL Education Group provides education in hospitality management and business. The Group produces research projects, offers consulting services, nurtures startups and generates an important innovation pipeline.</p> <p>Our primary educational product is our Bachelor in Hospitality Management degree, which is delivered on our three campuses in Lausanne, Switzerland, Passugg, Switzerland and Singapore. For our full course offering, visit <a href="https://www.ehl.edu/en/study">https://www.ehl.edu/en/study</a>. We also provide advisory services around the world via two regional offices in China and India. For full details about our Advisory services, see: <a href="https://industry.ehl.edu/about-ehl-advisory-services">https://industry.ehl.edu/about-ehl-advisory-services</a></p>
102-3	Location of headquarters	Lausanne, Switzerland
102-4	Location of operations	We primarily operate in two countries: Switzerland and Singapore. We also have two regional offices in China and India providing advisory services.
102-5	Ownership and legal form	EHL Foundation is the sole owner of E.H.L. Holding SA, and its Board of Trustees define the EHL mission, vision and founding values. The historic organization of EHL as a foundation ensures that its primary focus remains the development of high-quality education for our students. As a non-profit foundation, we reinvest all profits into our organization.
102-6	Markets served	<p>We have campuses in Lausanne and Passugg (Switzerland) and Singapore. Our student population comes from 127 countries. We provide online education via a diverse array of online courses on hospitality and business management.</p> <p>We also provide advisory services globally. Our offerings serve the education, hospitality, tourism and service industries. Our customers and beneficiaries include students, our local communities, hotels, hospitality and service organizations and hospitality schools.</p>
102-7	Scale of the organization	<p>In 2023, we employed 840 people on three campuses and in two regional offices. We offer Bachelor's and Master's degree programs, as well as vocational degree programs, at all three of our campuses. For more, visit <a href="http://www.ehl.edu/en/study#professional">www.ehl.edu/en/study#professional</a> to see the full EHL course catalogue.</p> <p>In 2022, our net sales were 163'437 KCHF and our total capitalization 496'945 KCHF (349'465 KCHF of debt and 147'480 of equity). Financial information for fiscal year 2022. At the time of publication of this report, figures for the fiscal year 2023 were under review and approval.</p>
102-8	Information on employees and other workers	<p>Information on employees and other workers:</p> <ul style="list-style-type: none"> <li>- Permanent staff (female/male/total): 279/372/651</li> <li>- Temporary staff (female/male/total): 49/45/94</li> <li>- Lausanne (permanent/temporary/total): 601/78/681</li> <li>- Singapore (permanent/temporary/total): 20/10/30</li> <li>- Other (permanent/temporary/total): 28/6/34</li> <li>- Full time staff (female/male/total): 239/361/600</li> <li>- Part time staff (female/male/total): 89/56/145</li> </ul> <p>Seasonal workers and non-employees do not constitute a significant portion of our workers.</p> <p>Data unavailable for campus in Passugg.</p>
102-9	Supply chain	As an institution of higher learning, our locations include virtual and classroom teaching, on-campus housing, dining, and leisure activities. As such, our most procured items are food and beverages, kitchen appliances, textiles, IT material, and furniture.
102-10	Significant changes to the organization and its supply chain	In 2023, EHL completed the important review of its structure. The review led to a different characterization of internal departments and their related business units, but the company size remained unchanged. In the meantime, under the guidance of the CEO, the Group strategy definition evolved as planned, until its operationalization from early 2024 on.
102-11	Precautionary Principle or approach	The precautionary principle is integrated in our risk management and decision-making process.

102-12	External initiatives	<p>EHL Group:</p> <ul style="list-style-type: none"> <li>- Council for Higher Education Accreditation</li> <li>- Hôtellerie Suisse</li> <li>- Suisse Tourisme</li> <li>- Swiss Food Nutrition Valley</li> <li>- Fondation pour la Promotion du Goût</li> <li>- CVCi</li> <li>- DocuSign Agreement Cloud</li> </ul> <p>Higher Education Institutions Accreditations</p> <ul style="list-style-type: none"> <li>- EFMD</li> <li>- AACSB</li> <li>- NECHE</li> <li>- HES-SO</li> <li>- EUHOFA</li> <li>- THE</li> <li>- THE-ICE (SSTH Passugg)</li> <li>- EUHOFA (SSTH Passugg)</li> </ul> <p>ESG-related Initiatives :</p> <ul style="list-style-type: none"> <li>- International Sustainable Campus Network (ISCN)</li> <li>- Equal Pay</li> <li>- International University Sport Federation (FISU)</li> <li>- United Against Waste</li> <li>- Non-Violence Project Foundation</li> <li>- HES-SO sustainability strategy</li> <li>- Fondation Mère-Sofia</li> <li>- Ecole Paul Dubrule</li> <li>- Restaurant L'Union</li> </ul>
--------	----------------------	--

## Strategy

102-14	Statement from senior decision-maker	See Foreword.
102-15	Key impacts, risks, and opportunities	<p>EHL constantly monitors the evolution of the current instable global geopolitical situation. Last year, we adapted our behavior to a possible case of energy supplies shortage.</p> <p>As educational institution, we observe students' expectations becoming wider and more varied regarding sustainability, inspiring us new challenges for the future. In the same sense, the expectations from the society and general public are also increasing. We translate it with the need of accelerating our actions, face sustainability as a united organization and preparing a new set of sustainable commitments that can inspire our future actions.</p>

## Ethics & Integrity

102-16	Values, principles, standards, and norms of behavior	<p>In 2023, EHL Group published its Code of Ethics. This important document, publicly available on EHL website, provide a guiding framework for the interaction of all members of the EHL community internally as well as with external partners. The board adhered to the ethical principles listed in the document.</p> <p>The Code of Ethics is based on the EHL values, existing regulations, and guidelines. It has been presented to a wide array of EHL stakeholders for consultation to consider their needs and expectations and ensure the document is adapted to EHL's reality and is fully applicable. In addition, EHL is looking at the possibility to develop a Code of Conduct, based on the Code of Ethics, setting clear guidelines for day-to-day professional practice, decision-making and describing acceptable behavior in the professional environment.</p> <p>In 2023, five behavioral principles were identified and gathered into "EHL Tempo" to be used as a compass: accountability, transparency, care, experimentation, and collaboration.</p> <p>Please refer to GRI 301 Employment for further detail on EHL Tempo.</p> <p>Our student and staff population have numerous outlets to report unethical or unlawful behavior, many of which are accessible from our intranet page, including the SpeakUp Hub for anonymously reporting sexual harassment, our Health &amp; Wellbeing Hub, spiritual counselors on campus, the Staff Committee, Faculty Council, Mediation Committee, and Student Affairs Department.</p> <p>EHL participates in HappyAtWork and HappyAtSchool initiatives, allowing to get insights on satisfaction of staff members, students and faculty members.</p> <p>Additionally, employees have access to advice through our Employee Assistance Program. For more, visit <a href="http://www.ehl.edu/en/about-ehl/">www.ehl.edu/en/about-ehl/</a>.</p>
102-17	Mechanisms for advice and concerns about ethics	<p>Two guiding frameworks were developed last year in order to provide a clear ethical framework for stakeholders to collaborate, cooperate and work together: the EHL Code of Ethics, which was published during the year, and the TEMPO leadership principles (refer to the People pillar for further information, page 16).</p> <p>Any unlawful behavior will result in taking appropriate actions aligned with EHL Corporate Social Responsibility commitments.</p> <p>That said, several channels and possibilities are existing for our staff and students to report any concerns or issues related to unlawful behaviors. In addition, several training opportunities are proposed for example related to sexual harassment (Sexual Harassment Prevention workshops).</p> <p>EHL has also established a SpeakUp channel for its student population and staff enabling them to anonymously report unethical behaviors as well any situation of harassment and bullying.</p> <p>Students have also access to other channels or interlocutors such as our Student Counsellor, Spiritual Counsellor, Nurses, Student Affairs Department, Career Center and Faculty Council.</p> <p>Additionally, employees have access to advice through our Employee Assistance Program as well as Mediation Committee and the staff committee.</p> <p>For more, visit <a href="http://www.ehl.edu/en/about-ehl/">www.ehl.edu/en/about-ehl/</a>.</p>

## Governance

102-18	Governance structure	Our Board of Directors is responsible for setting the Group's Vision and Strategy and to ensure the strategy is implemented. The Sustainable Hospitality Services department is responsible for setting sustainability as a cornerstone of the Group activities. For more, visit <a href="http://www.ehlgroup.com/en/about-ehl/ehl-group-structure-governance">www.ehlgroup.com/en/about-ehl/ehl-group-structure-governance</a> .
102-20	Executive-level responsibility for economic, environmental, and social topics	The Chief Sustainable Hospitality Services Officer is part of the Executive Leadership Team and is responsible for environmental and social topics at EHL, reporting to the CEO. All members of the Executive Leadership Team are responsible for economic topics. The ELT reports to the CEO and the Board of Directors.

## Stakeholder Engagement

102-40	List of stakeholder groups	Primary internal stakeholder groups: students, faculty, staff. Primary external stakeholder groups: alumni and advisory boards, certified schools, accreditation bodies, potential students, parents of students, industry focus groups and associations, employers, alliance members, advisory service clients, suppliers, local community members, local government entities, sustainability services providers, NGOs, and media.
102-42	Identifying and selecting stakeholders	Different types of relationships have been considered to identify EHL external stakeholders. We include stakeholders whose sphere of influence may impact or may be impacted by EHL and others that are in a relation of responsibility or dependency with EHL.
102-43	Approach to stakeholder engagement	We engage different stakeholder groups based on the degree of impact EHL has on them and vice versa. Internal stakeholders, such as students, faculty and staff, are solicited numerous times throughout the year through town halls, surveys, focus groups, and interviews during the preparation of this report. Students can also share their opinions on sustainability in an anonymous way via the Positive Impact Rating survey and idea walls. Alumni and Advisory Boards are approached annually for specific purposes, including sustainability. Feedback from external stakeholders is taken into account as needed for specific engagements with EHL. Generally, external stakeholders are not asked to contribute directly to the sustainability report. In 2022, we held a broad materiality assessment exercise. Staff, faculty, students, the board, the executive committee, and the participants to the EHL junior academy were asked to rate the importance EHL Groups should attribute to different economic, governance, social, and environmental topics.
102-44	Key topics and concerns raised	The main internal stakeholders (staff and students) were surveyed with the Happy at School and Happy at Work ranking in late 2023. The key topics and concerns identified will be analyzed and addressed in 2024.

## Reporting Practice

102-45	Entities included in the consolidated financial statements	Company names and registered offices : <ul style="list-style-type: none"> <li>• Fondation de l'Ecole hôtelière de Lausanne, EHL</li> <li>• E.H.L. Holding SA</li> <li>• EHL Advisory Services SA</li> <li>• EHL Hospitality Business School SA (formerly EHL Real Estate SA)</li> <li>• EHL Next SA</li> <li>• SETH - Schweizerische Schule für Touristik und Hotellerie AG</li> <li>• HTM-Immobilien AG</li> <li>• EHL Hospitality Services SA</li> <li>• EHL Haute Ecole SA</li> <li>• EHL Academia SA</li> <li>• Ecole hôtelière de Lausanne PTE Ltd</li> <li>• EHL Campus (Singapore) PTE Ltd</li> <li>• EHL Advisory Services (New Delhi) LLP</li> <li>• EHL Advisory Services (Beijing) Co., Ltd</li> <li>• EHL Advisory Services (Hong Kong) Ltd – on the way to be liquidated.</li> <li>• Kuniumi-EHL Inc.</li> </ul>
102-46	Defining report content and topic Boundaries	We report on activities within the corporate boundary of our operations. Our material topics are determined through detailed research via focus groups and interviews. These topics are organized under 4 pillars: Education, People, Communities, and Environment. We introduced the GRI framework in our social and environmental reporting three years ago. A materiality assessment conducted two years ago, provided us with the importance to attribute to different material topics. In general, we observed that three social topics are listed within the top 5 material topics by EHL staff, faculty and student, demonstrating the key-role of human relations within the hospitality sector. The other two topics in the top5 are Waste management and Data protection and privacy. This fact encourage us in strengthening our future efforts in developing further our People pillar, in addressing visible issues related to food waste and single-use items, and in ensuring a safe digital environment for staff and students.
102-47	List of material topics	The Group Strategy and the 4 pillars of our sustainability strategy act as the basis for identifying the following material topics: Economic Performance, Indirect Economic Impacts, Procurement Practices, Energy, Water and Effluents, Emissions, Waste, Supplier Environmental Assessment, Employment, Occupational Health and Safety, Training and Education. We added the material topic on Biodiversity due to its growing importance in the global reporting frameworks.
102-48	Restatements of information	No major restatements were made.
102-49	Changes in reporting	Added GRI 304: Biodiversity
102-50	Reporting period	January 1, 2023 - December 31, 2023
102-51	Date of most recent report	2022 EHL Social and Environmental report, published in March 2023.



102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	csr@ehl.ch
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in reference to the GRI Standards.
102-56	External assurance	EHL does not externally assure its sustainability report.

## GRI 200: ECONOMIC DISCLOSURES

### GRI 201 Economic Performance

103-1 (201)	GRI 201: Economic Performance 2016	As a non-profit foundation we reinvest all profits into our organization, including investments in education, infrastructure, innovation, and community engagement. Healthy economic performance undergirds the continued relevance of the education we provide, to current students and alumni. We manage our economic performance through standard, globally-approved accounting practices.
201-2	Financial implications and other risks and opportunities due to climate change	Since 2018, EHL Group has incorporated a Risk Management approach in the development of its activities. The risks to which EHL Group is exposed during the course of its mission and the implementation of its strategy are identified, classified and analyzed. A risk review is carried out three times a year enabling EHL to have an updated vision on the main risks the Group is facing. Risks related to climate change have been included in the enhanced risks register of the Group. However, no climate change risks/opportunities are significant for substantive changes in operations or finance.
201-4	Financial assistance received from government	In 2022, we received a total of 30'181 KCHF in subsidies and 993 KCHF in grants from the government. Government is not present in the shareholding structure.

### GRI 203 Indirect Economic Performance

103-1 (203)	GRI 203: Indirect Economic Impacts 2016	EHL develops hospitality competencies through research, education, innovation, as well as business services, and brings them to the world in a sustainable way. With more than 4'000 students and more than 600 faculty and staff worldwide, we are a life-long learning partner for hospitality professionals. We enable individuals and organizations to achieve their goals, counting more than 100 practicing consultants and serving more than 500 organizations in 30 different countries. Our EHL Certified Schools and VET partners contribute in building capabilities in the hospitality industry, and improve the lives and employability of many. We also entertain a network of 180 companies recruiting on EHL campuses every year and 35 companies members of the EHL Alliance. Our 30'000 Alumni operate worldwide in 150 different countries.
203-1	Infrastructure investments and services supported	No new major developments happened in 2023.

### GRI 204 Procurement Practices

103-1 (204)	GRI 204: Procurement Practices 2016	Procurement practices represent an important part of our campus operations activities. A major part of the procurements activities are mainly centralized.  The project of updating the EHL purchasing charter is still underway. The objective remains to integrate general sustainability criteria in the document as well as specific recommendations related to the type of goods or services to guide decision-making. A reference to the EHL Code of Ethics will also be integrated in the EHL Purchasing Conditions sent to our suppliers to ensure their alignment with our ethical principles. The questionnaire to evaluate the environmental and social performance of our suppliers is in development. We are continuing our efforts on the F&B purchased goods, as they still represent an important part of purchasing activities on our Lausanne Campus. Environmental impact of these goods are calculated thanks to the Beelong solution, providing an Eco-score for each product.
204-1	Proportion of spending on local suppliers	Given the diversity of the type of suppliers, no data on the subject is systematically collected at the moment.

## GRI 300: ENVIRONMENTAL DISCLOSURES

### GRI 302 Energy

103-1 (302)	GRI 302: Energy 2016	See page 30 of the report, pillar Environment
302-4	Reduction of energy consumption	<p>At the Group level, energy consumption raised 5% compared to 2021. This raise can be explained by the opening of the new campus in Lausanne and the rise of Singapore's campus population.</p> <ul style="list-style-type: none"> <li>- Lausanne Compared to 2022, we noticed a 40% reduction in gas consumption. This is due to three main factors: the renewable energy installations on the New Campus, the departure from VINO building, and the actions undertaken to mitigate gas consumption in accordance with the Ostral plan in early 2023. However, electricity consumption raised again (+20%) on the Lausanne campus. A small part of consumed electricity was produced by our photovoltaic installations (6%).</li> <li>- Singapore The energy consumption on Singapore campus dropped 31%.</li> <li>- Passugg The energy consumption on Passugg campus reduced by 3%. The reduction is for both energy sources (natural gas and electricity).</li> </ul> <p>EHL is preparing a long-term strategy to further mitigate emissions from the energy sector.</p>

### GRI 303 Water & Effluents

103-1 (303)	GRI 303: Water and Effluents 2018	<p>To minimize the environmental impact of our campuses, we are working to minimize our water use. We measure our water consumption annually as part of our carbon footprint calculation.</p> <p>The opening of the New Campus increased substantially our water consumption, despite the actions put in place to mitigate it. Laundries are available to campus residents as well as a swimming pool. Dry cleaning services on Lausanne campus are provided by EGEN Textile Care, a WWF-supported company which implements sustainability best practices.</p> <p>Also, all our cleaning products are eco-friendly to reduce the release of chemicals into the water.</p>
303-5	Water consumption	<p>On our three campuses, we consumed a total of 108 ML. Of these, 85.6 ML were used in Lausanne, 11.1 ML in Passugg and in 11.4 ML in Singapore.</p> <p>According to Water Scarcity Atlas (<a href="https://waterscarcityatlas.org">waterscarcityatlas.org</a>) none of EHL campuses are placed in areas affected by water stress.</p>

### GRI 305 Emissions

103-1 (305)	GRI 305: Emissions 2016	<p>We are eager to do our part to accelerate societal decarbonization. We calculate our carbon footprint since 2019 on the Lausanne campus and since 2021 on Passugg and Singapore campuses. Our climate journey is ongoing progress.</p> <p>In 2019, we committed to offset the GHG emissions from the construction of our new MinergieP-labeled campus in Lausanne by 2024. The offsetting will be completed by the end of 2024, accordingly.</p> <p>In 2023, we prepared a Preliminary Climate Plan for the Lausanne campus, starting to formulate our climate ambition and allowing us to identify climate actions and milestones for the next years.</p> <p>In 2024, we will conduct the necessary studies to design a more inclusive climate roadmap and formulating long-term mitigation objectives.</p>
305-1	Direct (Scope 1) GHG emissions	<p>Scope 1 emissions in 2023: 1'276 t CO<sub>2</sub> eq. (-30% compared to 2022)</p> <p>Base year emissions (2019): 837 t CO<sub>2</sub> eq.</p> <p>Data reported for the 3 campuses.</p> <p>Recalculations, Methodology and Assumptions: Data collected for each EHL owned and rented building. We dispose of primary source data for natural gas consumption and pellets.</p>
305-2	Energy indirect (Scope 2) GHG emissions	<p>Scope 2 emissions in 2023: 3'019 tCO<sub>2</sub> eq. (+12% compared to 2022)</p> <p>Base year emissions (2019): 1'603 t CO<sub>2</sub> eq.</p> <p>Data reported for the 3 campuses.</p> <p>Recalculations, Methodology and Assumptions: The emission factor used for purchased energy takes into account the Swiss energy mix at consumption, despite EHL purchases a renewable energy mix (SIL nativa) on Lausanne campus. An appropriate emission factor is used for Singapore.</p>

305-3	Other indirect (Scope 3) GHG emissions	<p>Scope 3 emissions in 2023: 7'293 tCO<sub>2</sub> eq. (+7% compared to 2022) Base year emissions (2019): 12'896 t CO<sub>2</sub> eq.</p> <p>Selected categories: 1. Goods and services, 2. Capital goods, 3. Energy purchased, 5. Waste disposal, 6. Business travels, 7. Employee and students commuting, and 8. Leased assets are included. In category 2, we reported emissions from the construction of the New Campus in Lausanne.</p> <p>Methodology: Categories 1. Goods and services; 2. Capital goods; 3. Energy purchased; 8. Leased assets. Secondary data provided from EHL finance department.</p> <p>Category 5. Waste disposal. In Lausanne, primary data in tonnes is provided. In Passugg and Singapore, estimations are based on regional and national statistics.</p> <p>Category 6. Business travels. We dispose of air travel data reporting travelled km. In accordance with the EHL travel policy, we assume that all flights of more than 2'500 km are done in business class and the rest in economy class. We also include Hotel stays and taxi travel using secondary data.</p> <p>Category 7. Employee and student commuting. In Lausanne, data from the EHL parking is available, allowing us to know how many student and staff use the car daily. In 2023, we conducted an analysis on staff distance from campus, confirming the estimation done back in 2019. Estimations on public transport use are based on the number of ticket reduction requests. In Lausanne and Passugg, part of students reside on campus.</p> <p>Recalculations and Assumptions: - Lausanne - Food: we dispose of a new set of emission factors for food. However, in order to keep methodology consistency, those have not been implemented yet. We are evaluating the best way to implement the new set of emission factors in a methodologically sustainable way. - Lausanne - Organic waste: the weight of organic waste in 2022 has been amended, a wrong calculation has been discovered in the 2022 carbon footprint. The correct value is 172 tonnes. - Lausanne - Commuting staff: the number of average working days per year in 2022 has been amended subsequently the use of parking data for estimating car use. The impact of home office is directly integrated in the parking data instead of being reflected on the number of average working days.</p>
305-4	GHG emissions intensity	Our GHG emissions intensity ratio in 2023 was 2.69 t CO <sub>2</sub> per person for the Lausanne campus (Scope 1, 2 and 3). The intensity figure's denominator is our total campus population, including students and staff.
305-5	Reduction of GHG emissions	<p>Aggregated results The EHL carbon footprint raised 2% compared to 2022 (base year for the 3 campuses aggregate calculation). The raise is due to the electricity consumption on Lausanne campus and the growing business travels, which are coming back to pre-COVID crisis level.</p> <p>Lausanne - base year 2019 Since 2019, the carbon footprint of Lausanne's campus decreased 33% from 2019 to 2022, equivalent to 46% of GHG emissions per person. The main reduction driver is the end of the construction of the New Campus, back in 2022. We also record an important reduction on natural gas consumption, thanks to the renewable energy installations. This decrease is counterbalanced by the increasing consumption of purchased electricity and the growing number of business trips.</p> <p>Singapore - base year 2021 GHG emissions in Singapore reduced 28% from 2022 to 2023, mostly led by a reduction of electricity consumption. This meant a decrease of 32% in GHG emissions per person.</p> <p>Passugg - base year 2021 Passugg GHG emissions remained stable compared to 2022 (+1%).</p>

## GRI 306 Effluents & Waste

103-1 (306)	GRI 306: Effluents and Waste 2016	<p>With over 4,000 daily visitors to our Lausanne campus alone, we are conscious of the importance of proactive waste management. Currently we only capture detailed waste data for our Lausanne campus. Our Singapore and Passugg campuses are looking into collecting data on their waste generation.</p> <p>Recycling waste The recycling rate on Lausanne campus is 55%. In 2023, we launched the Recycling Champions Initiative, with the objective of encouraging campus residents to recycle.</p> <p>Food waste We use KITRO - an artificial intelligence scale - to measure the food waste on Brasserie 1893, one of our fine-dining restaurants on the Lausanne campus. This solution inspired our actions in trying to reduce the food waste. On the whole Lausanne campus, the avoidable food waste baseline, calculated back in 2022, is 28.64 grams per guest, which is in line with the industry median.</p> <p>Electronic waste In 2023, we donated 1'012 IT items to an association that recovers them for refurbishment.</p>
306-2	Waste by type and disposal method	<p>In 2023, on Lausanne campus we collected: Total non-hazardous waste: 404 t Total recycling: 68 t Total composting: 223 t Total recovery: 181 t</p> <p>The EHL technical service is proactive in finding opportunities to reuse furniture and materials. For example, on campus Lausanne, 20 tables have been reused as shelves. Many other material have been reused, however we don't systematically collect data on these initiatives.</p>



GRI 308 Supplier Enviromental Assessment

103-1 (308)	GRI 308: Supplier Environmental Assessment 2016	Please refer to GRI 204 Procurement Practices
308-1	New suppliers that were screened using environmental criteria	Please refer to GRI 204
308-2	Negative environmental impacts in the supply chain and actions taken	Currently as no concrete evaluation of EHL suppliers has been carried out it is complicated to identify any potential negative impact. That said, EHL is taking great attention in the selection of its suppliers and partners and follows high-quality standards that should avoid working with suppliers having any major negative environmental impacts. The new purchasing charter as well as the supplier questionnaire will further enhance this selection.

## GRI 400: SOCIAL DISCLOSURES

### GRI 401 Employment

103-1 (401)	GRI 401: Employment 2016	See page 16 of the report, pillar People.
401-1	New employee hires and employee turnover	<p>Under 25: 27% (14,4% female, 12,6% male)            25-34: 35,3% (21,5% female, 13,8% male)            35-44: 26,3% (12,6% female, 13,7% male)            45-54: 7,8% (1,8% female, 6,0% male)            Over 55: 3,6% (1,2% female, 2,4% male)</p> <p>145 in Lausanne, 14 in Singapore, 8 in Asian offices</p>
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	No distinctions are made for benefits between these two types of contracts.
401-3	Parental leave and dependent care	<p>No specific data is available for this topic.</p> <p>In Switzerland, EHL allows 116 days of maternity leave, exceeding the legal requirements by two weeks, and 14 days of co-parent leave which can be taken on a flexible basis within six months after the birth of the child.</p> <p>In Switzerland, a paid leave has been introduced in 2021 in the Code of Obligations so that employees can take care of a family member or their partner due to illness or accident. This leave may last a maximum of three days per case and may not exceed ten days in a year.</p>

### GRI 403 Occupational Health & Safety

103-1 (403)	GRI 403: Occupational Health and Safety 2018	<p>Health and safety are of the utmost importance at EHL. A safe and healthy working and studying environment are at the heart of EHL's considerations.</p> <p>A dedicated Security Team, present on Lausanne campus is ensuring that staff and students remain safe. The safety management plan in place aims at anticipating, recognizing, evaluating, controlling, and preventing workplace hazards and risks related to safety. Several prevention measures are also in place to raise awareness of potential risks and hazardous behaviors including awareness campaigns but also training on, for example, fire hazards and accident prevention.</p> <p>A nursing service is present on campus providing direct health support for students, as well as an osteopath available for sessions.</p> <p>Staff and students have access to brand-new sports facilities including indoor swimming, a gym, tennis/padel and basketball courts, and a fitness area offering various fitness and yoga classes. A physiotherapy studio is available on campus.</p> <p>Again this year a Health and Wellness week was organized, proposing a wide array of activities such as back massages, prevention, and healthy behaviors promotion. Special initiatives are implemented during the exam periods to reduce students' stress level.</p>
403-1	Occupational health and safety management system	Health, safety and security are managed and addressed through various internal directives and regulations all based on legal and specific requirements.
403-3	Occupational health services	<p>All EHL members (staff and student) are covered by the EHL Health &amp; Safety regulations, the security and safety directive addresses specific hazards requiring the evacuation of campus and more specifically:</p> <ul style="list-style-type: none"> <li>- Security department: manages security-related aspects.</li> <li>- Services &amp; Well-being department: supports staff and students by managing access to sports infrastructures and by offering a series of prevention services.</li> <li>- HR department manages aspects such as important health and safety communication and information sharing including potential legal requirements, organisation of dedicated training and prevention initiatives.</li> </ul> <p>Additional prevention initiatives are proposed to staff and students:</p> <ul style="list-style-type: none"> <li>- A mandatory workshop on harassment prevention ensured by The Non-Violence Project Foundation;</li> <li>- Access to the Employee Assistance Program, offered by ICAS, an external and independent company. A hotline is available for staff 24/7 for discussing anonymously both private and work-related issues.</li> <li>- Work life balance is addressed via a dedicated home-office policy, external family support service (servicefamille)</li> <li>- A wide range of sports activities are accessible on Lausanne Campus, open to staff and students, including an indoor swimming pool, a gym, fitness and yoga classes etc.</li> <li>- Healthy, vegan and gluten-free meal options are available on campus.</li> <li>- Other mental health and wellbeing services are also proposed on campus or online (mindfulness or meditation sessions, stress management tips etc.)</li> </ul>
403-9	Work-related injuries	The percentage of work-related injuries in 2023 was 3,2%. All professional injuries are taken into account. The work week corresponds to 42 hours. This figure is multiplied by the number of working weeks.
403-10	Work-related ill health	The rate of work-related ill health cases is 2.67%.

### GRI 404 Training & Education

103-1 (404)	GRI 404: Training and Education 2016	See page 10 of the report, pillar Education
404-2	Programs for upgrading employee skills and transition assistance programs	Various programs were developed in 2023 addressing the needs of divers staff populations. Transversal programs such as mentoring and innovation sprints were launched in 2023, aiming to provide guidance and opportunity to staff and faculty to develop their collaboration and innovation skills. In addition, a management training will be launched in 2024 around three pillars: well-being, business clinic and engagement, as a result of the employee engagement survey Happy@Work.

404-3	Percentage of employees receiving regular performance and career development reviews	The performance of each staff member is assessed through a yearly Performance Development Appraisal (PDA). Yearly objectives are discussed and mutually agreed upon between the staff member and their manager.  The PDA process will be refreshed in 2024.
-------	--	---

## GRI 405 Diversity & Equal Opportunity

103-1 (405)	GRI 405: Diversity and Equal Opportunity 2016	<p>People are at the heart of hospitality and are at the center of EHL's activities. Nurturing human interactions and taking care of our EHL community members is key.</p> <p>As clearly stated in our EHL Code of Ethics, Diversity, Equity and Inclusion are guiding principles to ensure a safe and conducive environment where our community can develop and thrive. Respecting and celebrating DEI will create the fertile ground for the whole EHL community to feel safe, valued, respected, engaged, and empowered, enforcing a sense of belonging for the entire community. The EHL DEI plan is still under construction to ensure its objectives are adequate and relevant, corresponding to actual needs and expectations all the EHL community members.</p> <p>On a more practical side, the psycho-social risk directive has been updated and enforced, sexual harassment prevention activities and trainings are continuing, the LGBTQ+ students' task force, called Pride, is continuing its efforts to raise awareness and to provide a safe space for students to discuss this topic.</p>
405-1	Diversity of governance bodies and employees	<p>In 2023, 40% of members of the Executive Leadership Team are female and 60% are male; the average age of Executive Leadership Team members is 50.5 years (median = 50). These figures represent a further improvement after the structure review occurred in 2022.</p> <p>In the extended leadership group, 33% of members are female and 67% are male. Members of this group have an average age of 45.7 years (median = 46).</p> <p>Overall female and male managers are respectively 61% and 39%, and female and male staff members are respectively 44% and 56%. The average age of managers is 39.3 years (median = 40). For staff members, the average is 36.3 years (median 35).</p>
405-2	Ratio of basic salary and remuneration of women to men	In 2022, EHL received the Equal Pay label, verifying that there is no more than a 5% discrepancy between men and women in similar roles with similar education and backgrounds. This label is the result of an audit of EHL accounts and processes, performed by an independent external company.

## GRI 406 Non-discrimination

103-1 (406)	GRI 406: Non-discrimination 2016	<p>EHL does not tolerate any form of discrimination, intimidation, bullying or sexual harassment. This is clearly stated in the Code of Ethics under the DEI paragraph. EHL puts a lot of efforts into creating a working and studying environment where every member feels safe, welcomed and is treated in a fair, inclusive and equitable way.</p> <p>Should members face difficult situations, various resources are available to seek for support. The SpeakUp platform supports and the Mediation council provide a safe space for our members to discuss, in confidentiality, sensitive issues. A student counsellor as well as spiritual counsellor are also available. An employee assistance program also exists for staff members.</p>
406-1	Incidents of discrimination and corrective actions taken	We do not publicly disclose this information to protect privacy.

## GRI 413 Local Communities

103-1 (413)	GRI 413: Local Communities 2016	See page 24 of the report, pillar Communities.
413-1	Operations with local community engagement, impact assessments, and development programs	<p>Community engagement as well as its social and environmental impacts are currently not evaluated in a comprehensive and systematic way but it is clearly an objective for EHL to do so in the near future. Engaging with the community and having a positive impact are part of EHL's Sustainability strategy and represent one of the areas where expansion can be exponential.</p> <p>EHL is already involved with the local community and regularly partners with organizations in the neighboring areas (eg. Restaurant L'Union or Fondation Mère Sofia in Lausanne). In addition, we also provide all staff and students access to a volunteering platform offering opportunities to help NGOs and other active associations or foundations and ensure that everyone within EHL can play a role in giving back to the community. The EHL community at large got into action in supporting the various crisis that emerged in 2022.</p>
413-2	Operations with significant actual and potential negative impacts on local communities	At the current stage, no significant negative impacts on local communities have been identified in any of the location of operations. Minor impacts on local communities are addressed ad-hoc.

## GRI 414 Supplier Social Assessments

103-1 (414)	GRI 414: Supplier Social Assessment 2016	Please refer to GRI 204 Procurement Practices
414-1	New suppliers that were screened using social criteria	Please refer to GRI 204

## GRI 418 Customer Privacy

103-1 (418)	GRI 418: Customer Privacy 2016	<p>Data privacy is an important topic for EHL. Given our global presence, we adhere to several regulatory regimes governing data privacy and security: the Federal Act on Data Protection (Switzerland), the General Data Protection Regulation (European Union) and the Personal Data Protection Act (Singapore).</p> <p>Students are clearly informed about the collection and use of their personal data through our privacy policy that explains how we use and share their personal data as well as their rights.</p> <p>EHL takes appropriate measures to ensure the protection of personal data and avoid that any personal data can be accessed by unauthorized persons. These protocols and procedures are enumerated in internal data security policies and mandatory trainings are provided to relevant personnel.</p> <p>In the event of a data breach, EHL has a defined procedure to deal with it appropriately and in compliance with legal rules.</p>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	EHL Group does not publicly disclose information related to data breaches.





 EHL